Technical support

If technical issues arise and/or if an error message displays during the assessment, contact your child's teacher, the school's technology staff and/or the school office for technical support. Do not attempt to contact DRC customer service directly for support. Any issue related to your home's technology configurations must first be relayed to your child's school and they will contact DRC if necessary.

Installing Google's Chrome Browser

Google's Chrome browser is required for remote testing. If the Google Chrome browser is not installed, follow the step-by-step instructions for downloading and installing the current version of the Chrome browser at www.google.com/chrome.

Preparing for the Assessment

Prior to the assessment, read through these instructions and become familiar with what to expect on test day. Use the Online Tools Training (OTT) to practice taking the assessment. If you have any questions, contact your child's teacher.

Online Tools Training – Tutorial

1. Using the Google Chrome browser, have your child go to the OTT portal (https://wbte.drcedirect.com/MI/portals/mi/).
2. Your child will see the **Landing Page**. Click on **Online Tools Training** for Early Literacy and Mathematics Benchmark Assessments.
3. Click on the content area and select the grade level of the test you would like to practice.
4. Enter the login credentials shown on the **Login Page.**

Assessment Security

You should remind your child that the assessment content must remain secure at all times. None of the materials from the online assessment may be copied, photographed or recorded in any manner.

Test Administration

Preparing for the Assessment

Your child should have received information from their teacher with details, including a date and time of the assessment.

You must be present during testing to assist with any technology setup and issues.

If possible, select a location that provides privacy, is quiet and offers no distractions including music, TV or background noise.

During the Assessment Your Child Should be Permitted to:

- Use scratch paper.
- Highlight and make notes or comments using the features available in the online tools.

During the Assessment Your Child Should Not be Permitted to:

- Use smart phones, cell phones, hand-held computers, personal computers, personal data assistants (PDAs), dictionaries, a thesaurus, spell-checking or grammar-checkers when responding to any part of the assessment.

During the Assessment You Can:

- Help if there are difficulties with the testing device.
- Assist with any issues logging into the assessment.

- Answer questions or provide clarification about test directions.

- Help your child understand how to mark answers and how to complete the assessment.

- Encourage your child to try their best even if they think a question is too difficult.

During the Assessment You Can Not:

- Give information that provides clues concerning assessment questions or answer options.

- Read the assessment questions or answer choices aloud.

Starting the Assessment

When instructed by your child's teacher, you should use these steps to take your assessment.

1. Assist your child to log in to the web conferencing session provided by your child's teacher.

2. Once in the web meeting, your child will be invited to a private meeting with the Test Administrator where they will be provided the username and password for the assessment and be asked to click a URL link that will start the assessment.

3. Confirm your child is seeing the assessment login window in the Google Chrome browser.

4. When directed by the Test Administrator, your child should enter the login username and password from the test ticket provided. Username and password are not case sensitive. Then, follow the on-screen instructions to complete the tests.

Tips for the Assessment

- Use only the DRC INSIGHT navigation buttons.

- If your child sees the message box with the title "Connection Retry is in Process," it means their testing device has lost its network connection. The DRC INSIGHT application will continue to try to reconnect for up to 5 minutes, or until either the device successfully reconnects to the network or your child clicks the **Exit the Test** button.

  Note: If this or any other interruption occurs, all your child's work and prior responses up to that point have been recorded and saved.

Pausing the Assessment

If your child needs a short break during the assessment (such as a bathroom break), notify the Test Administrator for instructions prior to clicking on the Pause button. A countdown appears on the screen indicating the time left before the system automatically exits the assessment.

Your child can sign back in to finish the assessment using the original login credentials provided by their teacher. Your child will resume where they paused the assessment and all of their prior responses will have been recorded and saved.

Exiting the Assessment

If your child starts an assessment but needs to complete it at another time, notify the Test Administrator for instructions prior to clicking on the Pause button, then clicking Exit. Your child will resume where they were when they exited the assessment and all their prior responses will have been recorded and saved.

Submitting the Test

When your child is finished with the assessment, make sure they click End Test and Submit to end the assessment.