



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

Online Literacy and Numeracy Assessment (OLNA) Test-Delivery Website User Guide 2025



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 2025

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Introduction

The School Curriculum and Standards Authority (the Authority) is responsible for setting standards of student achievement, and for the assessment and certification of student achievement according to those standards. The work of the Authority is supported by a secretariat called the School Curriculum and Standards Division (SCS).

The Western Australian Certificate of Education (WACE) is a senior secondary certificate recognised nationally in the *Australian Qualifications Framework* (AQF) and by universities, industry and other training providers.

Students must demonstrate a minimum standard of literacy and numeracy to be eligible for a WACE.

Using this guide

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

Contacting the OLNA Helpdesk

If there are any urgent issues that cannot be resolved at the school level, call the OLNA Helpdesk or email with the subject title '<SchoolCode>_techsupport'.

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

Email: olna@scsa.wa.edu.au

To ensure that the IT issue is resolved promptly, the following information must be prepared by the school before contacting the OLNA Helpdesk:

- a detailed description of the problem (including screenshots where relevant)
- the extent of the problem
- school and student details (school code, names, student numbers)
- the date and time of the problem
- a screenshot of the device results from the [OLNA Requirements page](https://assess.scsa.wa.edu.au/requirements) (<https://assess.scsa.wa.edu.au/requirements>)
- screenshots of the device's details, as generated using [What's My Browser](https://www.whatsmybrowser.org/) (<https://www.whatsmybrowser.org/>). Note: avoid clicking on any links or ads. A screenshot is the safest method of collecting the necessary information
- the best contact phone number and email address.

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®	Google Chrome®
Chrome 130+	Recommended	Recommended	Recommended	Supported	Supported
Firefox® 130+	Recommended	Recommended	Unsupported	Supported	Unsupported
Safari® 15+	Unsupported	Recommended	Recommended	Unsupported	Unsupported
Microsoft Edge® 130+	Recommended	Unsupported	Unsupported	Unsupported	Unsupported
Opera® Next 114+	Supported	Supported	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.

Table 2. OLNA accessibility checklist

<input type="checkbox"/>	JavaScript® is enabled in the browser. Instructions for enabling JavaScript in the browser can be found on the activate javascript website (http://activatejavascript.org/en/instructions)
<input type="checkbox"/>	Device is connected to the internet
<input type="checkbox"/>	Minimum screen resolution is 1024x768 (lower resolution devices will introduce a scroll bar)
<input type="checkbox"/>	All portable devices are connected to mains power
<input type="checkbox"/>	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 OLNAs. The latest version 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 OLNAs 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 whitelisted 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 OLNAs test-delivery website at <https://assess.scsa.wa.edu.au>.

If your device meets all the requirements, the OLNAs 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 OLN tests.
- I do not have any browser tabs open except for the one used to access the OLN tests.
- I do not have any browser features open other than what is necessary to access the OLN tests.
- I do not have autocorrect or other text-related functions turned on.
- 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 OLN 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 OLN Student agreement, such as the cancellation of results for this test.

Login

username

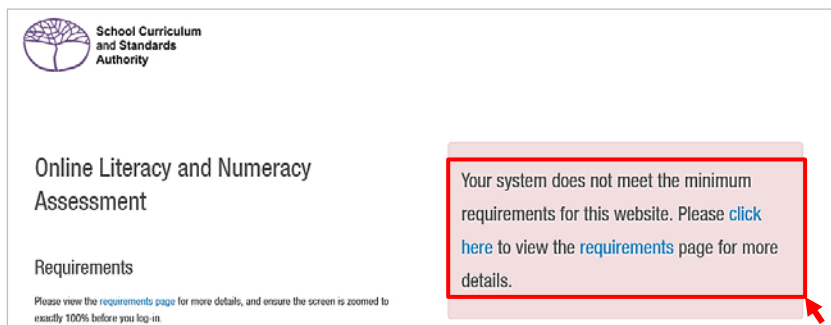
password

I accept the Student agreement

Login

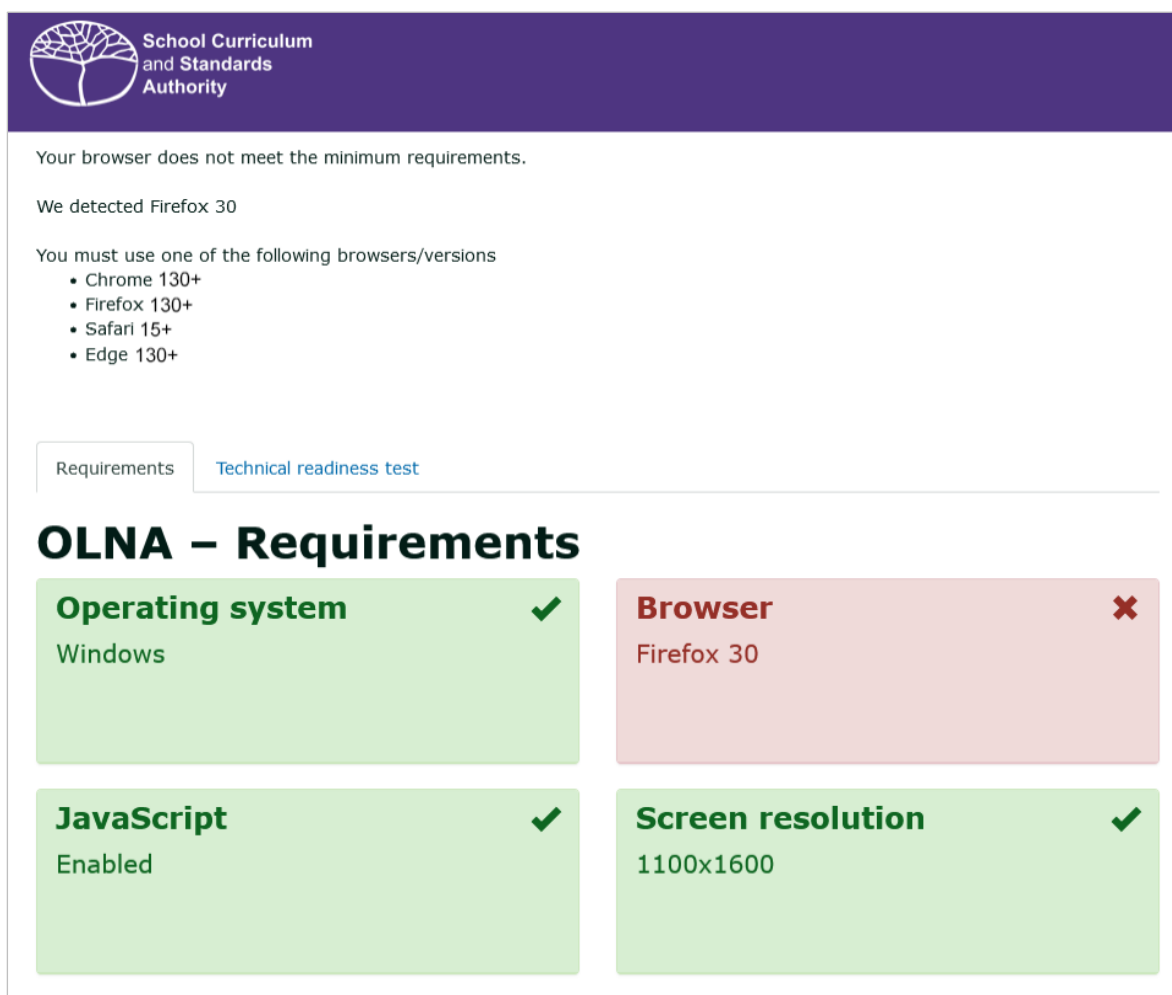
Assessment Coordinators ▾

If your device does not meet the minimum requirements, the following screen appears. Click on the **requirements** page link, which is shown 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).



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.



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 OLNA Helpdesk at 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 device with a unique system image. If all devices being used have an identical system image, then 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 **Technical readiness test** 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 130+
- Firefox 130+
- Safari 15+
- Edge 130+

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](#)

School Curriculum and Standards Authority

TRT Sample Item

TRT Test Item

00:00 / 00:00

1 of 1

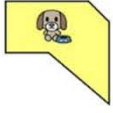

Question 1

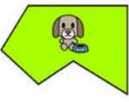

Next

A dog food company is designing a new logo for its tins.
The logo must have:

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

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

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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

Submit Form

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 \(https://www.microsoft.com/en-au/accessibility/\)](https://www.microsoft.com/en-au/accessibility/)
- W3C website on the [Better Web Browsing: Tips for Customizing Your Computer page \(https://www.w3.org/WAI/users/browsing#text\)](https://www.w3.org/WAI/users/browsing#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).

