

Account Information/Passwords

Q. What do I do if my email address has changed, but I want to access my old account information (rosters, school affiliations, etc.)?

A. Depending upon the steps you have already taken with your old TIDE account profile, you have a few options. Please refer to the scenarios below: **Scenario - Old TIDE Account Only:** You have a TIDE account with the old email address and new email address (without a second TIDE account) **Next Steps:** Contact the Help Desk. We will ensure that all current rosters and access are moved over to the new email address. No other action is needed. **Scenario - Two TIDE Accounts:** You have a TIDE account with the old email address and a second TIDE account with the new email address. **Next Steps:** Contact the Help Desk. We will ensure that all current rosters and access are moved over to the new email address. We will not delete the old account from the system. We can give you the exact profile information needed to request that a School or District Coordinator delete your account. **Scenario - New TIDE Account:** You have a TIDE account with the new email address and have already deleted the TIDE account the old email address. **Next Steps:** The School Coordinator (SC) must manually re-associate the user to all the appropriate rosters and school affiliation for the TIDE account with the new email. It is **not** possible for the Help Desk or any higher-level user to restore the TIDE account with the old email address or their rosters.

Q. How do I get an account to access the South Dakota Smarter Balanced Assessment System?

A. If you are a user who was recently added to the Test Information Distribution Engine (TIDE), you should receive an e-mail that contains a link to log in to South Dakota Smarter Balanced Assessment systems. You must access the link within **fifteen minutes** of receiving the email in order to activate your account. You must update your password and select and answer a security question. The email containing the link is sent from **AIR-DoNotReply <AIRAST-DoNotReply@airast.org>**. If you need to reset your password for the new school year, go to the **First Time Login This School Year?** section of the login page and enter the email address associated with your account. You will receive a link to reset your password. The email containing the link is sent from **AIR-DoNotReply <AIRAST-DoNotReply@airast.org>**.

Q. What to do if I did not receive the email to reset my password?

A. The email containing the link to reset your password is sent from **AIR-DoNotReply <AIRAST-DoNotReply@airast.org>**. Check your spam folder to make sure your email provider did not categorize it as "junk" mail. If it's been longer than 15 minutes since the email was sent, you can request another email with the temporary password by going to the **Forgot Your Password?** section of the login page. If you still do not have an email, contact your School Test Coordinator to make sure your account has been created in the Test Information Distribution Engine (TIDE).

Q. How do I get another password reset email if the reset password link has expired?

A. If you did not log in within **fifteen minutes** of receiving the first password email and activate your account, you can request another email by accessing the **Forgot Your Password?** section of the login page and enter your email address. You will receive new temporary password email. The email containing your password is sent from **AIR-DoNotReply <AIRAST-**

DoNotReply@airast.org>. If you enter an invalid email address, contact your School Test Coordinator to confirm the email address used when creating your account.

Q. How do I reset my password?

A. If you forgot your password, you can reset it. Click the **Forgot Your Password?** link from the system login page and then enter your email address in the *Email Address* field on the subsequent page. You will receive an email with a link to reset your password. The link must be answered within **fifteen minutes**.

Q. Why is my account locked?

A. If you enter your password incorrectly **five** times, your account is locked. You will be able to access your account after **10 minutes**. If you need to immediately access your account, please contact the Help Desk.

AIR Ways

Q. Why don't I see all my Interim Test data in AIR Ways?

A. Users have the option to filter out data from their dashboard. The default dashboard in AIRWays will show users all assessments, schools or teachers with whom they are associated. If a user is unable to see scores for a specific assessment or group, please check their Preferences under the **Task Manager** drop-down. Changes to the Task Manager preferences persist after a user logs out. If a user changes their Task Manager preferences, this choice will persist until preferences are updated again.

- Teachers and Test Administrators may exclude data for specific assessments in their reports by editing the “Test Preferences”.
- School and District Coordinators can choose to view only the data that teachers have chosen in *their* test preferences by selecting “Teacher Preferences”.

