



Government of **Western Australia**  
School Curriculum and Standards Authority

# Online Literacy and Numeracy Assessment (OLNA) Test-Delivery Website User Guide 2022



OLNA Helpdesk: 9273 6726 or [olna@scsa.wa.edu.au](mailto:olna@scsa.wa.edu.au)

## Acknowledgement of Country

Kaya. The School Curriculum and Standards Authority (the Authority) acknowledges that our offices are on Whadjuk Noongar boodjar and that we deliver our services on the country of many traditional custodians and language groups throughout Western Australia. The Authority acknowledges the traditional custodians throughout Western Australia and their continuing connection to land, waters and community. We offer our respect to Elders past and present.

TITLE: Online Literacy and Numeracy Assessment (OLNA) Test-Delivery Website User Guide 2022

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## Notes

# Introduction

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## Using this guide

This guide has been provided to assist principals, OLNA coordinators, school IT support staff and OLNA supervisors implement the Online Literacy and Numeracy Assessment (OLNA). It contains information, guidelines and checklists for setting up devices, meeting system requirements and solutions to potential issues.

## Contacting the OLNA Helpdesk

If you are unable to resolve issues at the school level, after referring to Section 4 of this guide on pages 25–27, the OLNA Helpdesk may be contacted for further assistance.

Phone: +61 (08) 9273 6726, 8.00 am to 4.00 pm (AWST) weekdays

Email: [olna@scsa.wa.edu.au](mailto:olna@scsa.wa.edu.au).

Note: if enquiring about access to the OLNA test-delivery website, ensure that your device has met the minimum system requirements.

When emailing the OLNA Helpdesk, enter 'SchoolCode\_ techsupport' in the subject field and include the following details in your email:

- date and time the problem occurred
- a detailed description of the problem; if applicable, include any system error message(s)
- the spread of the issue: is the problem affecting one student or all students?
- school and student details: school name and code, student name(s) and number(s)
- a screenshot of your device results from the [OLNA – Requirements page](https://assess.scsa.wa.edu.au/requirements) (<https://assess.scsa.wa.edu.au/requirements>)
- the results link/screenshot from [About My Browser](https://aboutmybrowser.com) (<https://aboutmybrowser.com>) showing the device's details. You should copy this address into the browser that is being used for the OLNA.

# Section 1: System and device set-up

## Minimum system requirements

The OLNA is conducted online and schools should use the latest browser versions as they fully support the OLNA software. Where this is not possible, use at least the minimum system requirements. Refer to the table below outlining the recommended operating systems and browsers for the OLNA.

**Table 1. Recommended operating systems and browsers for the OLNA**

Browsers	Windows®	OS X®/macOS®	iOS/iPadOS®	Android®	Chrome OS
Chrome® 92+	Recommended	Recommended	Recommended	Supported	Supported
Firefox® (ESR) 91+	Recommended	Recommended	Unsupported	Supported	Unsupported
Safari® 12+	Unsupported	Recommended	Recommended	Unsupported	Unsupported
Microsoft Edge® 92+	Recommended	Unsupported	Unsupported	Unsupported	Unsupported
Opera® Next 76+	Recommended	Recommended	Unsupported	Unsupported	Unsupported

Note:

- **Recommended** – preferred browser and operating system, as it is fully compatible with the OLNA application.
- **Supported** – the browser and operating system are supported.
- **Unsupported** – the browser is **not** compatible with the application and should not be used. **Internet Explorer is no longer supported.**

**Table 2. OLNA accessibility checklist**

<input type="checkbox"/>	JavaScript is enabled in the browser. Useful web links: <a href="http://activatejavascript.org/en/instructions/safari">http://activatejavascript.org/en/instructions/safari</a>
<input type="checkbox"/>	Device is connected to the internet.
<input type="checkbox"/>	Minimum screen resolution is 1024x768 (lower resolutions devices will introduce a scroll bar).
<input type="checkbox"/>	All portable devices are connected to mains power.
<input type="checkbox"/>	Check the OLNA domains are in the school network 'whitelist' (details of the domain lists are included later in this section).

Note: bandwidth use by other classes during the tests should be minimised wherever possible and any network or hardware maintenance should be scheduled outside of the testing window.

## Links to download the latest browser versions

It is recommended that the latest browser versions are used for the OLNA. Latest versions of each preferred browser can be downloaded using the links below.

- [Google Chrome \(http://www.google.com/chrome\)](http://www.google.com/chrome)
- [Mozilla® Firefox \(http://mozilla.org/en-US/firefox/new\)](http://mozilla.org/en-US/firefox/new)
- [Safari \(http://www.apple.com/support/mac-apps/safari/\)](http://www.apple.com/support/mac-apps/safari/)
- [Microsoft Edge® \(https://www.microsoft.com/en-us/edge\).](https://www.microsoft.com/en-us/edge)

## Adding the OLNA domains to a school's whitelist

A whitelist controls device access to permitted websites.

To allow this permission, it is important for your school network to add the appropriate domains to its whitelist, as outlined below. Department of Education (the Department) school IT support staff must ensure the following domains are white listed in the Schools Internet Gateway (SIG) on the appropriate InternetAccess groups.

### **Domains to be added to the whitelist:**

- assess.scsa.wa.edu.au
- am.sonet.com.au
- cdn.sonet.com.au
- s3-ap-southeast-2.amazonaws.com
- s3.amazonaws.com

## Anonymiser technologies

Use of proxy servers or similar tools, such as virtual private networks (VPNs) or Tor that are designed to make internet activity untraceable, are not permitted.

## Checking device requirements and system readiness

### **Device requirements**

To check that your devices meet the minimum requirements, log in to the OLNA test-delivery website at <https://assess.scsa.wa.edu.au>.

If your device meets all the requirements, the OLNA test-delivery website login page appears (see screenshot below).

## Online Literacy and Numeracy Assessment

### Requirements

Please view the [requirements page](#) for more details, and ensure the screen is zoomed to exactly 100% before you log-in.

### Students

You must not

- use calculators, mobile phones, prepared notes, dictionaries or spell checkers
- access other programs or websites during the test session
- look at other students' screens
- disrupt other students taking the assessment

You may

- use blank working-out paper, pens, pencils and erasers
- skip questions and come back to them later
- use the full time allocated to finish each assessment

You must

- read and accept the Student agreement that is listed below
- enter your username and your password and tick 'I accept the Student agreement' to login
- return all working-out paper to the assessment supervisor before you leave

### Student agreement

- I agree to not leave the test-delivery website during the test session.
- I acknowledge that attempts to access other sites, use other applications or access calculators will be recorded.
- I do not have any applications or programs open on my device except for the browser used to access the OLNA tests.
- I do not have any browser tabs open except for the one used to access the OLNA tests.
- I will not transcribe, record, copy or transmit any test materials or any responses.
- I do not have any unauthorised materials in my possession, including mobile phones, pen-readers, Bluetooth@/wireless/web-enabled devices, photographic or audio devices, headphones, calculators, dictionaries, thesauruses or notes.
- I will not use anonymiser technology, such as a virtual private network (VPN) or Tor, to access the OLNA tests.
- I will not disrupt other students during the test session. If I finish the test early, I will not visit other websites or use other applications and programs.
- I understand that this is an assessment of my skills and any actions that I take to gain an unfair advantage will be considered a breach of this *OLNA Student agreement*.
- I have not undertaken any action that will allow me to gain an unfair advantage.
- I understand that my actions must not affect the performance of other students.
- I understand that I must follow any instructions provided to me by the supervisors or other school staff.
- I understand that penalties apply to a breach of this OLNA Student agreement, such as the cancellation of results for this test.


**Assessment Coordinators**

Login

I accept the Student agreement

Login

If your device does not meet the minimum requirements, the following screen appears. Click on the **requirements** page link, which is highlighted in blue text (highlighted below). This will navigate to the [OLNA – Requirements page \(https://assess.scsa.wa.edu.au/requirements\)](https://assess.scsa.wa.edu.au/requirements).



## Online Literacy and Numeracy Assessment

### Requirements

Please view the [requirements page](#) for more details, and ensure the screen is zoomed to exactly 100% before you log-in.

Your system does not meet the minimum requirements for this website. Please [click here](#) to view the [requirements](#) page for more details.



The component(s) of your device that do not meet the minimum requirements will be highlighted in red with a cross.

All compatible components will be highlighted in green, with a tick.

The screenshot shows the 'School Curriculum and Standards Authority' logo at the top left. Below it, a message states: 'Your browser does not meet the minimum requirements. We detected Firefox 30. You must use one of the following browsers/versions: Chrome 92+, Firefox (ESR) 91+, Safari 12+, Microsoft Edge 92+, Opera Next 76+'. There are two tabs: 'Requirements' (selected) and 'Technical readiness test'. The main heading is 'OLNNA – Requirements'. Below this is a table of requirements:

Requirement	Status
<b>Operating system</b> Windows	✓
<b>Browser</b> Firefox 30	✗
<b>JavaScript</b> Enabled	✓
<b>Screen resolution</b> 1100x1600	✓

If any of the device's components are highlighted in red, contact your school's IT support person to update and/or change your system to meet the minimum requirements.

