

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.

Accessing via Web Browser

Login Screen

Student Tutorials

Session Selection Screens

Test and Item Navigation

Student Tool Bar & Student Tools

Student Accessibility Features

Guidance on Error Messages

Troubleshooting Tips

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.

3. **Access the Practice Test:** Clicking on the practice test link will change the log in screen to allow students to log in to the student tutorials.

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.

English
Español
English

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

Copyright © 2026 eMetric LLC
Shell: v3.56.3 #22c9affa7 prd

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**.

NEW MEXICO
Public Education Department
Assessments

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



Zoom View (Magnifier)



Reverse Contrast



Color Contrast



Custom Masking

Enabled

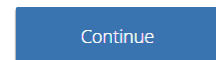
Answer Masking

Enabled

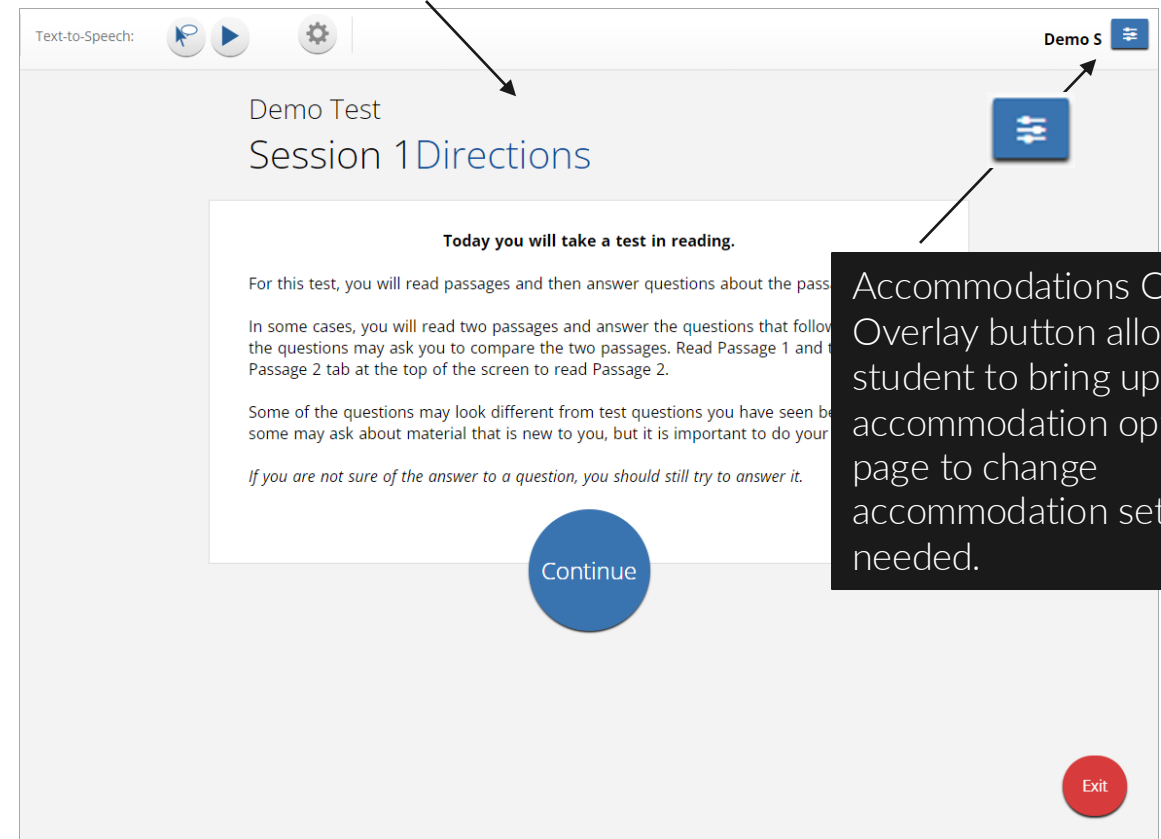
American Sign Language

Enabled

6



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.



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

Test & Item Navigation



Question **4** ▼  1

There was once a king who ruled over vast lands. Every spring he journeyed round his kingdom to visit his people.

