

NYS 3-8 ELA and Math CBT Field Test Administration Training



New York State
EDUCATION DEPARTMENT

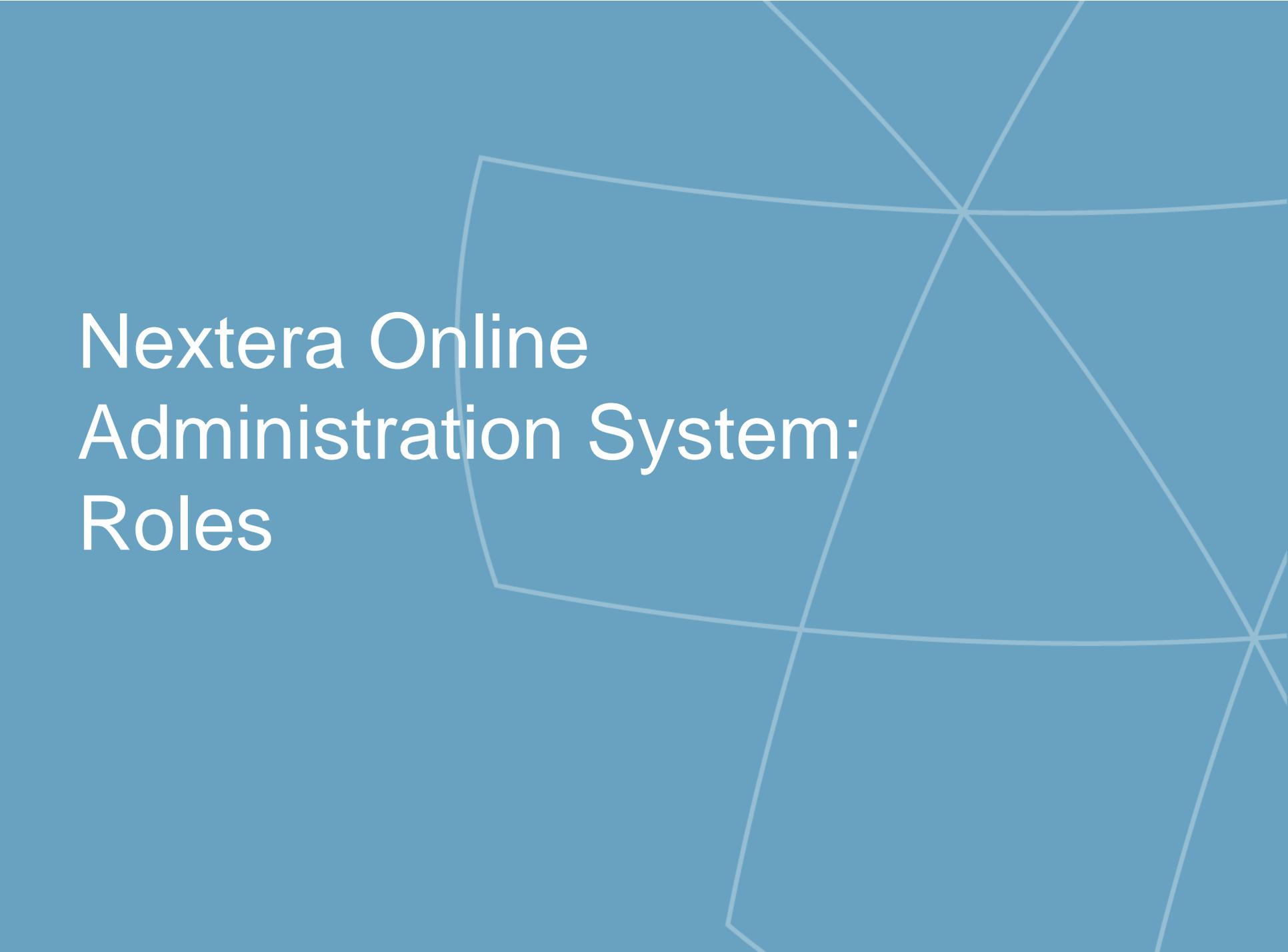
Knowledge > Skill > Opportunity



Agenda

- Preparing for Field Testing
 - Nextera Online Administration System (Admin)
 - Registration
 - Adding and editing teacher, student, and class information
 - Locating and printing student log in credentials
 - Test access code, proctor passwords, and examiner view
 - Testing Device Set-Up
 - Downloading and testing secure browser
 - Other Considerations
 - Preparation of testing space and materials

- Field Test Administration Day
 - Network considerations
 - Support resources and live help

The background is a solid blue color with several thin, light blue lines that intersect to form various geometric shapes, including triangles and polygons. The lines are thin and light blue, creating a subtle pattern.

Nextera Online Administration System: Roles

User Roles and Responsibilities

District Test Coordinator (DTC)

District-Level User (DLU)

Complete registration

View, add, change
accounts within district

Access to track
progress during testing

School Test Coordinator (STC)

Building-Level User (BLU)

View, add, change
accounts within school

Assign student supports

View, add, change
classes and students

Access to track
progress during testing

User Roles and Responsibilities

District Information Technology
Coordinator (DITC)
School Information Technology
Coordinator (SITC)

Access Home
and Help tabs

Ensure device and
network readiness

Download test
delivery system

Teacher (TA)

Review classes
and students

Print Labels
(student login credentials)

Administer assessment,
monitor student progress
during testing

Adding / Editing Users

- Use the Accounts Pages to create and manage users.
- For a tutorial on Adding Users, see the [NYSED CBT website](#) or the School Administrator's Manual.

The screenshot displays the NYS Education Department website. At the top, there is an orange header with the NYS ED logo and the text 'NYS Education Department'. Below this is a dark blue navigation bar with links for 'How Do I?', 'Contact Us', and 'I Am A...'. The main content area features the NYS ED logo and the text 'New York State EDUCATION DEPARTMENT' with the tagline 'Knowledge > Skill > Opportunity'. There is a search bar and a 'Select Language' dropdown menu. A blue banner below the navigation bar reads 'EDUCATIONAL DESIGN & TECHNOLOGY'. On the left side, there is a vertical menu with the following items: 'Educational Design & Technology', 'SCHOOL RESOURCES', 'Computer-Based Testing (CBT)', '3 - 8 English Language Arts and Mathematics Tests', 'Question Sampler', and 'Grades 3-8 CBT Video Tutorials'. On the right side, there is a section titled 'Video Tutorials' with the text 'Please view the grades 3-8 computer based testing video tutorials below:'. Below this text is a video player showing a tutorial titled 'Adding Users in Nextera'. The video player has a play button, a progress bar at 03:36, and an HD icon.

