


CBT Test Administrator Quick Reference Guide

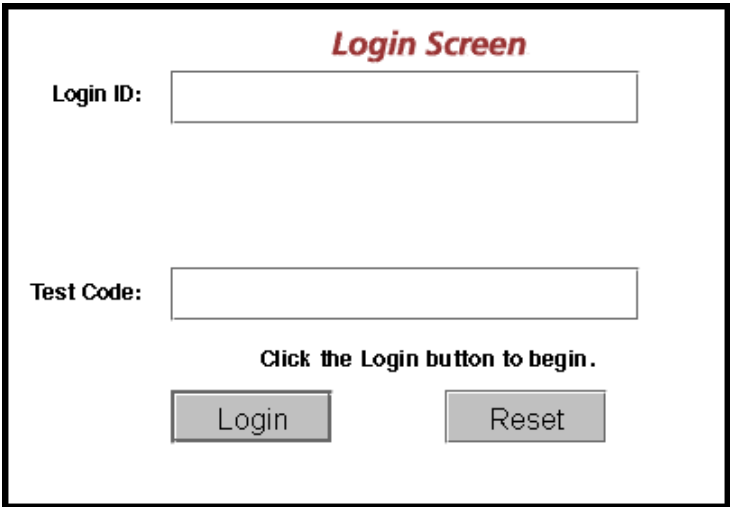
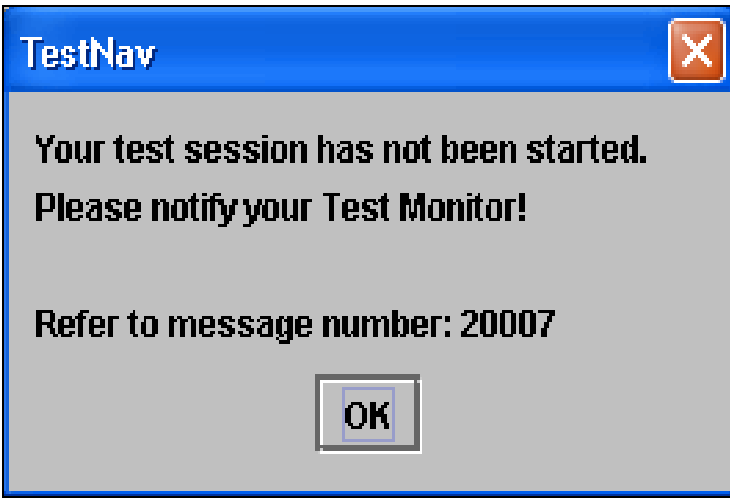
Updated 4/11/2011 v.1.0

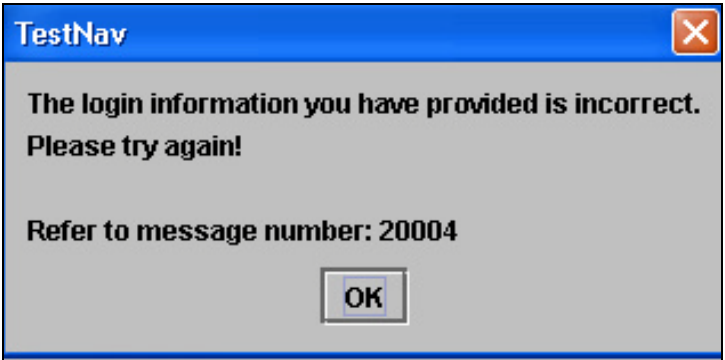
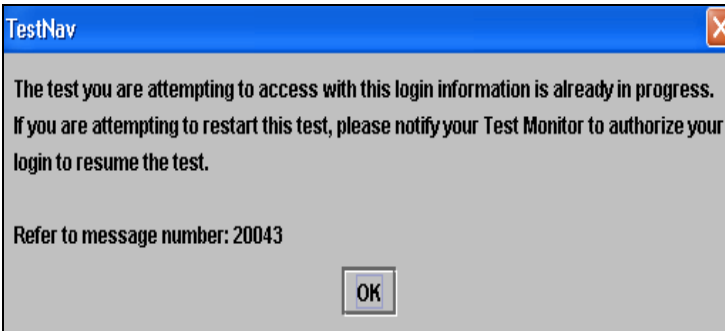
Test Administrator Responsibilities

