# FAQ’s

## Quick Reference Guide

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Technical Support

For technical support, please contact: support@precisionexams.com

For immediate assistance, please call: (801)653-9356 or (800)470-1215

System Training

Other Training Related Documents:

- **Proctor User Guide**
  - Registration/Login
  - Add class/exam
  - Exam Administration/Reports

- **Student User Guide**
  - Registration/Login
  - Take an exam

System and Firewall Requirements

System Requirements:
• Supported browsers
  ▪ Latest version of Firefox (Preferred)
  ▪ Latest version of Internet Explorer
  ▪ Latest version of Safari
  ▪ Latest version of Chrome
• Screen resolution 1024x768 or higher
• Disable pop-up blockers
• Allow access to precisionexams.com

General Questions

◊ What if a student needs more time to finish the exam?
  • All exams are on a 90-minute timer. If a student cannot finish the exam and needs more time, please call Precision Exams Customer Support, and we can add more time to the student’s timer. However, students must finish the exam in one sitting. They are not allowed to leave the exam and re-enter at a later date. We do make accommodations for students with an IEP or 504, they may have as much time as needed and can take the exam over multiple days if necessary.

◊ What if I have a student with an IEP or 504?
  • We can make the following accommodations for students with IEP or 504’s -
  • Add more time to their exam
  • Pause and re-authorize to take exam over multiple days
  • Turn off item randomization to read to a group of students
  • Please call Precision Exams Customer Support after the student is logged into the test code and before you authorize the student, and we can make these accommodations.

◊ What if my student does not speak English and is an ESL student?
  • Currently we do not have a Spanish version, and the exams do not work with audio programs.
  • The student is allowed to use Google translate as long as the proctor sits with the student during the full duration of the exam to ensure no other tabs are open.
  • You can call in and request extended time.

◊ Are my students allowed to use calculators during the assessment?
  • Students may use calculators that are provided by the proctor administering the assessment. Students are not to use personal calculators or cell phones.
Proctor Registration/Login

What if a proctor cannot log in?

- Ensure that the Proctor has registered. From www.precisionexams.com/(your state), Click the Proctor Registration tab, and then follow the four registration steps.
- Refer to the Proctor Training tab.

What if my account has been disabled?

- Your account will be disabled if you enter an incorrect password 5 times. You will only be disabled for five minutes, the time is listed in Mountain Standard time so the hour may be different, based on your time zone, but the minutes are accurate.
- Ensure that you are clicking on “Proctor Login” and not Admin Login.
- If you have forgotten your proctor id, contact customer support.
- If you forgot your password, use the forgot password link found on the login page. The forgot password link will not work if you do not have access to the email listed on file. If you do not have access to your email call customer support.
Student Registration/Login

What if the test doesn’t launch after the student enters the test code or they get an error stating “Test code does not exist”?

- Try re-entering the test code. Ensure that the student is not entering a test code for another class.

What if a student cannot log in?

- Ensure that the student has registered and they are logging in with the district they registered with. From www.precisionexams.com/(your state), Click the Student Login tab, and then Register Student.
- Refer to the Proctor Training tab.

What if my student registered under the wrong name?

- Call support and we can edit their name for future testing. If they have already taken the exam, their name will not change on the proctor screen or certificate, we will need to manually edit the certificate to state the correct name.

What if the student is “connected” to the test, but the test doesn’t launch?
• The Proctor has not “authorized” the exam. From the proctor screen, select the student, then “authorize” the exam. The “Proctor Authorization,” and “Test Loaded” boxes will update on the student screen. The student can then launch the exam.
• Refer to the Proctor Training tab.

![Welcome: TEST STUDENT](Image)

![Welcome: TEST STUDENT](Image)

**Internet/Connection Issues**

◊ What if the Internet connection is lost during the test?
  • Once the Internet connection is re-established, ask the student to log back in and re-launch the test using the same Test Code. The students’ answers should be saved allowing them to resume where they left off before the Internet connection was lost.

**Student/Test Issues**

◊ What if the graphics aren’t loading on the test?
  • Refresh your browser, all information will be saved.
  • Check the firewall setting to make sure you are allowing the sites listed above. If the sites are allowed, please follow the instructions below.
  • Contact technical support immediately.

◊ What if there is no “Submit Test” button at the end of the test?
  • Refresh your browser or use the shortcut Ctrl+R

◊ What if the drag and drop isn’t working?
• This feature doesn’t work in Chrome when the zoom is not set to 0. Have them hit the shortcut Ctrl+0 (zero), which will adjust the zoom to 100% in the browser.

What if my student accidentally submitted the exam after one question?
• You can only authorize the student once. You will need to call support for re-authorization and ensure that the student does not leave the room.

Proctor/Test Administration Issues

Where are my students? How do I load them into the system?
• The students register and login to exams on their own. They will show up on the “Proctor” screen under the test code when they have logged into the test.

What if the student is “Connected” to the test, but the test doesn’t launch?
• The Proctor has not “authorized” the exam. From the proctor screen, select the student, then “authorize” the exam. The “Proctor Authorization,” and “Test Loaded” boxes will update on the student screen. The student can then launch the exam.
• Refer to the Proctor Training tab.

What if I can’t find a student on my list and they are logged in?
• The student may have been deactivated. Click on the “Show Active” drop down and select “Show active and inactive.” If they are listed on the inactive list, click “Activate” and they will be back on the active list.
• Ensure that the student logged into the correct test code.
What if I can’t print Certificates or Reports?

- Ensure that reports are in an “Available” status in the reports column on your proctor screen. It takes 10-15 minutes for them to become available after the test is submitted by the student. Once reports are available, click on the orange printer icon in the right corner to print.
- NOTE: If you are a Utah or Washington proctor, the certificate will not become available if the “Performance Requirement” is not set to “Yes.”

What if I caught one of my students cheating?

- Call support and we can deactivate the student so they don’t show up on reports. It is up to the teacher how they wish to handle the situation from that point.

What if my student was absent when the rest of the class took the exam?

- Yes, they can login to the same test code as the rest of the class when they return. The proctor will need to authorize the student individually.

What if I can’t see my tests?

- From the proctor’s “Test List” tab, there is a drop down box that defaults to “Show last 90 days,” change this to “Show all dates.”
What if my student didn’t take the pre-test, can they take the post-test?
- Yes, they can log into the post test, they just won’t have a growth measurement like the rest of the class.

What if my students can’t remember the id’s they used on the pre-test?
- From your “Reports” tab, you can run a “Details Report” for that pre-test and it will show the student ID’s.