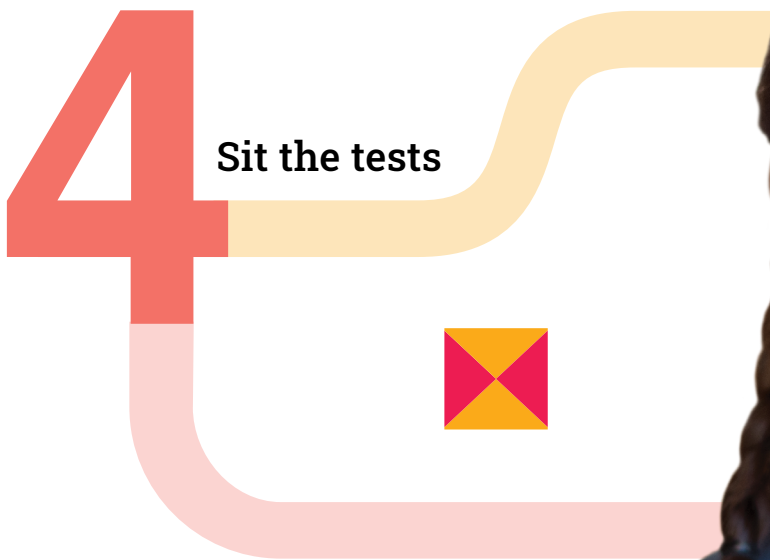


# ICAS test supervision instructions.

FOR SCHOOL COORDINATORS & TEACHERS

Use this resource to complete all tasks in Step 4 – Sit the tests.



# Test supervision instructions.

## Contents

The below instructions are for teachers supervising students sitting ICAS.

|                                                  |           |
|--------------------------------------------------|-----------|
| <b>Supervision workflow chart</b>                | <b>3</b>  |
| <b>English</b>                                   | <b>4</b>  |
| <b>Mathematics</b>                               | <b>6</b>  |
| <b>Science</b>                                   | <b>8</b>  |
| <b>Digital Technologies</b>                      | <b>10</b> |
| <b>Writing</b>                                   | <b>12</b> |
| <b>Spelling Bee</b>                              | <b>14</b> |
| <b>Year levels and corresponding ICAS papers</b> | <b>16</b> |
| <b>Troubleshooting tips</b>                      | <b>17</b> |

# Supervision workflow chart.

*The supervising teacher **MUST** log in to the assessments portal to start and supervise the test. Supervising teachers are advised to ensure that they can log in to the assessments portal before the test sitting date.*

Go to [icas.site/start](https://www.icas.site/start) and log in using your username and password.



On the teacher dashboard click the **Supervise Live Test** icon.



Click **Create New Test Session**. A session code will be generated. Share this code with all students.



Students log in using the session code and their unique one-time code. As they log in, the student list on the **Supervise Live Test** screen will populate.



When all the students have logged in, click **Start session**.



The list will show the students who are taking the test, the name of the test they are taking, the time they started and their progress.



A student's test can be paused by first ticking the checkbox next to their name and then clicking **Pause student**. The student will see a message to confirm that their test has been paused. The teacher can click **Resume student** to allow them to return to their attempt and **Confirm**. The student will return to the last question they were attempting.



When a student has confirmed that they have finished the test, their status will change to **Submitted**.



An alert will appear if a student has completed their test but not submitted. The teacher can manually submit the test by clicking on the checkbox next to the student's name and then **Submit student**. The student's status will change to **Submitted**.



# ENGLISH



## BEFORE TEST DAY

1. Check you can access the assessments portal by following the URL [icas.site/start](https://icas.site/start) and locating the **Supervise live test** screen.
2. **Print student logins** from your teacher dashboard.
3. **Run the technical readiness check** on all students' devices:  
[icasassessments.janisoninsights.com/pages/technical-readiness\\_technical-readiness](https://icasassessments.janisoninsights.com/pages/technical-readiness_technical-readiness).

## ON TEST DAY

Administer the assessment under examination conditions.

