Remote Testing Potential Issues and Guidance

During remote testing, students and parents may experience issues as they attempt to start a test in TestNav.

Browser Check

Most students testing remotely are being directed to use browser-based TestNav to allow them to also access video and chat for communication with their teachers.

- Run Browser Check using the instructions on the Access TestNav on your Home Computer or Device page.
- Contact Pearson support if following these instructions does not resolve any issues.

Content Filtering and Firewalls

Whether students are accessing TestNav on devices that are managed at the school or district level through district proxy, or on personal devices through a home network, students may experience connectivity issues or TestNav error codes due to content filtering and firewalls.

Prior to student testing, see

- **Hardware and Software Requirements** on the TestNav System Requirements page
- **Firewall/Proxy Servers/Content Filtering Requirements** on the Network Requirements and Guidelines page

If necessary for home networks, you can provide parents assistance finding their device settings and adding sites from the pages above to allow blocked content.
If errors occur, find the error code or App Check Error messages in TestNav Troubleshooting, and follow instructions for resolving the errors within those pages.

Device-Specific Settings

Depending on the student's device, he or she may encounter issues using TestNav and a video/chat application simultaneously. To allow for this simultaneous use, students may access TestNav through a browser, as noted in the **Browser Check** section above.

If students are using iPadOS 14, see the following Apple instructions to

- Access apps in Split View
- Access apps in Slide-Over view

> Note that you can select iPadOS 13 at the top of these pages for instructions specific to that version.

If students using a Chromebook experience issues using TestNav and video/chat application simultaneously, direct those students to access TestNav through a browser, **regardless of whether the device has the TestNav app installed**, to allow for the simultaneous use of TestNav and video/chat applications.

Tiny link: https://support.assessment.pearson.com/x/doHPAg