Galileo® K-12 Online: Troubleshooting Tips for Online Assessments/Dialogs

Contents

STUDENT CANNOT LOGIN TO THE K-12 STUDENT-PARENT CENTER

1. Verify the student selected the correct link on ATI's main page, www.ati-online.com.

   a. Is the student on the **K-12 Student-Parent Center** page?

   b. If not, student should click on the ATI logo to return to the main page and then select the K-12 Student-Parent Center link located in the **Sign In** menu.

2. Student entered their student login name and password and is not able to access to **K-12 Student-Parent Center**'s main page.

a. Teacher should verify that the student is entering the correct student **login name** and **password**. This information is not case sensitive.

b. If the student does not have a **login name/password** and/or is not on the teacher's roster, teacher should contact their school/district Galileo administrator.

3. Does the student receive an error message, "**Login Failed. Please Try Again**."?

a. Teacher should verify that the student is entering the correct **student login name** and **password**. This information is not case sensitive.

b. If the student does not have a **login name/password** and/or is not on the teacher's class roster, teacher should contact their school/district Galileo administrator.

STUDENT CANNOT ACCESS ATI'S WEB PAGE

1. Do you have an internet connection?

   a. If yes, is the student accessing the correct web page, www.ati-online.com?

   b. If no, contact your district/school's Information Technology department.

2. Are you using a Galileo-supported browser?

   a. Check supported browser under the System Requirements/Security link on the **Galileo K-12** menu on ATI's page (www.ati-online.com).

STUDENT CANNOT ACCESS A TEST/DIALOG

3. Verify the student is in the **K-12 Student-Parent Center's** and selected the appropriate icon.
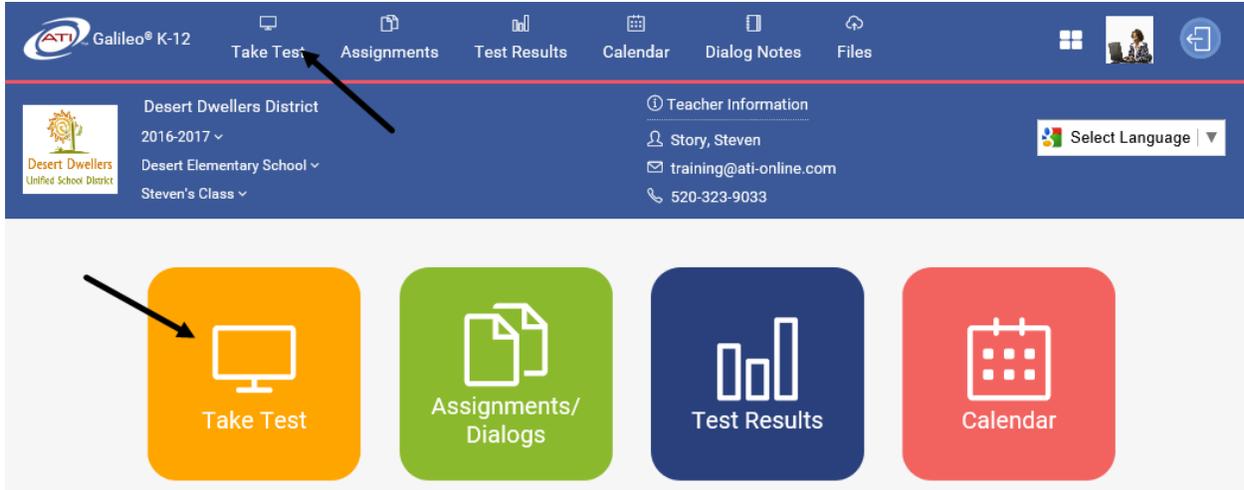
a. Verify the student selected the K-12 Student-Parent Center link on ATI's main page, www.ati-online.com.

b. If not, student should click on the **ATI logo** to return to the main page and then select the K-12 Student-Parent Center link located on the **Sign In** menu.

4. The **Scheduled tests, assignments, and quizzes** section displaying the desired test, assignment, or quiz?

   a. Is the correct class selected in the School and Class drop-down menus?

   b. If not displaying, has the testing/assignment window closed?

      i. If yes, teacher/test scheduler must modify the scheduling timeframe.

      ii. If not, verify the School and Class from the drop-down menus.

