Top 10 PARCC Help Desk Issues and Answers

1. Resuming Students

The most common issue that schools and districts have run into is resuming students. When a student is returning to complete another section of the test, the test administrator or coordinator must resume it. Also, if a student is knocked out of a test or if they leave it for any reason in the middle, it must be resumed.

How do I resume a student's test?

1. Go to http://parcc.pearson.com.
2. Click the "Sign In" button.
3. Type in your User ID and password in the respective fields and click "Sign In".
4. Click on "Manage Test Sessions" under "Test Management" in the lower section of the screen.
5. Click on the name of the test session you want to restart.
6. Click check box next to student(s) that you want to resume.
7. Click on "Resume Test" button.

2. JAVA

Because TestNav relies on Java to be able to run on PCs and Macs, there are a number of issues relating to it that can impact the test. Among these are:

- Wrong version installed
- Java not installed
- Java cache corrupted (can cause numerous error messages or problems in the test)
- Java is corrupted (can cause numerous error messages or problems in the test)

Please note: A new version of JAVA is schedule to be released the week of April 14, 2014. Schools will need to update their JAVA version prior to PARCC EOY testing.

How do I install or update Java on a system?

1. Go to www.java.com.
2. Click on the "Free Java Download" button.
3. Click on the "Agree and Start Free Download" button.
4. Java will download.
5. Browse to the folder where Java was downloaded.
6. Double click on the file. Note that the file will start with "jre-".
7. Double click the icon labeled "Double-click on icon to install".
8. Click "Continue".
9. Click "Install".
10. Click the "Close" button.

My Java cache may be corrupted. How do I fix this?

Opening the Java control panel window on a Mac

1. Click on "System Preferences".
2. Click on the "Java" icon. (Usually at the bottom of the System Preferences box).
3. The Java properties box will open in separate window.
4. Go to the instructions below for instructions on how to purge it.

Opening the Java control panel window on a Windows PC

1. Click the Start button.
2. Click "Control Panel".
3. Click on the Java icon.
4. Go to the instructions below for instructions on how to purge it.

Purging the Java cache

1. Under "Temporary Internet Files," click "Settings…".
2. Click the "Delete Files…" button.
3. Make sure there is a check in all three boxes.
4. Click "OK".
5. Click "OK".
6. Click "OK".

My Java install may be corrupted. How do I remove and reinstall it?

On a Mac

1. Click on the "Finder" icon located in your dock.
2. Click on "Applications" tab on the sidebar.
3. In the Search box enter JavaAppletPlugin.plugin.
4. This will find the JavaAppletPlugin.plugin file.
5. Right click on JavaAppletPlugin.plugin and select "Move to Trash".

On a Windows PC

Windows 8 - Uninstall Programs
1. Right-click on the screen at bottom-left corner and choose the "Control Panel" from the pop-up menu.
2. When the Control Panel appears, choose "Uninstall a Program" from the Programs category.
3. Select the program to uninstall and then click its "Uninstall" button.
4. Click "Yes" to confirm the program uninstall.

Windows 7 and Vista - Uninstall Programs
1. Click "Start".
2. Select "Control Panel.
3. Select "Programs".
4. Click "Programs and Features".
5. Select the program you want to uninstall by clicking on it, and then click the "Uninstall" button.

Note: You may need administrator privileges to remove programs.

Windows XP - Uninstall Programs
1. Click "Start".
2. Select "Control Panel".
3. Click the "Add/Remove Programs" control panel icon.
4. The Add/Remove control panel displays a list of software on your system, including any Java software products that are on your computer. Select any that you want to uninstall by clicking on it, and then click the "Remove" button.
5. Reinstall using the instructions listed above.

3. Student IDs/Passwords/Seal Codes

Student IDs, passwords, and seal codes can cause problems if they are either entered incorrectly or used out of order.

Student IDs & Passwords

Student IDs and passwords are case sensitive and should be entered exactly as shown on the authorization tickets. In all cases, the student ID is a 9-digit number and the password is a 6-charcter alphanumeric code. Note that all letters in the password are capitalized.

Seal Codes

Seal codes are provided in a single list. Each seal code list will have 9 codes listed, but you will never use all 9. The seal codes are listed in the order they are to be used. When every student reaches the first seal code request, they should be given the first code on the list. When they reach the second code request, they should be given the second code on the list and so on. All students will use the same seal code for the same section of the test.

4. Text-to-Speech vs. Human Reader

There has been a lot of confusion with regarding the difference between text-to-speech and human reader tests and how to set each up.

Text-to-speech is used to meet read aloud accommodations and accessibility on the PARCC operational assessment at all grade levels but is only available at certain grade levels for the field test (Math: Grades 4, 7, and Algebra I; ELA: Grades 5, 8, and 11).

Read-aloud on the ELA assessment by human or by text-to-speech is only available as an IEP or 504 accommodation. Any student may have the math assessment read aloud by human or text-to-speech.

