Technical Specifications
Manual for Online Testing
For Technology Coordinators

2018-2019

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Prepared by the American Institutes for Research®

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Introduction to the Technical Specifications Manual

This manual provides information about hardware, software, and network configurations for running various testing applications provided by American Institutes for Research (AIR).

Appendix D lists the minimum hardware and software requirements for online testing. Ensure your hardware complies with those requirements before undertaking the tasks described in this manual.

Major Changes

The list below details major changes to the document for the 2018-2019 school year.

- Remove all references to Internet Explorer, including “Enabling Web Fonts in Internet Explorer 11”
- Remove “Enabling Text-to-Speech on Firefox”
- Update “Managing Chrome OS Auto-Updates”

Manual Content

This guide contains the following sections:

- **Section I, Network Configuration and Testing**, provides information about configuring networks and lists helpful networking diagnostic tools.
- **Section II, Hardware Configuration**, provides guidance regarding the proper infrastructure for printers and wireless access points (WAP).
- **Section III, Software Configuration**, outlines configurations for operating systems (desktop, laptop, and mobile).
- **Section IV, Text-to-Speech Requirements**, outlines configurations for enabling text-to-speech (TTS) settings on desktop operating systems. This section also lists the voice packs recognized by the Secure Browser on those operating systems.
- **Appendix A, URLs Provided by AIR**, lists AIR’s URLs that should be whitelisted in your firewalls.
- **Appendix B, Technology Coordinator Checklist**, lists the activities required to prepare a facility for online testing.
• **Appendix C, Scheduling Online Testing**, provides a worksheet for estimating the required time to administer an online test.

• **Appendix D, Supported Operating Systems for Student Testing**, provides a list of supported operating systems.

• **Appendix E, Requirements for Peripheral Equipment**, describes the requirements for peripheral equipment: monitors, screens, keyboards, and headphones.

• **Appendix F, User Support**, explains how to contact the help desk.

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### Document Conventions

**Table 1** describes the conventions appearing in this user guide.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Note" /></td>
<td><strong>Note</strong>: This symbol accompanies helpful information or reminders.</td>
</tr>
<tr>
<td><img src="image" alt="Warning" /></td>
<td><strong>Warning</strong>: This symbol accompanies information regarding actions that may cause loss of data.</td>
</tr>
<tr>
<td><img src="image" alt="Caution" /></td>
<td><strong>Caution</strong>: This symbol accompanies information regarding conflicting or incorrect configurations.</td>
</tr>
<tr>
<td><img src="image" alt="Tip" /></td>
<td><strong>Tip</strong>: This symbol accompanies advice about performing a task efficiently.</td>
</tr>
<tr>
<td><strong>text</strong></td>
<td>Boldface indicates an item you click or a drop-down list selection.</td>
</tr>
<tr>
<td><strong>filename</strong></td>
<td>Monospaced text indicates a directory, filename, or text you enter in a field or at the command line.</td>
</tr>
</tbody>
</table>

---

### Intended Audience

This publication is intended for technology coordinators responsible for configuring the hardware, software, and network in a school’s online testing environment. You should be familiar with the following concepts:

• Networking—Bandwidth, firewalls, whitelisting, and proxy servers.

• Configuring operating systems—Control Panel in Windows, System Preferences in Mac, and Settings in iOS.
• Configuring web browsers—Settings in Chrome, Safari, and Firefox.

**Other Resources**

• For information about supported operating systems, see Appendix D.

• For information about installing Secure Browsers, see the *Secure Browser Installation Manual*.

• For information about securing a computer before a test session, see the *Test Administrator User Guide*.

• For information about supported hardware and software for Braille testing as well as information about configuring JAWS, see the *Braille Requirements and Testing Manual*.

The above resources as well as test administration manuals and user guides for other systems are available on the Oregon Statewide Assessment System portal (oaksportal.org).
Section I. Network Configuration and Testing

Your network’s configuration has a significant impact on Test Delivery System’s (TDS) performance. An improperly configured network can slow TDS’s responsiveness, and possibly impact students’ scores or an assessment’s integrity. The following sections provide guidance on properly configuring your network, and list popular tools for diagnosing network bottlenecks.

Network Configuration

This section provides guidance or requirements pertaining to networking configurations for online testing.

Guidance for Determining Required Bandwidth

Bandwidth is the measure of a network’s capacity or utilization, usually measured in terms of bits per second. Your network should have enough bandwidth to support online testing at the required performance level. For example, if a testing program requires that web browsers display test items within 10 seconds after sending a request, then the network must have enough bandwidth to support that requirement.

In an online testing environment, the following factors contribute to determining the required bandwidth:

- **Number of Students Simultaneously Testing**—As the number of students testing at one time increases, the required bandwidth also increases.

- **Size of the Test Content**—The size of a test’s content is determined by two factors: (1) the number of items on the test and (2) the average size of each item. The more items a test contains and the larger the average test item, the higher the bandwidth requirement for a given test. For example, some writing tests have a few questions to which the student composes a response, and these tests are small. In contrast, some science tests have animations or simulations; these tests are large.

- **Hubs or Switches**—LAN performance can be hindered when hubs are used instead of switches. A hub broadcasts signals from various network devices to propagate across the network, potentially saturating the network and causing traffic competition or data collisions. If you use hubs, ensure they have enough bandwidth to handle the propagation.

- **ISP Router**—For Internet networks, the most common bottleneck is the ISP’s router connection, which typically operates at speeds of between 1.5M bits per second and 100M bits per second. Network administrators should spend time prior to test administration determining if their Internet infrastructure has the capacity to accommodate online testing at the required performance level.
- **Encryption**—Encryption at WAPs may contribute to bandwidth usage. If you use encryption, ensure the WAPs have enough bandwidth to prevent degradation of performance.

- **Required Response Time**—When a network’s bandwidth cannot service the amount of data requested by clients, latency starts to accumulate and the students experience delays. Ensure your network’s bandwidth is high enough to support the required response times between the browsers and the servers.

Table 2 displays the estimated average bandwidth used by the Secure Browser for testing. When designing your network for online testing, ensure that the available bandwidth can support these values.

Table 2. Average Bandwidth Used by Secure Browser for Testing

<table>
<thead>
<tr>
<th>Number of Students Testing Concurrently in School or Building</th>
<th>Average Estimated Bandwidth Consumed During Subsequent Startup of Secure Browser(^a)</th>
<th>Average Estimated Bandwidth Consumed During Testing(^b)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>8K bits/second</td>
<td>5–15K bits/second</td>
</tr>
<tr>
<td>50</td>
<td>400K bits/second</td>
<td>250–750K bits/second (0.25–0.75M bits/second)</td>
</tr>
<tr>
<td>100</td>
<td>800K bits/second</td>
<td>500–1500K bits/second (0.5–1.5M bits/second)</td>
</tr>
</tbody>
</table>

\(^a\) Bandwidth consumed when opening the Secure Browser and accessing an assessment for the first time is significantly more than when opening the Secure Browser and accessing an assessment subsequently. This is because the initial launch of the Secure Browser downloads non-secure cacheable content (not test content) that can be immediately accessed upon opening the Secure Browser later.

\(^b\) The values in this column are based on averages from tests in a variety of subjects.

**Required Ports and Protocols**

Table 3 lists the ports and protocols used by the Test Delivery System. Ensure that all content filters, firewalls, and proxy servers are open accordingly.

Table 3. Ports and Protocols for Test Delivery System

<table>
<thead>
<tr>
<th>Port/Protocol</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>80/TCP</td>
<td>HTTP (initial connection only)</td>
</tr>
<tr>
<td>443/TCP</td>
<td>HTTPS (secure connection)</td>
</tr>
</tbody>
</table>
Whitelisting Test Site URLs

If the school’s filtering system has both internal and external filtering, the URLs for the testing sites (see URLs for Testing Sites) must be whitelisted in both filters. Please see your vendor’s documentation for specific instructions. Also, be sure to whitelist these URLs in any multilayer filtering system (such as local and global layers).

Configuration for Domain Name Resolution

Appendix A, URLs Provided by AIR, lists the domain names for AIR’s testing and non-testing applications. Ensure the testing machines have access to a server that can resolve those names.

Configuring Session Timeouts

Session timeouts on proxy servers and other devices should be set to values greater than the average time it takes a student to participate in a test session or to complete a given test. For example, if your school determines that students will test in 60-minute sessions, then consider setting the session timeout to 65 or 70 minutes.

Data Caching

Data caching is a technique by which an intermediate server checks if it can serve the client’s requests instead of a downstream server. While data caching is a good strategy in some situations, its overhead is detrimental in the online testing environment. Ensure all intermediate network elements, such as proxy servers, do not cache data.

Configuring Quality of Service and Traffic Shaping

If your testing network includes devices that perform traffic shaping, packet prioritization, or Quality of Service (QoS), ensure the URLs in Appendix A, URLs Provided by AIR, have high priority.
Configuring for Certificate Revocations
AIR’s servers present certificates to the clients. The following sections discuss the methods used to check those certificates for revocation.

Online Certificate Status Protocol
To use the Online Certificate Status Protocol (OCSP), ensure your firewalls allow the domain names listed in Table 4. The values in the Patterned column are preferred because they are more robust.

Table 4. Domain Names for OCSP

<table>
<thead>
<tr>
<th>Patterned</th>
<th>Fully Qualified</th>
</tr>
</thead>
<tbody>
<tr>
<td>*.thawte.com</td>
<td>oscp.thawte.com</td>
</tr>
<tr>
<td>*.geotrust.com</td>
<td>oscp.geotrust.com</td>
</tr>
<tr>
<td>*.ws.symantec.com</td>
<td>oscp.ws.symantec.com</td>
</tr>
</tbody>
</table>

If your firewall is configured to check only IP addresses, do the following:


2. Add the retrieved IP addresses to your firewall’s whitelist. Do not replace any existing IP addresses.

Blocking Device Touch Input Using the Group Policy Editor
Some tablets and devices have Touch features that may need to be disabled before testing. The following procedure describes how to disable the Touch feature on these devices using the Group Policy Editor:

1. Type gpedit.msc in the Search box on the Start menu. The Local Group Policy Editor window appears.
2. Navigate to Computer Configuration\Administrator Templates\Windows Components.

