Contents

Find the Student

1. From **Testing > Students in Sessions**, add test session(s) to the **Session List** on the left of the page. *If you have trouble finding your session, go to **Testing > Sessions** and select the test session(s) that contain the students whose status you want to view. Return to **Students in Sessions** and the session(s) will be listed.*
2. Click a session to select it from the list. *Click **Refresh** to update the data displayed.*
3. *Search to find the student(s) whose status you want to view or click the down arrow next to the **Search** button and select **Show all results**. You can change the **Find Students** setting to show only students in your currently selected session or in all available sessions.*
- To view more detailed information about that student's test and item progress, click the student test status in the **Student Test Status** column.

Undo the Student's Test Submission

1. Select the check box next to a student record to select the student(s) whose status you want to update.
2. Open the task list and select **Undo Student Test Submissions** and click **Start**.
3. Select the check box next to the student(s) name in the list to confirm your selection(s) and click **Undo Submissions**. The student will be placed in **Exited** status, from which you can Resume a Test.

Create an Online Test Session

To create an online test session follow these steps:
1. From **Testing > Sessions**, click the **Select Tasks** drop-down and select **Create / Edit Test Sessions**. Click **Start.**

2. Click **Create Session** and enter the required details. *When creating a test session, if at least one proctor caching computer is configured, you must select a proctor caching computer. If you set test session dates and times, the system will not use them to limit when sessions can be started. The data is only used to help you with planning.*

3. Click **Create**. *Pearson recommends that your session size be limited to 800 or fewer students.*

    *After a session is created, a **Password** box becomes available. This box contains the password that will be included in the student testing ticket and that the student will use to log in to the test (along with a unique User ID). This password helps ensure that students can access only the test assigned to them in this session. You can use the instructions to see and change this password as described in* View or Edit an Online Test Session.

    To delete an online test session follow these steps:

1. From **Testing > Sessions**, search to find test session(s) you want to delete or click the down arrow next to the **Search** button to reveal and select the option to show all results. Select the session(s) you want to delete. Open the task list and select **Delete Sessions** and click **Start**.

    Mark the box next to a session from the **Sessions** list to confirm that you want to delete it. Click **Delete**. Once you delete a session, it cannot be restored.

Remove Students from Online Test Sessions

Some features are only available to some user accounts. Each user account has a user role(s) and permissions associated with it. These permissions control the data the user can view and actions the user can perform. If you do not see a specific feature, your account is not configured to access it. See Manage Users for more information. Your testing program will provide information identifying user roles and what each is permitted to do and see. *Only students in **Ready** status can be moved from a session. See* Monitor or Change Student Status *for more information about student statuses.*

To remove students from online test sessions follow these steps:

1. From **Testing** > **Students in Sessions**, search to find the student(s) you want to remove, or click the down arrow next to the **Search** button to reveal and select the option to show all results. Select students (up to 50) you want to remove. *You can change the **Find Students** setting to show only students in your currently selected session or in all available sessions.*

2. Open the task list and select **Remove Students from Sessions** and click **Start**.

3. Select the student(s) to be removed and click **Remove**.

Confirm PNP Settings for a Student

Accommodations like those included in a Personal Needs and Preferences (PNP) profile are typically entered by uploading a PNP file, as described in Import and Export Data. They can also be entered when students are assigned to a test session, as described in Manage Student or Group Test Assignments. A PNP describes a student's testing needs and preferences, as described in Accessibility Tools and PNP Profile. The PNP settings available depend your testing program configuration.

View Current PNP Settings

To check the status of individual students and confirm the assigned accommodations or accessibility features are enabled, follow these steps:

1. From **Testing** > **Students in Sessions**, add test session(s) to the **Sessions** lists on the left of the page.
2. Click a session to select it from the list. *If you have trouble finding your session, go to Testing > Sessions and select the test session(s) that contain the students whose status you want to view. Return to Students in Sessions and the session(s) will already be listed.*
3. Search to find the student(s) whose PNP settings you want to view or click the down arrow next to the **Search** button to reveal and select the option to show all results.
   You can change the Find Students setting to show only students in your currently selected session or in all available sessions.