Please note that text-to-speech and human reader can only be setup prior to starting the test. Also, students will require headphones or ear buds for Text-to-Speech tests.

To set up text-to-speech

1. Go to http://parcc.pearson.com.
2. Click the "Sign In" button.
3. Type in your User ID and password in the respective fields and click "Sign In".
4. Click on "Manage Test Sessions" under "Test Management" in the lower section of the screen.
5. Click the "New Session" button.
6. Enter a name for the test session in the "Session Name:" field.
7. Select the correct school from the "School:" dropdown.
8. Select the correct test from the "Test to be Administered:" dropdown.
9. Select "No" from the "Read Aloud by Test Examiner:" dropdown.
10. Select "Text-to-Speech" from the "Default Form Group Type:". NOTE: If "Text-to-Speech" is not listed in the dropdown, text-to-speech is not available for the selected test.
11. Verify that the correct proctor caching computer selected in the "Proctor Caching Computer" dropdown.
12. Enter a start date in the "Scheduled Start Date:" field.
13. If desired, select a scheduled start time in the "Scheduled Start Time:" dropdowns.
14. If desired, enter a room name or number in the "Location/Room" field.
15. Add students and/or classes from the list at the bottom of the screen.
16. Click "Save".

To set up human reader

1. Go to http://parcc.pearson.com.
2. Click the "Sign In" button.
3. Type in your User ID and password in the respective fields and click "Sign In".
4. Click on "Manage Test Sessions" under "Test Management" in the lower section of the screen.
5. Click the "New Session" button.
6. Enter a name for the test session in the "Session Name:" field.
7. Select the correct school from the "School:" dropdown.
8. Select the correct test from the "Test to be administered:" dropdown.
9. Select "Yes" from the "Read Aloud by Test Examiner:" dropdown.
10. Select the "Read Aloud" from the "Default Form Group Type:" dropdown.
11. Verify that the correct proctor caching computer selected in the "Proctor Caching Computer" dropdown.
12. Enter a start date in the "Scheduled Start Date:" field.
13. If desired, select a scheduled start time in the "Scheduled Start Time:" dropdowns.
14. If desired, enter a room name or number in the "Location/Room" field.
15. Add students and/or classes from the list at the bottom of the screen.
16. Click "Save".

5. TESTNAV8 Configuration Incomplete or Incorrect

TestNav8 must be correctly configured for all functionality to work properly. While it is a quick process, any errors in the setup can cause numerous errors and problems.

To configure TestNav

1. Go to http://parcc.pearson.com.
2. Click the "Sign In" button.
3. Type in your User ID and password in the respective fields and click "Sign In".
4. Click on "Configure TestNav" under "Test Setup" in the lower section of the screen.
5. Click "New Configuration" button.
6. Enter a configuration name in the "Configuration Name:" field.
7. Click the "Continue" button.
8. Click "Add Organization" button.
9. Click the radio button next to the organization you want to add.
10. Click the "Add" button.
11. Click the "Continue" button.
12. Enter a name or description in the "Name/Description" field.
13. Enter IP address of the proctor cache computer in the "IP Address:" field. NOTE: You cannot use a UNC name (\\server name\share) for this field. It must be the full IP address (xxx.xxx.xxx.xxx).
14. Enter "4480" in the "Port" field.
15. Make sure the check box is checked for "This computer uses Pearson-supplied proctor caching software." if you installed the software from Pearson on the proctor caching computer.
16. Under "Windows Response File Backup Locations" section, make sure the check box for "Use Default Location" next to the "Primary:" field is checked.
17. If you are using a secondary location, enter the path to secondary location in the "Secondary:" field. NOTE: You cannot use a UNC name (\\server name\share) for this field. This must be a mapped network drive (G:\\SRFbackup, for example).
18. If you are using Apple Macintosh computers, under "Mac Response File Backup Locations" section, make sure the check box for "Use Default Location" next to the "Primary:" field is checked.
19. If you are using a secondary location, enter the path to secondary location in the "Secondary:" field.
20. Click "Continue" button.

6. Proctor Cache Not Downloaded

Before testing starts, the proctor cache testing files must be downloaded to the proctor caching computer. If this is not done, students will often only get to the first couple of questions and then TestNav will freeze.

How to download proctor cache testing files

1. Go to http://parcc.pearson.com.
2. Click the "Sign In" button.
3. Type in your User ID and password in the respective fields and click "Sign In".
4. Click on "Manage Test Sessions" under "Test Management" in the lower section of the screen.
5. Click on the name of the test session for which you want to download the test files.
6. Click the "Proctor Caching" button.
7. You will see a moving pinwheel and a note saying that the system is connecting to the proctor cache computer.
8. When the next window comes up, scroll to the bottom of the screen and click the "Next" button.
9. Click the "OK" button at the bottom of the next screen.
10. A new window will open showing the contents of the proctor cache computer. The file will be queued for download.
11. Watch the list of files at the bottom of the screen, specifically the status of each.
12. Initially, the status will show a yellow dot and the word "Waiting…". After a short time, this will change to a yellow dot and the word "Loading…". When the files finish downloading, the status will show a green dot and the word "OK…".
13. Once you get the green dot, you are ready to begin testing.

