



DRC INSIGHT[™] Technology Training LAS Links Lead Information Technology Coordinators Connecticut English Learners/Multilingual Learners Assessments

October/November 2024



Review the meeting protocol one more time before the meeting starts.

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	 Key Dates What's Changing and What's Not DBC INSIGHT Solution Overview
Topics	 DRC INSIGHT Solution Overview DRC INSIGHT System & Network Requirements
	 DRC INSIGHT Technology Setup Support and Troubleshooting Resources Questions and Answers
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Topics for the meeting today include:

- Key Dates
- What's Changing and What's Not
- DRC INSIGHT Solution Overview
- DRC INSIGHT System & Network Requirements
- DRC INSIGHT Technology Setup
- Support and Troubleshooting Resources
- Questions and Answers



Let's review some key dates for this year.

Key Dates 2024 - 2025



Date	Item
November 21	Repeat of this Technology Webinar Training
December 9	 ELACs receive access to the LAS Links DRC INSIGHT Portal
December 9	 Districts begin entering student accommodations in the DRC INSIGHT Portal
January 2 – March 7, 2025	2024-25 LAS Links Test Window

English Learner Assessment Coordinator (ELAC)



For the 2024-2025 testing year, we will cover notable changes. For a complete overview of what's changing and what's not, you can check the DRC INSIGHT Portal or the official communication for detailed information.

ATA RECOGNITION What's Changing and What's Not Changing What's Changing New URLs added to the network allow-list • DRC INSIGHT updates require admin rights on Windows and Mac testing devices What's Being Updated Supported operating systems – see System Requirements DRC INSIGHT Secure Applications updated to version 15. x Will prompt to update when the application is launched COS Service Device updated to version 8. x Auto-updates if left on overnight with an Internet connection • Or use the COS Application to update manually • DRC INSIGHT Portal - new user interface; enhanced testing engine interface for students What's Not Changing Supported Testing Device platforms – Windows, Mac, Linux, iPadOS and Chrome OS Testing device specifications Use the same COS Configurations and COS Org Unit ID

For the 2024-2025 testing year, new URLs will be added to the network allow-list, and DRC INSIGHT updates will require admin rights on Windows and Mac devices. The supported operating systems and the DRC INSIGHT Secure Applications will be updated to specific versions. However, the supported testing device platforms, specifications for COS Service Devices, and COS configurations will remain unchanged.

What's Changing

New URLs added to the network allow-list

DRC INSIGHT updates now require admin rights on Windows and Mac testing devices

What's Being Updated

Supported operating systems – see System Requirements

DRC INSIGHT Secure Applications updated to version 15.x

COS Service Device updated to version 8.x

DRC INSIGHT Portal – new user interface

What's Not Changing

Supported Testing Device platforms – Windows, Mac, Linux, iPadOS and Chrome OS COS Service Device and testing device specifications Use the same COS Configurations and COS Org Unit ID

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The table below lists examples of the scalability of the COS Service Device.

Device processor and memory configurations for a COS-SD

The available shared network bandwidth is required based on the number of concurrent testers.

Shared bandwidth includes Local Area Network LAN) WAN, and Internet The bandwidth for each network segment should meet or exceed the minimum bandwidth listed in the last column of the table. The minimum bandwidth from the testing device to the network is about 3-5 Mbps.

(Explain visual chart)

If students are accessing content that contains audio or visual items (Human Voice, Audio, Text-To-Speech, Video Sign Language), follow the networkintensive guidelines in the table above. Please also consider the usage of audio and video for test directions.



Google Chrome OS 114 to the current stable channel is fully supported

Flex is now in phase 4 (end of its support)

Microsoft

Ending support for Windows 10 and 11-21H2

Windows 11 in S mode is Phase 1 best-effort support

Apple

MacOS 12, 13, and 14 are fully supported

iPadOS 16 and 17 are fully supported. Apple ended support for iPadOS 15.4 and 15. X in October 2024.

Linux

Ubuntu 22.04, 22.04, 24.04 versions with Gnome Shell are fully supported DRC INSIGHT System Requirements





DRC INSIGHT works with various software and hardware components to provide a secure online testing system that delivers online assessments. This slide breaks down the different roles and how they use the system.

The Assessment Coordinator uses the DRC INSIGHT Portal for student and test setup. The Technology Coordinator will use the DRC INSIGHT Portal to access the DRC INSIGHT, COS installers, and manage COS Configurations and Service Devices. The Students use the DRC INSIGHT secure application to access the Online Tools Training and the online assessment.

The tutorials and OTTs are under all roles because they are a vital part of the process. They are particularly beneficial to the students, as they provide a comprehensive understanding of the system and its usage. This knowledge empowers them to perform better in their assessments.







There are two components: the COS Service device, which hosts content on your network, so it is closer to the student, and the DRC INSIGHT Secure Application on the testing devices. The installer for the testing device is a secure browser that essentially locks the device down so the student can't access other resources while using it for testing. There are Windows, Mac, Linux, iPad, and Chromebook installers.

(one click to bring up the box - Slide builds)

Both of our installers offer a user-friendly installation wizard. They don't rely on other software, operate independently, and don't conflict with other software running on devices.



A COS Service Device enhances the testing process by providing local content hosting, which improves test security and ensures that testing devices remain on the same network. It also reduces the reliance on wide-area networks, thus improving bandwidth usage and providing a more consistent experience across various testing sites. This is particularly beneficial for assessments that include multimedia components.

Why Use a COS Service Device?



- Provides additional test security
 - Requires testing device to have the same network connection during the assessment
- Hosts testing content closer to the student
- Reduces wide-area network and/or Internet bandwidth
- Offers more consistent experience across sites
 - Especially for assessments with audio, images and video
- Addresses equity concerns around delivering equivalent student experiences

Using a COS Service Device enhances test security by ensuring that testing devices maintain the same network connection throughout the assessment. It also hosts content closer to students, reducing bandwidth needs and providing a consistent experience, especially for assessments that include audio, images, and video. This setup addresses equity concerns by delivering equivalent experiences to all students. For more detailed information, refer to the DRC INSIGHT documentation.



