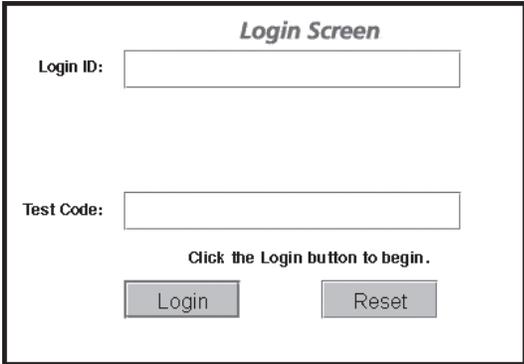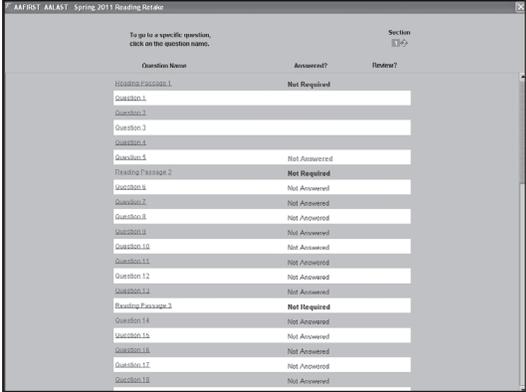# CBT Test Administrator Quick Reference Guide
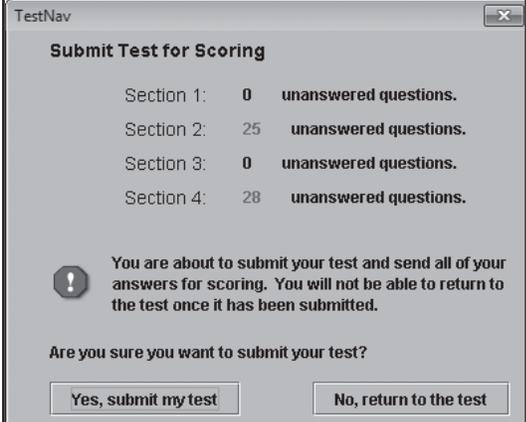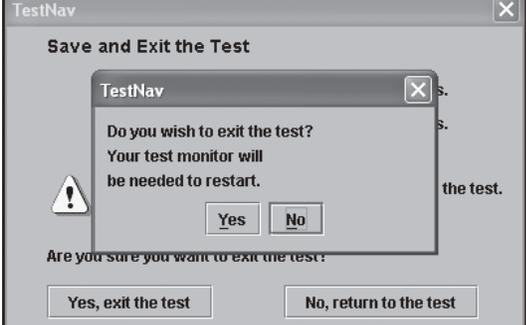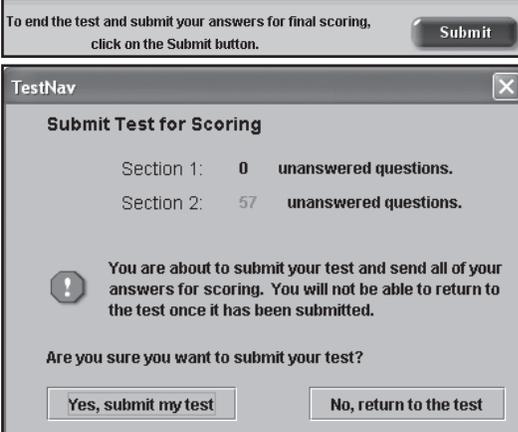
Updated 8/15/2013, v.6.0

Test Administrator Responsibilities

Detailed instructions for test administrators can be found in the "Before Testing" and the "During Testing" sections of the current test administration manual. Test administration manuals are printed and distributed to districts prior to each test administration. A PDF of each manual is posted at **www.PearsonAccess.com/fl** under **Support** and **Resources**. Select the appropriate administration.

TestNav		
Message **(What You'll See on the Screen)**	**Possible Causes** **(What Does This Mean?)**	**Actions** **(What Should I Do?)**
	TestNav GO Screen	■ Enter the URL as it appears on the Student Authorization Ticket and click **GO**.
	Login Screen	■ The student will type the Login ID and test code (password) from the Student Authorization Ticket and click **Login**.

