

**SAT SUITE OF ASSESSMENTS**

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# Technical Troubleshooting Guide

State-Provided

This guide includes test day troubleshooting tips for technology monitors.

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## 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 you 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.

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

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## Backup Devices

Students can use a backup device if they have one or if technology staff at your school or district installed Bluebook™ on extra devices.

If the student has not entered the start code yet, 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 7.

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**IMPORTANT:** *Never use the device swap feature after a student's testing time runs out—their answers could be lost. Students need to submit their answers using the same device they tested on.*

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## 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.

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## 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](https://cb.org/bluebook-deployment).

Students using personal devices can download Bluebook themselves at [bluebook.app.collegeboard.org](https://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.

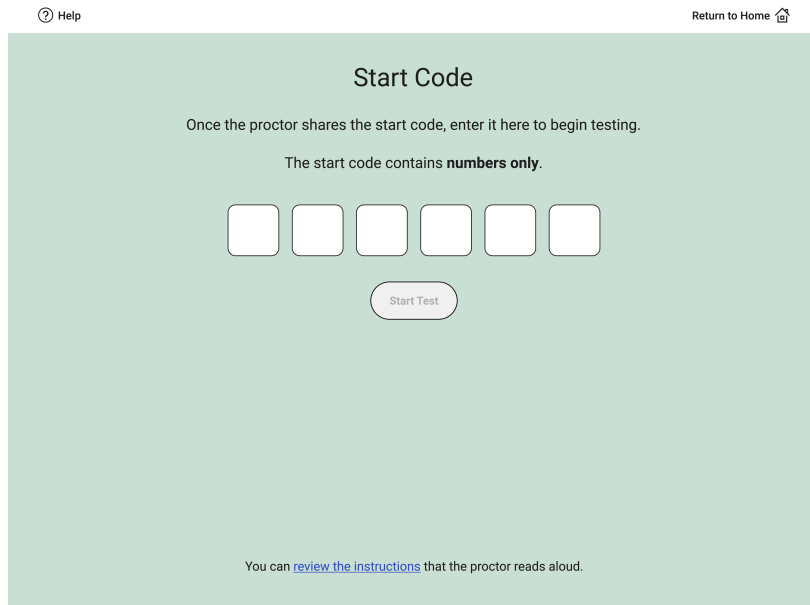
**IMPORTANT:** Room and start codes are used on test day only. Don't provide them to students during practice or readiness sessions.

The screenshot displays the Bluebook user interface for Alexander Adjashvili. At the top, the Bluebook logo is on the left and the user's name is on the right. A welcome message reads, "Welcome, Alexander. Good luck on test day!". Below this, the "Your Tests" section is active, showing details for the PSAT/NMSQT test, including the date, school information (Springfield High School), and testing accommodations. A "Start Exam Setup" button is visible. The "Practice and Prepare" section is also active, offering "Test Preview" and "Full-Length Practice" options. At the bottom, the "Explore BigFuture" section features a "Plan for Life After High School" card with a "Go to BigFuture" button.

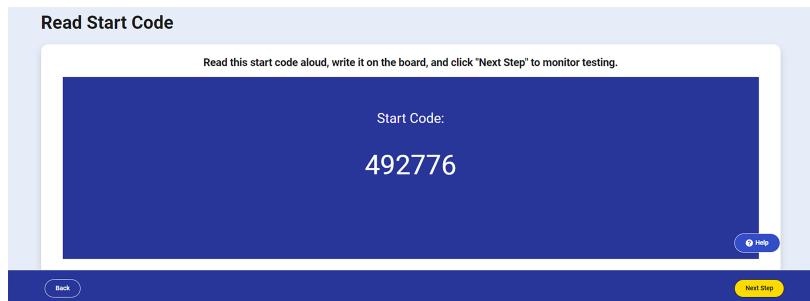
### 3. Starting the Exam

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



#### Proctor's View



## Student Issues

Start by asking students if they tried to resolve their issue by following instructions in the error message, restarting Bluebook, or restarting their device. To look up a code or check a student's status, see How to Use Test Day Toolkit to Troubleshoot Issues on page 7.

### 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 network troubleshooting guidance.

### 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](https://collegeboard.org). If they're not connected, see Network Issues on page 9.

3. Switch to a backup device with Bluebook installed, if available.
4. Reinstall Bluebook, if possible. Students using personal devices can download Bluebook again at [bluebook.app.collegeboard.org](https://bluebook.app.collegeboard.org).

### A student can't sign in or their test isn't listed.

Make sure the student clicked the first sign-in button when they opened Bluebook and entered the credentials on their sign-in ticket.

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

If students made 10 failed attempts to sign in with the credentials on their sign-in ticket, they'll be locked out for 5 minutes. After another 10 failed attempts, they'll be locked out for 25 minutes. Finally, if the student has 10 more failed attempts, they'll be locked out until their test coordinator contacts College Board.