The DRC INSIGHT system and network requirements ensure optimal testing performance. Key aspects include supported operating systems, necessary bandwidth (3-5 Mbps per device), and specific configurations for devices and networks. Prioritizing DRC INSIGHT traffic, allowing certain URLs, and configuring firewalls are essential for seamless operations.

• Con	necticut D	RC LAS Lin	ks Website	https://laslinks.com,	<u>/connecticu</u>	ut-informat	tion/
 DRC 	INSIGHT P	ortal (<u>https</u>	://II.drcedir	<u>ect.com</u>)			
DRC	INSIGHT	GENERAL INFORMATION -		LEADING THE WAY IN LANGUAGE	E ASSESSMENT		
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View	System Requirements	Monitor Setting Verificatio	Overview				
			The Connecticut State Department	of Education (CSDE) will be using the LAS Links Assessmen	nt for the ELP Assessments for eligib	le students in Grades K-12 for th	e 2024-25

There are two ways you can access the system requirements

- Connecticut DRC LAS Links Website
- DRC INSIGHT Portal



Access the DRC System Requirements on the DRC INSIGHT Portal under My Applications – General Information – Downloads.

System Requirements	
Procession Procession	 Detailed system requirements for DRC INSIGHT Online Testing Updated System Requirements posted to the DRC INSIGHT Portal June 30 Updated three times during the year June – Upcoming year's specifications October – Operating System updates February – Operating System updates
See DRC INSIGHT Portal for up-to-date Docume or See Connecticut DRC LAS Links W	ents My Applications General Information Documents ebsite https://laslinks.com/connecticut-information/

- Detailed system requirements for DRC INSIGHT Online Testing are available on the DRC INSIGHT Portal. The most recent version was posted on June 30.
- Updated three times during the year
 - June
 - October
 - February
- Check the DRC INSIGHT Portal for the most current information



- DRC INSIGHT Secure Applications are supported on Windows, macOS, Linux, iPad OS, and Chrome OS Operating System devices
- COS Service Devices are supported on Windows, macOS, and Linux devices
- Note: Any testing device operating system type can connect to any COS Service Device operating system type; the two operating system types <u>do not need to</u> <u>match.</u> There can be a mix of operating systems, testing devices, and COS service devices within your COS Configuration; our solution is flexible. We don't support COS SD on iPads or Chromebooks because they don't have the necessary horsepower, CPU, and disk space to hold the content. They aren't typically robust enough to host the content but work well in the classroom for instruction and test delivery.



We'll talk about Operating Systems Support and go through the different phases, as shown on the slide.

Prerelease: Beta Channel

- When it's first released, we don't move it to full support right away
- DRC performs regression testing on our systems as soon as a new version is available in this channel
- We are allowed to use it, and most of the time, there are no issues, but if issues arise, we call it a best effort, meaning we will get it fully supported ASAP. Issues will get resolved, and they will be moved to fully supported; this usually happens pretty quickly.
- Phase 1: Best Effort Support for Vendor Recently Released Versions
 - Additional rounds of regression testing to verify actual production release
 - Troubleshoot any issues to resolution
- Phase 2: Fully Supported
 - Fully tested and certified with full support if any issues are uncovered

• Phase 3: Best Effort Support for Vendor Recently Unsupported Versions

 Assistance troubleshooting issues as best we can without a guaranteed resolution. If it's worked in the past and there are no changes to devices or software, it will likely continue to work, though there are sometimes exceptions to this, but we encourage you to get off it as soon as you can and onto a fully supported operating system for support and security reasons.

• Phase 4: End of Support

 DRC cannot offer any level of support for our software on this version and may restrict its use



Operating systems update frequently, so the most current version of the operating system is included under full support.

Note that Fully supported = the latest version the vendor supports.

DRC Device Support Policy



- Full Support of DRC software on <u>vendor-supported</u> devices that meet device and supported operating system requirements
- Once vendor ends support for a device, DRC provides Best Effort Support for a short period before ending support
- Apple bases iPad model support on whether the model supports the latest operating system update
- All Chrome OS device support is based on Google's Auto Update Expiration (AUE) date
 - Based Chrome OS device model's first production date, <u>not</u> its purchase date; typically, 5-6 years after first production release
 - Google's Auto Update policy and the list of Chrome devices with AUE dates: support.google.com/chrome/a/answer/6220366



- Full Support of DRC software on <u>vendor-supported</u> devices that meet device and supported operating system requirements
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 - Google's Auto Update policy and the list of Chrome devices with AUE dates: <u>support.google.com/chrome/a/answer/6220366</u>

Chrome OS Device Support



- When AUE date is reached:
 - Operating system updates are no longer guaranteed
 - Necessary security and functionality upgrades cease
 - Availability of Google Management Console for device is suspended
- DRC offers Best Effort Support for unmanaged Chrome OS device if:
 - A supported DRC INSIGHT Secure App for Chrome OS was installed before it became unmanaged
 - Chrome OS devices meets the device and supported operating system requirements

- When the AUE date is reached:
 - Operating system updates are no longer guaranteed
 - Necessary security and functionality upgrades cease
 - Availability of Google Management Console for the device is suspended
- DRC offers Best Effort Support for unmanaged Chrome OS devices if:
 - A supported DRC INSIGHT Secure App for Chrome OS was installed before it became unmanaged
 - Chrome OS devices meet the device and supported operating system requirements
- To determine the AUE date for a ChromeOS device, use the following link to Google's Auto Update policy and the list of ChromeOS devices with their AUE dates: support.google.com/chrome/a/answer/6220366.



