

**FREQUENTLY ASKED QUESTIONS & TROUBLESHOOTING**

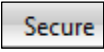
<b>ASSESSMENTS</b>	
<b>QUESTIONS</b>	<b>ANSWERS</b>
<p><b>Can a Teacher or School Administrator create an assessment in G2D?</b></p> <p><b>Reference Guide:</b> Assessment-1: Create PB Assessment Assessment-4: Create CBT Assessment</p>	<p>Yes, any G2D user can create an assessment in G2D. It can be an external paper-based or online CBT assessment.</p>
<p><b>Where are Paper-Based (PB) Assessments located?</b></p> <p><b>Reference Guide:</b> Assessment-6: Search for Assessment</p>	<p>Proofed assessments (ready for administration) are located in the <b>Administration</b> menu.</p> <p>Un-proofed assessments (still in draft mode) are located in the <b>Assessments</b> menu.</p>
<p><b>How to print an Assessment/Answer Key?</b></p> <p><b>Reference Guide:</b> Assessment-2: Print Assessment and Answer Key</p>	<p>Locate the assessment from the <b>Administration</b> menu. Click on the <b>Print</b> icon on the right-hand side of the assessment name.</p>
<p><b>Where are Online Computer Based Training (CBT) Assessments located?</b></p> <p><b>Reference Guide:</b> Assessment-6: Search for Assessment</p>	<p>Proofed assessments (ready for administration) are located in the <b>Administration</b> menu.</p> <p>Un-proofed assessments (still in draft mode) are located in the <b>Assessments</b> menu.</p>


<b>BUBBLE SHEETS</b>	
<b>QUESTIONS</b>	<b>ANSWERS</b>
<p><b>Where is the latest version of the G2D Scanning Software located?</b></p>	<p>It is located in the following URL: <a href="http://oda.dadeschools.net/IAP/IAP.asp">http://oda.dadeschools.net/IAP/IAP.asp</a> In the Gateway to Data (G2D) section, click on the link to <b>Download Software</b>.</p>
<p><b>As a School Administrator, why can't I print bubble sheets for an assessment I created?</b></p> <p><b>Reference Guide:</b> Assessment-7: Target</p>	<p>Bubble Sheets must be mapped to a class first. You must <b>Target</b> Teacher(s) or the School, in order to print bubble sheets.</p>




Can bubble sheets be scanned after the test window closes?	Yes, bubble sheets can be scanned outside the test window.  <b>Note:</b> Be sure to print the bubble sheets <i>before</i> the test window closes.
How do I contact G2D for assistance with bubble sheet errors?	Call G2D Support-305-995-2345 or Email G2D Support- <a href="mailto:G2DSupport@dadeschools.net">G2DSupport@dadeschools.net</a>
During the bubble sheet scanning process, the system indicates that "Student is not found".	Call G2D Support-305-995-2345 or Email G2D Support- <a href="mailto:G2DSupport@dadeschools.net">G2DSupport@dadeschools.net</a>
A bubble sheet was scanned and an incorrect score was generated. The bubble sheet was corrected and scanned a second time. Yet the incorrect student score does not update.	The G2D system only stores the scores from the first scan. All subsequent scans are ignored. If the score needs to be reset, in order to scan again – contact G2D Support, via email or by phone.

GENERAL INFORMATION	
QUESTIONS	ANSWERS
How to reset G2D password?  Reference Guide: User-2: Reset Password	Contact your G2D School Administrator(s). This includes the <b>Principal, Assistant Principal and Test Chairperson(s)</b> . You may also contact G2D Support.
Where can I get general information about the G2D platform?	Use this link: <a href="http://oada.dadeschools.net/IAP/IAP.asp">http://oada.dadeschools.net/IAP/IAP.asp</a> then select <b>Program Guide</b> .
What are the business hours for G2D Support?	Monday through Friday, from 7:30am to 4:30pm.
What is the email address for G2D Support?	<a href="mailto:G2DSupport@dadeschools.net">G2DSupport@dadeschools.net</a>
What is the generic G2D password for new teachers, for the current school year of 2017-2018?	USERNAME: <i>Your M-DCPS Employee ID</i> PASSWORD: <b>MiamiDade2017</b>
Which browser is used to access the G2D platform?	Mozilla Firefox or Google Chrome <b>ONLY</b> .
How long does it take to see newly enrolled students in the G2D platform?	Newly enrolled students are up-loaded into the G2D platform within 24/48 hours, of their enrollment.

REPORTS	
QUESTIONS	ANSWERS
Where are the G2D Reports located?	Reports are located from the <b>Reporting</b> menu.
Why can't I run Reports at my new school location?	<ul style="list-style-type: none"> <li>Check your browser, only utilize Mozilla Firefox and/or Google Chrome.</li> <li>Confirm that your G2D account has been updated and reflects the new school location. If not, request your G2D account be updated with current information via email to <a href="mailto:G2DSupport@dadeschools.net">G2DSupport@dadeschools.net</a></li> </ul>

SECURE ASSESSMENTS	
QUESTIONS	ANSWERS
Why can't I see Iowa test scores?	The scores are secure and can only be viewed, at the school site, by the Principal.
Can IOWA test scores be Reset?	No, it is a secure assessment, if you have further questions, please contact G2D Support at <a href="mailto:G2DSupport@dadeschools.net">G2DSupport@dadeschools.net</a>
How to locate Secure Assessments?  <b>Reference Guide:</b> Administration-3: Secure Assessment	From the <b>Administration</b> menu, click on the  tab at the bottom of the screen.

