



WIDA ACCESS Online Technology 101



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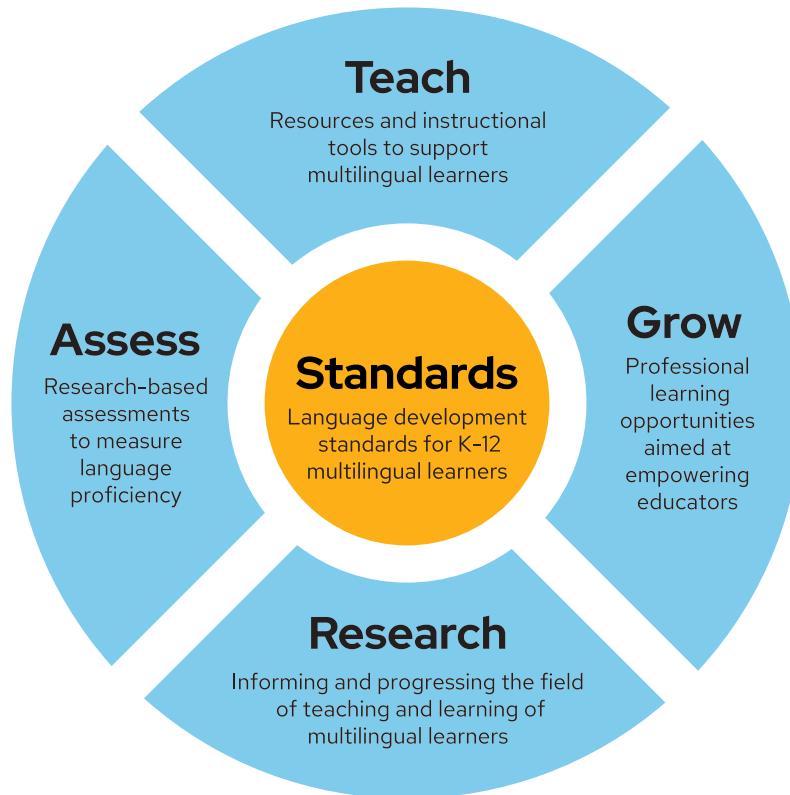


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What Is WIDA?

WIDA provides a trusted, comprehensive approach to supporting, teaching, and assessing multilingual learners.



WIDA Mission, Vision, and Values

Mission

To engage, equip and inspire the educators who impact the lives of multilingual learners.

Vision

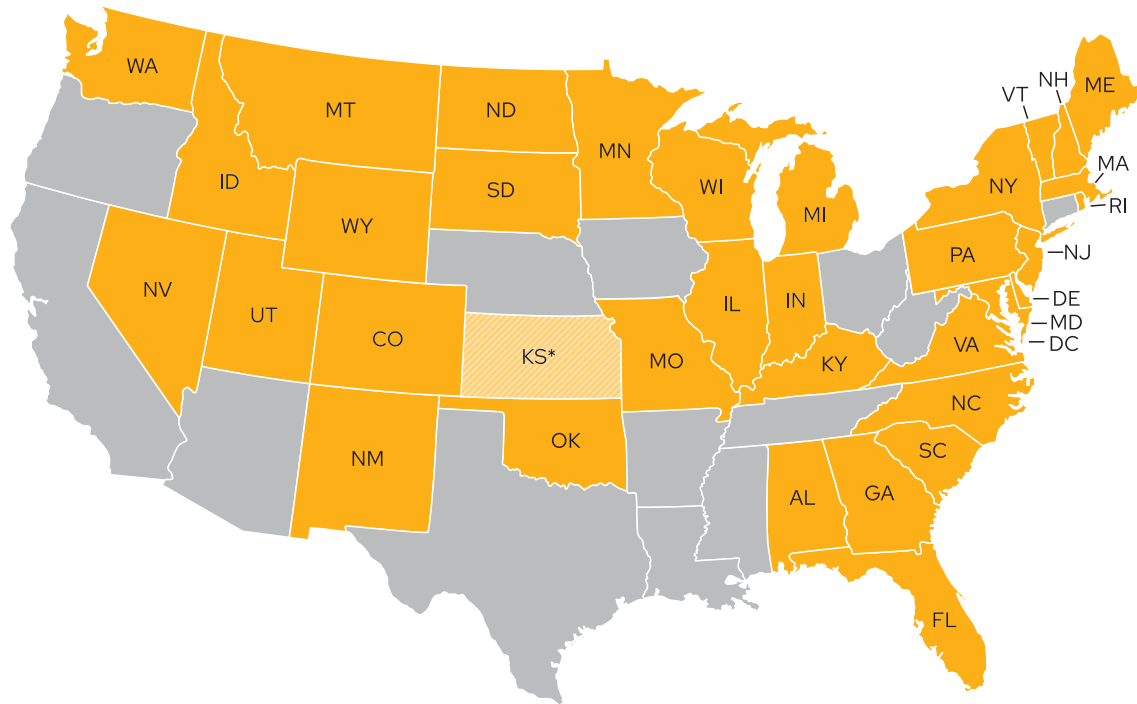
A future where every classroom is designed for multilingual learners to thrive.

