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# Chapter 2. Passwords, Access, and Logon

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CALIFORNIA  
Assessment of Student Performance and Progress

## Test Operations Management System Pre-Administration Guide for CAASPP Testing

- ◆ Adding and Managing Users ◆ Passwords, Access,  
and Logon ◆ Test Administration Setup ◆
- ◆ Student Test Assignment ◆ Student Test Settings ◆  
◆ Score Status ◆ Uploads ◆ Reports ◆

Smarter Balanced Summative and Interim  
Assessments

California Science Test

California Alternate Assessment

California Spanish Assessment



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California Assessment of  
Student Performance and Progress



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## Accessing California Assessment of Student Performance and Progress (CAASPP) Systems



### Resources in This Section:

- California Assessment of Student Performance and Progress (CAASPP) Portal website—<http://www.caaspp.org/>
- CAASPP Forms web page—<http://www.caaspp.org/administration/forms/>
- CAASPP User Roles in the Test Operations Management System (TOMS) web page—<http://www.caaspp.org/administration/toms/toms-users.html>



**Warning:** Neither primary local educational agency (LEA) CAASPP coordinators nor secondary LEA CAASPP coordinators can log on to TOMS until the California Technical Assistance Center (CaTAC) has received the signed *Superintendent's Designation of LEA CAASPP Coordinator* form (from the superintendent or charter school administrator) and the electronically signed *2018–19 CAASPP Test Security Agreement for LEA CAASPP Coordinators and CAASPP Test Site Coordinators* from the primary LEA CAASPP coordinator (and the secondary LEA CAASPP coordinator, if needed). These forms can be accessed on the CAASPP [Forms](#) web page.

### User Roles Assigned in TOMS

- LEA CAASPP Coordinator
- Test Site Coordinator
- Test Administrator
- Test Examiner
- Test Administrator & Test Examiner
- IA Administrator Only
- Educator – District
- Educator – Test Site
- Educator – Roster

All primary LEA CAASPP coordinators will receive an email from CA-Assessments@ets.org with a link to a secure website to create a password, but only if CaTAC has received the CAASPP designation form signed electronically by the superintendent and the security form signed by the LEA CAASPP coordinator. Secondary LEA CAASPP coordinators will receive an email from CA-Assessments@ets.org with a secure link after their primary LEA CAASPP coordinator has received his or hers. All other users receive user assignments from either their LEA CAASPP coordinator or CAASPP test site coordinator.

Users accessing the following applications will use the instructions in this chapter to create or renew passwords and then to log on to CAASPP assessment systems:

- Test Operations Management System (TOMS)
- Test Administrator Interface
- Interim Assessment Hand Scoring System
- Online Reporting System
- Completion Status Reports, Roster Management, and Appeals
- Security and Test Administration Incident Reporting System

Note that the system(s) to which you have access depends on your assigned user role. The user roles listed on the previous page are described on the CAASPP [User Roles in TOMS](#) web page.

## Two-Step Authentication

The CAASPP Assessment System logon process provides an additional level of security through a process called two-step authentication. It requires that a user enter an emailed code when TOMS does not recognize the user's browser. You will be required to enter the code once per browser and device, although if the browser's cache has been cleared recently, you will be required to reauthenticate.

Note the following about the two-step authentication process:

- 1 Logging on to TOMS for the first time will trigger a second page to be loaded that asks for a verification code.
- 1 An email with a six-digit verification code is generated and sent to the user's email address.
- 1 The code must be retrieved and entered within 15 minutes. If it is not, request a new code by logging on again.
- 1 Logging on using a different browser or device—for example, if a user logged on first using Firefox but is now using Chrome, or first on a desktop computer but now on a Chromebook—will prompt the user to be redirected to the second verification page again.
- 1 Deleting specific browser history/cache and cookies requires reauthentication.
- 1 Having multiple instances of TOMS open on separate browsers or devices is not affected by the implementation of this new process.

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## General Steps to Log On

1. Use an internet browser to go to the [CAASPP Portal](#) and select the button representing the system you wish to access. Systems accessible using this username and password are circled in Figure 6. Note that the [STAIRS], [Practice & Training Tests], and [Smarter Balanced Interim Assessments] buttons are linked to caaspp.org web pages that offer more options.



