

Browser Testing User Guide

This technology guide illustrates how access the New Mexico Public Education Department Student Testing Interface using a web browser and log in to the iMSSA Interim Assessments program tests. It explains the tools, accessibility features and accommodations available within the application and how to use them. It provides guidance for offline scenarios, error messages, and contains troubleshooting tips.

This guide is designed to help Test Administrators and School Test Coordinators.

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Accessing via Web Browser

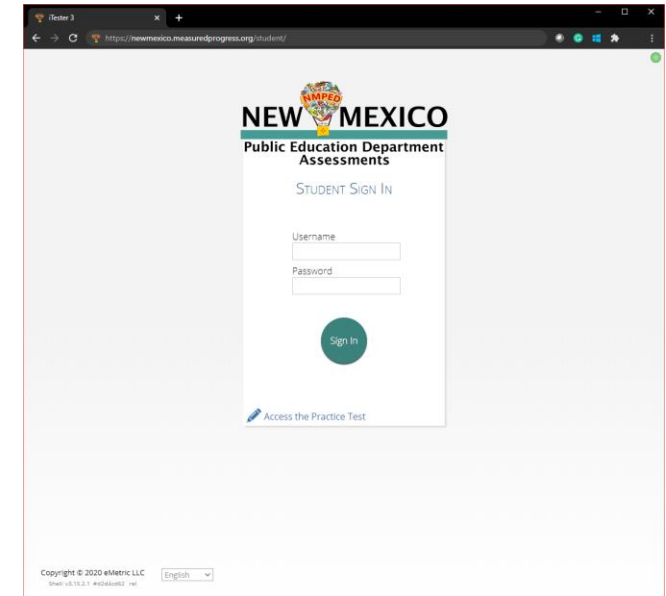


1. Open a supported web browser



2. Navigate to the New Mexico Public Education Assessments Student Testing Interface web address:

<https://newmexico.cognia.org/student/>



Login Screen



Watt, Evie
DOB: 4/2/2009
Demo iMSSA Math Test
Username: 100000020
Password: A247ABF2

1. **Username:** Type the username into the *Username* field. Student usernames can be found on their corresponding test tickets.

2. **Password:** Type the password into the *Password* field. Student passwords can be found on their corresponding test tickets.



STUDENT SIGN IN

Username

Password

Sign In

 Access the Practice Test

4. **Spanish Localization selector:** This drop-down box will allow students scheduled for the Spanish version of the test to change the language used in the web browser. This must be selected before the student logs into the Spanish version of the test.

5. **Connectivity Indicator:** The dot in the top right corner indicates whether the device has an internet connection. A green dot indicates that the device is connected to the internet, while a grey dot indicates that there is no connection.

Student Tutorials



NEW MEXICO
Public Education Department
Assessments

STUDENT SIGN IN

Username

Password

Sign In

Access the Practice Test

To access the student tutorials while using a web browser, students will click the *Access the Practice Test* link located at the bottom of the student sign in box. The sign in screen will change to the practice test sign in screen. Students will select the student tutorial from the drop-down and click **Go**.

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STUDENT SIGN IN
— PRACTICE TEST —

Select a Test:

Go

Exit the Practice Test

To exit the practice test sign in screen, click the **Exit the Practice Test** link at the bottom of the practice test student sign in box.

Student Tutorial Names

Student Tutorial Gr 3 - 5
Math

Student Tutorial Gr 6 - 8
Math

Student Tutorial Gr 3 - 5 ELA

Student Tutorial Gr 6 - 8 ELA

Student Tutorial Gr 3 - 5
Math Spanish

Student Tutorial Gr 6 - 8
Math Spanish

Session Selection Screens



After entering their username and password, students will then move to the student information screen. This screen will display the students' identifying information, the test they have logged into, and each of the test sessions. Any previously completed test session will be grayed-out and not accessible. Student clicks on a session to continue into the test.

1. Student Information
2. Test Session Selection: All available test sessions are listed here.

Not Demo Student? [Exit](#)

Hello, Demo Student

100007010 State Student ID	2/2/2010 Date of Birth	Male Gender
Cyber Falls Sch2-886 School Name	CyberFalls2 Teacher Teacher	8 Grade

The following tests have been scheduled for you:

Demo Test

[Session 1](#) [Session 2](#)

Session Selection Screens



The Options page allows the students to view, test, and set the accommodations for their test. These can also be changed within the test.

Note: Only those students with accommodations will see the Options page.

Options

Text-to-Speech Volume:100

Speed Slow Normal Fast

Reverse Contrast Default Inverted

Color Contrast

Default	Tuxedo	Classic	Ruby	Chalkboard	Nocturnal
Aquiline	Eccentric	Azure	Haunted	Celestial	Antique
Creamy					

Custom Masking Enabled

Answer Masking Enabled

Continue

The directions page displays the test directions for each student. When students land on this page, the test content will begin downloading. While downloading, the blue circle near the center of the page will display the download progress starting with 0% up to 100%. Once the test content has been fully downloaded, the word "Continue" will display inside the circle.

Text-to-Speech:

Demo Test
Session 1 Directions

Demo S

Today you will take a test in reading.

For this test, you will read passages and then answer questions about the passages.

In some cases, you will read two passages and answer the questions that follow. The questions may ask you to compare the two passages. Read Passage 1 and then read Passage 2 tab at the top of the screen to read Passage 2.

Some of the questions may look different from test questions you have seen before. Some may ask about material that is new to you, but it is important to do your best.

If you are not sure of the answer to a question, you should still try to answer it.