TestNav		
Message **(What You'll See on the Screen)**	**Possible Causes** **(What Does This Mean?)**	**Actions** **(What Should I Do?)**
	The item review screen displays a record of the responses that the student has entered. An answered question will have a blank beside it in the "Answered?" column. "Not Answered" will appear beside the unanswered questions. "Not Answered" will appear in red if the student viewed the item but did not enter a response.	■ For two-session tests, the student must click **Save and Exit** to exit the test, NOT the red X or circle in the upper corner, at the end of Session 1. ■ At the end of the test or the end of Session 2 of a test, the student must click **Submit** to submit his or her test for scoring.
	Exiting the Test The student needs to exit the test session and the student is not ready to submit all responses for scoring. Section 1 is the test group code and Testing Rules Acknowledgment and cannot be returned to after the code is entered. Section 2 contains the student responses to test items for Session 1. Section 3 contains the seal code and second test group code, and Section 4 contains the student responses for Session 2.	■ Click the red X or circle in the upper corner of TestNav to exit the test. ■ If the student needs to exit but has not completed the test and is not ready to submit responses to be scored, select **Yes, exit the test** and then **Yes** when the confirmation window appears. ■ If the student is not ready to exit the test, click **No, return to the test** or **No** on the confirmation window.

TestNav		
Message **(What You'll See on the Screen)**	**Possible Causes** **(What Does This Mean?)**	**Actions** **(What Should I Do?)**
	Submitting the Test The student has completed the test and is ready to submit responses for scoring.	■ If the student has completed the test and is ready to submit responses to be scored, select **Submit** at the bottom of the item review screen. ■ A window appears and if the student is ready to submit, click **Yes, submit my test** and then **Yes** when the confirmation window appears. ■ If the student is not ready to submit the test, then click **No, return to the test** or **No** on the confirmation window.

TestNav: Early Warning System		
Message **(What You'll See on the Screen)**	**Possible Causes** **(What Does This Mean?)**	**Actions** **(What Should I Do?)**
TestNav ☒ Your test session has not been started. Please notify your Test Monitor! Refer to message number: 20007 OK	The student attempts to log in before the test session has been started.	■ Contact the school assessment coordinator to start the test session in PearsonAccess. ■ After the session has been started, click **OK**, and then have the student log in.
TestNav ☒ The login information you have provided is incorrect. Please try again! Refer to message number: 20004 OK	■ The student used the wrong test ticket for the test session, or needs a new test ticket for a new test session (e.g., student changed sessions). ■ The URL was entered incorrectly. ■ The student entered the wrong login information (Login ID and/or test code).	■ Click **OK**. ■ Ensure the student has the correct student authorization ticket. ■ Launch TestNav and enter the URL specified on the student authorization ticket. ■ Verify that the student enters the URL, Login ID, and test code exactly as printed on the student authorization ticket.
TestNav ☒ The test you are attempting to access with this login information is already in progress. If you are attempting to restart this test, please notify your Test Monitor to authorize your login to resume the test. Refer to message number: 20043 OK	The student exited the test (may have signed in early and exited) or is experiencing technical issues and is not in *Resumed* or *Resumed-Upload* status to restart the test.	■ Resume the student on the *Test Session Details* screen in PearsonAccess or contact your school assessment coordinator to resume the student. A student who is experiencing technical issues and is in Active status can be resumed to enable him or her to log back in. ■ Launch TestNav and enter the URL specified on the student authorization ticket. ■ Verify that the student enters the URL, Login ID, and test code exactly as printed on the student authorization ticket.

TestNav: Early Warning System		
Message **(What You'll See on the Screen)**	**Possible Causes** **(What Does This Mean?)**	**Actions** **(What Should I Do?)**
⚠ Please notify your teacher or test proctor Test Proctor - Click Here ✓ Your test has been saved. ⚠ Please contact your teacher or test proctor to complete the process. Test Proctor - Click Here	The Early Warning System (EWS) has launched, possibly due to power or connectivity issues.	■ The student should notify the test administrator if either screen appears. ■ Click **Test Proctor – Click Here**. ■ Follow the prompts provided on the screen.
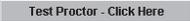
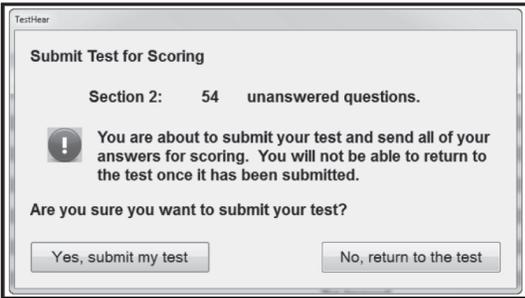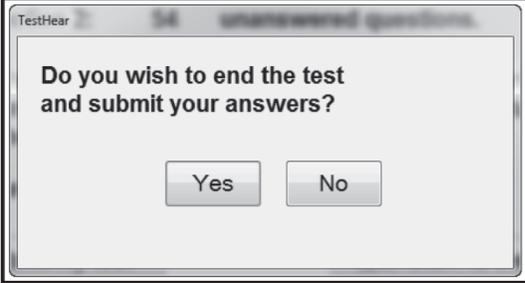| TestNav: Early Warning System		
Message **(What You'll See on the Screen)**	**Possible Causes** **(What Does This Mean?)**	**Actions** **(What Should I Do?)**

Unable to save student response file
 	
Primary Response File Location (not working):
    C:\\Program Files\\TestNav\\temp
 	
Alternate Response File Location (not working):
    C:\\temp2
 	
Browse to a new location where the student's responses can be saved, and then click **Save and Continue** to return to testing.
 	
