Oregon Statewide Assessment System

Troubleshooting Common Student Login Issues

2019

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Introduction

This document provides Test Administrators (TAs) with information to troubleshoot issues with student login to Oregon Statewide Assessment System (OSAS) tests.

Apostrophes in Names

Sometimes login issues may occur if a student's name contains an apostrophe. In this case, you may need to do the following checks:

- Punctuation Check

- System Settings Check

Punctuation Check

If a student is having a login issue involving an apostrophe or similar character, make sure the correct key on the keyboard is being used. The character typed must exactly match the one in the student's name as recorded in TIDE.

- The apostrophe character (**'**) is typed by pressing the key next to **Enter** on a standard keyboard.
  - Depending on the system settings, this character may be produced as **'** or '

    If the typed apostrophe does not appear as a straight vertical line (**'**), you may need to adjust the system settings (see System Settings Check).

- The apostrophe character is often mistaken for the "back quote" character (ˋ) which is in the upper-left corner of the keyboard.

If the student's name contains an apostrophe, make sure you are pressing the key next to **Enter**, not the key in the upper-left corner.

System Settings Check

In some cases, you may need to adjust the system settings in the student's testing device to ensure that apostrophes can be properly entered and recognized.

Chromebooks

If a student is pre-identified in TIDE with an apostrophe in their name, the student cannot log in to the Secure Browser on any Chromebook with the keyboard setting configured to *International Keyboard*. The *International Keyboard* setting on Chromebook does not recognize apostrophes in students' names.

You can change the local keyboard setting on the Chromebook from *International Keyboard* to *US Keyboard,* so that apostrophes are recognized by the device.

How to Update Keyboard Settings on Managed Chromebooks

Before you configure the keyboard settings, you can put a group of testing devices in an organizational unit in order to configure their settings simultaneously.
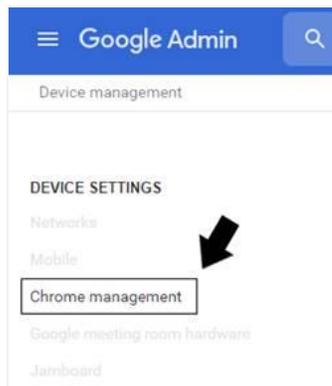
To specify the device's keyboard settings:

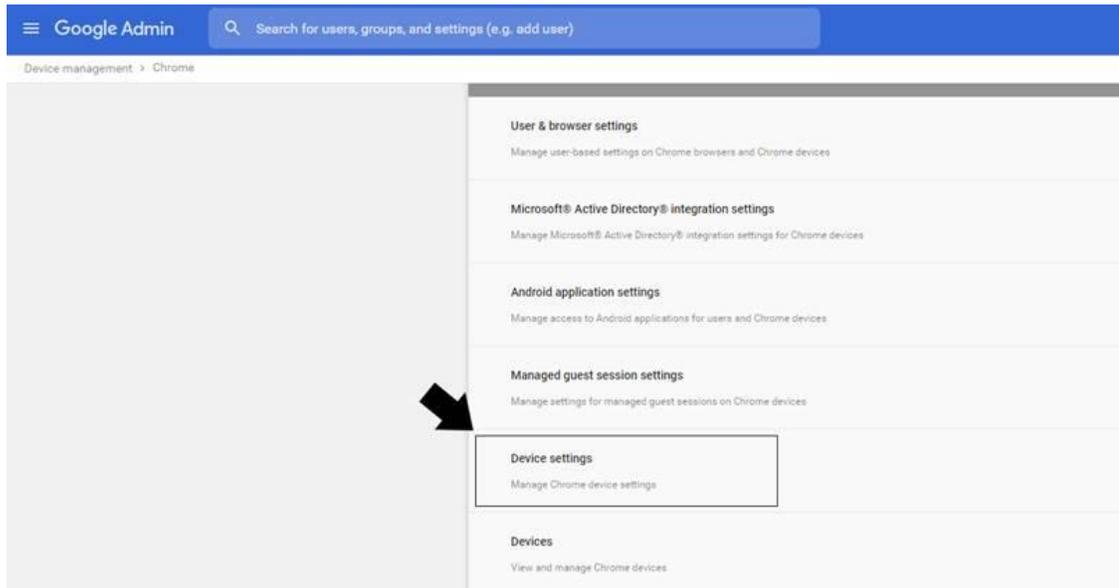1. In your Google Admin console (at admin.google.com), go to **Device management**.
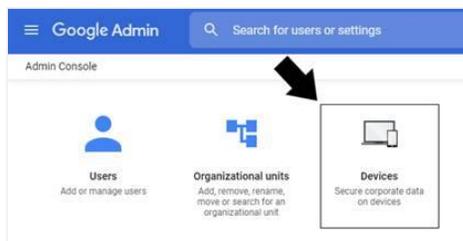
This step requires having the Mobile Device Management administrator privilege.