Accessing Nextera Administration

DTCs were sent a welcome email with username and password.

1. Log in using your provided credentials.
2. Follow prompts to accept a security agreement and change your password.



New York State Grades 3-8 Testing Program
Powered by Nextera™

USER ID

Password

[Sign In](#)

[Forgot your password?](#)
[First Time User? Create an Account](#)

**Questar**

Home Screen

Spring 2015-16 | Training Readiness (TRNG01) | Maple Lake (001) | No Content Area [Change](#) [Nextera Administrator](#) [Sign out](#)

New York State Grades 3-8 Testing Program

Questar

HOME STUDENTS ▾ CLASSES TESTS ▾ ACCOUNTS ▾ HELP ▾

Administration Quick Links

- [Nextera Setup and Installation Guide](#)
- [User Roles and Responsibilities in Nextera](#)

DTC Important Information

The Secure Browser is now available for download under the Help Tab.

For information on adding additional users, including the District Instructional Technology Coordinator (DITC), please review the video tutorials available at <http://www.nysed.gov/edtech/cbt>.

Nextera Administration Center

Please find the help information below.

School Information

District: [Training Readiness \(TRNG01\)](#)

DTC: [Angie Fischer](#)

Schools:

- School:** [Maple Lake \(001\)](#)
- School Test Coordinator:** [Michelle Johnson](#)
- Proctor Password:** [HH6F2QCL](#)

Send mass welcome e-mails

[Send Emails to all District Accounts](#)

Home Screen – Navigating

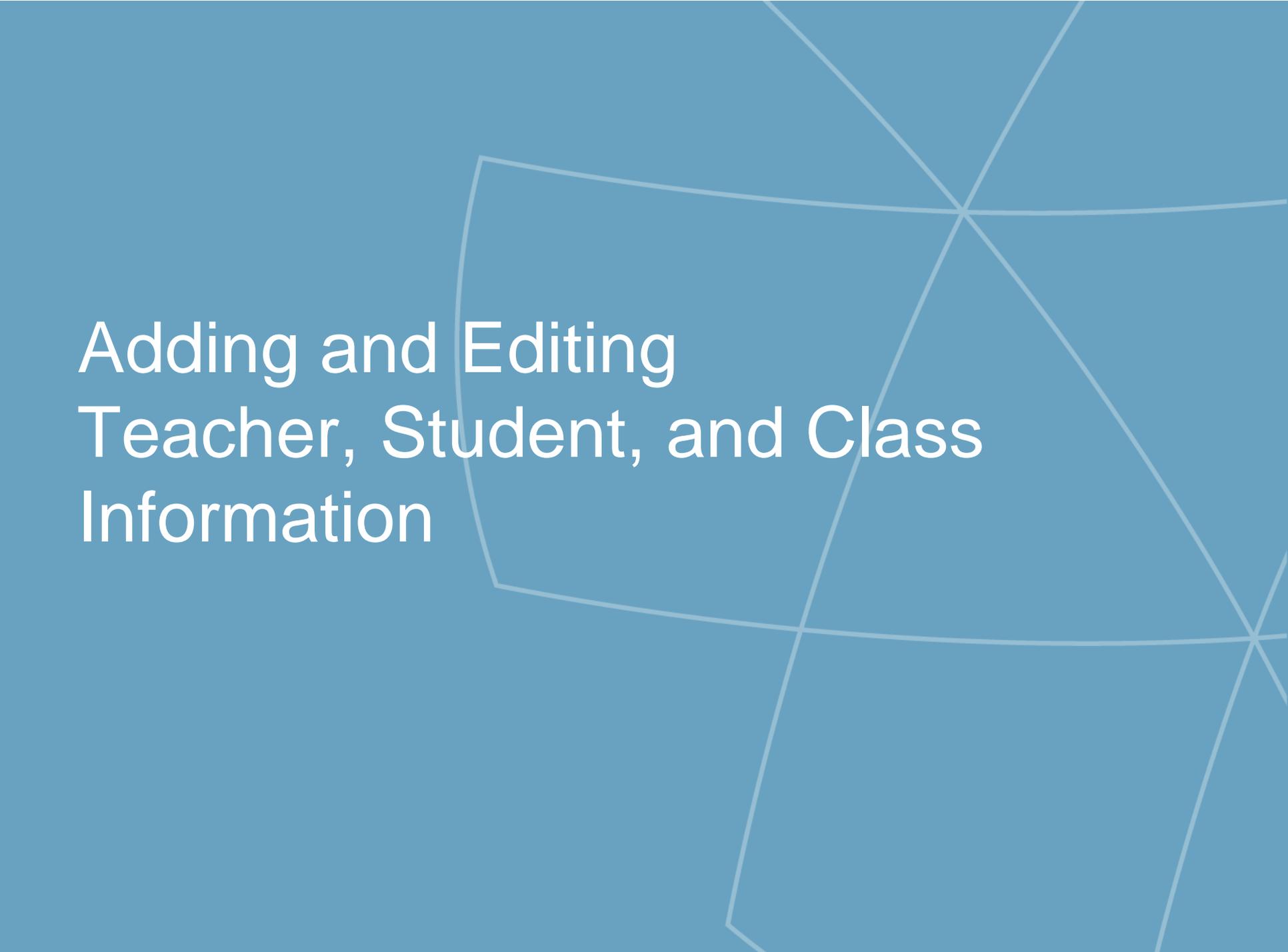
The heading at the top of the screen is used to select schools and content areas.

Spring 2015-16 | Osseo School District (256) | No School | No Content Area [Change](#)

What would you like to work on next?