Detailed instructions for test administrators can be found in the *Before Testing* and the *During Testing* sections of the current test administration manual. Test administration manuals are printed and distributed to districts prior to each test administration. A PDF of each manual is posted at www.PearsonAccess.com/fl under **Support** and **Resources**. Select the appropriate administration.

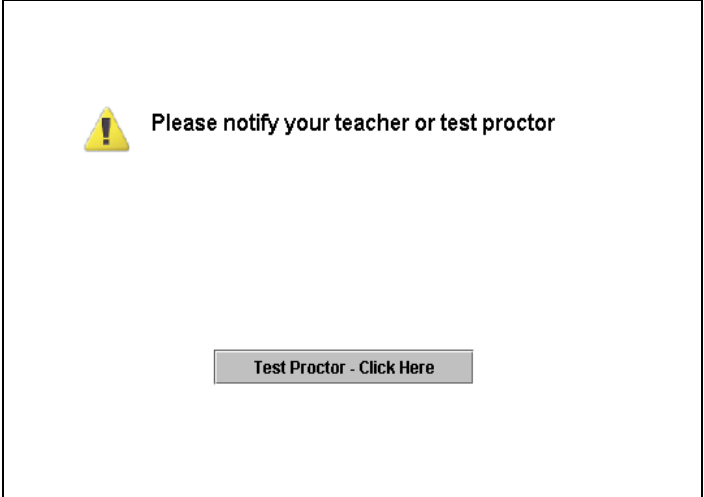
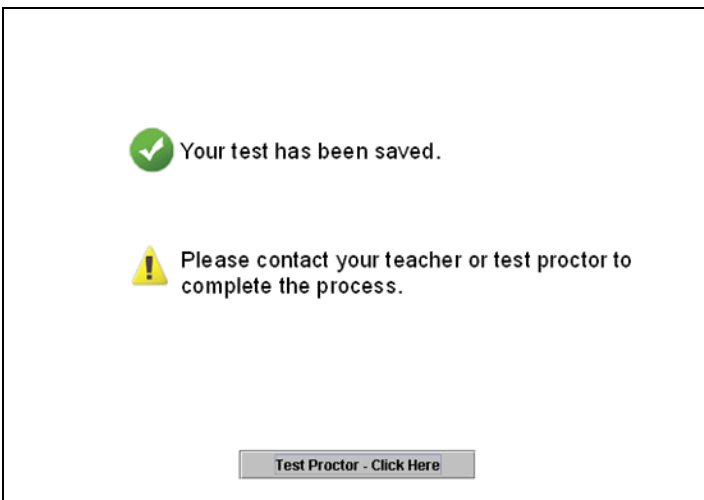
TestNav

Message (What You'll See on the Screen)	Possible Causes (What Does This Mean?)	Actions (What Should I Do?)
	<p>TestNav GO Screen</p>	<ul style="list-style-type: none"> Verify the URL matches the Student Authorization Ticket and click GO.

TestNav		
Message (What You'll See on the Screen)	Possible Causes (What Does This Mean?)	Actions (What Should I Do?)
	<p>Login Screen</p>	<ul style="list-style-type: none"> ▪ The student will type in the Login ID and Test Code (password) from the Student Authorization Ticket and click Login.
	<p>The student attempts to log in before the test session has been started.</p>	<ul style="list-style-type: none"> ▪ Contact the school assessment coordinator to start the test session in Pearson Access. ▪ After the session has been started, click OK, and then have the student log in.