2. On the left, click **Chrome management**.

3. Click **Device settings**.
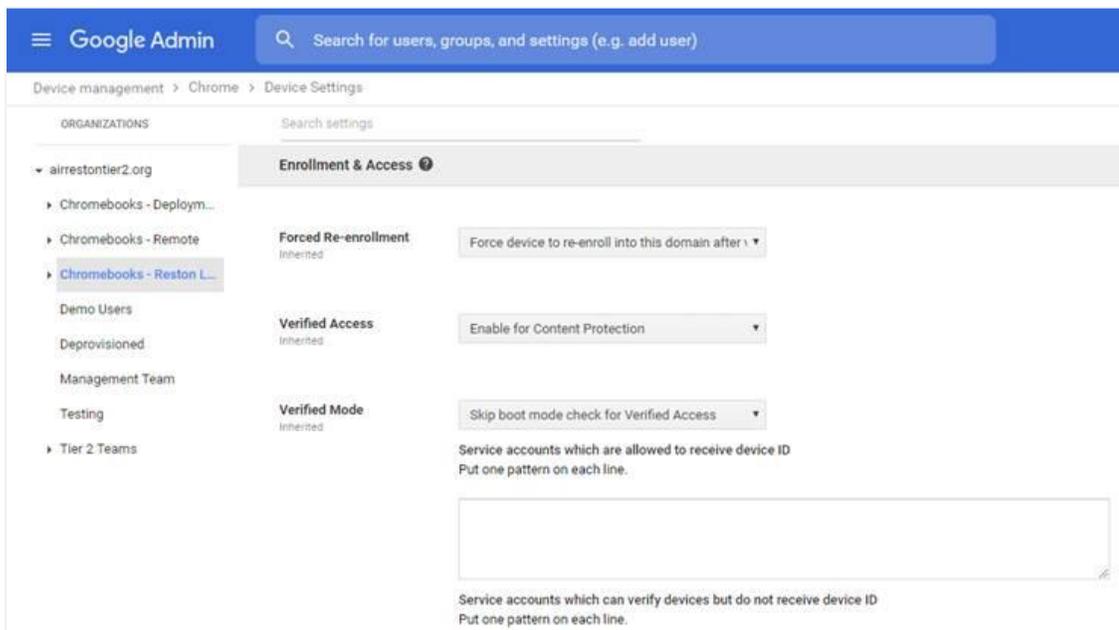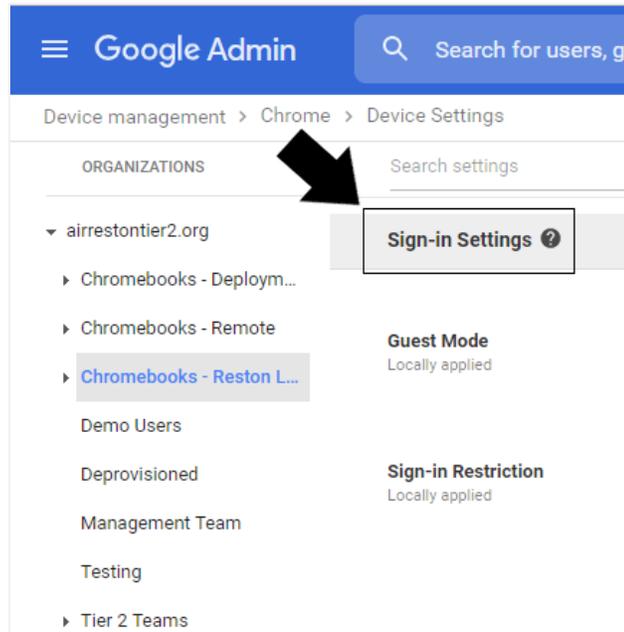

4. On the left, select the organization that contains the devices you want to make settings for.

   To configure the settings for all devices, select the top-level organization. Otherwise, select a child organization. [Learn more here.](#)

5. Scroll down or search for **Sign-in Settings**

Tip: Quickly find a setting by typing in the *Search Settings* field at the top.

