



# Technology Readiness

Spring 2025



Pearson



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## What's New?

### New items for this testing season:

- App versions
- TestNav system requirements

### Assessment Testing Windows:

- **ELA/Math Paper-Based Testing:**  
3/3/25 – 4/4/25
- **ELA/Math Computer-Based Testing:**  
3/3/25 – 4/18/25
- **Science**  
3/3/25 - 4/30/25

# New Apps – OS Updates

## TestNav System Requirements

[Technology Setup Site](https://il.mypearsonsupport.com/tech-setup)  
[il.mypearsonsupport.com/tech-setup](https://il.mypearsonsupport.com/tech-setup)



We have updated the TestNav system requirements for the upcoming 2024 – 2025 school year. Be sure to review the latest requirements.

- Supported operating systems: Chrome OS version 124+ and iPadOS 16.x, 17.3+, and 18.x
- Not supported: Android
- Requirement: TestNav must be downloaded from the Chrome Web store or Apple Store

Devices/OS	Supported Versions
Tablets, Chromebooks, Chromeboxes	
Chrome OS	Stable Channel (S) <ul style="list-style-type: none"><li>• 124+</li></ul> Long-term support (LTS) <ul style="list-style-type: none"><li>▪ 120+</li></ul>
iPadOS	16.x, 17.3+, 18.x <a href="#">See more info on iPadOS 17</a>
Laptops, Desktops	
Linux	<ul style="list-style-type: none"><li>▪ Fedora 39 x64, 40 x64</li><li>▪ Ubuntu 24.04 LTS x64</li></ul>
macOS	<ul style="list-style-type: none"><li>▪ 13, 14, 15</li></ul>
Windows	<ul style="list-style-type: none"><li>▪ 10 x64 - 21H2, 22H2</li><li>▪ 11 x64 - 21H2, 22H2</li><li>▪ Windows 11 23H2</li></ul>

Linux, MacOS, and Windows supported versions are all listed and can be downloaded at [download.testnav.com](https://download.testnav.com).

**NOTE:** Windows 11 must be 64bit, 21H2 through 23H2.



# New Apps – Support Page

## Technology Setup Site



Home [Technology Setup](#) Resources ▾ Training Practice Items

Contact Support

### Technology Setup

Use the information and tools on this page to prepare technology for online testing, including downloading or accessing TestNav. TestNav is used to deliver online tests to students.

[Download TestNav](#)

⚠ Proctor caching is no longer available. A Technology Readiness training will be available on January for more information.

### Technology Resources

View the information below on hardware and software requirements for administering online tests, along with the user guides that provide technical instructions and troubleshooting.

Technology Guidelines ^

TestNav System Requirements

Technical Bulletins

Recent TestNav Updates

TestNav User Guides v

### Field Services Engineering Office Hours

Use the calendar below to set-up time with a Pearson Field Service Engineer to address questions on the following:



# New Apps

## Hardware Requirements

- No changes to hardware requirements
- Listed on [il.mypearsonsupport.com/tech-setup](https://il.mypearsonsupport.com/tech-setup)

Prior to high-stakes testing, customers should compare virtual environment performance to that of a non-virtual environment.

Requirement	Details
Processor	x64 - AMD, ARM, ARM64, or Intel-based™
Memory	4 GB RAM; <i>Minimum - 2 GB RAM</i> <i>Linux and iOS - 2 GB RAM; Minimum - 1 GB RAM</i>
Screen Size	9.5-in
Resolution	1024 x 768
Other	- External keyboard and mouse (or touchpad) for touchscreen devices <ul style="list-style-type: none"><li>▪ Windows (<i>required</i>), Android</li><li>▪ iOS (<i>recommended</i>)</li></ul> - Local File access to home directory <ul style="list-style-type: none"><li>▪ OS X, macOS</li><li>▪ Windows</li></ul> - Wired keyboards ( <i>recommended</i> ) - Convertible Chromebooks - <b>no tablet mode</b>



