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Introduction to this Guide

This user guide provides information for individuals accessing the Florida Standards Assessments (FSA) practice tests. This introduction describes the contents of this user guide and includes a key for identifying icons and elements used.

Guide Sections

Each section and appendix begins on a new page, which allows for easy printing.

1. Signing In to the Practice Test Site provides information on how to log in and select a practice test.
2. Overview of Practice Test Features includes information about a sample test layout, global and context menus, and the test tools that are available.
3. Item Types on Tests gives an overview of the item types that students may see on the practice tests and general guidelines on how to respond to items.
4. Keyboard Navigation provides keyboard commands for general test navigation as well as for specific features.

Document Conventions

The following table describes the typographical conventions appearing in this user guide.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caution</td>
<td>This symbol accompanies important information regarding a task that may cause minor errors.</td>
</tr>
<tr>
<td>Note</td>
<td>This symbol accompanies helpful information or reminders.</td>
</tr>
<tr>
<td>bold italic</td>
<td>Boldface italic indicates a page name.</td>
</tr>
<tr>
<td>bold</td>
<td>Boldface indicates an item you click or a drop-down list name.</td>
</tr>
<tr>
<td>italic</td>
<td>Italic indicates a field name or a drop-down list selection.</td>
</tr>
</tbody>
</table>
Signing In to the Practice Test Site

Students must use a supported web browser or the secure browser to access the Practice Test site. The supported web browsers for the practice tests are listed in the System Requirements for Online Testing document found on the FSA Portal (www.FSAssessments.org). Text-to-Speech is only available through the Secure Browser. Students who will require this accommodation must access the Practice Test through the Secure Browser.

Using the Secure Browser

1. Launch the FSA Secure Browser on your computer or mobile device.
2. Select Go to the Practice Test Site to access the Student Practice Test site.
3. Continue to step 3 below.

Using a Web-Browser

1. Open a supported web browser on your computer or tablet.
2. Navigate to the FSA portal (www.FSAssessments.org).
   a. In the right-hand panel, click the Practice Tests card. The Practice Tests page appears.
   b. Click Take the Computer-Based Practice Tests card. The Student Practice Test login page appears.
3. You will sign in as a guest user. Click Sign In. Make sure Guest User and Guest session are both switched to ON.

Note: The login process will be different if Guest User and Guest Session are not both switched to ON. This guide is intended for users logging into the Practice Test as a guest user with a guest session.
4. The **Your Tests** page appears. From the **Student Grade Level** drop-down list, select a grade.

5. The **Your Tests** page will update with available practice tests.
Select an available practice test by clicking the space next to the arrow. The list of available tests depends on the grade level selected.

**Note:** If the test you want to take is not displayed, click **Back to Login**. You will be logged out. Sign in again and select a different grade level.

6. The **Choose Settings** page appears. Select your accessibility settings and/or accommodations.

**Note:** When signing into a Practice Session with a ticket or session ID, the **Choose Settings** page will not appear. This page only appears if signing in as a guest user with a guest session.
Figure 4. Choose Settings Page

a. If necessary, change the default settings for the test. You can change the print size, background color, and mouse pointer color and size, or set an accommodation (e.g., masking, text-to-speech, closed captioning), as needed. Text-to-speech is only available when using the Secure Browser. Your selections will be applied immediately once selected.

b. When you have made your selections, click Select.
7. The **Audio Checks** page appears for students taking an ELA Reading test and for students using text-to-speech. Students must verify that they can hear the sample audio before continuing the login process.

![Audio Checks Page](image)

**Figure 5. Audio Checks Page**

a. Students must click the speaker icon [ ] and listen to the audio.

   - If the sound is audible, students will click **Yes**. A green checkmark will appear in the right corner of the Sound Check section. The student will then click **Continue** and be directed to the **Help Guide and Test Settings** screen.

![Audio Checks Page](image)

**Figure 6. Audio Checks Page**

   - If the sound is not audible, students will click **No**. The Sound Check: Audio Problem section will appear with a message telling students to notify their TA that they have an audio problem. Students also have two options:

     - **Option A: Try Again**. Students can click **Try Again**. This will direct the students back to the Sound Check section.
• **Option B: Log Out.** Students can click the logout button in the upper-right corner of the screen [ ]. Troubleshoot the computer or device and headphones to see if there is a problem or move the student to another computer or device that has working audio.