**Not permitted:** Dictionaries, calculators, mobile phones and other personal electronic devices.

**Optional:** Blank paper and pencils/pens may be used for any working.

**Each student must have:**

- their individual one-time code
- the session code (see instructions below)
- a device that meets the technical requirements: [icasassessments.com/support-technical-requirements](https://icasassessments.com/support-technical-requirements)
- access to the internet
- the URL [icas.site/start](https://icas.site/start)

**For the teacher to complete on their device:**

1. Go to the assessments portal at [icas.site/start](https://icas.site/start) and log in.
2. On the teacher dashboard click on **Supervise live test**. This screen will allow you to monitor your students' progress during the test.
3. Click **Create new test session**. Do this on test day at the scheduled sitting time.
4. An **8-character session code** will appear on your screen. Display this to all students.

# Test supervision instructions.

## ENGLISH

### ON TEST DAY TEACHER'S SCRIPT

#### When all students are seated say:

*You are going to complete the ICAS English test.*

- Enter the URL [icas.site/start](https://icas.site/start).
- Click on the **ICAS** button on the login page.
- Enter the **session code**.
- Click **Next**.
- Enter your individual **one-time code** and click **Next**.

*Once you have done this you will see a question on your screen: 'Are you ready to start your test?'*

**Do not** click **Yes** until I tell you to.

Help students fill in the session code and their one-time codes.

#### Say:

*Check that you are sitting the right test [insert the test subject and the paper].*

*Now click **Yes**.*

*Check that **your** name is showing on the screen.*

*You will also see 'Wait to begin'. **Do not** begin until I tell you to.*

*Answer all questions. Your score will be the number of correct answers. Marks are **NOT** deducted for wrong answers.*

#### For Introductory Paper say:

*There are 35 questions. You have 35 minutes to answer the questions.*

#### For Papers A and B say:

*There are 45 questions. You have 45 minutes to answer the questions.*

#### For Papers C and D say:

*There are 50 questions. You have 50 minutes to answer the questions.*

#### For Papers E and F say:

*There are 50 questions. You have 55 minutes to answer the questions.*

#### For Papers G, H, I and J say

*There are 55 questions. You have 1 hour to answer the questions.*

#### Then say:

*Do your rough work on the paper provided.*

Once all the students are ready, click **Start session** on your **Supervise live test** screen. The students will now see their test.

#### Say:

*You can now begin your test.*

#### Start timing and monitor the time allowed. At the end of the test say:

*Stop work and click **Finish**. You will see a question, 'Are you sure you want to finish the test?'*

*Click **Yes**. You should see the following message: 'Your test has been submitted.'*

*Click **Logout** and follow the prompts.*

If a student has not reached the last question, they can click on the grid next to the question number to access the **Finish** button.

On your **Supervise live test** screen do the following:

- ☐ Check that all students have submitted their tests.
- ☐ Click the checkbox next to any student who has not submitted and then click **Submit student**.



### BEFORE TEST DAY

1. Check you can access the assessments portal by following the URL [icas.site/start](https://icas.site/start) and locating the **Supervise live test** screen.
2. **Print student logins** from your teacher dashboard.
3. **Run the technical readiness check** on all students' devices:  
[icasassessments.janisoninsights.com/pages/technical-readiness\\_technical-readiness](https://icasassessments.janisoninsights.com/pages/technical-readiness_technical-readiness).

### ON TEST DAY

Administer the assessment under examination conditions.

**Not permitted:** Dictionaries, calculators, mobile phones and other personal electronic devices.

**Optional:** Blank paper and pencils/pens may be used for any working.

**If a calculator icon is visible on the online screen in the top right-hand corner, students are permitted to use it to answer the question.**

**Each student must have:**

- their individual one-time code
- the session code (see instructions below)
- a device that meets the technical requirements: [icasassessments.com/support-technical-requirements](https://icasassessments.com/support-technical-requirements)
- access to the internet
- the URL [icas.site/start](https://icas.site/start)

**For the teacher to complete on their device:**

1. Go to the assessments portal at [icas.site/start](https://icas.site/start) and log in.
2. On the teacher dashboard click on **Supervise live test**. This screen will allow you to monitor your students' progress during the test.
3. Click **Create new test session**. Do this on test day at the scheduled sitting time.
4. An **8-character session code** will appear on your screen. Display this to all students.