Values

- Centering Multilingual Learners
- Continuous Learning
- Partnership
- Can Do Philosophy

The WIDA Consortium

The WIDA Consortium is made up of 42 U.S. states, territories, and educational agencies.



Alaska



Hawaii



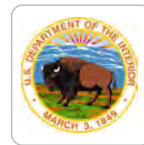
Northern Mariana Islands



U.S. Virgin Islands



Palau



Bureau of Indian Education



U.S. Department of War Education Activity

**WIDA Alternate ACCESS user.*

Watch the intro video on this page: <https://wida.wisc.edu/about>

Introduction to WIDA ACCESS Online

Grade-Level Clusters



Recommended Domain Order of Administration

WIDA recommends students take the Listening test first, followed by the Reading test. However, Listening and Reading can be administered in either order, followed by Speaking and Writing in either order.



ACCESS Online Writing

- All students in grades 1–3 take the ACCESS Online Writing test in an entirely pencil-and-paper format.
- The online-specific Writing Test booklet is grade-level cluster and Tier A or Tier B/C.
- Students in grades 4–12 view directions and tasks on their computers or tablets, and then they respond by typing in the response area on screen.

WIDA ACCESS Online Test Timing

Although WIDA ACCESS assessments are untimed, the following table provides recommendations for developing a testing schedule.

Recommended Administration Format	Number of Students	Recommended Scheduled Testing Time
Listening	No more than 15 students	Approximately 65 minutes
Reading	No more than 15 students	Approximately 60 minutes
Writing	No more than 15 students	Approximately 70–90 minutes
Speaking	No more than 5 students	Approximately 50 minutes

Testing Roles and Responsibilities

There are three main roles for WIDA assessments: test coordinator, test administrator, and technology coordinator. Although it is imperative that all three roles are in close communication with one another to ensure effective online test administration, each role has its own set of responsibilities.

Test Coordinator: Facilitates the overall test administration from start to finish.

- Communicate with DRC.
- Answer questions about WIDA and WIDA AMS accounts.
- Coordinate assignments and communication and ensure everyone completes training.
- Order and distribute materials.
- Coordinate and schedule test sessions.
- Facilitate test administration and ensure test security.
- Account for and return materials.

Test Administrator: Administers and monitors the test.

- Administer and monitor test.
- Verify student data.
- Ensure test security.
- Provide and document appropriate accommodations for students.
- Administer sample items.

Technology Coordinator: Provides technological support prior to and during test administration.

- Provide technological support.
- Download software to test computers.
- Verify firewalls and filters are configured correctly.
- Ensure devices meet minimum system requirements and are configured to support testing.
- Troubleshoot infrastructure issues.
- Support test administrators during testing.

Technology

Websites

WIDA

The primary hub for all WIDA resources is the main WIDA website, which provides comprehensive information on standards, assessments, and professional learning.

WIDA Secure Portal

The WIDA Consortium provides valuable secure resources that require an account. Use the WIDA Secure Portal to access test training manuals and resources, as well as online professional learning modules.

All test administrators will complete certification requirements through their individual WIDA Secure Portal account.

The WIDA Client Services Center can answer questions about the WIDA Secure Portal.

WIDA Assessment Management System (WIDA AMS)

WIDA AMS is managed by WIDA's partner company Data Recognition Corporation (DRC). You can order ACCESS materials, manage your student and test information, and find technology resources and testing software via WIDA AMS.

DRC Customer Service can answer questions about WIDA AMS.

Technology Components by Stakeholders

User permissions in WIDA AMS vary by role.

Test Coordinators and Test Administrators

- WIDA Secure Portal—Test training and resources
- WIDA AMS—Student and Test Setup
- [Test Demo, Test Practice Items and Sample Items](#)

Technology Coordinators

- WIDA AMS—Installation and Configuration
- Central Office Services
 - COS Configurations
 - COS Service Devices
- Test Demo, Test Practice and Sample Items

Students

- Test Demo, Test Practice and Sample Items
- DRC INSIGHT (Secure Student Browser)

WIDA ACCESS Test Engine: DRC INSIGHT

To access the **DRC INSIGHT** software and corresponding resources, technology staff will need either District Technology Coordinator or School Technology Coordinator accounts in **WIDA AMS**.



