

Infrastructure Readiness Checklist 2019–20

Overview

Technology Staff

This checklist will help you prepare for the 2019–20 MCA administration. Tasks are listed chronologically. To limit test day technical issues, technology staff should perform the tasks below according to the recommended timelines. As district infrastructure changes, relevant tasks that had been completed before testing should be reassessed to ensure any changes did not impact completed readiness efforts.

TestNav is accessed via Installable TestNav software. It is available as an app for tablets, Chromebooks, and Windows 10 devices through the Microsoft Store, or as TestNav Desktop, a traditional installation, for desktop and laptop computers. It is downloaded, installed, set up, and verified by technology staff.

Resources referenced in this checklist are available on the PearsonAccess Next website:

- The [TestNav 8 Online Support page](#) (PearsonAccess Next > TestNav 8 Online Support (under Quick Links)) includes system requirements, detailed setup instructions for supported devices, infrastructure and network preparation, troubleshooting guidance, App Check and ProctorCache information, and complete error code documentation
- The [User Guides page](#) (PearsonAccess Next > Resources & Training > User Guides) includes Minnesota-specific system user guides and quick guides.

Refer to the TestNav 8 Online Support page often for hardware and software requirements updates and technical bulletins, especially the [Recently Updated page](#) to quickly view new updates.

- Updates to hardware requirements will require you to work closely with the District Assessment Coordinator (DAC) to ensure that hardware, such as the type of headphones or keyboards, are available in the format needed on testing day. For example, bluetooth headphones are not allowed for testing and mice are recommended, but not required.
- The System Requirements page is regularly updated under Testing In Progress, as new operating systems are released and internal verification takes place before officially being supported by TestNav.

Review the *Assessment Update* sent by the Minnesota Department of Education (MDE) every Wednesday, which includes a Tech Update section for relevant technology information, troubleshooting guidance, and implementation resources. Past [Assessment Update](#) issues are also posted to PearsonAccess Next under MDE updates (PearsonAccess Next > MDE Updates > Assessment Update).

Test Security Reminders

- Annually complete the *Test Security Training* before testing, as well as any other trainings required by your district.
- Do not use actual student tests to prepare for test administration. Instead, follow the steps in this checklist to ensure your sites are ready for testing.
- Follow your district's policies and procedures for providing technology assistance during testing. If you need to report a technical issue within your district or to Pearson, write down any error messages or codes along with the student and testing device information. Do not take a picture of the error message or include any information on the content of the item when you report technical issues.
- Although there may be situations where you have access to test content, such as during a technical issue, you must not copy, share, or reference test content in any way.
- Report any test security violations immediately to your District or School Assessment Coordinator.

District Assessment Coordinators (DACs)

District Assessment Coordinators (DACs) will be the primary recipients of memos that provide information about test administration. It is important for DACs and technology staff to develop a communication plan for sharing this information and for determining how communication with the Pearson help desk will be handled at the district. The Pearson help desk can be reached at 888-817-8659 or you may [submit a Pearson help desk request online](#).

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Recommendations for Proctor Cache

Due to increased bandwidth now available in schools throughout Minnesota, MDE and Pearson no longer recommend proctor caching for the Reading and Mathematics MCAs, which due to their adaptive nature, require continual communication with Pearson servers. Proctor Cache is also not recommended for Data Entry tests. However, MDE and Pearson still recommend considering proctor caching for the Science and Science Script MCAs since they are not adaptive and are large in size due to simulations and animations. In determining whether or not to proctor cache for the 2019–20 test administration, review your district's available bandwidth and run the infrastructure readiness checks without a precaching computer. Pearson recommends districts have a bandwidth of 100kbps/per student, which nearly every Minnesota district surpasses. If you have any questions or concerns around proctor caching, please contact the Pearson help desk.

Technology Office Hours

In addition to the Pearson help desk, you may also utilize Pearson's [Technology Office Hours](#) and schedule a one-on-one virtual meeting with a technology field engineer to talk through edge cases, specific setup instructions, or discuss other challenges.

