



FLORIDA DEPARTMENT OF
EDUCATION
fdoe.org

Florida Civic Literacy Exam Remote Administrations for Postsecondary Institutions

2023–2024

Updated August 16, 2023

Table of Contents

Introduction	1
Administering the FCLE Remotely.....	1
Complete Training	1
Verify User Accounts	1
Check Technology.....	1
Configure Your Network.....	2
How to Prepare Networks for Remote Testing.....	2
Verify Student Accommodations.....	3
Mark Video Consent in TIDE	3
Prepare Test Tickets and Communicate to Students	3
Preparing for Remote Administrations of the FCLE.....	3
What Technology Do Students Need?.....	3
Checking Students’ Internet Connections and Devices Prior to Testing	4
Communicating Test Session Information to Students	4
Using Accommodations on the FCLE	4
Tasks to Complete During Testing.....	5
How to Start an FCLE Session for Students Who Are Remote	5
Verifying Students’ Identification Before Approving into the Session.....	6
How to Communicate with All Students in a Remote Session at Once	10
How to Observe Students while They Participate in a Remote Session with Video	12
How to Start a One-on-One Video Conference with a Student	14
How to Request to View the Screen of an Off-Site Student from the Test Administration Site.....	15
How to Respond to Students if They Request Assistance.....	17
How to Respond if a Test Alert Appears for a Student	17
How to End a Remote FCLE Assessment Session	18
Troubleshooting	18
Internet Connections or Hardware	18
Communication between Proctors and Students	19
Frequently Asked Questions	20
Help Desk	21
Change Log.....	22

Introduction

The Florida Civic Literacy Exam (FCLE) is an online assessment for degree-seeking students to demonstrate competency in civic literacy. To be effective, it is important students take these assessments independently and without any external assistance.

This guide explains how to prepare for students to take FCLE assessments if they are participating remotely. The same online testing system that proctors and students use to administer the FCLE on campus can be used to enable students to take FCLE assessments at home or at another off-campus location. More information for students can be found in the [FCLE Remote Testing Guide for Postsecondary Students](#).

- Students will be able to access the student interface using the secure browser on any device that meets Florida’s testing requirements.
- Test proctors can broadcast chat messages to students during a test session, and students can respond by sending chat messages back to the proctor.
- If permission is obtained and marked in TIDE, a one-on-one video conference feature built into the online testing system allows proctors and students to video conference.
- In all situations, proctors and students will not be asked to share any personally identifiable information other than what they would share in an ordinary test session on campus.
- The FCLE is a secure assessment. Testing personnel and students may not discuss or reveal details about the test content (including test items and responses) after the assessment. This includes any type of electronic communication, such as texting, emailing, or posting to social media sites.

Administering the FCLE Remotely

Before administering the FCLE, institutions will need to familiarize themselves with the information that follows.

Complete Training

Proctors who will be administering the FCLE remotely must complete the *Remote Proctoring TA Certification Course* before administering the FCLE. This course can be accessed from the portal at <https://ta-cert.cambiumast.com/courses/floridaremote>.

Verify User Accounts

Institution staff must ensure proctors administering the FCLE have been assigned a Campus Test Coordinator (CTC) or Test Proctor (TP) user role in TIDE. For instructions on creating and managing user accounts, refer to the [Florida Civic Literacy Exam Postsecondary User Guide](#).

Check Technology

Campus personnel should confirm that each device used by proctors to administer the assessment meets the requirements and has the proper network connections (see [Configure Your Network](#) section below). Personnel must work with students to ensure that each student testing device has the secure browser installed and is configured correctly. Please see the [Secure Browsers](#) page for more information on installing the Secure

Browser and refer to the [Supported Operating Systems and Devices](#) page for information on supported technology, operating systems, and browsers.



Note: The preferred combination for the proctor machine is the Chrome browser on a Windows machine. Proctors may use any combination listed in the Technology Guide, with the exception that Firefox is not supported for remote sessions.

Configure Your Network

Proper configuration of your network for online testing is an important step in test preparation. To ensure a smooth administration, CAI recommends network bandwidth of at least 20 kilobits per second for each student testing concurrently. To confirm the proctor’s device has the correct bandwidth for the number of students who will test simultaneously, navigate to the [Network Diagnostics](#) page.

1. Select the **Run Diagnostics** option. The **Network Diagnostics** page appears.
2. Select **I am a test administrator who will be proctoring an exam remotely**.
3. Select whether you will have a webcam enabled for the test.
4. Enter the number of students in the **How many students will be in your session at once?** text box.
5. Select **Run Test**.

Bandwidth Diagnostic

There are variety of tests that can be conducted to determine if you have the adequate network bandwidth available. Please choose the appropriate test below for your unique situation and follow the steps.

I work for the school or district and I'd like to know how many students I can expect to test concurrently at my location.

I am a student who will be taking a test remotely.

I am a test administrator who will be proctoring an exam remotely.

Will your webcam be enabled?

Yes

No

How many students will be in your session at once?

How to Prepare Networks for Remote Testing

Students and teachers will need the URLs and ports listed below open for remote testing. It is strongly recommended to use wildcards when adding these URLs to your allowlist. Cambium Assessment may add or remove servers from the field without notice.

System	URL
TA and Student Testing Sites	cambiumtds.com tds.cambiumtds.com cambiumast.com cdn.cambiumtds.com cdn2.cambiumtds.com static.cambiumtds.com resources.cambiumtds.com

The following table lists ports required for remote online testing. Ensure all content filters, firewalls, and proxy servers are open accordingly.

Port	Purpose
80/TCP	HTTP (initial connection only)
443/TCP	HTTPS (secure connection)
3478/TCP	Remote testing/video conferencing
49152-65535/TCP & UDP	Remote testing/video conferencing

Verify Student Accommodations

Ensure that student accommodations, if needed, are correctly set in TIDE for the Postsecondary FCLE administration or that proctors are familiar with how to set them in the TA Interface at the time of the assessment.

Mark Video Consent in TIDE

Because webcams are required, video consent must be set to “Yes” in TIDE. It is the responsibility of institution personnel to enter this information through a PreID upload file, on the **Add Student** or **View/Edit/Export Students** pages, or via the Upload Additional Student Information task.

Prepare Test Tickets and Communicate to Students

Students will need to be given login information before beginning the test. CAI recommends that proctors use existing institution communication channels to provide this information to students.

Preparing for Remote Administrations of the FCLE

To ensure students can take the FCLE remotely, students should work with their campus testing coordinator to make sure they are ready to take the FCLE from home. The checklist below is designed to help students complete these tasks in advance of the day of the test, and details are described in the sections below.

