

● ● ● Troubleshooting Tips for LAS Links Online Remote Testing

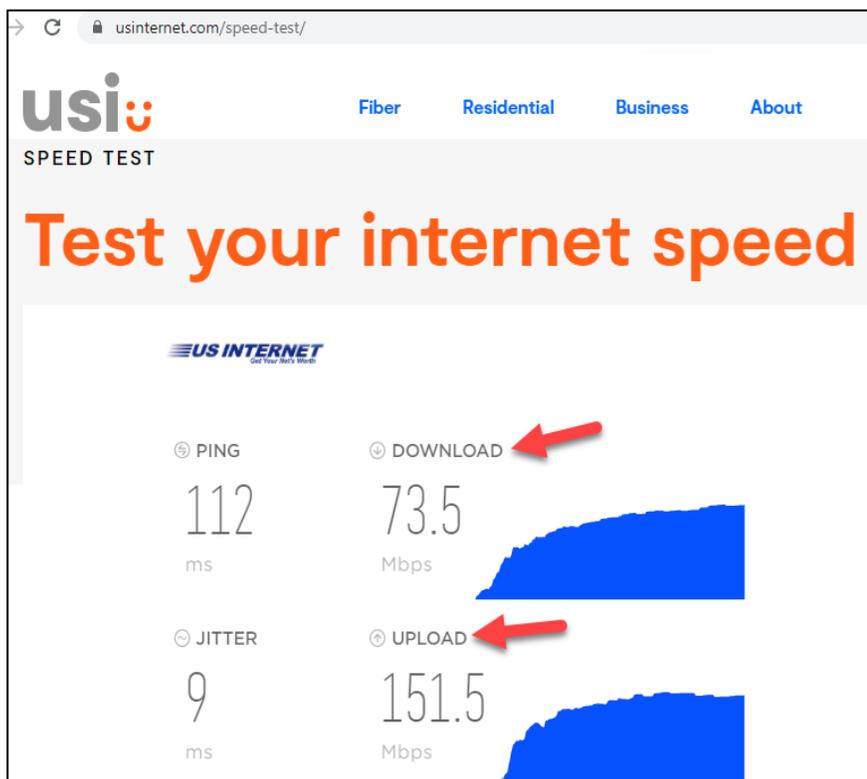
Device Technical Readiness: Have the home/student go to www.DRCDeviceCheck.com to verify that testing devices meet the requirements for remote testing with the DRC INSIGHT Public Browser.

The Device Check allows users to run a quick test to confirm that their testing devices meet the criteria for DRC INSIGHT remote testing. The test is simple and automated.

Click [HERE](#) for remote testing technical requirements.

Accessing the Public URL and Resolving Home Internet Speed Issues

- Be sure that the public URL is not blocked by the district (when using district WIFI). The district should Allowlist the following URL:
<https://wbte.drceirect.com/LL/#portal/ll/592030/exam/1?index=1&adminId=592030>
- The public URL should **not** be saved as a bookmark/favorite as the URL will no longer work. This is an intentional layer of assessment security regarding the public URL.
- If the student receives the message “COS SD Out of Date” or the test directions are showing 0:00/0:00, most likely they have an internet speed issue.
- To check the internet speed, have the student/parent go to www.usinternet.com/speed-test/



For an optimal student testing experience:
Download should be over 5 Mbps
Upload should be over 5 Mbps

- If the student’s internet speed does not meet the minimum of 5 Mbps, LAS Links items, particularly Speaking items, may be slow to render.
- The LEA may consider providing the student a District hot spot in order for the student to complete remote testing.

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Troubleshooting Student Login Issues

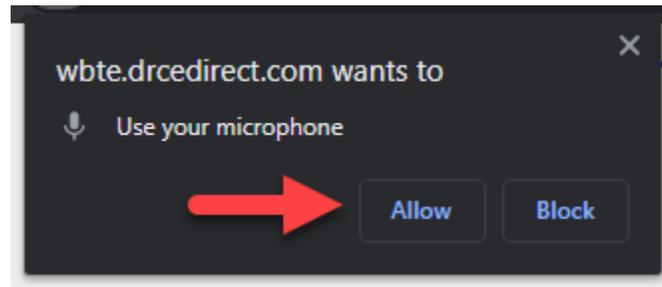
If the student tries repeatedly to login but continues to get the message “Invalid Username or Password, Please try again.” Please try the following troubleshooting steps:

- Ask the parent to assist the student;
- Be sure the student is distinguishing correctly between an “L”, “l”, and “1”. Example: A capital “L” in lower case looks almost exactly like an upper case i: “l”;
- If the student is trying to copy and paste the Username (UN) and Password (PW) to log in to the test, they are unable to do so by design. This is a security feature of the test; or
- Ask the student to share their screen with you, the Test Administrator, so you can watch as they type in their Username (UN) and Password (PW)

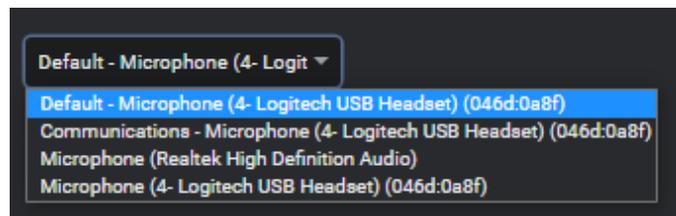
Troubleshooting Student Microphone Issues

If the student receives a message that their microphone is not working:

- Be sure the microphone meets at least the “Marginal” expectations listed on the Headset Recommendations document;
- Be sure that when prompted, the student clicks “allow”;

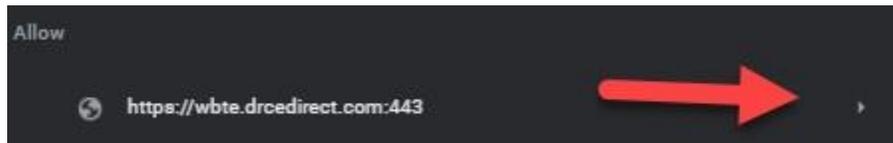


- Work with the student and parent to make the microphone the student is using the “default” microphone;
- To check, this the student will need to go to <chrome://settings/content/microphone> in Google Chrome;
- The student will need to make sure they have the correct Output device selected;
 - In the example image below, the default option is the USB headset. The “(Realtek High Definition Audio)” is a built in Mic. This will also work if the student chooses to use this.



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- ❑ When the Microphone setting is set, look in the “Allow” list for <https://wbte.drccedirect.com:443> and click the arrow next to it; and



- ❑ Under “Permissions” click on the dropdown next to Microphone and change the option to “Allow.”

