

# Online Assessment Administration Guidance for Non-public Schools **2025**



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# NC Test Accounts

## Creating an Account in NCTest

Teachers and school test coordinators must create accounts with NCTest in order to access tests, act as test administrators, and manage user roles. Teachers and STCs must set up their own accounts.

Always use your device's default browser when accessing the NCAuth website.

1. Go to <https://center.ncsu.edu/ncauth> and click "Create A New Account."

### Enter your username and password

A service has requested you to authenticate yourself. Please enter your username and password in the form below.

 Username

 Password

---

### Help! I can't login.

You may request a [username reminder](#), [reset your password](#), [create a new account](#), or contact the Help Desk at [ncdesk@ncsu.edu](mailto:ncdesk@ncsu.edu).



2. Complete the User signup information in its entirety.
  - Use a business email for the account. Personal email addresses are not permitted in the NC Education system.
3. A verification email will be sent to the email address entered in step 3.
  - The verification link will expire after 24 hours.
  - If you do not receive this verification email, monitor your junk or spam email folder.
    - If the verification email expires prior to the user verifying their email, the user must contact the Help Desk to resend the verification email.
    - Click the "Resend confirmation" link in the email to receive a new verification email, then follow the instructions in the email.
4. Once users verify their email, they can log in.
  - School Test Coordinators must email the NPSTS Coordinator (Brian Swiger) when they have completed the email verification process.

- The NPSTS Coordinator will link the STC account to their school.
- Teachers must email their STC when they have completed the email verification process.
  - STCs will import new teacher accounts into NC Education and assign them the appropriate role(s.) (See 'Assigning Roles to Users' for more information.)
- 5. NCAuth requires two factor authentication (2FA) with a third-party authentication app to log in.
  - If the user is not prompted to set up this third-party authentication during the signup process, they will be when they next log in.

## Two-Factor Authentication

2FA is a security system that requires two separate, distinct forms of identification to access a user's account. In this case, the first factor is a password, and the second is a one-time passcode that is sent to the user's cell phone through a specific two-factor authentication application.

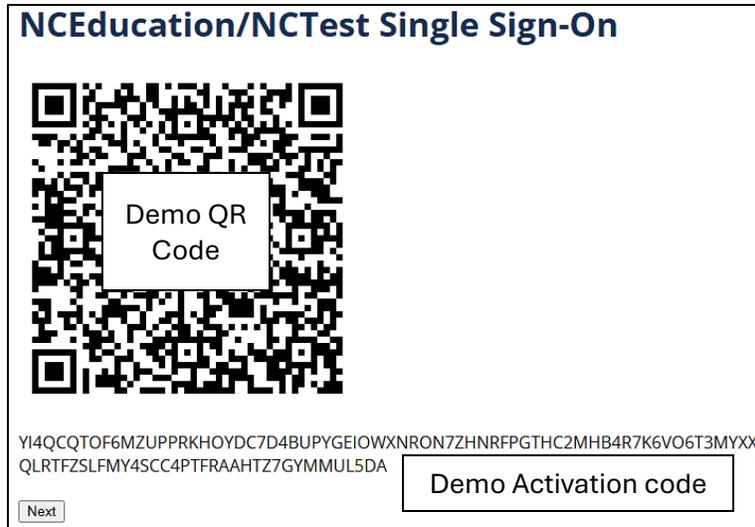
Using 2FA ensures that hackers will not be able to gain unauthorized access to an account even if they have stolen the password.

These mobile applications have been tested within NC Education and may be used for 2FA:

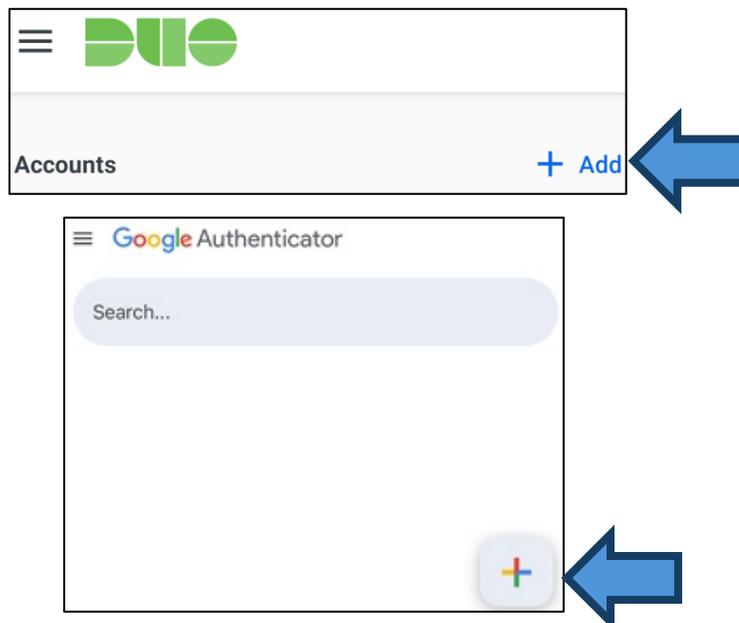
- Authy
- Microsoft Authenticator
- Google Authenticator
- Cisco Duo
- Step Two (iOS / iPadOS only)

## Set Up 2FA

1. Install one of the authenticator applications above from the appropriate app store.
2. Log into NCAuth using your username and password. If 2FA has not already been set up for the account, the next screen will prompt the user to set up 2FA and provide a QR code to do so.

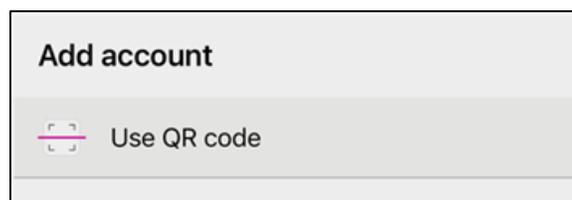


3. Open your authenticator app and select the 'addition' function to add a new authenticator. For most applications, it will include a "+" sign.