Complete Technology Setup (Required) 2 Months Prior to Testing

1	DACs must set up any new user accounts for the Technology Staff user role. Users must be created in both PearsonAccess Next (for test administration) and the Training Center (for the Infrastructure Trial) if they need to have access to both sites. The Training Center should only be used for technology preparation. No action is required for technology staff who already have active PearsonAccess Next accounts. Any user accounts that have been disabled due to inactivity must be restored. DACs may refer to the PearsonAccess Next User Accounts Guide for additional information on creating or updating user accounts.
2	Identify student testing devices, administrator/Test Monitor devices, and designated ProctorCache machines (if applicable) and review the PearsonAccess Next System Requirements in order to ensure optimal performance to prepare for and administer assessments in PearsonAccess Next.
3	Verify that student testing devices, administrator/Test Monitor devices, and designated ProctorCache machines (if applicable) comply with hardware/software requirements by reviewing the TestNav System Requirements page and ProctorCache System Requirements page .

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4	<p>Review the Set Up and Use TestNav page. In the days before testing, confirm that all programs and applications are closed or disabled on the student testing device.</p> <p>Software applications need to be closed or disabled on all student testing devices on the days students are to test. Check devices and take an inventory of software applications, including:</p> <ul style="list-style-type: none">• Cameras (still and video)• Screen capture programs (live and recorded, e.g., Skype)• Mirroring software• Email• Instant messaging• Application switching• Media players (e.g., iTunes)• Windows Cloud Clipboard• Printing capabilities• Screen share applications• Any other application that will launch automatically and terminate testing. <p>Configure the common applications listed below NOT to launch on any student testing devices during testing sessions:</p> <ul style="list-style-type: none">• Anti-virus software performing automatic updates• Autofill (verify it is not accessible)• Power management software on laptops warning of low battery levels• Screen savers and sleep mode• Email with auto message notification• Calendar applications with notifications (e.g., Google Calendar)• Pop-up blockers• Set automatic updates (e.g., iTunes) <p>For security reasons, TestNav automatically blocks students from logging in when blacklisted applications are running on the testing device. Note: If your district or school uses desktop virtualization/thin client, blacklisted applications that are open on any thin client devices may prevent TestNav from opening.</p> <p>Prior to student testing, consider creating a generic user profile to be used during testing that locks the user from opening applications other than TestNav. This prevents other applications (i.e. YouTube) from running in the background while the student takes the test.</p>
5	<p>Install the TestNav app and follow the specific setup steps for each type of device that you will use. Detailed setup steps for all supported devices and configurations can be found on the Set up and Use TestNav page. If the TestNav application was previously installed on a testing device, you may need to take steps to update before following device specific setup instructions.</p> <ul style="list-style-type: none">• Android, Chrome, and Windows Store apps will update automatically to the latest version if automatic updating is enabled on the device, and no further action is required.• For iOS and desktop versions, you will uninstall the TestNav application using your device's uninstall process, and download and install the updated version of the TestNav application for your device.

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| 6 | <p>Configure all infrastructure services, network devices, and applications that may reject, redirect, reroute, delay or modify network traffic packets between the student test device and Pearson servers. If proctor caching, configure infrastructure services between the ProctorCache machine and Pearson servers. This includes but is not limited to: firewall/content filters, IPS/IDS, network and device security, address translation services, packet inspection, load balancing, and global caching services. At a minimum, your testing configuration should whitelist all traffic from the following list of URLs and allow browser popups for Pearson sites, including PearsonAccess Next.</p> <ul style="list-style-type: none">• *.testnav.com:80• *.testnav.com:443• *.pearsonusercontent.com• *.thawte.com• *.usertrust.com• *.comodoca.com• TCP ports 4480 and 4481 on any ProctorCache machine (for communication between TestNav and the ProctorCache machine)• Google-analytics.com (optional)• Set browsers to allow pop-ups• Allow read and write access to Saved Response File (SRF) locations |
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[Download and install ProctorCache or update proctor caching.](#) ProctorCache is still recommended to be considered for delivery of the Science and Science Script MCAs, which are large fixed-form tests with, simulations and animations. ProctorCache is a software program that enables districts to download encrypted test content to a centralized local computer to host and serve the test content over their intranet, which reduces the amount of bandwidth required for online testing. A district downloads the content once for each test administration.

