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Technical Guide for Online Testing

The ACT®

www.act.org

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TESTNAV OVERVIEW

Overview

An overview of using TestNav, including which version is needed, the advantage of completing technical readiness, and using Chromebooks.

Required Version of TestNav

The required version of the TestNav app is 1.15.x. See the Locate TestNav Version Number section for instructions on how to know which version you may already have downloaded. To set up the required version of the app, go to: **https://support.assessment.pearson.com/display/TN/Set+up+and+Use+TestNav**.

An error message will appear when attempting to launch if the required version is not installed.

Confirming That Chromebooks Are Managed

If your test site uses Chromebooks, they must be managed by the test site. You can manage your organization's Chrome devices from a single place using Chrome device management.

Before setting up TestNav on Chromebooks that will be used for testing, verify that the Chromebooks are managed. View the **See if your Chromebook is managed** information at **https://support.google.com/chromebook/answer/1331549?hl=en**.

Using TestNav with Screen Reader and Touch Screen

Screen Reader: TestNav currently offers support for the following screen readers:

- JAWS (2019 or later)
- NVDA (2020 or later)
- VoiceOver (macOS & iPadOS)

Screen reader use requires approved ACT accommodation, and students must use ACT's screen reader compatible test forms.

Touch Screen: ACT recommends testing on the exact device type prior to administration, especially when touch input is the primary interaction method.

Supported Interactions include:

- Pinch-to-zoom gestures such as two-finger pinch in/out
- Tap-based navigation for answering questions, opening menus, and accessing built-in accessibility tools like answer masking, line reader, color contrast, etc.
- Use of on-screen keyboards, consistent with the operating system's native behavior

TESTNAV SYSTEM REQUIREMENTS

System Requirements

Information about hardware and software requirements, virtual environments and thin clients, exempt listing, and using a wireless network.

Note: Technical requirements may change on a quarterly basis.

Minimum Hardware Requirements for TestNav

To determine if your site has enough computers to test all examinees, use this formula:

[number of devices] x [number of days you plan to test] = examinee capacity

For an optimal testing experience, avoid using any computer that takes 10 seconds or more to start and run applications.

Please refer to the TestNav System requirements page at **https://support.assessment.pearson.com/TN/testnav-system-requirements-18613791.html**.

Note: Tablet mode means using the device as a touchscreen device without a keyboard and mouse/touchpad attached.

Note: Students authorized to test with assistive technology devices will be able to test on a laptop or desktop computer or via paper testing. Students testing with iPads will be able to use available accessibility features and authorized accommodations and language supports. However, support for iPads with assistive technology devices remains in development. ACT strongly recommends that examinees taking the writing test on an iPad use an external keyboard.

IMPORTANT: Linux devices are not supported at this time. An examinee's score will be canceled if a Linux device is used for testing.

Note: Only school/district owned and managed testing devices may be used for testing online. The school/district must own and have the administrative rights to the testing device.

Virtual Environment and Thin Client Are Not Supported

ACT does not provide support for customers utilizing virtualization/thin clients. These tools should not be used for testing.

Software Requirements for TestNav

Software requirements may update throughout the year. Please refer to the TestNav System requirements page at **https://support.assessment.pearson.com/TN/testnav-system-requirements-18613791.html**.

Exempt Listing for TestNav

The test delivery URLs below should be exempted from filtering and inspection within all network security appliances and software such as firewalls, content filters, gateway antimalware/antivirus as well as locally installed security software. Asterisks noted below are required as **wildcards**.

IMPORTANT: Failing to exempt-list ALL URLs listed below will result in issues during technical readiness and on test day.

URL:Port

- *.testnav.com:80
- *.testnav.com:443
- *.act.org:80
- *.act.org:443
- *.pearsontestcontent.com:80
- *.pearsontestcontent.com:443
- *.thawte.com
- *.usertrust.com
- *.comodoca.com
- .google-analytics.com (optional)
- *.chime.aws
  - TCP:443
  - UDP:3478

Note: See **Network Requirements and Guidelines** *for more information.*

Proxy Servers

Exempt 127.0.0.1 from all proxy services.

