Dear District Technology Staff:

Wisconsin Forward testing has begun! As students begin logging in to secure tests using their test tickets, we wanted to remind you to make sure your systems are up to date and content is available on an active COS or TSM for all student tests that include Text-to-Speech (TTS) or Video Sign Language (VSL). We have received reports that some schools have encountered content errors during the first day of testing. In a few reported cases COS devices have not been successfully downloading recently updated files. If you find that students are receiving errors when trying to access secure tests with TTS or VSL accommodations/supports here are a few troubleshooting steps you can follow before calling the WI Help Desk for further assistance.

WI Forward Help Desk

1.800.459.6530

WIHelpDesk@datarecognitioncorp.com

1. Verify that TTS and VSL are selected

For <u>TSM</u> users, be sure that the "Download TTS" and "Download VSL" boxes are checked on the TSM Manager page.

<u>COS</u> users should verify that TTS and VSL are selected on the Content Management page:

Content Management Yes ⬤

If you set Content Management to Yes, the test content for the administrations and accommodations that are selected in the grid will be automatically downloaded to your Central Office device. All available administrations and accommodations default to being selected. Accommodations can include Text to Speech (TTS), Human Voice Audio (HVA) and Video Sign Language (VSL). Not all accommodations are available for every administration. If you need to save space on the device, you can deselect items that you don't need by clicking the checkboxes. Once you have made your selections, click Update Configuration.

☑	Admin	TTS/HVA	VSL
☑	EWI215 Forward Item Samplers	☑	☑
☑	EWI220 Wisconsin Forward Exam	☑	☑

2. <u>TSM:</u> Verify that the TSM software version is up to date by navigating to the manageTSM page (http://localhost:8080/admin/manageTSM/) and click the "Check for Updates" button:
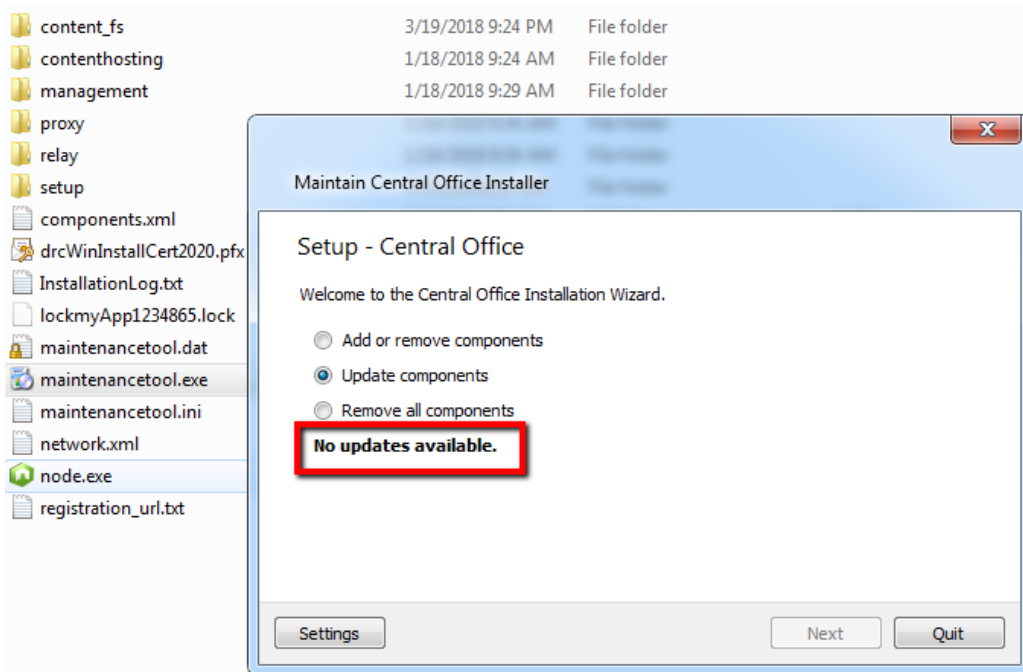

COS: Verify that your COS version is up to date by running the management tool in the Central Office installation directory. Example: Windows directory path:
C:\Program Files\CentralOffice\maintenancetool.exe
If there is a newer version of COS available, complete the update process.
Note: do not update COS while students are actively testing.

3. <u>COS</u>: Restart the host machine(s) where COS instances are installed to force a re-start of all Central Office services.

       Note: This restart should not be attempted while students are actively testing.

4. If after completing the above steps you still experience TTS/VSL related issues, please contact the WI Help Desk for further troubleshooting options.

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