### ON TEST DAY TEACHER'S SCRIPT

#### When all students are seated say:

*You are going to complete the ICAS Mathematics test.*

- Enter the URL [icas.site/start](https://icas.site/start).
- Click on the **ICAS** button on the login page.
- Enter the **session code**.
- Click **Next**.
- Enter your individual **one-time code** and click **Next**.

*Once you have done this you will see a question on your screen: 'Are you ready to start your test?'*

**Do not** click **Yes** until I tell you to.

Help students fill in the session code and their one-time codes.

#### Say:

*Check that you are sitting the right test [insert the test subject and the paper].*

*Now click **Yes**.*

*Check that **your** name is showing on the screen.*

*You will also see 'Wait to begin'. **Do not** begin until I tell you to.*

*Answer all questions. Your score will be the number of correct answers. Marks are **NOT** deducted for wrong answers.*

#### For Introductory Paper say:

*There are 30 questions. You have 35 minutes to answer the questions.*

#### For Papers A, B and C say:

*There are 40 questions. You have 45 minutes to answer the questions.*

#### For Papers D, E, F, G, H, I and J say:

*There are 40 questions. You have 1 hour to answer the questions.*

#### Then say:

*Do your rough work on the paper provided.*

Once all the students are ready, click **Start session** on your **Supervise live test** screen. The students will now see their test.

#### Say:

*You can now begin your test.*

#### Start timing and monitor the time allowed. At the end of the test say:

*Stop work and click **Finish**. You will see a question, 'Are you sure you want to finish the test?'*

*Click **Yes**. You should see the following message: 'Your test has been submitted.'*

*Click **Logout** and follow the prompts.*

If a student has not reached the last question, they can click on the grid next to the question number to access the **Finish** button.

On your **Supervise live test** screen do the following:

- ☐ Check that all students have submitted their tests.
- ☐ Click the checkbox next to any student who has not submitted and then click **Submit student**.

# SCIENCE



## BEFORE TEST DAY

1. Check you can access the assessments portal by following the URL [icas.site/start](https://icas.site/start) and locating the **Supervise live test** screen.
2. **Print student logins** from your teacher dashboard.
3. **Run the technical readiness check** on all students' devices:  
[icasassessments.janisoninsights.com/pages/technical-readiness\\_technical-readiness](https://icasassessments.janisoninsights.com/pages/technical-readiness_technical-readiness).

## ON TEST DAY

Administer the assessment under examination conditions.

**Not permitted:** Dictionaries, calculators, mobile phones and other personal electronic devices.

**Optional:** Blank paper and pencils/pens may be used for any working.

**If a calculator icon is visible on the online screen in the top right-hand corner, students are permitted to use it to answer the question.**

**Each student must have:**

- their individual one-time code
- the session code (see instructions below)
- a device that meets the technical requirements: [icasassessments.com/support-technical-requirements](https://icasassessments.com/support-technical-requirements)
- access to the internet
- the URL [icas.site/start](https://icas.site/start)

**For the teacher to complete on their device:**

1. Go to the assessments portal at [icas.site/start](https://icas.site/start) and log in.
2. On the teacher dashboard click on **Supervise live test**. This screen will allow you to monitor your students' progress during the test.
3. Click **Create new test session**. Do this on test day at the scheduled sitting time.
4. An **8-character session code** will appear on your screen. Display this to all students.

### ON TEST DAY TEACHER'S SCRIPT

#### When all students are seated say:

*You are going to complete the ICAS Science test.*

- Enter the URL [icas.site/start](https://icas.site/start).
- Click on the **ICAS** button on the login page.
- Enter the **session code**.
- Click **Next**.
- Enter your individual **one-time code** and click **Next**.

*Once you have done this you will see a question on your screen: 'Are you ready to start your test?'*

**Do not** click **Yes** until I tell you to.

Help students fill in the session code and their one-time codes.

#### Say:

*Check that you are sitting the right test [insert the test subject and the paper].*

*Now click **Yes**.*

*Check that **your** name is showing on the screen.*

*You will also see 'Wait to begin'. **Do not** begin until I tell you to.*

*Answer all questions. Your score will be the number of correct answers. Marks are **NOT** deducted for wrong answers.*

#### For Papers Introductory, A and B say:

*There are 30 questions. You have 45 minutes to answer the questions.*

#### For Papers C and D say:

*There are 40 questions. You have 55 minutes to answer the questions.*

#### For Papers E, F, G, H, I and J say:

*There are 40 questions. You have 1 hour to answer the questions.*

#### Then say:

*Do your rough work on the paper provided.*

Once all the students are ready, click **Start session** on your **Supervise live test** screen. The students will now see their test.

