



**Spring 2017
Technology Training
Washington, D.C.**

PARCC English Language Arts – Mathematics

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Timeline & Structure

Spring 2017 Testing Window

Paper: 4/10/17 – 5/12/17

Online: 4/10/17 – 6/5/17

Spring 2017 Tentative Critical Dates

Description	Dates
Submit updates through UI or SR/PNP import for initial orders	2/24/17
Materials scheduled to arrive in districts	3/27/17
Proctor caching test content begins (prior to testing)	3/27/17
Prepare Test Session*	4/7/17

* Test sessions may be prepared one business day before testing window opens



PearsonAccess^{next}

Navigating PearsonAccess^{next}

- <https://dc.pearsonaccessnext.com/>

The screenshot shows the PearsonAccess^{next} website interface. At the top, there is a dark header with the logo and navigation links for 'Home' and 'Support'. Below the header, the main content area is divided into several sections. On the left, there is a large banner for the 'PARCC Partnership for Assessment of Readiness for College and Careers'. Below this, a 'Program Information' section features a row of five images showing students and teachers in a classroom setting. Underneath the images, there are two columns of text: 'PARCC Assessment Program' and 'Features'. The 'PARCC Assessment Program' section describes the commitment to building a K-12 student assessment system and lists four bullet points. The 'Features' section states that PearsonAccess serves as the entry point to all Pearson services used by school districts. On the right side of the page, there are three vertical panels: 'Sign In' with a green 'Sign In' button and links for 'Forgot Username' and 'Forgot Password'; 'Contact Us' with 'PARCC Customer Support' information (1-888-493-9888, Monday-Friday, 5:30 am - 6:30 pm CT) and 'PARCC E-mail' (parcc@support.pearson.com); and 'Related Links' with links to 'PearsonAccess^{next} Training', 'PARCC/Pearson Portal', 'Practice Tests', and 'PARCC'.

PearsonAccess^{next}

Home Support

PARCC Partnership for Assessment of Readiness for College and Careers

★ Program Information

PARCC Assessment Program

PARCC states have committed to building a K-12 student assessment system that:

- Builds a pathway to college and career readiness for all students
- Creates high-quality assessments that measure the full range of the Common Core State Standards
- Supports educators in the classroom
- Makes better use of technology in assessments, and advances accountability at all levels

Features

PearsonAccess serves as the entry point to all Pearson services used by school districts participating in the PARCC consortium. Access is currently limited to PARCC participation in the operational assessment.

Sign In

Sign In

[Forgot Username](#) | [Forgot Password](#)

Contact Us

PARCC Customer Support
1-888-493-9888

Monday - Friday
5:30 am - 6:30 pm (CT)

PARCC E-mail
parcc@support.pearson.com

Related Links

PearsonAccess^{next} Training
Site: <http://tmg.pearsonaccessnext.com>
PARCC/Pearson Portal:
<http://parcc.pearson.com>
Practice Tests:
<http://parcc.pearson.com/practice-tests/>
PARCC: <http://parconline.org>

What's New in PearsonAccess^{next}

- Student Enrollment Limited to One Organization at a Time. A student can only be enrolled into one organization during a test administration.
- School Test Coordinators must first Prepare Test Sessions to assign the forms before a Test Administrator can Start the Session.
- Option to Print Selected or Print All for the session.
- Work Requests – Request Enrollment Transfer - LEA/DTC's can request the transfer of students registered in an organization outside of their own district. This request is submitted to the district that has the student registered and they need to approve/reject the request to transfer the student.

What's New in PearsonAccess^{next}

- When creating an Additional Order, it is now required for the user to provide their email address and phone number.
- When Importing or Exporting a file, the default file extension is now “CSV” instead of “Fixed.” This can be changed by selecting the other option in the dropdown.
- The “Update Cache” button no longer appears on the Students In Sessions screen. When test content is cached, either by session or by test, all test forms for that grade and subject are downloaded to the Proctor Caching machine.
- While logged into PearsonAccessnext with the organization set to a school, “Show All” automatically displays all results on a page.

What's New in PearsonAccess^{next}

- When exporting a Student Registration file, the file details now indicates which parameters were chosen during the export: assign, testing, and included Void Test Score Code.
- A PDF Session Roster is available within the Session Details screen. This is now available under Resources on the Students In Session screen.



