1. Before opening the NH SAS Secure Browser:
   o Plug in all external mice and keyboards
   o Keyboard setting: US not INTL
   o Test headphones before the test starts
     i. Volume up on the computer/ volume up on headphones

2. Have the students practice taking the test using the Secure Browser before the actual

3. Where can I find the link for the Secure Browser?
   o On a PC, look for it on the Desktop
   o On a Chromebook, WITHOUT logging into the device, click in the bottom left corner to access the AIR Application for the NH Secure Browser

4. The Secure Browser locks the computer down. Icons for battery and internet connection will NOT be visible during testing! Before launching the browser:
   o Check the internet connection (should be 8021x not SSD Guest)
   o If possible, have a spare computer available- just in case!

5. Per NHSAS: Any notes on the digital notepad will not be saved when a test is paused

6. Problem: My students are taking the practice test and the accommodations are not activated. For example, text to speech is not working.
   o When taking the practice test, students must use the secure browser on the desktop.
   Accommodations are not ‘active’ when accessing the test through the online NH- SAS Test Portal (http://nh.portal.airast.org/)

7. Problem: There is no sound from the headphones.
   o If there is a volume control on the headphone, check that it is turned up
   o Check that the computer volume is turned up and not accidentally on mute
   o In the NH SAS test, click on gear icon in top right corner to check the volume level

8. Problem: My student is saying that the text to speech is going to fast.
   o The gear icon in top right corner will control volume, pitch and rate of speed of voice

9. Problem: The NHSAS sign in screen is zoomed in
   o Ctrl + or Ctrl – to zoom in/out

10. Reading and Writing: ELA Test
    o Separated into two different tests (will require two test session IDs)
    o A student cannot log into the writing portion of the test if they have not logged into the reading portion. Example: A student was absent for the reading portion. They will not be able to log into the writing portion of the test without completing the reading portion first.

11. Who should I call if there is a problem during the test? Use the following Call Tree
    o Contact the IT person at your building or your Building Principal. If neither are in the building □
    o Call IT 893-7069 x5700. If IT not available call □
    o The SAU and ask for Lisa Finocchiaro or Maura Palmer. If neither are available □
    o Contact Maura Palmer via cell 603-553-6405 (last option)