Aimsweb Plus Benchmark Testing

Common issues and solutions (kinda)

|  |  |
| --- | --- |
| **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| This error pops up on TestNav Screen:***“Error 8029: The installed app is out of date and needs to be updated in order to use TestNav on this device.”*** | 1.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 |