# PearsonAccess Next
# TestNav 8
# Infrastructure Readiness Guide

Updated August 19, 2019

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# Updates for 2019–20

- **August 19, 2019:** Guide was revised to change references to Avocet to the Florida Resource Center and to add the Private School Administrator user role.

# Infrastructure Trial Overview

The Infrastructure Trial is an opportunity for districts and schools to prepare for the operational computer-based test administrations by simulating test-day network utilization, determining any school or district issues, and confirming that all computers/devices that will be used for testing can run the appropriate software.

- Schools will prepare by reading preparation materials and downloading and installing Proctor Caching software (if your school will use Proctor Caching and it has not already been installed) and necessary applications for mobile devices or computers using the installable TestNav app.
- Districts may create an environment that matches expected school bandwidth utilization that will be used during testing.
- Schools may create the same testing environment (e.g., testing rooms, number of computers/devices, appropriate switches and hubs, power supplies) that will be used for testing.
- Schools will manage the test sessions in the PearsonAccess Next Training Center and will use the tools (e.g., TestNav App Check) provided by Pearson. This will allow them to confirm if their device or computer can connect to TestNav and that it is configured to start TestNav in kiosk mode.
- Prior to the largest computer-based administration of the year, or as directed by the district, schools will run a trial which simulates the appropriate number of student logins based on the total number of computers/devices that they intend to use concurrently for testing.
- Infrastructure Trial logins can be used by adults or students. If students use the logins, it is not necessary that the students are those taking the computer-based tests.
- The trial should take approximately thirty minutes. During this time users will log in, supply random answers, and submit the test.
- Schools are encouraged to run the trial in their testing rooms on their testing workstations and troubleshoot any local issues prior to a district-wide Infrastructure Trial.

The Infrastructure Trial should only be used to test the school and district infrastructure; the content used for the Infrastructure Trial is **not appropriate for student practice**. To create a trial that is slightly larger than the tests used by Florida, items from Florida's practice tests are repeated throughout the Infrastructure Trial. Content-specific practice tests for students are posted to http://florida.pearsonaccessnext.com/resources-training. The practice tests are intended to familiarize students with the types of items that will make up the tests and with the tools that will be available to them in TestNav.

# Infrastructure Readiness Guide Overview

The purpose of this guide is to provide district and school assessment and technology personnel with necessary information and instructions to complete critical tasks related to infrastructure readiness for computer-based testing. This guide will define important terms, walk you through tasks required before, during, and after a trial, and familiarize you with the PearsonAccess Next Training Center and technical requirements. It is recommended that you read through the entire guide before installing software and completing the setup for an Infrastructure Trial.

The major topics covered in this guide are:

**Contacting Pearson Customer Support:** This section provides instructions and information on contacting Pearson Customer Support with questions or technical issues.

**Configuring the Infrastructure Trial Environment:** This section provides instructions for what to do before, during, and after the Infrastructure Trial.

**PearsonAccess Next Training Center:** This section discusses the PearsonAccess Next Training Center account you will receive, and it describes the website you will be working with as you prepare for an Infrastructure Trial. Because most of the setup for computer-based testing occurs at a school level, these instructions are directed to the school assessment coordinator.

**Sample Students:** This section describes how to create sample students in the PearsonAccess Next Training Center for an Infrastructure Trial.

**Session Management:** This section provides all the necessary information and steps for setting up sessions for an Infrastructure Trial, managing student assignments for sessions, and printing Student Authorization Tickets, Seal Codes, and PreID labels. This section also provides instructions on how to start, monitor, and stop sessions in the Training Center, as well as how to resume students.

**After the Infrastructure Trial:** This section provides instructions on stopping the test session and purging test content.

**Follow-Up:** The final section includes instructions for providing the district and Pearson with feedback regarding your Infrastructure Trial.

# Glossary of Important Terms

**Florida Resource Center** is an online resource website, containing materials related to the NGSSS EOC assessments and the statewide science assessment. This website directs district and school personnel to locate support materials (e.g., scripts, forms, checklists) on the Florida Resource Center at **http://florida.pearsonaccessnext.com/resources-training**.

**Practice Test** is the electronic practice assessment tool that provides students an opportunity to practice using the computer-based platform prior to testing. The Practice Tests are provided at **http://florida.pearsonaccessnext.com/resources-training**.

**PearsonAccess Next (https://fl.pearsonaccessnext.com)** is a website used for almost all test preparation, setup, administration, and reporting tasks for all EOC testing. The correct test administration should be verified every time you log in. Managing secure information in PearsonAccess Next requires username and password setup.

**PearsonAccess Next Training Center** provides an opportunity to practice PearsonAccess Next tasks and is the means of managing the Infrastructure Trial in preparation for testing. The Training Center requires username and password setup. It can be accessed at **https://trng-fl.pearsonaccessnext.com.**

**Proctor Caching** is the process of loading test content locally on a computer for NGSSS EOC computer-based testing at the school or district level. Proctor Caching is used to reduce test delays due to network congestion and provides students with a more seamless testing experience. It does not require a separate caching server, and can run on any computer/device on the network that meets the specified requirements. Proctor Caching software is provided by Pearson.

**TestNav 8 (TestNav)** is the platform that Florida uses for NGSSS EOC computer-based statewide assessments.

# Contacting Pearson Customer Support

If technical assistance is needed at any point during your Infrastructure Trial, contact Pearson Customer Support at 877-847-3043 or through Pearson's webform at http://download.pearsonaccessnext.com/ref/w.html?p=FLORIDA. Make sure that you know the answers to all relevant questions below so that Pearson can assist you effectively and efficiently.

**PearsonAccess Next**

- Are you using a PC, Mac, or other device?
- What is your role (district assessment coordinator, private school administrator, school administrator, CBT coordinator, CBT test administrator, or technology coordinator)?
- What screen are you on? Provide the path if possible.
- What task were you trying to complete when you encountered an error?
- What was the error message? If there wasn't an error message, what are you unable to do?
- If you were working from the user guide, what page were you on?

**TestNav**

- Is the student/volunteer using a desktop computer, laptop, iOS, or Chrome device?
- What step of the Infrastructure Trial was the student/volunteer trying to complete in TestNav when he/she encountered an error?
- Did an error code or message appear?
- For schools using Proctor Caching, what is the IP address of the Proctor Caching computer?
- Do you use a proxy server, and if so, what is the IP address?

**Proctor Caching (if applicable)**

**Note:** Proctor Caching is not required, but it is recommended for use in low-bandwidth environments.

- Are you using a PC, Mac, or other device?
- Were you setting up Proctor Caching on a computer/device or a server?
- Have you installed the Proctor Caching software?
- Did you start the Proctor Caching software prior to attempting to Proctor Cache?
- Did you add an IP address to your Proctor Caching server locations? This needs to be the IP address of the Proctor Caching computer.
- Did you add the appropriate port? This is typically port 4480 but could vary depending on your district/school firewall or content filtering software.
- Did you add the whitelist URLs to your firewall and content filtering software?
- The whitelist URLs that need to be added can be found in the TestNav 8 *Hardware and Software Requirements* available at https://support.assessment.pearson.com/x/HwYcAQ.

# Configuring the Infrastructure Trial Environment

In order to configure the Infrastructure Trial environment (e.g., download and install appropriate software), see https://support.assessment.pearson.com/x/PQACAQ.

Follow all instructions for the activities below.

**Note:** Proctor Caching is not required, but it is recommended for low-bandwidth environments. the Proctor Caching tasks below are necessary only if the school is Proctor Caching.