TestNav		
Message (What You'll See on the Screen)	Possible Causes (What Does This Mean?)	Actions (What Should I Do?)
 <p>TestNav [Close]</p> <p>The login information you have provided is incorrect. Please try again!</p> <p>Refer to message number: 20004</p> <p>[OK]</p>	<ul style="list-style-type: none"> ▪ The student entered the wrong login information (Username and/or Test Code) ▪ The URL was entered incorrectly, or ▪ The student used the wrong test ticket for the test session, or needs a new test ticket for a new test session (e.g., student changed sessions). 	<ul style="list-style-type: none"> ▪ Click OK. ▪ Ensure the student has the correct student authorization ticket. ▪ Launch TestNav and enter the URL specified on the student authorization ticket. ▪ Verify that the student enters the URL, Login ID, and test code exactly as printed on the student authorization ticket.
 <p>TestNav [Close]</p> <p>The test you are attempting to access with this login information is already in progress. If you are attempting to restart this test, please notify your Test Monitor to authorize your login to resume the test.</p> <p>Refer to message number: 20043</p> <p>[OK]</p>	<p>The student exited the test (may have signed in early and exited) and is not in <i>Resumed</i> or <i>Resumed-Upload</i> status to restart the test.</p>	<ul style="list-style-type: none"> ▪ Resume the student on the <i>Test Session Details</i> screen in PearsonAccess or contact your school assessment coordinator to resume the student. ▪ Launch TestNav and enter the URL specified on the student authorization ticket. ▪ Verify that the student enters the URL, Login ID, and test code exactly as printed on the student authorization ticket.

Early Warning System

<p style="text-align: center;">Message (What You'll See on the Screen)</p>	<p style="text-align: center;">Possible Causes (What Does This Mean?)</p>	<p style="text-align: center;">Actions (What Should I Do?)</p>
	<p>The Early Warning System (EWS) has launched, possibly due to power or connectivity issues.</p>	<ul style="list-style-type: none"> ▪ The student should notify the test administrator if either screen appears. ▪ Click Test Proctor – Click Here. ▪ Follow the prompts provided on the screen.
		

Early Warning System

<p style="text-align: center;">Message (What You'll See on the Screen)</p>	<p style="text-align: center;">Possible Causes (What Does This Mean?)</p>	<p style="text-align: center;">Actions (What Should I Do?)</p>
<div style="border: 1px solid black; padding: 10px;"> <p>Unable to save student response file</p> <p>Primary Response File Location (not working): C:\Program Files\TestNav\Temp</p> <p>Alternate Response File Location (not working): C:\Temp2</p> <p>Browse to a new location where the student's responses can be saved, and then click Save and Continue to return to testing.</p> <div style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <p>Response File Location:</p> <p>C:\Program Files\TestNav\Temp <input type="button" value="Browse"/></p> <p style="text-align: center;"><input type="button" value="Save and Continue"/></p> <p>If you are unable to locate the response file, contact your local technical support or call the Pearson help desk listed in the user's guide.</p> </div> <p style="background-color: #e0e0e0; padding: 2px;">To view the student's responses, click View Responses.</p> <p style="background-color: #e0e0e0; padding: 2px;">To close TestNav and lose all unsaved responses, click Close TestNav.</p> </div>	<p>This screen is displayed when the designated locations for saving a response file (backups in case of network interruption) are not working.</p>	<ul style="list-style-type: none"> ▪ Click Browse to designate a new location where student responses can be saved, and then click Save and Continue. ▪ TestNav will test the new location to ensure it can save to it. If it can save to the new location, testing can continue. If it cannot save to the new location, you will be brought back to this screen again. ▪ If a valid location cannot be designated, click View Responses to view or print a hardcopy record of any responses the student has entered. Contact Pearson for help if there are questions on how to perform this action. Any printed responses must be securely destroyed after the student has completed testing. ▪ If a valid location <u>cannot</u> be designated <u>and</u> you have a hardcopy record of the student's responses, click Close TestNav.

