System User Guide
March 2017

Updates Include:

- Reset Test Feature
- Enhanced User Upload instructions
- Updated list of common error codes
- SEB information
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Welcome to the *ISBE Assessment Delivery System User Guide*. This guide provides overview information and step-by-step instructions to help you use the Assessment Delivery System (ADS), ISBE Teach and ISBE Learn, to administer online assessments.

You will interact with two components: ISBE Teach for administrators and ISBE Learn for students.
There are two roles in ISBE Teach and one for ISBE Learn.

**ISBE Teach**

- Organization Administrator
- Test Administrator

**ISBE Learn**

- Student

The goal of this guide is to provide necessary information and instructions for people in the title role.

The **Organization Administrator** (Org Admin) is a staff member who is granted access at either the district or the school level. Org Admins with district-level permissions have access to the district as well as all schools within the district. Org Admins with school-only permissions cannot view district users, classes or students outside of their assigned school.

The Org Admin maintains schools in the district, as well as user accounts and access at the district or school levels or both. Org Admins manage user accounts, student records, and classes, as well as work with student data and test assignments. Local policy will determine if student and class management is coordinated at the district or school level.

As an Org Admin, it’s important for you to be familiar with the features of ADS used by the staff members you interact with and support.

A **Test Administrator** is a school staff member who administers or proctors online test delivery in the ADS. As a test administrator, you may need to be familiar with other features of the ADS that other staff members use, such as your school’s test coordinator.

There is another role for ADS: the **student** who takes tests in ISBE Learn. While students are not officially set up as users, you should understand how they interact with the system.

Actions are often performed by multiple user roles. To make it clearer whether a particular role can perform an action, you will find a role bar like this at the top of each procedure.

![Role Bar]

When a role is highlighted (all of the roles are highlighted above) that user can perform the procedure described. If a procedure is not available to a user role, it will be dimmed in the role bar as shown below.

![Role Bar Dimmed]
Introduction to ADS

Overview

The Illinois School Board of Education (ISBE) uses the Assessment Delivery System (ADS) to administer the Illinois Science Assessment (ISA).

This section introduces you to the components of ADS that administrators and educators use to: set up organizations, users, and students; review test assignments; and administer tests; and review score reports for the diagnostic test version.

As a District or School Organization Administrator or Test Administrator, you will primarily work with ISBE Teach, where you will set up and maintain the tests. Test Administrators will also work with ISBE Learn which is used to deliver the ISBE ISA online assessment to your students.

Components of the Assessment Delivery System

The Assessment Delivery System (ADS) consists of two unique parts that administrators and educators use to develop, assign, and administer ISBE online assessments.

| ISBE Teach | Administrators: Manage districts, schools, classes, students and users |
| ISBE Learn | Students: Take online tests |

ISBE Teach

The bulk of a school’s preparation work occurs in ISBE Teach. The organizational structure (districts and schools), classes, and student profiles must be set up before students can take assessments in ISBE Learn. Students and test administrators must be assigned to classes, and tests must be assigned to classes and students. All of this is accomplished through ISBE Teach.

For the Illinois Science Assessment, ISBE will set up the organizations (districts and schools) across the state as well as the District Organization Administrator(s) and School Organization Administrators (per ISBE EPS system). In turn, Organization Administrators (Org Admins) at the district will create additional school-level Organization Administrators and all Test Administrators. Organization Administrators (district or school depending on district policy) will set up classes and students by using the integrated ISBE ISA Import Wizard (ISBE Management Tool) that is embedded in ISBE Teach and connects to the ISBE SIS. Test assignments will be automatically assigned to students by the student grade level.

ISBE Learn

Test Administrators will work closely with ISBE Learn. Students will not know what ISBE Learn is even though they use this platform to take the test. Each student will enter a unique access code, found on the student’s test ticket, into a browser on a school device that meets technical requirements.
Logging into ISBE Teach

To use the features described in the next several sections, you must log into ISBE Teach. If you do not have a user login, contact your Org Admin.

To access ISBE Teach

1. Click the link below or open your browser and type the ISBE Teach URL into the address bar:

https://teach-isa.ileducates.org

The Log In page opens.

2. Enter your E-mail address or username and password.

3. Click Log in under the password field.

4. The ISBE Teach Dashboard opens. This serves as your home page for ISBE Teach.

Note: This dashboard will vary depending on the User Role assigned to you. The parts of the dashboard are explained in the next section of the guide.
Navigating in ISBE Teach

The dashboard displays a gallery of tiles that link to all the information and actions available to you in ISBE Teach. The links will vary, depending on the number of schools assigned to you and your role in the system. A Test Administrator, for example, typically sees only the tiles and menus for Students and Assigned Tests.

Parts of the ISBE Teach Dashboard

Org Admin Dashboard (District Permissions)

![Org Admin Dashboard (District Permissions)](image)

Org Admin Dashboard (School Permissions)

![Org Admin Dashboard (School Permissions)](image)

Test Administrator Dashboard

![Test Administrator Dashboard](image)
**Tiles** – on the center of the dashboard are tiles that link you to the orgs, users, and students assigned to you.