Example: Teacher A and Teacher B are both associated with a Grade 7 ELA assessment. Teacher A updated her test preferences to exclude all ELA assessments. If you are a school-level user and you update your class preferences to “Teacher Preferences,” you will only see data for Teacher B on the School Assessment Report for Grade 7 ELA, but you will not see data for Teacher A on this report. Please see the the AIR Ways User Guide for more detailed information.

Online Reporting System (ORS)

Q. How do you find test scores for students with completed tests who have been removed/deleted from TIDE?

A. When looking for students who have been deleted from TIDE, but have taken a test in your district/school/roster, select the third radio button, **Scores for students who were mine when they tested during the administration**. This will provide the user with student’s assigned to them no longer in TIDE. Note: When using the SSID Search, you need to **first** select the third option before completing the search.



Q. Why are Math targets for Claim 1 (Concepts & Procedures) the only Math targets available in ORS?

A. AIR is currently reporting Math targets for Claim 1 (Concepts & Procedures) for the SD Smarter Balanced Assessment. No Math targets are being reported for other claims (e.g. Problem Solving and Modeling & Data Analysis, and Communicating Reasoning).

Q. When will Summative scores for paper tests appear in the Online Reporting System?

A. In order to receive a Summative test score, a student must have completed both the paper Summative CAT and Summative Performance Task for the desired subject. Using the date of the last test received by the handscoring vendor, ORS should display the student's score within 14 business days. Note: This assumes that the student had answered enough questions to receive a score based on the participation rules and that the Pre-ID information was correct on the Answer Booklets.

Q. When will Summative scores for online tests appear in the Online Reporting System?

A. In order to receive a Summative test score, a student must have completed both the online Summative CAT and Summative Performance Task for the desired subject. Using the date completed of the last test taken, ORS should display the student's score within 14 business days. Note: This assumes that the student had answered enough questions to receive a score based on the participation rules and that the student actually clicked "submit" at the end of both online tests.

Q. What portion of the Interim Smarter Balanced tests will be hand scored? When are teachers expected to have this done by? When is the end of the testing window?

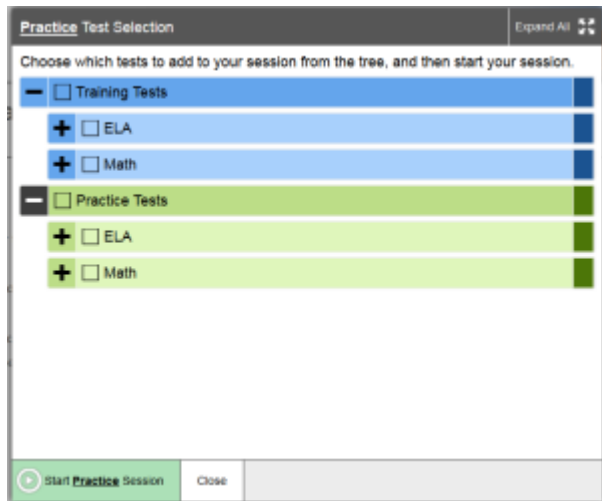
A. The number of items that require hand scoring varies is based upon the grade. If you want your students' scores to appear in the Online Reporting System (ORS), you will need to score all hand-scored items their interim test. However, it is up to the teacher's discretion on when this needs to be completed. The Interim Comprehensive Assessment (ICA) will be available through February 24, 2016. The Interim Block Assessment (IAB) will be available through May 5, 2016.

Practice and Training Tests

Q. How do I know I am administering the correct practice test?

A. If you are planning to administer an **practice or training** test in secure mode or with student-specific accommodations from TIDE, you will need to a test session using the TA Training Interface.

1. Click the **Practice & Training Test Administration** card from the portal. The login page appears.
2. Enter your email address and password.
3. Click **Secure Login**. The TA Training Interface appears.
4. Select the Training Tests (blue category) or Practice Tests (green category).



