Aimsweb Plus Benchmark Testing

Common issues and solutions (kinda)

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| **Issue** | **Solution** |
| Student doesn’t have TestNav on iPad  ***OR***  TestNav won’t run on his/her iPad | Make sure student has iPad updated to ios 9.3.5. If not, have them update IMMEDIATELY and then install TestNav app (found in Self-Service icon OR in iTunes) |
| Screen says student has wrong username/password | 1. Make sure APS is above the username and password options 2. If a state or ACT is listed instead of APS, go to upper right-hand corner, click “choose different user,” and make sure student clicks AIMS/Web Plus |
| Screen stills says wrong username/password | Interventionist will verify student has typed the correct username / password using the class roster |
| This error pops up on TestNav Screen:  ***“This test must be resumed by the proctor to allow it to be taken again. MSG 9026”*** | 1. An interventionist will “unlock” the test so the student can resume in aimsweb 2. Have the student log in again to resume. |
| This error pops up on TestNav Screen:  ***“Error 8029: The installed app is out of date and needs to be updated in order to use TestNav on this device.”*** | 1. Have student restart his/her iPad. 2. Have the student log in again. |
| This error pops up on TestNav Screen:  ***“You cannot lock the device. Please contact your proctor. Msg 3044”*** | 1. Have student restart his/her iPad. 2. Have the student log in again. |
| An error pops up related to microphone | 1. Go into “Settings” and allow use of microphone for the TestNav app 2. Have student log in again. |
| Any other weird messages pop-up on the TestNav screen | Take a screen shot and email Jane Sturgell |
| Student does not have username / password on the roster | Interventionist will submit a list of names to Kelly Dumas.  Student will be assessed during a makeup session |