The policies you set for an organization are inherited by devices in the child organizations within it, unless overridden at a lower level. The Admin console indicates whether a setting is Inherited or overridden (labeled as *Locally applied*).

6. Scroll further down to locate the **Sign-in Language** and **Sign-in Keyboard** settings.
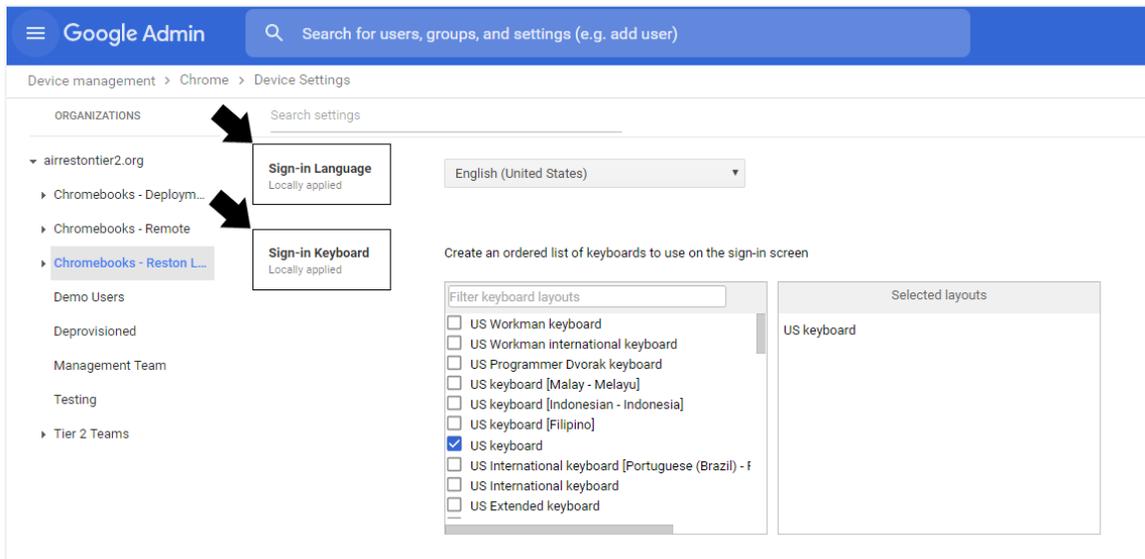
7. Set the **Sign-in Language** to **English**. In the **Sign-in Keyboard** settings section, make sure only **US Keyboard** is marked or it is first option selected in the ordered list.

8. Click **SAVE** at the bottom right-hand corner.

DISCARD   SAVE
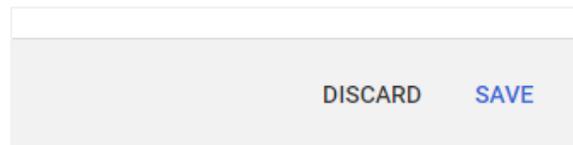
Settings typically take effect in minutes. But they might take up to 24 hours to apply for everyone.

How to Update Keyboard Settings on Unmanaged Chromebooks

The procedure for updating keyboard settings on an unmanaged Chromebook is slightly different.

