

DIGITAL PSAT-RELATED ASSESSMENTS

Technical Troubleshooting Guide

This guide includes test day troubleshooting tips for technology monitors.

Overview

Technology monitors should use the tips in this guide to troubleshoot individual and widespread issues. You're not expected to take any steps not listed here.

Proctors are provided with some troubleshooting steps but may direct students to the technology monitor in the help room. Use the tips in this document to help students before sending them back to their testing room so they can complete testing.

IMPORTANT: *You're responsible for monitoring students in the help room and making sure they don't use prohibited devices or discuss test content.*

Backup Devices

If the student has a backup device or if technology staff at your school or district installed Bluebook™ on backup devices, students can use one.

If the student hasn't started the test, they can simply sign in to Bluebook on the new device.

If they already started timed testing, the Bluebook device swap feature must be used. See How to Complete a Device Swap on page 6.

Students Testing on Personal Devices

When assisting students with Wi-Fi or Bluebook issues on personal devices, follow local policies regarding student-owned technology.

When to Notify Your Coordinator

Notify your coordinator in these cases:

- The test isn't shown on a student's Bluebook homepage.
- There's an issue with a student's accommodations.
- A student can't complete the exam because their issue can't be resolved using the tips in this guide.

Reporting Irregularities

To report irregularities, navigate to the Irregularities page in Test Day Toolkit and follow your test coordinator's instructions for choosing between a retest form and a report-only form. Select the students involved, answer the questions, and submit the report. Staff reports are routed to the test coordinator before they're submitted to College Board.

When to Call College Board

If a widespread issue prevents testing as planned, your test coordinator should reschedule for another day within the testing window. If that's impossible, they should call us.

Digital Testing System

Bluebook and Test Day Toolkit work together to make digital testing possible.

Students use Bluebook to take exams on Mac and Windows devices, iPads, and school-managed Chromebooks.

Coordinators and staff use Test Day Toolkit to administer the exam. They can use any device that connects to the internet, their own or one provided by the school. They access Test Day Toolkit with a College Board professional account.

1 Bluebook Installation

Bluebook should be installed on testing devices before exam day. Technology staff can find deployment instructions at cb.org/bluebook-deployment.

Students using personal devices can download Bluebook themselves at bluebook.app.collegeboard.org.

2 Bluebook Check-In

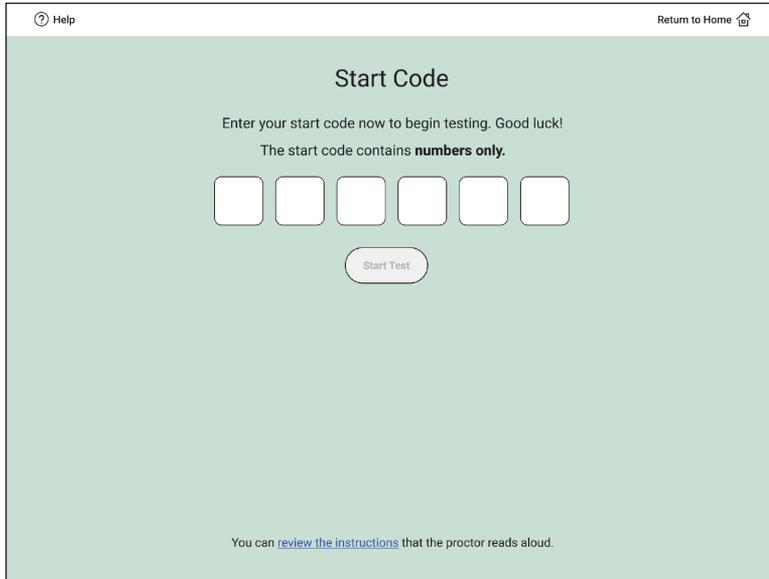
After students arrive at their testing room, they'll sign in to Bluebook with the credentials on their sign-in ticket. Students enter the room code provided by the proctor to start checking in. Each room's code is provided in Test Day Toolkit. Bluebook prompts students to close other applications before they begin the exam.

