



2025

# **NAP Opt-In Assessment**

## Science Literacy

## Civics and Citizenship

Test Administrator Handbook

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# Checklist

Activity	Handbook Reference	Time	Check
Print out (or download to your portable device) this Test Administrator Handbook and read thoroughly to familiarise yourself with your role	All sections	Now	<input type="checkbox"/>
Ensure devices are ready for the scheduled online assessment	Section 1.3	In the weeks before test day	<input type="checkbox"/>
Obtain <b>Test Administrator session login slip</b> , and <b>student session slips</b> from your principal or NAP Coordinator	Section 3, Step 1	The day/s before test day	<input type="checkbox"/>
Log in to the Assessform website to create the test session and <b>generate a session code</b>	Section 3, Step 2	Test day	<input type="checkbox"/>
Read the Test Administration script out to the students during the test session	Section 3	Test day	<input type="checkbox"/>

# 1 Introduction

---

## 1.1 Background to the NAP Opt-in assessments

From 2024, Australian schools can enrol Years 6 and 10 students to take part in NAP Opt-in assessments in the key curriculum areas of science literacy, ICT literacy and civics and citizenship. These assessments are part of the National Assessment Program and completely optional for schools. They will be phased in over 3 years: science literacy in 2024, civics and citizenship added in 2025, and ICT literacy added in 2026.

The Australian Curriculum, Assessment and Reporting Authority (ACARA) is responsible for developing and overseeing the National Assessment Program. ACARA's contractor, the Australian Council for Educational Research (ACER), is responsible for assisting participating schools.

## 1.2 NAP Opt-in 2025 assessments

In 2025, the following domains will be available for schools to participate in:

- Science Literacy
- Civics and Citizenship

The NAP Opt-in 2025 assessments will be available for schools between the following dates:

**Monday 5 May – Friday 30 May 2025**

Schools will self-administer the assessments at a time that suits them in the testing window. Support for school staff members who administer the assessments, henceforth referred to as Test Administrators, will be available via the NAP Opt-in Helpline (1800 574 000) and email ([NAPOpt-in@acer.org](mailto:NAPOpt-in@acer.org)).

## 1.3 Technical readiness

NAP Opt-in is an online assessment and must be completed using internet-connected school devices. Participating students will undertake the tests via the locked down browser (LDB). The LDB is the same application that is used to sit NAPLAN online. It has been designed to support a broad range of devices including desktop and laptop computers running Windows, Macs, Chromebooks and iPads. The LDB must be installed on all devices that will be used by students to sit the assessment. Further instruction on technical readiness and how to install the LDB is provided in the Principal and NAP Coordinator Manual.

## 1.4 Maintaining Security

The security of the NAP Opt-in assessment items is crucial. You and other school staff members may choose to observe the administration of the assessment but taking photos or screenshots of the assessment items is strictly prohibited.

## 1.5 Structure of this Handbook

- Section 1:** provides an overview of the assessment and NAP Opt-in protocol.
- Section 2:** provides guidance on how to prepare for test day at your school.
- Section 3:** provides a '**Quick Guide**' for teachers containing step-by-step instructions on how to administer the assessment. Importantly, the **Test Administrator script** that must be read to students is included in this section.
- Section 4:** provides more detailed information about the test platform's functionalities and instructions on how to navigate the TA Dashboard.
- Section 5:** provides general troubleshooting advice for common technical issues.

## 2 Preparing for the test

---

### 2.1 Preparing the test room

To prepare the room for a test session you will need to:

- check that your computer is turned on, connected to a power supply and connected to the internet.
- ensure that there are sufficient devices for all students and that the locked down browser (LDB) is installed on each of them.
- ensure you have a whiteboard or blackboard in the test room.
- arrange seating so that students cannot see each other's work.

### 2.2 Test administrator materials

Prior to commencing the test session, please ensure you have all necessary materials. You will need:

- an internet-connected device for your own use to administer the test session.
- your Test Administrator session login slip (containing your login credentials. This slip is created by the Principal or NAP Coordinator).
- student session slips (also generated by the Principal or NAP Coordinator)
- a zip-lock bag, or similar, in which to securely store the cut-up student code slips prior to distribution to students.
- contact details for your IT Coordinator and the NAP Opt-in helpdesk (1800 574 000).
- this Test Administrator Handbook.

### 2.3 Student test materials

During testing, each student requires:

- ✓ an internet-connected device that is plugged into a power supply and meets the minimum technical specifications for NAP online events with the LDB installed.
- ✓ a student session slip containing their unique student session code for the test.
- ✓ a pen or pencil and scrap paper (for working out/making notes).

The following items are **not permitted** to be taken into the test room as they could affect the validity of the test:

- × books, including dictionaries.
- × mobile phones or other internet- or Bluetooth-enabled devices, other than the device on which the student is undertaking the test.

### 2.4 Maintaining test conditions

Please ensure that you are familiar with the information in this handbook before administering the test.

During the test, you **MUST**:

- ✓ deliver the instructions accurately.
- ✓ actively monitor student conduct, by periodically walking around the room and checking that students are not talking, collaborating, or using prohibited items such as mobile phones.
- ✓ actively monitor the TA dashboard to ensure there are no flags or warnings indicating that action is required.

During the test, you MAY:

- ✓ read and clarify general instructions.
- ✓ remind students of the way to respond to particular item types (e.g. that they need to click on an answer, type an answer, drag and drop tiles, arrange tiles in the correct order).
- ✓ remind students how to navigate through the platform (without navigating for them).
- ✓ remind students how to access different aspects of the platform (e.g. magnification, progress summary page).
- ✓ advise students to return to any flagged or unanswered questions if there is time at the end of the test (including reminding them how to see which questions were flagged and how to navigate back to them).
- ✓ provide general encouragement to continue.

During the test, you MUST NOT:

- ✗ give hints or examples.
- ✗ explain, paraphrase or interpret questions, including translating questions into another language.
- ✗ indicate to students whether answers are correct or incorrect.
- ✗ remind students about related work completed in class.
- ✗ navigate through the platform for the student or in any way manipulate the mouse, keyboard or screen on behalf of the student.

## 2.5 Assessment session timing

**Table 1:** Assessment session timings

Component	Year 6	Year 10
Practice questions	5 mins (approx.)	5 mins (approx.)
Assessment	60 mins (max.)	75 mins (max.)

The NAP Opt-in 2025 assessment for each domain should be administered as a single session with no breaks. The test itself is timed by the system, so Test Administrators will not need to time the test component.

It is expected that the entire session will take approximately 90 minutes in total for each domain. This includes logging students into the assessment platform as well as completing the **practice questions** and the **assessment**.

### 3 ‘Quick Guide’ for Test Administrators

This quick guide outlines the tasks that you need to undertake to administer a NAP Opt-in 2025 assessment to students. It is designed to provide all critical information for test day administration in one quick, easy-to-digest format.

For those unfamiliar with the assessment delivery system, more detailed information about the platform and TA Dashboard can be found in Section 4 of this handbook.

#### Step 1: Receive login credentials

Each test administrator will be provided with a Test administrator pack by the Principal or NAP Coordinator. The test administrator pack contains both a **Test Administrator session slip** for the test session and **student session slips** for all students participating in the test session. If schools are participating in both NAP Opt-in domains then two separate sets of credentials will be provided, one for each test.

