

New York State Grades 3-8 Testing Concurrent Logins – Quick Reference Guide

The purpose of this document is to familiarize Regional Level Users (RICs), District Test Coordinators (DTCs), District Level Users (DLUs), School Test Coordinators (STCs), principals (PRNs), and Building Level Users (BLUs) with options for managing situations when a student's credentials are locked due to concurrent student logins. This can be the result of a device having lost power, malfunctioning before the student logs out, or the result of an error in distributing login tickets with two or more students having been given the same credentials.

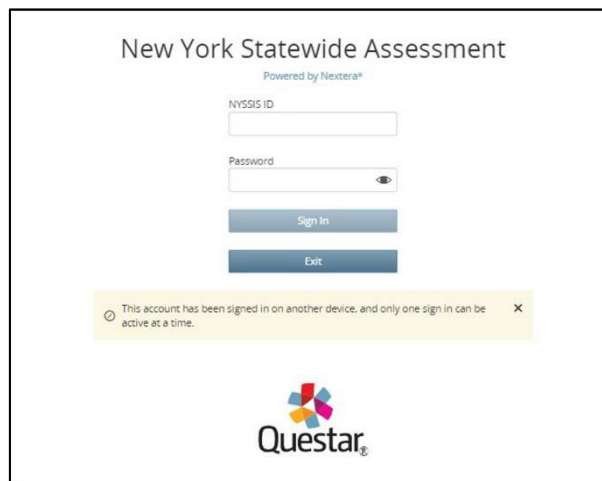
Concurrent Logins

A concurrent login occurs when a student attempts to log in with credentials that are already in use.

Potential causes of a concurrent login:

- A student who was actively testing on a device that malfunctioned or lost power before they were able to log out; and then attempts to log in on a new device with their same credentials to continue testing.
- A mistake is made when distributing the printed login tickets and two or more students are given the same login credentials

The student will receive a warning message stating, “This account has been signed in on another device, and only one sign in can be active at a time.”



Please note: Careful review of printed login credentials and active proctoring can help avoid errors in the distribution of credentials. It is the proctor’s responsibility for ensuring each student is using their own credentials.

Determining When a Student’s Credentials May Be Unlocked by a RIC, DTC, DLC, STC, PRN, or BLU

A device that stops working.

- If a device stops working while a student is testing, they may not be able to log out of the test before switching to a new device. The credentials are active on the malfunctioning device, but the student is not able to continue testing.
- If the concurrent login was caused by a device that malfunctioned or lost power before the student was able to sign out, resulting in the credentials being locked, they may be unlocked by a RIC, DTC, DLU, STC, PRN, or BLU in the Nextera Administration System (Nextera Admin).
- Unlocking the credentials in Nextera Admin will allow the credentials to be used again (to resume testing, start session 2, etc.). Unlocking the credentials does not create new credentials or reset the test.
- The student will resume testing from the point they left off according to the system record. The student should be monitored to ensure that they do not return to questions previously completed.
- If an error is made in the distribution of printed login tickets, and multiple students are given the same credentials and/or swapped, then please contact NWEA Customer Support for further guidance.

Process to Unlock Credentials

Sign in to Nextera Admin with your provided User ID and Password at the following website address: <https://ny.nextera/questarai.com/Admin/Accounts/Login>

New York State Grades 3-8 Testing Program
Powered by Nextera®

User ID

Password

Sign In

[Forgot your password?](#)

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1) From the Tests menu, select **Tests**.

2) Choose the appropriate administration window, district, school, content area, and class. Under the Registered Students section, locate the student needing their credentials unlocked. Locate their NYSISS ID and select the Manage link below.

View Test

You're Viewing: **Spring 3-8 ELA**

District: Adel	School: Adel
Testing Window: Spring 3-8 Test	Content Area: ELA
Teacher: teacherFirstname teacherLastname	Class: ELA
Test Name: Spring 3-8 ELA	
Testing Dates:	

Test is in progress. Students may sign in and take the test using their User ID's and the PIN shown below. ✕

[Examiner View](#)

[Login Tickets](#)

Session 1 Access Code: 1111

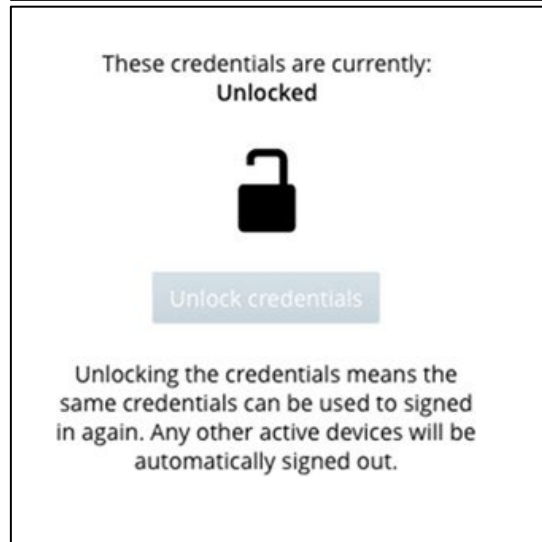
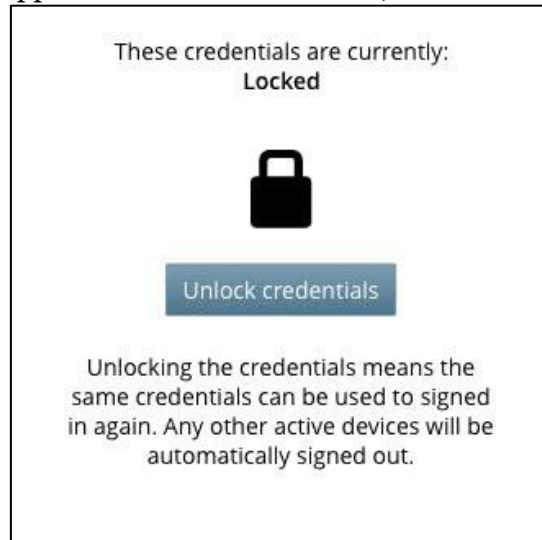
Session 2 Access Code: 2222

Registered Students:

Session: All Sessions

Last Name	First Name	NYSISS ID	Password	Grade	Form Name	Status	Total Items Completed	Date/Time Started	Date/Time Completed	Status Codes
Count Test	API Answer	5533149666 Manage	156526	04	EN2104100A	Session 1: In Progress Session 2: Not Started	1 0			
Last	First	4521050061 Manage	121537	06	EN2106100A	Session 1: Finished (Reactivate) Session 2: In Progress	0 0			
Last	First	4521050062 Manage	492212	06	EN2106100A	Session 1: In Progress Session 2: In Progress	0 0			
Last	First	4521050063 Manage	797179	06	EN2106100A	Session 1: Not started Session 2: Not started	0 0			

- 3) RICs, DTCs, DLUs, STCs, principals, and BLUs will have the option to unlock credentials. If you are unsure which option is best for your situation, please contact NWEA Customer Support. To unlock credentials, select **Unlock credentials**.



- i. After selecting Unlock credentials, the display will confirm that the credentials are unlocked.
- ii. Unlocking the credentials in Nextera Admin will allow the credentials to be used again (to resume testing, start session 2, etc.).

Customer Support

Customer Support can be reached by:

- **Phone:** 1-866-997-0695
- **Chat:** Available via the Nextera Admin *Help* page
- **Email:** NYTesting@nwea.org

For more information on NWEA's Customer Support team and hours, please visit this article on [CBT Support](#).