Remote Testing and Web Meeting Questions

Question: Why are remote testing sessions limited to 10-12 students?

Answer: Remote testing requires the Test Administrator to manage a web meeting with multiple students, which involves validating credentials and close monitoring all of students in the web meeting. Currently, the number of simultaneous testers is limited to 10-12 students to keep web sessions manageable and more secure.

Question: Does DRC provide web conference services?

Answer: DRC does not provide web conference services. You need to use a third-party vendor web conferencing solution. **Note:** Most free or trial versions of web conference services do not provide sufficient functionality to meet remote test administration recommendations.

Question: How long are the recordings of remote test sessions retained, and what is recorded?

Answer: DRC does not provide, retain, or have access to recordings of remote testing sessions. Recordings are generally stored by the web conferencing service and are used to review testing sessions if any issues or test irregularities are reported locally. What is available for recording, including options and retention policies, varies by web conference service. Your web conference vendor should be able to provide clarification. If there are no issues during the assessment, recordings can be deleted.

Question: What do I do if a student is dropped out of a web meeting?

Answer: During web meetings, students may encounter technical or Internet problems caused by bandwidth issues in their local environment or by their connection to the Internet. These issues are beyond DRC's control. If the student experiences short, intermittent problems, you can choose whether or not to allow them to rejoin the web meeting in progress. Students can usually rejoin by clicking the link again. If connection problems are significant or disruptive to the flow of your meeting, you should reschedule them for a later time. If you choose to reschedule a student, you may want to invalidate their test and create a new test session for them.

Question: What do I do if a student is disruptive during the web meeting?

Answer: Most video conference services have functionality to remove a participant. Follow the instructions for your service to remove the participant. If the student already started the test, you may want to invalidate their test.

Question: How do I stop a test while the student is testing?

Answer: It is possible to kick a student out of a test by logging in to the same test with the student's login credentials while the student is still in the test. If you do interrupt a student's test, make sure to invalidate the test results.

Question: How can I tell if the student is using a cell phone during the test?

Answer: Preview each student's environment at the onset of the web meeting and monitor them for any suspicious behavior, such as looking down or away from the camera during testing. Instruct the students to turn their phones off and place them out of reach prior to testing.

Question: With audio and video on, how do you minimize test disruption if a tester has a question or if you need to interact with a tester regarding a potential security infraction?

Answer: You should use a web conference service that allows the web host to control audio during a web meeting. Student audio should be muted. At the beginning of the web meeting, instruct the attendees on how to get your attention via private chat (or by "raising their hand" if the software allows this). Use the breakout rooms if you need to interact with the student privately.

Question: Instead of Zoom, can we use Google Hangouts or Microsoft Teams?

Answer: Sites can use whatever web conference service they choose as long as the functionality meets the guidelines for remote testing.

Question: How do we prevent students from letting someone else take the test for them?

Answer: To ensure that the student is not letting someone else take their test, Test Administrators should validate the identity of students entering the web meeting for testing. Test Administrators should also be documenting the time that the test was taken to ensure that the test was completed during the web meeting.

For the Public Browser-only option, where the student is taking the test in an unsupervised setting, we cannot guarantee that the student is taking their own test. However, it does not benefit students to have someone perform better on the assessment than the student would themselves, as it would just place them in a level of operational test that may be too difficult for them. Suspicious results should be questioned.

Sites should be aware of this limitation in the Public Browser-only option and may choose to administer all remote tests using the remote test administration option.

Test Administration Questions

Question: Some assessments may be timed. Is there any way to disable the timer?

Answer: To disable the timer, the student needs to be given an accommodation for an "untimed test." Confirm with your state or program director whether this is allowed, as some programs have specific rules or guidelines regarding accommodations. Adding the "untimed test" accommodation needs to be done for each student individually. There is no way to disable the timer globally or by test session.

Question: Is there a difference in security and reliability if the students take the assessment with the Public Browser rather than the DRC INSIGHT Secure Application?

Answer: There is no difference in security and reliability as long as the testing protocols provided are followed. Based on student ease of use, the Public Browser is highly recommended for assessments over utilizing the DRC INSIGHT Secure Application for remote testing at this time.