Figure 6. Buttons on caaspp.org

2. The *Logon* web form, shown in Figure 7, appears.

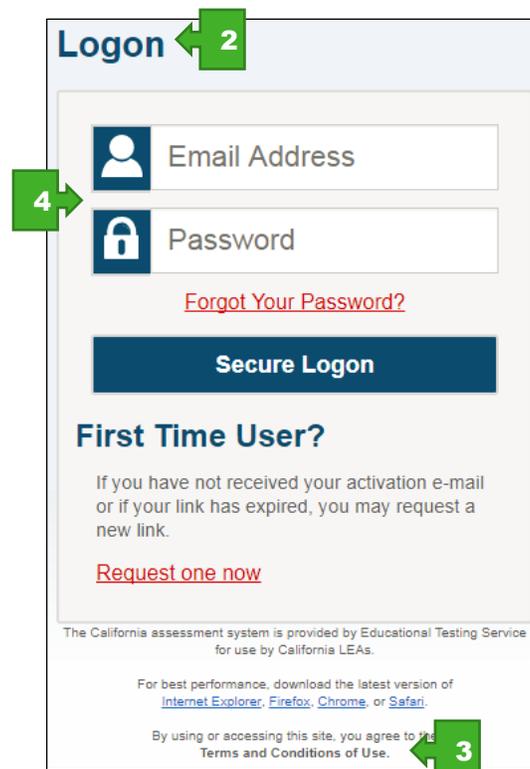
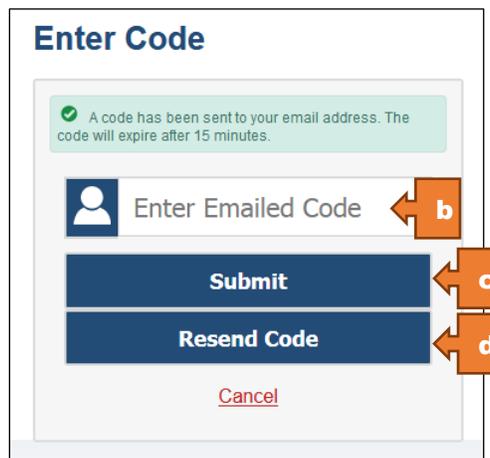


Figure 7. *Logon* web form

3. By using or accessing this site you agree to the terms and conditions of use. Select the [Terms and Conditions of Use] link to read the full text.
4. Enter your username—which is your email address—in the username field next to the [Email Address] person [person icon] and your password in the *Password* field next to the

[**Password**] lock [] icon in the *Logon* web form, and then select the [**Secure Logon**] button. Note that the username and password are case sensitive.

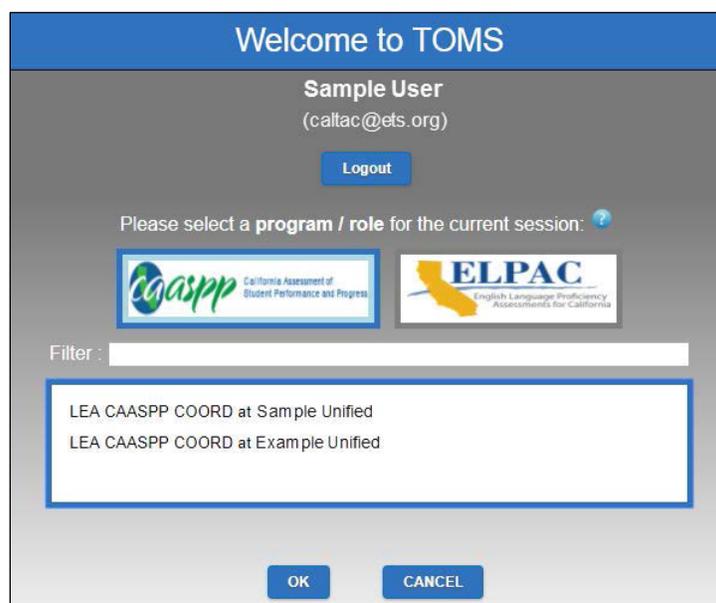
- All users should follow the process to request a new temporary password if the one you were sent has expired. This process is described in the subsection “[Existing Users—Resetting a Password](#).”
5. If this is the first time you are logging on to TOMS using a particular web browser or device, the *Enter Code* web form appears (see Figure 8). *This form appears the first time a particular web browser/device combination is used for logon.*