5. After you select the desired tests, click the **Start Practice Session** button to begin the test session.

Note: Students can access the practice and training tests in guest-mode without the use of a session ID. For more details, refer to the [TA User Guide](#).

Q. How do I administer a practice or training test in secure mode?

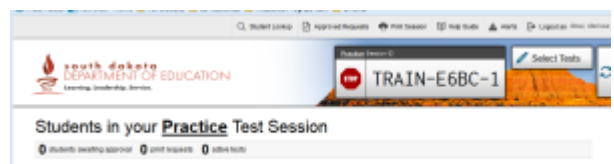
A. If you need to administer a practice or training test in secure mode, you must first ensure that the students have the correct secure browser version installed. Before logging into the Test Administrator (TA) training site, confirm that you have acknowledged the Non Disclosure Agreement (NDA) in TIDE. **If the NDA is not signed, you will not be able to administer tests in the secure mode.** Next, the TA will need to start a test session in the TA Practice & Training site. Once you have selected the specific tests and approved students for testing, they will be able to take an online test in an environment that mimics the operational assessments. For more information, refer to the the manuals and training resources on the portal.

Q. During a practice or training secure-mode session, why do students see the error message, "The session is not available for testing" (11719)?

A. There are a few reasons why a student may see this error message when using the secure browser: **Check the Session ID**

- All practice and training test session IDs begin with "TRAIN" (example, "TRAIN-E6BC-1", see screenshot). Make sure the Session ID matches the proctor's session ID.

If a student has a session ID that starts with "SD" (example, SD-1111-1), this means that the proctor started an operational session, not a practice test session. Restart the session in the TA Training Site and share the new session ID. **Check the Secure Browser**



- If your students are using the practice/training tests with the secure browser, direct them to select, **Click here to go to the Practice and Training Test Site.** Note: You can also visually check to see if they are still on the operational secure browser page if you see "Student Testing Site" about the sign in form.
- After they click the link, they will be directed to the Student Training Test page (see screenshot).

- Direct the student to uncheck Guest User and Guest Session to enter the first name, SSID, and Session ID (example: TRAIN-E68C-1) to join the practice or training session.

Q. Do students need to be added to TIDE before they can take the practice or training test?

A. No. If the student has not yet been added to the Test Information Distribution Engine (TIDE), they can still take the practice or training tests using a supported web browser in the **guest** mode.

Q. Why am I not able to hear the Text-to-Speech in the Practice or Training Test?

A. In order to use the Text-to-Speech (TTS) feature in the practice or training test, you will need to launch the test in the Secure Browser or in a supported browser.

- In the practice session's guest mode (first name and SSID are not required) , students will not need to enter their first name or SSID. They will be able to enable the TTS themselves on the settings screen.
- If the name and SSID are required in the practice session, the student's record needs to have the TTS enabled in TIDE. Note: To enable the passage accommodation, you will need to request that your SDDOE Assessment Contact activate that setting for your student.

Q. Why am I not able access the TA Practice & Training Site or TA Training Site? (Accessing the NDA)

A. It is possible that you have not acknowledged or signed the Non-Disclosure agreement in TIDE. If you do not acknowledge the non-disclosure agreement, you will not be able to log into the TA interface. To acknowledge the non-disclosure agreement: 1. Click the **Non-Disclosure** tab. The **Non-Disclosure Agreement** page appears. 2. Read the agreement, and click **I Acknowledge**. A confirmation message appears. You must acknowledge a non-disclosure agreement each year prior to administering tests through the TA interface.

Q. Can iPads be used for Student Testing?

A. Computers, laptops, netbooks, and tablets can all be used if they meet the system requirements. See the [System Requirements](#) document and [Technical Specifications Manual](#) available in the *Technical Coordinators Resources* section for more detailed information.