3. Scroll down to the Tablet PC folder, then select Input Panel. The following screen displays.
4. Enable the following items in the Setting column:
   a. Turn off AutoComplete integration with Input Panel
   b. Prevent Input Panel tab from appearing
   c. For tablet pen input, don’t show the Input Panel icon
   d. For touch input, don’t show the Input Panel icon
   e. Disable text prediction

5. To enable an item in the Setting column, double-click on that item. The following screen will display that will allow you to enable or disable your selected item as required.
6. Select Enabled, and click OK.
7. Close the Local Group Policy Editor window.

**Configuring Network Settings for Online Testing**

Local Area Network (LAN) settings on testing machines should be set to automatically detect network settings.

*To set LAN settings to auto-detect on Windows machines:*

1. Open Control Panel.
2. Open Internet Options.
3. Click Connections tab.
4. Click LAN Settings.
5. Click the Automatically detect settings checkbox.
6. Click OK to close Local Area Network (LAN) Settings window.
7. Click OK to close Internet Properties window.

*To set LAN settings to auto-detect on Mac machines:*

1. Open System Preferences.
2. Open Network.
3. Select Ethernet for wired connections or WiFi for wireless connections.
4. Click Advanced.
5. Click Proxies tab.
6. Click Auto Proxy Discovery checkbox.
7. Click OK to close window.
8. Click Apply to close Network window.
9. Close System Preferences.
Network Diagnostic Tools

You should do a performance analysis of your networking infrastructure to identify any bottlenecks that may impact test performance. The choice of diagnostic tool depends on the operating system running the tool, the network administrator’s technical knowledge, and the desired level of network analysis. A number of network diagnostic tools are available, as described in the following sections.

AIR’s Network/Bandwidth Diagnostic Tool

AIR provides a diagnostic tool that can be directly accessed from the student practice test login page.

1. On the practice test login page, click Run Diagnostics. The Diagnostic Screen page opens.

2. In the Network Diagnostics section, select a test.

3. Select the approximate number of students who may take that test at one time.

4. Click Run Network Diagnostics Tests.

The tool displays your current upload and download speed as well as a general idea of whether you can reliably test the number of students you entered in step 3. You may want to run this test several times throughout the day to verify that your upload and download speeds remain relatively consistent.

Windows-Specific Tools

PRTG Traffic Grapher


NTtcp

NTtcp (https://gallery.technet.microsoft.com/NTtcp-Version-528-Now-f8b12769) is a multithreaded, asynchronous application that sends and receives data between two or more endpoints and reports the network performance for the duration of the transfer.

Pathping

Pathping is a network utility included in Windows. It combines the functionality of the ping and traceroute commands by providing details of the path between two hosts and ping-like statistics for each node in the path based on samples taken over a time period.
Mac-Specific Tools

Network Utility app
This tool is built into Mac OS.

Multi-Platform Tools

Wireshark
Wireshark ([www.wireshark.org](http://www.wireshark.org)) is a network protocol analyzer. It has a large feature set and runs on most platforms including Windows and Mac.

TCPDump
TCPDump ([http://sourceforge.net/projects/tcpdump](http://sourceforge.net/projects/tcpdump)) is a common packet sniffer that runs from the command line on Mac. It can intercept and display data packets being transmitted or received over a network. A Windows version WinDump is available ([www.winpcap.org/windump/](http://www.winpcap.org/windump/)).

Ping, NSLookup, Netstat, Traceroute
This is a set of standard UNIX network utilities. Versions of these utilities are included in Windows and Mac.

Iperf
Iperf ([http://sourceforge.net/projects/iperf/](http://sourceforge.net/projects/iperf/)) measures maximum TCP bandwidth, allowing the tuning of various parameters and User Datagram Protocol (UDP) characteristics. Iperf reports bandwidth, delay jitter, and datagram loss.
Section II. Hardware Configuration

This section provides topology guidance for printers and WAPs. It also provides a reference for hardware configurations that support Braille testing.

Connections between Printers and Computers

Test Administrators can print test session information and approve students’ requests to print stimuli or test items (for students with the print-on-request accommodation). Nevertheless, to maintain a secure test environment, the Test Administrator’s computer should be connected to a single local or network printer in the testing room, and only the Test Administrator’s computer should have access to that printer.

Wireless Networking and Determining the Number of Wireless Access Points

Wireless networking standards have evolved over the years, with the following being the most commonly deployed:

- 802.11ac has a theoretical throughput of up to 1G bits per second.
- 802.11n has a throughput of up to 300M bits per second.
- 802.11g has a theoretical throughput of up to 54M bits per second.
- 802.11b has a theoretical throughput of 11M bits per second.

The recommended number of devices supported by a single wireless connection depends on the standard used for the connection. The two most common networking standards are 802.11g (54Mbps) and 802.11n (300Mbps). Table 5 lists recommendations for network topology in which the WAP provides 802.11g and the testing devices provide 802.11g, 802.11n, or a mixture of the two. Refer to your WAP documentation for specific recommendations and guidelines for these or other standards.

<table>
<thead>
<tr>
<th>Testing Device</th>
<th>Ratio of Devices to 802.11g WAP</th>
<th>Ratio of Devices to 802.11n WAP</th>
</tr>
</thead>
<tbody>
<tr>
<td>802.11g</td>
<td>20</td>
<td>40</td>
</tr>
<tr>
<td>802.11n</td>
<td>20</td>
<td>40</td>
</tr>
<tr>
<td>Mix of 802.11g and 802.11n</td>
<td>20</td>
<td>40–50 (depending on the mix of wireless cards used)</td>
</tr>
</tbody>
</table>

Table 5. Recommended Ratios of Devices to Wireless Access Points

Recommendations for 802.11ac routers are under investigation.
Regardless of the number of WAPs, each should be configured to use WPA2/AES data encryption.

**Hardware for Braille Testing**

For information about Braille hardware and software requirements, refer to the *Braille Requirements* document, which is available on the Oregon Statewide Assessment System portal (oaksportal.org).
Section III. Software Configuration

This section describes how to configure the operating systems and web browsers for online testing.

Configuring Commercially Available Browsers

This section describes how to configure commercially available browsers (Chrome, Safari, and Firefox) for online testing.

Enabling Pop-Up Windows

AIR’s systems provide informational messages or warnings using pop-up windows. Therefore, enable pop-up windows on those web browsers using AIR’s systems.

The following list describes how to enable pop-up windows on many browsers. If your browser is not on this list, consult its user documentation.

Enabling Pop-Up Windows for All Domains

The following instructions enable pop-up windows for all domains. If you prefer to limit pop-up windows to only those coming from AIR’s domains, use the instructions in Enabling Pop-Up Windows only for AIR domains.

- **Firefox (Windows):** Tools > Options > Content > clear Block pop-up windows. (Firefox on Mac is similar.)

- **Chrome:** Menu > Settings > Show advanced settings (at the bottom of the screen) > Privacy > Content Settings > Pop-ups > mark Allow all sites to show pop-ups.

- **Safari:** Safari > clear Block Pop-Up Windows.

- **iOS Safari:** Settings > Safari > Block Pop-ups (toggle to “off” mode).

Enabling Pop-Up Windows only for AIR domains

You can allow pop-up windows only from AIR’s domains. The following list describes how to enable domain-specific pop-up windows on many browsers. If your browser is not on this list, consult its user documentation. The list of AIR domains to use in these instructions appears in Appendix A, URLs Provided by AIR.

- **Firefox:** Tools > Options > Content > click Exceptions. Enter domain names and select Allow for each.

- **Chrome:** Menu > Settings > Show advanced settings (at the bottom of the screen) > Privacy > Content Settings > Pop-ups > click Manage Exceptions. Enter the domain names and select Allow for each.
Optimal Installation Scenario for Secure Browsers

The Secure Browser Installation Manual includes several options for installing the Secure Browser. Some of these options describe installing the Secure Browser on a shared network drive, from which students would then run the Browser. However, there are significant drawbacks in this method. Running the Secure Browser from a shared network drive creates contention among the students’ client machines for two resources: LAN bandwidth and shared drive I/O. This performance impact can be avoided by installing the Secure Browser locally on each machine. AIR strongly discourages the use of network shared drive installation for the Secure Browser, as this setup can compromise the stability and performance of the browser, especially during peak testing times.

Configuring Windows for Online Testing

This section describes how to configure Windows for online testing.

Disabling Fast User Switching

Microsoft Windows (7, 8, 8.1, and 10) has a “Fast User Switching” feature that allows more than one user to be logged in at the same time. This is a security risk because students can potentially start a new Windows session during the test and use that session to search the Internet for answers. The following sections describe how to disable Fast User Switching for different versions of Windows.
Disabling Fast User Switching in Windows 7
This section describes how to disable Fast User Switching under Windows 7. The process is similar for later versions of Windows.

Option A: Access the Group Policy Editor
The following procedure describes how to disable Fast User Switching using the Group Policy Editor. You can also configure Fast User Switching through the registry. See Option B below for instructions.

1. Click **Start**, type `gpedit.msc` in the search box. The Local Group Policy Editor window appears.

2. Navigate to **Local Computer Policy > Computer Configuration > Administrative Templates > System > Logon**.

3. Double-click **Hide entry points for Fast User Switching**.

4. Select **Enabled**, and click **OK**.

5. Close the Local Group Policy Editor window.
**Option B: Access the Registry**

The following procedure describes how to disable Fast User Switching using the Windows registry.