4. Click the   icon next to the student to view information about a specific student.
5. Click **Sessions** to view assigned test sessions for this student. Select a session to view accommodations and accessibility features. Click **Close** when finished.

Change PNP Settings

If you discover a setting that requires correction *before the student has logged on to TestNav*, follow these steps:
1. If the student is already registered for a test session, remove the student from the test session, as described in Remove Students from Online Test Sessions.
2. Adjust the student's PNP settings, as described in Manage Student or Group Test Assignments.
3. Add the student to a test session, as described in Add Students to Online Test Sessions. *The student can be placed back in the original test session or in another test session, as appropriate for the needed accommodation(s). The test form assigned to the student will be set to a form that is correct for any supported, marked accommodations.*
   If *the student has already logged on to TestNav*, consult your testing program materials as the required actions will vary based on program policies.

Retrieve Student Test Tickets

Student test tickets contain the login and TestNav URL that students need in order to access their assigned online tests. You can print student test tickets through your browser.

To retrieve student test tickets, follow these steps:
1. From **Testing > Students in Sessions**, add test session(s) to the **Sessions** list on the left of the page. *Click* **Refresh** *to update the data displayed.*
2. Click a session to select it from the list. *If you have trouble finding your session, go to* **Testing > Sessions,** *and select the test session(s) that contain the students whose statuses you want to view. To see the listed session(s), return to* **Students in Sessions.**
3. Click the **Download Resources** drop-down and select an entry from the **Student Testing Tickets** section.

Start a Test Session

To start a test session, follow these steps:
1. From **Testing > Students in Sessions**, type the name of a test session in the box at the top of the **Session List** to search for a session. Click a session name to add it.

2. *Click **Refresh** to update the data displayed.*
3. Click a session to select it from the list. *If you have trouble finding your session, go to **Testing > Sessions** and select the test session(s). Return to **Students in Sessions** and the session(s) will already be listed.*
4. Click **Start**.
For testing to commence, you must also Retrieve Student Test Tickets, so that students can log in to their assigned tests. You may also need to Retrieve Seal Codes, according to your testing program's requirements.

Managing a Test That Has Multiple Sections
Some tests are made up of multiple smaller tests or sections. Some programs refer to these sections as units. These sections are delivered to the students as an individual tests, but the test is treated as a whole for scoring and reporting. After a session has been started, the proctor can lock or unlock sections for all students in that test session. Locking makes a section unavailable to students for testing. Unlocking makes a section available to students for testing.
Pearson recommends that you limit your session size to 350 or fewer students.
A section can be locked or unlocked by sliding the lock icon. When a student signs in to TestNav, any unlocked sections will be available to the student.
In some cases, a section can be made available for an individual student. For example, if a student arrives late to the test and the other students in the session have already complete Section A, that section will be locked. The proctor can unlock Section A for the student who was late.
To make a section available for an individual student, select a student with **Ready** status. Click the drop-down arrow on the status button for that test section and select **Unlock**. The section will be available to that student for testing. The section status will now indicate that it is **Mixed**, indicating that for some students this section is available but not for all. Select **Unlock All** or **Lock All** from the drop-down to make the section available or unavailable to all students within that session.

View or Edit an Online Test Session

Viewing an online test session gives you information about the state of the *session*. You can also view information about *students* in the sessions, as described in Monitor or Change Student Status.
To view or edit an online test session follow these steps:
1. From **Testing > Sessions**, search to find test session(s) you want to view or edit, or click the down arrow next to the **Search** button to reveal and select the option to show all results. Select the session(s) you want to view or edit.
2. Open the task list and select **Create / Edit Sessions** and click **Start**.
3. Select a session from the **Sessions** list at the left of the page. View the session details. Make any necessary changes. Click **Save**.
*The **Password** box contains the password that will be included in the student testing ticket and that all students will use to log in to the test (along with their unique User ID). This password helps ensure that students can access only the test assigned to them in this session. You can change this password if you want to.*

Move Students Between Online Test Sessions

Some features are only available to some user accounts. Each user account has a user role(s) and permissions associated with it. These permissions control the data the user can view and actions the user can perform. If you do not see a specific feature, your account is not configured to access it. See Manage Users for more information. Your testing program will provide information identifying user roles and what each is permitted to do and see.