**Figure 8. *Enter Code* web form**

- Retrieve the code included in the system email that was sent.
  - Enter the code in the *Enter Emailed Code* field. This step must be taken within 15 minutes of the email’s receipt. If it is not taken within 15 minutes, skip to step d.
  - Select the [**Submit**] button to enter TOMS.
  - If the code expired, select the [**Resend Code**] button for a new code and repeat these steps to enter the new code.
6. When you log on to TOMS, you will proceed first to the *Welcome to TOMS* screen, shown in Figure 9.

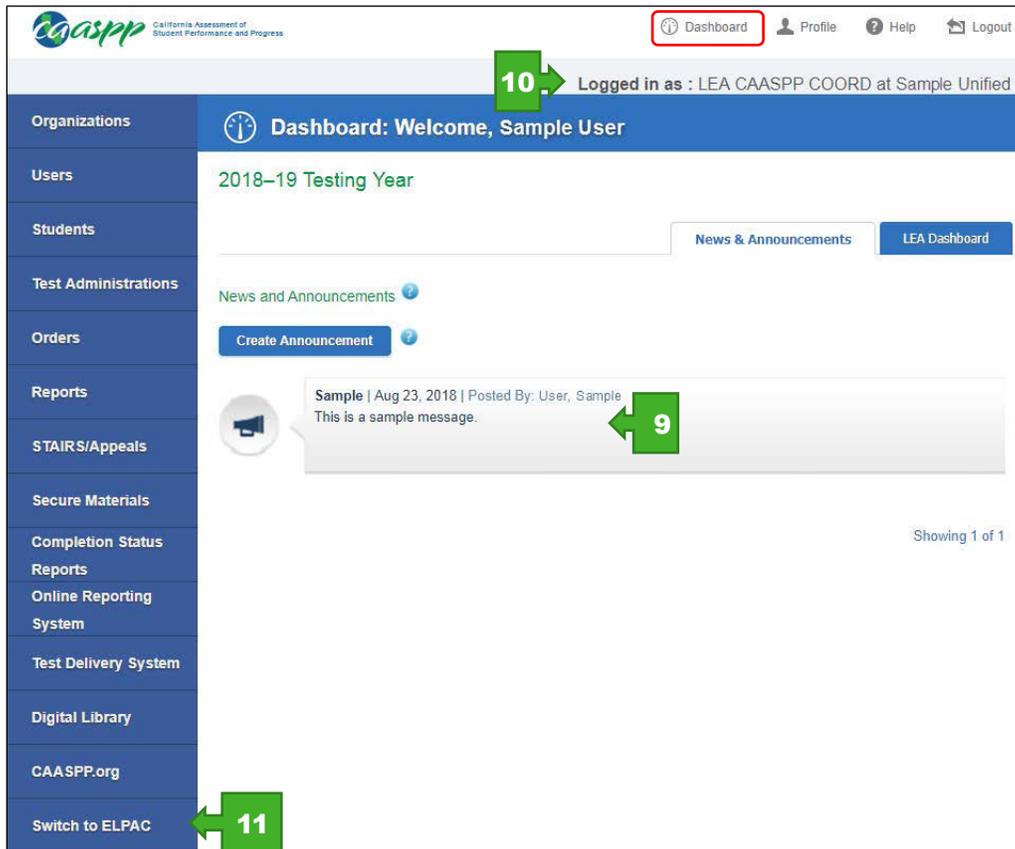
## Passwords, Access, and Logon | Accessing California Assessment of Student Performance and Progress (CAASPP) Systems



**Figure 9. Welcome to TOMS screen**

7. If you have a user role(s) in both CAASPP and the English Language Proficiency Assessments for California (ELPAC) testing programs, you will see two buttons, one for each program. The version of TOMS that is the default for the URL is highlighted with a thick, blue border around it. Only select a program button if you want to switch to the other program's version of TOMS. Otherwise, proceed to the next step.
8. Select a user role from the list and then select [**OK**] to enter TOMS.
9. When TOMS opens, the Dashboard web page, shown in Figure 10, appears.
  - The Dashboard default is the [**News & Announcements**] tab. This feature will keep you informed of important announcements.
  - LEA CAASPP coordinators also can use this feature to set announcements for the users in your organization.
  - You can return to the Dashboard at any time by selecting the [**Dashboard**] button near the center of the application window (indicated in Figure 10).