- **Schools (District Org Admin only)** – view schools in your district
- **Users (Org Admin only)** – view, add, or upload users (Setting up and maintaining user accounts).
- **Students** – view, add, or upload students (Creating and maintaining student profiles).
- **Assigned Tests (School Org Admin and Test Admin)** – view tests assigned to your classes and students

**Navigation Dashboard Menu** – Each tile type is associated with an item located in the left side Dashboard navigation. These menus are available to you anywhere in ISBE Teach.

**Org Admins**

- **Districts (State Org Admin only)** – view districts
- **Schools (District Org Admin only)** – view schools
- **Users** – view/edit users at districts or schools; upload users.
- **Students** – view all students or by class for permitted schools; show assigned tests; generate access code by student; add single student to a class
- **Tests** – list of assigned tests by Class; Generate Access Codes by class; list of student test assignments, shows test status, provides test support actions.
- **Help** – Provides help information for the Test and Test platform

**Test Administrator**

- **Students** – view students for assigned classes; show assigned tests; generate access code by student
- **Tests** – list of assigned tests by Class; Generate Access Codes by class; list of student test assignments, shows test status, provides test support actions.
- **Help** – Provides help information for the Test and Test platform

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**Parts of an ISBE Teach information page**

ISBE Teach data is generally displayed in a list format, as shown below.
Page Name – Displays the name of the page.

Organization Name – Displays the name of the highest organization (State, District, School) to which a user is assigned. If you belong to multiple orgs of that same level, this field will show a drop down filter.

Org Filters – Use the drop down filters to select the District, School, Class information displayed in the table. The filters shown will vary based on your organization permission level

Page Buttons – Select buttons to initiate the described action.

Operations – Select from the buttons on each row to take action on a specific user, student or assignment.

Search List – Enter a term in the field to display only items containing your term.

Sortable Columns – Click the header of a list column to sort.

Page Navigation – Click a number to move through multiple pages of information.

**Sorting and filtering lists in ISBE Teach**

You can more quickly locate an item in a very long list by using the sort or filter functions.

To filter lists, enter your search term in the **Search field** that appears above ADS lists. Entries that do not include your terms will be hidden. For example, filtering a list of students for “10” will return all students in Grade 10 plus any that have “10” in any other field.

Click on the table header of the column to sort entries in a list. Click again to toggle between ascending and descending order.

**Getting help**

ISA program support is provided through the various online resources and through the ISBE Student Assessment and Accountability Division.

- For additional information about ISA, visit the ISBE Science page at [https://www.isbe.net/Pages/Illinois-Science-Assessment.aspx](https://www.isbe.net/Pages/Illinois-Science-Assessment.aspx)

- Support telephone number: 866-317-6034
ISA Preparation Checklist

The following checklist provides a summary of the high level steps that need to be completed prior to the start of the test window.

Test Operation Set up
Completed by ISBE Assessment Team

☐ Load Organizations (uses state RCDTS code)
☐ Roster Students into default classes (5-default, 8-default, Biology-(section)) (using ISBE Management Tool)
☐ Load initial set of District Organization Administrators (Org Admins) based on data in ISBE’s Entity Profile System (EPS)

Completed by Districts/Schools Org Admins

☐ Load Additional District and School Org Admins
☐ Review Student Roster and Classes; Move students to new classes (optional)
☐ Load Test Administrators (Test Admins)
☐ Assign Test Administrators to Classes

Test Preparation & Management
Completed by Districts/Schools Org Admins

☐ Install Secure Exam Browser (SEB) on testing devices
☐ Review Student Test Assignments (Org Admins/Test Admins)
☐ Generate/Print Test Access Codes for Classes/Students
☐ Manage Student Test (Org Admin / Test Admin)
## Working with users

### User types

ISBE Teach administration-level users (district, school and test) must have accounts to access ADS features. Most user accounts provide access to ISBE Teach for the purpose of working with organization records, student data, and test assignments.

Those who administer or work with tests must also have user accounts, so that they can access the student test assignments, testing status and other records in ISBE Teach.

Students do not have assigned user accounts for ISBE Learn. They get an access code for their test specified for their organization level, as discussed in Taking Tests.

### User Roles

<table>
<thead>
<tr>
<th>Students</th>
<th>District Org Administrator</th>
<th>School Org Administrator</th>
<th>Test Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td>View All Students at a School</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>View Student Class Roster</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Can view student class rosters at any school within their district</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>View / Edit Student Profile</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Can view/edit any student within their district</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Add Single Student to a Class (Walk-Ins)</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Generate Access Code for a Single Student</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>District Org Administrator</td>
<td>School Org Administrator</td>
<td>Test Administrator</td>
</tr>
<tr>
<td>-------------------------</td>
<td>----------------------------</td>
<td>---------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td><strong>Tests</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>View Test Assignments by Class</td>
<td>Can view test assignments for any class within their district</td>
<td>Can view test assignments for any class within their school</td>
<td>Can view test assignments for their assigned class(es)</td>
</tr>
<tr>
<td>Generate Test Access Codes for a Class</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Reset Student Login</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Cancel a Student Test</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Restore a Canceled Test</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td><strong>Users</strong></td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>View Users</td>
<td>Can view other district or school users within their district</td>
<td>Can view other school users within their school</td>
<td></td>
</tr>
<tr>
<td>Upload Users (via CSV file)</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Edit User Account Information (Name, Email, Password)</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>View/Change User Role</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>View/Change User Status</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>View User Class</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>District Org Administrator</td>
<td>School Org Administrator</td>
<td>Test Administrator</td>
</tr>
<tr>
<td>------------------</td>
<td>----------------------------</td>
<td>--------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Assignments</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Assign User to Class</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remove User Class Assignments</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Grant/Revoke User Permission to an Organization</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
Setting up and maintaining user accounts

Each staff member in the districts and schools who will work with ISBE Teach must have a user account. Use the User Upload Template to enter the information into a comma-separated (.csv) file, and then upload the file through ISBE Teach. ISBE will pre-populate your district Organization Administrators who are listed as ISA administrators and test coordinators in EPS. It will then be the responsibility of the Org Admins to create accounts for additional District or School Org Admins and all Test Administrators.