![Audio Checks Page](image)

Figure 7. Audio Checks Page

8. The Text-to-Speech Sound Check section appears if a student has the text-to-speech (TTS) accommodation selected. On this page, students verify that TTS is working properly on their device. Students can only use TTS within the secure browser.

**Note:** Text-to-Speech is only available in the Secure Browser. If the Practice Test is accessed in a regular browser, there will be a message indicating Text-to-Speech is not available.
Figure 8. Text-to-Speech Sound Check Page

a. Students click the speaker icon [ ] and listen to the audio.
   - If the voice is clearly audible, students will click I heard the voice. A green tab with a checkmark will appear in the upper right. The student will then click Continue and be directed to the Help Guide and Test Settings screen.

   Figure 9. Text-to-Speech Sound Check Page
- If the voice is not clearly audible, students can adjust the settings using the sliders for Volume, Pitch, and Rate and click the play button again.

- If students still cannot hear the voice clearly, they should click **I did not hear the voice** and close the secure browser. You can work with students to adjust their audio or headset. The student can sign in again when the issue is resolved.
9. The **Help Guide and Test Settings** page appears. From here you can view the **Help Guide** or **Test Settings**. Additionally, you can click **Begin Test Now** or **Return to Login**.

Figure 10. Help Guide and Test Settings Page


Figure 11. Help Guide
b. Click View Test Settings.
   - The Review Test Settings page appears.

   Figure 12. Review Test Settings Page

   - Review the information on this page and verify that your test settings are correct. Any changes that you selected on the Choose Settings page will be reflected on this page.
     - If the accessibility settings, and accommodations are correct, click OK.
     - If the accessibility settings are incorrect, make appropriate changes and click OK. If you have to change accommodations, you will need to log out and set the accommodations described in Step 6.
     - You can undo the changes you selected and return to the previously selected settings by clicking Undo Changes.

Overview of Practice Test Features

This section provides an overview of what a test page looks like. Information about available test tools and how to access them is also provided.

Test Layout

Figure 13 shows the primary features and available tools for an ELA Reading test. Tools will differ between subjects and grade levels.

![Test Layout Sample](image)

Each test has three major sections:

1. Banner: contains global tools and navigation buttons, as well as the Help and System Settings buttons
2. Stimulus/Passage: displays test content/stimuli
3. Item: contains the question, response area/options, and context menu

Note: Some tools are available only by accessing a context menu for that stimulus/item. For more information, see the next section.

Global and Context Menus

The global and context menus allow students to access on-screen tools. These tools can be accessed using a mouse or keyboard shortcuts. For information about keyboard shortcuts, refer to [Keyboard Navigation](#). The System Settings button will only be visible for students taking the practice test on the Secure Browser.

About the Global Menu

The global menu (located in the banner) contains all the visible tools displayed at the top of the student’s test screen. Most universal tools, as well as the Help [?] button, are in the global menu.
To open a test tool in the global menu, select the button for the tool.

**About the Context Menus**

Each test question may include several elements, such as the question number and answer options. The context menu for each element (e.g., passage, stimulus, answer options) only contains tools that are available for that element.

**Opening a Context Menu for Passages and Questions**

You can access context menus by clicking the context menu within an element (e.g., passage, stimulus) or by right-clicking within an element (e.g., passage, stimulus, answer options). The context menu will display different tools based on where and how you access it.

*Using the context menu button to access context menu tools:*

1. Click the context menu in the upper-right corner of an element (e.g., passage, stimulus).
2. Select a tool from the context menu.

*Right-clicking to access context menu tools:*

1. To access the context menu by right-clicking, do one of the following:
   a. If you are using a two-button mouse, right-click in the question and answer area.
   b. If you are using a single-button mouse, click in the question and answer area while pressing **Ctrl**.
   c. If you are using a Chromebook, click in the question and answer area while pressing **Alt**.
d. If you are using a tablet, tap the question and answer area and then tap the context menu button (this selects the answer option until you select a different option).

2. Select a tool from the context menu.

General Test Tools

The following test tools are available:

1. **Universal Tools**: Universal tools appear in the universal menu at the top of the page.

2. **Stimulus/Question Tools**: These tools are specific to stimuli and questions and are accessed by opening the context menu for a stimulus, question, or answer option area.

3. **Accommodation Tools**: Accommodation tools are available only for those students who have the related accommodation. The accommodation must be set before the student begins the test.