Students use DRC INSIGHT to take ACCESS Online.

INSIGHT must be installed on each testing device.

The browser prevents users from going outside of the INSIGHT test system.

Software Components for WIDA Testing

1. Secure Software (INSIGHT)
2. Central Offices Services (COS)
3. COS Service Device

Component One: Secure Software

Software packages are securely obtained via WIDA AMS by navigating to

My Applications → General Information → Technology Downloads

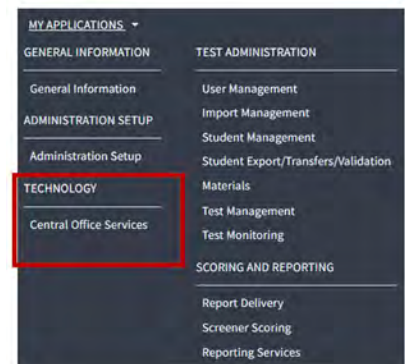
DRC INSIGHT Secure Browsers	DRC INSIGHT Secure Apps
Windows, macOS, and Linux Installer	iPadOS, ChromeOS device, and Windows 11 in SE mode Installer
Available in WIDA AMS under the Downloads tab in General Information	Available in Apple's App Store, Google Play, and Microsoft Store

Component Two: Central Office Services (COS)

Web-based interface that allows you to install, configure, and manage your online testing environment from a central location.

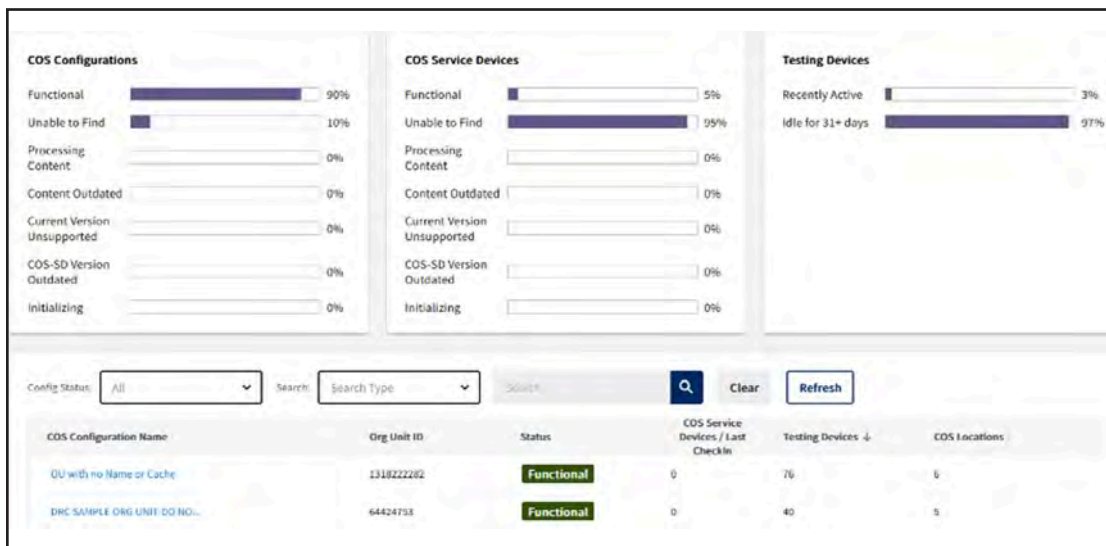
Within COS, you can access the following:

- COS Configurations
- COS Service Device (COS-SD)
- Content Management
- Content Hosting



Component Three: COS Service Device (COS-SD)

COS Service Device is an application on a server, virtual machine, or standalone device that functions as a “test content server” locally on the network.



