

TROUBLESHOOTING TALA TESTING ISSUES

1. Student loses internet access or has to stop the test for any reason

Exit program and log back in with the same Student Name, Student ID number, and the same Group Code. The program will remember where the student left off and they can resume the test.

2. The Tala program gets an unknown error and it freezes.

Student should hit Escape and Backspace and it will take them back into test. They can also log back in with the same Student Name, Student ID number, and the same Group Code. The program will remember where the student left off and they can resume the test.

3. Having trouble running Tala - “Unknown Error” or “Site Can’t Be Reached” messages

It is likely the school network is blocking access due to bandwidth uploading limitations imposed by the internet company. This may occur in mid-morning or after several hours of administering tests. Try administering Tala at another time when more bandwidth is available. Another possible solution is to reboot the school server.

4. I can’t print the Writing pages for the student

Writing pages only print AFTER the student completes the reading and vocabulary tests. This is because the test is adaptive, and the reading and vocabulary tests determine the difficulty level of the writing test.

5. Problems loading Tala on Chromebook. Students enter information, test freezes and they are unable to hit the Start button.

Please try to allow the site in the Chromebook, click restart and try once again.

<https://support.google.com/chromebook/answer/114662?co=GENIE.Platform%3DDesktop&hl=en>

6. Do I need to add Student information to the Tala Setup Form?

- No student information is necessary.
- Enter each Class in its own row
- Enter Teacher names and Email addresses next to each class they teach
- Enter Administrator/Head of Department who can see the results