Window	Spring 2015-16
District	Osseo School District (256)
School	--make a selection--
Content Area	--make a selection--

[Change](#) [Cancel](#)

The background is a solid blue color with a white geometric pattern of overlapping lines forming various shapes, including triangles and polygons. The text is positioned on the left side of the slide.

Adding and Editing Teacher, Student, and Class Information

Data Upload

- Prior to the test window, Questar will upload a data file provided by NYSED. The file contains
 - Student data
 - Teacher/class assignments

Data Clean Up

- DTCs/STCs should verify:
 - All data is accurate
 - All students are in the system
 - All students are assigned to a teacher/class
- Initially, students will be grouped by:
 - All students in the school will be grouped in to one class
 - The teacher's first and last name will be the name of the school
 - The teacher's ID will be the BEDS code

Add / Edit Teacher

1. Select **Teachers** from the **Accounts** tab
2. Select **New Teacher**
 - Or, if editing, select the **teacher's name** and then **View**
3. Select **Edit**
4. Enter the new user's information and select **Save**
 - Be sure to select the **check box** "This account is currently active."

New Teacher

District: Training Readiness (TRNG01)
School: Maple Lake (001)
First Name:
Last Name:
Email:
This account is currently active:
Teacher's ID:
Content Areas: ELA Math

Save Cancel

View Students and Class Lists

1. Select **Students** from the **Students** tab.
2. Select **View**.

Spring 2015-16 | Training Readiness (TRNG01) | Maple Lake (001) | ELA [Change](#) Nextera Administrator [Sign Out](#)

New York State Grades 3-8 Testing Program

HOME STUDENTS CLASSES TESTS ACCOUNTS HELP

Students
Multi-Student Edit

Students

Click on any column header to sort on its contents.

Manage Students New Student

Show students in any class, including those not assigned to one.

There are 2 students in **Maple Lake (001)** taking ELA in **Spring 2015-16**.

Search

STN	First Name	MI	Last Name	ELA Class	Grade	
1234567899	Mary		Jefferson	Damon Maxwell Class (Damon Maxwell)	05	View
1234567888	Sam		Overbar	Damon Maxwell Class (Damon Maxwell)	05	View

[Download Class List \(Excel\)](#)

Add / Edit a Student

Add Student

1. Select **Students** from the **Students** tab.
2. Select **New Student**.
3. Enter the user's information and select **Save**.

Edit Student

1. From the Students page, locate the student's name and click **View**.
2. Select **Edit**.
3. Update the student's information and select **Save**.

Online Testing Accommodations

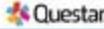
- Online Testing Accommodations
 - Answer Masking Tool
 - Screen Reader (Text to Speech)
 - Reverse Contrast (ELA only)
 - Background color
 - Initial Page Zoom
 - Read Aloud (Online)
 - Spanish Translated Edition (Mathematics only)

Accessibility and Accommodation Options

 Answer Masking Tool OFF	 Screen Reader OFF	 Reverse Contrast OFF	 Background Color OFF
 Initial Page Zoom OFF	 Classroom Accommodations 0 Selected		

Adding Student Accommodations

Spring 2018-19 | Training Readiness (TRNG01) | Maple Lake (001) | [Logout](#)

New York State Grades 3-8 Testing Program 

[HOME](#) [STUDENTS](#) [CLASSES](#) [TESTS](#) [ACCOUNTS](#) [HELP](#)

[Back to students list](#)

Edit Student Record

You're Editing: **Mary Jefferson**

District of Record: Training Readiness (TRNG01) School of Record: Maple Lake (001)

Demographic Information:

STN: 1234567899	Grade: Grade 5
First Name: Mary	Last Name: jefferson
Date of Birth: 01/01/2004	Gender: Female

State Assigned Student ID: Credit:

Ethnicity: Hispanic
 American Indian or Alaska Native
 Asian
 Black or African American

Disability: 01 (AUTISM)
 02 (Deaf-Blindness)
 03 (Development Delay)

Home Language: Economic Disadvantaged:

IEP: Section 504:

LEP: Highly Mobile:

ELA

Class: Dixon Maxwell Cla

Accessibility and Accommodation Options

<input checked="" type="checkbox"/> Answer Masking Tool ON	<input type="checkbox"/> Screen Reader OFF	<input type="checkbox"/> Reverse Contrast OFF	<input type="checkbox"/> Background Color OFF
<input type="checkbox"/> Initial Page Zoom OFF	<input type="checkbox"/> Classroom Accommodations 0 Selected		

This Student is Retaking this Test:

Math

Class: Lindsay Banks Class

Accessibility and Accommodation Options

<input type="checkbox"/> Answer Masking Tool OFF	<input type="checkbox"/> Screen Reader OFF	<input type="checkbox"/> Reverse Contrast OFF	<input type="checkbox"/> Background Color OFF
<input type="checkbox"/> Initial Page Zoom OFF	<input type="checkbox"/> Classroom Accommodations 0 Selected		

This Student is Retaking this Test:

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Accommodations – Multi-Student Edit

- Select **Multi-Student Edit** from the **Students** tab

The screenshot displays the Questar Nextera Administrator interface. At the top, the breadcrumb trail reads: Spring 2015-16 | Training Readiness (TRNG01) | Maple Lake (001) | ELA. The main title is "New York State Grades 3-8 Testing Program". The navigation menu includes HOME, STUDENTS (selected), CLASSES, TESTS, ACCOUNTS, and HELP. A dropdown menu under STUDENTS shows "Students" and "Multi-Student Edit" (highlighted with a red box). The page title is "Multi-Student Edit".

Current content area: ELA
 Show all content areas.

Search: Just enter any part of a student's ID or last name to begin

Accommodations settings:

- Answer Masking Tool: OFF
- Screen Reader: OFF
- Reverse Contrast: OFF
- Background Color: OFF
- Initial Page Zoom: OFF
- Classroom Accommodations: OFF

STN	First Name	MI	Last Name	Content Area	Grade	Active Accommodations
1234567888	Sam		Overbar	ELA	05	
1234567899	Mary		Jefferson	ELA	05	

showing 2 of 2 students
1
Save

Accommodations – Multi-Student Edit

- To make changes:
 - Select students using the **checkboxes** in the column on the left, or use the checkbox in the heading to select all students.
 - Click the **icons** to select the accessibility options. When the option is selected it will appear blue.
 - Select **Save**.

