

# Assistive Technology Manual

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*Prepared by Cambium Assessment, Inc.*



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## Overview of Testing with Assistive Technology

This manual provides an overview of the embedded and non-embedded assistive technology tools that can be used to help students with accessibility needs complete online tests in the Test Delivery System (TDS). It includes lists of supported devices and applications for each type of assistive technology that students may need, as well as setup instructions for the assistive technologies that require additional configuration in order to work with TDS.

- Embedded assistive technology tools include the built-in test tools in TDS, such as the text-to-speech tool. These tools can be accessed without third-party software or hardware and do not require Permissive Mode to be turned on in TDS.
- Non-embedded assistive technology tools are the third-party hardware and accessibility software that students use to help them complete tests in TDS. These tools require Permissive Mode to be turned on in TDS and may require additional configuration steps prior to testing.

Students who use assistive technologies to interact with a standard web browser should be able to use those same technologies with TDS, unless they are web-based applications or browser extensions. The best way to test compatibility with assistive technologies is to take a practice test in the Secure Browser with those technologies turned on. If they do not work, refer to the additional configuration instructions in this manual as required. If you still have questions about the assistive technology tools covered in this guide, please contact the Helpdesk.

The guide includes the following sections:

- [Testing with Speech-to-Text Technology](#)
- [Testing with Alternative Computer Input Technology](#)
- [Testing with Assistive Keyboard and Mouse Input Technology](#)
- [Testing with Screen Magnifier Technology](#)
- [Testing with Text-to-Speech](#)

## Using Permissive Mode with Assistive Technology

Permissive Mode is a TDS accommodation that allows students to use non-embedded assistive technology to complete tests in the Secure Browser. It must be turned on for any students testing with third-party assistive technology tools. When Permissive Mode is turned on, the Secure Browser's security settings will be partially lowered to allow students to use tools that would otherwise be blocked. This accommodation should be assigned to students in TIDE before they begin testing.

Permissive Mode is available for computers running supported desktop Windows and Mac operating systems only. When using Windows 8 and above, the task bar remains on-screen throughout the test after enabling accessibility software. However, forbidden applications are still prohibited.

When Permissive Mode is turned on, standard keyboard commands in the Secure Browser will be disabled in order to accommodate any potential keyboard commands associated with the assistive technology the student may be using. For information about standard keyboard commands in the Secure Browser, see the *Test Administrator User Guide*.

## How to Use Assistive Technology with Permissive Mode

Permissive Mode activates when students are approved for testing in TDS. The student's assistive technology should already be set up for use with TDS when they begin testing with Permissive Mode.

1. Open the required accessibility software.
2. Open the Secure Browser. Begin the normal sign-in process up to the proctor approval step.
3. When a student is approved for testing, the Secure Browser allows the operating system's menu and task bar to appear.
  - **Windows:** On Windows, the Secure Browser resizes, and the taskbar remains visible inside the test in its usual position. Students can press **Alt+Tab** to switch between the Secure Browser and accessibility applications that they are permitted to use in their test session.
  - **Mac:** On MacOS, the Secure Browser resizes, and students can view the dock in its usual position inside the test. If the dock is set to autohide, no resizing occurs, and the dock is visible only when the mouse moves toward the bottom of screen. Students can press **Cmd+Tab** to switch between the Secure Browser and permitted accessibility applications.
4. The student must immediately switch to the accessibility software that is already open on the computer so that it appears over the Secure Browser. The student cannot click within the Secure Browser until the accessibility software is configured.
  - **Windows:** Click the accessibility software application in the task bar.
  - **Mac:** Click the accessibility software application in the dock.
5. The student configures the accessibility software settings as needed.
6. After configuring the accessibility software settings, the student returns to the Secure Browser and continues the sign-in process. At this point, the student can no longer switch back to the accessibility software. If changes need to be made, the student must sign out and then sign in again.

Once Permissive Mode is turned off, the Secure Browser reoccupies the whole screen, and the student's ability to use assistive technologies or switch between any other applications and the Secure Browser is suppressed.

