# New York 2018-2019

Local Device Recovery – Quick Reference Guide

Recovering student responses may be needed when there are issues with submitting responses at the end of a test due to Internet interruptions. Review the flowchart below to help determine if you will also need to complete additional steps following the process flow outlined in the Quick Reference Guide (QRG).

NOTE: Isolate the local testing device until this process can be completed so that no other student logs in to the device. If you are uncertain of the actual testing device with cached answers, then the red boxes in the process highlight additional steps and interventions that will require Questar Customer Support expertise to help walk through the process.

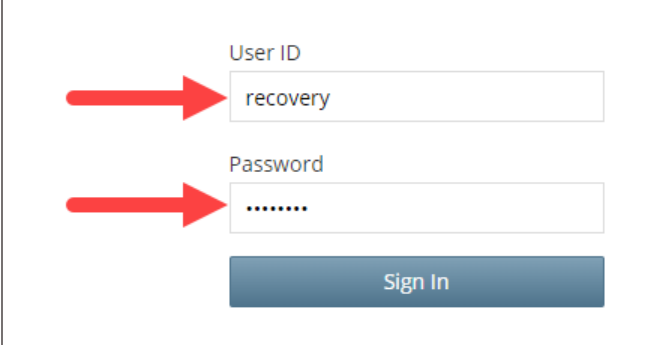Performing Test Recovery in Nextera
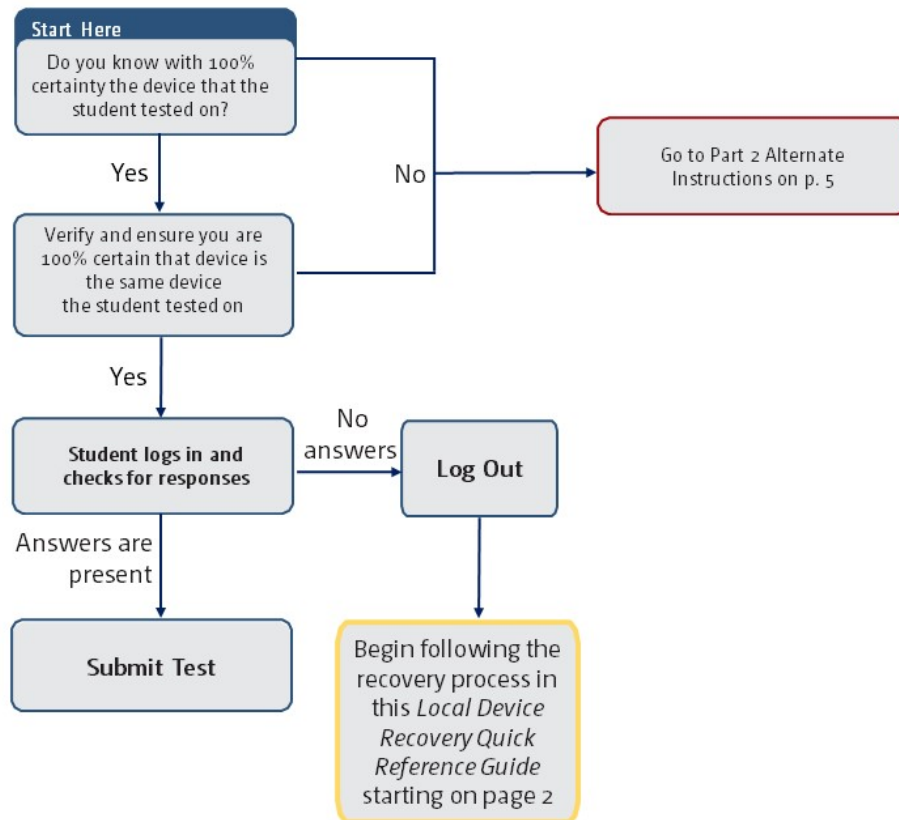
Recovering a Known Device

The following steps walk you through the process to recover student responses on a local testing device.

1. Make certain the device is connected to the Internet before conducting the following recovery steps. You may also contact Customer Support to assist you with going through the process or if you have any questions after conducting recovery.

