Additional Instructions for Computer-Based Testing
(Appendix B, excerpted from the spring 2021 CBT TAM)
Appendix B

Additional Instructions for Computer-Based Testing
Appendix B—Additional CBT Instructions

A Background and Overview

Principals, test coordinators, and technology coordinators should become familiar with the terminology describing the components of computer-based testing:

- **PearsonAccess** next (PAN) is the online management system. Note that users will be logged out of PAN after 15 minutes of inactivity.
- **TestNav** is the online testing platform for students. Note that students will be logged out of TestNav after 1 hour of inactivity.
- **Infrastructure Trials**: An Infrastructure Trial is an opportunity for schools to prepare for computer-based testing by simulating test-day network use. The purpose is to identify any school or district logistical issues, and to confirm all testing devices are properly configured and ready for computer-based testing.
- **ProctorCache**: This software will be available to all schools as part of the TestNav student testing platform. Precaching is the process of loading (i.e., “caching”) test content locally to a designated proctor caching computer at a school. In schools with lower bandwidth, ProctorCache can reduce test delays and can provide students with a more seamless testing experience in the event of disruptions to Internet connectivity.
  
  (See mcas.pearsonsupport.com/technology-setup for specific ProctorCache recommendations based on school bandwidth.)

Steps that apply to any technology problems that may occur during testing:

- Do not move a student to a new device.
- Do not turn off the device.
- Make note of which testing device the student was using.
- If there is a situation in which a student is waiting for more than 15 minutes, then schedule the student to complete the session at a later time.

In the rare occurrence that TestNav or PearsonAccess next experiences an outage, the MCAS Service Center will email a notification to principals, district and school test coordinators, and technology coordinators. The MCAS System Status page at ma-testnav.statushub.io will be updated until the issue has been resolved. A second email will be sent to schools and districts when service is restored.
How to Use the “Students in Sessions” Screen

Test administrators should use the Students in Sessions screen to monitor student progress during testing. The top of the screen will show a status bar for the entire class, followed by a list of students, with their individual statuses.

**Students in Sessions screen:**

<table>
<thead>
<tr>
<th>SASID</th>
<th>Last Name</th>
<th>First Name</th>
<th>Middle Name</th>
<th>Username</th>
<th>Session</th>
<th>Student Test Status</th>
<th>Form Group</th>
<th>Type</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>106888020</td>
<td>STUDENT</td>
<td>TEST</td>
<td>B</td>
<td>98551024805</td>
<td>ADAMS G7 MATH RM 105</td>
<td>In Progress</td>
<td>Standard</td>
<td>Grade 7 Math - 2MMA00SP00N00001</td>
<td>2MMA00SP00N00001</td>
</tr>
<tr>
<td>069454504</td>
<td>STUDENT</td>
<td>TEST</td>
<td>C</td>
<td>41907808989</td>
<td>ADAMS G7 MATH RM 105</td>
<td>In Progress</td>
<td>Standard</td>
<td>Grade 7 Math - 2MMA00SP00N00002</td>
<td>2MMA00SP00N00002</td>
</tr>
<tr>
<td>106888021</td>
<td>STUDENT</td>
<td>TEST</td>
<td>D</td>
<td>170102034741</td>
<td>ADAMS G7 MATH RM 105</td>
<td>In Progress</td>
<td>Standard</td>
<td>Grade 7 Math - 2MMA00SP00N00003</td>
<td>2MMA00SP00N00003</td>
</tr>
</tbody>
</table>
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The top of the screen will show a status bar for the entire class:

```
ADAMS G7 MATH RM 105

Name: ADAMS G7 MATH RM 105 (3 Student Tests)

In Progress

Student Test Status Key
- Ready
- Resumed
- Resumed Upload
- Active
- Exited
- Complete

Complete
```

