



Galileo® K-12 Online: Troubleshooting Tips for Online Assessments/Dialogs

Contents

Student Cannot Login to the K-12 Student-Parent Center..... 1

Student Cannot Access ATI’s Web Page 3

Student Cannot Access a Test/Dialog..... 4

Student Uses Google Translate 10

Student is Locked from Test/Quiz..... 11

Exit K-12 Student-Parent Center 12

Still Need Help? 12

STUDENT CANNOT LOGIN TO THE K-12 STUDENT-PARENT CENTER

1. Verify the student selected the correct link on ATI’s main page, www.ati-online.com.
 - a. Is the student on the **K-12 Student-Parent Center** page?
 - b. If not, student should click on the ATI logo to return to the main page and then select the K-12 Student-Parent Center link located in the **Sign In** menu.



2. Student entered their student login name and password and is not able to access to **K-12 Student-Parent Center’s** main page.

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- a. Teacher should verify that the student is entering the correct student **login name** and **password**. This information is not case sensitive.

Risk Level	No. of students
On Course	9
Low	4
Moderate	13
High	1

- b. If the student does not have a **login name/password** and/or is not on the teacher's roster, teacher should contact their school/district Galileo administrator.
3. Does the student receive an error message, "**Login Failed. Please Try Again.**"?
- a. Teacher should verify that the student is entering the correct **student login name** and **password**. This information is not case sensitive.

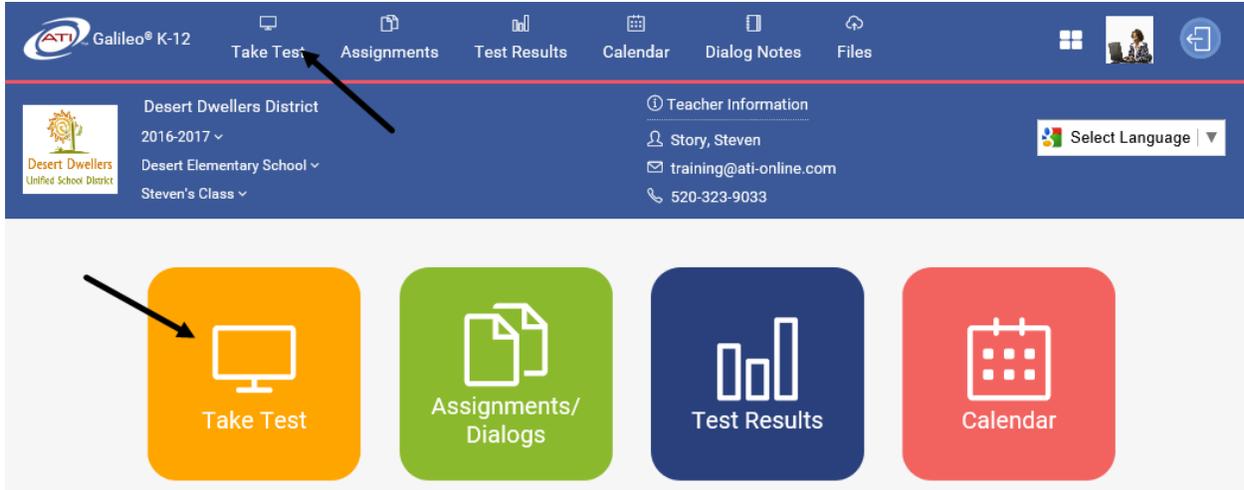
- b. If the student does not have a **login name/password** and/or is not on the teacher’s class roster, teacher should contact their school/district Galileo administrator.

STUDENT CANNOT ACCESS ATI’S WEB PAGE

1. Do you have an internet connection?
 - a. If yes, is the student accessing the correct web page, www.ati-online.com?
 - b. If no, contact your district/school’s Information Technology department.
2. Are you using a Galileo-supported browser?
 - a. Check supported browser under the System Requirements/Security link on the **Galileo K-12** menu on ATI’s page (www.ati-online.com).

STUDENT CANNOT ACCESS A TEST/DIALOG

3. Verify the student is in the **K-12 Student-Parent Center's** and selected the appropriate icon.



- a. Verify the student selected the K-12 Student-Parent Center link on ATI's main page, www.ati-online.com.



- b. If not, student should click on the **ATI logo** to return to the main page and then select the K-12 Student-Parent Center link located on the **Sign In** menu.

