



Test Administration Frequently Asked Questions

- ***I don't remember my user account information***
Your user name is your APS email address (not your employee number). You may click on forgot password and it will send you an email prompting you to reset password.
- ***My account is locked***
Contact Ann Lesley 848-8752 or Claudine Sanchez 872-6812 to have them reset your account.
- ***I don't see any of my generated generic students when I download student tickets***
You forgot to add students to the session. See Training Pearson ACCESS power point slide # 14
- ***Student's tickets do not have a password***
On Training PearsonAccess Next the password is the test code that is listed on the student's ticket.
- ***Student's ticket did not allow him/her to log in***
Give the student another generic ticket for practice purposes.
- ***The student's Testnav screen just keeps loading***
Have the student refresh the page and try signing in again. Or you may want to try another browser.
- ***Does it automatically time out after the allotted time for each session***
No, test administrators will need to keep track of beginning and end times
- ***Why am I not seeing any organization when I try to create generic students***
Make sure that you are viewing PARCC>2014-2015>PARCC OP Spring PBA that is located on the top of the page next to your school's location