The bottom of the screen will show a list of students, with their individual statuses:

```
3 Results

<table>
<thead>
<tr>
<th>SASID</th>
<th>Last Name</th>
<th>First Name</th>
<th>Middle Name</th>
<th>Username</th>
<th>Session</th>
<th>Student Test Status</th>
<th>Form Group</th>
<th>Type</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1068888020</td>
<td>STUDENT</td>
<td>TEST</td>
<td>B</td>
<td>0951024605</td>
<td>ADAMS G7 MATH RM 105 (Grade 7 Math)</td>
<td>Ready</td>
<td>Standard</td>
<td>Grade 7 Math</td>
<td>20MA07SP0EN0001 (20MA07SP0EN0001)</td>
</tr>
<tr>
<td>109549564054</td>
<td>STUDENT</td>
<td>TEST</td>
<td>C</td>
<td>1997809009</td>
<td>ADAMS G7 MATH RM 105 (Grade 7 Math)</td>
<td>Ready</td>
<td>Standard</td>
<td>Grade 7 Math</td>
<td>20MA07SP0EN1300 (20MA07SP0EN1300)</td>
</tr>
<tr>
<td>1060688021</td>
<td>STUDENT</td>
<td>TEST</td>
<td>D</td>
<td>1701820741</td>
<td>ADAMS G7 MATH RM 105 (Grade 7 Math)</td>
<td>Ready</td>
<td>Standard</td>
<td>Grade 7 Math</td>
<td>20MA07SP0EN0001 (20MA07SP0EN0001)</td>
</tr>
</tbody>
</table>

Displaying 25
```
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The table below shows the different statuses in PAN and a description for each. If a student’s status does not appear in PAN as expected, click **Refresh**.

<table>
<thead>
<tr>
<th>Student Status Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ready (shown in gray)</strong></td>
<td>The student has not signed in to the test session yet, but is ready to sign in.</td>
</tr>
<tr>
<td><strong>Active (green)</strong></td>
<td>The student is currently signed in to the test.</td>
</tr>
<tr>
<td><strong>Exited (red)</strong></td>
<td>The student has exited the test session, but has not submitted responses yet (after a test session, after logging out to take a break, or if an error occurs). Students in Exited status will need to be resumed by a test administrator when they are ready to reenter the test. If a student logs out of a test session or if the testing device loses connectivity before the test is completed (or marked complete), the test will appear in Exited status. The test administrator will then need to resume the student’s test (and the student will then appear as Resumed).</td>
</tr>
<tr>
<td><strong>Completed (blue)</strong></td>
<td>The student has completed the test session and successfully submitted responses.</td>
</tr>
<tr>
<td><strong>Marked Complete (blue)</strong></td>
<td>The student’s test session has been marked complete by the principal/designee (the student did not submit the test in TestNav).</td>
</tr>
<tr>
<td><strong>Resumed (yellow)</strong></td>
<td>The student is ready to sign back in to the test session. This status appears after a student has completed one test session for a subject area but not both, if a student returns from a break and is ready to continue testing in that session, or when attempting to continue after an error occurs.</td>
</tr>
<tr>
<td><strong>Resume-Upload (yellow)</strong></td>
<td>The student is ready to sign back in to the test session, and some responses were not sent to the testing subcontractor’s (Pearson’s) servers before the student exited the test. When the student signs in to a test with a Resume-Upload status, a staff member must be present. TestNav will prompt the user to locate the saved responses from the designated save location and upload them to TestNav before the student’s test can be resumed.</td>
</tr>
</tbody>
</table>
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C How to Resume Students’ Tests from Exited Status

1. Go to the Testing tab and click Students in Sessions. Select the Session Name from the Session List on the left side of the screen. Check the box(es) next to the Student Names whose tests are to be resumed. In the Tasks menu, select Resume Student Tests, and then click Start.

2. Select the students whose tests are to be resumed. Click Resume.

A message stating “Success, changes saved” will appear. Once you see it, click Exit Tasks to return to the Students in Sessions screen. There, you will see the students’ names in the “Resumed” status.

If you only have one student to resume, just click on the arrow on the Student Status and select Resume:
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Instructions for Make-Up Testing

1. A Student Becomes Ill During a Session

   If a student becomes ill during a session and cannot continue testing,
   
   1. have or help the student exit TestNav by accessing the user drop-down menu next to the
      student’s name in the upper right corner. Then have the student select **Sign out of TestNav**
      from the menu.
   
   2. Have the student then select **Save and Return Later**.
   
   3. If all other students in the session have completed testing, lock the session as a security
      measure until the student is well enough to continue. Use the lock/unlock indicator on the
      **Students in Sessions** screen for the session.

   When they are able to make-up the session,
   
   1. resume the student by first unlocking the session using the indicator on the **Students in
      Sessions** screen.
   
   2. Then have the student log back in to TestNav.
   
   3. On the **Students in Sessions** screen for the session, find the student and use the drop-
      down to change their status from **Exited** to **Resumed**. This will tell the system to check for
      any answers the student may have already submitted.
   
