

# CCRS Interim and CCRS Summative Assessment Troubleshooting Guide for Examiners

## Accessing TestNav (Pearson) Using Chromebooks



## Accessing TestNav (Pearson) Using DCAP laptop



## Keyboard Shortcut check for Chromebooks: If the Tab and special character (“”, ‘) keys do not work.

Chromebook Functions	
<b>Ctrl + Space</b>	Can be used to change the keyboard settings. Using Ctrl + Space again allows a user to restore the US keyboard
<b>Alt + Shift</b>	Can be used to toggle through several types of keyboards. Using <b>Alt + Shift</b> allows a user to toggle back to the US keyboard
<b>Command + Option + Esc OR Ctrl + Alt + Del</b>	TestNav has been shut down. The proctor may be to resume the test before the student can sign in to TestNav again.

## Before Testing Begins

Issue	Troubleshooting Step
<b>A1. 3105 - You must use the TestNav app to take this test.</b>	<ul style="list-style-type: none"> <li>Download the app at <a href="http://download.testnav.com">http://download.testnav.com</a>.</li> </ul>
<b>A2. 8029 - The installed app is out of date and needs to be updated in order to use TestNav on this device.</b>	<ul style="list-style-type: none"> <li>Download and install the latest version of the app.</li> </ul>
<b>A3. 3055 - The TestNav app needs to be restarted.</b>	<ul style="list-style-type: none"> <li>Please close and relaunch to continue testing. TestNav has automatically downloaded and installed a TestNav patch update. Restart TestNav to continue testing.</li> </ul>
<b>A4. 9054 - Your login information is no longer valid.</b>	<ul style="list-style-type: none"> <li>This may have occurred if you are returning to a test in the same session, or if your login has been used to access this test from another computer. Your test assignment must be resumed before you can log back in. The test administrator must resume the student's test.</li> </ul>
<b>A5. Student cannot sign in to TestNav.</b>  <b>Error messages:</b> <b>3012 – Login information is not recognized (verify if entered information is accurate)</b> <b>9020, 9058 – The username or password you entered is incorrect.</b>	<ul style="list-style-type: none"> <li>Ensure that DoDEA is in the heading above the Sign in prompt. Otherwise, select the person icon to choose a different customer (DODEA).</li> <li>Verify that student's username, password, and test access codes were typed correctly into login fields and match test ticket</li> <li>Contact school test coordinator to verify if student was not removed from test session after the test tickets were printed</li> <li>Verify that the student status shows Ready.</li> </ul>

CCRS Interim and CCRS Summative Assessment Troubleshooting Guide for Examiners

<p><b>A6. TestNav app will not launch OR unable to communicate with the testing server</b></p> <p><i>3007, 3008, 3009, 3010 – Unable to communicate with testing server (contact Pearson)</i>  <i>5030. Unable to communicate with the testing server. Please contact administrator. (connection cannot be found)</i>  <i>6022, 7000s – Unable to communicate with the testing server</i></p>	<ul style="list-style-type: none"> <li>• Verify that the testing machine is connected to the school’s wireless network.</li> <li>• Verify that wireless connections are in place and functioning.</li> <li>• Give the student another Chromebook to take the test</li> <li>• Contact Pearson</li> <li>• Contact the school technology coordinator (who may escalate region IT support staff)</li> </ul> <p>After the connection is restored, test administrator can set the student’s testing status to resume and then the student can log in.</p>
<p><b>A7. Failure to load device information</b></p> <p><i>1009, 1013 – Unable to download test content;</i></p>	<ul style="list-style-type: none"> <li>• Wait a few seconds and click Retry</li> <li>• If the problem continues, click Exit Test. After the connection is restored, test administrator can set the student’s testing status to resume and then the student can log in.</li> </ul>
<p><b>A8. Unable to find test session or test session is not</b></p> <p><i>9022 – Unable to refresh available tests</i></p>	<ul style="list-style-type: none"> <li>• Verify that student’s username, password, and test access codes were typed correctly into login fields and match test ticket</li> <li>• Contact school test coordinator to verify if student is scheduled for a test and is in a test session</li> </ul>
<p><b>A9. Screen Reader workstation check for examiner and school technology coordinator</b></p>	<ul style="list-style-type: none"> <li>• Verify that the system volume is not muted and it is at its highest volume</li> </ul>
<p><b>A10. Chromebook doesn’t have the TestNav App visible on the applications Tab</b></p>	<ul style="list-style-type: none"> <li>• Open and close the device. If the option for TestNav is not there after the restart please call school test coordinator.</li> </ul>
<p><b>A11. Chromebook continues to spin during boot up and no network connection is established; or Network Not Available” message.</b></p>	<ul style="list-style-type: none"> <li>• Open and close the device. If the option for TestNav is not there after the restart please contact your AT or region IT support</li> </ul>
<p><b>A12. Chromebook will not power up when opened.</b></p>	<ul style="list-style-type: none"> <li>• Press the power button, close the Chromebook, and open to see if it is booting. If it does not assign another Chromebook and put to the side for the AT</li> </ul>

