

Troubleshooting

Occasionally, students encounter errors during an online test. You can address some common issues by correcting an aspect of your test environment. Other issues require additional investigation. You can review Early Warning System triggers, TestNav error codes and their possible causes, as well as additional instructions should you need to call Pearson Support.

You can contact Pearson Support for help with error codes or finding log files.

- [Expected Behaviors](#)
 - [Error Codes](#)
 - [Find SRF and Log Files](#)
 - [Early Warning System Triggers](#)
 - [App Check Error Messages](#)
 - [Early Warning System Recovery - Resume a Test](#)
 - [Remote Testing Potential Issues and Guidance](#)
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