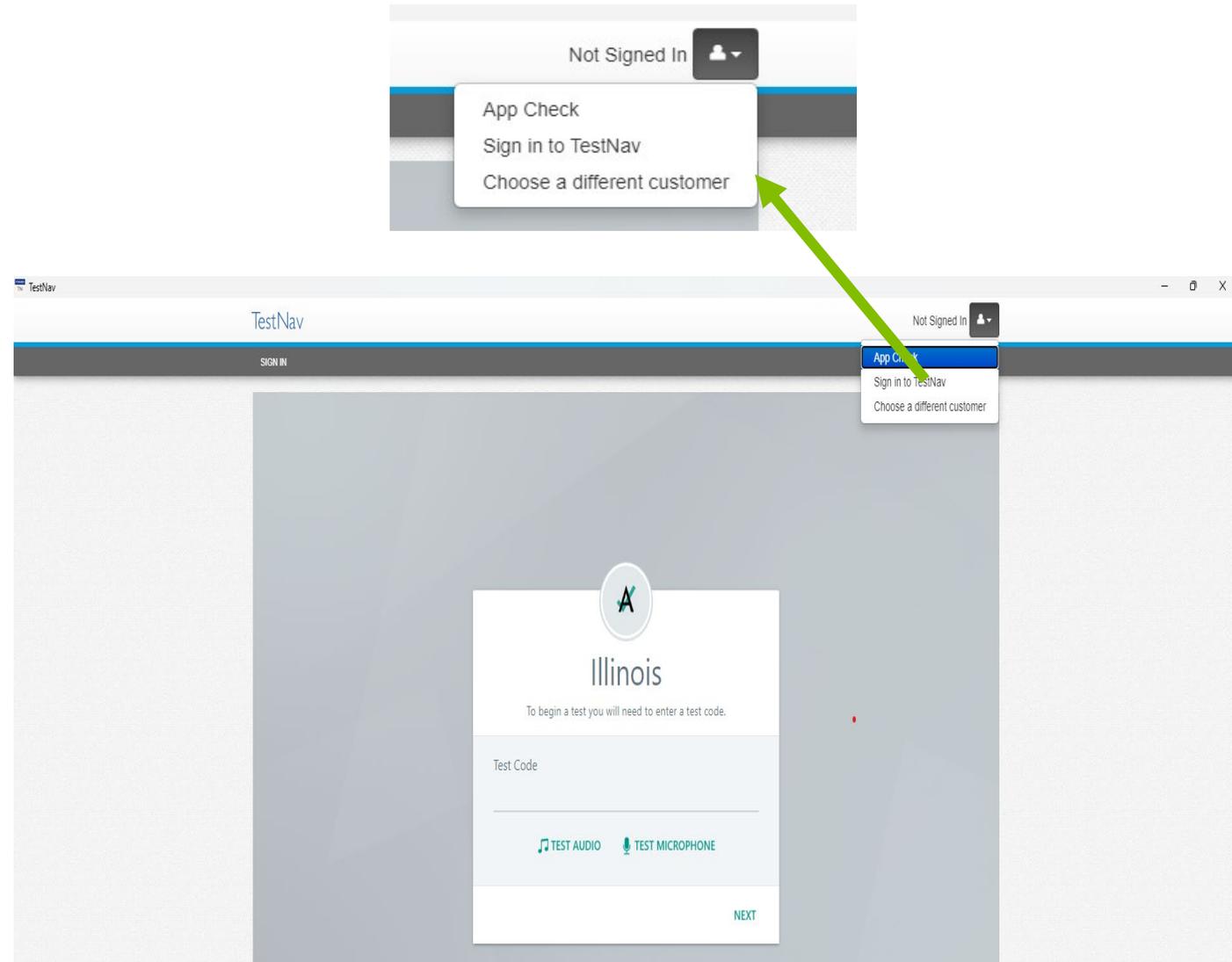
**NOTE:** Although some customers successfully use virtualization or thin clients, Pearson does not provide support for these technologies. Those using these technologies are responsible for their own virtualized environment security and performance.