STUDENT ONLINE TESTING	
QUESTIONS	ANSWERS
Which browser should students use when testing online?	Mozilla Firefox <b>ONLY</b> .
What is the web address for the Student Online Testing Portal?  <b>Reference Guide:</b> Students-1: Online Testing	The Student Online Testing Portal, URL is: <a href="https://tga.dadeschools.net/FLMiamiDade">https://tga.dadeschools.net/FLMiamiDade</a>
What does it mean when students see the error message: <b>Test is not Enabled?</b>  <b>Reference Guide:</b> Students-1: Online Testing	The test administrator has not <b>Enabled</b> the assessment from the <b>Assessment Administration</b> screen.  The <b>Enabled/Disabled</b> button allows you to open and close access to an online assessment.   The assessment is <b>inactive</b> and not available for administration.

	 The assessment is <b>active</b> and it can be administered to students.
<b>What does this error message mean?</b> <b>“Please include a valid Client ID in the site url.”</b>	An incorrect URL was entered. The URL below must include the Client ID, <b>FLMiamiDade</b> at the end of the address. <a href="https://tga.dadeschools.net/FLMiamiDade">https://tga.dadeschools.net/FLMiamiDade</a>
<b>Why can't I locate student(s) in the test ID?</b>	<ul style="list-style-type: none"> <li>• Make sure the test ID is for the correct class period, and teacher.</li> <li>• If the student is newly enrolled at your school, it may take up to 48 hours before student information transfers to the G2D platform.</li> </ul>
<b>What should be done when a student has clicked on the FINISH button before completing their test?</b>	Call G2D Support-305-995-2345 or Email G2D Support- <a href="mailto:G2DSupport@dadeschools.net">G2DSupport@dadeschools.net</a>
<b>What does “Input Required” mean on the Assessment Administration screen?</b>  <b>Reference Guide:</b> Administration-4: Manual Input	The students have <b>Finished</b> and <b>Submitted</b> their responses and the teacher must enter a manual score for an Open Response Item(s).  <ul style="list-style-type: none"> <li>• Use the Manual icon  to enter a manual score for an Open Response Item, for specific students or the entire roster.</li> <li>• Use the Manual Input icon  to enter a manual score for a specific student.</li> </ul>
<b>What is required for students to test online?</b>	The URL, <a href="https://tga.dadeschools.net/FLMiamiDade">https://tga.dadeschools.net/FLMiamiDade</a> Test ID #, and their Student ID #.
<b>Can a student start testing online, and then switch to the paper- based version?</b>	No.
<b>How to Reset student(s) test score?</b>	The school’s AP or Principal must send the request to Reset scores to <a href="mailto:G2DSupport@dadeschools.net">G2DSupport@dadeschools.net</a> on behalf of the teacher. The request must include the <b>Test ID #</b> and <b>Student Name</b> .
<b>Why is it that a student cannot log into an online CBT assessment and gets this error message?</b> <b>“This test has already been started”.</b>	The student has clicked on the <b>Start</b> button more than one time. Execute the <b>Suspend/Continue</b> process and the student will be able to log back into the online CBT.

<p><b>What does the “Yellow Triangle” mean on the Assessment Administration screen, next to the student’s name, during testing?</b></p> <p><b>Reference Guide:</b> Administration-5: Suspend/Continue</p>	<p>The student has experienced some type of computer interruption during online testing.</p> <p>The <b>Suspend/Continue</b> steps below, will allow student(s) to log back into the online assessment:</p> <ol style="list-style-type: none"> <li>1. From the <b>Assessment Administration</b> window, click on the check box next to the appropriate student(s) name.</li> <li>2. Click the <b>SUSPEND</b> button.</li> <li>3. Select appropriate student(s) name again.</li> <li>4. Click the <b>CONTINUE</b> button.</li> </ol> <p>The <b>Assessment Administration</b> window will display “<b>In Process</b>”. At this point, the student may continue testing.</p>
<p><b>What information is needed when I call or email G2D Support regarding student testing?</b></p>	<p>Always provide the <b>Test ID#</b> and the <b>Student Name</b>.</p>



## ADDITIONAL RESOURCES

- Administration-1: Administer PB Assessment
- Administration-2: Administer CBT Assessment
- Administration-3: Secure Assessment
- Administration-4: Manual Input
- Administration-5: Suspend/Continue
- Assessment-2: Print Assessment and Answer Key
- Assessment-6: Search for Assessment
- Assessment-7: Target
- Reports-4: Teacher Reports
- Technical-4: Troubleshooting Guide
- User-2: Reset Password