He sighed and said, "Oh, what anyone who could shorten my journey would be the finest man in the kingdom, and I would give him a glittering medal."

"Yes, Sire," he said. "I will have a horse that can run faster than the wind. My father drove an elegant open carriage, and I will have one like that, with all the land," Sir Highfeather said. "Ten men worked a dozen months to make speed its very name. It will surely shorten your journey, Sire."

8 Before long the wheels spun out of control on the rutted road. The carriage overturned, and Sir Highfeather and the king were tossed to the ground. The horses broke their harnesses and ran off before the king and Sir Highfeather could brush the dust from their eyes.

9 The king stumbled back to the palace and once again rode off in the slow but safe royal coach. For many days he journeyed round his kingdom until he arrived back at the palace, during

abc       

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.

Question **4** ▼ 

1 There was once a king who ruled over vast lands. Ev
2 A king had a horse that was faster than the wind.

You have completed: 2 out of 5 questions

 1 answered	 2 answered	 3 answered
 4 not answered	 5 not visited	

 Clear  Pause/Exit  Back  Next 

Test & Item Navigation



Passage and Item Expansion

Question 1 ▾ ☆

Zoom 🔍 Text-to-Speech: 🔄 ▶️ 🔊 ⚙️ 🎬 ASL

Passage 1 Passage 2

Passage 1, why did the husband go into the barn?

A to feed the cow

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.

All in a Folktales
retold by B...

1 Long ago a woman lived in a small house with her husband. They grew wheat.

2 The husband was always very busy. One day he said to his wife, "I know you work hard in the fields. But I work just as hard in the house. Tomorrow I will go out in the fields and do your work. You stay in the house and do my work. Then we'll know who works harder."

3 The wife knew her husband was stubborn. She knew that it would do no good to argue with him.

4 The wife said, "I know you work hard in the fields. But I work just as hard in the house. Tomorrow I will go out in the fields and do your work. You stay in the house and do my work. Then we'll know who works harder."

5 "Fine," said her husband. He smiled. "You will learn about hard work."

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.

System_Check_Student U Online

Text-to-Speech: 🔍 🔊 ⚙️ 🎬 ASL

Passage 2

Passage 1

Question 1 ▾ ☆

Zoom 🔍 Text-to-Speech: 🔄 ▶️ 🔊 ⚙️ 🎬 ASL

All in a Folktales
retold by B...

Passage 1, why did the husband go into the barn?

A to feed the cow

B to get more cream

C to give the pig water

D to get a drink of cider

They grew wheat. Every day. He said to his wife, "I know you work hard in the fields. But I work just as hard in the house. Tomorrow I will go out in the fields and do your work. You stay in the house and do my work. Then we'll know who works harder."

The wife knew her husband was stubborn. She knew that it would do no good to argue with him.

The wife said, "I know you work hard in the fields. But I work just as hard in the house. Tomorrow I will go out in the fields and do your work. You stay in the house and do my work. Then we'll know who works harder."

"Fine," said her husband. He smiled. "You will learn about hard work."

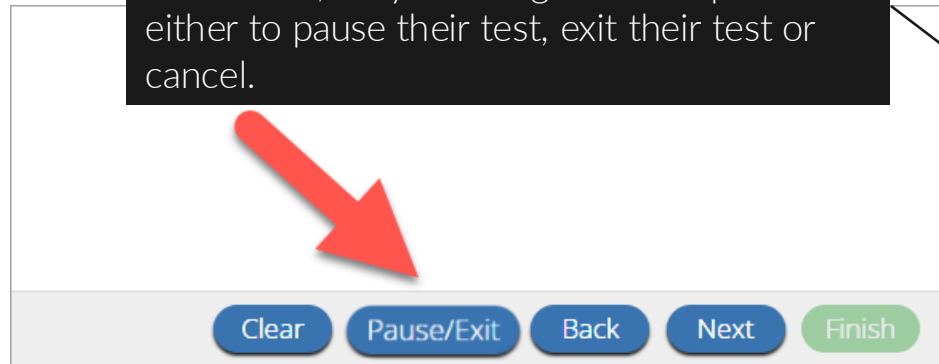
Clear Pause/Exit Back

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.



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.



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:



[illegible]

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.

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.