## Testing with Speech-to-Text Technology

Speech-to-text (STT) technology transcribes a student's spoken words into text for item responses in TDS. Students with the appropriate accommodations may use STT assistive technology while taking tests. It is recommended that students use the embedded STT tools in TDS. These embedded tools can be tracked by NDSA when gathering data about students' tool use. If a third-party STT tool still needs to be used, please reference the table below.

Students using STT technology will need to use a headset while testing. Any wired headset with a 3.5 mm or USB connection should be compatible.

[Table 1](#) provides a list of third-party STT applications that can be used in TDS.

Table 1. Third-Party STT Applications

Product	System Requirements	Additional Details
<a href="#">Dragon Naturally Speaking—Windows</a> <ul style="list-style-type: none"> <li>• <b>Supported Versions:</b> <b>15 Professional</b></li> </ul>	<ul style="list-style-type: none"> <li>• Windows 8.1, 10; Server 2008 R2, 2012 R2</li> </ul>	<ul style="list-style-type: none"> <li>• Requires additional setup before use in TDS (see <a href="#">configuration instructions</a>)</li> <li>• TDS cannot confirm appropriate configurations are in use during an exam, so students may be able to access prohibited features.</li> </ul>
<a href="#">Windows Built-in Speech Recognition</a> <ul style="list-style-type: none"> <li>• <b>Supported Versions:</b> <b>8.0</b></li> </ul>	<ul style="list-style-type: none"> <li>• Windows 8, 8.1, 10; Server 2012 R2, 2016 R2</li> </ul>	<ul style="list-style-type: none"> <li>• Requires additional setup before use in TDS (see <a href="#">configuration instructions</a>)</li> <li>• TDS cannot confirm appropriate configurations are in use during an exam, so students may be able to access prohibited features.</li> <li>• Requires state approval to be removed from the forbidden applications list in the Secure Browser.</li> </ul>

Product	System Requirements	Additional Details
<a href="#">WordQ+SpeakQ</a> <ul style="list-style-type: none"> <li>Supported Versions: 5.1.20</li> </ul>	<ul style="list-style-type: none"> <li>Windows 8, 10; Server 2012 R2, 2016 R2</li> </ul>	<ul style="list-style-type: none"> <li>Requires additional setup before use in TDS (see <a href="#">configuration instructions</a>) <ul style="list-style-type: none"> <li>Exam Mode must be enabled before students begin testing.</li> </ul> </li> <li>This tool also includes a text prediction feature that cannot be disabled. The text prediction feature is not an approved accommodation.</li> <li>This tool cannot read some mathematics characters and table content.</li> </ul>
<a href="#">Read&amp;Write—Windows</a> <ul style="list-style-type: none"> <li>Supported Versions: 12.0.45</li> </ul>	<ul style="list-style-type: none"> <li>Windows 8, 8.1, 10; Server 2012 R2, 2016 R2</li> </ul>	<ul style="list-style-type: none"> <li>Exam Mode must be enabled and any features that are not permitted need to be restricted before students begin testing (this mode is not available on Read&amp;Write for Mac).</li> <li>Requires state approval to be removed from the forbidden applications list in the Secure Browser.</li> <li>Text prediction features must be restricted when exam mode is enabled.</li> </ul>
<a href="#">Mac Built-in Enhanced Dictation</a>	<ul style="list-style-type: none"> <li>Mac 10.11–10.14</li> </ul>	<ul style="list-style-type: none"> <li>Requires additional setup before use in TDS (see <a href="#">configuration instructions</a>)</li> </ul>
<a href="#">iOS Built-in Dictation</a> <ul style="list-style-type: none"> <li>Supported Versions: iOS 11.4, 12.2, 12.3, 12.4, 13.2</li> </ul>	<ul style="list-style-type: none"> <li>iOS 11.4, 12.2, 12.3, 12.4, 13.2</li> </ul>	<ul style="list-style-type: none"> <li>Cannot be used with the Secure Browser. <ul style="list-style-type: none"> <li>Students must dictate into a secondary iPad set in Airplane Mode and the proctor enters the student's response into testing device.</li> </ul> </li> </ul>

## Configuring Speech-to-Text Applications

Some applications listed in [Table 1](#) require additional configuration to prepare for use during online testing. Necessary configurations are described below. Some applications send data to the cloud for processing by default. Where noted, this should be disabled to ensure the security of test data.