If issues with device requirements cannot be resolved at school level, enter the [About My Browser \(https://aboutmybrowser.com\)](https://aboutmybrowser.com) URL into the browser, then forward the results link and/or screenshots to the OLNNA Helpdesk at [olna@scsa.wa.edu.au](mailto:olna@scsa.wa.edu.au) and enter 'SchoolCode\_techsupport' in the subject field.

Once each device meets the minimum requirements, run the practice test on all devices to confirm that all requirements are met. Instructions are outlined in Section 2 of this guide.

Note: the practice test should be carried out using student-level permissions on any devices with a unique system image. If all devices to be used have an identical system image, only one device will need to be checked.

## System readiness

Complete the **Technical readiness test (TRT)** on one computer in each lab/wireless access point (WAP) by clicking on the tab (highlighted below) on the [OLNA – Requirements page](https://assess.scsa.wa.edu.au/requirements) (<https://assess.scsa.wa.edu.au/requirements>). Follow the prompts to complete the test.

Your browser does not meet the minimum requirements.

We detected Firefox 30

You must use one of the following browsers/versions

- Chrome 92+
- Firefox (ESR) 91+
- Safari 12+
- Microsoft Edge 92+

Requirements **Technical readiness test**

### OLNA – Technical readiness test

It is **essential** that this test be performed on at least two computers that will be used on the assessment days. Performing this test on computers that will not be used in the assessment may result in inaccurate results.

#### General

1. School code

2. Your name

3. Your contact details

#### Speed Test

Please run the following speed test on this device and enter the results into the text box below.

- <http://speedof.me/m/>

4. Speed test download result:  Mbps

a. I am unable to use the speed test on this website.

#### Practice items

We now need to check that the following sample test question displays correctly on this computer. Please click the button "Run item" and then confirm whether the item looks like the below image. The item will open in a new browser window or tab, which you can close once viewed.

[Run item](#)

**TRT Sample Item**

TRT Test Item

00:00 / 00:00

1 of 1

Question 1

Next

A dog food company is designing a new logo for its tins.

The logo must have:

- an outline of a dog
- two right angles, and
- four obtuse angles.

Which one of the following designs would satisfy all of the above criteria?

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Copyright © SCSA Systems Pty Ltd. 2015.

Assessment Master

5. Did the item look like the above image?  Yes  No

6. Please identify any other potential technical issues (local or otherwise) that may affect the smooth running of the OLNA at your school

## Accessibility – adjusting browsers

The following websites contain step-by-step instructions for adjusting computers in different browsers to meet students' accessibility requirements:

- Microsoft website on the [Accessibility page \(https://www.microsoft.com/enable/products/\)](https://www.microsoft.com/enable/products/)
- W3C website on the [Better Web Browsing: Tips for Customizing Your Computer page \(http://www.w3.org/WAI/users/browsing.html#text/\)](http://www.w3.org/WAI/users/browsing.html#text/).

### Adjust font size via the browser

To increase and decrease the size of text and images on the screen for better visibility:

1. Press and hold down the **Ctrl** key (the **Command** key for Mac users) on your keyboard.
2. At the same time,
  - roll the mouse wheel forwards to zoom in
  - roll the mouse wheel backwards to zoom out.
3. Repeat until you reach the desired size.
4. Return to the standard size by pressing **Ctrl** (or **Command**) + **0** (zero).

## Configuring iPads (and other mobile devices) before the OLNA

Supervisors must ensure that:

- each device is charged
- the clock is set correctly
- the keyboard and mouse are working correctly
- autocorrect and other text-related keyboard functions are switched **off**.

To switch autocorrect and other text-related keyboard functions **off** on an iPad®, use the following steps.

1. On the iPad, select the **Settings** icon.
2. From the **Settings** menu, select **General**, then select **Keyboard**.
3. Slide the green button to the **off** position for:
  - Auto-Capitalisation
  - Auto-Correction
  - Check Spelling
  - Enable Caps Lock
  - Shortcuts
  - Predictive
  - Smart Punctuation
  - “.” Shortcut.

## Common keyboard shortcuts

Many common keyboard shortcuts used for editing in other word processing applications are available in the test system. The following shortcut is useful when student work appears lost.

**Undo** – students may find **Ctrl + Z** useful as it will undo their last actions. This may be used if a student accidentally deletes all their text and needs to recover it.

## Section 2: Conducting practice and example tests

The practice test is provided to familiarise students with the OLN format and test-delivery website functionality. Schools must give students the opportunity to sit the practice test before the OLN testing window opens. No results from the practice test are recorded.

Students can select a practice test for each component: reading, writing and numeracy. The reading and numeracy tests comprise of 20 sample questions; the writing test comprises of a single prompt where students provide a typed response. A maximum of 20 minutes is allowed for completing each practice test.

The example tests have been designed to provide an indicative sample of the diversity of skills assessed. Students can experience complete tests in the reading, writing and numeracy components. There are two sets of 45 multiple-choice questions for reading, two sets of 45 multiple-choice questions for numeracy and one writing prompt. Students will have 50 minutes to complete the reading and numeracy components and 60 minutes to complete the writing component. As with the practice test, no results are recorded. While schools may use the example test in place of the practice test, this is not its intended use.

### Accessing the practice and example tests

The practice and example tests can be accessed via the [OLNA test-delivery website](https://assess.scsa.wa.edu.au) (<https://assess.scsa.wa.edu.au>).

### Navigating the reading and numeracy questions in the practice test

The image below provides an example of navigating through the multiple-choice questions in the practice reading and numeracy tests.

The screenshot shows the OLN test interface for a numeracy practice test. The interface includes a map of a street layout with a supermarket and a post office. A question asks for directions from the supermarket to the post office. The interface includes a question list on the right, a timer, and navigation buttons. Red boxes and arrows highlight specific features:

- Shows the time taken/time allowed in the test.
- Shows the question count.
- Shows the question being answered.
- Click on the question number to go to that question.
- Click on the **Next** button to go to the next question.
- Select one of the four responses.

Click on the arrow to go to the previous question.

## Navigating the writing question

The image below provides an example of navigating the writing question.

The screenshot shows the OLNA writing question interface. At the top left is the School Curriculum and Standards Authority logo. The page title is 'WRITE\_EXAMPLE' with the user ID 'olna'. On the top right, there is a 'Themes' dropdown, a 'Pause' button, and a timer showing '0:01:07 / 1:00:00'. The main content area features a large image of a vintage television set. Below the image, the title 'Television' is centered. The text asks for an opinion on whether watching television has negative effects and provides instructions to write a persuasive piece. A list of marking criteria is provided: audience engagement, writing organization, word and language selection, writing cohesiveness, and grammar/spelling. At the bottom, there is a rich text editor toolbar with various icons for bold, italic, underline, text color, background color, bulleted list, numbered list, indent, outdent, link, unlink, and text alignment. The toolbar also displays '0/600 Words' and 'Time Left: 0hr 58m 53s'. A 'Save' button is on the bottom left, and a 'Finish' button is on the bottom right.

Shows the time taken/time allowed in the test.

Shows the word count against the word limit.

The time left shows the time remaining in the test.

Shows the standard text tools available on the toolbar.

Click on the **Finish** button when you have finished your response.

## Completing a practice or example test

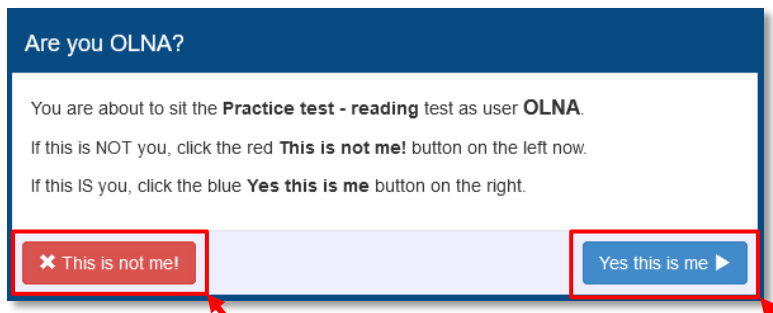
1. Students should log in to the test using their school's four-digit SIRS school code for the username and **prac14** for the password (highlighted below).

The screenshot shows the OLNA login page. It features the School Curriculum and Standards Authority logo and the title 'Online Literacy and Numeracy Assessment'. There is a 'Requirements' section with a link to a requirements page. Below that is a 'Students' section with a 'You must not' list: use calculators, mobile phones, prepared notes, dictionaries or spell checkers; access other programs or websites during the test session; look at other students' screens; and disrupt other students taking the assessment. The login form is highlighted with a red box and contains a 'Login' button at the top. It has two input fields: the first is for the 'SIRS school code (e.g. 1234)' and the second is for the password 'prac 14'. Below the password field is a checkbox for 'I accept the Student agreement' and a 'Login' button at the bottom.