5. Is the scheduled event a test or quiz?

   a. Does the test have a password?

i. If yes, student should select the test or quiz.

ii. If unsure, teacher should verify the scheduled event's date, time, and password.

b. Student selects the test, enters test **password** (if necessary), and clicks the *Start Test* button. This password is not case sensitive. Student is brought into the test or quiz.

ⓘ Test Information

Enter the password your teacher gave you, and then press the "Start Test" button.

Test Title: ATI ELA.03 TE-RL Finding Something to Do/The Bat

Start Date: Mar. 31

End Date: Mar. 31

•••••••

▶ START TEST   ⊗ CLOSE

Student may receive any of the following messages:

- An Invalid password is typed. You should verify that you entered the correct test password.

  ⓘ Test Information

  Enter the password your teacher gave you, and then press the "Start Test" button.

  Test Title: ATI ELA.03 TE-RL Finding Something to Do/The Bat

  Start Date: Mar. 31

  End Date: Mar. 31

  •••••••

  ▶ START TEST   ⊗ CLOSE

  ERROR: Invalid Password. Please re-enter.

- A test is locked. You must contact your teacher about unlocking access to this test.

  ⓘ Information

  Title: ATI CC Science 04 Gr. NG CBAS #1

  Start Date: Mar. 28, 2017 08:00 AM

  Due Date: Mar. 28, 2017 04:00 PM

  You cannot take this test because this test is locked.

  ⊗ CLOSE

- The selected test is not scheduled for the current date and time. Verify that you selected the appropriate test.

> ⓘ Information
>
> Title: 2016-17 ATI Math 05 Gr. TE Posttest-IE
>
> Start Date: Feb. 08, 2017 07:00 AM
>
> Due Date: Feb. 08, 2017 04:00 PM
>
> **You are only allowed to take the exam between 02/08/2017 and 02/08/2017**
>
> ⊗ CLOSE

c. If no password, student should click the <u>test/quiz</u> link. Student is brought into the test or quiz.

d. Is the test/quiz locked?

   i. Refer to the <u>Student is Locked from Test/Quiz</u> section, page 11, to unlock a student.

6. Is the scheduled event an assignment/Dialog?

   a. If yes, student should click the <u>Dialog</u> link. The Dialog details will be displayed.

b. Student is brought into the Dialog. They should navigate through the Dialog, completing feedback questions, when appropriate. They should click on the *Review/Exit Dialog* button when completed.

STUDENT USES GOOGLE TRANSLATE

1. Student uses the Translate drop-down and selects the desired language.

2. Verify that the *Google Translate* option was selected during test scheduling.
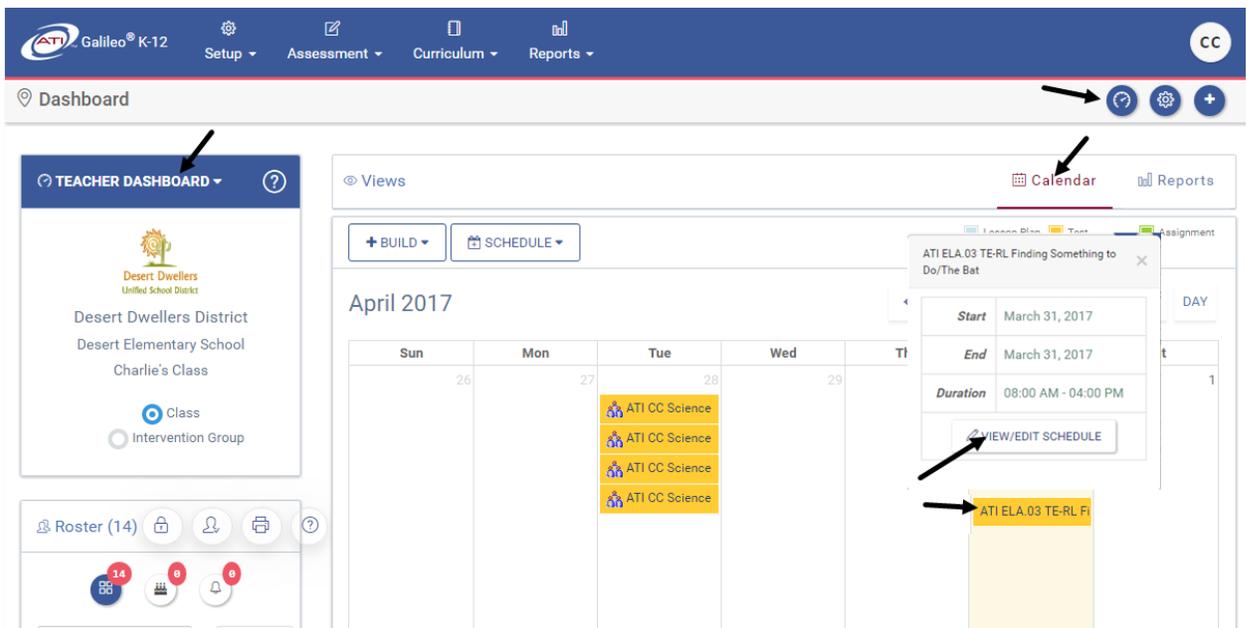
Then

