How to Submit a Security Incident

The Security and Test Administration Incident Reporting System (STAIRS) is used for reporting incidents during summative assessments. In the case of a social media breach, coordinators must call the California Technical Assistance Center (CalTac) at 800-955-2954 immediately.

1 Navigate to the [CAASPP & ELPAC website](#).

2 Select the **TOMS—Test Operations Management System** button. Then from the [CAASPP & ELPAC TOMS Resources web page](#), select the **TOMS—Test Operations Management System** button

3 Log on to the TOMS with your credentials..

4 Select the **STAIRS** tab.

5 Select the school, date of the testing incident, grade affected, test name, and type/domain.

6 Select the **Next** button.

7 Select the radio button that corresponds to the testing issue being reported.

8 Select the **Next** button.

9 Select an answer for any follow-up questions that appear.

10 Select the **Next** button to go to the Confirm Details page.

i *If no appeal is needed, you will be directed to the Confirm Details page. If the selected issue does require an appeal, you will be directed to the Student Information screen.*

11 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 full description of the issue without using personally identifiable information.*

12 Select the **Next** button.

13 Review the information on the Confirm Details page for accuracy, and then select **Next**.

14 Select all SSIDs for which you would like to submit an appeal.

15 Enter **Plan of Action** into the required field; or optional comments into the **Comment** box.

16 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.*