Question: Will the Public Browser block other screens or content during testing so students cannot access anything else during the test?

Answer: No. Only the DRC INSIGHT Secure Application provides a secure environment where the student is unable to leave the test to go to other web pages or access any other documents or application while testing. When using the Google Chrome public browser, it does not put the assessment in kiosk (secure) mode, so students are not prevented from toggling between the test and other materials on their device and/or the Internet. For the accuracy and integrity of the assessment results, it is important for students to stay within the test session and for the Test Administrator as well as the parent/guardian to monitor that students interact with only the test session throughout the assessment.

Question: What will be the next steps in a situation in which a student's test is invalidated because they received support from a parent or other person to respond to a question, or they used their phones or opened another screen on their device? Is there a second test version that can be administered (to avoid student taking the same version again)?

Answer: DRC's recommendation is that you suspend testing for that student. Then, work with your Test Coordinators and/or teacher to determine if the assessment should be invalidated, whether there are options for other assessment forms, and/or whether there should be an attempt to test the student again when they can return to an onsite test setting.

Technical Questions

Question: What are the system requirements for testing devices used by students?

Answer: Full system requirements are available in the DRC INSIGHT Portal. Go to **My Applications > General Information > Downloads** and click on the **View System Requirements** button at the bottom of the page. Requirements for testing devices can be found in the DRC INSIGHT Testing Device Requirements section and in the Important Notes that follow.

A high-level set of system requirements are provided in the Parent/Guardian Guide to Remote Testing document.

If the student is having trouble accessing the test or staying connected, make sure they are using a currently supported device and operating system and that they have sufficient memory, hard drive space, and bandwidth for testing. A good way to check this is to have them go through the Online Tools Training prior to testing.

DRC is not able to provide support directly to students, but we may be able to assist you with basic issues.

Question: If I have trouble with, or questions about, my web meeting or video conference software, what do I do?

Answer: DRC is not able to provide support for web conference software. Reach out to your vendor for support.

Question: Will remote testing work with the iOS/iPadOS platform?

Answer: Certain iOS/iPadOS devices are supported; however, for the Test Administrator to best view the student during the test, tablets (including iPads) should have a keyboard so the tablet's camera can be positioned on the student.

Note: Smartphones and mobile devices are not allowed as test devices as their screen size does not meet the 9.5" or larger screen requirement.

Question: Does remote testing require any special software?

Answer: When accessed by the remote testing link, students will need to have the Google Chrome browser (or Safari with an iPad). No other special software is required. 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. The Chrome browser is free and should be the default browser used on the testing device. Students are taken directly to the test from the provided link.

A small software application may be required for your web meeting software. If the student does not have the meeting application already installed, they will usually be prompted to download and launch the meeting software.

Question: If a student is dropped from a test due to connectivity issues, do they have to complete the test the same day or can they resume the test the following day?

Answer: Incomplete tests are processed and scored overnight. If the student does not continue the test the same day, the Test Administrator must unlock the test on the day the student is ready to continue testing.

Question: Can remote testing be done on a Mac not using Chrome?

Answer: Remote testing requires the Google Chrome browser, which can be installed on a Mac.

Question: Are students required to have a webcam?

Answer: A webcam is required for the test administration of a remote assessment.

Question: Does remote testing require the student to have two devices: a device for the web conference and a device for test access?

Answer: No, the web conference and testing occur on the same device.

Question: Why can't students use their smartphones or cell phones for remote testing?

Answer: Assessments are designed for a minimum screen size of 9.5" and a minimum resolution of 1024 x 768 pixels. Smartphones and cell phones do not meet this requirement.

If you have additional questions about Remote Testing, please contact DRC Customer Service.

The following pages are the Frequently Asked Questions that have been shared with Parents/Guardians.

Testing Device Questions

Question: What are the system requirements for testing devices used by my child?

Answer: The following is a high-level set of system requirement for your child's testing device.