Proxy servers can cause delays in TestNav traffic that can sometimes cause communication timeouts. Some web-based content filters can act as a proxy. As a result, Pearson support recommends that you add TestNav URLs to proxy bypass lists, when possible.

Firewalls

Exempt TestNav URLs from firewall inspection, when possible.

Gateway antivirus inspection, deep packet inspection, reverse DNS checks, gateway SSL decryption/inspection are some firewall services that can interrupt TestNav traffic.

Content Filtering

Exempt-list TestNav URLs within any applicable services.

Security/content filter services can interrupt TestNav traffic. Services such as reverse-DNS checks, SSL decryption/inspection, deep packet inspection, HTTP inspection, blocking audio/multimedia files, and blocking archival files have all been known to cause TestNav interruptions.

Tips for Using a Wireless Network

The increase in devices accessing organization networks increases the need for stable Wi-Fi networks, daily monitoring, and maintenance. To help network administrators stabilize Wi-Fi for online testing, use these tips:

- Disable low-end wireless protocols not being used.
- Disable Wi-Fi on mobile devices to avoid potential interference.
- Ask test rooms to stagger logins to minimize initial loading time on test day.
- Conduct a site survey to determine how many wireless access points the organization needs:

  - ~ Evaluate existing infrastructure, network design, and Wi-Fi.
  - ~ Count the number of user devices.
  - ~ Examine the type of user traffic and interference.
- Install access points more densely to decrease potential overload.
- Reduce Wi-Fi interference from solid materials such as brick, concrete, metal, bookshelves, and cabinets.
- Point adjustable Wi-Fi antennas at examinee devices or move examinee devices directly under the access point.
- Make sure that no other Wi-Fi networks are using the same channel.
- Check your access point user guide to determine if your access points can detect the least congested Wi-Fi channel.
- Reduce interference from devices that may not be on Wi-Fi, but may use the same frequency to connect (e.g., cordless phones, Bluetooth-enabled devices, and examinee mobile devices).
- Temporarily turn off or unplug electronics to reduce wireless interference during testing.

PREPARING TESTNAV

Overview

Instructions to download TestNav can be found at https://support.assessment.pearson.com/TN/download-testnav-57082522.html

Download TestNav on Windows

To download TestNav for Windows, use the following link to guide you through the process. **https://support.assessment.pearson.com/TN/set-up-testnav-on-windows-20054054.html**

Run the TestNav App Check.

Download TestNav on macOS

To download TestNav for macOS, use the following link to guide you through the process. **https://support.assessment.pearson.com/TN/set-up-testnav-on-macos-20054052.html**

Run the TestNav App Check.

*Note: For macOS, you must grant TestNav full privacy and accessibility control to administer secure tests. Select **System Preferences** > **Security & Privacy** > **Privacy**. Scroll to Accessibility, and add or select **TestNav**.*

Download TestNav on iPadOS

To download TestNav for iPadOS, use the following link to guide you through the process. **https://support.assessment.pearson.com/TN/set-up-testnav-on-ipados-18614072.html**

Note: For certain features, TestNav requires access to the iPad microphone and camera. To ensure an uninterrupted testing experience, permission to use the microphone and camera must be granted. (ACT tests do not access the camera. The microphone is only used if testing with the Speech-to-Text accommodation.)

*Note: The examinee will need to "Confirm App Self Lock" when signing in to TestNav. They must select **Yes**. If they select **No**, they cannot continue testing in the secure test.*

Run the TestNav App Check.

Download TestNav on Chromebooks

To download TestNav for ChromeOS, use the following link to guide you through the process. **https://support.assessment.pearson.com/TN/set-up-testnav-on-chromeos-18614070.html**

Note: On Chromebooks, if you see Browser Check rather than App Check go back through the steps to ensure none were missed.