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**Figure 10. The TOMS Dashboard**

10. Your user role displays under the navigation icons in the upper-right corner of all TOMS screens (see Figure 10). Use the drop-down list to select a different role if you have one assigned.
11. Use the [**Switch to ELPAC**] button to move to ELPAC TOMS (see Figure 10).

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## New Users—Setting a New Password



### Resources in This Section:

- California Assessment of Student Performance and Progress (CAASPP) Portal website—<http://www.caaspp.org/>

Users who are new to CAASPP and the California assessment systems must establish their user credentials by creating a password to gain access to the 2018–19 California assessment systems. They will receive an email from CA-Assessments-DoNotReply@ets.org that contains a link to a secure web form where a password can be created. The link is found within the email text, “To begin, visit the secure Web site to create a password.” This step must be taken within 30 minutes of the email’s receipt.

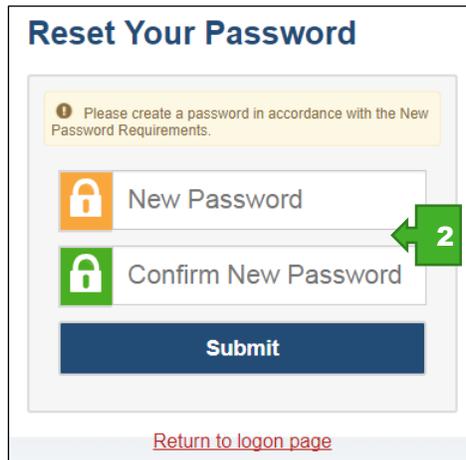
Additionally, users will be asked to enter an authentication code as part of the two-step authentication process upon first use of a particular web browser/device. This code also is sent from the CA-Assessments-DoNotReply@ets.org email address. This step must be taken within 15 minutes of the email’s receipt.



**Warning:** A free email program such as Gmail or Yahoo! might forward the email from CA-Assessments-DoNotReply@ets.org directly to a spam or junk mail folder. If you requested an updated secure link email but do not see it in the application’s default Inbox, be sure to check automated folder destinations to make sure the email was not routed incorrectly.

1. Select the secure link in the email; the *Reset Your Password* web form appears (Figure 11).

**Note:** The link in the email is valid for 30 minutes. If the link is not used within 30 minutes, when you do select it, you will be prompted to enter your email address in the *E-mail Address* field and select [**Submit**] to request a link.



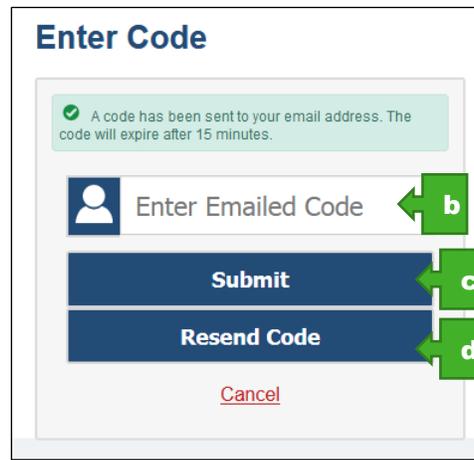
**Figure 11. *Reset Your Password* web form**

2. When you select the secure link, the *Reset Your Password* web form appears; enter a password in the *New Password* field and reenter it in the *Confirm New Password* field (shown in Figure 11). The password must contain the following characteristics:
  - minimum of 8 characters
  - maximum of 16 characters
  - at least 3 of the following:
    - minimum of one uppercase letter
    - minimum of one lowercase letter
    - minimum of one number
    - minimum of one special character such as:  
~ ! @ # \$ % ^ & \* ( ) - \_ = + [ ] | ; : , . < > / ?

You will see an error message if your new password does not match the confirmation password or if your password does not meet the password criteria. Try again.