4. Select the 'scan QR code' option in the app and aim the camera at the QR code to scan it.

- If the camera option is not available, manually enter the activation code provided on the NCAuth screen instead.

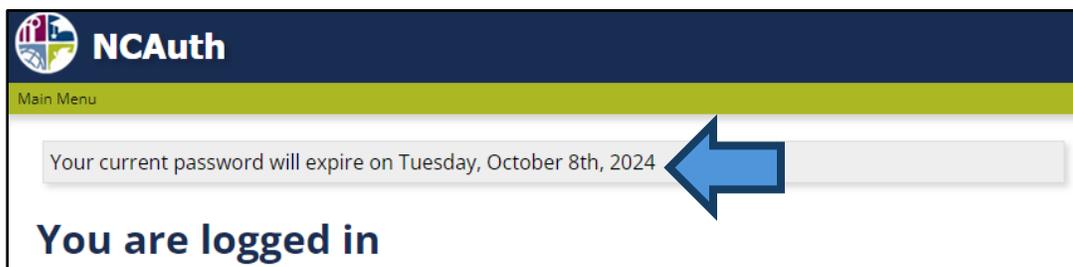


5. After successfully scanning the QR code or entering the application code, follow the instructions in your app. The app should begin generating one-time passcodes.
  - 2FA apps generate new one-time passcodes every 30 seconds for security purposes. OTPs are only valid for 30 seconds and must be entered before they expire.
6. On the NCAuth page, select 'Next.'
7. Enter the one-time passcode from your app into the 'Enter code' box. This verifies the authenticator and NCAuth are properly synced.
8. Upon correctly entering the OTP, NCAuth and the 2FA application will be synced, and the user will successfully log in to NCAuth.
  - If an error occurs, re-enter the OTP (or enter the next one, if the previous has expired) in case the issue was caused by a mistyped code.
  - If the error persists, delete the NCAuth authenticator from your app and attempt the setup process again.
  - If you are still unable to set up your authenticator, contact the Help Desk.
9. After setup, the user will be prompted to enter the OTP from their 2FA application on every login after entering their username and password.

## First Login to NCTest Admin

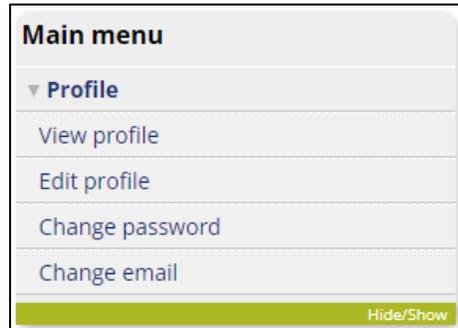
Navigate to <https://center.ncsu.edu/ncadmin/>, enter your credentials and one-time passcode, and log in.

To ensure your password will not expire during testing, keep track of the date listed at the top of the login landing page. If your password expires during testing, you will be kicked out of the system during the testing session.



## Profile

Users must log in to make changes to their NC Education account. All links for editing and updating a user's profile are in the Main menu on the right-hand side of the screen, under the Profile dropdown.



### View Profile

- View Profile allows the user to view roles assigned to them within NCAuth.
  - Most users will not see anything listed in the Roles tab.

### Edit Profile

- Make changes to the first and last name associated with the account.
  - Select 'Save' after making changes to ensure they're applied. A confirmation message will appear.

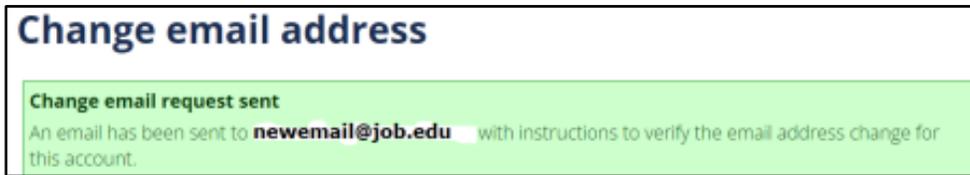
### Change Password

- When changing your password...
  - The current password is required.
  - Use the device's default browser, keep the browser open, and stay logged in to NCAuth.
- Click 'Change password' and complete the required fields. Click Save to ensure the new password is saved and applied.

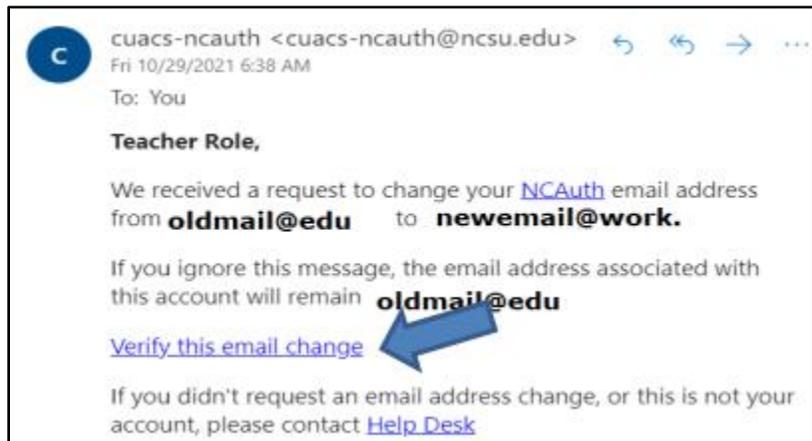
### Change Email

- When changing your email...
  - The current password is required.
  - Use the device's default browser, keep the browser open, and stay logged in to NCAuth.
- Click 'Change email' and complete the required fields. Click Save to ensure the new password is saved and applied.