**Before the Infrastructure Trial**

- Downloading and installing the Proctor Caching software, if necessary
- Downloading and installing the TestNav app on appropriate testing devices
- Verifying that Proctor Caching and TestNav are communicating (utilizing App Check)
- Completing any additional configuration requirements
- Configuring browser settings to cache test content
- Caching test content

**During the Infrastructure Trial**

- Starting Proctor Cache software

**After the Infrastructure Trial**

- Purging test content

# PearsonAccess Next Training Center

The PearsonAccess Next Training Center is the site used to administer an Infrastructure Trial. Within the Training Center, users can create sample students, assign the Infrastructure Trial to sample students, create sample sessions, and add students to these sessions. The Training Center is also used to monitor sessions during the Infrastructure Trial. Sessions and sample students are deleted from the PearsonAccess Next Training Center on a yearly basis, after the conclusion of the summer test administration. For more information about the Pearson Access Next layout and overview, access the user guide available at: https://support.assessment.pearson.com/x/BYDy. Because most of the setup for computer-based testing occurs at a school-level, these instructions are directed to the school assessment coordinator.

## Logging in to the PearsonAccess Next Training Center

If you need an account set up for you, contact your district assessment coordinator. If you are responsible for creating other school user accounts, your district assessment coordinator will provide you with instructions for how to do this.

## Logging in for the First Time

After you receive the email providing your username, complete the following steps:

1. Click on the link in the email.
2. Create a password; you will be prompted to enter it twice, and then click **Set Password**.
3. Read the Confidentiality Agreement and click **Accept**.
4. Click **Logout** when finished.

You have only **five** chances to enter the correct username and password on the login screen. If the fifth attempt is unsuccessful, your account will be locked. If your account is locked, contact Pearson Customer Support at 877-847-3043 or by using the new webform (http://download.pearsonaccessnext.com/ref/w.html?p=FLORIDA) found on the PearsonAccess Next home page.

## To Reset your Password

1. Go to https://trng-fl.pearsonaccessnext.com.
2. On the login screen, click **Forgot Password** to go to the ***Reset Password*** screen.
3. You must enter your exact username and email address. If you do not know your username, contact your district assessment coordinator. If either your username or email does not match the name and email associated with your user account, you will not be able to reset the password.

4. Upon a successful match, an email containing instructions on how to set up a new password will be sent to the email address associated with your account.

## Log in Again

The second time that you log in, use the following login procedure:

1. Go to https://trng-fl.pearsonaccessnext.com.
2. Click **Sign In** to go to the login screen.
3. Enter your username and password, and then click **Login** to go to the home page.

# Sample Students

Because the purpose of an Infrastructure Trial is to test district and school infrastructure, it is not necessary to use real student data. The Training Center provides a simple means of creating sample students that can be used for a trial. This section will go over the process by which sample students will be created and managed for an Infrastructure Trial.

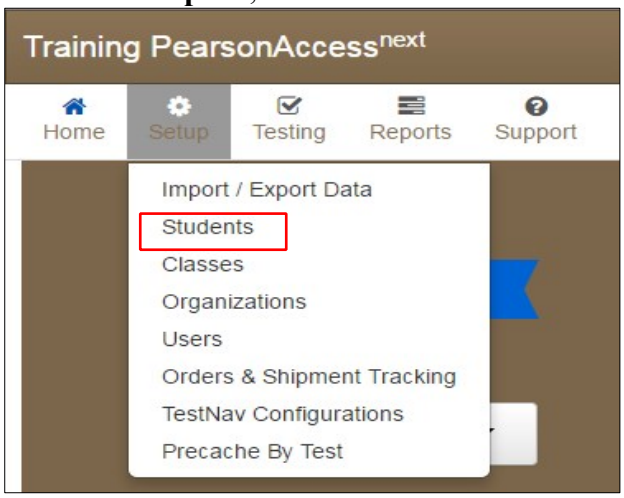
Note: Disable pop-up blocking software for the PearsonAccess Next website. A pop-up blocker will block screens from opening on administrative workstations.

## Creating Sample Students

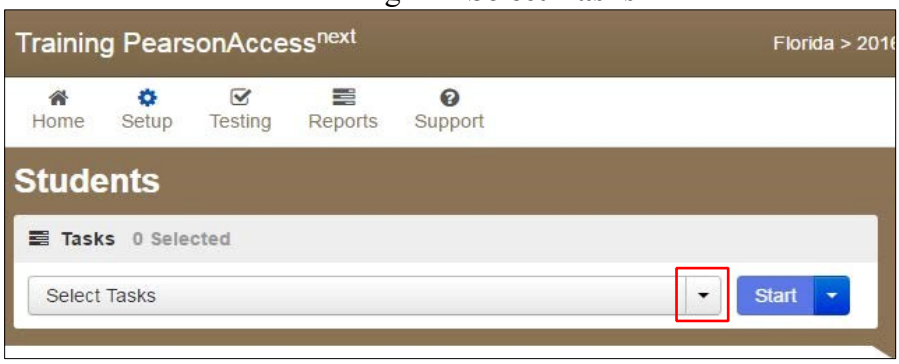
Sample students must be created within the Training Center in order to administer an Infrastructure Trial. The number of sample students to be created should be based on the maximum number of computers that will be used concurrently during testing. We also recommend creating at least ten percent additional sample students so you will have extra student authorization tickets in the event of any login complications. Each ticket is valid for one login attempt, unless the student is resumed in PearsonAccess Next.

To create sample students within the Training Center:

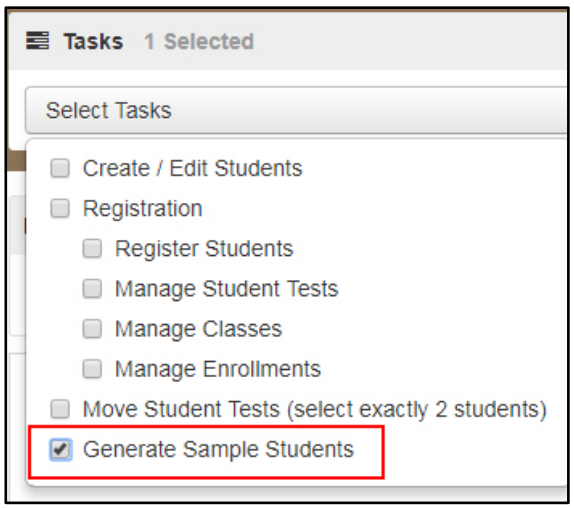
1. Log in to the Training Center (https://trng-fl.pearsonaccessnext.com).
2. On the home page, select *Infrastructure Trial* as the administration.
3. Click the **Setup** tab, then click *Students* in the drop-down.