The screenshot displays the Bluebook user interface for Alexander Adjiashvili. At the top left is the Bluebook logo, and at the top right is the user's name and profile icon. A blue banner contains the message: "Welcome, Alexander! Take a practice test and get ready for test day." Below this is a section titled "Your Tests" with tabs for "Active" (selected) and "Past", and a link "Don't see your test here?". The main content area features a card for the "PSAT/NMSQT" test, listing the date (Wed, May 3, 2023), start time (8:00 a.m. ET), school name (Central High School), address (100 Main Street, Springfield, NJ 07012, United States), and testing accommodations (none approved). A green checkmark icon and text state: "On test day, don't wait for your proctor. Check in right away." A yellow "Check In Now" button is positioned to the right. Below the test card is a "Practice and Prepare" section with "Active" and "Past" tabs, and a link "Scoring your practice tests". It contains two buttons: "Test Preview" (with a calculator icon) and "Full-Length Practice" (with a document icon). The bottom section is titled "Explore BigFuture" and features an illustration of a school building. To the right of the illustration is the heading "Plan for Life After High School" and the text: "Finding colleges and careers that are right for you doesn't have to be stressful. We can help! Start planning for college, learn how to pay for college, and explore careers." A "Go to BigFuture" button is located at the bottom of this section.

3 Starting the Exam

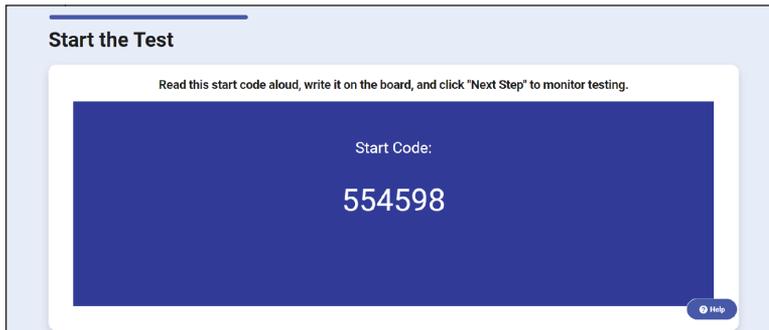
To start the exam, students enter the start code their proctor reads at the end of the script. Each room's start code is provided in Test Day Toolkit.

Student's View



The screenshot shows a web interface with a light green background. At the top left is a "Help" icon and at the top right is a "Return to Home" icon. The main heading is "Start Code". Below it, the text reads: "Enter your start code now to begin testing. Good luck!" and "The start code contains **numbers only**." There are six empty input boxes arranged horizontally. Below the boxes is a "Start Test" button. At the bottom, there is a link: "You can [review the instructions](#) that the proctor reads aloud."

Proctor's View



The screenshot shows a web interface with a light blue background. The heading is "Start the Test". Below it, the text reads: "Read this start code aloud, write it on the board, and click 'Next Step' to monitor testing." There is a dark blue rectangular area containing the text "Start Code:" followed by the number "554598". At the bottom right of this area is a "Help" button.

Troubleshooting Student Issues

Start by asking students if they tried to resolve their issue by following instructions in the error message (if applicable), restarting Bluebook, or restarting their device.

None of the students in a room can start testing

If none of the students in a room can start testing, make sure the proctor provided students with the correct 6-digit start code for their room. Each room has a unique start code that is displayed at the end of the proctor script. If the correct code was provided, follow the Troubleshooting Network Issues on page 8.

A student can't reach the Bluebook sign-in screen

If Bluebook doesn't open properly, try the following fixes in order:

1. Make sure the student opened the correct digital testing application. They should click the **Star** icon to open Bluebook.
2. Check the student's internet connection by opening a browser and navigating to collegeboard.org. If they're not connected, follow the Troubleshooting Network Issues on page 8.
3. Switch to a backup device with Bluebook installed, if available.
4. Reinstall Bluebook, if possible.