This slide shows how the test is delivered over the network

- (1) When the COS Service Device is installed, test content stored on the Amazon Web Services (AWS) CloudFront is automatically sent to the COS Service Device. The Content Management service automatically checks for new content several times daily and updates the COS Service Device.
 - (1) Time this at a low activity time as this uses more bandwidth.
- (2) When a student starts DRC INSIGHT (the Secure Application is launched), readiness checks are performed, and the test engine software is automatically loaded from the DRC servers to the testing device.
 - (2) The DRC INSIGHT secure application is not the testing interface, just a shell. So once this secure application is launched, it downloads the test engine/testing interface (2-3 megs). If you have any questions on bandwidth, you can have the students stagger launching the test engine.
- (3) When students log in to the test, servers at DRC verify their login, and their test sessions are returned to the testing device.
- (4A) When students select the test and a COS Service Device is configured, it delivers the test content to their testing devices, reducing the startup time for these

testers. All of the test content is encrypted for security. A fair amount of content will come down to the testing devices at this stage.

- (4B) When students select the test where no COS Service Device is configured or available, the test content is delivered directly from the DRC servers to the testing devices.
- (5) test responses (labeled Response Data) go directly to the DRC server during testing. DRC confirms receipt before the student moves to the next question. Student responses are saved to the DRC server if they move to the next question.
 - (6) When there are Computer Adaptive Tests (CAT) we don't know what the next question will be until the previous question is scored. TTS tests deliver audio throughout the test. This is why you want a COS SD: the content comes locally, creating a consistent experience vs. relying on bandwidth.

ORC INSIGHT Testing Network Traffic		
	LAS Links	
Test Type (Fixed Form or Computer Adaptive)	Fixed Form	
Content Delivery	Delivered throughout test	
Average Assessment Content Size	2-3 MB per Item	
Average Response Size	< 5 KB to > 600 KB	
Additional Peripherals	Headset with Microphone	
Network Requirements During Test	Higher	

The DRC INSIGHT Testing Network Traffic guidelines emphasize the importance of allowing specific URLs and prioritizing traffic related to testing to ensure smooth operations. Proper network configurations, including adequate bandwidth (3-5 Mbps per device) and firewall settings, are crucial. The guidelines also recommend monitoring network performance during testing windows to minimize disruptions.



If you can, prioritize DRC INSIGHT traffic on the network. Ensure these URLs are allowed on all content filters, firewalls, and antivirus software. Besides allowlisting these sites, you may need to enable them to pass through the proxy server without requiring authentication credentials to be passed by DRC INSIGHT.

Check page 26 of the <u>Technology User Guide</u> (TUG) for the most up-to-date URL Allowlist information.



The DRC INSIGHT[™] Technology Setup involves ensuring proper configurations for testing devices, including the installation of the DRC INSIGHT Secure Application across various operating systems like Windows, macOS, Chrome OS, iPadOS, and Linux. It's essential to verify network readiness, device settings, and accessibility features to facilitate a smooth testing experience. Additionally, guidelines recommend monitoring bandwidth and prioritizing network traffic to accommodate testing requirements.

Central Office Services (COS) Application



- Use COS to create, monitor and maintain COS Configurations
- COS Configurations establish for testing devices the association of available testing programs and where testing devices get test content

COS Service Devices **provide** local content hosting services to the COS Configuration

If COS Service Device is not included or is unavailable for more than 4 hours, content comes from DRC



The COS (Central Office Services) allows for the creation, monitoring, and maintenance of COS Configurations, linking testing devices to available programs and content sources. Devices running the DRC INSIGHT Secure Application are registered within these configurations. COS Service Devices are crucial as they host local content, ensuring efficient access. If a COS Service Device is down for over four hours, testing content will be sourced directly from DRC.

- Use COS to create, monitor, and maintain COS Configurations
 - (Slide Builds)
- COS Configurations establish for **testing devices** the association of available **testing programs** and **where testing devices get test content**
 - (Slide Builds)
- Devices with a DRC INSIGHT Secure Application are registered to the COS Configuration

- (Slide Builds)
- COS Service Devices provide local content hosting services to the COS Configuration
 - (Slide Builds)
- If the COS Service Device is not included or is unavailable for more than four hours, content comes from DRC

DRC INSIGHT Technology Setup



Activity 1: Installing a New COS Service Device Activity 2: Installing DRC INSIGHT Secure Applications Activity 3: Managing COS Configurations



The tasks involved in installing, configuring, and using the Central Office software are noted on this slide. We will walk through each of the above tasks within this training.

Next, we will walk through the process of installing Central Office Services, creating a central office configuration, installing DRC INSIGHT on testing devices, and inputting the ORG Unit ID to associate the testing device with a COS Configuration.

We will also briefly discuss how you can manage your central office configuration.

It is important to note that for both COS and DRC INSIGHT, the software does require admin access to install and write access to the installation folder to perform the Auto Update function.


To install a new COS Service Device, follow the specific installation procedures outlined in the DRC INSIGHT documentation. Ensure your device meets the required system specifications and network configurations for optimal performance. After installation, register the device in the COS configuration for content hosting. Lets cover each step in more detail.



- For activity 1, download and launch the COS Service Device installer from the device you designate as your COS Service Device. You will get the installable from the DRC INSIGHT Portal.
- DRC provides an easy-to-use wizard to walk you through the installation of the COS Service Device. As discussed previously, it is important to ensure the COS Service Device meets the minimum system requirements based on your expected peak concurrency while testing.
- The Installation Folder window displays. You must indicate where to install Central Office and where to store downloaded content.
- The default location for the Central Office software is C:\Program Files\CentralOffice, and the default location for Central Office to store downloaded content is C:\Program Files\CentralOffice\content_fs.

Click Next to select the default locations (recommended) or Browse... to choose

different locations.

Utilizing a Proxy Host is optional. Please check with your network administrator to see if one is needed. If you plan to use a proxy server, enter the server's URL and click Next.

