



## Frequently Asked Questions

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# WIDA AMS – User Management

## Account Changes

**Q: My contact information has changed. Do I need to make a new profile?**

*A: No, you can update your profile information under **Manage Users-My Account**. If updating a user, search for the user, select **View/Edit**, then edit the necessary fields and save.*

**Q: Who can reset my password?**

*A: Select your role:*

***DTC:** Contact WIDA Customer Service*

***Tech:** Contact your District Test Coordinator*

***STC:** Contact your District Test Coordinator*

***TA:** Contact your District Test Coordinator*

## Adding Users

**Q: How do I add a single user?**

*A: Log in to WIDA AMS. Go to **Manage Users-User Administration-Add Single User**. Input the required information and permissions and save.*

**Q: How do I add multiple users?**

*A: Log in to WIDA AMS. Go to **Manage Users-User Administration**. Select **Upload Multiple Users**. Follow the instructional formatting PDF guide (File Layout), open the Sample File (CSV Text File), delete the information in the Sample File, and fill in the necessary information. Save the new file spreadsheet. Browse the computer for the file created and upload. Click the icon to add permissions*

**Q: How do I give users Permissions?**

*A: **Single new user***

*When you create a new user, go to **Manage Users-User Administration-Add Single User** Where you are prompted to fill out the necessary information and select the permission set for that user. Once the permission set is selected, the default permissions will highlight. Click **Add Selected** to move the permissions from Available Permissions to Assigned Permissions. Click **Save**.*

## **Multiple new users**

When you upload multiple users, there is an option to assign new permissions to the group that was just uploaded. Once the permissions are selected, click **Add Selected** to move the permissions from Available Permissions to Assigned Permissions. Click **Save**.

## **Existing user**

Select **Manage Users-User Administration-Edit User**, find the user whose permissions need to be changed and select **View/Edit**. The screen that pops up allows you to select the administration and edit permissions for the user. Once the permissions are selected, click **Add Selected** to move the permissions from Available Permissions to Assigned Permissions. Click **Save**.

### **Q: How do I copy users to a new administration?**

A: In the WIDA AMS, go to **Manage Users-User Administration**. Complete the User Role Filter-Search, click the **Profiles** tab, and select the users to be copied to a new administration and **Copy to New Administrations**.

**Note:** This task must be completed User Role by User Role.

### **Q: Once I have copied a user to a new administration, how do I assign permissions?**

A: From the profiles tab, select **Assign Permissions**. Highlight the permissions to assign, and click the Arrow to move the permissions from Available to Assigned. Click **Save**.

**Note:** This task must be completed User Role by User Role.

## **Reset a User**

### **Q: I reset a user but the user still cannot login**

A: Verify that the user is using a supported browser. Check **General Information-Minimum Browser Requirements**.

Be sure that you are using the new temporary password that was emailed to you (we recommend copy and paste).

Contact the District Test Coordinator (DTC). If the DTC cannot reset the user, have the DTC contact WIDA DRC Customer Support.

## **Permissions**

**Q: How do I update the permissions for my users?**

*A: Select **Manage Users-User Administration**. Search for the user you are updating, select **View/Edit**, select the Administration, and add permissions.*

*The menu that pops up allows you to add or remove permissions to a user. Once the permissions are selected, click **Add Selected** to move the permissions from Available Permissions to Assigned Permissions. Click **Save**.*

**Q: Why can't I see certain functionalities?**

*A: Your user permissions may not be set to the area you are trying to access.*

**Q: How do I remove or assign permissions?**

*A: Select **Manage Users-User Administration**, search for and select the user you are updating, select **profiles**, and **add permissions**. The menu that pops up allows you to add or remove permissions to a user.*

## **WIDA AMS – Test Resources**

### **Test Demo**

*Test Demo provides students a video tutorial of how to navigate WIDA ACCESS testing. It must be accessed with Google Chrome.*

### **Test Practice**

*Test Practice provides students Practice Items for each domain to help familiarize students with the testing platform.*

