

**SAT SUITE OF ASSESSMENTS**

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# Technical Troubleshooting Guide

Technology monitors use the tips in this guide to troubleshoot individual and widespread issues. Proctors are provided with some troubleshooting steps but may direct students to you in the help room.

## Technology Monitor Responsibilities

As a technology monitor, you must be on-site, but you don't need technical expertise. You're not expected to take any steps not listed here. Your responsibilities include:

- Using this guide to troubleshoot technical issues.
- Monitoring students in the help room and making sure they don't use prohibited devices or discuss test content.
- Sending students back to their testing room after you help them so they can complete testing.
- Following local policies regarding student-owned technology when assisting students who use personal devices.
- Telling your test coordinator about students who tested on shared devices but couldn't submit their answers and taking steps to prevent loss of data.
- When helping students whose testing was interrupted, taking note of how long their test was interrupted.

## When This Guide Won't Help

In some cases, issues can't be resolved using the troubleshooting steps in this guide. Examples include when:

- The test doesn't show on a student's Bluebook™ homepage.
- A student's approved accommodations are missing or incorrect.
- A student is testing on a device managed by another school.
- A student is testing on a device managed by your school but IT help is unavailable.

## If You Can't Resolve the Issue

If for any reason you can't resolve an issue, send the student to your test coordinator. Your coordinator should contact College Board support immediately if a widespread issue prevents testing as planned and it's not possible to test students on another day.

## 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.

## Testing Devices

Students can test on personal or school-managed Mac and Windows devices and iPads as well as school-managed Chromebooks. Bluebook should be installed on testing devices before exam day.

### Backup Devices

If the troubleshooting tips in this guide don't work, 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 10.

**IMPORTANT:** Never use the device swap feature after a student's testing time runs out—their answers could be lost.

## If Students Testing on Personal Devices Are Unprepared

If students are testing on a personal device, they should make sure it meets all requirements and download Bluebook before test day. They'll also need to configure any assistive technology they're approved for.

However, you can also let students download Bluebook in the testing room. It doesn't usually take long, but too many simultaneous downloads could slow your network.

If you need to, you can reschedule the test for those students.

You can also provide students with a school-managed device that has Bluebook installed.

# Digital Testing System

Bluebook and Test Day Toolkit work together to make digital testing possible. Students use Bluebook to take the test, and coordinators and staff use Test Day Toolkit to administer it.

Coordinators and staff 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.

## Bluebook Check-In

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

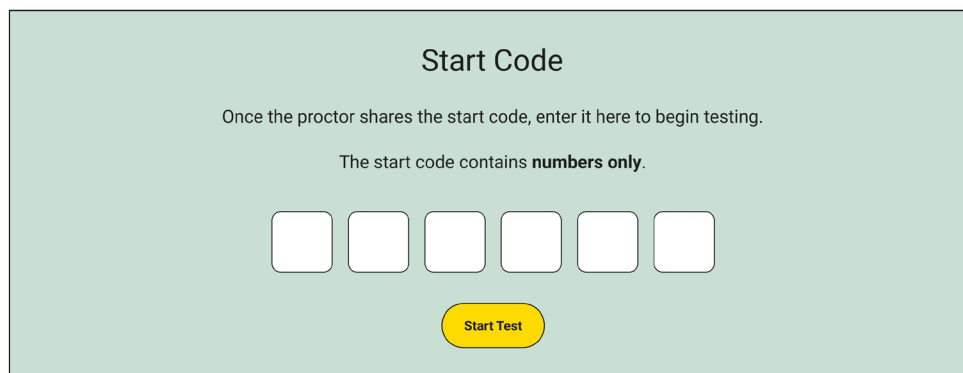
**IMPORTANT:** Room and start codes are used on test day only. Don't provide them to students during practice or readiness sessions.