Before Testing

Submit Work Requests

- Students that move between districts during the Spring 2017 test administration can be managed through new functionality called “Work Requests”.
- Only LEA/DTC roles can create a transfer “Work Request”. If a district is unable to add a student to their school by creating them in the User Interface or via SR/PNP import, the LEA/DTC can use this new task to Request Enrollment Transfer.

The screenshot displays the PearsonAccessnext user interface. On the left, the 'Work Requests' section is active, showing a 'Tasks' list with 'Request / Edit Enrollment Transfer' selected. The main content area shows the 'Request / Edit Enrollment Transfer' form. The form includes fields for 'State Student Identifier*' (testcase99), 'Last or Surname*' (SAMPLE), 'First Name*' (TEST), 'Middle Name', and 'Birthdate*' (2016-06-06). A search box for organizations is visible, with a dropdown menu showing 'TRAINING SCHOOL (ZZ-666555-4444)' and 'TRAINING SCHOOL A (ZZ-666555-3333)'. The form also features 'Send Request' and 'Reset' buttons.

Approve Work Requests

- Students that move between districts during the Spring 2017 test administration can be managed through new functionality called “Work Requests”.
- If another LEA/District has submitted a Request for Enrollment Transfer, the student’s enrolled organization will receive a notification that they will need to approve or reject.

The screenshot displays the PearsonAccessnext user interface. On the left, a navigation menu includes 'Home' and 'Support'. A notification box titled 'REQUIRES ACTION' shows '1 Transfer Requests', '0 Remote Testing Requests', and '0 Reporting Requests'. The main area is titled 'Work Requests' and shows '1 Selected' tasks. A dropdown menu for 'Select Tasks' includes 'Request / Edit Enrollment Transfer' and 'Approve / Reject Enrollment Transfer'. Below this, there are filter sections for 'Status' (with 'Waiting for Approval') and 'Work Type' (with 'Enrollment Transfer'). A table displays one result:

Status	Work Type	Created by	Requesting Organization
<input checked="" type="checkbox"/> Waiting for Approval	Enrollment Transfer	Hoelt	TRAINING SCHOOL (ZZ-666555-4444)

Additional Information on Work Requests can be found at:
<http://avocet.pearson.com/PARCC/Home#10525>



Technology Readiness for Administrators

Technology Guidelines

- PARCC Documentation:

<http://parcc.pearson.com/technology-setup/>

TestNav Browser requirements


Browser-based TestNav

If your program requires you to use browser-based TestNav, download Firefox ESR 45. Then, see instructions for each OS.

OS	Download browser	Setup Instructions
<ul style="list-style-type: none">• OS X: 10.9, 10.10, 10.11• macOS Sierra 10.12³	Firefox ESR 45	Set Up TestNav with Firefox ESR 45
Windows: 7, 8.1, 10	Firefox ESR 45 (32-bit)	

³ Customers may add support for this OS at varying times.

TestNav Installable App

 Do not update your OS without verifying supported OS(s) in the table below. Only these listed versions will work with TestNav.

OS	Download Installable TestNav	Setup Instructions
Android 5.0 - 7.0	From Google Play	Set Up TestNav on Android Devices
Chrome OS 50 - 54	From Chrome Web Store	Set Up TestNav on Chromebook
iOS 9.3.2 - 9.3.5, 10.2	From the App Store	Set Up TestNav on iPad
Linux Fedora 24 (64-bit); Ubuntu 16.04 (64-bit)	From TestNav downloads	Set Up TestNav Desktop on Linux
OS X: 10.9, 10.10, 10.11	From TestNav downloads	Set Up TestNav Desktop on OS X
Windows: 7, 8.1, 10	From TestNav downloads	Set Up TestNav Desktop on Windows

Update on iOS 10.2 and MAC OS 10.12

Support for iOS 10.2:

- iOS 10.2 was released on December 12, 2016 and is now supported for PARCC testing in Spring 2017.
- The new iOS 10.2 release from Apple resolves the test security issue that was first communicated in the September PARCC Technology Bulletin.

