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Technical Support

The CASAS Technology Support Team is available 7:00 am – 5:00 pm (Pacific), M – F, at techsupport@casas.org to provide technical assistance for successful online implementation and uninterrupted test delivery. Team members are available at 1-800-255-1036, option 2.

If you have any questions or if there is anything that we may help you with, please let us know.

CASAS Technology Support Team

techsupport@casas.org | 1-800-255-1036, option 2
Introduction

Similar to Chromebook devices, eTests Online is available on iPad in the form of an independent app. It must run under a secure mode, which will be activated by the user each time eTests is launched.

The following pages provide the steps to install eTests Online on iPad, launch the app, and activate the Guided Access mode required by eTests to run.

1 Install eTests

To access eTests Online, users must first install the application on the iPad. On the iPad, open the App Store and go to the Search tab.

Search for “eTests Online” to find the application and then tap the “Get” button to install the app and wait until the installation is completed. Note you must be signed in with an Apple ID.
2 Setting up Guided Access Mode

To register the iPad as a test station and to take tests, eTests needs to be run in Guided Access mode – a secure environment available on Apple iPad devices.

To activate Guided Access Mode, tap Settings and then go to the General settings. Tap on Accessibility and from the list of options choose Guided Access, under the Learning category.

Enable Guided Access mode then go to Passcode Settings and enter a 4-digit passcode, to use when exiting Guided Access mode – this is the only way to exit eTests Online.

*Note!* We recommend choosing a passcode that is hard to guess. Please try to avoid using general 4-digit passcodes like “0000”, “9999”, “1234” or other such examples.

![Guided Access Mode settings](image)

When the settings are done, press the Home button to return to the Home screen.

3 Run eTests

On the Home screen, look for the eTests icon and tap it to launch the application.

*Note!* eTests Online can only be used in landscape mode and it will force the display to rotate accordingly if the iPad was previously in portrait mode.
When launched, eTests displays the instructions on how to activate and run Guided Access mode. The first two steps displayed have already been presented in chapter 3.

Press the Home button three times (quickly) to initiate Guided Access mode. The eTests main page will change and display the list of available servers / testing sites.

4 Register iPad as a testing station

To be able to administer tests, users must register the iPad as a testing station. This is done only once, the first time the iPad is used for one testing site.

In the menu of testing sites, tap on the appropriate site for your location. A login screen is displayed:
An eTests Coordinator, Proctor, or local technical support staff must log in to perform the registration. After logging in, the station’s details will fill in and you can tap the Register button to complete the registration process.

The station can now be added to a testing session, and once the session is started, students will be allowed to log in and take tests on this device.

5 Exit Guided Access and eTests

While users are in Guided Access mode, eTests cannot be stopped. Tapping the “Exit” button will show the iPad’s Home screen for a second and then return to eTests.

In order to exit Guided Mode and close the app, you need to press the Home button three times quickly – just like when Guided Mode was enabled earlier.

A popup message will be displayed, and the proctor will need to enter the 4-digit numeric code that was set in chapter 3.

After entering the correct code, Guided Access mode is ended and the user can exit eTests Online.