

# Troubleshooting

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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 Connectivity/Save warnings, 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 | Find Saved Response File (SRF) and Log Files | Resume a Test                                |
| Error Codes        | App Check Error Messages                     | Remote Testing Potential Issues and Guidance |

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Tiny link: <https://support.assessment.pearson.com/x/CgACAQ>