The Proxy Host window displays. This window allows you to specify a separate proxy server for the Central Office service devices.

Please see your Network Administrator to see if your site utilizes a proxy host (optional).

If you plan to use a proxy server, enter the server's URL and click Next.

Leave this field blank if not using the Proxy host and click Next.

The Ready to Install window displays. The window indicates the amount of disk space the installation will require and the components that will be installed. Click Install to continue.

The Installing Central Office on Windows Devices window displays, indicating the progress of the installation. Please note: The installation process can take 10–20 minutes.

COS Service Device software is designed to receive updates automatically.

Installing a New COS Service Device Service Ports



- Configure Service Ports
 - Specify the base port (usually the default value of 55222 will work)
 - After entering the base port, the install automatically selects consecutively numbered ports
- Test Service Ports
 - Click "Test" to verify port availability
 - Click "OK" and "Next" (or "Cancel" to exit the installation)

Configure Service Ports	×	
Central Office requires two ports are calculate Base port Additional ports	e ports are available. OK 55222 55223 55224	
	S5225 Test Next Cancel	

The Configure Service Ports window appears. In this window, you specify the port to use for Content Hosting (labeled the Base port). The software uses the base port to determine which ports to use for content downloading and relaying.

After you select your ports, click **Test** to verify that the chosen ports are available on the device. If the Installer dialog indicates the ports are available, click **OK** and **Next**. If the Installer dialog that displays indicates that the ports are not available, select a different base port and repeat this step until you have available ports.

Port Specifics

- The following describes each of the ports that may be used by the COS Service Device and the traffic that occurs on each.
- **55222**: TCP Port traffic that needs to be allowed on the internal district LAN.
- This is how Insight tests clients' requests and gets content from the COS-SD.
 - When Insight clients are talking to DRC on the internet, it is over TCP Port 443.

- When Insight clients request content from the COS-SD, it will be sent over TCP port 55222.
- **55223**: This TCP port needs to be allowed only for the host computer running the COS-SD software (content hosting).
 - This port will never get used on the LAN or over the internet.
- **55224**: This TCP port needs to be allowed only for the host computer running the COS-SD software (content management).
 - This port will never get used on the LAN or over the internet.
- **55225**: This TCP port needs to be allowed on the internal district LAN, but only if the district plans to use the Restricted Proxy feature.
 - If the district wants a Restricted Proxy, then 55225 would need to be allowed just like 55222 described above.
- Notes: allowing ports 80 and 443 is for a site's network firewall for external communication. Ports 55222-55224 are used internally, so communication should not be passed over the network firewall. Users can still allow ports 80 and 443 for due diligence.

Installing a New COS Service Device COS Wizard



- The "Completing the Central Office Wizard" window appears
 Save the URL that displays in this window.
 - The URL can be used to resume the process, if necessary, without reinstalling the COS Service Device



The Installing Central Office on Windows Devices window displays, indicating the progress of the installation. Please note: The installation process can take 10–20 minutes.

Two things now occur: The Completing the Central Office Wizard window appears, and the DRC INSIGHT Portal screens are launched.

- Important: From the Completing the Central Office Wizard window, highlight and, copy and save the URL that displays—you can use it to resume the process at this point (if necessary) without re-installing the software.
- Click Finish in the Completing the Central Office Wizard window.
- When you click Finish, you must use the browser screen that is displayed to select the configurations for this service device. Accept the end user

license agreement. If a login screen appears, you must log in before the configuration wizard screens appear.



After the installation of the COS Service Device software, you will create an initial COS Configuration to use with the COS Service Device and the testing devices.

The COS Service Device configuration wizard will automatically launch the DRC INSIGHT Portal and launch the process to create a COS Confirmation. If you are not already logged in, you will be prompted to log in.

If this is the first time you have logged in, you must accept the license agreement.

The COS Service Device configuration wizard will guide you through the configuration selections necessary to manage your testing environment.

Enter a Configuration Name that will help you identify it quickly such as Lab 1 or the location of the device. Select whether or not to enable automatic updates of INSIGHT on the testing devices. If your site uses a proxy server then you can specify those settings on this page. You will select a testing program (in this case LAS Links) and specify a district or school to associate the configuration. If you're a smaller location, it is not necessary to setup a configuration for each site. You can manage all of your testing devices under a single site, but you will have to pick one of your sites that is associated with the configuration.

DACINSIGHT SHOWCARE + MEMORICARINE +	00	
Device INTEREM 400-400-Addr-Addr-Addr-Addr-Addr-Addr-Addr-Ad		
Configure Central Office Service		
Nu1 Service Device Name		The configuration wizard
Service Decise Configuration to configuration this page to the 2-Step process		defaults to the 5-step
Configuration Name*		process for creating a
Testing Devices Configuration Ladar Ans (splate to transing investion Use Internet I		new COS Configuration.
Trans I		
IntrodyProgram (International Proc. +) Wite (International Proc. +)	Reference .	Check the "Use Existing
Exation		Configuration" checkbox
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Summers in reasoning Dashed Cambriel Threading () Constant Friedmag in summerly out availables, Turns on Cambriel Wavegument to advox articulation.		
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The configuration wizard defaults to the 5-step process for creating a new COS Configuration.