CCRS Interim and CCRS Summative Assessment Troubleshooting Guide for Examiners

After Testing Begins

Issue	Troubleshooting Step
<p><b>B1. 5044 - TestNav has detected a feature enabled on your device.</b></p>	<ul style="list-style-type: none"> <li>• Test Nav has detected the following feature(s) enabled on your device:                             <ul style="list-style-type: none"> <li>• Save multiple items on the Cloud Clipboard or</li> <li>• Sync across devices on the Cloud Clipboard</li> </ul> </li> <li>• TestNav has been shut down. Disable the clipboard feature, resume the student test in the assessment management system, and sign in again.</li> </ul>
<p><b>B2. 3005 - TestNav has detected that another application attempted to become the active window, which may compromise the security of this test. TestNav has been shut down. You may need assistance from your test monitor to restart the test.</b></p>	<ul style="list-style-type: none"> <li>• The student test session has been terminated. The test administrator must resume the student's test.</li> </ul>
<p><b>B3. 5032 - TestNav has detected a prohibited application running in the background that is preventing a student from continuing their test.</b></p>	<ul style="list-style-type: none"> <li>• Please contact the test administrator to complete the instructions in the error text, and to stop the prohibited application and resume testing.</li> </ul>
<p><b>B4. Unexpected TestNav behavior</b> (Chromebook has likely dropped connection to the wireless access point)</p> <p>Unable to communicate with the testing server 3007, 3008, 3009, 3010 – <i>Unable to communicate with testing server</i></p> <p>5030. <i>Unable to communicate with the testing server. Please contact administrator. (connection cannot be found)</i></p> <p>6022, 7000s – <i>Unable to communicate with the testing server</i></p>	<ul style="list-style-type: none"> <li>• Test Administrator may click “resume” for an “exited” student session.</li> <li>• <u>The student must login to the same Chromebook in order to resume their test.</u> <ul style="list-style-type: none"> <li>– <b>Do not move the student</b> to another testing device unless absolutely necessary. If it is determined that the student must be moved:                                     <ul style="list-style-type: none"> <li>– The student must safely exit the test using the “sign out” feature after having logged back into the same device.</li> <li>– If not able to sign out, contact Pearson for assistance with manually moving student response file (SRF) from the old Chromebook to the new one.</li> <li>– If a student continues to receive error codes or the “Network Not Available” message, please contact your TC for assistance with troubleshooting network connectivity</li> </ul> </li> </ul> </li> </ul>
<p><b>B5. Screen Reader Volume control not working</b></p>	<ul style="list-style-type: none"> <li>• Check the workstation if muted</li> </ul>
<p><b>B6. Incorrect (or NO) accommodations assigned (TAS) or accommodations not working as expected</b></p>	<ul style="list-style-type: none"> <li>• Contact test coordinator (verify accommodation assignments for student in TAS)</li> </ul>
<p><b>B7. Mouse Freezing</b></p>	<ul style="list-style-type: none"> <li>• Close the lid, open it back up after a few seconds, and sign in. Typically after a reboot students should be able to log back in</li> </ul>
<p><b>B8. Session Ended</b></p> <p>9026. <i>The test must be resumed by the test administrator to allow it to be take again.</i></p>	<ul style="list-style-type: none"> <li>• Verify that the student is using the correct credentials and that another student is not using them</li> <li>• Test Administrator may click “resume” for an “exited” student session. Have the student login again using the same device.</li> <li>• Contact school test coordinator if the problem continues</li> </ul>
<p><b>B9. Session status outside of window</b></p> <p>9027. <i>The testing window for this test is not active at this time.</i></p>	<ul style="list-style-type: none"> <li>• Contact school test coordinator to review test assignment of student to session</li> </ul>
<p><b>B10. Session Inactive OR</b> Your session has ended due to inactivity</p>	<ul style="list-style-type: none"> <li>• Ask the student to login to the test and continue testing</li> <li>• Contact school test coordinator</li> </ul>
<p><b>B11. Student exits TestNav before completing test</b></p>	<ul style="list-style-type: none"> <li>• Verify theTestNav is shut down for student.</li> <li>• Resume student test. The system will upload any test responses that the student entered after the interruption if resuming on the same testing device..</li> <li>• Ask the student to login to continue testing</li> </ul>
<p><b>B12. Screen turned black</b></p>	<ul style="list-style-type: none"> <li>• Verify that monitor/workstation are still connected to power outlet</li> </ul>