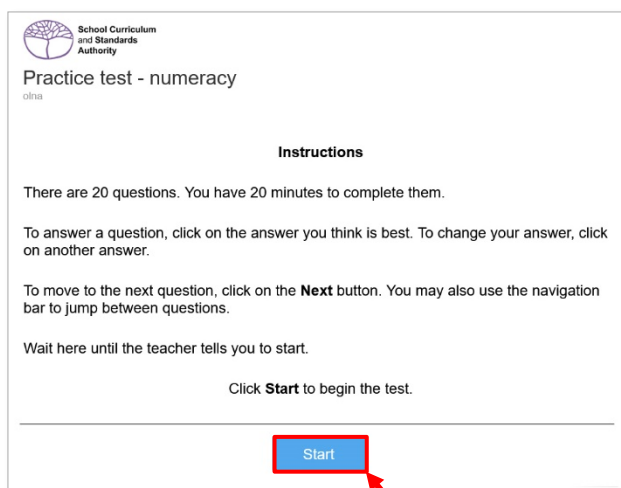
- To start the practice or example test for writing, reading or numeracy, students should click on the **Start** button next to the applicable component (highlighted below).



- After students have clicked on the **Start** button, a pop-up window appears asking for further confirmation. After verifying that the school's name is correct, students should click on the blue **Yes this is me** button (highlighted below) to continue. If the school's name is incorrect, students should click on the red **This is not me!** button (highlighted below). Note: the example below shows the user as OLNA; however, when students log in they will see their school's name in the pop-up window.



- Students should click on the **Start** button (highlighted below) to begin the practice or example test (e.g. numeracy).



5. Students should work through the questions. To move to the next question, students should click on the **Next** button (highlighted below) or the next question number (highlighted below).

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### Practice test - numeracy

olna

Themes Pause 0:00:11 / 0:20:00

5 of 20

**Question 5**

Question 6

Question 7

Question 8

Question 9

Question 10

Question 11

Question 12

Question 13

Question 14

Next

This map shows the locations of the local supermarket and post office.

Sarah is standing outside the supermarket at X.

In what directions should she walk along the streets to go to the post office?

- east and then south
- east and then north
- west and then south
- west and then north

Check Answer

6. To check if the answer they have selected for a question is correct, students should click on the **Check Answer** button (highlighted below). If the answer is correct, the line highlighting the answer will turn green with a tick (highlighted below). If the answer is incorrect, it will turn red with a cross.

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### Practice test - numeracy

olna

Themes Pause 0:01:00 / 0:20:00

13 of 20

Question 12

**Question 13**

Question 14

Question 15

Question 16

Question 17

Question 18

Question 19

Question 20

Confirmation

Next

John is building a house. His estimated costs are:

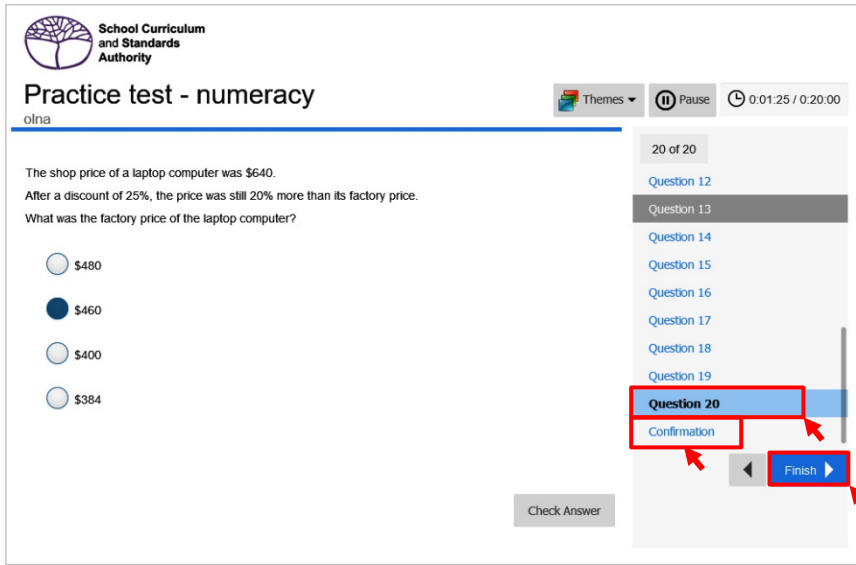
- block of land \$205 000
- house \$275 500
- planning fees \$4188

What is his estimated total cost, to the nearest \$1000?

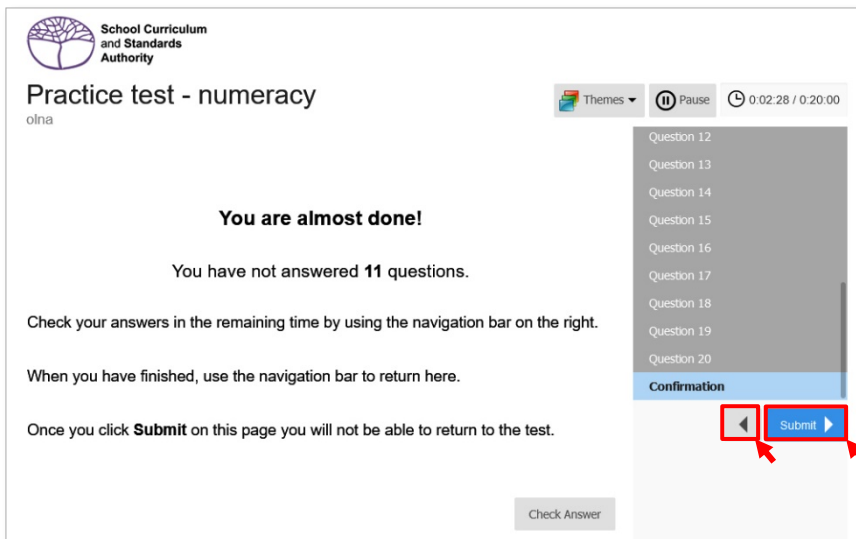
- \$481 000
- \$485 000
- \$490 000
- \$500 000

Check Answer

7. To submit the practice or example test, students should select the last question, i.e. **Question 20** (highlighted below) and then click on the **Finish** button (highlighted below). Alternatively, students can click on **Confirmation** (highlighted below).



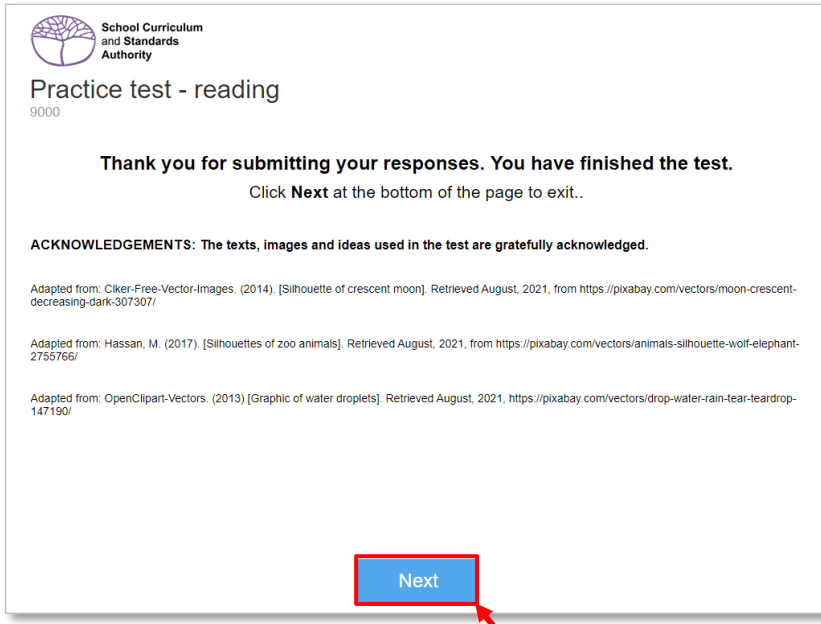
8. If questions have not been answered, the screen will indicate the number of questions that remain unanswered. Students have the option of either:
- returning to the practice or example test to complete the answers by clicking on an unanswered question or using the **Back** button (highlighted below); or
  - clicking on the **Submit** button (highlighted below) to submit the responses.





