

# SchoolCity Tips & Troubleshooting

Call or email Assessment Support for issues not resolved by this guide: 775-348-0248

## Test Administration Help

| Description   | What to Do  |
|---|---|
| What should I do if a student is not able to login to SchoolCity?   | <p><b>(AT SCHOOL, WCSD NETWORK)</b></p> <ol style="list-style-type: none"><li>1. Check the student's screen to ensure that the login screen has a green bar across the top of the screen. If not, the student is likely trying to login onto the staff site.</li><li>2. Check that the student is first clicking the "Sign in with SAML" button.</li><li>3. Check that the student is logged into the device using his/her individual Student ID and password.</li></ol> <p><b>(AT HOME, Other Network)</b></p> <ol style="list-style-type: none"><li>1. Check the student's screen to ensure that the login screen has a green bar across the top of the screen. If not, the student is likely trying to login onto the staff site.</li><li>2. Check that the student is first clicking the "Sign in with SAML" button.</li><li>3. When the student is redirected to the District's Federation page, check that the student is using his/her complete email address and that "washoeschools" is spelled correctly.</li><li>4. If the student is receiving a login error, such as "400," clear the browser cookies and history. When doing so, make sure to select the option to clear the history for over a week or longer. This option is available in the browser settings.</li><li>5. Contact the school to reset the student's password.</li><li>6. If step 4 does not resolve the issue, check these browser settings:<ul style="list-style-type: none"><li>• Turn off pop-up blockers.</li><li>• Try a different browser (Chrome, Firefox, or Edge). In Chrome, try opening a "Guest" browser window.</li><li>• Check Internet Properties (computer settings), Internet Properties &gt; Advanced &gt; Security, check that TLS is enabled</li></ul></li></ol> |
| What should I do when a student is unable to access an online assigned test?  | <p>Check the online administration screen to ensure that the student was activated for the assigned assessment. If the student is activated, the student's status will be purple and displayed as "Active." If any other status is displayed, click the student and then the "Activate" button.</p> <p>The student will need to refresh his/her screen for the assessment to be visible on the "Take Assessment" tile.</p> <p><b>Note:</b> <i>In some cases, a student's status will show incorrectly that the test is "In Process" even though the student is not able to access the test.</i></p>   |
| What should I do when a student is trying to access an online test and receives a message that states the website is unavailable? | <ol style="list-style-type: none"><li>1. On the teacher website, return to the list of assessments and click on the gear.</li><li>2. Navigate to the setup page.</li><li>3. Turn off "Enable Lockdown Browser."</li></ol>   |

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| What should I do when a student unintentionally exits from the test?   | On the online administration screen, click the checkbox next to the student and then the “Activate” button.  |
| What should I do if a student gets automatically logged out while testing?   | <p>Reactivate the assessment and have the student log back into SchoolCity and select the assigned assessment.</p> <p>This is an unusual event. Gather details about the event and report to Assessment Support. Note the test, item, and action taken by the student.</p>   |
| What do I do if a student starts the test and has the text-to-speech designated support but the sound isn’t working? | <ol style="list-style-type: none"> <li>1. Have the student exit the assessment.</li> <li>2. Deactivate the student and then reactivate him/her.</li> <li>3. Click on the accommodations button and add text-to-speech (TTS).</li> <li>4. Have the student log back into the test.</li> </ol> <p><b>Tip:</b> An alternative to adding TTS within an assessment is to add it to the student’s profile. See the Online Administration help document, page 4, for directions.</p>  |
| What should I do when the student sees the pdf test document in a rotated view?                                      | The test was inadvertently rotated. Press CTRL-R to turn the document right side up.   |
| What should I do if I don’t see a student’s results in the reports?  | <ol style="list-style-type: none"> <li>1. Return to the online administration for the assessment in question.</li> <li>2. Check the student’s progress. The status column will show how many items were completed by the student. <ul style="list-style-type: none"> <li>• If the student has completed the test or the student has completed all the questions that he/she could, click on the checkbox next to the student’s name and then the “Submit” button.</li> <li>• If the student has not completed the test, reactivate the student to allow him/her to finish the assessment.</li> </ul> </li> </ol> |
| What should I do when I can’t find the assessment that I am planning to administer or am still working on?           | <p>The assessment is likely under a different tab than what you are currently viewing. Click on the school, district, or other tabs to find your assessment.</p> <p>Contact Assessment Support if you cannot find a district assessment.</p> <p><b>Tip:</b> You may also search for an assessment using the Search feature.</p>  |