Current content area: ELA

Show all content areas:

Search: just enter any part of a student's ID or last name to begin

Answer Masking Tool OFF

Screen Reader OFF

Reverse Contrast OFF

Background Color OFF

Initial Page Zoom OFF

Classroom Accommodations OFF

<input type="checkbox"/>	STN	First Name	MI	Last Name	Content Area	Grade	Active Accommodations
<input type="checkbox"/>	1234567888	Sam		Overbar	ELA	05	
<input type="checkbox"/>	1234567899	Mary		Jefferson	ELA	05	

showing 2 of 2 students

1

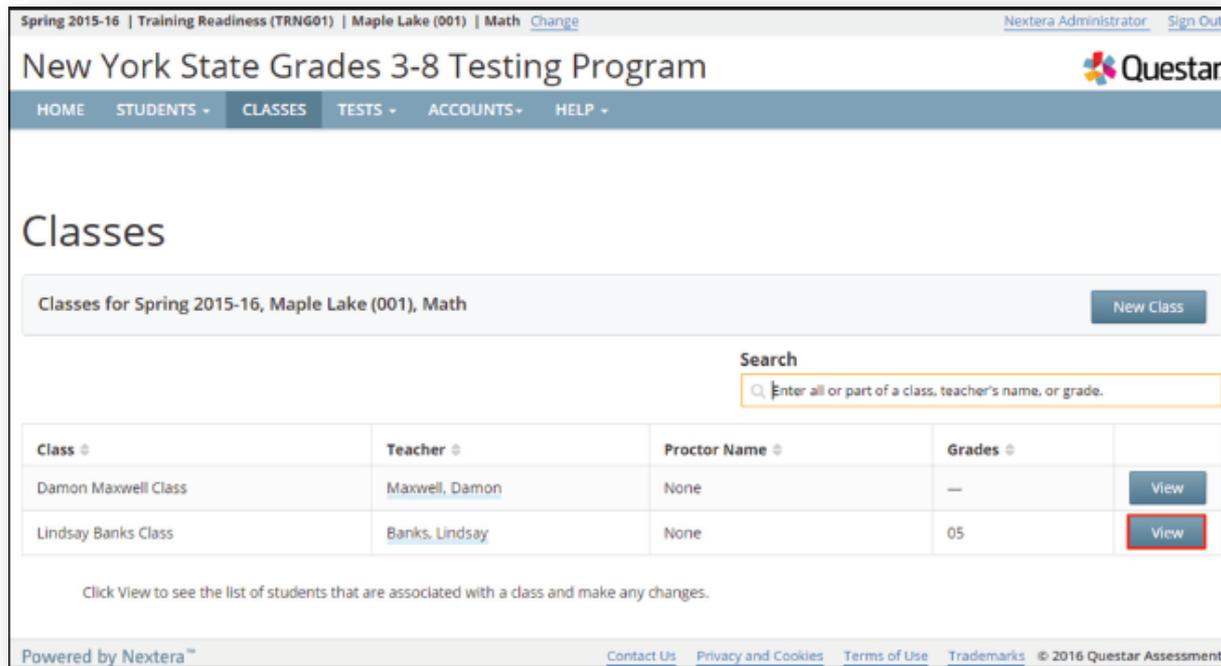
Save

Classes

- Classes, in Nextera, refer to students grouped for testing purposes.
- Classes are assigned to a teacher. A teacher may have multiple classes. Classes may or may not have a proctor indicated.
- Classes can be connected to the teacher who is administering the field test (not necessarily the teacher of record).
- A student **must** be assigned to a class to participate in the field test.

View a Class

1. Select the **Classes** tab.
2. To see details regarding a class, select **View**.



The screenshot shows the Questar interface for the New York State Grades 3-8 Testing Program. The 'Classes' tab is selected in the navigation menu. Below the navigation, there is a search bar and a table of classes. The table has columns for Class, Teacher, Proctor Name, and Grades. Two classes are listed: 'Damon Maxwell Class' and 'Lindsay Banks Class'. The 'View' button for the 'Lindsay Banks Class' is highlighted with a red box and a blue arrow pointing to it.

Class	Teacher	Proctor Name	Grades	
Damon Maxwell Class	Maxwell, Damon	None	—	View
Lindsay Banks Class	Banks, Lindsay	None	05	View

Add a Class

1. Select the **Classes** tab. Select **New Class**

New Class

2. Enter the class details. Add students by selecting the **check box(es)** on the left to select the student(s) from the left column and selecting the **right arrow** to move the student(s) to the class. Select **Save**.

New Class

You're Viewing: Math class in Maple Lake (001)

Teacher: - Choose Teacher -

Class:

Classroom Proctor Present? No Yes

Proctor Name: None

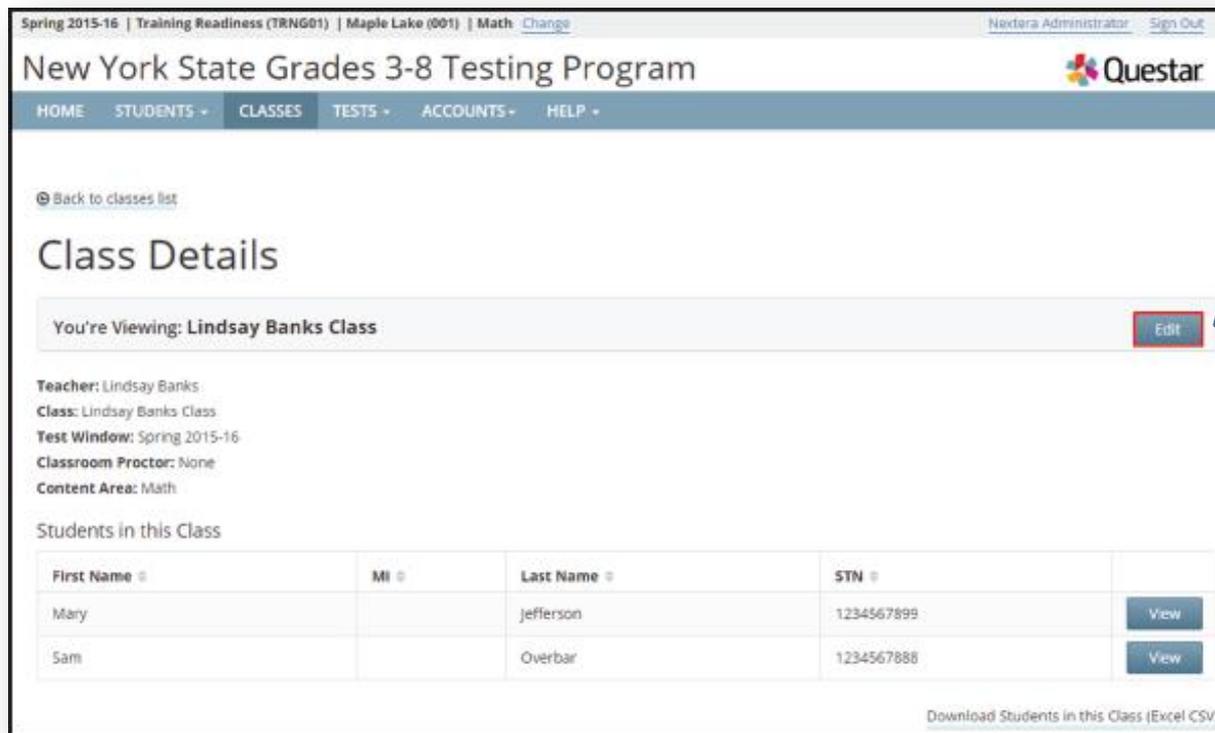
Class: Unassigned Students

	Last Name	First Name	STN		this class:			
<input type="checkbox"/>	Lewis	Kayla	1234567788	<input type="button" value="➡"/>	<input type="checkbox"/>	Last Name	First Name	STN

Save

Edit a Class

1. Select **Edit**.
2. Update the applicable information and select **Save**.



Spring 2015-16 | Training Readiness (TRNG01) | Maple Lake (001) | Math [Change](#) Nextera Administrator [Sign Out](#)

New York State Grades 3-8 Testing Program

HOME STUDENTS + CLASSES TESTS + ACCOUNTS + HELP +

[Back to classes list](#)

Class Details

You're Viewing: **Lindsay Banks Class** [Edit](#)

Teacher: Lindsay Banks
Class: Lindsay Banks Class
Test Window: Spring 2015-16
Classroom Proctor: None
Content Area: Math

Students in this Class

First Name	MI	Last Name	STN	
Mary		jefferson	1234567899	View
Sam		Overbar	1234567888	View

[Download Students in this Class \(Excel CSV\)](#)

Adding/Removing Students in a Class

Adding or removing students in a class can be done when a class is created, or later by selecting **View** from the classes screen and then **Edit**.

Edit Class Details

You're Editing: ELA Period 3 in Northview Junior High (11)

Teacher: Birchwood, Pamela ▾

Class: ELA Period 3

Classroom Proctor Present? No Yes

Proctor Name: None

Class: Unassigned Students ▾

ELA Period 3:

<input type="checkbox"/>	Last Name	First Name	STN
<input type="checkbox"/>	Kim	Aaron	664433114
<input type="checkbox"/>	Langerud	Erika	698324621
<input type="checkbox"/>	Morrison	Graham	457895132



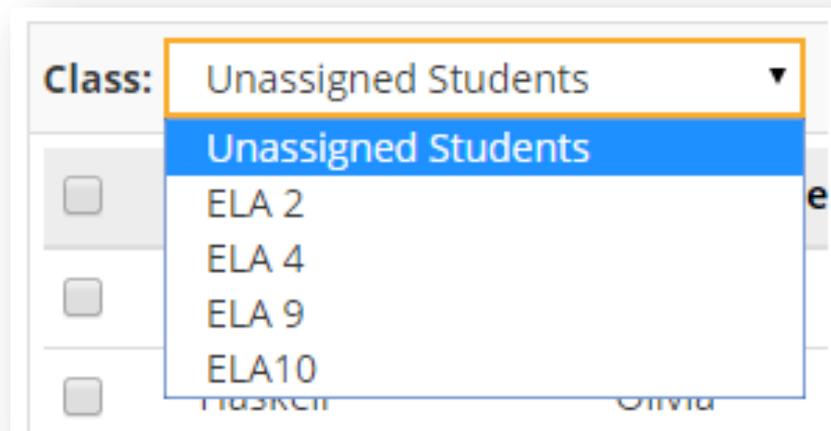
<input type="checkbox"/>	Last Name	First Name	STN
<input type="checkbox"/>	Clarke	Brenda	789955444
<input type="checkbox"/>	Garfield	Emmet	232231545
<input type="checkbox"/>	Harris	Jorge	664433115

Save

Cancel

Adding/Removing Students in a Class

Use the class filter to select from a list of classes. This allows you to move students between classes, or to work from a list of all students not yet assigned to a class.



Adding/Removing Students in a Class

From here students can be added to or removed from a class.

Class: Unassigned Students ▾

<input type="checkbox"/>	Last Name	First Name	Student ID
<input type="checkbox"/>	Krumb	Brendan	665442222
<input type="checkbox"/>	Monroe	Krysta	546879162
<input type="checkbox"/>	Schwartz	Erik	685897642
<input type="checkbox"/>	Smith	Sarah	578951301
<input type="checkbox"/>	Solomon	Charles	665942321




ELA 1:

<input type="checkbox"/>	Last Name	First Name	Student ID
<input type="checkbox"/>	Fitzsimmons	Eric	788445612
<input type="checkbox"/>	Sommers	Jakob	999888777
<input type="checkbox"/>	Spindler	Matthew	789456122
<input type="checkbox"/>	Andretti	Shayna	557636542
<input type="checkbox"/>	Haskell	Olivia	422554212
<input type="checkbox"/>	Jenkins	Alphonse	987335466
<input type="checkbox"/>	Kasperian	Bernard	982367415

Save Cancel

Student Log In Credentials,
Test Access Code,
Proctor Passwords, and
Examiner View

View Tests

- Test information, including Access Codes and Student Log In Credentials are found under the Tests tab.
- The Tests tab will be available May 16, 2016.
- Select **Tests** and **View** for the appropriate class.

