NH Statewide Assessment System Tech Tips and FAQs

1. Before opening the NH SAS Secure Browser:
   - Plug in all external mice and keyboards
   - Keyboard setting: **US** not **INTL**
   - Test headphones before the test starts
     - 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?**
   - On a PC, look for it on the Desktop
   - 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:
   - Check the internet connection (should be 8021x not SSD Guest)
   - 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.
   - 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.
   - If there is a volume control on the headphone, check that it is turned up
   - Check that the computer volume is turned up and not accidentally on mute
   - 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.
   - 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
   - **Ctrl + or Ctrl –** to zoom in/out

10. **Reading and Writing: ELA Test**
    - Separated into two different tests (will require two test session IDs)
    - 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
    - Contact the IT person at your building or your Building Principal. If neither are in the building □
    - Call IT 893-7069 x5700. If IT not available call □
    - The SAU and ask for Lisa Finocchiaro or Maura Palmer. If neither are available □
    - Contact Maura Palmer via cell 603-553-6405 (last option)