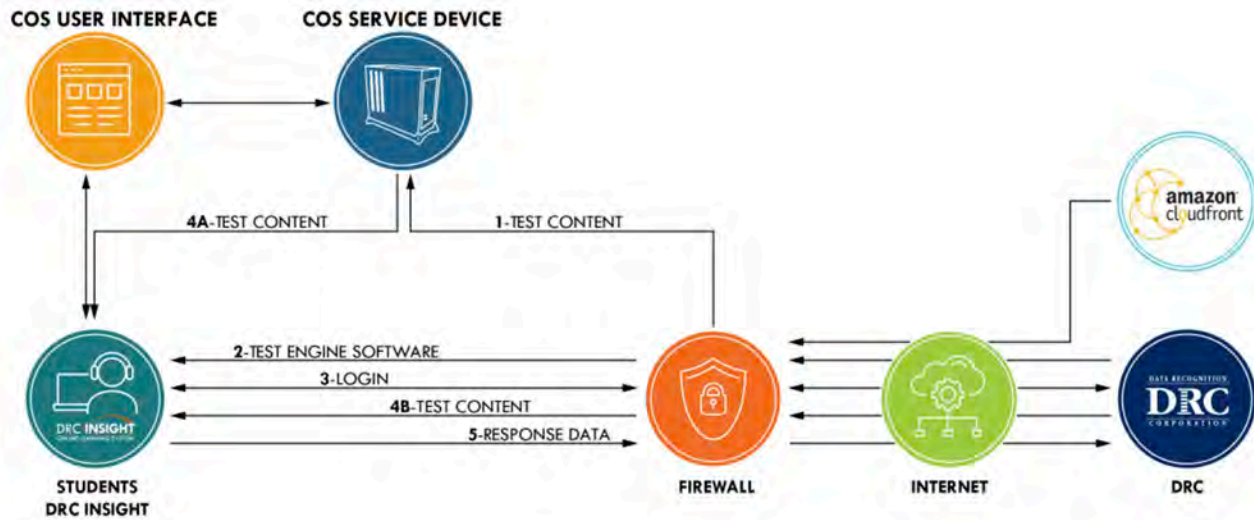
COS-SD Benefits

- Stronger network performance: Stores test materials on your local network so students can access them more quickly, reducing strain on your internet connection.
- Faster response times: Speeds up how quickly questions load and helps students move between questions smoothly, without delays.
- Efficient content delivery: Because each test question includes a fair amount of data, storing content locally helps ensure everything loads quickly and reliably.
- Consistent and secure experience: Helps ensure all students have the same smooth testing experience, while also keeping testing secure by limiting access to approved networks.

COS-SD Considerations

- Capacity: The number of students who can test at the same time depends on the strength and setup of the computer running the system.
- Additional setup: Using multiple systems together can improve reliability, but it also requires a bit more planning and coordination to set up and manage smoothly during testing.

How do these components work together?



- Student responses are transmitted to DRC with each navigational click or every 45 seconds.
- There is no Response Caching for WIDA ACCESS testing.
- WIDA ACCESS uses Response Processing–Extended Retires.
- If internet connectivity is lost, DRC INSIGHT will attempt to reconnect for up to 5 minutes before removing the student from the test.
- If connectivity is restored within those 5 minutes, the student will be returned to the test where they left off.

Central Office Services Management

The following section provides an overview of the Central Office Services (COS) Dashboard and highlights its key management features.

COS Dashboard

COS Configuration Name	Org Unit ID	Status	COS Service Devices / Last Checkin	Testing Devices	COS Locations
WIDA SAMPLE CONFIGURATION CM CH	981651256	Functional	1 9/12/24 11:47 AM	0	1

- You can find COS directly within WIDA AMS. There is no separate system needed.
- What you can see and do depends on your account permissions. After logging in, select your Testing Program and search for your site.
- District users can view all schools in their district, while school users will only see their own site.

COS Online Help

Click the question mark icon (?) in the top-right corner to access step-by-step help right within the system.

About Central Office Services (COS) and the COS Online Help

The *Central Office Services (COS)* software application provides a central location for the setup, configuration, and management of the DRC INSIGHT software that is installed locally for testing: the COS Service Devices (COS - SD) software and the DRC INSIGHT Secure Applications installed on all Testing Devices.

The COS Online Help contains topics describing how to use COS. This online help can be used in conjunction with the volumes of the *DRC INSIGHT Technology User Guide*, located in the DRC INSIGHT Portal under **MY APPLICATIONS-General Information Documents** and in the *WIDA Assessment Management System (WIDA AMS)* under **MY APPLICATIONS-General Information Documents**.

Last Project Update: 02-23-26

Introduction to COS

The complete COS software consists of a number of functional components, including the COS Service Device (COS - SD) software, *Content Management*, and *Content Hosting*. COS users create and manage COS Configurations that associate Testing Devices with test administrations and test content using the COS - SD software, which provides Content Hosting, and Content Management.

COS Configurations

A COS Configuration is a required way to organize and manage all testing devices across your district. While you must set up this configuration, adding a physical COS-SD is optional.

You can manage COS Configurations through the COS Dashboard by clicking on the name.

The screenshot shows the COS Dashboard interface. At the top, it displays the testing program as 'WIDA' and the site as 'Drc Use Only - Sample District Mn - MN99999'. There are buttons for 'Change Site', 'Clear', and '+ Add Configuration'. Below this, there are three summary cards: 'COS Configurations' (99% Functional, 1% Attention needed), 'Service Devices' (50% Functional, 50% Attention needed), and 'Testing Devices' (11% Recently Active, 89% Idle for 31+ days). A search bar is present with 'Org Unit ID' selected and '981651256' entered. Below the search bar is a table with the following data:

COS Configuration Name	Org Unit ID	Status	COS Service Devices / Last Checkin	Testing Devices	COS Locations
WIDA SAMPLE CONFIGURATION CM CH	981651256	Functional	1 9/12/24 11:47 AM	0	1

Districts typically use one of two configurations.