# WIDA AMS – Test Setup – Technology Downloads

## Downloads/Installers

*Downloads for the TSM and INSIGHT can be found under **Test Setup-Technology Downloads-Downloads**.*

*The INSIGHT Technology User Guide can be found under **General Information-Training Materials**.*

## WIDA AMS – Student Management

**Q: How do I add a student?**

*A: Go to **Test Setup-Manage Students**. fill in Administration/District/School information and scroll to the bottom of the page and select **Add Student**. Fill in the necessary information and click **Save**.*

**Q: How do I add multiple students?**

*A: Go to **Test Setup-Students-Upload Multiple students**. Follow the instructional formatting PDF guide (File Layout), open the Sample File (CSV Text File), delete the information in the Sample File with the exception of the header, and fill in the necessary information. Save the new file (spreadsheet). Browse the computer for the file you created and click upload.*

**Q: How do I add students to an existing test session (test session has been created)?**

*A: Go to **Test Setup-Test Sessions**, Fill in the Administration/District/School/Domain information, Locate the session you're adding to and click **View/Edit**. Search for the student you're adding, Select the student, and click Add Selected to move them from **Available Student** to **Students in Session**.*

**Q: How do I add students to a new session?**

*A: Go to **Test Setup-Test Sessions**, Fill in Administration/District/School information, Scroll to the bottom of the page, and select **Add Session- Create session** and Supply necessary information. Click **Find Students**, Select the student, and click Add Selected to move them from **Available Student** to **Students in Session**.*

## Student profiles

**Q: How do I change a student's information?**

*A: Go to **Test setup-Students**, search for the student. click **View/Edit** and change the appropriate information under the Student Details, Accommodations, Demographics, and Testing Code Tabs.*

**Q: How do I add accommodations for students?**

*A: Go to **Test setup-Students**. Search for the student. Click **View/Edit**, go to the Accommodations tab, and select the appropriate accommodations.*

***Note:** If the student started to test before the Accommodations were applied, the test ticket may need to be regenerated.*

## **Finding students**

**Q: Unable to find student in test session**

*A: Go to **Test Setup-Students** and complete the search criteria. Confirm that the student is in the WIDA AMS system. If the student is in the system, this means that they have yet to be added into test sessions.*

## **Moving students**

**Q: How do I move a student from one test session to another?**

*A: Go to **Test Setup-Test Sessions**. Search for the test session the student is currently in. When you find the test session, click **View/Edit**. Locate the student's name in the Students in Session box. Highlight the name and click the left arrow to move the student to the Available Students box.*

*Next, locate the test session to move the student into. Click **View/Edit**. Type the student's last name or ID number and click **Find Students**. Highlight the student and click the right arrow to move the student into the test session.*

# **WIDA AMS – Test Session Management**

## **Locked students**

**Q: How do I unlock a student test ticket?**

*A: The WIDA ACCESS for ELLs 2.0 Test Administration Manual and the WIDA AMS User Guides note that DRC will unlock test tickets. In addition, some states have granted local districts permission to unlock student test tickets. Contact your local District Test Coordinator for more information.*

## **Moving students**

### **Q: How do I move a student from one test session to another?**

*A: Go to **Test Setup-Test Sessions**. Search for the test session the student is currently in, and click **View/Edit**. Locate the student's name in the **Students in Session** box. Highlight the name and click the left arrow to move the student to the Available Students box. Click **Save**.*

*Next, locate the test session to move the student into and Click **View/Edit**. Type in part of the student's last name. Click **Find Students**. Highlight the student and click the right arrow to move the student into the test session.*

***Note:** Once a student has started testing, the student cannot be removed from the test session by the district.*

## **Print Tickets**

### **Q: How do I print all tickets in a test session?**

*A: Go to **Test Setup-test Sessions**. Enter search criteria and click **Show Sessions**. Select the session and click **Print All Tickets**. If the tickets do not appear, check to see if the pop-up blocker is turned on and make wida-ams.us an exception.*

