

# FSA Tech Support

A few tips can help make the FSA process go smoother.

## Pre-Administration System test:

This **Pre-Administration System Test** ensures that you have the correct Java Scripting components enabled, that your browser is set to accept Cookies and that Pop-Up Blockers are disabled.

A successful result will have a "pass" for every line:

### FSA System Compatibility Test

#### Step 1: Automated Checks

|      |   |
|------|---|
| PASS | <a href="#">1.1) Up-to-date Browser Version</a> |
| PASS | <a href="#">1.2) Authentication Settings</a>    |
| PASS | <a href="#">1.3) Local Storage Settings</a>     |
| PASS | <a href="#">1.4) Pop-up Settings</a>            |
| PASS | <a href="#">1.5) Network Transfer Check</a>     |

Continue the FSA System  
Compatibility Test

## Technical Information Sheet:

The online FSA is designed to run on most computers/browsers with the default installed settings. However, there are a few requirements and checks that need to be done to ensure a successful administration. The following outlines the technology requirements needed to run the assessment as well as the configuration details for the testing devices.

| Supported Operating Systems   | Supported Browser List   |
|---|--|
| Windows<br>(Microsoft)  | <b>Google Chrome</b> – <i>updated version</i><br><b>Mozilla Firefox</b> – <i>updated version</i><br><b>Microsoft Edge</b> – <i>updated version</i> |
| Mac OS 11.1<br><i>High Sierra or higher</i><br>(Apple, MacBook)   | <b>Safari</b> – <i>updated version</i><br><b>Google Chrome</b> – <i>updated version</i><br><b>Mozilla Firefox</b> – <i>updated version</i>         |
| Mac iOS<br>(Apple, iPad)  | <b>Safari</b> – <i>updated version</i>   |
| Android<br>(tablet)   | <b>Google Chrome</b> – <i>updated version</i>  |
| Google Chrome<br>(Chromebook)   | <b>Google Chrome</b> – <i>updated version</i>  |
| Bandwidth Requirements  |  |
| <p>The assessment requires a connection that does not go below 80 kbps per device. For optimal functioning, an average of 2 Mbps or greater is recommended. The following are questions you may want to ask technical staff handling setup at the schools:</p> <ul style="list-style-type: none"> <li>• How are the computers connected to the Internet? Are they wired or do they use Wi-Fi?</li> <li>• What is the bandwidth available to each device that will be used in the assessment?</li> </ul> |  |

## Text-Reader Software Tip Sheet:

Text-reader software is a third-party computer program, such as Kurzweil or Dragon Naturally Speaking, that will read the web out loud. It is not provided by the Ministry of Education, nor is it a built-in component of the electronic assessment system.

The school is also responsible for ensuring that any text-reader software they are using is compatible and has been tested with their current Operating system and web browser version prior to the exam session. In addition, schools should contact their School or District support technicians if they are experiencing difficulties when getting these applications to work correctly.

Schools are encouraged to try a sample FSA prior to the students' actual test to ensure that it will work correctly.

### Launching the Text-Reader

In order for schools to utilize external test-reader software, they must first launch the text-reader program, open a web browser within it, and use the login credentials provided for each exam session.

| Supported Operating Systems   | Supported Browser List   |
|---|--|
| Windows<br>(Microsoft)  | <b>Google Chrome</b> – <i>version 92.0</i><br><b>Mozilla Firefox</b> – <i>version 91.0</i><br><b>Microsoft Edge</b> – <i>version 92.0.902.67</i> |
| Mac OSX 10.13.6<br><i>High Sierra or higher</i><br>(Apple, MacBook) | <b>Safari</b> – <i>version 14.1.2</i><br><b>Google Chrome</b> – <i>version 92.0</i><br><b>Mozilla Firefox</b> – <i>version 91.0</i>              |
| Mac iOS<br>(Apple, iPad)  | <b>Safari</b> – <i>version 14.1.2</i>  |
| Android<br>(tablet)   | <b>Google Chrome</b> – <i>version 92.0</i>   |
| Google Chrome<br>(Chromebook)                                       | <b>Google Chrome</b> – <i>version 92.0</i>   |