Task	Status
Make sure students have installed the latest secure browser to take the FCLE.	
Make sure students have access to speakers or headphones to hear any proctor broadcasts and to use Text-to-Speech (TTS), if applicable.	
Make sure the video consent is marked in TIDE, and that the student’s device has a built-in or plug-in webcam, microphone, and speaker/headphones.	
(Optional) Make sure the student device has any necessary assistive technology like TTS software or screen readers.	
Have students use the diagnostic checker to make sure they have an adequate Internet connection, and that the speaker/headphones and webcam/microphone are working properly.	

What Technology Do Students Need?

Students should have a supported device to install the secure browser on and a strong Internet connection.

Students can use most modern desktops or laptops running most versions of Windows, macOS, Ubuntu, Fedora, or Chrome OS.



Note: iPads are also supported for the FCLE. You can find out more about supported devices, operating systems, and supported browsers on the [Supported Operating Systems and Devices](#) page.

Students should also have access to any necessary assistive technologies like TTS software or screen readers they need to take a test. For more information, see the section [Using Accommodations on the FCLE](#).



Note: Students are **required** to have a microphone and camera enabled.

Checking Students' Internet Connections and Devices Prior to Testing

To ensure each student's Internet speed and device meet the minimum requirements necessary for remote testing, the student should run the Network Diagnostics test available on the practice test site.

Students using video conferencing features may need a faster Internet speed for improved performance during a test.

Step-by-step instructions are available in the [FCLE Remote Testing Guide for Postsecondary Students](#) guide.

Communicating Test Session Information to Students

Proctors will provide students login information that they will use to access the FCLE on their devices at home. Proctors will communicate students' usernames and first names from their test tickets and will provide students the Session ID for signing into the test session. This will be done through an established institution management system or through an alternative method, such as private text messages or emails.

Test Proctors will also provide support for students through the login process.

Using Accommodations on the FCLE

Students who normally use assistive technologies during a test should use the same assistive technologies when they take a test from home. Most assistive technologies are built into the online testing system and work the same way at home as they do in a campus setting. Some accommodations require some setup, such as TTS and screen readers. Students should work with the campus's technology or testing coordinator to ensure students can access accommodations properly on the student's device.

If students taking a test use assistive technologies that are not built into the online testing system, such as screen readers, magnifiers, or switch devices, those technologies will still work with the online testing system even if the student is taking a test at home.

Tasks to Complete During Testing

This section lists and explains the tasks that proctors will need to complete in order to start and monitor an FCLE session while students are at home, including the following:

1. [How to Start an FCLE Session for Students Who Are Remote](#)
2. [Verifying Students' Identification Before Approving into the Session](#)
3. [How to Communicate with All Students in a Remote Session at Once](#)
4. [How to Observe Students while They Participate in a Remote Session with Video](#)
5. [How to Start a One-on-One Video Conference with a Student](#)
6. [How to Respond to Students if They Request Assistance](#)
7. [How to Respond if a Test Alert Appears for a Student](#)
8. [How to End a Remote FCLE Assessment Session](#)

How to Start an FCLE Session for Students Who Are Remote

Proctors will use the same process to create an FCLE session for students who will participate remotely, with a few additional steps.

After proctors select tests in the **Test Selection** window, the **Session Settings** fields appear.

1. Do the following:
 - a. In the **Session Type** field, select **Remote or Hybrid**.



Note: If you wish to administer the test session to students on campus and to students at home at the same time, select **Remote or Hybrid**. The audio and video features for remote testing will be available for all students in the session, even those taking the FCLE on campus.

- b. Select **Start Operational Session**.

The screenshot displays the 'Operational Test Selection' window. At the top, the 'Operational Session ID' is 'FL-1234-5'. Below this, there are icons for 'Select Tests', 'Student Lookup', and 'Approvals'. The main content area is titled 'Operational Test Selection' and shows a list of tests under the heading 'Florida Civic Literacy Exam'. The instruction reads: 'Choose which test(s) to add to your session. If you are ready to start the session, click "Start Operational Session". If you want to add additional tests in another category, select "Back".' One test, 'Postsecondary Florida Civic Literacy Exam (FCLE)', is selected with a checkmark. To the right, a panel shows '1 Tests Selected' and a 'Clear All' button. At the bottom, the 'Session Settings' section is visible, showing 'Session Type' with radio buttons for 'In Person', 'Remote or Hybrid' (which is selected), and a green 'Start Operational Session' button.

2. After starting the session, a pop-up window appears in your web browser, requesting access to your speaker/headphones, microphone, and camera. Select **Allow**. If you do not select **Allow**, students taking the test will be unable to hear (or see) you during the session. After selecting **Allow**, you may close this

window to continue the procedure for creating a session. You can return to this window at any time by clicking the **Broadcast Message** button ().

3. The **Session Information** window appears. This pop-up window provides the Session ID. Proctors will need to share the Session ID with students. Communicate the session information to students following the guidance laid out in [Communicating Test Session Information to Students](#) and click **Close** to close the **Session Information** window. If you close this window and need to revisit it, you can select **Session Information** at the top of the page.



Once students have been approved to join the session, they can begin taking the FCLE.

Verifying Students' Identification Before Approving into the Session

The *Approvals and Student Test Settings* window provides the first opportunity for proctors to communicate with students through the Test Delivery System. From this window, proctors can do any of the following:

- Observe the student through the student's webcam.
- Start a one-on-one video conference with the student.
- Send the student a chat message to which the student can respond.
- View the student's screen.

How to Observe an Off-Site Student from the Approvals and Student Test Settings Window

Proctors can observe students from the *Operational Session* tab by following the steps below:

1. On the *Operational Session* tab, select the **Student Video** button ().

Student Name	Username	See Details	Action
 Test, Demo	4B9NK	 Custom	<input checked="" type="checkbox"/> <input type="checkbox"/>
 Test, Demo	4BAAR	 Custom	<input checked="" type="checkbox"/> <input type="checkbox"/>

2. The *Video Conference* pop-up window appears, displaying high resolution video of the student.



Note: Often, connection issues occur due to network or proxy configurations set up by the institution. Proctors should check with the campus's technology coordinator to determine if network or proxy settings are causing connections to fail.

If a proctor encounters one of the issues above and cannot resolve it, they should select the

Report Issue button (). Clicking this button allows the user to report any issues and sends a log of the session to Cambium Assessment. Proctors should then call the helpdesk for further technical assistance.

From the *Video Conference* pop-up window, you can do any of the following:

- [Start a one-on-one video conference with a student.](#)
- [Send the student a chat message.](#)
- [Request to view the student's screen.](#)

To close the *Video Conference* pop-up window, select the close window button, which looks like an **X** and is in the upper-right corner. The *Approvals and Student Test Setting* window appears.