The screenshot shows the Bluebook digital testing interface. At the top left is the Bluebook logo. At the top right, the user's name "Alexander Adjashvili" is displayed next to a profile icon. Below the header, a large blue banner contains the text "Welcome, Alexander. Good luck on test day!". Underneath the banner, there is a section titled "Your Tests" with two tabs: "Active" (selected) and "Past". To the right of the tabs is a link that says "Don't see your test here?". The main content area displays details for the "PSAT/NMSQT" test. It includes a "Date" field with the text "Your teacher will let you know your test date soon." and two links: "Exam Overview" and "Test Day Checklist". Below this, the school information is listed: "Springfield High School", "100 Main Street, Springfield, NJ", and "07012, United States". The "Testing Accommodations" section states "You have no approved accommodations for this test." At the bottom, there is a green checkmark icon followed by the text "On test day, don't wait for your proctor. Check in right away." and a yellow "Check In Now" button.

## Starting the Exam

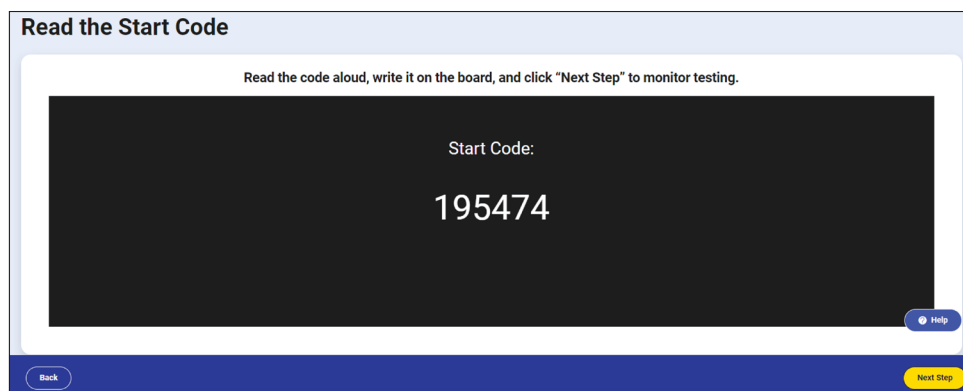
To start the exam, students enter the start code their proctor reads at the end of the script. Each room's start code is provided in Test Day Toolkit.

### Student's View



The screen has a light green background. At the top, the text "Start Code" is centered. Below it, a message says "Once the proctor shares the start code, enter it here to begin testing." followed by "The start code contains **numbers only**." In the center, there are six empty square input boxes. Below the boxes is a yellow button with the text "Start Test".

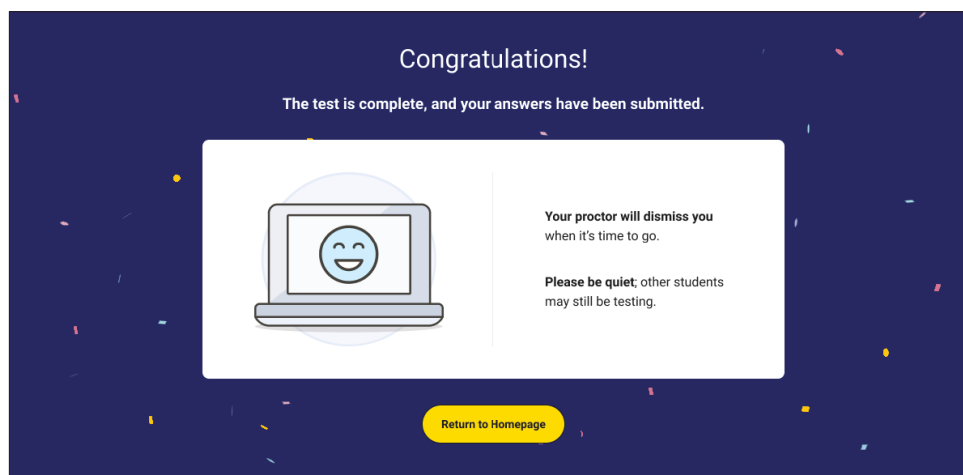
### Proctor's View



The screen has a light blue header with the text "Read the Start Code". Below the header, a message says "Read the code aloud, write it on the board, and click 'Next Step' to monitor testing." In the center, there is a black rectangular area with the text "Start Code:" followed by the number "195474" in white. At the bottom left of the black area is a small blue "Help" button. At the bottom of the screen, there is a dark blue bar with a "Back" button on the left and a yellow "Next Step" button on the right.