The screenshot displays the 'New York State Grades 3-8 Testing Program' interface. At the top, it shows the user is logged in as 'Nextera Administrator' and provides navigation links for 'HOME', 'STUDENTS', 'CLASSES', 'TESTS', 'ACCOUNTS', and 'HELP'. The 'TESTS' tab is selected. Below the navigation bar, the page title is 'New York State Grades 3-8 Testing Program' with the Questar logo. The main content area is titled 'Tests' and includes a filter for 'Testing Status for: Math, Spring 2015-16' and a dropdown menu for 'Tests: CBT Question Sampler Math'. A 'New Test' button is also present. Below this, there is a search bar and a table listing test entries. The table has columns for Teacher, Class, Content Area, Test Name, and Testing Status. Two entries are shown: one for Damon Maxwell and one for Lindsay Banks, both for the 'CBT Question Sampler Math' test. Each entry has a 'View' button next to it.

Teacher	Class	Content Area	Test Name	Testing Status	
Damon Maxwell	Damon Maxwell Class	Math	CBT Question Sampler Math	Not Started	View
Lindsay Banks	Lindsay Banks Class	Math	CBT Question Sampler Math	Not Started	View

Print Student Log In Credentials (Labels)

Each student will need Log In Credentials to log in to the test session.

View Test

You're Viewing: **English II**

District:	Alpha Practice (353-535)	School:	Alpha High School (1002)
Testing Window:	Fall 2015-16	Content Area:	English II
Test Administrator:	Nasir Khan	Class:	ELA 1
Test Name:	English II		
Testing Dates:	11/30/2015 to 12/11/2015		

Examiner View

Print Labels

English II PIN 6228

New PIN

Submit

Cancel

Last Name	First Name	User ID	Password	Status	Total Items Completed	Date/Time Started	Date/Time Completed	Status Codes
Andretti	Shayna	557636542	F4A21348	English II: Not Started	0			Set
Haskell	Olivia	422554212	AEEFE524	English II: Not Started	0			Set
Jenkins	Alphonse	987335466	FC260310	English II: Not Started	0			Set
Kasperian	Bernard	982367415	E4391529	English II: Not Started	0			Set

Print Student Log In Credentials (Labels)

1. Select **Tests** from the **Tests** tab. (Tests tab available May 16, 2016)
2. Select **View** for the applicable test.
3. Select **Print Labels**.
4. Select the **applicable form** (Avery labels or student roster).
5. Select **OK**.
6. The labels display. Use the **Print** function to print the labels. Each label includes a student's name, test name, user ID, and password.

Access Code

The Session PIN is the **Access Code** the teacher will provide to the students during the administration of the field test.

View Test

You're Viewing: **English II**

District:	Alpha Practice (353-535)	School:	Alpha High School (1002)
Testing Window:	Fall 2015-16	Content Area:	English II
Test Administrator:	Nasir Khan	Class:	ELA 1
Test Name:	English II		
Testing Dates:	11/30/2015 to 12/11/2015		

Examiner View

Print Labels

English II PIN 6228

New PIN

Submit

Cancel

Last Name	First Name	User ID	Password	Status	Total Items Completed	Date/Time Started	Date/Time Completed	Status Codes
Andretti	Shayna	557636542	F4A21348	English II: Not Started	0			Set
Haskell	Olivia	422554212	AEEFE524	English II: Not Started	0			Set
Jenkins	Alphonse	987335466	FC260310	English II: Not Started	0			Set
Kasperian	Bernard	982367415	E4391529	English II: Not Started	0			Set

Examiner View

The Examiner View feature is helpful when you have an educator (proctor) supporting testing who does not have access to the Nextera™ Admin. If you would like the proctor to be able to see a screen that shows student log in credentials and assessment progress, use Examiner View by completing the following steps:

Testing Window:	Fall 2015-16	Content Area:	English II
Test Administrator:	Nasir Khan	Class:	ELA 1
Test Name:	English II		
Testing Dates:	11/30/2015 to 12/11/2015		

 **Examiner View**

English II PIN **6228**

Last Name	First Name	User ID	Password	Status	Total Items Completed	Date/Time Started	Date/Time Completed	Status Codes
Andretti	Shayna	557636542	F4A21348	English II: Not Started	0			Set
Haskell	Olivia	422554212	AEEFE524	English II: Not Started	0			Set
Jenkins	Alphonse	987335466	FC260310	English II: Not Started	0			Set
Kasperian	Bernard	982367415	E4391529	English II: Not Started	0			Set