**Support Contact Information  
School Test Coordinator**

<b>Country</b>	<b>Toll free Phone Number</b>
<b>Bahrain</b>	80080412
<b>Belgium</b>	Not Available
<b>Germany</b>	(08007) 239 255
<b>Guam</b>	1-833-877-5758
<b>Italy</b>	800928008
<b>Japan</b>	818001236903
<b>Netherlands</b>	0800 020 3539
<b>Puerto Rico</b>	1-833-877-5758
<b>South Korea</b>	080-010-8774
<b>Spain</b>	34 900 953 236
<b>Turkey</b>	00800-44-882-6443
<b>United Kingdom</b>	448081647891
<b>USA</b>	1-833-877-5758

# Quick Guide for Assessment Devices



## CHROMEBOOK DEVICES (TestNav for CCRS Interim and CCRS Summative Test)



TestNav  
DODEA

Username

Password

Sign In

Test Audio Practice Tests

STUDENT TESTING TICKET

Student: STUDENT C (384265223)  
Session: TRAINING SESSION  
Date of Birth: 2005-01-24  
Test: Grade 09 ELA/Literacy

You are authorized to take the electronic version of this test. You will be asked to provide the following information in order to access the test on the device. Please wait for the instructions from the test monitor before proceeding.

Select PARCC Training in the application or go to <http://parccctng.testnav.com>

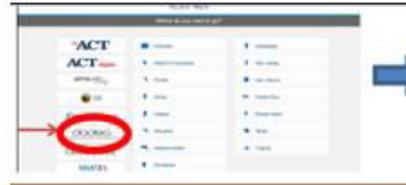
Username: 1546904627  
Password: 003143

(OPTIONAL) Local Testing Device ID: \_\_\_\_\_



## DCAP LAPTOP DEVICES (TestNav for CCRS Interim and CCRS Summative Test)

Student login with student account



TestNav  
DODEA

Username

Password

Sign In

Test Audio Practice Tests

STUDENT TESTING TICKET

Student: STUDENT C (384265223)  
Session: TRAINING SESSION  
Date of Birth: 2005-01-24  
Test: Grade 09 ELA/Literacy

You are authorized to take the electronic version of this test. You will be asked to provide the following information in order to access the test on the device. Please wait for the instructions from the test monitor before proceeding.

Select PARCC Training in the application or go to <http://parccctng.testnav.com>

Username: 1546904627  
Password: 003143

(OPTIONAL) Local Testing Device ID: \_\_\_\_\_

CCRS Interim and CCRS Summative Assessment Troubleshooting Guide for Examiners

<b>ONLINE TESTING DISTRICT SUPPORT TEAM GUIDE</b>	
<b>Check # 1: Mode of Administration.</b> <i>Is the student taking a paper test or online test?</i> Paper/pencil or online	
Paper	Online
Contact District Accountability and Assessment ISS	<b>Check # 2: Type of Device.</b> <i>What device is the student using –Chromebook?</i>
	<b>Check # 3. Log In steps followed.</b> (See Steps for Accessing TestNav)
	<b>Did the student log in using his/her google account?</b> Yes – they must log out and follow the steps      No – Did they follow the steps to log in? <b>Apps &gt; TestNav &gt; DoDEA label on the sign in screen &gt; Test Sign In</b> (using test ticket information) <b>Student cannot see the TestNav App</b> Open and close the device. If the option for TestNav is not there after the restart please call school test coordinator or replace with another Chromebook. <b>Chromebook continues to spin during boot up and no network connection is established.</b> Open and close the device. If the option for TestNav is not there after the restart please call school test coordinator or replace with another Chromebook.
	<b>Check # 4. Student cannot access the test.</b> <b>Student test ticket does not work or student cannot find test session OR Test Session has ended.</b> <ul style="list-style-type: none"> <li>• Verify that student’s username, password, and test access codes were typed correctly into login fields and match test ticket.</li> <li>• Did the student click Test Sign In</li> </ul> Test Administrator may check the status of the student (locked, In Progress, Completed). Click Resume. <b>Escalate to Pearson if needed 1-(888) 493-9888</b>
	<b>Check # 5. TestNav Error Messages or unexpected behavior (buffering)</b> Test Administrator may check the status of the student (locked, In Progress, Completed). Click Resume. <b>Escalate to Pearson if needed 1-(888) 493-9888</b>
	<b>Check # 6. Accommodations. Screen reader is not working.</b> <ul style="list-style-type: none"> <li>• Verify that the system volume is not muted or is at its highest volume (check device prep- headset, volume)</li> <li>• Contact school test coordinator for accommodations setting on test assignment (Did the test coordinator code the accommodation before printing tickets?)</li> </ul>
<b>Check # 7. Device functionality</b> <b>The tab, apostrophe, quotation marks, and comma characters do not work.</b> Click Ctrl + Space or Alt + Shift to switch to US keyboard. <b>Mouse or computer freezing.</b> Switch to another device. <b>Screen turns black or the computer shuts down.</b> Verify that the monitor/workstation are still connected to the power source. <b>Check computer switch is connected</b> (see IT support staff)	

**THIS PAGE LEFT BLANK**