The Test Administrator session slip contains the username and password that the Test Administrator uses to log in to the NAP Opt-in Assessform site and create a test session.

2024, 1:20 PM

NAP Opt-in

Test Name:

Test Date/Time:

Test Room:

Class Group:

<https://www.assessform.edu.au/>

This is a one-time login for use within the above test session. At the end of this test session this login will no longer be usable.

Test Administrator Name:

Username: FNOFSHBY

Password: 3329

Session Notes:

Sign and date slip upon closing this test session and return to the NAPLAN Coordinator, along with all student session slips and materials left behind.

Date: Signature:

Student session slips contain the **Student Session Code** that a student needs to attempt a test.

Note: we recommend cutting up these student session slips, ready for distribution, and storing in a zip lock bag (or similar) before the test session.

Example only:

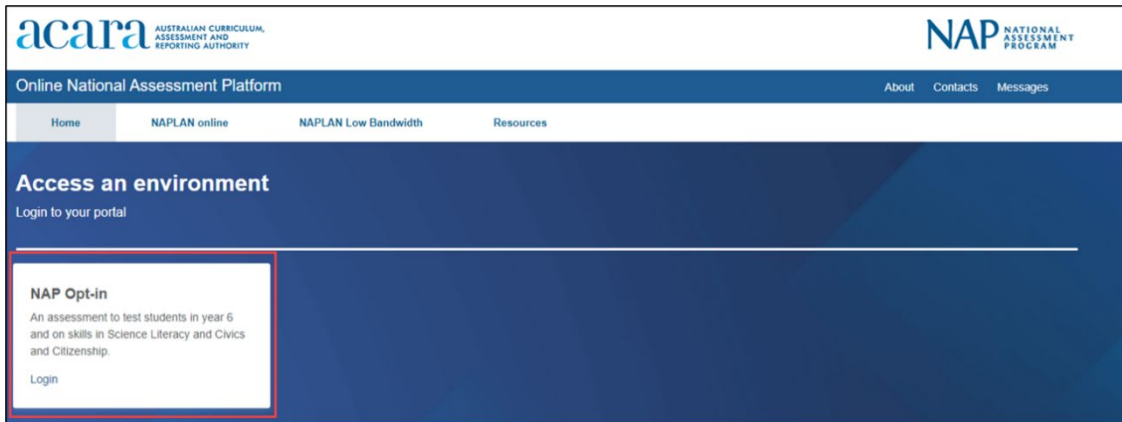
Opt-In ICTL 2024 Y10	Opt-In CC 2024 Y10
Student Name: Suzie BROWN Student Code: FF-MC-MS-JG	Student Name: Suzie BROWN Student Code: KR-HR-XN-RQ
Opt-In SL 2024 Y10	Opt-In CC 2024 Y10
Student Name: Suzie BROWN Student Code: QZ-DW-ZF-KZ	Student Name: Peter NEALSON Student Code: KQ-PG-FD-ZB



## Step 2: Create the test session

This step should be undertaken on the day of the scheduled test session.

1. Navigate to: <https://www.assessform.edu.au> and click LOGIN on the 'NAP Opt-in' button, as below:



2. Enter the Username and Password **from the Test Administrator session slip** provided. These fields are case sensitive. Select **Login**.

A screenshot of the NAP Opt-in login form. The form has a light blue background. At the top, it says 'NAP Opt-in'. Below that are two input fields: 'Username:' and 'Password:'. To the right of the 'Password:' field are two links: 'Forgot your password?' and 'Request to Register'. At the bottom of the form is a blue button labeled 'Login'.

3. Click 'Create New Test Session'. The TA Dashboard will now display. The session code (circled in red below) will be visible at the top left of the screen.

A screenshot of a white box containing text and a button. The text reads: 'Use the 'Create New Test Session' button to create a new test session for students to join.' Below the text is a blue button labeled 'Create New Test Session'.

**Test Administration Sessions**  
at ESA School

**Session Code** WKS-TX-VPT

Step 1: Write session code on the board  
Step 2: Wait for all students to join the session  
Step 3: Start the session

0 students

Cancel session Start session

All (0) Not started (0) Started (0) Paused (0) Finished (0) Waiting entry (0) Other (0)

Student	Status	Test	Progress	Time joined ▼	Actions
No students have joined yet <a href="#">refresh</a>					

[Help](#)

4. Write the session code on your Test Administrator session slip (for your reference) and also on the board (for the students). The students will need to enter the session code to log into the test.

From this point, you will guide students through the test session by reading the **Test Administration Script** to them. For reference, the steps a student takes to enter the test, the screens they see, and the instructions given by the TA are illustrated below (Steps 3 and 4). **This script immediately follows these steps.** Instructions for these steps are also contained in the script.

### Step 3: Log the students in to the system.

Instruct students to:

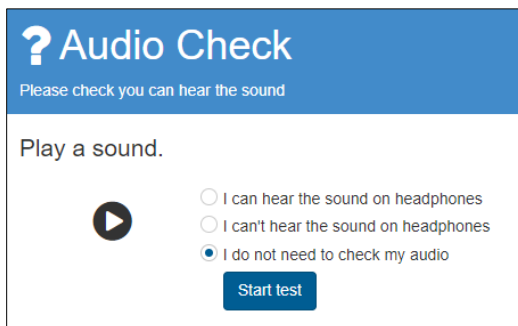


- i. open the Locked Down Browser on their computer/tablet (i.e. tap/double click on the NAP LDB icon).
- ii. click on the 'NAP Opt-in' button.



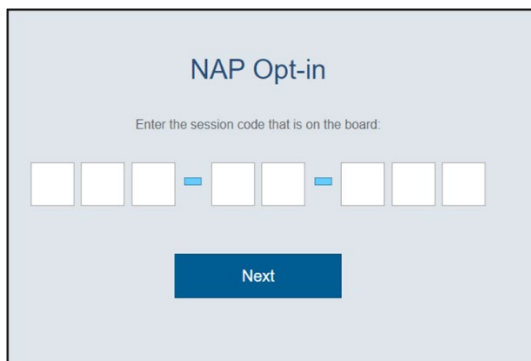
- iii. select 'I do not need to check my audio' on the Audio Check screen and then click **Start test**.

Note: the NAP Opt-in assessments do not contain any audio, so headphones are not required



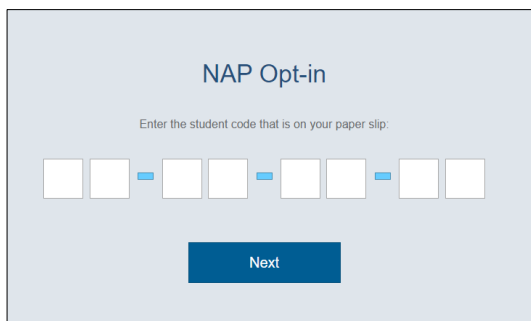
The 'Audio Check' screen has a blue header with a question mark icon and the text 'Audio Check'. Below the header, it says 'Please check you can hear the sound'. The main area is white and contains the instruction 'Play a sound.' followed by a play button icon. To the right of the play button are three radio button options: 'I can hear the sound on headphones', 'I can't hear the sound on headphones', and 'I do not need to check my audio'. The third option is selected. At the bottom is a blue 'Start test' button.

- iv. enter the **session code** (from the board) and click **Next**.