4. Click the down arrow to the right of **Select Tasks**.

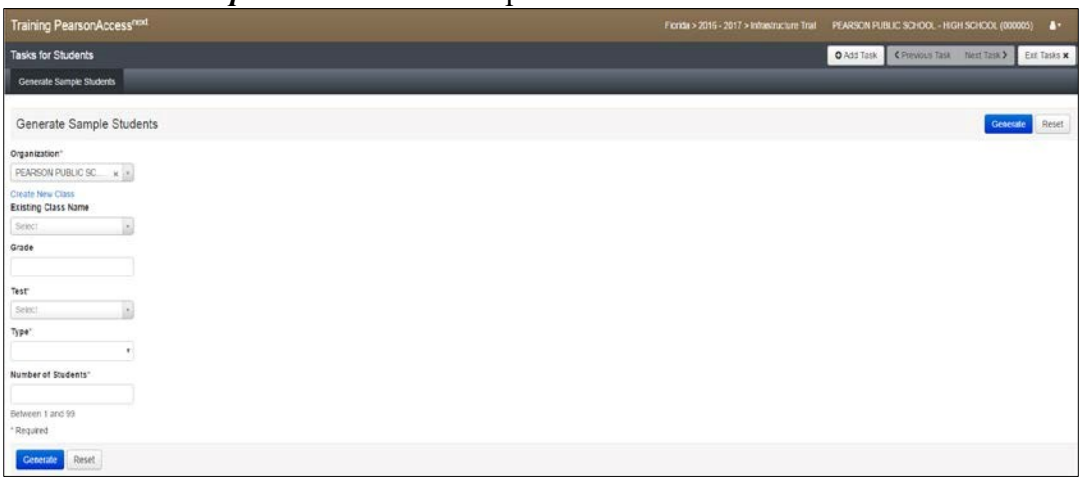



5. Mark the checkbox by the **Generate Sample Students** task.




6. Click **Start**.

7. The ***Generate Sample Students*** screen opens.




8. Select your school from the **Organization** drop-down.
9. Next, you must designate a class name (create a new class or select an existing class from the drop-down list).
10. Select a grade.
11. Select *Infrastructure Trial* in the **Test** drop-down.
12. Select *Online* in the **Type** drop-down.
13. Enter the number of students you would like to create (between 1 and 99).
14. Click **Generate**.
15. Repeat the steps above until you have created sample students for the number of computers that will be tested concurrently, plus at least 10% additional sample students.

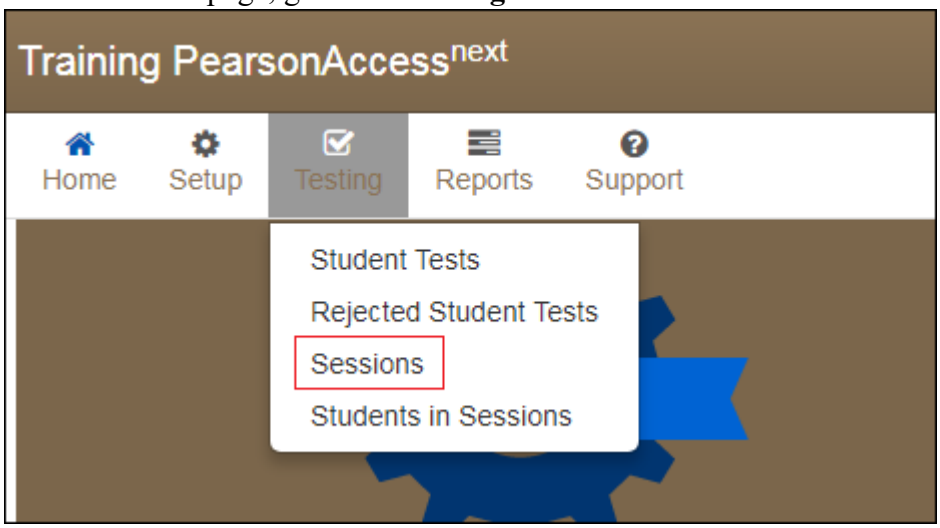
# Session Management

## Creating a Sample Test Session

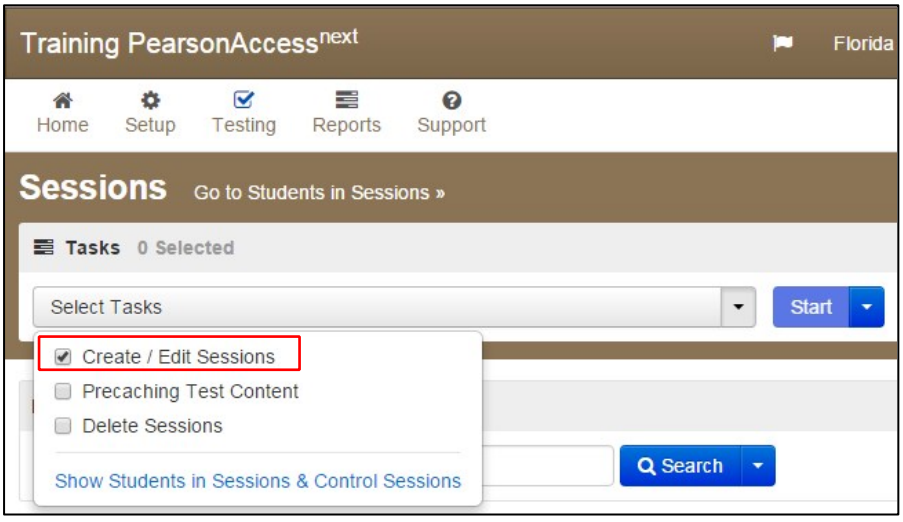
Once sample students are available, a sample session must be created in order to administer an Infrastructure Trial. For an Infrastructure Trial, only one session is necessary. For operational administrations, the test administration manuals will include guidance on determining the most appropriate method of setting up sessions for your school.

To create a sample test session:

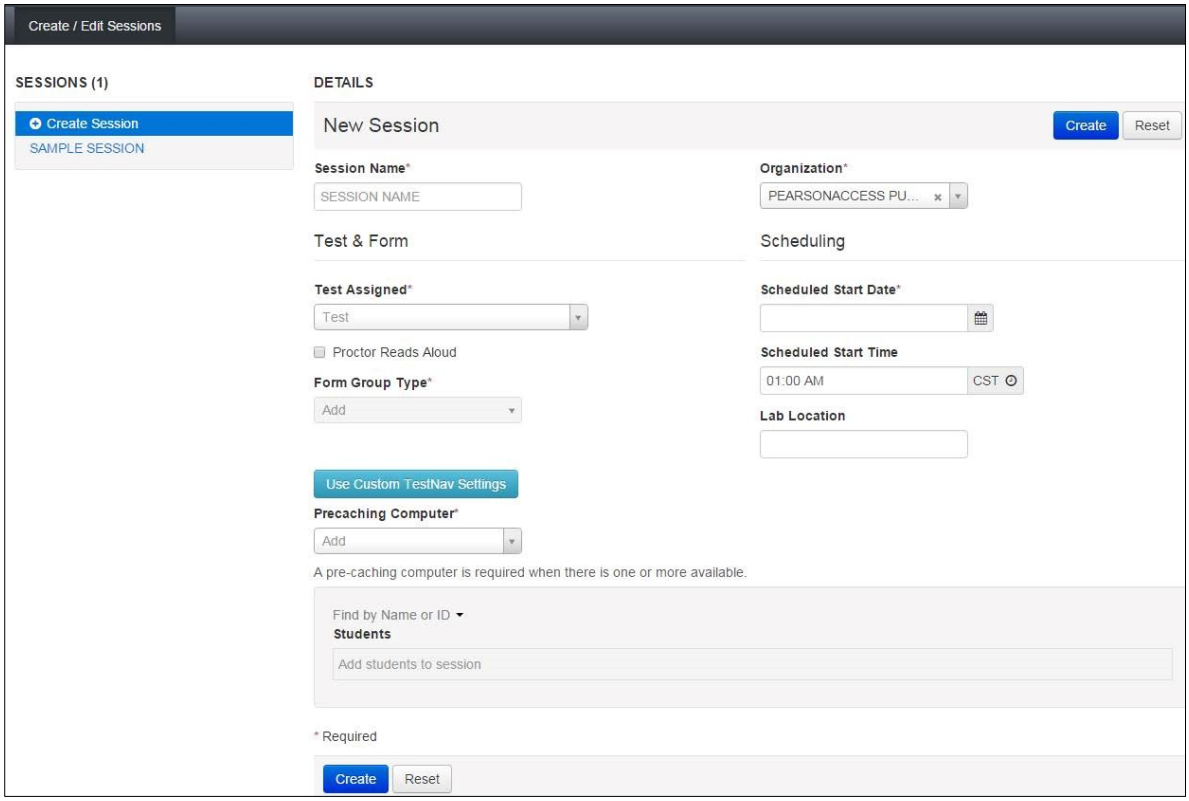
1. From the home page, go to the **Testing** tab and click **Sessions**.




