
From: ELPAC <Do-Not-Reply@info.ets.org>
Sent: Wednesday, March 11, 2020 3:31 PM
To:
Subject: CAASPP and ELPAC--Connectivity Issue on Chromebooks



Dear LEA CAASPP or ELPAC Coordinator or Technology Coordinator:

Some students were experiencing a connectivity error on Chrome operating systems during testing. A message was intermittently displayed as some students attempted to launch a test, displaying a sad face icon instead of entering the secure browser.

If you experience this issue, you should consult with your technology staff and update your testing devices to Chrome OS 80, which is now stable and approved for testing. Older devices may not have the capacity to upgrade to OS 80 due to [Google's Chrome OS Auto Update Expiration Policy](#). See the [CAASPP Known Issues Log](#) or [ELPAC Known Issues Log](#) for additional details.

Questions regarding the connectivity issue should be directed to the California Technical Assistance Center by phone at 800-955-2954 or by email at caltac@ets.org.

Sincerely,

California Technical Assistance Center
Phone: 800-955-2954
Fax: 800-541-8455
Email: caltac@ets.org
Website: <https://www.elpac.org/> or <http://www.caaspp.org/>