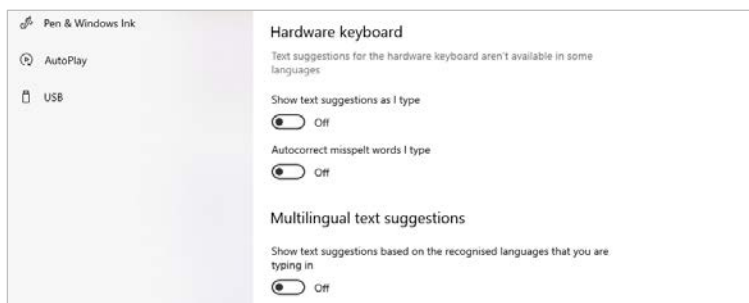
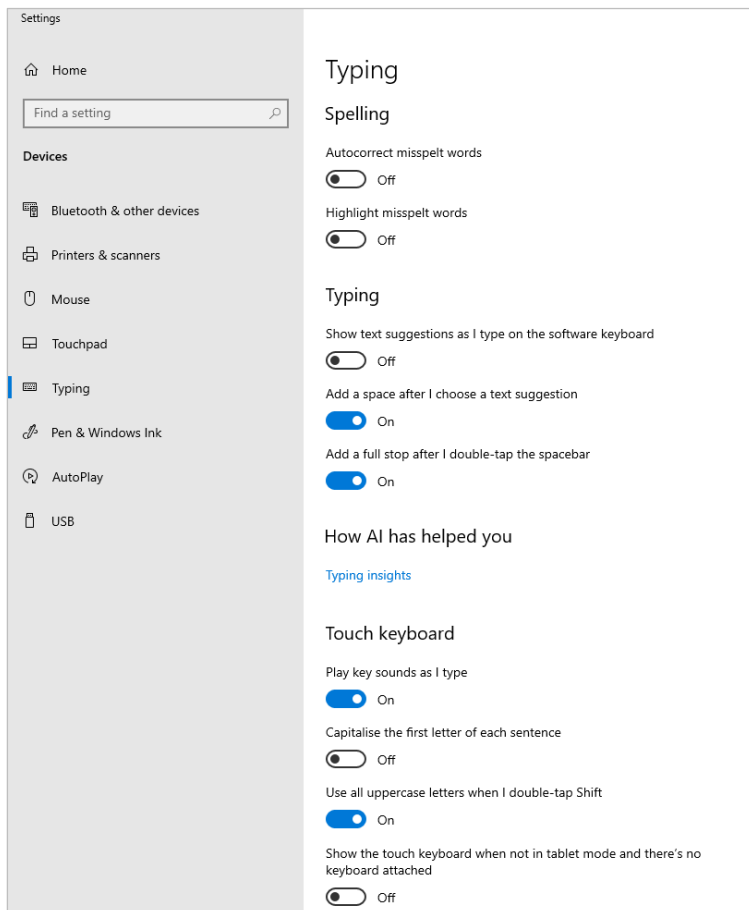
Configuring devices before the OLNA

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**
- Microsoft Copilot is disabled for students accessing the OLNA via the Microsoft Edge Browser
- only one browser with one browser tab is open at any one time and no browser extensions or plugins are allowed to be running unless provided as an adjustment for a diagnosed disability
- all other applications not required for the OLNA or the security of the device are not running, e.g. Grammarly®.


To switch off autocorrect and other text-related keyboard functions in Microsoft Windows, use the following steps.

1. Click on the **search** icon  at the bottom of the screen and type **Typing settings** into the search bar.
2. When the **Typing settings** appear, slide the blue button to the **off** position for:
 - Autocorrect misspelt words
 - Highlight misspelt words
 - Show text suggestions as I type on the software keyboard
 - Capitalise the first letter of each sentence
 - Show the touch keyboard when not in tablet mode and there's no keyboard is attached
 - Show text suggestions as I type
 - Autocorrect misspelt words I type
 - Show text suggestions based on the recognised languages that you are typing in.



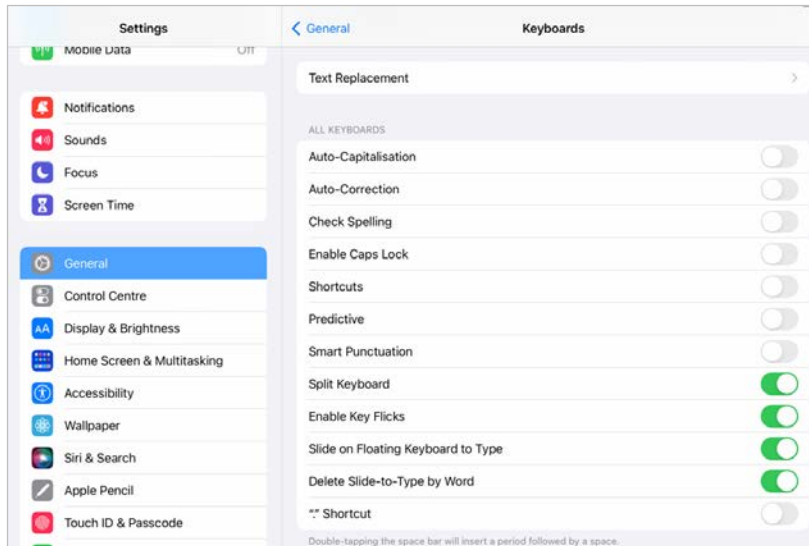
Note: for Windows 11 devices, some keyboard settings listed above will now appear in the **Touch Keyboard** section. Windows 11 users should also ensure that **Add a period after I double-tap the Spacebar** is also disabled in this section.

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


1. Select the **Settings** icon .
2. When the **Settings** menu appears, 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 Text
 Smart Punctuation
 “.” Shortcut



To switch off Microsoft Copilot for students using the Microsoft Edge browser, use the following steps.

1. Select the **Settings and more** icon on the top right-hand corner of the screen  .
2. When the **Settings** menu appears, select **Settings** then **Sidebar**.
3. Select **Copilot** and slide the blue button for **Show Copilot** to **off**.

Common keyboard shortcuts

Many common keyboard shortcuts used for editing in other word processing applications are available in the test system. **Ctrl + Z** is useful when a student accidentally deletes all their text and needs to recover it as it will undo their last action/s.

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 20 sample questions; the writing test comprises a single prompt where students provide a typed response. A maximum of 20 minutes is allowed for completing each practice test.

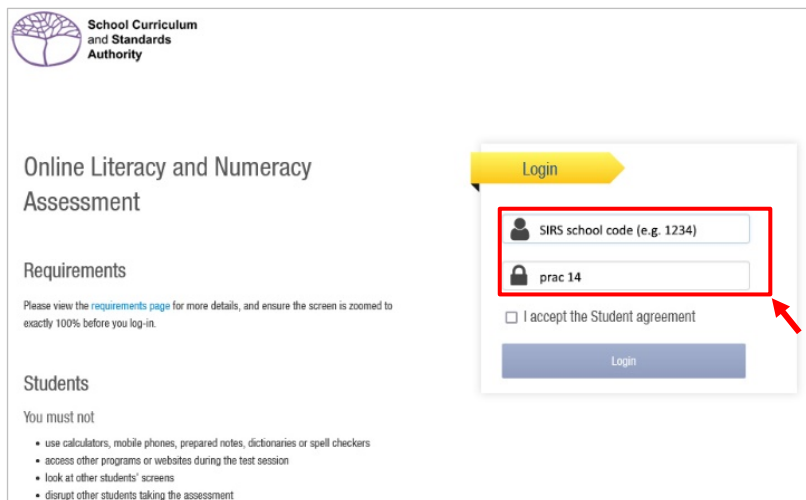
The example tests have been designed to provide an indicative sample of the diversity of skills assessed. Students can experience complete tests in the reading, writing and numeracy components. There are two sets of 45 multiple-choice questions for reading, two sets of 45 multiple-choice questions for 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).