2. Select **Create/Edit Sessions** from the **Select Tasks** drop-down and select **Start**.

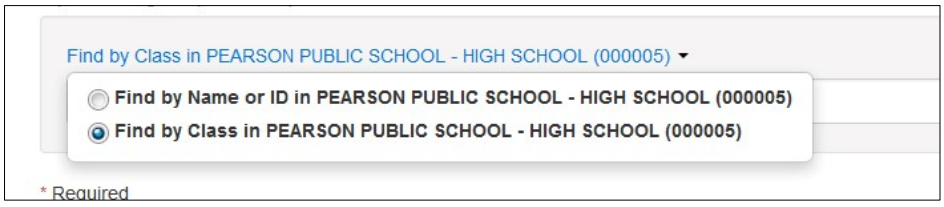


3. Enter the Session Name, Organization, Test Assigned (Infrastructure Trial), Form Group Type (MainFormGroup), Scheduled Start Date, and Precaching Computer. You may also enter a Lab Location and Scheduled Start Time.




Please note that scheduling a date and start time for a session is intended primarily for *planning* purposes. A test session will not start until you click **Start** on the ***Session Details*** screen, regardless of the scheduled start date and time.

4. At the bottom of the screen, click the down arrow by "Find by Name or ID" and choose "Find by Class."

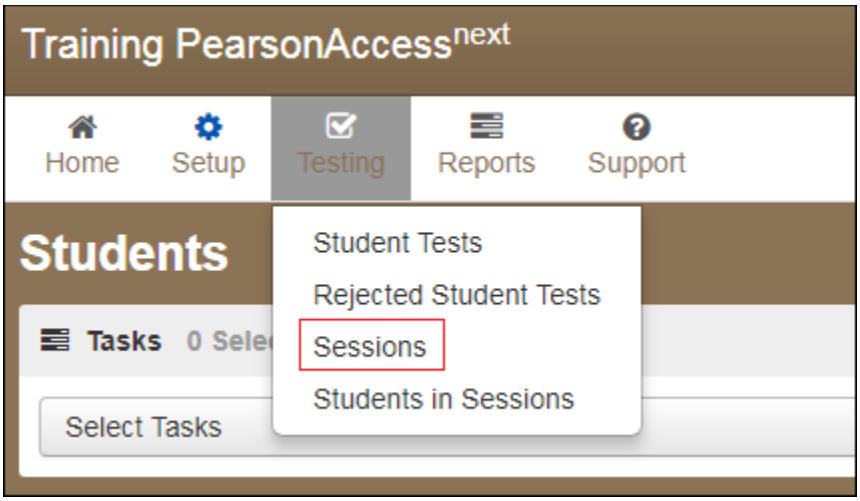



5. Search for and select the class(es) to be added to the session.

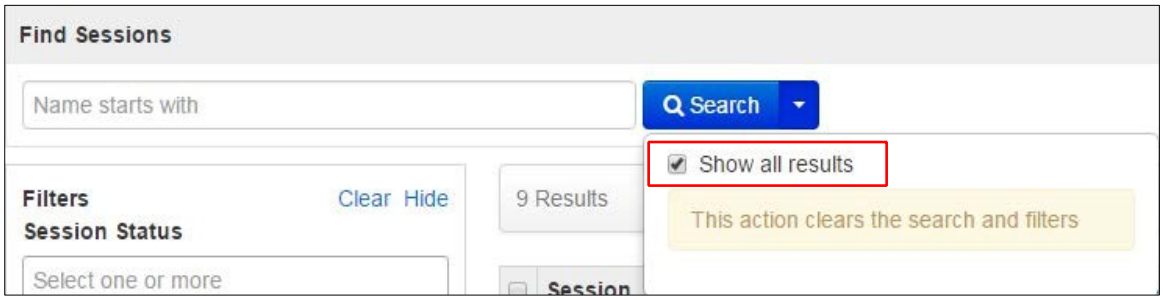
6. Click **Create** to create the session.

## Adding Additional Sample Students to a Session

1. Go to the **Testing** tab and select **Sessions**.

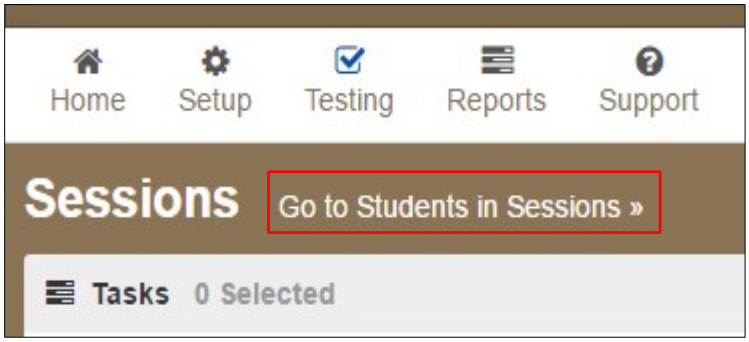



2. Under Find Sessions, search to find the session you want to add students to, or click the down arrow next to the **Search** button to select the option to show all results.