Turn In Cancel



Student Tool Bar



Question 4 ☆ Zoom Text-to-Speech Demo Online

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 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 euismod tur

fermentum malesuada commodo elit ut dictum malesuada nunc. Nullam arcu. Aliquam consequat. Curabitur augue lorem, dapibus quis, laoreet et, pretium ac, nisi. Aenean magna nisl, mollis quis, molestie eu, feugiat in, orci. In hac habitasse platea dictumst.

Read both passages and answer the questions that follow.

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

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

abc

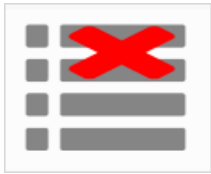
11

Clear Pause/Exit Back Next Finish

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.



Answer Eliminator

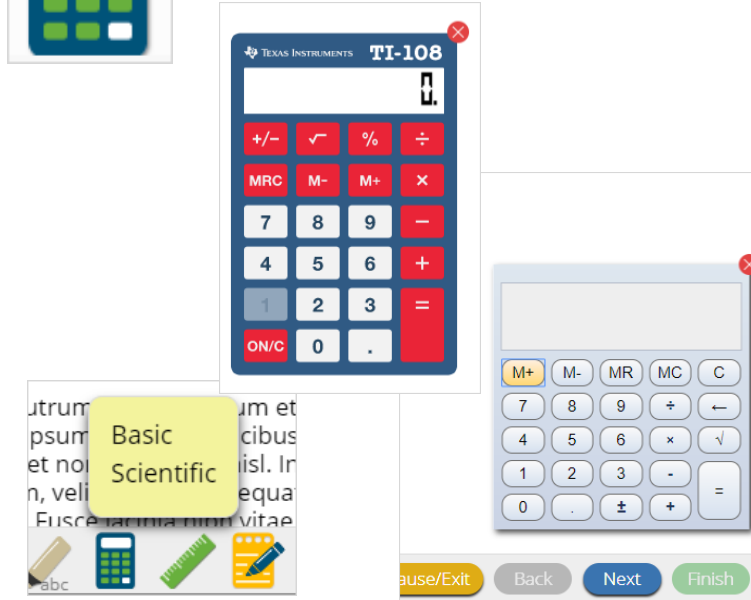
Eliana claims she does not need to use any measuring tools during investigation 1. Which sentence describes her claim?

- ☒ (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 balance to measure the amount of solid 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.