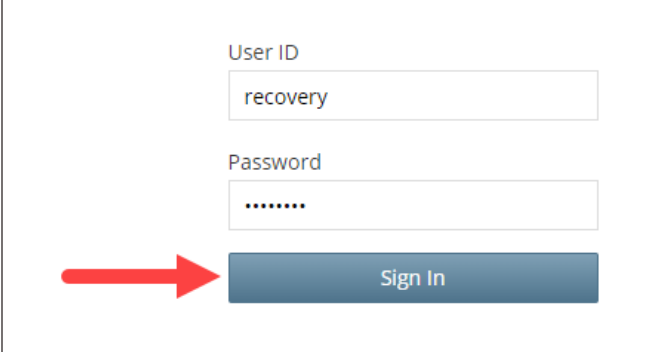2. Log in to the Secure Browser on the student device using the following credentials:

   User ID: recovery

   Password: recovery
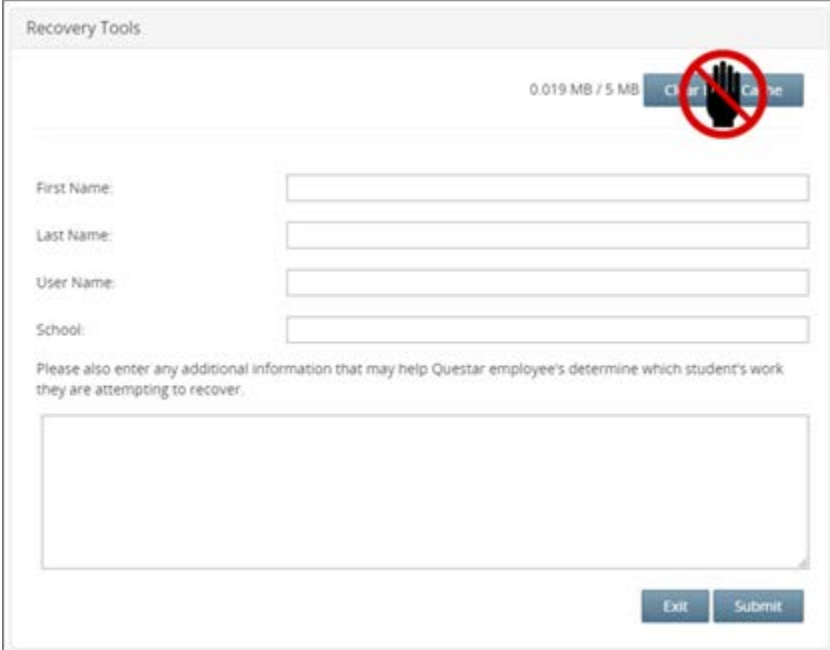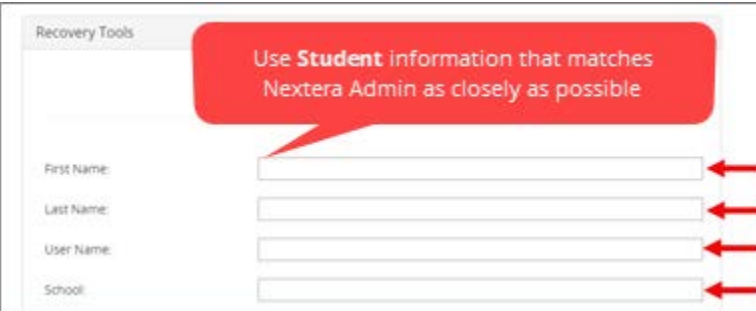
3. Click/tap **Sign In**.

The *Recovery Tools* page displays.
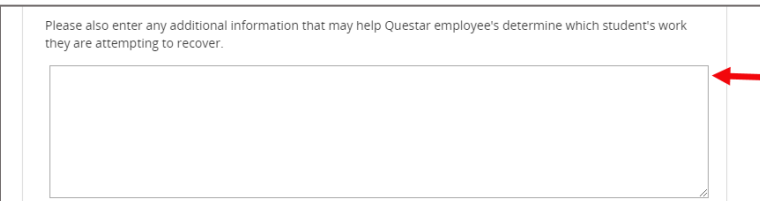
IMPORTANT: Do NOT click/tap the Clear Local Cache.