Response File Location:
C:\\Program Files\\TestNav\\temp   Browse
 	
Save and Continue
 	
If you are unable to locate the response file, contact your local technical support or call the Pearson help desk listed in the user's guide.
 	
To view the student's responses, click View Responses.
To close TestNav and lose all unsaved responses, click Close TestNav.
	This screen is displayed when the designated locations for saving a response file (backups in case of network interruption) are not working.	■ Click **Browse** to designate a new location where student responses can be saved, and then click **Save and Continue**.
		
		■ TestNav will check the new location to ensure it can save to it. If it can save to the new location, testing can continue. If it cannot save to the new location, you will be brought back to this screen again.
		
		■ If a valid location cannot be designated, click **View Responses** to view or print a hardcopy record of any responses the student has entered. Contact Pearson for help if there are questions on how to perform this action. Any printed responses must be securely destroyed after the student has completed testing.
		
		■ If a valid location CANNOT be designated AND you have a hardcopy record of the student's responses, click **Close TestNav**.

TestNav: Early Warning System		
Message **(What You'll See on the Screen)**	**Possible Causes** **(What Does This Mean?)**	**Actions** **(What Should I Do?)**
No saved response file was found in the designated locations **Primary Response File Location:** C:\Program Files\TestNav\temp **Alternate Response File Location:** C:\ Click **Browse** to locate the response file and then click **Upload Response File.** **Response File Name:** 60039000412201004702.SRF **Response File Location:** [ ] Browse Upload Response File	This screen is displayed when the student's status in *Test Management > Manage Test Sessions* in PearsonAccess is set to *Resumed-Upload*, but no student response file (SRF) was found in the designated response file location.	■ To continue testing WITHOUT loading a response file, click **Skip Upload**. (**Note that any responses from a previous login not received by the Pearson testing server will be lost**. Call Pearson support if you are unsure whether to click Skip Upload. If the student has not yet answered any questions, click **Skip Upload**.) ■ Click **Browse** to locate the response file locally, and then click **Upload Response File** to submit the responses to the testing server. ■ If the response file is located on a computer or a network drive that is unavailable at this time, click **Close TestNav**. After the student response file has been located and saved to a location that can be accessed from the student's testing machine, the student can log in. The system automatically will search for a response file. If a file is not found, the EWS will come back to this screen, where you can browse for a response file and point to the location of the moved response file. The student may need to be resumed in PearsonAccess before attempting to log in again.

TestNav: Early Warning System		
Message **(What You'll See on the Screen)**	**Possible Causes** **(What Does This Mean?)**	**Actions** **(What Should I Do?)**
Saved response file located The student was not in "Resume with File" status, but a saved response file was located in one or both designated response file locations. The test responses saved in this file will be loaded. **Primary Response File Location:** C:\Program Files\TestNav\temp **Alternate Response File Location:** C:\ [Continue Testing]	This screen is displayed when the student is in *Resumed* status (instead of *Resumed-Upload*) in *Test Management > Manage Test Sessions* in PearsonAccess. This screen indicates that the system has located a valid saved file containing the student's responses.	■ To upload the saved responses to the testing server, click **Continue Testing**. The student can now resume testing.
Unable to communicate with the testing server All of student's responses have been saved here: **Primary Response File Location:** C:\Program Files\TestNav\temp **Alternate Response File Location:** C:\ **Response File Name:** 60039000412201 0043627.SRF To try again later, click **Close TestNav** [Close TestNav] To view the student's responses, click View Responses.	■ This screen is displayed when the connection with the testing server is interrupted prior to the student submitting his or her test. ■ The student's responses have been saved in the designated response file location, but not all responses could be submitted to the Pearson testing server and the student remains in *Active* testing status on the Session Details page of PearsonAccess.	■ Click **Close TestNav**. ■ After the connection is restored, the student can be resumed and log in. The system will automatically search for and submit the response file. ■ See the "Resume Students' Tests" section in the test administration manual for instructions on resuming a test after a student exits from TestNav before completing a test.