A student can't sign in to Bluebook or the test is not listed on the homepage

Make sure the student clicked the yellow sign-in button when they opened Bluebook and that they used the credentials on their sign-in ticket.

If students signed in with their College Board account instead, they should sign out, click the yellow button, and use their ticket to sign in again.

Bluebook can't update to the latest version

If a student's device can't update to the latest version of Bluebook, try the following steps:

1. Make sure the student can access the internet by asking them to go to collegeboard.org. If they can't reach this site, refer to Troubleshooting Network Issues on page 8.
2. If they're using a personal Mac or iPad, ask them to check their device settings to make sure automatic updates are turned on. After setting their device to auto-update, they'll need to go to [Bluebook Exams in the App Store](#) and select **Open**.
3. If the student is using a school-managed device and they attend your school, ask IT staff at your school or district for help. It's possible they prevent auto-updates on their devices.
4. Switch to a backup device if available.
5. If these tips don't work, send the student to the test coordinator.

A student's device doesn't have enough free space

If the student sees the message "*You Don't Have Enough Free Space*," exit Bluebook, delete unwanted files and apps, and relaunch Bluebook.

The student can also switch to a backup device with Bluebook installed, if available.

A student's device fails before they enter the start code

If the student's device fails (crashes, loses power, or can't start up) before they start timed testing, the student can switch to a backup device with Bluebook installed, if available. If the student started the test, the device swap feature must be used.

A student can't access the exam with the start code

If the student is on the start code screen but the start code doesn't work, try the following fixes in order:

1. Make sure the student entered the correct room code and start code.

IMPORTANT: *Students must use the codes for the room they're assigned to in Test Day Toolkit even if they were physically moved to a new room.*

2. Make sure the proctor marked the student present in Test Day Toolkit.
3. Switch to a backup device with Bluebook installed, if available.
4. Check their internet connection by opening a browser and navigating to collegeboard.org. If they're not connected, follow Troubleshooting Network Issues on page 8.
5. Exit Bluebook, close other applications, and sign in again.
6. Restart the device and open Bluebook again.

How to Use Test Day Toolkit to Troubleshoot Issues

- To search for the student, go to **All Students** in Test Day Toolkit.
- To find out if the proctor marked the student present, check the student's attendance status. They should have a **Checked in to room** status.
- To check the room code, click the name of the student's assigned room, and click **Skip to Attendance**. The 5-letter room code is in the upper right corner of the screen.
- To check the start code for the student's room, go to the room's **Attendance** page and click **Next Step** until you reach Step 9. The 6-digit start code is in the center of the screen.

A student's testing is interrupted

If the student's testing is interrupted, try the following fixes in order:

1. Exit Bluebook, close applications running in the background, and sign in again.
2. Restart the device.
3. Follow the instructions below to complete a device swap if backup devices are available.

How to Complete a Device Swap

If a backup device is available and a student can't continue testing on their original device, complete these steps:

1. Tell the student to open Bluebook on the new device, sign in, and click **Resume Testing** on their homepage. A pop-up window will tell them their proctor must approve the device swap.
2. Send the student back to their testing room.
3. The proctor should open the student's profile page by clicking the student's name on the Test Day Toolkit **Dashboard** and then clicking the **Approve Device Swap** button.
4. When the student clicks **Resume Testing Now**, they'll be returned to the question they last viewed.

IMPORTANT: *If the student has NOT entered the start code yet, you can give them a new device without completing these steps.*

A student's iPad freezes while it's locked down

If a student's iPad freezes after it's been locked down, they should force a restart:

1. Press and quickly release the **Volume** button nearest to the **Top** button.
2. Press and quickly release the **Volume** button farthest from the **Top** button.
3. Press and hold the **Top** button.
4. When the Apple logo appears, release the **Top** button.
5. Reopen Bluebook, signing in again if you need to.

For iPads with **Home** buttons, force a restart this way:

1. Press and hold the iPad's **Top** button and **Home** button at the same time.
2. When the Apple logo appears, release both buttons.
3. Reopen Bluebook, signing in again if you need to.