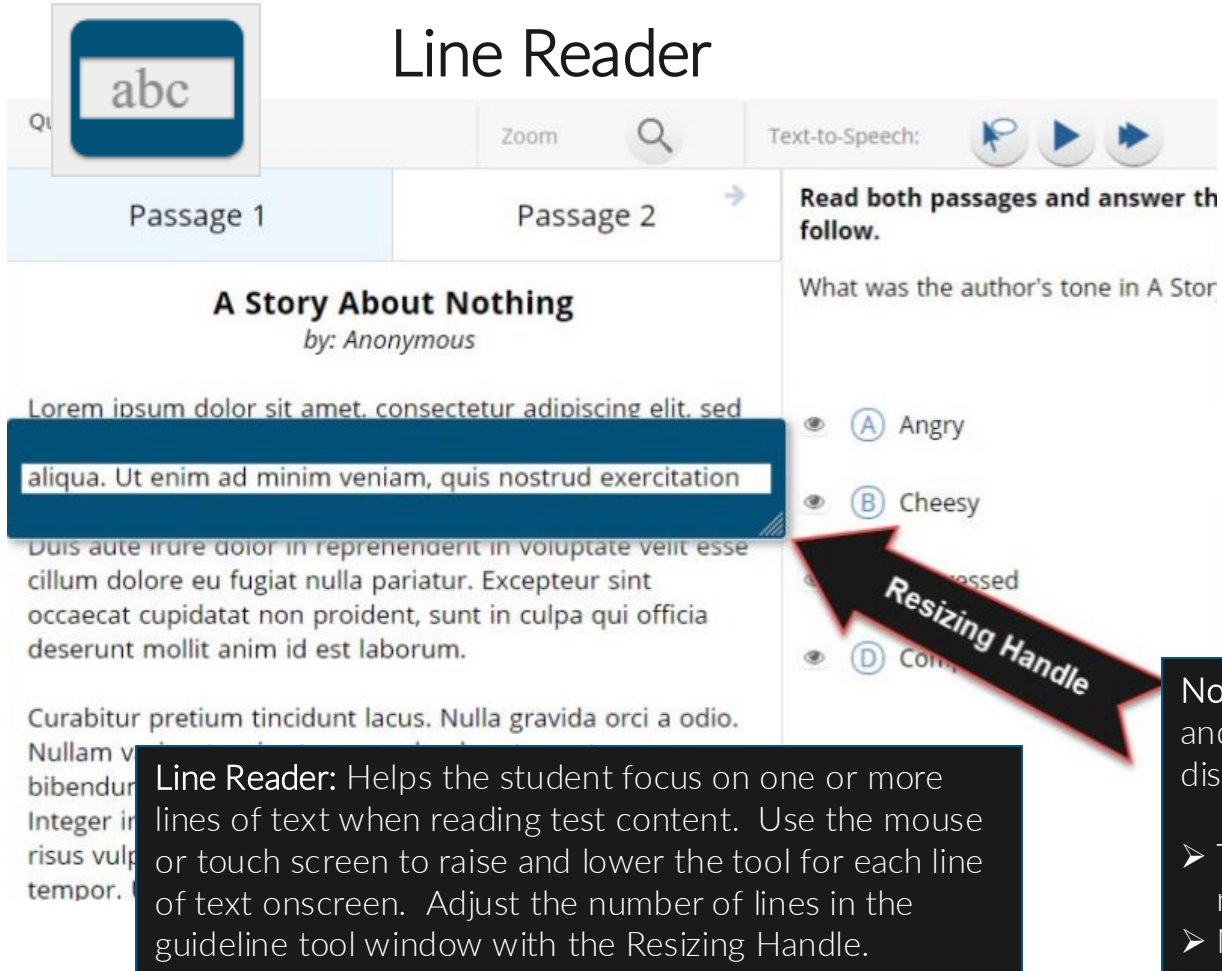


Calculator



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.

Student Tools



Line Reader

Passage 1 Passage 2

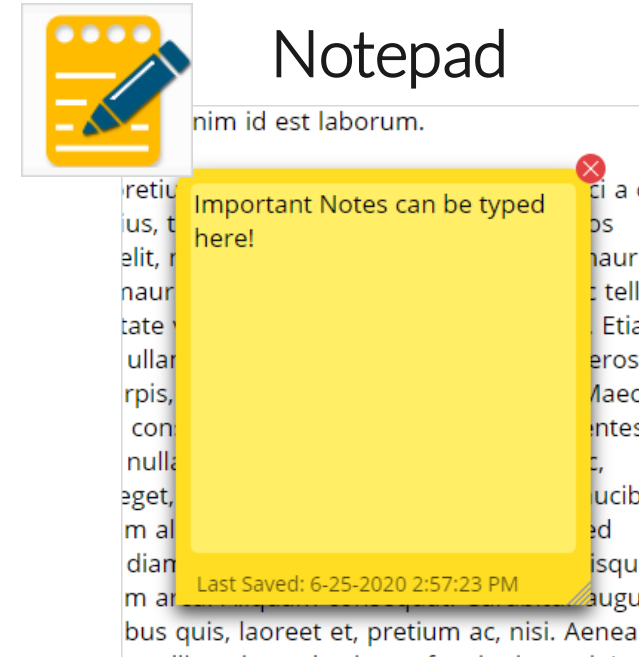
A Story About Nothing
by: Anonymous

Read both passages and answer the follow.

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

A Angry
B Cheesy
C Confused
D Comical

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

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

...tanto la mirada para pedir ayuda pero la calle es un
...erto: 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... no a sus pies
y gracias a Dios no e... ta me di
cuenta pesadas cómo una persona puede ser cuando son



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

3 Every now and then, but not very often, one of the missing did return, found in an unlikely place—in a lunchbox, under the couch, crumpled in a pants pocket, in a book as the pair r... as the pair r... remaining L...



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.