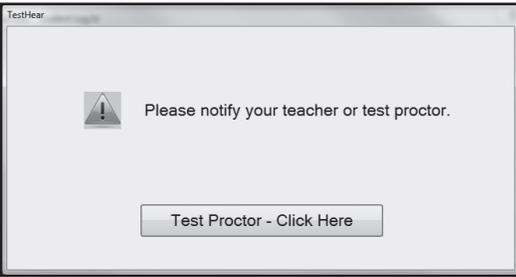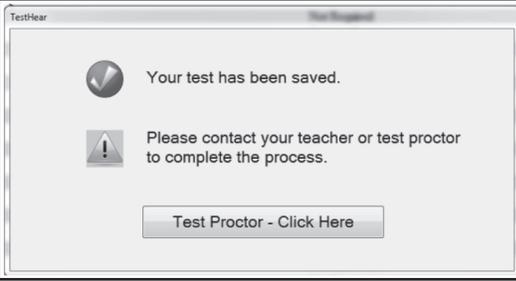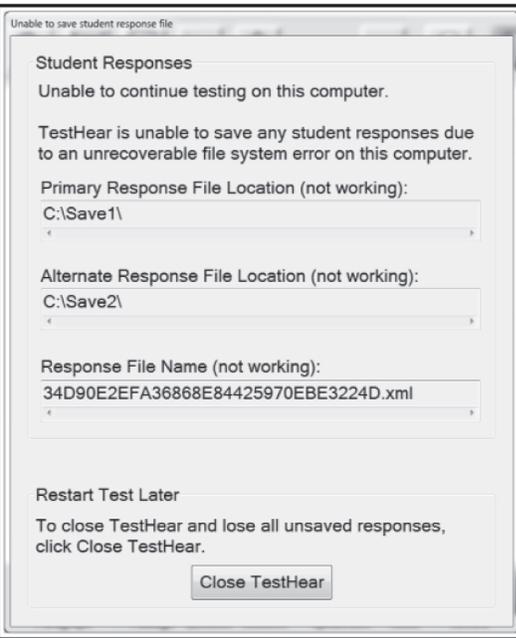| TestNav: Early Warning System		
Message **(What You'll See on the Screen)**	**Possible Causes** **(What Does This Mean?)**	**Actions** **(What Should I Do?)**

Unable to communicate with the testing server
All student responses have been saved here:
Primary Response File Location:
  C:\Program Files\TestNav\temp
Alternate Response File Location:
  C:\
Response File Name:
  60039000412010044702.SRF
To see if the connection has been restored, click **Retry**.
[Retry]
To view the student's responses, click View Responses.
To submit the test at a later time, click Close TestNav.
	■ This screen is displayed when the connection with the testing server is interrupted while the student is attempting to submit his or her test.
	■ The student's responses have been saved in the designated response file location, but not all responses could be submitted to the Pearson testing server and the student remains in *Active* testing status on the Session Details page of PearsonAccess.
		■ Check to see if the student's machine is connected to the school network. Check if the Ethernet cable is still plugged into the wall and computer or if a wireless router has become disconnected or accidentally shut off.
		■ Click **Retry** to check whether the connection is restored.
		■ Wait a short while and continue clicking **Retry** if you believe the connection may be restored.
		■ Click **View Responses** to view or print the student's responses that are saved locally. Any printed responses must be securely destroyed after the student has completed testing.
		■ If you have clicked **Retry** and the connection with the testing server still has not been restored, click **Close TestNav**. After the connection is restored, the student can log in. The system will automatically search for and submit the response file.
		■ See the "Resume Students' Tests" section of the test administration manual for instructions on resuming a test after a student exits from TestNav before completing a test.

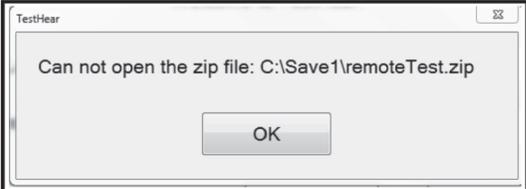| TestNav: Early Warning System		
Message (What You'll See on the Screen)	Possible Causes (What Does This Mean?)	Actions (What Should I Do?)
TestNav [X] TestNav has detected that another application attempted to become the active window, which may compromise the security of this test. TestNav has been shut down. You may need assistance from your test monitor to restart the test. C:\WINDOWS\system32\taskmgr.exe [OK]	TestNav has detected another application trying to take over the computer.	■ Notify the school assessment coordinator. ■ If possible, determine whether the student was attempting to access another program. If a software notification or screen saver disrupted testing, contact the school technology coordinator. ■ Click **OK** to have the student exit TestNav. ■ The student will need to be resumed in PearsonAccess. See the "Resume Students' Tests" section of the test administration manual for instructions on resuming a test after a student exits from TestNav before completing a test. ■ Open TestNav and have the student log in again.