- The browser will open a new tab for NCAuth that states an email with instructions has been sent to the new email address to verify the email address change request.



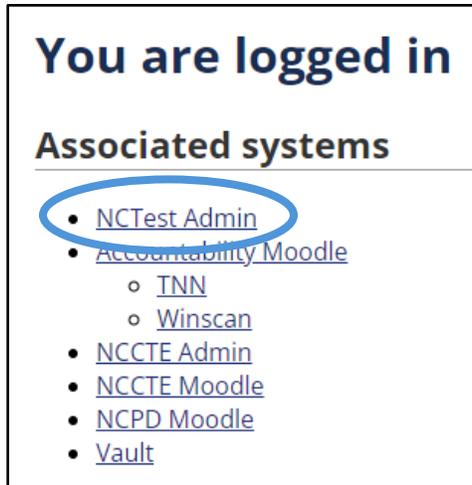
- Check for the verification email (which will expire after 24 hours) at the new email address and click on the 'Verify this email change' link to complete the process.
  - If you do not click the verification link and verify the email address, the change will not occur.



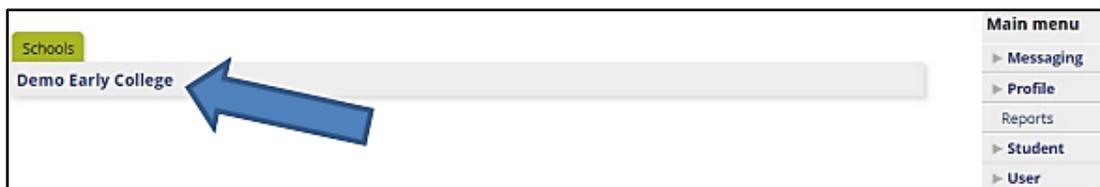
- If there is a problem with the verification check, a message will appear that states the email address was unable to be changed.
  - If the problem persists, contact the Help Desk for assistance.
- Once verification is complete, click on NCTest Admin in the new browser page (on the NCAuth site) to populate the changed email into the NCTest Admin system.
  - If the application is accessed through a link other than that given in NCAuth during this step (such as by typing the URL or by using a bookmark) the change will not propagate.

## Your School

To access your school, click on the 'NCTest Admin' link in the Associated systems list.



- New options will appear in the 'Main menu' on the righthand side of the screen. Which options you have access to will depend on your assigned user role.
- Select your school's name under 'Schools' on the left side of the screen.
  - Some information and functionality on the school's page will only be available after the School Test Coordinator has completed certain tasks in preparation for testing, such as uploading students and creating a test window.
  - See 'Viewing Courses' for more information.



## User Roles and Accounts

NC Education applications are secured with strong encryption and user role-based assignments. This means that all users having the same role will have the same abilities within the system. Depending on the assigned user role, the main menu on the right side of the screen will display different links for activities and tasks in NCTest Admin and links to other NC Education tasks.

- Brian Swiger will manage School Test Coordinator (STC) roles and permissions.
- STCs will manage school staff roles and permissions, as well as assign and unassign teachers to their associated school.

NCTest Admin user access needs to be regularly reviewed and updated to reflect staff changes. Timely updates are necessary to ensure smooth test administration, as well as prevent unauthorized access to student data. User accounts must be updated immediately after an employee's employment status or location has changed.

Although the directions found in this guide are from the viewpoint of the LEA TC/TA, STCs will follow similar steps to assign teachers to a school.

### Assigning Roles to Users

1. Log in to NC Education.
2. Click on the Schools tab and find the appropriate school.
3. After clicking a school's name, the name will appear at the top of the page and a school menu option will appear in the Main menu.
4. Click on School administration at the bottom of the Main menu to access four options:
  - Assign role: assign school-level access to other users (STCs only)
  - View roles: see what roles are assigned within the specific school
  - Entity/Role tree: a quick view of how many users are assigned different roles within the school
    - The trashcan icon may be used to remove roles from users.

Demo Early College menu
▼ School administration
Assign role
View roles
Entity/Role tree
Role Upload

- Click 'Assign role.'
- Initially all users in the state are shown. You must filter options to find specific users.
  - Select 'Starts with' or 'Contains' and type the first few letters of the person's first and last name to find them.
  - The arrows next to the header labels can sort the columns in ascending or descending order.

**Select a user**

Select a user to assign a role to.

Username  demo

Email  cuac

First name

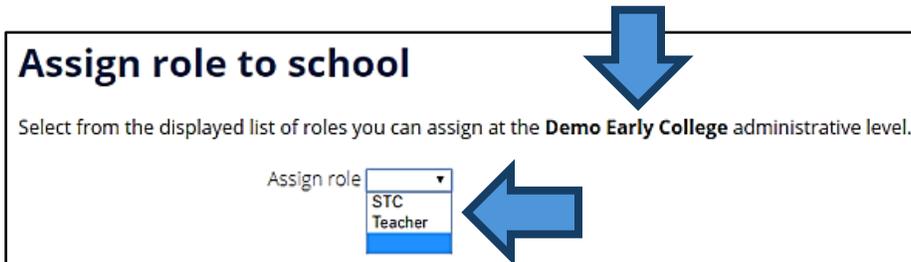
Last name

Assign	First name ▲▼	Last name ▲▼	Email ▲▼	Username ▲▼
	Admin	User		
	Kenneth	Barbour		
	Garon	Turner		
	John	Armour		

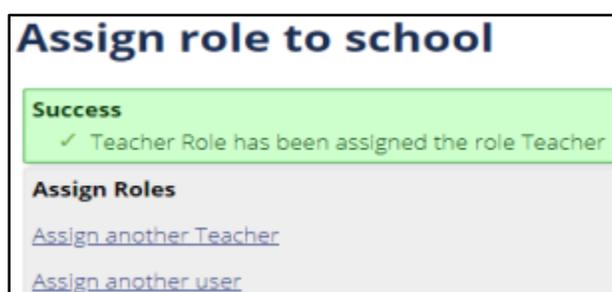
- Once the user is located, click 'Assign Role To' next to their name to go to the 'Assign Role to School' screen.

