Question	Explanation
Why do I have to provide Student ID numbers?	This is how we identify the student for logging in and reporting purposes. This information is not public and cannot be accessed by anyone outside of the school system, nor will students see it. This is something that's required for our backend function.
Why do I have to provide Students' emails?	This is a requirement for our backend system. It's part of each student's profile and login.
Our students have email addresses, but they do not have access to them. Should we still provide their email addresses?	Yes, please. The information is needed for the program function. Students will not need to access their email accounts.
Can student's access "traditional" emails through your program?	This "traditional" email function is not applicable to the program. Students cannot access or send emails. The email function is purely for identification purposes to track students within a class or teacher(s). Students can place notes in the "Note Feature" and teachers and discuss with the student.
Why do we need passwords to access the program?	Passwords are required so each student, teacher, and coordinator can log into the secured website and access the program and reporting tools.
What kind of password should I use?	That's totally up to you. Some schools use a new or different password for each student, while some schools use the same password for all students. Some schools create passwords including the full school name like "PS123Queens", or to identify each program such as "ELAmath2024" or "TestPrep123." Rules for passwords should include: at least one upper case letter, one number, and one special character.
Do the passwords for ELA and Math need to be different?	If you have the same amount of students and classess with the SAME teachers for both Math and ELA, you can use the same log in, so it's just one password. If there is any deviation, then separate passwords should be set up separately for ELA and Math.
What's a display name?	A Display Name is essentially a username for students, teachers, and coordinators. We recommend using a student's first and last name, so they can be easily identified. If you only use a student's last name or a first name, you can run the risk of confusion with duplicates names. This same naming convention holds true for teacher and coordinator accounts - need first and last names per class to avoid any duplications.
What's the difference between "class number," "teacher name," and "period," and why do you need that much information?	We need to correctly attach a classroom and the students to their specific teacher in that class. While this amount of information might seem to be a lot, this system allows us to easily create classrooms within the program, as well as ensure the correct teacher and students are identified within that teacher's class. Some teachers teach multiple classes, and some teachers may have multiple classes with the same classroom number—providing additional information allows us to set up your site faster with fewer issues.
What's the difference between a teacher and a coordinator?	Coordinators can see all of the open testing programs and all of the teacher classes and students within each class, while teachers can see only the classes and students that are assigned to them.
What's the location name?	The Location Name is your school's name. We don't need classroom numbers unless it's required for you. If the document gets filed in the wrong location, this name is a fail safe so we know what school owns the information.

How is a student's data saved?	We have two methods in place: 1. Autosave is in place in case of disruption in service and is operational at all times. This autosave feature saves in increments of 3 seconds. 2. Pause Button - when the student presses the Pause Button, student answers are saved from where the student paused the test. STUDENT ANSWEERS ARE SAVED FOR 7 DAYS FROM WHEN THEY LAST PAUSED THE TEST. Students should press the Pause Button ONLY ONCE if needed.
Are the student's highlights or eliminated answers saved when a student pauses a test?	Not at this time.
Do bookmarks remain, if a student answers a question?	No, once a student marks or types in an answer, the bookmark is removed.
Can a student using the drawing tool write an equation?	Yes and no. The State Test emphasizes that the Drawing Tool is ONLY for showing student's work as a drawing (e.g. a student is asked to draw a square, triangle, number line, circle, etc.). The State Test requires that the Equation Editor should be used to type an equation - students should NOT use the Drawing Tool to WRITE an equation as the answer. Using the Drawing Tool, the student can only submit 5 "drawings" per question. Students should be encouraged to use the Equation Editor for writing their equations instead of relying on the Drawing Tool, which could result in student errors.
My student's computer keeps logging out of the test. First it will log out of the test and then sometimes, it will log the student out of website. In this case, the student has to physically login again to access their student tests. See 2 Scenarios below.	**See Scenarios Below:**
Scenario 1: Student is taking the test and is suddenly back to the Student Tests Page.	Clear the cache and cookies. Disable extensions - if they have an extension enabled for accessibility, let us know so we can check into it.
Scenario 2: Student is taking the test and is logged out and the program returns to the login home page.	Clear the cache and cookies. Disable extensions - if they have an extension enabled for accessibility, let us know so we can check into it. Update the Chrome browser. Check for network issues. Also, it could be the claassroom Internet connection depending on where the student is located in their class. Have the student move to where other students are located who are not experiencing this issue.