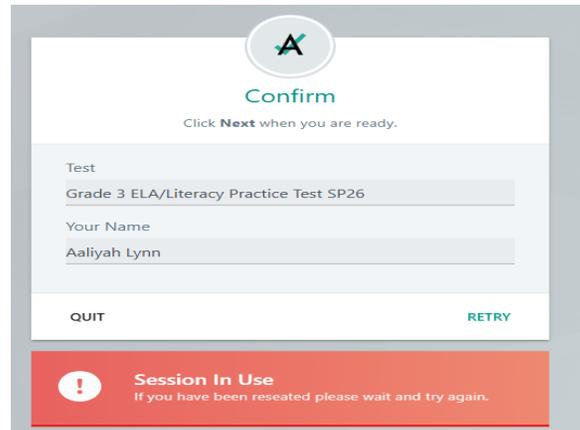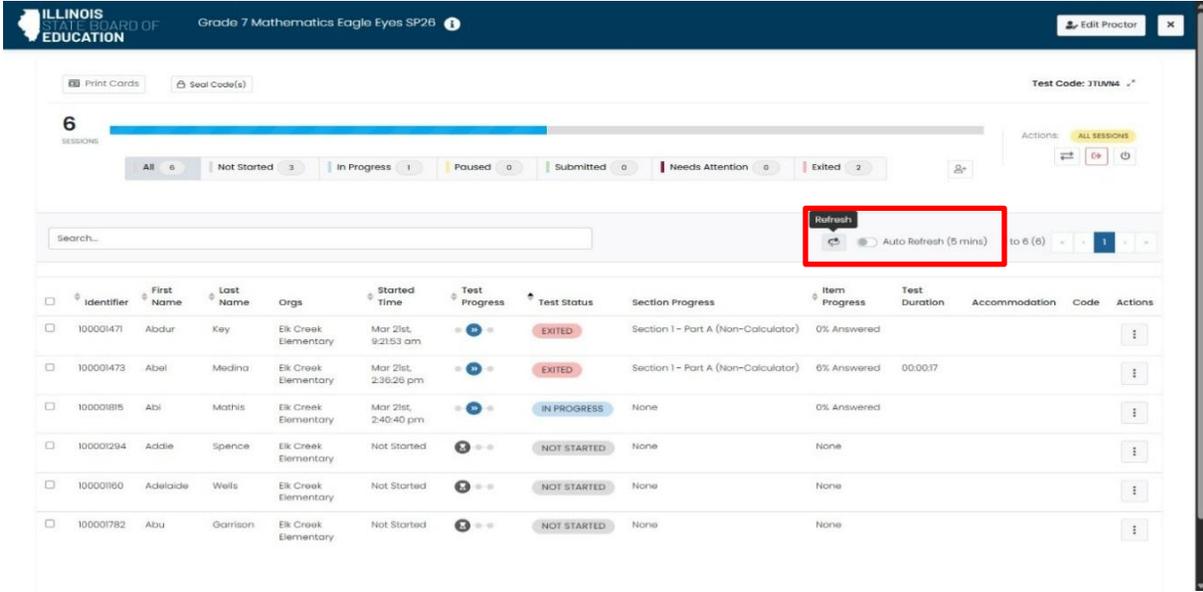Guidance on how to reseat students in cases where they are moving to the next session, have accidentally exited TestNav, or encounter a "Session in Use" message in TestNav.

Please follow the instructions below:

Step/Directions	Screenshot
Step 1: Please let the students know to stop their activities and wait. The proctor should begin by refreshing the Proctor Dashboard using the Refresh Icon. This will ensure that all student Test Status updates are current. (Note: Be sure to enable Auto Refresh (5 mins) to keep the Proctor Dashboard updated.)	

Step 2: Click on the three dots next to the student's name to access the Actions menu, then select "Reseat Session".

A confirmation pop-up will appear. Please confirm by clicking on Reseat.

Step 3: You will see the Student "Reseat Status" displayed on the dashboard. If it has been less than 5 minutes, please refresh the dashboard to confirm any changes to the Test Status.

(Note: You can hover over each student's status to view any changes in TestNav Status. This will let you know if the system received your initial command and that the status will update momentarily)

Step 4: Once you have confirmed the student's status is now "Reseat," please instruct the student to log back into TestNav.

If they see the "Session in Use" message, ask them to click "Retry" to continue testing.
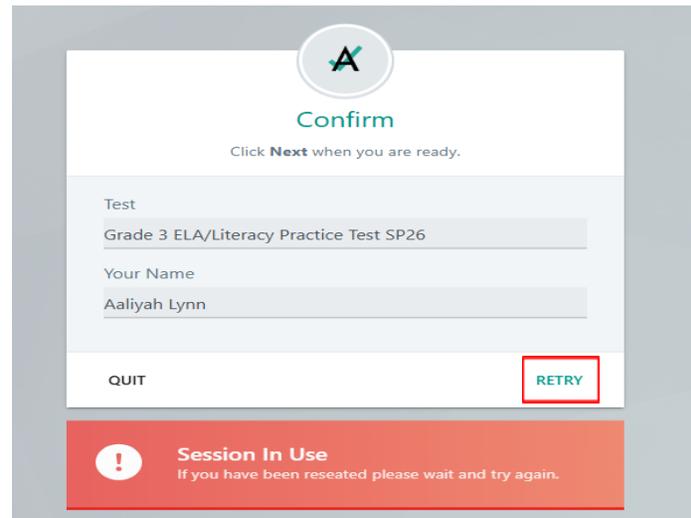
Tips and Tricks Notes: ==Be sure to refresh the Proctor Dashboard regularly to view the accurate Test Status for all students.==