<table>
<thead>
<tr>
<th>Table 2. Universal Tools</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Universal Tools</strong></td>
</tr>
<tr>
<td><strong>End Test</strong></td>
</tr>
</tbody>
</table>
| **Formula** | Click the **Formula** button to view applicable reference sheets for assessments for which they are provided.  
*Note: The Formula tool is available for Mathematics and EOC tests only.* |
| **Help** | The **Help** button at the top right opens the on-screen **Help Guide** window. |
| **Line Reader** | Use the **Line Reader** button to highlight a single line of text at a time in passages and questions. |
| **Navigation** | The **Back** and **Next** buttons in the top left corner permit you to move between pages on a test.  
For **Mathematics** tests and **ELA Reading** tests, clicking the navigation buttons permits you to move between questions.  
For **ELA Writing** tests, clicking **Next** prompts you to end the test.  
*Note: When multiple questions are grouped together with the same stimulus, a button for each question number appears in the top right. Click these buttons to navigate between questions in the group.* |
| **Notes** | Click the **Notes** button to open an on-screen notepad. You can enter notes for yourself and save them. These notes are global and remain in the pop-up window throughout the test.  
*Note: This tool is available for **ELA Reading** and **ELA Writing** tests.* |
### Universal Tools

<table>
<thead>
<tr>
<th>Tool</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pause</td>
<td>The Pause button allows you to pause and log out of the test.</td>
</tr>
<tr>
<td>Questions drop-down list</td>
<td>This feature enables you to quickly return to a specific test page. Questions that were marked for review display “(marked).”</td>
</tr>
<tr>
<td>Save (Optional)</td>
<td>The Save button allows you to manually save technology-enhanced questions. This is an optional feature. If you do not click this button, your answers are still saved automatically.</td>
</tr>
<tr>
<td>System Settings</td>
<td>The wheel next to the Help button allows you to adjust volume during the test. Note: The System Settings button will only be visible for students taking a practice test on the Secure Browser.</td>
</tr>
<tr>
<td>Zoom</td>
<td>Use the Zoom In and Zoom Out buttons to increase and decrease the size of text and graphics within a single test page. Four zoom levels are available.</td>
</tr>
</tbody>
</table>

### Table 3. Stimulus/Question Tools

<table>
<thead>
<tr>
<th>Stimulus/Question Tools</th>
<th>Description</th>
</tr>
</thead>
</table>
| Calculator             | View the on-screen calculator in a test.  
  *Note: The calculator is available for Grades 7-8 Mathematics and End-of-Course (EOC) Mathematics tests.*                                                                 |
| Expand Passage/Item Tool | Some test pages have a passage, item, or activity on the left side of the page. You can expand this section. You can also expand the right side of the page.  
  Click the left arrow of the icon [←→] to expand the right side of the page to view the test item and click the right arrow to collapse it again. Click the right arrow to expand the passage and click the left arrow to collapse it again. |
| Highlighter            | Highlights a section of text in a passage or test question.  
  To highlight text, select text on the screen, right-click with the mouse, and select Highlight Selection.  
  To remove a single instance of highlighting, select the text, right-click and select Remove Highlight.  
  To remove all instances of highlighting in a reading passage or question, right-click the highlighted text and select Reset Highlighting. |
<p>| Mark for Review        | Select Mark for Review from the context menu. The box around the item number changes from solid blue to striped blue and the top right corner of the box is folder over, a flag with a checkmark icon displays next to the question number, and the question is labeled (marked) in the Questions drop-down list. To remove the (marked) status, select Unmark Review Item. |</p>
<table>
<thead>
<tr>
<th>Stimulus/Question Tools</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Notepad**             | Each Mathematics question has a Notepad tool that allows you to save a note or comment about the question. To access this tool, select Notepad from the context menu.  
*Note: This tool is only available for Mathematics and EOC tests.* |
| **Select Response Version** | For open response questions, you can view and restore responses previously entered. To access the Select Response Version tool, right-click in the text box and choose Select Response Version from the context menu. |
| **Strikethrough**       | For multiple choice or multiselect questions, you can strike out an option and focus on the options you think may be correct. Using strikethrough on an answer option does not remove selection of that option as your response.  
- To strikethrough an answer option, right-click on the option and select Strikethrough. A line appears through the text or image.  
- To remove the strikethrough from an answer option, right-click on the option and select Undo Strikethrough. |
| **Tutorial**            | Each question has a tutorial video that you can watch to learn more about responding to that type of question. To view the tutorial video, select Tutorial from the context menu.  
*Note: Tutorials have no sound.* |