Early Warning System

<p style="text-align: center;">Message (What You'll See on the Screen)</p>	<p style="text-align: center;">Possible Causes (What Does This Mean?)</p>	<p style="text-align: center;">Actions (What Should I Do?)</p>
<p>No saved response file was found in the designated locations</p> <p>Primary Response File Location: C:\Program Files\TestNav\temp</p> <p>Alternate Response File Location: C:\</p> <p>Click Browse to locate the response file and then click Upload Response File.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Response File Name: 600390004122010044702.SRF</p> <p>Response File Location: <input type="text"/> <input type="button" value="Browse"/></p> <p style="text-align: center;"><input type="button" value="Upload Response File"/></p> </div>	<p>This screen is displayed when the student's status in <i>Test Management > Manage Test Sessions</i> in PearsonAccess is set to <i>Resumed-Upload</i>, but no student response file (SRF) was found in the designated response file location.</p>	<ul style="list-style-type: none"> ▪ Click Browse to locate the response file locally, and then click Upload Response File to submit the responses to the testing server. ▪ If the response file is located on a computer or a network drive that is <u>unavailable at this time</u>, click Close TestNav. After the student response file has been located and saved to a location that can be accessed from the student's testing machine, the student can log in. The system automatically will search for a response file. If a file is not found, the EWS will come back to this screen, where you can browse for a response file and point to the location of the moved response file. student may need to be resumed in PearsonAccess before attempting to log in again. ▪ To continue testing <u>without</u> loading a response file, click Skip Upload. (Note that any responses from a previous login not be lost. Call Pearson support if you are unsure whether to click on Skip Upload. If the student has not yet answered any questions, click Skip Upload.)

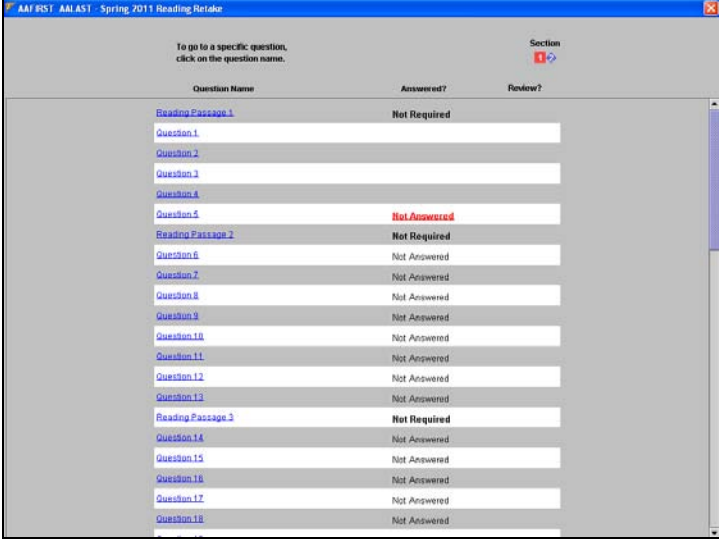
Early Warning System

Message (What You'll See on the Screen)	Possible Causes (What Does This Mean?)	Actions (What Should I Do?)
<p>Saved response file located</p> <p>The student was not in "Resume with File" status, but a saved response file was located in one or both designated response file locations. The test responses saved in this file will be loaded.</p> <p>Primary Response File Location: C:\Program Files\TestNav\temp</p> <p>Alternate Response File Location: C:\</p> <p style="text-align: right;"><input type="button" value="Continue Testing"/></p>	<p>This screen is displayed when the student is in <i>Resumed</i> status (instead of <i>Resumed-Upload</i>) in <i>Test Management > Manage Test Sessions</i> in PearsonAccess. This screen indicates that the system has located a valid saved file containing the student's responses.</p>	<ul style="list-style-type: none"> ▪ To submit the saved responses to the testing server, click Continue Testing. The student can now resume testing.
<p>Unable to communicate with the testing server</p> <p>All of student's responses have been saved here:</p> <p>Primary Response File Location: C:\Program Files\TestNav\temp</p> <p>Alternate Response File Location: C:\</p> <p>Response File Name: 600390004122010043627.SRF</p> <p>To try again later, click Close TestNav</p> <p style="text-align: center;"><input type="button" value="Close TestNav"/></p> <p>To view the student's responses, click View Responses.</p>	<ul style="list-style-type: none"> ▪ This screen is displayed when the connection with the testing server is interrupted prior to the student submitting his or her test. ▪ The student's responses have been saved in the designated response file location, but not all responses could be submitted to the Pearson testing server and the student remains in <i>Active</i> testing status on the Session Details page of PearsonAccess. 	<ul style="list-style-type: none"> ▪ Click Close TestNav. ▪ After the connection is restored, the student can be resumed and log in. The system will automatically search for and submit the response file. ▪ See <i>Resume Students' Tests</i> section in the test administration manual for instructions on resuming a test after a student exits from TestNav before completing a test.