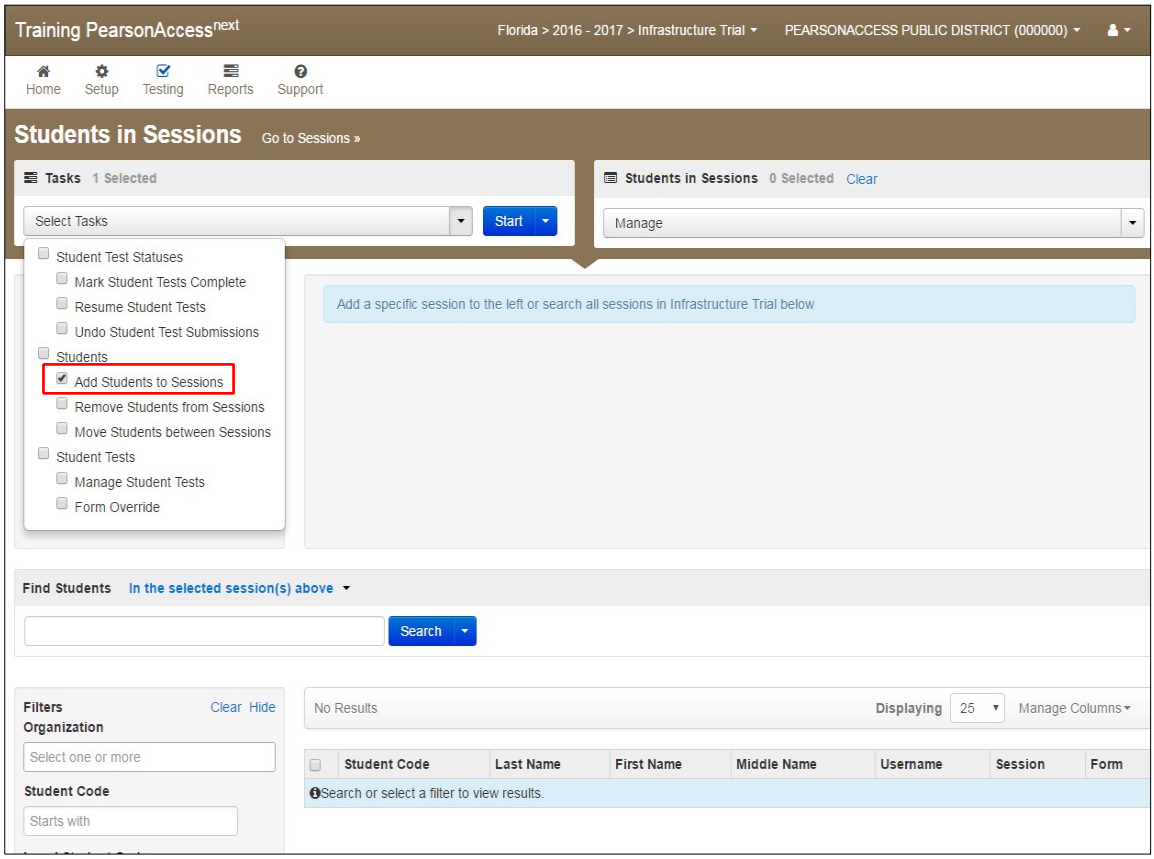



3. Select the session by checking the box beside it.

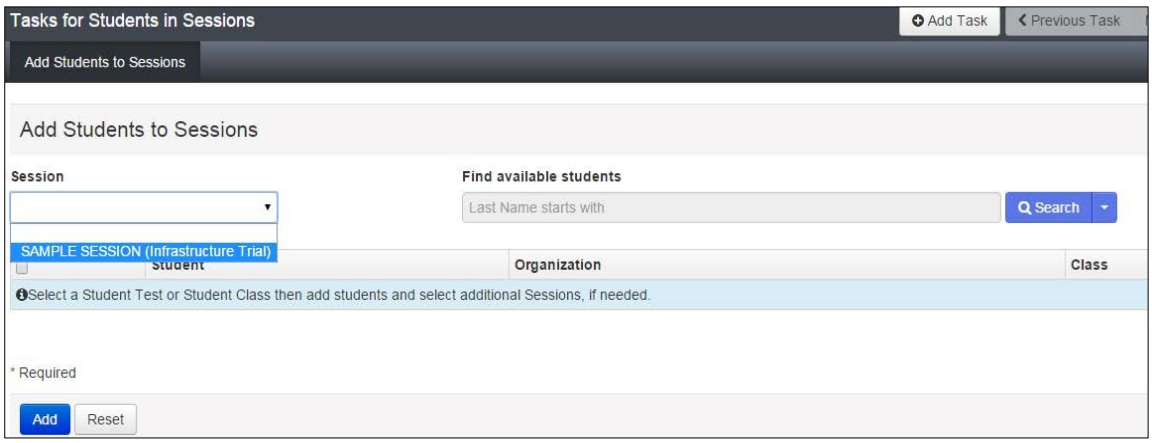
4. At the top of the screen, select **Go to Students in Sessions**.



5. Select the **Add Students to Sessions** task, then click **Start**.

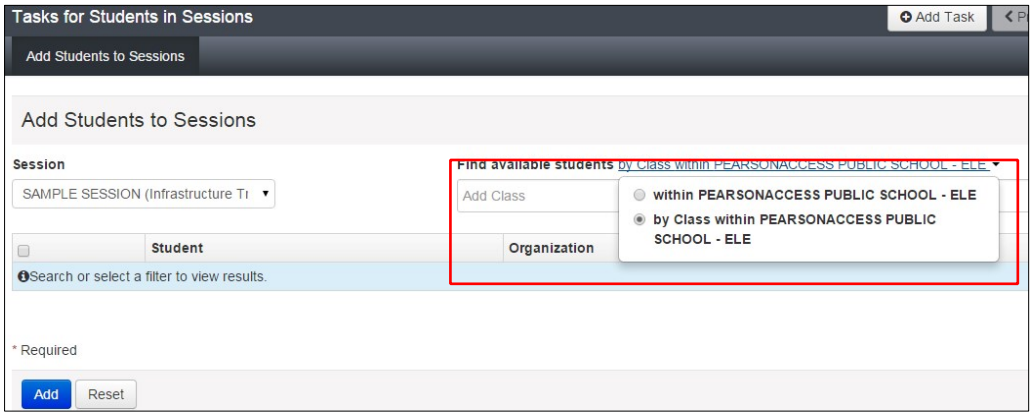


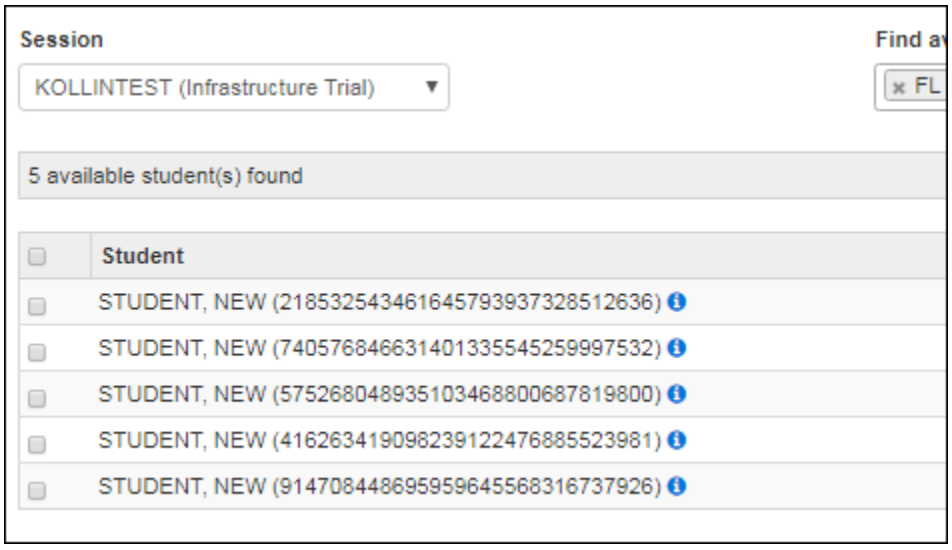

6. Select the session name.




7. Enter search criteria into the *Find available students* field and select **Search**.

**8.** Students can be added by selecting an entire class at once or selecting individual students. To add students by class, select **by Class**. Then click **Add**.