Examiner View

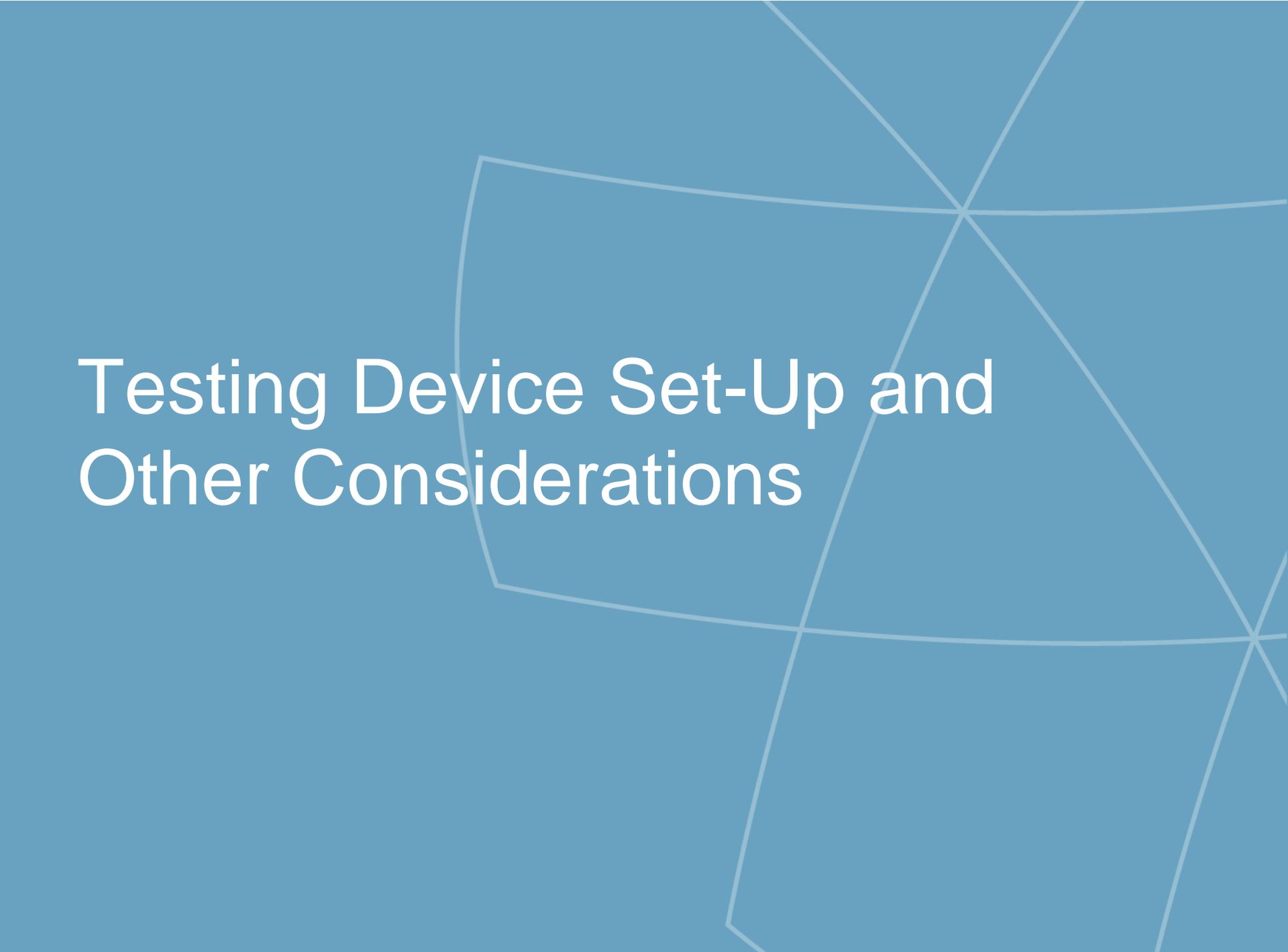
1. On the **proctor's** computer, log in to Nextera™ Admin.
2. Select **Tests** from the **Test** tab.
3. Locate the applicable class and select **View**.
4. Locate and select the blue **Examiner View** button.
5. This opens a NEW tab on the web browser that will refresh automatically during testing.
6. Go to original tab, **log out** of Nextera, and **close tab**.
7. The only tab open will be the **Examiner View** screen.

Proctor Password

- The proctor password is needed any time a student pauses the test.
- Teachers need to contact DTC or STC to obtain the proctor password. It is located on the DTC/STC's **home screen**.
- Each school has a unique proctor password.

Schools:
School: Test Middle School (0000001-1)
School Test Coordinator: STC Middle
Proctor Password: LWZG564V
School: Test Elementary School (0000001-2)
School Test Coordinator: STC Elem
Proctor Password: VB2Y7WFB

Testing Device Set-Up and Other Considerations

The background is a solid blue color with several thin, light blue lines that intersect to form various geometric shapes, including triangles and polygons. The lines are thin and light blue, creating a subtle pattern behind the text.

Download and Test Secure Browser

- Found under **Help** tab
- Video Tutorials on downloading, installing, and testing are available on NYSED CBT website
- Follow instructions in the [Setup and Installation Guide](#)



Practice Using Question Sampler

- Familiarize students with the general types of questions on the field tests and the procedures that they should follow when recording the answers to the field test questions.
- All students should have at least one opportunity to practice with the New York Question Sampler for either English language arts or mathematics.
- The Question Sampler is available at <http://www.nysed.gov/edtech/schools/question-sampler>.

Math - Grade 6

Question 2 of 8
✓ You've answered 0 of 8 questions.

Tools

- calculator
- ruler
- protractor
- selector
- highlight
- eliminate answers
- reference

The table below shows the number of tea bags needed to make different amounts of iced tea.

Number of Tea Bags	Total Quarts of Iced Tea
8	2
16	4
24	?
36	9

What is the total number of quarts of iced tea that can be made with 24 tea bags?

(A) 5
(B) 6
(C) 7
(D) 8

Don't share or discuss the contents of this test or material with others.
Powered by Nextera™ | Online

Questar

Testing Space Set-Up

- Provide a well-lit, well-ventilated, and quiet classroom.
- Ensure all devices are set up with the Questar Secure Browser.
- Plan seating arrangements. Allow enough space between students to prevent sharing of answers.
 - A seating chart or other record of student device assignment is recommended in the event that a situation requires a student to leave and return to a device.
- See the [SAM, Appendix E](#), for more information on space set-up.

Materials for Testing

1. Teacher Directions
2. Student devices with secure browser installed
3. Student Credentials
4. Device with internet access to monitor testing (not required)
5. Access Code
6. Proctor Pin (obtain from DTC/STC)
7. Additional supplies

*See [School Administrator's Manual](#) for complete list of required materials.

Field Test Administration Day

Network Use on Field Testing Day

- To help ensure a stable testing environment with minimal issues
 - Limit internet use by non-testing classes/teachers during test administration time, **especially** streaming video and music.
- In addition, ask the DITC/SITC to
 - **Minimize network traffic load** on the network servers;
 - Avoid performing client software updates, patching, and data backups; and
 - **Remove bandwidth throttling** on ports **80** and **443**.

Perform District Reviews (DTCs only)

1. To review the status of field tests in your district, select **Testing** from the **Tests** tab.
2. The *Testing* screen displays field test details, such as the class name, number of students not started, in progress, and finished. The results also display the overall session status.

