

With the beginning of M-STEP and MI-Access testing for grades 3-8 and HS this week, the call centers have been experiencing high call volumes. We apologize for any delays you may have experienced in getting assistance. And are working with vendors to receive support as quickly as possible.

There are many resource documents and training videos that can be found to assist you with M-STEP and MI-Access testing on eDIRECT at <https://mi.drctedirect.com/> and also on the M-STEP web page at [www.michigan.gov/mstep](http://www.michigan.gov/mstep).

If you are a proctor or administrator of the tests, please contact your building M-STEP or MI-Access coordinator with questions or need for assistance. If you are a building coordinator, we ask that you contact your district administrator with questions. District coordinators should contact their local support with any technical questions or concerns and contact our call centers at 877-560-8378 with all other questions.

**Option 1** – Should only be selected for known or suspected cheating or unethical testing practices by a school or school staff on any state assessment. This does not refer to individual students that may have displayed a prohibitive behavior, see the Test Administration Manual for assistance.

**Option 2** - Questions directly linked to the use of eDIRECT, INSIGHT, TSM, or the online assessment tools.

- This would include eDIRECT password resets.
- How to set up accommodations and student supports in eDIRECT (please refer to the training videos available at <https://mi.drctedirect.com/>)
  - This does NOT include which accommodations and supports are available and what group of students it applies to. (please refer to the Student Supports and Accommodations information at Michigan.gov/mstep)
- Technology issues with eDIRECT, INSIGHT or TSM
- Use of INSIGHT tools for student supports and accommodations
- Questions about student test tickets

**Option 3** – Questions regarding the test administration rules and policies for both paper/pencil and online M-STEP and MI-Access testing and support with the Secure Site.

Below is information regarding some of the more frequent calls that you can refer to that may assist you in locating a solution to your problem or questions.

### **eDIRECT Support Materials and Information**

Documents and training videos to assist you with managing test sessions, printing test tickets, and adding accommodations in eDIRECT can be found on the eDIRECT web site at <https://mi.drctedirect.com/> under the Documents section found on the left hand side of the screen. This information does not require a log in.

### **Obtaining Access to eDIRECT**

Instructions on how to obtain access to eDIRECT can be found at [www.michigan.gov/secsitesettraining](http://www.michigan.gov/secsitesettraining) under the Quick Reference section.

1. You must have a MEIS account. If you do not have a MEIS account you can create one at <https://cepi.state.mi.us/MEIS/Login.aspx>. You can also find your MEIS login and reset your password from this web page.
2. Your email address in MEIS **MUST** be current. You can go to <https://cepi.state.mi.us/MEIS/Login.aspx> to verify your email address is current.
  - If you change your email address, you must log into the Secure Site so that it is updated in the Secure Site. You do not need to do anything except log in to the Secure Site to update it.
  - You will receive an email from Data Recognition Corporation (DRC) within 48 business hours with your eDIRECT login and password. This is different than the Secure Site login and password.
3. Current and additional District Administrator and School Administrator level users were and will automatically be given access to eDIRECT. The user will receive an email from DRC with a login and password for eDIRECT within 48 business hours of being set up in the Secure Site. This is different than the Secure Site login and password.
4. If you are a district or school administrator level user of the Secure Site, you can find instructions on how to create roles in the Secure Site for users to get access to eDIRECT using the “Assigning Roles for eDIRECT in Secure Site” document found at [www.michigan.gov/securesitetraining](http://www.michigan.gov/securesitetraining).
5. If you are not a district or school administrator level user of the Secure Site and would like to request access, you can find the instructions on how to do this on page 4 of the “Assigning Roles for eDIRECT in Secure Site” document found at [www.michigan.gov/securesitetraining](http://www.michigan.gov/securesitetraining).
6. Only users that will be printing test tickets, managing test sessions, setting up accommodations and downloading the TSM or INSIGHT software will need access to eDIRECT.

### **Student Missing in eDIRECT**

Students are pre-identified in the Secure Site at <https://baa.state.mi.us/BAASecure/Login.aspx> for M-STEP and MI-Access for both online and paper/pencil testing. Students that are identified for online testing will be transferred into eDIRECT each day at 6:00am and 11:30 am. So if a student is pre-identified on the Secure Site after 11:30 am, the student will not be in eDIRECT until the following day.

If a student is missing from eDIRECT and was pre-identified by 11:30 am, please check the following:

1. Go to the Pre-ID Student Report on the Secure Site at <https://baa.state.mi.us/BAASecure/Login.aspx> and select either the MI-Access or M-STEP from the test cycle menu along with the ISD, District and School.
  - Use the filter above the Student’s Name column to filter and look for an individual student.
  - Verify the student is listed, this will indicate the student is pre-identified for testing.
    - If the student is not listed on the Pre-ID Student Report, the student has not been pre-identified for testing.
    - Pre-identify the student to the MI-Access or M-STEP through the Student Search function. Pre-ID instructions can be found at [www.michigan.gov/securesitetraining](http://www.michigan.gov/securesitetraining) if needed.

- If the student is newly pre-identified and marked online, the student will be transferred to eDIRECT based on the times listed above.
  - Verify the student is identified for online testing. An ON will be indicated for each of the content area(s) under the individual Content Area columns.
    - If a content area (s) is not identified as online (ON) for a student, then click on the Student's name from the Pre-ID Student Report and then click on the assessment link under the Assessments Scheduled section and scroll about half way down to see the content areas assigned. Place a check mark in the Online Testing column for each of the appropriate content areas, click Save at the bottom right.
    - If the student is newly selected for online testing, the student will be transferred to eDIRECT based on the times listed above.
2. If all of the above checks out;
- Email [baa@michigan.gov](mailto:baa@michigan.gov) with the ISD, District and School name and the UIC number of the student(s). Do not send student names with the UIC numbers.
  - To ensure quicker processing, put "Missing Students from eDIRECT" in the subject line.

### **Accommodations and Student Supports**

If you have questions about accommodations or supports allowed for students for MI-Access or M-STEP, you can find the Student Supports and Accommodations Table and the Accommodations Manual at [www.michigan.gov/mstep](http://www.michigan.gov/mstep).

Instructions on how to set up accommodations and supports for students in eDIRECT can be found eDIRECT located at <https://mi.drcedirect.com/> under the Documents section found on the left hand side of the screen without logging in.

### **Locked Test**

Please see the updated M-STEP Resume Testing Policy Update on the M-STEP web page at [www.michigan.gov/mstep](http://www.michigan.gov/mstep) under the What's New section.

### **Password Resets**

For a password reset for the Secure Site, you can use the "Reset MEIS Password" link on the login page of the Secure Site at <https://baa.state.mi.us/BAASecure/Login.aspx>.

For a password reset for eDIRECT, you must email [misupport@datarecognitioncorp.com](mailto:misupport@datarecognitioncorp.com) or phone them at 877-560-8378 and press option 2.