### **Q: How do I print individual tickets in a test session?**

*A: Go to **Test Setup-Test Sessions**. Enter search criteria and click **Show Sessions**. For the appropriate test session, click **Edit/Print Ticket Status**. Select the name and click **Print Selected**. If the tickets do not appear, check to see if the pop-up blocker is turned on and make wida-ams.us an exception.*

### **Q: Why are the Accommodations marked N/A?**

*A: Only the three online accommodations appear on the online test ticket: Extended Speaking time (ES), Manual Control of Audio (MA) and Repeat Audio (RA).*

***Note:** Other accommodations do not impact online testing and will not appear on the ticket.*

## **WIDA AMS – Additional Materials**

### **Q: How do I order Additional Materials?**

*A: A district or school user must go to **Materials-Additional Materials**. Select the Administration, District, and School, and click **Add Order**. A list of materials will appear.*

***Note:** You cannot order Additional materials in Material Ordering.*

**Q: How do I know what to order?**

**A: Kindergarten**

*Kindergarten Kit (1 per 15 students), Kindergarten Test Admin Manual, Kindergarten Response Booklet (1 per student)*

**Alternate ACCESS**

*Response booklet by grade cluster*

*Script (1 per 4 students)*

*Test Booklet (1 per 4 students)*

*Regular Paper Tests (must know grade and tier)*

**Test Booklet**

*Test Administrator Script (1 per 8 students)*

*Speaking Test Booklet (1 per 8 students)*

*Listening and Speaking CDs*

**Writing Booklets**

*Grade 1-3 Online need paper for writing*

*Test Admin Script (1 per 8 students)*

*Grade 4-12 online only need response booklet*

**Accommodated Materials**

*Braille – Order by kit*

*Large Print – Order by kit*

**Q: How long will it take to ship?**

*A: It will take one day to process and all materials are shipped Ground. That takes two to four days depending upon your location from our warehouse.*

*We cannot overnight materials.*

**Q: Can I order Pre-ID labels?**

*A: No. Any additional labels will need to be District School labels and you will follow the instructions on how to complete booklet demographics as described in the Paper Test Administration Manual.*



# INSIGHT/TSM Questions

## INSIGHT

**Q: How do I access the student test?**

*A: Double-click the **INSIGHT** icon. Select **Test Sign In** for the appropriate session. The student may log in with his or her test ticket credentials.*

**Q: How should the student exit the test?**

*A: When the student clicks the Pause button, the student may go on a twenty-minute break. A timer displays to let the student know how much time is remaining until the test exits.*

**Q: What if the student is unable to log in to the test?**

*A: Ensure that the student is logging in to the INSIGHT test sign in, not the Student Practice Items. Verify that the student is using the same username and password that appear on the student's test ticket, both on the printed version and as it appears in WIDA AMS.*

**Q: What is an Invalid Username and Password?**

*A: Invalid Username and Password can happen one of two ways: Either the students typed in the testing credentials incorrectly, or the student logged into the wrong Test Sign-In location. Back out to the main menu and attempt to log in again.*

## Testing Site Manager (TSM)

**Q: What does the TSM do?**

*A: The Testing Site Manager (TSM) is a powerful web-based application that provides content caching before testing and the response caching during testing. It also provides a suite of diagnostic tools such as load simulations, ping trends, and historical record of caching.*

**Q: How does TSM Content Caching work?**

*A: Content Caching allows a district to download the secure test content onto the local network. This decreases bandwidth demand during testing. Test content is downloaded automatically when the TSM is first launched.*

**Note:** *Because of the large data size of the ACCESS tests, content caching is required for testing.*

**Q: How does TSM Response Caching work?**

*A: There are four scenarios with Response Caching:*

*If the Internet Connection is strong, responses bypass the TSM and go directly to DRC Servers to be captured. A user will not see these responses stored in the TSM.*

*If there is an EXTERNAL disruption outside the network, the TSM begins to cache responses. The student is testing entirely on the TSM for the remainder of the test with no interruption. Stored responses are automatically sent every 15 minutes in the background.*

