



Local Administrators: Frequently Asked Questions

How do we get the students' test user name and password, which they need to log into WebXam?

The school testing administrator can log on to the test site, select the student list for their school, click the "show passwords" button, click "go," and the list of user names and passwords will appear for each student next to their names.

What do we do if the online registration file for my school is missing, incorrect, or incomplete?

Please notify your district testing coordinator immediately. We can usually correct the problem online.

Is everyone required to test at the same time, or can we break it up into different sessions?

You can schedule as many sessions as you need during the open testing window, but students can only take the test one time.

When the test window opens will it be available 24 hours each day during the scheduled testing dates?

Yes.

Just to clarify...students must start taking the test within a 60 minute window after being activated, right?

Correct.

Will students be able to keep track of how many questions they have answered and how many remain while testing?

Yes, along with the amount of time remaining.

After they begin the test, each student will have 100 minutes to complete the test, correct?

That's also correct.

How do we deal with IEP's and extended testing issues?

The site/school administrator will have the option of extending testing time for selected students. Most browsers have a zoom function to enlarge type. Go to the student list, click the name of the student, and select the edit button. There is an accommodations drop-down menu that provides you with a list of options. NOTE: Accommodations must be designated before the student accesses the test. Once the student begins testing, the accommodations cannot be changed.

My students have been working on their tests and there is a power outage on their computers. What do we do?

Students can log back on and the system will automatically recover and take you back to where you left off. The site administrator may need to re-activate the students that experienced difficulties.

I am taking the test and the web page navigation is behaving strangely. The browser seems confused and the pages appear to be in the wrong order. What is happening?

A network proxy server causes these symptoms. Contact your network administrator and ask them to disable proxy caching of www.webxam.org

I activated a student's exam, but the student did not start the exam within 60 minutes. What should I do?

You can reactivate the exam up to an hour before the student plans to test. Go to www.webxam.org. From the main menu, go to "Student Tests" → "Schedule Saved Tests." Select the appropriate exam from the drop-down menu. Click "Go." Click on the box next to the student's name, and then go to the bottom of the page and click the "Activate" button. The student has 60 minutes to log into WebXam and begin the exam.

When a student submitted his/her exam, s/he saw an error message. What happened?

Chances are that everything is fine and the exam submitted. In the WebXam, system, the student only needs to click the submit button one time for the test to submit. If the student double clicks, an error message might appear. If desired, contact your state/provincial administrator to verify that the exam has been submitted.

Is there a help desk or phone number we can contact if we encounter problems during the test administration?

If you cannot get ahold of your district or state administrator, MBA Research has staff available to assist with administrative issues from 9 a.m. – 4 p.m. EST at 1-614-486-6708..



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