

# 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. This document outlines the technological requirements for running the assessment as well as the configuration details for the testing devices.

Supported Operating Systems	Supported Browser List
Microsoft Windows	<a href="#">Google Chrome</a> – version 116.0 <a href="#">Mozilla Firefox</a> – version 117.0 <a href="#">Microsoft Edge</a> – version 116.0.1938.69
macOS 10.13.6 <i>High Sierra or higher</i> (Apple Mac, iMac, MacBook)	<a href="#">Safari</a> – version 16.5 <a href="#">Google Chrome</a> – version 116.0 <a href="#">Mozilla Firefox</a> – version 117.0
Apple iOS (Apple iPad)	<a href="#">Safari</a> – version 16.5
Android (tablet)	<a href="#">Google Chrome</a> – version 116.0
ChromeOS (Chromebook)	<a href="#">Google Chrome</a> – version 116.0

Browser Settings	
<b>Basic Settings:</b> Your web browser requires some basic settings for the online assessments to function correctly. Please ensure that these basic settings are correct. <ol style="list-style-type: none"> <li>1. Popup blockers must be turned "Off" (i.e., allow pop-ups).</li> <li>2. Cookies must be enabled (accept cookies).</li> <li>3. Javascripting must be enabled.</li> <li>4. Any proxy caching must be turned "Off."</li> </ol>	<b>Font Setting:</b> The standard Browser Font setting should be: <ul style="list-style-type: none"> <li>• Language Script: Latin Based</li> <li>• Web Page Font: Times New Roman</li> <li>• Plain Text Font: Courier New</li> <li>• Encoding: Western European (ISO)</li> </ul>

Bandwidth Requirements
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: <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 (or on a braille page). It is not provided by the Ministry of Education and Child Care, nor is it a built-in component of the e-Assessment system.

The school is 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 prior to the assessment 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 assessment to ensure that it will work correctly.

### Launching the Text-Reader

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 assessment session.

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macOS 10.13.6 <i>High Sierra or higher</i> (Apple Mac, iMac, MacBook)	<a href="#">Safari</a> –version 16.5 <a href="#">Google Chrome</a> –version 116.0 <a href="#">Mozilla Firefox</a> –version 117.0
Mac iOS (Apple, iPad)	<a href="#">Safari</a> – version 16.5
Android (tablet)	<a href="#">Google Chrome</a> – version 116.0
ChromeOS (Chromebook)	<a href="#">Google Chrome</a> – version 116.0

## 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. Please ensure that the cookies settings in the lab environment are set so that they do not clear for several hours while students write their assessment. Failure to ensure this setting will result in the student receiving an error while navigating through the assessment.

## Web Page Caching

Web page caching takes place when the computer temporarily stores a copy of a web page locally 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 reloaded 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 return 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.

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

## 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 online assessment, 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

### Firefox

- Tools > Options > Advanced > Cached Web Content: Clear Now
- URL, type: > "About:config" > set the "browser.cache.check\_doc\_frequency" value to 1
- Close browser and re-launch

### Microsoft Edge

Hit the "F12" key to open the Developer Tools

- Click the "Disable cache" checkbox
- You must keep the Developer Tools window open. To open it in a separate window, click on the 3 dots in the top-right corner of the window and click the first icon in the "dock side" row, which is "Undock into separate window."

### Chrome

- No settings to disable cache, can only clear it prior to session, or before re-login (recommended)

Apple/MAC
<b>Firefox</b> <ul style="list-style-type: none"> <li>• Menu &gt; Settings &gt; Privacy &amp; Security &gt; “Cookies and Site Data” &gt; Clear Data</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-login (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-login (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-login (recommended)</li> </ul>
iPad and Android devices:
<ul style="list-style-type: none"> <li>• No settings to disable cache, can only clear it prior to session, or before re-login (recommended)</li> </ul>

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