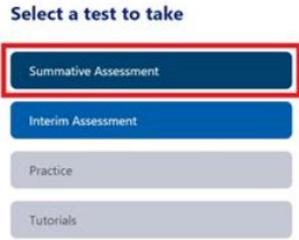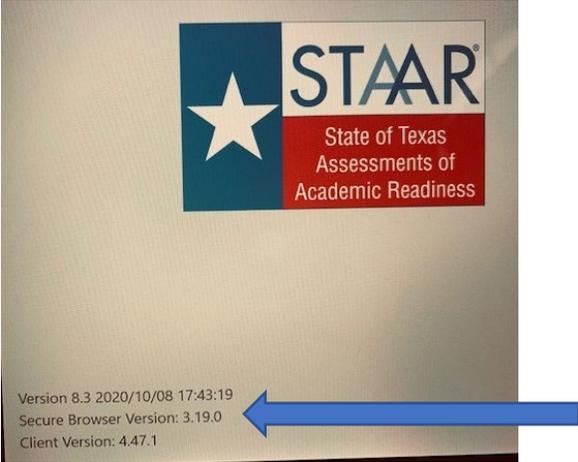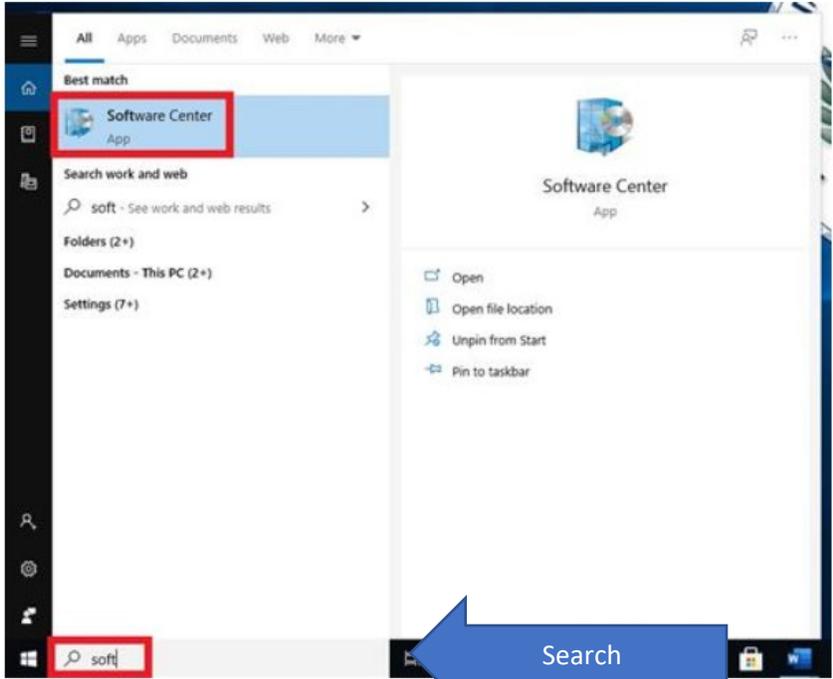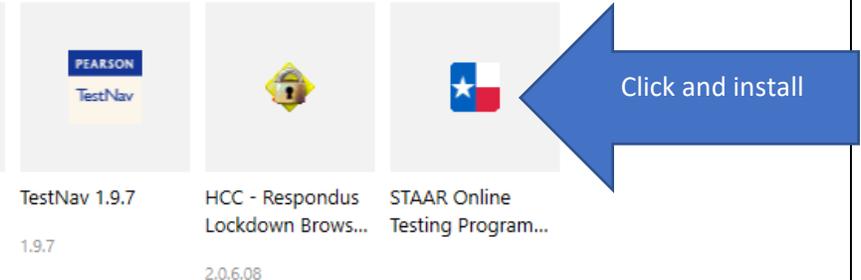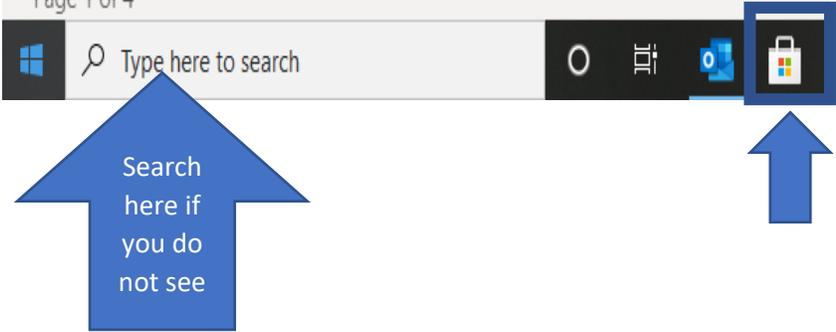## Check the STAAR App from Home:

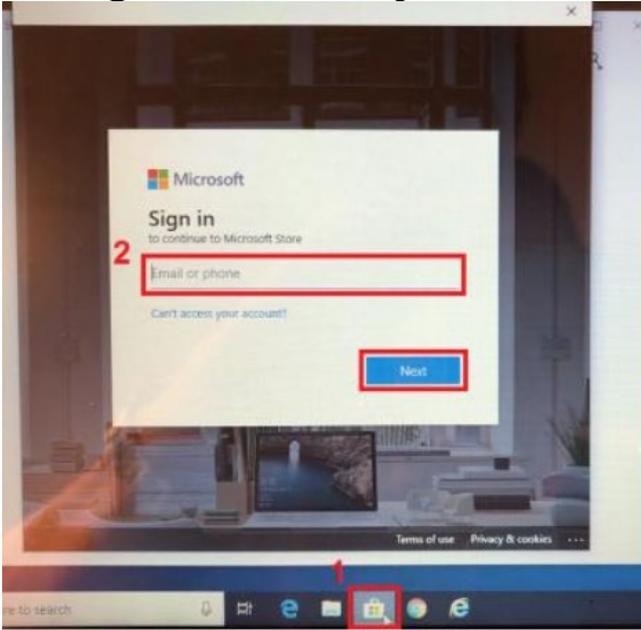Some applications may not be found or fail to install from Software Center.

If the access to Software Center does not work, students must use the HISD-managed Microsoft Store, instead of Software Center, to install some online testing applications. The HISD-managed Microsoft Store is available both on- and off- campus.

IMPORTANT: The installation from the HISD-managed Microsoft Store may NOT overwrite the older version of a testing application visible on the desktop. To find the new version that was just installed, students must go through the Windows Start button.
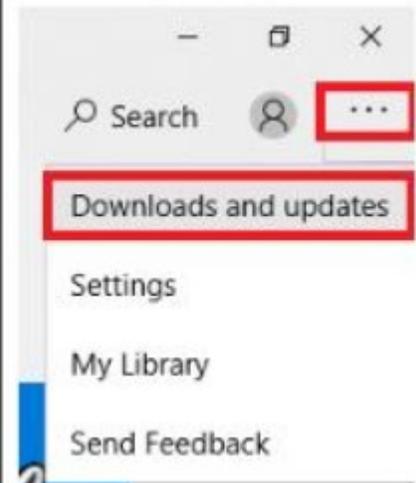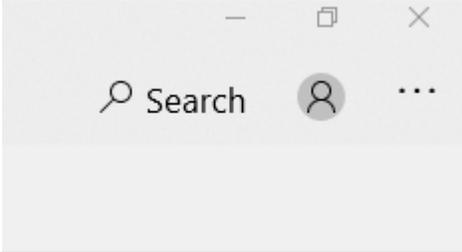
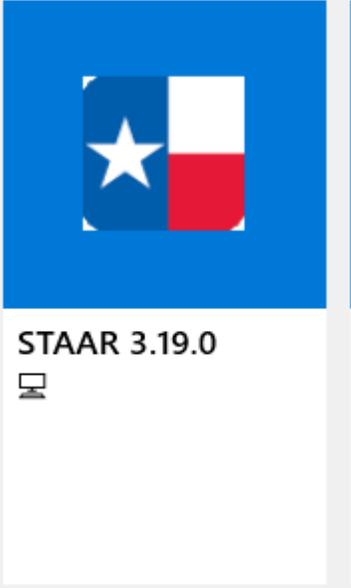| Step 1	Check your desktop	On your desktop – open the STAAR App and see if it says **V 3.19.0 – if yes: you do no need to update** If you do not see the STAAR app or it is not 3.19.0 You **WILL** need to update. Continue to Step 2
	Make sure all programs on the laptop are closed, when checking the STAAR app	 A) (B) On **Windows devices**, verify that the second line in the lower left corner of the screen reads **Secure Browser Version: 3.19.0**. (C)
		If you do not see the STAAR app or it is not 3.19.0 You **WILL** need to update. Continue to Step 2

		Installing from Software Center
Step 2	Software center	All 9th grade and Students who have updated their laptops since September should have the new Remote Software Center. The Icon should be located on the desktop. If not, you can search for "Software Center"
	To find **Software Center**, look for the icon on the Windows desktop, or search for it in the search bar located on the Windows task bar.	Search
	Open Software Center and click on the **STAAR Online Testing Platform ver 3.19**.0 to install it. Once installed **RESTART LAPTOP**	Click and install
		If it does not install Go to STEP 3

STEP 3	Click on the Microsoft Store: It is located at the bottom of screen on the taskbar. If not search "Microsoft Store"	Search here if you do not see
	You may see the following messages, if you have not visited the HISD Microsoft Store	2. Type your student email address in the format s + your id number@online.houstonisd.org and click Next
	Log in to the Single Sign On Service	3. A new window for single sign on will open. Enter your email address in the format s + ID number @online.houstonisd.org and password (your date of birth) in the format mmddyyyy; then click Sign In

		After a few seconds, the window titled Microsoft Store will appear. If an empty window appears with the message "Try that again", ignore the message and wait a few seconds longer until the Microsoft Store window appears. NOTE: If the STAAR testing application is not appearing, then click on the three dots on the upper right and select "Downloads and updates", and then select "Get updates".
	Click on Search, located on the top right corner	
	Type in the search bar "STAAR"	

	Choose STAAR 3.19 and Download to your laptop. RESTART your laptop	 STAAR 3.19.0
		If you need additional help- Click Here
STEP 4	If you would rather swap out laptops. Please make an appointment	Please make sure you have backed up all your work in Google Drive or One Drive Before swapping out devices TechTown Appointment