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 'Online Literacy and Numeracy Assessment' login page. The page header includes the School Curriculum and Standards Authority logo. The main heading is 'Online Literacy and Numeracy Assessment'. Below this is a 'Requirements' section with a link to a 'requirements page'. The 'Students' section lists rules: '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; or disrupt other students taking the assessment.

The login form is titled 'Login' and contains the following fields and elements:

- A yellow arrow pointing to the 'Login' title.
- A text input field for the 'SIRS school code (e.g. 1234)'.
- A password input field containing 'prac 14', which is highlighted with a red rectangular box.
- A checkbox labeled 'I accept the Student agreement'.
- A blue 'Login' button.
- A red arrow pointing to the checkbox.

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

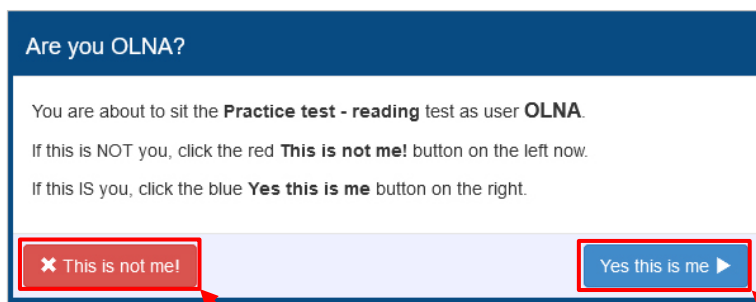


The screenshot shows the School Curriculum and Standards Authority logo at the top left. Below it is a table with the following tasks and 'Start' buttons:

Task	Action
Example test - numeracy	Start
Example test - reading	Start
Example test - writing	Start
Practice test - numeracy	Start
Practice test - reading	Start
Practice test - writing	Start

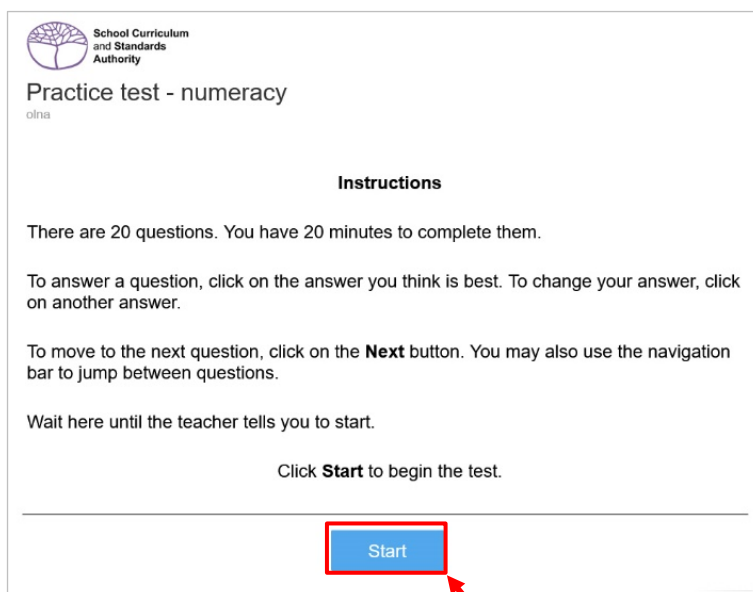
A red box highlights the 'Start' buttons for 'Practice test - numeracy', 'Practice test - reading', and 'Practice test - writing'. A red arrow points to the 'Start' button for 'Practice test - writing'.

3. 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 OLN; however, when students log in, they will see their school's name in the pop-up window.



The screenshot shows a confirmation pop-up window titled "Are you OLN?". The text inside reads: "You are about to sit the **Practice test - reading** test as user **OLN**. If this is NOT you, click the red **This is not me!** button on the left now. If this IS you, click the blue **Yes this is me** button on the right." At the bottom, there are two buttons: a red "X This is not me!" button and a blue "Yes this is me" button with a right-pointing arrow. Both buttons are highlighted with red boxes and red arrows.

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



The screenshot shows the "Practice test - numeracy" page for user "olna". It includes the School Curriculum and Standards Authority logo and the following instructions:

Instructions

There are 20 questions. You have 20 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.

A red box highlights the "Start" button at the bottom of the page, with a red arrow pointing to it.

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).

School Curriculum and Standards Authority
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.

School Curriculum and Standards Authority
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:

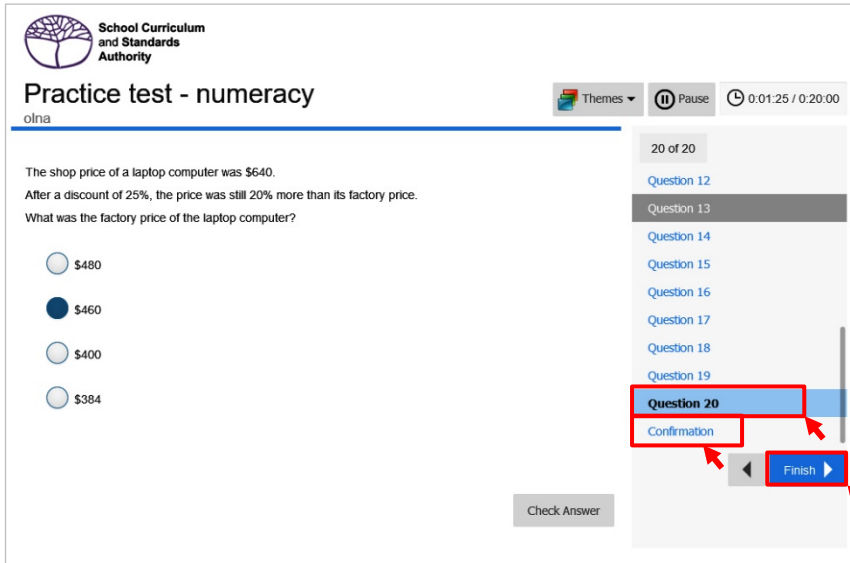
- block of land \$205 000
- house \$275 500
- planning fees \$4188

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

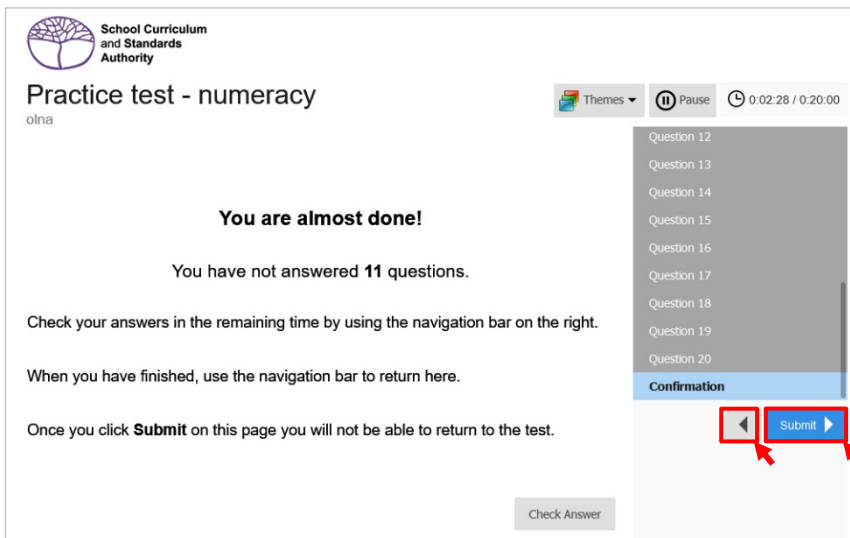
\$481 000
 \$485 000
 \$490 000
 \$500 000

