Test Operations Management System

For use by
California Department of Education (CDE), Local Education Agency (LEA) ELPAC Coordinators, and ELPAC Test Examiners

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If you have questions about using the Test Operations Management System, please contact:

**ELPAC Customer Support Center**
Telephone: 1-844-782-2714  
E-mail: ELPAC@ets.org

**ELPAC Customer Support Center hours:**
Monday – Friday 7:30 a.m. to 5 p.m., Pacific Standard Time

*Always* include the following information:
- CDE, LEA ELPAC Coordinator, or ELPAC Test Examiner name and IT/network contact person and contact information
- Statewide Student Identifier(s) of affected students
- Operating system and browser version information
- Any error messages and codes that appeared, if applicable
- Information about your network configuration:  
  - Wired or wireless Internet network setup

**Warning:** *Never* provide any other student information, as doing so may violate Family Educational Rights and Privacy Act policies.
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Introduction
About the Test Operations Management System (TOMS)

TOMS is a secure Web site that permits local educational agency (LEA) English Language Proficiency Assessments for California (ELPAC) Coordinators to perform a number of tasks for the ELPAC System. For best performance, download the latest version of Internet Explorer, Firefox, Chrome or Safari.

TOMS Functionality for LEA ELPAC Coordinators and ELPAC Test Examiners

Depending on your role, you will be able to perform the following tasks in TOMS:

- Download materials such as ELPAC training materials, ELPAC TOMS User’s Guide and Frequently Asked Questions.
- View News and Announcements
- Administer the Listening domain to students in Grades 3–12.

TOMS Requirements

TOMS supports the following Web browsers:

- Internet Explorer 10 and above
- Mozilla Firefox 10 and above
- Google Chrome 41 and above
- Safari 5 and above
- Google Android (all)
- iPad Safari (all)

System functionality and screen displays may operate or appear differently due to different Web browser and operating system capabilities. The TOMS Web site is optimal when viewed using a resolution of 1280 x 1024.

Important: While it is possible to open more than one Web browser tab or window at a time, only one Web browser tab or Web browser application window should be open for editing at one time.
Gaining Access to TOMS

LEA ELPAC Coordinators and ELPAC Test Examiners may access TOMS only after participating in ELPAC Field Test Training and after completing the proper security forms:

- Superintendent’s Designation of LEA ELPAC Coordinators.
- ELPAC Test Security Agreement for LEA ELPAC Coordinators and ELPAC Test Examiners.

Once training has been completed, the LEA ELPAC Coordinator and ELPAC Test Examiner will receive an e-mail to verify his or her username (which is the user’s e-mail address) and given a temporary password that will allow access to TOMS.

Note: If necessary, ask your e-mail administrator to white list the e-mail address ELPAC@ets.org to ensure you receive your logon credentials.

About This Guide

1. Users may notice slight differences between what is displayed on the Web page and the screen captures shown in this Guide due to individual browser versions, monitor resolution, PC configuration, etc.
2. Data displayed on the Web pages or forms shown as examples in this guide are for demonstration purposes only and may not reflect valid data.
3. Web pages may appear differently under Mac OS X using various versions of Windows, or because of differences in Web browsers or Web browser versions.
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Chapter 1. Passwords, Access, and Logon
Accessing English Language Proficiency Assessments for California (ELPAC) Systems

Note: LEA ELPAC Coordinators or ELPAC Test Examiners cannot access TOMS until they attend ELPAC training.

All primary LEA ELPAC Coordinators and ELPAC Test Examiners that do not have an account in CAASPP will receive an e-mail with a username and password for access to the ELPAC version of TOMS. If the LEA ELPAC Coordinators and ELPAC Test Examiners currently have access to CAASPP TOMS they can use their CAASPP username and password to access ELPAC TOMS.

The email will provide instructions for users to log on and reset their passwords in TOMS.

Figure 1. Logon Web form

Steps to Log On

1. Open an Internet browser.
2. Go to https://elpac.ets.org and select the link to access ELPAC TOMS.
3. The Logon Web form, shown in Figure 1 appears.

User Roles Assigned in TOMS

- LEA ELPAC Coordinator
- ELPAC Test Examiner
4. 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.

5. Enter your username—which is your e-mail address—in the username field next to the [E-mail Address] person icon. Enter your password in the Password field next to the [Password] blue lock icon in the Logon Web form. Then select the [Secure Login] button. Note that the username and password are case sensitive.

   - If this is the first logon of the year, follow the instructions in the next section, “Logging On for the First Time,” to enter the user account logon name (your e-mail address) and temporary password provided in the e-mail you received. The temporary password is valid for 30 days.