To update the keyboard settings on an unmanaged Chromebook:

1. Sign in to your Chromebook.

2. Click the status area, where your account picture appears.

3. Click the Settings gear icon.
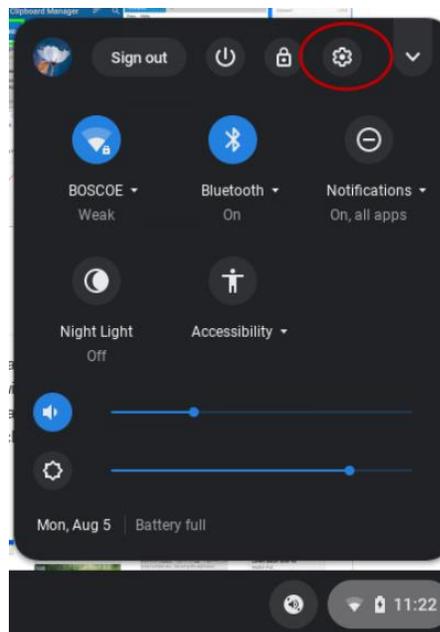
4. In the Device section, click **Keyboard**.
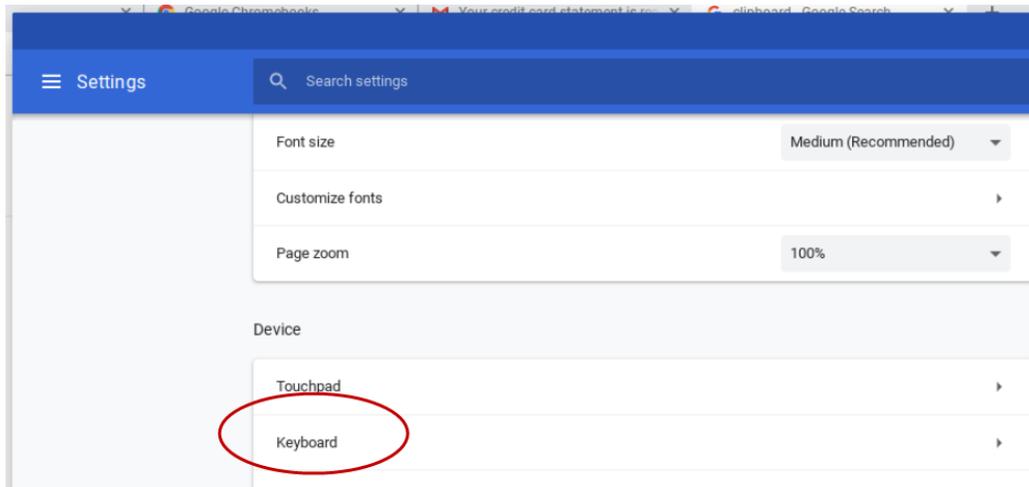
5. Scroll to the bottom of the list to **Change language and input settings**.
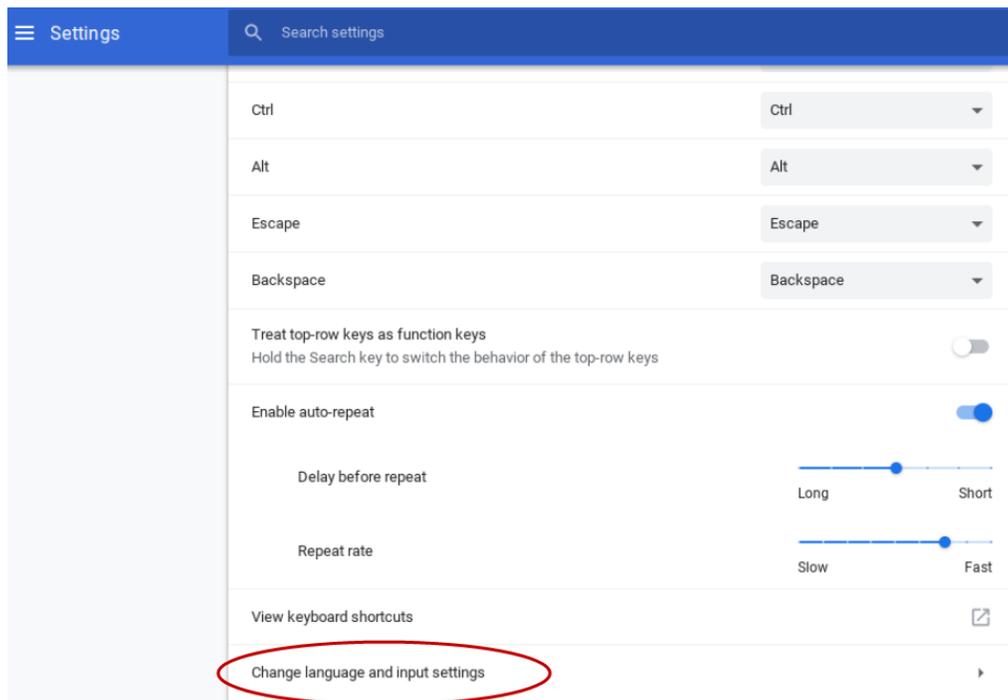
6. Under *Language and Input*, select **Input Method**.