Continue

Exit

Accommodations Options Overlay button allows a student to bring up the accommodation options page to change accommodation settings if needed.

Test & Item Navigation



1. Review Page: Click on the down arrow to display a list of questions and their answer status. Also displays the items a student has bookmarked for review and allows a student to jump to a different question in the test.

2. Student Name: The student's first name and first initial of their last name is displayed. The hover text will display the student's full name.

Bookmark: Students can bookmark questions for review. To bookmark a question, click the star icon next to the item number in the top toolbar. Once selected, the bookmarked item will contain a yellow star on the test review page.

3. Clear: Removes all student responses from the current question.

4. Navigation Buttons: Primary means of navigating through the test. The Next & Back buttons allow a student to move forward or backward one question at a time.

The screenshot shows a test interface with a top toolbar containing 'Question 3', a star icon, and a 'Zoom' button. Below the toolbar are tabs for 'Passage 1' and 'Passage 2'. The main content area displays a reading passage titled 'Got His Horns' and a list of multiple-choice questions (A, B, C, D). A red callout '1' points to the star icon in the toolbar. A red callout '2' points to the 'Demo 5' text in the top right corner. A red callout '3' points to the 'Clear' button in the bottom navigation bar. A red callout '4' points to the 'Next' button in the bottom navigation bar. The bottom navigation bar also includes a 'Back' button, a 'Pause/Exit' button, and a '3' icon.

The screenshot shows the test review page with a top toolbar containing 'Question 4', a star icon, and a 'Zoom' button. Below the toolbar are tabs for 'Passage 1' and 'Passage 2'. The main content area displays a list of questions (1, 2, 3, 4, 5) with their status: 'answered', 'not answered', or 'not visited'. A red callout '1' points to the star icon next to question 4. A red callout '2' points to the star icon next to question 3. A red callout '3' points to the star icon next to question 4. A red callout '4' points to the star icon next to question 4.

Test & Item Navigation



Passage and Item Expansion

Question 4

Passage 1

You will now read two passages and answer the questions that follow. Some of the questions may ask you to compare the two passages. Read Passage 1 and then click the Passage 2 tab at the top of the screen to read Passage 2.

Passage 1

How Deer Got His Horns

1 Deer did not always have horns. Long ago, his head was round and smooth. That was before he won his horns in a race.

2 Back then, the forest animals played and held contests. They made their contests even more fun by giving prizes to the winners.

3 When Parrot flew the farthest, she won a crown of colorful feathers. When Skunk came in first place for smelliest, he won a white stripe down his back.

4 One day, the animals wanted to see who was the fastest. They decided to hold a race. The prize was a beautiful set of horns. The animals picked Deer and Rabbit to race against each other: Deer was fast, but Rabbit could jump high.

5 Deer and Rabbit would race through the forest where it was thick with bushes, branches, and trees.

6 The animals marked a start line at one end of the forest and a finish line at the other. Then, they put the horns where the animals could see them.

7 "Those are beautiful!" exclaimed Fox.

8 Chipmunk agreed. "I would love to wear those horns."

9 Rabbit liked the horns, too, and wanted them for himself.

The arrows on the passage side and item side of a question allow each section to be expanded to full screen. When the passage or item is expanded click the corresponding arrow again to return to the question.

Clear Pause/Exit Back Next Finish

Question 4

Passage 1

Passage 2

You will now read two passages and answer the questions that follow. Some of the questions may ask you to compare the two passages. Read Passage 1 and then click the Passage 2 tab at the top of the screen to read Passage 2.

Passage 1

How Deer Got His Horns

1 Deer did not always have horns. Long ago, his head was round and smooth. That was before he won his horns in a race.

2 Back then, the forest animals played and held contests. They made their contests even more fun by giving prizes to the winners.

3 When Parrot flew the farthest, she won a crown of colorful feathers. When Skunk came in first place for smelliest, he won a white stripe down his back.

4 One day, the animals wanted to see who was the fastest. They decided to hold a race. The prize was a beautiful set of horns. The animals picked Deer and Rabbit to race against each other: Deer was fast, but Rabbit could jump high.

5 Deer and Rabbit would race through the forest where it was thick with bushes, branches, and trees.

6 The animals marked a start line at one end of the forest and a finish line at the other. Then, they put the horns where the animals could see them.

7 "Those are beautiful!" exclaimed Fox.

8 Chipmunk agreed. "I would love to wear those horns."

9 Rabbit liked the horns, too, and wanted them for himself. So Rabbit liked the horns, too, and wanted them for himself. So Rabbit liked the horns, too, and wanted them for himself.

10 "I've never been to this part of the forest," Rabbit complained.

11 The animals nodded.

12 "I have an idea how to fix that," said Rabbit. "Let me see the plan going."

13 Deer agreed—this would make the race fair. Off Rabbit hopped.

14 However, Rabbit did much more than just look. He used his big chewed until he had cleared a path that would let him run easily.

15 What Rabbit did not know was that Skunk followed him. When thought, "Rabbit plans to cheat!"

16 Skunk went back and told the other animals what he saw.

17 "Oh, Rabbit," sighed Mouse.

18 A few minutes later, Rabbit hopped out from the forest. He announced that he had won the race.

Question 4

In Passage 2, how long were the children given to grow their plants?

Hide All

(A) one day

(B) one week

(C) one month

(D) one year

Clear Pause/Exit Back Next Finish

Test & Item Navigation



Pausing & Exiting

Pause/Exit: When a student clicks on Pause/Exit, they will be given the option to either to pause their test, exit their test or cancel.