4. The **Scheduled tests, assignments, and quizzes** section displaying the desired test, assignment, or quiz?

The screenshot displays the Galileo K-12 Online interface. The top navigation bar includes 'Take Test', 'Assignments', 'Test Results', 'Calendar', and 'Dialog Notes'. The user's district is 'Desert Dwellers District' and the school is 'Desert Elementary School'. The main content area shows an 'Event List' on the left and a 'Calendar' on the right. The Event List shows two tests: 'M04-4.G.2' and 'R04-L.4.2d'. The Calendar shows a grid for March 2017 with various tests and assignments scheduled. Callouts point to specific features: 'Filter view of current events', 'Filter view of future events', 'Toggle to past or future events', 'Change your view', and 'Click to access or take a test or assignment/Dialog'.

- a. Is the correct class selected in the School and Class drop-down menus?

The screenshot displays the Galileo K-12 Online interface. The top navigation bar includes 'Take Test', 'Assignments', 'Test Results', 'Calendar', and 'Dialog Notes'. The user's district is 'Desert Dwellers District' and the school is 'Desert Elementary School'. The main content area shows an 'Event List' on the left and a 'Calendar' on the right. The Event List shows two tests: 'M04-4.G.2' and 'R04-L.4.2d'. The Calendar shows a grid for March 2017 with various tests and assignments scheduled. Callouts point to specific features: 'Filter view of current events', 'Filter view of future events', 'Toggle to past or future events', 'Change your view', and 'Click to access or take a test or assignment/Dialog'.

- b. If not displaying, has the testing/assignment window closed?
- If yes, teacher/test scheduler must modify the scheduling timeframe.
 - If not, verify the School and Class from the drop-down menus.

5. Is the scheduled event a test or quiz?

- a. Does the test have a password?

i. If yes, student should select the test or quiz.

The screenshot shows the Galileo K-12 Online interface. At the top, there are navigation tabs: Take Test, Assignments, Test Results, Calendar, and Dialog Notes. The user is logged in as Xanadu, Xavier, a teacher at Desert Dwellers District, Desert Elementary School, in Xavier's Class. The main area displays a calendar for March 2017. On the left, there is an 'Event List' with two items: 'M04-4.G.2' and 'R04-L.4.2d', both with a play button icon and the text 'Test available to take today until 4:00 PM.'. An arrow points from the 'M04-4.G.2' event in the list to a yellow event block on the calendar for March 29th. Another arrow points from the 'R04-L.4.2d' event in the list to a yellow event block on the calendar for March 30th. The calendar also shows several green event blocks for 'Equivalent Measurements' and 'Angles, parallel lin' with '1 DUE' indicators.

ii. If unsure, teacher should verify the scheduled event's date, time, and password.

The screenshot shows the Galileo K-12 Online interface from a teacher's perspective. The top navigation bar includes Setup, Assessment, Curriculum, and Reports. The user is logged in as Charlie's Class at Desert Dwellers District, Desert Elementary School. The main area displays a 'TEACHER DASHBOARD' on the left and a 'Calendar' view for April 2017 on the right. The calendar shows several yellow event blocks for 'ATI CC Science' on April 28th. A 'VIEW/EDIT SCHEDULE' dialog box is open, showing details for an event: 'ATI ELA.03 TE-RL Finding Something to Do/The Bat'. The dialog includes fields for Start (March 31, 2017), End (March 31, 2017), and Duration (08:00 AM - 04:00 PM). An arrow points from the 'VIEW/EDIT SCHEDULE' button in the dialog to the event block on the calendar. Another arrow points from the 'Calendar' tab in the top navigation bar to the calendar view.

- b. Student selects the test, enters test **password** (if necessary), and clicks the *Start Test* button. This password is not case sensitive. Student is brought into the test or quiz.

① Test Information

Enter the password your teacher gave you, and then press the "Start Test" button.

Test Title: ATI ELA.03 TE-RL Finding Something to Do/The Bat

Start Date: Mar. 31

End Date: Mar. 31

START TEST CLOSE

Student may receive any of the following messages:

- An Invalid password is typed. You should verify that you entered the correct test password.

① Test Information

Enter the password your teacher gave you, and then press the "Start Test" button.

Test Title: ATI ELA.03 TE-RL Finding Something to Do/The Bat

Start Date: Mar. 31

End Date: Mar. 31

START TEST CLOSE

ERROR: Invalid Password. Please re-enter.