Note: All users must be created via the User Upload Template.

Preparing the user template for uploading

To download and prepare the user template for upload

| Org Admin | Test Admin | Student |

1. Open the Upload Users page.
   Click the button on the Users tile in ISBE Teach, or click the Upload Users button at the top of the Users Page.
   The Upload Users page opens.

2. Click the link Tap User Template to download the template file. You will use the template to set up the schools or other organizations.
3. Open the file tapuser_template.xlsx in Excel or another spreadsheet software program.

**NOTE:** Make sure to keep the column headers as is in row 1, but delete the examples in rows 2-4 of the User Upload Template.

4. Enter each user’s information on a separate row:
   - **First name and Last name** - the full name of the staff member to add as an ADS user.
   - **Email** - the person’s business Email address.
   - **Roles** - indicates the staff member’s functional role. May either be: organization administrator or test administrator (All lowercase, no CAPS)
   - **State Code** - two-letter postal code for the user’s state. (use IL)
   - **Organization Identifiers** – Use the RCDTS code for the organization. To assign more than one org to a user, separate RCDTS codes utilizing a comma in the appropriate cell on the spreadsheet.

**Note:**
- Assigning a user to a district will automatically grant that user permission to see all schools within the selected district.

**User Upload Template Tips**
- Keep the column headers in the User Upload Template. You may delete the sample data.
- The **Roles** field can be either: organization administrator or test administrator (All lowercase, no CAPS)
- The **State Code** should be: IL
- The **Organization Identifier** is the full 15 digit RCDTS code for the LEA or school level organization
  - Ensure that the leading zeros of the RCDTS are captured in the sheet or the upload will fail. Change the Cell format to Custom; highlight general, replace that word (general) with 15 zeros, then save.
- If you copy/paste information into the form, make sure to remove any extra spaces after the information in the field.
- Save your completed template as a CSV file prior to uploading it.
  - If you use a Mac, use the **Windows Comma Separated (.csv)** option to save your file.
5. Save the file in Windows Comma Separated values format (.csv).

**NOTE**: A .csv file does not support multiple tabs. Your computer displays a message asking how you want to save the file.

a. If the data tab was the active sheet when you saved the file, click **Save Active Sheet** or **OK**.

b. Follow the on screen prompts to save the file.

---

**Uploading user information**

**To upload user information**

<table>
<thead>
<tr>
<th>Org Admin</th>
<th>Test Admin</th>
<th>Student</th>
</tr>
</thead>
</table>

1. Click the **+** button on the Users Dashboard menu bar in ISBE Teach, or click the **Upload Users** button at the top of the **Users** Page. The **Upload Users** page opens.
2. Add the .csv file with user information in one of two ways:
   a. Drag the .csv file with user information into the box.
   b. Click **Add files**, locate and select the .csv file with user information, and then click **Open**.

3. You will briefly see a “Processing…” message.

4. If the upload completes with no errors you will see **Create User Accounts Confirmation**.

5. If ADS encounters problems with the upload, a page appears that lists the errors that prevented a successful upload. Correct your .csv file and try the upload again.

6. When you have successfully uploaded users, the number of users visible to you on the ISBE Teach dashboard will increase.

**Notes:**

Upon upload and creation, new users will receive email messages confirming their new accounts and a time sensitive password creation URL prompt (this email is valid for 72 hours). These emails contain the URL for ISBE Teach.

**Uploading Test Administrators:** After uploading new test administrators, you should assign them to classes. In order for Test Admins to see students and rostered classes, they must first be assigned to classes. See **Assigning users to classes** for details. It is not required to assign Org Admins to classes as they have access to all classes at their permitted schools.
Editing user information

Edit your own user account

Users are able to edit their own email address or create a new password by selecting the **My account** link from the account icon in the upper right corner of the page.

**Note:** The email address used in the ISBE Teach must match the email address associated with the ISBE SIS system in order to roster or update classes.

Editing another user’s account

As an Org Admin, you can edit another user’s information if the user is either a peer or a subordinate within your organization. I.e. if you have district level permissions, you may edit other district or school users within your district. If you have school level permissions, you may edit other school users within your school.

To edit another user’s account

1. Select the **Users tile** from the ISBE Teach Dashboard or select **Users** from the left Navigation Menu.

2. Use the **Org Filters** above the table to select the organization of the user you wish to edit.

   **For District Org Admins:**
   To see all of the users at the district level, select the –Select School- option.

   **Note:** if you belong to multiple districts or multiple schools, use the Organization Name filter to select the desired organization.
3. Click the **edit** link under the Operations column for the user you want to change. **Note:** Be sure you are displaying the correct district or school if you cannot find your user.