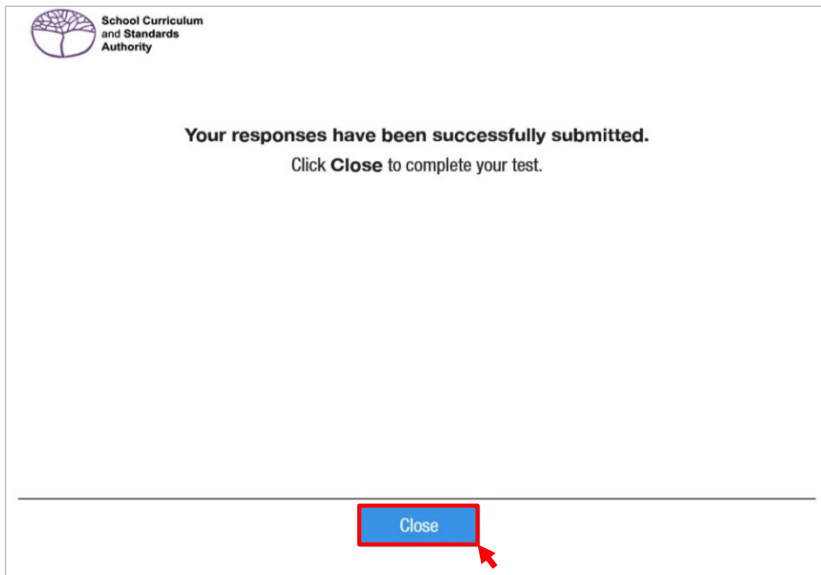
9. After submitting the responses, the acknowledgements page appears.

Students should click on the **Next** button (highlighted below).



10. After clicking the **Next** button, the close page appears.

Students should click on the **Close** button (highlighted below) to close the page.



11. The main page appears with the option to start another practice or example test.



12. Once finished, close the browser and shut down the device.

# Section 3: Conducting the OLNA

## Accessing the OLNA

Schools must ensure that computer login accounts and passwords are not set up to be shared by students when logging into computers. Each student must be logged in to a computer using a unique network username account and password. If students do log in using the same account credentials, their own results may not be captured by the OLNA test-delivery website as browsers may retain previous student credentials.

Schools should also ensure that students:

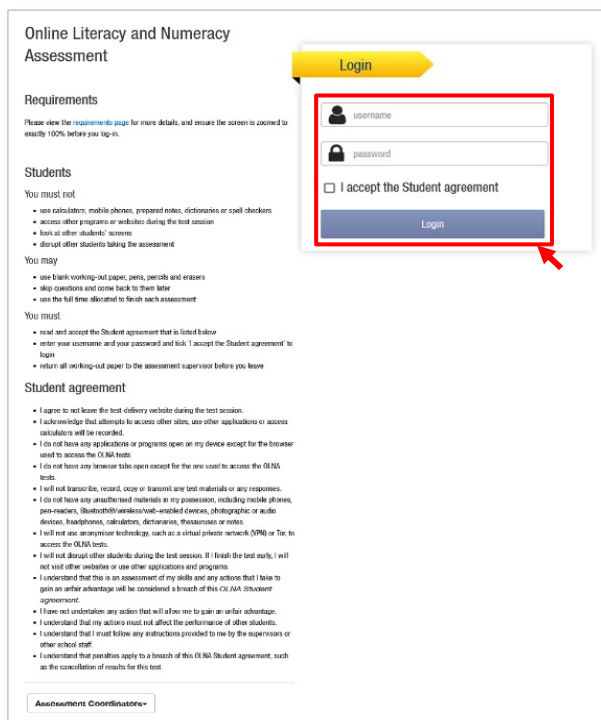
- have access to the internet
- are not locked out of their school user account
- know their current password.

Students enter their username and password for the component, as issued to them by the OLNA supervisor. The student username for all components is their WA student number. The student password is unique to the component.

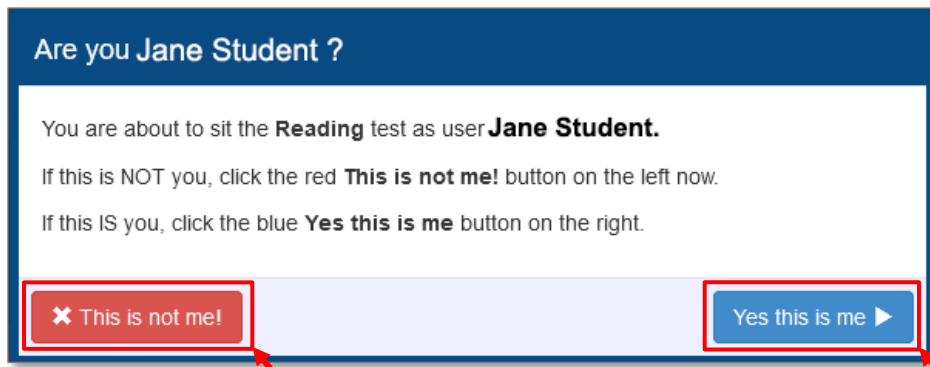
## Logging in to an OLNA test

Each student should:

1. Type <https://assess.scsa.wa.edu.au> into their browser and wait for the login screen to appear.
2. Enter their username and password for the scheduled test (highlighted below).
3. Read the information on the screen and click on the **I accept the Student agreement** check box (highlighted below).
4. Click on the **Login** button (highlighted below).



- After students have clicked on the **Login** button, a pop-up window appears asking for further confirmation. After verifying that their name is correct, students should click on the blue **Yes this is me** button (highlighted below) to continue. If their name is incorrect, students should click on the red **This is not me!** button (highlighted below).

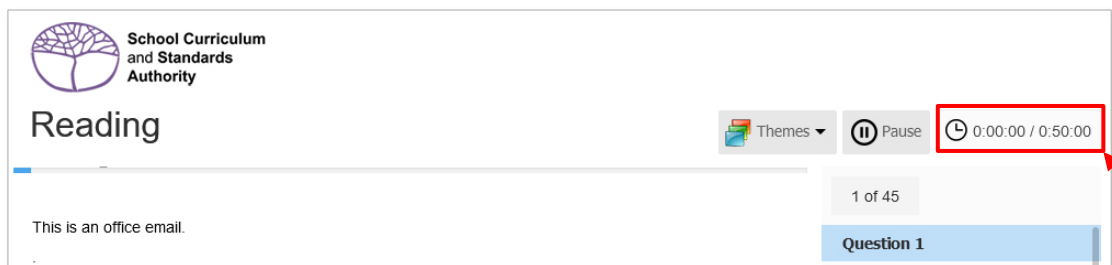


## Extra time, rest breaks and coloured backgrounds

Students who have had adjustments approved for extra time, rest breaks or coloured backgrounds, will have access to these adjustments when they log in to their test.

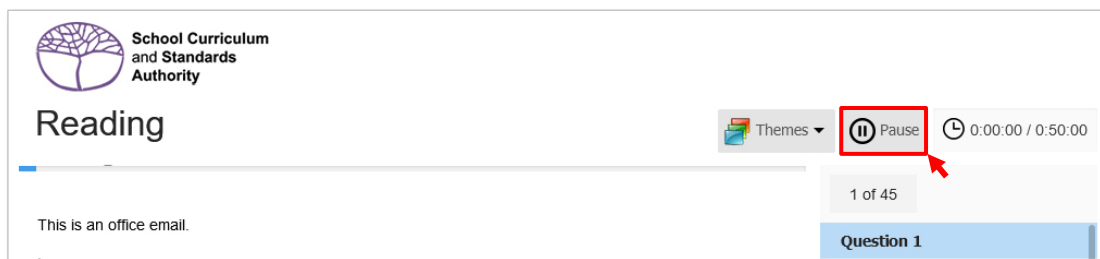
### Extra time

Where extra time has been approved for a student to undertake the OLN, the approved amount of time for that student will be added to the 50 minutes allowed to complete the OLN (highlighted below).

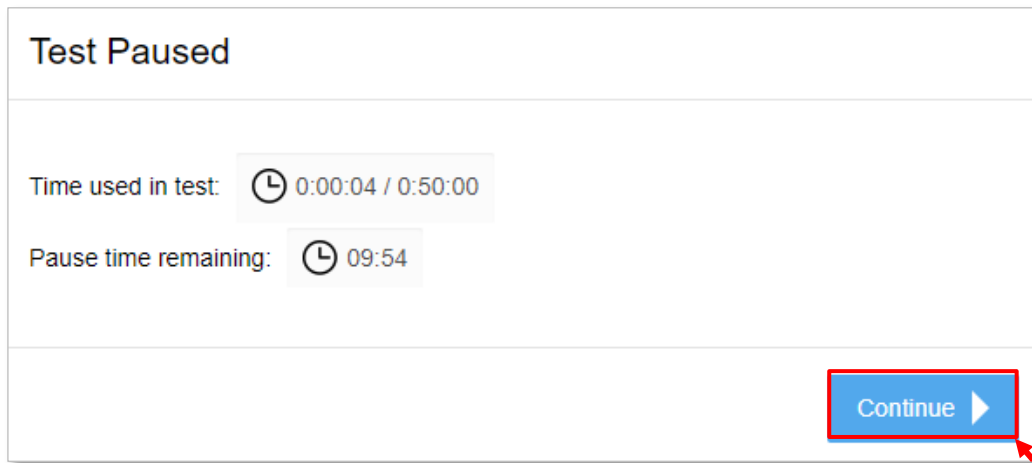


### Rest breaks

Where rest breaks have been approved for a student undertaking the OLN, the **Pause** button (highlighted below) appears when they start their test.