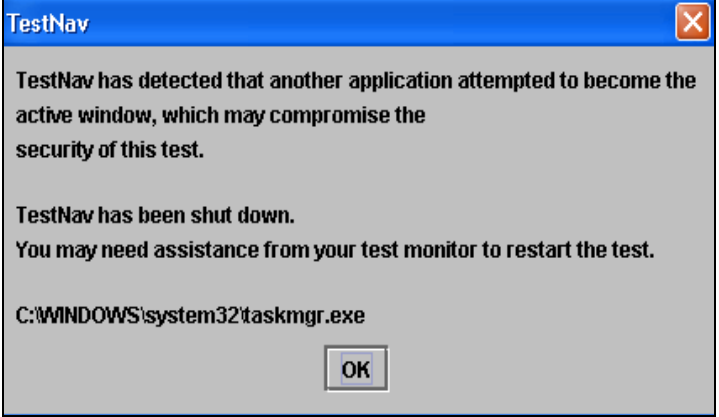
Early Warning System

<p style="text-align: center;">Message (What You'll See on the Screen)</p>	<p style="text-align: center;">Possible Causes (What Does This Mean?)</p>	<p style="text-align: center;">Actions (What Should I Do?)</p>
<div style="border: 1px solid black; padding: 10px;"> <p>Unable to communicate with the testing server</p> <p>All student responses have been saved here:</p> <p>Primary Response File Location: C:\Program Files\TestNav\temp</p> <p>Alternate Response File Location: C:\</p> <p>Response File Name: 600390004122010044702.SRF</p> <p>To see if the connection has been restored, click Retry.</p> <p style="text-align: center;"><input type="button" value="Retry"/></p> <p style="background-color: #e0e0e0; padding: 5px;">To view the student's responses, click View Responses. To submit the test at a later time, click Close TestNav.</p> </div>	<ul style="list-style-type: none"> ▪ This screen is displayed when the connection with the testing server is interrupted while the student is attempting to submit his or her test. ▪ The student's responses have been saved in the designated response file location, but not all responses could be submitted to the Pearson testing server and the student remains in <i>Active</i> testing status on the Session Details page of PearsonAccess. 	<ul style="list-style-type: none"> ▪ Quickly check to see if the student's machine is connected to the school network. Check if the Ethernet cable is still plugged into the wall and computer or if a wireless router has become disconnected or accidentally shut off. ▪ Click Retry to check whether the connection is restored. ▪ Wait a short while and continue clicking Retry if you believe the connection may be restored. ▪ Click View Responses to view or print the student's responses that are saved locally. ▪ If you have clicked Retry and the connection with the testing server still has not been restored, click Close TestNav. After the connection is restored, the student can log in (or the school assessment coordinator can log in with the student's login credentials). The system will automatically search for and submit the response file. ▪ See <i>Resume Students' Tests</i> section of the test administration manual for instructions on resuming a test after a student exits from TestNav before completing a test.