4. The user page for your user opens with the Edit tab selected.

5. Beneath the Edit tab are two additional tabs:
   - **Account** – used to edit the user’s information.
   - **Organization** - used to edit the user’s organizational assignments.

6. Click the **Account** button to edit account information. You can edit the following:
   - Email Address
   - Current password
   - User Status
   - User Role
   - User Full Name

   **Note:** To prevent a user from accessing ISBE Teach, update their Status to **Blocked**.

7. Click **Save** to save your changes.
8. Click the Organization tab to edit a user’s organizational information.

Use the drop down fields to define the user’s state, district, and school.

Select Add to save a new organization to the user’s profile.

Select Remove to remove an assigned school.

9. Click Save to save your changes.

---

**Assigning Test Admins to Classes**

Test Administrators must be assigned to classes before they can view rostered students, generate test access codes (test tickets) for students, or manage student tests.

**To assign a user to a class**

1. Select the Users tile from the ISBE Teach Dashboard or select Users from the left Navigation Menu.
2. Use the **Org Filters** above the table to select the organization of the user you wish to assign to a class.

For District Org Admins: To see all of the users at the district level, select the **-Select School-** option.

**Note:** If you belong to multiple districts or multiple schools, use the Organization Name filter to select the desired organization.

3. You may view the classes currently assigned to a Test Admin by selecting the **View Classes** button under the Operations column in the User list table.

4. Select the user(s) you want to assign to a class by checking the box to the left of their name(s) in the **Users** list.

5. Click the **Assign to Class** button under the Org Filters.
6. A list of classes appears. Click the box to the left of each class name you want to assign to the user(s).

7. Click Next

8. If successful, a confirmation message appears

---

To Unassign/Remove a Test Admin from a class

1. Select the Users tile from the ISBE Teach Dashboard or select Users from the left Navigation Menu.

2. Use the Org Filters above the table to select the organization of the user you wish to unassign from a class.

**For District Org Admins:** To see all of the users at the district level, select the -Select School- option.

**Note:** If you belong to multiple districts or multiple schools, use the Organization Name filter to select the desired organization.
3. Select the **View Classes** button under the Operations column in the User list.

   **Note:** If the View Classes button is not visible, it indicates that Test Admin is not assigned to any classes.

4. Select the check boxes next to classes you wish to remove from the Test Admin.

5. Select **Unassign Class** to complete the action or **Cancel** to leave the class assignments as is.

   **Note:** Once removed/unassigned from a class, a Test Admin will no longer be able to view the rostered students in that class or their associated test assignments.
Working with students and classes

Students, tests, and classes
Just as schools are related to districts, students must be linked to classes before a student can be assigned to take a test. So just like users and schools, students and classes must be created.

As a District or School Administrator, you will use the ISBE ISA Import Wizard to select the students and classes for the Illinois Science Assessment.

ISBE ISA Import Wizard

To use the ISA Import Wizard

1. Log into ISBE Teach.
2. Select ISBE Management button located below the Dashboard tiles. The ISA Import Wizard will open.
3. Verify your account information.

4. Review/update test window date range
   a. Update for all schools, enter the date range in the top set of text boxes. Click **Update All Schools**.
   b. Update an individual school, enter the date range next to the school. Click **Update**

5. Select **View/Edit Student Roster** to see the current student roster.

6. Select **View History** to see activity related to prior batch submissions.

7. Review and Edit Roster
   a. The current roster is displayed in the grid on the main roster page.
   b. To make changes, use either the **CSV Editor** or the **Online Editor**

---

**Editing Student Roster using the CSV Editor**
1. To edit by CSV, click **CSV Editor** from the Roster home screen.

2. You can update student rosters at either the district or an individual school level. Download the file from the preferred level.

3. Once the file has downloaded, open it in an editing program such as Excel and make the necessary changes. Save the updated file.

4. Select the Modified File
   a. Click **Choose File** and browse to the edited file to add it to the wizard.

5. Click **Upload Student File** to upload the file.
6. Once complete you will see a success message stating the number of successfully uploaded records.

7. From here, you can exit this screen by selecting buttons to **View Batch History** or **Keep Working**.
1. To edit the roster online, click **Online Editor** from the Roster home screen.

2. A student grid will open.

3. Use the onscreen filters and search tools to identify the subset of students and data you wish to update.

   Note: Filter the selection before you update the records. Filters may be applied by name, DOB, grade level, section name and test location.

   Click the column headers to sort the table by that column.
4. **Update Records:** Once the subset of data is identified, enter the new **Section Name** and **Test Location** in those fields. Select **Update Rows** to apply the changes.

5. Once the data update is complete, you will see the following message:

   ![Record(s) updated Successfully!]

6. Select **Submit Changes** to send the updates to the ADS Teach.

   Note: If you do not select submit changes, none of your changes will be saved.

7. Once complete, you will see a confirmation screen of the successful batch submission.

   ![Roster Submitted]

   Your changes have been submitted. You can view the status of your changes by clicking "View Batch History" below.
8. View Batch History shows the history and record counts for previously submitted batches.