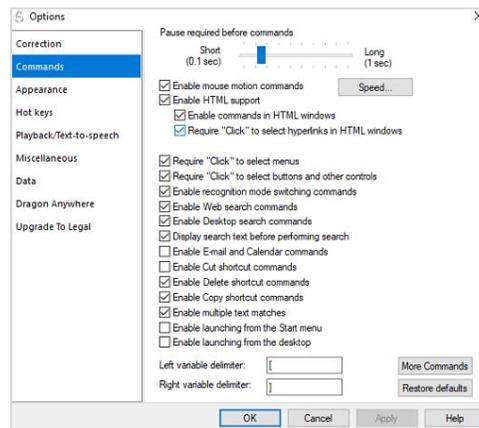
After you configure an application, CAI strongly recommends testing that application on a practice test administered through the Secure Browser prior to using it for operational testing.

## Dragon Naturally Speaking 15 Home or Professional Individual for Windows

Necessary configurations for Dragon Naturally Speaking can be made from the **Options** dialog box, which is accessed from the **Tools** drop-down list on the DragonBar.

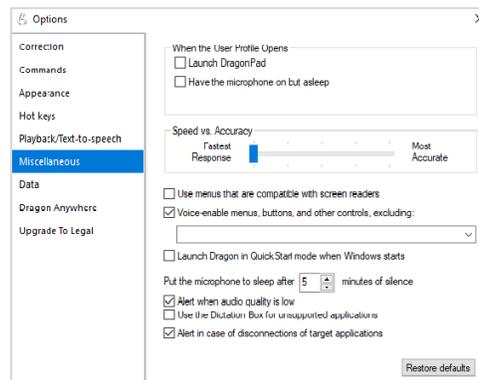
- From the **Commands** tab, uncheck the following settings:
  - **Enable launching from the Start menu**
  - **Enable launching from the desktop**
  - **Enable E-Mail and Calendar commands**
  - **Enable Cut shortcut commands**

Figure 1. Dragon Commands Tab



- From the **Miscellaneous** tab, uncheck **Use Dictation Box for unsupported application**.

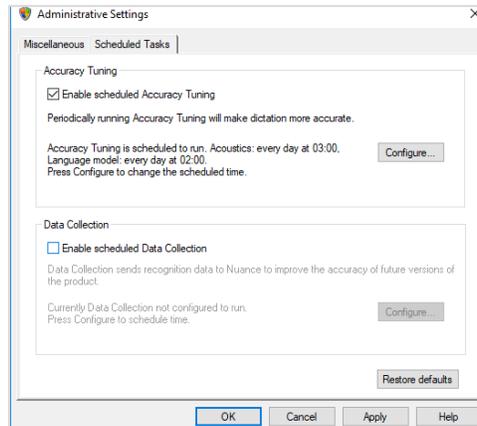
Figure 2. Dragon Miscellaneous Tab



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- From the **Scheduled Tasks** tab in Administrative Settings, uncheck **Enable scheduled Data Collection**.

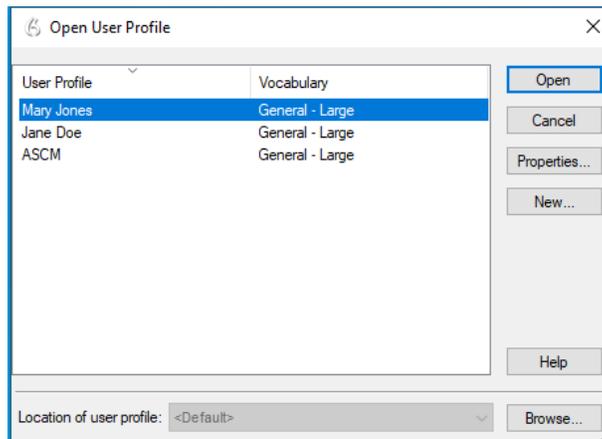
Figure 3. Admin Settings Schedule Tasks Tab



### Setting Up User Profiles for Students

Dragon Naturally Speaking requires each student to use a specific User Profile. You will need to create User Profiles and ensure that Dragon Naturally Speaking is set to the proper profile for each student prior to testing. When creating a profile, you can select the student's age range, language, and accent, as well as set the audio input devices. Students will then read aloud prompts that Dragon Naturally Speaking uses to learn their voice. After creating profiles, you can select **Profiles** in the Dragon toolbar, then click **Open User Profile...** to switch between User Profiles (see [Figure 4](#)). For more information about creating User Profiles, see the [Dragon Naturally Speaking—Windows](#) website.

