Guidance on eMPowerME Network Error Messages

3/17/2016

Additional Guidance on eMPowerME Client Error Messages and Moving a Student to a Different Device

The eMPowerME Client has several features designed to identify network problems prior to, and during a Computer-Based Test (CBT), and protect the student's responses if hardware or network problems occur during a CBT. These features include error messages that alert the user when network problems occur while preparing to take a test; indicators that identify network interruptions during an ongoing test, protected local back-up storage of test responses during an ongoing test, and mechanisms that automatically transmit locally stored back-up responses when connectivity is restored.

Prior to administering CBTs, all sites are encouraged to run a Workstation Readiness Test (WSR). The WSR can help identify an improperly configured or unsupported workstation prior to testing.

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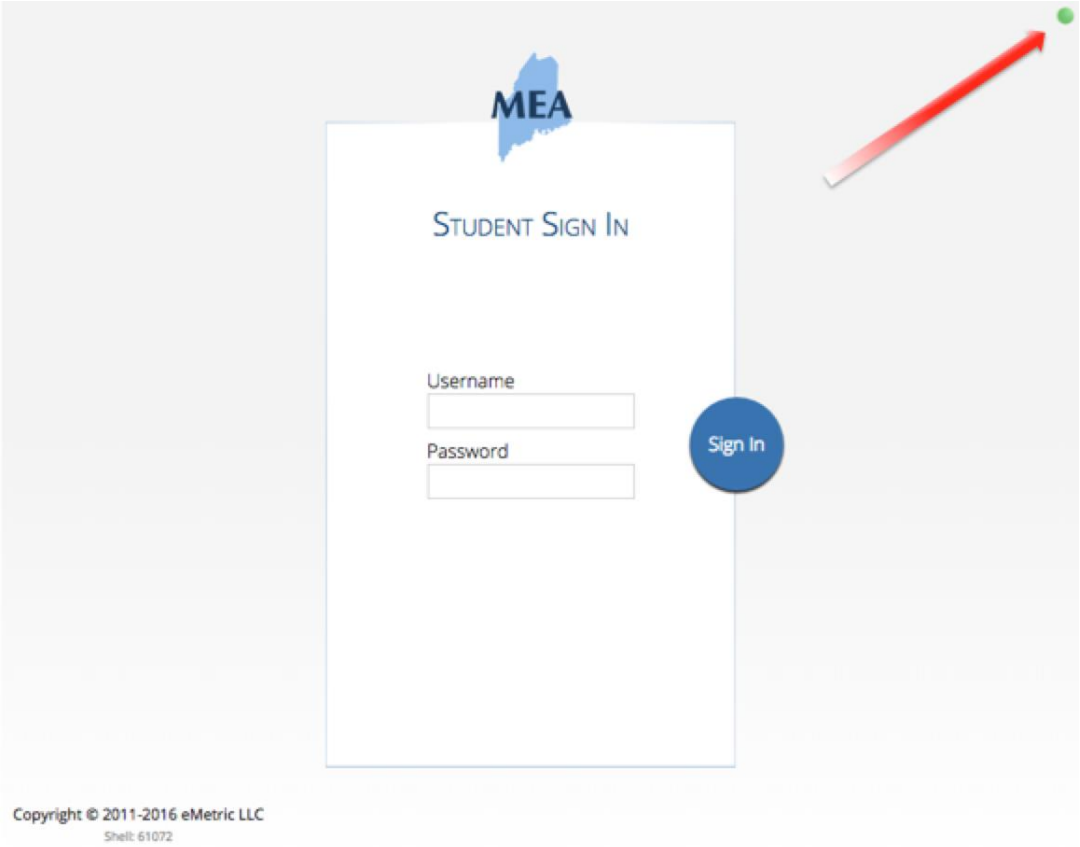
1 General Guidance

- Students should always be advised to notify their test administrator if they receive a warning prompt or suspect irregular activity.
- If a student experiences problems during a test, follow the procedures outlined in this document. As a general rule, ***the student can continue testing on their current workstation, their responses will be saved to a local folder configured when the eMPowerME client kiosk was initially installed by your District Assessment Coordinator***

(DAC), IT Coordinator (ITC) or School Test Coordinator (STC) and will be sent to the testing vendor servers when the internet connection has been re-stablished. Restarting a workstation or moving a student to another workstation ***should not*** be the first measure taken to correct the problem, as this may result in scoring errors.