Assign	First name ▲▼	Last name ▲▼
<b>Assign Role To</b>	Admin	User
<b>Assign Role To</b>	Kenneth	Barbour
<b>Assign Role To</b>	Garon	Turner
<b>Assign Role To</b>	John	Armour

- Verify the correct school name is listed, select the appropriate role for the user, and click Apply.
  - STCs can only assign the 'Teacher' role.



9. A Success message will appear once the user is assigned.
  - Links are available on this screen to assign another teacher or user to the same school.



## Unassigning Users

STCs must regularly remove access for users who have left the school.

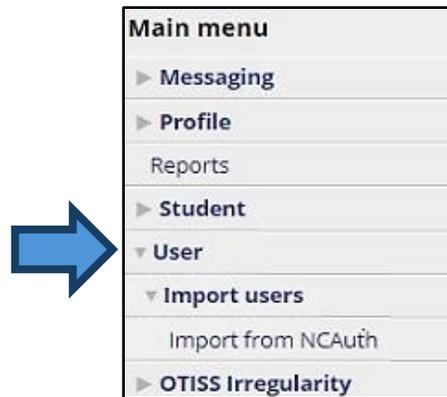
1. Use 'View profile' to unassign Testing News Network (TNN) roles first.
2. From the School menu, open the School Administration options.
3. Select View roles, and the list of users for the school will appear.
4. Locate the user(s) who should no longer have access to NC Education, and click the 'Unassign button' by their name. The user's role will be immediately unassigned from the school.

<a href="#">Test Teacher</a>	Teacher	testacct@ test.com	December 4, 2017, 9:49 pm	579 months ago	<b>Unassign</b>
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## What to Do If a User Cannot Be Found

If a user is not found when Assigning Roles to Users in NCTest, the account may need to be imported first.

1. Click 'User' under Main menu, then 'Import Users,' and 'Import from NCAuth.'



2. Use the filter options to find the user(s.)
3. When the correct user is identified, they will have one of three messages:

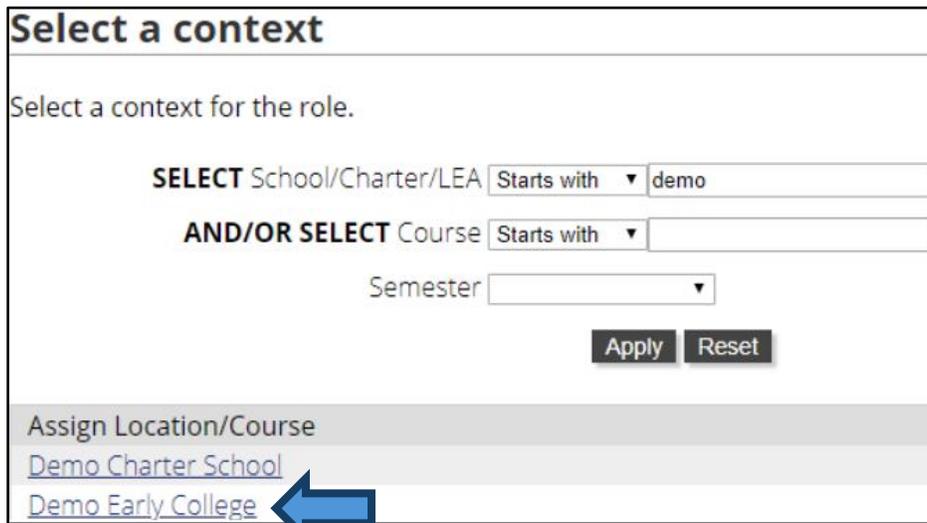
Email	Import
Sally@school.edu	Import
Sally2@work.edu	<i>Username exists</i>
Sallyinsystem@work.com	<i>Account exists</i>

- Import
  - Click 'Import' to bring the user into the system.
  - Ensure that only work email addresses are imported into the system. Do not import non-work email addresses.
- Username exists
  - The user has created an account, but not verified their email address.
  - If the verification email has expired, the user must contact the Help Desk to resend the verification email.
  - Once the email address is verified the user can be imported.
- Account exists
  - This user is ready to be assigned a role.
  - Refer to the directions in the 'Assigning Roles to Users' section.
- If the user does not appear in the list at all, the user needs to create an account.
  - As with 'Username exists,' the user must also verify their email address before their account will be available for import and role assignment.

4. After clicking 'Import' a green Success message will appear.



5. Click 'Assign role' in the Success message to be taken to the 'Select a context' page and assign a role to the user.
6. On the Select a context page, filter options to find the school name under 'Assign Location/Course.'



7. Click the school's name and select a role to assign the user. Then click Apply.



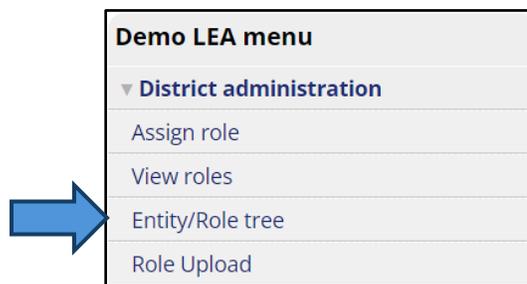
8. A Success message will appear.

## Role Tree Access

The role tree provides a view of all users in the organization, filtered by roles within each entity-based level. Users have access to the Entity/Role tree at their level of access. STCs can see all users assigned at the school level.

Use the following steps to access the Entity/Role tree at the district level:

1. Log in to NCTest Admin and click your district name from the list on the left side of the page.
2. On the lower right, click 'District administration' under "(School Name) District menu."