Note: ProctorCache is not recommended for the Reading and Mathematics MCAs, which due to their adaptive nature, require continual communication with Pearson servers. Proctor Cache is also not recommended for Data Entry tests. Most school districts have ample network capacity to support adaptive testing without the need for local content caching. For direct download of content, Pearson recommends bandwidth of 100kbps/ per student testing which nearly every Minnesota district surpasses.

If your district meets the recommended bandwidth requirement and you want to further evaluate whether proctor caching is needed for the upcoming test administration, skip to Step 8 and create a non-proctor caching TestNav configuration. Conduct the infrastructure Trials without proctor caching content. If you experience issues during the trial, consider scheduling a one-on-one virtual meeting through Pearson's [Technology Office Hours](#) to troubleshoot the issue with a Pearson technology field engineer before returning to Step 7 to setup proctor caching, as the issue may be unrelated to proctor caching.

[Set Up and Use ProctorCache](#) (Recommend considering for the Science and Science Script MCAs only).

- To update ProctorCache to the latest version, you should first purge all test content from prior test administrations using your current installation of ProctorCache. Content downloaded from the previous test year is no longer accessible to district staff and students and should be purged.
 - In your browser, type `http://< ProctorCache IP address>:4480` and select **Enter** to view the proctor caching interface.
 - Select the **Tests** tab. Select the test content to purge by selecting the checkbox next to individual tests or the checkbox at the top of the row to select all tests.
 - Once the test content is selected, select **Purge** and enter the password. ProctorCache requires a password to refresh, reload, or purge content. The default password is `t35t1n6`; however, it is strongly recommended that you create a custom password set locally. You can change the default password at any time. For instructions on changing the password, select the Change Password hyperlink on the [Set Up and Use ProctorCache page](#). Confirm password protocol with technology staff before setting up or changing the password.
 - Next, uninstall the previous version of ProctorCache using the software removal process for your operating system.
 - Finally, reboot the computer.
- Install the latest version. Ensure that you have the latest version of the ProctorCache application by viewing the page. If you are not a network administrator, ProctorCache requires full local administrator permissions and a working knowledge of your network.

Note: Installing ProctorCache DOES NOT automatically cache test content. ProctorCache may be installed at any time before caching test content, and it is recommended to be installed prior to creating test sessions for test administration. For the steps to precache test content, see step 14 for the Infrastructure Trial and step 22 for test administration,

Only PCs can be used as proctor caching machines. Although Macs, tablets and Chromebooks can be used for student testing, they cannot be used as proctor caching machines. ProctorCache can only be installed on devices running the Windows operating system. For more information, refer to [ProctorCache System Requirements](#).

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[Configure TestNav for Proctor Caching.](#)

Note: Some steps are required for all tests, even those that will not be proctor cached.

Enter TestNav configurations in the Training Center before you create any test sessions. Later, while you are creating your test sessions, you will select the named configuration that you create here to be used for each test session.

Note: The TestNav Configuration Identifier (ID) is needed to fully run App Check described below in Step 10.