Processor: A device no more than 4-5 years old
Memory: – iPad and Chrome OS – 2 GB RAM or higher
　　　　　　– Windows and macOS – 4 GB RAM or higher
Available Disk Space: 1 GB or more
Screen Size: 9.5" or larger
Screen Resolution: 1024 x 768 or better
Network and Internet Connection: Wired or secure wireless network connection with a ping speed of 20ms, upload speed of 3 Mbps, and download speed of 6 Mbps or better.
Power Supply: It is recommended that the testing device is plugged into a power supply. If on battery power, the device should have a fully charged battery with at least a two-hour power supply.
Supported Operating System (OS) versions:

- Chrome OS 83.x or newer
- Current version of Windows 10 or Windows 10 in S mode
- iPadOS v13.x or newer
- macOS 10.14 or newer

Non-Supported Operating System Versions: Windows 7, iOS, and Linux OS are not supported
Supported Browsers: Google Chrome 83.x and above; most-current version of Safari for testing on iPads
Non-supported Browsers: Firefox, Internet Explorer, and Microsoft Edge

Using the **www.DRCdevicecheck.com** URL from the web browser on the testing device to run a system scan. This scan assesses key technology characteristics of the device, including the operating system, browser, processor, memory, screen resolution, power supply, network speed, and network connectivity.

If there are any issues, parents or guardians are asked to contact the student's teacher, the school's technology personnel and/or the student's school office for technical support.

Question: What should I do if I don't have a testing device that meets the system requirements and/or our Internet service does not meet the reliability or bandwidth requirements?

Answer: You should contact your child's teacher to see what options the school or district have for your child. Oftentimes, they may have options available to address this issue.

Question: What type of device does my child need for this assessment?

Answer: Windows, Mac, iPad, or Chromebook devices can be used for this assessment. DRC recommends that iPads and any other tablet have a keyboard for this assessment.

Question: Why does an iPad need a keyboard?

Answer: For the Test Administrator to best view your child during the assessment, an iPad with a keyboard is recommended so the iPad's camera can be better positioned on your child.

Technical Questions

Question: What do I do if my child's assessment is interrupted?

Answer: If your child is having trouble accessing the assessment or staying connected, make sure they are using a currently supported device and operating system, and that they have sufficient memory, hard drive space, and bandwidth for testing. Once your child it able to return to the assessment, they can re-enter their username and password and resume the assessment at the question they were on when the issue occurred.

Question: If my child's assessment is interrupted, are all the responses for questions they have completed lost and do they need to start the assessment over from the beginning?

Answer: If there is any type of interruption during the assessment, all your child's work and prior responses up to that point have been recorded and saved. Once your child is able to return to the assessment, they can re-enter their username and password and resume the assessment at the question they were on when the issue occurred.

Question: If my child is having technical issues, who can I contact for support?

Answer: If technical issues arise and/or an error message displays during the assessment, contact your child's teacher, the school's technology personnel, and/or the school office for technical support. If additional support is required, a school or district representative will reach out to DRC to determine a resolution. 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.

Question: My child received an error message with a Customer Service number on it. Can I call that number for help?

Answer: Do not attempt to contact DRC customer service directly for support. Any issue related to your child's assessment must first be relayed to your child's school and they will contact DRC if necessary.

Question: Can my child use a browser other than the Google Chrome browser to take this assessment?

Answer: If your child is using an iPad, they can use the Safari browser. On all other supported devices, your child needs to use the Google Chrome browser. The test software may not function properly using any other Internet browser. 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. The Chrome browser is free and should be the default browser on the testing device.

Question: What is the DRC INSIGHT Secure Extension?

Answer: The DRC INSIGHT Secure Extension is a Google Chrome-based browser extension for assessments using the DRC INSIGHT Public Browser. In addition to allowing the use of web conferencing services if your child's assessment requires remote monitoring, the extension provides enhanced test security when remote testing using DRC's Public Browser. It tracks and limits the use of features like Copy/Paste, other browser tabs, Keyboard Shortcuts, as well as access to prohibited URLs, access to browser Developer Tools, and limits the ability to take screenshots of the test content.