### A student sees an error message when they sign in.

If students enter the correct credentials from their sign-in ticket but see the error message "Your user ID or registration number is wrong. Please check your sign-in ticket and try again," a network issue could be the cause. See Network Issues on page 9.

### A student's clock settings are preventing them from using Bluebook

If students see a message instructing them to update their device's clock, they can't use Bluebook until their device settings are changed. Students using school-managed devices may be unable to do this themselves.

Instructions for updating clock settings vary by device type:

- Windows: Go to **Settings > Time & Language** and select **On** under "Set time automatically."
- Mac: Go to **Preferences > Date & Time** and check the box next to "Set date and time automatically."
- iPad: Go to **Settings > General > Date and Time** and check the box next to "Set date and time automatically."
- Chromebook: School technology staff must use their Admin console to update their setting.

### 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](https://collegeboard.org). If they can't reach this site, see Network Issues on page 9.
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 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," they need to 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, they can switch to a backup device with Bluebook installed.

## 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 5-letter room code and 6-digit start code.

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**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.*

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2. Make sure the proctor marked the student present in Test Day Toolkit.
3. Check their internet connection by opening a browser and navigating to [collegeboard.org](https://collegeboard.org). If they're not connected, see Network Issues on page 9.
4. Restart the device and reopen Bluebook.
5. Switch to a backup device with Bluebook installed, if available.
6. Reinstall Bluebook.

## A student using an iPad is told to disable Guided Access mode.

If a student sees an error message telling them to disable Guided Access, Apple Classroom, or another application is preventing Bluebook from working properly, do the following:

1. Perform a hard reset of the device. To learn how, refer to A student's iPad freezes while it's locked. on page 6.
2. Close other applications.
3. Go to **Settings > Accessibility > Guided Access**.
4. If Guided Access mode is enabled, turn it off. Students using school-managed iPads might need school technology staff to do this for them.
5. If these steps don't work, the student can use a backup device. If the start code wasn't entered, they can simply switch devices. If the start code was entered, and the test hasn't ended, use the device swap feature. See How to Complete a Device Swap on page 7.

## 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. Complete a device swap if backup devices are available. See How to Complete a Device Swap on page 7.

## A student's iPad freezes while it's locked.

If a student's iPad freezes after it's been locked, they should perform a hard reset. For iPads without a **Home** button:

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 a **Home** button, perform a hard reset 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.

Answers are saved to the student's testing device. Follow these instructions to help students submit them to College Board.

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**IMPORTANT:** *Never use the device swap feature after a student's testing time runs out—their answers could be lost. Students need to submit their answers using the same device they tested on.*

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If the student sees the **Answer Submission Incomplete** screen or an internet connection error message when their testing time ends, they should try the following steps in order:

1. Check their internet connection, making sure the device Wi-Fi is on and airplane mode is off.
2. Exit and reopen Bluebook.
3. If that doesn't work, restart their device and reopen Bluebook.
4. Click **Submit Answers** on the Bluebook homepage.

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.
- Don't use the device swap feature.

All students should return to their testing room so their proctor can follow dismissal procedures.

## A student sees the error message "You Cannot Complete Testing on This Device."

Students see the error message "You Cannot Complete Testing on This Device" if they swap devices after time runs out and attempt to submit answers on the new device.

Students need to open Bluebook on the device they were using when time ran out and follow the instructions for A student's answers aren't submitted. on page 7

No action is required in Test Day Toolkit, even if the proctor previously approved a device swap.

## 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.

## How to Complete a Device Swap

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**IMPORTANT:** *Never use the device swap feature after a student's testing time runs out—their answers could be lost. Students need to submit their answers using the same device they tested on.*

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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 where the proctor will approve the swap.
  - To approve a device swap, proctors click the student's name on the Test Day Toolkit monitoring dashboard and then click the **Approve Device Swap** button on the student's profile page.
3. After the student clicks **Resume Testing Now** on the new device, they'll be returned to the question they last viewed.

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

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## Test Day Toolkit Access 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](https://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 they 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](https://collegeboard.org).

### Staff can't complete 2-step verification.

When asked to select an option for receiving their code, staff might see only email addresses or phone numbers that are inaccurate or inaccessible. For instance, the phone number might be the main number for their school and not a direct line. If staff select the email option and the code doesn't work, it may have expired. Codes expire after 3 minutes.

Test coordinators can update staff contact info in Test Day Toolkit by clicking the staff name on the **Staff** page and then clicking **Edit**.

### Staff signs 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.



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## Network Issues

Follow these instructions if connectivity issues interfere with testing.

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

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### 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 device Wi-Fi is on and airplane mode is off.
- Make sure the student signed in to the right network with the right password.
- If the student is using a virtual private network (VPN), tell them to disable it.
- Give them 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.**

- Firewalls, content filters, and proxy servers can prevent some or all students from signing in.
- Make sure traffic to and from the domains listed on [Network Specifications](#) can bypass any security appliances and software.

**4. Notify your test 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 testing window.

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## College Board Support

Call 866-609-2205.