Supported version of iOS for Spring 2017:

- iOS 9.3.2 and new version of iOS 9
- iOS 10.2 and newer version of iOS 10

Support for MAC OS 10.12 Sierra:

- TestNav Desktop App will not be supported for Spring 2017
- Browser-based testing using Firefox 45 ESR is supported.

Supported version of MacOS for Spring 2017:

- MacOS 10.9, 10.10, and 10.11

Upgrading TestNav

The currently available version of the TestNav Apps will be used for Spring 2017 testing. No new applications version will be released until after Spring testing is completed. The TestNav Apps can be downloaded at <http://download.testnav.com> or through the appropriate online application stores.



Tool	Version
TestNav Desktop App	1.5.2
ChromeOS App (Chromebooks)	1.5.77
iOS App (iPads)	1.5.1
Android App	1.5.7
Proctor Caching Software*	2016.9

**Note: The new version of ProctorCache is required for the 2016-2017 test administrations. Previous versions cannot be used to download and deliver test content.*

Proctor Caching for TestNav

Proctor Caching is Pearson-supplied software that is used in conjunction with TestNav to reduce bandwidth requirements and accelerate the delivery of test content.

Proctor Caching:
allows you to pre-cache
test content to your local
network before a test,



- reduces the burden on your Internet service provider (ISP) by eliminating redundancy in requests for test content, and
- stores an encrypted local copy of all pre-cached tests.

Proctor Caching requirements

- Proctor Caching runs on Windows and Mac OS X.
- Proctor Caching can be downloaded from:
<http://download.testnav.com>
- ProctorCache System Requirements are located at:
<https://support.assessment.pearson.com/x/PQACAO>
- TCP Ports include: 80 (Internet), 4480, and 4481 (Local Network).
- Proctor Caching requires a fixed internal IP address.
- For setting up an upstream proxy, refer to the Windows or Mac “Tips on Proctor Caching” section in the *TestNav 8 Proctor Caching User Guide*.
- Use the *Asses Testing Capacity* in PearsonAccess^{next} for determining your network capacity during computer-based testing.







TestNav Apps

TestNav™

Check [TestNav System Requirements](#) before you download installable TestNav and ProctorCache.

Installable TestNav

After you download installable TestNav, see [Kiosk Mode Test Set Up](#) to complete setup and prepare for testing.

Laptops and Desktops	Tablets	Chromebooks
		
TestNav Desktop <ul style="list-style-type: none">◦ OS X◦ Windows<ul style="list-style-type: none">◦ .msi installer◦ .exe installer◦ Linux Fedora◦ Linux Ubuntu	TestNav for iPad  TestNav for Android devices 	TestNav for Chromebook 

Browser-based TestNav

To use a browser for tests that require kiosk mode, you can download the Firefox version below for the appropriate operating system:

Firefox ESR 45

- [OS X \(or macOS\)](#)
- [Windows \(FF 32-bit\)](#)

ProctorCache Installers

After you download ProctorCache, see [Set Up and Use ProctorCache](#) for detailed instructions.

- [OS X](#)
- [Windows](#)

Create TestNav Configurations

Tasks for Proctor Caching ➕ Add Task ◀ Previous Task Next Task ▶ Exit Tasks ✕

Create / Edit TestNav Configurations

CONFIGURATIONS (0) ➕ Create Configurations

DETAILS

New Cache Configuration Create Reset

Configuration Name*

Precaching Computer Override ⓘ

Organizations*

Default Precaching Computer

Computer Name*

IP Address

Port

Uses Pearson Precaching Software

Note: Confirm that firewall or content filtering software is open for both ports 4480 and 4481 of the proctor caching computer.

Test Connection

Response File Backup Locations

Please use the following format for SFTP file backup location: `sftp://<userid>:<password>@<address>:<port>/<path>`

Windows, Primary Location ⓘ

Windows, Secondary Location ⓘ

MAC, Primary Location ⓘ

MAC, Secondary Location ⓘ

Android, ChromeOS, and iOS Secondary Location ⓘ

Linux, Primary Location ⓘ

Linux, Secondary Location ⓘ

Note: Depending on your browser settings, your connection test could fail to complete due to a script that needs to execute that may be blocked. Please check your settings to allow the script, re-enter your info and re-start the connection testing again. Close the browser in order to restore the default settings.