1. Click **Start**, type `regedit.exe` in the **Start Search** dialog box, and press **Enter**.


3. Right-click the **System** folder.

4. Click **New, DWORD (32-bit) value**.

5. Type `HideFastUserSwitching` and press Enter.

6. Double-click the **HideFastUserSwitching** value.

7. In the **Value data** field, enter `1`.

8. Click **OK**.

9. Close the Registry Editor.
Disabling Fast User Switching in Windows 8.0 and 8.1

The following procedure describes how to disable Fast User Switching under Windows 8.0 and 8.1.

1. In the Search charm, type `gpedit.msc`. Double-click the gpedit icon in the Apps pane. The Local Group Policy Editor window opens.


3. In the Setting pane, double-click `Hide entry points for Fast User Switching`.

4. Select `Enabled` and then click OK.

5. In the Search charm, type `run`. The Run dialog box opens.

6. Enter the command `gpupdate /force` into the text box and then click OK. (Note the space before the backslash.)
1. In the Search charm, type `gpedit.msc`. Double-click the `gpedit` icon in the Apps pane. The Local Group Policy Editor window opens.


3. In the Setting pane, double-click **Hide entry points for Fast User Switching**.

7. The command window opens. When you see the message **Computer Policy update has completed successfully**, this will be your notification that Windows has successfully disabled Fast User Switching.

**Disabling Task Manager**

The Windows Task Manager allows users to switch to applications running in the background. This is a security risk because students can switch to other applications while running the Secure Browser. The following sections describe how to disable the Task Manager.
Disabling Task Manager using the Local Group Policy Editor
This section describes how to disable the Task Manager using the Local Group Policy Editor. **Note:** Computers running Windows 7 Home Edition cannot access the Local Group Policy Editor and should disable the Task Manager using the Registry Editor, as shown below.

1. Open the **Start Menu**.
2. Type `gpedit.msc` and hit **Enter**. The **Local Group Policy Editor** window will open.
3. Navigate to **User Configuration\Administrative Templates\System\Ctrl+Alt+Del Options**.
4. Double-click **Remove Task Manager**. The **Remove Task Manager** window will open.
5. Click **Enable**.
6. Click **OK**.

Disabling the Task Manager using the Registry Editor
This section describes how to disable the Task Manager using the Registry Editor.

1. Open the **Start Menu**.
2. Type `regedit.exe` and hit enter. The **Registry Editor** window will open.
3. Navigate to **HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Policies\System**.
4. Double-click **DisableTaskMgr**.
5. Change the value data to **1**.
6. Click **OK**.

Installing Windows Media Pack for Windows 8.1 N and KN
Some versions of Windows 8.1 are not shipped with media software installed. As a result, you may need to install software to enable students to listen to and record audio as well as watch videos.

Microsoft provides additional information as well as a download package for computers with the following Windows 8.1 versions:

- Windows 8.1 N
- Windows 8.1 N/K with Bing
- Windows 8.1 Enterprise N
• Windows 8.1 Pro N
• Windows 8.1 Pro N/K for EDU

AIR encourages downloading this software and ensuring it works with sample websites and video and audio files prior to installing the Windows Secure Browser. Installation instructions are provided on Microsoft’s download page.

**Microsoft Resources:**

**Configuring ZoomText to Recognize the Secure Browser**

When displaying a test with a print-size accommodation above 4x magnification, the Secure Browser automatically enters streamlined mode. If you want to retain the standard layout of a test but display it with a print magnification above 4x, then consider using ZoomText—a magnification and screen-reading software that you can use with the Secure Browser. Use the following procedure to ensure ZoomText recognizes the Secure Browser.

1. If ZoomText is running, close it.
2. In the Windows Explorer, go to the installation directory for your version of ZoomText. For example, if you have ZoomText version 10.1:
   - Go to `C:\Program Files (x86)\ZoomText 10.1\` (Windows 64-bit)
   - Go to `C:\Program Files\ZoomText 10.1\` (Windows 32-bit).
3. In a text editor, open the file `ZoomTextConfig.xml`.
4. Search for line containing the D2DPatch property, similar to the following:
   ```xml
   <Property name="D2DPatch" value="*,~dwm,~firefox,~thunderbird"/>
   ```
5. In the value attribute, add the prefix for your state’s Secure Browser:
   ```xml
   <Property name="D2DPatch" value="*,~dwm,~firefox,~10.3securebrowser,~thunderbird"/>
   ```
6. Save the file, and restart ZoomText.
Touch Keyboard on Microsoft Surface Pro Tablet

Some Surface Pro users accessing the touch keyboard are seeing the touch keyboard disappear when they click outside a text box or when they type an answer into a text box and then click next. The keyboard fails to reappear when users click back inside the next text box. To avoid these issues, users must set the touch keyboard to automatically show up.

To set the touch keyboard to automatically show up:

1. Go to Settings (keyboard shortcut: Windows + I)

2. Go to Devices > Typing

3. Scroll down and toggle on: Automatically show the touch keyboard in windowed apps when there's no keyboard attached to your device.
Disabling Two-finger Scrolling Feature in HP Notebooks with Synaptics TouchPad

The trackpad software on the HP stream notebooks can cause the Secure Browser to close and display an “environment not secure” error. This can occur when a student tries to use the advanced trackpad features such as scrolling gesture with the trackpad. The Synaptics Touchpad driver is the driver that allows full use of all features of the trackpad. To avoid this error and the closing of the Secure Browser, disable the TouchPad two-finger scrolling Feature.

To disable the TouchPad feature in HP notebooks with Synaptics TouchPad:

1. Click the **Start** menu ( ), and then type mouse in the search field.
2. Select **Mouse** from the list of options.
3. Click the **Device Settings** tab.
4. From the **Devices** list, select **Synaptics LuxPad V7.5**, and then click **Settings**....
5. Uncheck Two-Finger Scrolling.

6. Click Close, and then click OK.

7. In the Mouse Properties window, click Apply.

**Disabling Automatic Volume Reduction**

A feature in Windows automatically lowers or mutes the volume of some apps if Windows detects audio recording. This section describes how to disable automatic volume reduction.
To disable automatic volume reduction:

1. Open the **Start Menu**.

2. Open the **Control Panel**.

3. Select **Sound**. The **Sound** window will open.

4. Select the **Communications** tab.

5. By default, the option to “Reduce the volume of other sounds by 80%” is selected. Change this to **Do nothing**.

6. Select **OK**.

**Configuring Mac for Online Testing**

This section describes how to configure Mac for online testing.

**Disabling Exposé or Spaces**

Mac OS X 10.9 and later includes an Exposé or Spaces feature that allows running more than one desktop session. This is a security risk because students can potentially start a new desktop session during the test, and use that session to search the Internet for answers. The following procedure explains how to disable Exposé or Spaces on Mac OS. (You can disable Spaces quickly from the command line; see [Disabling Spaces and Application Launches from the Command Line](#) for details.)

To disable Exposé or Spaces:

1. Choose Apple menu > **System Preferences**.

2. Click **Keyboard**. The Keyboard window opens.
1. Choose Apple menu > **System Preferences**.

2. Click the **Keyboard Shortcuts** or **Shortcuts** tab.

3. In the left panel, click **Mission Control**. The right panel lists all Mission Control options.

4. In the right panel, clear the following checkboxes:
   - Move left a space
   - Move right a space
   - Switch to Desktop 1

5. Return to the System Preferences window and click **Mission Control**. The Mission Control window opens.

6. In the top part of the window, ensure that all checkboxes are cleared. In the **Keyboard and Mouse Shortcuts** section, set all drop-down lists to "–" (as necessary).

To re-enable Exposé or Spaces, follow steps 1–4, and mark the boxes for spaces.
Disabling Application Launches from Function Keys

When students use the Secure Browser for testing, the Test Delivery System conducts regular checks to ensure that other applications are not open. These checks help maintain the integrity of the secure test environment.

Starting with OS X versions 10.9 and later, some Mac computers are factory configured to launch iTunes and other applications by pressing the function keys (e.g., F8) on the keyboard. If a student accidentally presses the function key, the Secure Browser assumes that a forbidden application is running and pauses the student’s test. To avoid this scenario, disable the use of function keys to launch applications.

The following instructions are based on OS X 10.9; similar instructions apply for other versions of Mac OS. (You can disable application launches quickly from the command line; see Disabling Spaces and Application Launches from the Command Line for details.)

To disable application launches from function keys:

1. Choose Apple menu > System Preferences.
2. In System Preferences, click Keyboard. The Keyboard window opens.

3. In the Keyboard window, mark Use all F1, F2, etc. keys as standard function keys.

If you need to launch iTunes or another application, press the Fn key and then press the desired function key. This combination will launch the application. (Doing so while taking a test causes the Secure Browser to pause the test.)

Disabling Updates to Third-Party Apps

Updates to third-party apps may include components that compromise the testing environment. This section describes how to disable updates to third-party apps.
The following instructions are based on OS X 10.9; similar instructions apply for other versions of Mac OS.

To disable updates to third-party apps:

1. Log in to the student’s account.
2. Choose Apple menu > System Preferences. The System Preferences dialog box opens.
5. Clear Download newly available updates in the background.
6. Clear Install app updates.
7. Mark Install system data files and security updates.

Disabling Updates to iTunes

Updates to iTunes may be incompatible with the Secure Browser. This section describes how to disable updates to iTunes.

The following instructions are based on OS X 10.9; similar instructions apply for other versions of Mac OS.

