

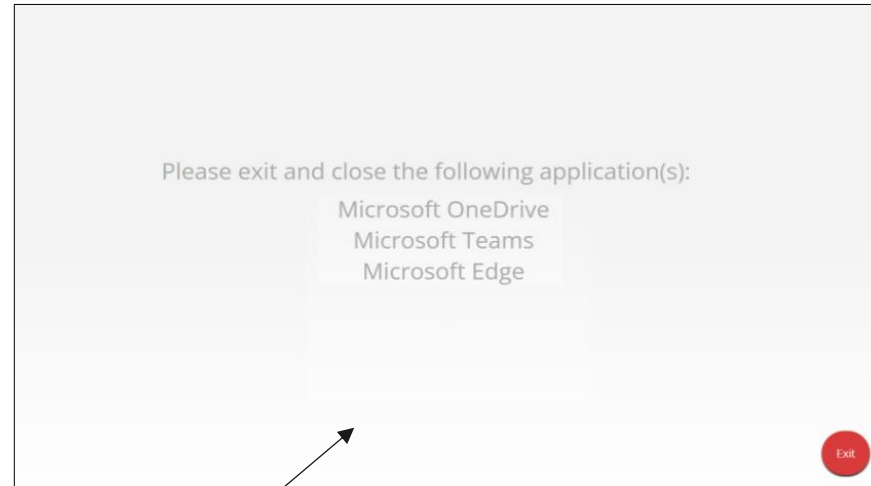


OSTP Troubleshooting Tips for Remote Testing

This document provides guidance and troubleshooting tips for any issues that may occur on a student's testing device. It is designed to help Students and Parents during remote testing.

- Guidance on Error Messages
 - Error messages when launching the OSTP Student Kiosk
 - Error messages when logging into the OSTP Student Kiosk
 - Error messages when connecting to the proctor
 - Error messages when logging into a test section
 - Error messages during a test
- Troubleshooting Tips
 - What should you do if the online testing files are corrupt?
 - What should you do if the kiosk freezes during the test?

Error Messages when launching the OSTP Student Kiosk:



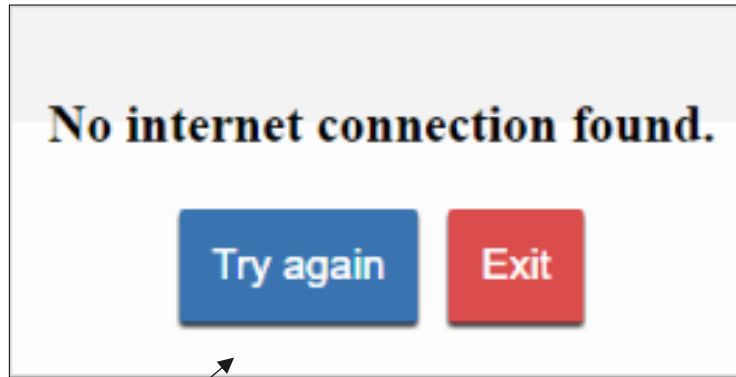
Why did the student receive this error?

There are open applications running in the background on the student's Windows device. The kiosk cannot be launched until all the apps listed in the error message are fully closed.

What should I do next?

Close all the applications listed in the error message. For any apps running in the background, you may need to force-close them using the Task Manager. Once all the listed apps are closed, the student should be able to launch the kiosk without any further issues.

Error Messages when launching the OSTP Student Kiosk:



Why did the student receive this error?

There is no internet connection on the device and the kiosk cannot launch.

What should I do next?

Connect to the internet and then click **Try again**.



Error Messages when launching the OSTP Student Kiosk:

Please exit the kiosk and install the latest version.

Why did the student receive this error?

The student is using an older version of the kiosk. The kiosk needs to be updated.

What should I do next?

Exit the kiosk and contact the Remote Test Administrator (RTA) or Remote Test Proctor (RTP) using the videoconferencing platform. The latest version of the kiosk/app needs to be downloaded and installed on your device.

Error Messages when launching the OSTP Student Kiosk:

A newer version of the app is available. Please update.