Check Answer

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

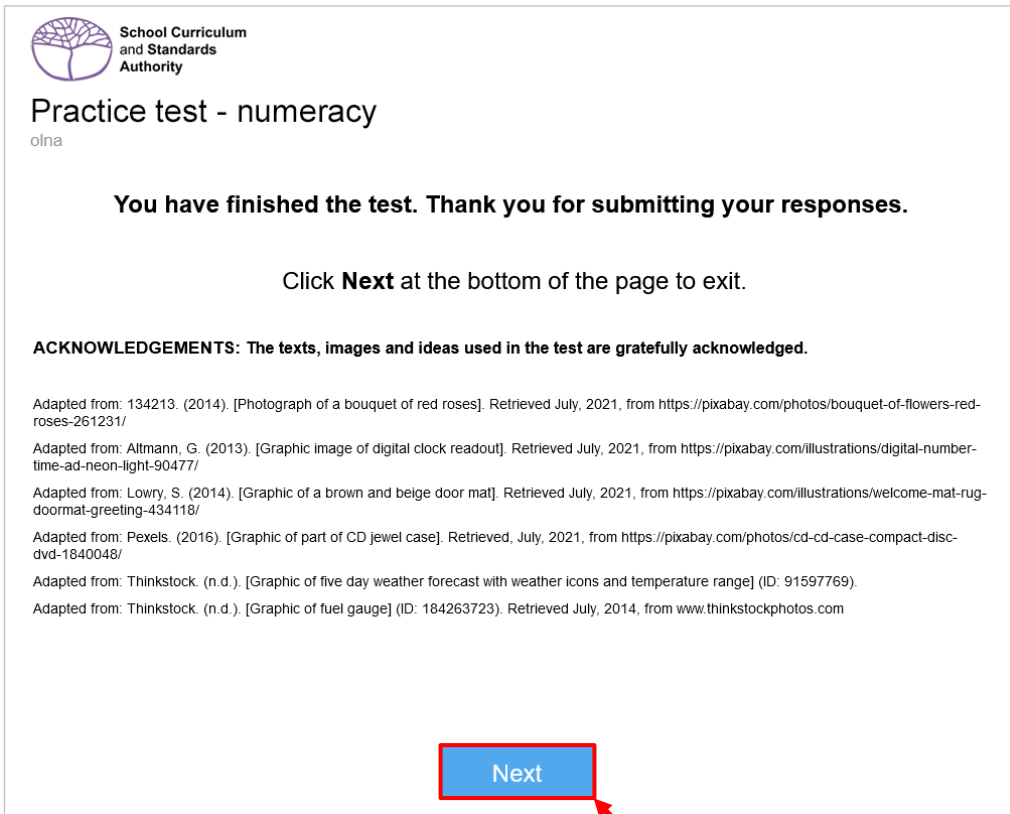



8. If questions have not been answered, the screen will indicate the number of questions that remain unanswered. Students have the option of either:
- returning to the practice or example test to complete the answers by clicking on an unanswered question or using the **Back** button (highlighted below);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



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Practice test - numeracy

olna

You have finished the test. Thank you for submitting your responses.

Click **Next** at the bottom of the page to exit.

ACKNOWLEDGEMENTS: The texts, images and ideas used in the test are gratefully acknowledged.

Adapted from: 134213. (2014). [Photograph of a bouquet of red roses]. Retrieved July, 2021, from <https://pixabay.com/photos/bouquet-of-flowers-red-roses-261231/>

Adapted from: Altmann, G. (2013). [Graphic image of digital clock readout]. Retrieved July, 2021, from <https://pixabay.com/illustrations/digital-number-time-ad-neon-light-90477/>

Adapted from: Lowry, S. (2014). [Graphic of a brown and beige door mat]. Retrieved July, 2021, from <https://pixabay.com/illustrations/welcome-mat-rug-doomat-greeting-434118/>

Adapted from: Pexels. (2016). [Graphic of part of CD jewel case]. Retrieved, July, 2021, from <https://pixabay.com/photos/cd-cd-case-compact-disc-dvd-1840048/>

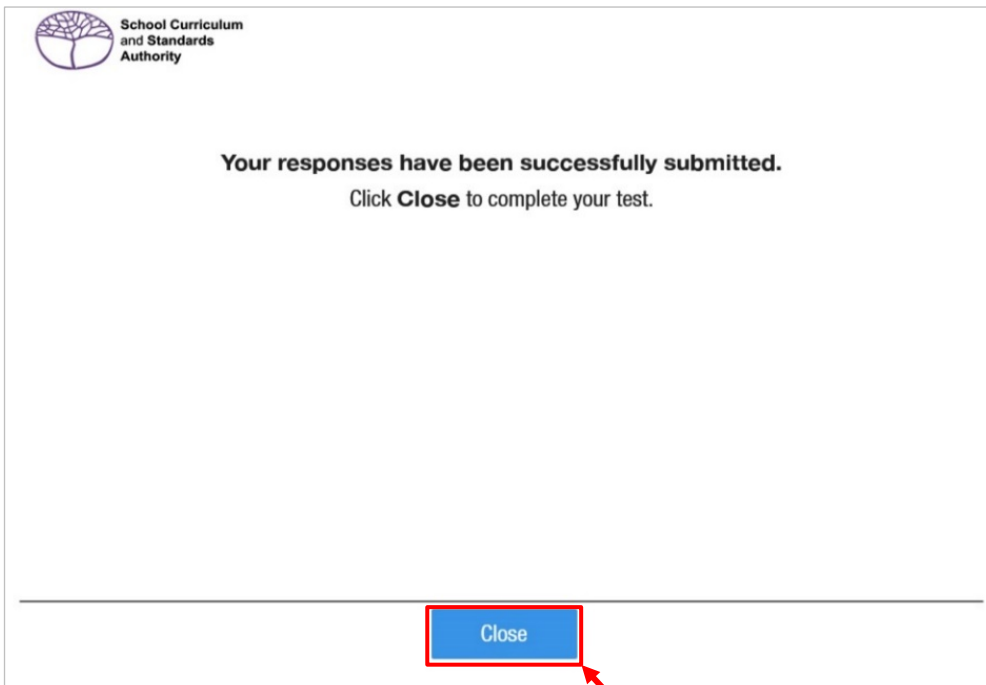
Adapted from: Thinkstock. (n.d.). [Graphic of five day weather forecast with weather icons and temperature range] (ID: 91597769).


Adapted from: Thinkstock. (n.d.). [Graphic of fuel gauge] (ID: 184263723). Retrieved July, 2014, from www.thinkstockphotos.com

Next

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

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



 School Curriculum and Standards Authority

Your responses have been successfully submitted.

Click **Close** to complete your test.

Close

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.

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 reading and numeracy practice tests.

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.

Navigating the writing question in the practice test

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

The screenshot shows a writing practice test interface. At the top left is the School Curriculum and Standards Authority logo. The title is 'Writing - Example test' with 'olna' below it. On the top right, there is a timer showing '0:03:24 / 1:00:00' with a red box around it and an arrow pointing to it from the text 'Shows the time taken/time allowed'. Below the title is a large image of a vintage television set. Underneath the image is the title 'Television' and a paragraph of text: 'Some people believe that watching television has negative effects on the viewer. Do you agree or disagree? Perhaps you can think of arguments for both sides of this topic.' This is followed by instructions: 'Write to persuade a reader of your opinions. Give reasons for your opinions and provide explanations for your reasons.' and 'You have 60 minutes to write. There is no minimum word requirement but make sure you write enough to demonstrate your ability. You should plan your writing before you begin and leave yourself enough time before the end to edit your work thoroughly.' Below this is a list of marking criteria: 'You will be marked on the following: • how well you engage your audience • the organisation of your writing • the selection of words and language • the cohesiveness of your writing • your use of correct grammar, punctuation and spelling.' At the bottom of the writing area is a toolbar with various text formatting icons (bold, italic, underline, strikethrough, subscript, superscript, bulleted list, numbered list, indent, outdent, text color, background color) and a font dropdown set to 'Arial' and '12pt'. A red box highlights the toolbar, with an arrow pointing to it from the text 'Shows the standard text tools available on the toolbar.' To the right of the toolbar is a word count display showing '0/600 Words', also highlighted with a red box and an arrow from the text 'Shows the word count against the word limit.' At the bottom left is a blue 'Save' button, and at the bottom right is a blue 'Finish' button with a right-pointing arrow, highlighted with a red box and an arrow from the text 'Click on the Finish button when you have finished your response.'

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

Section 3: Conducting the OLNA

Accessing the OLNA

Schools must ensure that accounts and passwords are not set up to be shared by students when logging into computers. Each student must be logged into 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 a previous student's 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 OLN A 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).