1. Sign in to the [Training Center](#) (PearsonAccess Next > Technology > PearsonAccess Next Training Center > Sign In to the Training Center).
2. From **Setup > TestNav Configurations**, select the dropdown menu to the right of the **Start** button and select **Create / Edit TestNav Configurations**.
3. For non-Proctor Cached tests (Reading and Mathematics MCAs and Data Entry tests for all subjects)
 - a. Users are still required to select a Precaching Computer when creating a test session, even if not proctor caching a test. Add a placeholder computer name to the TestNav Configuration for users to select.
 - b. Enter “NoCache” or “None” in the **Computer Name** field so that users can easily identify this as the placeholder computer name.
 - c. Leave the **IP Address** and **Port** fields blank.
 - d. When creating test sessions for non-Proctor Cached tests, instruct users to select “NoCache” or “None” as the **Precaching Computer**.
4. For Proctor Cached tests (Science and Science Script MCAs)
 - a. Enter the details of any proctor caching computers that you will use to precache tests. Create a clear, identifiable name for the proctor caching computer so that users can easily identify the precaching computer they should use when creating a test session.
 - b. Note: Precaching Computer Override is selected by default. This means if the proctor caching machine is disabled due to hardware or software issues, TestNav will download test items directly from the Pearson server to continue testing without interruption. **New for 2019-20:** Users no longer have permission to deselect the Precaching Computer Override. If you think you need to deselect this feature, contact the Pearson help desk for guidance. Deselecting this option may lead to an interruption in testing if ProctorCache cannot connect when you start or resume a test.
5. Select **Create**.

Tip: [Import or Export TestNav Configurations.](#) TestNav configurations created in the Training Center can be imported to PearsonAccess Next. For the steps to import/export TestNav configurations, see step 21.

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Ensure proctor caching software is running.

In your browser, enter `http://< ProctorCache IP address>:4480` and select **Enter** to view the ProctorCache interface.

- If you are visiting the interface from an IP address, you will see two tabs. The **Tests** tab provides information about test content and caching status. Select the **Clients** tab to monitor client connectivity.
- If you are visiting the ProctorCache interface from a localhost address (`http://localhost:4480`) you will see an additional **Settings** tab. This tab allows you to change the default ProctorCache password.

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10 Run App Check, as applicable, on every testing device in your testing environment.

In order for App Check to work, the associated Configuration Identifier must be copied from PearsonAccess Next and added to App Check. The Configuration ID is needed for App Check to evaluate the testing device's connection to Proctor Cache, custom secondary student response save locations, and/or blacklisted applications running on the device. If you do not enter a Configuration ID, running App Check still ensures that TestNav is properly installed, the device is able to enter Kiosk mode, and verifies connectivity to Pearson servers.

- The Configuration Identifier can be found in PearsonAccess Next by going to: Setup > TestNav Configurations
- Locate and select the TestNav configuration applicable to your district/school.
- Select the Create / Edit TestNav Configurations option in the Start dropdown. The Identifier is located beneath the IP address and port fields for your ProctorCache computer.

Next, on the [Set up and Use TestNav page](#):

- Select the applicable device. Note: If possible, run app check on each testing device, as app check provides feedback for that individual device. If it is not possible to run app check on all testing devices, run app check on a sampling of devices that will be used during testing.
- View the Run App Check section.
- Run the App Check (TestNav 8 App > User dropdown menu > App Check).
 - App Check verifies that the test device can contact the TestNav servers, and that the app can run in a secure kiosk mode, but it does not provide bandwidth speed tests.
 - Running App Check with the optional Configuration Identifier will verify connectivity to the installed and configured ProctorCache machine.

To support the increased reliance on wireless networks, refer to the [Network Requirements and Guidelines page](#), which provides wireless network best practices and troubleshooting tips.

11 [Configure Response File Backup Locations](#). It is **strongly recommended** that you add a secondary save location to provide an additional failsafe for preventing loss of student responses.

- You have the ability to designate primary and secondary SRF locations for each type of test device.
- Windows and Mac devices can take advantage of local, network, and SFTP SRF save locations.
- ChromeOS and iOS devices use a local Primary SRF location. Secondary SRF locations for these device types must be SFTP.

If you set a non-SFTP address as a secondary save location, TestNav saves backup SRFs for ONLY those students testing on TestNav Desktop; SRFs would not be saved for Chromebooks and tablets. ChromeOS and iOS devices require that the secondary save location is a SFTP. If a secondary location of a type other than SFTP is listed for these devices, the secondary location will not be used and TestNav will only create SRF files in the primary save location on those devices.