Update

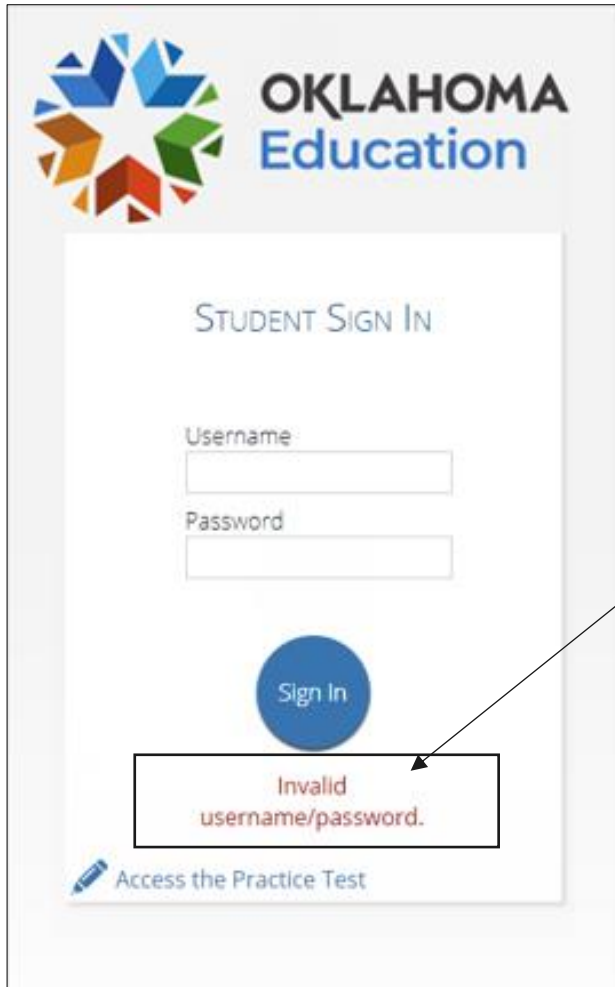
What happened and why did the student receive this message?

The kiosk was updated while it was open.

What should I do next?

Click **Update**, and the kiosk will update to the latest version and the student will be able to log in.

Error Messages when logging into the OSTP Student Kiosk:



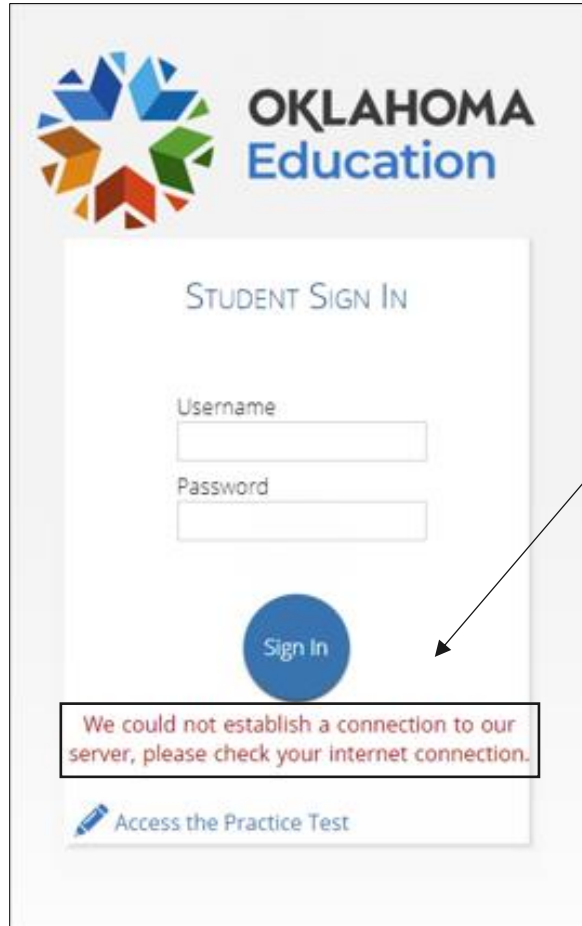
Why did the student receive this error message?

The student might have typed the wrong username or password when trying to log in to the OSTP Student Kiosk.

What should I do next?

Make sure the username and password are typed correctly. If everything looks right, ask the Remote Test Administrator (RTA) or Remote Test Proctor (RTP) for help using the videoconferencing platform.

Error Messages when logging into the OSTP Student Kiosk:



What happened and why did the student receive this message?

The internet connection was lost after the student entered their username and password. The OSTP Kiosk detected the loss of internet connectivity and will not allow the student to log in until the internet is working again.

What should I do next?

1. Close the OSTP Kiosk.
2. Fix the internet connection.
3. Open the OSTP Kiosk again.
4. Check the connectivity indicator in the top right corner of the kiosk login screen.
 - a. If the connectivity indicator is **green**, the kiosk 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.