How to Start a One-on-One Video Conference with One Student at a Time from the Approvals and Student Test Settings Window

When using the video feature, a proctor can start a one-on-one video conference with one student at a time from the *Approvals and Student Test Settings* window. During a video conference, the proctor can see and hear the student and, if the proctor permits it, the student can see and hear the proctor.

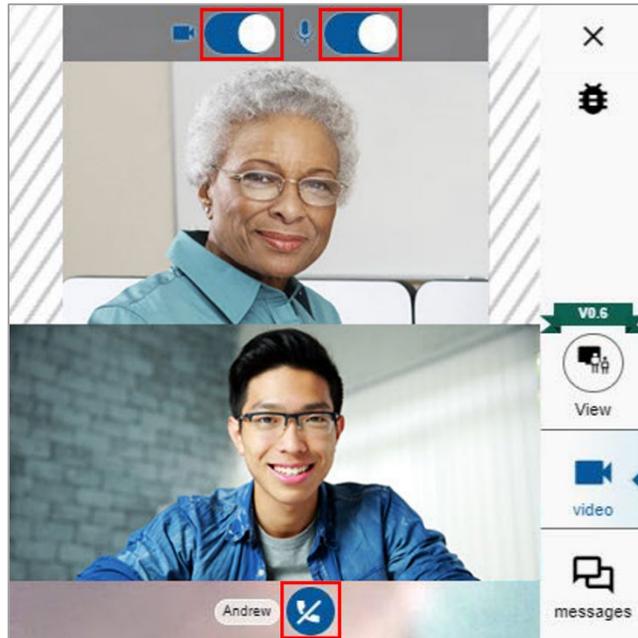
1. From the *Approvals and Student Test Settings* window, access the *Video Conference* pop-up window for the student by selecting the **Student Video** button ().
2. From the *Video Conference* pop-up window, select the **Call** button () to call the student.

The call is placed. The student doesn't have to do anything to take the call. On your device, the *Video Conference* pop-up window displays a split-screen view of the test administrator and the student. On the student's device, the *Video Conference* pop-up window displays automatically, displaying the same split-screen view of you and the student.

To turn your webcam or microphone off or on, do the following:

- To turn your webcam off, select the **Webcam** toggle button (). To turn it back on, select the button again. When your webcam is off, students are unable to see you.
- To turn your microphone off, select the **Microphone** toggle button (). To turn it back on, select the button again. When your microphone is off, students are unable to hear you.

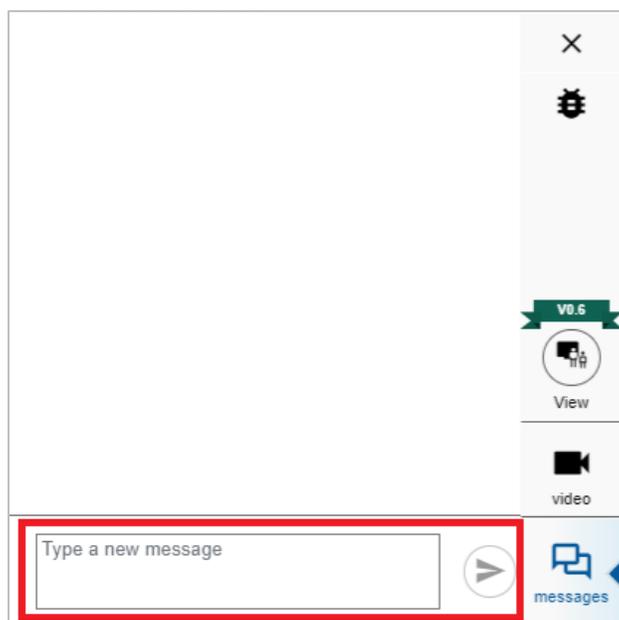
To disconnect the call, select the **Disconnect Call** button ().



How to Send a Chat Message to an Off-Site Student from the Approvals and Student Test Settings Window

Proctors can send chat messages to one student at a time from the *Approvals and Student Test Settings* window. Students can respond to these messages by sending chat messages back to the proctor.

1. From the *Approvals and Student Test Settings* window, access the *Video Conference* pop-up window for the student by selecting the **Student Video** button ().
2. From the *Video Conference* pop-up window, select the **Messages** icon ().
3. The *Chat* screen appears. In the *Type a new message* field, type your chat message and select the **Send** button (). Your message appears automatically on the student's screen. The student can respond with a chat message of their own.



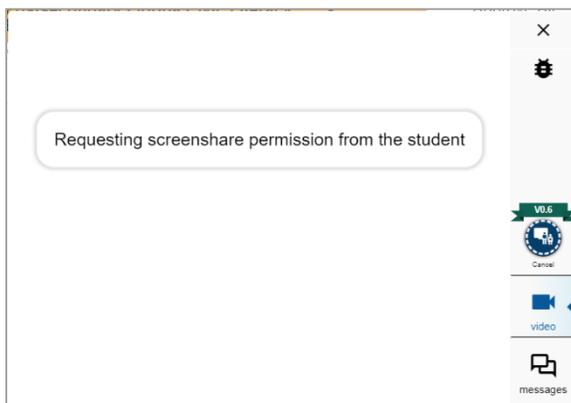
How to Request to View a Student’s Screen from the Approvals and Student Test Settings Window

Proctors can request to view a student’s screen from the *Approvals and Student Test Settings* window. When a proctor requests access to view a student’s screen, the student must first give permission to view their screen.