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## Paper Administration Help

| Description  | What to Do  |
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| <p><b>Scoring (paper)</b><br/>What should I do when my computer doesn't recognize the camera for GradeCam scoring?</p>   | <p>The first time that the GradeCam option is used, make sure to download the plug-in for your browser.</p> <p>Subsequent access to the camera may be disabled if you were using your device's camera for video conferencing. Click the gear near the top right corner of the camera screen to reactivate it for SchoolCity use.</p>  |
| <p><b>Scoring (paper)</b><br/>What should I do when I can't score my answer sheets with the GradeCam option?</p>   | <ol style="list-style-type: none"> <li>1. Make sure you have the correct answer sheets printed. GradeCam answer sheets have a series of shaded/patterned circles at the bottom of the answer sheet.</li> <li>2. Make sure you have clean copies of the answer sheets. The print on the answer sheet should not be faded.</li> <li>3. Try a different browser or device with camera for better results.</li> <li>4. Some cameras are not as precise as others. If still having difficulties, try using an iPad or iPhone. <i>Note: Other mobile phone devices have not been tested and may also work with SchoolCity.</i></li> </ol> |
| <p><b>Scoring (paper)</b><br/>What should I do when my SchoolCity answer sheets won't scan with the scanner*?</p> <p><i>*WCSD supports select Brother and Canon scanners. In 2022, each middle and high school was issued one Canon scanner from Department of Assessment.</i></p> | <ol style="list-style-type: none"> <li>1. Make sure you have the correct answer sheets printed. SchoolCity answer sheets have a QR code on the top left corner of the answer sheet.</li> <li>2. Make sure you have clean copies of the answer sheets, and that the squares on the corner are straight on the page. The print on the answer sheet should not be faded.</li> <li>3. Make sure there is no writing near the squares on the corners of the page.</li> <li>4. Make sure the student did not write or shade in parts of the QR code.</li> </ol>   |

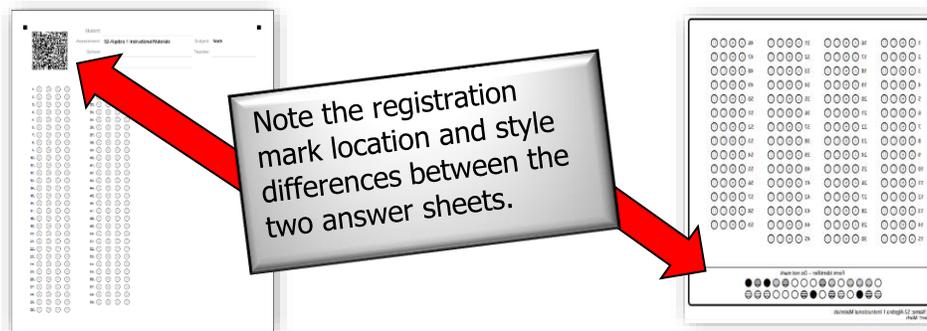
### Selecting Answer Sheets: SchoolCity / GradeCam

The type of answer sheet selected will depend upon what is available for the assessment and a user's preferred scoring method (paper scanner or web/document camera).