#### Say:

*You can now begin your test.*

#### Start timing and monitor the time allowed. At the end of the test say:

*Stop work and click **Finish**. You will see a question, 'Are you sure you want to finish the test?'*

*Click **Yes**. You should see the following message: 'Your test has been submitted.'*

*Click **Logout** and follow the prompts.*

If a student has not reached the last question, they can click on the grid next to the question number to access the **Finish** button.

On your **Supervise live test** screen do the following:

- ☐ Check that all students have submitted their tests.
- ☐ Click the checkbox next to any student who has not submitted and then click **Submit student**.

### 4 Sit the tests



## BEFORE TEST DAY

1. Check you can access the assessments portal by following the URL [icas.site/start](https://icas.site/start) and locating the **Supervise live test** screen.
2. **Print student logins** from your teacher dashboard.
3. **Run the technical readiness check** on all students' devices:  
[icasassessments.janisoninsights.com/pages/technical-readiness\\_technical-readiness](https://icasassessments.janisoninsights.com/pages/technical-readiness_technical-readiness).

## ON TEST DAY

Administer the assessment under examination conditions.

**Not permitted:** Dictionaries, calculators, mobile phones and other personal electronic devices.

**Optional:** Blank paper and pencils/pens may be used for any working.

**Each student must have:**

- their individual one-time code
- the session code (see instructions below)
- a device that meets the technical requirements: [icasassessments.com/support-technical-requirements](https://icasassessments.com/support-technical-requirements)
- access to the internet
- the URL [icas.site/start](https://icas.site/start)

**For the teacher to complete on their device:**

1. Go to the assessments portal at [icas.site/start](https://icas.site/start) and log in.
2. On the teacher dashboard click on **Supervise live test**. This screen will allow you to monitor your students' progress during the test.
3. Click **Create new test session**. Do this on test day at the scheduled sitting time.
4. An **8-character session code** will appear on your screen. Display this to all students.

# Test supervision instructions.

## DIGITAL TECHNOLOGIES

### ON TEST DAY TEACHER'S SCRIPT

#### When all students are seated say:

*You are going to complete the ICAS Digital Technologies test.*

- Enter the URL [icas.site/start](https://icas.site/start).
- Click on the **ICAS** button on the login page.
- Enter the **session code**.
- Click **Next**.
- Enter your individual **one-time code** and click **Next**.

*Once you have done this you will see a question on your screen: 'Are you ready to start your test?'*

**Do not** click **Yes** until I tell you to.

Help students fill in the session code and their one-time codes.

#### Say:

*Check that you are sitting the right test [insert the test subject and the paper].*

*Now click **Yes**.*

*Check that **your** name is showing on the screen.*

*You will also see 'Wait to begin'. **Do not** begin until I tell you to.*

*Answer all questions. Your score will be the number of correct answers. Marks are **NOT** deducted for wrong answers.*

#### For Papers Introductory, A and B say:

*There are 30 questions. You have 30 minutes to answer the questions.*

#### For Papers C and D say:

*There are 35 questions. You have 35 minutes to answer the questions.*

#### For Paper E say:

*There are 40 questions. You have 40 minutes to answer the questions.*

#### Then say:

*Do your rough work on the paper provided.*

Once all the students are ready, click **Start session** on your **Supervise live test** screen. The students will now see their test.

#### Say:

*You can now begin your test.*

#### Start timing and monitor the time allowed. At the end of the test say:

*Stop work and click **Finish**. You will see a question, 'Are you sure you want to finish the test?'*

*Click **Yes**. You should see the following message: 'Your test has been submitted.'*

*Click **Logout** and follow the prompts.*

If a student has not reached the last question, they can click on the grid next to the question number to access the **Finish** button.

On your **Supervise live test** screen do the following:

- ☐ Check that all students have submitted their tests.
- ☐ Click the checkbox next to any student who has not submitted and then click **Submit student**.