- If troubleshooting steps in this guide do not resolve the issue or you believe student responses were not sent to the server, contact the Measured Progress Service Desk at 855-652-8929 or maineservicecenter@measuredprogress.org for further assistance.
- If student workstations need to be authenticated when joining the wireless network, it may be difficult to see the wireless authentication prompts when the eMPowerME client is open because the client will suppress them into the background.
- The eMPowerME client has an internet connection indicator at the top right corner of the screen that is visible at all times. If the indicator is green, the client has an internet connection; if the indicator is gray, the client does NOT detect an internet connection. In case of any concerns related to connectivity, please check the status of the connectivity indicator.



2 WSR

The Workstation Readiness (WSR) Test should be completed after the client is installed and is the best way to prevent potential problems with the workstation before testing begins. If you are experiencing network connectivity problems and the workstations you are using have not completed a WSR, stop

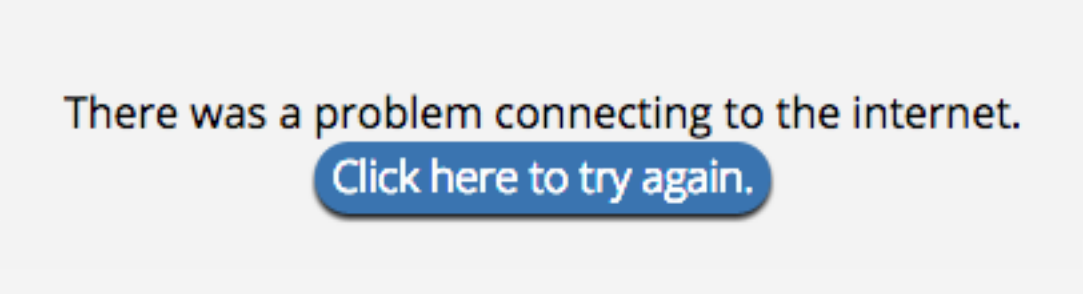
testing and have your DAC, ITC or STC complete a WSR on those workstations. See the *Client Installation Guide* located at https://maine.onlinehelp.measuredprogress.org/guides/ for more information on the WSR Test.

3 Loss of Internet Connection Prior to Beginning a Test Session

A network connection may be lost prior to beginning a test when the student attempts to open the eMPowerME client, the student attempts to log into the eMPowerME client, or the student selects a test or test session to download. For more information and next steps see 3.1, 3.2, 3.3 and 3.4 below.

3.1 "No internet connection found."

I attempted to open the eMPowerME client and received the following message:



Q: What happened and why did I receive this message?

A: There is not a connection to the internet. The eMPowerME client detected no internet connectivity and will not open until a connection to the internet is established.