4. Enter the **student's information** in the First Name, Last Name, and School fields and enter the User ID in the User Name field. Try to match student information found in Nextera Admin as closely as possible.
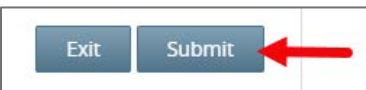

5. If you have contacted Questar Customer Support, enter the case number in the comments box.
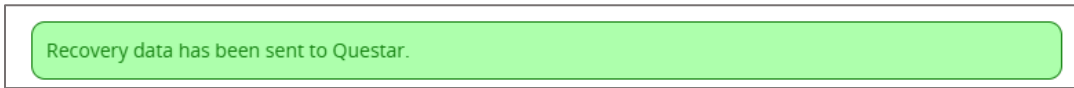

Note: 120-character limit and no special characters allowed.

6. Click/tap **Submit**.

7. Upon successful completion, you will receive the message "Recovery data has been sent to Questar."

> Recovery data has been sent to Questar.

If you receive an "Error Message 1" or "Error message 2":

- Log out of the device
- Establish an Internet connection, and
- Complete steps 1-6 again.

8. Student responses will be visible within 24 hours. At that time, you will see the student responses captured in Nextera Admin in the Tests -> Tests page.

Last Name	First Name	USID	Password	Grade	Status	Total Items Completed	Date/Time Started	Date/Time Completed
Billa	EIGHT	101706108	7vazbt	09	Session 1: In Progress	26	8/13/2017 10:49:17 AM	
Billa	FIVE	101706105	saf6he	09	Session 1: In Progress	7	8/17/2017 10:49:33 AM	8/17/2017 1:01:04 PM
Billa	FOUR	101706104	bwjuyn	12	Session 1: In Progress	1	8/23/2017 10:18:41 AM	

The student will also see the responses in the Nextera Test Delivery System.
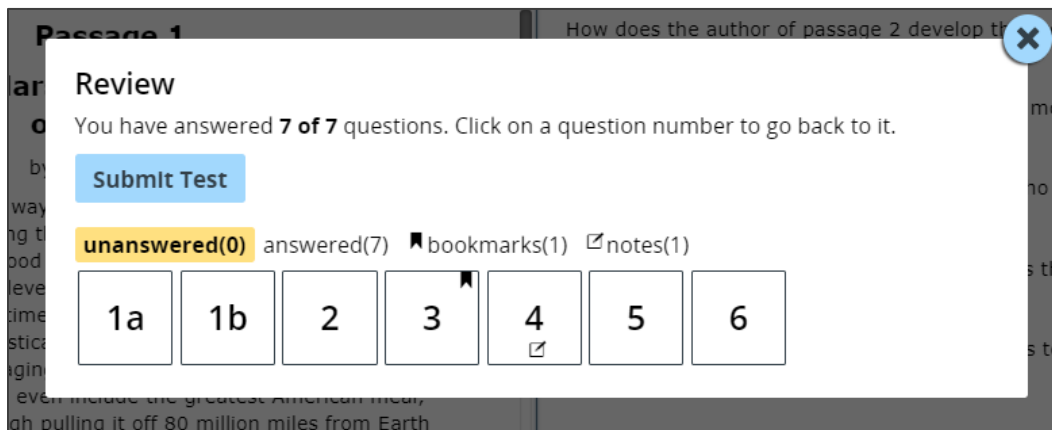
9. Once a student's recovery status is indicated as "Complete", please confirm you see the student's responses in Nextera Admin. Next, have the student log into a device that he/she has not previously used during testing to validate his/her responses have been recovered to avoid the risk of cleared cache on the recovered local device overwriting their answers. Once validated, the student may submit his/her test.

NOTE: When the recovery process steps are completed, the device involved is once again available for administering tests with other students (there is no need to wait 24 hours before allowing students to use the device).

Alternate Instructions If Testing Device is Not Known

The following process needs to be followed if the testing device is not known. **If you do not know for sure the exact device, then do not attempt recovery before contacting Customer Support to help you walk through this process.**

1. Attempt to narrow down and isolate devices that may have been used.
2. Set them aside as unusable for additional Questar Testing, because answers are stored on the local device used before submission.
3. Contact Questar Customer Support to help walk you through the process of managing this recovery process. Contact information is provided below.
4. After working with Questar Customer Support, they will advise when these devices can be made available for administering additional student tests.

<table>
<tr><td align="center">**Questar Customer Support**</td></tr>
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New York Testing Related Questions:
Phone: 1.866.997.0695
Chat: Available via Nextera Admin (our Customer Support team has routing in the Nextera Help Tab)
Email: ny.3-8.help@questarai.com