   4. Follow the normal procedures for having this student submit their answers showing a
      **Completed** status in PAN, and then re-lock the session using the instructions above.

   Remember that the student is not permitted to return to any questions that were previously
   answered.

2. A Student Was Absent on the Day of Testing and Will Be Kept in the Same PAN Session for
   Make-Up Testing

   If a student was absent for one or more days of testing, and the principal or test coordinator has
   decided to keep the student in the original PAN Session,

   1. If the original session was locked after other students completed testing, unlock it for the
      student who was absent at the time of make-up testing. Use the lock/unlock indicator on
      the **Students in Sessions** screen for the session.
   
   2. Have the student log in to TestNav using their original assigned credentials. This will change
      their status on the **Students in Sessions** screen from **Ready** to **Active**.
   
   3. Follow the normal procedures for having the student submit answers showing a
      **Completed** status in PAN, and then re-lock the session using the instructions above.

3. A Student Was Absent on the Day of Testing and Will Be Placed in a New PAN Session for
   Make-Up Testing.

   If a student was absent for one or more days of testing, and the principal or test coordinator has
   decided to remove the student from the original PAN Session and create a new PAN Session for
   make-up testing with other students,

   1. ensure the original session is not locked when other students complete testing.
   
   2. Remove the student from the session. Go to **Testing > Students in Sessions**, select/check
      the student and then select **Remove Students from Sessions > Remove**.
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3. Go to Testing > Sessions > Create/Edit Session.

4. Fill out the details for the new session and, using the Students field, find the student (and others who need to do makeup) and add them to the session. Select Create.

5. Follow the normal procedures for preparing and starting a session before test day.

6. On test day, have the student and others doing make-up testing sign in to TestNav using the new login credentials for the new session (available from Resources on the Students in Sessions screen).

7. Follow the normal procedures for having the student(s) submit their answers in TestNav, and then verify their Completed test status and lock the session using the lock/unlock indicator on the Students in Sessions screen.

Troubleshooting Situations that Can Occur in Test Sessions

1. SITUATION: TestNav stops responding or exits a student from the test (e.g., a student device loses connectivity)

   RESOLUTION:

   Steps for the Test Administrator:
   1. Attempt to identify if there was a loss of connectivity.
   2. Resume the student’s test.
   3. If there are repeated technical interruptions, contact your technology staff.

   Steps for the Technology Staff:
   Escalate the issue to the principal for a student who is waiting for 15 minutes.

   Steps for the Principal:
   1. Call the MCAS Service Center at 800-737-5103 if there are issues that cannot be resolved in 15 minutes or less.
   2. Call the Department at 781-338-3625 after calling the MCAS Service Center if there is a large-scale technology failure that affects one or more classrooms. (It is not necessary to call the Department if there is a loss in connectivity that can be quickly restored with minimal interruption to student testing.)
2. **SITUATION**: A student turned off the testing device instead of exiting TestNav correctly, and the status in PAN remains “Active” (even though the student is not currently testing)

**RESOLUTION**: The student’s responses have not been lost, but the test administrator should verify that the student responded to all the test questions by following these steps in PearsonAccess:

1. Navigate to the “Students in Session” page, and locate the affected test session in the student’s test.
2. Click on the student’s “Active” status to view the “Student Test & Item Progress” screen.
3. Verify whether the student responded to all the test questions.
4. If all the test questions were answered, mark the PAN Session complete.
5. If any responses are missing, locate and upload the student’s responses that were saved locally. For further instructions, follow the instructions in the TestNav User Guide (support.assessment.pearson.com/x/DAACAOQ). Test administrators may want to contact their technology staff person for support.

3. **SITUATION**: TestNav does not appear to be working properly (i.e., a student is experiencing a TestNav behavior described below)

**RESOLUTION**: 

**Steps for the Test Administrator**:

The following are expected behaviors in TestNav:

- The Notepad cannot be resized.
- Exhibits (e.g., reference sheets) cannot be resized.
- Students cannot copy/paste text from secure test content (reading passages or test questions). They can only copy/paste text they write themselves.
- A test question appears as “Not Answered” in the “Review” menu until all parts of that question have been answered.

If students encounter a situation not listed above, consult with your technology staff, who may then call the MCAS Service Center.

**Steps for the Technology Staff**:

Escalate the issue to the principal for a student who is waiting for 15 minutes.