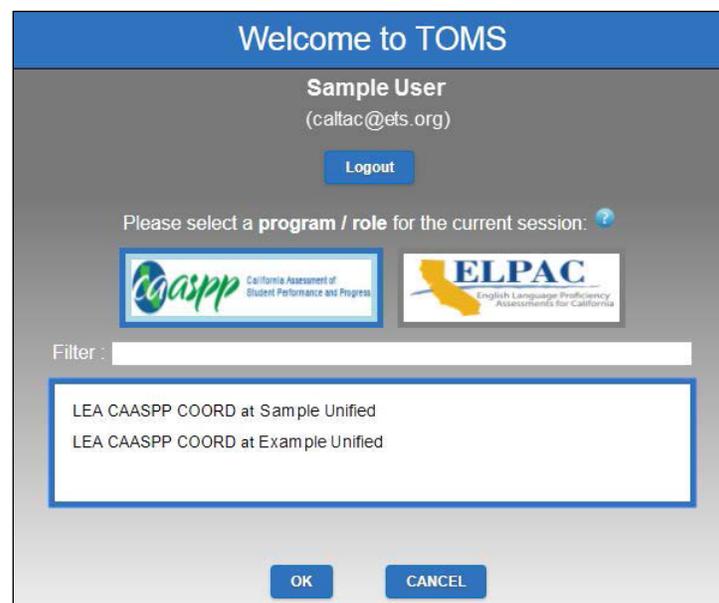
3. When have successfully entered your password twice, select the **[Submit]** button. The *Enter Code* web form appears (see Figure 12). *This form appears the first time a particular web browser/device combination is used for logon.*

