Troubleshooting for Online Testing

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The table below lists common issues and actions for resolution. For additional information, see TestNav Troubleshooting.

The order of these potential issues follows the general testing-activity sequence.

Issue	Action
Student cannot to sign in to the test.	Verify: 1. The test session is in progress. 2. Student's test status is Ready, Resumed, or Resumed Upload. 3. The correct customer is selected from TestNav's dropdown customer list.
Student name is not found in the list of eligible students to add to the test session.	1. Use Operational Reports to see if the student name is listed. 2. Add the student to a test session. 3. Contact your local testing coordinator if a student who should be listed, does not appear.
Student login is not recognized. Student is unable to log in to TestNav.	Verify that the entered student information is correct. Check the student ticket for the login details.
Student signs into the test (in TestNav) under another student's name.	Notify your local testing coordinator as soon as possible for the next steps.
Student's test is unable to communicate with the testing server. OR There has been a problem loading an item in the student's test.	Verify that the computer has a working network connection, and try again. 1. If using a wired connection, verify that the Ethernet cable is connected to the computer and to a wall socket or network device. 2. If using a wireless connection, verify that the computer's wireless device is turned on (active/enabled), and is connected to a wireless access point (WAP).
Student's test is unable to connect to the proctor caching computer.	Verify that the testing computer is connected to the proctor caching computer and that ports 4480 and 4481 are open.
Student's test has the wrong form of accommodation.	Verify: 1. Student's Personal Needs and Preferences (PNP) profile. 2. Check student's test assignment and accommodation option.
Test items are slow to load.	*The most common reason for this issue is that, while ProctorCache has been set up, the content was not actually cached.* Verify that the ProctorCaching process has been completed, as described in both Set Up and Use ProctorCache and Understand Proctor Caching.
Student is suddenly exited from test.	Verify while running TestNav, that all other applications are closed and automated messages are turned off. *If any programs or messages open while TestNav is running, the student will be exited from the test.* Resume the student in PearsonAccess[next], and have the student sign in again.

Computer (device) powers down or restarts in the middle of the test.	Verify that the computer (device) is connected to a power source. Resume the student in PearsonAccess[next], and have the student sign in again.
Student is in Resumed Upload status in the **Status** column on the Session Details screen. OR Early Warning System (EWS) is triggered.	*A Resumed Upload status generally indicates that a student was forced out of TestNav 8 while actively testing, and that TestNav 8 was not able to locate the student's saved response file (SRF) in the designated file location. As a result, student responses were saved locally.* Upon signing back into TestNav 8, a student in Resumed Upload status will be prompted by an error message to contact the test monitor. Follow the instructions displayed on the screen to locate the SRF and upload the file with that student's name. Refer to the 1000s - Early Warning System Errors codes in the TestNav 8 Online Support. Once the issue is resolved, resume the student's test in PearsonAccess[next]. *If the issue persists, contact your local testing coordinator for further assistance.*
A student's saved response file (SRF) cannot be located.	For PCs and Macs, verify whether your organization is using the default save location. For Android devices, Chromebooks, or iPads, follow the instructions for the device as described in Find SRF and Log Files. *SRFs from these devices do not save to the secondary save location, unless your district set a secure file transfer protocol (SFTP) address for the second save location.*
Student needs to leave the computer or device for some reason.	If the student exits the test, resume the student's test in PearsonAccess[next].
Student's test was completed but was not submitted because the test was unable to communicate with Pearson's servers.	The student should sign in to TestNav again and submit the test. If the test is not submitted, Pearson automatically submits it and processes it for scoring at the end of the testing window.
Other staff have asked me to share my login account information because they can't access something they need.	Security considerations prohibit the sharing of login information. As you know, test security is important, and security checks are continually made on the system based on login information. Contact your local testing coordinator if additional user roles or accounts are needed.

Student did not sign in to the same computer or device the student was originally using.	It is a best practice for students to restart tests on the original device or computer that they began testing on. The action you take depends on the saved response file (SRF) location(s) that were set before the testing session started. See information for each save location below: > You may require technology staff assistance to determine the necessary action. **Local Drive** • If only the local drive was designated, the student should resume testing on the same device or computer. • If there is an issue with that device or computer, technology staff should retrieve the SRF from that device or computer using steps detailed in Find SRF and Log Files. • If no secondary save location was set and you cannot retrieve the SRF from the original device or computer, the student's responses are lost. **Shared Location** • If a shared location (network drive) was set as a primary or secondary save location, students can resume testing on the same PC or Mac OR use their credentials to sign in to another PC or Mac. • A shared location cannot be used with Android devices, Chromebooks, or iPads (see SFTP section below for information on save locations for these devices). If *only* a shared location was set, technology staff needs to move the SRF from the original device to a PC or Mac before the student resumes testing. See Find SRF and Log Files. **Secure File Transfer Protocol (SFTP) Save Location** • If a secure file transfer protocol (SFTP) address was set as a primary or secondary save location, the student can use the same computer or device OR use their login credentials on a different computer or device. This includes Android devices, Chromebooks, and iPads. > **Each of these scenarios may require changing a student's testing status**. > > If you have different save locations for different operating systems, for example you use a shared drive with Windows and an SFTP location with Android tablets, then you have two options: > > 1. Have the student resume testing using the same type of device. > 2. Retrieve the SRF from the original device using steps detailed in Find SRF and Log Files before resuming testing on a different laptop or desktop

If you are unable to resolve the issue, contact your testing or technology coordinator, or Pearson Support for assistance.

⌄ When you call Pearson Support...

When you call Pearson Support, please have this information available:

- Product name: PearsonAccess^{next} or TestNav(version)
- Date and time when you experienced the issue
- Operating system in use on the affected testing device
- Internet browser and browser version in use (if applicable) on the affected testing device
- Student ID number of any affected student(s)
- Error code number (if applicable) and message
- Test name, question number, grade, and subject
- If reporting on another person's behalf, the contact information for that individual

To maintain test security, do not take a picture or discuss specific test content when reporting an issue.