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



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

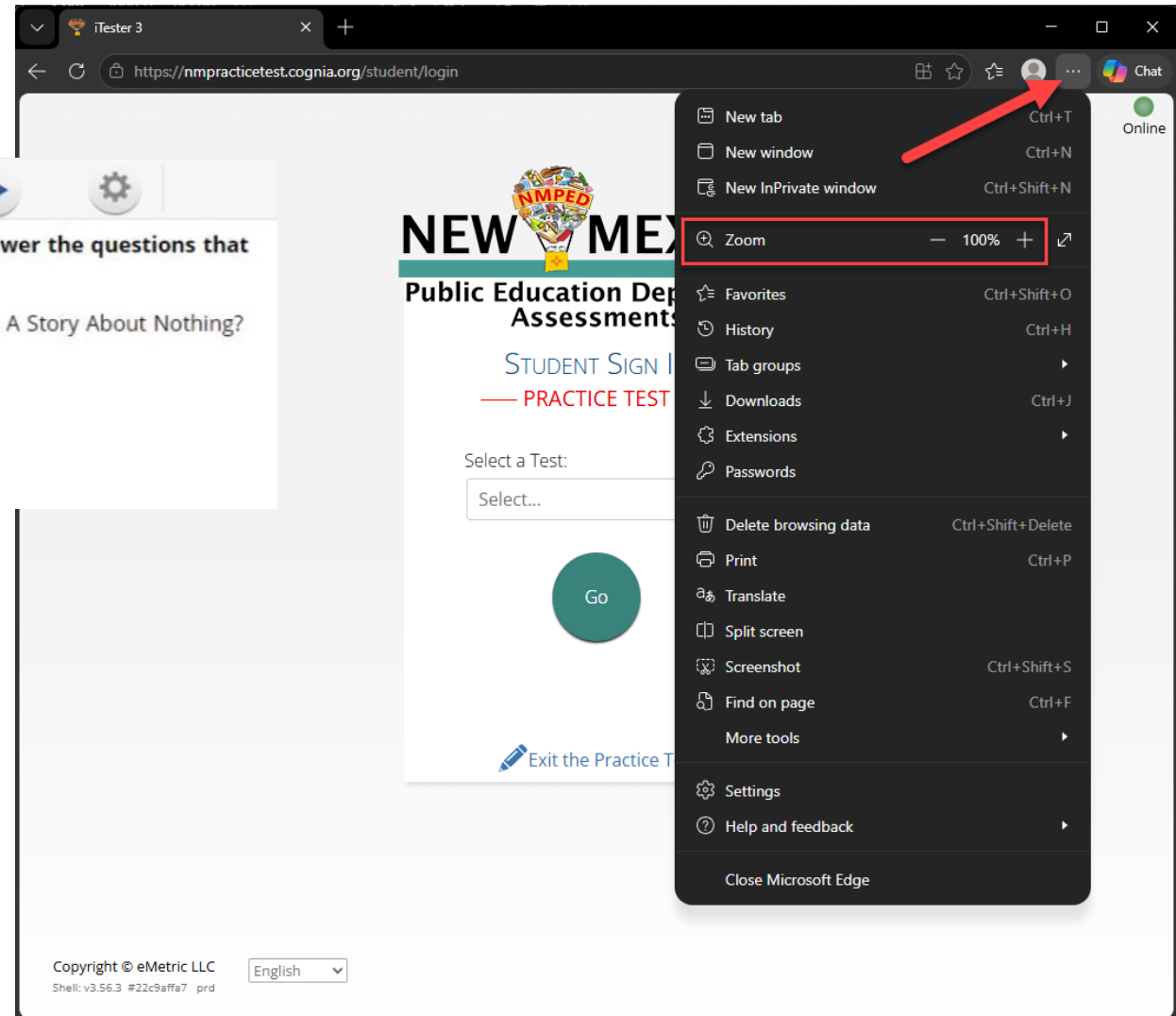
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation

Read both passages and answer the questions that follow.

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

👁️ (A) Angry

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.



NEW MEXICO
Public Education Department
Assessments

STUDENT SIGN IN
— PRACTICE TEST

Select a Test:
Select...