The 'NAP Opt-in' screen has a light blue background. It displays the title 'NAP Opt-in' and the instruction 'Enter the session code that is on the board:'. Below the instruction is a row of eight input boxes, with the first three and last three boxes containing dashes. A blue 'Next' button is centered at the bottom.

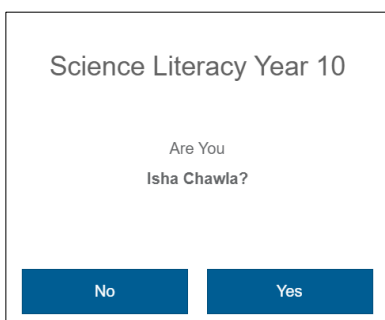
- v. enter their unique **student code** (from their student slip) and click **Next**.



The 'NAP Opt-in' screen has a light blue background. It displays the title 'NAP Opt-in' and the instruction 'Enter the student code that is on your paper slip:'. Below the instruction is a row of eight input boxes, with the first three and last three boxes containing dashes. A blue 'Next' button is centered at the bottom.

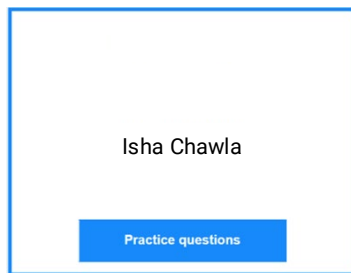
- vi. Confirm that the test listed is correct (science literacy or civics & citizenship) and ensure that the student name/ID matches what is on their student slip. Click **Yes** to proceed

Note: if the student name/ID is not correct, click **No** and ensure the student logs in using the credentials on their slip.

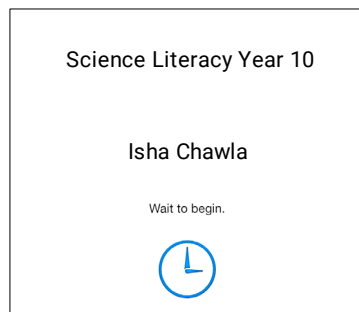


The confirmation screen has a white background. At the top, it says 'Science Literacy Year 10'. Below that, it asks 'Are You Isha Chawla?'. At the bottom are two blue buttons labeled 'No' and 'Yes'.

- vii. click the **Practice questions** button.



- viii. complete the practice questions and then click the **Finish practice** button. At this point, students will see a **holding screen** and will wait here until you start the test session.



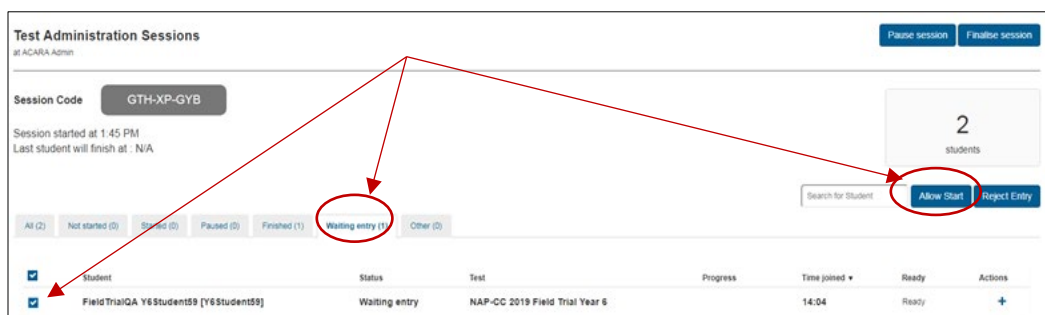
## Step 4: Start the test session.

- Once a student has logged in, they will appear on your TA dashboard. Check that all students who are scheduled to take the test in your test session are now showing on your dashboard.

Once all students have completed the practice questions, click **Start Session**. Click **Yes** to confirm.  
Note: students' status will change to **Started** and they will be able to commence the test.



- If you need to admit late students into the test session, instruct these students to log in as per other students, then, on your TA dashboard, click the Waiting Entry tab, tick the box to the left of the student's name and click Allow Start.



- If you need to **Pause a test session**, **re-open a test attempt**, **switch devices**, or respond to a **technical disruption** (alarm icon: ⚠), please see the relevant parts of Section B of this handbook.

Troubleshooting advice is also provided in Section 5.

## Test Administration Script

PLEASE READ ALOUD ALL TEXT IN THE BOXES BELOW

Today you will be completing an online test in <<science literacy/civics and citizenship>>.

The test is made up of a set of practice questions and then the test questions. You will have <<**60 minutes (for Year 6) OR 75 minutes (Year 10)**>> to complete the test questions. You will not be timed on the practice questions.

Please log into your computer.

Click on the **Locked down browser** icon on your computer to launch the test browser.

Click on the **NAP Opt-in** button.

There is no audio in this test, so on the Audio Check screen select the option **I do not need to check my audio** and then click **Start test**.

Type the **session code** that I've written on the board into the boxes that you can see now. Click **Next**.

Type the **student code** from the slip of paper you have into the boxes. Ensure that the same student number that is on your slip is also displayed on screen, then click **Yes**.

You should now see a screen with a **Practice questions** button. Click this button.

The practice questions will show you how to answer the types of questions you'll find in the test. The information on the left side of the screen shows the tools available to you during the test. The practice questions do not count towards your final mark for this test. When you get to the end of the practice questions, click the **Finish practice** button and wait. Please work through the practice questions now.

**Wait until all students have completed the practice questions. All students should now see a holding screen.**

Have you all clicked the **Finish practice** button? You should see a **Wait to begin** screen. Can you all see this?

Listen carefully while I give you some important information about the test you are going to take.

During the test you can go back to questions you've already seen and change your answer or enter an answer if you skipped a question. Once the time allowed for the test has finished, though, you will no longer be able to do this.

When you have finished your test, make sure you click the **Finish button** and then **Yes** to confirm.

**Start the test session on your TA Dashboard now.**

I have started the test session. As soon as you see the first question you may start. You have <<**60 minutes (Year 6) OR 75 minutes (Year 10)**>> to complete the test. You must do your own work.

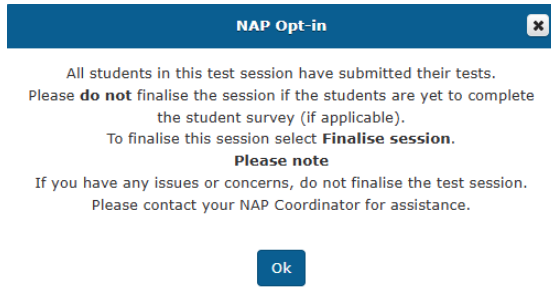
If you have any questions, please raise your hand. Good luck!

**Check that all students have completed the test and then finalise the test session.**

Thank you for completing the NAP Opt-in test. Please log out and shut down the locked down browser on your machines. Please leave the student slips on your desk for me to collect.