Clear Pause/Exit Back Next Finish

Do you want to pause your test or exit your test?

Pause the test to temporarily log out. Exit the test to log out and close the testing application.

Pause Test

Exit Test

Cancel

When a test is paused, a timer will begin to countdown from 60 minutes. The student will have 60 minutes to return to their test before they are completely exited. To return to their test within the 60 minutes they will enter their **Password** and click **Resume**. Any sketch or highlighting they did before pause will be retained when they resume testing.

*If the student does not return within the 60 minutes the student will be exited from the test, any sketch & highlighting in the test will **NOT** be retained.

Your test is **paused**.

To resume testing, enter your password and click the Resume button.
To exit the test and close the testing application, click the Exit button.
When the timer reaches 00:00, your test will exit on its own.

58:50

Password:

Resume

Exit Test

Test & Item Navigation



Turning in a Test

Question 5 ☆

Zoom 🔍

Text-to-Speech: 🗣️ ▶️ 🔊 ⚙️

Demo 5 🟢

Passage 1

Passage 2

This question has two parts. Be sure to answer both parts of the question.

Based on Passage 2, which word **best** tells how Shai feels about going to the palace with an empty pot?

Hide All

👁️ (A) afraid

👁️ (B) angry

👁️ (C) happy

1 Deer did not always have horns. Long ago, his head was round and smooth. That was before he won his horns in a race.

2 Back then, the forest animals played. They made their contests even more interesting by having winners.

3 When Parrot flew the farthest, she won a white stripe down his back.

4 One day, the animals wanted to see who was the fastest. They decided to hold a race. The prize was a white stripe down his back. The animals picked Deer and Rabbit to race. Deer was fast, but Rabbit could jump high.

5 Deer and Rabbit would race through the forest where it was thick with bushes, branches, and trees.

6 The animals marked a start line at one end of the forest and a finish line at the other. Then, they put the horns where the animals could see them.

7 "Those are beautiful!" exclaimed Fox.

8 Chipmunk agreed. "I would love to wear those horns."

9 Rabbit liked the horns, too, and wanted them for himself.

🗣️ (B) "Still, no matter what he tried, nothing grew."

🗣️ (C) "Going to the palace with an empty pot felt foolish, even dangerous."

🗣️ (D) "Many laughed at Shai. Still, he kept his place in line."

Clear Pause/Exit Back Next **Finish**

On the last question of every test session, the **Finish** button will be activated to allow the student to click Finish. Clicking the Finish button will take the student to the test review page.

You have completed: 3 out of 5

1 answered 2 answered

★ 4 not answered 5 not answered

Pause/Exit Return to test **Turn In**

The test review page displays a full list of questions, their answer status, and any questions that have been bookmarked by the student. Click the **Turn In** button to submit the test or the **Return to test** button to return to the test.

There are unanswered questions. Are you sure you want to turn in your test?

Turn In Cancel

Turning in your test...

Once the student clicks **Turn In**, they will be prompted one final time to confirm that they wish to turn in the test. After clicking **Turn In**, the student will be returned to the test sessions page and the session they have completed will be grayed & crossed out.

Student Tool Bar



Student Tool Bar

The student tools and a few of the accessibility features & accommodations available in the kiosk are in the tool bar at the bottom left corner of the testing interface. Hovering over each tool, accessibility feature or accommodation icon will reveal the tool, accessibility feature or accommodation name. Clicking on each icon will activate the tool, accessibility feature or accommodation.

Please note: The tools available for each question in the test may vary.

The screenshot displays a testing interface. At the top, there's a header with 'Question 4', a star icon, 'Zoom', a magnifying glass icon, 'Text-to-Speech' with audio controls, and 'Demo 5'. Below this, two tabs labeled 'Passage 1' and 'Passage 2' are visible. The main content area shows a passage titled 'A Story About Nothing' by Anonymous, followed by two paragraphs of placeholder text. To the right of the passage, a question asks: 'What was the author's tone in A Story About Nothing?' with four options: (A) Angry, (B) Cheesy, (C) Depressed, and (D) Complacent. At the bottom, a 'Student Tool Bar' contains various icons for accessibility and calculation: an alphabet grid, a grid with an 'X', a black and white circle, a yellow and blue circle, a black pencil, a gold pencil, a calculator, a green ruler, a blue protractor, a yellow notepad with a pencil, and a document icon. A black arrow points from the 'Student Tool Bar' at the bottom to the 'A Story About Nothing' passage.



Answer Eliminator

claims she does not need to use any measuring tools during investigation 1. Which sentence describes her claim?