- Option 1: Direct Internet Connection: In this setup, all student devices are grouped together in one district-wide configuration and connect directly to the testing system over the internet. No additional local devices are needed.
- Option 2: Local Device Support (COS-SD): In this setup, devices are still managed in one district-wide group, but you also use one or more local COS-SD. These help store and deliver test content on your internal network, which can improve performance during testing.

Tip: As a general guideline, plan for one COS-SD for every 500 students testing at the same time.

Dashboard Controls: Managing Your Configuration

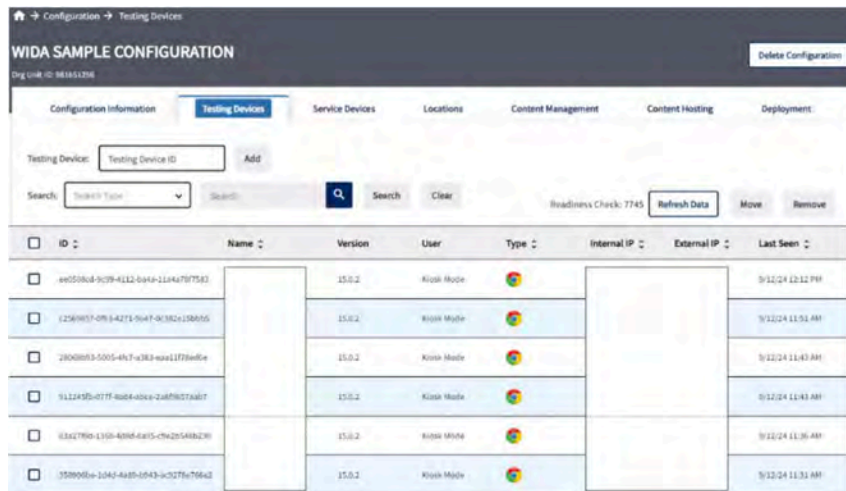
When you're working within a specific configuration in the COS Dashboard, there are four main tabs that help you manage its features:

1. Configuration Information
You can update the name of your configuration, control automatic updates for testing devices, and enter proxy settings if your network requires them.
2. Services Devices Panel
This shows the status of your local services. You can rename devices, add new ones, remove old ones, check test content, and update device software, all from the dashboard.
3. Locations Tab
This allows you to connect your configuration to specific testing programs and sites. Choose the testing program, search for your site, and add it.
4. Content Management Tab
This allow you to choose which test content and languages should be downloaded and stored on COS-SD.

Before testing begins confirm that all required test content has been selected, downloaded, and verified on your local devices before the testing window opens.

Monitoring COS Configurations and Test Devices

You can review testing devices directly in the dashboard by looking at when they were **Last Seen** and confirming they are running the correct software version.



ID	Name	Version	User	Type	Internal IP	External IP	Last Seen
ee2508a8-9c29-4132-b44a-11a4a7b7583		15.0.2	Kiosk Mode				9/22/24 12:12 PM
12567657-09-34275-9a47-9c382a158a55		15.0.2	Kiosk Mode				9/22/24 11:53 AM
2800893-5005-4b7-e383-aaa11778a05e		15.0.2	Kiosk Mode				9/22/24 11:43 AM
911249D-077F-8a68-406a-2a876c7a007		15.0.2	Kiosk Mode				9/22/24 11:43 AM
63a27900-1359-406d-4a15-7ba25548b230		15.0.2	Kiosk Mode				9/22/24 11:36 AM
3589006a-1045-4a85-8d43-3c3278c759d3		15.0.2	Kiosk Mode				9/22/24 11:33 AM

If you need to move a device to a different configuration:

1. Copy the COS Org Unit ID of the destination configuration.
2. Select the device(s) you want to move from the current list.
3. Open the action Menu, choose "Move Devices," and enter the destination Org Unit ID.

Technology Requirements

The following section provides an overview of the hardware requirements for testing devices and COS Service Devices, operating system requirements, support policies for system requirements needed for online testing implementation, and audio equipment.

More detailed support documents are highlighted in the Resources section of this document.

System Requirements

Update Schedule

Detailed technical system requirements for DRC INSIGHT are updated three times per year to account for lifecycles of industry operating systems (OS).