For instructions on setting up response file backups, see the [Configure Response File Backup Locations](#) page (PearsonAccess Next Online User Guide > Manage Online Tests > Configure Response File Backup Locations). For more information about primary and secondary save locations, refer to the [Installable TestNav](#) section on the [Set up and User TestNav](#) page (TestNav 8 Online Support > Set Up and Use TestNav > Installable TestNav).

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Conduct an Infrastructure Trial (Recommended) 1–2 Months Prior to Testing

The Infrastructure Trial is conducted using the PearsonAccess Next Training Center.

An Infrastructure Trial is an opportunity for districts to prepare for test administration by simulating test-day network utilization. This will help determine if there are any infrastructure issues to resolve and confirm all testing devices are properly configured and ready to run the MCAs. Below are some issues that could be uncovered or else properly verified through running an Infrastructure Trial:

- Testing devices without the latest TestNav version
- TestNav configured and runs correctly on testing devices
- Previously configured testing devices that were reimaged or do not meet current system requirements
- Issues with a device accessing content through local ports or content being filtered
- Background applications on testing devices that may interfere during the real administration
- Network load
- Overloaded Wi-Fi access points
- Issues with response save locations

The Infrastructure Trial is also an opportunity for Technology Staff to familiarize themselves with PearsonAccess Next and provides general troubleshooting experience.

Confirm the testing dates scheduled with your DAC in order to complete the Infrastructure Trial prior to the test administration. You should plan to conduct an Infrastructure Trial only after you have completed the previous steps.

Technology staff should plan approximately **60 minutes** to administer the Infrastructure Trial (times may vary depending on infrastructure complexities). For the purpose of conducting the Infrastructure Trial, you will use sample students and forms in the PearsonAccess Next Training Center. District staff should use the sample student testing tickets to run the Infrastructure Trial. There are two forms available: Bandwidth Check and Connectivity Check. These checks account for both types of MCAs because TestNav communication differs between the two different types of tests:

- Bandwidth: fixed form (Science and Science Script MCAs)
- Connectivity: adaptive (Reading and Mathematics MCAs)

Note: The Bandwidth Check and Connectivity Check can be administered simultaneously or separately. These checks should be administered in a way that replicates the anticipated test administration in your district (i.e., if the adaptive tests (Reading and/or Mathematics MCAs) are administered at the same time as the linear test (Science and/or Science Script MCAs), consider running the checks simultaneously).

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12	<p>Create Infrastructure Trial test sessions in the Training Center:</p> <ol style="list-style-type: none">1. Sign in to the Training Center (PearsonAccess Next > Technology > PearsonAccess Next Training Center > Sign In to the Training Center) to set up and complete the Infrastructure Trial.2. Verify that the 2019-2020 Infrastructure Trial test administration is selected. To change the test administration, select the current test administration in the black bar at the top of the page, select the 2019–2020 dropdown, and then select Infrastructure Trial.3. From Testing > Sessions, select the dropdown menu to the right of the Start button and select Create / Edit Sessions.4. On the New Session screen, enter the required information as indicated by the asterisks. For Test Assigned, select Bandwidth Check. The Form Group Type will default to Main. Scheduled Start Date and Time are for planning purposes only; the test session will start whenever the Start Session button is selected, regardless of the date entered here. If at least one proctor caching computer is configured, you must select a proctor caching computer or the “NoCache” or “None” configuration set up in step 8 (if not proctor caching).5. Select Create.6. Create another test session by repeating steps 4 and 5, but for the Test Assigned, select Connectivity Check.
13	<p>Add sample students to the two Infrastructure Trial test sessions:</p> <ol style="list-style-type: none">1. From Testing > Students in Sessions, in the Session List, select Add a Session. In the Session Name field, begin entering the name of the Bandwidth test session. Select the checkbox next to the test session and select Add Selected.2. Select the dropdown menu to the right of the Start button and select Students.3. On the Add Student to Sessions page, under the Session dropdown, select the test session name. Under Find available students, select the dropdown next to Search and select Show all results.4. Select students, up to 25 at a time, with the name "Student, A" (indicating accommodated text-to-speech) selecting the checkbox next to each student name or selecting the checkbox in the top left corner, next to the Student column header, to select all the students displaying on the page. If selecting the checkbox in the top left corner, verify that all students selected have the name “Student, A.”5. Select Add. Repeat steps to add additional students as needed. The number of sample students added to the test session should be based on the maximum number of testing devices that will be used concurrently during testing.6. To return to the Students in Sessions screen, in the top right, select Exit Tasks.7. Repeat steps 1–5 for the Connectivity test session.
14	<p>If using ProctorCache, precache Infrastructure Trial content for the Bandwidth Check (not recommended for Connectivity Check).</p> <p>From Setup > Precache By Test, select the boxes next to Bandwidth Check.</p> <ol style="list-style-type: none">1. Select one precache server from the list.2. Select Precache.3. Verify that content has successfully cached by visiting the ProctorCache diagnostics page and verifying that all cached content has green OK status indicators.