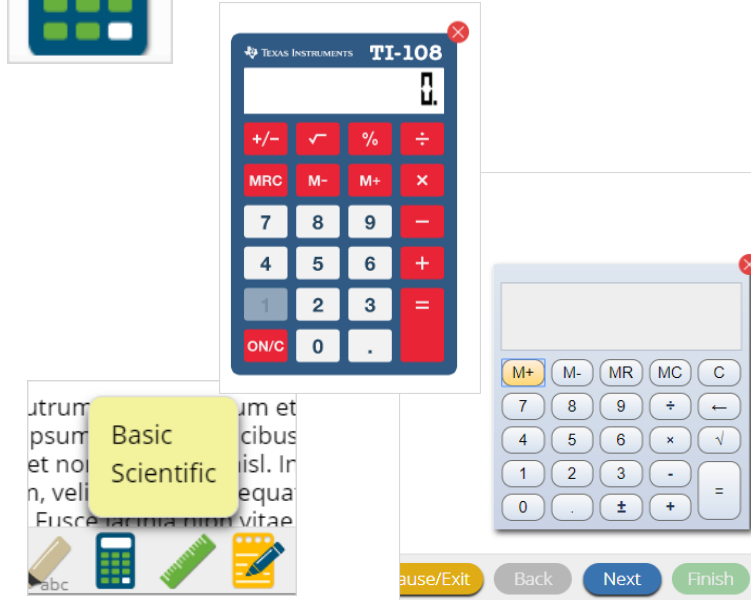
Hide All

- ☒ (A) ~~Her claim is correct because she does not measure the amount of gas produced.~~
- ☐ (B) Her claim is correct because she mixes four different combinations of liquid and solid.
- ☐ (C) Her claim is incorrect because she uses a beaker to measure the amount of liquid used.
- ☐ (D) Her claim is incorrect because she uses a balance to measure the amount of solid used.

Answer Eliminator: Provides the ability to cross-out multiple-choice answers on a test. Answer choices may not be selected while they are crossed-out.



Calculator



Calculator: Basic or Scientific calculators may be available on selected items in a test. For iMSSA Interim Assessments Texas Instruments calculators will be displayed in the student testing interface.



Line Reader

Passage 1 Passage 2

A Story About Nothing
by: Anonymous

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed
 aliqua. Ut enim ad minim veniam, quis nostrud exercitation
 Duis aute irure dolor in reprehenderit in voluptate velit esse
 cillum dolore eu fugiat nulla pariatur. Excepteur sint
 occaecat cupidatat non proident, sunt in culpa qui officia
 deserunt mollit anim id est laborum.

Curabitur pretium tincidunt lacus. Nulla gravida orci a odio.
 Nullam varius, turpis et commodo pharetra, est eros
 bibendum elit, nec luctus magna felis sollicitudin mauris.
 Integer in mauris eu nibh euismod gravida. Duis ac tellus et
 risus vulputate vehicula. Donec lobortis risus a elit. Etiam
 tempor. Ut ullamcorper, ligula eu tempor congue, eros est

Read both passages and answer the following.

What was the author's tone in A Story

Hide All

- (A) Angry
- (B) Cheesy
- (C) Crossed
- (D) Confused

Resizing Handle

Line Reader: Helps the student focus on one or more lines of text when reading test content. Use the mouse or touch screen to raise and lower the tool for each line of text onscreen. Adjust the number of lines in the guideline tool window with the Resizing Handle.



Notepad

nim id est laborum.

Important Notes can be typed here!

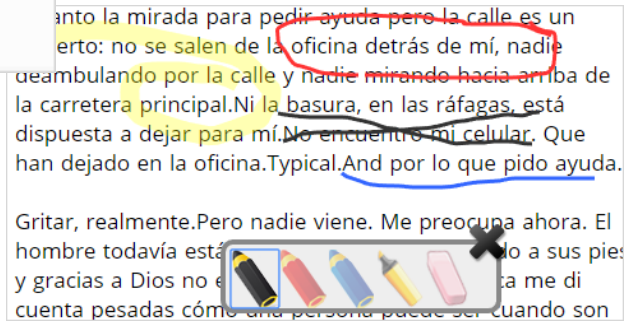
Last Saved: 6-25-2020 2:57:23 PM

Notepad: Provides location for student's notes. Each item has its own notepad and notes persist uniquely per item. The notepad is resizable, draggable, and displays a timestamp for when its contents were last modified.

- The notepad is retained per item. If the student writes notes on Item 1, navigates to Item 2, returns to Item 1, the item 1 notes will still be there.
- Notes on passages are viewable for all items pertaining to the passage.
- Notes are NOT saved if a test is exited.
- Notes are NOT saved if a student finishes a test session.



Sketch



Sketch: Provides sketch pad with the following features.

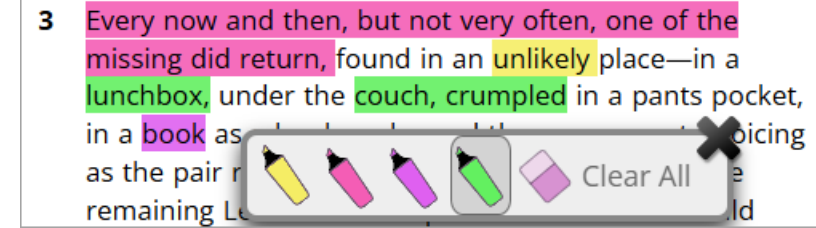
- Students may sketch using black, red, or blue brushes.
- Students may highlight using a semi-transparent yellow highlighter brush.
- Students may erase sketches and highlighting using the eraser.
- Students may draw anywhere on the item area while still being able to click on distracters.

Sketches and highlighting uniquely persist per item. If a passage that is shared across multiple items is highlighted, the highlighting will persist. They can only be viewed by the student while taking the test and will not be visible to the scorer once the test has been submitted. The Sketch tool is not available on constructed response items.

Note: If the student exits the test, the sketches and highlighting will not be there when the student returns to the test.



Highlighter



Highlighter: Students can select text and highlight the selection. Students will have four colors to choose from. They can erase the highlighted text by using the eraser and selecting the text to erase. To clear all highlighting on the screen, click Clear All.

Note: The Highlighter is disabled when Text-to-Speech is actively playing in an item.



- Students may sketch using black, red, or blue brushes.
- Students may highlight using a semi-transparent yellow highlighter brush.
- Students may erase sketches and highlighting using the eraser.
- Students may draw anywhere on the item area while still being able to click on distracters.