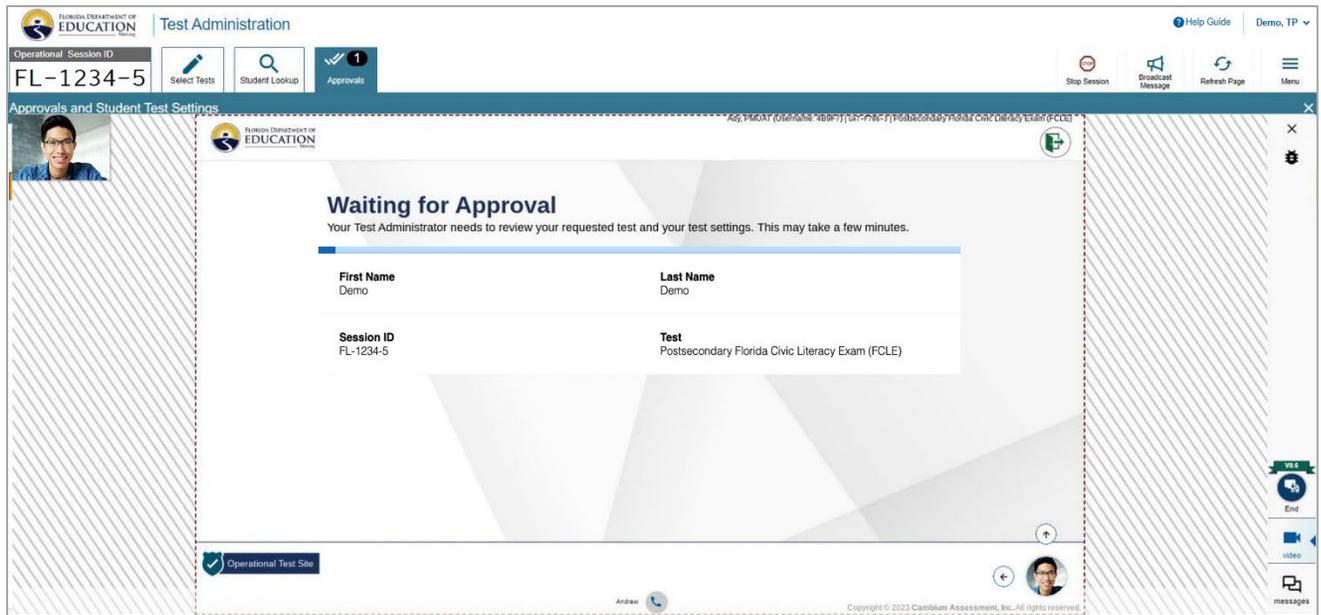


Note: This feature is not available if the student is using an iPad.

1. From the *Approvals and Student Test Settings* window, access the *Video Conference* pop-up window for the student by selecting the **Student Video** button ().
2. From the *Video Conference* pop-up window, select the **View** button (). The *Request screenshare permission from the student* pop-up window appears.



The student must first give permission to view their screen and then choose if they want to share their entire screen, the application window, or the tab of their web browser. If they allow permission, the screen they choose to share will appear in the *Video Conference* pop-up window.



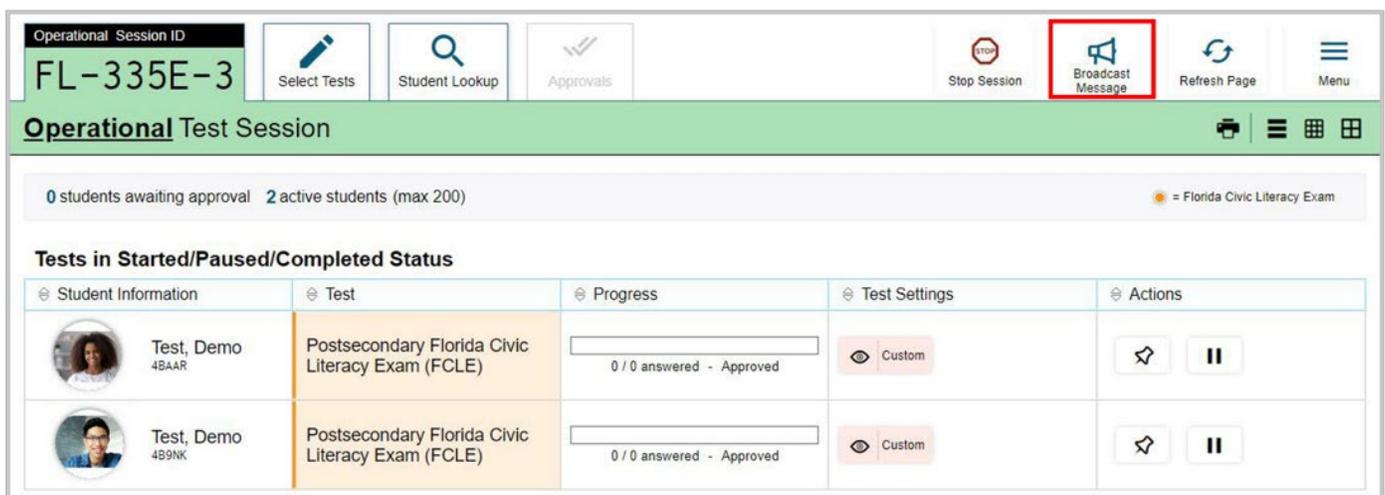
How to Communicate with All Students in a Remote Session at Once

Once a remote session has started and students have joined, proctors can communicate with all students at once through a broadcast feature in the Test Delivery System.

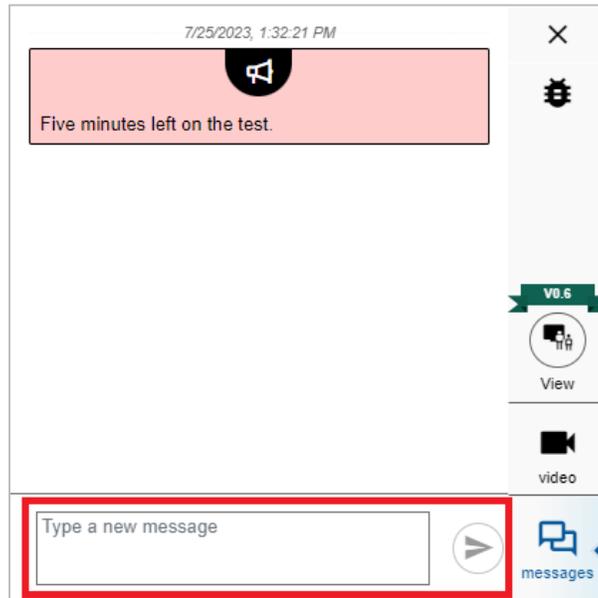
- Broadcasted messages to students pop up automatically as announcements on each student’s screen. Students will also hear an audio transcription of the broadcast. Students do not need to do anything for these messages to appear.
- Be sure to keep these messages brief because they will momentarily interrupt student testing. For example, proctors might tell students “Ten minutes left.”
- Students can respond to proctors through this communication method. Chat messages sent from students to proctors appear only on the proctor’s screen and not on the screens of other students in the session.

Proctors can communicate with all students in a remote session by following the steps below:

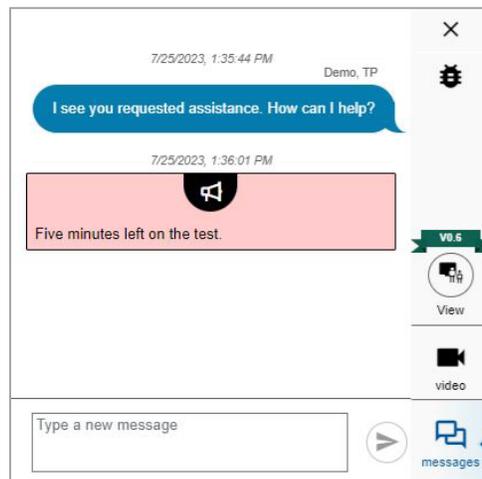
1. From the Test Delivery System, select the **Megaphone** icon ().