# TestNav

## Overview

- Installable test client
- Supported on ChromeOS, MacOS, iOS, Linux, and Windows devices
- Minimal setup and configuration required
- Built-in tools:
  - Connectivity/Save Warning system
  - App Check



# TestNav Download Page

[Download TestNav](https://download.testnav.com)  
download.testnav.com



TestNav

## Downloads

### TestNav for Windows

An engaging and interactive testing experience for today's students, who learn and play in a digital environment.

[Read important installation details before downloading.](#)

Get it from Microsoft

Windows .msi

[Download TestNav for another platform](#)

[Download ProctorCache](#)

[Download TestNav for another platform](#)



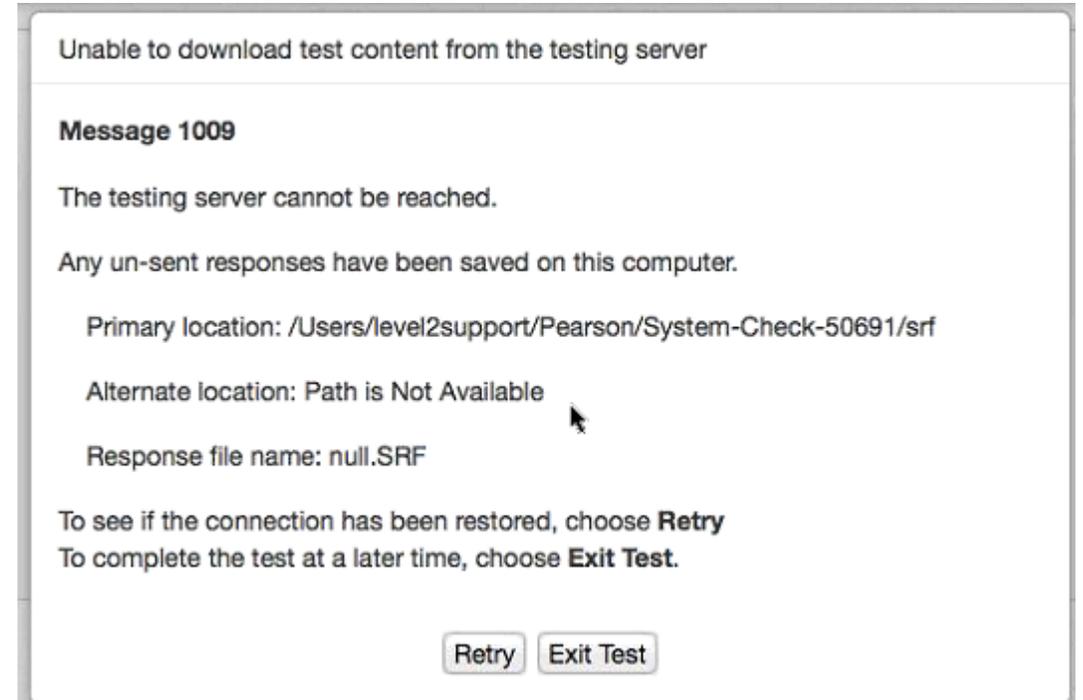
**IMPORTANT:** Download the latest version of the TestNav app prior to testing. The TestNav app must be installed for students to take the assessment as they will not be able to test using a web browser.

# TestNav

## Connectivity/Save Warning – Overview

Background process built into TestNav:

- Monitors background applications and connectivity
- Manages test content delivery and upload of student responses
- Monitors and enforces device test security



**NOTE:** If an error is detected, a message will display on the student workstation screen prohibiting testing until the error is resolved. If the error persists, take note of the number associated with the error and contact Customer Support for further assistance (e.g., 1009).



## Connectivity/Save Warning – Error Codes

- If a Connectivity/Save Warning message is displayed, it will contain a specific error code and prevent the student from continuing their test until the error has been resolved.
- Complete error code documentation can be found on [support.assessment.pearson.com/TN](https://support.assessment.pearson.com/TN)
- A numeric error code is usually accompanied by a description of the error and potential resolution steps.