15

Note: If the student exits the test, the sketches and highlighting will not be there when the student returns to the test.



A toolbar containing four highlighters (yellow, pink, purple, and green) and a 'Clear All' button. The green highlighter is currently selected.

Note: The Highlighter is disabled when Text-to-Speech is actively playing in an item.



Zoom View (magnifier)

Question 4 ☆

Zoom 🔍

Text-to-Speech: 🔊

Passage 1 Passage 2 →

A Story About Nothing
by: Anonymous

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation

Read both passages and answer the questions that follow.

What was the author's tone in A Story About Nothing?

Hide All

ⓐ Angry

ⓑ Cheerful

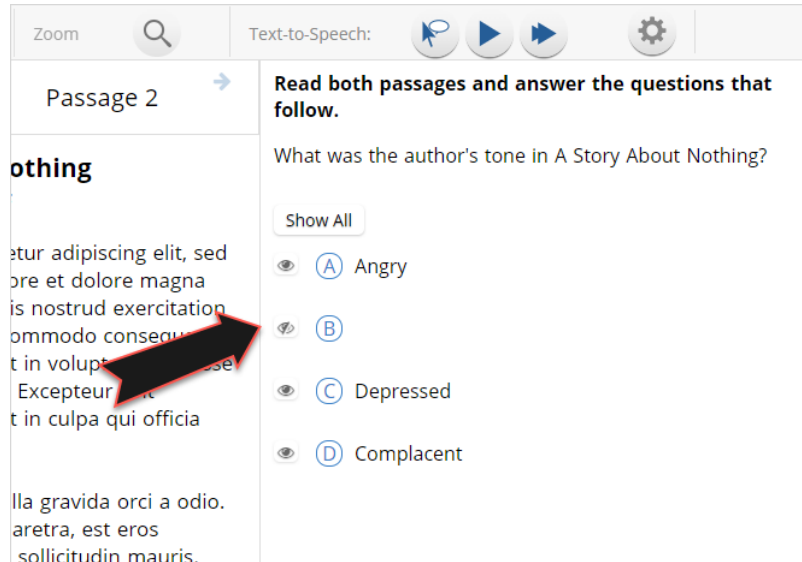
Zoom: The Zoom tool is disabled when using a web browser to take an assessment. Students can magnify the entire page by using the web browsers native zoom functionality.

The screenshot shows a web browser window with the URL `newmexico.measuredprogress.org/student/login`. The page displays the "NEW MEXICO Public Education Department Assessments" logo and a "STUDENT SIGN IN" section with fields for "Username" and "Password", and a "Sign In" button. A red box highlights the "Zoom" option in the browser's menu, which is set to "100%".

Student Accessibility Features

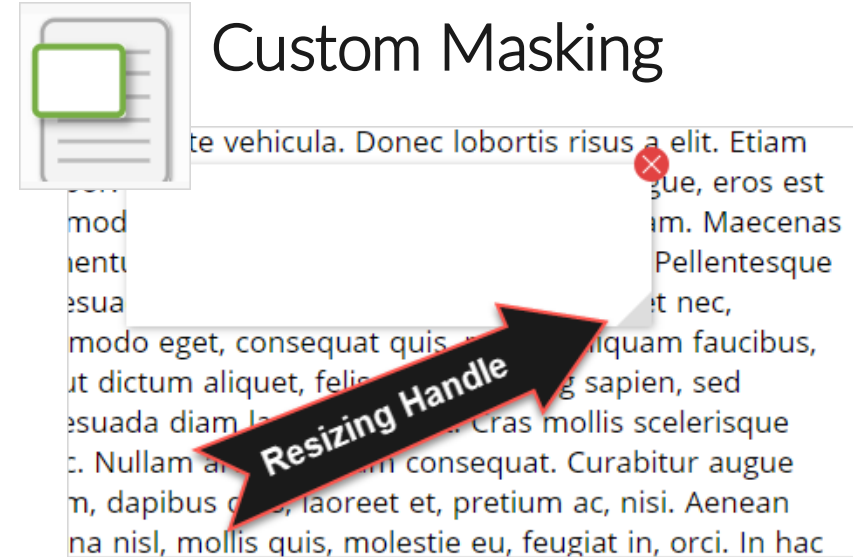


Answer Masking



Answer Masking: Provides the ability to “hide” an answer by clicking on the eye icon next to the answer choice. This can be used to eliminate answer choices. Answer masking will persist if a student navigates away from the question, but not if the student exits the test. Answer choices may not be selected while they are masked.

Custom Masking



Custom Masking: Provides the ability to mask certain parts of the test interface or question. Custom masking planes can be resized and/or dragged around the screen.

Student Accessibility Features



Color Contrast

Magnification Tool: Text-to-Speech:

A Story About Nothing
By: Anonymous

Comienza en una calle. No sé por qué.

De hecho no tengo ni idea donde esta va salvo que la calle está mojada de la lluvia y el frío del viento y delante de mí alguien miente sangría. Todo tiene un aire de no ser real hasta que su mano agarra mi tobillo y puedo sentir su viscosidad que se filtra a través de mi calcetín. Hay alguien sangrado a mis pies, tal vez muriendo y todos que estoy haciendo está de pie aquí. Mi cerebro se desliza en el engranaje.