Check the "Use Existing Configuration" checkbox to add a service device to an existing configuration

DRCINSIGHT SHOWCASE - MYAPPLICAT	ions +	0 0
Devior: 16813120-d5bf-4d05-620c-2a00e28396aa	Configure Central Office Service	Step 1: Naming the new COS Service Device
Step 1 Service Device Name	0	 Give the new COS Service Device a name (3-50 characters)
Service Device Configuration Use Existing Configuration 2 Pro Mep 2		Step 2: Find the existing COS Configuration to which we want to associate the new COS-SD
Testing Program: Select Testing P Searching In:	Stee: Select is Stite 3	2. Select the Testing Program 3. Search for the Site (School or District)
Search Selected Configuration: Name:	•	 Search for the existing COS Configuration Verify the name and Org Unit ID and then click "Complete" to complete the configuration wizar
Org Unit Id:		

Step 1: Naming the new COS Service Device

1. Give the new COS Service Device a name (3-50 characters)

Step 2: Find the existing COS Configuration to which we want to associate the new COS-SD

- 2. Select the Testing Program
- 3. Search for the Site (School or District)
- 4. Search for the existing COS Configuration
- 5. Verify the name and Org Unit ID and then click "Complete" to complete the configuration wizard

Testing Prog	gram: Beacon Interim V Site: Sample District 5						
		200000 Change Site	Clear			+ Add Configuration	
COS Configu Functional Unable to Find	seture 2%	COS Service Devices Functional Unable to Find		50%	Testing Devices Recently Active Idie for 32+ days	6	Central Office Services Dashboard
Processing Co Content Outdl COS-50 Verse Outland	neet	Processing Content Content Outdated COS-50 Version Outstated		0 0 0		_	A new COS Configuration will appe on the COS Dashboard after about 5 minutes
Config Status: CDS Confi	All v Search Search	Type v Sear	rch Q.	Cos Service Devices / Last +	Testing Devices	COS Locations	Note the COS Org Unit ID
Stag - Pub Seat 2020		1362902454	(PUNCTIONAL)	Checkin 1 6/23/20-4-40 PH 1 10/32/39 5:59 PH	494 0	14 5	This will be used for manual installs o
Critestry	Config	781176537	Functions.	0	4	4	The DRC INSIGHT Secure Application
No TSM St	taging (DNI)	637956283	FUNCTIONIN.	0	83	17	
Stag - No	Content Caching	2075923763	FUNCTIONIL.	0	904	20	
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Central Office Services Dashboard

A new COS Configuration will appear on the COS Dashboard after about 3-5 minutes

Note the COS Org Unit ID**

This will be used for manual installs of the DRC INSIGHT Secure Applications.



To install DRC INSIGHT Secure Applications, download the installer from the DRC INSIGHT Portal, ensuring compatibility with your operating system. Use the installer provided on the portal for Windows, macOS, and Linux. For iPadOS and Chrome OS, download the app directly from their respective stores. Follow the on-screen prompts during installation. Let's cover this in more detail.



DRC INSIGHT secure applications will be installed on student testing devices once and must be used for all DRC-administered test programs.

Key Points:

- These applications are installed on testing devices to ensure a secure testing experience.
- Install the applications only once for all DRC-administered test programs.
- They are available for Windows, macOS, and Linux installers in the DRC INSIGHT Portal under the Downloads tab in General Information.
- They are also available for iPad, Chrome OS devices, and Windows 10 in S mode in Apple's App Store, Google Play, and Microsoft Store.
- iPad installers are only available in the App Store and can be downloaded and deployed using a Mobile Device Manager (MDM) solution.
- Chrome OS installers are exclusively available via a URL link to the Google Play store and can be deployed using the Google Admin console.
- Windows in S mode installers are only accessible in the Microsoft Store

directly to the device.



Download the DRC INSIGHT Secure Application from the DRC INSIGHT Portal (you'll need to be logged in). This software can be manually installed on each testing device or using mass distribution solutions to install on a group of testing devices.

- Launching the install file from your testing device will bring up a wizard that will walk you step-by-step through the DRC INSIGHT install. Please note that DRC INSIGHT requires administrator credentials to install the application as well as write access to the installation folder to perform any updates. Both the COS Service Device and DRC INSIGHT must be up to date to begin testing.
- If you are planning a mass install, there are detailed directions in Volume 3 of the DRC INSIGHT Technology User Guide.
- You'll see a little box that says Launch System Readiness Check.

Device	Registration		Activity 2	DATA RECOGNITION DRC CORPORATION
DRC INSIGHT Online Assessments DRC IN because	Configuration Not Found Please raise your hand and wait for help. It your technical resource and provide them with the following infor SIGHT cannot retrieve the configuration profile associated with this t cannot find the Device Toolki ORG Unit ID. The ORG Unit ID wai incorrectly, was deleted, or was not assigned to this device.	mation: s device as entered	 Launch DRC INSIGHT Register with a COS Configuration by clicking "Assign Device to ORG U 	ı Init"
	Click Assign Device to ORG Unit to enter the correct ORG Unit I or click Cancel to end the process.	1. To add the d Note: Yo 2. When you an	Device Registration	
 Enter the Activity 	ne ORG Unit ID from 2 click "Add"		1362902414 Add	
 After a click "R 	dding the ORG Unit, Register''		Register Cancel	CSDF
				Heinel Jahren La Forcester Orienti Zahar Line

Installing the DRC INSIGHT secure application on a testing device isn't yet assigned to anything.

Launch the application on the testing device after installing the DRC INSIGHT Secure Application to associate it with a COS Configuration.

When the Device Registration page appears (Configuration Not Found screen), enter or paste the device's ORG Unit ID, and click "Assign Device to ORG Unit".

(click)

After you have added the ORG Unit, click **Register**.

Note: It will appear in the COS Configuration's Testing Devices tab after successfully registering the device. As you work through your COS configuration, consider the impact of the decision to use one org unit ID or to configure multiple org unit IDs based on the test device setup. For example, If you are using a third-party test-to-speech application for one program and that testing device is also used for testing another testing program, you will want to make sure you will be using that same

third-party text-to-speech software in the other testing program. I will cover this again later in the presentation when we review adding testing programs to your configuration.



- We do This check when software is installed and when the student launches the DRC INSIGHT secure application to verify that this device meets the right specifications. It's automatically checked when you install it. You can skip it if you like, but it will automatically launch when the student launches DRC INSIGHT.
- Ideally, everything will be green. If the checkmarks are yellow, you can get details on the warning. If they are red, something is not meeting specifications and cannot be used.
- Doing the readiness check before testing helps to eliminate delays on the day of testing.





