Galileo K-12 Universal Screener Troubleshooting Guide

- **Student can't login**

    - Does the student know their D11 **short username** and password?

        - Provide username and password from Q if needed

            - If the student has changed their District assigned password contact your LTE/DST

        - Confirm that the student is using upper and lower case when entering their password if needed (usernames are not case sensitive).

    - Is the student using the D11 link for Galileo K-12?

        - Instruct the student to go to D11.org, select the student tab at the top and click on the Galileo K-12 owl icon. Only the link on the D11/school site will get students to the correct login screen.

    - Is the student in Galileo K-12?

        - Check the roster for the student's grade level

        - If the student is new to your school but not to the district, they can select the school_ALL_grade# class from their previous school. The data will follow them when they are moved to your school in Galileo K-12 later.

        - Not sure if the student is in another school and able to test? Contact EDSS

        - If the student is not in Galileo K-12 they will be unable to test. It may take up to 6 business days after a student's start date in Q for them to be uploaded.

- **Student can't see test**

    - Is the student successfully logged into the Student-Parent Center?

    - Which class does the student have selected? (Must be SchoolName_ALL_grade#)

    - Has the student selected the Take Test tile?

    - Has the student completed the test?

        - If students have submitted their answers the test will no longer appear on their Take Test tile.

        - If the timer for the test has expired the student will get a message "Test time is up" and will be unable to reenter the test.

○ **Question doesn't load completely**

    ○ Have the student press the right green arrow at the top of their page to go to the next question followed by the left green arrow to go back.

        ○ Slow internet can cause question not to load completely. Ask the student if they have been getting internet errors or if questions are taking more than 5 seconds to load

    ○ If multiple students report that a question in not loading correctly report the assessment name, question number and one student name to EDSS.

○ **Text to Speech not working**

    ○ Verify that Text to Speech has been scheduled (instructions are in the Test Administrator Manual).

    ○ Ensure that the student knows to click on the speaker icon in the upper right to have text read to them.

    ○ Verify that the volume is turned on

    ○ Contact your LTE/DST/SAC if problems persist.

○ **Student selected and started the wrong test**

    ○ Student tests are on a timer that is not paused by exiting the test. If the student selected the incorrect test, they should continue taking that test. They will be able to take the other test during the next test session.

Chain of Command for Troubleshooting:

Test Administrators should be the first line of defense for supporting students in testing successfully. If you have asked and answered all the questions pertaining to the problem persists, contact your LTE/DST/SAC. If the LTE/DST/SAC are unable to resolve the problem they should call the EDSS hotline at 520-2080.

Remote Troubleshooting Support Document:

Consult the Galileo K-12 Student-Parent Center document in Schoology if you need assistance visualizing what students are seeing on their screen.