SchoolCity answer sheets require the SchoolCity Scan application to be installed on the computer and connection to a compatible, TWAIN-compliant scanner (WCSD provided Canon and Brother compliant scanners to middle and high schools). The **SchoolCity** answer sheet can only be scored using a paper scanner. The **GradeCam** answer sheet can only be scored by a web camera or document camera that can be recognized by SchoolCity.

SchoolCity Answer Sheet

GradeCam Answer Sheet



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## Preparing Answer Sheets for Scanning

Before you scan an answer sheet, review the document and check for the following:

- The **student name** is bubbled and it matches the name printed on the top of the answer sheet.
- Answer **bubbling is dark** enough to read clearly.
- There are **no stray marks** on the answer sheet, especially around the perimeter of the sheet or near the optical block code.
- The answer sheet is in one piece, with no tears, bends, folds, spindles, or mutilations.

## Batching Answer Sheets

When you prepare a batch of answer sheets to scan, make sure that:

- There are **no more than 50** answer sheets in a batch (scanned at the same time). Count the number of answer sheets in each batch so that you can tell when all answer sheets have been scanned. *This is a limitation of the scanner's feed tray.*
- Answer sheets go into the scanner's feed tray **facing right side up**.

**Note:** The scanner only reads the side of the page that's facing up. Any pages that are facing down will scan as blanks.

## Answer Sheet DO's and DON'Ts

This sample answer sheet illustrates the most common causes of scanning errors.

**Don't** tamper with the block codes or the QR Code.

**Do:** Write student's name in the space provided.

**Do:** Darken bubbles completely.

**Do:** Bubble in the name.

**Don't:** Make stray marks in areas that are bubbled.

**Don't** Bend, fold, or tear answer sheets.

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## Test Creation Help

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| What should I do when my test won't publish?   | <ol style="list-style-type: none"><li>1. Look at the progress flags at the top of the assessment setup screen. All flags must have a checkmark in order to publish a test.</li><li>2. Click on the flag without a checkmark and add the required information.</li></ol>  |
| What should I do if I am unable to click on the online administration button for an assessment that I created?                 | <ol style="list-style-type: none"><li>1. Make sure the assessment is published.</li><li>2. Make sure you have "Online" selected as a method of administration.</li><li>3. Make sure you do not have any items on the assessment that are marked as "Paper Only."</li></ol>   |
| What should I do if I want to narrow my search when looking for items or passages as I'm creating my own item bank assessment? | <ol style="list-style-type: none"><li>1. Look above the list of items and click on the green "Show/Hide" filters button.</li><li>2. Click on a category to narrow your search. Begin from the top and work down. The number of available items will readjust as filters are selected.</li></ol> <p><b>Tip:</b> Click on the blue gear on the right side of the screen to add more filtering options.</p>   |
| What should I do if I want to preview a test that I am creating?   | <p><b>Unpublished Assessments</b></p> <ul style="list-style-type: none"><li>• Click the gear for the assessment.</li><li>• Click the "Summary" progress flag.</li><li>• Click the "Online Preview" button.</li></ul> <p><b>Published Assessments</b></p> <ul style="list-style-type: none"><li>• Click the "Online Admin" button.</li><li>• Click the blue title for the assessment.</li></ul> <p><b>Tip:</b> To exit the preview screen, click the "Exit Full Screen" button.</p>   |
| How do I update a test after it's been published?  | <p><b>Assessments with Scores</b></p> <ul style="list-style-type: none"><li>• Assessments with scores have limited capabilities for modifications but changes for incorrect answers, standards, item point values, and assessment names are possible.</li><li>• To make changes to an assessment, click on the "Key" function, make necessary changes, and save.</li><li>• All submitted tests will be rescored, if needed.</li></ul> <p><b>Assessments without Scores</b></p> <ul style="list-style-type: none"><li>• Click the arrow function menu and select "Unpublish."</li><li>• Click the gear and make necessary changes.</li><li>• Click the Publish button after corrections have been made.</li></ul> |