   - All users should follow the process to request a new temporary password if the one that was sent has expired. This process is described on page 13.

   When you log on to TOMS, you will proceed to the TOMS home page, the Dashboard, shown in Figure 2.

6. The Dashboard default is the News & Announcements tab. This feature will keep you informed of important announcements. You can return to the Dashboard at any time by selecting the [Dashboard] button near the center of the application window.

   **Figure 2. The TOMS Dashboard**
Logging On for the First Time

Using the temporary password to log on prompts the user to change the password.

Open an Internet browser.

1. Go to: https://elpac.ets.org and select the button representing the system you wish to access.
2. The Logon Web form, shown in Figure 3, appears.
3. Enter the username and password that was sent to you via e-mail into the Logon Web form.

Note: The password you received is valid for 30 days. All users should follow the process described on page 13 to request a new temporary password if the one you were sent has expired.

4. Select the [Secure Login] button. You will be prompted to enter a new password in the Reset Password Web form shown in Figure 4.
   a. Enter the temporary password in the Temporary Password field next to the [Temporary Password] orange lock [ ] icon. This is the top field.
   b. Enter a new password in the New Password field next to the [New Password] blue lock [ ] icon. This is the middle field. Your 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.
   c. Re-enter the new password in the Confirm New Password field next to the [Confirm New Password] green lock [ ] icon. This is the bottom field.
   d. Select the [Submit] button.
5. Next you will be required to select one more security question. Check a box to select a Security Question to answer in the Security Question Web form shown in Figure 5; enter the answer in the Answer field, and select [Save].

Figure 5. Security Questions Web form

6. Once you have logged on successfully, you will proceed to the ELPAC home page.
Resetting Your Forgotten Password

Any user who has forgotten their password can request a new temporary password.

1. Open an Internet browser.
2. Go to https://elpac.ets.org
3. The Logon Web form, shown in Figure 6, appears.
   Select the [Forgot Your Password?] link on the Logon Web form.

   \[Figure 6. Logon Web form\]

4. Enter your e-mail address on the Password Reset Web form shown in Figure 7.
   Select the [Next] button to have a new, seven-day, temporary password sent to you that you can use to create a new password.

   \[Figure 7. Password Reset Web form\]
Requesting Your Temporary Password

Any user whose temporary password expired before he or she had a chance to log on for the first time can request a new one.

1. Open an Internet browser.
2. Go to https://elpac.ets.org
3. The Logon Web form, shown in Figure 8, appears.
4. In the First Time User? Section, Select the [Request one now.]
5. Enter your e-mail address on the Password Reset Web form shown in Figure 9 and then select [Next].

6. When you have successfully answered the security question, you will see a confirmation box to advise you that a new temporary password has been sent to you.
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Chapter 2. Listening Module
Sample Audio

The sample audio can be played by LEA ELPAC Coordinators and ELPAC Test Examiners. The sample plays music and should be used to test speaker setup and sound volumes. To perform setup before administering the test, click the [Play sample] button as shown in Figure 10 (view is for an LEA ELPAC Coordinator). This should be performed just before administering the Listening domain to students.

Figure 10: Sample Audio

Sample

[Play sample]
Administering the Listening Test

Only ELPAC Test Examiners are permitted to access and administer the Listening domain of the test. In order to play the correct Listening module, test examiners will need to know what grade and form of the test they are to administer. If you are unsure what grade and form, contact the ELPAC Customer Support Center.

1. Select the appropriate grade tab (Figure 11).

2. Select the form of the test to be administered.

3. Confirm the audio selection by selecting [YES]. Select [NO] to go back to the previous screen (Figure 12).

4. To begin the test, click the [Play] icon. Once you have begun the audio, if at any time, you wish to pause the test, click the [Pause] icon. To stop the test entirely or select a different form or grade, click the [Cancel] button. This will bring you back to the original screen (Figure 13).

5. Once the test has begun, final adjustments can be made to the sound volume by moving the [Sound] button up or down.

Figure 11: Listening Domain Screen
Figure 12: Alert Screen

Please Confirm

You have requested to play the audio listed below

Grades 3 - 5

FORM 1

Click YES to continue, NO to exit

Figure 13: Audio Player

Grades 3 - 5

- **To Play**: Click Play (▶) icon below to start playing Form 1 audio.
- **To Pause**: Click Pause (II) icon to pause audio once it is playing.
- **To Stop**: Click the Cancel button or select a different Grade band tab.