

Tips for online users

When using e-asTTle please follow these guidelines:

- If you need to upload a new AST file in order to test students, please do so at least one week before testing is due to commence. If you have any queries, you can contact the Contact the **Education Service Desk** – Monday to Friday, between the hours of 7.30am and 5:30pm for help with issues not answered in the [FAQ](#) section of this site or the [e-asTTle Help user guide](#).
 - **Phone:** 0800 422 599
 - Select option 2 for password resets
 - Select option 4 for all other queries
 - **Email:** service.desk@education.govt.nz
- Student passwords do not need to be reset before each assessment. Student passwords are valid for 12 months (from the last reset). Only reset passwords as required. It is advisable to reset passwords well in advance of the assessment.
- The peak time for assessments is 9:00am to 12:30pm. Avoid administrative tasks such as running reports, uploading AST files, resetting passwords for large groups creating and assigning assessments during this time.
- If you have limited access to computer labs for whole class assessments, have a contingency plan in case problems arise during your session.