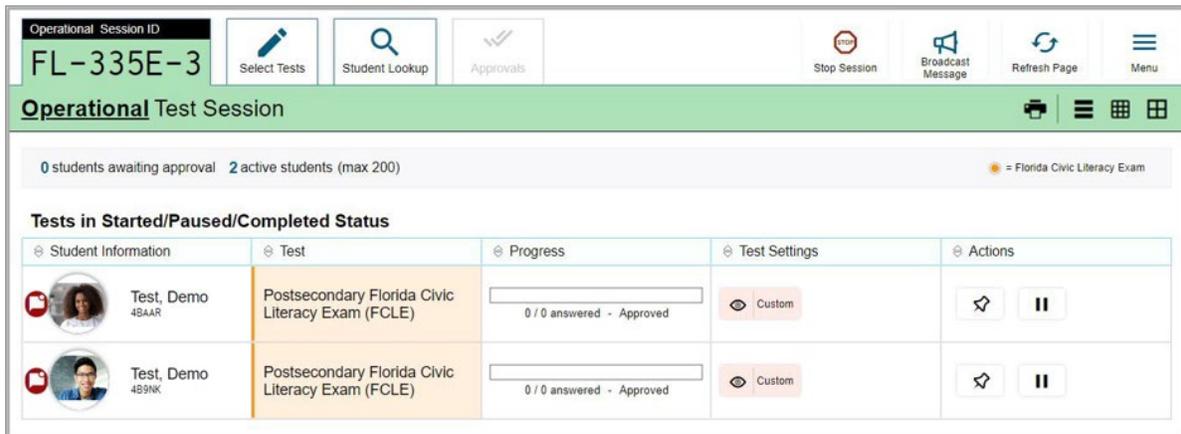
2. The *Broadcast* pop-up window opens. In the *Type a new message* field, type your message and then select the **Send** icon (→).



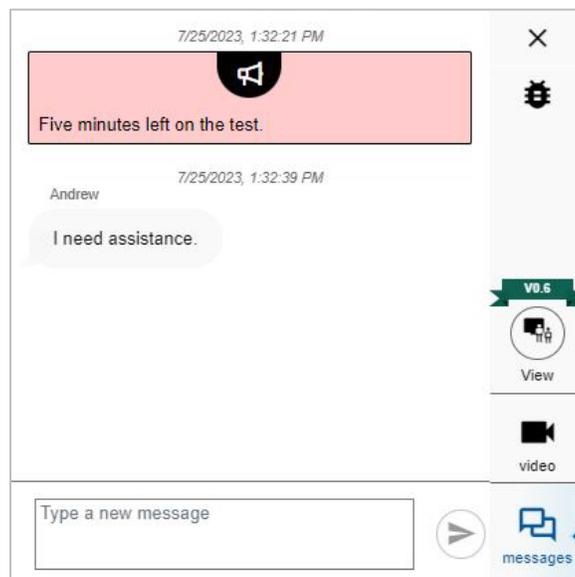
3. Your message automatically appears on the device of each student in the session. Students do not need to do anything for this message to appear.



4. Students can respond to messages by typing a message in the *Type a new message* field and selecting the **Send** icon (→) on their devices. When a student sends a message, a **Message Waiting** icon (📧) appears next to their image on the Test Delivery System. To see the student's message, select their icon.



5. The *Chat* pop-up window opens. Select the **Messages** icon () to view the message sent by the student.



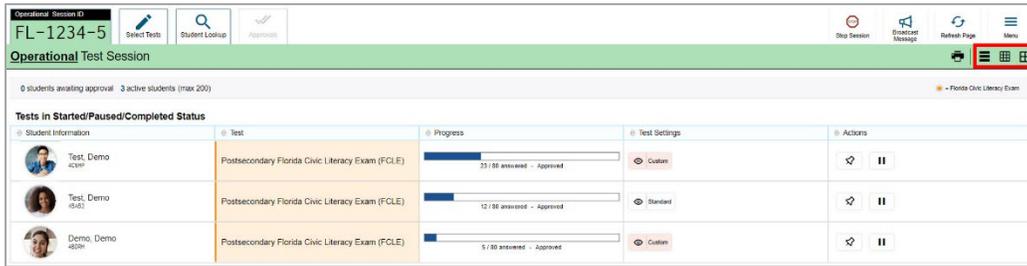
6. Select **X** to close the *Chat* pop-up window.

How to Observe Students while They Participate in a Remote Session with Video

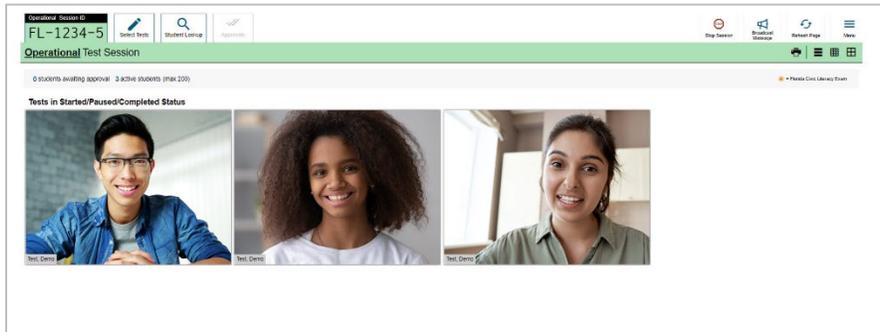
Proctors can observe low-resolution video of all students at once or select one student to view at high resolution.

Low-resolution video of all students appears automatically on the list of students on the test administration site.

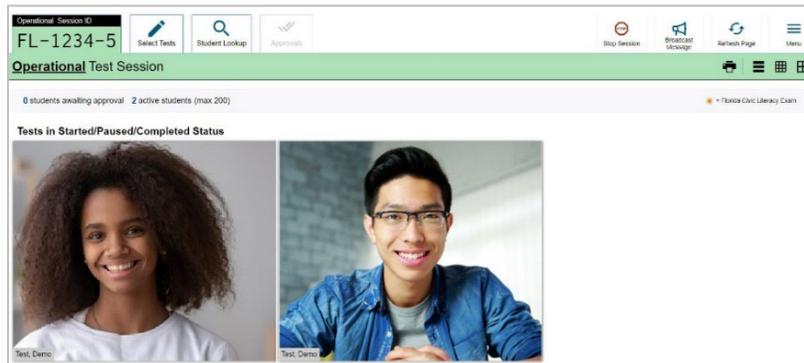
By default, students in a test session appear listed in a table, as shown in the screenshot below.