Q. What tablet sizes should I use for student testing?

A. Screen dimensions must be at least 10” or larger. However, Smarter Balanced does allow testing on iPads with a 9.5” display. The following devices are **not** supported:

- Apple iPad Mini
- Google Nexus 7 and similar-sized Android tablets
- Netbooks with screen dimensions smaller than 10”

Please refer to the [Systems Requirements](#) document and the [Technical Specifications Manual](#) for more detailed information.

SDDOE System Information

Q. Is the Test Administration (TA) Certification Course required?

A. The TA course is not required for South Dakota Test Administrators at the state level, but some districts may make it a requirement for teachers as part of the their test preparedness. We recommend it be taken as part of the training materials in the online TAM.

Q. What is the K-12 Data Center and Network?

A. The SD K-12 Data Center helps educational entities to enhance their technology. The Center offers technology services to South Dakota's K-12 educational community including public schools, tech schools, cooperatives, multi-districts, etc. The Center provides consistent, cost-effective services including email and calendars, email list services, web hosting, course management, streaming media, a help desk for the schools, and more. Questions or issues related to the performance of the network should be directed to the K-12 Data Center at help@k12.sd.us or (605)256-5292.

Secure Browser

Q. Do I need to install/use the new version of the Secure Browser?

A. Due to recent updates to various operating systems AIR is going to be delayed in deploying the latest version of the Secure Browser. We will be supporting interim and practice tests using Secure Browser version 9 through the end of the calendar year as we release version 10 on a staggered schedule. Schools with Secure Browser 9 will **not** be required to install the Secure Browser version 10 until the cutover. See the [Secure Browser page](#) for more details.

Q. Is the use of a secure browser required?

A. Yes. SDDOE requires that all students use the secure browser for the online SD Smarter Balanced Assessment testing. The correct secure browser must be installed on each student machine that will be used for testing.

Q. Can the Student Testing Site be accessed without a secure browser?

A. No. The online South Dakota Smarter Balanced ELA and Math Summative Assessment cannot be accessed without the secure browser for the current test administration. See the [Secure Browser](#) portal page for more information.

Q. The secure browser is unresponsive. How do I close it?

A. In the rare event that the secure browser or test becomes unresponsive, you can force-quit the secure browser. To force the secure browser to close, use the keyboard command for your operating system as shown below. This action logs the student out of the test. When the secure browser is opened again, the student logs back in to resume testing.

Operating System	Key Combination
Windows*	Ctrl + Alt + Shift + F10
Mac OS X*	Ctrl + Alt + Shift + F10 . The Ctrl key may appear as Control , Ctrl , or ^
Linux	Ctrl + Alt + Shift + Esc

*If you are using a laptop or notebook, you may need to press **Function** before pressing **F10**.

Caution:	The secure browser hides features such as the Windows task bar or Mac OS X dock. If the secure browser is not closed correctly, then the task bar or dock may not reappear correctly, requiring you to reboot the device. Avoid using a force-quit command if possible.
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Force-quit commands do not exist for the secure browser for iOS, Chrome OS, and Android devices.

- **iOS:** To exit Guided Access, triple-click the Home button, then close the app as you would any other iOS app.
- **Chrome OS:** To exit the secure browser, press **Ctrl + Shift + S**.
- **Android:** To close the secure browser, tap the menu button in the upper-right corner and select **Exit**.

Q. Why am I not able to hear the Text-to-Speech in the Practice or Training Test?

A. In order to use the Text-to-Speech (TTS) feature in the practice or training test, you will need to launch the test in the Secure Browser or in a supported browser.

- In the practice session's guest mode (first name and SSID are not required) , students will not need to enter their first name or SSID. They will be able to enable the TTS themselves on the settings screen.
- If the name and SSID are required in the practice session, the student's record needs to have the TTS enabled in TIDE. Note: To enable the passage accommodation, you will need to request that your SDDOE Assessment Contact activate that setting for your student.

Teacher Hand Scoring System (THSS)

Q. What portion of the Interim Smarter Balanced tests will be hand scored? When are teachers expected to have this done by? When is the end of the testing window?