- A test is locked. You must contact your teacher about unlocking access to this test.

① Information

Title: ATI CC Science 04 Gr. NG CBAS #1

Start Date: Mar. 28, 2017 08:00 AM

Due Date: Mar. 28, 2017 04:00 PM

You cannot take this test because this test is locked.

CLOSE

- The selected test is not scheduled for the current date and time. Verify that you selected the appropriate test.

Information

Title: 2016-17 ATI Math 05 Gr. TE Posttest-IE

Start Date: Feb. 08, 2017 07:00 AM

Due Date: Feb. 08, 2017 04:00 PM

You are only allowed to take the exam between 02/08/2017 and 02/08/2017

CLOSE

- If no password, student should click the [test/quiz](#) link. Student is brought into the test or quiz.

Question 6

Test Completion 4 of 18

Save

Calculator

Exit Test

6

This question has two parts. First, answer Part 1. Then, answer Part 2.

Part 1

from "The Brash Young King"

Read the quotation.

"'Well?' asked the emissary haughtily. 'What is your answer, Boldest and Bravest of Kings?'"

What does "haughtily" mean?

A. scornfully

- Is the test/quiz locked?
 - Refer to the [Student is Locked from Test/Quiz](#) section, page 11, to unlock a student.

6. Is the scheduled event an assignment/Dialog?

- If yes, student should click the [Dialog](#) link. The Dialog details will be displayed.

The screenshot shows the Galileo K-12 Online interface. At the top, there are navigation tabs: Take Test, Assignments, Test Results, Calendar, and Dialog Notes. The user is logged in as Xanadu, Xavier, with contact information for training@ati-online.com. The main area is divided into an Event List on the left and a Calendar on the right. The Event List shows two tests: M04-4.G.2 and R04-L.4.2d, both available until 4:00 PM. The Calendar shows a grid for March 2017 with various assignments and tests marked. Arrows point from the Event List to the corresponding events in the calendar.

b. Student is brought into the Dialog. They should navigate through the Dialog, completing feedback questions, when appropriate. They should click on the *Review/Exit Dialog* button when completed.

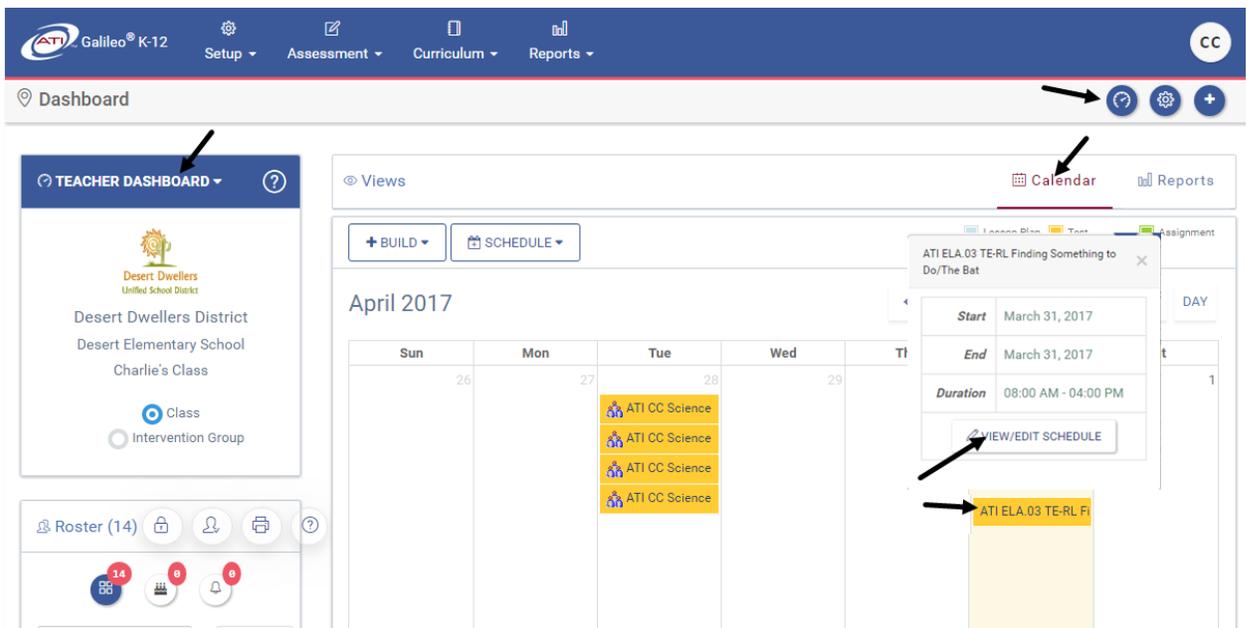
The screenshot shows the 'Author's Intended Effect' dialog box. At the top, it displays the user's location: Mogollon Rim School District, Summerfield School, 3rd Grade: Z COLE. There is a 'Review/Exit Dialog' button. Below the header, there are navigation controls including a slide indicator (Slide 5) and a 'Dialog Completion' progress bar (5 of 9). The main content area is titled 'The Author's Intended Effect' and is divided into two columns: 'Important Words:' and 'Effect:'. The 'Important Words' list includes: lips shut tight, frown across his face, very bad day, extra hard, stuck in traffic, late, tired, hungry. The 'Effect' list includes: shows Dad was angry, shows Dad was unhappy, shows things were not good, shows Dad worked hard, shows Dad was fed up, shows Dad was worn out. A paragraph at the bottom states: 'Looking at these words, the reader can see that Dad was NOT in a good mood and most likely did not have a lot of patience.' Arrows point to the slide indicator, the 'Effect' column, and the 'Review/Exit Dialog' button.