Technology staff must consult WIDA AMS to track changes across three critical seasonal releases:

- June: Comprehensive specifications published for the upcoming academic year
- October: Fall OS compatibility updates and patches
- February: Final mid-year OS adjustments finalized prior to the heavy spring testing windows

See Changes in WIDA AMS for System Requirements under My Applications → General Information → Technology Downloads

Use the installer above to download the Central Office Services (COS), which includes Content Management and Content Hosting.		
Capacity Estimator	Excel	9.1
Use the installer above to download the Capacity Estimator. This tool estimates testing response times by using the number of students capacity and utilization.		
Computer Usage Estimator	Excel	1.0
Use the installer above to download the Computer Usage Estimator. This tool assists in determining if a site has enough testing devices specified window based on site-specific and test-specific variables.		
View System Requirements	Monitor Setting Verification	

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[Contact Us](#) [Terms of Use](#) [Privacy Policy](#) [Browser Requirements](#)

OS Support Lifecycle Phases



Prerelease: Beta Channel	Phase 1: Best Effort Support	Phase 2: Fully Supported	Phase 3: Best Effort Support	Phase 4: End of Support
Regression testing of beta release about 2–4 weeks before OS release.	Assistance troubleshooting issues as best we can without a guaranteed resolution.	DRC has fully tested and certified our solutions to work on this OS version and will address any issues uncovered.	Assistance troubleshooting issues as best we can without a guaranteed resolution.	DRC cannot offer any level of support for our software on this version and may restrict its use.

Hardware Requirements

In this section, an overview of hardware requirements for student testing devices and hardware requirements for COS Service Devices (COS-SD) are presented.

Testing Devices

All hardware utilized for student testing must strictly align with or exceed the following parameters:

Hardware Parameter	Minimum Required Specification	Recommended Specification
Processor (CPU)	CPU Benchmark Rating of 2000 or higher. (Not applicable for Apple iPads.)	CPU Benchmark Rating of 3000 or higher for seamless performance.
Memory (RAM)	2 GB RAM	4 GB RAM or higher
Available Disk Space	1 GB free storage space	1 GB or more free storage space
Screen Dimensions	9.5 inches or larger diagonal screen size	9.5 inches or larger diagonal screen size
Display Resolution	1024 x 768 minimum actual resolution	1204 x 768 or better
Display Interface Scale	Must be locked strictly at 100% scaling	Must be locked strictly at 100% scaling
Network and Bandwidth	3 Mbps sustained throughout per device	3 Mbps or higher dedicated stable connection
Power Infrastructure	Fully charged battery with 2-hour minimum life	Device actively plugged into a dedicated power supply

Tip: How do I determine processor capability?

- Visit www.cpubenchmark.net/cpu_list.php for a searchable list of processors with their benchmark ratings and other information.
- On a macOS device, open a Terminal Window and run the following command:
`sysctl machdep.cpu.brand_string`

COS Service Device (COS-SD)

These base hardware requirements apply to all device types and operating systems:

- Processor (CPU): 4 CPU Core minimum
- Memory (RAM): 8 GB RAM or higher
- Disk Allocation for Installation:
 - Absolute minimum of 25 GB minimum
 - 100 GB or more recommended
- Free Disk Space: 10 percent of the device's total hard drive should remain as free space for optimal performance
- Network: Wired connection to the network

Background Services

The DRC INSIGHT Secure Application helps keep testing secure by preventing students from leaving the test or accessing other programs or websites. Because testing devices are often used for regular instruction as well, the application has limited ability to change device settings or shut down other software on its own.

To support both test security and device performance, it's important to close or disable any unnecessary background programs before testing begins. We recommend that schools review what software and processes are running on testing devices ahead of time and have a plan in place to turn them off before testing. They can be turned back on after testing occurs.

Background Services to Disable Checklist



Technology staff must review the following six applications or OS features before devices are used for testing:

1. Instructional Software:
 - Grammarly, Ginger Software, ProWritingAid, Linewize/Classwize, Impero Wellbeing, Teamviewer, AnyDesk, Remote PC, LogMeln
2. OS Automatic Updates
3. Intelligent Personal Assistant (IPA):
 - Siri or Cortana
4. iPadOS, Chrome SO, Netbook Devices:
 - Predictive text, spellcheck
5. Collaboration Tools:
 - Microsoft Teams, Google Chat, Google Meet, Zoom, Webex
6. Screen Capture Software:
 - Microsoft Game Bar

Important Note: The examples provided above are not exhaustive. Your devices may have additional programs or features that should also be disabled. Be sure to review documentation for other software used on your devices to proactively identify and avoid any potential conflicts during testing.

Audio Equipment: Headset vs. Headphones

For headset specifications, view the WIDA ACCESS Headset Specification Table linked in the Resources section.