Use the COS dashboard to monitor your COS Configurations, COS Service Devices, and Testing Devices. (click) You can use this dashboard to determine before testing that everything is ready for testing.

- Use Locations to manage testing program
- Use **Content Management** to manage content hosted by the COS Configurations
- Manage Devices in COS Configurations

(click)

The question mark at the top right corner of the screen is online help. You'll stay in the COS section, but another tab will open up that allows you to toggle back and forth between help and the COS Dashboard.



Central Office Service Embedded Online Help

Managing COS Configurations Configuration Information



When you select a COS configuration name in the COS Configurations Dashboard, you'll see the configuration information page.

You'll be able to change the COS Configuration name and change the use of a proxy host.

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 Verify Devices' status in the COS Configuration Move devices between COS Configurations Remove Testing Devices 	CONSIGNT SINCE C CONSIGNO CONCERNMENT CONSIGNO CONCERNMENT SINCE CONCERNMENT CONCERNMENT	nt former	Control Recognition: Control Workship Readers Control Tells Name Readers Co	Unite Carlignesis Debignesis Unite Carlignesis Unite Carlignes Unite Carlignesis Unite Carlignesis Unite Carlignesis Uni	••
	4 DRC Insight 2023	Contectión Removalible Pri	hace Parlies Research and interests		DRC

The next tab is Testing Devices. This will show you all the testing devices which are part of the COS Configuration.

On this tab you can quickly check to make sure all testing devices that should be in the COS Configuration are assigned to it. You can also check the operating system version. The Last Seen date is the date the DRC INSIGHT secure application was last launched on the device. We don't have an active ping between the testing devices and the COS mainly because you don't want all that traffic on your network, so this the last time our software was launched on that testing device. You can also Move or Remove testing devices between COS Configurations under Testing Devices.

***************************************	:
***************************************	:

Notes:	
Move:	

- 1. Note the COS Org Unit ID for the target COS Configuration
- 2. Select the devices from the existing COS Configuration
- 3. Select Move Devices in the Action Menu

Managing COS Configurations – Service Devices



The Service Device tab is where you see all the service devices.

You can verify the status, add, or remove COS service devices.

- If you don't get automatic updates (or don't leave your COS Service Devices on overnight), you can select the checkbox to the left of the name and select the Update Version button to update. The update may take about 15 minutes or so.
- You can check and validate each Service Device one at a time to make sure nothing has been corrupted or you can validate all Service Devices at once by checking them and selecting the Validate All button.
- Note: Do not update the version during the day while students are testing as the device will not be available and may disrupt student testing. Instead wait until no testing is happening to do updates.

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Managing COS Configurations - Locations



This is where we can add in another assessment. Right now any testing device attached to this configuration can only deliver Michigan assessments.

This slide shows you how to add a testing program to State Assessments already hosted on this COS Configuration. You don't have to touch the testing devices; you only need to come in here.

(click)

- Add or remove testing programs
 - 1. Select a Testing Program from the dropdown list
 - 2. Select a Site and find the site or district using the name or site code (click)
 - 3. Select Add Site to add the testing program location

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Managing COS Configurations – Content Management



Content Management shows the content downloaded to the COS service devices. On this screen, you can select all the content or choose the content you want when you want it. It's best to download all the applicable accommodations because you don't necessarily know which students need which accommodations. You may wish to verify if students will need VSL before checking that one since that is a lot of content, so you don't necessarily want to download that if it's not required. Go in here before testing to verify these.

Select the necessary content for students' testing using this COS Configuration.

Ensure the proper administrations and accommodations are selected under the Content Management tab within your COS Configuration(s).

- After checking the appropriate boxes, remember to click "Update Configuration."
- Content download times will vary depending on your site's Internet and network configuration.

Before testing each day, verify that the configuration(s) are green before students

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start testing.

Managing COS Configurations Content Hosting



If needed, sites can Manage Hardware Load Balancers and Manage Shared Content using the Content Hosting page.

If, for whatever reason, you need to turn off your service devices and get content directly from DRC, you can do that here by toggling Enable Content Hosting. You'd rarely need to do this, but if you did, this is where you can make the update without disturbing testing devices.

Also, if you use audio and visuals for test directions, you will likely want to turn on content hosting.

If you want to use your own load balancer instead of ours, this is where you can set that up.

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We've talked about manually assigning the COS ORG unit ID to testing devices. You can also create a configuration script for deployment to testing devices within the COS. I will show you how to do this on the next slide.



If you are using software distribution, this is where you would get the script.

Under the Deployment tab within Central Office Services next to the program(s), create COS Configuration distribution files for Testing Devices by

Select "Download Configuration" and Click "Save" to create the file.

This distributes the file with the ORG Unit ID to testing devices (See *Technology User Guide Volume III: DRC INSIGHT*).

Note: This configuration only had one program in it before, but we then added another, so you don't have to re-distribute this because the file has the ORG Unit ID in it, and the testing device already has another program.

(Questions? Before testing device preparations and recommendations)



Testing with One-to-One Computers



Test security considerations:

- COS Configurations should have a COS Service Device(s) that can only be accessed from the school/district network
 - Prevents students accessing tests when not on site
- Consider adding the DRC INSIGHT Secure Application immediately before the testing session, and remove immediately after the testing session
 - Chrome Device Management Console and other software distribution tools support background installs and uninstall
- Ensure that test tickets are secured at all times



Device Preparation Recommendations



- DRC INSIGHT software does not change device settings or turn off background processes
- Local Responsibility and Best Practices:
 - For Device Performance, Test Security, and Test Reliability, DRC recommends that sites review processes and software running in the background and have a procedure for disabling them before the assessment and enabling them after the assessment.
 - Temporarily disable automatic updates on Operating Systems and other Software updates
 - Software and/or processes running in the background

Because most testing devices are used for instruction, DRC INSIGHT software does not change device settings or turn off background processes. It is a local responsibility to manage devices since the technology directors know how the devices are being used and what is used in the background.

