




## Online Testing FAQ's

### EXAMS

#### A. I have a student who is not on my list, but needs to take the test. How can I get him or her a login key?

1. Login to *DataDirector*.
2. Click on the **Exams** tab.
3. Locate the title of the exam and click on it.
4. At the bottom of the screen, click the  next to **Online Exam has been configured**.
5. In the left navigation bar, click, **Add Unrostered Student**.
6. Type the student's name in the box provided and click, **Save**.
7. In the left navigation bar click, **Manage Students and Keys**.
8. Locate the new student toward the top of the student list and give the student his or her newly generated test key.
9. Once the student has been rostered in *DataDirector*, return to the exam and click the  next to **Online Exam has been configured**.
10. In the left navigation bar click, **Manage Students and Keys**.
11. Locate the student's new record (usually toward the top of the student list) and click the  to the left of the student's name.
12. Enter the student's ID number twice in the fields provided and click **Save**. You can identify the student's ID number by going into the **Students** tab and finding the student, then clicking on the student's name. The ID number is at the top right of the pop-up window.

#### B. There is a student who clicked all the way through the test and exited before answering all the questions. How do I get that student back in the system to re-take the test?

1. Note the student's name and the ID number of the test.
2. Log into *DataDirector*.
3. Click the **Exams** tab. Select the appropriate exam.
4. Click **Online Exam Settings** on the left hand navigation.
5. Click **Manage Students and Keys** in the left hand navigation.
6. Use the filters to locate the student that needs to retake the online exam. Click **Submit**.
7. Place a checkmark in the box next to the student who needs to retake the exam.
8. Use the dropdown menu to select **Retake Exam**.
9. Click **Save**.
10. A warning message will appear. Click **Yes** to continue or **Cancel** to return to the **Manage Student Keys** page.
11. Notice that the login start time and completion time have been removed. A new test key has also been generated. All student results have been removed from *DataDirector*.
12. The student may now login with their new test key and retake the online exam.


**C. A student answered many of the questions on the test, then somehow logged out. How do I get the student back in and catch them up?**

1. Note the student's name and the ID number of the test.
2. Login to DataDirector, click on the **Exams** tab, and locate the test. Click on the blue title of the test.
3. In the left navigation bar, click **Student Responses**.
4. Note down the student's current responses, as these will need to be re-entered when the student logs in again.
5. Follow Steps 3-12 in section B of this document.
6. When the student logs in, use the noted responses to pre-fill those questions that were already answered.
- 7.

**D. A gray box comes up for the student that says something about an internet connection disruption. What does the student do?**


1. Have the student click **OK** to get back to where he or she was on the test.
2. If the student clicks **Cancel**, have the student log into the test again, and the test will pick up right where the student left off

**E. My students cannot log in. Once they enter their test key, they get a message that states, "This key has not been permitted access at this time".**

1. Login to *DataDirector*.
2. Click on the **Exams** tab.
3. Locate the title of the exam and click on it.
4. At the bottom of the screen, click the  for **Online Exam has been configured**.
5. In the left navigation bar click, **Manage Students and Keys**.
6. Check the login time for the students. Has the time expired?
7. To update the login time, check the boxes to the left of the student names. To select all students at once, click **All** at the top of the list.
8. Change the login window start time to an appropriate time for the test.
9. Change the Duration to an appropriate length of time it will take students to log in (in minutes). If some students have already completed the test, you will not be able to change the duration.
10. Click **Save**.
11. Have the students try to login again.

**F. My students cannot log in. Once they enter their test key, they get a message that states "Your test key is invalid. Please try again or seek help from an administrator".**


1. Login to *DataDirector*.
2. Click on the **Exams** tab.
3. Locate the title of the exam and click on it.

4. At the bottom of the screen, click the  for **Online Exam has been configured**.
5. In the left navigation bar click, **Manage Students and Keys**.
6. Spot-check the test keys with the ones the students have. Are they the same?
7. If not, click on the green Excel icon to download the accurate keys in Excel. Enlarge the test keys and hand them out to the students.

***G. My students have to scroll A LOT to see the items (including to the right and left).***

1. Minimize the internet screen by clicking the minimize button in the top right corner of the internet screen.
2. Right-click on the desktop, and select **Properties**.
3. Click on the **Settings** tab.
4. Under **Screen Resolution** check the settings. Check to make sure the settings are at least 1024 x 768 pixels. If necessary, change the settings and click **Apply**.
5. Pull up the test to the main screen again by selecting it in the bottom bar

***H. I cannot locate the student key that I printed up. How can I get it again?***

1. Login to *DataDirector*.
2. Click on the **Exams** tab.
3. Locate the title of the exam and click on it.
4. At the bottom of the screen, click the  for **Online Exam has been configured**.
5. In the left navigation bar click, **Manage Students and Keys**.
6. Click on the Excel icon at the top of the student list to re-export and print a new list of students and test keys.

***I. I want my students to see the maximum space on their screens. (Windows Operating System)***

1. Open up the testing screen and have students log in.
2. Ask students to click the F11 button.

***J. I am a site administrator for the test, and when I click Manage Students and Keys in an exam, I see students who are not at my school entered by other site administrators who are not at my school.***

1. Since you have access to all students at your school, *DataDirector* also gives you access to see test keys for students who *might* be at your school- unrostered students hand-entered by any user in the district. These will be managed by the user who created them. Ignore these records. After generating the Excel spreadsheet for the test keys, delete them.

*Remember - when a student clicks the **Review** button at the top of the page, the **Next** button turns into **Exit Section**. If the student clicks that button, he is she will be logged out and unable to return to the test. Go through Questions B or C (according to the situation) to bring the student back into the test. The student must click **Exit Section** to return results to *DataDirector*.*