TestHear		
Message **(What You'll See on the Screen)**	**Possible Causes** **(What Does This Mean?)**	**Actions** **(What Should I Do?)**
	TestHear GO Screen	■ Enter the URL as it appears on the Student Authorization Ticket and click **GO**.
	Login Screen	■ The student will type in the Login ID and test code (password) from the Student Authorization Ticket and click **Login**.
	The item review screen displays a record of the responses that the student has entered. An answered question will have "Answered" in the "Answered?" column. "Not Answered" will appear beside the unanswered questions.	■ The student will click **Exit** to exit the test without submitting the test for scoring. ■ The student will click **Submit** if he or she has completed the test and would like to submit the test for scoring.
	Exiting the Test The student needs to exit the test session and the student is not ready to submit all responses for scoring.	■ Click on **Exit** on the item review screen to exit the test. ■ If the student needs to exit but has not completed the test and is not ready to submit responses to be scored, select **Yes, exit the test** and then **Yes** when the confirmation window appears. ■ If the student is not ready to exit the test, click **No, return to the test** or **No** on the confirmation window.
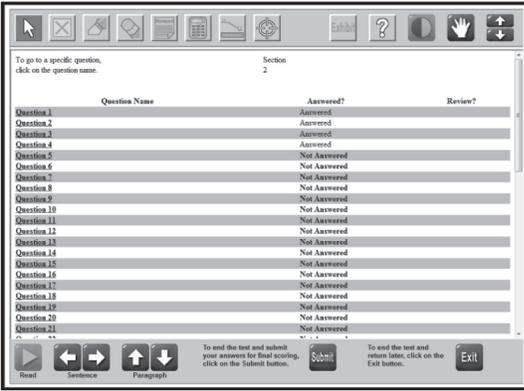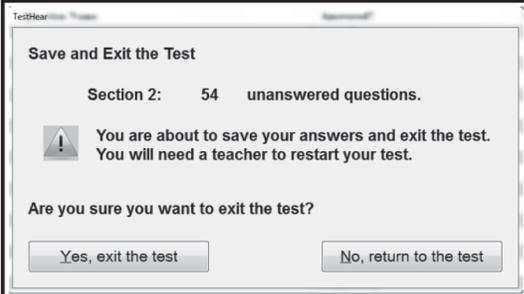
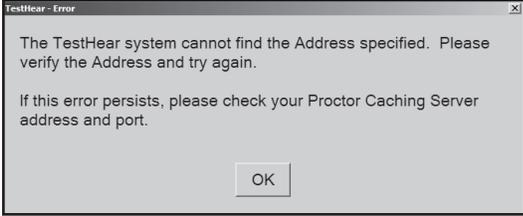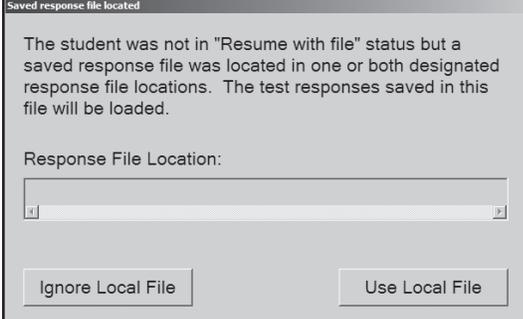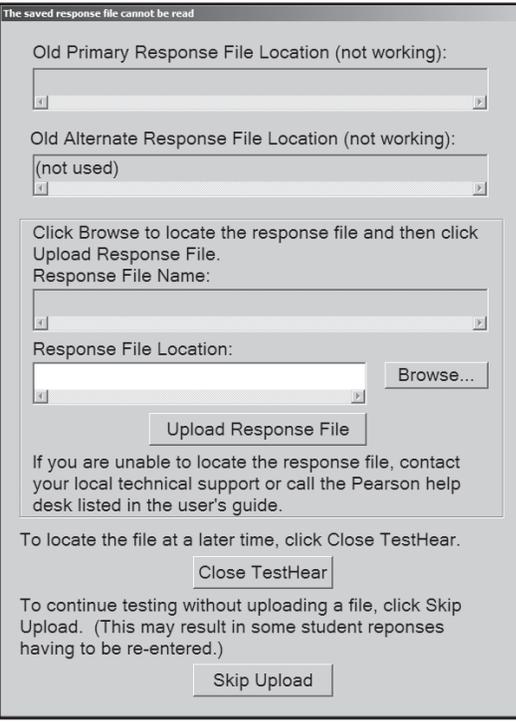| TestHear		
Message **(What You'll See on the Screen)**	**Possible Causes** **(What Does This Mean?)**	**Actions** **(What Should I Do?)**
TestHear **Submit Test for Scoring** Section 2: 54 unanswered questions. ⚠ You are about to submit your test and send all of your answers for scoring. You will not be able to return to the test once it has been submitted. **Are you sure you want to submit your test?** Yes, submit my test No, return to the test TestHear 2 54 unanswered questions. **Do you wish to end the test and submit your answers?** Yes No	**Submitting the Test** The student has completed the test and is ready to submit responses for scoring.	■ If the student has completed the test and is ready to submit responses to be scored, select **Submit** at the bottom of the item review screen. ■ A window appears and if the student is ready to submit, click **Yes, submit my test** and then **Yes** when the confirmation window appears. ■ If the student is not ready to submit the test, then click on **No, return to the test** or **No** on the confirmation window.