Edit Test Schedule

Note: You cannot change the "From" date because scores have been recorded for this scheduled test.

Library: *ATI CC TE Formatives

Class: Charlie's Class

Test: ATI ELA.03 TE-RL Finding Something to Do/The Bat   preview test

Instructor of Record

An asterisk(*) next to a teacher's name means they no longer have a user account.

Instructor of Record   Checker, Charlie ▼

Include Translator for Students

Check this box to allow students to use Google Translate for the test you are scheduling (online testing only).

☑ Allow translation into language of students' choice

Additional Settings

Check this box if you want test questions to appear in random order (online testing only)

Password ELArocks

| Save | Delete | Cancel |

STUDENT IS LOCKED FROM TEST/QUIZ

1. Student receives a message "The test is locked. You don't have permission to take this test."

2. Teacher must unlock the student's test from the <u>Test Monitoring</u> link.

⊙ Dashboard

⊙ TEACHER DASHBOARD ▼

Desert Dwellers
Unified School District

Desert Dwellers District

Desert Elementary School

Mary's Class

⦿ Class   ○ Intervention Group

⊙ Views   ⊞ Calendar   ⊪ Reports

⊪ Risk Level Summary   ⑦

CC-R04: ELA 04 Gr.

♡ Click the bars for instructional suggestions customized to each risk group. ⑦

Risk Group Counts By Subject

14

12

≔ Recent Events   ⑦

⚭ View Benchmark Results

| Date | Title |

12/5/2016
Monday
a day ago

Math Review

Tests Taken   47/47

Avg. Raw Score   85.96%

Detailed Analysis | Intervention Alert | Test Monitoring

Then …

3. Once the student's test is unlocked, the student should be able to access the test, provided that the testing window is still open.

 Events residing in a "Results Only" library can only be unlocked by a District-level user.

EXIT K-12 STUDENT-PARENT CENTER

1. Use the Logout link in the upper right hand corner to properly exit the **K-12 Student-Parent Center**.
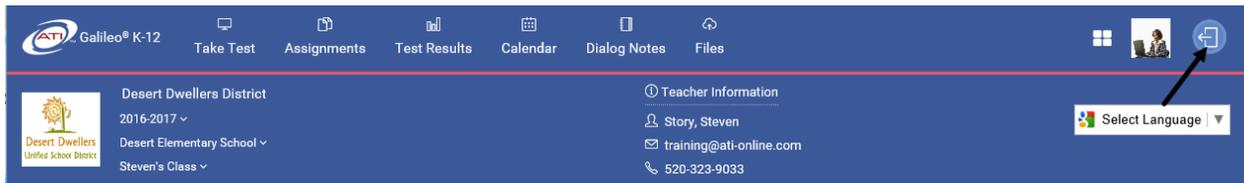
2. Student should close the web browser window.

STILL NEED HELP?

If you still are unable to identify the problem, contact your district's/charter school's Galileo Administrator or ATI (877.358.7616 or Support@ati-online.com). ATI's support hours are 8 a.m. to 5 p.m. (MST).