Guide to Setting Up Your Test Environment
(TestNav App – Chromebooks, iPads, & Android)

February 8, 2015

The purpose of this document is to provide instructions for Technology Coordinators to take proactive steps to ensure all online testing devices using the TestNav App on are configured to allow students to enter login information and begin testing without needing to click through any additional menus.

What Steps Are Needed?

Below is a general checklist that can be performed on devices using the TestNav App to deliver the PARCC Assessments. Follow the directions in this document to help eliminate unnecessary pop-ups and login issues that, if otherwise left un-configured, have a potential to disrupt the login process on Day 1 of PARCC testing.

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Setup

- **Step 1: Install the Latest TestNav App**
  - Updated TestNav Apps for ChromeOS, iOS, and Android were released on January 17, 2015. Verify the versions listed below have been installed on the appropriate testing devices:
    - ChromeOS (Chromebooks) – TestNav App Version 1.3.58
    - iOS (iPads) – TestNav App Version 1.3.1
    - Android (Lollipop Operating System) – TestNav App Version 1.3.4
  - An Error message will appear when attempting to login with an older version of the TestNav App.
    - Error Codes: 3017, 3057, and 8029
  - No additional TestNav App updates will be made prior to, or during, the Spring Administration.

- **Step 2: Complete the Configuration for Secure Testing**
  - Configuration steps are required to put each device into a secure testing state. Guided Access mode is a requirement for iPads and Kiosk mode is a requirement for Chromebooks.
  - For detailed instructions on how to setup each managed or unmanaged device for secure testing, please visit this support page:
    - https://support.assessment.pearson.com/display/TN/Mobile+Devices

Verification

- **Step 3: Login to the Correct Customer Site**
  - The first time the TestNav App is accessed on a device it brings up a home screen menu with a drop-down that can be used to select the desired Customer Site. For example, the desired Customer Site could be PARCC Training (for Infrastructure Trials or secure training tests).
  - Once a Customer Site is selected, the TestNav App will automatically re-open to that Customer Site the next time TestNav is activated. This is helpful when many students are testing on the same
For resources and support information, please visit: http://parcc.pearson.com/support/

devices day after day, but could result in Login issues if the last Customer Site to be accessed is not the Customer Site that is being used that day.

- For Example: Your school completed an Infrastructure Trial using the PARCC Training Customer Site, but then the TestNav App isn’t used again until Day 1 of PARCC testing. The first student to attempt to Login will placed on the PARCC Training Customer Site automatically and need to navigate back to the home screen to select the correct State Customer Site before their login credentials will allow them to enter the test (Error 9059).

  - To configure all testing devices, either for an Infrastructure Trial or Day 1 of PARCC Testing, open the TestNav App and select the desired Customer Site.
    - PARCC Training (For Infrastructure Trials / Training)
    - *Your State* (For PARCC Spring Testing)

  - If the App appears at a login screen by default you can return to the home screen by clicking the User icon in the top right and selecting “Choose a different customer site.”

  - Once you are at the login screen the students should see for their desired test, enter the following login information to verify that a secure test can be loaded successfully:
    - Username = username
    - Password = password

  - Click the Sign In button
The secure TestNav form should now load and after clicking the Start Test Now button, and then the Start Section button, a success message will appear.

- **Troubleshooting**: If the secure TestNav form fails to load, please reapply the Setup steps in this document. Contact PARCC Support if the issue cannot be easily resolved. The three most common issues when loading a secure form on mobile devices are:
  - The device doesn’t have the most current version of the TestNav App (Step 1 in this document).
  - The device isn’t in secure mode, either Kiosk mode for Chromebooks or Guided Access for iPads (Step 2 in this document).
  - The device may be out of memory and need to be restarted.

- **Step 4: Review Additional Information**
  - Additional setup details for mobile devices can be found on this support page: [https://support.assessment.pearson.com/display/TN/Mobile+Devices](https://support.assessment.pearson.com/display/TN/Mobile+Devices).
  - If the testing devices are also being used for daily instruction, consider a policy of restarting all devices prior to beginning the PARCC assessments. This is applicable for iOS, Android, and Chrome since these devices allow for apps to be running in the background that take up device memory. If devices do not have sufficient memory to allow the test to begin, a 2008 error message is displayed.