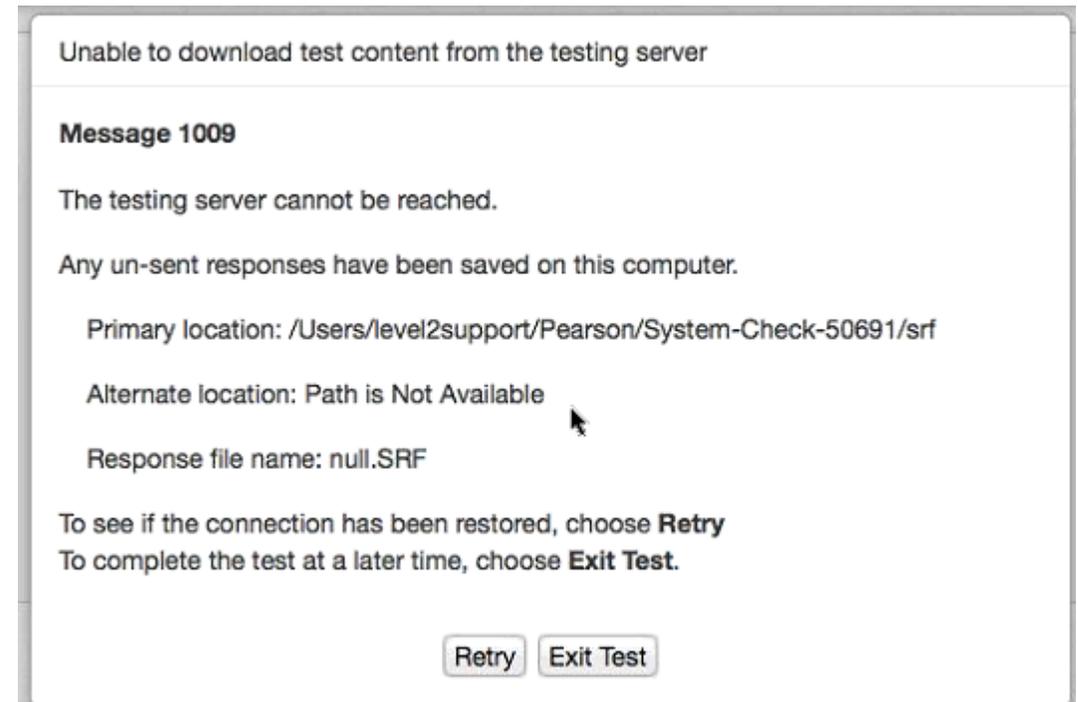
3005	TestNav has detected that another application attempted to become the active window, which may compromise the security of this test. TestNav has been shut down. You may need assistance from your test monitor to restart the test.	The student test session has been terminated. The test administrator must resume the student's test.
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8029	The installed app is out of date and needs to be updated in order to use TestNav on this device.	Download and install the latest version of the app.
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# TestNav