When the **Pause** button is used, the **Test Paused** pop-up window appears. It shows how much time the student has used in the test and how much pause time they have remaining. To return to the test, students should click on the **Continue** button (highlighted below).

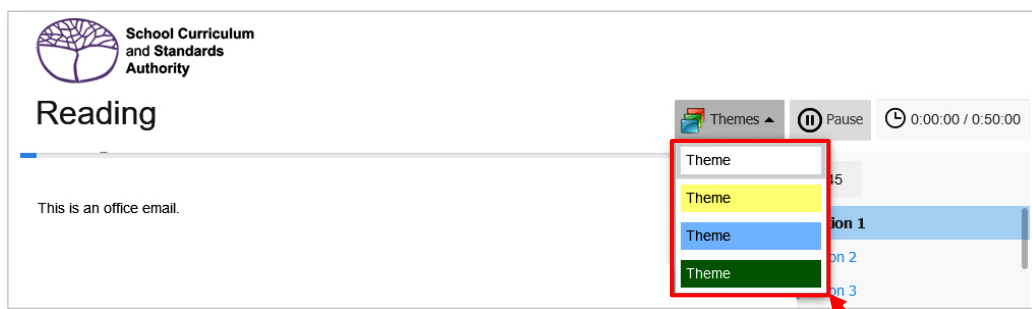


### Coloured background (themes)

Where a coloured background has been approved for a student to undertake the OLN, the **Themes** button (highlighted below) appears when they start their test.



When the **Themes** button is used, the coloured backgrounds (themes) appears in the drop-down menu (highlighted below).

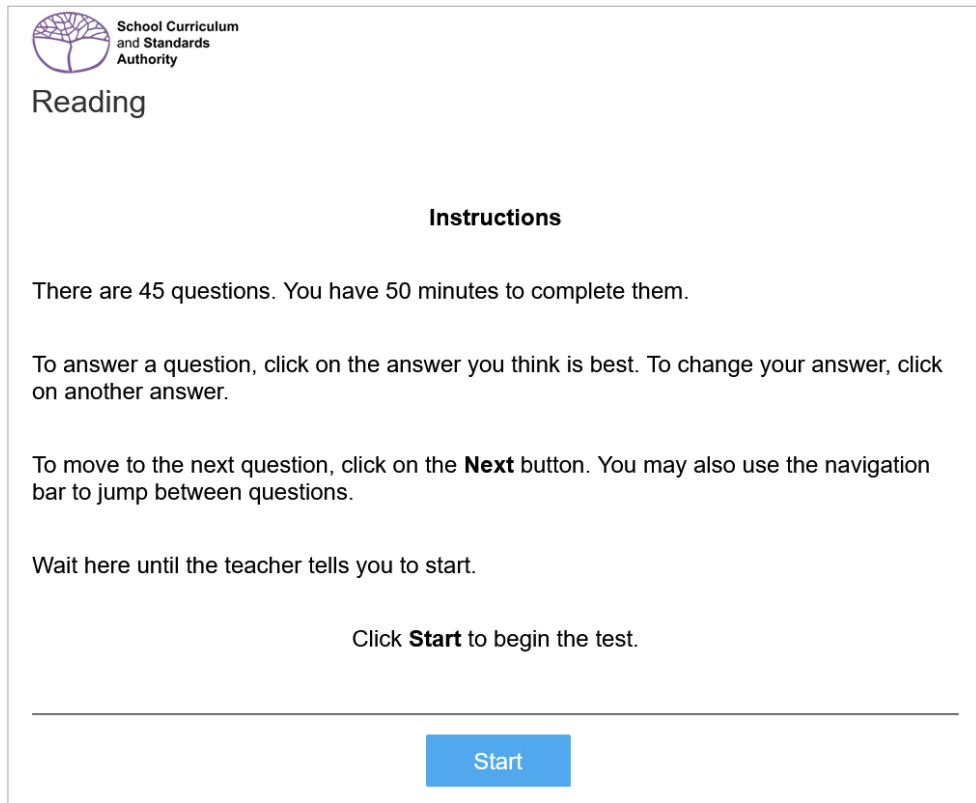


Clicking on a colour (theme) will change the background color. Themes may be turned on or off as required.

## Multiple-choice reading and numeracy tests

Once students have logged in using the login details specific to the component, the **Instructions** page appears. The example below is for the reading test; however, these steps apply to both the reading and numeracy tests.

Students should familiarise themselves with the features of the test by reading the **Instructions** page.



The screenshot shows the 'Reading' instructions page. At the top left is the School Curriculum and Standards Authority logo, which features a stylized tree. Below the logo is the text 'School Curriculum and Standards Authority'. The main heading is 'Reading'. The section is titled 'Instructions'. The text on the page reads: 'There are 45 questions. You have 50 minutes to complete them.' 'To answer a question, click on the answer you think is best. To change your answer, click on another answer.' 'To move to the next question, click on the **Next** button. You may also use the navigation bar to jump between questions.' 'Wait here until the teacher tells you to start.' 'Click **Start** to begin the test.' At the bottom of the page, there is a blue button with the word 'Start' written on it.

The image below provides an example of navigating through the multiple-choice questions in the reading and numeracy tests.

The screenshot shows a numeracy test interface from the School Curriculum and Standards Authority. The test is titled "Practice test - numeracy" and is on the "olna" platform. The main content area features a map of a street grid with a supermarket and a post office. A question asks for directions from the supermarket to the post office. The interface includes a timer (0:00:11 / 0:20:00), a question count (5 of 20), a list of questions (Question 5 to 14), and navigation buttons (Previous, Next). Red boxes and arrows highlight these elements with explanatory text.

Annotations and their descriptions:

- Shows the time taken/time allowed in the test.
- Shows the question count.
- Shows the question being answered.
- Click on the question number to go to that question.
- Click on the **Next** button to go to the next question.
- Click on the arrow to go to the previous question.
- Select one of the four responses.

### Completing the reading and numeracy tests

1. To begin the test, students should click on the **Start** button. The test will appear.
2. Students work through **Questions 1 to 45** by choosing and clicking on one of the responses provided, as appropriate.
3. To go to the next question, students should click on the **Next** button (highlighted below) or on the next question number (highlighted below).

The screenshot shows a reading test interface from the School Curriculum and Standards Authority. The test is titled "Reading" and is on the "olna" platform. The main content area features a table of contents from a car manual. A question asks for information about operating the clock. The interface includes a timer (0:01:13 / 0:50:00), a question count (1 of 45), a list of questions (Question 1 to 10), and a "Next" button. Red boxes and arrows highlight these elements.

Annotations and their descriptions:

- Click on the next question number (highlighted below).
- Click on the **Next** button (highlighted below) to go to the next question.

4. To finish and submit the test, students should select the final question, i.e. **Question 45** (highlighted below) and then click on the **Finish** button (highlighted below). Alternatively, students can click on **Confirmation** (highlighted below).

The screenshot shows the 'Reading' section of a test. At the top left is the 'School Curriculum and Standards Authority' logo. The page title is 'Reading'. A timer shows '0:01:36 / 0:50:00'. On the right, a list of questions from 37 to 45 is shown, with 'Question 45' highlighted in blue. Below the list are buttons for 'Confirmation' and 'Finish'. The main content area contains a letter from Alex Jones, HR manager, to Mr. Hunt regarding a job application. Below the letter is a question: 'What is the purpose of this sentence from the text?' followed by four radio button options.

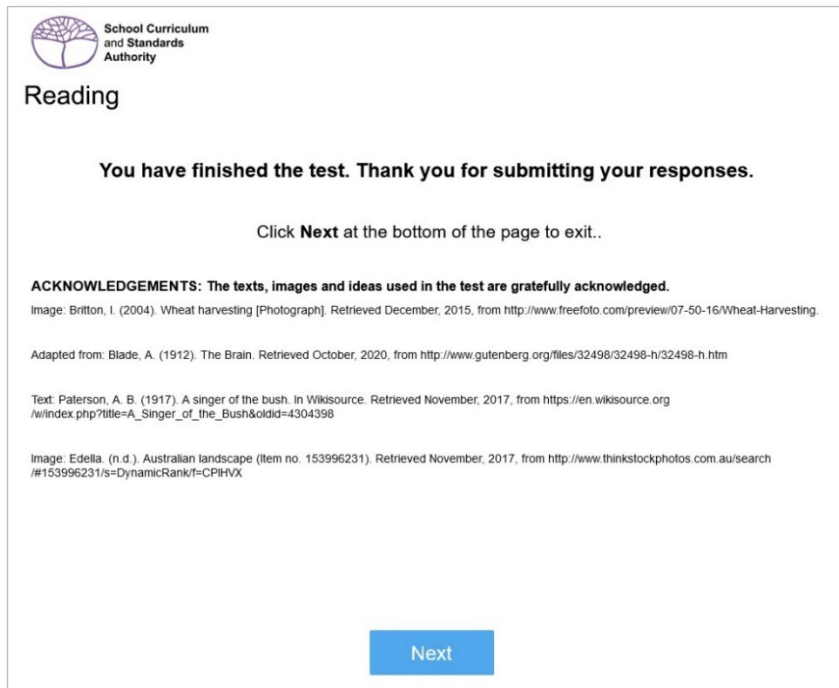
Note: it is not mandatory for students to record answers to all 45 questions to finish the test.