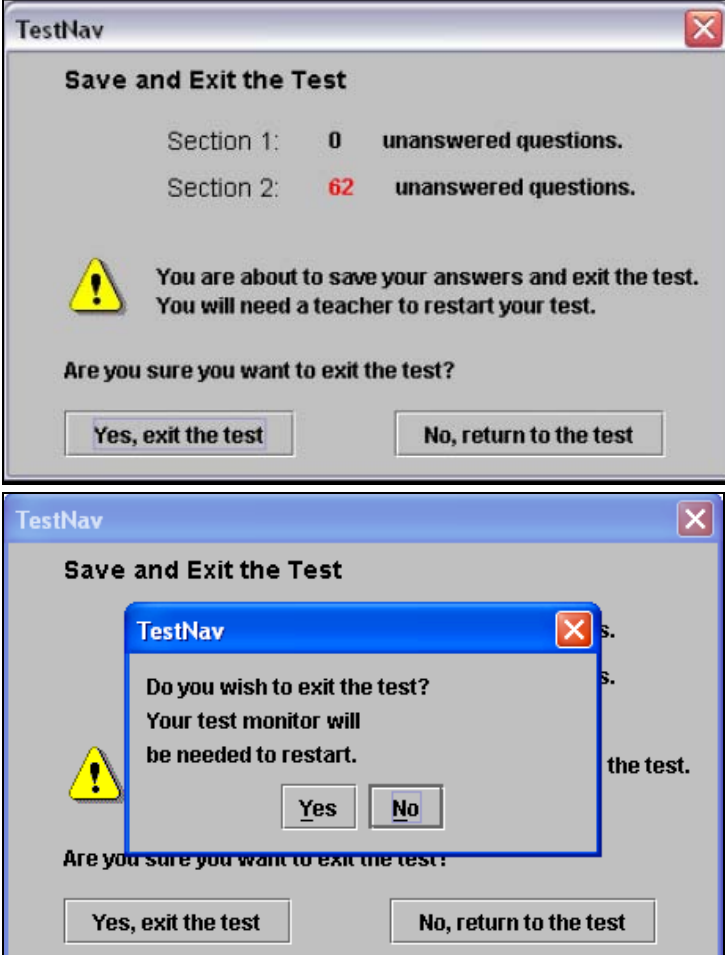
Early Warning System

Message (What You'll See on the Screen)	Possible Causes (What Does This Mean?)	Actions (What Should I Do?)
 <p>The screenshot shows a test interface with a table of questions. The table has three columns: 'Question Name', 'Answered?', and 'Review?'. The 'Answered?' column shows 'Not Required' for Reading Passage 1, and 'Not Answered' (in red) for Question 5. Other questions are marked as 'Not Answered'. The interface also includes a 'Section' indicator and a 'To go to a specific question, click on the question name.' instruction.</p>	<ul style="list-style-type: none"> ▪ The <i>View Responses</i> screen displays a record of the responses that the student has entered. Section 1 is the test group code and cannot be returned to after the code is entered. Section 2 contains the student responses to test items. An answered question will have a blank beside it in the “Answered?” column. “Not Answered” will appear beside the unanswered questions. “Not Answered” will appear in red if the student viewed the item but did not enter a response. 	<ul style="list-style-type: none"> ▪ Click Save and Exit to exit the student from the test without submitting the test for scoring. Click Submit if the student has completed the test and you would like to submit the test for scoring.


