

SAGE Secure Browser

Frequently Asked Questions

Is the use of a secure browser required?

Yes. USBE requires that all students use the secure browser for SAGE testing. The correct secure browser must be installed on each student machine that will be used for testing.

Can the Student Testing Site be accessed without a secure browser?

No. SAGE assessments cannot be accessed without the use of a secure browser.

My school still has the secure browsers used last school year (2016–2017). Can we use these for testing?

We strongly recommend that everyone downloads and/or upgrades to the secure browser as soon as they are able. Students will be able to use the 2016-17 version until December 31, 2017. The new version of the secure browser is specifically designed for the 2017-2018 test administration. Please refer to the [Secure Browser Installation Manual](#) for more details.

Where can I find installation instructions for the secure browser?

The [Secure Browser Installation Manual](#) contains instructions for installing the secure browser on computers and tablets that will be used for testing. This manual contains instructions for both individual and network installation options.

When should the secure browsers be installed at my school?

The secure browsers for the 2017–2018 test administration should be installed and tested well in advance to verify successful installation and identify potential issues with network configuration or security settings.

Does the pop-up blocker need to be disabled on the secure browser?

No. Due to the nature of the secure browser, no modifications or preferences (including disabling the pop-up blocker) need to be made.

How can I verify that the secure browser was successfully installed?

After running the installation on individual computers, open the secure browser. The browser should fill the entire screen and automatically open to the student login screen. (On tablets and Chromebooks, the mobile launch pad screen will display. Select your state and assessment program and the student login screen will display.)

The Test Delivery System contains a diagnostic tool that enables users to view details about a computer's operating system, Internet connection, and browser version. The diagnostic tool can be accessed from the Practice Test login screen by clicking the [**Run Diagnostics**] link.

Why did I receive the following error message when accessing the secure browser: Unable to establish a connection with the Test Delivery System (TDS)?

If the connection fails to connect, verify the following and try again:

1. Ensure your network cable is plugged in OR your Wi-Fi connection is active and strong.
2. Open another web browser (e.g., Internet Explorer, Firefox, Chrome, or Safari) and try connecting to a website on the Internet. If the site successfully loads, move to the next step.
3. Ensure your network firewall is open to the TDS whitelist address (ut.tds.airast.org). (Please refer to your school's network administrator for help with firewall issues.)

Will AIR provide support for updates to operating systems?

AIR may provide updated secure browsers as new updates are made to supported operating systems. Major version upgrades to an operating system that are released after May 1st will not be supported until a full year following the release.

Please do not upgrade to new operating systems on computers that will be used to administer online assessments. This may require turning off automatic updates on some devices.

USBE will notify LEAs of any available secure browser updates.

How can the secure browsers be installed on individual machines from the network?

Installing the secure browser on individual computers via a network can be done in one of two ways:

- Copying the secure browser files from the network to individual computers
- Using third-party programs to run the installers on multiple client machines over a network (e.g., Apple Remote Desktop)

The method for installing over network is very specific to the network on which the browser is being installed and the software used for the installation. While AIR can try to provide support on the network setup process, its ability to support certain networks and third-party software is limited.

For more information on network installation, refer to the [Secure Browser Installation Manual](#).

Can students access the secure browser from a shared network drive?

In order for the secure browser to be accessible from a network drive, the extracted secure browser files must exist on the shared network. For some operating systems (primarily Windows and Mac OS X), the secure browser must first be installed on a local computer. The secure browser files are then copied to the shared network drive where they can be accessed by users on the network. If the secure browser is installed on a network drive, you will not be able to use the auto-update feature. All updates will need to be installed manually. For more information, refer to the [Secure Browser Installation Manual](#).

Can I use Apple Remote Desktop (ARD) to install the Mac OS X secure browser on multiple machines?

Yes. The Mac OS X secure browser uses drag-and-drop installation, so you can use the File Copy feature for installation on the client computer.

I installed the AIRSecureTest Mobile Secure Browser app on my iPad or Android tablet last year. Do I need to install a new app this year?

As with other mobile apps, you do not need to uninstall the AIRSecureTest mobile secure browser app on iPads, Android tablets, and Chromebooks before updating to a new version.

If an update becomes available for the iOS, Android, or Chrome OS mobile secure browser, an announcement will be sent from USOE and posted to the portal. Simply update the app on your device, either locally or via your Mobile Device Management software.