Before you move students between online test sessions, check each student's status, as described in Monitor or Change Student Status.

Students cannot be moved:

- If the student status is **active**, **completed**, or **marked complete**.
- To a **Read Aloud Session** if they are not already in one.

To move students between online test sessions follow these steps:

1. From **Testing > Students in Sessions**, search to find the student(s) you want to move, or click the down arrow next to the **Search** button to reveal and select the option to show all results. Select students (up to 50) you want to move to a different test session.

   You can change the **Find Students** *setting to show only students in your currently selected session or in all available sessions.*

   Open the task list and select **Move Students between Sessions** and click **Start**.

   The currently assigned test session will already be listed on this page and marked with a shaded check. Click in the **Sessions** search box to select the session you want to move the student to or create a new session by clicking **Create** and creating a new session. *When you create a new session, you must name the test session, define the test and form to be used, and set the start date.*

   Mark the check box under the session you want to move the student(s) to. Click **Move**. *To confirm this was performed correctly, check to see that moved students are now listed in the correct sessions, as described in View or Edit an Online Test Session.*

Unlock Test Sections

Some features are only available to some user accounts. Each user account has a user role(s) and permissions associated with it. These permissions control the data the user can view and actions the user can perform. If you do not see a specific feature, your account is not configured to access it. See Manage Users for more information.

Your testing program will provide information identifying user roles and what each is permitted to do and see.

This information only applies to tests with more than one locked section.

To unlock test sections and allow one or more student(s) to access the beginning of a test, follow these steps:

1. From **Testing** > **Students in Sessions**, add test session(s) to the **Sessions** list on the left of the page. *If you have trouble finding your session, go to* **Testing** > **Sessions** *and select the test session(s) that contain the students whose status you want to view. Return to* **Students in Sessions** *and the session(s) will already be listed.*
2. Click a session to select it from the list.
3. Open the task list and select **Unlock Sections** and click **Start**.
4. Mark the box next to the student to select the student and click **Unlock**. *The student must be in* **Resumed** *or* **Exited** *status.* PARCC Error Codes & Directions (Click here for link.)

Error	Message	Info
1001	Your test has been saved. Please notify your test administrator.	Connectivity issues likely caused this error. Follow the on-screen instructions. If recurred, attempt to log off the student successfully and log onto another computer.
1004	Unable to save response file (during test)	Click Retry to check whether the connection is restored. If you believe the connection may be restored, click Retry again. If you have clicked Retry and the connection with the testing server is not restored, click Exit Test. When the student closes TestNav, the student remains in Active testing status.

		After the connection is restored, the student can log in. TestNav automatically searches for, and submits, the response file.
1009	Unable to download test content	The connection with the testing server was interrupted prior to the student finishing the test. The student's responses saved in the designated response file location, but not all test content downloaded from the testing server. TestNav cannot download the entire test. Click **Retry** to check whether the connection is restored. If the connection is not restored, click **Exit Test**. When the student closes TestNav, the student remains in **Active** testing status. After the connection is restored, you can set the student's testing status to resume, and then the student can log in. TestNav automatically searches for, and submits, the response file. If you are using a wireless network, and you continue to experience this error, Pearson recommends that you *disable load balancing* across wireless access points (WAP) to avoid interruptions in testing. Load balancing can cause a TestNav error when it briefly disconnects TestNav from the network to switch the device's access point to balance the load.
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.	The student test session has been terminated. The test administrator must resume the student's test.
3026	The test cannot be taken on this device. Please contact your test proctor for additional assistance.	This device doesn't support TestNav.
9059	The username or password you entered is incorrect.	The student entered an invalid username or associated password. Either the student has the wrong information or incorrectly typed the information. Verify the student's information was entered correctly.