The screenshot shows the 'Testing' interface with the following filters and data:

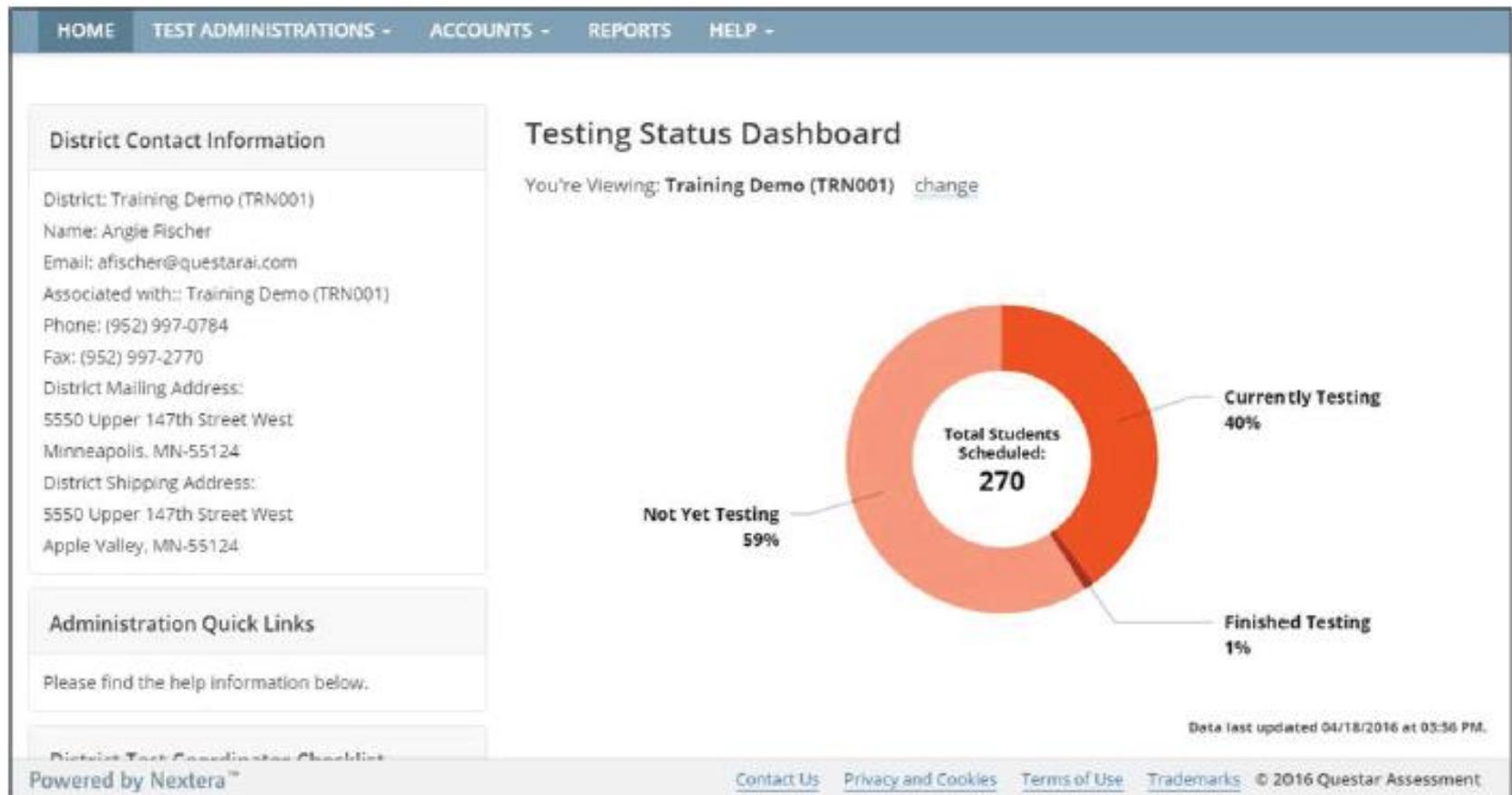
Filters:

- Window: Spring 2015-16
- District: Training Readiness (TRNG01)
- School: Maple Lake (001)
- Content Area: --make a selection--
- Session: Session 1
- Class: --make a selection--
- Search: just type what you're a looking for to filter the table

District ID	District Name	School ID	School Name	Content Area	Session	Class	Not Started	In Progress	Finished	Session Status
TRNG01	Training Readiness	001	Maple Lake	ELA	Session 1	Damon Maxwell Class	4	0	0	Incomplete
TRNG01	Training Readiness	001	Maple Lake	Math	Session 1	Lindsay Banks Class	4	0	0	Incomplete

At the bottom, there is a 'Show 10 entries' dropdown and a 'Download a copy (Excel)' button.

Home Screen – Metrics Dashboard (DTC)



Technical Issues During Administration

- Questar Setup and Installation Guide
 - Troubleshooting tips
 - What to do if internet connectivity is lost
- Technical Issues During Test Administration documents
 - NYSED CBT website
 - Can be edited to reflect local support structures

Technical Issues During Administration

■ Questar Admin Help Tab

The screenshot shows the Questar Admin Help page for the New York State Grades 3-8 Testing Program. The page has a blue header with the Questar logo and navigation links: HOME, STUDENTS, CLASSES, TESTS, ACCOUNTS, and HELP. The main content area is titled "Help" and contains three sections: "Contact Support", "Commonly Asked Support Questions", and "Support Documentation".

New York State Grades 3-8 Testing Program 

HOME STUDENTS ▾ CLASSES TESTS ▾ ACCOUNTS ▾ **HELP ▾**

Help

Contact Support


Call
[866.997.0695](tel:866.997.0695)


Email
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Commonly Asked Support Questions

Please find the help information below.

Support Documentation

Reference Material

- [Nextera Setup & Installation Guide](#)
- [NY Preview Admin Site Reference Sheet](#)
- [User Roles and Responsibilities in Nextera](#)

Contact Information

Questar New York Customer Support

NY.3-8.help@questarai.com

1-866-997-0695

Thank you!



Questar™

