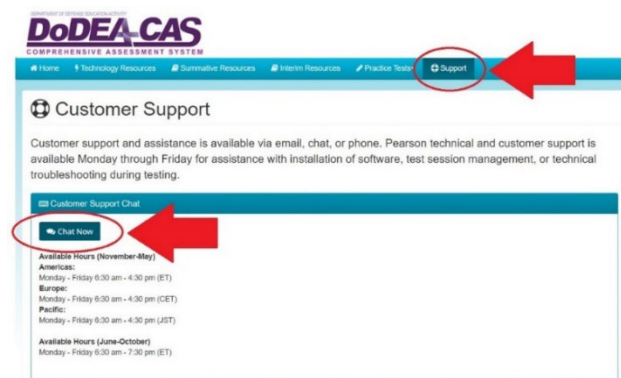


How to Have Tests Unsubmitted in Pearson Access

1. Tests can only be Unsubmitted that are in **Submitted for Scoring** status. Tests cannot be Unsubmitted if the test is in one of the following statuses: **Exited, Resumed, Void, DNR Both, DNR Summary** or **DNR Individual**. Here is how to undo each status in Pearson Access:
 - a. **Exited** status – the status may be updated to **Resumed** to allow a student to continue testing. From **Exited** status the student’s status may be changed to **Marked Complete, Void, DNR Both, DNR Summary, or DNR Individual** by a user with DoDEA HQ (DoDEA) access in Pearson Access.
 - b. **Resumed** status – the status may be updated to **Exited** if the student exited from the test but did not submit test responses. From **Resumed** status the student’s status may be changed to **Marked Complete, Void, DNR Both, DNR Summary, or DNR Individual** by a user with DoDEA HQ (DoDEA) access in Pearson Access.
 - c. **Void** status – To **Remove Void** status you must reach out to HQ to complete this task.
 - d. **DNR Both** status – To **Remove DNR** status you must reach out to HQ to complete this task.
 - e. **DNR Summary** status – To **Remove DNR** status you must reach out to HQ to complete this task.
 - f. **DNR Individual** status – To **Remove DNR** status you must reach out to HQ to complete this task.
 - g. For additional information on student test statuses in Pearson Access go to <https://support.assessment.pearson.com/pearsonaccess/test-session-management/student-test-statuses>.
2. If you need support with managing your student tests or sessions, including “unsubmitting” student tests contact:
 - a. DoDEA HQ and/or
 - b. Pearson Helpdesk through the “Chat” functionality available here: <https://dodea.mypearsonsupport.com/support/>.



- c. Call the Pearson Call Center using the numbers provided here:
<https://dodea.mypearsonsupport.com/support/>.

Chat Now

Available Hours (November-May)
Americas:
 Monday - Friday 6:30 am - 4:30 pm (ET)
Europe:
 Monday - Friday 6:30 am - 4:30 pm (CET)
Pacific:
 Monday - Friday 6:30 am - 4:30 pm (JST)

Available Hours (June-October)
 Monday - Friday 6:30 am - 7:30 pm (ET)

Phone

| Country | Toll free Phone Number |
|----------------|------------------------|
| Bahrain | 995204112 |
| Belgium | Not Available |
| Germany | (86007) 239 255 |
| Guam | 1-633-877-5758 |
| Italy | 800929009 |
| Japan | 818001236803 |
| Netherlands | 0900 020 3530 |
| Puerto Rico | 1-633-877-5758 |
| South Korea | 080-010-8774 |
| Spain | 34 900 953 236 |
| Turkey | 00800-44-882-6443 |
| United Kingdom | 448081647891 |
| USA | 1-633-877-5758 |

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