Error Messages when connecting to the proctor:

Hello, Student Two

4400000002 State Student ID	1/1/2016 Date of Birth	Gender
Cyber City Sch QE School Name	Teacher	03 Grade

Digital Proctoring is required for this test. To begin, click on the "Connect to Proctor" button and follow the instructions. You will not be able to take the test without connecting to the proctor. If you would like to check your system compatibility before connecting, you may run the optional System Set-Up Test.

[System Set-Up Test](#) [Connect to Proctor](#)

The following tests have been scheduled for you:

Sample Remote Proctoring Test

[Section 1](#) [Section 2](#)

What happened and why is the loading icon spinning for more than 2-3 minutes?

Internet connectivity was lost after the student clicked on **Connect to Proctor**. The OSTP kiosk detected the loss of internet connectivity and will not allow the student to proceed until the internet is back.

What should I do next?

1. Close the OSTP Kiosk.
2. Fix the internet connection.
3. Open the OSTP Kiosk again.
4. Check the connectivity indicator in the top right corner of the kiosk login screen.
 - a. If the connectivity indicator is **green**, the kiosk 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.



Error Messages when logging into a test section:

Session Access Code:

Incorrect session access code. Please try again.

What happened and why did the student receive this message?

The student might be using the wrong access code for the section they selected, or they might have typed it incorrectly.

What should I do next?

Check the correct access code given by the Remote Test Administrator (RTA) or Remote Test Proctor (RTP), and have the student try again.



Error Messages during a test:

A connection issue has occurred, and your test has been paused. Please wait for the Proctor to resume your test. If the Proctor does not resume it soon, click the "Ask for Proctor's Help" button.



What happened and why did the student receive this message?

The student might see this message if:

1. The student's device lost the internet connection.
2. The Remote Test Administrator (RTA) and Remote Test Proctor (RTP) lost their internet connection or got disconnected from the test.

What should I do next?

If student's device lost the internet:

1. Try to get back on the internet.
2. Once connected, the **Raise Hand** icon in the top right corner of the message will be available. Click the icon.
3. This will send an alert to the RTA/RTP, and they will start a video call with the student to help un-pause student's test.

If the RTA and RTP lost their connection:

1. Wait for the RTA/RTP to get their internet back or reconnect to the test.
2. If the **Raise Hand** icon in the top right corner of the message is available, click it to alert the RTA/RTP.
3. Wait for the RTA or RTP to start a video call with the student and un-pause student's test.



Error Messages during a test:

The necessary support for audio playback is not detected on this device.

Continue

Why did the student receive this message?

This error will appear when students have the Text-to-Speech Accommodation and there is not a playback device (headphones, speakers, or internal speakers) set as default or connected to the device.

What should I do next?

Connect headphones or speakers to the machine and set them as the default playback device. Verify that sound is coming from the playback device.

Error Messages during a test:

Please raise your hand; your test session has timed out.

Exit

Why did the student receive this message?

The student has been inactive in the test for 60 minutes, so the test automatically timed out.

What should I do next?

Click **Exit**. The student should log back into the OSTP Kiosk and click the **Raise Hand** icon. The Remote Test Administrator (RTA) or Proctor (RTP) will start a video call with the student to check why the test timed out. Once the RTA/RTP gives permission, the student can select the section, enter the access code, and resume testing.



Clearing the Application Cache

If for some reason any of the online testing files become corrupt, deleting the application cache will force the OSTP kiosk to download a new set of cache files.

What should I do next?

1. From the OSTP kiosk login screen, click **Clear Cache** in the lower left corner.
2. You will be asked “Are you sure?” Click **Yes**, and the kiosk will close and then re-launch.

Copyright © 2025 eMetric LLC
Carrier: 3.49.6 #48646d5 #168
Shell: v3.49.12.3 #bbf6f10e prd
[Clear Cache](#)

Copyright © 2025 eMetric LLC
Carrier: 3.49.6 #48646d5 #168
Shell: v3.49.12.3 #bbf6f10e prd
Are you sure? [Yes](#)

Frozen Screen

The student is taking their test in the OSTP kiosk, and the kiosk stops responding and becomes frozen.

What should I do next?

1. Try to pause the test and log back in.
2. If you are unable to pause, restart the device.
3. Once the device restarts, log back into the test.
4. Click the **Raise Hand** icon to notify the Remote Test Administrator (RTA) or Proctor (RTP) in the video call and follow their instructions to continue testing.

Version Control Table



Version Control

Version	Date	Author	Change Description
1.0	03/24/2025	eMetric	Created support documentation per 2024-2025 remote proctoring requirements discussion with Cognia and OK SDE.