

How to Submit a Security Incident

The Security and Test Administration Incident Reporting System (STAIRS) and Appeals process is used only for reporting incidents related to computer-based assessments. All incidents must be reported within 24 hours. In the case of a social media breach, coordinators are required to call the California Technical Assistance Center (CalTAc) at 800-955-2954 immediately.

- 1 Navigate to <http://www.caaspp.org> or <https://www.elpac.org/>.
- 2 Log on to the **Test Operations Management System (TOMS)**.
- 3 Select the **STAIRS** tab at the top of the screen.
- 4 Select the school, date of the testing incident, grade affected, test name, and type/domain.
- 5 Select the **Next** button.
- 6 Select the radio button that corresponds to the testing issue being reported.
- 7 Select the **Next** button.
- 8 Select an answer for any follow-up questions that appear.
- 9 Select the **Next** button to go to the Confirm Details page.
- i* *If the issue does not require an appeal, you will be directed to the Confirm Details page. If the selected testing issue does require an appeal request, you will be directed to the Student Information screen.*
- 10 On the Student Information Screen, enter the total number of students involved and select the SSID input type. If 11 or more students are involved, SSIDs must be input through the upload option.
- i* *Provide a detailed description of the issue. The description should not include personally identifiable information.*
- 11 Select the **Next** button.
- 12 Review the information on the Confirm Details page for accuracy, and then select **Next**.
- 13 Select all SSIDs for which you would like to submit an appeal.
- 14 Enter optional comments or questions into the **Comments** box, if necessary.
- 15 Select the **Submit** button to submit the STAIRS case.
- i* *Cases can be saved as drafts before they are submitted, and then can be viewed under the **Search STAIRS** tab. Automated emails are sent when STAIRS cases are processed and when comments have been added to the case under **Notes**.*