

# Weekly PARCC Technology Updates

March 31, 2014

## Purpose

The following communication was developed to help school and district technology coordinators prepare for and administer the Spring 2014 PARCC Field Test. Weekly technology updates will include technology information, implementation resources, hot topics, and troubleshooting guidance.

In this edition, you will find information regarding:

- Technology Troubleshooting Tips
- Technology Forums and Q&A Webinars

## Technology Troubleshooting Tips

The following chart provides troubleshooting tips based on frequently asked questions from the first week of the PBA Field Test Administration.

If You Are Experiencing...	You Should Try	Related Documents and Training
<i>Getting timed out of PearsonAccess...</i>	<ul style="list-style-type: none"> <li>• PearsonAccess will timeout after 14 minutes of inactivity in an effort to maintain the security of the confidential data in the PearsonAccess system. To remain active, interact with the PearsonAccess system frequently to avoid being timed out.</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<i>Issues with the Equation Editor Tool that students use to enter Math responses (e.g., cannot enter a comma, cannot change an answer, error messages)...</i>	<p><b>General Functionality</b></p> <ul style="list-style-type: none"> <li>• Some Equation Editor functions change depending on the item. Review the Equation Editor (EE) Quick Reference Guides that are available for each grade and provide directions on how to use the tool.             <ul style="list-style-type: none"> <li>○ Grade 3-5</li> <li>○ Grade 6-8</li> <li>○ High school</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <a href="http://practice.parcc.testnav.com/">http://practice.parcc.testnav.com/</a></li> </ul>

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<p><i>Issues with the Equation Editor Tool that students use to enter Math responses (e.g., cannot enter a comma, cannot change an answer, error messages)...</i></p> <p><b>CONTINUED</b></p>	<p><i>Compatibility of TestNav with MathPlayer™</i></p> <ul style="list-style-type: none"> <li>• <b>For math tests only</b>, there is a known issue with the Design Science MathPlayer™ regarding how math is displayed within TestNav. If you utilize this MathPlayer with Internet Explorer version 9 or older, select one of the following options. <ul style="list-style-type: none"> <li>○ Use an alternate browser for math tests such as Internet Explorer version 10 or higher, or Chrome or Firefox (see PARCC Technology Specifications for details).</li> <li>○ Disable MathPlayer™ on testing machines for the duration of the PARCC assessment if Internet Explorer 9 or older is being used for testing.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Full Technology Specifications for 2014 PARCC Field Test</a></li> </ul>
<p><i>Issues playing the videos within assessment items during the test...</i></p>	<p><i>Sound Levels/No Sound</i></p> <ul style="list-style-type: none"> <li>• Set audio level prior to launching TestNav by using the <b>Click to Test Audio Function</b> at the Field Test URL <a href="http://parcc.testnav.com">http://parcc.testnav.com</a>.</li> </ul> <p><i>TestNav stalling/locking up/generating an error message when students interact with video items</i></p> <ul style="list-style-type: none"> <li>• Verify content filter/firewalls and allow the appropriate sites. <ul style="list-style-type: none"> <li>○ *.testnav.com:80</li> <li>○ *.testnav.com:443</li> <li>○ s3.amazonaws.com</li> <li>○ Allow javaw.exe to communicate</li> <li>○ Set browsers to allow Pop-ups</li> <li>○ Allow local file access to home directory</li> </ul> </li> <li>• Disable anti-virus programs running on each device.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Test Administrator Manual for Computer-Based Testing</a></li> <li>• <a href="#">TestNav 8 User Guide</a></li> <li>• <a href="#">TestNav 8 System Requirements</a></li> <li>• <a href="#">Proctor Caching User Guide</a></li> </ul>

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<p><i>Issues playing the videos within assessment items during the test...</i></p> <p><b>CONTINUED</b></p>	<ul style="list-style-type: none"> <li>• Verify content is loaded correctly to the Proctor Caching machine by going to &lt;IP Address&gt;:4480               <ul style="list-style-type: none"> <li>○ If not, delete your cached content and then re-cache test content (see below).</li> <li>○ Re-caching is completed from the test session screen. Time required to re-cache can vary based on connection speed and size of content</li> </ul> </li> </ul>	
<p><i>When trying to delete previously cached content, I was asked for a Proctor Caching password....</i></p>	<ul style="list-style-type: none"> <li>• To delete and reload test content, the Proctor Caching diagnostics page requires a password. The password is <b>t35t1n6</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Proctor Caching User Guide</a></li> </ul>
<p><i>Students can't hear the audio on a text-to-speech form....</i></p>	<ul style="list-style-type: none"> <li>• Set audio to the appropriate level prior to launching TestNav.</li> <li>• Ensure students are setup to take the correct Form Group Type = Text to Speech.</li> <li>• For the Spring 2014 Field Test, text to speech is available for the following grades.               <ul style="list-style-type: none"> <li>○ ELA                   <ul style="list-style-type: none"> <li>▪ Grade 5</li> <li>▪ Grade 8</li> <li>▪ Grade 11</li> </ul> </li> <li>○ Math                   <ul style="list-style-type: none"> <li>▪ Grade 4</li> <li>▪ Grade 7</li> <li>▪ Algebra I</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">PARCC Accessibility Features and Accommodations Manual</a></li> </ul>