Proctors can change to a small tile view by selecting the 3x3 **Tile View** icon ().



Proctors can change to a large tile view by selecting the 2x2 **Tile View** icon ().



Proctors can view high-resolution video of one student at a time by following the steps below:

1. From the list of students in the test session, select the **Student Video** icon () for the student you wish to view.
2. The *Video Conference* pop-up window appears, displaying high-resolution video of the student.

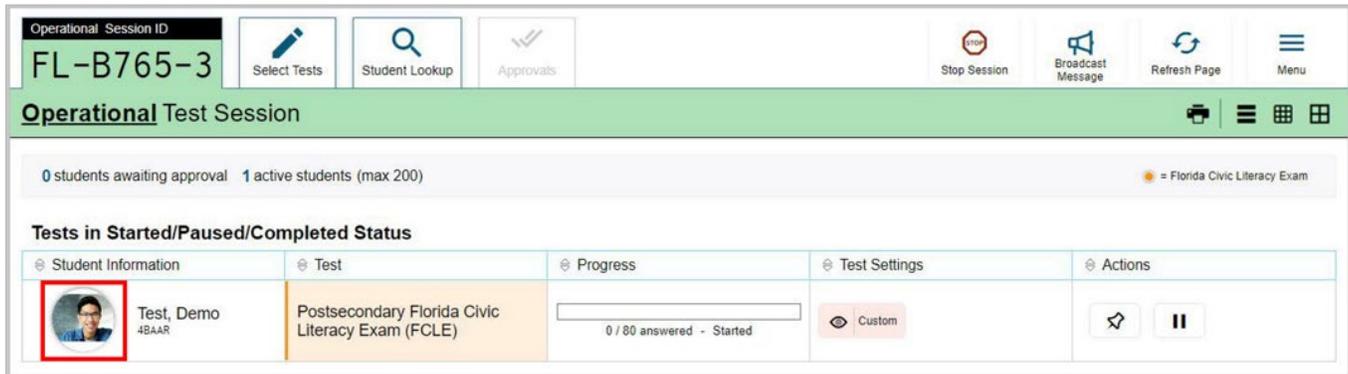


3. Select **X** to close the *Video Conference* pop-up window. The test administration site appears.

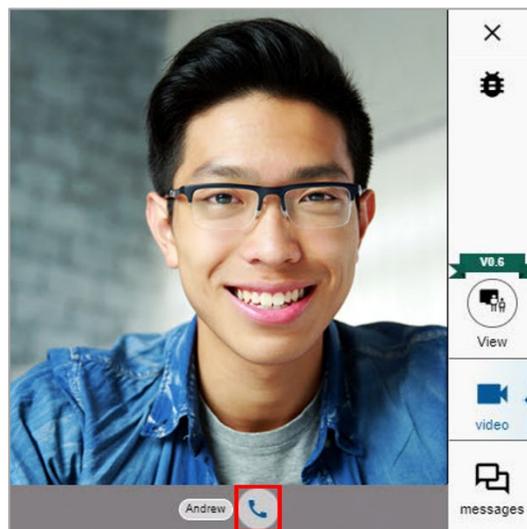
How to Start a One-on-One Video Conference with a Student

Proctors can start a one-on-one video conference with one student at a time through the Test Delivery System by following the steps below:

1. From the list of students in the test session, select the **Student Video** icon () for the student with whom you wish to start a one-on-one video conference.



2. The *Video Conference* pop-up window opens, displaying high-resolution video of the student. Select the **Call** icon () to call the student.

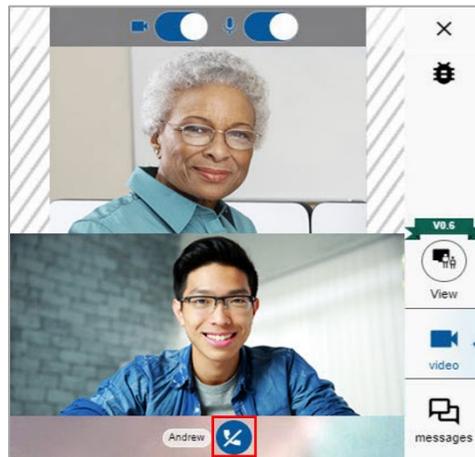


The call is placed. On your device, the *Video Conference* pop-up window displays a split-screen view of you and the student. On the student's device, the *Video Conference* pop-up window displays automatically, displaying the same split-screen view of you and the student.

To toggle your webcam or microphone, do the following:

- To toggle your webcam, select the **Webcam Toggle** icon (). With your webcam off, students are unable to see you.
- To toggle your microphone, select the **Microphone Toggle** icon (). With your microphone off, students are unable to hear you.

To disconnect the call, select the **Disconnect Call** icon ()



How to Request to View the Screen of an Off-Site Student from the Test Administration Site

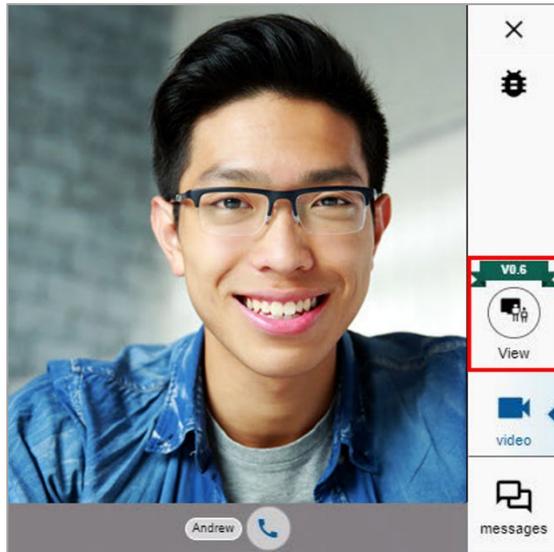
Proctors can request to view a student's screen from the test administration site. When a proctor requests access to view a student's screen, the student must first give permission to view their screen. This feature is not available if the student is using an iPad.

A proctor can request to view a student's screen from the test administration site by following the steps below:

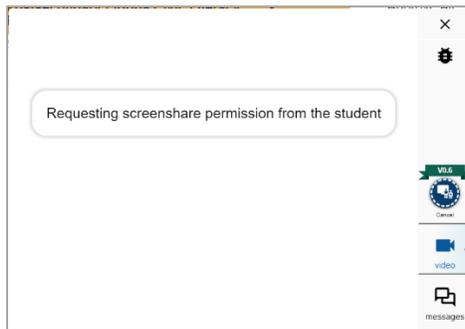
1. From the list of students in the test session, select the **Student Video** button () for the student.