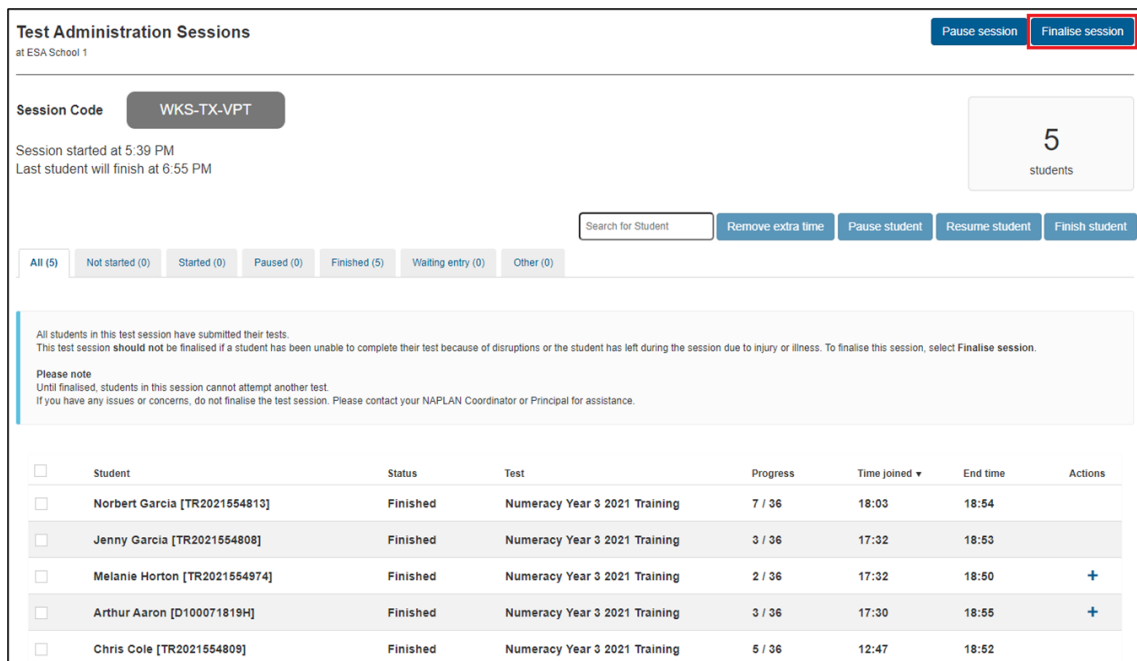
## Step 5: Finalise the test session

1. Once students have completed the test questions, they must submit their test attempt by clicking **Finish**.
2. When all students in a session have submitted their tests, the following **pop-up message** will appear on your screen.



3. Once the students have finished the test, you must click **Finalise session** on your TA dashboard, and click **Yes** to confirm.

Note: if you try to finalise a test session before all attempts have been finished, you will get an error message. If necessary, you can finish a student's test attempt on their behalf via your TA dashboard. To do this, select the student (click the checkbox next to the student's name), and click **Finish Student**.

The dashboard shows session details for "WKS-TX-VPT" at "ESA School 1". It indicates 5 students are present. A summary box states: "All students in this test session have submitted their tests. This test session should not be finalised if a student has been unable to complete their test because of disruptions or the student has left during the session due to injury or illness. To finalise this session, select Finalise session. Please note Until finalised, students in this session cannot attempt another test. If you have any issues or concerns, do not finalise the test session. Please contact your NAPLAN Coordinator or Principal for assistance." Below this is a table of student progress.

<input type="checkbox"/>	Student	Status	Test	Progress	Time joined	End time	Actions
<input type="checkbox"/>	Norbert Garcia [TR2021554813]	Finished	Numeracy Year 3 2021 Training	7 / 36	18:03	18:54	
<input type="checkbox"/>	Jenny Garcia [TR2021554808]	Finished	Numeracy Year 3 2021 Training	3 / 36	17:32	18:53	
<input type="checkbox"/>	Melanie Horton [TR2021554974]	Finished	Numeracy Year 3 2021 Training	2 / 36	17:32	18:50	+
<input type="checkbox"/>	Arthur Aaron [D100071819H]	Finished	Numeracy Year 3 2021 Training	3 / 36	17:30	18:55	+
<input type="checkbox"/>	Chris Cole [TR2021554809]	Finished	Numeracy Year 3 2021 Training	5 / 36	12:47	18:52	

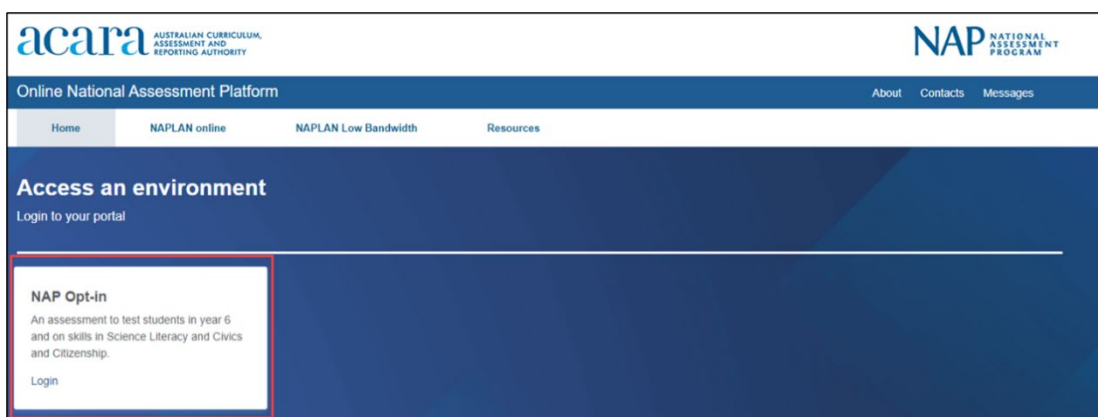
## 4 Extended platform navigation instructions

This section is provided for those that are unfamiliar with the Online National Assessment Platform. Detailed instructions on how to manage a test session and navigate the platform are provided here.

### 4.1 Creating the test session

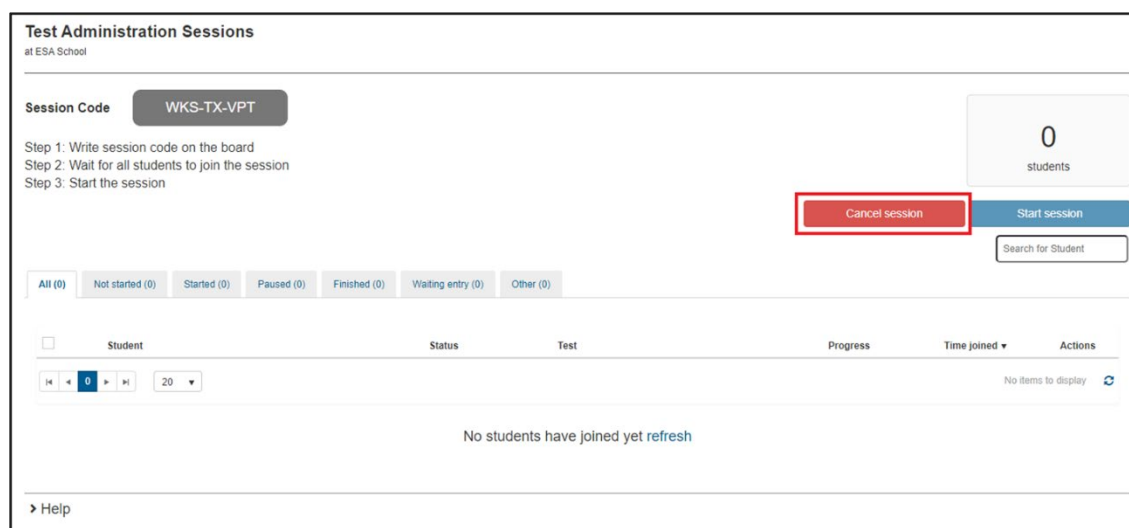
Using your computer, open a browser and navigate to: <https://www.assessform.edu.au/>

Click **Login** on the panel which reads **NAP Opt-in** and follow the five-step process provided in [Section 3 Step 2](#) of this handbook.