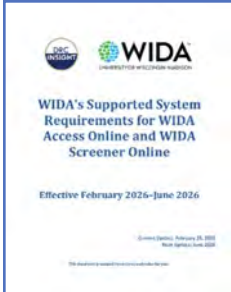
Headset	Headphones
 <ul style="list-style-type: none">• Equipped with a microphone• Must use for the Speaking domain to record student responses• Can be used for all domains	 <ul style="list-style-type: none">• Can be used for Listening, Reading, and Writing tests• Used to hear test directions and practice items• Used to hear test items on the Listening and Writing Tests

Important Note: All headset and headphone connections must be physically wired. Bluetooth headsets, wireless headphones, and personal wireless earbuds (e.g., AirPods) are strictly prohibited to maintain test security and prevent signal interference.

Resources

The following section includes the essential guidance and support materials needed to prepare for and manage online testing.

Essential Guidance



WIDA-Supported System Requirements

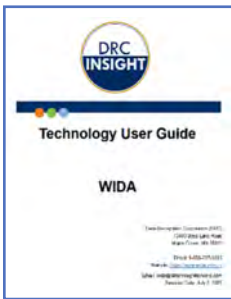
Outlines the technical requirements for devices, including supported hardware, operating systems, and browsers, along with general setup guidance.

Updated three times each year. [Access the latest version](#) in WIDA AMS.



Introduction to DRC INSIGHT Technology for WIDA Assessments

A high-level overview of how the testing system works, designed as a starting point for new technology coordinators or IT staff.



DRC INSIGHT Technology User Guide

A detailed reference guide that covers everything from setup to troubleshooting, offering step-by-step support for managing the testing system.



Site Technology Readiness Checklist

A practical planning tool that helps schools stay on track by outlining key tasks, timelines, and preparation steps leading up to testing.



Headset Specifications Table

An outline of the technical requirements for student headsets, including sound and compatibility standards, to ensure they work properly during testing.

Preparing for Online Testing

Pre-Test Planning and Readiness

Start planning early (2–3 months ahead).

- District and technology leaders should meet at least 2–3 months before testing begins to align on roles, responsibilities, and key preparation tasks.

Review capacity across teams.

- Technology staff and testing coordinators should work together to make sure everything is in place for a smooth testing experience:
 - Confirm there are enough compatible devices for all students.
 - Identify available testing spaces and room setups.
 - Check that Wi-Fi access points can support the number of students testing at the same time.

Plan for real-world limitations.

- It's important to match your testing schedule to what your network can handle. For example, scheduling a large group of students to test at the same time in one space with limited Wi-Fi coverage can lead to connection issues and disruptions.

Best Practices for Preparing Devices

Restart devices before testing.

- It's a best practice to fully restart all testing devices right before a test session begins. Over time, devices can slow down due to background activity and temporary files. Restarting helps clear these out and reduces the chance of performance issues or disruptions during testing.

Allow devices time to fully start up.

- For devices that aren't used regularly (such as those in carts), turn them on and let them sit connected to the network for about 5 to 10 minutes before testing. This gives the devices time to complete any pending updates or system checks.

Important Note: Skipping these best practices, especially after long breaks, can lead to updates running during testing, which may slow down or freeze the testing application.

Planning for Technical Support During Testing

Districts should have a clear and reliable process in place for reporting and resolving technical issues during testing. Test administrators (TAs) should be familiar with these steps before testing begins. As you prepare, consider the following:

Quick access to support

- Make sure TAs know exactly how to reach IT staff right away (such as phone numbers or messaging channels) if an issue occurs during testing.

Using your IT ticketing system

- If your district uses a ticketing system, ensure all TAs know how to submit a request and when to use it.

Documenting issues

- Provide a simple, consistent way for TAs to record details about any technical problems that occur during testing.
- Prioritizing urgent requests
 - Set up a process so that testing-related issues are flagged as high priority and addressed immediately.

Backup testing plan

- Have a clear plan in place in case testing needs to be paused or rescheduled due to technical difficulties.

Troubleshooting Tips

Reporting Technology Issues

When reporting a technical issue to your local IT team or escalating it to DRC Customer Service, providing complete and accurate information helps resolve the issue as quickly as possible.

TAs should be sure to fill out the Troubleshooting Reporting Form with all required details, including key information about the device, error, and testing situation.

Key Information on the Troubleshooting Reporting Form

- Date
- Name
- District and school
- Error message wording
- Description of the issue
- Number of students
- Wired or wireless
- Operating system
- ORG Unit ID
- System Readiness Check results

Audio and Microphone Troubleshooting

Before stopping a test or contacting support, TAs should try the following steps:

Check volume settings.

- Make sure the headset volume and the device's main volume are turned up and not muted.

Adjust microphone position.