3. Select 'Entity/Role' tree.
4. Click the arrows next to the role to view users with access at that level.



5. The role may be removed from a user by clicking on the trashcan icon.
  - No warnings or confirmations are given, the removal is instantaneous.

## User Roles and Permissions

The table below lists the roles and permissions for teachers and STCs. If STCs have questions about their roles and permissions, they should contact Brian Swiger.

<b>Permission</b>	<b>Teacher Role</b>	<b>STC Role</b>
Log in to NCTest to connect students to the start page of an online test	Yes	Yes
Enter or edit SIQ, accommodations provided, and special codes for student tests	Yes	Yes
View student test start date, end date, and time	Yes	Yes
View Test Window Scheduler (TWS)	Yes	Yes
Assign or unassign teacher roles in school(s)	—	Yes
Search students	—	Yes
Edit course enrollment (add students to courses)	—	Yes
Fill out and submit Accommodations Requests	—	Yes

## Entering Students into NCTest

Student and testing information is uploaded into NCTest through Student Upload spreadsheets. Teachers fill out the spreadsheets, and STCs upload them to NCTest.

Every student being tested must be recorded in a Student Upload spreadsheet in order to take state-mandated online tests. Students and teachers must be entered into NCTest prior to taking or administering tests.

### Student Upload Spreadsheet

When filling out a Student Upload spreadsheet, there are two options:

- Complete a spreadsheet for each course being tested.
  - Each course must have its own spreadsheet. Spreadsheets with entries in multiple workbooks (tabs) will not upload properly.
- Complete a single spreadsheet that contains all courses, like in the example below.
  - Students taking multiple tests require a separate entry for each test. (See student ‘Jiminy’)

Student ID	First Name	Last Name	School Code	Course Code	Grade	Gender	Ethnicity	Teacher Email	Class Period
12345678	Joe	Hernandez	999001	2109	9	M	B	Simpson@yool	1
1234507	Sarah	Jones	999001	3320	9	F	W	Hernandez@yc	2
87654321	Ben	Williams	999001	2007	7	M	H	Richards@yool	4
103456	Akia	Pershing	999001	1058	8	F	I	XKiriakis@yool	1
7654321	Jiminy	Cricket Jr.	999001	2005	5	M	M	Yan@yoohoo.c	3
7654321	Jiminy	Cricket Jr.	999001	3005	5	M	M	Yan@yoohoo.c	4
<b>Acceptable values:</b>									
<b>Gender</b>	M	F							
<b>Ethnicity</b>	B	W	H	I	M	A	P		

- Student ID – The student’s unique ID number.
  - Teachers will create and assign these numbers.
  - ID numbers must be 6–8 digits, contain only numbers, and be unique to each student.
    - Do not begin an ID number with zero(es).
- First name – The student’s first name.
  - Legal first name only. Nicknames, preferred names, middle initials/names, etc. are not needed.

- Last Name – The student’s last name and any suffixes.
  - Do not use commas in the student’s names, even in the case of prefixes and suffixes. See example ‘Jiminy,’ above.
- School Code – The school code will be provided with your materials.
- Course Code – The course codes are as follows:

Math Grade 3	2003
Math Grade 4	2004
Math Grade 5	2005
Math Grade 6	2006
Math Grade 7	2007
Math Grade 8	2008

Reading Grade 3	1053
Reading Grade 4	1054
Reading Grade 5	1055
Reading Grade 6	1056
Reading Grade 7	1057
Reading Grade 8	1058

Science Grade 5	3005
Science Grade 8	3008
NC Math 1	2109
NC Math 3	2309
Biology	3320
English II	1022

- Students must be enrolled in the course they are testing for.
- Grade – The student’s current grade.
- Gender – The student’s gender, represented by a single character.
- Ethnicity – The student’s ethnicity, represented by a single character. The following are the acceptable characters and their meanings:

Black: <u>B</u>	White: <u>W</u>	Hispanic: <u>H</u>	Indigenous (Native American): <u>I</u>	Mixed: <u>M</u>	Asian: <u>A</u>	Pacific Islander: <u>P</u>
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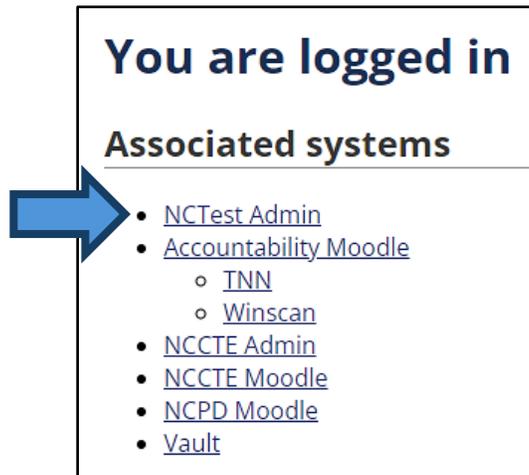
- Teacher email – Teacher’s email address.
- Class period – The period when the subject being tested (indicated by the course code) normally occurs on a regular school day.
  - If the class occurs outside of normal school hours (e.g. before/after school) leave the column blank.
- Once the spreadsheet is complete, save it as a **.CSV** filetype.
  - William McKinley Fall 2024 EOC.csv, Sunnydale 24 Bio Upload.csv

*Please do not include additional information (accommodations, student middle name, test coordinator names, etc...) as it will interfere with the upload.*

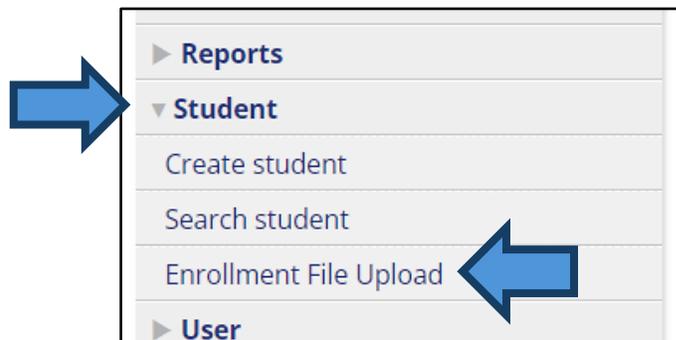
## Uploading Students to NCAuth

STCs are responsible for uploading completed spreadsheets into NCTest. This is the only way to enter student and course information into NCAuth.