### 4.2 Cancelling a test session

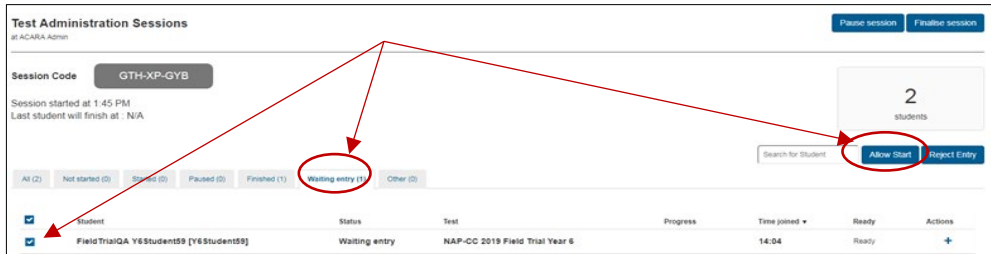
The **Cancel session** function is only available to the Test Administrator before the session has been started – i.e. before the **Start session** button has been clicked. The **Cancel session** function will close the test session and deactivate the Test Administrator's login. The login will not be able to be used again, and the test session will not be able to be reopened. If any students have joined the test session, they will be released from the test session and will be able to log in to another test session. **Care should be taken that the Cancel session button is not clicked in error.**



## 4.3 Admitting late students

Any students who join the test session after the session has been started can do so by entering the session code and their student code as normal. However, as the test session is already in progress, these student IDs will show in the **Waiting entry** tab of the TA dashboard and will have a status of **Waiting entry**. These students must be manually admitted to the test by the Test Administrator.

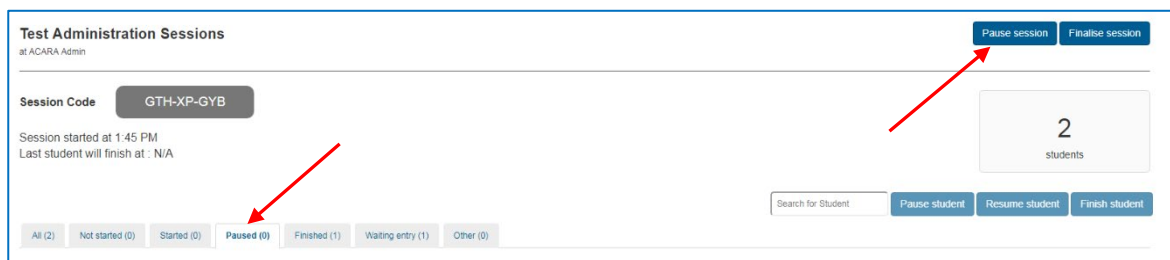
Students who are waiting entry can be admitted to the test session by selecting the student in the **Waiting entry** tab and then clicking **Allow start**. Their status will then change to **Started** and they will enter the test.



## 4.4 Pausing a test session

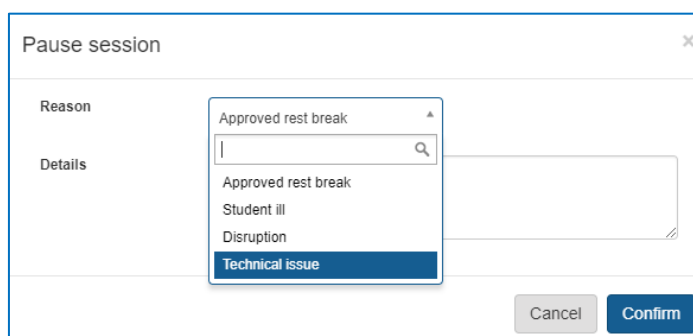
You can either pause the test session for all students or pause an individual student's test attempt.

### Pausing a test session for all students



When a test session is paused for all students, the status of all students will change to **Paused**.

The system will present a drop-down list of options. You must select the most appropriate reason for pausing a test and may add additional information in the **Details** field.





To resume a paused session, click the **Resume session** button. The status of all students will change back to **Started**.

Test Administration Sessions  
at ACARA Admin

Session Code: GTH-XP-GYB  
Session started at 1:45 PM

2 students

Search for Student

All (2) | Not started (0) | Started (0) | Paused (1) | Finished (1) | Waiting entry (0) | Other (0)

<input type="checkbox"/>	Student	Status	Test	Progress	Time joined	Actions
<input type="checkbox"/>	FieldTrialQA Y6Student59 [Y6Student59]	Paused			14:04	+

## Pausing an individual students' test attempt

An individual student's test attempt can also be paused.

To pause a student's individual attempt, go to the **All** or **Started** tab, tick the checkbox next to the student you would like to pause and click **Pause student**. The student's status will now show as **Paused**.

Test Administration Sessions  
at ACARA Admin

Session Code: GTH-XP-GYB  
Session started at 1:45 PM  
Last student will finish at: N/A

2 students

Search for Student | Pause student | Resume student | Finish student

All (2) | Not started (0) | Started (1) | Paused (0) | Finished (1) | Waiting entry (0) | Other (0)

<input type="checkbox"/>	Student	Status	Test	Progress	Time joined	End time	Actions
<input checked="" type="checkbox"/>	FieldTrialQA Y6Student59 [Y6Student59]	Started	NAP-CC 2019 Field Trial Year 6	0 / 39	14:04	N/A	+
<input type="checkbox"/>	FieldTrialQA Y6Student50 [Y6Student50]	Finished	NAP-CC 2019 Field Trial Year 6	33 / 39	13:32	N/A	+

1 - 2 of 2 items

A student must have started the test for **Pause student** to work. Multiple student IDs can be selected.

You must select one of the reasons illustrated below for pausing a test and may add additional information in the **Details** field.

Pause attempt

Students selected (1)

Reason

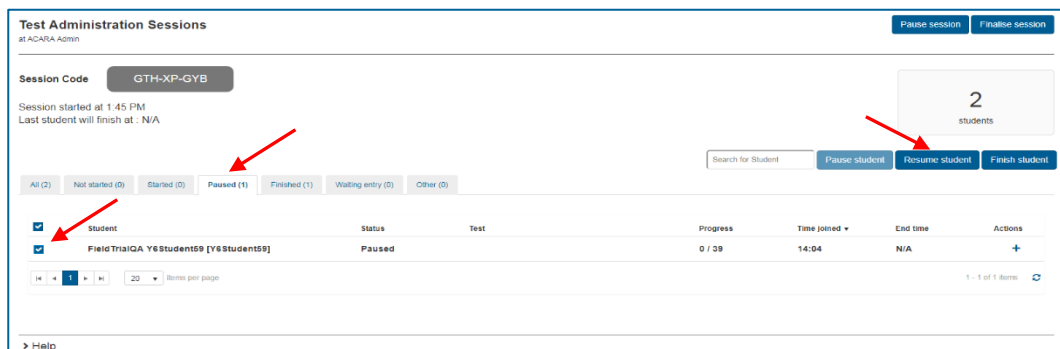
Details

Approved rest break  
Approved rest break  
Student ill  
**Disruption**  
Technical issue

Cancel | Confirm

## Resuming a student's test attempt

To resume a paused student's test attempt, go to the **Paused** tab, tick the checkbox next to the Student and click **Resume student**. The student's test will now resume, and the student's status will show as **Started**.