## Caching Preventing Tip Sheet:

### Cookies

Cookies are required for the E-Assessment system to run properly. Some lab environments are set so that cookies are cleared on a regular basis. Even though the application cookies are set to expire when the online session closes, please ensure that any settings in the lab environment are set so that cookies do not clear within a short time and remain available for several hours while the students are writing the e-assessments. Failure to ensure this setting will result in the student receiving an error while navigating in the middle of an assessment.

### Web Page Caching

Web page caching takes place when the computer temporarily stores a copy of a web page locally in order to speed up the re-loading of that page each time it is visited. In the case of the e-assessments, the web pages are required to be re-loaded directly from the server each time they are accessed (i.e. when a student moves back and forth between questions). This ensures that the client (student) computer retrieves any student responses for each question each time a page (question) is visited, and that the client computer does not just load a "saved" blank copy of that page without student responses. Any student responses are required to be re-loaded from the server each time the student navigates to a question.

The E-Assessment system is a dynamic application, which means that it must return to the application server on every click of the Next or Pre. buttons. If a workstation or proxy server is caching information, it is possible that a student's information may appear "lost" when the computer does not check back to the application servers. Ensure that caching is turned off within the student's computer and that the school and district networks also have caching configurations turned off.

### Proxy Servers

The use of proxy servers can slow down internet connections during the online assessment. A proxy server scans every item or page coming into a network for viruses or malicious content. While a proxy server will not usually adversely affect regular internet usage within a classroom setting, this proxy scanning will noticeably slow down the E-Assessment system, since this application repeatedly requests new information from the main servers.

***\*Note: The Pre-Administration System Test can not check for proxy server or caching configurations.***

### Student Workstations

Ensure that proxy servers are either turned off or that **bc.ed.vretta.com** and **bc.ed-api.vretta.com** will bypass the proxy server during the online administration on all computers being used by students.

The following section provides information for browser settings to help prevent caching, where possible:

| Windows  |
|--|
| <b>Firefox</b> <ul style="list-style-type: none"><li>• Tools &gt; Options &gt; Advanced &gt; Cached Web Content: Clear Now"</li><li>• URL, type: &gt; "About:config" &gt; set the "browser.cache.check_doc_frequency" value to 1</li><li>• Close browser and re-launch</li></ul> |
| <b>Microsoft Edge</b> <p>Click 3 dots in top right &gt; select F12 Developer Tools</p> <ul style="list-style-type: none"><li>• Select "Network" tab, then click 4th icon from right to ON ("always refresh from server")</li><li>• Close browser and re-launch</li></ul>         |
| <b>Chrome</b> <ul style="list-style-type: none"><li>• No settings to disable cache, can only clear it prior to session, or before re-logon (recommended)</li></ul>   |
| Apple/MAC  |
| <b>Firefox</b> <ul style="list-style-type: none"><li>• Tools &gt; Options &gt; Advanced &gt; Cached Web Content: Clear Now"</li><li>• URL, type: &gt; "About:config" &gt; set the "browser.cache.check_doc_frequency" value to 1</li><li>• Close browser and re-launch</li></ul> |
| <b>Safari</b> <ul style="list-style-type: none"><li>• No settings to disable cache, can only clear it prior to session, or before re-logon (recommended)</li></ul>   |
| <b>Chrome</b> <ul style="list-style-type: none"><li>• No settings to disable cache, can only clear it prior to session, or before re-logon (recommended)</li></ul>   |
| Chromebook   |
| <b>Chrome</b> <ul style="list-style-type: none"><li>• No settings to disable cache, can only clear it prior to session, or before re-logon (recommended)</li></ul>   |
| iPad and Android devices:  |
| No settings to disable cache, can only clear it prior to session, or before re-logon (recommended)   |

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