# WRITING

## 4 Sit the tests

### BEFORE TEST DAY

1. Check you can access the assessments portal by following the URL <https://icasassessments.janisoninsights.com> and locating the **Supervise live test** screen.
2. **Print student logins** from your teacher dashboard.
3. **Run the technical readiness check** on all students' devices:  
[icasassessments.janisoninsights.com/pages/technical-readiness\\_technical-readiness](https://icasassessments.janisoninsights.com/pages/technical-readiness_technical-readiness).
4. Install the locked-down browser, called **Janison Replay**, onto each student's device.

### ON TEST DAY

Administer the assessment under examination conditions.

**Not permitted:** Dictionaries, calculators, mobile phones and other personal electronic devices.

**Optional:** Blank paper and pencils/pens may be used for any working.

**Each student must have:**

- their individual one-time code
- the session code (see instructions below)
- a device that meets the technical requirements, on which the locked-down browser application has been installed: [icasassessments.com/support-technical-requirements](https://icasassessments.com/support-technical-requirements)
- access to the internet
- the URL <https://icasassessments.janisoninsights.com>

**For the teacher to complete on their device:**

1. Go to the assessments portal at [icas.site/start](https://icas.site/start) and log in.
2. On the teacher dashboard click on **Supervise live test**. This screen will allow you to monitor your students' progress during the test.
3. Click **Create new test session**. Do this on test day at the scheduled sitting time.
4. An **8-character session code** will appear on your screen. Display this to all students.

Note: If you are using Chromebooks, you should refer to the school coordinator or IT specialist at your school for instructions on how to log out at the end of the test.

# Test supervision instructions.

## WRITING

### ON TEST DAY TEACHER'S SCRIPT

#### When all students are seated say:

*You are going to complete the ICAS Writing test.*

- Click on the **Janison Replay** icon on your desktop/home screen.
- Select **Start a test**.
- Enter the **session code**.
- Click **Next**.
- Enter your individual **one-time code** and click **Next**.

*Once you have done this you will see a question on your screen: 'Are you ready to start your test?'*

**Do not** click **Yes** until I tell you to.

Help students fill in the session code and click **Next**. Note if LDB is requesting a URL, please insert:

**<https://icasassessments.janisoninsights.com>**

#### Say:

*Check that you are sitting the right test [insert the test subject and the paper].*

*Now click **Yes**.*

*Check that **your** name is showing on the screen.*

*You will see 'Wait to begin'. You have 35 minutes to complete the task: 5 minutes planning, 25 minutes writing and 5 minutes to check your work.*

*You have a maximum of 450 words. The number below your writing space will tell you how many words you have left.*

*When you start the test you will be locked out of all other applications and programs on your device until you have completed and submitted your test.*

Once all the students are ready, click **Start session** on your **Supervise live test** screen. The students will now see their test.

#### Say:

*Now read the Writing task and hints. Please raise your hand if there are any words you are unfamiliar with. Do not start writing until I tell you to.*

#### Then say:

*Now spend the next 5 minutes planning your writing using the blank paper provided. Use the dot points in the Writing task to help you.*

#### Start timing. After 5 minutes say:

*You now have 25 minutes to complete your writing by typing into the assessment portal. Use the **Back** and **Next** buttons on the screen to move between the task and hints and your writing space.*

#### After 25 minutes say:

*It is time to stop writing. You should spend the next 5 minutes checking your work. Use the hints to help with your editing.*

#### After 5 minutes say:

*Stop work and click **Finish**. You will see a question 'Are you sure you want to finish the test?'*

*Click **Yes**. You should see the following message: 'Your test has been submitted.'*

*To exit the locked-down browser click **Logout** and follow the instructions.*

*Then click **Exit Janison Replay** and click **Yes**.*

On your **Supervise live test** screen do the following:

- ☐ Check that all students have submitted their tests.
- ☐ Click the checkbox next to any student who has not submitted and then click **Submit student**.\*

\*Further information on managing test delivery is available in Section 2 of the ICAS user guide (Spelling Bee and Writing).