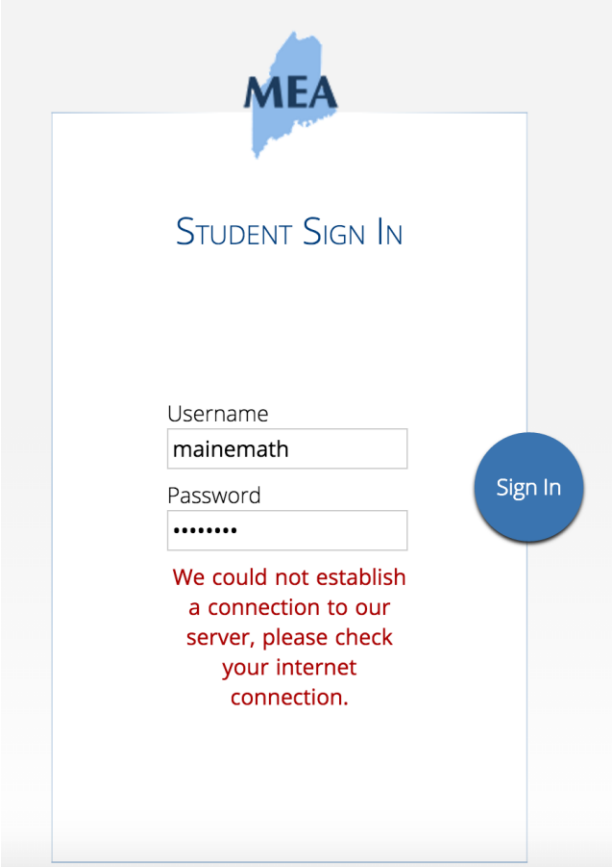
Q: What do I do next?

A: Follow steps 1–4 below:

1. Establish a connection to the internet.
2. Select **Try again**.
3. If you selected **Exit** prior to establishing an internet connection in Step 1, relaunch the eMPowerME client.
4. Check the connectivity indicator in the top right corner of the eMPowerME client login screen.
   a. If the connectivity indicator is green the client is connected to the internet and the student can log in and begin testing.
   b. If the connectivity indicator is gray check the internet connection.
   c. If the connectivity indicator is still gray and you are sure the internet is connected, move the student to a different workstation, launch the eMPowerME client on the new workstation and verify the connectivity indicator is green.

3.2 "We could not establish a connection to our server, please check your internet connection."

*My student entered their username and password, clicked **Sign In**, and a message appeared in red text on the login screen:*



Q: What happened and why did my student receive this message?

A: Internet connectivity was lost after the student entered their username and password. The eMPowerME client detected the loss of internet connectivity and will not allow the student to login until internet connectivity is reestablished.

Q: What do I do next?

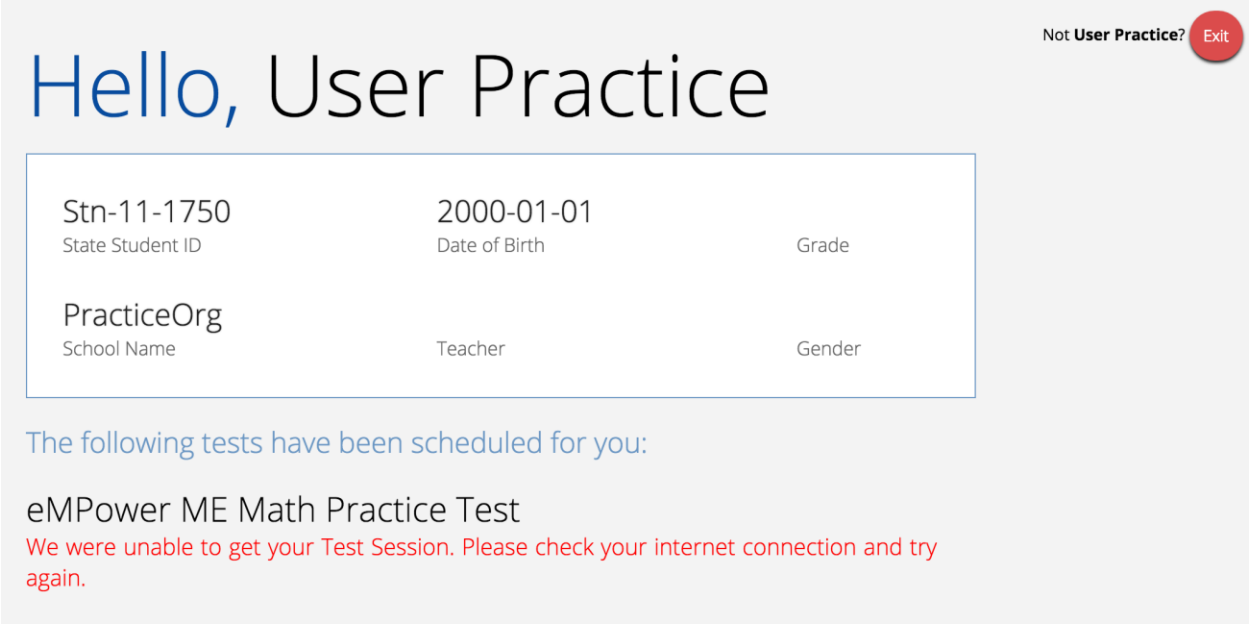
A: Follow steps 1–4 below:

1. Close the eMPowerME client.
2. Reestablish a connection to the internet.
3. Relaunch the eMPowerME client.
4. Check the connectivity indicator in the top right corner of the eMPowerME client login screen.
    a. If the connectivity indicator is green the client is connected to the internet and the student can log in and begin testing.
    b. If the connectivity indicator is gray check the internet connection again.

c. If the connectivity indicator is still gray and you are sure the internet is connected, move the student to a different workstation, launch the client on the new workstation and verify the connectivity indicator is green.

3.3 "We were unable to get your Test Session. Check your internet connection and try again."

My student logged in, selected a test session, and a message appeared in red text on the demographics review/test session selector screen:



Q: What happened and why did my student receive this message?

A: Internet connectivity was lost after the student logged in. The eMPowerME client detected the loss of internet connectivity and will not load the test sessions until a connection to the internet is reestablished.

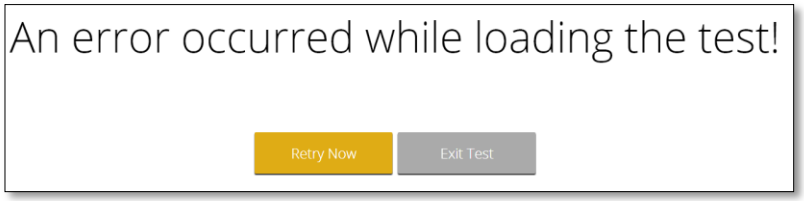
Q: What do I do next?

A: Follow steps 1–4 below:

1. Close the eMPowerME client.
2. Reestablish a connection to the internet.
3. Relaunch the eMPowerME client.
4. Check the connectivity indicator in the top right corner of the eMPowerME client login screen.
   a. If the connectivity indicator is green the client is connected to the internet and the student can log in and begin testing.
   b. If the connectivity indicator is gray check the internet connection again.
   c. If the connectivity indicator is still gray and you are sure the internet is connected, move the student to a different workstation, launch the client on the new workstation and verify the connectivity indicator is green.

3.4 “An error occurred while loading the test!”

*My student logged in, selected a test session, clicked **Continue** from the Directions screen, and a pop-up message appeared:*



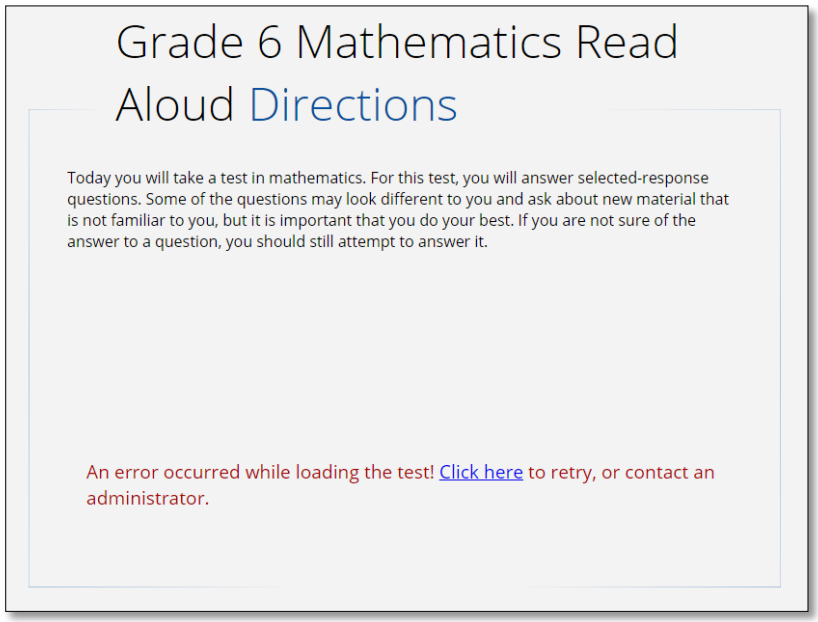
Q: What happened and why did my student receive this message?