A. The number of items that require hand scoring varies is based upon the grade. If you want your students' scores to appear in the Online Reporting System (ORS), you will need to score all hand-scored items their interim test. However, it is up to the teacher's discretion on when this needs to be completed. The Interim Comprehensive Assessment (ICA) will be available through February 24, 2016. The Interim Block Assessment (IAB) will be available through May 5, 2016.

Technology Requirements for Online Testing

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- If the name and SSID are required in the practice session, the student's record needs to have the TTS enabled in TIDE. Note: To enable the passage accommodation, you will need to request that your SDDOE Assessment Contact activate that setting for your student.

Q. When will the new system operating system [version] or browser [version] be supported?

A. Because many operating systems, tablets, and browsers have multi-year releases, AIR recommends that you use the supported versions listed in the [System Requirements](#) document available in the *Technical Coordinators Resources* section. **Note:** Our system does not prevent you from testing on these new systems, but until AIR has completed Quality Assurance testing, we cannot guarantee that the functionality previously available will work as intended.

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A. Computers, laptops, netbooks, and tablets can all be used if they meet the system requirements. See the [System Requirements](#) document and [Technical Specifications Manual](#) available in the *Technical Coordinators Resources* section for more detailed information.

Q. What tablet sizes should I use for student testing?

A. Screen dimensions must be at least 10” or larger. However, Smarter Balanced does allow testing on iPads with a 9.5” display. The following devices are **not** supported:

- Apple iPad Mini
- Google Nexus 7 and similar-sized Android tablets
- Netbooks with screen dimensions smaller than 10”

Please refer to the [Systems Requirements](#) document and the [Technical Specifications Manual](#) for more detailed information.

Test Delivery System (TDS)

Q. Which Interim Comprehensive Assessment (ICA) or Interim Assessment Block (IAB) can a student take?

A. Since Interim tests are optional, a student can be given any ICA or IAB test as deemed appropriate. A student's default eligibility for any interim ICA and IAB test is based on their current enrolled grade. Off-grade interim tests can be added in TIDE from the **View/Edit Student** page. In the **Interim Eligibility** panel, use the drop-down lists to select additional Mathematics or ELA grade-level tests. Click **Save** to update the student's record. Interim test eligibility can only be modified for one student at a time. **Reminder:** The student will need to start a new test session to see the additional, off-grade Interim tests.



Q. NeoSpeech License Update

A. NeoSpeech and AIR provide the Julie voice pack for English text-to-speech users for students to use on Windows machines with the online tests. The current license file associated with the voice pack will expire [on May 3, 2017](#). However, the license agreement between NeoSpeech and AIR was

recently renewed through 2020. Districts do not need to re-install the voice pack itself if it is already installed; they only need to update the license file, or “verification.txt” file. By [May 3, 2017](#), technology coordinators should copy a new license file to the appropriate folder on Windows machines used for student testing. Once you click the **Julie License** link, the new verification.txt file will be available to download from the TIDE General Resources section.



Q. Chromebooks - High Contrast

A. If the high contrast feature is turned on in Chromebook please find the high contrast feature instructions from Google can be found here: <https://support.google.com/chromebook/answer/177893?hl=en>.

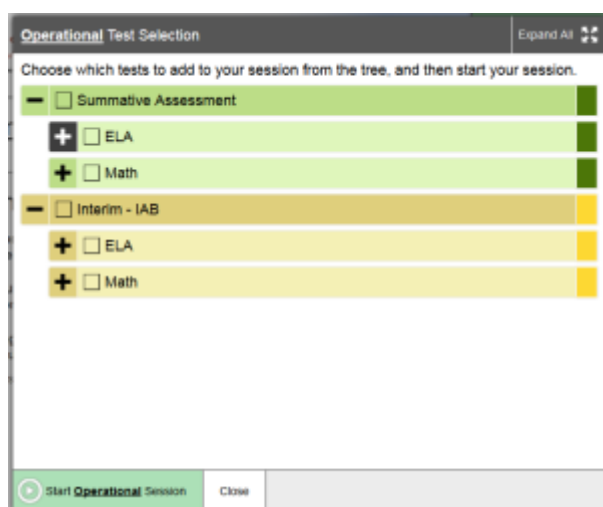
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Q. How do I know I am administering the correct operational test?