DRC recommends that unnecessary background processes and software be removed, turned off, or disabled. DRC also recommends before testing sites reviewing which processes and software are running in the background and have a procedure for disabling them before the

assessment and enabling them after the assessment.

- For **Test Security** and **Device Performance** before testing, temporarily disable:
 - Automatic Updates (Operating System and Software)
 - Background software and/or processes

Device Software and Background Processes



- Testing devices used during classroom instruction may have software that could compromise student responses and/or affect the device's performance during the assessment. Examples include:
- Typing assistant and grammar checking (Grammarly, Ginger Software, ProWritingAid)
- Classroom monitoring tools (Linewize Classwize, Wellbeing, GoGuardian, Securly)
- Remote access/remote control (TeamViewer, AnyDesk, Remote PC, LogMeIn)
- Intelligent Personal Assistant (IPA) (Siri, Cortana)
- Collaboration tools (Teams, Zoom, Google Chat and Meet, Webex)
- Screen Capture Software (OBS Studio, Microsoft Game Bar, Snagit, Camtasia, Loom)
- Any native accessibility features in use
 - Windows and Mac include features like magnification, contrast adjustments, closed captions, narration, and keyboard and mouse options
- Note: these are commonly used examples of each category and are NOT a complete list.

The DRC INSIGHT secure application won't allow students to start these applications while in the test. Still, if the application ran beforehand, students could access apps embedded in the operating system or running in background processes.

- Testing devices used during classroom instruction may have software that could compromise student responses and/or affect the device's performance during the assessment. Examples include:
- **Typing assistant and grammar checking** (*Grammarly, Ginger Software, ProWritingAid*)
- Classroom monitoring tools (Linewize Classwize, Wellbeing, GoGuardian, Securly)
- **Remote access/remote control** (TeamViewer, AnyDesk, Remote PC, LogMeIn)
- Intelligent Personal Assistant (IPA) (Siri, Cortana)
- **Collaboration tools** (*Teams, Zoom, Google Chat and Meet, Webex*)
- Screen Capture Software (OBS Studio, Microsoft Game Bar, Snagit, Camtasia,
Loom)

- Any native accessibility features in use
 - Windows and Mac include features like magnification, contrast adjustments, closed captions, narration, and keyboard and mouse options
 - To ensure testing content displays correctly, DRC recommends using the following device scale and/or display settings:
 - Windows and ChromeOS 100%
 - macOS Default
 - iPadOS Standard

I will stress again that *these are commonly used examples of each category and are NOT a complete list.*

Chrome OS Device Settings



Chrome OS Device Display Size should be set to 100%

- Use Ctrl + Shift + 0 (Number zero not the letter O)
- If the size does not change use Ctrl + Shift + (minus key)
- Or go to Settings, Device, Displays, under Built-in Display set Display Size to 100%

Chrome OS Devices must be set to US English Keyboard

- Required to display quotation marks and apostrophes
- To allow prior keyboard settings to be cleared from cache <u>at least a week prior</u> to testing either:
 - 1) Set device to "US English Keyboard"

Using Ctrl + Shift + Spacebar, toggle through the keyboard types until US English Keyboard displays

2) Consider removing all keyboards but US English Keyboard

• Chrome OS Device **Display Size** should be set to **100%**. If the display size isn't set to **100%**, items may not appear correctly on the screen.

Use Ctrl + Shift + 0 (Number zero, not the letter O)

If the size does not change use Ctrl + Shift + - (minus key)

Or go to Settings, Device, Displays, under Built-in Display, set Display Size to 100%

Chrome OS Devices must be set to US English Keyboard

Required to display quotation marks and apostrophes

- To allow prior keyboard settings to be cleared from the cache <u>at least a week</u> <u>before</u> testing either:
 - Set the device to "US English Keyboard." Using Ctrl + Shift + Spacebar, toggle through the keyboard types until the US English Keyboard displays
 - 2) Consider removing all keyboards but the US English Keyboard

- 1. Exit the test and close DRC Insight.
- 2. Open the DRC Insight app again.
- 3. Select the desired test and open the test sign-in page but do not log in yet.
- 4. Click into the username text box so the blinking cursor appears in the text box.
- 5. Press control, shift, and space at the same time and you should see a small white box appear next to the cursor with either US or INTL in it. The text box must have focus for the label to appear.
- 6. Repeat step 5 until US appears on the label.
- NOTE: If you don't see a small white label appear with the keyboard layout of US or INTL displayed over the top of the username text box, it isn't doing anything. This is the case when Insight was initially launched with US selected at the ChromeOS sign-in screen. It only seems to be possible to toggle the keyboard if Insight was launched with INTL selected at the sign-in screen. You can also try using just control + space without the shift. If there is still nothing, you can test if you are on US or INTL by simply trying to type a double quotation mark. If you can press shift + quote and get double quotation marks, you should be fine. If you don't immediately get a double quote try pressing 'a' to see if you get a foreign 'a' with double dots on top indicating you are on INTL.



Support and Troubleshooting Resources for DRC INSIGHT include guides and FAQs to address common issues like network problems, device configurations, and content retrieval errors. Users can access troubleshooting guides on the DRC INSIGHT Portal, which cover steps to resolve issues during testing. Additionally, it is essential to have a plan for escalating problems as they arise.



Be prepared in case there are issues. Create a plan in advance for the Test Administrator so if they do have a problem, they know where to go.

- Common issues include:
- Network connection issues
- Configuration not found
- Peripherals not setup before testing
- No Audio

We have a System Status page that will let you know if we are having issues. It will tell you the different applications you are using and their status.

This page indicates the operating status of DRC INSIGHT across platforms, so it would not reflect issues experienced in any specific site/state/region.