9. Exit the ISBE Import Wizard and return to ISBE Teach by closing the window.
Creating and maintaining student profiles

Before you can assign and administer ISBE online assessments to students in your district, a record for each student must exist in ISBE Teach. To upload students, use the ISBE ISA Import Wizard described above. The ISA Import Wizard will search SIS for exits and enrollments and automatically remove/add students from/to your roster if they have not started testing. However, if a previous district has not exited a student, please contact the district/school contact and work to complete the exit and new enrollment process in SIS. If time does not allow for this process (testing has started in your district) then school administrators can follow the manual process detailed in the next section to add the student to ISBE Teach. As always, as time allows, complete the work to keep SIS updated.

Editing student information

To edit student information

Note: At the completion of the test, ISBE will use the student data as it is entered in SIS to compile the final ISA results. If you make updates in ISBE-Teach to a student’s record, these will not be captured unless you also update the record in SIS.

1. Select the **Students** tile from the ISBE Teach dashboard or select **Students** from the left Navigation Menu.

The Students page will open

2. Use the **Org Filters** above the table to select the organization of the student you wish to edit.

3. Select the **State Identifier** of the Student you want to edit. The Student Profile page opens.
4. Click **Edit Student** to make the profile editable.

5. Make the changes in the student’s profile.
   **Note**: fields marked with an asterisk (*) are required.

6. Click **Save Student Data** at the bottom of the page.

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**Note on changing the State Student ID**

Even though the State Student ID is editable, remember that it is a unique identifier of your student.
Adding walk-in students

The ISBE ISA Import Wizard tool will search SIS for exits and enrollments and automatically remove/add students from/to your roster if they have not started testing. However, if a previous district has not exited a student, please contact the district/school contact and work to complete the exit and new enrollment process in SIS. If time does not allow for this process (testing has started in your district) then school administrators can follow the manual process detailed below to add the student to ISBE Teach. As always, as time allows, complete the work to keep SIS updated.

Adding a walk-in student

**Note:** The new student will automatically be assigned a test based on their grade level.

1. Select the **Students tile** from the ISBE Teach dashboard or select **Students** from the left Navigation Menu.

   The Students page will open.

2. Use the **Org Filters** above the table to select the organization to which you plan to add a walk-in student.

   If you have permissions to more than one school ensure you add students to the correct school.
3. Select the **Add Single Student** button. The Add Student Page will open.

4. You will be required to enter or select the following information:
   - **State Student ID**
   - **Class**
   - **Grade**
   - **First Name**
   - **Last Name**
   - **Gender**
   - **Date of Birth**

5. Click **Save Student Data** at the bottom of the page.

6. If the save was successful, ISBE Teach displays a confirmation message.

**Notes:**
The new student will automatically be assigned a test based on their grade level. The State Identifier for students entered as walk-in students is appended with the Org ID (RCDTS code) for tracking purposes.
Test Assignment and Accessibility Feature Access

Tests will automatically be assigned to students based on the student’s grade level. All students will have access to the following two test accessibility features: Text to Speech and Line Reader.

Reviewing test status

You will be able to see the test status for each student once a test is assigned to them. In its initial state, the test status will be “scheduled”. When a student has completed testing, the test status will change to “submitted”.

To review the test status for students in a class

7. Select the Assigned Tests tile from the ISBE Teach dashboard or select Tests from the left navigation menu.

8. Select the Tests Assignments tab.

9. Use the Org Filters above the table to select the school and class for the student or class whose test status you want to know.

The standard codes for test status are:

- **Scheduled** – a test has been assigned and not yet begun
- **In progress** – a student has navigated to the first question of the test
- **Paused** – a student has exited the test, or the test has been unlocked for them
- **Canceled** – the test has been canceled
- **Submitted** – the test has been submitted.
Cancel a test

If a student is no longer eligible or required to take the ISA, you may cancel their test.

To cancel a student’s test

1. Select the **Assigned Tests tile** from the ISBE Teach dashboard or select **Tests** from the left Navigation Menu.

2. Select the **Tests Assignments** tab.

3. Use the **Org Filters** above the table to select the school and class for the Student whose test you want to cancel.

4. Select the **Cancel Test** button under the Operations column in the student’s row.

Follow the instructions on the verification screen to complete cancelling the test.

5. Upon success, the following banner will be displayed.
Restore a test

In the event that a student’s test was accidentally cancelled, you may restore their test assignment.

To restore a student’s test

1. Select the **Assigned Tests tile** from the ISBE Teach dashboard or select **Tests** from the left Navigation Menu.

2. Select the **Tests Assignments** tab.

3. Use the **Org Filters** above the table to select the school and class for the Student whose test you want to restore.

4. Select the **Restore Test** button under the Operations column in the student’s row.

Follow the instructions on the verification screen to complete restoring the test.

5. Upon success, the following banner will be displayed.
Reset a Student Login

In the event that a student receives an error message indicating that their test has been locked, Org Admins have permission to reset a Student Login. This unlocks a student’s test and enables the student to resume the test from their most recent item.

**Warning:** Using this button while a student is actively taking a test will cause the student’s test to display an error. You should only use the reset student login if the student receives a test-locked error message. Repeated clicking of this function could cause multiple errors. Once an Org Admin has successfully completed the reset, the test status of the student will change from In Progress to Paused.