To disable updates to iTunes:

1. Log in to the student’s account.
2. Start iTunes.
3. Select iTunes > Preferences.
4. Under the Advanced tab, clear Check for new software updates automatically.
5. Click OK.
Disabling Look-up Gesture

OS X versions 10.9 and later include a look-up gesture; highlighting a word and then tapping with three fingers on the trackpad displays a dictionary for the highlighted word—a feature that can compromise testing security. This section describes how to disable the look-up gesture.

The following instructions are based on OS X 10.9; similar instructions apply for other versions of Mac OS.

*To disable the look-up gesture:*

1. Choose Apple menu > **System Preferences**.

2. Click **Trackpad**. The Trackpad window opens.

3. Click the **Point and Click** tab.

4. Clear the **Look up** checkbox.

Disabling Display of Notification Center

OS X versions 10.10 and later include Notification Center, which displays system information when swiping to the left with two fingers from the right edge of the trackpad. Depending on its...
contents, Notification Center can compromise testing security. This section describes how to
disable the gesture for displaying Notification Center.

The following instructions are based on OS X 10.10; similar instructions apply for later versions
of Mac OS.

To disable the gesture for displaying Notification Center:

1. Choose Apple menu > System Preferences.
2. Click Trackpad. The Trackpad window opens.
3. Click the More Gestures tab.
4. Clear the Notification Center checkbox.

Disabling Spaces and Application Launches from the Command Line

The sections Disabling Exposé or Spaces and Disabling Application Launches from Function Keys
describe how to configure Mac OS through the desktop. This section describes how to perform
those configurations from the command line, which can be faster than working through the
desktop. To perform this task, you need to be familiar with logging in to Mac machines through
Terminal or other terminal emulator.

To disable spaces and application launches from the command line:

1. Log in to the machine as the user that runs the Secure Browser.
2. Enter the following commands:

   defaults write com.apple.symbolichotkeys AppleSymbolicHotKeys -dict-add 79
   "{enabled = 0; value = {parameters = (65535,123, 262144); type = standard; }; }"

   defaults write com.apple.symbolichotkeys AppleSymbolicHotKeys -dict-add 80
   "{enabled = 0; value = { parameters = (65535, 123, 393216); type = 'standard'; }; }
   "

   defaults write com.apple.symbolichotkeys AppleSymbolicHotKeys -dict-add 81
   "{enabled = 0; value = { parameters = (65535, 124, 262144); type = 'standard'; }; }
   "

   defaults write com.apple.symbolichotkeys AppleSymbolicHotKeys -dict-add 82
   "{enabled = 0; value = { parameters = (65535, 124, 393216); type = 'standard'; }; }
   
   TIP You can paste these lines into a text file, and run the file from the command line.
These commands modify the file

```
~/Library/Preferences/com.apple.symbolichotkeys.plist
```

3. If you logged in to a computer running OS X 10.9 or later, log out and then log back in.

If you need to restore Spaces and the default application launchers, repeat steps 1–3. In step 2, change `enabled = 0` to `enabled = 1`.

**Disabling Spaces and Application Launches on Remote Machines**

The sections [Disabling Exposé or Spaces](#), [Disabling Application Launches from Function Keys](#), and [Disabling Spaces and Application Launches from the Command Line](#) describe procedures for configuring a secure test environment in Mac OS. This configuration is stored in the file

```
~/Library/Preferences/com.apple.symbolichotkeys.plist
```

If you have many Mac testing machines, it may be easier to push this file to those machines instead of configuring each one individually.

You can push the configuration file to remote machines using a variety of tools, such as the following:

- File Distributor
- Apple’s Active Directory Client and Directory Utility
- Apple’s Open Directory and Profile Manager
- Centrify & PowerBrokers Identity Enterprise
- Apple Remote Desktop
Disabling Dictation and Siri

Students can speak into a Mac device utilizing the dictation feature, which suggests words or spellings that may compromise testing security. Use the following procedure to disable dictation.

To disable Dictation in a Mac device:

1. Go to System Preferences and click Keyboard, then click Dictation.

2. Turn the Dictation option to Off.
To disable the Siri feature:

1. Go to System Preferences and choose Siri from the control panel options.

2. Uncheck the box next to Enable Siri.

With Siri disabled, the menu bar icon is removed. Depending on your Mac, Siri can still be activated from the dock or the Touch Bar. It’s important to note that while in a test, the AIRSecureBrowser app will detect if a user tries to enable Siri during testing and the app will disconnect the student from the test.

Disabling Dashboard

Students testing on Secure Browser 10.3 can access Dashboard by using the Function+F12 keyboard shortcut. The following procedure explains how to disable Dashboard.

To disable Dashboard:

1. Launch System Preferences.

2. Open Mission Control.
3. From the **Dashboard** drop-down, select **Off**.

### Disabling Custom Keys

Some Mac users have encountered “Error Code 11673 – Custom Keys Enabled” after installing the newest Secure Browser. The following procedure explains how to disable custom keys.

*To disable custom keys:*

1. Launch **System Preferences**.
2. Open **Keyboard**.
3. Click **Keyboard Shortcuts** tab.
4. Uncheck all boxes under **Mission Control** and **Screen Shots**.

### Keyboard Navigation to Tool Menu Using a Safari Browser

Students can use any public browser for practice tests, and navigate to the Tool menu using standard methods, with the exception of Safari. To access the Tool menu using Safari, enable the "Press tab to highlight each item on a webpage" option in Safari Preferences, as shown below.

NOTE: Students who have text-to-speech (TTS) accommodation enabled for practice tests will need to use the Secure Browser.
Disabling Text-to-Speech Keyboard Shortcut

A feature in macOS 10.12 (Sierra) and macOS 10.13 (High Sierra) allows users to have any text on the screen read aloud by selecting the text and hitting a preset key or set of keys on the keyboard. By default, this feature is disabled and must remain disabled so as not to compromise test security. This section describes how to toggle this feature.

To toggle text-to-speech keyboard shortcut:

1. From the Apple menu, select **System Preferences**.
2. Select **Accessibility**.
3. Select **Speech**.
4. To enable this feature, check the **Speak selected text when the key is pressed** checkbox. To disable, deselect the checkbox.

Configuring iOS

This section describes how to configure mobile devices running iOS.

For details on iPad device management and configuration for assessments, see the Assessment with iPad document at [https://images.apple.com/education/docs/Assessment_with_iPad.pdf](https://images.apple.com/education/docs/Assessment_with_iPad.pdf).

Configuring Using Autonomous Single App Mode

iPads running iOS 10 or higher can use Autonomous Single App Mode (ASAM) to quickly create a secure testing environment. To set up ASAM, you must also have access to a desktop or laptop running Mac OS X 10.10 or higher.

**TIP** **Save Time with Automatic Assessment Configuration** If you are using iPads with iOS 10 or later, you can use the automatic assessment configuration that comes with the AIRSecureTest app. For details, see [Using Automatic Assessment Configuration](https://images.apple.com/education/docs/Assessment_with_iPad.pdf).

Overview of Autonomous Single App Mode and the Secure Testing Environment

To manage multiple iPads using ASAM, you need to do the following:

**Step 1: Creating a Mobile Device Management Profile**

**Step 2: Restricting Features in iOS 10 or later**

**Step 3: Creating a Supervisory Profile**

**Step 4: Placing iPads in Autonomous Single App Mode**
After completing these steps, each time a student starts a test, the iPad enters ASAM and the test environment is secure.

**Step 1: Creating a Mobile Device Management Profile**

The first step in provisioning iPads with ASAM is to create an MDM profile. Any profile with default settings is compatible with the Secure Browser. However, you may wish to restrict certain features in devices with iOS 10 or later (see Step 2: Restricting Features in iOS 10 or later). Deploy the profile to a host that the iPads can access.

Creating an MDM profile is beyond the scope of this specification manual. The following references provide introductory information:


**Step 2: Restricting Features in iOS 10 or later**

You must restrict features in supervised devices with iOS 10 or later that may give students an unfair testing advantage, including the dictionary, predictive keyboard, spell check, auto-correction, and share selected text.

**Note:** The current version of Apple Configurator does not allow you to restrict these features. You must use a third-party MDM solution such as Casper or AirWatch to create a profile that implements these restrictions.

To restrict features in iOS 10 or later:

- In the Custom Settings section of the MDM solution, insert the profile key for each of the features listed in Table 6.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Profile Key</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dictionary, Share Selected Text&lt;sup&gt;a&lt;/sup&gt;</td>
<td>&lt;key&gt;allowDefinitionLookup&lt;/key&gt;</td>
<td>False</td>
</tr>
<tr>
<td>Predictive Keyboard</td>
<td>&lt;key&gt;allowPredictiveKeyboard&lt;/key&gt;</td>
<td>False</td>
</tr>
<tr>
<td>Spell Check</td>
<td>&lt;key&gt;allowSpellCheck&lt;/key&gt;</td>
<td>False</td>
</tr>
<tr>
<td>Auto-Correction</td>
<td>&lt;key&gt;allowAutoCorrection&lt;/key&gt;</td>
<td>False</td>
</tr>
</tbody>
</table>

<sup>a</sup> Share Selected Text is available since iOS 10. Disabling Dictionary also disables this feature.
The following snippet turns off the iPad’s auto-correction feature. The snippets for dictionary, predictive keyboard, and spell check are similar.

```xml
<dict>
    <key>allowAutoCorrection</key>
    <false />
    <key>PayloadDisplayName</key>
    <string>Restrictions</string>
    <key>PayloadDescription</key>
    <string>RestrictionSettings</string>
    <key>PayloadIdentifier</key>
    <string>31eb53ac-3a08-46f7-8a0a-82e872382e15.Restrictions</string>
    <key>PayloadOrganization</key>
    <string></string>
    <key>PayloadType</key>
    <string>com.apple.applicationaccess</string>
    <key>PayloadUUID</key>
    <string>56199b2c-374d-4152-bc50-166d21fa9152</string>
    <key>PayloadVersion</key>
    <integer>1</integer>
</dict>
```

**Step 3: Creating a Supervisory Profile**

*To create a supervisory profile:*

1. On a Mac 10.10 or later, download and install Apple Configurator from the Mac App Store. When the installation completes, open Apple Configurator.
2. Click **Prepare**, then **Settings**. The Settings window appears.