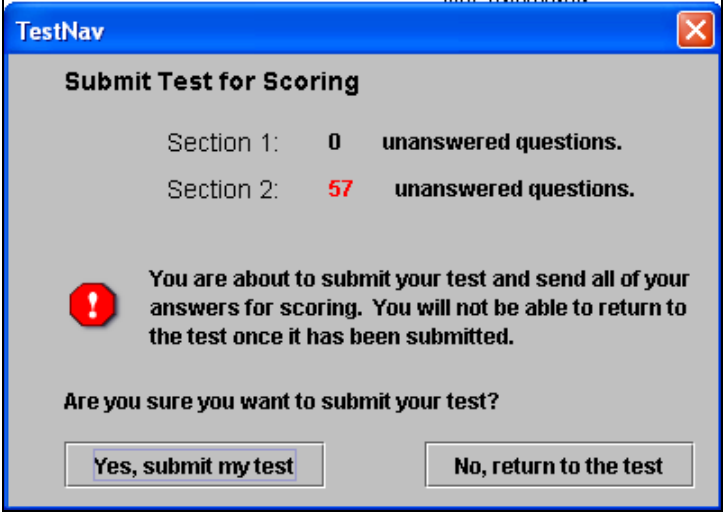
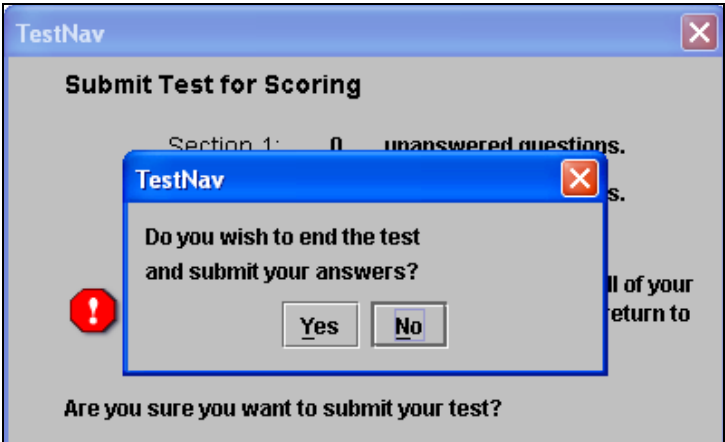
Early Warning System

<p style="text-align: center;">Message (What You'll See on the Screen)</p>	<p style="text-align: center;">Possible Causes (What Does This Mean?)</p>	<p style="text-align: center;">Actions (What Should I Do?)</p>
	<p>TestNav has detected another application has tried to take over the computer.</p>	<ul style="list-style-type: none"> ▪ Notify the school assessment coordinator. ▪ If possible, determine whether the student was attempting to access another program. If a software notification or screen saver disrupted testing, contact the school technology coordinator. ▪ Click OK to have the student exit TestNav. ▪ The student will need to be in PearsonAccess under <i>Test Management > Manage Test Sessions</i>. See <i>Resume Students' Tests</i> section of the test administration manual for instructions on resuming a test after a student exits from TestNav before completing a test. ▪ Open TestNav and have the student log in again.

Early Warning System

<p style="text-align: center;">Message (What You'll See on the Screen)</p>	<p style="text-align: center;">Possible Causes (What Does This Mean?)</p>	<p style="text-align: center;">Actions (What Should I Do?)</p>
	<p style="text-align: center;">Exiting the Test</p> <p>The student needs to exit the test session, or the session has been interrupted and the student is not ready to submit all responses for scoring.</p>	<ul style="list-style-type: none"> ▪ Click on the red X in the upper corner of TestNav to exit the test. ▪ If the student needs to exit but has not completed the test and is not ready to submit responses to be scored, select Yes, exit the test and then Yes when the confirmation windows appears.. ▪ If the student decides they are not ready to exit the test, click No, return to the test or No on the confirmation window.