Run the TestNav App Check.

Locate TestNav Version Number

1. If you see "Where do you want to go?" at the top of your screen, go to step two. If not, select the person icon in the upper right-hand corner and select **Choose a different customer**.
2. Locate the small gray text at the bottom of the screen.

   The version number is located at the end of the second row of text.

TestNav App Check

The TestNav App Check tool contains two components:

- App Check: Used to verify that the testing device is able to securely lock down, access test content, write to save locations, and submit responses to the online testing servers.
- Network Check: Used to evaluate network performance based on the number of simultaneous testers expected during the administration.

It is recommended that the TestNav App Check is run on every examinee device in the organization.

Running the App Check will confirm TestNav's ability to enter full screen or kiosk mode and check connectivity to the online testing servers.

It also checks the testing computer for the following enabled features that need to be disabled:

- The ability to save multiple items in the Cloud Clipboard
- The ability to sync across devices in the Cloud Clipboard
- Airplay screen-saving

Note: The TestNav App Check tool is informational only. The most effective way to confirm the network is ready is by performing Technical Readiness.

Run the TestNav App Check

Set up TestNav on each examinee device before running the App Check. For Chromebooks, open them in kiosk mode (open the app without logging in to the Chromebook) for the TestNav App Check to work.

1. Select the TestNav shortcut on your desktop or go to the **Start** menu and select All Programs, Pearson, and then **TestNav**.

   The **Customer Selection** screen appears.
2. Follow the appropriate next step.
   - If you administer more than one product using TestNav, go to the **User** drop-down, and select **Choose a different customer**, and then select the appropriate ACT product tile from the list.
3. Select the **User** drop-down, and then **App Check**.
4. Leave the Configuration Identifier field blank and then select **Run App Check**.

   A green success message will appear if the system passed; a red failure message will appear if the system failed.

Run the Network Check via TestNav App Check

1. Select the TestNav shortcut on your desktop or open the **Start** menu and select All Programs, Pearson, and then **TestNav**. The **Customer Selection** screen appears.
2. Follow the appropriate next step.
   - If you administer more than one product using TestNav, go to the **User** drop-down, and select **Choose a different customer**, and then select the appropriate ACT product tile from the list.

3. Select the **User** drop-down, and then **App Check**.
4. Select **Run Network Check**.
5. Select the number of computers you plan to administer a test on and select **Start Diagnostics Test**.
6. Your test results will display on screen.
7. If the test results indicate Pass, you're good to test.
8. If the test results indicate Fail, it is recommended that you switch to paper testing.

Freezing the Test Environment

Once the test environment is configured for TestNav, "freeze" the configuration until online testing is finished at the organization. This is not something that is done in TestNav; instead, it is completed locally. Freezing the configuration means that all devices used for testing need to be administrator controlled during this time: no software of any sort should be downloaded or updated, including operating system updates. If the test environment must be updated before testing, or between testing windows, please rerun the TestNav App Check and "refreeze" the test environment.

USING SAVED RESPONSE AND LOG FILES

SRF and Log Files

Information about saved response files, log files, and save locations.

Understanding SRF and Log Files

TestNav saves student responses to a local, encrypted backup file called a saved response file (SRF) when it cannot communicate with the server. In some scenarios, TestNav allows the student to select **Retry** within an error message to try submitting the response again. If the system cannot transmit the response, the student is exited from the test, and the student can resume testing at a later time, without losing the saved response.

This process automatically occurs without additional installation or action.

- When the network is functioning normally, TestNav sends student responses to the testing server while the student tests.
- When the network is not functioning normally and a student's testing device cannot transmit responses to the server, TestNav saves the student's responses to the SRF.
- TestNav also writes to a log file during the test session. The log file helps to troubleshoot issues if they occur.
- Should testing be interrupted in this way, contact ACT for support.