![Figure 1. Settings Window in Apple Configurator](image)

Name: Garden Elementary School
- Number sequentially starting at 1

Supervision: ON
- Organization Info...
- Allow devices to connect to other Macs

Update iOS: When update is available
- Erase before installing

Restore: Don’t restore backup

Profiles: Secure Browser Profile
3. Click + below the Profiles list and select **Create New Profile**. A configuration window appears.

![Configuration Window]

4. In the **General** section, in the **Name** field, enter a name for the profile.

5. In the **Restrictions** section, click **Configure**. A list of restrictions appears.

6. Make any required changes to the restrictions, or retain the default settings.

7. Click **Save**. You return to the Settings tab, and the profile appears in the Profiles list.

8. Click **Export** to export the profile to the Mac.

Creation of the supervisory profile is complete.
Step 4: Placing iPads in Autonomous Single App Mode

**Tip: Installing on Multiple iPads at Once** Before starting this procedure, connect the iPads to the Mac through a USB hub. That way you can perform the installation on many of them at one time.

To install the MDM profile, supervisory profile, and Secure Browser:

1. On the Mac where you performed Step 3: Creating a Supervisory Profile, open the Apple Configurator.

2. From the Apple Configurator menu, select Preferences. The Preferences window opens.

3. Under General, clear the Automatically refresh and Remove apps and profiles Configurator did not install checkboxes.

4. Close the Preferences window.

5. Back in Apple Configurator, click Prepare, then Settings. The Settings window appears (see Figure 1).

6. In the Name field, enter a name to apply to the iPads.

7. *Optional:* Mark the Number sequentially starting at 1 checkbox. This adds a number to each iPad’s name. For example, if the Name field is Garden Elementary School, and if three iPads are connected, each device receives the name Garden Elementary School 1, Garden Elementary School 2, and Garden Elementary School 3.

8. Set Supervision to On.
9. Click **Organization Info**... The *Organization Info* window appears.

10. In the *Name* field, enter OSAS and then click **Done**. The *Organization Info* window closes.

11. If the profile you created in **Step 3: Creating a Supervisory Profile** does not appear in the Profiles list, import it by doing the following:

   a. Click + below the Profiles list and select **Import Profile**....

   b. Navigate to the profile you saved in step 8 and then click **Open**.

12. Mark the checkbox for the profile you want to prepare onto the iPads (see **Figure 1**).

13. Connect each iPad to the Mac via a USB cable or USB hub.

14. On each connected iPad, uninstall any existing versions of the Secure Browser.

15. In the Apple Configurator, under the Prepare tab, click **Prepare** at the bottom of the window. A confirmation message appears.
16. Click **Apply** in the confirmation message. Preparation starts and may take several minutes, after which the iPad restarts. The Apple Configurator displays progress messages during the prepare.

![Apple Configurator](image)

**Note: iOS Upgrade** Apple Configurator may force the iPads to upgrade to the latest version of iOS.

17. After the iPad restarts, follow the prompts on the iPad to configure it until the home screen appears.

18. **Optional:** Confirm the supervisory profile is installed on the iPad. Go to **Settings > General > Profiles**. The profile name you used in step 4 appears under Configuration Profiles.

19. On the iPad, download and install the MDM profile you created in **Step 1: Creating a Mobile Device Management Profile**.

20. After the MDM profile installation completes, install the Secure Browser onto the iPad. You can take a copy of the Secure Browser for iOS from oaksportal.org. (Detailed instructions for installing the Secure Browser are in the section “Installing the Secure Browser on iOS” of the **Secure Browser Installation Manual**.)

21. **Optional:** After installation completes, test it by doing the following:
   a. Open the Secure Browser.
   b. Log in to a test site.
   c. Select a test, have the TA approve the test.
   d. Start the test. The iPad enters ASAM.

22. Repeat steps 13–21 to prepare additional iPads.

23. In the Apple Configurator, click **Stop** and close the Apple Configurator.
Setting the iPad into ASAM is complete. When a student starts a test, the iPad enters ASAM mode.

**Using Automatic Assessment Configuration**

Apple strongly recommends that schools use Automatic Assessment Configuration to prepare iPads for online testing.

If you are using iPads with iOS 10 or later, you can use Automatic Assessment Configuration. This configuration includes a preset profile in the AIRSecureTest app that automatically suppresses the features listed in [Table 6](#).

**Caution: Conflicting MDM Profiles** MDM profiles for managed iPads override the automatic assessment configuration. If you want to use automatic assessment configuration, delete any existing MDM profiles from the Apple Configurator.

When a student taps **Begin Test Now** on an iPad with Automatic Assessment Configuration, a message similar to Figure 2 appears.

**Removing the Emoji Keyboard**

Emoticons are characters that express an emotion or represent a facial expression, such as a smile or a frown. Some text messaging apps replace sequences of characters with an emoticon, such as replacing :-) with 😃.

iOS has an Emoji keyboard that contains emoticons. This keyboard, if activated, can be confusing for test-takers or scorers. Use the following procedure to remove the emoji keyboard from an iOS device.
To remove the Emoji keyboard:

1. Tap Settings.

2. Navigate to General > Keyboard.

3. Tap Keyboards.

4. Delete 🍃 from the list by sliding it to the left.

Disabling Dictation

Starting with iOS version 8, a dictation feature is available. As students speak into an iOS device, the dictation feature suggests words or spelling that may compromise testing security. Use the following procedure to disable dictation.

To disable dictation:

1. Tap Settings.

2. Navigate to General > Keyboard.

3. Turn off Enable Dictation.

Disabling Siri on iOS

Siri is a virtual assistant that uses voice commands to answer questions and perform actions on an iPad. This section describes how to disable Siri on an iPad.

To disable Siri on an iPad:

1. Open Settings.

2. Open Siri.

3. Toggle the switch to the Off position.

4. Confirm by tapping Turn Off Siri.

Configuring Chrome OS

This section describes how to configure auto-updates to Chrome OS.
Managing Chrome OS Auto-Updates
This section describes how to manage Chrome OS auto-updates. AIR recommends disabling Chrome OS auto-updates or limiting updates to a specific version used successfully before summative testing begins.

Disabling Auto-Updates for Chrome OS
This section describes how to disable auto-updates for Chrome OS.

To disable auto-updates for Chrome OS:
1. Display the Device Settings page by following the procedure in Manage device settings, https://support.google.com/chrome/a/answer/1375678?hl=en. The steps in that procedure assume that your Chromebooks are managed through the admin console.
2. From the Auto Update list, select Stop auto-updates.
3. Click Save.

Limiting Chrome OS Updates to a Specific Version
This section describes how to limit Chrome OS updates to a specific version.

To limit Chrome OS updates to a specific version:
1. Display the Device Settings page by following the procedure in Manage device settings, https://support.google.com/chrome/a/answer/1375678?hl=en. The steps in that procedure assume that your Chromebooks are managed through the admin console.
2. From the Auto Update list, select Allow auto-updates.
3. From the Restrict Google Chrome version to at most list, select the required version.
4. Click Save.

Securing Chrome OS for High-stakes Assessments
1. Go to Google Admin Console: Device Management > Chrome management > Device settings > Sign-in restriction, and set it to "Do not allow any user to Sign-in".
Installing CloudReady on PCs and Macs

CloudReady is a reduced-feature operating system, built on the same technology as Chrome OS, that runs on hardware with limited resources. If your school or district has older hardware that does not run newer versions of Windows or Mac OS, consider installing CloudReady on those machines. This installation can postpone or prevent a costly hardware upgrade.

**Warning: Loss of data** The procedure described in this section erases all data on the computer on which you are installing CloudReady. Be sure to back up all necessary data before starting this procedure.

To install CloudReady:

1. Ensure the computer on which you are installing CloudReady—
   - is one of the supported models listed in [https://guide.neverware.com/supported-devices](https://guide.neverware.com/supported-devices).
   - has a USB port.
   - can boot from a USB drive.

2. Purchase a Neverware license for the computer. Licenses are available from [http://www.neverware.com/](http://www.neverware.com/). (Bulk licenses may be available.)

3. If you received a USB drive from Neverware with the CloudReady image, proceed to step 18. Otherwise, prepare a bootable image by following steps 4 through 17. Ideally, perform these steps on a computer on which the Google Chrome web browser is already installed.

4. Obtain a blank 8 GB USB drive.

5. Install Google Chrome if it is not already installed.
6. In a web browser, go to the URL for the image file provided to you by Neverware. This URL downloads a file with a name similar to cloudready_site646.bin. Note the location of the file on your computer.

7. Insert the USB drive into the computer.

8. Start Chrome, and navigate to the Chrome web store at https://chrome.google.com/webstore/.


10. Click ADD TO CHROME, and in the confirmation prompt click Add app.


12. Click 🌍 in the top-right corner and select Use local image.


14. In the next screen, select the USB drive you inserted in step 7.

15. Click Continue.
16. In the next screen, click **Create Now**. The recovery utility creates a bootable image of CloudReady onto the USB drive. This operation takes 15–30 minutes.