Early Warning System

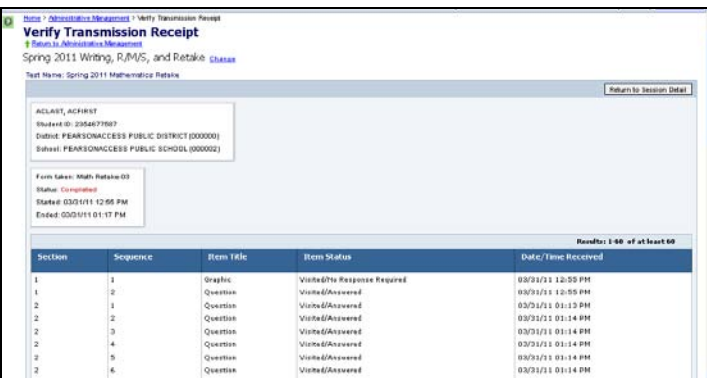
<p style="text-align: center;">Message (What You'll See on the Screen)</p>	<p style="text-align: center;">Possible Causes (What Does This Mean?)</p>	<p style="text-align: center;">Actions (What Should I Do?)</p>
<div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;"> <p>To end the test and submit your answers for final scoring, click on the Submit button.</p> <div style="text-align: right; margin-right: 20px;">  </div> </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;">  </div> <div style="border: 1px solid gray; padding: 5px;">  </div>	<p style="text-align: center;">Submitting the Test</p> <p>The student has completed the test and is ready to submit responses for scoring.</p>	<ul style="list-style-type: none"> ▪ If the student has completed the test and is ready to submit responses to be scored, select Submit at the bottom of the Review Responses screen. ▪ A window appears and if the student is ready to submit click Yes, submit my test and then Yes when the confirmation windows appears. ▪ If the student decides they are not ready to submit the test then click on No, return to the test or No on the confirmation window.

Common Error Codes and Solutions (TestNav)

Error Code	Solution
20001: The session has been terminated by your test monitor. Please wait.	This is caused when a session has been stopped. In order to start the test, the student will have to be moved to a different session.
20004: The login information you have provided is incorrect. Please try again.	The most common solution is to verify that the correct URL is being used in TestNav. Refer to the URL and login information printed on the authorization ticket.
20007: Your test session has not been started. Please notify your Test Monitor.	The session status must be started before you can log in to the test.
20011: Your test has been completed. Please notify your Test Monitor.	The test has been submitted and the student can no longer log in.
20012: This test requires your computer's screen resolution to be set to 1024 by 768 or higher. Please notify your Test Monitor.	This message will be received if the computer's screen resolution is not set to at least 1024 x 768.
20019: Can't find the login item for the particular Test Program. Or there was an unknown problem with it.	This indicates an Internet connectivity problem.
20026: The TestNav system cannot find the Address specified, please verify the Address and try again.	The most common solution is to verify that the correct URL is being used in TestNav. Refer to the URL and login information printed on the authorization ticket.
20028: Could not find a file on the server.	This indicates an Internet connectivity problem.
20040: The TestNav system cannot find the host server.	This indicates an Internet connectivity problem.
20043: The test you are attempting to access with this login information is already in progress. If you are attempting to restart this test, please notify your Test Monitor to authorize your login to resume the test.	Close TestNav completely. Resume the student in PearsonAccess under Session Details. Start TestNav and try logging in again.
20047: You have attempted to login an excessive number of times. Please see your Administrator.	The student has entered the login information incorrectly at least 3 times. The student will have to be resumed in order to log in.
20081: 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.	TestNav has detected another application is trying to take focus. Check the student log to see if TestNav captured the offending program.
20095: The response file location provided is invalid. You must designate a valid response file location.	The Primary and or Alternate save locations specified in the proxysettings.properties file are not valid.
20127: Write access is denied to the temp directory. Testing cannot continue. Please contact your testing proctor for further instructions.	Student is unable to write or delete files from the TestNav/Temp folder.
20138: Write access is denied to the temp directory. Testing cannot continue. Please contact your testing proctor for further instructions.	The TestNav/Temp folder does not have full permissions.

Additional Screens

- Session Details** To resume students who have exited or received error messages, click the box by the student's name and click Resume Test. Even if the student status is "Active," it may be necessary to resume the student's test. To verify student responses have been received by Pearson click on *Responses* next the student's status indicator.



Verify Transmission Receipt

Verify Transmission Receipt page shows each question on the test and whether it has been answered by the student.

Pearson Customer Support Information Contact Pearson Customer Support when experiencing technical difficulties which cannot be easily remedied on your own. Phone: 877-847-3043 or Email: Florida@support.pearson.com.