

## ETS Help Desk Wait Times

ETS has added additional call agents due to the high volume of calls this morning. Please contact the **Academic Office** at 1-860-713-6860 or [SmarterBalancedCT@ct.gov](mailto:SmarterBalancedCT@ct.gov) if you experience wait time longer than 10 minutes.

## Update! - Session ID and Test Selection Instructions for Test Administrators

Please ensure that all Test Administrators have the link to the newly posted [Session ID and Test Selection Instructions for Test Administrators](#) and the updated [Test Administrator User Guide](#). Both documents were updated today, March 25, 2014.

**Setting up a Test Session:** To create a test session, Test Administrators **must use the [Select All] button**. The system will automatically select only those tests for which students are assigned. Disregard the [sort by] radio buttons and test-specific checkboxes on the screen. The Test Administrator will need to provide students with the Session ID and the name of the test students will complete (ELA PT, ELA Non-PT, Math PT or Math Non-PT).

## Test Administrator User Guide Updated 3/25/14

- New information about test settings that cannot be changed without resetting the test.
- Clarified that students with the embedded designated support for translation (stacked) for math tests will also receive translated test directions.
- Provided additional guidance and updated instructions for selecting tests in the TA Interface.
- Added information about the embedded dictionary and thesaurus tool.

NOTE: A description of all updates is posted under the [Resources and Documentation section](#) of the Field Test Portal.

## Known Issues with Text-to-Speech and ELA Items Requiring Audio

AIR is aware of issues related to Text-to-Speech and items that require audio. Please contact the ETS Help Desk at 1-855-833-1969 to report any issues related to problems with text-to-speech and/or audio.

## TIDE Appeals System Delay

***The TIDE appeals system will become available on April 1. If between March 25 and March 31, a district or school has an urgent need to submit an appeal in TIDE, please contact the help desk at [1-855-833-1969](tel:1-855-833-1969) or [smarterbalancedhelpdesk@ets.org](mailto:smarterbalancedhelpdesk@ets.org).***

The TA will need to provide the helpdesk with the student's test session information and the type of appeal they are requesting (invalidate, reset, re-open, or restore). Since appeals need to be approved at the state level, the help desk will then contact the CSDE Academic Office for approval.

Beginning on April 1, School or District Coordinators can submit appeals directly via TIDE for approval by the CSDE Academic Office. Specific directions about how to submit appeals and approve appeals is included in the most recent update of the [TIDE User Guide](#).

### **Chromebook and iPad Volume Control**

It is very important that users adjust the volume on the Chromebook and iPad prior to beginning the test.

Contact the **Academic Office** at 860-713-6860 or [SmarterBalancedCT@ct.gov](mailto:SmarterBalancedCT@ct.gov) with questions regarding the Smarter Balanced Assessment System. View past [Smarter Balanced Field Test Updates](#) on the CSDE Web site.