A: Internet connectivity was lost before the test session completely loaded. The eMPowerME client detected the loss of internet connectivity and will not load the test session until a connection to the internet is reestablished.

Q: What do I do next?

A: Follow steps 1–5 below:

1. Select **Retry Now**:
   a. If internet connectivity is established then the student will be directed to the test session.
   b. If internet connectivity could not be established then the student will be redirected to the Directions page. A message will appear in red text on the Directions page:



c. Select Click here to retry to load the test. If internet connectivity is established then the student will be directed to the test session. If internet connectivity could not be established the student will be redirected to the Directions page.
d. Select Click here and proceed to step 2.

2. Select **Exit Test** to close the eMPowerME client.
3. Reestablish a connection to the internet.
4. Relaunch the eMPowerME client.
5. Check the connectivity indicator in the top right corner of the eMPowerME client login screen.
    a. If the connectivity indicator is green the client is connected to the internet and the student can log in and begin testing.
    b. If the connectivity indicator is gray check the internet connection.
    c. If the connectivity indicator is still gray and you are sure the internet is connected, move the student to a different workstation, launch the client on the new workstation and verify the connectivity indicator is green.

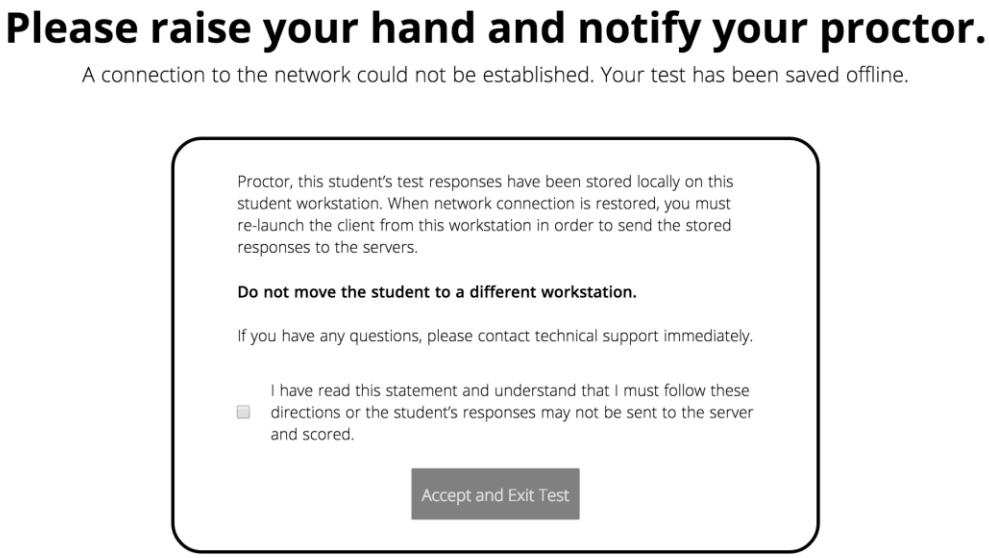
4 Loss of Internet Connection After the Student Starts a Test

If the student or the test administrator notice the internet connection indicator is gray indicating loss of internet connection, the student can continue testing. The student's responses will be saved to the local folder configured when the eMPowerME client kiosk was initially installed. Student responses will be sent to the testing vendor servers when the internet connection has been re-stablished. If the internet connection has not been re-stablished upon completion of the test the student will get an error message stating "Please raise your hand and notify your proctor.", see 4.1 below for further guidance.