- Confirm the microphone is positioned correctly. It should be close to the student's mouth and facing the right direction.

Check connections.

- Ensure the headset is fully plugged in to the correct port and not loose or connected to the wrong input.

Test outside the application/browser.

- If possible (before testing begins), briefly check whether the headset and microphone work using the testing device's built-in audio tools.

Swap equipment to isolate the issue.

- Try the student's headset on another working device to see if the headset is the issue.
- Try a different headset that you know is working on the student's device to check if the testing device is the issue.

Check for software that is using the microphone.

- Make sure no other programs (like communication tools or browser add-ons) are running in the background and taking control of the microphone or audio.

Set the headset as the default device.

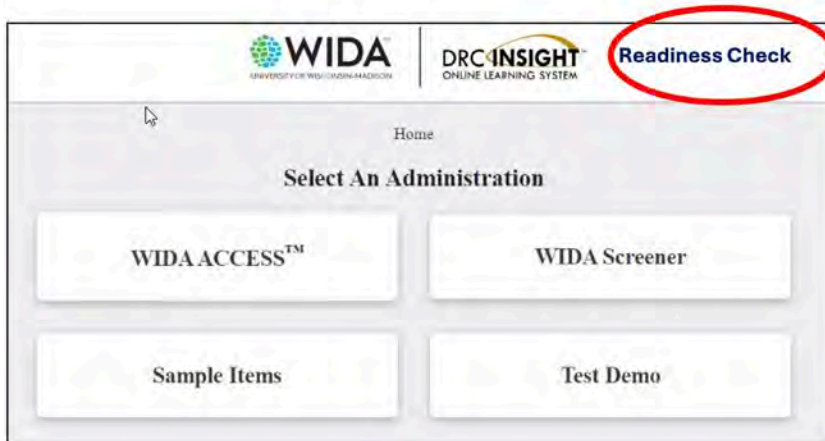
- Go into the testing device's audio settings and confirm that the correct headset is selected as the main device for both sound (output) and microphone (input).

Important Note: The student headset must be physically plugged into the device prior to launching the DRC INSIGHT application.

- If a headset is plugged in after launch, DRC INSIGHT will fail to recognize the microphone. If this occurs, the TA must close DRC INSIGHT and relaunch the application.

Running the Secure System Readiness Check

To run a System Readiness Check, launch DRC INSIGHT and select Readiness Check in the upper right corner of the menu screen.



DRC INSIGHT software will prompt the user for an access code. This code is 7745. Keep the code secure. It is considered a secure testing material.

Understanding the Results

After the Readiness Check runs, you'll see one of the following indicators:

- **Red (!):** The device is not ready for testing and should not be used. Report the issue to IT right away.
- **Yellow (!):** There is a minor issue that should be reported to IT, but the device can still be used if needed.
- **Gray (O):** The device passed all checks and is ready for testing.

Record any issues if you see red or yellow warnings. Write down the exact message along with the device's COS Org Unit ID so IT can quickly identify and resolve the issue.

Suggested Implementation Roadmap

Summer 2026

- Read the five key resources highlighted in this presentation.
- Learn about the technology infrastructure requirements.
- Review technology capacity to administer online testing.
- Learn to properly install and configure the environment to ensure students have a good testing experience.

Fall 2026

- View technology coordinator webinars.
- Identify the number of eligible testing devices.
- Identify testing sites and how many students will test at each site.
- Test network capacity.
- Discuss technology needs with test coordinator(s) and develop an action plan.

Winter 2026

- Confirm required hardware and bandwidth are available.
- Verify test sites have the appropriate equipment.
- Confirm COS Service Device(s) and testing device(s) are ready for testing.
- Ensure staff know where to find troubleshooting information in WIDA AMS.
- Conduct final technology walkthrough before first day of testing.

Contact WIDA or DRC



help@wida.wisc.edu • 1-866-276-7735

Reach out to WIDA about the following:

- Assessments, training, and certifications:
 - WIDA ACCESS
 - WIDA Screener
 - WIDA MODEL
- WIDA Secure Portal
 - Login issues and accounts
 - Training
 - Self-paced professional learning courses
 - Permissions
- Test administration procedures and questions
- Content of score reports
- WIDA English Language Development (ELD) Standards Framework, 2020 Edition



wida@datarecognitioncorp.com • 1-855-787-9615

Reach out to DRC about the following:

- WIDA AMS
 - Login issues and accounts
 - Student information
 - Test registrations
 - Tier placement information
 - Locating WIDA Screener and WIDA ACCESS score reports
 - Permissions
- DRC INSIGHT
- Installation questions
- COS-SD
- Test materials ordering
- Returning WIDA ACCESS materials
- Booklet labels

wida.wisc.edu