17. When copying is complete, eject the USB drive from the computer.

18. On the computer where you are installing CloudReady, do the following:
   
   a. Back up all files you want to save. The installation procedure erases all data on the computer.
   
   b. Boot the computer from the USB drive. Booting and installation take 10–15 minutes, depending on your hardware. When the installation is complete, your computer turns off.
   
   c. Remove the USB drive and power on the computer.
   
   d. Install the AIRSecureTest Kiosk App; see the *Secure Browser Installation Guide* for details.

**Configurations for Braille Requirements**

For information about configuring operating systems and software for Braille testing, see the *Braille Requirements* document, which is available on the Oregon Statewide Assessment System portal (oaksportal.org).
Section IV. Text-to-Speech Requirements

This section contains information about text-to-speech (TTS) requirements.

Overview of Text-to-Speech

Using text-to-speech requires at least one voice pack to be installed on testing computers. A number of voice packs are available for desktop computers, and AIR researches and tests voice packs for compatibility with the Secure Browsers. Additionally, not all voice packs that come pre-installed with operating systems are approved for use with online testing. The voice packs listed at the end of this section have been tested and are whitelisted by the Secure Browser.

Using Text-to-Speech

Students using text-to-speech for the practice tests must log in using a supported Secure Browser. Students can also verify that text-to-speech works on their computers by logging in to a practice test session and selecting a test for which text-to-speech is available.

Note: We strongly encourage schools to test the text-to-speech settings before students take operational tests. You can check these settings through the diagnostic page. From the student practice test login screen, click the Run Diagnostics link, and then click the Text-to-Speech Check button.

How the Secure Browser Selects Voice Packs

This section describes how AIR’s Secure Browsers select which voice pack to use.

Voice Pack Selection on Desktop Versions of Secure Browsers

When a student who is using text-to-speech starts a test, the Secure Browser looks for voice packs on the student’s machine. Upon recognizing an approved voice pack, the Secure Browser uses the one with the highest priority.

If any of the approved voice packs has also been set as the default voice on the computer, then that voice pack will always get the highest priority.

Voice Pack Selection on Mobile Versions of Secure Browsers

The Mobile Secure Browser uses either the device’s native voice pack or a voice pack embedded in the Secure Browser. Additional voice packs downloaded to a mobile device are
not recognized by the Mobile Secure Browser. Table 7 lists the voice packs used by mobile versions of the Secure Browser.

Table 7. Voice Packs on Mobile Versions of the Secure Browser

<table>
<thead>
<tr>
<th>Platform</th>
<th>Voice Pack Used by Secure Browser</th>
</tr>
</thead>
<tbody>
<tr>
<td>iOS</td>
<td>Native iOS voice pack.</td>
</tr>
<tr>
<td>Chrome OS</td>
<td>Native Chromebook voice pack.</td>
</tr>
</tbody>
</table>

About NeoSpeech Voice Packs for Windows

Pursuant to an agreement between NeoSpeech and the American Institutes for Research (AIR), authorized users may download and install specific licensed NeoSpeech voice packs for use on supported Windows computers (Windows 7, 8.0, 8.1, and 10).

These voice packs can be used instead of the default Windows voice packs for English and the commercial Spanish voice packs from Cepstral. (The default Windows voice packs as well as the Cepstral voice packs for Windows may still be used for text-to-speech, if desired.)

- The Julie voice pack is for English text-to-speech users.
- The Violeta voice pack is for Spanish text-to-speech users.

The NeoSpeech voice pack is to be used only in conjunction with, and not separate from, the online assessments provided by AIR’s Test Delivery System.

The NeoSpeech voice packs can be downloaded from TIDE. Installation instructions are also available in TIDE.

Configuring Windows Text-to-Speech Settings

This section explains how to configure Windows for using text-to-speech with the Secure Browser. The text-to-speech feature is available on Windows versions as listed in Appendix D.

The instructions in this section are for Windows 7. The process is similar for other versions of Windows.

Note: The following instructions apply only to voice packs supplied with Windows and possibly other third-party voice packs. To install NeoSpeech voice packs, see the publication NeoSpeech Voice Packs Installation Guide, available in TIDE by clicking Resources > Voice Packs.
1. Open the Control Panel window, and select **Speech Recognition**.

2. In the Speech Recognition window, select **Text to Speech**.

3. Configure default text-to-speech preferences.
   a. **Voice selection**: If multiple voice packs are available, select the default voice.
   b. Select **Preview Voice** to see whether the selected voice requires a rate adjustment.
   c. **Voice speed**: If necessary, adjust the voice speed. Drag the slider to make the voice speak slower or faster. To listen to the rate, select **Audio Output**.
   d. When you are done, click **OK** to save your settings and then close the Speech Properties window.
Configuring Mac Text-to-Speech Settings

This section explains how to configure Mac OS for using text-to-speech with the Secure Browser. The text-to-speech feature is available on Mac OS versions as listed in Appendix D.

The instructions in this section are for OS X 10.9. The process is similar for other versions of Mac OS.

1. Open System Preferences, and select Dictation & Speech.

2. In the Text to Speech section, configure your default text-to-speech preferences.
   - **System Voice:** If multiple voice packs are available, select the default voice.
   - Select **Play** to see whether the selected voice requires a rate adjustment.
   - **Speaking Rate:** If necessary, adjust the voice speed. Drag the slider to make the voice speak slower or faster. To listen to the rate, select **Play**.
   - When you are done, click the red X in the upper left corner to save your settings and close the Speech window.
Text-to-Speech and Mobile Devices

Text-to-speech (TTS) includes a feature that allows students to pause and then resume TTS in the middle of a passage. The pause feature does not work on mobile devices. Consequently, consider testing students who require TTS on desktop or laptop computers.

Voice Packs Recognized by Desktop Secure Browsers

The tables in this section display the voice packs for Windows and Mac that are currently recognized by the Secure Browser.

Voice Packs for Windows

Table 8. Voice Packs Recognized by Secure Browsers—Windows

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Voice Pack</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows (pre-installed)</td>
<td>Kate</td>
<td>English</td>
</tr>
<tr>
<td>Windows (pre-installed)</td>
<td>Michael</td>
<td>English</td>
</tr>
<tr>
<td>Windows (pre-installed)</td>
<td>Michelle</td>
<td>English</td>
</tr>
<tr>
<td>Windows (pre-installed)</td>
<td>MSAnna</td>
<td>English</td>
</tr>
<tr>
<td>Windows (pre-installed)</td>
<td>MS_EN-GB_HAZEL</td>
<td>English</td>
</tr>
<tr>
<td>Windows (pre-installed)</td>
<td>MS_EN-US_DAVID</td>
<td>English</td>
</tr>
<tr>
<td>Windows (pre-installed)</td>
<td>MS_EN-US_ZIRA</td>
<td>English</td>
</tr>
<tr>
<td>Windows (pre-installed)</td>
<td>MSMary</td>
<td>English</td>
</tr>
<tr>
<td>Windows (pre-installed)</td>
<td>MSMike</td>
<td>English</td>
</tr>
<tr>
<td>Windows (pre-installed)</td>
<td>MSSam</td>
<td>English</td>
</tr>
<tr>
<td>Windows (pre-installed)</td>
<td>Paul</td>
<td>English</td>
</tr>
<tr>
<td>Cepstral (commercial)</td>
<td>Cepstral_David</td>
<td>English</td>
</tr>
<tr>
<td>Cepstral (commercial)</td>
<td>Cepstral_Marta</td>
<td>Spanish</td>
</tr>
<tr>
<td>Cepstral (commercial)</td>
<td>Cepstral_Miguel</td>
<td>Spanish</td>
</tr>
<tr>
<td>NeoSpeech (commercial)</td>
<td>VW Julie</td>
<td>English</td>
</tr>
<tr>
<td>NeoSpeech (commercial)</td>
<td>VW Violeta</td>
<td>Spanish</td>
</tr>
</tbody>
</table>
## Voice Packs for Mac

Table 9. Voice Packs Recognized by Secure Browsers—Mac

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Voice Pack</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mac (pre-installed)</td>
<td>Agnes</td>
<td>English</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>Alex</td>
<td>English</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>Bruce</td>
<td>English</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>Callie</td>
<td>English</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>David</td>
<td>English</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>Fred</td>
<td>English</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>Jill</td>
<td>English</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>Junior</td>
<td>English</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>Kathy</td>
<td>English</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>Princess</td>
<td>English</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>Ralph</td>
<td>English</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>Samantha</td>
<td>English</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>Tom</td>
<td>Spanish</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>Vicki</td>
<td>English</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>Victoria</td>
<td>English</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>Diego</td>
<td>Spanish</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>Javier</td>
<td>Spanish</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>Marta</td>
<td>Spanish</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>Monica</td>
<td>Spanish</td>
</tr>
<tr>
<td>Mac (pre-installed)</td>
<td>Paulina</td>
<td>Spanish</td>
</tr>
<tr>
<td>Infovox (commercial)</td>
<td>Heather iVox HQ</td>
<td>English</td>
</tr>
<tr>
<td>Infovox (commercial)</td>
<td>Rosa</td>
<td>Spanish</td>
</tr>
</tbody>
</table>
Section V. Speech-to-Text

This section contains information about speech-to-text (STT).

Currently, AIR does not offer an embedded STT feature. STT is available through supported third-party software.

Note: To use supported third-party STT software, testing machines must be in permissive mode.

Overview of Speech-to-Text

Speech-to-text (STT) allows a student to speak into a headset and record their response on a computer.

Table 10 lists supported third-party STT options for Windows and Mac. STT is currently not supported on devices running iOS, Android, or Chrome OS.

Table 10. Supported Third-party STT Options

<table>
<thead>
<tr>
<th>Product</th>
<th>Device</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dragon Naturally Speaking</td>
<td>Windows desktop/laptop</td>
</tr>
<tr>
<td>Dragon Naturally Speaking</td>
<td>Mac desktop/laptop</td>
</tr>
</tbody>
</table>
Appendix A. URLs Provided by AIR

This appendix presents information about the URLs that AIR provides. Ensure your network’s firewalls are open for these URLs.