## Answer Submission

If students are connected to the internet when their time is up, their answers are submitted automatically, and they see the **Congratulations** screen. If students are not connected or they close their laptop, their answers won't be submitted automatically but will be saved on their device.



The screen has a dark blue background with confetti. At the top, the text "Congratulations!" is centered. Below it, a message says "The test is complete, and your answers have been submitted." In the center, there is a white rectangular area. On the left side of this area is an illustration of a laptop with a smiling face on its screen. On the right side, there is text that says "Your proctor will dismiss you when it's time to go." followed by "Please be quiet; other students may still be testing." At the bottom center of the white area is a yellow button with the text "Return to Homepage".

## Student Issues: Unable to Launch Bluebook

Start by asking students if they tried following the instructions in the error message, checking their internet connection, or restarting their device.

### Bluebook is not installed.

Bluebook should be installed on testing devices before exam day, but students can download it at [bluebook.app.collegeboard.org](https://bluebook.app.collegeboard.org) if they need to. Students using school-managed devices may not be able to do this themselves.

Technology staff who manage school devices can find installation instructions at [cb.org/bluebook-deployment](https://cb.org/bluebook-deployment).

### A student using a Chromebook is told their device is offline even though it's not.

If a student using a Chromebook gets a message that they're offline even though they're not, only the technology staff who manage the device can correct the issue. Give the student a backup device with Bluebook installed if you can.

Technology staff who manage the device can try the [troubleshooting steps](#) shared in the Bluebook website help center.

### A student using a Chromebook can't open Bluebook.

To use Bluebook on a Chromebook, the student should:

1. Turn on their Chromebook without signing in to the device.
2. Select **Apps > Bluebook** in the lower left corner.
3. Sign in to Bluebook with the credentials on their sign-in ticket.
4. If the student doesn't see the **Apps** menu or Bluebook isn't listed in it, Bluebook is not installed on the device.

If a student using a Chromebook is prompted to install Bluebook, they may be trying to open it after they sign in to their device. Tell them to sign out and open Bluebook as instructed above.

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

If Bluebook doesn't open properly, one of these fixes should work. Try them 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. For tips, go to How to Check for an Internet Connection on page 10.
3. Use 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'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.

### HOW TO UPDATE CLOCK SETTINGS

Device Type	Action
Windows	Go to <b>Settings &gt; Time &amp; Language</b> and select <b>On</b> under <b>Set time automatically</b> .
Mac	Go to <b>Preferences &gt; Date &amp; Time</b> and select <b>Set date and time automatically</b> .
iPad	Go to <b>Settings &gt; General &gt; Date &amp; Time</b> and select <b>Set date and time automatically</b> .
Chromebook	School technology staff must use their Admin console to update their settings.

## Bluebook can't update to the latest version.

If a device isn't running the latest version of Bluebook and can't update, an error message will display when the student opens it. Try the following steps:

1. Check the student's internet connection. For tips, go to [How to Check for an Internet Connection](#) on page 10.
2. **Personal Mac laptops and iPads:** Ask students to check their device settings to make sure automatic updates are turned on. After setting their device to auto-update, they'll need to find **Bluebook Exams** in the App Store and select **Open**.
3. **School-managed devices:** Ask IT staff for help. It's possible they prevent devices from auto-updating.
4. Use a backup device, if available.
5. If these tips don't work, contact the test coordinator.

## A student is told to quit Grammarly.

If students see a message instructing them to quit Grammarly, try the following steps:

1. Tell the student to click **Quit Grammarly and Continue** as instructed.
2. If Bluebook can't quit Grammarly, the student should click **Quit Bluebook**, uninstall Grammarly, and reopen Bluebook.
  - ♦ Students using managed devices may be unable to uninstall Grammarly without help from school or district technology staff.
3. If Grammarly can't be uninstalled, give the student a backup device *without* it, if available.

## Student Issues: Unable to Start the Test

Use these tips to help students who opened Bluebook but can't start testing.

Start by asking students if they tried following instructions in the error message, checking their internet connection, exiting and reopening 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 10.

