

**From:** [New Mexico Help Group](#)  
**To:** [New Mexico Help Group](#)  
**Subject:** Upcoming iTester Platform Updates, Downtimes, & Reminders  
**Date:** Tuesday, July 18, 2023 9:15:20 AM  
**Attachments:** [image001.jpg](#)

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Greetings,

Please note that eMetric will be conducting some iTester platform updates and as such there will be some downtimes as noted below plus some reminders.

**July 21, 6-8 MST:** *DI will undergo maintenance 21 Jul 6-8 p.m. MST.* During this time, users may experience intermittent connectivity issues while using the Reporting Portal.

**July 24-28:** *The iTester Test Administration component will be closed for maintenance 24-28 July.*

**July 31:** The iTester *Test Administration component* will reopen after being closed for maintenance.

- Users can upload Pre-ID files for the 2023-2024 school year and new Windows and Mac installers will be ready to download and install.
- New Windows and Mac kiosks will be required for all iMSSA, MSSA and Cognia Formative the 2023-2024 school year assessments.
- New Chrome and iPad OS kiosks are not required.
- Fall 2023 supported operating systems will be updated on 24 July and can be found here: <https://newmexico.onlinehelp.cognia.org/cbt-guides>

**August 3:** The iTester Portal will receive an update on 3 Aug. Details of the new features will be communicated later this month.

**August 14:** Data Interaction (DI) will receive an update on 14 Aug. Details of the new features will be communicated later this month.

As always, if you have any questions or concerns, please contact the Cognia NM Client Care Center team/Help desk at 1-877-676-6722 or email: [nmtechsupport@cognia.org](mailto:nmtechsupport@cognia.org) or use the [live chat link](#) on the Help and Support Site.

Kind Regards,



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