To verify the extension is installed on your child's device, enter **chrome://extensions/** into the Google Chrome browser. If the DRC INSIGHT Secure Extension is not listed, go to the Chrome Web Store at

https://chrome.google.com/webstore/category/extensions and search for "DRC INSIGHT Secure Extension," then select **Add to Chrome** then select **Add extension.**

Question: How does the DRC INSIGHT Secure Extension work?

Answer: Once the DRC INSIGHT Secure Extension has been installed from the Chrome Web Store (Installation instructions in the previous question), it remains inactive until your child logs into a DRC administered assessment from the Google Chrome browser. Since not all DRC administered assessment require the extension, the extension is only activated for a DRC administered assessment that requires it. When your child logs into these assessments, the extension self-activates providing enhanced test security while your child is taking the assessment. Once the assessment has been completed, or when your child pauses and exits the assessment the extension will self-deactivate.

Question: Is the DRC INSIGHT Secure Extension required?

Answer: Requirements of the DRC INSIGHT Secure Extension varies by assessment. Your child's teacher will let you know if it is required for your child's assessment. If your child's assessment does not require the extension and it is installed the extension will be ignored. You will not need to remove it.

Online Tools Training (OTT) and Practice Tests do not require the extension.

Web Conferencing Questions

Question: Will there be training for my child before the assessment is delivered?

Answer: Your child's teacher will schedule a practice session where they will walk through the web meeting process and allow your child time to use the system's Online Tools Training feature. Here, your child will have time to work with sample assessment questions to become familiar with the type of questions they will see during the assessment. They can also become familiar with the testing interface and all the testing tools that will be available to them during the assessment.

Question: Why is a webcam and microphone necessary?

Answer: The webcam and microphone allow the Test Administrator to monitor and support your child during the assessment much the same as they would if your child was taking the assessment in their classroom.

Question: Do I have to be present while my child is taking the assessment?

Answer: Yes. You are an extra set of eyes and ears for the Test Administrator during the assessment. All parents or guardians are asked to:

- Encourage your child to try their best and to approach the assessment in a positive manner.
- Make sure your child has an adequate testing device and peripherals to take the assessment.
- Do your best to find a room for your child to test in that is quiet, private, and well-lit.
- Turn off any music, TV, or other background noise.
- Only help your child if there are difficulties with the testing device, issues logging into the web conference, and/or issues logging into the assessment.
- Not help your child with any questions on the assessment.
- Not read the assessment questions or answers to your child.
- Ensure your child stays in the testing interface and does not use other tools, devices, or applications outside of the testing interface during the assessment.

- Emphasize that the security of the assessment questions must be maintained at all times. None of the materials from the online test may be copied, photographed, or recorded in any manner.

Question: What type of headset and microphone will my child need for testing?

Answer: The following are guidelines for audio and microphones to help maximize the potential for testing success:

- Make sure the browser has the proper permissions enabled to access the microphone.
- Make sure your audio is not muted and the volume is turned up.

The following chart provides headset and microphone recommendations:

Configuration	Suitability	Pros and Cons
Over the ear headset with microphone	Ideal	Comfortable when worn for a longer time period by students of different ages. Weight and size of headsets can be selected based on students' age. Portable headsets are smaller and lighter and hence may be suitable for younger students. Deluxe headsets are larger and heavier, but have the advantage of canceling out more noise.
Noise canceling headphones	Not applicable without a secondary device to capture student audio	Noise cancellation often does not cancel out the sound of human voices, so this feature provides little benefit. Most of these devices do not have an integrated microphone so they cannot be used for speaking without providing a second device to capture student's audio responses while in the web meeting. Many headsets with a noise cancellation feature require a power source (e.g., batteries or USB connection).
Ear buds or ear headphones with microphone	Acceptable	Sound volume can vary based on the positioning of the buds in the ear, resulting in inconsistent audio playback. Many ear buds come with the microphone attached to the cord, making capturing the students' voice more of a challenge.
Device speakers and device microphone	Marginal	Audio playback and audio capture built into devices generally do not offer very high fidelity, which can lead to poor response capture. Speakers do not offer privacy during the test.
Bluetooth or wireless headsets	Not recommended	To ensure test security, students should not use Bluetooth or wireless headsets.

Error Messages

Question: My child received an error message with a Customer Service number on it. Can I call that number for help?