* Required

Create Reset

Edit TestNav Configurations

Tasks for Proctor Caching ➕ Add Task ◀ Previous Task Next Task ▶ Exit Tasks ✕

Create / Edit TestNav Configurations

CONFIGURATIONS (1) Details

[Create Configurations](#)

High School Configuration Save Reset

Configuration Name*
High School Configuration

Precaching Computer Override ⓘ

Organizations*
* TRAINING SCHOOL (ZZ-666555-4444)

Precaching Computers (1) Add

HS Library

Computer Name*
HS Library

Default computer used for sessions

IP Address
192.168.100.53

Port
4480

Configuration Identifier ⓘ
QQWYEK36R9

Uses Pearson Precaching Software

Note: Confirm that firewall or content filtering software is open for both ports 4480 and 4481 of the proctor caching computer.

Test Connection

Response File Backup Locations

Please use the following format for SFTP file backup location: sftp://<userid>:<password>@<address>:<port>/<path>

Windows, Primary Location ⓘ
Use default user directory

Windows, Secondary Location ⓘ

MAC, Primary Location ⓘ
Use default user directory

MAC, Secondary Location ⓘ

Android, ChromeOS, and iOS Secondary Location ⓘ

Linux, Primary Location ⓘ
Use default user directory

Linux, Secondary Location ⓘ

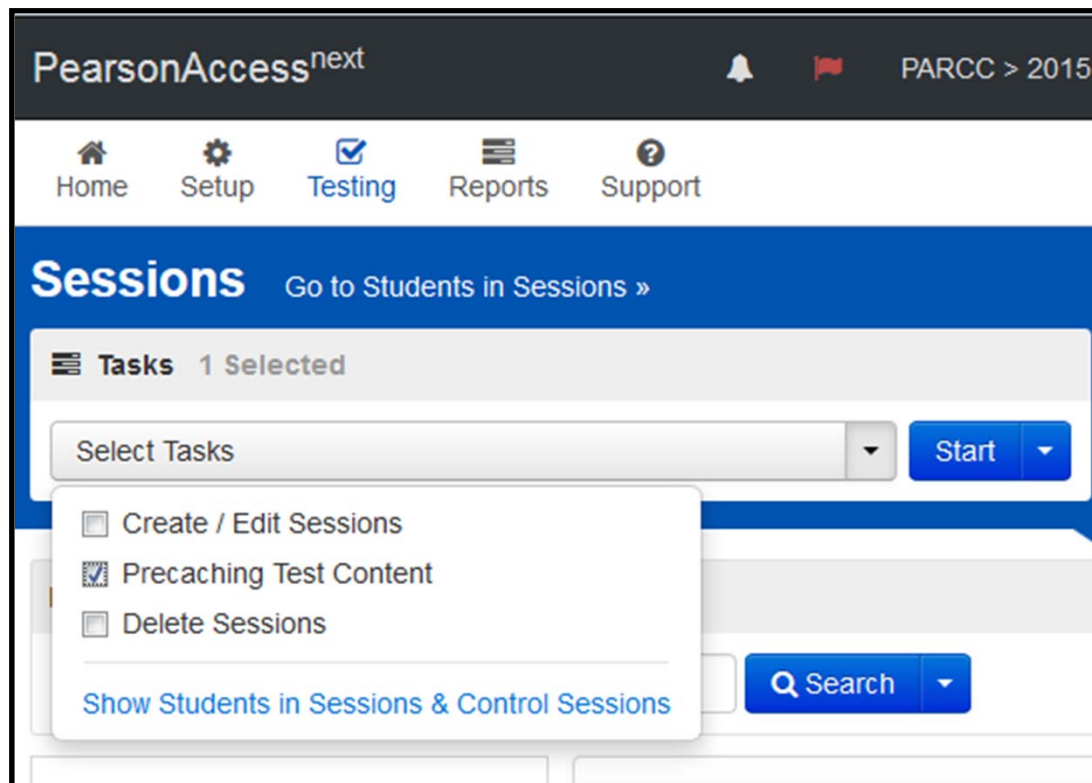
Note: Depending on your browser settings, your connection test could fail to complete due to a script that needs to execute that may be blocked. Please check your settings to allow the script, re-enter your info and re-start the connection testing again. Close the browser in order to restore the default settings.