5. The confirmation page will indicate the number of questions that remain unanswered. Students have the option of either:
- returning to the test to complete the answers by clicking on an unanswered question(s) or using the **Back** button ◀ (highlighted below); or
  - clicking on the **Submit** button (highlighted below) to submit the responses.

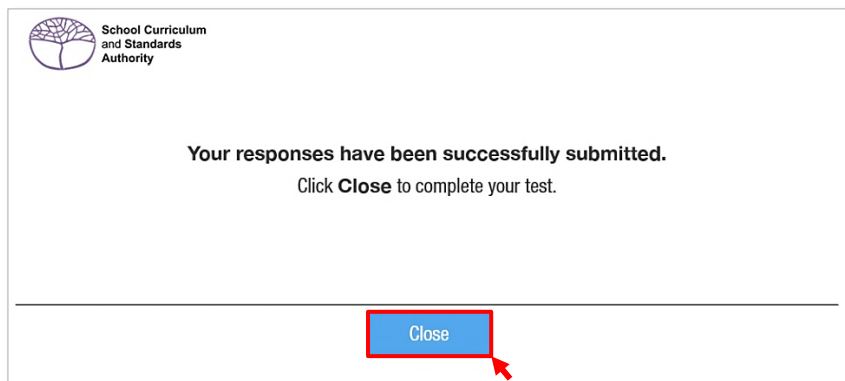
The screenshot shows the 'Confirmation' page. At the top left is the 'School Curriculum and Standards Authority' logo. The page title is 'Reading'. A timer shows '0:01:18 / 0:50:00'. The main content area displays 'You are almost finished!' and 'You have not answered 45 of the questions.' Below this is a message: 'Check your answers in the remaining time by using the navigation bar on the right. When you have finished, use the navigation bar to return here. Once you click **Submit** on this page you will not be able to return to the test.' On the right, a list of questions from 37 to 45 is shown, with 'Confirmation' highlighted in blue. Below the list are buttons for 'Back' (◀) and 'Submit' (▶), both highlighted with red boxes and arrows.



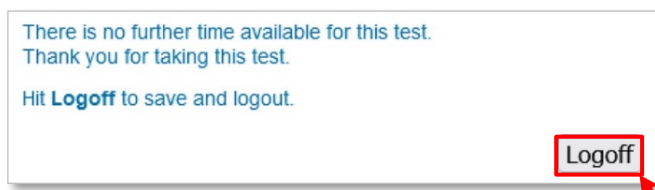
- When students click on the **Submit** button to submit their responses, the **Acknowledgements** page appears.



- When students click on the **Next** button, the close page appears. Students should click on the **Close** button (highlighted below) to close the page.



- If students do not complete a test within the allotted time, they will receive a message advising that they have run out of time and cannot continue. Any responses they have provided to that point will be automatically saved.
- Students should click on the **Logoff** button (highlighted below), close the browser and shut down the device.

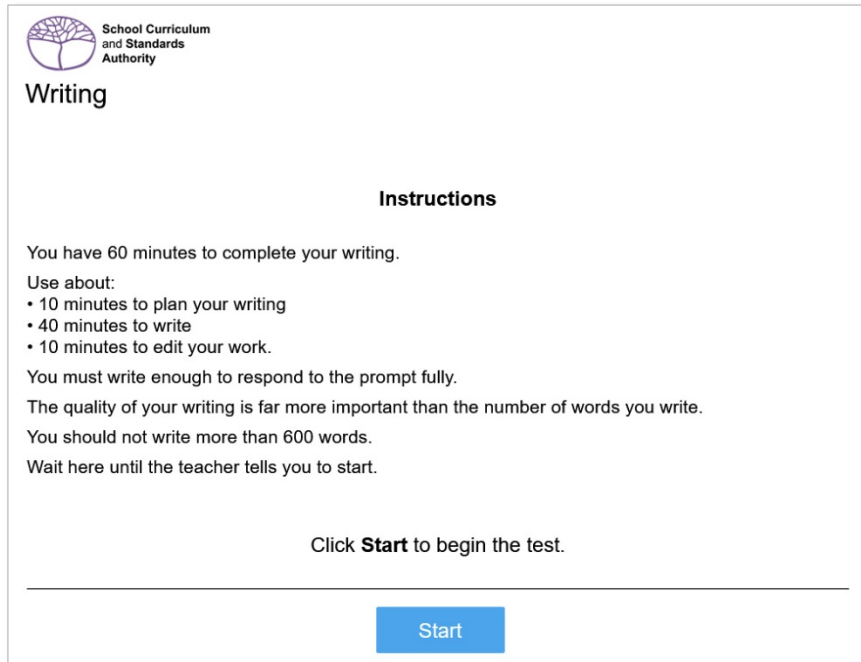


- The supervisor should collect all notes and working/planning papers from students before they leave the test room.

## Writing test

Once students have logged in using the login details specific to the writing component, the **Instructions** page appears.

Students should familiarise themselves with the features of the test by reading the **Instructions** page.



The screenshot shows the 'Writing' section of the test interface. At the top left is the School Curriculum and Standards Authority logo. Below it, the word 'Writing' is displayed. The main heading is 'Instructions'. The text provides the following details: 'You have 60 minutes to complete your writing.', 'Use about:' followed by a list: '• 10 minutes to plan your writing', '• 40 minutes to write', and '• 10 minutes to edit your work.' It also states: 'You must write enough to respond to the prompt fully.', 'The quality of your writing is far more important than the number of words you write.', 'You should not write more than 600 words.', and 'Wait here until the teacher tells you to start.' At the bottom, there is a blue 'Start' button and the instruction 'Click **Start** to begin the test.'

### Features of the writing test

#### Word counter

Students may write up to 600 words in the writing test. A word counter enables students to monitor their progress. The 600-word limit is a 'soft limit' which means it is possible to write more than 600 words. The word limit and text area border will display in red once the limit is exceeded (highlighted below). Students should reduce the number of words in their response, so it falls within the 600-word limit.

#### Rich text functions

Students have access to the bold, italics or underline functions via the buttons above the text box (highlighted below). To copy, cut and paste sections of their work, students can highlight their text and then use standard keyboard shortcuts for PC/Mac, or the edit menu in the browser, to edit their response.



The screenshot shows the top toolbar of the writing test interface. The 'B' (bold), 'I' (italics), and 'U' (underline) buttons are highlighted with a red box. To the right, the word counter shows '5/600 Words' and 'Time Left: 0hr 51m 21s', both also highlighted with a red box. Below the toolbar is a text area with the placeholder text 'Students write their texts here..'.

## Completing the writing test

1. To begin the writing test, students should click on the **Start** button. The test will appear.
2. Students should read the prompt, then begin typing their response in the text box. The features of the writing test can be used throughout their response, at the students' discretion.
3. To finish and submit the writing test, students should click on the **Finish** button (highlighted below).

The screenshot shows a writing test interface. At the top left is the School Curriculum and Standards Authority logo. The title 'Writing' is displayed. A timer in the top right corner shows '0:09:47 / 1:00:00'. The main content area features a vintage television set image with the title 'Television' below it. The prompt asks for an opinion on whether watching television has negative effects. Below the prompt are instructions to write to persuade, a 60-minute time limit, and a list of marking criteria. A rich text editor toolbar is visible, showing various text formatting options. At the bottom, there are 'Save' and 'Finish' buttons. A red box highlights the 'Finish' button.

Shows the time taken/time allowed in the test.

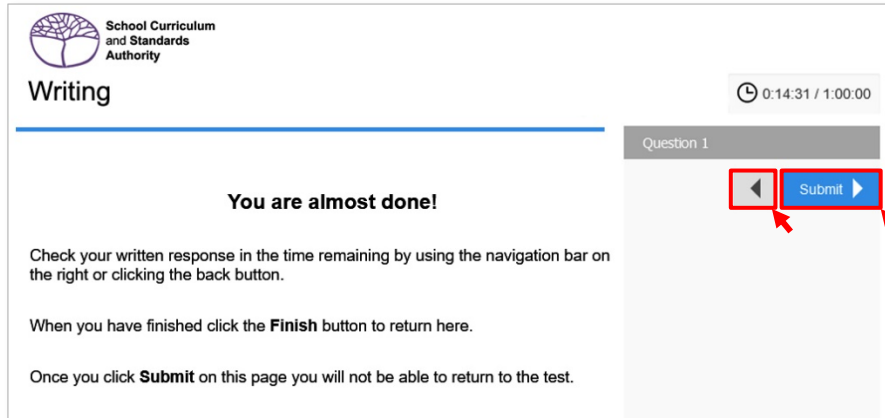
Shows the word count against the word limit.