- Restarting a workstation or moving a student to another workstation ***should not*** be the first measure taken to correct the problem, as this may result in scoring errors.

4.1 "Please raise your hand and notify your proctor."

My student got to the end of the test session, clicked Turn in test and received the message:



Q: What happened and why did my student receive this message?

A: Internet connectivity was lost after the student began testing and was not restored by the time the student completed the test. The student completed the test session and clicked "Turn in Test". The student's responses will be saved to the local folder configured when the eMPowerME client kiosk was initially installed.

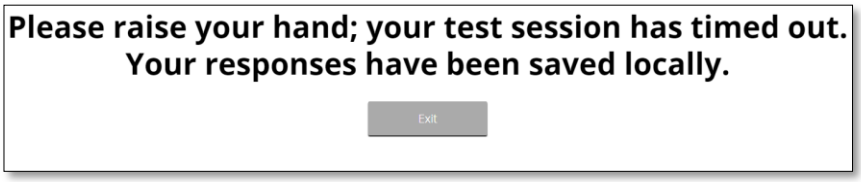
Q: What do I do next?

A: Follow steps 1–6 below:

1. Read the instructions in the message.
2. Select the checkbox to acknowledge that you have read and understand the instructions.
3. Select **Accept and Exit Test**.
4. Reestablish a connection to the internet.
5. Relaunch the eMPowerME Client.
6. Student responses will be automatically sent as soon as the eMPowerME client is relaunched and the eMPowerME Client is available for another student's test.

4.2 "Please raise your hand; your test session has timed out. Your responses have been saved locally."

My student was testing and received this message:



Q: What happened and why did my student receive this message?

A: Internet connectivity was lost after the student began testing; the eMPowerME client was idle for more than 60 minutes and the test session timed out.

Q: What do I do next?

A: Follow steps 1–6 below:

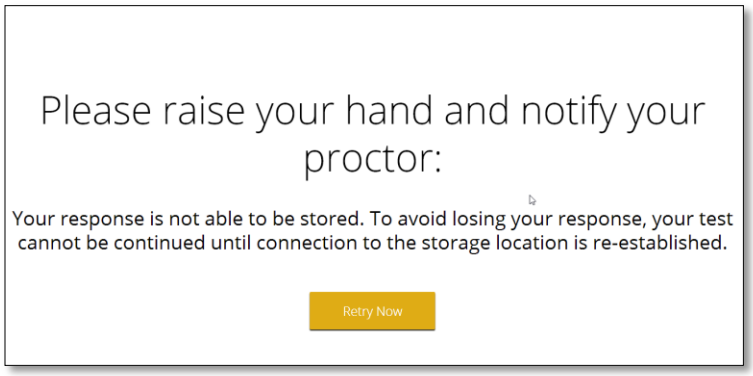
1. Close the eMPowerME client.
2. Reestablish a connection to the internet.
3. Relaunch the eMPowerME client.
4. Student responses will be sent when the login screen appears on the eMPowerME client.
5. Check the connectivity indicator in the top right corner of the eMPowerME client login screen.
   a. If the connectivity indicator is green the client is connected to the internet and the student can log in and begin testing.
   b. If the connectivity indicator is gray check the internet connection again.

c. If the connectivity indicator is still gray and you are sure the internet is connected, move the student to a different workstation, launch the eMPowerME client on the new workstation and verify the connectivity indicator is green.

6. When the student logs back in to the test, the proctor password will be required.

4.3 "Please raise your hand and notify your proctor: Your response is not able to be stored."