Answer: Do not attempt to contact DRC customer service directly for support. Any issue related to your child's assessment must first be relayed to your child's school and they will contact DRC if necessary.

What Should I Do?

Contact your child's teacher, the school's technology personnel, and/or the school office to report the issue and for support. If additional technical support is required, a school or district representative will reach out to DRC for assistance.

Question: What do I do if my child receives the message "Connection Retry is in Progress"?

Answer: This message means the testing device has lost its network connection. That could be due to issues with Wi-Fi or the Internet connection.

For the next five minutes, while this message is displayed, DRC INSIGHT will attempt to successfully reconnect to the network. During this time, if a connection is re-established, the message will close, and your child can continue the assessment. If a connection is not re-established during this time, the message will close and a "Connection Error" message will be displayed. At any time during the five-minute interval, your child can click **Exit the Test** to temporarily end the assessment session.

Note: Loss of a network connection also impacts your child's connection to the web meeting. There will not be the ability to chat or connect with the Test Administrator in the web meeting until the connection is restored.

What Should I Do?

- If the message disappears and your child returns to the assessment, you do not need to do anything—your child can resume the assessment. You may want to confirm that your child has also returned to the web meeting.
- If the message disappears and the "Connection Error" message is displayed, your child will need to discontinue the assessment session by clicking **Ok** to exit DRC INSIGHT. You should contact your child's teacher, the school's technology personnel, and/or the school office for technical support. Your child can resume the assessment once the issue is resolved.
- If your child clicks **Exit the Test** while the "Connection Retry is in Progress" message is displayed, the assessment ends and your child must re-enter the assessment.
- If your child is having trouble staying connected, entering www.DRCdevicecheck.com URL in the Google Chrome browser on the device to run a system scan to ensure both the testing device and operating system are supported, and that it has sufficient memory, hard drive space, and bandwidth for testing..
- If you are comfortable with the process, you can also try to power off and restart your home's network device. Sometimes, refreshing the connection to the Internet will help resolve the issue.
- **Note:** In all situations, all of your child's assessment information has been recorded and saved. Once your child is able to return to the assessment, they can re-enter their username and password and resume the assessment at the question they were on when the issue occurred.

Question: What do I do if my child receives the message "Operating System version is not supported by DRC INSIGHT"?

Answer: This message means the version of the operating system on your child's testing device is not a version that will support the DRC INSIGHT application that is needed to deliver your child's assessment.

What Should I Do?

- If you have another device available, enter the www.DRCdevicecheck.com URL from the Google Chrome browser on that device. If it passes all of the scans, you should be able to use that device for your child's assessment.
- If you don't have another device, enter the www.DRCdevicecheck.com URL from the Google Chrome browser on your child's testing device to run a system scan. This scan assesses key technology characteristics of the device, including the operating system and Google Chrome browser versions. This will give you more information on the device's operating system and the version it is on.
- With this information, contact your child's teacher, the school's technology personnel and/or the student's school office for technical support to see if they have a device available that passes all the checks in the system scan.

Question: What do I do if my child receives the message "Chromium OS version xxxx.xx.x is not supported by DRC INSIGHT"?

Answer: This message means the version of the Chrome operating system (OS) on your child's Chrome device is not a version that will support the DRC INSIGHT application that is needed to deliver your child's assessment.

What Should I Do?

- If you have another device available, enter the www.DRCdevicecheck.com URL from the Google Chrome browser on that device. If it passes all of the scans, you should be able to use that device for your child's assessment.
- If you don't have another device, enter the www.DRCdevicecheck.com URL from the Google Chrome browser on your child's testing device to run a system scan. This scan assesses key technology characteristics of the device, including the operating system and Google Chrome browser versions. This will give you more information on the device's operating system and the version it is on.
- If this is your device, consider updating the operating system version by selecting the time display in the bottom right of the screen and selecting Settings which is the icon that looks like gear wheel (⚙). At the bottom of the left panel, select **About Chrome OS.** Select **Check for Updates** and follow the steps for updating the device's operating system version.
- If you are not comfortable updating the device operating or if the device was provided by the school, collect the information from the DRC Device Check scan and contact your child's teacher, the school's technology personnel and/or the student's school office for technical support or to see if they have a device available that passes all the checks in the system scan.

