



## For Online Testing Only

### Start an Online Test Session:

A test session cannot be started prior to the first day of the testing window, and it is recommended that test sessions are not started until the actual day test administration begins.

There are two ways to start test sessions: (1) start a single test session or (2) start multiple test sessions.

- To start a single test session:
  1. From **Testing > Students in Sessions**, add a session to the Session List.
  2. Select **Start Session**.
- To start multiple test sessions:
  1. From **Testing > Students in Sessions**, add two or more test sessions to the Session List.
  2. Select Combined View from the top of the Session List and then select **Start All Sessions**.

Note: Once the test session has been started, Start Session will change to Stop Session, and the status will change to *In Progress*.

### Unlock or Lock a Test:

This feature is provided as an additional layer of test security. Tests are unlocked when a test session is started. A test must be unlocked before a student can sign in to TestNav.

To unlock or lock a test:

1. From **Testing > Students in Sessions**, add a session to the Session List.
2. There are two ways to unlock/lock a test: (1) unlock/lock all student tests or (2) unlock/lock an individual student's test.
  - a. To unlock/lock all student tests: Move the slider at the top of the test session to the lock or unlock icon.
  - b. To unlock/lock an individual student's test: In the Student Test Status column, select the dropdown next to the student's status and select **Unlock** or **Lock**.

Notes:

- Once student tests are locked, the lock icon will appear next to the student's status.
- If there are both locked and unlocked tests in the same test session, the test session will show "Mixed" in place of the slide. Select **Unlock All** or **Lock All** from the dropdown, as needed.
- If a student is actively testing and the test is then locked in PearsonAccess<sup>next</sup>, the student will not be kicked out of TestNav. However, if the student exits and needs to resume testing, the student's test will need to be unlocked.
- When a test is complete or marked complete, the test will automatically be locked.

Read the online administration directions to students.

For security purposes, access to student tests through TestNav is limited to the hours of 7 a.m. to 5 p.m. on weekdays throughout the testing window.





## Monitor Student Testing Progress:

Proctors can view student testing status, as needed, from the Students in Sessions page in PearsonAccess<sup>next</sup>.

To view the status of individual students:

1. From **Testing > Students in Sessions**, add a session(s) to the Session List.
  - If students in different test sessions are testing in the same room, you can monitor multiple test sessions simultaneously by adding the relevant test session to the Session List and selecting **Combined View** from the top of the Session List.
2. Select **Refresh** to update the data displayed.
3. Search for the student(s) whose status you want to view. View the student's status in the **Student Test Status** column.
  - To view more detailed information about the student's test and item progress, select the student's test status. The **Student Test & Item Progress** screen will display.

A Student Test Status Key appears on the Students in Sessions page by individual test session for quick reference. The following table provides a complete student status list and explanations. See the [Monitor or Change Student Test Status page](#) for additional details, as needed.



Color	Student Status	Explanation
	Ready	The student has not yet started the test.
	Active	The student has logged in and started the test.
	Exited	The student has exited TestNav but has not submitted test responses.
	Resumed	The student has been authorized to resume the test, but has not yet logged in.
	Resumed Upload	The student has been authorized to resume the test, but has not yet logged in. Resumed Upload status forces TestNav to check for a saved response file (SRF) on the testing device when the student signs back in to continue.
	Completed	The test has been submitted by the student through TestNav and the data has been processed.
	Marked Complete	The student has exited TestNav and will not resume the same test. The student's test has been marked complete in PearsonAccess <sup>next</sup> .

### Resume a Test:

When testing over multiple days or signing back in to TestNav after a break, tests must first be resumed in PearsonAccess<sup>next</sup>. Only students in *Active* or *Exited* status can be resumed.

To resume a test:

1. From **Testing > Students in Sessions**, add a session to the Session List.
2. There are two ways to resume a test: (1) resume all student tests or (2) resume an individual student's test.
  - a. To resume all student tests: Select the checkbox at the top on the left of the student data grid or the checkboxes next to individual students.
 

Note: If you select the checkbox at the top on the left, it will automatically select all the students on that page (up to 25 students). If you have more than 25 students in your test session, at the bottom of the page, select the next page to select additional students before proceeding to the next step.

    - ii. Select the dropdown menu to the right of the **Start** button and select **Student Test Statuses**.
    - iii. On the resume Student Tests tab, select the checkbox at the top on the left of the student data grid to confirm your selections. Select **Resume**.
  - b. To resume an individual student's test: In the **Student Test Status** column, select the dropdown next to the student's status and select either **Resume** or **Resume Upload** (only one option will display, and the displayed option depends on how the student exited the test).

When resuming a test, students will use the same testing ticket to sign back in to TestNav.

When the student signs back in, he or she will select Resume to continue testing.

### Stop a Test Session:

Students must submit answers in order for their test to be scored and for your district to receive test results for the students. After all students have completed the test and submitted their responses, you should stop the test session.

A session can only be stopped when all students' statuses are either *Complete* or *Marked Complete*. To stop a test session, select **Stop Session** on the Students in Sessions page.

### Troubleshooting:

Occasionally, students encounter technical issues during online testing. Ensure you know the plan for contacting technology staff, or other district staff, as needed, if issues arise so that you can continue actively monitoring other students who are successfully testing. It is not possible to provide specific guidance for all emergencies and irregularities, but the welfare of students is the primary concern. Whatever action might need to be taken should put the health and safety of students first. Secondly, test security must be maintained.

The following are some quick troubleshooting steps that may be followed when providing assistance.

- If a student is repeatedly exited from TestNav:
  - Have the student try signing in again (confirm the test is resumed and unlocked in PearsonAccess<sup>next</sup> first and the student is using the correct username and password).
  - Move the student to a different device - if possible, one that has been used successfully for testing.
  - Carefully monitor the actions the student is taking when signing in or navigating in the test.
- Refer to the [Troubleshooting for Online Testing page](#) for a list of the most common issues that occur during online testing and how to address them.
- Refer to the [Error Codes page](#) for information on specific TestNav error codes.

If an issue occurs, note the grade, subject, test session, and District-assigned Student ID number. Then call Pearson customer support and inform them you have a live testing issue. To more quickly identify the issue, support may request TestNav and system log files from the device.

Note: The content of the test itself should never be referenced, captured as an image, or emailed within the school or district or in communication with ITP or Pearson because doing so is a breach of security.

### Testing Irregularities:

Testing irregularities occur when set policies and procedures are not followed. They include student or educator misconduct or a mishandling of secure test materials.

Any problems that occur during testing should be documented thoroughly by the personnel involved. Proctors should provide the documentation to their DAC or SAC.