### 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 used Test Day Toolkit to mark them present and provided the correct 6-digit start code for their room (displayed at the end of the script). If the correct code was provided, see Network Issues on page 11.

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

Make sure the student clicked **Use a sign-in ticket from your school** 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 a student 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'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 use a backup device with Bluebook installed, if available.

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

If the student's device crashes, loses power, or doesn't start up before they start timed testing, they can use 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, one of these fixes should work. Try them in order:

1. Make sure the student entered the correct 5-letter room code and 6-digit start code. Both codes must be associated with the same room.
2. Make sure the proctor marked the student present in Test Day Toolkit.
3. Check their internet connection. For tips, go to How to Check for an Internet Connection on page 10.
4. Restart the device and reopen Bluebook.
5. Use a backup device with Bluebook installed, if available.
6. Reinstall Bluebook. Students using personal devices can download Bluebook again at [bluebook.app.collegeboard.org](https://bluebook.app.collegeboard.org).

## 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, it's because 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 8.
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 10.

## Student Issues: After Testing Starts

### A student's device battery is running low.

Charge devices when the battery gets low. Swap devices only if there's no other option.

### A student's device fails during testing.

If a device freezes or crashes during timed testing, one of these fixes should work.

Try them 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 10.

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

If a student's iPad freezes while it's locked, the student 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.



#### Additional Guidance

The Bluebook timer will pause for a limited time, giving students a chance to recover from technical issues.



## 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.

**IMPORTANT:** Never use the device swap feature after a student's testing time runs out—their answers could be lost. Students must submit answers from the device they finished testing on.

If the student sees an **Answer Submission Pending** screen, tell them not to try submitting their answers (from any device) and send them to their proctor for dismissal. College Board will contact the coordinator with next steps.

If the student sees the **Answer Submission Incomplete** screen or an internet connection error message when their testing time ends, one of these fixes should work. Try them in order:

1. Check their internet connection. For tips, go to How to Check for an Internet Connection on page 10.
2. Exit and reopen Bluebook.
3. Restart the device and reopen Bluebook.
4. Click **Submit Answers** on the Bluebook homepage.
5. Connect to a different network and try again.

If there's still an issue, the student needs to:

- Keep their testing device.
- Be sent to their proctor who must click **Undo Check-In** in Test Day Toolkit before dismissing them.
- Connect to the internet on their testing device later, perhaps at home, and try again.

If the student tested on a shared device and they can't keep it, notify your coordinator and prevent loss of data:

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

All students should return to their testing room so their proctor can follow dismissal procedures. Coordinators should submit an **Answers not submitted** irregularity form and wait for us to contact them about next steps. If students connected to an alternate network before dismissal, coordinators should let us know when they report the irregularity.

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

# Student Issues: Reference

## 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, advance to the **Write Instructions on the Board** screen where the 5-letter room code is displayed.
- To check the start code for the student's room, go to the room's **Attendance** page and click **Next Step** until you reach the end of the script. The 6-digit start code is in the center of the screen.

## How to Complete a Device Swap

The Bluebook device swap syncs test data so students can continue testing on a new device. It's a last resort and should only be used:

- After the student entered the start code.
- Before testing time runs out.
- If all troubleshooting tips have failed.

**IMPORTANT:** If a device swap is attempted after a student's testing time runs out, their answers could be lost. Students must submit their answers from the device they finished testing on.

Complete these steps to swap devices:

1. If possible, check the original device for an internet connection and ask the student to try reconnecting if the device is offline. This will minimize the chance that answers are lost.
2. Tell the student to exit Bluebook and shut down the original testing device.
3. 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.
4. Send the student to their proctor to ask them to 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 **Let Student Continue Testing** button on the student's profile page.
5. After the student clicks **Resume Testing Now** on the new device, they'll be returned to the question they last viewed.

## How to Check for an Internet Connection

If a troubleshooting tip directs you to make sure a device is connected to the internet:

1. **Chromebooks only:** Press and hold the power button, select **Sign Out** to exit Bluebook, and sign in to the device.
2. Open a browser.
3. Navigate to collegeboard.org.
4. If the device isn't connected to the internet, see Network Issues on page 11.
5. **Chromebooks only:** After confirming the connection, sign out of the device and open Bluebook *without* turning the device off.

