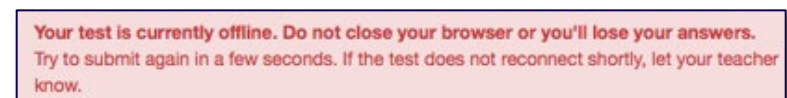
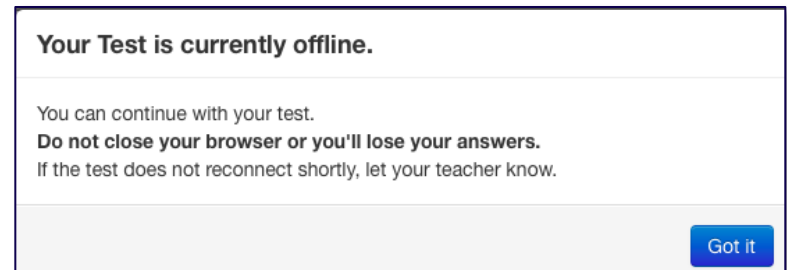


Understanding Internet Connectivity and Online Testing in TestNav

Internet connectivity issues can disrupt online testing. This document describes TestNav features that serve to preserve student responses when there are internet interruptions. As students navigate to the next question, their previous response is saved. Open Response items are saved every 30 seconds.

Messaging for Internet Connection Problems

- If there is a connection error during test taking the student will receive a dialog saying that they are offline but can continue and should not close their browser until they reconnect.
- Once the student clicks **Got it**, they will not receive that dialog again but will see an "Offline mode" label within TestNav.
- If the test is still offline when they try to submit their test, they will see a message on the summary screen that reminds them that the test is currently offline.



Exiting a Test if Connection Issues Persist

If the connection continues to be poor, students can close their browsers or, if enabled, click **Pause** to exit the test. If the Pause feature is not enabled, the only way to close out is to submit the test.

When connectivity is restored, students can sign back in to complete unanswered items, if enabled.

The options available for students to re-enter an exited test vary depend on the following:

- If the test is submitted or not
- If the schedule settings enable resume and pause
- If the test has a 'restricted' setting, and if so, if the user has the *Resume a restricted online test from the Proctor Dashboard* operation

For tests that do not automatically allow students to sign back into a test themselves as needed, the **Allow Resume** column will appear in the Proctor Dashboard if the student has started their online test but not yet submitted it. If their session was interrupted for a valid reason, click **Yes** to permit them to resume their started test for one time only.