1. Log in to <https://center.ncsu.edu/ncauth/> and select 'NCTest Admin' under Associated Systems.



2. In the Main menu select the 'Student' dropdown, and then 'Enrollment File Upload.'



3. Review the instructions on the Enrollment File Upload page and ensure your Student Upload spreadsheet is:
  - Filled out correctly and does not contain extraneous entries.
  - A **.CSV** filetype.
4. Click 'Choose File' and select the Student Upload spreadsheet.
5. Select the appropriate Semester from the dropdown menu.
6. Click 'Upload.'
  - If the upload is successful, a green box will appear above the 'Choose File' button. No more action needs to be taken.

- If there is an issue with the upload, the page will return a red box with the word 'Error' and a description of the issue(s) (e.g.: improper column headings, invalid entries, invalid school code, etc...)

**Error**

- The following errors must be addressed before the file *Test upload.csv* can be uploaded:
  - Unable to find a matching school for school code *996190* on line 2
  - Unable to find a matching school for school code *996190* on line 3

File:  No file chosen

Semester

- Make the necessary corrections to the spreadsheet, save the changes, and upload the updated spreadsheet.
  - If the problem is related to a student's ID number already being assigned to another student, change the ID number in the upload spreadsheet.
- Repeat this process as needed until all errors are resolved and the file is successfully submitted.

# Test Window Scheduler

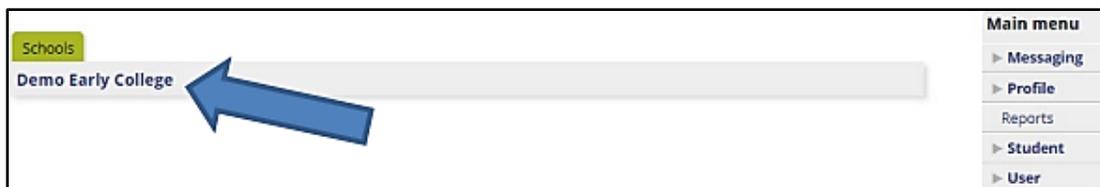
Brian Swiger ([Brian\\_Swiger@ncsu.edu](mailto:Brian_Swiger@ncsu.edu)) will set and schedule test windows for participating schools using dates of their choice. Users with roles of Teacher and STC can view the TWS, but cannot create or edit test windows. Tests can only be administered during the Testing Window.

Test window guidelines and restrictions are as follows:

- Test windows must be created *at least* one day before testing.
- Tests must be administered in the last 10 days of the school year.
  - Testing is only permitted on regular school days (Monday through Friday) between 6 a.m. and 7 p.m.
  - Tests must be administered at the school.
    - Students with separate settings accommodations are still required to take their tests at the school.
  - Logins from outside the United States will be denied.
- Schools should preemptively select and include a “recovery” or “make-up” testing date at the end of their testing window in case circumstances require testing to be rescheduled (weather-related delays, school building issues, service provider malfunctions, illness, etc...)

## Viewing Courses

1. Click on the ‘NCTest Admin’ link in the Associated systems list, then select your school’s name listed under ‘Schools’ on the left side of the Screen.



2. The school’s name will appear at the top of the page, and the tab will change to an ‘Info’ and ‘Courses’ tab.
  - The breadcrumbs menu at the top of the page can be used to return to any previous step.

Main Menu / NC Schools / Demo Region / Demo LEA / Demo Early College

## Demo Early College

Info Courses

School Code  
999011

District  
[Demo LEA](#)



3. Click on the 'Courses' tab to see a list of courses that have assessments assigned.
4. Click on the course that is being tested to see what tasks are available for that course.

Info Courses

**Biology Summer 2024 Late**

**Earth/Environmental Science Summer 2024 Late**

**English II Summer 2024 Late**

**Mathematics Grade 8 Summer 2024 Late**

## **Accommodations**

In some cases, a student with a disability may require the use of a testing accommodation. In these cases, STCs can download and complete an NPSTS Accommodations Notification form, found on the NPSTS page of the TNN, and submit it to Brian Swiger.

The Accommodations Notification form must be on file with NPSTS in order to give non-standard test administration.

For more information on accommodations and testing students with disabilities, refer to the *Testing Students with Disabilities Handbook*.

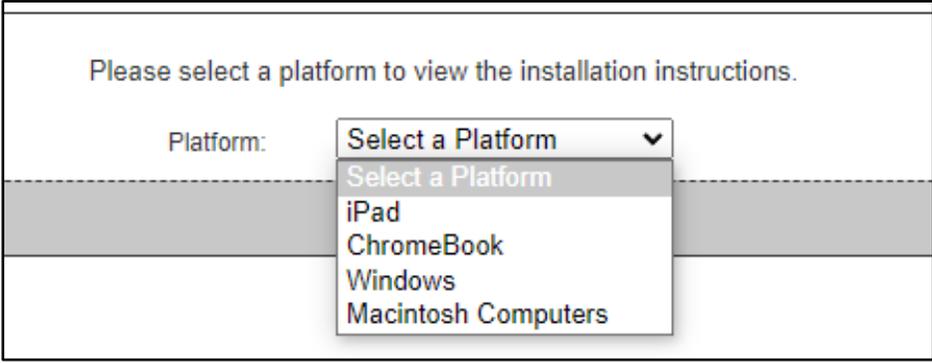
## NCTest Required Software

NCTest is required for participation in the online North Carolina Annual Testing Program, and must be accessed through an approved, secure platform. Which platform should be used depends on the device in use.