URLs for Non-Testing Sites

Table 10 lists URLs for non-testing sites, such as Test Information Distribution Engine, Online Reporting System, and Learning Point Navigator.

Table 11. AIR URLs for Non-Testing Sites

<table>
<thead>
<tr>
<th>System</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portal and Secure Browser installation files</td>
<td><a href="https://oaksportal.org/secure-browsers.stml">https://oaksportal.org/secure-browsers.stml</a></td>
</tr>
<tr>
<td>Single Sign-On System</td>
<td><a href="https://oaks.sso.airast.org">https://oaks.sso.airast.org</a></td>
</tr>
<tr>
<td>Test Information Distribution Engine</td>
<td><a href="https://oaks.tide.airast.org">https://oaks.tide.airast.org</a></td>
</tr>
<tr>
<td>Online Reporting System</td>
<td><a href="https://oaks.reports.airast.org">https://oaks.reports.airast.org</a></td>
</tr>
</tbody>
</table>

URLs for Testing Sites

Testing sites provide test items as well as support services such as dictionaries and thesauruses.

TA and Student Testing Sites

Testing servers and satellites may be added or modified during the school year to ensure an optimal testing experience. As a result, AIR strongly encourages you to whitelist at the root level. This requires using a wildcard.

Table 12. AIR URLs for Testing Sites

<table>
<thead>
<tr>
<th>System</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>TA and Student Testing Sites</td>
<td>*.airast.org</td>
</tr>
<tr>
<td>Assessment Viewing Application</td>
<td>*.tds.airast.org</td>
</tr>
<tr>
<td></td>
<td>*.cloud1.tds.airast.org</td>
</tr>
<tr>
<td></td>
<td>*.cloud2.tds.airast.org</td>
</tr>
</tbody>
</table>
Online Dictionary and Thesaurus

Some online assessments contain an embedded dictionary and thesaurus provided by Merriam-Webster. The Merriam-Webster URLs listed in Table 12 should also be whitelisted to ensure that students can use them during testing.

Table 13. AIR URLs for Online Dictionaries and Thesauruses

<table>
<thead>
<tr>
<th>Domain Name</th>
<th>IP Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>media.merriam-webster.com</td>
<td>64.124.231.250</td>
</tr>
<tr>
<td><a href="http://www.dictionaryapi.com">www.dictionaryapi.com</a></td>
<td>64.124.231.250</td>
</tr>
</tbody>
</table>
## Appendix B. Technology Coordinator Checklist

This checklist can be printed out and referred to during review of networks and computers used for testing.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Estimated Time to Complete</th>
<th>Target Completion Date</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Verify that all of your school’s devices that will be used for online testing meet the operating system requirements.</td>
<td>5–10 hours</td>
<td>3–4 weeks before testing begins in your school</td>
<td>System Requirements</td>
</tr>
<tr>
<td>☐ Verify that your school’s network and Internet are properly configured for testing, conduct network diagnostics, and resolve any issues.</td>
<td>5–10 hours</td>
<td>3–4 weeks before testing begins in your school</td>
<td>Network Configuration and Testing</td>
</tr>
<tr>
<td>☐ Install the Secure Browser on all devices that will be used for testing.</td>
<td>5–10 hours</td>
<td>3–4 weeks before testing begins in your school</td>
<td>Secure Browser Installation Manual</td>
</tr>
<tr>
<td>☐ Install any required text-to-speech software on devices that will be used for testing and verify that installation.</td>
<td>5–10 hours</td>
<td>1–2 weeks before testing begins in your school</td>
<td>Text-to-Speech Requirements</td>
</tr>
<tr>
<td>☐ On Windows computers, disable Fast User Switching. If a student can access multiple user accounts on a single computer, you are encouraged to disable the Fast User Switching function.</td>
<td>5–10 hours</td>
<td>1–2 weeks before testing begins in your school</td>
<td>Disabling Fast User Switching</td>
</tr>
<tr>
<td>☐ On Mac computers, disable Spaces in Mission Control.</td>
<td>5–10 hours</td>
<td>1–2 weeks before testing begins in your school</td>
<td>Disabling Exposé or Spaces</td>
</tr>
<tr>
<td>☐ Install any required text-to-speech software on devices that will be used for testing and verify that installation.</td>
<td>5–10 hours</td>
<td>1–2 weeks before testing begins in your school</td>
<td>Using Automatic Assessment Configuration</td>
</tr>
<tr>
<td>☐ On iPads, ensure AAC is enabled.</td>
<td>5–10 hours</td>
<td>1–2 weeks before testing begins in your school</td>
<td>Using Automatic Assessment Configuration</td>
</tr>
</tbody>
</table>
Appendix C. Scheduling Online Testing

Number of Computers and Hours Required to Complete Online Tests

We recommend that schools arrange their computer resources to accommodate the number of students who will be testing at the same time for ease of test administration. The Sample Test Scheduling Worksheet below shows how to estimate the number of testing hours needed to administer one testing opportunity.

**Note:** This worksheet may need to be modified based on your network setup. You may want to work with your Test Administrator to adapt this worksheet as necessary so that you do not risk overloading your wired or wireless network.

**Sample Test Scheduling Worksheet**

For each school, enter the following for each online test:

<table>
<thead>
<tr>
<th>Number of computers available for testing at once:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of students who need to take the test:</td>
</tr>
<tr>
<td>Number of Test Administrators who need a computer:</td>
</tr>
<tr>
<td>Estimated number of hours needed per student to complete the test: (This estimate should include approximately 15 minutes for students to get set up and logged in as well as the average estimated time to complete the test.)</td>
</tr>
<tr>
<td>Number of hours that must be scheduled to administer the test: (students + TAs) x hours ÷ computers =</td>
</tr>
</tbody>
</table>

**Example:**

- School A has a total of 60 student computers available for testing at once.
- 120 students in grade 5 will need to take the Math assessment.
- Number of hours needed to administer test: 120 students x 1 hour per student ÷ 60 computers = 2 hours (plus 15 minutes for setup).
Appendix D. Supported Operating Systems for Student Testing

This section describes the supported operating systems for online testing. For optimal performance, AIR expects all systems to have the latest minor updates and patches installed. Major updates including new versions require review and testing.

**Warning: Support for New Major Versions of Supported Operating Systems**

New major versions of supported operating systems must be tested by AIR before they can be used for online testing. Do not upgrade to new major versions before support is officially announced. AIR also recommends you disable auto-updates to keep systems from upgrading automatically.

**Desktops and Laptops**

Table 13 lists the operating systems and hardware required for student testing. Online testing functions effectively with the minimum requirements listed. However, the recommended specifications provide improved performance.

Table 14. Supported Desktop Operating Systems

<table>
<thead>
<tr>
<th>Supported Operating Systems</th>
<th>Minimum Requirements&lt;sup&gt;b&lt;/sup&gt;</th>
<th>Recommended Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Windows</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 SP1 (Professional &amp; Enterprise)</td>
<td>1 GHZ Processor</td>
<td>1.4 GHZ Processor</td>
</tr>
<tr>
<td>8 (Professional &amp; Enterprise)</td>
<td>1 GB RAM (32-bit)</td>
<td>2 or more GB RAM</td>
</tr>
<tr>
<td>8.1 (Professional &amp; Enterprise)</td>
<td>2 GB RAM (64-bit)</td>
<td>16 or more GB hard drive space</td>
</tr>
<tr>
<td>10, 10 in S mode (Educational, Professional &amp; Enterprise) (Versions 1507-1803, 1809&lt;sup&gt;a&lt;/sup&gt;)</td>
<td>16 GB hard drive (32-bit)</td>
<td></td>
</tr>
<tr>
<td>Server 2008 R2, 2012 R2, 2016 R2 (thin client)</td>
<td>20 GB hard drive (64-bit)</td>
<td></td>
</tr>
<tr>
<td><strong>Mac</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10.8-10.14&lt;sup&gt;a&lt;/sup&gt;</td>
<td>1 GHZ Processor</td>
<td>1.4 GHZ Processor</td>
</tr>
<tr>
<td></td>
<td>1 GB RAM (32-bit)</td>
<td>2 or more GB RAM</td>
</tr>
<tr>
<td></td>
<td>2 GB RAM (64-bit)</td>
<td>16 or more GB hard drive space</td>
</tr>
<tr>
<td></td>
<td>16 GB hard drive (32-bit)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>20 GB hard drive (64-bit)</td>
<td></td>
</tr>
</tbody>
</table>

<sup>a</sup> Support for this version is anticipated upon the completion of testing following its release.

<sup>b</sup> ARM-powered devices such as the Raspberry Pi are not supported for online testing.
Tablets

Table 14 lists the supported tablets, operating systems, and related requirements. See the Technical Specifications Manual for Online Testing for information about configuring these devices for online testing.

Table 15. Supported Tablets and Operating Systems

<table>
<thead>
<tr>
<th>Supported Operating Systems</th>
<th>Supported Tablets</th>
</tr>
</thead>
<tbody>
<tr>
<td>iOS (iPads) 10.3, 11.4, 12a</td>
<td>4th Generation (Retina Display)</td>
</tr>
<tr>
<td></td>
<td>5th Generation (Retina Display)</td>
</tr>
<tr>
<td></td>
<td>6th Generation (Retina Display)</td>
</tr>
<tr>
<td></td>
<td>iPad Air</td>
</tr>
<tr>
<td></td>
<td>iPad Air 2</td>
</tr>
<tr>
<td></td>
<td>iPad Pro</td>
</tr>
<tr>
<td>Windows 8 (Professional &amp; Enterprise)</td>
<td>AIR supports any tablet running these versions of Windows, but has done extensive testing only on Surface Pro, Surface Pro 3, Asus Transformer, and Dell Venue.</td>
</tr>
<tr>
<td>Windows 8.1 (Professional &amp; Enterprise)</td>
<td></td>
</tr>
<tr>
<td>Windows 10 (Educational, Professional, &amp; Enterprise)</td>
<td></td>
</tr>
</tbody>
</table>

a Support for this version is anticipated upon the completion of testing following its release.