*If there is an INTERNAL disruption within the network and the client cannot connect to the TSM, testing stops. Technology Coordinators will need to verify TSM settings, whitelisting, and potential outages and overloading.*

**Note:** *Because of the size of Speaking responses, all VCR responses are captured by the TSM and transmitted at regular 15-minute intervals to help manage bandwidth usage. Because of this, Response Caching is required for ACCESS tests.*

**Q: How many TSMs do I need?**

*A: The TSM is installed on one server or standalone computer. Install one TSM per 150 simultaneous testers.*

**Q: Do I have to use the TSM?**

*A: Yes—The TSM is required for ACCESS for ELLs 2.0 testing.*

**Q: How many student devices can connect to A TSM?**

*A: Approximately one TSM per 150 simultaneous testers, depending on the network setup.*

**Q: Do you recommend a TSM at each site, or can we use just one at our district hub?**

*A: A TSM is recommended at each testing site so that the district hub TSM is not overloaded, depending on the district network setup and the number of testers.*

**Q: Can I install a TSM on a Chromebook or iPad?**

*A: No. A TSM can only be installed on supported Windows, Macs, and Linux machines.*

# Error Messages

## Connection Error Retrieving Content

*Contact local IT to make sure network connection is working. Verify that bandwidth and whitelist settings are correct.*

## Could Not Retrieve Testing Information

*Possible connection error while attempting to retrieve device configuration. Check your network and try again.*

## Download of Upgrade Failed

*Retry the update. Verify whitelist settings. Manually update the testing client.*

## Idle Error – Responses Stored

*Test session ended due to inactivity; log in and resume your test.*

## Internet Connection Error

*The internet connection during your test was interrupted, move student to different device to continue testing. If problem persists, contact IT support.*

## No TSM Configured

### TSM is required for an audio test

### *Previous Login May Have Unsent Responses*

*Connect testing device to the same TSM as it was connected to previously. Open the TSM, select Response Caching – Unsent Responses, and then click Transmit Responses.*

### **Previous Login with Unsent Responses**

*Submit the unsent responses on the TSM.*

## Session Ended

*Verify that the student is using the correct testing credentials and that another student is not using them; then have the student try logging in again.*

## Session Status Outside Window

*Testing is currently unavailable for the attempted test. Move the student to a different test session.*

### **Test Exit! Responses Stored on the TSM**

*There has been an interruption with the internet connection. Force-send all responses from the TSM and have the students return to the same lab they were in to continue testing.*

### **Test Version Error**

*The test the student is trying to access is either out of date or the form has not been downloaded. Update form and test on TSM. See pg. 202 of Tech User Guide.*

### **Testing Complete! Responses Stored on the TSM**

*Verify that the TSM has no unsent responses.*

### **Testing Connection Error – Could not register the TSM**

*Confirm that the testing client can ping the TSM and that all whitelisting has been done. Confirm the TSM Content Caching and Response Caching Server Names are correct in the Device Toolkit. Attempt to access the TSM page remotely from a student's machine <http://TSMIPAddress:8080/>*

### **Responses May Be Stored**

*Confirm that the testing client can reach the TSM.*

### **Retrieving Content**

*Verify that all forms are up to date and that the testing client can reach the TSM. Update content on the TSM.*

### **TSM content caching configuration error/ TSM response caching configuration error**

*This is a configuration issue and something needs to be corrected in the setup (e.g. the URL must be updated).*

### **TSM Content Caching Error/ TSM Response Caching Error**

*There is a possible update to the TSM.*

### **TSM Version Error**

*TSM is out of date.*

### **Your Client Attempted to Access an Invalid URL**

*The client is pointed to the wrong URL. See Tech User Guide pg. 183.*

### **Your Client Failed the Readiness Check**

*Use the System Readiness Check to see what failed and adjust accordingly.*

**Your Client is Out of Date**

*If you enabled auto-update in TSM/INSIGHT, it will run now. Otherwise, enable and run the update.*

**Your Device has not been Registered**

*The device was not registered and set up within the Device Toolkit ORG Unit. Register the device.*