The time left shows the time remaining in the test.

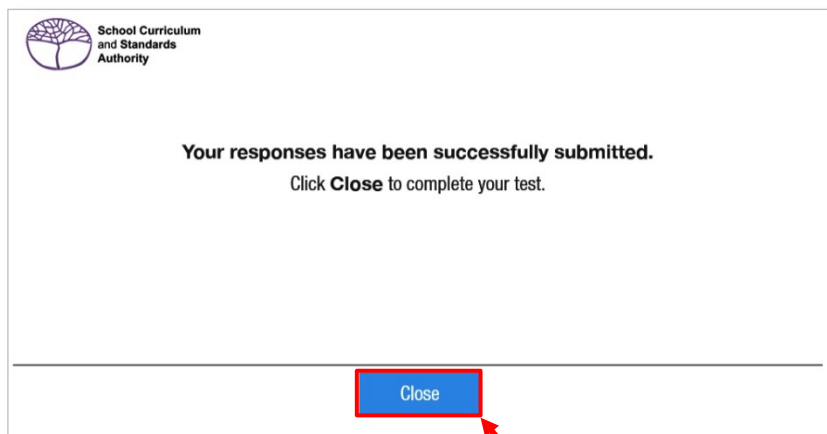
Shows the standard text tools available on the toolbar.

Click on the **Finish** button when you have finished your response.

4. On the confirmation page, students have the option of either:
- returning to the test to edit their answers by clicking on the **Back** button ◀ (highlighted below); or
  - clicking on the **Submit** button (highlighted below) to submit their response.

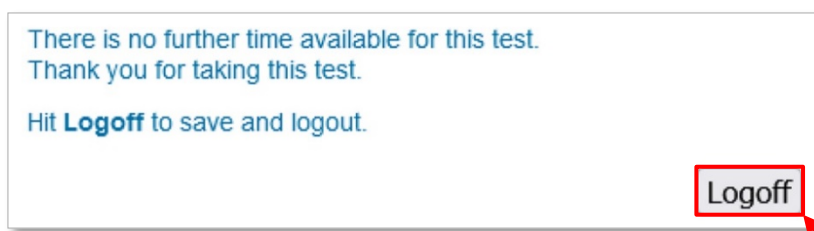


5. When students click on the **Submit** button to submit their response, the close page appears. Students should click on the **Close** button (highlighted below) to close the page.



6. If students do not complete a test within the allotted time, they will receive a message advising that they have run out of time and cannot continue. The response they have provided to that point will be automatically saved.

Students should click on the **Logoff** button (highlighted below), close the browser and shut down the device.



7. The supervisor should collect all notes or working/planning papers from students before they leave the test room.

## Section 4: Solutions to issues and frequently asked questions

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### Bandwidth and connectivity issues

School internet connection issues have previously impacted the loading of test images, rendering of response options and submission of test responses in the OLNA. In most cases, this occurred when too many students were using the internet while the testing was taking place. Some possible solutions to bandwidth and connectivity issues are provided below.

#### Minimise other internet use

- Ensuring that bandwidth is not utilised by other classes or students' private wireless devices during testing will assist in minimising potential connectivity issues during the OLNA test sessions.
- Schools may be able to temporarily block streaming services during the OLNA testing by modifying their proxy/firewall settings. Most public schools can block streaming services through their school's Fortigate®.

#### Perform a load test to maximise the number of students able to sit the OLNA simultaneously

- Schools that plan to use wireless networks should perform load testing with the practice test to gauge the capacity of their network and determine the maximum number of students who can be assigned to each test session. Schools should consider smaller test sessions if wireless networks are known to have capacity issues.

#### Allow a maximum of 20 devices per WAP

- The Department recommends public schools limit the maximum number of devices connected to a single WAP for mission critical periods, such as the OLNA, to 20 devices per session. Schools with high density WAP may be able to connect more devices.
- Non-government schools planning to use wireless internet during the OLNA must determine the maximum number of devices that can be logged into a WAP simultaneously before signal degradation occurs. This can be done using the practice or example test.

#### Staggering student logins

- Connectivity issues can also be mitigated by staggering student logins at the start of the test session (e.g. 10 students log in first, another 10 students log in after the first group of students have successfully logged in etc.). This practice does not reduce the time available for test completion as the timer counts down when students click on the **Start** button.

Schools that do not manage their available bandwidth may encounter problems with tests not loading correctly, or errors with response submissions. The OLNA Helpdesk may not always be able to resolve these issues and in such cases the student must sit the test again, or submit the test as is with incomplete responses.

## Login box not displaying

The login box not displaying could be a compatibility issue. Help in addressing this issue is available in FAQ 5 in the practice test/requirements table on page 28.

## Problems accessing an OLNA test

Students should use the URL: <https://assess.scsa.wa.edu.au> to log in to the OLNA.

If you cannot access the test or login page, perform the following steps:

1. Double-check the URL is correct.
2. Verify internet connectivity by browsing to Google® and performing a search to ensure you are not seeing a cached/offline version of the page:
  - if the internet is not working, follow up with the school's IT coordinator
  - if the internet is working, try the test URL again.
3. If the URL still does not work, wait 30 seconds and try again.
4. If you are still having problems accessing the OLNA test, contact the OLNA Helpdesk on 9273 6726 or at [olna@scsa.wa.edu.au](mailto:olna@scsa.wa.edu.au).

## Computer crashing/freezing

If the computer is crashing/freezing and you have to force the computer to shut down (**Ctrl + Alt + Del**), perform the following steps:

1. Log in to the computer again.
2. Restart the test with the same student credentials.

## Problems with test questions

If a test question does not seem to be working correctly, such as not displaying an image properly or the item freezes, perform the following steps:

1. Refresh the page using the refresh button on the browser or by clicking **F5** if using Windows or **Command + R** if using a Mac – this should fix most problems. If the item does not refresh (reload the content displayed on the screen), click on the address bar and press **Enter** to reload the page.
2. If the problem has not been fixed, try closing the browser completely and reopening it.
3. If the problem persists, try clearing the browser cache. The steps to do so will vary based on the browser and device.
4. If you are still having problems with the test questions, try restarting the device or use another device.

Note: for the writing test, immediately contact the OLNA Helpdesk on 9273 6726.

## Script warning appears

If a **Warning: Unresponsive script** message appears on the screen, perform the following steps:

1. Click on the **Don't ask me again** check box.
2. Click on the **Stop script** button. The test will resume.

## Item freezing/keyboard not working on iPad (or other tablets)

When using the on-screen keyboard on some versions of the iPad, the input field may lose focus and it appears as though the student cannot type and that the item is not responding, despite the cursor/caret still being visible. To refocus the input field, perform the following steps:

1. Try tapping/pressing the input field to refocus.
2. Try hiding/closing the on-screen keyboard and then reopening it.

## Retry pop-up window appears (reading and numeracy only)

The test system will attempt to save the test every minute and each time the **Next** button is clicked. If the page is unable to connect to the server, the **Retry** pop-up window appears. To save the test, perform the following steps:

1. Wait 10 seconds and click on the **Retry** button.
2. If the issue is not resolved after one minute, close the browser and restart the test, or use another device. The test will either resume from the previously attempted question or, if the student has spent more than one minute on the question, it will resume to within one minute of when the **Retry** pop-up window appeared.

## Retry pop-up window appears (writing only)

The test system will attempt to save the test every minute. If, at the end of the test period, the test cannot be saved:

1. Wait 10 seconds and click on the **Retry** button.
2. If the issue is not resolved after one minute, contact the OLNA Helpdesk on 9273 6726. The OLNA Helpdesk officer will be able to confirm whether the student's response has been saved.
3. If the student's response was not saved, under the direction of the OLNA Helpdesk officer, schools may be asked to take a screenshot of the student's work to email to [olna@scsa.wa.edu.au](mailto:olna@scsa.wa.edu.au).
4. Schools may then wish to close the browser and restart the test, or use another device. As students' responses are saved every minute, the test is designed to resume to within one minute before the error.

## Frequently asked questions

The table below includes some frequently asked questions (FAQs) and actions that may help resolve issues relating to the OLNAs. Check the list and take necessary action(s) and then, if needed, contact the OLNAs Helpdesk on 9273 6726 or at [olna@scsa.wa.edu.au](mailto:olna@scsa.wa.edu.au) for assistance.