To restore a student’s test

1. Select the **Assigned Tests tile** from the ISBE Teach dashboard or select **Tests** from the left Navigation Menu.

2. Select the **Tests Assignments** tab.

3. Use the **Org Filters** above the table to select the school and class for the Student whose test you want to reset.

4. Select the **Reset Student Login** button under the Operations column in the student’s row.

5. Follow the instructions on the verification screen to complete restoring the test.

Once an Org Admin has successfully completed the reset, the student’s test status on the Test Assignment page will change from In Progress to Paused.
Taking Tests

Before taking the Illinois Science Assessment, a student must have an access code (a unique code that provides one student with access to one specific test) and access to a school computer that meets the technical requirements of the Assessment Delivery Platform. See the section “Printing Test Access Codes” section below for details.

Access codes (test tickets) are generated for each student and assessment combination after test assignments are made. Check with your school Org Administrator to find out how these access codes are provided to the students. Depending on local policy, you may be required to provide these codes to students at test time.

Tests will be administered using a Safe Exam Browser (SEB) which locks down the device, preventing the student from navigating away from the test mid-assessment. Ensure that the SEB is properly deployed and installed on all testing devices prior to initiating student testing. SEB information for the 2017 ISA can be found on the ISBE Website. Current versions are: Windows (2.1.3) & Mac (2.1.2).

Printing Test Access Codes (Test Tickets)

Before a student can take a test, you must generate an access code (test ticket), which is a unique code that provides one student with access to one assessment. ISBE Teach generates access codes for each student and assessment combination.

To Generate a Test Access Code for a Class

1. Select the Assigned Tests tile from the ISBE Teach dashboard or select Tests from the left Navigation Menu.

2. Select the Tests Overview tab.

3. Use the Org Filters above the table to select the school and class for which you want to generate access codes.

Note: Test Administrators must be assigned to a class before they can generate access codes.
4. Click **Generate Access Codes** in the Operations column.  
Note: If your class contains students in multiple grades, you will see a row for each of grade levels. Generate access codes for each grade level.

5. The Print access codes for a class page shows the class and test battery information for the codes. 
- If the information is not correct, close the page. 
- If the information is correct, click Print access code and go to the next step.

**To Generate a Test Access Code for an individual student**

1. Select the **Students tile** from the ISBE Teach dashboard or select **Students** from the left Navigation Menu.
2. Use the **Org Filters** above the table to select the school and class for the student for which you want to print the access code.

3. Click **Generate Access Codes** in the Operations column.

4. The Print access codes page shows the test battery information for the student.
   - If the information is not correct, close the page.
   - If the information is correct, click Print access code and go to the next step.
Logging in to take the test

When a student is ready to take the assigned assessment, he or she accesses ISBE Learn in a testing room under the direction of a Teacher, proctor, test monitor, or other educator.

To log into a test

1. On the ISBE Learn start page, click **Start**.

2. The **Login** page opens. Enter your access code. Click **Submit**.

3. Next, ISBE Learn displays your name, school, and grade to confirm your identity. Click **Yes** to proceed, or **No** to start over.

4. The test verification screen shows the name of the test. If this is the correct test, click **Yes**. If the wrong test is displayed, click **No** and speak to the Testing Administrator or proctor about the issue.
5. ISBE Learn displays the Start Test page with basic information and test instructions. To start the test, click **Start Test**.

---

**Test screen layout**

On each ISBE Learn page you will find the following items:

A. Your name

B. Question number and total number of questions in the test or section

C. Test name, in case of multiple sections in the test, this will also indicate the Section Name

D. Save and Exit button (see *Saving, exiting, and resume a test*)

E. Full Screen toggle

F. Buttons for accessibility features (see *Using accessibility features*).

G. Next and Back buttons
Using accessibility features

Accessibility features are tools that help you read and understand test questions. Accessibility features are available to all students that want to use them. Examples of accessibility features currently available in ISBE Learn are:

- The **Text to Speech feature**, which reads the question text and answer choices out loud to the student.
- The **Line Reader feature**, which students can use to focus on one line at a time.

When a feature is in use, a dark blue bar appears at the bottom of the tool button. In the picture above, the Line Reader tool is currently in use.

## To use the Line Reader

1. Click the **Line Reader** icon at the bottom of the page. A gray shadow appears over the page, with a line highlighted to help you focus on your reading.

   The highlight will move as you scroll up or down the page.

2. To stop using the Line Reader, click the **Line Reader** icon again.

   **NOTE:** For iPad users, tap to move the line.
To use Text-to-Speech

Note: If you intend to use the Text to Speech feature, ensure that the volume on your testing device is turned on/up prior to launching the SEB.

1. To listen to a voice read the text on the page, click the Text to Speech button. You see three controls—Play, Stop, and Settings.

2. Text to Speech will begin reading at the beginning of the text.

3. Click the Play icon to start reading the lines on the screen. The line being read is highlighted in yellow, and the blue highlight moves from word to word as they are read.

4. Click Pause to stop the reading. Click Play to begin again where you left off.

5. Click Stop to stop reading and return to the beginning of the text block.
6. Click the **Settings** icon, to change the speed at which the text is read or the voice that reads text.

- Set the speed to slow, medium, or fast.
- Listen to a male voice (called Tom) or a female voice (called Eva).