(click)

There is also online help at the top right corner of the screen that will explain what each status means.



Issues are generally more local on the wi-fi network. Students may lose connection momentarily as they move within the test. DRC doesn't want to kick them out, so re-tries are done in the background. If that doesn't work, the student gets this message that we're continuing to retry for 5 minutes.





Technology User Guide



Title	Content Summary
Volume I: Introduction to Online Testing	Provides overview of the DRC INSIGHT technical components
Volume II: Central Office Services (COS)	Details on Central Office System, including the COS Service Device
Volume III: DRC INSIGHT	Detailed instructions for installing and using DRC INSIGHT
Volume IV: Troubleshooting	Solutions for most common issues

As referenced throughout the training, DRC has four Technical User Guides (or TUGS) available for an in-depth explanation of the components that make up the DRC INSIGHT Online Testing System. Detailed instructions, along with screen shots, are contained in these Guides. If you don't read them all, then we would encourage you to read Volume 1 which presents an introduction to Testing using the DRC INSIGHT system. All four of these volumes are located on the management component, which we call the DRC Portal for short.





The Site Technology Readiness Checklist is designed to identify various factors that a site should address to provide a positive student online testing experience. It is a great overview document that can help you establish timelines and ensure implementation steps are not missed as you prepare your environment for testing on the DRC platform.

- Site Planning Team
 - Teachers, Test Administrators, Technology Coordinators, System Assessment Coordinators, EL Directors, Principals, Curriculum Directors
- Recommended Timeframes
 - 2–3 Months Before Testing
 - 1–2 Months Before Testing
 - 2–4 Weeks Before Testing
 - 1–2 Weeks Before Testing
 - Day of Testing

Categories

- Communication
- Site Planning, Scheduling, and Logistics
- Technology Device Setup
- Technology Network Configuration
- Technology COS Setup
- Training

DRC INSIGHT Headset Guidance



DRC INSIGHT Headset Guidance

- The following audio guidelines are to help maximize the potential for testing success:
- Make sure the headset is set as the preferred playback device.
- Make sure the headset is set as the preferred playback device. Students will not be able to adjust the volume on their device once the DRC INSIGHT Secure Application is launched. Make sure the audio is not muted and the volume is turned up before launching the application. If headsets are shared between students, be sure to properly sanitize the devices between use. To optimize the testing experience for all students, it is suggested the testing environment allows for ample space between students. Zven with headsets, audio from the assessment may still be audible a few feet away from the student.

Configuration	Suitability	Pros and Cons
Over the ear headset	Ideal	Comfortable when worn for a longer time period by students of different ages. Weight and size of headsets can be selected based on students' age. Portable headsets are smaller and lighter and hence may be suitable for younger students. Deluxe headsets are larger and heavier but have the advantage of reducing more noise.
Noise canceling headphones	Acceptable	Noise cancellation often does not cancel out the sound of human voices, so this feature provides less benefit. Many headsets with a noise cancellation feature require a power source (e.g., batteries or USB connection).
Ear buds or ear headphones	Acceptable	Sound volume can vary based on the positioning of the buds in the ear, resulting in inconsistent audio playback.
Device speakers	Marginal	Audio playback built into devices generally do not offer very high fidelity, which can lead to poor audio quality. Device speakers do not offer privacy during the test.
Bluetooth or wireless headsets	Not recommended	To ensure test security, students should not use Bluetooth or wireless haadsets. Some Bluetooth devices can be connected to multiple devices at one. This creates the possibility for students to connect them to their testing device and their smartphones. Test Administrators need to be avaie that smartphones are turned off and/or not present and not connected to any peripherals a student is using during the assessment.
Play Back Mode: Stereo	Optional	The sound files of the assessment are recorded and played back in stereo.
Connector Plug: • USB • Single 3.5 mm plug (TRRS) • Dual 3.5 mm plugs (TRS)	Optional	Mary USE-connected headsets require driver installation and need to be manually enabled as the preferred playback device. Some computers have two ports for connecting audio-out and audio-in separately, while others have one port for both. Make sure to check your specific equipment before purchasing headsets. Adapters for both types are widely available.
Volume Control: Inline	Optional	This is a nice optional feature as headsets that do not have an inline volume control will need to be tested for volume prior to launching DRC INSIGHT Secure Application.

Guidance for delivering assessments with audio to help maximize the potential for testing success



Connecticut DRC LAS Links Website https://laslinks.com/connecticut-information/

Guidance for delivering assessments with audio to help maximize the potential for testing success

DATA RECOGNITION DRC Testing Site Capacity Estimator for ELL Assessment DRCINSIGHT **ELL Testing Site Capacity Estimator** Assists site planning by factoring in site variables and showing how they may impact performance and student's testing experience CSDE Connecticut DRC LAS Links Website https://laslinks.com/connecticut-information/

Testing Site Capacity Estimator can be found on the DRC INSIGHT Portal Downloads.

Assists in site planning by factoring in site variables and showing how they may impact performance and student's testing experience.



Helps answer: "Where should the COS Service Device be located?"

Location *<u>quidance</u>* based on testing population and available network capacity.

Online Tools Training (OTT)





- Use Online tools training to verify that the setup is working correctly before testing.
- It is recommended you still confirm ALL necessary content has been downloaded by accessing the applicable configurations found in the COS Dashboard.

Customer Service

- Dedicated toll-free number and email address automatically directed to certified agents
 - LASLinksHelpDesk@DataRecognitionCorp.com
 - o 855-839-1181 Option 2 (9:00 a.m. 5:30 p.m. ET)
- DRC Customer Service assists in areas such as:
 - Testing device and COS Service Device setup and configuration
 - Troubleshooting
 - Accessing secure documents and materials
 - Providing Username and Password resets
 - Tips for navigating the user interface
 - Dedicated toll-free number and email address automatically directed to certified agents
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 - Tips for navigating the user interface















