

Metro North Adult Ed

CASAS Remote Testing Troubleshooting Tips

Last Upd 10/20/25

The correct URL to use when remote testing with Mac, Chromebook, PC, or Windows OS device = <https://etestsonline.org/etests2/>

Test takers using iPads need to download the CASAS eTest App from the Apple Store.

Why does the test appear to not be advancing to the next question?

Use the Refresh button regularly (test taker and/or proctor)

Why is my Test Taker's Badge ID not showing up correctly, or is showing up as the Test Registration Code in my Test Session window?

- ☐ The test taker entered the 7 digit **Test Registration** code rather than their Badge ID.
- ☐ The Test Registration Code needs to be entered initially (when logging in) in order to register the test taker's testing device to the CASAS Test Session.
- ☐ But then the test taker then also used the same "Test Registration Code" (rather than their Badge ID) when they were prompted to login (the mistake)
 - ☐ Test takers should have recorded their 5 digit **SiD Badge ID** when prompted to Login.
 - ☐ What may happen, when that's the case, is that a new record will be created in TOPSpro (rather than using their existing TOPSpro record with past CASAS tests taken) and the Test Taker may have to take the Locator again, and then the previous CASAS eTesting in that series & subject may be duplicated....
- ☐ The solution is when/if testing is not duplicated, the test and records can be fixed/merged after eTesting is completed.

Why does the Test Taker keep getting disconnected/disappearing from my CASAS eTest Test Session window? Or why do I get the message RECONNECT the Student to the Test Session.

- ☐ Low bandwidth to the internet being used in the home is likely the problem.
 - ☐ **Too many users of the wi-fi in the home, while testing, will cause this.**
- ☐ Suggest to the Test Taker that their family/friends using their home wi-fi log out of all devices using wi-fi including Amazon Firesticks, Netflix, Amazon Prime, Hulu, Paramount, YouTube, etc. etc. etc. other streaming services while remote testing is taking place.