7. If the *US Keyboard* option is not showing, click **Manage Input Method**.
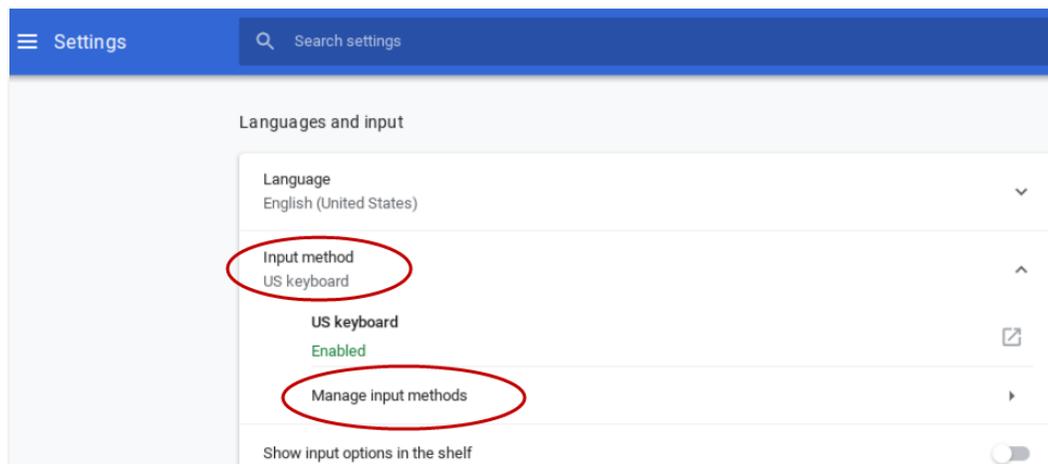
8. Mark the **US Keyboard** checkbox and no others.
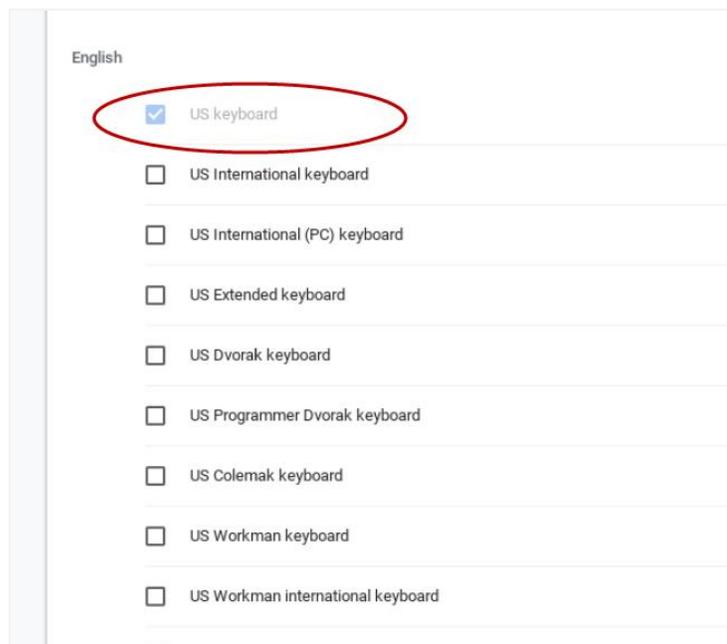
9. Close the Settings window.

iOS

With iOS devices, students receive a login failure when "Smart Punctuation" is enabled for the keyboard, since the default apostrophe is not recognized.