Go

Exit the Practice Test

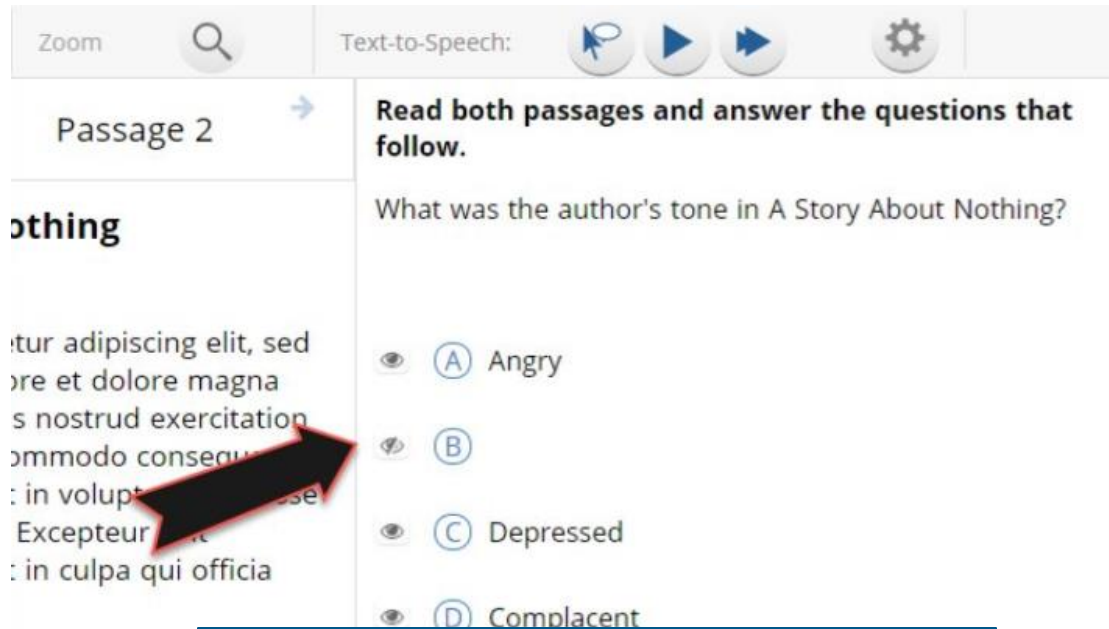
Copyright © eMetric LLC
Shell: v3.56.3 #22c9affa7 prd

English

Student Accessibility Features



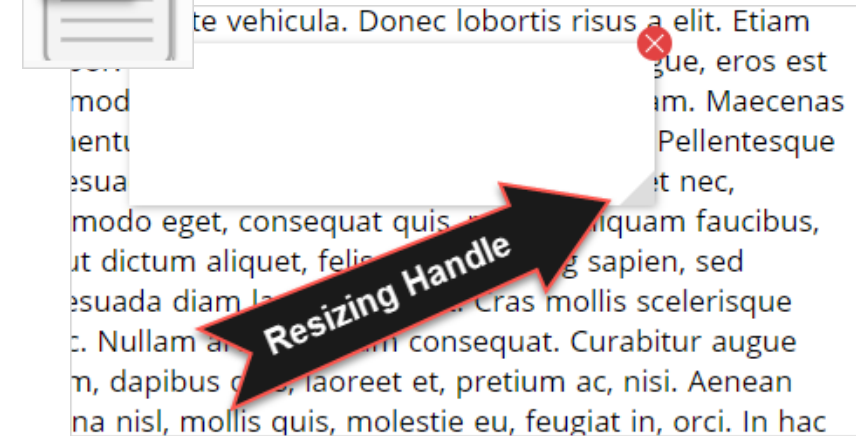
Answer Masking



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

Question

Text-to-Speech: [play] [stop] [back] [forward] [settings] [ASL] User P Online ?

Passage 2

Read the sentence from line 6 of Passage 1.

Whoever can accomplish this task will have the farm.

As it is used in the sentence, what word has almost the same meaning as accomplish?

☐ (A) complete

☐ (B) explain

☐ (C) share

☐ (D) watch

Passage 1

The Three Brothers

retold by Pat Betteley

1 **Narrator 1:** There once was an old farmer who had three sons. The oldest son was named Hans. Fritz was the middle son, and the youngest was called Kurt. The farmer loved his boys dearly and they worked beside each other every day doing the endless chores that needed to be done on the farm.