Student Information	Test	Progress	Test Settings	Actions
 Test, Demo 4BAAR	Postsecondary Florida Civic Literacy Exam (FCLE)	0 / 80 answered - Started	Custom	 

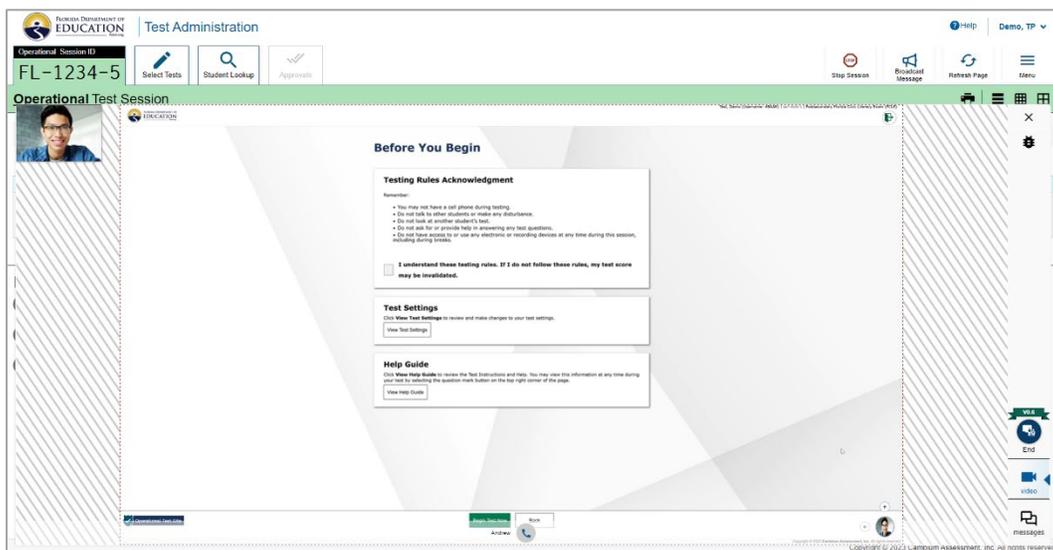
2. The *Video Conference* pop-up window opens. Select the **View** button ()



The Request screenshare permission from the student pop-up window appears.



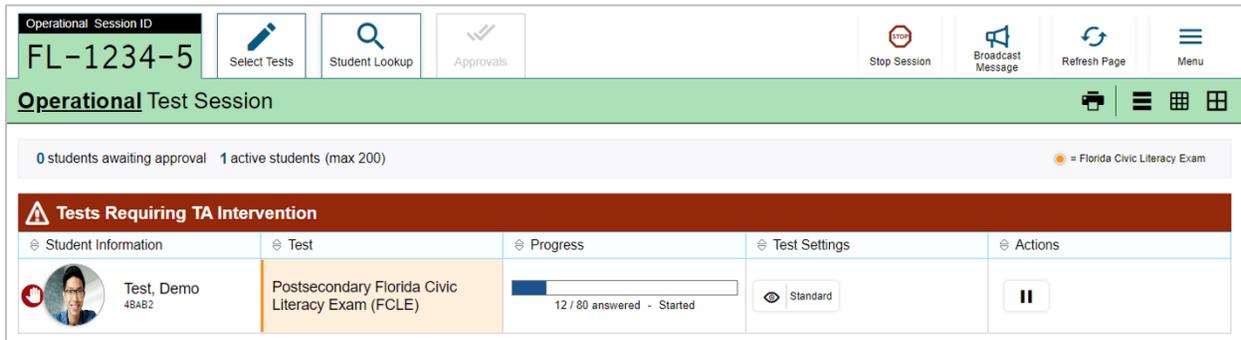
The student must first give permission to view their screen. After they do this, the screen will appear in the Video Conference pop-up window.



How to Respond to Students if They Request Assistance

Students who need assistance can request it from their proctor by virtually “raising their hand” while taking the FCLE remotely.

Students who need assistance will appear with a **Hand Raised** icon () next to their name on the list of students on the TA Interface.



The screenshot shows the TA Interface for an Operational Test Session. At the top, there is a header with the Session ID 'FL-1234-5' and navigation buttons for 'Select Tests', 'Student Lookup', and 'Approvals'. On the right, there are buttons for 'Stop Session', 'Broadcast Message', 'Refresh Page', and 'Menu'. Below the header, a green bar indicates 'Operational Test Session' with a printer icon and a grid icon. The main area shows '0 students awaiting approval' and '1 active students (max 200)'. A red banner at the top of the student list reads 'Tests Requiring TA Intervention'. The student list has columns for 'Student Information', 'Test', 'Progress', 'Test Settings', and 'Actions'. The first student, 'Test, Demo 48AB2', has a red hand icon next to their name. The test is 'Postsecondary Florida Civic Literacy Exam (FCLE)' with a progress bar showing '12 / 80 answered - Started'. The test settings are 'Standard' and the action is a pause button.

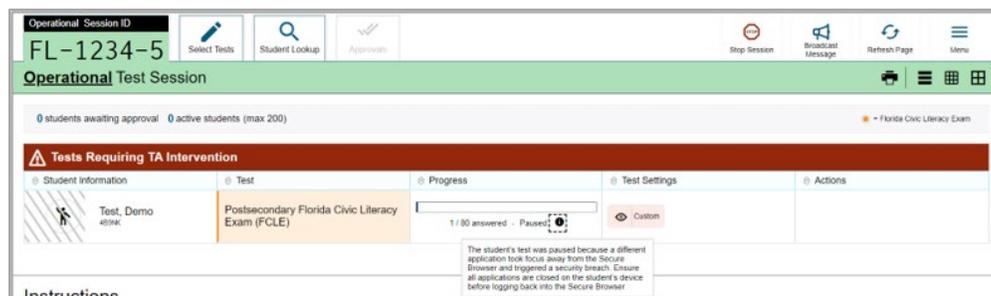
Proctors can respond to student requests for assistance by following the steps below:

1. From the list of students in the test session, select the **Student with Hand Raised** icon () for the student to whom you wish to respond.
2. A pop-up window appears. To send the student a chat message, select **Messages**, enter your message in the *Type a new message* field, and select the **Send** icon (). Your message appears automatically on the student’s screen. Students can respond to your message with a chat message of their own. If a student has consent indicated for video conference features, you may also provide assistance by starting a one-on-one video conference.
3. To lower the student’s hand, select the **Lower Hand** icon ().