Figure 4. Dragon Naturally Speaking—Open User Profiles



### Windows Speech Recognition

Prior to testing day, the Windows built-in Speech Recognition application must be set up on each testing device that will be used by students who require STT. The application can be set up through the Windows Control Panel. Users should set the device to not send data to Microsoft for improvement so that secure test data is not sent to the cloud. During setup, Speech Recognition Voice Training must be completed by the student for optimal performance.

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- To prevent Windows from sending data to the cloud, go to **Start > Settings > Privacy > Diagnostics & Feedback** and mark the **Basic** radio button in the Diagnostic Data section. Then select the **Speech** tab and set the **Online Speech Recognition** toggle to **Off**.

### WordQ+SpeakQ

To minimize security risks, WordQ+SpeakQ includes an Exam Mode feature, which can be enabled through the application's settings. Exam Mode requires a time limit of 1–12 hours to be set. Please note, this does not eliminate all security risks, and once Exam Mode has been set, it cannot be disabled until the configured time has run out.

To turn on Exam Mode, click the **Options** icon, and select **Exam Mode**. In the dialog pop-up window that appears, you can allow and restrict the **Word usage examples** and **Single words added by the user including topic words** features. You can also set the exam time limit at the bottom of the window.

### Read & Write (Windows)

Read & Write has an Exam Mode that can be used to turn off features for a single student on their particular testing device. When Exam Mode is enabled, the student will have access to only the selected features on the toolbar and certain speech settings, including voice selection, speed, pitch and Speak As I Type (the full settings menu will not be accessible).

To use Exam mode, run Read & Write and click on the settings button in the upper-right corner and then click **Show more settings**. In the *Find a Setting* field, type *adminsettings*. You will be asked to enter and confirm a password to grant access on this computer. When logged into administrator settings, click the **Select your features** tab and select which features you'd like to enable on the student's toolbar. Enable the **Use Exam Mode now** toggle to start Exam Mode, then close the Read & Write menu to start the exam.

### Mac Enhanced Dictation

Mac workstations that will be used for dictation should be opted out of Apple's Diagnostic and Usage program so that no secure test data is stored on the device for analysis. Macs can be opted out of this program by disabling Analytics through the Mac's security and privacy settings.

When you enable Enhanced Dictation on a testing device, you must also enable a language and keyboard shortcut through the device's keyboard settings. Once Enhanced Dictation is enabled, the device must be connected to the internet to download the offline models that allow speech to be transcribed without sending it to the cloud for processing.

### iOS Dictation

Due to the way iPads are secured for high-stakes assessments, there is currently no third-party application that can provide STT. However, students who need STT can dictate into the built-in dictation application on a secondary iPad and a proctor or test administrator can then enter the student's response verbatim into the testing device.

The secondary iPad must be a 5<sup>th</sup> or 6<sup>th</sup> Generation iPad or iPad Pro running at least iOS 11.4. It must be placed in Airplane Mode so that no secure test data is transmitted to the cloud for processing. Also, it

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must be opted out of Apple's Diagnostic and Usage program so that no secure test data is stored on the device for analysis.

Dictation can be enabled through the iPad's keyboard settings. Airplane Mode can be enabled through the iPad's main settings. iPads can be opted out of Apple's Diagnostic and Usage program by disabling Analytics through the iPad's privacy settings.

Prior to testing day, the secondary iPad must be connected to the Internet once to download the offline models that allow speech to be transcribed offline. This is done automatically once dictation is enabled and the device is connected to the Internet. No manual download is necessary. After the device is connected to the Internet once, CAI recommends users test offline dictation by enabling Airplane Mode and dictating into the Notes app or another similar app on the iPad. If it works, you are ready for testing day. If it does not work, disable Airplane Mode and reconnect the iPad to the Internet to finish downloading the offline STT models.