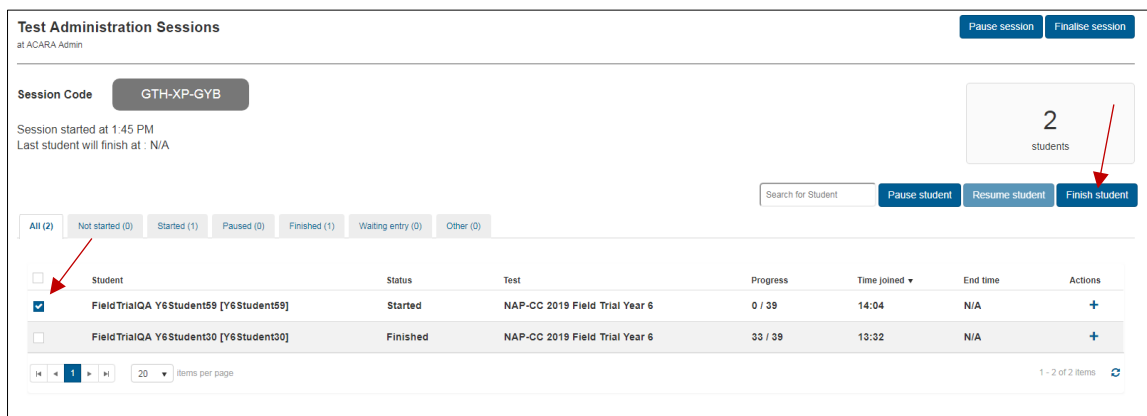
For instructions on resuming a test attempt following a disruption, please refer to Section 5: *Troubleshooting technical issues*.

## 4.5 Finishing student test attempts

Once they have completed the test, students should submit their test attempts by clicking the **Finish** button on their screens. However, you can submit a test attempt on behalf of a student. You might do this when a student forgets to **Finish** their test before leaving the test room.

On the **All** or **Paused** tab, tick the checkbox next to the student and click **Finish student**. You will be given the option to provide details and asked to **Confirm**. The student's status will change from **Started** to **Finished**.

Note: a test session cannot be **Finalised** until all test attempts have been **Finished**.



## 4.6 Reopening student test attempts

If a test has been **Finished** (i.e. submitted), you can reopen it. This is a different process from resuming a paused test.

To reopen a finished test attempt, go to the **Finished** tab, select the student, or group of students, and click the **Reopen student** button. The student's status will change from **Finished** to **Started**.

Test Administration Sessions  
at ACARA Admin

Pause session Finalise session

Session Code **GTH-XP-GYB**

Session started at 1:45 PM  
Last student will finish at : N/A

2  
students

Reopen student

All (2) Not started (0) Started (1) Paused (0) **Finished (1)** Waiting entry (0) Other (0)

<input checked="" type="checkbox"/>	Student	Status	Test	Progress	Time joined	Time left	Submit time	Actions
<input checked="" type="checkbox"/>	FieldTrialQA Y6Student30 [Y6Student30]	Finished	NAP-CC 2019 Field Trial Year 6	33 / 39	13:32	00:00	14:00	+

1 - 1 of 1 items

4.7 Switching Devices (lock icon)

If a student experiences a disruption, or has an issue with a device, they may need to reconnect with a new device. When they log in to the session with a new device, the TA dashboard will display the lock icon (🔒) in the Actions column.

Click the lock icon.

The new device message will display. Select **Accept** to allow the student to recommence the test.

NAP Science Literacy

Student test is locked. Student is requesting entry.

Accept
Reject

NOTE: If you select **Reject**, the student will be logged out.

4.8 Technical Disruptions (alarm icon)

When a student experiences a technical disruption (e.g. connectivity issues), the TA dashboard will display the alarm icon (⚠️) in the Actions column.

Click the alarm icon to view information about the disruption.

Test Administration Sessions  
at ACARA Admin

Pause session Finalise session

Session Code **GTH-XP-GYB**

Session started at 1:45 PM  
Last student will finish at : N/A

2  
students

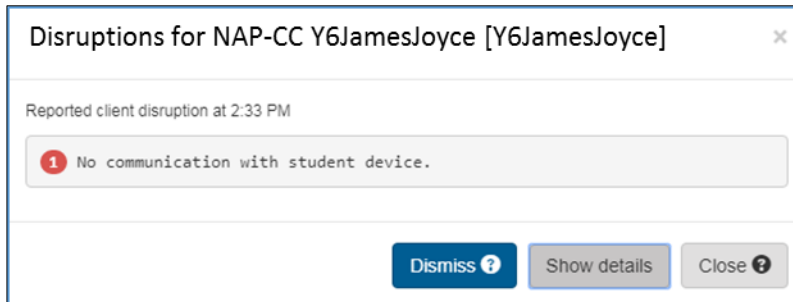
Pause student Resume student Finish student

All (2) Not started (0) Started (1) Paused (0) Finished (1) Waiting entry (0) Other (0)

<input type="checkbox"/>	Student	Status	Test	Progress	Time joined	End time	Actions
<input type="checkbox"/>	FieldTrialQA Y6Student59 [Y6Student59]	Started	NAP-CC 2019 Field Trial Year 6	4 / 39	14:04	N/A	⚠️ +
<input type="checkbox"/>	FieldTrialQA Y6Student30 [Y6Student30]	Finished	NAP-CC 2019 Field Trial Year 6	33 / 39	13:32	N/A	+

1 - 2 of 2 items

The Disruptions information will be displayed. Select **Show details** for more information.



If there is a disruption to the entire test session, you should pause the test session. The session can be resumed once the disruption has been resolved. If you cannot resolve the disruption, you should seek help from your school's IT coordinator, your jurisdiction's technical support department or the NAP Opt-in Helpdesk (1800 574 000).

For more information on dealing with disruptions see Section 5: *Troubleshooting technical issues*.

## 5 Troubleshooting Technical Issues

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The information below outlines how to deal with common technical issues, focusing on what happens when the issues impact a student's device. Please see the previous section for instructions on how you can manage the test session as a Test Administrator.

The most common technical issues include:

- lost connection to the internet
- server unavailable
- a student's device becoming unresponsive
- slow performance of the platform.

### 5.1 Lost connection to the internet

Contact the appropriate person in your school for dealing with IT issues to assist with re-establishing the internet connection.

If the connection fails for one or more students but not the whole class, you should pause the test attempts for the students who no longer have access to the internet until the problem is rectified. Once internet connectivity is restored, the test attempts for the affected students should be resumed.

In a case where the local internet connection drops out you must wait until the connection is restored, if practicable, and then have the class continue with the test. When the connection is restored, students will not need to log back into their test attempt and should find the test is at the same place (i.e. at the same question) as when the internet connection was lost. All previous answers will have been saved.