Doble hacia abajo para conseguir más mirar al extranjero. Es barbudo y familiar aunque no puedo ponerlo. ¿Tal vez lo he visto en la cafetería o posiblemente en la estación? Él murmura algo pero no puedo entenderlo. La sangre procedente de su pecho, él parece haber sido apuñalado pero por lo que no estoy seguro y me resisto a tirar de su otro, el uno no se detiene en mi tobillo, de la mano de la herida. Es claro, el color de la piel salido leche, y su aliento está viniendo en jadeos largo mojados que sugieren el lagrimeo de algo importante. No es una buena manera.

Levanto la mirada para pedir ayuda pero la calle es un desierto: no se salen de la oficina detrás de mí, nadie deambulando por la calle y nadie mirando hacia arriba de la carretera principal. Ni la basura, en las ráfagas, está dispuesta a dejar para mí. No encuentro mi celular. Que han dejado en la oficina. Typical. And por lo que pido ayuda.

Gritar, realmente. Pero nadie viene. Me preocupa ahora. El hombre todavía está respirando cuando le ayudo a sus pies y gracias a Dios no es más grande que yo, nunca me di cuenta pesadas como una persona puede ser cuando son

Hide All

- ☐ A Angry
- ☐ B Cheesy
- ☐ C Depressed
- ☐ D Complacent

Default Classic Ruby Chalkboard Nocturnal Aquiline
Eccentric Azure Haunted Celestial Antique Creamy

Clear Pause/Exit Back Next Finish

Color Contrast: Changes the background color and text color of the test content.



Reverse Contrast

Screen Zoom: Text-to-Speech:

A Story About Nothing
By: Anonymous

Comienza en una calle. No sé por qué.

De hecho no tengo ni idea donde esta va salvo que la calle está mojada de la lluvia y el frío del viento y delante de mí alguien miente sangría. Todo tiene un aire de no ser real hasta que su mano agarra mi tobillo y puedo sentir su viscosidad que se filtra a través de mi calcetín. Hay alguien sangrado a mis pies, tal vez muriendo y todos que estoy haciendo está de pie aquí. Mi cerebro se desliza en el engranaje.

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Hide All

- ☐ A Angry
- ☐ B Cheesy
- ☐ C Depressed
- ☐ D Complacent

Clear Pause/Exit Back Next Finish

Reverse Contrast: Inverts all color values on the screen.

Student Accessibility Features



Text-to-Speech

Question 4 ▾ ☆

Zoom 🔍

Text-to-Speech: 1 2 3 4 5 6 7

Passage 1 Passage 2 ➔

A Story About Nothing
by: Anonymous

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. **Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.** Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Curabitur pretium tincidunt lacus. Nulla gravida orci a odio. Nullam varius, turpis et commodo pharetra, est eros

Read both
follow.

Volume: 100% 5 tions that

Speed: Slow Normal Fast 6

What was the author's tone in A Story About Nothing?

Students who have a Text-to-Speech (TTS) accessibility feature or accommodation will have TTS controls.

1. **On-Demand TTS:** Click the On-Demand TTS button to activate. TTS will begin once a specific word or phrase is selected and will continue reading from that point until paused or stopped.
2. **Play/Pause:** To play the TTS, click the play button. To pause the TTS, click the pause button. To resume from the pause, click the play button again.
3. **Skip Stimulus:** Clicking the arrowhead button next to play/pause will skip the stimulus and start reading the question and answer choice section of the item.
4. **Stop:** To stop the TTS, click the stop button. Clicking play after clicking the stop button will restart the TTS from the beginning of the item's text.
5. **Adjust TTS Volume:** Click the gear icon. Use the slider next to "Volume" to adjust the TTS volume.
6. **Adjust TTS Rate:** Click the gear icon. Use the slider next to "Speed" to adjust the TTS rate between Slow, Normal, and Fast.
7. **Highlighted Text:** As the TTS reads the text, the text in the item will be highlighted.

*Headphones/earbuds are necessary tested individually in a separate setting. TTS volume can be adjusted using your device's volume controls.

Guidance on Error Messages



Error Messages when navigating to the Student Testing Interface web site:

There was a problem while launching the kiosk. Please check your internet connection or your access permissions to the cache folder.

[Click here to try again.](#)

Why did my student receive this error?

There are two reasons your student would receive this error message:

1. No internet connection on the device, resulting in the student testing interface not being able to launch on the web browser.
2. A browser caching issue with the student testing interface.

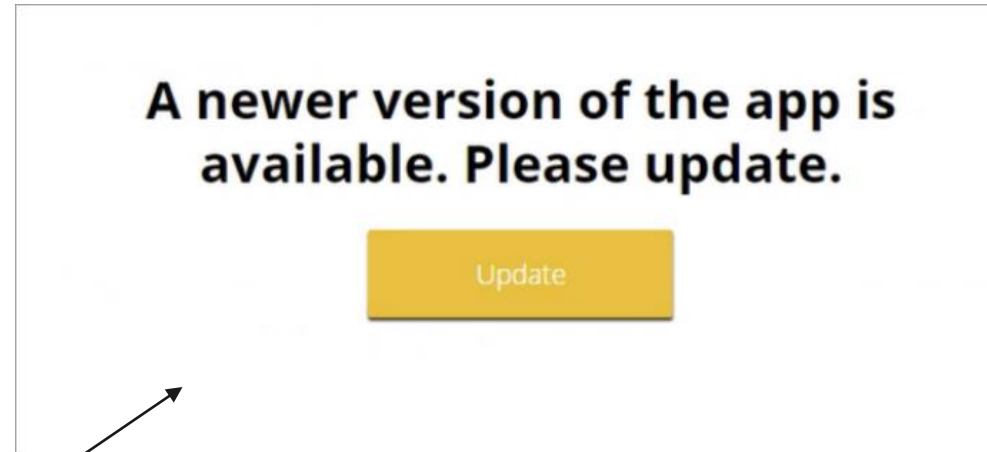
What should I do?

