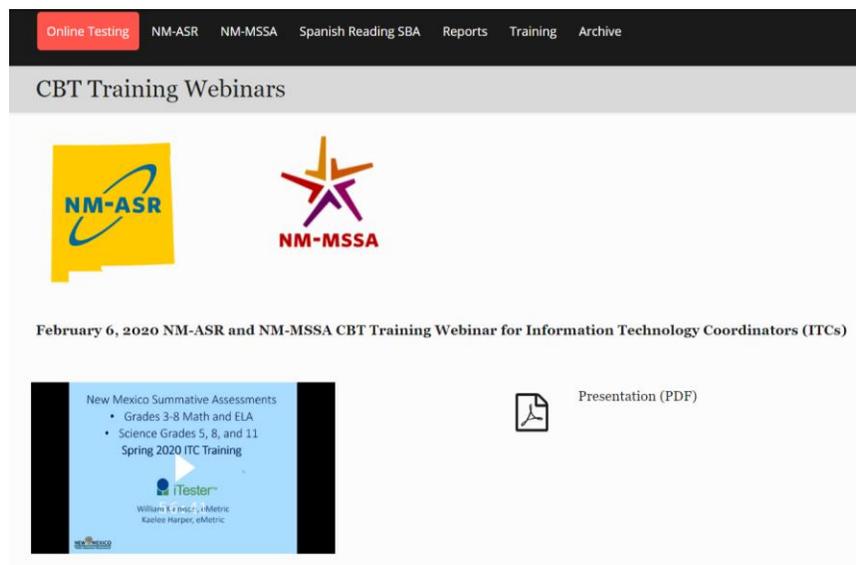# Spring 2020 NM-ASR & NM-MSSA CBT Training Webinar for ITCs Questions and Answers

1. Will the webinar be recorded and posted for ITCs?
   - It was recorded and posted to the Cognia Help & Support site: https://newmexico.onlinehelp.cognia.org/cbt-training-webinars/

2. Will the actual presentations be shared with participants?
   - Yes, they are accessible in the Cognia Help & Support site: https://newmexico.onlinehelp.cognia.org/wp-content/uploads/sites/10/2020/02/2020-Spring-NM-ASR-MSSA-ITC-CBT-Webinar.pdf

3. Will we be sent the PowerPoint?
   - Yes.

4. Will we be sent the presentation through email?
   - Yes, Cognia will send it to all registered participants via email in addition to also being accessible via the Cognia Help & Support site.

5. Do you recommend uninstalling the kiosk after the testing window has ended? Or should the kiosk be left installed?
   ➤ It makes no difference. Every year you will need to install a new one. It will be up to your discretion if it helps. You don't need to uninstall it after science because you will use the same one for MSSA.

6. Will the folder that saves answers be automatically installed when we update the App?
   ➤ Yes. It will automatically be installed and choose a default location; if you want to change the default location, you have the option to do so.

7. To be clear, no Windows 7?
   ➤ Correct. Microsoft ended support for Windows 7 a few weeks ago.

8. When will the App be an auto-updated feature?
   ➤ The apps do not have an auto update feature. So, each year, when a new app is available, you will have to download a new app.

9. What is the phone# for Help Desk?
   ➤ 1-877-676-6722

10. Will we need to set up a caching computer?
    ➤ No, you will not need to set up a caching computer.

11. What is the name of the Chromebook kiosk in the Chrome store?
    ➤ it is New Mexico Summative Assessments.

12. Are there any program/kiosk updates planned between now and testing time?
    ➤ No. Should not be any kiosk updates between now and next academic year.

13. When does the NM-MSSA practice testing begin?
    ➤ On February 25, 2020.

14. Are there any requirements in creating testing content servers within the district? Like it was done for PARCC and DRC Access testing?
    ➤ No, the iTester system does not require proctor cache servers.

15. The Zia icon appears to be wrong here. It reminded me what is being rebranded.
    ➤ The Portal has been rebranded with new PED Branding. The Kiosk has been rebranded and is now called New Mexico Summative Assessments for Windows, Mac and Chromebooks.
    ➤ For iPads we have a new app called iTester where after setting up you will need to select New Mexico as the location.

16. Are you supposed to run the readiness tests on all the devices you are going to use, or just a sampling of them?
    - You would want to run it on a few devices of each configuration. So, if you are using Windows 10 and Chromebooks, you would want to test a few windows devices and a few Chromebooks.

17. Is there a way to know if your chrome kiosk is out of date? Or just re-install to be safe?
    - Yes, when you launch it will let you know it is out of date. Also, the branding has been updated to the new New Mexico Summative Assessments logo.

18. Are they the same whitelisted sites and ports as last year? Or do we need to update them?
    - They are mostly the same as previous years, with the addition of one or two more this year. They are listed in the Kiosk Installation Guide.

19. When will the window open to create test sessions?
    - February 24 for Science test. March 30 for Math and ELA MSSA.

20. For iPads the app will not work on IOS less than 13.1, correct?
    - it will likely work, but it will be better to update it. we have not tested on previous versions of iOS

21. Do they have set testing windows yet as to when the tests need to be taken?
    - Daily it is between 7am and 9pm MT., If they try to test before 7am and after 9pm MT, it will not work.

22. What were the April dates again?
    - for the MSSA math and ELA testing window, the dates are April 6-8

23. Windows 10 is only Windows-based OS, not Windows 8 at all?
    - Windows 8.1 and Windows 10 are supported.

24. Our district is still trying to get in to get the installer for the windows kiosk.
    - Be sure to do it sooner rather than later

25. If we lose network connectivity, do the students using Chrome books have to use the same Chromebook to submit the answers again?
    - If students lose connectivity in the middle of the test, you want to have them continue testing. And yes, you want to relaunch on the same specific device.

26. Who will send us credentials to access the site once a user account is created?
    - You will receive an automatic email from "Cognia Support" (nmtechsupport@cognia.org)