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Q-interactive: Assess- Connecting and Configuring Your iPads

This article provides information and instructions on how to configure and connect iPads together for testing in the Q-interactive Assess app.

🕓 Nov 7, 2020 · Knowledge

Issue

Two iPads are required to administer an assessment in Q-interactive Assess, one will function as the "Practitioner", which is used for scoring, and one will function as the "Client", which is used as the stimulus. You will need to determine which iPad will be assigned which role before continuing. The Client iPad should not be smaller than 9.7 inches or larger than 11 inches. The Practitioner iPad can be any size.

The iPads need to be connected to administer an assessment using Q-interactive Assess. **Once you have configured your iPads and Assess settings properly the apps will connect automatically after you log into both iPads.**

Note: You must create an assessment battery on qiactive.com (http://qiactive.com) and send it to the iPad for administration.

FAQ

My iPads won't connect when I log in. What can I do to fix this?
  - Make sure that you have the latest version of Assess installed. If you have already been using Assess you can check the App Store for updates. DO NOT delete and reinstall the Assess app as this can cause data loss.
  - If your settings are configured properly your iPads will connect automatically as soon as you log into both iPads with the same username and password.
  - You may or may not see a notification telling you that the iPads have connected. Not seeing a notification doesn't mean that the iPads have not connected.
  - You should see a blank white screen on the Client iPad until you start an assessment subtest and tap the Show Picture button.
  - If you recently made any changes to your device or Assess app settings you may need to log out of the apps and log back in, or restart the iPads, for them to take effect.

How can I test my iPad connectivity in the Assess app?
  - You will not be able to test whether or not the iPads are connected successfully unless you have sent a Battery to the iPad. This can be done on qiactive.com.
  - A **Practice Assessment** can be created and sent to the iPad to **test functionality for free**.
  - Practice Assessments in Q-interactive Assess function exactly the way a regular assessment functions on the Assess app except you **will not get scores or a report** when it is completed.

I've started my subtest and no picture is showing/there is no Show Picture button to tap. Why?

- Not all subtests use the client iPad as a stimulus. You can find out if the subtest will use the Client iPad as a stimulus by tapping the (i) symbol at the top of the subtest page. This will show you the required materials for administration as well as administration and scoring instructions.

I'm getting an error that says "iPads are not connected" when I start my subtest and tap the Show Picture button. What can I do?
- Try logging out then logging back into both iPads, or restarting the iPads and logging back in.
- If logging out and back in or restarting the iPads does not fix the problem verify that the settings on both iPads are configured according to the settings above.
- If you are logged into more than one Practitioner or Client iPad at the same time the iPads will be unable to connect.
- Verify that in your pair of iPads that one is set to Practitioner and one is set to Client in Application Mode. If they are both set to Practitioner they will not connect.

I've tried all of the suggestions listed above and the iPads will still not connect. What can I do next?
- Please submit a support ticket on our Contact Us (https://support.pearson.com/usclinical/s/contactsupport) page.
- You may also reach one of our friendly technical support representatives Monday-Friday from 7:00am-6:00pm Central Time by calling 1 (800) 627-7271. Please be sure to have your iPads with you and some time available to do some troubleshooting.
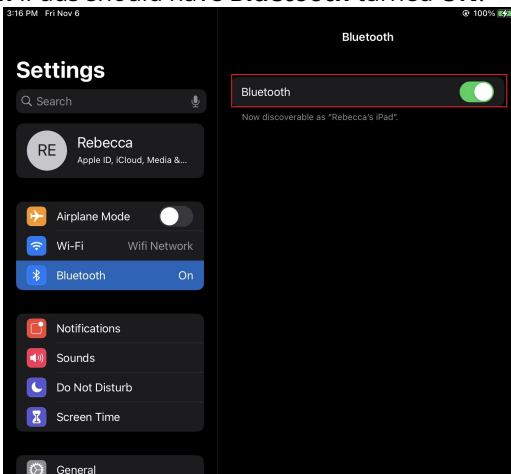

Detailed Instructions

Configuring the iPad Device Settings:

Both iPads should have **WiFi** turned **ON** and **Airplane Mode** turned **OFF**:
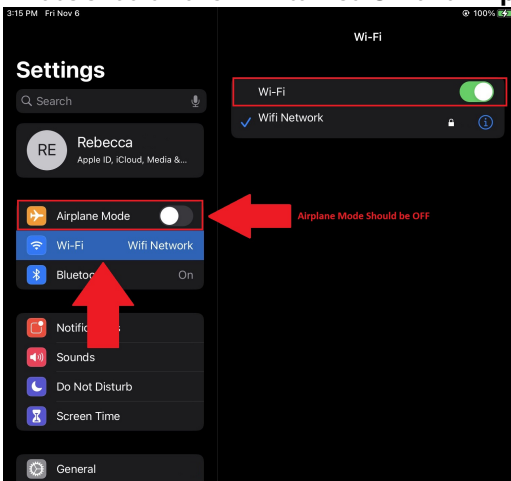
Both iPads should have **Bluetooth** turned **ON**:

Configuring the Assess App Settings:

To access the Assess app settings go to the Settings app on your iPad then scroll down in the column on the left to tap on Assess. You will see the Assess Settings on the right side of the screen.

Settings Under "Allow Assess to Access"

Both iPads should have **Bluetooth**, **Local Network**, and **Microphone** turned **ON**.

(Microphone is optional but highly suggested since some subtests record audio during administration for easier scoring.)

NOTE: iPads that are too old to receive iOS 14 or have not yet been updated to iOS 14 will not see the settings under "Allow Assess to Access". If you have recently updated your iOS version to 14.0 or higher you will need to configure these settings.
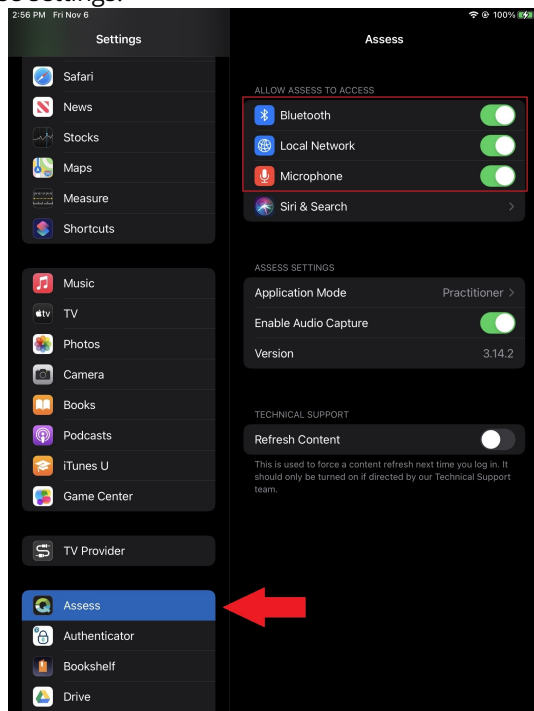
Settings Under "Assess Settings"
- The iPad that will be used as the Practitioner should have **Practitioner** selected for **Application Mode**.
- The iPad that will be used as the Client should have **Client** selected for **Application Mode**.
- Turn **Enable Audio Capture** to **ON** if you would like to allow verbal subtests to record during testing. (This setting is optional.)
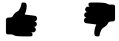
Settings Under "Technical Support"
- Leave Refresh Content **OFF** unless advised to turn on by a support representative.

Attachments

Requested By ⓘ

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