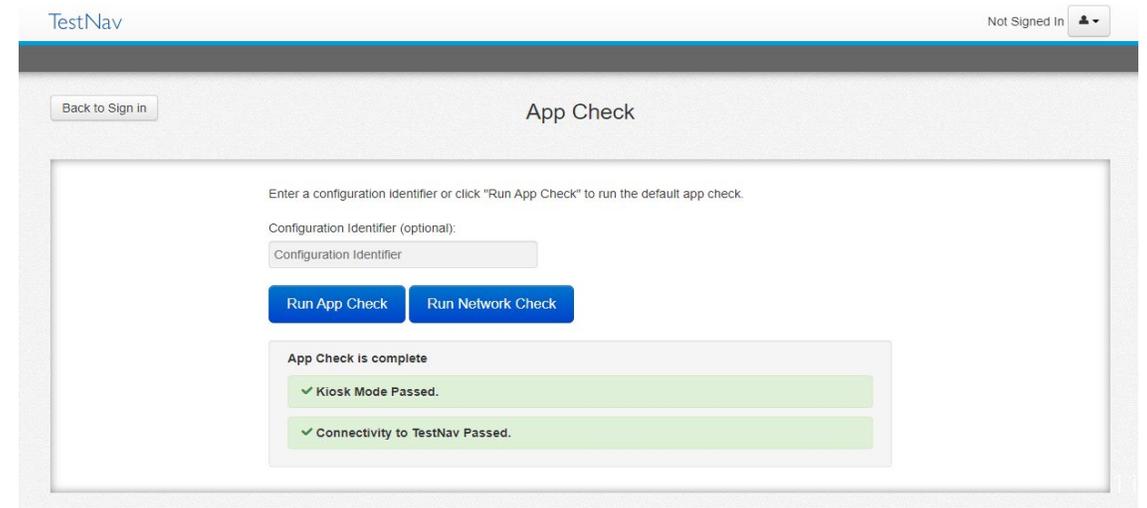
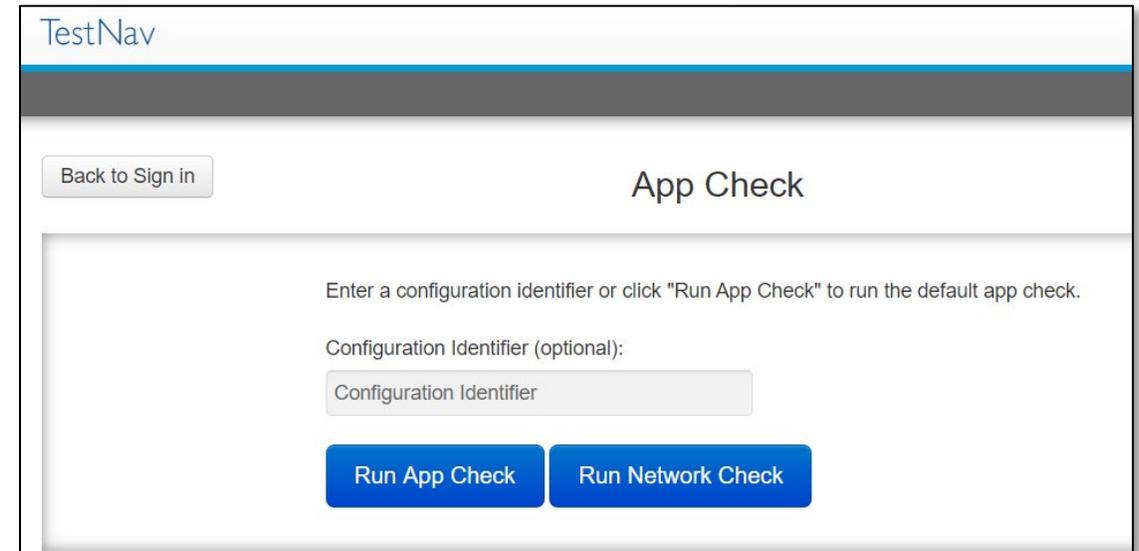
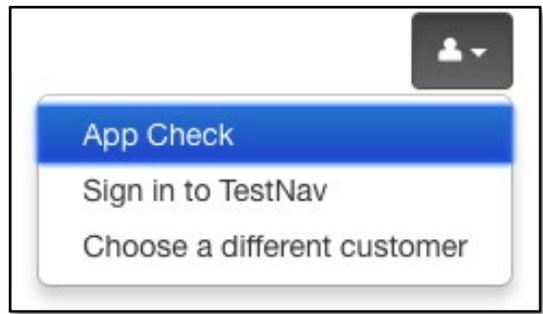
## Warning Triggers

- **Connectivity** – Inability to retrieve content or transmit responses
- **Potential Security Issues** – Application/notification launches while TestNav is in kiosk mode
- **Background Applications** – Applications running in background while TestNav is in kiosk mode