TestHear: Early Warning System		
Message **(What You'll See on the Screen)**	**Possible Causes** **(What Does This Mean?)**	**Actions** **(What Should I Do?)**
TestHear ✕ Error occurred. Please contact your teacher or test proctor. OK	■ The student used the wrong test ticket for the test session, or needs a new test ticket for a new test session (e.g., student changed sessions). ■ The URL was entered incorrectly. ■ The student entered the wrong login information (Login ID and/or test code). ■ The student attempted to log in before the test session was started. ■ The student attempted to log in while in Active or Exited status in PearsonAccess. ■ The student attempted to log in using a TestNav Login ID and test code. ■ TestHear was installed using automated deployment software.	■ Click **OK**. ■ Ensure the student has the correct student authorization ticket. ■ Launch TestHear and enter the URL specified on the student authorization ticket. ■ Verify that the student enters the URL, Login ID, and test code exactly as printed on the student authorization ticket. ■ Session Not Started: Contact the school assessment coordinator to start the test session in Pearson Access. After the session has been started, click **OK**, and then have the student log in. ■ Student in Active or Exited Status: Resume the student on the *Test Session Details* screen in PearsonAccess or contact your school assessment coordinator to resume the student. Launch TestHear and enter the URL specified on the student authorization ticket. Verify that the student enters the URL, Login ID, and test code exactly as printed on the student authorization ticket. ■ If a student attempted to log in using a TestNav Login ID, Pearson Support should be contacted in order to get a new Login ID for the student. ■ If TestHear was installed using automated deployment software, TestHear should be uninstalled and then reinstalled locally on the student computer.

TestHear: Early Warning System		
Message **(What You'll See on the Screen)**	**Possible Causes** **(What Does This Mean?)**	**Actions** **(What Should I Do?)**
	The Early Warning System (EWS) has launched, possibly due to power or connectivity issues.	■ The student should notify the test administrator if either screen appears. ■ Click **Test Proctor – Click Here**. ■ Follow the prompts provided on the screen.
	This screen is displayed when the designated locations for saving a response file (backups in case of network interruption) are not working, or when primary and alternate save locations failed due to permissions issues.	■ **Read- and write-access** to both the primary and alternate save locations need to be granted for each student in order for TestHear to load any test. ■ Click **Close TestHear** and notify your Technology Coordinator of an issue with the designated save locations. ■ The student will need to be resumed in PearsonAccess. See the "Resume Students' Tests" section of the test administration manual for instructions on resuming a test after a student exits from TestHear before completing a test. ■ Open TestHear and have the student log in again.

TestHear: Early Warning System		
Message (What You'll See on the Screen)	Possible Causes (What Does This Mean?)	Actions (What Should I Do?)
TestHear Can not open the zip file: C:\Save1\remoteTest.zip OK	■ The connection with the testing server is interrupted prior to the test being completely downloaded. ■ TestHear was installed using automated deployment software.	■ Click **OK**. ■ After the connection is restored, the student can be resumed and log in. The system will automatically search for and submit the response file. ■ See the "Resume Students' Tests" section in the test administration manual for instructions on resuming a test after a student exits from TestHear before completing a test. ■ If TestHear was installed using automated deployment software, TestHear should be uninstalled and then reinstalled locally on the student computer.

TestHear: Early Warning System		
Message **(What You'll See on the Screen)**	**Possible Causes** **(What Does This Mean?)**	**Actions** **(What Should I Do?)**
Unable to communicate with the testing server Student Responses All student responses have been saved here: Primary Response File Location: C:\Save1\ Alternate Response File Location: C:\Save2\ Response File Name: 4C5BF4F711468092159C4F7FCB0A8873.xml Retry Connection To see if the connection has been restored, click Retry. [Retry] Submit Test Later To submit the test at a later time, click Close TestHear. [Close TestHear]	■ The connection with the testing server is interrupted while the student is attempting to submit his or her test. ■ The student's responses have been saved in the designated response file location, but not all responses could be submitted to the Pearson testing server and the student remains in *Active* testing status on the Session Details page of PearsonAccess.	■ Check to see if the student's machine is connected to the school network. Check if the Ethernet cable is still plugged into the wall and computer or if a wireless router has become disconnected or accidentally shut off. ■ Click **Retry** to check whether the connection is restored. ■ Wait a short while and continue clicking **Retry** if you believe the connection may be restored. ■ If you have clicked **Retry** and the connection with the testing server still has not been restored, click **Close TestHear**. After the connection is restored, the student can log in. The system will automatically search for and submit the response file. ■ See the "Resume Students' Tests" section of the test administration manual for instructions on resuming a test after a student exits from TestHear before completing a test.