On testing day, enable Airplane Mode on the secondary iPad and allow the student to dictate their responses into it. A proctor or test administrator must then enter the responses verbatim into the student's testing device.

After testing is completed, be sure to delete any secure test data on the secondary iPad.

## Testing with Alternative Computer Input Technology

Alternative Computer Input (ACI) assistive tools allow students with various impairments (such as physical and visual impairments) to interact with a computer without using a traditional mouse and keyboard setup. For instance, ACI technology such as PCEye Mini tracks students' eye movement, while Dwell Clicker 2 allows students to use a mouse without having to click the left or right mouse buttons.

TDS does not include any embedded alternative computer input tools, but it supports several third-party alternative computer input technologies.

[Table 2](#) provides a list of third-party ACI devices that can be used in TDS. Please note that this list includes only the devices that CAI has thoroughly tested against the Secure Browser, but there may be additional supported ACI devices that have not been tested yet. If your students need to use an ACI device not listed here, please test it in a practice test first to ensure there are no issues with it.

Table 2. Third-Party ACI Devices

Product	System Requirements	Additional Details
<a href="#">PCEye Mini with Windows Control</a>	<ul style="list-style-type: none"> <li>Windows 8.1, 10</li> </ul>	<ul style="list-style-type: none"> <li>Requires additional setup before use in TDS (see <a href="#">configuration instructions</a>)</li> </ul>
<a href="#">Dwell Clicker 2</a> <ul style="list-style-type: none"> <li>Supported Versions: 2.0.40</li> </ul>	<ul style="list-style-type: none"> <li>Windows 8, 10; Server 2012 R2, 2016 R2</li> </ul>	<ul style="list-style-type: none"> <li>Requires additional setup before use in TDS (see <a href="#">configuration instructions</a>)</li> </ul>
<a href="#">HeadMouse Nano</a>	<ul style="list-style-type: none"> <li>Windows 8, 8.1, 10; Server 2012 R2, 2016 R2</li> <li>Mac 10.11–10.14</li> </ul>	<ul style="list-style-type: none"> <li>Requires additional setup before use in TDS (see <a href="#">configuration instructions</a>)</li> </ul>
<a href="#">Access Switch</a>	<ul style="list-style-type: none"> <li>Windows 8, 8.1, 10; Server 2012 R2, 2016 R2</li> <li>Mac 10.11–10.14</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<a href="#">Swiftly</a> <ul style="list-style-type: none"> <li>Supported Versions: SW2</li> </ul>	<ul style="list-style-type: none"> <li>Windows 8, 8.1, 10; Server 2012 R2, 2016 R2</li> <li>Mac 10.11–10.14</li> </ul>	<ul style="list-style-type: none"> <li>Requires additional setup before use in TDS (see <a href="#">configuration instructions</a>)</li> </ul>

### Configuring PCEye Mini with Windows Control on Student Devices

To configure the PCEye Mini, it should be plugged in to a computer that uses Windows Control software and should be installed by following the product's installation instructions manually.

For students using PCEye Mini with Windows Control Software, the Word Prediction feature should be disabled by opening the application and navigating to **Settings>Keyboard**.

### Configuring Dwell Clicker 2

To configure Dwell Clicker 2 settings, open the application and select the keyboard icon, then click the **Options** key. In the window that pops up, make sure the **Use Text Prediction** checkbox is not checked.

## Configuring HeadMouse Nano

To configure HeadMouse Nano when using the SofType keyboard, open the SofType application and select **View>Word Bar** from the menu. Then make sure the **Prediction** radio button is not marked.

## Configuring HeadMouse Nano for OSX

The HeadMouse Nano for OSX can be used to mimic mouse-clicking movements only in conjunction with an Access Switch device (such as an AbleNet Switch) and the regular Apple on-screen keyboard. When completing a test with a Switch, students can left-click, drag and drop, double-click, and right-click (right-clicking would require an additional Switch).