* Required

Save Reset

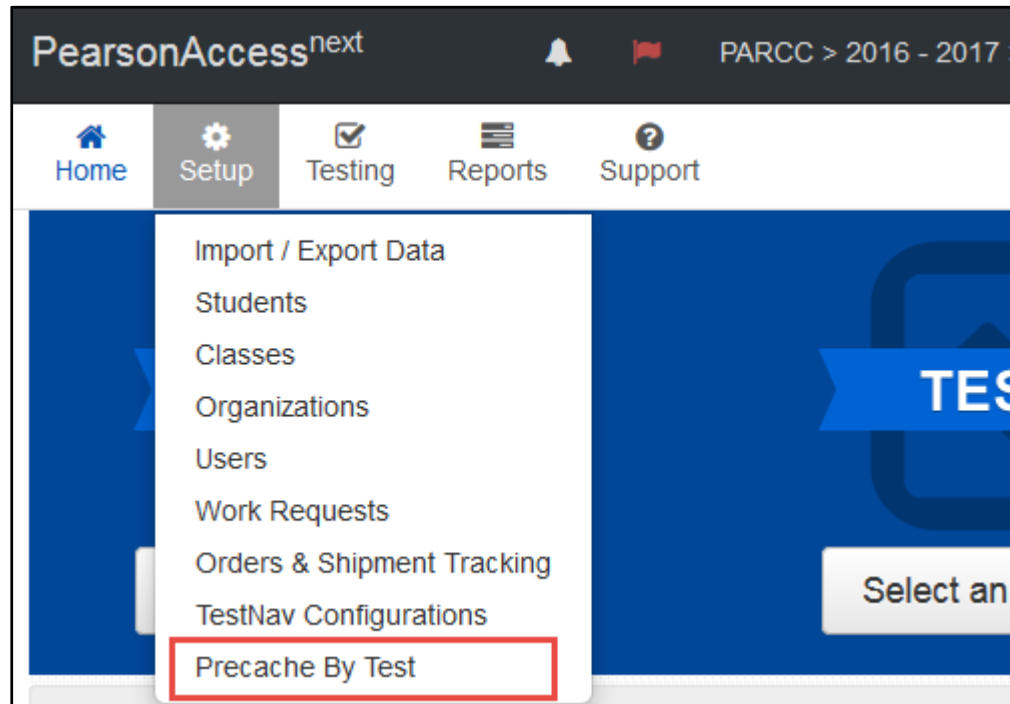
Precaching Sessions

- Choose **Sessions** under the **Testing** tab
- Check the box next to the session(s) to precache
- Select “**Precaching Test Content**” from the Tasks menu and click Start



Precaching by Setup

- Choose ***“Precaching Test Content”*** under the ***Setup*** tab



Precaching Content

TESTNA✓ ProctorCache

Tests Clients

Tests

Refresh Reload Purge

Test Search Clear

TEST	FORM	STATUS	ENTRIES	CACHE DATE
<input type="checkbox"/> Grade 5 ELA/Literacy	Grade 5 ELA/Literacy - 014PO	● OK	63	Oct 13, 2014 10:19 AM
<input type="checkbox"/> Grade 4 ELA/Literacy	Grade 4 ELA/Literacy - 014PO	● OK	64	Oct 13, 2014 10:19 AM
<input type="checkbox"/> Grade 3 ELA/Literacy	Grade 3 ELA/Literacy - 014PO	● OK	46	Oct 13, 2014 10:19 AM
<input type="checkbox"/> Grade 9 ELA/Literacy	Grade 9 ELA/Literacy - 014PO	● OK	44	Oct 13, 2014 10:19 AM
<input type="checkbox"/> Grade 8 ELA/Literacy	Grade 8 ELA/Literacy - 014PO	● Loading...	60	Oct 13, 2014 10:19 AM
<input type="checkbox"/> Grade 7 ELA/Literacy	Grade 7 ELA/Literacy - 014PO	● Loading...	64	Oct 13, 2014 10:19 AM
<input type="checkbox"/> Grade 6 ELA/Literacy	Grade 6 ELA/Literacy - 014PO	● Waiting...	66	Oct 13, 2014 10:19 AM
<input type="checkbox"/> Grade 11 ELA/Literacy	Grade 11 ELA/Literacy - 014PO	● Waiting...	44	Oct 13, 2014 10:19 AM
<input type="checkbox"/> Grade 10 ELA/Literacy	Grade 10 ELA/Literacy - 014PO	● Waiting...	53	Oct 13, 2014 10:19 AM