### Enrolment planning for test

No	FAQ	Action
1	How do I make a change to a student's registration?	Contact the OLNAs Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a> .
2	How do I get a password for a student sitting a test?	Principals or OLNAs coordinators will forward student passwords to OLNAs supervisors on the day of the test session. For details, see the <i>OLNAs Handbook 2022</i> .
3	How do I register a student for sickness/misadventure?	If a student becomes ill, experiences difficulties or other issues which prevent them from completing the test, contact the OLNAs Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a> using the subject title 'SchoolCode_ Reschedule' to reset the test for another test session within the test window.
4	Can a student sit the tests at home?	No.
5	A student was absent on the day of the scheduled test session, but still wants to sit. How can this be arranged?	A student can be rescheduled to sit a test on any day within the OLNAs testing window. Note: a student can sit the writing test only in the days of the testing window allocated to writing.
6	What is the address of the OLNAs Dashboard?	The OLNAs Dashboard URL is <a href="https://assess.scsa.wa.edu.au/admin">https://assess.scsa.wa.edu.au/admin</a> . The OLNAs Dashboard enables schools to request adjustments and record participation status (such as abandonment) and test incidents. Test incidents requiring immediate assistance should be directed to the OLNAs Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a> .



## Practice test/requirements

No	FAQ/Issue	Action
1	What is the OLNA test-delivery website address for the system and browser compatibility requirements check?	<a href="https://assess.scsa.wa.edu.au/requirements">https://assess.scsa.wa.edu.au/requirements</a>
2	What is the website address to find information about my system and browser?	Copy <a href="https://aboutmybrowser.com">https://aboutmybrowser.com</a> into your browser.
3	A practice/example test (for an OLNA component) does not load after clicking on the <b>Start</b> button. All minimum system requirements are met.	<ul style="list-style-type: none"> <li>i. Click refresh.</li> <li>ii. Check if JavaScript is enabled.</li> <li>iii. Is the problem unique to this device or are others affected?</li> <li>iv. Try another device or a different browser on the same device.</li> <li>v. Check with the school's IT support person to ensure the device(s) meets the minimum system requirements as outlined in Section 1 of this guide.</li> <li>vi. Should the problem(s) continue, contact the OLNA Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a>.</li> </ul>
4	Do I have to run the practice test on every device to be used for the tests?	<ul style="list-style-type: none"> <li>i. No, if all devices to be used have been imaged identically.</li> <li>ii. Any device with a unique image should be tested using the practice test.</li> </ul>
5	A practice/example test does not load unless I refresh the web page several times (or the time to load the web page exceeds a reasonable amount of time).	<ul style="list-style-type: none"> <li>i. Check if JavaScript is enabled.</li> <li>ii. Is the problem unique to this device or are others affected?</li> <li>iii. Try another device or a different browser on the same device.</li> <li>iv. Check with school's IT support person to ensure the device(s) meets the minimum system requirements as outlined in Section 1 of this guide.</li> <li>v. Should the problem(s) continue, contact the OLNA Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a>.</li> </ul>

## Technical issues with test

No	FAQ/Issue	Action
1	A student can't log in.	<ul style="list-style-type: none"> <li>i. Check the student is using the password from the OLNA login sheet.</li> <li>ii. Check the OLNA login sheet is for the current test.</li> <li>iii. Check the student does not have Caps/Num lock on.</li> <li>iv. Check the student is on the correct website.</li> <li>v. Check the test is available as per the testing window dates.</li> <li>vi. Should the problem continue, contact the OLNA Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a>.</li> </ul>
2	A student's password has expired.	<p>Check whether the student has already completed the test.</p> <p>If the student has not completed the test, contact the OLNA Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a>.</p>
3	An error message indicates there is a problem with Flash®/browser/JavaScript/screen resolution.	<ul style="list-style-type: none"> <li>i. Has the practice test been completed on this device? Did any of these messages appear at that time?</li> <li>ii. Is the problem unique to this device or are others affected?</li> <li>iii. Try another device or a different browser on the same device.</li> <li>iv. Check with the school's IT support person to ensure the device(s) meets the minimum system requirements, as outlined in Section 1 of this guide.</li> <li>v. Should the problem(s) continue, contact the OLNA Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a>.</li> </ul>
4	A student can access the OLNA test-delivery website, but can't log in.	<ul style="list-style-type: none"> <li>i. Check that the student has entered the correct username and password specific to that test.</li> <li>ii. Try another device or different browser on the same device.</li> <li>iii. Try to log in using the practice test login details.</li> <li>iv. If the practice test cannot be accessed on this device, check with school's IT support person to ensure the device(s) meets the minimum system requirements as outlined in Section 1 of this guide.</li> <li>v. Should the problem(s) continue, contact the OLNA Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a>.</li> </ul>
5	The practice test appears when a student logs in.	<p>The practice test only loads when the four-digit SIRS school code and password <b>prac14</b> is used.</p> <p>To access the scheduled test, students should log in using the username and password specific to the scheduled test.</p>

No	FAQ/Issue	Action
6	A student's computer/device crashed during an OLNA test.	<ol style="list-style-type: none"> <li>i. If the student is completing the writing test, contact the OLNA Helpdesk immediately.</li> <li>ii. For reading and numeracy, the student can log in again. The student can use the same or a different device. Note: <ul style="list-style-type: none"> <li>• the test is designed to resume to within one minute of where it stopped.</li> <li>• the number of questions answered and time remaining will automatically be restored.</li> </ul> </li> <li>iii. If the error message <b>Sorry the test is no longer active</b> appears, or the student is unable to log in again, contact the OLNA Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a>.</li> </ol>
7	The internet connection is down.	Talk to the school's IT support person about reconnection; reschedule the test session when the internet becomes available. If students will be prevented from sitting the writing test within the writing test window, contact the OLNA Helpdesk on 9273 6726.
8	The OLNA test URL is not working.	<ol style="list-style-type: none"> <li>i. Check you have entered the correct URL: <a href="https://assess.scsa.wa.edu.au">https://assess.scsa.wa.edu.au</a>.</li> <li>ii. Check if the URL will work on another device.</li> <li>iii. When the practice test was conducted, were there any internet connection issues?</li> <li>iv. Check the internet connection by trying other secure URLs, e.g. <a href="https://anz.com.au">https://anz.com.au</a>.</li> <li>v. Should the problem(s) continue, contact the OLNA Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a>.</li> </ol>
9	An error message: <b>There was a problem saving your answer</b> appears.	<ol style="list-style-type: none"> <li>i. After 10 seconds, click <b>Retry</b>.</li> <li>ii. If a student is completing the writing test, contact the OLNA Helpdesk immediately.</li> <li>iii. For reading and numeracy, if clicking <b>Retry</b> does not work, close the browser and try another device or a different browser on the same device and attempt to resume the test. The test is designed to resume to within one minute of where the student was up to.</li> <li>iv. If you are unable to resume after loading the test site, contact the OLNA Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a>.</li> </ol>
10	A student is part way through an OLNA test and the page is 'hanging' or 'freezes'.	<ol style="list-style-type: none"> <li>i. If a student is completing the writing test, contact the OLNA Helpdesk immediately.</li> <li>ii. For reading and numeracy, attempt to log out, or close the browser.</li> <li>iii. Restart the device and log in again. The OLNA test is designed to resume to within one minute of where the student was up to.</li> <li>iv. Try another device or a different browser on the same device and attempt to resume the test.</li> </ol>

No	FAQ/Issue	Action
		v. If you are unable to resume the test after loading the test-delivery website, contact the OLNA Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a> .
11	A question is not displaying (rendering) correctly on-screen.	<ul style="list-style-type: none"> <li>i. Are students using a supported browser?</li> <li>ii. Are there currently any internet connectivity issues?</li> <li>iii. Is the student(s) using a Roaming User Profile?<sup>1</sup> If yes, try clearing the browser cache. See <a href="http://www.refreshyourcache.com">Refresh Your Cache (www.refreshyourcache.com)</a> for details.</li> <li>iv. Try another device or a different browser on the same device.</li> <li>v. Should the problem continue, contact the OLNA Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a>.</li> </ul>
13	A student's writing disappeared or was accidentally deleted.	<ul style="list-style-type: none"> <li>i. Press <b>Ctrl</b> (or <b>Command</b>) + <b>Z</b>. This may need to be attempted multiple times until the student's writing appears.</li> <li>ii. If you are unable to get the student's writing response to appear, then call the OLNA Helpdesk on 9273 6726 immediately.</li> </ul>

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<sup>1</sup> **Roaming user profile** enables users to log in to any computer connected to the same network and access their documents and desktop settings, such as applications remembering toolbar positions and preferences, or the desktop appearance staying the same. [http://msdn.microsoft.com/en-us/library/windows/desktop/bb776897\(v=vs.85\).aspx](http://msdn.microsoft.com/en-us/library/windows/desktop/bb776897(v=vs.85).aspx)