Question: What do I do if my child receives the message "The device's operating system has been updated and is in the process of being certified by DRC."?

Answer: This warning message means the operating system version of your child's testing device's is newer than the versions DRC currently fully supports. The operating system on the testing device is still valid and the DRC INSIGHT application should function without any issues.

What Should I Do?

This is only a warning message and your child can complete the assessment on this newer operating system version.

Question: What do I do if my child receives the message "Session Ended"?

Answer: This message means that someone else has logged in to the assessment with the same username and password from another device.

What Should I Do?

- Verify that your child is using the correct username and password provided by their teacher.
- Contact your child's teacher to confirm your child's username and password and to inform them of the error message.

Question: What do I do if my child receives the message "Session Inactive"?

Answer: This message means that your child's test session ended because they did not have any interaction – mouse movement, keyboard stroke or test navigation – for an extended period. For test security reasons when this occurs the test session is automatically ended. All the work your child has completed to that point has been saved and once your child logs back in they will pick up in the assessment where they were when this occurred.

What Should I Do?

If your child needs to continue testing, have them click OK to return to the log-in page and log in again using the same username and password. They will resume the assessment on the question they were on when the extended inactivity was detected.

Question: What do I do if my child receives the message "Session Status Outside Window"?

Answer: This message means the username and password your child was given may have been incorrect and may be for a future or past test session.

What Should I Do?

Contact your child's teacher to confirm your child's username and password and to inform them of the error message.

Question: What do I do if my child receives the message "To enhance test security, this assessment requires the use of the DRC INSIGHT Secure Extension. Please install this Chrome Extension from the Chrome Web Store before logging in to your test. If this testing device was provided to you, please reach out to your test monitor for assistance."?

Answer: This message means the Google Chrome Browser on your child's testing device needs to have the DRC INSIGHT Secure Extension installed and active before your child can start this assessment.

What Should I Do?

• To verify the extension is installed on your child's device, enter **chrome://extensions/** into the Google Chrome browser.
• If the DRC INSIGHT Secure Extension is not listed, go to the Chrome Web Store at https://chrome.google.com/webstore/category/extensions and search for "DRC INSIGHT Secure Extension," then select **Add to Chrome** then select **Add extension**.
• If you continue to see the error message, contact your child's teacher to confirm your child's username and password and to inform them of the error message.

Question: What do I do if my child receives the message "For test security purposes, the DRC INSIGHT Secure Extension has blocked this URL. URLs that are normally available to you will be available again once you have exited the test."?

Answer: This message means your child attempted to access a URL that is not allowed while taking the assessment.

What Should I Do?

Remind your child that they should remain in the test until they finish it and that they should not attempt to access or use other websites or testing device applications during the assessment.

Question: What do I do if my child receives the message "The DRC INSIGHT Secure Extension has been activated. When you select "Proceed," all other active browser windows and tabs will be closed. Please take a moment to ensure your work is saved, then select "Proceed.""?

Answer: This message is a warning that all of your child's other browser windows and tabs will be closing down when logging into an assessment using the DRC INSIGHT Secure Extension. This helps create a more secure testing experience for your child.

What Should I Do?

If your child has other browser windows or tabs open where they may have information that needs to be saved, they should go into them, save their work and close them. They can then go back into the window for the test and select **Proceed**.

Question: What do I do if my child receives the message "You must remain in the DRC INSIGHT application throughout your test. For security purposes, you have been logged out of the test. Please sign in again to continue."?

Answer: This message means your child attempted to access a resource outside of the test.

What Should I Do?

• Remind your child that they should remain in the test until they finish it and that they should not attempt to access or use other websites or testing device applications during the assessment.

- If your child needs to continue testing, have them click OK to return to the log-in page and log in again using the same username and password. They will resume the assessment on the question they were on when the extended inactivity was detected.

