Using Thinkgate - Before you call for help….

Check the reference center for detailed step by step guides for nearly every function in Thinkgate. The Reference Center is located under the Help menu on the right side of the home page.

I forgot my password.

> You can reset your password yourself by clicking on the "reset password" on the login page. It will email you a new password and allow you to login, and then change your password.
>
> *Reference guide: Change my password*

I am locked out of Thinkgate.

> This happens when you try to login with the wrong password more than 3 times. You'll need to have a school administrator, test chair, tor can reset your privileges. There are instructions for this in the reference center.
>
> *Reference Guide: Reset someone's password*

My bubble sheets are not scanning.

> Primary reason for errors.
>
> - Make absolutely sure that you printed the bubble sheets at **full scale.**
> - The alignment markers, which are the **4 bold squares** on the corners of the bubble sheets are critical to be in the proper location.
> - If in doubt, download another bubble sheet from the site, save it to your desktop, then print it by opening it up, checking the page setup so that the scale is set to NONE or 100%, (depending on the Adobe Acrobat Reader version you have) and not set to "shrink to fit".
> - Once you have the **FULL** scaled bubble sheet, hold it against the bubble sheet that you are having issues with and see if the alignment markers match up or not.
> - If not, you must reprint your bubble sheets and rebubble.
> - Make sure that the bubble sheets are fed in straight and not at an angle.
> - Make sure that the student ID and answers are all bubbled if you are using a blank form score sheet.
>
> *Reference Guide: Plain Paper Scanning Troubleshooting*

Form ID is being requested:

> The form ID should not be necessary. It usually indicates a scale issue. If you are comfortable with the scale, then bubble in a form ID that corresponds to the subject level:
>
> LA/ Reading: 101   Science: 301
> Math: 201   SS: 401
>
> *Reference Guide: Scanning Plain Paper Forms*

My scores need to be reset.

> On district assessments, you need to contact the school site Test Chair and explain the problem. The Test Chair needs to email both the school admin and cc the regional contact who will then contact the district to reset your scores. On a classroom assessment, you can reset scores following the *Reference Guide: Reset a student's score.*