Proctor Caching Diagnostics



- Select the Tests tab for information about test content and caching status.
- Select the Clients tab to monitor client connectivity.
- Click the Settings tab to reset the Proctor Caching password

Proctor Caching Resources

ProctorCache System Requirements:

<https://support.assessment.pearson.com/x/PQACAQ>

- This site will outline the minimum System Requirements for the latest release of Proctor Cache version 2016.9.
- Reminder: This version was released in August 2016 and must be used for Spring 2017.

Setup and User ProctorCache:

<https://support.assessment.pearson.com/x/HAACAQ>

- When preparing to install ProctorCache, consider several factors, depending on your organization and technology.

Precaching Testing Content Training Module is available at

<http://parcc.pearson.com/training-modules/>

Site Readiness Checks

Recommended: Run the Assess Testing Capacity task

Assess Testing Capacity

Assess Testing Capacity

ORGANIZATIONS (1)

PARCC TRAINING SCHOOL (ZZ-111111-1111)

Assess Testing Capacity

Save Delete Reset

1 Select Proctor Caching Computer

Proctor Caching Computer

Training School Configuration

Go to TestNav Configuration to Add/Edit proctor caching computer(s)

2 Calculate Download Speed

Calculate Download Speed

Without Proctor Caching	With Proctor Caching	Date	Time
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Save Delete Reset Only selected download speed will be saved.

Select your proctor caching computer from drop-down under #1 – if you do not already have a proctor caching computer setup, click the link to Go to TestNav Configuration to Add/Edit proctor caching computer(s).

Site Readiness Checks

Assess Testing Capacity

Assess Testing Capacity

ORGANIZATIONS (1)

PARCC TRAINING SCHOOL
(ZZ-111111-1111)

Assess Testing Capacity

1 Select Proctor Caching Computer

Proctor Caching Computer
Training School Configuration

2 Calculate Download Speed

Calculate Download Speed

	Without Proctor Caching	With Proctor Caching	Date	Time
<input checked="" type="radio"/>	18.00 Mb/s	17.428 Mb/s (Training School Configuration)	2017-01-07	23:31:03 Central Time

3 Select Type of Test

Type of Test
Default TEST

4 Testing Capacity

Calculate Capacity

Save Delete Reset

Only selected download speed will be saved.

After speed has been calculated, select the Type of Test and click Calculate Capacity.

Site Readiness Checks

3 Select Type of Test

Type of Test

Default TEST

4 Testing Capacity

Calculate Capacity

	Without Proctor Caching	With Proctor Caching
Online Testing Capacity	60 Students	58 Students

Save Delete Reset Only selected download speed will be saved.

If the planned capacity is insufficient, consider one or more of the following:

- Changing the testing schedule
- Adding additional rooms
- Adding additional devices
- Note: Pearson recommends proctor caching for all online tests, for timely delivery of the test content.

Infrastructure Trial

What is an Infrastructure Trial?

This is a dress rehearsal to confirm that:

- TestNav is configured correctly
- Devices can successfully run TestNav
- Network can bear the full load
- Participating staff know what to do for PARCC computer-based assessment
- Students are familiar with the computer-based tools and format

When should you perform an Infrastructure Trial?

- The PARCC Training Center is currently setup for Spring 2017 Infrastructure Trials.
- It is recommended that you run the Infrastructure Trial at least 2 weeks before testing begins to allow time for troubleshooting and planning.
- It is strongly recommended that you run an Infrastructure Trial before every test administration.



During Testing (Administering Tests)

Form Assignment Markers in PAnext

Marker appears next to SSID on Students in Session screen if accommodation/AF was identified on the Manage Student Test Screen or through an SR/PNP import

Indicator	Accommodation
ASL	American Sign Language
SR	Assistive Technology— Screen Reader
Non-SR	Assistive Technology— Non-Screen Reader
CC	Closed Captioning
TTS	Text-to-Speech
STTS	Spanish Text-to-Speech
S	Spanish

These forms are independent forms and cannot be combined.