### 5.2 Server unavailable

The platform will register an issue with the server. When students log back into their test attempts, the platform will have saved all the students' previous responses and will return the students to the screens they were on when the server connection was lost.

### 5.3 A student's device becoming unresponsive

Immediately pause the student's test attempt on your TA dashboard.

Check the device's battery or connection to power supply. If there is no problem with the battery/power supply but the device is not responding, try to reboot (force the computer to shut down and then restart) the device. The student's work to that point will be automatically saved. If this does not work, contact your school's IT coordinator for assistance.

If you have had to reboot the device, the student will need to log into the test session again. You will need to use the TA dashboard to grant them permission to restart their test attempt (remember to check the **Waiting entry** tab). The student should be returned to the last screen displayed when their device froze.

If this has not resolved the issue, the student should be moved to another device. If a new machine is used, you will need to grant them permission to restart their test attempt as per the instructions in the [Switching devices](#) section of this handbook. The student should be returned to the last screen displayed when their device froze.

### 5.4 Slow connection to the platform

A slow connection to the platform could occur in several ways, such as a delay in displaying the next question or a lag between when students type a word and when it is displayed on the screen. There are several possible reasons for slow performance.

If the connection is so slow that it impacts on the students' ability to complete the test within a reasonable time, contact the NAP Opt-in Helpdesk on 1800 155 108.

## 5.5 Student arrives late

You will need to walk the student through the login process. From the TA Dashboard, select the student and follow the steps detailed under **Admitting late students**. NB: All students will have the same amount of time for the test, so be prepared to oversee the session of any student who arrives late, as it will end after other students have finished.

## 5.6 Student receives an 'incorrect code' error message at login

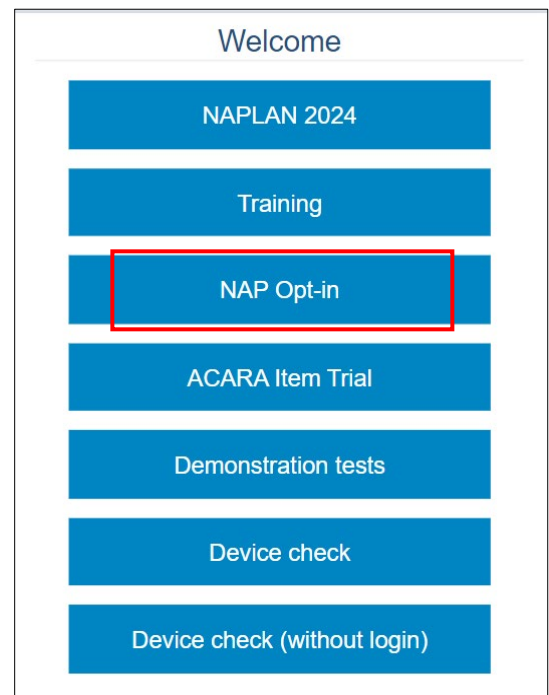
A student may receive the following error message upon attempting to log in:

**Incorrect code. Try again or ask the test administrator for assistance.**

The most likely reason for this is due to human error, i.e. the student has typed in their code incorrectly. Ensure the student is typing in the correct session code (created by you and written on the board) on the session code prompt screen, and that they are typing in the correct student code, as it appears on their student slip, on the student code prompt screen.

If you have confirmed that the inputted login details are correct and the student still receives the error message, it may be that the student accidentally clicked on the wrong button on the initial Welcome screen.

To rectify this, exit the locked down browser (by clicking on the cross box in the bottom right corner) and start the login process again. Make sure the **NAP Opt-in** button is selected before logging in.



## 5.7 Student gets a 'locked' error message

A student may receive the following error message at any point during the test:

**Your test is locked to another computer or device.**

This may happen if a student attempts to log in from the same or a different device for a second time after a computer issue.

If they get a locked error message, the TA needs to unlock the test attempt by locating the student on the TA Dashboard and then clicking on the padlock symbol on the right-hand side of the screen. After a few moments, the student will be able to resume the test.

See instructions in [Section 4.7 Switching devices](#) of this handbook.

## 5.8 Student receives an incomplete set of test questions

In rare instances some students may find that they do not receive the complete range of test questions. This is likely to be due to a local network connectivity issue and the school's IT coordinator should be consulted.

## 5.9 Student receives Error 404 message after logging out of the LDB

This is an extremely rare issue. Where it has been seen to occur all affected students' results have been saved and submitted by the system.

## 5.10 Windows Narrator

If Windows Narrator (a text to speech program) is launched before the LDB it will read out text on the LDB screen. Teachers administering the NAP Opt-in 2025 tests should ensure that no student has Windows Narrator running before launching the LDB.

## 5.11 Locked down browser stops working

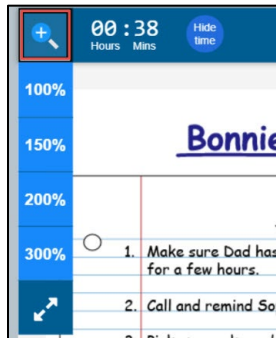
If the LDB stops working for a student during a test session it will usually start again after a few seconds, but if the LDB does not start working again, the student's test attempt should be paused, and they should log back into the test session on a different computer using the same details as when they first logged in. They will be returned to the test at the point where they left their initial attempt.

## 6 Student experience – Test Player functions

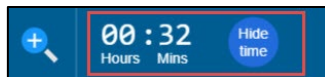
The following information will help the Test Administrator understand the functions of the test player and assist the student once they have commenced their test attempt.

### 6.1 Tools

**Enlarge** – The student has the ability to enlarge the view of the test player up to 300% by selecting the magnifying glass icon (🔍) at the top left of the test player. The student can also select 'zoom to fit' (📐) to make the test player scalable to maximum height and width.



**Timer** – The test player displays the time that the student has remaining for the test attempt.

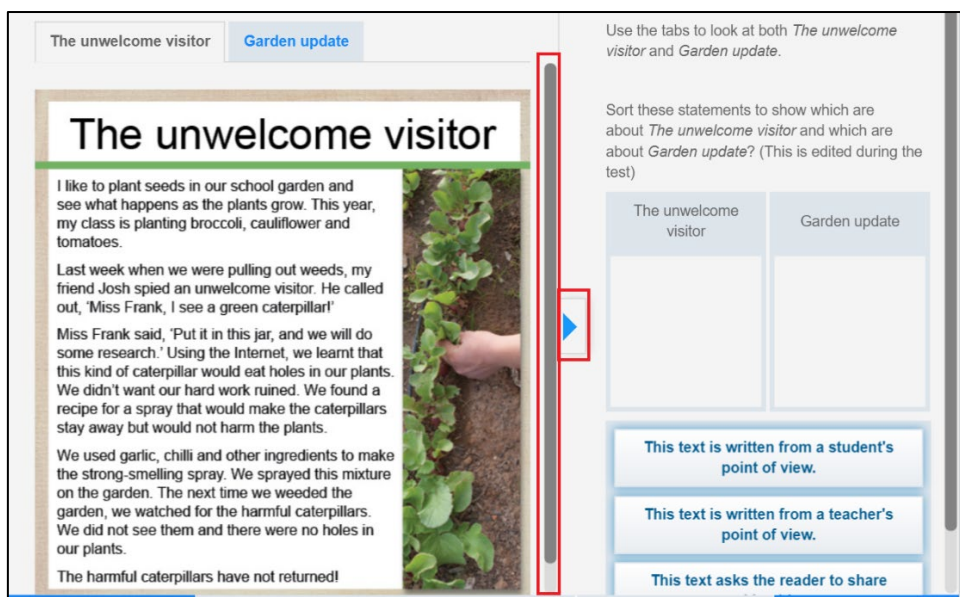


The student can hide the timer by selecting **Hide time**.