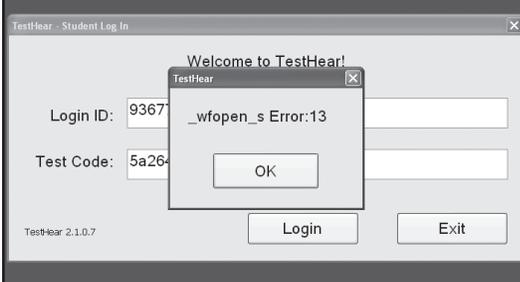| TestHear: Early Warning System		
Message **(What You'll See on the Screen)**	**Possible Causes** **(What Does This Mean?)**	**Actions** **(What Should I Do?)**
TestHear TestHear has detected that another application attempted to become the active window, which may compromise the security of this test. TestHear has been shut down. You may need assistance from your test monitor to restart the test. (3312: explorer.exe) OK	TestHear has detected another application trying to take over the computer.	■ Notify the school assessment coordinator. ■ If possible, determine whether the student was attempting to access another program. If a software notification or screen saver disrupted testing, contact the school technology coordinator. ■ Click **OK** to have the student exit TestHear. ■ The student will need to be resumed in PearsonAccess. See the "Resume Students' Tests" section of the test administration manual for instructions on resuming a test after a student exits from TestHear before completing a test. ■ Open TestHear and have the student log in again.
TestHear - Error The TestHear system cannot find the Address specified. Please verify the Address and try again. If this error persists, please check your Proctor Caching Server address and port. OK	■ The student used the wrong test ticket for the test session, or needs a new test ticket for a new test session (e.g., student changed sessions). ■ The URL was entered incorrectly. ■ The student entered the wrong login information (Login ID and/or test code).	■ Click **OK**. ■ Ensure the student has the correct student authorization ticket. ■ Launch TestHear and enter the URL specified on the student authorization ticket. ■ Verify that the student enters the URL, Login ID, and test code exactly as printed on the student authorization ticket.
Saved response file located The student was not in "Resume with file" status but a saved response file was located in one or both designated response file locations. The test responses saved in this file will be loaded. Response File Location: Ignore Local File Use Local File	Although the student was not in Resumed-Upload status, TestHear has detected that there are responses saved on this computer.	■ To use the response data returned from the server, click **Ignore Local File**. (Recommended) ■ To use the locally saved response data, click **Use Local File**.

TestHear: Early Warning System		
Message **(What You'll See on the Screen)**	**Possible Causes** **(What Does This Mean?)**	**Actions** **(What Should I Do?)**
	The student's responses have been saved in the designated response file location but could not be read. This is due either to the file not being present or the file becoming corrupt.	■ To use a previously saved Response File, click **Browse** and navigate to the correct Response File save location. ■ To locate the Response File at a later time, click **Close TestHear**. ■ If you believe there are no saved responses, click **Skip Upload**. Please note that if you locate a Response File after clicking on **Skip Upload,** you will NOT be able to upload the previously saved responses.
	■ The login information you are attempting to use is already in use. ■ The student is in Active or Exited status in PearsonAccess.	■ Resume the student on the *Test Session Details* screen in PearsonAccess or contact your school assessment coordinator to resume the student. ■ Launch TestHear and enter the URL specified on the student authorization ticket. ■ Verify that the student enters the URL, Login ID, and test code exactly as printed on the student authorization ticket.

| Common Error Codes and Solutions (TestNav) ||
Error Code	Solution/Description
20001: The session has been terminated by your test monitor. Please wait.	This is caused when a student's test has been marked complete while testing. Pearson support must be contacted by the District Assessment Coordinator in order to unsubmit the student's test.
20004: The login information you have provided is incorrect. Please try again.	The most common solution is to verify that the correct URL is being used in TestNav. Refer to the URL and login information printed on the authorization ticket.
20007: Your test session has not been started. Please notify your Test Monitor.	The session must be started before a student can log in to the test.
20008: Your test administration date has expired or is not active. Please notify your Test Monitor.	This error occurs when a student is trying to log in while the testing window is closed.
20011: Your test has been completed. Please notify your Test Monitor.	The test has been submitted, and the student can no longer log in.
20012: This test requires your computer's screen resolution to be set to 1024 by 768 or higher. Please notify your Test Monitor.	This message will be received if the computer's screen resolution is not set to at least 1024 x 768.
20019: Can't find the login item for the particular Test Program. Or there was an unknown problem with it.	This error indicates a local Internet connectivity problem.
20023: The TestNav system cannot find a host server. Please see your user documentation for technical support assistance.	The proxy server needs to be configured to allow traffic from Pearson URLs.
20026: The TestNav system cannot find the Address specified, please verify the Address and try again.	The most common solution is to verify that the correct URL is being used in TestNav. Refer to the URL and login information printed on the authorization ticket.
20028: Could not find a file on the server.	This error indicates a local Internet connectivity problem.
20040: The TestNav system cannot find the host server.	This error indicates a local Internet connectivity problem.
20043: The test you are attempting to access with this login information is already in progress. If you are attempting to restart this test, please notify your Test Monitor to authorize your login to resume the test.	Close TestNav completely. Resume the student in PearsonAccess under Session Details. Open TestNav and try logging in again.
20047: You have attempted to log in an excessive number of times. Please see your Administrator.	The student has entered the login information incorrectly at least three times. The student will have to be resumed in PearsonAccess in order to log in.
20081: 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.	TestNav has detected another application is trying to take over. Check the student log to see if TestNav captured the offending program (e.g., screen saver, desktop monitoring software).
20095: The response file location provided is invalid. You must designate a valid response file location.	The primary and/or alternate save locations specified in the **proxysettings.properties** file are not valid or the student does not have write-access to the save locations.