How to update keyboard settings on iOS:

1. Open the Settings panel.

2. Go to the **General** section.

3. Go to **Keyboard**.

4. Turn off Smart Punctuation.

Alternatively, when Smart Punctuation is enabled, students can press and hold the apostrophe key in order to display additional apostrophe options. By selecting the most vertical looking one, the student should be able to log in.

Special Characters in Names

If a special character appears in the student's first name in TIDE, the student must use the Unicode character equivalent for that character when logging in to the Secure Browser. This section provides guidelines you should follow to enter special characters that appear in a student's name.

Entering Special Characters in Chrome

To enter special characters in Chrome, first consult the [Unicode Character list](#) to determine the four digit code you will need to enter in order to insert the required special character. When entering Unicode special characters, you must use the number pad on the right side of the keyboard, not the number keys at the top of the keyboard.

To insert the special character, press **Ctrl** + **Shift** + **U** until an underlined "U" appears, and then type the Unicode sequence required to enter the special character. Then press **Enter** or **Space**. For example, after the underlined "U" appears, you could type **00C9** + **Enter** or **Space** to create the "É" in "JOSÉ."

Entering Special Characters in Windows

To enter special characters in Windows devices, first consult the [Unicode Character list](#) to determine the four digit code you will need to enter in order to insert the required special character. When entering Unicode special characters, you must use the number pad on the right side of the keyboard, not the number keys at the top of the keyboard.

To insert the special character, press **Alt** + [Unicode sequence]. For example, you could press **Alt** + **0201** on the number pad to create the "É" in "JOSÉ."

(Wikipedia article listing codes most commonly used for Unicode Characters: https://en.wikipedia.org/wiki/List_of_Unicode_characters#Character_reference_overview)

Using the US – International Keyboard Layout to Enter Special Characters

Instead of using Unicode commands to enter special characters, you could also change your keyboard layout to US – International in Windows 7 to easily type the required Spanish characters. Don't worry—this won't permanently change your keyboard. It is just a minor change that can be reversed.

1. In the search bar of the Start menu, type *intl.cpl* and press **Enter** (or go to **Control Panel**>**Region and Language**).

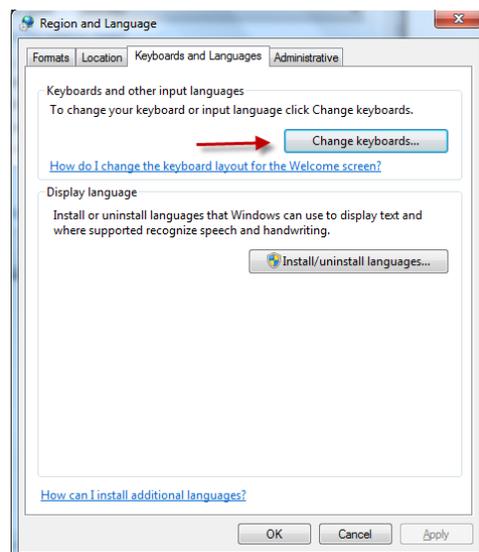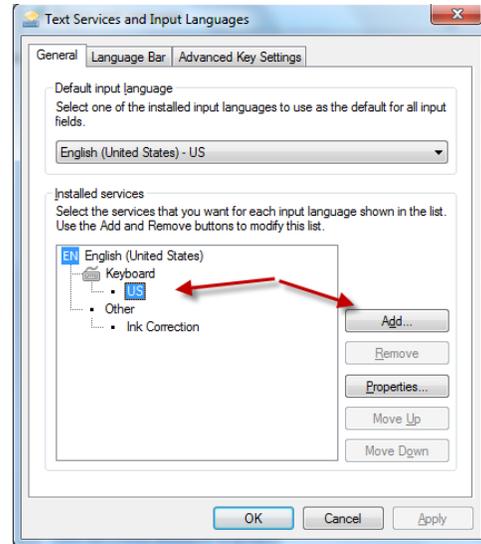2. The *Region and Language* window appears. Click the **Keyboards and Languages** tab.
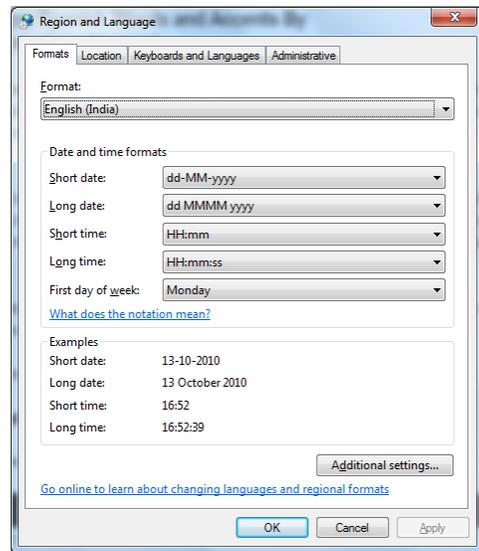
3. Click **Change Keyboards**.