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

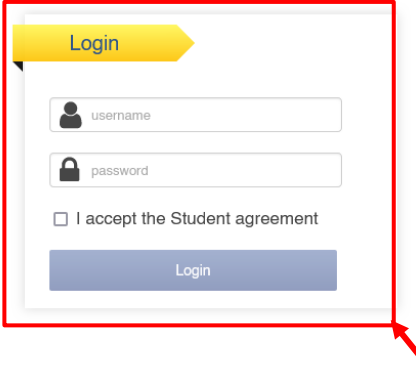
You must

- 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

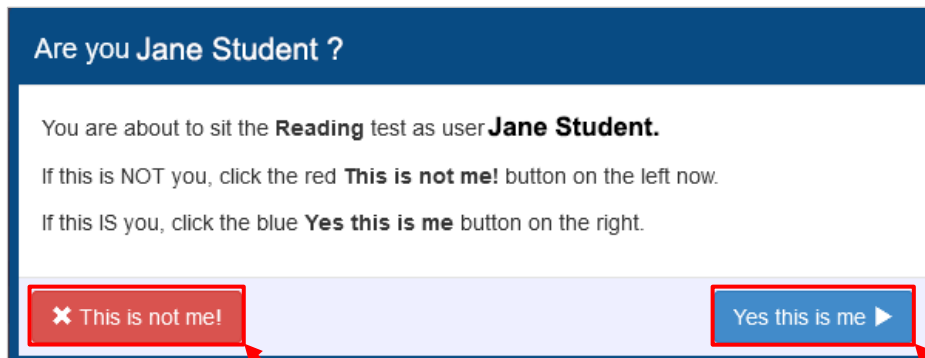
Student agreement

- 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 OLN A tests.
- I do not have any browser tabs open except for the one used to access the OLN A tests.
- I do not have any browser features open other than what is necessary to access the OLN A tests.
- I do not have autocorrect or other text-related functions turned on.
- 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 OLN A 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 *OLN A 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 OLN A Student agreement, such as the cancellation of results for this test.

Assessment Coordinators ▾



- 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) and advise the OLN supervisor immediately.

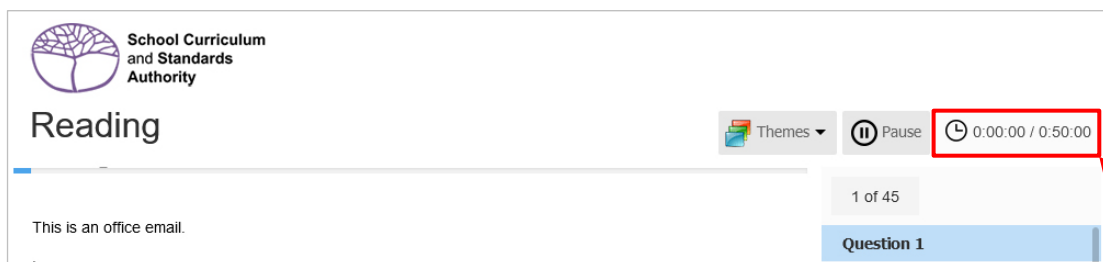


Extra time, rest breaks and coloured backgrounds

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.

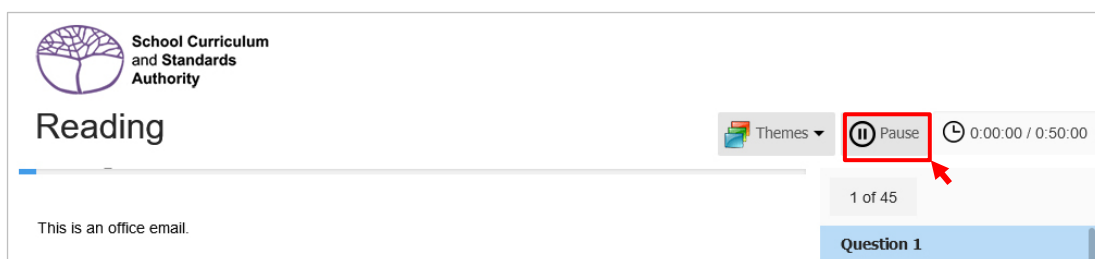
Extra time

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 (reading and numeracy) or 60 minutes (writing) allowed to complete the OLN (highlighted below).

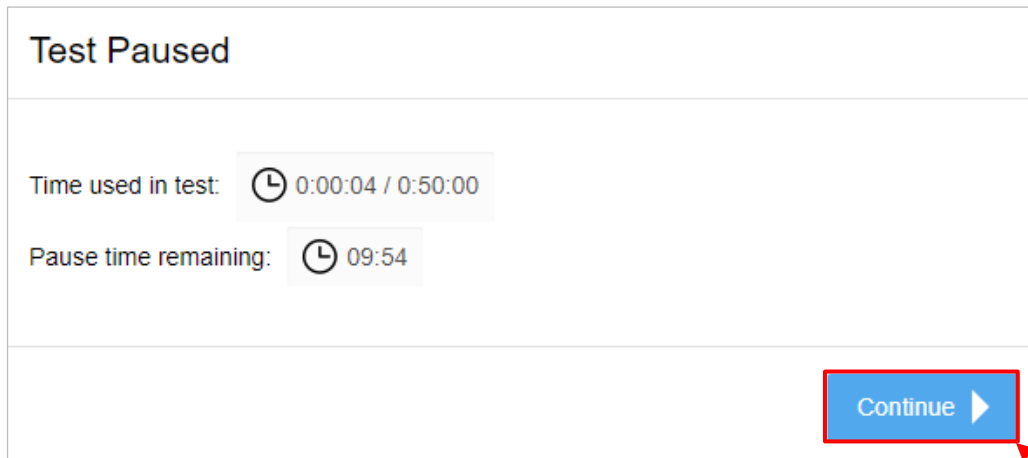


Rest breaks

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

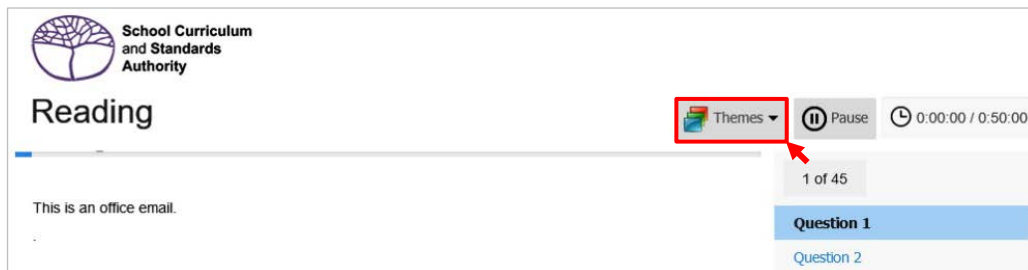


When the **Pause** button is used, the **Test Paused** pop-up window appears. It shows how much time the student has used in the test and how much pause time they have remaining. To return to the test, students should click on the **Continue** button (highlighted below).

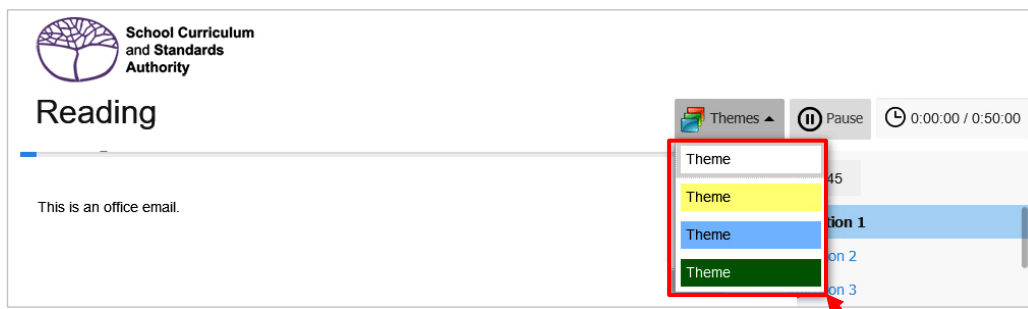


Coloured background (themes)

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) appear in the drop-down menu (highlighted below).



Clicking on a colour (theme) will change the background colour. 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' test instructions page. At the top left is the School Curriculum and Standards Authority logo. The page title is 'Reading'. Below it, the word 'Instructions' is centered. The text reads: 'There are 45 questions. You have 50 minutes to complete them.' It then provides instructions on how to answer questions and how to navigate between them. At the bottom, there is a blue 'Start' button.