A. If you are planning to administer an **operational** assessment (Summative or Interim), you will need to start a test session using the TA Interface.

1. Click the **TA Interface** card from the portal. The login page appears.
2. Enter your email address and password.
3. Click **Secure Login**. The TA Interface appears.
4. Select the Summative Assessment (green category) or Interim-IAB (brown category).



5. After you select the desired tests, click the **Start Operational Session** button to begin the test session.

For more details, refer to the [TA User Guide](#) and/or the [Summative TA Script](#) and [Summative Test](#)

[Administration Manual](#).

Q. When proctoring a test why did I receive the message (#11718), "Warning - for the test to be continued school information must be updated"?

A. As a reminder, when proctoring the Interim or Summative test, a user must be in the same district or school (if they are a school level user) as the student. If not, they will see the message described, "Warning - for the test to be continued school information must be updated."

Q. Why am I not able access the TA Practice & Training Site or TA Training Site? (Accessing the NDA)

A. It is possible that you have not acknowledged or signed the Non-Disclosure agreement in TIDE. If you do not acknowledge the non-disclosure agreement, you will not be able to log into the TA interface. To acknowledge the non-disclosure agreement: 1. Click the **Non-Disclosure** tab. The **Non-Disclosure Agreement** page appears. 2. Read the agreement, and click **I Acknowledge**. A confirmation message appears. You must acknowledge a non-disclosure agreement each year prior to administering tests through the TA interface.

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Test Information Distribution Engine System (TIDE)

Q. Why don't I see last year's rosters?

A. Rosters that were created prior to the TIDE roll-over for the new school year are no longer available in the system. To view last year's data, you have several options: The teacher is rostered with students:

- Once ORS has rolled-over for the new school year you can switch the school year and select, "**Scores for my current students**". This option allows you to view score data for students assigned to **your** current rosters, even if they were previously enrolled in a different school or district. This view enables you to see your current students' previous strengths and weaknesses before they begin testing this year.
- Once AIR Ways has rolled-over for the new school year, search for the student in your assessment/student dashboard and select the previous school year from the filter option to view the interim data.

The teacher is not yet rostered with students/will not be rostered with the same students:

- In ORS, Teachers will need to request that the school coordinator (SC) the previous year's ISR/excel data from Retrieve Student Results.
- In AIR Ways, Teacher will need to request that the school coordinator (SC) print the previous year interim data from the assessment or student dashboard.

Q. NeoSpeech License Update

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Q. Why are the student and roster feature inaccessible in TIDE?

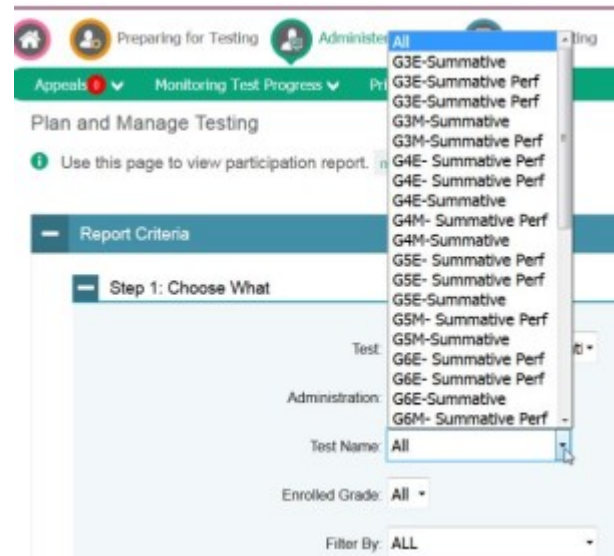
A. To prepare for the start of the 2017-2018 administration the TIDE system is going through ongoing maintenance. The student accommodation and roster feature are offline due to TIDE maintenance. The student accommodation section will be hidden and enabled on 8/23. TIDE Go-Live for the 2017-18 administration is 8/7. We will provide an update once both features are accessible. Please note the Student accommodations feature that will be disabled until 8/23:



Q. Why does the Plan and Manage "Test" drop-down list the Summative performance tasks twice?

A. Smarter Balanced released a summative field test this year. As a result some children are randomly assigned either one of the performance tasks. This is why the participation reports show them listed twice. As a result, you may notice that the participation counts are smaller for one version of the performance task. In order to look at calculations of the combined participation, you can select "ALL" and combine the data for the desired performance task through the Excel export or

review the results from Test Completion Rate report.



Q. When using the student setting template uploads feature in TIDE, can there be more than one Non-embedded Designated Support (NEDs) or Non-embedded Accommodation (NEAs) added for each student?

A. Yes, this is possible. The SSID can be listed on multiple lines and any fields that do not apply/are not required can be left as blank, then the NEDs or NEAs can be added per row as appropriate. As a

SSID	Non-Embedded Designated Supports: ELA	Non-Embedded Designated Supports: ELA-PT	Non-Embedded Designated Supports: Mathematics	Non-Embedded Accommodations: ELA	Non-Embedded Accommodations: ELA-PT
1111111111	NEDS_SC_Items	NEDS_SC_Items	NEDS_SC_Items	NEA_SC_WritItems	NEA_SC_WritItems
1111111111	NEDS_SS	NEDS_SS	NEDS_SS	NEA_STT	NEA_STT
1111111111					

der, do not list a NEDs/NEAs with the zero value (for example NEDS0) otherwise it will reset all options listed in the previous rows.

Seq	SSID	Non-Embedded Designated Supports: ELA	Non-Embedded Designated Supports: ELA-PT	Non-Embedded Designated Supports: Mathematics
1	1111111111	NEDS_SC_Items	NEDS_SC_Items	NEDS_SC_Items
2	1111111111	NEDS_SS	NEDS_SS	NEDS_SS
3	1111111111	NEDS0	NEDS0	NEDS0

Q. Are scribes/other people that are to act on behalf of students during testing expected to sign a "Test Security/Confidentiality Agreement"?

A. The "Test Security/Confidentiality Agreement" is encapsulated within the Non-Disclosure Agreement in TIDE for all TA's that are scribes. This instruction appears in the Usability, Accessibility, and Accommodations Guidelines.

Q. Why am I not able access the TA Practice & Training Site or TA Training Site? (Accessing the NDA)

A. It is possible that you have not acknowledged or signed the Non-Disclosure agreement in TIDE. If you do not acknowledge the non-disclosure agreement, you will not be able to log into the TA interface. To acknowledge the non-disclosure agreement: 1. Click the **Non-Disclosure** tab. The **Non-Disclosure Agreement** page appears. 2. Read the agreement, and click **I Acknowledge**. A confirmation message appears. You must acknowledge a non-disclosure agreement each year prior to administering tests through the TA interface.

Q. Why are the ELA and ELA-PT test settings different in TIDE?

A. Test settings for ELA Computer Adaptive Test (CAT) and ELA Performance Task (PT) need to be assigned separately. Please be sure to double check that ELA and ELA-PT test settings for students are assigned consistently. Note: The test settings for Mathematics applies to both the Mathematics CAT and Mathematics PT. Refer to the *TIDE User Guide* for more information.

Q. How do I print a PreID label from TIDE (for paper testers only)?

A. PreID labels can be printed directly from the **View/Edit Students** page under the **Student Information** tab. Refer to the [TIDE Quick Guide: Printing PreID Labels](#) or the [TIDE User Guide](#) for more detailed information.

Q. When will my appeal request be reviewed?

A. The SDDOE reviews appeal requests daily. Please submit your appeals by 3pm CDT.