All applications and programs, technical requirements, and instructions for installation are available here:

<https://center.ncsu.edu/ncinstruct/>

To install the appropriate program/application, select the appropriate platform from the dropdown menu, click 'Submit,' and follow the on-screen instructions and prompts.



Please select a platform to view the installation instructions.

Platform:

- Select a Platform
- iPad
- ChromeBook
- Windows
- Macintosh Computers

- Desktop and laptop computers are required to access NCTest through the new NCTest Secure Exam Browser (SEB.)
- Chromebooks access NCTest through the NCTest Chrome App, which is available through the app store.
  - Tests must be administered in Kiosk mode.
- iPads access NCTest via the NCTest iPad App.
  - The app provides its own security measures.

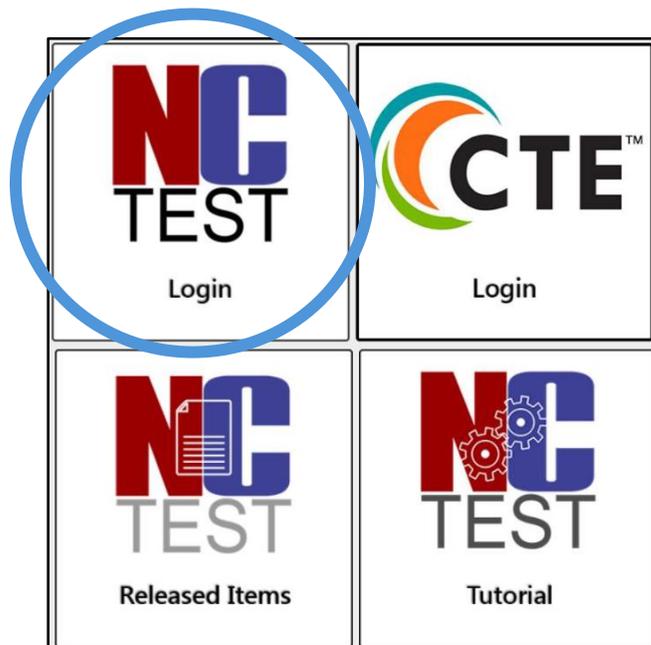
### SEB Installation and Access on PC

1. Select 'Windows' from the dropdown and click 'Submit.'
2. Verify your system meets the requirements to install and run the program.
  - The site provides additional guidance for identifying your system's technical capabilities.

3. Install both the NC Test Secure browser (NCTest\_SecureBrowser23.exe) and NCTest (NCTest.seb) by clicking the respective buttons, downloading the files, and following the on-screen installation instructions.
  - Installation may require Administrator approval, depending on the device's security settings.
  - Once the installation is complete, the computer must restart before SEB can be used.



4. After successful installation, the program will be accessible via the Windows Start menu.
5. When SEB is successfully opened, there will be 4 NC Test and CTE testing options available.
  - Select NCTest Login (top left,) enter your credentials in the provided spaces, and click 'Login' to access an assessment.



Public Schools of North Carolina  
North Carolina Testing Program  
Online Testing

NCTest Login

Test Administrator:

Password:

-- OR --

StudentID:

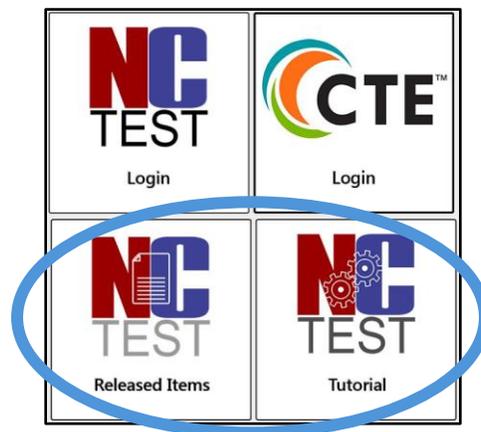
Access Code:

Exit  Login

- The app will ask you to verify the person and assessment to be taken. If both are correct, proceed to the assessment.

## NCTest Tutorials and Released Test Items

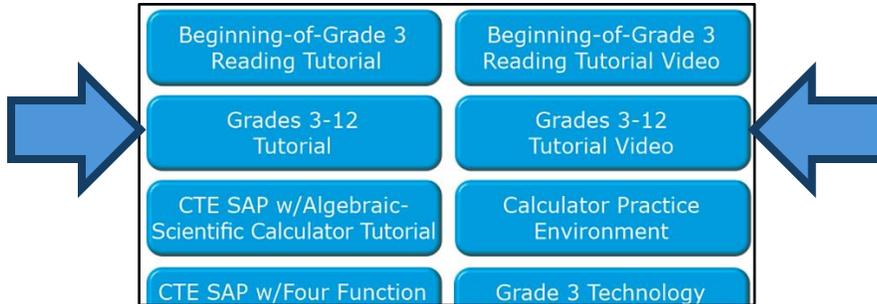
In addition to the testing apparatus, SEB has additional functionalities in NC Test Released Items and NC Test Tutorials. The NCTest tutorial is required for both teachers and students who intend to administer or take tests using the SEB.



### SEB Required Tutorials

- Teachers, test administrators, and students are required complete the NC Test “Grades 3–12 Tutorial” before administering or taking an SEB test.
  - The tutorial involves taking a practice test that includes all the major question types (multiple choice, fill in the blank, drag-and-drop, etc...)