How to Respond if a Test Alert Appears for a Student

Test alerts appear on the list of students on the Test Delivery System if the system has not detected any activity from the student for some time. This may happen if the student’s computer or device has gone to sleep or if the student is experiencing some interruption. In the event of a test alert, all student responses are saved at the time of interruption so that students do not lose responses.

Students with test alerts are moved to the *Tests with potential issues* list.



The screenshot shows the TA Interface for an Operational Test Session. At the top, there is a header with the Session ID 'FL-1234-5' and navigation buttons for 'Select Tests', 'Student Lookup', and 'Approvals'. On the right, there are buttons for 'Stop Session', 'Broadcast Message', 'Refresh Page', and 'Menu'. Below the header, a green bar indicates 'Operational Test Session' with a printer icon and a grid icon. The main area shows '0 students awaiting approval' and '0 active students (max 200)'. A red banner at the top of the student list reads 'Tests Requiring TA Intervention'. The student list has columns for 'Student Information', 'Test', 'Progress', 'Test Settings', and 'Actions'. The first student, 'Test, Demo 489AK', has a hand icon next to their name. The test is 'Postsecondary Florida Civic Literacy Exam (FCLE)' with a progress bar showing '1 / 80 answered - Paused'. The test settings are 'Custom' and the action is a play button. A pop-up window at the bottom of the student list reads: 'The student's test was paused because a different application took focus away from the Secure Browser and triggered a security breach. Close all applications are closed on the student's device before logging back into the Secure Browser.'

Proctors can respond to test alerts by following the steps below:

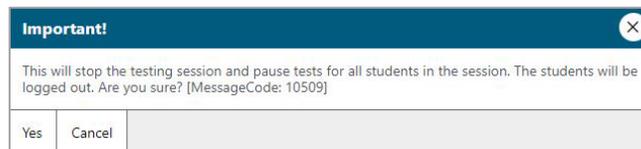
1. When a test alert appears, select the **Chat** icon () for the student.
2. Select **Messages** and enter your message in the *Type a new message* field and select the **Send** icon (). Your message appears automatically on the student's screen. Students can respond to your message with a chat message of their own.

How to End a Remote FCLE Assessment Session

Once the last student submits their assessment, proctors can end the remote FCLE session. After the session is ended or if a student logs out of the session, proctors and students will no longer be able to communicate with each other through the Test Delivery System.

Stopping a session automatically logs out all the students in the session and pauses their tests. Once a test session is stopped, it cannot be resumed. To resume testing students, a new session should be started.

1. In the upper right corner of the Test Delivery System, select **Stop Session** [].
2. A confirmation message appears. Do one of the following:
 - To stop the session, select **Yes**.
 - To cancel the action and return to the session, select **Cancel**.



Troubleshooting

Internet Connections or Hardware

Proctors and students may experience problems with their internet connections or hardware (webcam, microphone, speaker, and/or any assistive technology) while administering or taking the FCLE.

- If a proctor loses their internet connection during a test, the proctor will be logged out of the TA Interface, but the session will remain open for 20 minutes. Proctors should navigate back to the TA Site and click **Join** to rejoin the open session. If they do not return to the TA Interface and re-enter the active session within 20 minutes, they will be logged out, all of the students' tests will be paused, and they will need to click **Start a New Session Now** to continue.
- If a student loses their internet connection during a test, the student's responses up to the point where their internet connection was lost will be saved, and the student will be able to pick up where they left off once they regain their internet connection.
- If proctors or students experience problems with their internet connection, they should contact their internet service provider.

- If students have problems with their webcam, microphone, speaker, or assistive technology during a test, they should notify their proctor, who may need assistance from a technology coordinator in getting the student's hardware up and running again.

Communication between Proctors and Students

Proctors and students can communicate with each other through TDS during a remote FCLE administration. Proctors can broadcast text messages to all the students in a session. Students can send chat messages to their proctor and request assistance from their proctor by virtually raising their hand, alerting the proctor that they need help. If students and proctors are using webcams, proctors can view students through their webcam, and start a one-on-one video conference with students. These communications are not monitored or recorded.

Problems that may prevent communication between proctors and students may include any of the following:

- Loss of internet connection for either the proctor or student
- Loss of connection to the FCLE Test Delivery System

For problems with remote internet connections, proctors and students should contact their internet service provider.

For problems with connections to the FCLE Test Delivery System, students should contact their proctor, and the proctor can contact either a technology coordinator or the campus testing coordinator.

Frequently Asked Questions

1. What should students do if they have trouble logging in to the test?

If a student is having issues opening the Secure Browser, they should contact the proctor and he or she will be able to provide additional guidance.

If a student can access the Secure Browser but is having difficulty signing in, please confirm with the proctor the information he or she provided for the student to sign in, including the correct spelling of the student's first name, username, and Session ID.

2. Is anyone allowed to help the student complete questions he or she doesn't know how to complete?

In order to make sure student progress is measured accurately, students should not receive outside help from other people or devices that would help them answer questions.

3. What happens if a student is unable to submit the test?

If a student completes a test but does not submit it, the test will be force submitted each night. If a student submits the test, they can take another test as soon as the next day. If a student pauses the test, they have 8 hours to log back in and see items they have responded to. If a student pauses the test and logs back in after 8 hours have passed, they will be taken to the last unanswered item and will not be able to go back to previously responded items.

4. What if the student's Internet connection is lost?

If a student loses their Internet connection during a test, the test is paused, and the proctor is notified. The student's responses are automatically saved up to the point the connection was lost. When the connection resumes, the student should sign in again and follow the same steps that were completed the first time the student signed in to continue taking the test.

5. How do students see their results?

Once students submit their test, the **Test Completion** page will appear displaying if they achieved 60% or higher. Results are released in the [Florida Reporting System](#). Students may contact their school administrator for a copy of their results.

Help Desk

Questions related to preparing for remote testing may be directed to the [Florida Help Desk](#). The Help Desk is open Monday–Friday (except holidays) from 7:00 a.m. to 8:30 p.m. ET.

<p style="text-align: center;">Florida Help Desk</p> <p style="text-align: center;">Toll-Free Phone Support: 1-866-815-7246</p> <p style="text-align: center;">Email Support: FloridaHelpDesk@CambiumAssessment.com</p>

Emails to the Help Desk are automatically logged and responded to within one working day (typically sooner). Urgent requests will be given priority. If you contact the Help Desk, you will be asked to provide as much detail as possible about the issue(s) you encountered.

- Your name and contact information
- Username(s) of affected student(s)
 - **Do not send secure student information to the Help Desk via email.**
- Device, operating system, and browser version information
- Any error messages or error codes, if applicable
- Information about your home Internet connection (wired or wireless Internet)

Change Log

Location	Change	Date
Throughout Guide	Updated images and screen captures where appropriate.	8/16/23