Common Error Codes and Solutions (TestNav)	
Error Code	**Solution/Description**
20118: There has been a problem accessing your form.	Have the student try logging in to a different computer. This error is related to the monitor not displaying the form at its current resolution. The screen settings can be changed by opening the **\TestNav\proxysettings.properties** file and updating the "DisableAutoScreenRes=False" line to "DisableAutoScreenRes=True." This message will also appear if a student attempts to log in to TestNav using a TestHear Login ID. Pearson Support will need to be contacted in order to resume this student with the correct form.
20127: Write-access is denied to the temp directory. Testing cannot continue. Please contact your testing proctor for further instructions.	Student is unable to write or delete files from the TestNav/Temp folder.
20138: Write-access is denied to the temp directory. Testing cannot continue. Please contact your testing proctor for further instructions.	The TestNav/Temp folder does not have full permissions.
20156: Login error. Please notify your Test Monitor to authorize your login to resume the test and try again.	The student's test should be resumed in PearsonAccess in order for this student to log in.

Additional Screens	
	Session Details To resume a student who has exited or received error messages, click the box by the student's name and click **Resume Test**. Even if the student's status is "Active," it may be necessary to resume the student's test. To verify student responses have been received by Pearson, click on **Responses** next to the student's status indicator.
	Verify Transmission Receipt The Verify Transmission Receipt page shows each question on the test and whether it has been answered by the student.

Common Errors and Solutions (TestHear)

Error	Possible Causes (What Does This Mean?)	Actions (What Should I Do?)
TestHear - Student Log In — Welcome to TestHear! — TestHear _wfopen_s Error:13 — OK — Login ID: 9367 — Test Code: 5a26 — TestHear 2.1.0.7 — Login — Exit	Server install of TestHear.	TestHear will need to be uninstalled and reinstalled locally on each computer being used for testing without deployment or automation tools.
TestHear closes immediately after the student logs in and the student moves to Completed status in PearsonAccess	■ Incorrect permissions are granted for the TestHear install folder. ■ The incorrect version of TestHear is installed, or outdated ePATs are installed on the same machine. ■ A network installation of TestHear was used.	■ Give full read-/write-/ modify- permissions on TestHear installation folder. ■ The correct version of TestHear must be installed on each machine and outdated ePATs should be removed. ■ TestHear will need to be uninstalled and reinstalled locally on each computer being used for testing without deployment or automation tools.
Florida EOC Assessments — 2013 Fall Algebra 1 EOC Assessment — Welcome — Office of Assessment — Florida Department of Education — Tallahassee, Florida — Copyright © 2013 State of Florida, Department of State — All trademarks and trade names found in this publication are the property of their respective owners and are not associated with the publishers of this publication. — Every effort has been made to trace the ownership of all copyrighted material and to secure the necessary permissions to reprint selections. — This text contains secure information. The contents of state assessments are protected by Florida statute; therefore, it is unlawful to copy or reveal to others any information in this text.	Screen resolution is not optimized.	Set the screen resolution to 1024x768. If the entire toolbar is not visible after adjusting the resolution, complete the following steps. For Windows 7, starting from the open Control Panel folder: ■ Double-click the "Display" control panel. ■ Select the "Settings" tab. ■ Click the "Advanced" button. ■ Select the "General" tab. ■ Set the "DPI Setting" to "Normal size (96 DPI)." For Windows XP, starting from the open Control Panel folder: ■ Double-click the "Display" control panel. ■ Set the "Make it easier to read what's on your screen" option to "Smaller - 100% (default)."

Pearson Customer Support Information

Contact Pearson Customer Support when experiencing technical difficulties that cannot be easily remedied on your own. Phone: 877-847-3043 or Email: Florida@support.pearson.com.