OVERVIEW OF ACT NOW ONLINE ADMINISTRATION

Overview

This guide will help technical staff configure an organization's systems for the tests taken online.

Frequently Used Links

Site	Url
TestNav Online Support	**https://support.assessment.pearson.com/TN**
Download TestNav Software	**https://download.testnav.com**

Systems for Online Testing

ACT Now is the application used by districts and schools to manage organizations, users, and students for the life cycle of your ACT testing contract.

ACT® Test Center Manager™ (ACT® TCM™) is the application used by test center staff to manage site details, administer tests (including verbal instructions), review ACT policies, and report all required test event details. Users launch TCM via their ACT Now accounts.

TestNav is the test delivery engine used by examinees to take the tests. It can be downloaded at **https://download.testnav.com**.

Equipment at Your Organization

The technical coordinator needs to know the following information about the organization's equipment to ensure it meets hardware, software, and other technical requirements defined by ACT.

Note: Only testing devices owned and managed by the school or district may be used for testing online. The school or district must also have administrative rights to all testing devices.

Category	Information You Need to Know
Internet Connection	• Type of internet connection at your organization • Internet bandwidth/speed
Devices	• Number of devices available for examinees to use • Number of devices available for administrative access • Types of devices • Device owner(s)/administrator(s)
Operating System, Processor, Memory	• Operating system for each device • Processor for each device • Memory for each device
Monitors	• Screen resolution for each device • Display size for each device

Note: ***Browser-based testing is not supported.***

Technical Readiness Steps

The test coordinator and technical coordinator need to complete these steps to administer the tests online.

- **Step 1**
  - ~ The test coordinator appoints a technical coordinator.
  - ~ The technical coordinator reviews technical requirements.

    Note: See the TestNav System Requirements for more information.

- **Step 2**
  - ~ When a test coordinator confirms their organization's participation in an administration, a Technical Readiness Test Event will be created and assigned to all users that have a role of contract coordinator, district test coordinator, school test coordinator, or test coordinator in Test Center Manager (TCM). Do the following to complete the Technical Readiness Test Event:
    - Select the **Technical Readiness Event**.
    - Select **Monitor rooms**. Rooms for both standard timing and Text-To-Speech timings will be available.

      Note: Each room will have ten students assigned.

    - Select **Manage online testing** to view the rooms with all of the students along with the seal codes needed for each test.

      Note: If you select a student you will be able to see the student's username and password, or you can download authorization tickets that contain the usernames and passwords.

- **Step 3**
  - ~ The technical coordinator validates configuration by using the sample students' credentials from the Technical Readiness Test Event in TCM. The test coordinator will need to open the room in TCM, and unlock the student's test. The technical coordinator should log in to TestNav on a device that will be used to test. Navigate through each test section to validate configuration. Users should answer at least five test questions in each test prior to skipping to the end of the section and submitting the test. If unable to successfully complete the test, contact ACT for assistance.

Technical Coordinator Role

The technical coordinator installs and configures TestNav and helps the test coordinator set up computers for testing.

The person in this role must be available on test day to troubleshoot any technical issues that may arise. If the technical coordinator is not local, they should have a way to quickly engage information technology (IT) staff during technical readiness and on test day.

Technical Coordinator Responsibilities

- Make sure the school's computers and infrastructure meet online testing requirements.
- Prepare for testing by using the Technical Readiness Test Event in TCM. Have the test coordinator navigate to the **Monitor rooms** tab, and select one of the technical readiness rooms to open. **Open the room** and unlock the examinees' tests. The test coordinator can then provide a sample student username and password to use when logging in to TestNav. Contact ACT if you are unable to successfully complete the technical readiness test.
- Once a room is closed it can not be opened.
- Help the test coordinator and other staff set up for test day (includes examinee and administrative computers and test rooms).
- Launch the technical readiness test in TestNav on one computer to confirm network infrastructure is ready.
- Rerun applicable system checks the week before test day on all applicable computers if the test environment is unfrozen for an update.
- Troubleshoot technical issues staff or examinees may have on test day.