7. To exit **Text to Speech**, click the TTS icon at the bottom of the page.
Taking tests

Each assessment is composed of one section. A test section may include related material or questions of the same type.

Navigating in ISBE Learn

To navigate in ISBE Learn

1. Log into ISBE Learn, enter your access code, and click Start Test. (See Logging in to take the test for detailed instructions.)

2. The Section Start page provides you with the section number or name, the number of questions, and any instructions.

3. Click Go On to view the first question.

4. Several types of questions may appear on a test.
   - To answer a multiple choice question, click the correct answer.
   - To answer a short answer question, enter the response in the field provided.
   - To enlarge the test window to full screen, click Full Screen.
   - To reduce the window to its original size, click Full Screen again.
   - To navigate between questions, click Next (>) or Back (<).
Saving, exiting, and resuming a test

To save, exit, and resume a test

1. To save your work so you can return to it at a later time, click **Save & Exit** at the top left of your page.

2. ISBE Learn will display a message to let you either confirm that you want to save your work and exit, or go back to the test.

3. To resume a test, log in with your original access code. ISBE Learn will confirm your name and test. Click **Resume Test** to return to the place you exited the test.
Submitting a test and exiting ISBE Learn

To submit a test and exit ISBE Learn

1. When you reach the end of a test, ISBE Learn displays an End of the Test Page. If you want to review your answers, select **Go Back**. If you are ready to submit your test, click **Submit Test and Exit** to save and submit your test.

2. ISBE Learn displays a message allowing you to confirm that you are ready to submit your test. Click **Yes** to submit your test, or **No** to return to the test.

   Note: You cannot return to the test once it is submitted.

3. A final screen appears confirming that your test has been submitted.

4. Click **Return to Log In** to return to ISBE Learn home page. From there, you can close the ISBE Learn page in your browser.

**Note:** Students taking the ISA on a Windows machine might see the following screen after clicking **Return to Log In**. This is ok. Click **Resend** to return to the ISBE Learn home page.
Administering Tests

Before the test

Before the testing session, you should verify a number of items:

- The computers are ready (i.e. that the SEB has been installed).
  - Current SEB versions are: Windows (2.1.3) & Mac (2.1.2)
- The students have been assigned to the correct class and test.
- All the access codes have been generated and prepared to present to students.

During the test

Students log into ISBE Learn using the access codes you provide. There is nothing you need to do to start the test for them.

Handling unexpected conditions

Here are some basic things to do when unexpected conditions interrupt testing.

- **Student is unable to complete the test.** The student should save and exit the test, then log back into ISBE Learn with the same access code to resume testing where he left off.
- **Power outage, technology failure, or computer crash.** ISBE Learn locks tests when these conditions occur. Once power is restored an **Org Admin** must complete the following steps:
  1. Log into ISBE Teach.
  2. Select **Tests**.
  3. Click the **Test Assignments** tab.
  4. Click the **Reset Student Login** link for the interrupted test assignments to make the tests available again.

The student can then log back into ISBE Learn with the same access code and resume testing.

- **Any other issues.** If a student receives an error code while testing, please use the table posted below to troubleshoot the issue and attempt to resolve it yourself. If you are unable to resolve the issue on your own, you may need to call ISBE Customer Support 1-866-317-6034. If the issue involves the ISBE Teach or ISBE Learn software, be sure to write down any error codes that appear (they will be in the format ADP-xxxx) as these codes will help Customer Support identify and resolve your issues.
Below is a list of more commonly encountered codes, what they might mean, and the possible actions to take.

