

PARCC Chromebook Guide

General Instructions

To access the TestNav app on the Chromebook:

- Sign out of the Chromebook so the **login screen** is displaying
- Click on **Apps** on the lower left corner of the screen
- Click on **TestNav**

Where do you want to go? Screen

- Select **PARCC Training** for the training test
- Select **New Jersey** for the actual assessment

NOTE: If you have selected the wrong location, click on the dropdown option on the top-right corner of the screen and select **Choose a different customer**.

Adjusting Sound

The Chromebook's sound can be adjusted **only** at the TestNav login screen. Click on **Test Audio** to test the sound. Adjust the volume accordingly using the volume keys on the Chromebook's keyboard (Top right corner of the keyboard, next to the power button).

NOTE: The volume cannot be adjusted during the test.

General Troubleshooting

No internet connection

- Ensure that the device is connected to Audubon WiFi. Contact support for more assistance.

The device will not power on

- Immediately contact support.

Student cannot login to TestNav

- Ensure that they are typing in their credentials exactly how it appears on their test ticket
- Ensure that the TestNav login screen says New Jersey

If none of the above solves the issue, contact support for assistance.

Student is seeing an error code on the screen

- Refer to the error code glossary on the district website: District > Technology > PARCC Technology Guide. Click on the link and select which series (1000s, 2000s, 3000s, etc.) the specific code pertains to. If you are in need of assistance, contact support.

Error #3022 is displaying

- From Pearson:
 - o TestNav has detected that Ctrl + Alt + Del has been typed. The proctor must resume the test before the student can sign in to TestNav again.