# Table of Contents

**Introduction to this User Guide** .................................................................................................................. 4

User Guide Content............................................................................................................................................. 4

Additional Resources .......................................................................................................................................... 4

**Logging in to AVA** ........................................................................................................................................... 5

**Accessing Assessment Content** ...................................................................................................................... 6

Step 1 – Choosing a Grade Level and Test ........................................................................................................... 6

Step 2 – Selecting the Test .................................................................................................................................... 7

Step 3 – Selecting a Form ...................................................................................................................................... 7

Step 4 – Sound Check ......................................................................................................................................... 8

**AVA Navigation** .................................................................................................................................................. 10

Accessing Audio and Animation Content .......................................................................................................... 10

Closed Captioning ............................................................................................................................................... 11

Viewing ASL Videos .......................................................................................................................................... 11

Pausing AVA ....................................................................................................................................................... 12

Timeout (Due to Inactivity) ................................................................................................................................. 12

Exiting AVA ......................................................................................................................................................... 12

**User Support** .................................................................................................................................................... 14

Supported Operating Systems ............................................................................................................................. 14

**Appendix A. Change Log** .................................................................................................................................. 15
Table of Figures

Figure 1. FSA Portal Card ............................................................................................................................. 5
Figure 2. AVA Icon ......................................................................................................................................... 5
Figure 3. Login Page ..................................................................................................................................... 5
Figure 4. Pop-up Blocker Notification ............................................................................................................ 5
Figure 5. Available Tests Page ..................................................................................................................... 5
Figure 6. Available Tests Page ..................................................................................................................... 7
Figure 7. Choose a Form Page ..................................................................................................................... 7
Figure 8. Audio Checks Page ....................................................................................................................... 8
Figure 9. Audio Checks Page ....................................................................................................................... 8
Figure 10. Audio Checks Page .................................................................................................................... 9
Figure 11. Sample Test and Answer Book Directions .................................................................................. 10
Figure 12. Sample Passage with Audio Clip ............................................................................................... 10
Figure 13. Sample Audio with Closed Captioning .................................................................................... 11
Figure 14. Sample ASL Video in AVA ......................................................................................................... 11
Figure 15. Finished Button ........................................................................................................................... 12
Figure 16. Attention Message ..................................................................................................................... 13
Figure 17. Need to Return to the Passages? Screen .................................................................................. 13
Figure 18. Warning Message ..................................................................................................................... 13
Figure 19. Sample Assessment Completed Page ....................................................................................... 13
Introduction to this User Guide

This user guide supports test administrators accessing the Assessment Viewing Application (AVA). AVA is a component of the Test Delivery System that allows students with paper-based accommodations to access audio passages/items, animations, Closed Captioning (CC), or American Sign Language (ASL) videos for the Florida Standards Assessments (FSA) Grades 7–10 and Retake English Language Arts (ELA) Reading practice and operational (live) tests. This introduction describes the contents of this document and includes a key for identifying icons and elements found throughout the guide.

User Guide Content

This user guide contains the following sections:

- [Logging in to AVA](#)
- [Accessing](#)
- [AVA Navigation](#)
- [User Support](#)

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="#" alt="Caution" /></td>
<td><strong>Caution</strong>: This symbol accompanies important information regarding a task that may cause minor errors.</td>
</tr>
<tr>
<td><img src="#" alt="Note" /></td>
<td><strong>Note</strong>: This symbol accompanies additional information or instructions of which users must take note.</td>
</tr>
</tbody>
</table>

| **bold italic** | Boldface italic indicates a page name. |
| **bold** | Boldface indicates an item you click or a drop-down list name. |
| **italic** | Italic indicates a field name or drop-down list selection. |

Additional Resources

The following publications are available on the FSA Portal (http://www.fsassessments.org) and provide additional information:

- For information about which operating systems and browsers are supported for online testing, see the Supported Systems & Requirements page on the FSA Portal.
- For information about student and user management in the Test Information Distribution Engine (TIDE), see the TIDE User Guide.
- For information about administering online tests via the Test Administrator (TA Interface, see the Test Administrator User Guide).
- For information about network and internet requirements, general peripheral and software requirements see the Technology Setup for Online Testing document.