1. Establish an internet connection and click Try again.
2. If this doesn't resolve the issue or if internet connection is already established, clear the browser's history/browsing data on the device, including the Hosted app data.
3. After the browsing history/data has been cleared close the browser then open to a new tab and navigate to the site again.

Guidance on Error Messages



Error Messages when launching the New Mexico Public Education Department Assessments kiosk:



What happened and why did my student receive this message?

There was an update to the kiosk that was released while the kiosk was left open or already launched on the testing device.

What do I do next?

Click Update, the kiosk will update to the latest version and your student will be able to log in.

Guidance on Error Messages



Error Messages when logging into to the Student Testing Interface web browser:

NEW MEXICO
Public Education Department
Assessments

STUDENT SIGN IN

Username

Password

Sign In

Invalid username/password.

Access the Practice Test

Why did my student receive this error message?

The student is using the incorrect password or username when trying to log into the Student testing Interface Web Browser.

What should I do?

Verify the correct username and password in the New Mexico Public Education Department Assessments Portal and have the student retry.

NEW MEXICO
Public Education Department
Assessments

STUDENT SIGN IN

Username

Password

Sign In

We could not establish a connection to our server, please check your internet connection.

Access the Practice Test

What happened and why did my student receive this message?

Internet connectivity was lost after the student entered their username and password. The student testing interface detected the loss of internet connectivity and will not allow the student to log in until internet connectivity is reestablished.

What do I do next?

1. Close the browser.
2. Reestablish a connection to the internet.
3. Open a browser and navigate to the Student testing Interface.
4. Check the connectivity indicator in the top right corner of the student testing interface login screen.
 - a. If the connectivity indicator is green, the student testing interface is connected to the internet and the student can log in and begin testing.
 - b. If the connectivity indicator is gray, check the internet connection again.

Guidance on Error Messages



Error Messages when logging into a test session:

Not Kelly Clarkson? [Exit](#)

Hello, Kelly Clarkson

363636 State Student ID	2/11/2008 Date of Birth	Female Gender
Grand Canyon Elementary School School Name	Role Teacher Teacher	04 Grade

The following tests have been scheduled for you:

We were unable to get your Test Session. Please check your internet connection and try again.

[Retry](#)

What happened and why did my student receive this message?

Internet connectivity was lost after the student logged in. The student testing interface browser detected the loss of internet connectivity and will not load the test sessions until a connection to the internet is reestablished.

What do I do next?

Click Retry, if internet connectivity is established then the student will be directed to the test session. If internet connection is not detected, close student testing interface, reestablish a connection to the internet and navigate to the site again.

Session 1 Directions

This is Session 1. You should complete all of the items in this session during the assigned time. Once the session is closed, you will not be able to return to the session to view questions or check answers.

Use the navigation buttons to move to the next question or to go back to the previous question in each session. Use the review button to access the Test Review screen.

Test questions will be presented one at a time. Sometimes you may need to use the scroll bar to see all of the content in a question. Each multiple-choice question will be followed by its possible answer choices. Be sure that you have seen all of the answer choices before you make your selection. Each constructed-response question will be followed by a text box. Type your response in the box.

An error occurred while loading the test! [Click here](#) to retry, or contact an administrator.

What happened and why did my student receive this message?

Internet connectivity was lost before the test session completely loaded. The student testing interface browser detected the loss of internet connectivity and will not load the test session until a connection to the internet is reestablished.

What do I do next?

Select [Click here](#) to load the test. If internet connectivity is established, the student will be directed to the test session. If internet connectivity could not be established, the student will be redirected to the Directions page.

Guidance on Error Messages



Error Messages when logging into a test session:

An error occurred while loading the test!

Retry Now

Exit Test

What happened and why did my student receive this message?

Internet connectivity was lost after the student clicked continue, on the directions page. The student testing interface browser detected the loss of internet connectivity and will not load the test sessions until a connection to the internet is reestablished.

What do I do next?

Click Retry Now, if internet connectivity is established then the student will be directed to the test session. If internet connection is not detected, close student testing interface, reestablish a connection to the internet and navigate to the site again.

Guidance on Error Messages



Error Messages during a test session:

Please raise your hand; your test session has timed out.

Exit

Why did my student receive this message?

The student has timed out of their test session, meaning they have been inactive in the test for 60 minutes.

What should I do?

Click exit and you will be brought back to the student testing interface sign in page. When the student is ready to continue testing, they log back into the student testing interface and select the session they wish to continue and resume testing where they left off.

There is a problem because somebody else has logged into your test session. You have been logged out for security reasons.

Exit

Why did my student receive this message?

The student has logged into their test session on two separate devices or browsing windows, the second log in would cause the first session to be logged out, or someone else has logged into the student testing interface with the same credentials.

What should I do?

Click exit and log back into the test session. Verify the student's test resumes where they were exited.

Guidance on Error Messages



Please raise your hand and notify your proctor.

A connection to the network could not be established. Your test has been saved offline.

Proctor, this student's test responses have been stored locally on this device. When network connection is restored, you must re-launch the kiosk or mobile app from this device in order to send the stored responses to the servers, or you can also try to send responses by clicking "Send Responses" button.

1

Send Responses

Do not move the student to a different device.

If you have any questions, please contact technical support immediately.