## Passwords, Access, and Logon | New Users—Setting a New Password



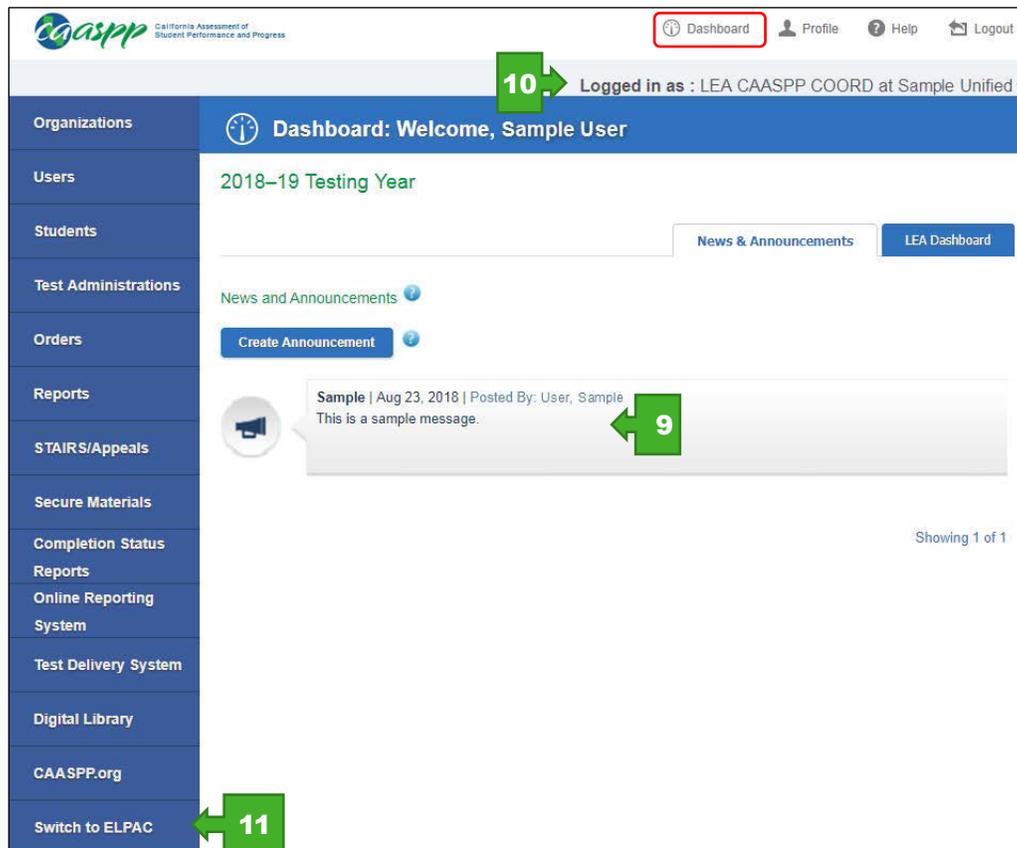
**Figure 12. Enter Code web form**

- a. Retrieve the code included in the system email that was sent.
  - b. Enter the code in the *Enter Emailed Code* field. This step must be taken within 15 minutes of the email's receipt. If it is not taken within 15 minutes, skip to step d.
  - c. Select the [**Submit**] button to enter TOMS.
  - d. If the code expired, select the [**Resend Code**] button for a new code and repeat these steps to enter the new code.
4. When you log on to TOMS, you will proceed first to the *Welcome to TOMS* screen, shown in Figure 13.



**Figure 13. Welcome to TOMS screen**

5. If you have a user role(s) in both CAASPP and the English Language Proficiency Assessments for California (ELPAC) testing programs, you will see two buttons, one for each program. The version of TOMS that is the default for the URL is highlighted with a thick, blue border around it. Only select a program button if you want to switch to the other program's version of TOMS. Otherwise, proceed to the next step.
6. Select a user role from the list and then select [**OK**] to enter TOMS.
7. When TOMS opens, the Dashboard web page, shown in Figure 14, appears.
  - The Dashboard default is the [**News & Announcements**] tab. This feature will keep you informed of important announcements.
  - LEA CAASPP coordinators also can use this feature to set announcements for the users in your organization.
  - You can return to the Dashboard at any time by selecting the [**Dashboard**] button near the center of the application window (indicated in Figure 14).



**Figure 14. The TOMS Dashboard**

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8. Your user role displays under the navigation icons in the upper-right corner of all TOMS screens (see Figure 10). Use the drop-down list to select a different role if you have one assigned.
9. Use the [**Switch to ELPAC**] button to move to ELPAC TOMS (see Figure 10).

## Existing Users—Resetting a Password

### Resources in This Section:

- California Assessment of Student Performance and Progress (CAASPP) Portal website—<http://www.caaspp.org/>

Existing users—those who have had user roles during a previous CAASPP administration—must reset their password to gain access to the 2018–19 California assessment systems. They will receive an email from CA-Assessments-DoNotReply@ets.org that contains a link to a secure web form where a password can be created. The link is found within the email text, “[secure verification link](#).”

However, if the link is not used within 30 minutes, you will be prompted to enter your email address in the *E-mail Address* field and select [**Submit**] to request a link.

Additionally, users will be asked to enter an authentication code as part of the two-step authentication process upon first use of a particular web browser/device. This code also is sent from the CA-Assessments-DoNotReply@ets.org email address. This step must be taken within 15 minutes of the email’s receipt.



**Warning:** A free email program such as Gmail or Yahoo! might forward the email from CA-Assessments-DoNotReply@ets.org directly to a spam or junk mail folder. If you requested an updated secure link email but do not see it in the application’s default Inbox, be sure to check automated folder destinations to make sure the email was not routed incorrectly.

## Obtain the Secure Link for a Forgotten Password

If you have forgotten your password, first access TOMS to request the password reset email. If you are responding directly to the email notification, follow the instructions in the next subsection, “[Reset the Password](#).”

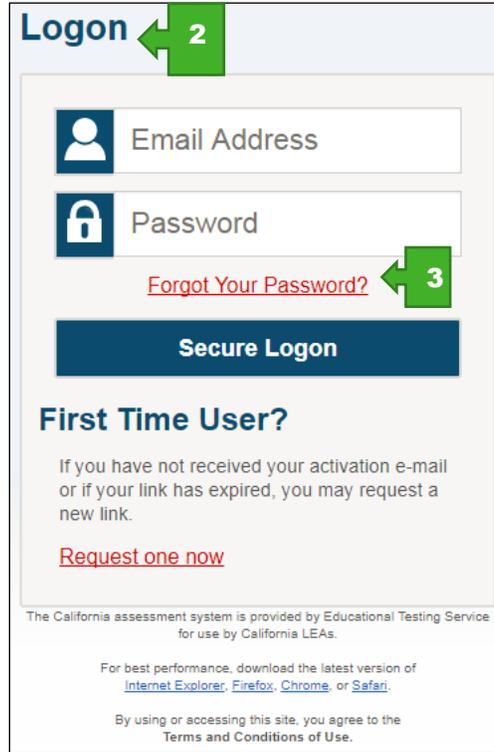
1. Use an internet browser to go to the [CAASPP Portal](#) and select the button representing the system you wish to access. Systems accessible using this username and password are circled in Figure 15.