Chromebooks and Chromebases

Table 15 lists the supported operating systems for Chromebooks and Chromebases.

About Chrome OS and Automatic Updates

While AIR actively works to support new versions of the Chrome operating system as they come out, we recommend disabling automatic updates until new versions are listed as supported. Disabling automatic updates allows AIR to review changes and address any updates that pose a potential risk to student testing.

Automatic update settings are configured in Google’s admin console.

Table 16. Supported Chromebooks

<table>
<thead>
<tr>
<th>Supported Operating Systems</th>
<th>Supported Chromebooks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chrome OS 67+</td>
<td>AIR will support any device that Google actively supports for auto-update. AIR will not support any device that Google does not support for auto-update. Information on Google's auto-update policy, including currently supported devices, can be found at <a href="https://support.google.com/edu/android/answer/6220366">https://support.google.com/edu/android/answer/6220366</a>.</td>
</tr>
</tbody>
</table>
**Supported Operating Systems**

<table>
<thead>
<tr>
<th>Supported Chromebooks</th>
</tr>
</thead>
</table>

**Chromebooks Manufactured in 2017 or later**

Due to recent changes by Google, users with Chromebooks manufactured in 2017 or later who do not have an Enterprise or Education license **will not** be able to use those machines for assessments. Google no longer allows users without these licenses to set up kiosk mode, which is necessary to run the AIR Secure Browser.

This change restricting kiosk mode does not affect the Chrome operating system. You can still use any version of Chrome OS on hardware manufactured in 2016 or earlier.

**Warning: Chrome OS Tablet Mode Not Supported**

Chrome OS includes a feature called tablet mode, which offers a touchscreen environment for supported Chromebooks. AIR does not support the use of tablet mode for testing but does support touchscreen features on Chromebooks when available.

### Thin Clients: NComputing and Terminal Servers for Windows

**NComputing**

*Table 16* lists the supported hardware and software for NComputing solutions.

<table>
<thead>
<tr>
<th>Supported Server Host</th>
<th>Supported Server Software</th>
<th>Supported Terminal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Server 2008 R2</td>
<td>vSpace Server 8.4</td>
<td>L300, firmware version 1.12.xx</td>
</tr>
<tr>
<td>Windows Server 2012 R2</td>
<td>vSpace PRO 10</td>
<td>L300, L350, M300, firmware version 1.13.xx</td>
</tr>
<tr>
<td>Windows Server 2016 R2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows 10</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Terminal Servers**

*Table 17* lists the supported terminal servers for use with a thin client machine.

<table>
<thead>
<tr>
<th>Supported Terminal Servers</th>
<th>Supported Thin Client</th>
</tr>
</thead>
</table>

**Warning: Security Issues with Terminal Services or Remote Desktop Connections to Servers**

Using a terminal services or remote desktop connection to access a Windows Server or workstation that has the secure browser installed is typically not a secure test environment.
Appendix E. Requirements for Peripheral Equipment

This section describes the requirements for peripheral equipment: monitors, screens, keyboards, and headphones.

Monitors and Screen Display Requirements

All supported computers, laptops, netbooks, and tablets must meet the following requirements.

Screen Dimensions

Screen dimensions must be 10" or larger (iPads with a 9.7" display are included). This means the following devices are not supported:

- Apple iPad Mini
- Netbooks with screen dimensions smaller than 10"

Screen Resolution

All devices must meet the following minimum resolution. Larger resolutions can be applied as appropriate for the monitor or screen being used.

- Desktops, laptops, and tablets: 1024 × 768
- Netbooks: 1024 × 600

Depending on the screen size, students may need to use vertical or horizontal scroll bars to view all test-related information. Students may also use the Zoom tool in the online test to enlarge the content on the screen.

Keyboards

External keyboards are strongly recommended for tablets used for testing, and some states require external keyboards for such devices. Students may use wired mechanical or manual keyboards. Wireless or Bluetooth keyboards are not supported. Some external keyboards have additional “shortcut” buttons that can create security issues. These buttons may allow students to open another application or the tablet’s default on-screen keyboard. AIR strongly cautions against using keyboards that have these shortcut buttons.

Mice

Mice on mobile devices are not supported. Wired two- or three-buttoned mice that are compatible with the operating system on desktops and laptops are supported. No other mice
should be used, especially mice equipped with a “browser back” button that could potentially kick users out of a test

**Headsets and Headphones**

Students may need headphones to listen to audio in online assessments, and may use headsets to record answers to tests. Below are some scenarios that require headphones or headsets.

- Students with the text-to-speech accommodation can use headphones to listen to stimuli or to test items being read aloud.

- Students with the enhanced accessibility accommodation can use headphones along with Job Access with Speech (JAWS®) or other screen reading software to complete online tests.

- Each NComputing terminal must have a USB headphone or headset when used for tests that require students to record or listen to audio.

- Students participating in ELPA21 must have a headset (with a microphone) to record responses to speaking items.

Test Coordinators should determine how many students will need headphones to ensure that there are enough available at the time of a test.

Table 18 lists the supported headphones and headsets.

### Table 19. Supported Headphones and Headsets

<table>
<thead>
<tr>
<th>Model</th>
<th>Connector</th>
<th>Microphone Included</th>
<th>Hardware</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logitech 390</td>
<td>USB (wired)</td>
<td>Yes</td>
<td>All supported desktops, laptops, and Chromebases with USB port.</td>
</tr>
<tr>
<td>Panasonic RP-HT21</td>
<td>XBS</td>
<td>No</td>
<td>All supported desktops, laptops, and Chromebases with XBS port.</td>
</tr>
<tr>
<td>Logitech analog</td>
<td>3.5 mm</td>
<td>No</td>
<td>iOS with 3.5 mm port.</td>
</tr>
<tr>
<td>Plantronics 326</td>
<td>3.5 mm*</td>
<td>Yes</td>
<td>All supported desktops, laptops, and Chromebases with 3.5 mm port—except NComputing terminals.</td>
</tr>
<tr>
<td>Sennheiser PC 151</td>
<td>3.5 mm*</td>
<td>Yes</td>
<td>All supported desktops, laptops, and Chromebases with 3.5 mm port—except NComputing terminals.</td>
</tr>
<tr>
<td>Plantronics 355</td>
<td>3.5 mm*</td>
<td>Yes</td>
<td>All supported desktops, laptops, and Chromebases with 3.5 mm port—except NComputing terminals.</td>
</tr>
<tr>
<td>Model</td>
<td>Connector</td>
<td>Microphone Included</td>
<td>Hardware</td>
</tr>
<tr>
<td>---------------------</td>
<td>-----------</td>
<td>---------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Generic headphones</td>
<td>3.5 mm</td>
<td>No</td>
<td>All supported desktops, laptops, and Chromebooks with 3.5 mm port—except NComputing terminals.</td>
</tr>
<tr>
<td>Generic headphones</td>
<td>USB (wired)</td>
<td>No</td>
<td>All supported desktops, laptops, and Chromebooks with USB port.</td>
</tr>
</tbody>
</table>

*These models have two connectors, one each for headphone and microphone. They require a 3.5 mm headphone splitter when used with a computer having a single speaker-microphone port.*
Appendix F. User Support

If this document does not answer your questions, please contact the Oregon Statewide Assessment System Help Desk.

The Help Desk will be open Monday-Friday from 7:00 a.m. to 5:00 p.m. Pacific Time (except holidays).

If you contact the Help Desk, you will be asked to provide as much detail as possible about the issues you encountered.

Include the following information:

- Test Administrator name and IT/network contact person and contact information
- SSIDs of affected students
- Results ID for the affected student tests
- Operating system and browser version information
- Any error messages and codes that appeared, if applicable
- Information about your network configuration:
  - Secure Browser installation (to individual machines or network)
  - Wired or wireless Internet network setup

Oregon Statewide Assessment System Help Desk

Toll-Free Phone Support: 1-866-509-6257

Email Support: osashelpdesk@air.org

Chat Support: https://oaksportal.org/chat.stml
## Appendix G. Change Log

<table>
<thead>
<tr>
<th>Change</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Added sub section &quot;Disabling Automatic Volume Reduction&quot; under &quot;Configuring Windows for Online Testing&quot; in Section III (pg. 24-25).</td>
<td>7/23/18</td>
</tr>
<tr>
<td>Updated Help Desk email address and chat support URL in “Appendix F. User Support” (pg. 64).</td>
<td>7/23/18</td>
</tr>
<tr>
<td>Removed &quot;Certificate Revocation List&quot; subheading under &quot;Configuring for Certificate Revocations&quot; in Section I (pg. 7).</td>
<td>8/2/18</td>
</tr>
<tr>
<td>Revised steps under &quot;Online Certificate Status Protocol&quot; subheading under &quot;Configuring for Certificate Revocations&quot; in Section I (pg. 7).</td>
<td>8/2/18</td>
</tr>
<tr>
<td>Added &quot;Disabling Siri on iOS&quot; topic under &quot;Configuring iOS&quot; in Section III (pg. 45).</td>
<td>8/2/18</td>
</tr>
<tr>
<td>Added new section, &quot;Section V. Speech-to-Text&quot; (pg. 56).</td>
<td>8/2/18</td>
</tr>
</tbody>
</table>