  Note: It is crucial that the room type is not modified when confirming and opening the room. If modified, the room and students cannot be used to confirm system readiness.

Administrative Computer in Each Room

Each test room must have a computer that the room supervisor will use to access TCM on test day. The room supervisor will use TCM to open online testing rooms, locate seal codes, unlock student tests, read verbal instructions, enter irregularities, monitor student progress, and to close the room when testing is complete. This computer must reside in an area where the room supervisor can see all examinees in the room.

Preparing Devices to Ensure Test Content Security

Preparing Administrative Computers

Turn off or disable any management software that would allow secure test content on examinee testing devices to be viewed on any other device (e.g., LanSchool, NetopVision, Hapara, or similar applications).

Preparing Examinee Computers

All software applications, Internet browsers, cameras (still and video), screen capture programs (live and recorded, such as Microsoft Teams), email, instant messaging, application switching, media players (such as iTunes), spelling or grammar check applications (such as Grammarly), and printing capability must be closed before testing begins.

Failure to close applications will result in the examinee receiving an error when they attempt to log into TestNav. The error will not be resolved until the applications are closed and no longer running in the background.

Disabling Automatic Application Launching and Notifications

TestNav must be the only application running on examinees' computers during testing. If an application launches during a test session, TestNav will exit the examinee from TestNav. Before testing, configure any applications that may automatically launch to **disable automatic launch**.

Common automatic launches to disable:

- Antivirus software performs automatic updates.
- Power management software on laptops warns of low battery power.
- Screen savers activate.
- The computer goes into sleep mode.
- Email notifications appear.
- Calendar notifications appear.
- Laptops prompt for software updates.

IMPORTANT: Failing to disable the suggested applications and notifications could result in issues during the mock administration and on test day.

Note: For macOS, disable Siri and/or dictation services before attempting to sign in to TestNav. For Windows, disable Xbox Game Bar, clipboard history, and text suggestions. If you use computer restoration or imaging software (for example, Deep Freeze), exclude the Pearson directory and the logs directory, as these contain student backup files and logs for troubleshooting.

Ongoing Support

All of these steps are to help you prepare for a successful online test day.

However, if you experience any issues during Technical Readiness, or if students experience issues on test day and receive a TestNav error code, contact ACT with the error code from TestNav. ACT will assist in troubleshooting steps, including identifying and resolving the error codes, requesting the SRF and log files, or other required support.

OVERVIEW OF THE PEARSONACCESS^{NEXT} ONLINE ADMINISTRATION

Overview

Frequently Used Links

Site	Url
TestNav Online Support	**https://support.assessment.pearson.com/TN**
PearsonAccess^{next}	**https://testadmin.act.org**
PearsonAccess^{next} Mock Administration (training site)	**https://training.testadmin.act.org**
Download TestNav Software	**https://download.testnav.com**

Systems for Online Testing

PearsonAccess^{next} is the web application used by test staff (e.g., test coordinators, room supervisors) to manage online testing and start and monitor tests. It is located at **https://testadmin.act.org**.

TestNav is the test delivery engine used by examinees to take the tests. It can be downloaded at **https://download.testnav.com**.

Equipment at Your Organization

The technical coordinator needs to know the following information about the organization's equipment to ensure it meets hardware, software, and other technical requirements defined by ACT.

Note: Only testing devices owned and managed by the school or district may be used for testing online. The school or district must also have administrative rights to all testing devices.

Category	Information You Need to Know
Internet Connection	• Type of internet connection at your organization • Internet bandwidth/speed
Devices	• Number of devices available for examinees to use • Number of devices available for administrative access • Types of devices • Device owner(s)/administrator(s)
Operating System, Processor, Memory	• Operating system for each device • Processor for each device • Memory for each device
Monitors	• Screen resolution for each device • Display size for each device

Note: ***Browser-based testing is not supported.***

Site Readiness Steps

The test coordinator and technical coordinator need to complete these steps to administer the test online.