2 **Hans:** My jobs require great skill with animals. I milk the cows, shear the sheep, and feed the pigs.

3 **Fritz:** I am a plant specialist. I plow the fields, sow the seed, and reap the harvest.

4 **Kurt:** I do all the jobs that are left. I churn the butter, wash the clothes, and make the candles. Blechl

5 **Narrator 2:** So brothers,

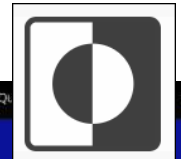
6 **Farmer:** Boys, way to choose v plan. We will pick up the old barn accomplish this

7 **Hans:** But wha

8 **Farmer:** Whate

Black on White	White on Black	Dark Blue on Gold	Yellow on Red	Yellow on Dark Green	Light Pink on Dark Blue
Orange on Brown	Black on Cream	Dark Blue on Light Blue	Black on Orange	Yellow on Dark Blue	Black on Yellow
Dark Purple on Pink					

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



Reverse Contrast

Zoom

Text-to-Speech: [play] [stop] [back] [forward] [settings] [ASL] User P Online ?

Passage 2

Read the sentence from line 6 of Passage 1.

Whoever can accomplish this task will have the farm.

As it is used in the sentence, what word has almost the same meaning as accomplish?

☐ (A) complete

☐ (B) explain

☐ (C) share

☐ (D) watch

Passage 1

The Three Brothers

retold by Pat Betteley

1 **Narrator 1:** There once was an old farmer who had three sons. The oldest son was named Hans. Fritz was the middle son, and the youngest was called Kurt. The farmer loved his boys dearly and they worked beside each other every day doing the endless chores that needed to be done on the farm.

2 **Hans:** My jobs require great skill with animals. I milk the cows, shear the sheep, and feed the pigs.

3 **Fritz:** I am a plant specialist. I plow the fields, sow the seed, and reap the harvest.

4 **Kurt:** I do all the jobs that are left. I churn the butter, wash the clothes, and make the candles. Blechl

5 **Narrator 2:** Sometimes Kurt longed to help his older brothers.

6 **Farmer:** Boys, gather around. I have finally figured out a fair way to choose which of you will inherit my farm. Here is my plan. We will pick one day. Each of you will have a turn to fill up the old barn before that day is done. Whoever can accomplish this task will have the farm.

7 **Hans:** B to fill it?

8 **Farmer:** Reverse Contrast Does that sound fair?

Clear Pause/Exit Back Next Finish

Reverse Contrast: Inverts all color values on the screen.

Student Accessibility Features



Text-to-Speech

The screenshot displays the Text-to-Speech (TTS) interface. At the top, there's a 'Question' dropdown set to '4' and a 'Zoom' icon. The 'Text-to-Speech' section includes a play button (1), a pause button (2), a skip button (3), a stop button (4), a volume slider (5) set to 100%, and a speed selector (6) with options for Slow, Normal, and Fast. Below these controls, the text 'Read both follow.' is visible. The main content area shows 'Passage 1' and 'Passage 2'. Passage 1 is titled 'A Story About Nothing' by Anonymous and contains two paragraphs of Lorem Ipsum text. The second paragraph has a portion highlighted in yellow, with a circled '7' indicating the highlighted text feature.

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.

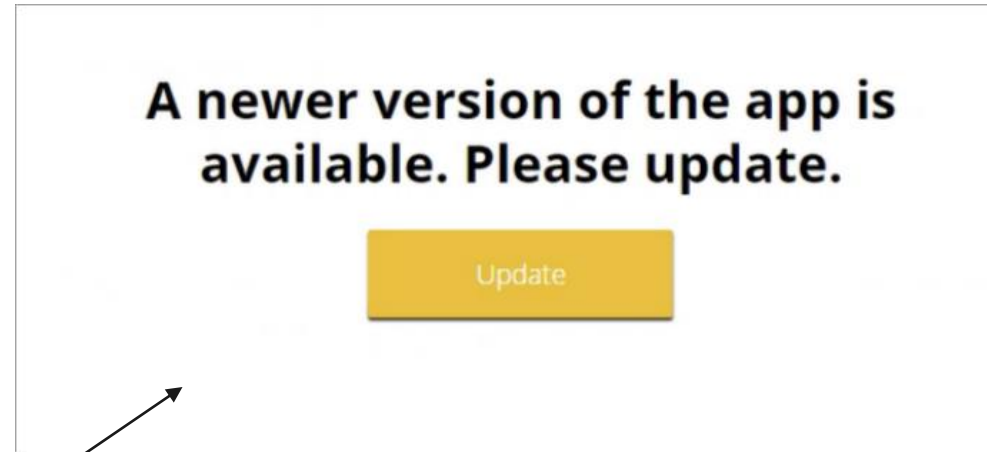
What should I do?