4. **SITUATION**: A student’s test status is “Resume-Upload”; error codes 1005, 1006 or 1007

**Resume-Upload** status forces TestNav to check for a saved response file (SRF) on the testing machine when the student logs back in to continue. There are times when a student needs to be resumed, but may not be properly logged out of a test, such as if the computer froze or the browser crashed. When this happens, the student may still be listed in Active status, but the only option you can choose is Resume-Upload.

**RESOLUTION**: In most cases, resuming a student test in PAN will allow a student to log back in to TestNav successfully. By default, TestNav will look for any saved responses and upload them. If a student is inadvertently logged out of TestNav and resumes testing on a device that does not have a Saved Response File (SRF), Resume Upload can be used to allow a Test Administrator to search for the SRF on the student’s original testing device. Refer to support.assessment.pearson.com/x/DAACAOQ for directions on locating the SRF.
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When a student is ready to sign back in to the session with a Resume-Upload status, a staff member must be present. TestNav will prompt the student/staff member to locate the saved responses from the designated save location and upload them to TestNav before resuming the test. This ensures no student responses are lost if the testing device is unable to connect to Pearson servers. Do NOT have students ignore this message or their responses could be lost. If a test administrator does not know how to locate or upload the responses, please call the MCAS Service Center. Be prepared to provide the student name, PAN Session, and device type, and request to speak with Technical Support.

5. **SITUATION:** A student needs to change devices (e.g., a student has to move to a test completion room but is using a desktop computer).
**RESOLUTION:** The Department strongly recommends that students use only one computer per test session whenever possible. However, if students need to change devices during the same test session, they need to log out of TestNav on the first device (click on the User icon in the top right corner, select “Log out of TestNav,” and then follow the prompts). Once students are fully logged out, they can be resumed on the new device.

**Note for Chromebook users:** Do not power the first device off until the student has been successfully resumed on the second device.

6. **SITUATION:** A student exits TestNav before completing a test session or before submitting final answers
**RESOLUTION:**
1. Verify that TestNav is shut down for the student.
2. Resume the student’s test in PAN.
   - If the student exited due to an issue with network connectivity, the student’s test will need to be put in Resume-Upload status. When the student logs in, locate the Saved Response File (SRF) and the system will upload any test responses that the student entered after the interruption if resuming on the same testing device. For instructions on locating SRFs, refer to the TestNav User Guide (support.assessment.pearson.com/x/DAACAQ).
   - Have the student sign back in to TestNav using the login information on the student testing ticket. If possible, have the student log in on the same device that was being used when the student exited TestNav.
   - The student’s test will resume from the point at which the test was interrupted.

Technology coordinators should contact the MCAS Service Center immediately if there is an issue that cannot be resolved. It is acceptable to contact the Service Center using a cell phone, but it is not permissible to photograph students’ testing devices (e.g., to show an error message). Be prepared to provide logs from the testing devices if the Service Center requests them.
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Resolving Situations that Involve Accommodations

1. SITUATION: A student has the wrong accommodation assigned and the student has not signed in to TestNav yet (is still in “Ready” status)

   RESOLUTION: If the student is in a session that has not yet been prepared, the accommodation can be updated by following these steps:
   1. In PAN, go to Setup > Students.
   2. Search for the student and place a checkmark next to the student name.
   3. Select Tasks > Manage Student Tests > Start.
   4. Select the test on the left.
   5. Update the Accommodation and click Save (repeat if more than one test needs to be updated).

   If the student is in a PAN Session that has been prepared, the student first needs to be removed from the Session. This can be done by following these steps:
   1. In PAN, go to Testing > Sessions.
   2. Search for appropriate session and place a checkmark next to the session.
   3. Click on Go to Students in Sessions.
   4. Click on the PAN Session name under Session List on the left side of the screen.
   5. Place a checkmark next to the student whose accommodation needs to be updated.
   6. Select Tasks > Remove Students from Sessions > Start.
   7. Place a checkmark next to the student and click Remove.

   Once the student has been removed, follow the first five steps in this section (section F.1). When the student’s accommodation has been updated, place the student back into the appropriate PAN Session by going to Students in Sessions > Add Students to Sessions.