My student was testing and received this message:



Q: What happened and why did my student receive this message?

A: Access to the storage location was lost after the student began testing due to loss of network connectivity. The eMPowerME client will not allow the student to continue testing until access to the storage location is restored.

Q: What do I do next?

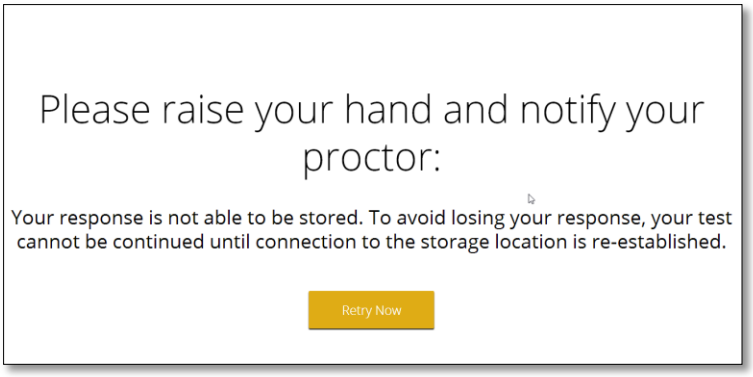
A: Follow steps 1–4 below:

1. Click **Retry Now**.
2. If a connection to the storage location is reestablished, the eMPowerME client will return to the screen where the student was prior to loss of connectivity.
3. If a connection to the storage location could not be reestablished, the message "Please raise your hand and notify your proctor" will appear again.
4. If, after several attempts, the connection to the network storage location cannot be reestablished, test administrators should either:
   a. Force-quit the eMPowerME client application and move the student to a new workstation that has connectivity to the network and storage location.
   b. Contact their network administrator for further assistance.

Note: the last few student responses may be lost if the connection to the storage location is lost and cannot be restored, requiring the student to move to another workstation. When the student resumes testing on the new workstation they should review their responses and re-answer any previously answered questions whose responses were not saved.

4.4 Chromebook "Please raise your hand and notify your proctor: Your response is not able to be stored."

My student was testing on a Chromebook and received this message:



Q: What happened and why did my student receive this message?

A: Internet connectivity was lost on the Chromebook after the student began testing.

Q: What do I do next?

A: Follow steps 1–4 below:

1. Click **Retry Now**.
2. If a connection to the storage location is reestablished, the eMPowerME client will return to the screen where the student was prior to loss of connectivity.
3. If a connection to the storage location could not be reestablished, the message "Please raise your hand and notify your proctor" will appear again.
4. If, after several attempts, the connection to the network storage location cannot be reestablished, test administrators should either:
   a. Force-quit the eMPowerME client application and move the student to a new Chromebook that has connectivity to the network and storage location.
   b. Contact their network administrator for further assistance.

Note: the last few student responses may be lost if the connection to the storage location is lost and cannot be restored, requiring the student to move to another Chromebook. When the student resumes testing on the new Chromebook they should review their responses and re-answer any previously answered questions that were not saved.

4.5 Exiting a Test Session Using a Chromebook

My student has finished the test and would like to exit kiosk mode.

In kiosk mode:

1. Turn off the Chromebook.
2. Press the power button to TURN ON the Chromebook
3. While the device is starting up, press Ctrl+Alt+S to interrupt the boot process and return to the ChromeOS sign-in screen.

5 Intentionally Moving a Student to a Different Device

If students need extended time and must log-off their device and move to another device in a different location to continue testing, Test Administrators should take the following steps:

1. Ensure the student's current workstation has an active internet connection.
2. Pause the test.
3. Log out of the eMPowerME client.
4. Move the student to the new workstation.
5. Ensure the workstation in the new location has an active internet connection.
6. Launch the eMPowerME client.
7. Allow the student to login to the eMPowerME client and resume testing.
8. Confirm student's test has previously entered responses.
    a. If you believe responses are missing, contact the Measured Progress Service Desk for further assistance.