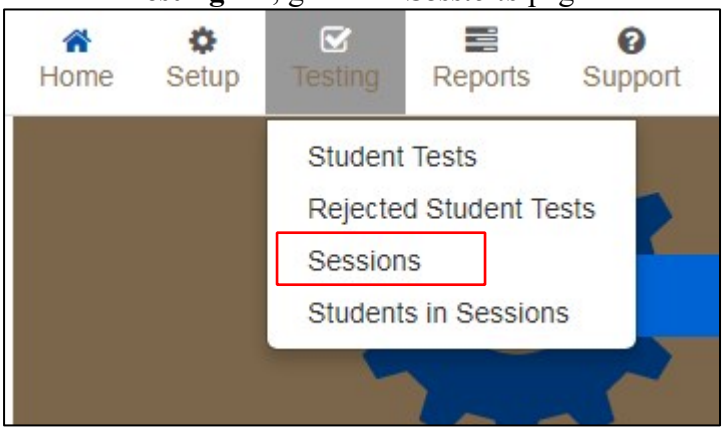


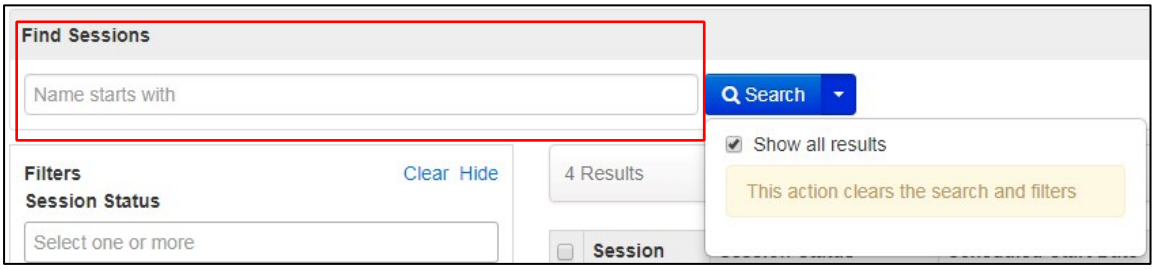
## Prepare the Session

In order to begin the trial, you will need to prepare the test session.

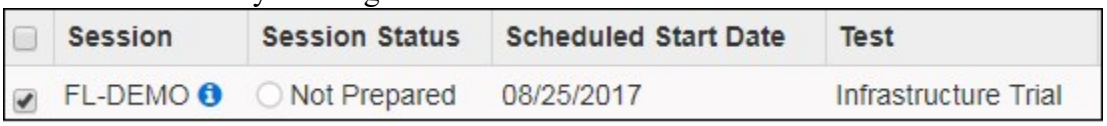
1. From the **Testing** tab, go to the ***Sessions*** page.



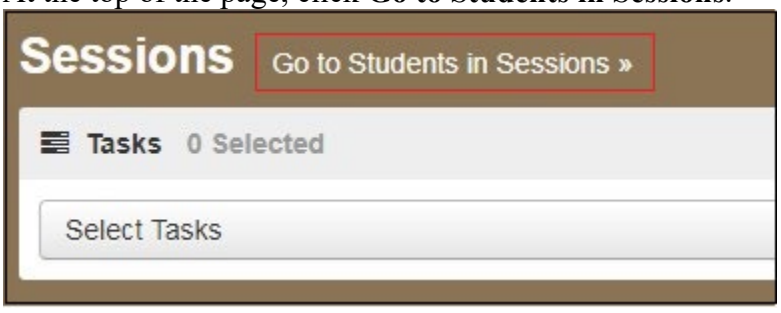

2. Search for your session using the *Find Sessions* field, or click the arrow by **Search** to show all results.




3. Select the session by clicking the box next to the session name.




4. At the top of the page, click **Go to Students in Sessions**.



5. Click the session name from the Session List area.

6. Click **Prepare Session**.

7. The session will show as "Waiting" as it's being prepared.

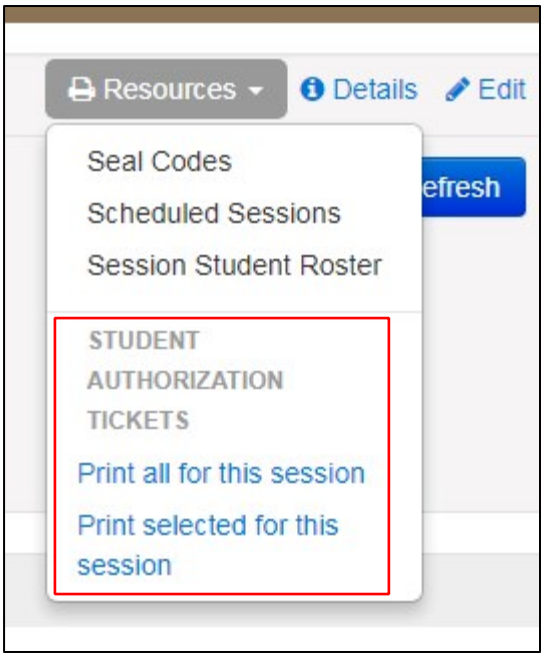
8. Once it's completed preparing, it will show as Ready.

## Printing Authorization Tickets

Authorization tickets include a Username and Password for each individual sample student. This information is necessary in order to log in to the Infrastructure Trial.

1. From the **Testing** tab, go to the ***Students in Sessions*** page, add test session(s) to the Sessions list on the left side of the page. Click **Refresh** to update the data being displayed.
2. Click a session to select it from the list.

   If you have trouble finding your session, go to **Testing** > **Sessions** and select the test session that contains the student(s) whose status you wish to view. Return to **Students in Sessions** and the session will already be listed.
3. Open the **Resources** drop-down menu and select the layout of authorization tickets you wish to print.




   The authorization tickets can be downloaded in four different layouts:

   - 1 Per Page
   - Multiple Per Page
   - Grid
   - List

   It is strongly recommended that you select one format and use it consistently at your school.
4. Once the new tab opens, print the authorization tickets.

## Configuring Browser Settings for Caching Content and Caching Test Content

**Note:** Proctor Caching is not required, but it is recommended for use in low-bandwidth environments. Follow these steps only if the school is Proctor Caching.

Once the sessions have been created, the test content has to be cached. In order to configure the browser settings for caching test content and then to cache test content, go to https://support.assessment.pearson.com/x/dRFgAQ.

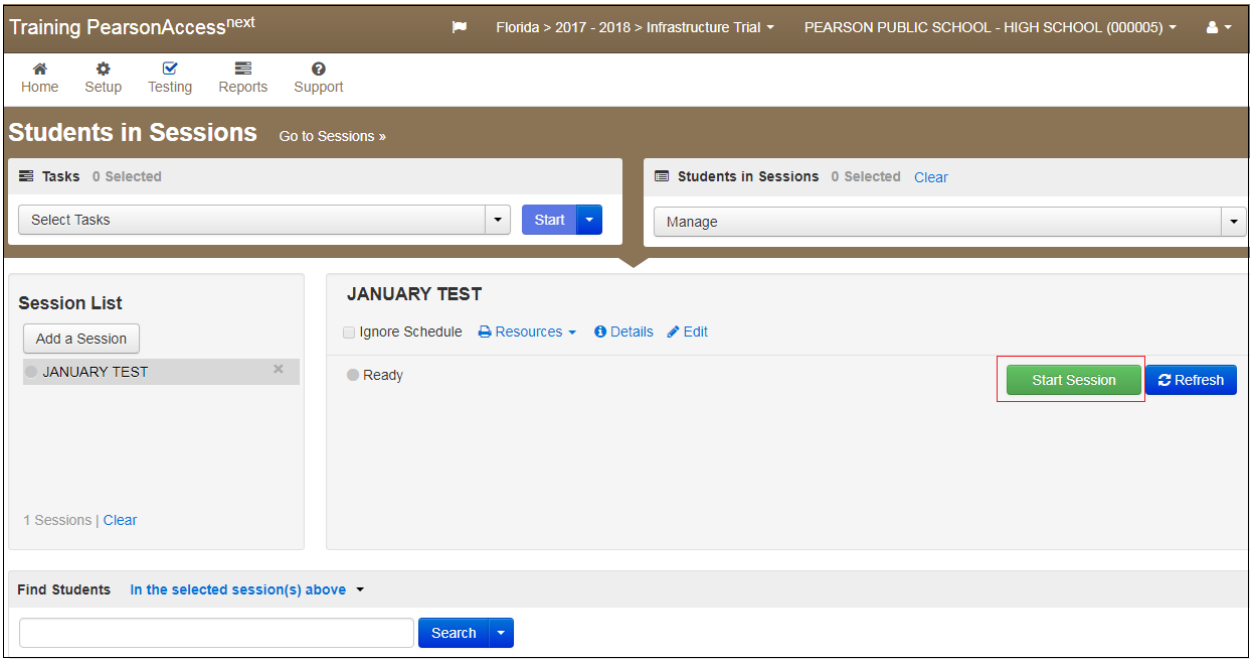
Follow all instructions for the activities below:

- Configuring browser settings to cache test content
- Caching test content

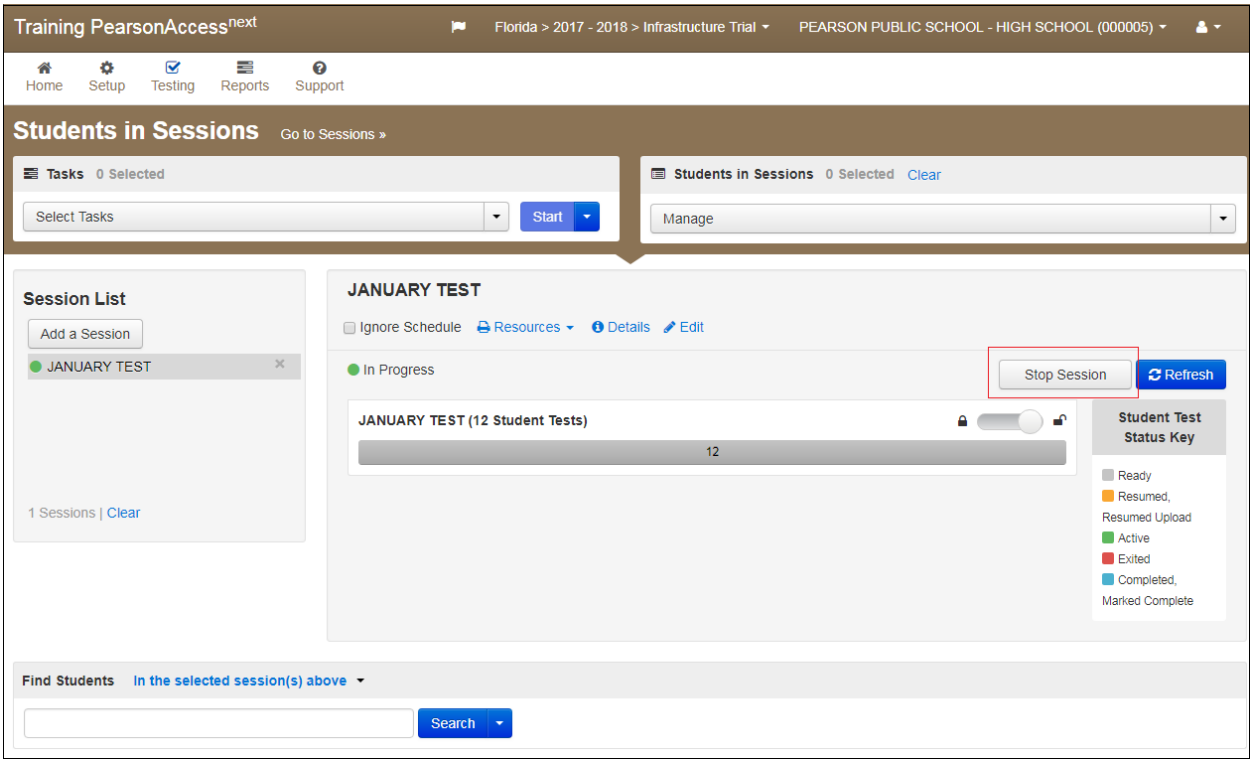
## Starting a Session

The session must be started before sample students are able to log in to the Infrastructure Trial.

1. Go to the **Testing** tab and select **Students in Sessions**.
2. Click the session name to go to the details screen for that test session.
3. Click the green **Start Session** button near the center of the screen.



Once the session has been started, the **Start Session** button changes to a **Stop Session** button.




## Conducting an Infrastructure Trial at a School

On the day of your Infrastructure Trial, volunteers will be needed to simulate the testing process. A volunteer is not necessary for each computer, because one person can log in and navigate through the trial on multiple computers.

Volunteers should be provided with authorization tickets so they may log in on multiple computers (5–8 tickets per volunteer is recommended). Once authorization tickets have been designated for each volunteer, call the volunteers into the room.

Once the Infrastructure Trial session has been started, a volunteer must be logged in to each computer to be used for testing.

## Script for the Infrastructure Trial

**Note**: The Infrastructure Trial is **not** to be used for student practice. The Infrastructure Trial uses mock content to allow districts and schools to simulate a computer-based administration for testing hardware and network connectivity prior to the operational administration.

Distribute the designated authorization tickets to each volunteer. Each volunteer should be provided a pen or pencil and should log any issues on the back of his or her student authorization ticket.

| | |
|---|---|
| **SAY** | Thank you for participating in the Infrastructure Trial. I have provided you with a student authorization ticket and a pen or pencil. If you encounter any problems during the Infrastructure Trial, please describe the problem and state the number of times it occurred on your student authorization ticket. If the problem prohibits you from proceeding with the test, please raise your hand and I or someone else will assist you. Are there any questions? *(Pause.)* |

If students are used to conduct the trial, please say the following:

| | |
|---|---|
| **SAY** | Please remember that the Infrastructure Trial is only for the purpose of testing our school's infrastructure. It is not meant to introduce you to the test items or format.<br><br>Practice tests are provided to introduce you to the tools and the format of the computer-based test questions. After testing today, I can provide you with a website you can use to access a practice test. Are there any questions? |

Answer any questions.

| | |
|---|---|
| **SAY** | Launch the TestNav app and follow the prompts to reach the ***Student Sign In*** screen.<br><br>A ***Sign In*** screen should be displayed after a few seconds. Raise your hand if you do not see the ***Sign In*** screen. |

Assist volunteers as needed and make sure everyone is able to get to the ***Sign In*** screen.

| | |
|---|---|
| **SAY** | Now enter the Username and Password as shown on the authorization ticket and click **Sign In**. |

The Infrastructure Trial will take a few seconds to load. Note any error messages or pop-ups that occur on student devices.

| | |
|---|---|
| **SAY** | Select **Start**, then select **Start** again on the ***Section 1*** screen. You should now see the first item on your screen. |

Assist volunteers as needed and make sure everyone is able to see the first item.

| | |
|---|---|
| **SAY** | Now that the Infrastructure Trial has loaded, take about 10 seconds on each item before proceeding to the next question by clicking the forward arrow at the top of the screen. Don't bother taking time to work the questions, just mark a random answer and move on.<br><br>You will see questions repeated in each section. For the purposes of this trial, do not pay attention to the content of the questions.<br><br>During the course of the Infrastructure Trial, take some time to use each tool. These include the Answer Eliminator, Bookmark, Calculator, Highlighter, Color Contrast, Magnifier, Line Reader, Answer Masking, Text-to-Speech, and Exhibits window tools. Does anyone have any questions about how to use the tools or how to navigate between questions? |

Answer any questions.

| | |
|---|---|
| **SAY** | When you reach the end of Section 1, click **Submit**, then **Yes**. Continue completing the items and using the tools in all the sections.<br><br>When you reach the last question of Section 5, click the forward arrow. Then click **Submit Final Answers** and then select **Yes, Submit Final Answers**. Use your Student Authorization Ticket to record any additional comments about your experience and turn in your ticket.<br><br>Now, proceed through the trial. |

Walk around the room and assist volunteers as needed in order to complete the Infrastructure Trial.