- Click “Grades 3–12 Tutorial” and follow the on-screen prompts.
- Once the test is complete click “Exit” to exit the SEB program.
- The “Grades 3-12 Tutorial Video” is a video tutorial of how to use SEB to take an online state-mandated test.



#### NC Test Released Items

- Test items (questions) from prior North Carolina state-mandated tests that are no longer in circulation and are available for lessons and practice tests.

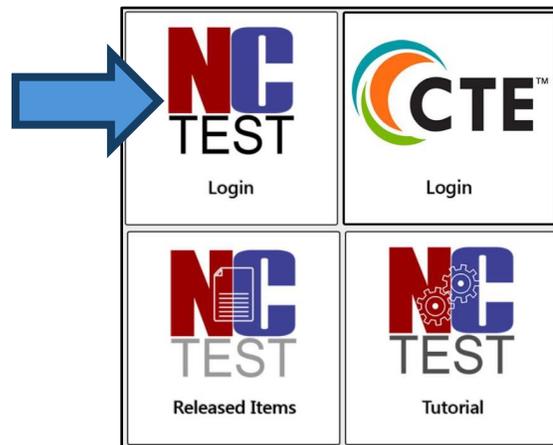
# Test Day

## Test Administrator Login Directions

On test day, SEB software/applications should already be installed and ready for use on every computer/device being used for testing. Students and Test Administrators are required to have completed the NCTest Tutorial prior to test day.

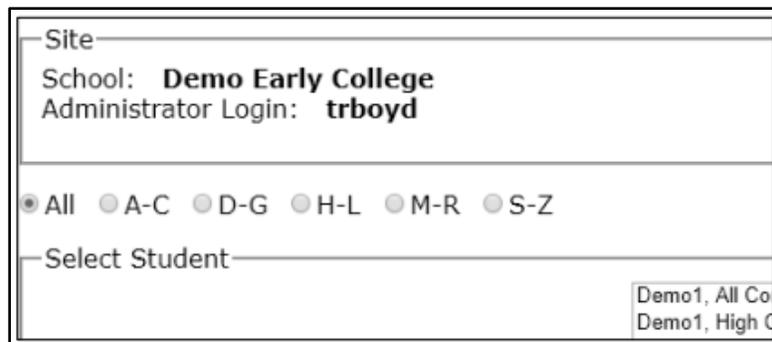
Test Administrators will set up the testing software/application for each student 30-40 minutes prior to beginning testing by following the steps below:

1. Launch the secure browser or appropriate app.
2. Choose the 'NCTest Login' icon in the top left.



3. Test Administrators log in by securely (without letting students see) entering their Test Administrator Username and Password and clicking 'Login.'
- Do not touch the student section. Students do not have or need access codes. Test Administrators are the only ones who need to log in.

4. Choose the Test Type from the dropdown menu.
5. Choose the Test Name from the dropdown menu.
  - There may be a selection of test semester (e.g., fall, spring, CDM) if multiple test windows are open.
6. Select the student to be tested from the list presented on the screen.
  - Searches can be narrowed by selecting one of the alphabet groupings at the top of the page.
  - On laptops and Chromebooks (not available on touch devices,) click in the box of student names and start typing the student's last name.
    - Continuous typing of the student's name, without pauses, will bring the selection to that part of the list with the student's name.
    - If there is a pause in typing, the search will restart on the next letter typed.



Site

School: **Demo Early College**  
Administrator Login: **trboyd**

All  A-C  D-G  H-L  M-R  S-Z

Select Student

Demo1, All Co  
Demo1, High C

7. Click 'Select Student.'
8. Ensure NCTest is set to the START page with the correct student's name, test name, and school name near the top of the screen.
9. Do **not** click the Start button for the student.
  - The start screen will time out after sixty minutes, or if screen savers or power management shut off the screen.
10. Follow the directions as written in the test administration guide to administer the test.

# NCTest Admin Checklist

## Accounts

- School Test Coordinator and Test Administrator accounts created (as needed)
- STC account linked to the school
- STC assigns role of “Teacher” to test administrators
- Test administrators (new or experienced) verify they can log in to NCTest Admin and see all their students before test day
- STC reviews accounts that are linked to the school and deletes staff who are no longer with the school

## NCTest Admin Test Preparation

- Teachers fill out Student Upload Spreadsheets, and STCs upload completed spreadsheets to NCAuth.
- STC schedules the testing window, including at least one “make up” test date
  - The following day: verify the test window, courses, and student enrollment
- STC submit accommodations notifications to Brian Swiger (as needed)
  - STC ensures that students taking paper tests have SIQ marked for transcribe online
- STC ensures that all testing devices meet technology specifications for the secure exam browser program/app
- STC and administrator passwords are checked and verified to not expire during testing

## After Testing

- STC ensures that all paper test answers are appropriately transcribed into the online system and paper tests are returned as directed
- Test administrator enters the accommodations provided into the online system

## Help Desk and Contact Information

- For questions and troubleshooting, contact the TOPS Help Desk
  - Website and Hours: [Here](#)
  - Email (preferred): [ncdesk@ncsu.edu](mailto:ncdesk@ncsu.edu)
  - Phone: (919) 515-1320
- Please include the following information when contacting the Help Desk:
  - First and Last Name
  - The School name and district the help request is coming from
    - Specify that you are associated with a Non-public School
  - Your email address for further contact (when possible)
  - A phone number tech support can call to resume contact in case of disconnect, to return a missed call, etc.
- NCSU Accountability and NPSTS Moodle: [Here](#)
- Brian Swiger, Non-Public Schools Testing Service Coordinator
  - [brian\\_swiger@ncsu.edu](mailto:brian_swiger@ncsu.edu)
  - Phone: (919) 515-4624
  - Fax: 919-515-4622 Attn: NPSTS Test Coordinator