Question: What do I do if my child receives the message "The DRC INSIGHT Secure Extension cannot be deactivated or uninstalled during a test. For security purposes, you have been logged out of the test. Please sign in again to continue."?
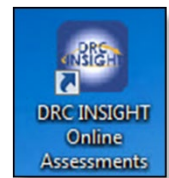
Answer: This message means that the DRC INSIGHT Secure Extension was either turned off or uninstalled during your child's assessment. Since this assessment requires the use of the extension, the test was stopped until the extension is turned back on or reinstalled.

What Should I Do?

- Remind your child that they should remain in the test until they finish it and that they should not attempt to change any of the browser settings or extensions.
- To verify the extension is installed on your child's device, enter **chrome://extensions/** into the Google Chrome browser.
- If the DRC INSIGHT Secure Extension is not listed, go to the Chrome Web Store at https://chrome.google.com/webstore/category/extensions and search for "DRC INSIGHT Secure Extension," then select **Add to Chrome** then select **Add extension**.
- If the DRC INSIGHT Secure Extension is listed, toggle the extension to **On** or click on the extension icon in the upper right-hand corner of the Google Chrome Browser then select **Manage Extensions** and toggle the extension to **On.**
- If you continue to see the error message, contact your child's teacher to confirm your child's username and password and to inform them of the error message.

Error Messages When Using the DRC INSIGHT Secure Application

These are error messages your child would only see if they are using the DRC INSIGHT Secure Application which currently is only installed by school or district staff generally on a district owned device. It provides the most secure testing experience by restricting the device resources your child has access to during testing. The DRC INSIGHT Secure Applications does not allow your child to access web conferencing services during the assessment, so it is not commonly used for remote testing.

Question: What do I do if my child receives the message "Configuration Not Found"?

Answer: This message means that the DRC INSIGHT Secure Application configuration profile was not entered correctly, was deleted, or was not assigned to the testing device. The configuration code (also known as the Org Unit ID) needs to be entered before the DRC INSIGHT Secure Application can be used for testing.

What Should I Do?

- Contact your child's teacher, the school's technology personnel and/or the student's school office for technical support to verify that the device has been assigned to a configuration.
- The school should provide you with the correct Org Unit ID for the device.
- Once you have the Org Unit ID, select **Assign Device to Org Unit,** enter the Org Unit ID, select **Add** and then **Register**.

Question: What do I do if my child receives the message "Registration Failed"?

Answer: This message means that the DRC INSIGHT Secure Application was unable to register your child's device because it could not find the COS Org Unit ID that was entered.

What Should I Do?

- Select **Back** and re-enter the Org Unit ID that was provide by your child's school. Verify that you have entered it correctly. Then select **Add** and then **Register**.
- If the error persists, contact your child's teacher, the school's technology personnel and/or the student's school office for technical support to verify that you have the correct Org Unit ID for the device.

Question: What do I do if my child receives the message "Your Client Failed The Readiness Check"?

Answer: When the DRC INSIGHT Secure Application is launched it performs a series of technical check on your child's testing device to make sure they all pass before the assessment can begin. It is referred to as the System Readiness Check. This is to help ensure your child does not have any technical issue with the device during the test. This message means that the DRC INSIGHT Secure Application identified an issue with one of the checks.

What Should I Do?

- Enter the www.DRCdevicecheck.com URL from the Google Chrome browser on your child's testing device to run a system scan. This scan reviews some of the same checks as the System Readiness Check. This will give you more information about the device.
- With this information, contact your child's teacher, the school's technology personnel and/or the student's school office for technical support to see if they have a device available that passes all the checks in the system readiness checks.

Question: What do I do if my child receives the message "Your Client Is Out Of Date"?

Answer: This message means that the DRC INSIGHT Secure Application installed on your child's device is not the current version and needs to be updated. In most cases, your child's school allows the software to automatically update.

What Should I Do?

If the update does not occur or fails, contact your child's teacher, the school's technology personnel and/or the student's school office for technical support.

Question: What do I do if my child receives the message "Download Of Upgrade Failed"?

Answer: This message means that the DRC INSIGHT Secure Application was unable to download a needed update.

What Should I Do?

Contact your child's teacher, the school's technology personnel and/or the student's school office for technical support.