Table 4. Accommodation Tools

<table>
<thead>
<tr>
<th>Accommodations Tools</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>American Sign Language (ASL)</strong></td>
<td>For students with this assigned accommodation, videos are displayed that translate FSA ELA Reading audio passages into American Sign Language (ASL). From the context menu, select American Sign Language.</td>
</tr>
<tr>
<td><strong>Closed Captioning</strong></td>
<td>FSA ELA Reading audio passages automatically display closed captions for students who have chosen this setting or who are taking a practice test in the Secure Browser with the accommodation assigned.</td>
</tr>
</tbody>
</table>
| **Masking** | Cover an area of the test page to temporarily hide information that might be distracting.  
*The Masking accommodation must be enabled in TIDE.* |
Item Types on Tests

This section contains sample item types that may appear on the practice tests. The following item types may appear: Editing Task Choice, Hot Text, Open Response, Multiple Choice, Multiselect, Evidence-Based Selected Response (EBSR), Graphic Response Item Display (GRID), Equation Editor, Matching, and Table. Any of these item types may be combined into a single item with multiple parts called a multi-interaction item. For additional information about item types, please refer to the Item Specifications located in the About the FSAs section on the FSA Portal (www.FSAssessments.org).

Note: For technology-enhanced item types, students can manually save their answer while working on the item. A Save button appears at the top of the screen for these items. If students do not click Save, the system automatically saves the responses when they move on to the next item or pause the test.

Editing Task Items

To enter responses for editing task items, click the highlighted word or phrase. (Typically, the highlighted word or phrase has a light green background.)

- Some editing task items require you to enter the replacement word or phrase.

Figure 17. Sample Task Item

Figure 18. Editing Task Item
• Other editing task items require you to select the replacement word or phrase from a menu or drop-down.

**Hot Text Items**

Hot Text items require you to either click on a response option (Selective Hot Text) or drag a response option to another location (Drag-and-Drop Hot Text).

All Selectable Hot Text items will have a dotted line around the answer or selectable area.
Open Response Items
Open response items require you to use the keyboard to enter the response into a text box.

Multiple Choice Items
Multiple choice items require you to select a single answer option.

Note: You may click anywhere on the answer option or click in the circle that contains A, B, C, or D. The selected answer circle becomes shaded.

Multiselect Items
Multiselect items allow you to select more than one answer option. These are different from multiple choice items, which allow you to select only one response.

Note: Some items may ask you to select a specific number of responses.
Evidence-Based Selected Response (EBSR)

The student will select the correct answers from Part A and Part B. Typically Part A is a multiple choice, whereas Part B may be either multiple choice or multiselect. Part A often asks the student to make an analysis or inference, and Part B requires the student to use text to support Part A.

Figure 25. Evidence-Based Selected Response Item Sample

<table>
<thead>
<tr>
<th>Part A</th>
</tr>
</thead>
<tbody>
<tr>
<td>How are Mott's and Blackwell's perspectives similar?</td>
</tr>
<tr>
<td>- Both view women's rights as an ethical issue.</td>
</tr>
<tr>
<td>- Both think intellect can conceal destructive ideas.</td>
</tr>
<tr>
<td>- Both recognize positive signs in women's progress.</td>
</tr>
<tr>
<td>- Both emphasize the importance of self-confidence.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Part B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select two quotations that support the answer in Part A.</td>
</tr>
<tr>
<td>- “. . . a more elevated position than that which custom for ages has allotted to her.” (paragraph 2)</td>
</tr>
<tr>
<td>- “I regretted the more that these sentiments should be presented with such intellectual vigor. . . .” (paragraph 2)</td>
</tr>
<tr>
<td>- “A new generation of women is now upon the stage, improving the increased opportunities. . . .” (paragraph 4)</td>
</tr>
<tr>
<td>- “. . . the idea was a good one, but that it was impossible to accomplish it.” (paragraph 6)</td>
</tr>
<tr>
<td>- “. . . rather an encouragement than otherwise to a young and active person. . . .” (paragraph 7)</td>
</tr>
<tr>
<td>- “It was to my mind a moral crusade on which I had entered, a course of justice and common sense, . . .” (paragraph 11)</td>
</tr>
</tbody>
</table>
Graphic Response Item Display (GRID) Items with Action Buttons

GRID items may require using point, line, or arrow buttons to create a response. Other GRID items may require students to select words, phrases, or images and use the drag-and-drop feature to place them into an answer area.