# App Check

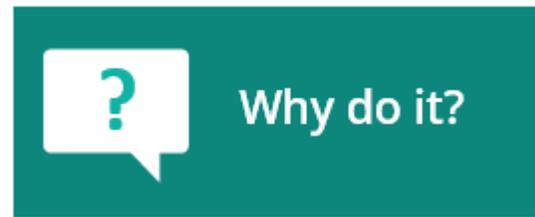
- Built into TestNav
- Accessed from the TestNav app menu
- Completed in approximately 10 seconds
- Requires no additional installation or configuration





# Infrastructure Trial

## Test Your Setup



Low-stakes trial run/practice test to confirm the following:

- TestNav is configured correctly
- Devices can run TestNav
- Network is properly configured
- Students are familiar with computer-based tools and format
- Test Administrators understand the controls and how to deliver the test

Please note that an Infrastructure Trial Guide will soon be available on the Illinois Support Site under the Resource Materials tab.

# Technology Reminders



Note that proctor caching functionality no longer available



Ensure all applicable test delivery URLs are exempted from filtering and inspection in all layers of network. Work with your district's security vendors to ensure URLs are fully exempt



Find Network Requirements and Guidelines at [support.assessment.pearson.com/TN/network-requirements-and-guidelines-23074307.html](https://support.assessment.pearson.com/TN/network-requirements-and-guidelines-23074307.html)

# TestNav Online Support – Recent Updates

[TestNav Online Support](https://support.assessment.pearson.com/TN)  
[support.assessment.pearson.com/TN](https://support.assessment.pearson.com/TN)



- The **TestNav Support Page** is regularly updated to reflect the most current system requirements, setup steps, network requirements and guidelines, troubleshooting information and more.
- Make use of the **Recently Updated** button on the top bar.

TestNav

[Set Up and Use TestNav](#)

[Troubleshooting](#)

[Recently Updated](#)

[Download TestNav](#)



## Set up and use TestNav

[Requirements and Guidelines](#)

[Download TestNav](#)

[Install and Sign In](#)

[Features and Demos](#)

## Troubleshooting

[Expected Behaviors](#)

[Error Codes](#)

[Find Saved Response File \(SRF\) and Log Files](#)

[App Check Error Messages](#)

## Technical Bulletins

[TestNav - Review and Prepare for 2024-25 School Year](#)

[TestNav - iPadOS 17.3 and TestNav for iPadOS Update](#)

[2022-2023 Technical Bulletins](#)

# Technology Office Hours

- Pearson Field Engineer staff are available to discuss technology questions/concerns.
- Visit [il.mypearsonsupport.com/tech-setup](https://il.mypearsonsupport.com/tech-setup) to set-up a personal appointment

**Schedule your Technology Office Hours!**

The screenshot displays the booking interface for 'Field Services Engineering Office Hours'. At the top, the title 'Field Services Engineering Office Hours' is centered. Below it, a card shows the service name with a checkmark, a description 'Technology coordinators may schedule tim... Read more', and details 'Free · 30 minutes' with a globe icon. A button below the card reads 'Booking for Field Service Engineering Office Hours'. The main section is titled 'December 04' and is divided into two columns: 'DATE' and 'TIME'. The 'DATE' column shows a calendar for December 2024 with the 4th highlighted. The 'TIME' column shows a grid of time slots from 9:00 AM to 4:30 PM in 30-minute increments.

DATE	TIME	
9:00 AM	9:30 AM	10:00 AM
10:30 AM	11:00 AM	11:30 AM
12:00 PM	12:30 PM	1:00 PM
1:30 PM	3:00 PM	3:30 PM
4:00 PM	4:30 PM	



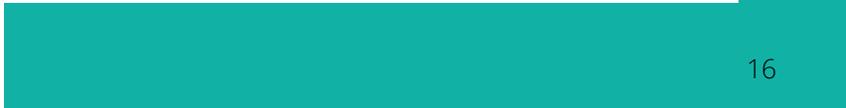
# Contact Information

Email Pearson:

[SCHIllinoisTeam@pearson.com](mailto:SCHIllinoisTeam@pearson.com)

Illinois Customer Support:  
1-833-213-3879

Illinois Support Page  
[il.mypearsonsupport.com](http://il.mypearsonsupport.com)





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