For information about installing the FSA Secure Browser and other configurations including TTS, see the Configurations, Troubleshooting, and Secure Browser Installation document for your OS.
Logging in to AVA

The FSA Portal provides test administrators with access to AVA to allow students to access audio passages and animations for practice and operational (live) tests.

To access AVA via the FSA Portal:

1. Select the **Test Administration** card. (Figure 1. FSA Portal Card)
2. Select the **AVA** icon. The login page appears. (Figure 2. AVA Icon)
3. Enter your email address and password.
4. Click **Secure Login**. (Figure 3. Login Page)

**Note:** Your browser’s pop-up blocker may prevent you from accessing the **Available Tests** page. If you receive a notification that progressing to the next page has been blocked, you will need to disable your pop-up blocker for this page in order to proceed with AVA. Once you have disabled your browser’s pop-up blocker, click **Try Again**. You will be directed to the **Available Tests** page. (Figure 4. Pop-up Blocker Notification)
Accessing Assessment Content

This section explains how to access content in AVA. Practice test content for each grade level is available in AVA. When selecting a form, make sure you choose the correct version for practice or operational (live) test sessions.

**Note:** Use of AVA is limited to students with paper-based accommodations that require access to audio and animation passages.

Step 1 – Choosing a Grade Level and Test

After logging in, the *Available Tests* page appears.

**Note:** This page displays a Session ID at the top right of the screen that is automatically generated once you log in. The Session ID will begin with “TRAIN” for both practice tests and operational (live) assessments.

1. From the **Student Grade Level** drop-down list, select the appropriate grade level for the test you are administering.
2. The *Available Tests* page updates, allowing you to choose the correct subject for a practice test session or an operational (live) session.
Step 2 – Selecting the Test

The Available Tests page displays the tests available for the selected grade level.

Figure 6. Available Tests Page

1. Select the test name and ensure you are choosing the correct subject for a practice test session or an operational (live) session.

2. The Choose a Form page appears.

Step 3 – Selecting a Form

The Choose a Form page displays the Form drop-down list to choose the test form you need access to (Accommodated or Non-Accommodated).

Figure 7. Choose a Form Page

1. Choose the form from the Form drop-down. (If the incorrect test is listed, select Back to return to the login screen and select the correct grade and test [practice or operational].)
   - The Accommodated form should only be selected for students who require access to American Sign Language or Closed Captioning accommodations.
   - The Non-Accommodated form should be selected for students who need to access only the audio passage or animations.

2. Select Next. The Audio Checks page appears.
Step 4 – Sound Check

The **Audio Checks** page allows you to verify the functionality of the computer or device’s audio features.

![Audio Checks Page]

**To perform the sound check:**

1. Unmute the speakers on the computer or device, if necessary.
2. Select the speaker icon [ ].
3. If you hear a sound, select *Yes*. A tab with a green checkmark will appear in the upper-right corner. If you need to adjust the volume, you may do so using your computer/device volume settings.
4. Click **Continue** at the bottom of the page. The first passage set appears.

![Audio Checks Page]

5. If you do not hear a sound, select *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 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 top 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.

Figure 10. Audio Checks Page
AVA Navigation

Caution: The Session ID will begin with “TRAIN” for both practice tests and operational (live) assessments.

Accessing Audio and Animation Content

When students encounter an audio passage or animation clip in their test and answer book, they will be directed to raise their hands.

Figure 11. Sample Test and Answer Book Directions

Raise your hand so your test administrator can provide you access to this audio passage.

Access this content in AVA and play the passage or animation clip for students. You may need to scroll down to see the passage with the audio or animation clip.