To configure HeadMouse Nano when using the Apple on-screen keyboard, open **System Preferences > Keyboard > Text**. Then make sure the following checkboxes are not marked:

- Add period with double-space
- Capitalize words automatically
- Correct spelling automatically

## Configuring Swifty: SW2

To configure Swifty Switch Access according to the student's needs, the following DIP Switches should be set when using Switch. After you modify DIP Switch settings, unplug and re-plug Swifty to activate the settings.

Switch 1	Switch 2	USB Device	Interface Actions
ON	ON	Mouse	Left, Right, Middle
OFF	ON	Joystick	Btn1, Btn2, Btn3
ON	OFF	Keyboard (For iPad)	Enter, Space, Tab
ON	OFF	Keyboard	1,2,3

## Testing with Assistive Keyboard and Mouse Input Technology

Assistive Keyboard and Mouse Input tools provide additional support to students with physical impairments who need to use a keyboard and mouse in order to respond to test items. These include keyboards with larger keys, computer mice with trackballs, and other tools that make it easier for students with limited movement abilities to use a computer.

TDS does not include any embedded assistive keyboard and mouse input tools, as these tools typically involve the use of special hardware, but TDS does support several third-party assistive keyboard and mouse input tools.

[Table 3](#) provides a list of third-party assistive keyboard and mouse input tools that can be used in TDS. Please note, there may be additional supported assistive keyboards and mouse input tools that have not been tested yet. If your students need to use a device not listed here, please test it in a practice test first to ensure there are no issues.

Some third-party assistive keyboards have special function keys that put the computer to sleep. If pressed, the computer will go to sleep and the student will be kicked out of the test and will have to sign back in to resume testing.

Table 3. Third-Party Assistive Keyboard and Mouse Input Technology

Product	System Requirements	Additional Details
<a href="#">Keys-U-See Keyboard</a>	<ul style="list-style-type: none"> <li>Windows 8, 10; Server 2012 R2, 2016 R2</li> </ul>	N/A
<a href="#">BigKeys Keyboard</a> <ul style="list-style-type: none"> <li>Supported Versions: Plus, XL</li> </ul>	<ul style="list-style-type: none"> <li>Windows 8, 8.1, 10; Server 2012 R2, 2016 R2</li> <li>Mac 10.11–10.15</li> </ul>	N/A
<a href="#">BigTrack2 Trackball</a>	<ul style="list-style-type: none"> <li>Windows 8, 8.1, 10; Server 2012 R2, 2016 R2</li> <li>Mac 10.11–10.15</li> </ul>	N/A

## Testing with Screen Magnifier Technology

Screen magnifier assistive technology enlarges the content displayed on the computer screen in order to assist students with visual impairments. Although TDS supports some non-embedded screen magnifier tools from third parties, it is recommended that students use the embedded zoom tools in TDS. These embedded tools were designed to magnify test content in the most intuitive and user-friendly manner for students. Embedded zoom tools can also be tracked by NDSA when gathering data about students' tool use.

The embedded zoom tools in the Secure Browser allow students to magnify test content to the following levels (any zoom levels of 5X and greater require the streamlined mode test setting in TDS to be turned on, which will arrange test content vertically):

- 1X
- 1.5X
- 1.75X
- 2.5X
- 3X
- 5X
- 10X
- 15X
- 20X

[Table 4](#) provides a list of third-party screen magnifier tools that can be used in TDS. The non-embedded screen magnifier tools listed below come with an increased risk of interoperability issues, require students to manually pan the magnification tool across the screen, and can include unwanted features that should not be used while testing. These non-embedded tools also cannot be tracked by NDSA when gathering data about students' tool use.

Table 4. Third-Party Screen Magnifier Applications

Product	System Requirements	Additional Details
<a href="#">ZoomText Magnifier</a> <ul style="list-style-type: none"> <li>• Supported Versions: 2019.1904.80, 2020</li> </ul>	<ul style="list-style-type: none"> <li>• Windows 8.1, 10; 2012 R2, 2016 R2</li> </ul>	<ul style="list-style-type: none"> <li>• ZoomText includes a SpeakIt text-to-speech tool that could be used to read aloud passages, which is not permitted on ELA tests. Students testing with ZoomText should use the magnification features only. It is recommended that students requiring text-to-speech support use the Secure Browser's embedded TTS tools, and that students requiring screen readers use JAWS or Fusion.</li> </ul>