7. Access for All, Accessibility Features, and Accommodations

The PARCC field test offers accessibility features and accommodations for students. Features for All are tools built into the assessment such as choice elimination and line reader and do not require an 'opt in' prior to the test

Accessibility features that need to be 'turned on' are available to *any* student taking the PARCC assessments and allow for even more individualized support for students. These include text-to-speech on the math assessment, background and font color, and answer masking.

Accommodations are aligned to students' IEP or 504 plans and include text-to-speech on the ELA assessment, and calculator usage. Very specific accommodations are also available for ELL students such as use of a word-to-word native language dictionary.

How to turn on accessibility features and accommodations for a student

1. Go to http://parcc.pearson.com.
2. Click the "Sign In" button.
3. Type in your User ID and password in the respective fields and click "Sign In".
4. Click on "Manage Test Sessions" under "Test Management" in the lower section of the screen.
5. Click on the name of the test session for which you want to set test accommodations.
6. Click on the student's name in the section at the bottom of the screen.
7. Click on the "Edit" button.
8. Check the box(es) next to the accommodations granted to the student.
9. Click the "Save" button.
10. Click on the "Go back to Session Details" button.

8. Monitoring Software Causes Test To Exit Repeatedly

There are a number of products available to schools that allow teachers to monitor what students are doing and view the student's screens. Because these products are active in the background even when the teacher is not using this capability, TestNav interprets this as a student trying to click outside of the secure testing environment and shuts down the test. Examples of this software include ClassView, LanSchool, and NetSupport.

In all cases, this software must be completely shut down on all systems used for testing. This type of software is often launched at start up with no input from the user, so be sure to remove it from any start up groups or folders. For more information on how to stop it from launching, refer to the documentation included with the monitoring software.

9. Pop-up blockers

All browsers approved for use with TestNav8 include a pop-up blocker as part of the browser. Because TestNav8 must open multiple windows during testing, pop-up blockers can cause the test to either not start or exhibit strange behavior. Pop-up blockers should be turned off on all computers used for testing.

How to turn off the pop-up blocker in Internet Explorer (all versions)

1. Open Internet Explorer.
2. Click the "Tools" (⚙) button, and then click "Internet options".
3. On the "Privacy" tab, under Pop-up Blocker, clear the "Turn on Pop-up Blocker" check box, and then click "OK".

How to turn off the pop-up blocker in Firefox

1. On the menu bar, click on the "Firefox" menu and select "Preferences...".
2. Select the "Content" panel.
3. Clear the "Block pop-up windows" check box.
4. Close the "Preferences" window.

How to turn off the pop-up blocker in Chrome

1. Click the "Chrome" menu (≡) on the browser toolbar.
2. Select "Settings".
3. Click "Show advanced settings".
4. In the "Privacy" section, click the "Content settings" button.
5. In the "Pop-ups" section, select "Allow all sites to show pop-ups".

How to turn off the pop-up blocker in Safari

1. Choose Safari > Preferences, then click Security.
2. In the "Web content" section, deselect "Block pop-up windows".

NOTE: Browser add-ons such as the Google and Yahoo browser bars can also have a pop-up blocker. Be sure to turn these off. Refer to the documentation for this add-ins for instructions on how to deactivate the pop-up blockers.

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10. Proctor Cache Corrupted

Occasionally, because of transmission errors or network issues, the test forms on the proctor cache can become corrupted. This can cause random errors such as not being able to move to the next item in a test or videos not playing or playing improperly. The fix is to purge the proctor cache and then re-download the proctor cache files.

How to purge the proctor cache

1. Go to http://parcc.pearson.com.
2. Click the "Sign In" button.
3. Type in your User ID and password in the respective fields and click "Sign In".
4. Click on "Configure TestNav" under "Test Setup" in the lower section of the screen.
5. Click on the name of the proctor cache in the list at the bottom.
6. In the section labeled "Proctor Caching Computer" at the bottom of the screen, locate the IP address of the proctor caching computer and write it down.
7. Open another browser window, type http://<IP address of the proctor cache computer>:4480 and hit <Enter>.
8. Click on the "Contents" tab at the top of the window.
9. Select all of the check boxes on the left-hand side of the screen.
10. Click the "Purge Cache" button.
11. You will get a request for a password. The password is: t35t1n6. Enter the password and click "Sign In".
12. The proctor cache will purge all of the files. You will need to re-download the files by following the instructions above under "6. Proctor Cache Not Downloaded".