# Network Issues

Follow these instructions if connectivity issues interfere with testing.

## If Testing Hasn't Started

Students need an internet connection to start testing.

### A student's device can't connect, but other devices in the same room are connected.

Check the student's device:

- Make sure device Wi-Fi is on and airplane mode is off.
- Make sure the student connected to the right network with the right password.
- If the student is using a virtual private network (VPN), tell them to disable it.
- If they're using your guest network, follow the guidance below.
- 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.

### A student can't connect to the internet using the guest network.

Make sure they completed all required steps:

- **Chromebooks only:** Press and hold the power button, select **Sign Out** to exit Bluebook, and sign in to the device.
- Select the guest Wi-Fi from the list of available networks, open a browser, and follow any instructions for connecting to the internet.
- Depending on the way your guest network is set up, students may need to enter a password or agree to terms and conditions.
- If given a choice, students should select the option that allows them to stay connected for 4 hours or more (longer for extended-time testing).
- **Chromebooks only:** After confirming the connection, sign out of the device and open Bluebook without turning the device off.

### No one in the room can connect to the internet.

Try another internet connection or space, if available. Before you move students, test out the new space by connecting to the same network students will use; if students are using a personal device, make sure you do, too.

**IMPORTANT:** If you allow any students to use an alternate internet connection, report an Internet Issue irregularity.

### You're unable to resolve the issue using the steps above.

Contact the technology staff who manage your network and ask them to make sure that traffic to and from the domains listed on [Configure Your Network](#) can bypass any security appliances and software. Firewalls, content filters, and proxy servers can prevent some or all students from testing successfully.

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.

## If Testing Has Started

Students need an internet connection to start testing and to submit answers, but not in between.

**IMPORTANT:** Once students start testing, they can continue during momentary drops in connectivity. Their answers are saved to their device.

Without a connection, 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, help the student submit their answers before they're dismissed by following the instructions for A student's answers aren't submitted on page 9.

## Test Day Toolkit Access Issues

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.

New staff might need help completing 2-step verification to access Test Day Toolkit for the first time.

They'll 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 a way for us to send them a code.
4. Enter the code we send them.

### Staff didn't get a Test Day Toolkit access email.

- Make sure staff are using an access email personalized for them. Access emails won't work if shared.
- Ask staff to check their junk email folder. The access email will come from College Board and include "Test Day Toolkit" in the subject line.
- Ask staff to add College Board to their contacts.
- Ask the coordinator to use Test Day Toolkit to send staff another access email by finding the staff name on the **Staff** page and selecting **Send access email** from the **Actions** column.

## Staff don'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).

## The 2-step verification code doesn't work.

If staff get a verification code but it doesn't work, it may have expired. Staff can request another code and should choose a contact option they can access within 3 minutes.

## Staff didn't get a 2-step verification code.

If staff didn't get a verification code or see only an email address or phone number they can't access quickly, their test coordinator should check their contact info in Test Day Toolkit to make sure it's accurate and update it if necessary. Mobile numbers are usually the best choice; emails sent to schools can arrive after the code expires and staff might not get a voice message sent to a school phone number.

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

## What if staff can't access student information or navigate to their assigned room in Test Day Toolkit?

Until staff are granted full access, they're in preview mode. Go to the **Staff** page, find their name, and choose **Grant toolkit access** in the **Actions** column.

## Supplemental Troubleshooting

Extra troubleshooting tips are available at [bluebook.org/troubleshooting](https://bluebook.org/troubleshooting).

## College Board Support

Call 888-477-7728 (within the U.S.) or +1 212-237-1335 (international).

Save time—prepare to answer these questions when you call:

- Is the student using a Chromebook, Windows device, Mac device, or iPad?
- Are they using a personal device or one managed by your school?
- How many students are affected?
- Are the affected students in the same room?
- What error messages did students see?
- Which students are affected? (If possible, have Test Day Toolkit open when you call or write down the students' registration numbers.)