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

The screenshot shows the 'Numeracy' test interface. At the top left is the School Curriculum and Standards Authority logo. The page title is 'Numeracy'. Below it, the word 'olna' is visible. The main content area shows a map with a supermarket and a post office. The question asks: 'Sarah is standing outside the supermarket at X. In what directions should she walk along the streets to go to the post office?' There are four radio button options: 'east and then south', 'east and then north', 'west and then south', and 'west and then north'. On the right side, there is a navigation bar with a 'Themes' dropdown, a 'Pause' button, a timer showing '0:02:09 / 0:20:00', a question count '5 of 20', a list of questions from 'Question 5' to 'Question 14', and 'Next' and 'Previous' buttons. Red arrows point to these elements with explanatory text.

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.

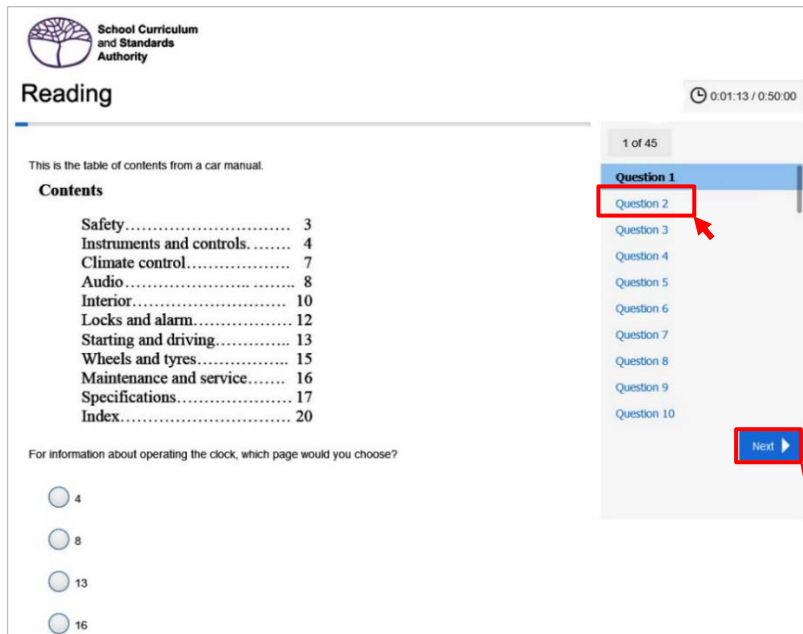
Click on the **Next** button to go to the next question.

Select one of the four responses.

Click on the arrow to go to the previous question.

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 the 'Reading' section of the test. The top left features the School Curriculum and Standards Authority logo. The page title is 'Reading' and the timer shows 0:01:13 / 0:50:00. The main content area displays a table of contents from a car manual. Below the table, a question asks for the page number for information about operating the clock. The right-hand navigation pane shows 'Question 1' selected and highlighted in blue, with 'Question 2' highlighted in red. A 'Next' button with a right-pointing arrow is also highlighted in red.

School Curriculum and Standards Authority

Reading

0:01:13 / 0:50:00

1 of 45

Question 1

Question 2

Question 3

Question 4

Question 5

Question 6

Question 7

Question 8

Question 9

Question 10

Next

This is the table of contents from a car manual.

Contents

Safety.....	3
Instruments and controls.....	4
Climate control.....	7
Audio.....	8
Interior.....	10
Locks and alarm.....	12
Starting and driving.....	13
Wheels and tyres.....	15
Maintenance and service.....	16
Specifications.....	17
Index.....	20

For information about operating the clock, which page would you choose?

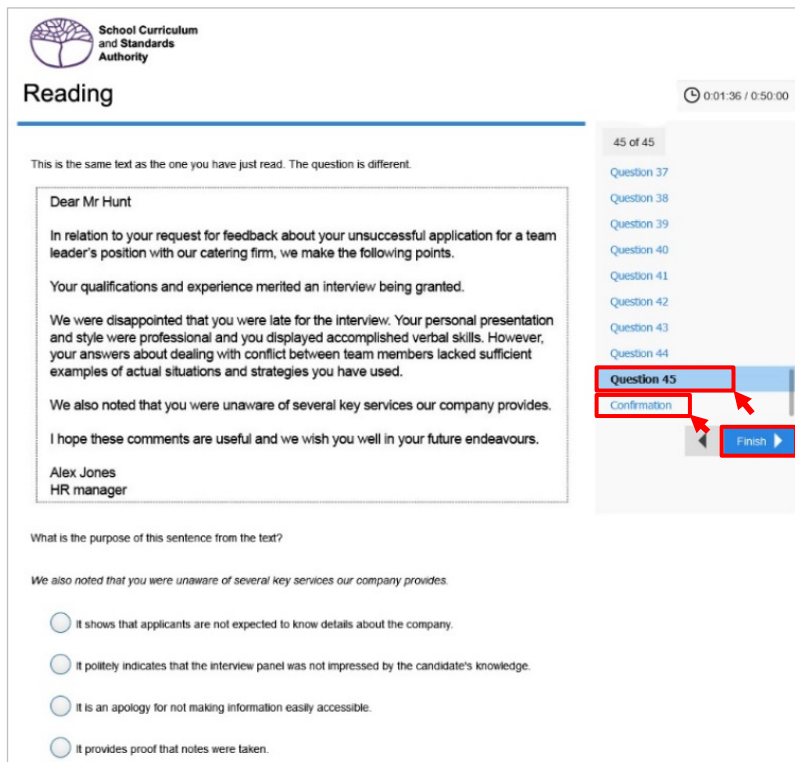
4

8

13

16

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 the test. The top left features the School Curriculum and Standards Authority logo. The page title is 'Reading' and the timer shows 0:01:36 / 0:50:00. The main content area displays a letter from Alex Jones, HR manager, regarding a team leader's position. Below the letter, a question asks for the purpose of a specific sentence. The right-hand navigation pane shows 'Question 45' selected and highlighted in blue, with 'Confirmation' and 'Finish' buttons highlighted in red.

School Curriculum and Standards Authority

Reading

0:01:36 / 0:50:00

45 of 45

Question 37

Question 38

Question 39

Question 40

Question 41

Question 42

Question 43

Question 44

Question 45

Confirmation

Finish

This is the same text as the one you have just read. The question is different.

Dear Mr Hunt

In relation to your request for feedback about your unsuccessful application for a team leader's position with our catering firm, we make the following points.

Your qualifications and experience merited an interview being granted.

We were disappointed that you were late for the interview. Your personal presentation and style were professional and you displayed accomplished verbal skills. However, your answers about dealing with conflict between team members lacked sufficient examples of actual situations and strategies you have used.

We also noted that you were unaware of several key services our company provides.

I hope these comments are useful and we wish you well in your future endeavours.

Alex Jones
HR manager

What is the purpose of this sentence from the text?

We also noted that you were unaware of several key services our company provides.

It shows that applicants are not expected to know details about the company.

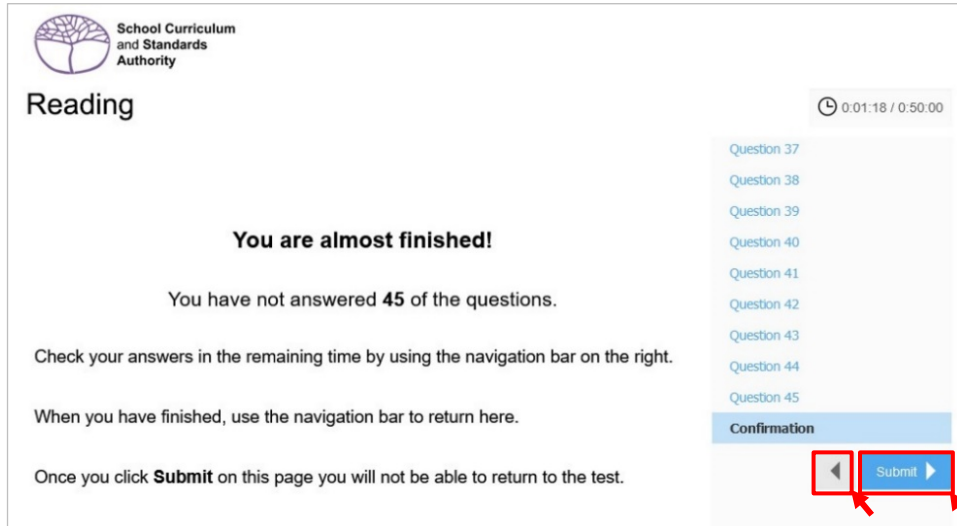
It politely indicates that the interview panel was not impressed by the candidate's knowledge.