### BEFORE TEST DAY

1. Check you can access the assessments portal by following the URL <https://icasassessments.janisoninsights.com> and locating the **Supervise live test** screen.
2. **Print student logins** from your teacher dashboard.
3. **Run the technical readiness check** on all students' devices:  
[icasassessments.janisoninsights.com/pages/technical-readiness\\_technical-readiness](https://icasassessments.janisoninsights.com/pages/technical-readiness_technical-readiness).
4. Install the locked-down browser, called **Janison Replay**, onto each student's device.

### ON TEST DAY

Administer the assessment under examination conditions.

**Not permitted:** Dictionaries, calculators, mobile phones and other personal electronic devices.

**Optional:** Blank paper and pencils/pens may be used for any working.

**Each student must have:**

- their individual one-time code
- the session code (see instructions below)
- a device that meets the technical requirements, on which the locked-down browser application has been installed: [icasassessments.com/support-technical-requirements](https://icasassessments.com/support-technical-requirements)
- access to the internet
- headsets/headphones (ensure the device's volume is on before launching Janison Replay)
- the URL <https://icasassessments.janisoninsights.com>

**For the teacher to complete on their device:**

1. Go to the assessments portal at [icas.site/start](https://icas.site/start) and log in.
2. On the teacher dashboard click on **Supervise live test**. This screen will allow you to monitor your students' progress during the test.
3. Click **Create new test session**. Do this on test day at the scheduled sitting time.
4. An **8-character session code** will appear on your screen. Display this to all students.

Note: If you are using Chromebooks, you should refer to the school coordinator or IT specialist at your school for instructions on how to log out at the end of the test.

# Test supervision instructions.

## SPELLING BEE

### ON TEST DAY TEACHER'S SCRIPT

#### When all students are seated say:

*You are going to complete the ICAS Spelling Bee test.*

- Click on the **Janison Replay** icon on your desktop/home screen.
- Select **Start a test**.
- Enter the **session code**.
- Click **Next**.
- Enter your individual **one-time code** and click **Next**.

*Once you have done this you will see a question on your screen: 'Are you ready to start your test?'*

**Do not** click **Yes** until I tell you to.

Help students fill in the session code and click **Next**. Note if LDB is requesting a URL, please insert:

**<https://icasassessments.janisoninsights.com>**

#### Say:

*Check that you are sitting the right test [insert the test subject and the paper].*

*Now click **Yes**.*

*Check that **your** name is showing on the screen.*

*You will also see 'Wait to begin'. **Do not** begin until I tell you to.*

*Answer all questions. Your score will be the number of correct answers. Marks are **NOT** deducted for wrong answers.*

*When you start the test, you will be locked out of all other applications and programs on your device until you have completed and submitted your test.*

#### For Introductory Paper say:

*There are 35 questions. You have 40 minutes to answer the questions.*

#### For Paper A say:

*There are 40 questions. You have 40 minutes to answer the questions.*

#### For Papers B and C say:

*There are 45 questions. You have 40 minutes to answer the questions.*

#### For Papers D and E say:

*There are 50 questions. You have 40 minutes to answer the questions.*

#### Then say:

*Do your rough work on the paper provided.*

Once all the students are ready, click **Start session** on your **Supervise live test** screen. The students will now see their test.

#### Say:

*You can now begin your test.*

#### Start timing and monitor the time allowed. At the end of the test say:

*Stop work and click **Finish**. You will see a question, 'Are you sure you want to finish the test?'*

*Click **Yes**. You should see the following message: 'Your test has been submitted.'*

*To exit the locked-down browser click **Logout** and follow the instructions.*

*Then click Exit Janison Replay and click **Yes**.*

If a student has not reached the last question, they can click on the grid next to the question number to access the **Finish** button.

On your **Supervise live test** screen do the following:

- ☐ Check that all students have submitted their tests.
- ☐ Click the checkbox next to any student who has not submitted and then click **Submit student**.