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15	<p>Print Infrastructure Trial student testing tickets for sample students in the Training Center.</p> <ol style="list-style-type: none"> 1. Technology staff provide Infrastructure Trial student testing tickets to the appropriate staff who will be signing in as the sample students and direct them to their assigned computer lab or other testing location. From Testing > Students in Sessions, add the test sessions to the Session List. One test session will automatically be selected in the Session List. 2. Select Testing Tickets and Session Resources. Under Student Testing Tickets, select Print all for this session. When the tickets open, they will be formatted as one per page. To change how the tickets are printed, select a print option from the dropdown menu. 3. Use your browser's print function to print the testing tickets. 4. Select the other test session and repeat steps 2 and 3.
16	<p>Prepare and start the Infrastructure Trial test sessions in the Training Center.</p> <p>The session must be prepared and started by the technology staff before staff are able to sign in as sample students to the Infrastructure Trial.</p> <ol style="list-style-type: none"> 1. From Testing > Students in Sessions, add both of the test sessions to the Session List. 2. From the top of Session List, select Combined View. 3. Select Prepare All Sessions. Once the test sessions have been prepared, Prepare Session will change to Start Session. 4. Select Start All Sessions. Once the test session has been started, Start Session will change to Stop Session and a lock/unlock slider will be displayed. Tests are automatically unlocked when the test session is started.
17	<p>Launch TestNav on all student testing machines participating in the Infrastructure Trial.</p> <ul style="list-style-type: none"> • Select the TestNav icon on the Home screen (for tablets); select TestNav from the Apps menu (for Chromebooks); or select the TestNav icon on the desktop screen (for desktops and laptops). • Using the Infrastructure Trial student testing tickets for the Bandwidth Check test session, technology staff sign in to the Bandwidth Check on each of the machines that will be used for the Infrastructure Trial. If running these checks simultaneously, ensure technology staff also sign in to the Connectivity Check on other machines. <p>To ensure schools have sufficient bandwidth, technology staff will need to launch the Bandwidth Check (and Connectivity Check, if running simultaneously) on all student testing machines participating in the Infrastructure Trial. Users do not have to navigate through the entire form to complete the simulation of the network load. Simultaneously loading these tests will simulate the network load experience of test administration.</p>
18	<p>Monitor network performance for slowdowns or ISP bandwidth usage. If using a wireless connection, monitor the connections and verify access point placement is sufficient for testing. Make note of any application, software, or service which causes TestNav to exit kiosk mode. Additionally, identify test devices and workstations that experience long load times, have difficulty displaying or interacting with test items, or that experience degraded performance. If using a wireless connection, monitor the connections and verify that access point placement is sufficient for testing. Identify access points which are underperforming, overloaded, or transmitting at a slower rate or unexpected network standard.</p>
19	<p>If running these checks separately, repeat steps 17-18 using the student testing tickets for the Connectivity Check to ensure schools have the necessary connectivity to simulate the adaptive testing experience. Users do not have to navigate through the entire form to complete the simulation of the network load. Simultaneously loading these tests will simulate the network load experience of test administration.</p>
20	<p>If needed, contact the Pearson help desk at 888-817-8659 or submit a Pearson help desk request with feedback and/or concerns regarding software or hardware issues that occurred during the Infrastructure Trial.</p> <p>Communicate the results of the infrastructure trial to the DAC in order to keep the DAC in the loop on technology readiness.</p>