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



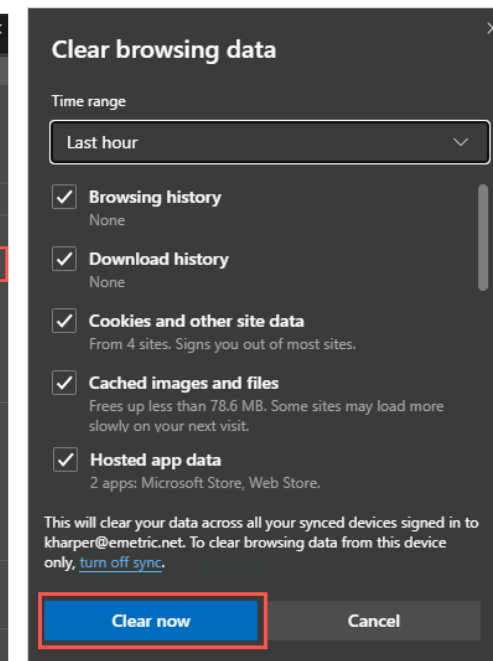
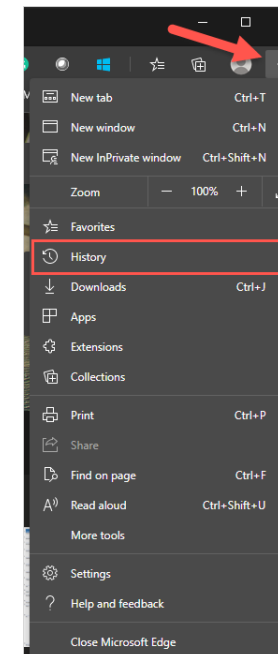
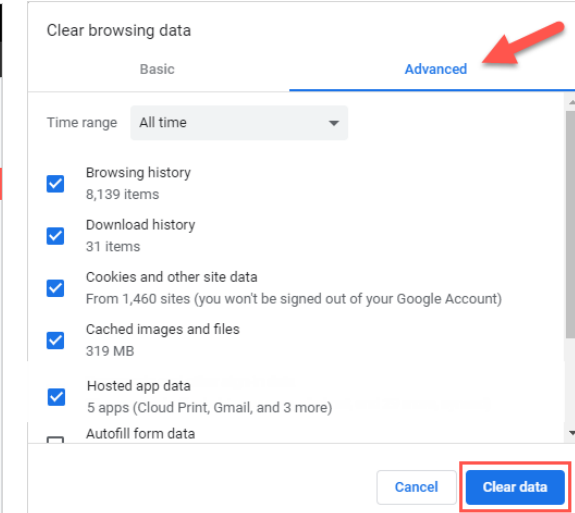
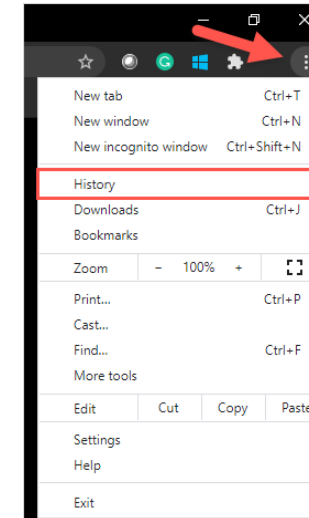
Clearing Browser Data

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	7/18/2026	eMetric	Created support documentation per 2026-2027 requirements discussion with Cognia and NM PED.