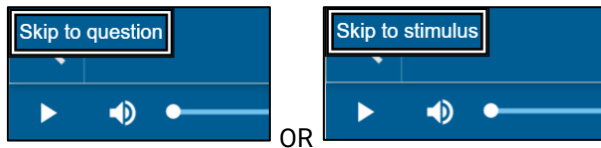
NOTE: The timer will automatically 'unhide' when there is less than ten minutes remaining in the test.

**Scroll/Hide** – The scroll bar ensures that the student can view all of the stimulus (in this example, 'The unwelcome visitor'). The hide function (🔍) allows the student to hide the interaction (i.e. the question) and view the stimulus only.





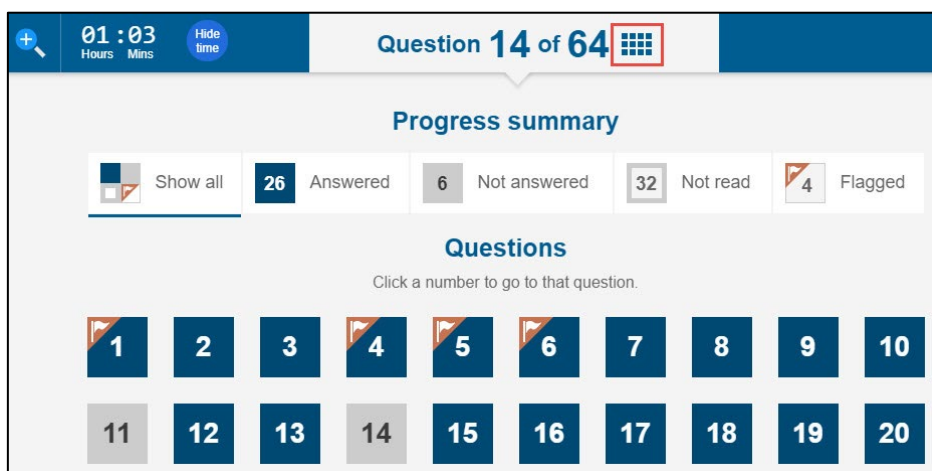
**Skip to stimulus or Skip to question** – This button will appear for students that are using the ‘Tab’ key to navigate the student player. This enable students to efficiently navigate to the test stimulus or question without having to tab past the test player tools first.



## 6.2 Progress

**Flag/Unflag question** – The student can choose to flag, or unflag, any question in the test by selecting the option in the bottom right of the test player. This function can be used to highlight a question that the student intends to return to later.

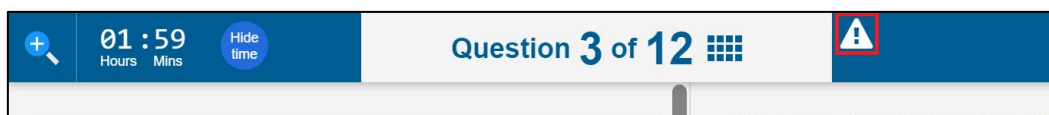
**Progress summary** – The student can view their progress in the test attempt at any time by selecting the grid icon at the top of the test player.



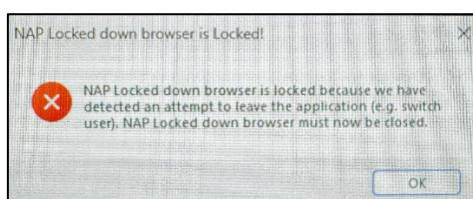
The **Progress summary** displays the questions that the student has **Answered**, **Not answered**, **Not read** and **Flagged**. The student may select a question to return to it. The student will not be able to select questions that have a lock icon (🔒), or **Not read** questions apart from the one that is the next question to be answered.

## 6.3 Technical disruption

**Disruption icon** – If a student encounters a technical disruption during their test, an alarm icon (🚨) will temporarily display for 5 minutes following a disruption. The test administrator dashboard will also be shown a disruption icon on the TA dashboard for the student that has experienced an active or inactive disruption (see 11.8 Technical disruptions (alarm icons) in this guide).



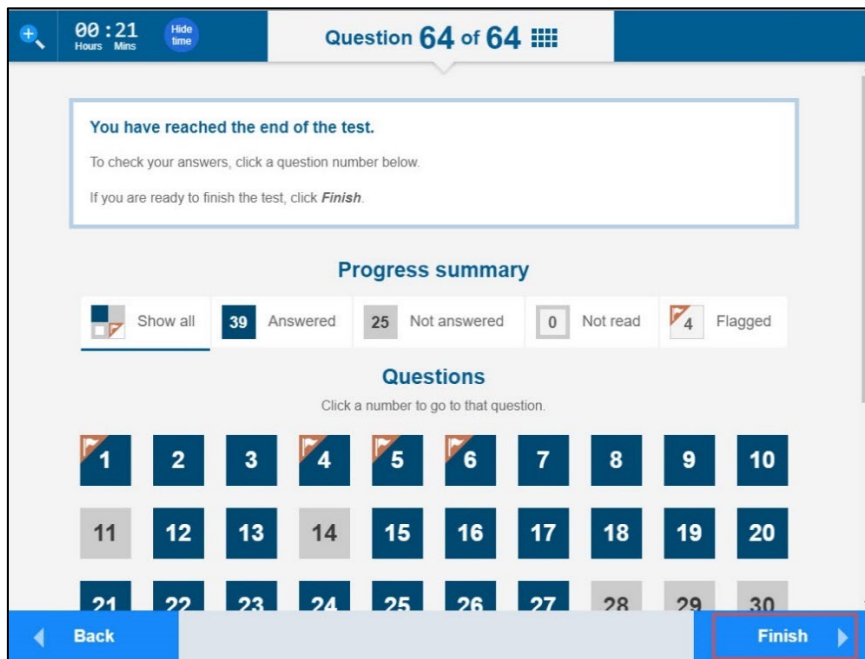
**Disruption message** - The following is an example of a disruption message on the student test player.



## 6.4 Finish test attempt

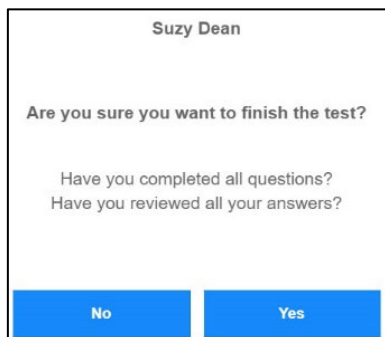
When the student has reached the end of the test, the **Progress summary** will display.

When the student has completed their review, they select **Finish** to complete the test attempt.



The student will be asked to confirm that they have completed and reviewed the questions and answers.

Select **Yes** to finalise (selecting **No** will return the student to the **Progress summary** page).



If the student has time remaining in their test attempt, the **Reopen test** function will display. Selecting this option will return the student to the **Progress summary** page.