**Figure 15. Buttons on caaspp.org**

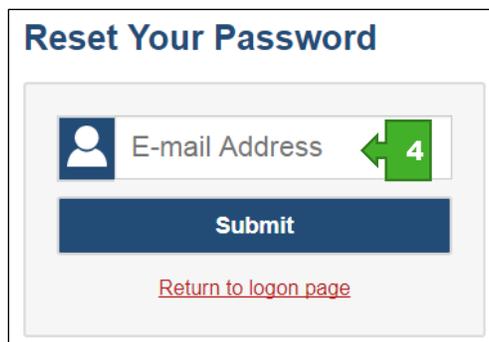
## Passwords, Access, and Logon | Existing Users—Resetting a Password

- The *Logon* web form, shown in Figure 16, appears.



**Figure 16. *Logon* web form**

- Select the [Forgot Your Password?] link on the *Logon* web form.
- Enter your email address in the *E-mail Address* field on the *Reset Your Password* web form shown in Figure 17, and then select the [**Submit**] button.

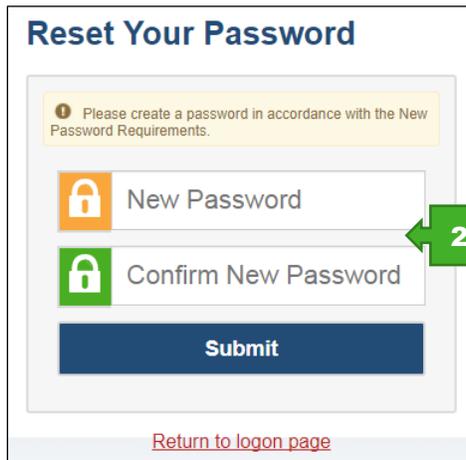


**Figure 17. *E-mail Address* field on the *Reset Your Password* web form**

## Reset the Password

1. Check your email account that is used as your username for an email from [caaspp@ets.org](mailto:caaspp@ets.org) that contains the secure link you will use to reset your password. **Note that the secure link will expire in 30 minutes.** If you are notified of an expired link by a message displayed on the *Reset Your Password* web form, enter your password and then select the **[Submit]** button to request a new secure link.
2. When you select the secure link, the *Reset Your Password* web form appears; enter a password in the *New Password* field and reenter it in the *Confirm New Password* field (shown in Figure 18). The password must contain the following characteristics:
  - minimum of 8 characters
  - maximum of 16 characters
  - at least 3 of the following:
    - minimum of one uppercase letter
    - minimum of one lowercase letter
    - minimum of one number
    - minimum of one special character such as:  
~ ! @ # \$ % ^ & \* ( ) - \_ = + [ ] | ; : , . < > / ?

You will see an error message if your new password does not match the confirmation password or if your password does not meet the password criteria. Try again.



**Figure 18.** Password fields on the *Reset Your Password* web form

3. When you log on to TOMS, you will proceed first to the *Welcome to TOMS* screen, shown in Figure 19.

## Passwords, Access, and Logon | Existing Users—Resetting a Password

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**Figure 19. Welcome to TOMS screen**

4. If you have a user role(s) in both CAASPP and the English Language Proficiency Assessments for California (ELPAC) testing programs, you will see two buttons, one for each program. The version of TOMS that is the default for the URL is highlighted with a thick, blue border around it. Only select a program button if you want to switch to the other program's version of TOMS. Otherwise, proceed to the next step.
5. Select a user role from the list and then select [**OK**] to enter TOMS.
6. When TOMS opens, the Dashboard web page appears.