It is an apology for not making information easily accessible.

It provides proof that notes were taken.

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.



School Curriculum and Standards Authority

Reading

0:01:18 / 0:50:00

You are almost finished!

You have not answered **45** of the questions.

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.

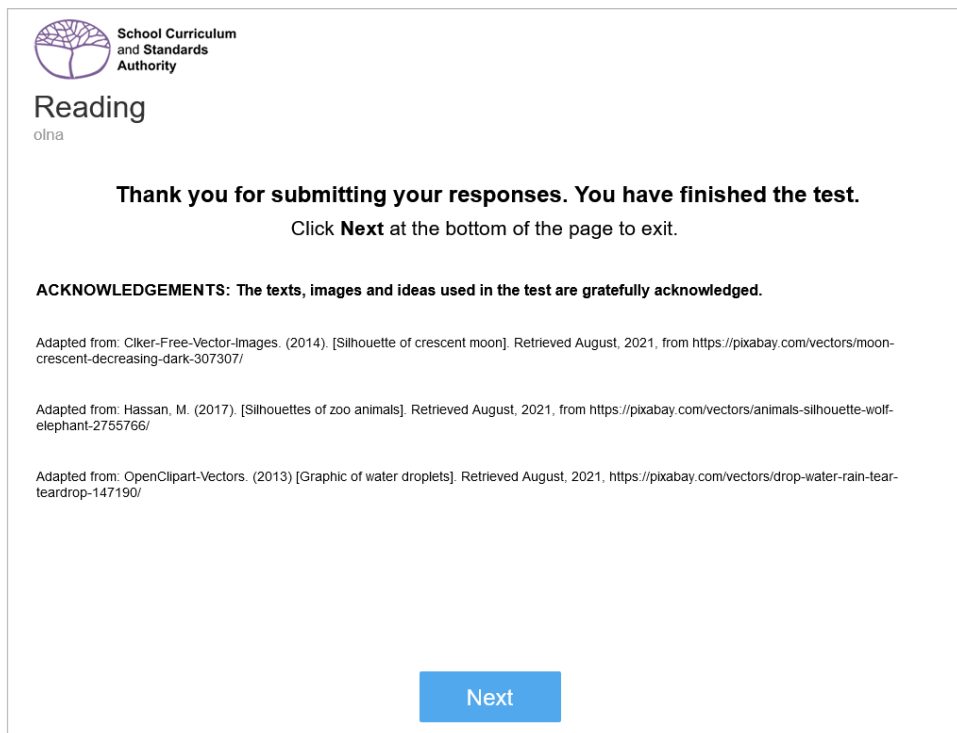
Once you click **Submit** on this page you will not be able to return to the test.

Question 37
Question 38
Question 39
Question 40
Question 41
Question 42
Question 43
Question 44
Question 45

Confirmation

◀ Submit ▶

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



School Curriculum and Standards Authority

Reading

olna

Thank you for submitting your responses. You have finished the test.

Click **Next** at the bottom of the page to exit.

ACKNOWLEDGEMENTS: The texts, images and ideas used in the test are gratefully acknowledged.

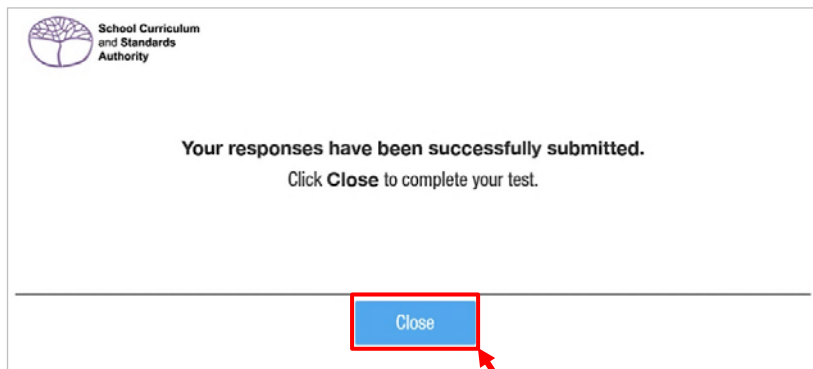
Adapted from: Ciker-Free-Vector-Images. (2014). [Silhouette of crescent moon]. Retrieved August, 2021, from <https://pixabay.com/vectors/moon-crescent-decreasing-dark-307307/>

Adapted from: Hassan, M. (2017). [Silhouettes of zoo animals]. Retrieved August, 2021, from <https://pixabay.com/vectors/animals-silhouette-wolf-elephant-2755766/>

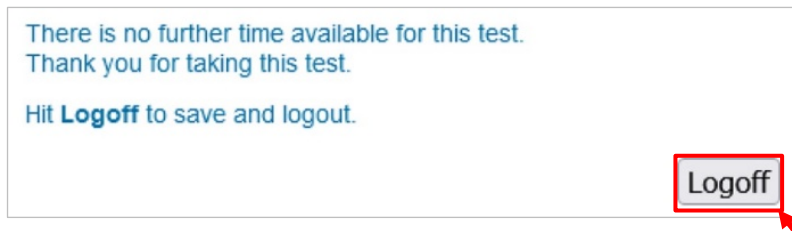
Adapted from: OpenClipart-Vectors. (2013) [Graphic of water droplets]. Retrieved August, 2021, <https://pixabay.com/vectors/drop-water-rain-tear-teardrop-147190/>

Next

- 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.

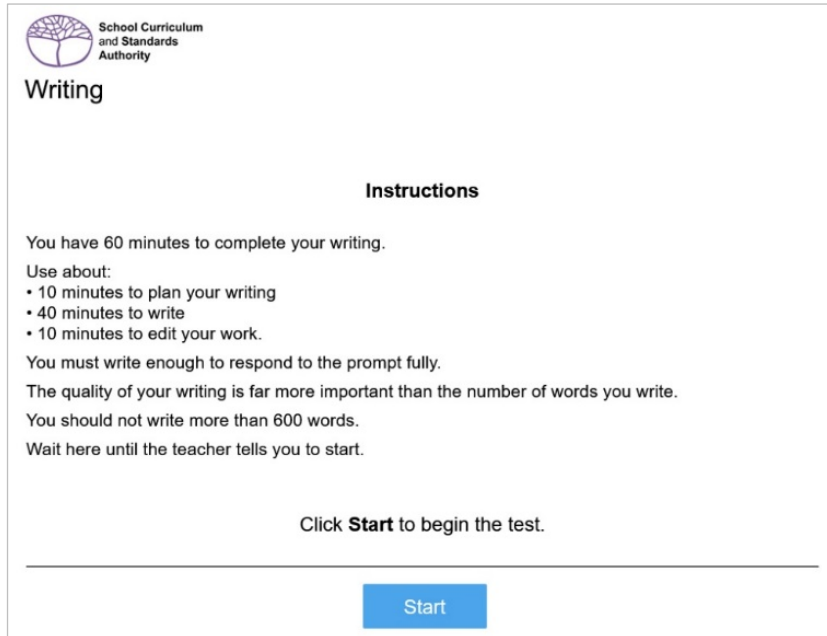


- The OLNA supervisor should collect all notes and working/planning papers from students before they leave the test room.

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 reads: 'You have 60 minutes to complete your writing. Use about: • 10 minutes to plan your writing • 40 minutes to write • 10 minutes to edit your work. 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. 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 (highlighted below) and text area border will display in red once the limit is exceeded. 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 writing test interface. At the top, there is a toolbar with various text formatting options: Bold (B), Italic (I), Underline (U), and a red box highlights the Bold, Italic, and Underline buttons. Below the toolbar is a text box with the placeholder text 'Students write their texts here...'. In the top right corner of the text box, there is a red box containing the text '5/600 Words', indicating the current word count and the 600-word limit.

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 student's discretion.
3. To finish and submit the writing test, students should click on the **Finish** button (highlighted below).