2

☐ I have read this statement and understand that I must follow these directions or the student's responses may not be sent to the server and scored.

3

Accept and Exit Test

4



5



What happened and why did my student receive this message?

Internet connectivity was lost while the student was submitting their completed test. The student completed the test session and clicked "Turn in Test". The student's responses will be saved to the local folder for the browser.

What do I do next?

1. Read the instructions in the message and click **Send Responses**, you will be notified to wait 10 seconds as the student testing interface tries to determine if there is internet connection. If internet connectivity was reestablished before clicking Send Responses, the stored responses on this device will be sent to the servers, the test will submit, and the student testing interface will exit the test. If there is no internet connection, the Send Response button will appear again. From here you can try to establish internet connection and click Send Responses again or move on to step 2.
2. Proctor reads and acknowledges that they have read and understand the instructions by checking the box.
3. Select **Accept and Exit Test**. Student will be taken to the Student Interface login page. (if you refresh you will get the browser internet connection error)
4. Reestablish a connection to the internet.
5. Navigate to the student testing interface login screen, the student's stored responses will be synced, and test will be submitted. As an option the student can re-login and navigate to the student information screen and confirm the test session submitted is completed, it will be greyed and crossed out.

Troubleshooting Tips



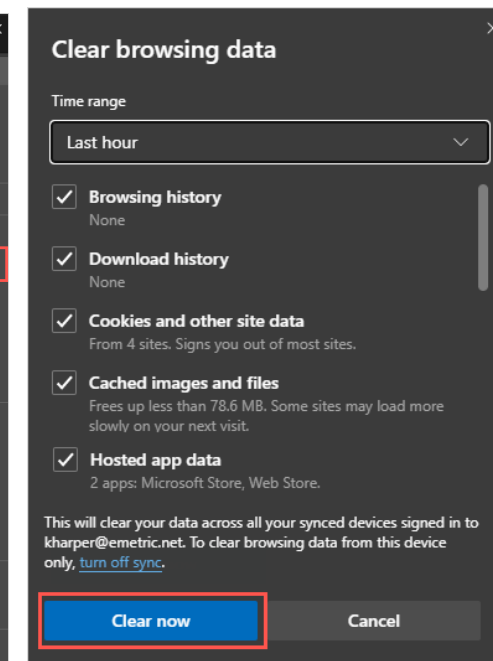
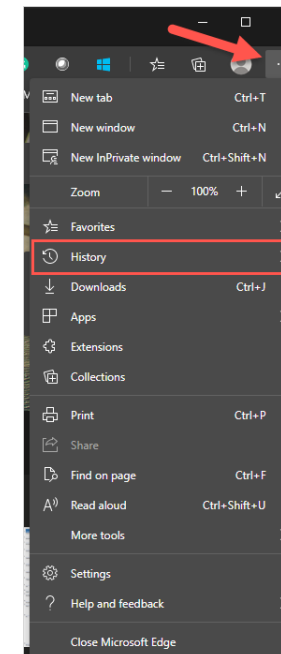
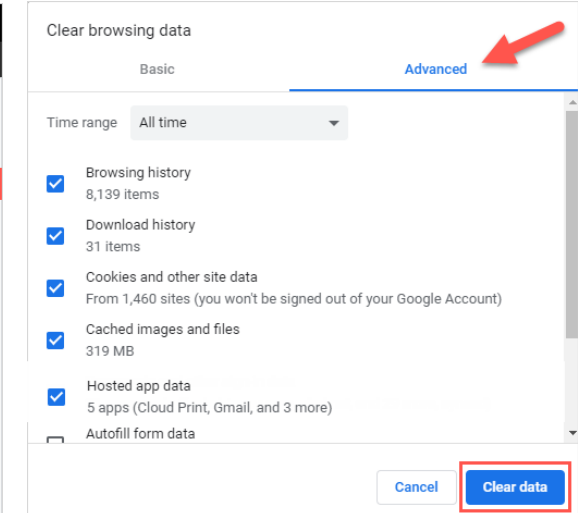
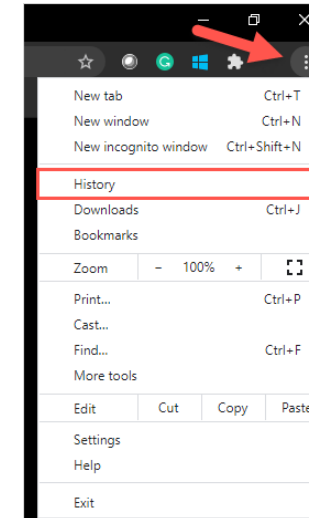
Clearing Browser Data

If for some reason any of the online testing files become corrupt, clearing the browsing data along with hosted app data will force the student testing interface to download a new set of cache files.

NOTE: Do not clear browsing data/cache when a student has submitted a test offline and you are trying to establish internet connection .

How do I clear browsing data?

1. Depending on the browser click on the 3 dots or 3 lines in the upper right-hand corner of the browser (see Chrome and Edge examples on this slide).
2. Select History, in some web browsers you will be able to clear browsing history from here, in others you will select history again.
3. Click on Clear browsing data: Browsing History, Download History, Cookies and other site data, cached images and files, and Hosted App data all need to be selected.
4. Click on Clear Data or Clear now.
5. After cleared closed browsing window.
6. Open new browsing window and navigate to the student testing interface website.
7. Log into the test again.



Version Control Table



Version Control

Version	Date	Author	Change Description
1.0	7/18/2025	eMetric	Created support documentation per 2025-2026 requirements discussion with Cognia and NM PED.