Figure 12. Sample Passage with Audio Clip

Passage 2: Audio Clip: In Search of Moon Trees

This audio clip describes what happened to the “Moon Tree” seeds after the return of the Apollo 14 mission. Alan Shepard and Ed Mitchell were astronauts on the mission. Stan Krugman was the U.S. Forest Service research director who chose the seeds that traveled to the moon.

Listen to the audio clip.

To access the audio/animation:

1. To play audio/animations, select the play icon [ ].
2. To pause audio/animations, select the pause icon [ ]. (Note: The pause icon [ ] will only be available while audio/animation is playing.)
   ○ You may also click and drag the scrubber [ ] to move to a different point in the audio/animation clip.
Closed Captioning
For students who need access to the Closed Captioning accommodation, text will automatically display once the play icon [ ] is selected on audio passages or animations (see directions for Accessing Audio and Animation Content).

Figure 13. Sample Audio with Closed Captioning

Viewing ASL Videos
For students who need access to the ASL accommodation, follow the directions below.

Figure 14. Sample ASL Video in AVA

To access the ASL video:
1. Open the passage context menu.

2. Select American Sign Language.
3. The video appears in a pop-up window and the test administrator or student can:
   o move the window around the screen;
   o play or pause the video;
   o use the scrubber to move to different parts of the video;
   o slow down or speed up the video; or
   o make the video screen larger.

4. If multiple ASL videos are available, the sign language [ ] icons appear next to each passage. Students will select the icon for the passage they wish to translate into ASL. After the video plays, the icons disappear. To view a second video or to view a video again, the student will select **American Sign Language** from the context menu again, and select the icon next to the passage they wish to view.

**Pausing AVA**

You may pause in AVA at any time. Pausing automatically logs you out of AVA. To return to the content, you must log back in and select the appropriate test again.

*To pause:*

1. Select **Pause** in the top left corner. An **Attention** message appears.
2. Select **Yes** to confirm that you want to pause.

**Timeout (Due to Inactivity)**

As a security measure, you are automatically logged out of AVA after 90 minutes of inactivity.

*Note:* Before AVA logs you out, a warning message appears on the screen. If you do not select **OK** within 30 seconds, you will be logged out.

**Exiting AVA**

When you have finished listening to or viewing all the audio passages, you will select the **Finished** button at the top of the page.

*Figure 15. Finished Button*

1. Select **Finished**.
2. An **Attention** message appears. Click **Yes** to continue.
3. After you click **Yes**, the *Need to return to the passages?* page displays. Choose the item icon to go back to review the audio passages/animation clips.

   **Figure 17. Need to Return to the Passages? Screen**

4. Select **Next** to continue to the log out screen. A *Warning* message appears.

   **Figure 18. Warning Message**

5. Select **Yes**. The *AVA Completed* page appears.

   **Figure 19. Sample Assessment Completed Page**

6. Select **Log Out**. The AVA login page appears.
User Support

Questions related to the 2019–2020 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
- Session information for 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 on the Supported Systems & Requirements page on the FSA portal found at https://FSAssessments.org/supported-systems-requirements.stml.
## Appendix A. Change Log

<table>
<thead>
<tr>
<th>Location</th>
<th>Change</th>
<th>Date</th>
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<tbody>
<tr>
<td>Introduction to this User Guide</td>
<td>Updated references to new technology documents.</td>
<td>8/13/19</td>
</tr>
<tr>
<td>Accessing Assessment Content, AVA Navigation</td>
<td>Updated sections with new figures and icons.</td>
<td>8/13/19</td>
</tr>
<tr>
<td>Logging in to AVA</td>
<td>Added note about pop-up blocker.</td>
<td>2/7/20</td>
</tr>
<tr>
<td>Accessing Assessment Content</td>
<td>Updated various screenshots.</td>
<td>2/7/20</td>
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