2. SITUATION: A student has the wrong accommodation assigned, and the student has already signed in to TestNav (is still in a status other than “Ready”)

   RESOLUTION: If a student has signed in to TestNav and does not have the accommodation needed to test, please follow these steps:
   • Have the student log out of TestNav.
   • Contact the test coordinator or principal.
   • The test coordinator will need to void the test (all test sessions).
   1. In PAN, go to Testing > Sessions.
   2. Search for the appropriate session and place a checkmark next to the session.
   3. Click on Go to Students in Sessions.
   4. Click on the PAN Session name under Session List on the left side of the screen.
   5. Place a checkmark next to the student whose accommodation needs to be updated.
   6. Select Tasks > Mark Student Tests Complete & Manage Student Tests, and click Start.
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7. On the Mark Student Tests Complete tab, place a checkmark above each of the sessions, enter a reason (Incorrect Accommodation), and click Mark Complete.

8. On the Manage Student Tests tab, check the box “Void Test Score Code,” select “Wrong Accommodation” from the Void Test Score Reason dropdown, and click Save.

9. Assign a new test to the student.
   › Go to Setup > Students.
   › Search for your student and select the checkbox next to the student name.
   › Select Tasks > Manage Student Tests > Start.
   › Select Create Student Tests, enter in the test student information, including the correct accommodations, and click Create.

10. Place the student in a new PAN Session.
    › Go to Test > Sessions.
    › Select Tasks > Create / Edit Test Sessions and click Start.
    › Ensure Create Session is selected, enter in the session details, add the student whose accommodation was updated, and click Create.

    Note: If the student should have a Human Reader or Human Signer session, select the Proctor Reads Aloud checkbox, and then select Human Read Aloud or Human Signer from the Form Group Type dropdown.

3. SITUATION: A student’s form-based accommodations (TTS) are not appearing correctly

RESOLUTION: Instructions for correcting a large number of errors (SR/PNP Import):

1. In PAN, select the appropriate administration from the administration dropdown.
2. Select Import / Export Data from the Setup dropdown.
3. Select Import / Export Data from the Select Tasks dropdown. Click Start.
4. Select Student Registration Export from the Type dropdown. Unless you want to specify results by registration grade and/or subject, leave those fields blank, and leave the values in the Test Status Filter field. Also, leave the “Include tests with Void Test Score Code” box unchecked. Then click Process.
5. Once the file is complete, select Download File.
6. In the .csv file, identify all students who have both Text-to-Speech (column Z) and Human Reader or Human Signer (Column Y) selected. Delete all other students from the file.
7. Remove either the Text-to-Speech flag, or the Human Reader or Human Signer flag for those students.
8. Save the file as a .csv file.
9. In PAN, select Import / Export Data from the Setup dropdown.
10. Select Import / Export Data from the Select Tasks dropdown. Click Start.
11. Select Student Registration Import from the Type dropdown.
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Instructions for correcting a small number of errors (PAN interface):

1. In PAN, select the appropriate administration from the administration dropdown.
2. Select Operational Reports from the Reports dropdown.
3. Check Students & Registrations from the Report Category.
4. Select the PNP Report – Accessibility Features and Accommodations for Student Tests report from the list.
5. Select Text-to-Speech from the Accessibility Features and Accommodations dropdown. Click Download CSV.
6. Identify students on this report that have the Text-to-Speech flag (column T) and Human Reader or Human Signer (column U) flag selected.
7. In PAN, select Students from the Setup dropdown.
8. Search for the student that has both flags selected. Select the checkbox to the left of the student and select Manage Student Tests from the Select Tasks dropdown. Click Start.
9. Here, remove either the checkbox next to Text-to-Speech, or the checkbox next to Human Read-Aloud or Human Signer. Click Save.
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G Error Codes and TestNav Issues

The table below describes common error codes and TestNav issues and the steps to take to resolve the issues. For many of these situations, a test administrator can resolve a situation, and the student can continue testing without further issues. Others are described below in which test administrators will need to escalate the issue to technology staff if needed. A full list of error codes can be found online at support.assessment.pearson.com/x/DwACAQ. Instruct students to raise their hand if an error code appears during testing.