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<i>I am seeing error code 1009....</i>	<ul style="list-style-type: none"> <li>The connection with the testing server was interrupted prior to the student finishing the test. TestNav was unable to download the entire test.</li> <li>To resolve click <b>Retry</b> to check whether the connection is restored. If connection is not restored, click <b>Exit Test</b>. When the student closes TestNav the student remains in Active testing status. After connection is restored, the student can be resumed and login. TestNav will automatically search for and submit the response file.</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Common Error Codes</a></li> <li><a href="#">Full error code list in the TestNav 8 User Guide</a></li> </ul>
<i>I've heard about an upcoming Java update, will this impact PARCC testing?</i>	<ul style="list-style-type: none"> <li>Oracle has an upcoming critical patch release scheduled for April 15, 2014 to version 7 of Java. This is an Oracle mandated upgrade for current Java 7 users. This release falls between the PBA and EOY regular administrations.</li> <li>In addition, if you are following the Oracle blogs, the release of Java SE 8 was made available on developer sites. The Java site does not include this new version, but it is available for installation from other sources. Testing of Java SE 8 for compatibility with TestNav is currently in progress, but not yet completed. Java SE 8 is not approved for use with TestNav at this time, and student-testing devices should not be upgraded to Java SE 8 until Pearson has completed testing for compatibility issues.</li> <li>The Oracle disclaimer about Java 8 can be found here: <a href="https://www.java.com/en/download/faq/java8.xml">https://www.java.com/en/download/faq/java8.xml</a></li> <li>An updated version of the Java Guidance provided in February will be available on the PearsonAccess by April 7<sup>th</sup>.</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Current Effect of Java Critical Patch Documentation</a></li> </ul>

If You Are Experiencing...	You Should Try	Related Documents and Training
<i>I can't find my student response files (SRF) on my Chromebook....</i>	<ul style="list-style-type: none"> <li>• Launch the TestNav app.</li> <li>• Focus your cursor in the <b>username</b> or <b>password</b> field.</li> <li>• Press &lt;ctrl&gt;&lt;shft&gt;z and the File Viewer box will appear.</li> <li>• If the File Viewer does not display, click on the window and then press &lt;ctrl&gt;&lt;shft&gt;z again.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Using TestNav on the Chromebook</a></li> </ul>
<i>I can't find my student response files (SRF) on my iPad....</i>	<ul style="list-style-type: none"> <li>• Student response files are saved locally to the device, but are accessed through the iTunes store.</li> <li>• If troubleshooting assistance is required, contact Pearson customer support for instructions.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Using TestNav on the iPad</a></li> </ul>

## Technology Forums and Q&A Webinars

- The sixth weekly **Technology Forum/Technical Q&A webinar** was held Thursday, March 27th to answer questions from district technology staff regarding setup, best practices, or other district concerns. By the Wednesday following each forum, a recording of each weekly session can be found on the secure support page of PearsonAccess. PearsonAccess.com > Support > Training. To register for upcoming weekly webinars, please use the following links:
  - **April 3rd, 11AM CT/12PM ET**  
<https://pearsononline.webex.com/pearsononline/j.php?ED=25063748&RG=1&UID=60641268&RT=MiM3>
  - **April 10<sup>th</sup>, 11AM CT/12PM ET**  
<https://pearsononline.webex.com/pearsononline/j.php?ED=25064603&RG=1&UID=60633313&RT=MiM3>

## PARCC Help Desk

- For more information regarding PARCC and the 2014 Field Test, please visit the PARCC website at <http://www.parcconline.org/field-test>.
- If you have questions regarding the administration of the PARCC Field Test, please contact Pearson's PARCC Support Center: 1-888-493-9888 (open Monday through Friday, 6:00am to 8:00pm CT) or [PARCC@support.pearson.com](mailto:PARCC@support.pearson.com).
- For state policy questions, please contact your state field test contact.