STUDENT USES GOOGLE TRANSLATE

1. Student uses the Translate drop-down and selects the desired language.



2. Verify that the *Google Translate* option was selected during test scheduling.



Then

Edit Test Schedule

Note: You cannot change the "From" date because scores have been recorded for this scheduled test.

Library: *ATI CC TE Formatives

Class: Charlie's Class

Test: ATI ELA.03 TE-RL Finding Something to Do/The Bat [preview test](#)

Instructor of Record

An asterisk(*) next to a teacher's name means they no longer have a user account.

Instructor of Record

Checker, Charlie

Include Translator for Students

Check this box to allow students to use Google Translate for the test you are scheduling (online testing only).

Allow translation into language of students' choice

Additional Settings

Check this box if you want test questions to appear in random order (online testing only)

Password ELArocks

Save

Delete

Cancel

STUDENT IS LOCKED FROM TEST/QUIZ

1. Student receives a message "The test is locked. You don't have permission to take this test."
2. Teacher must unlock the student's test from the [Test Monitoring](#) link.

The screenshot shows the Teacher Dashboard with the following elements:

- TEACHER DASHBOARD** header with a dropdown arrow and a help icon.
- Navigation icons for **Calendar** and **Reports** in the top right.
- Risk Level Summary** section showing a dropdown for "CC-R04: ELA 04 Gr." and a 3D bar chart titled "Risk Group Counts By Subject".
- Recent Events** section with a "View Benchmark Results" link and a table showing test results for "Math Review" on 12/5/2016.

Date	Title	Tests Taken	Avg. Raw Score
12/5/2016	Math Review	47/47	85.96%

Then ...



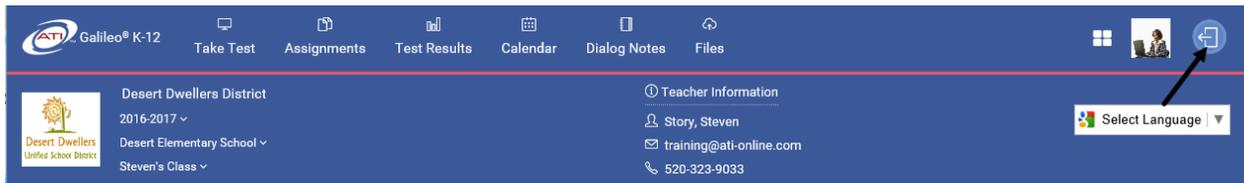
3. Once the student's test is unlocked, the student should be able to access the test, provided that the testing window is still open.



Events residing in a "Results Only" library can only be unlocked by a District-level user.

EXIT K-12 STUDENT-PARENT CENTER

1. Use the Logout link in the upper right hand corner to properly exit the **K-12 Student-Parent Center**.



2. Student should close the web browser window.

STILL NEED HELP?

If you still are unable to identify the problem, contact your district's/charter school's Galileo Administrator or ATI (877.358.7616 or Support@ati-online.com). ATI's support hours are 8 a.m. to 5 p.m. (MST).