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Final Preparation for Test Administration (Required)

2 Weeks Prior to Testing

21	<p>Import TestNav configurations created in the Training Center to PearsonAccess Next.</p> <p>To import or export TestNav Configurations, follow these steps:</p> <ol style="list-style-type: none">1. From Setup > TestNav Configurations, search to find configuration(s), or click the down arrow next to the Search button and select Show all results. Select the configuration(s) you want to edit.2. Click the Select Tasks drop-down and select Import / Export TestNav Configurations. Click Start.3. Click the Action drop-down and select Import or Export.4. Click Import or Export, as appropriate. <p>Note: To avoid a possible timeout, Pearson recommends that you do not import / export over 300 TestNav Configurations at a time.</p>
22	<p>For Science and Science Script MCAs, precache by test. Precaching by test is recommended for the Science and Science Script MCAs because it downloads all forms and content for the selected test.</p> <p>From Setup > Precache By Test, mark the boxes to select one or more tests from the list.</p> <p>Grade 05 Science MCA Grade 05 Science MCA Script Grade 08 Science MCA Grade 08 Science MCA Script High School Science MCA High School Science MCA Script</p> <p>Note: Tests for all grades and subjects will appear on the list. ProctorCaching is only recommended to be considered for the Science and Science Script MCAs. ProctorCaching is not recommended for the Reading or Mathematics MCAs or any Data Entry tests.</p> <ol style="list-style-type: none">1. Select one precache server from the list.2. Select Precache. <p>Note: Precaching by test may be completed before or after test sessions are created. Test content may be cached starting two weeks before testing and throughout the testing window. Tests only need to be cached one time. Once cached, you do not need to re-cache unless tests were deleted from your proctor cache machine, or advised by Pearson.</p>
23	<p>Run App Check on all computers and devices that will be used for test administration to verify that no changes have been made to infrastructure. If unable to run App Check on all testing devices, run App Check on a sampling of devices that will be used during testing.</p>

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Test Administration

24	Monitor network performance for slowdowns and ISP bandwidth usage.
25	<p>Find Student Response File (SRF) and Log Files (if needed).</p> <p>When a student’s testing device loses connectivity with the Pearson server, the student will be exited from their test in TestNav. If the student switches testing devices, and you have not created a secondary save location, you may be asked by the Test Monitor or DAC to work with Pearson Level 2 Technology Support to retrieve SRFs.</p>
26	<p>Provide troubleshooting support (as needed).</p> <p>The following resources are available on the Technology tab of PearsonAccess Next to assist with troubleshooting technology issues during testing:</p> <ul style="list-style-type: none">• For question related to the PearsonAccess Next secure-page, view the Troubleshooting for Online Testing tab (PearsonAccess Next > Technology > Additional Technology Resources > Troubleshooting for Online Testing).• For issues related to TestNav, view the Troubleshooting tab (PearsonAccess Next > Technology > Additional Technology Resources > TestNav 8 Online Support).• For a complete list of TestNav errors codes students could encounter during testing, along with additional information and troubleshooting instructions, view the Error Codes tab (PearsonAccess Next > Technology > Additional Technology Resources > Error Codes). <p>The Pearson help desk can be reached at 888-817-8659 or you may submit a Pearson help desk request online. If students are actively testing, ask to be immediately transferred to Level 2 Technology Support.</p>