If students were used for the trial and they are interested in accessing practice tests, direct them to http://florida.pearsonaccessnext.com/resources-training.

See the Follow-Up section for how to provide your district and Pearson with feedback on your Infrastructure Trial.

## Monitoring Sessions

The following table lists the statuses that may appear for a student in the ***Students in Sessions*** page and a description of what each status indicates.

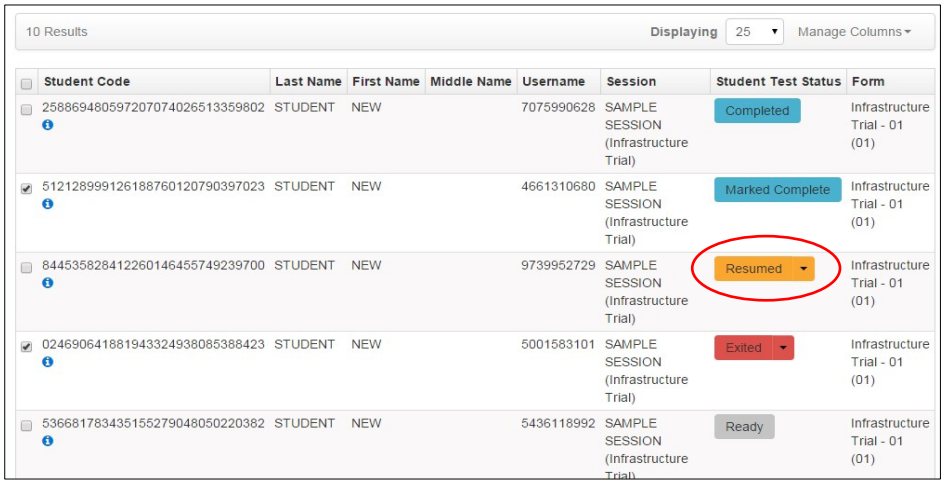
| | |
|---|---|
| Ready | The student has not started the test. |
| Active | The student has logged in and started the test. |
| Exited | The student has exited the test but has not submitted his or her test. (The student cannot resume the test unless authorized by the school assessment coordinator or the test administrator, if applicable.) |
| Resumed | The student has been authorized to resume the test but has not yet logged in. |
| Resumed-Uploaded | The student has been authorized to resume the test, and any responses saved locally will be uploaded. |
| Completed | The student's submitted test data have been processed. |
| Marked Complete | The student has exited the test and will not resume the same test. The test has been submitted for scoring. |

If a student logs out of the session at any point before the test is completed, the student will need to be resumed before the student can log in again. Another option is to provide the student a new, unused ticket instead of being resumed. This can be left up to the discretion of the school assessment coordinator running the trial.

A student will show as Exited if they have exited the session before the test is submitted. Before a session can be stopped, Ready students must be removed and remaining students must be either in Completed or Marked Complete status.

### To Resume a Student

1. To resume a sample student, click the arrow next to the student's status and select **Resume**. Only students in Active or Exited status can be resumed.



2. Once resumed, a student can login with their ticket to complete the test. The student's status will update in the ***Students in Sessions*** screen to an orange indicator showing they have been resumed.

# After the Infrastructure Trial

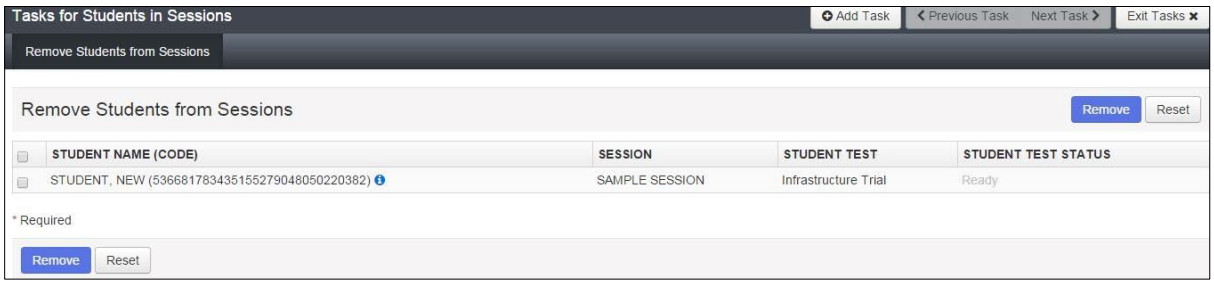
Once an Infrastructure Trial has been completed, the Infrastructure Trial session can be stopped and test content can be purged from the Proctor Caching computer(s), if your school Proctor Cached.

## Stopping a Session

Before a session can be stopped, remove all Ready students from the session. Remaining students must be either in Completed or Marked Complete status.

**To remove Ready students from a test session:**

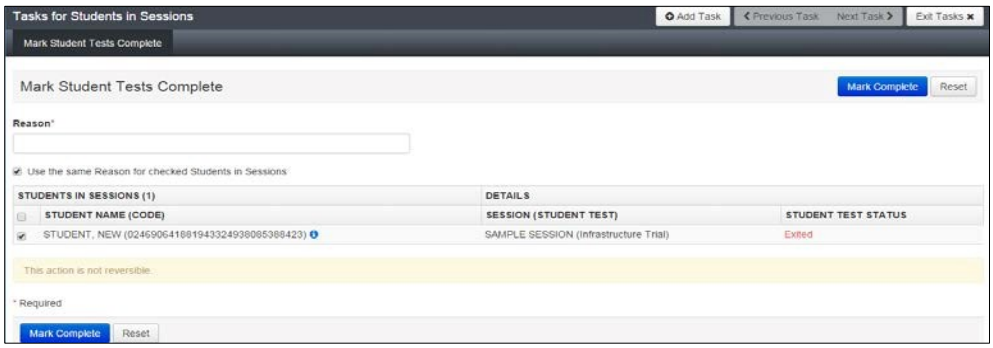
1. Go to ***the Students in Sessions*** screen and open the **Select Tasks** list. Select **Remove Students from Sessions** and click **Start**.
2. Check the box next to the student name(s).




3. Click **Remove**.

**To mark a student's test complete (students in a status other than Ready or Completed):**

1. Go to the ***Students in Sessions*** screen and open the **Select Tasks** list. Select **Mark Student Tests Complete** and click **Start**.
2. Check the box next to the student's name.
3. Enter comments in the *Reason* text box.




4. Click **Mark Complete.**

Once all Ready students have been removed and all students are in Completed or Marked Complete status, the session can be stopped. To stop the session, click **Stop Session** at the top of the session page.

## Purging Test Content

If your school Proctor Cached, once the Infrastructure Trial has been conducted, the test content should be purged from the proctor cache. The instructions can be found here: https://support.assessment.pearson.com/x/HAACAQ.

# Follow-Up

Once your Infrastructure Trial has been completed, the computer-based testing team at the school should review all notes from the Infrastructure Trial. Follow up with Pearson Customer Support on any specific technology issues. The school should also share these notes with the district computer-based testing team. The district may also request additional confirmation that the trial has been completed successfully. Report to the district any issues that cannot be resolved with assistance from Pearson, or any comments that will help in designing future Infrastructure Trials.