**Note:** The “active” action button is white.

---

**Figure 26. GRID Item Samples**

How did the government and the public respond to the energy crisis? Place the details mentioned in Passage 2 in the appropriate sections in the Venn diagram.

You do not need to use all the details.
Equation Editor Items

Equation editor items require the student to create a response. Responses may be in the form of a number, variable, expression, or equation, as appropriate to the test item.

To enter a response, click the button for each letter or symbol.

Some equation editor items may require the student to select a keyboard icon to make the editor appear.

About the Navigation Buttons for Equation Editor Items

To navigate and perform actions in the equation editor field, select the appropriate navigation button as listed in the table below.

<table>
<thead>
<tr>
<th>Navigation Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Move Left ⬅️</td>
<td>The straight left arrow button allows you to move the cursor before an existing character.</td>
</tr>
<tr>
<td>Move Right ➤️</td>
<td>The straight right arrow button allows you to move the cursor after an existing character.</td>
</tr>
<tr>
<td>Undo 🔳</td>
<td>The curved left arrow button allows you to undo the previous action.</td>
</tr>
<tr>
<td>Redo ➡️</td>
<td>The curved right arrow button allows you to redo the previous undone action.</td>
</tr>
</tbody>
</table>
## Practice Tests Guide

### Item Types on Tests

<table>
<thead>
<tr>
<th>Navigation Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delete</td>
<td>The delete button allows you to delete characters.</td>
</tr>
</tbody>
</table>

### About Special Symbols

To add a special symbol to an equation, select the corresponding button. After entering a number or symbol, use the straight arrow buttons to move the cursor between fields.

**Table 6. Special Symbols**

<table>
<thead>
<tr>
<th>Special Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fraction</td>
<td>This symbol allows you to enter a fraction into the equation editor. Select the numerator, then navigate to the denominator and select the value for that field.</td>
</tr>
<tr>
<td>Exponent</td>
<td>This symbol allows you to enter an exponent into the equation editor. After you enter the base number, select the exponent button and enter the exponent number.</td>
</tr>
<tr>
<td>Subscript</td>
<td>This symbol allows you to enter a subscript into the equation editor. After you enter the base number, select the subscript button and enter the subscript number.</td>
</tr>
<tr>
<td>Parentheses</td>
<td>This symbol allows you to enter parentheses. Once you select the symbol, the parentheses will appear in the equation editor. Then select the numbers and symbols that should appear between the open and close parentheses.</td>
</tr>
<tr>
<td>Absolute Value</td>
<td>This symbol allows you to enter an absolute value. Once you select the symbol, the lines will appear in the equation editor. Then select the numbers and symbols that should appear between the lines.</td>
</tr>
<tr>
<td>Square Root</td>
<td>This symbol allows you to enter a square root value. Once you select the symbol, the radical sign will appear in the equation editor. Enter the number that should appear under the radical sign.</td>
</tr>
<tr>
<td>nth Root</td>
<td>This symbol allows you to enter an nth root value. Once you select the symbol, the radical sign will appear in the equation editor. Enter the number that should appear under the radical sign. Use the straight left arrow to navigate to the nth field and enter the number that should appear there.</td>
</tr>
</tbody>
</table>
**Matching Items**

The student will check a box to indicate if the information from a column header matches information from a row.

![Figure 29. Matching Item Sample](image)

**Table Items**

The student will type numeric values into a given table.

![Figure 30. Table Item Sample](image)

**Multi-Interaction Items**

The student will interact with different item types within a single item. The example in Figure 31 represents an item with 2 parts: Part A. is an editing task item, and Part B. is multiple choice.

![Figure 31. Multi-Interaction Item Sample](image)
Keyboard Navigation

Any student using a desktop, laptop, or Chromebook can use keyboard commands to navigate between test elements, features, and tools. Keyboard commands are not available for tablets.

Note: Keyboard commands require using the primary keyboard. If your keyboard contains a numeric keypad (often on the right side), do not use the keys in that area.

This section can be printed out for students to use as a reference during the practice tests (but must not be provided during operational tests).