# Test supervision instructions.

ICAS for different year levels can be identified by the letter in the name of the assessment (for example, Paper A is for Year 3 in Australia). The equivalent year levels for each country can be found below:

## YEAR LEVELS AND CORRESPONDING ICAS PAPERS

| Paper                            | INTRO | A  | B  | C  | D  | E  | F    | G    | H    | I           | J  |
|----------------------------------|-------|----|----|----|----|----|------|------|------|-------------|----|
| Australia <sup>1</sup>           | 2     | 3  | 4  | 5  | 6  | 7  | 8    | 9    | 10   | 11          | 12 |
| Indonesia                        | 3     | 4  | 5  | 6  | 7  | 8  | 9    | 10   | 11   | 12          | NA |
| Malaysia                         | S2    | S3 | S4 | S5 | S6 | F1 | F2   | F3   | F4   | F5 & L6     | U6 |
| New Zealand/Pacific <sup>2</sup> | 3     | 4  | 5  | 6  | 7  | 8  | 9    | 10   | 11   | 12          | 13 |
| Singapore                        | NA    | P2 | P3 | P4 | P5 | P6 | Sec1 | Sec2 | Sec3 | Sec4 & Sec5 | NA |
| India                            | 2     | 3  | 4  | 5  | 6  | 7  | 8    | 9    | 10   | 11          | 12 |
| Hong Kong                        | NA    | P3 | P4 | P5 | P6 | F1 | F2   | F3   | F4   | F5          | NA |

1. All international schools registered have an 8-digit school code starting with 46 and should sit the papers according to the Australian year levels.

2. Pacific Region: Papua New Guinea and Fiji.

# Test supervision instructions.

## TROUBLESHOOTING TIPS

| ISSUE                                                                                                                         | SOLUTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 A student can't start a test when the session has commenced.                                                                | Check the awaiting entry tab, and select the student names and press 'allow start'.                                                                                                                                                                                                                                                                                                                                                                                         |
| 2 A student/class has lost internet connection                                                                                | <p><b>Brief loss of internet:</b> The message '<i>Communication with the test server has been lost. Reconnecting</i>' will appear on the student's screen. When internet connection is restored, the student will see the last question they were on.</p> <p><b>Significant internet loss:</b> Teacher must click <b>Pause</b> from the <b>Supervise live test</b> screen; this will pause the assessment. Click <b>Resume</b> session when the connection is restored.</p> |
| 3 A student's device freezes, crashes or runs out of battery                                                                  | <p>A student can restart their test by opening the test URL on the same or another device, followed by the session code and their one-time code.</p> <p>The student will appear locked on the <b>Supervise live test</b> screen. The teacher must click on the <b>Padlock icon</b> to unlock the student. The student will return to the last question they were on.</p>                                                                                                    |
| 4 Videos or questions aren't appearing correctly.                                                                             | If you are participating in Maths, Science, English or Digital Technologies ensure you are using a web browser (eg. Google Chrome), not the locked down browser. The locked down browser prevents videos and questions appearing.                                                                                                                                                                                                                                           |
| 5 A student needs to leave the room during the test (e.g. to go to the bathroom) or cannot complete their test (e.g. is sick) | <p>On the <b>Supervise live test</b> screen, the teacher needs to select the student and click <b>Pause student</b>. Click <b>Resume student</b> when the student is ready to return to their test.</p> <p>If the student is unable to complete the test on the day, please contact the ICAS coordinator in your school to possibly reschedule the session for the student.</p>                                                                                             |
| 6 A student accidentally submits their test                                                                                   | Contact the ICAS coordinator immediately to request approval to reopen the student's test session. Once logged in, the ICAS coordinator should navigate to the <b>Submitted</b> tab for the test, select the student and click the <b>Reopen candidate</b> button.                                                                                                                                                                                                          |
| 7 Janison Replay is asking for a URL on my student's device                                                                   | Enter the URL below onto your student's device to ensure that the installation has been completed successfully.<br><b><a href="https://icasassessments.janisoninsights.com">https://icasassessments.janisoninsights.com</a></b>                                                                                                                                                                                                                                             |

Further information on how to manage the test delivery is available on the ICAS support page at: **[icasassessments.com/support-icas](https://icasassessments.com/support-icas)**

## NEED HELP?

If you require assistance please contact the ICAS coordinator in your school or your local representative.

# Janison.

© 2026 Copyright in this publication is owned by Janison Solutions Pty Limited, unless otherwise indicated or licensed by a third party. This publication and associated testing materials and products may not be reproduced, in part or whole, in any medium; and may not be distributed or sold to third parties except with the express permission of Janison Solutions Pty Ltd or the relevant copyright owner.