<table>
<thead>
<tr>
<th>Error Code Number</th>
<th>Error Code Description</th>
<th>Instructions to Resolve the Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>9059</td>
<td>The username or password you entered is incorrect.</td>
<td>Confirm that the student sees the correct TestNav login page (“Massachusetts” should appear above the sign-in box). If the correct page does not appear, click the User icon in the top right corner, and select “Choose a different customer.” Then, select “Massachusetts” from the list. Ensure the student is on the correct login page in TestNav (“Massachusetts” should appear above the sign-in box).</td>
</tr>
</tbody>
</table>
| 1001              | Your test has been saved. Please notify your test administrator. | This is an initial message from the TestNav Early Warning System (EWS). When the EWS detects a potential problem with the designated save location, the student sees on-screen instructions. This message does not indicate the full issue; another error code will follow.  
More information on resolving EWS issues can be found at support.assessment.pearson.com/x/DgACAQ.                                                                                   |
| 1008              | Unable to send final responses.                | The connection with the testing server was interrupted while the student was attempting to exit or submit the test, and TestNav was unable to upload responses to the testing server. The student’s responses have been saved in the designated response file location, but not all responses could be saved to the testing server.  
Do NOT turn off the computer. The technology staff person should contact the MCAS Service Center. The technology staff should be prepared to provide the following information:  
• The error code  
• The number of students testing  
• The device type  
• The session name                                                                 |
## Appendix B—Additional CBT Instructions

<table>
<thead>
<tr>
<th>Error Code Number</th>
<th>Error Code Description</th>
<th>Instructions to Resolve the Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>1009</td>
<td>Unable to download test content</td>
<td>There is a network connection issue between the testing device and the testing subcontractor’s (Pearson’s) servers. Contact your technology staff person to verify the local Internet connection and/or connection to the ProctorCache server is functioning as expected. The technology staff person should contact the MCAS Service Center if the issue cannot be quickly identified or resolved. He or she should be prepared to provide the following information: • The error code • The number of students testing • The device type • The session name</td>
</tr>
<tr>
<td>1017, 1018</td>
<td>Primary/Alternate SRF location is not writable. Your responses will be saved in primary/alternate save location only. You may choose to continue with the test or exit the test and make the save location writable.</td>
<td>TestNav displays this error when it tries to write to the SRF secondary location but fails. Check the path and verify it is valid, accessible, and that write access is granted. To update the path, sign in to PearsonAccess next and edit the TestNav configuration. A valid SRF path is required for testing. Technology staff should contact the MCAS Service Center. The technology staff should be prepared to provide the following information: • The error code • The number of students testing • The device type • The PAN Session name</td>
</tr>
<tr>
<td>3005</td>
<td>TestNav has detected that another application attempted to become the active window.</td>
<td>This could be caused by one of the following issues: • pop-ups in the background • power saving features • system key combinations such as ctrl+alt+del • the student is attempting to switch to a browser or other application (e.g., to look up information for a question) The test administrator should check whether any other applications have been accessed before resuming the student’s test. If it appears the student was attempting to access information online, contact the principal to report this to the Department.</td>
</tr>
<tr>
<td>8026</td>
<td>Unable to connect to the proctor caching computer. Please contact your administrator.</td>
<td>There is a network connection issue between the testing device and the local ProctorCache device. Contact your technology staff to verify whether the local Internet connection and/or connection to the ProctorCache server is functioning as expected. The technology staff person should contact the MCAS Service Center if the issue cannot be quickly identified or resolved. He or she should be prepared to provide the following information: • the error code • the number of students testing at the time</td>
</tr>
</tbody>
</table>
## Appendix B—Additional CBT Instructions

<table>
<thead>
<tr>
<th>TestNav Issue</th>
<th>TestNav Message Description</th>
<th>Instructions to Resolve the Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Available Test</td>
<td>A student signs in to TestNav and sees a message that reads, “No Available Tests.”</td>
<td>If a student sees “No available tests” after signing in to TestNav, then that login/password is for a test which has already been completed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Confirm on the student’s testing ticket that the test being taken is correct. The login for the student will be the same for each test, but the password will be different.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reprint the correct test ticket for the test the student is trying to access.</td>
</tr>
<tr>
<td>Start Button Gray</td>
<td>A student signs in to TestNav and sees a gray start bar instead of a blue one.</td>
<td>Ensure the student is using a device with a supported OS version.</td>
</tr>
<tr>
<td>(not blue)</td>
<td></td>
<td>Verify the test has been started in PAN, and the test is unlocked.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>For Chromebooks, close TestNav and re-launch the app in Kiosk Mode. (Kiosk Mode Apps are accessed from the Apps link in the lower left of the Chromebook sign-in screen.)</td>
</tr>
</tbody>
</table>