Keyboard Commands for Test Tools

Students can use these commands to navigate between test elements, features, and tools.

Table 7. Keyboard Commands/Buttons

<table>
<thead>
<tr>
<th>Button/ Image (if applicable)</th>
<th>Description of Function</th>
<th>Keyboard Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Open the GLOBAL MENU</td>
<td>Ctrl + G</td>
</tr>
<tr>
<td>🎯</td>
<td>Open the CONTEXT MENU (for the selected passage, item, or answer option)</td>
<td>Ctrl + M</td>
</tr>
<tr>
<td>➡️</td>
<td>Go to the NEXT test page</td>
<td>Ctrl + Right Arrow key [➔] (or use the Global Menu)</td>
</tr>
<tr>
<td>←</td>
<td>Go to the PREVIOUS test page</td>
<td>Ctrl + Left Arrow key [⬅] (or use the Global Menu)</td>
</tr>
<tr>
<td></td>
<td>Move to the NEXT ELEMENT (on a page containing multiple test questions and/or a reading passage)</td>
<td>Tab</td>
</tr>
<tr>
<td></td>
<td>Move to the PREVIOUS ELEMENT (on a page containing multiple test questions and/or a reading passage)</td>
<td>Tab + Shift</td>
</tr>
<tr>
<td>A</td>
<td>Select OPTION A</td>
<td>Tab to move between answer choices</td>
</tr>
<tr>
<td>B</td>
<td>Select OPTION B</td>
<td>Space to select it as the answer</td>
</tr>
<tr>
<td>C</td>
<td>Select OPTION C</td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>Select OPTION D</td>
<td></td>
</tr>
<tr>
<td>🔍</td>
<td>ZOOM IN (increase the size of text and graphics on a page)</td>
<td>Ctrl + G (via Global Menu)</td>
</tr>
<tr>
<td>Button/ Image (if applicable)</td>
<td>Description of Function</td>
<td>Keyboard Commands</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------------------------------------------------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td>🕵️‍♂️</td>
<td>ZOOM OUT (decrease the size of text and graphics on a page)</td>
<td>Ctrl + G (via Global Menu)</td>
</tr>
<tr>
<td>📝</td>
<td>Open the global NOTES tool (ELA Reading and ELA Writing)</td>
<td>Ctrl + G (via Global Menu)</td>
</tr>
<tr>
<td>📞</td>
<td>Open the CALCULATOR (Mathematics and EOC)</td>
<td>Ctrl + G (via Global Menu)</td>
</tr>
<tr>
<td>⏳</td>
<td>PAUSE your test</td>
<td>Ctrl + G (via Global Menu)</td>
</tr>
<tr>
<td>⏿</td>
<td>END TEST and submit it</td>
<td>Ctrl + G (via Global Menu)</td>
</tr>
<tr>
<td>🔽</td>
<td>SCROLL UP in an area of the test page</td>
<td>Up Arrow key ↑</td>
</tr>
<tr>
<td>🔼</td>
<td>SCROLL DOWN in an area of the test page</td>
<td>Down Arrow key ↓</td>
</tr>
<tr>
<td>➔</td>
<td>SCROLL to the RIGHT in an area of the test page</td>
<td>Right Arrow key ➔</td>
</tr>
<tr>
<td>➙</td>
<td>SCROLL to the LEFT in an area of the test page</td>
<td>Left Arrow key ←</td>
</tr>
<tr>
<td>📄</td>
<td>Open the CONTEXT MENU (for the selected passage, question, or answer option)</td>
<td>Ctrl + M</td>
</tr>
<tr>
<td>📜</td>
<td>Open a TUTORIAL to view information about that question type</td>
<td>Ctrl + M (via Context Menu)</td>
</tr>
<tr>
<td>📔</td>
<td>Open the question NOTEPAD to enter a comment about that question</td>
<td>Ctrl + M (via Context Menu)</td>
</tr>
<tr>
<td>🚧</td>
<td>MARK/UNMARK a question for review</td>
<td>Ctrl + M (via Context Menu)</td>
</tr>
<tr>
<td>🟢</td>
<td>HIGHLIGHTER (highlight text on the page)</td>
<td>Ctrl + M (via Context Menu)</td>
</tr>
<tr>
<td>📝</td>
<td>STRIKETROUGH an answer option</td>
<td>Ctrl + M (via Context Menu)</td>
</tr>
<tr>
<td>🔴</td>
<td>Activate the MASKING tool</td>
<td>Ctrl + G (via Global Menu)</td>
</tr>
</tbody>
</table>
Keyboard Commands for Test Selection Pages and Messages

Use these keyboard commands to select options on the login pages or on pop-up messages that appear during the test. For example, if you see a screen that has Yes or No buttons, you can use these keyboard commands to navigate between the buttons and select one.