4. Select **English (Unites States)** as the default language from the drop-down list.

   a. Then select **US** under *Keyboard* and click the **Add** button.

5. In the *Add Input Language* window, select **English (United States)**->**Keyboard**->**United States International**.

6. Now you will see the *United States International* option under *Keyboard* in the window that was previously open. Click **OK** in this window.

7. Click **OK** on the *Region and Languages* window and exit.

   Now, you will see a small keyboard icon in your notification area in the lower-right corner of the desktop. From here you can easily toggle different keyboard layouts. You could also add more layouts if you wish.

U.S International Keyboard Layout

The US International keyboard layout differs slightly from the English (US) layout. For example, your single quotation mark key won't work until you press **Space** along with it. The same goes for double quotation marks. You need to type **Shift** + **"** + **Space** in order to type double quotation mark characters.

Aside from the above differences, there aren't any other major changes to the keyboard, except for the ability to type Spanish accents.

Use the keyboard commands below to type special characters using the US International Keyboard layout:

- á = **'** + **a**

- í = **'** + **i**

- ó = **'** + **o**

- é = **'** + **e**

- ú = **'** + **u**

- ñ = **~** + **n**

- ü = **"** + **u**

Section I. Entering Special Characters in OSX

Fonts often contain many characters that don't appear on the Apple keyboard, including accented characters, math symbols, and special punctuation symbols. To insert these characters, press and hold the base character key until a popup menu appears with the additional character options. For instance, pressing and holding the "**a**" key displays these options:

This works for all extended characters based on **A**, **C**, **E**, **I**, **L**, **N**, **O**, **S**, **U**, **Y**, and **Z**.

You can also use keyboard commands to insert special characters in standard desktop applications.

To insert special characters with the Mac keyboard (Times New Roman font), use the combination of keystrokes provided in the table below:

Accent	Key Strokes	Available Characters
Grave `	option ` + base character	À È Ì Ò Ù à è ì ò ù
Acute ´	option **e** + base character	Á É Í Ó Ú á é í ó ú
Circumflex ^	option **i** + base character	Â Ê Î Ô Û â ê î ô û
Tilde ~	option **n** + base character	Ã Ñ Õ ã ñ õ
Umlaut ¨	option **u** + base character	Ä Ë Ï Ö Ü Ÿ ä ë ï ö ü ÿ

The table below provides an overview of the additional special characters you can enter with Mac keyboards.

Keystroke	+Option	+Option-Shift	KeyStroke	+Option	+Option-Stroke
A	å	Å	0	º	‚
B	†	¹	1	¡	Ž
C	ç	Ç	2	™	€
D	•	Î	3	£	Ð
E		´	4	¢	ð
F	ƒ	Ï	5	ƒ	Þ
G	©	˘	6	§	þ
H	™	Ó	7	¶	ý
I		^	8	•	°
J	•	Ô	9	ª	·
K	š	•	—	– en dash	— em dash
L	¬	Ò	=	‚	±
M	µ	Â	[	"	"
O	ø	Ø	]	'	'
P	¼	½	\	‘	ª
Q	œ	Œ	‘	æ	Æ
R	®	‰	,	¾	¯
S	ß	Í	.	„	~
T	Ý	•	;	…	Ú
U		¨	`		`
V	ˆ	×	/	÷	¿
W	…	„			
X	‰	œ			
Y	¥	Á			
Z	‡	¸			