School Curriculum and Standards Authority

Writing

olna

Shows the time taken/time allowed in the test.

Themes Pause 0:03:24 / 1:00:00



Television


Some people believe that watching television has negative effects on the viewer. Do you agree or disagree? Perhaps you can think of arguments for both sides of this topic.

Write to persuade a reader of your opinions. Give reasons for your opinions and provide explanations for your reasons.

You have 60 minutes to write. There is no minimum word requirement but make sure you write enough to demonstrate your ability. You should plan your writing before you begin and leave yourself enough time before the end to edit your work thoroughly.


You will be marked on the following:

- how well you engage your audience
- the organisation of your writing
- the selection of words and language
- the cohesiveness of your writing
- your use of correct grammar, punctuation and spelling.

 0/600 Words

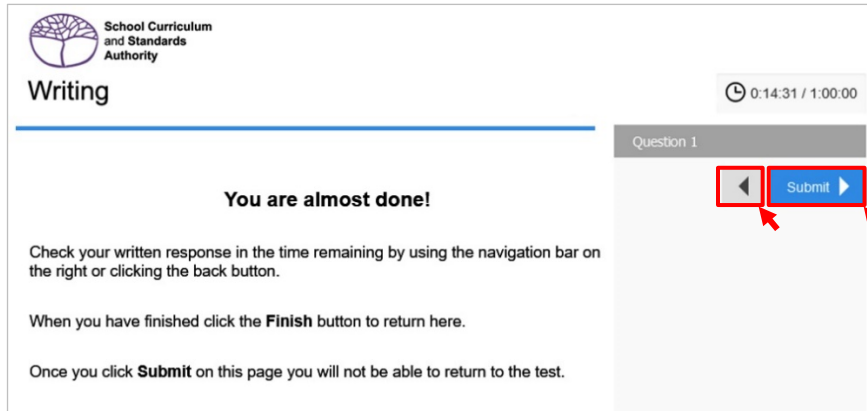
Shows the standard text tools available on the toolbar.

Shows the word count against the word limit.

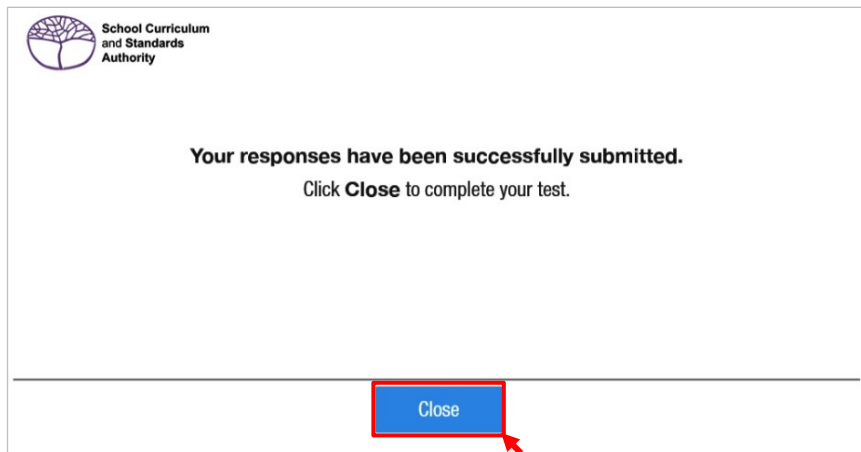
Save 

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

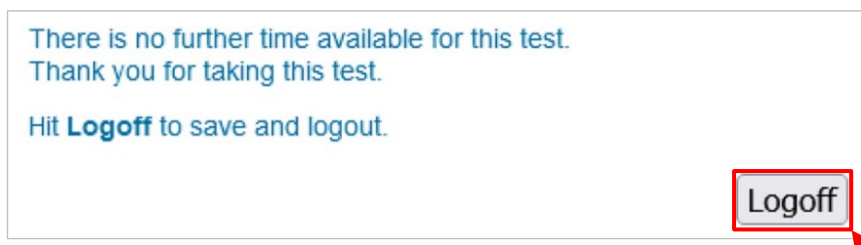
4. On the confirmation page, students have the option of either:
- returning to the test to edit their answers by clicking on the **Back** button ◀ (highlighted below); or
 - clicking on the **Submit** button (highlighted below) to submit their response.



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



8. The OLNA 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

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 tests.

Staggering student logins (for low-bandwidth schools)

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 begins to count 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 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 the practice test issues/requirements table on page 33.

Problems accessing an OLN A test

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

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 OLN A test, contact the OLN A Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.

Computer crashing/freezing

If the computer is crashing/freezing and you have to force the computer to shut down, 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 for the reading or numeracy tests, such as not displaying an image properly or freezing, 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 problems with the writing test, immediately contact the OLN A 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 will appear. 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, the school may be asked to take a screenshot of the student's work to email to olna@scsa.wa.edu.au.
4. The school can then 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 for assistance.

Enrolment planning for a test

No.	FAQ	Action
1	How do I make a change to a student's registration?	Upload an updated SRGDG file. Contact the OLNAs Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au .
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>OLNA Handbook 2025</i> .
3	How do I register a student for sickness/misadventure?	If a student becomes ill, experiences difficulties or faces other issues which prevent them from completing the test, contact the OLNAs Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au 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. Parents/carers of home educated students should consult the Authority's website for further information.
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 https://assess.scsa.wa.edu.au/admin . The OLNAs Dashboard enables schools to request adjustments.

Practice test issues/requirements

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

Technical issues with a test

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

No.	FAQ/Issue	Action
6	A student's computer/device crashed during an OLNA test.	<ul style="list-style-type: none"> • If the student is completing the writing test, contact the OLNA Helpdesk immediately. • 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"> ▪ The test is designed to resume to within one minute of where it stopped. ▪ The number of questions answered and time remaining will automatically be restored. • If the error message Sorry the test is no longer active appears, or the student is unable to log in again, contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.
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.	<ul style="list-style-type: none"> • Check you have entered the correct URL: https://assess.scsa.wa.edu.au. • Check if the URL will work on another device. • When the practice test was conducted, were there any internet connection issues? • Check the internet connection by trying other secure URLs, e.g. https://www.education.wa.edu.au. • Should the problem/s continue, contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.
9	An error message appears: There was a problem saving your answer.	<ul style="list-style-type: none"> • After 10 seconds, click Retry. • If a student is completing the writing test, contact the OLNA Helpdesk immediately. • For reading and numeracy, if clicking Retry 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. • If you are unable to resume after loading the test site, contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.

No.	FAQ/Issue	Action
10	A student is part way through an OLN A test and the page is ‘hanging’ or ‘freezes’.	<ul style="list-style-type: none"> • If a student is completing the writing test, contact the OLN A Helpdesk immediately. • For reading and numeracy, attempt to log out, or close the browser. • Restart the device and log in again. The OLN A test is designed to resume to within one minute of where the student was up to. • Try another device or a different browser on the same device and attempt to resume the test. • If you are unable to resume the test after loading the test-delivery website, contact the OLN A Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.
11	A question is not displaying (rendering) correctly on-screen.	<ul style="list-style-type: none"> • Are students using a supported browser? • Are there currently any internet connectivity issues? • Is the student/s using a Roaming User Profile?¹ If yes, try clearing the browser cache. See Refresh Your Cache (www.refreshyourcache.com) for details. • Try another device or a different browser on the same device. • Should the problem continue, contact the OLN A Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.
13	A student’s writing disappeared or was accidentally deleted.	<ul style="list-style-type: none"> • Press Ctrl (or Command) + Z. This may need to be attempted multiple times until the student’s writing appears. • If you are unable to get the student’s writing response to appear, then call the OLN A Helpdesk on 9273 6726 immediately.
14	What is the address of the OLN A Dashboard?	<ul style="list-style-type: none"> • The OLN A Dashboard URL is https://assess.scsa.wa.edu.au/admin. The OLN A Dashboard enables schools to record participation status (such as abandonment) and test incidents. • Test incidents requiring immediate assistance should be directed to the OLN A Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au. • Any allegation of a breach should be emailed to olna@scsa.wa.edu.au as soon as possible.

¹ Roaming user profile enables users to log in to any computer connected to the same network and access their documents and settings, such as applications remembering toolbar positions and preferences, or the desktop appearance staying the same. See the Microsoft website for more details: [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).

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