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Error Description</th>
<th>Recommended Action</th>
</tr>
</thead>
</table>
| None       | There was a problem logging in because the server cannot be reached. | This error message appears if ISBE Learn cannot communicate with the server while a student is trying to log in.  
Check that the student computer has internet connectivity and that the Secure Exam Browser is up-to-date. |
| TD-1000    | There was a problem starting your test               | This error message appears if ISBE Learn is unable to communicate with the server or if content is unable to be downloaded.  
First, check the network internet connectivity the student’ computer. If possible, attempt to save & exit the test, and then log in again.  
If the error persists, contact the ISBE ISA support desk. |
| ADP-1206   | The Access Code does not match our records.         | This error message appears when the access code used by the student doesn’t exist in the system.  
Verify the student’s access code in ISBE Teach and try again. |
| ADP-1210   | The test you are trying to take requires the use of the Secure Browser | This error message appears if the student attempts to enter the access code using a non-secure browser rather than the SEB  
Check that the student computer has an SEB installed |
| ADP-1228   | Test is already in progress.                         | This error message appears when the student attempts to open another tab using the same browser/different browser.  
Verify the student’s access code in ISBE Teach and try again. If a student receives an error message that their test is locked, follow the steps to **Reset a Student Login** |
<table>
<thead>
<tr>
<th>Error Code</th>
<th>Error Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADP-1229</td>
<td>There was a problem logging in because our records show that you are already logged in and your test is locked.</td>
<td>This error usually happens if a student had a power outage, technology failure, or computer crash in the middle of their previous test session. Once power or the computer is restored to normal, an Org Admin can <strong>Reset Student Login</strong> to allow the student to log back in and resume testing.</td>
</tr>
<tr>
<td>ADP-1230</td>
<td>Your test has been submitted or Canceled. Please ask the teacher for help before moving on</td>
<td>When the student submitted a test and tried to log back in to the test driver, they will see this error message. When the student’s test is canceled by the teacher and they try to log back in / navigate to the next item when taking the test, they will see this error message. An Org Admin can <strong>Restore</strong> the test from the Tests/Test Assignment page, so the student can Resume their test.</td>
</tr>
<tr>
<td>ADP-1231</td>
<td>Test is already in progress.</td>
<td>This error message appears if a second instance of a test that is already In Progress is started. Once you’ve confirmed that the student is taking the correct test, an Org Admin should find that student’s test on the Tests/Test Assignment page, and then select the <strong>Reset Student Login</strong> button (following the on screen prompts to complete the action). When complete, you should notice that the test status changed from In Progress to Paused.</td>
</tr>
<tr>
<td>ADP-1232</td>
<td>Test is not yet In Progress, but there is a valid Test Session Token which hasn’t expired yet</td>
<td>Session token hasn’t expired yet. Once you’ve confirmed that the student is taking the correct test, an Org Admin should find that student’s test on the Tests/Test Assignment page, and then select the <strong>Reset Student Login</strong> button (following the on screen prompts to complete the action). When complete, you should notice that the test status changed from In Progress to Paused.</td>
</tr>
<tr>
<td>ADP-1300</td>
<td></td>
<td>This error is thrown when a student’s test is trying to download content, but doesn’t have a valid token. This usually happens if their token expired (e.g. the student waited too long on</td>
</tr>
<tr>
<td>Error Code</td>
<td>Error Description</td>
<td>Recommended Action</td>
</tr>
<tr>
<td>------------</td>
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</tr>
<tr>
<td></td>
<td>confirmation pages) or someone reset their test (their token) while they were mid-test. If a student was in a test or in the process of logging on when their test was reset, this will cause this error. If the student logs back in and receives a 1232 error, an Org Admin should complete the Reset test process (which will change it from In Progress to Paused status). The student will then be able to resume their test.</td>
<td></td>
</tr>
<tr>
<td>ADP-1451</td>
<td>There was a problem saving your test results Or There was a problem submitting your test results</td>
<td>Quit Secure Exam Browser and log back in using the same Access Code to resume the test. When the test is resumed, item responses are restored using the last successfully saved test results available on the server. If applicable, make another attempt to submit the test.</td>
</tr>
</tbody>
</table>

### Escalate to Support

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Error Description</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADP-1400</td>
<td>Test is a Practice Test</td>
<td>Escalate to Support</td>
</tr>
<tr>
<td>ADP-1401</td>
<td>Test Token doesn’t match</td>
<td>Escalate to Support</td>
</tr>
<tr>
<td>ADP-1402</td>
<td>Test Form Revision Doesn’t match</td>
<td>Escalate to Support</td>
</tr>
<tr>
<td>ADP-1403</td>
<td>Test is already Submitted and cannot be resumed</td>
<td>Escalate to Support</td>
</tr>
<tr>
<td>ADP-1404</td>
<td>Test is already Completed and cannot be resumed</td>
<td>Escalate to Support</td>
</tr>
<tr>
<td>ADP-1405</td>
<td>Test is Canceled and cannot be resumed</td>
<td>Escalate to Support</td>
</tr>
<tr>
<td>ADP-1406</td>
<td>Test Token has Expired</td>
<td>Escalate to Support</td>
</tr>
<tr>
<td>ADP-1407</td>
<td>No Test Results were found.</td>
<td>Escalate to Support</td>
</tr>
<tr>
<td>ADP-1453</td>
<td>Test is already Submitted and cannot be taken</td>
<td>Escalate to Support</td>
</tr>
<tr>
<td>ADP-1454</td>
<td>Test is already Completed and cannot be taken</td>
<td>Escalate to Support</td>
</tr>
<tr>
<td>Error Code</td>
<td>Error Description</td>
<td>Recommended Action</td>
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<tr>
<td>------------------</td>
<td>------------------------------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>ADP-1455</td>
<td>Test is already Canceled and cannot be taken</td>
<td>Escalate to Support</td>
</tr>
<tr>
<td>ADP-1456 to ADP-16XX</td>
<td></td>
<td>Escalate to Support</td>
</tr>
</tbody>
</table>

**After the test**

After students submit their tests, ISBE Learn will automatically update the status of the tests and submit the responses.

- If a student completed the Save & Exit function of a test instead of completing the Submit functionality, their test status will show as Paused in Teach.
- If a student exits the SEB without exiting the test, their test status will appear in Teach as In Progress.

There is nothing you need to do to close out a testing session within Teach. Finally, collect the student access code (test ticket) and assure destruction of it within the district.

**Exiting the Safe Exam Browser (SEB)**

Prior to exiting the SEB, make sure that your students have completed the process to Submit their test. It is recommended that you properly exit the SEB at the end of the testing session.

- For Windows – select the close button or use Ctrl + Q and use the exit code: 472317
- For Macs – select the close button or use Command + Q and use the exit code: 472317 or 87879
- For Chromebooks – long press on the power button to turn off the machine.
- For iPads – Select the red button in the top-right corner of the screen; use the exit code: 472317.