Product	System Requirements	Additional Details
<p><a href="#">Fusion Professional (combines JAWS screen reader with zoom text)</a></p> <ul style="list-style-type: none"> <li>Supported Versions: 2019, 2020</li> </ul>	<ul style="list-style-type: none"> <li>Windows 8.1, 10; 2012 R2, 2016 R2</li> </ul>	<ul style="list-style-type: none"> <li>Requires additional setup before use with TDS (see <a href="#">configuration instructions for JAWS</a>).</li> </ul>
<p><a href="#">Magic Magnifier (with optional text-to-speech)</a></p> <ul style="list-style-type: none"> <li>Supported Versions: 14.0.1512</li> </ul>	<ul style="list-style-type: none"> <li>Windows 8.1, 10; 2012 R2, 2016 R2</li> </ul>	<ul style="list-style-type: none"> <li>TDS cannot confirm appropriate configurations are in use during an exam, so students may be able to access prohibited features.</li> </ul>

## Testing with Text-to-Speech

Text-to-Speech (TTS) tools read aloud text that appears on the screen for students who may have reading impairments. TDS includes embedded TTS tools that can be turned on for students with the appropriate accommodation settings (either in TIDE or from the TA Site). In order for students to test with TTS tools, a supported voice pack will need to be installed on their device before testing begins (if the device does not already include a built-in voice pack). Students testing with TTS should also have a supported headset or headphones.

TTS is available on all operating systems supported by TDS (for a full list of supported operating systems, see the *Quick Guide for Setting up Your Online Testing Technology*). However, TTS tracking does not function correctly on Linux OS. If students require the use of this accommodation (TTS with tracking), they must use a different operating system.

[Table 5](#) lists the voice packs supported for students testing with TTS. If students need to use a voice pack not listed in this table, you should test it in a practice test to ensure there are no issues. Students using TTS for the practice tests must log in using a supported Secure Browser. Students can also verify that TTS works on their computers by logging in to a practice test session and selecting a test for which TTS is available.

Table 5. Technology Requirements for Students Testing with TTS

Technology Type	Product
Supported Voice Packs	<ul style="list-style-type: none"> <li>• Windows built-in voice packs</li> <li>• Mac built-in voice packs</li> <li>• iOS built-in voice packs</li> <li>• Chromebook built-in voice packs</li> <li>• Heather Infovox iVox HQ (macOS only)</li> <li>• Rosa Infovox iVox HQ (macOS only)</li> </ul>

**Note:** CAI strongly encourages schools to test the TTS settings before students take operational tests. You can check these settings through the diagnostic page. From the student practice test login screen, click the **Run Diagnostics** link, and then click the **Text-to-Speech Check** button.

### Voice Pack Selection on Mobile Versions of Secure Browsers

The Mobile Secure Browser uses either the device's native voice pack or a voice pack embedded in the Secure Browser. Additional voice packs downloaded to a mobile device are not recognized by the Mobile Secure Browser.

### Text-to-Speech and Mobile Devices

Text-to-speech (TTS) in Windows, Mac, and iPads includes a feature that allows students to pause and then resume TTS in the middle of a passage. On Chromebooks, however, students should highlight the desired text to be read as the pause feature does not allow students to pause and resume reading again.

## User Support

For additional information and assistance in using assistive technology with the Secure Browser, contact the NDSA Helpdesk.

The help desk is open Monday through Friday from 6:30 A.M. to 6:30 P.M. Central Time (except holidays or as otherwise indicated on the State Assessment Portal).

**NDSA Helpdesk**  
**Toll-Free Phone Support:** 1.855.873.5715  
**Email Support:** [ndsaservicecenter@cambiumassessment.com](mailto:ndsaservicecenter@cambiumassessment.com)

Please provide the Helpdesk with a detailed description of your problem, as well as the following:

- The brand and version number of the assistive technology being used
- Any error messages and codes that appeared, if applicable
- Operating system and browser information, including version numbers (for example, Windows 10 and Firefox 72 or Mac OS 10.14 and Safari 11)

## Change Log

Location	Change	Date