- **Step 1**
  - ~ The test coordinator appoints a technical coordinator.
  - ~ The technical coordinator reviews technical requirements.
- **Step 2**
  - ~ The test coordinator completes a mock administration and training (if the site meets **TestNav System Requirements**).
    - If the mock administration is successful, move to Step 3.
    - If it is not successful, refer to the note below for troubleshooting information or contact ACT for additional support.

  Note: See the TestNav System Requirements section for more information.

- **Step 3**
  - ~ The technical coordinator validates configuration and locks down devices.

Note: If at any point the technical coordinator doubts that online testing can be accomplished, the technical coordinator should advise the test coordinator immediately. The test coordinator should notify the state or district test coordinator.

Technical Coordinator Role

The technical coordinator installs and configures TestNav and helps the test coordinator set up computers for testing.

The person in this role must be available on test day to troubleshoot any technical issues that may arise. If the technical coordinator is not local, they should have a way to quickly engage information technology (IT) staff during technical readiness and on test day.

Technical Coordinator Responsibilities

- Make sure the school's computers and infrastructure meet online testing requirements.
- Help the test coordinator and other staff set up for test day (includes examinee and administrative computers and test rooms).

- Rerun applicable system checks the week before test day on all applicable computers if the test environment is unfrozen for an update.
- Troubleshoot technical issues staff or examinees may have on test day.

Administrative Computer in Each Room

Each test room must have a computer that the room supervisor will use to access PearsonAccess^{next} to unlock, start, monitor, manage, and stop test sessions for the room. This computer must reside in an area where the room supervisor can see all examinees in the room and meet the requirements listed at **https://support.assessment.pearson.com/display/PAsup/System+Requirements**. Ensure that the administrative computer can successfully launch and use PearsonAccess^{next}.

Preparing Devices to Ensure Test Content Security

Preparing Administrative Computers

Turn off or disable any management software that would allow secure test content on examinee testing devices to be viewed on any other device (e.g., LanSchool, NetopVision, Hapara, or similar applications).

Preparing Examinee Computers

All software applications, Internet browsers, cameras (still and video), screen capture programs (live and recorded, such as Microsoft Teams), email, instant messaging, application switching, media players (such as iTunes), spelling or grammar check applications (such as Grammarly), and printing capability must be closed before testing begins.

Failure to close applications will result in the examinee receiving an error when they attempt to log into TestNav. The error will not be resolved until the applications are closed and no longer running in the background.

Disabling Automatic Application Launching and Notifications

TestNav must be the only application running on examinees' computers during testing. If an application launches during a test session, TestNav will exit the examinee from TestNav. Before testing, configure any applications that may automatically launch to **disable automatic launch**.

Common automatic launches to disable:

- Antivirus software performs automatic updates.
- Power management software on laptops warns of low battery power.
- Screen savers activate.
- The computer goes into sleep mode.
- Email notifications appear.
- Calendar notifications appear.
- Laptops prompt for software updates.

  IMPORTANT: Failing to disable the suggested applications and notifications could result in issues during the mock administration and on test day.

  Note: For macOS, disable Siri and/or dictation services before attempting to sign in to TestNav. For Windows, disable Xbox Game Bar, clipboard history, and text suggestions. If you use computer restoration or imaging software (for example, Deep Freeze), exclude the Pearson directory and the logs directory, as these contain student backup files and logs for troubleshooting.

Ongoing Support

All of these steps are to help you prepare for a successful online test day.

However, if you experience any issues during the mock administration, or if students experience issues on test day and receive a TestNav error code, contact ACT with the error code from TestNav. ACT will assist in troubleshooting steps, including identifying and resolving the error codes, requesting the SRF and log files, or other required support.

