

High Level Troubleshooting Tips for Room Supervisors

Objective: This document outlines potential technology issues and actions to take in case of emergency.

Please note: This document is not meant to supersede any instruction given to you by your Technology or Test Coordinator. Please work with your local coordinators for additional troubleshooting and administration steps.

Issue/Error	Action
Your login information is not recognized. Please try again.	The entered username or associated password was invalid. Verify credentials on the Student Authorization ticket.
Unable to communicate with the testing server. OR Unable to connect to the proctor caching computer. OR There has been a problem loading this item.	Verify the computer has a working network connection, and try again. If using wired connection: <ul style="list-style-type: none"> • Verify that the Ethernet cables are connected to the computer and a wall socket or network device If using wireless connections: <ul style="list-style-type: none"> • Verify that the computers wireless device is turned on / active / enabled. • Verify that the wireless device is connected to a wireless access point (WAP)
Student is suddenly exited from TestNav 8	Note any programs or messages that opened and caused the student to be exited from the test Resume the student in the ACT Aspire Portal to allow an additional login attempt
Computer powers down or restarts in the middle of the test	Verify that the computer is connected to a power source
The Saved Response File cannot be saved to any of the designated locations. OR TestNav is unable to successfully send responses to Pearson. OR The test has not yet been exited or submitted.	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 testing server is not restored, contact your Tech Coordinator.