Table 8. Keyboard Commands on Pages/Pop-up Messages

<table>
<thead>
<tr>
<th>Keyboard Command</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tab</td>
<td>Move to the next option</td>
</tr>
<tr>
<td>Shift + Tab</td>
<td>Move to the previous option</td>
</tr>
<tr>
<td>Enter</td>
<td>Select the shaded option</td>
</tr>
</tbody>
</table>

Opening the Global Menu

To access the global menu with keyboard commands:

1. Press the Ctrl + G keys to view the global menu. The menu appears on the screen.
2. Use the Up or Down arrow keys on your keyboard to move between options in the menu. Each option is highlighted as you arrow up or down.
3. Press the Enter key to select the highlighted menu option.
4. Press the Esc key to close the global menu.

Opening the Context Menus

To access context menus with keyboard commands:

Navigating to an element:

Press the Tab key to navigate between questions, the answer options, and the reading passage.

Opening the context menu for an element:

1. Press the Ctrl + M keys on the keyboard. The context menu for that element appears.
2. Use the Up or Down arrow keys on your keyboard to move between options in the menu. Each option becomes highlighted as you arrow up or down.
3. Press the Enter key to select the highlighted menu option.
4. Press the Esc key to close the context menu.
Keyboard Commands for GRID Questions

GRID questions may have up to three main sections:

1. Answer Space: The grid area where students enter the response.
2. Button Row: Action buttons may appear above the answer space. Buttons may include Delete, Add Point, Add Arrow, Add Line, and Connect Line.
3. Object Bank: A panel containing objects you can move to the answer space.

To move between the main sections:

1. To move clockwise, press Tab.
2. To move counter-clockwise, press Shift + Tab.

To add an object to the answer space:

1. With the object bank active, use the arrow keys to move between objects. The active object has a blue background.
2. To add the active object to the answer space, press Space.

To use the action buttons:

1. With the button row active, use the left and right arrow keys to move between the buttons. The active button is white.
2. To select a button, press Enter.
3. Press Space to apply the point, arrow, or line to the answer space.

To move objects and graph elements in the answer space:

1. With the answer space active, press Enter to move between the objects. The active object displays a blue border.
2. Press Space.
3. Press an arrow key to move the object. To move the object in smaller increments, hold Shift while pressing an arrow key.
User Support

Questions related to the 2018–2019 Florida Standards Assessments may be directed to the FSA Help Desk. The Help Desk will be open Monday–Friday (except holidays) from 7:00 a.m. to 8:30 p.m. E.T.

If you encounter an issue during live testing, you must contact your school assessment coordinator immediately as well as contacting the Help Desk. School assessment coordinators must contact the district assessment coordinator to report issues, as well.

FSA Help Desk
Toll-Free Phone Support: 1-866-815-7246
Email Support: fsahelpdesk@air.org

Emails to the Help Desk will be 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.

If contacting the Help Desk regarding a concern related to computer-based testing, please provide the following information:

- Test administrator name and IT/network contact person and contact information
- Username(s) or of affected student(s)
- Device, operating system, and browser version information
- Any error messages and codes that appeared, if applicable
- Information about your network configuration:
  - Secure browser installation (on individual machines or on the network)
  - Wired or wireless Internet network setup

Supported Operating Systems
As a reminder, official technical support is provided only for the systems listed in the Systems Requirements document found at www.FSAssessments.org.
## Appendix A. Change Log

<table>
<thead>
<tr>
<th>Location</th>
<th>Change</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signing In to the Practice Test Site</td>
<td>Updated sign in process and accompanying images.</td>
<td>8/6/18</td>
</tr>
<tr>
<td>Test Layout</td>
<td>Updated figures with updated layout/designs as necessary.</td>
<td>8/6/18</td>
</tr>
<tr>
<td>Item Types on Tests</td>
<td>Updates made to the Hot Text and Equation Editor item descriptions</td>
<td>11/13/18</td>
</tr>
</tbody>
</table>