A student's answers aren't submitted

If the student sees the **Answer Submission Incomplete** screen or an internet connection error message when their testing time ends, check their internet connection, making sure the device has Wi-Fi turned on and airplane mode turned off.

If the student can connect to the internet, try the following steps in order:

1. Exit and reopen Bluebook.
2. Restart their device.
3. If they can open Bluebook, they should click **Submit Answers** on their homepage.
4. If they can't, tell the student they have 24 hours to connect to a different network and try again. They'll need to use the device they tested on and their sign-in ticket credentials.
5. If they still can't submit their answers, the test coordinator can schedule a retest.

If the student can't connect, they have 24 hours to get back online using the same device, sign in to Bluebook with the credentials on their sign-in ticket, and click **Submit Answers** on their homepage.

IMPORTANT: *Students need to submit their answers using the same device they tested on.*

If the student tested on a shared device, let them keep the device until they can submit their answers. If that's impossible, notify your coordinator and prevent loss of data:

- Don't uninstall the application.
- Don't delete any data or user profiles.
- Don't let other students use the device.

Troubleshooting Test Day Toolkit Issues

New staff might need help completing 2-step verification to access Test Day Toolkit for the first time. Returning toolkit users can just go to testday.collegeboard.org.

New staff receive a personalized access email with instructions when the coordinator adds their contact details to the toolkit. Staff will need to take these steps:

1. Click the link in the email.
2. Sign in to their College Board professional account.
3. Choose an email or a phone number you can access immediately.
4. Enter the code we sent them.

Staff didn't get a Test Day Toolkit access email

- Ask them to check their junk email folder.
- Ask the coordinator to send an access email manually from the toolkit by checking the box next to the staff name on the **Staff** page and selecting **Send access email** from the drop-down menu.

Staff doesn't have a College Board professional account

They can create one after they click the link in the Test Day Toolkit access email or by going to collegeboard.org.

Staff didn't get a code or their preferred contact info isn't listed

Ask the coordinator to update staff contact details in Test Day Toolkit by clicking their name on the **Staff** page and then clicking **Edit**.

Staff sign in successfully but can't use Test Day Toolkit

If staff see a "You're all set" message on exam day, ask the coordinator to check the box next to the staff name on the **Staff** page and choose **Grant toolkit access** in the drop-down menu.

Troubleshooting Network Issues

Follow these instructions if connectivity issues interfere with testing.

IMPORTANT: *Students need an internet connection to start the exam and to submit answers but can keep testing if their connection drops momentarily.*

If Testing Has Started

If there's a momentary drop in connection during testing, students can continue testing; their answers are saved to their devices.

During this time, proctors can't monitor the exam from Test Day Toolkit and must rely on observation to gauge student progress.

Answer submission: If students don't have a connection when their time is up, their answers won't be submitted automatically. If there's a network issue after testing has started, and before the end of the test, contact network staff at your school or district. If they're unavailable or unable to solve the problem, see A student's answers aren't submitted on page 7 for more instruction.

If Testing Hasn't Started

If students can't connect to the network and they have not started testing, try these fixes in this order.

1. If other devices in the same room are connected, check the student's device.

- ◆ Make sure the student's device is not in airplane mode and has Wi-Fi turned on.
- ◆ Make sure the student signed in to the right network with the right password.
- ◆ The student can also switch to a backup device with Bluebook installed, if available.

If you can't resolve the student's issue, their proctor should notify the coordinator.

2. If no one in the room can connect, try a different network.

Ask students to sign in to a different network, if available.

3. Contact the school or district staff who manage your network.

Share these reminders:

- ◆ They must allow traffic to and from College Board, the Mac App Store, and the Apple App Store.
- ◆ They can go to [cb.org/bluebook-networks](https://collegeboard.org/bluebook-networks) to find network specifications and guidance.

4. Notify your coordinator.

If technical support for your network is unavailable, or the issue can't be resolved, your test coordinator should test students at another time within the window.

College Board Support

Call 877-477-7728 (within the U.S.) or +1 212-237-1335 (international).