ASL, SR, and Non-SR are only available for ELA/math

Accommodation Reminders

New for the 2016-2017 PARCC Assessment are Accommodation Reminders!

The accommodation reminder will appear for the following accommodations:

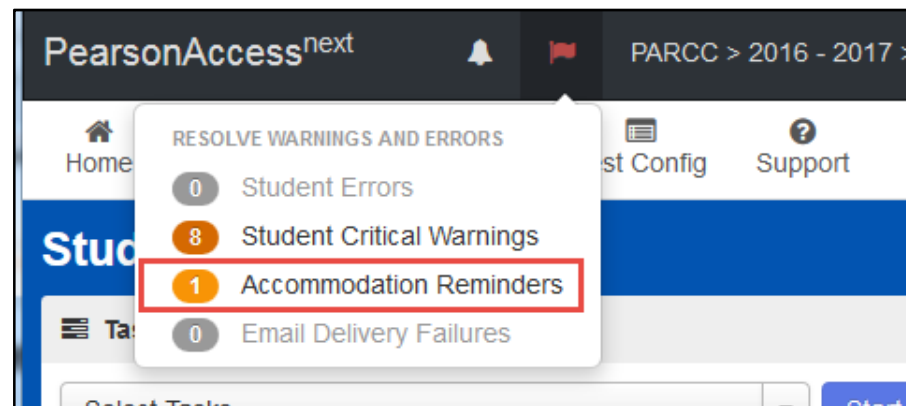
Text-to-Speech – for ELA tests only

Calculation Device and Mathematics Tools

ELA Constructed Responses – Human scribe value only

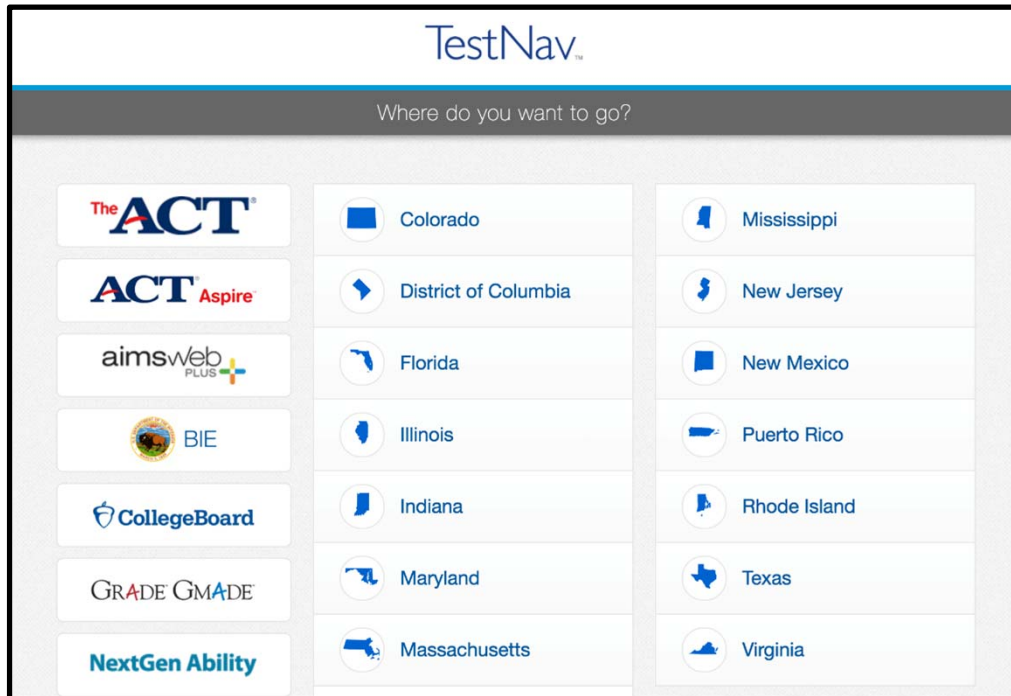
Human Reader/Signer – for ELA tests only

ASL Video for ELA tests only



TestNav

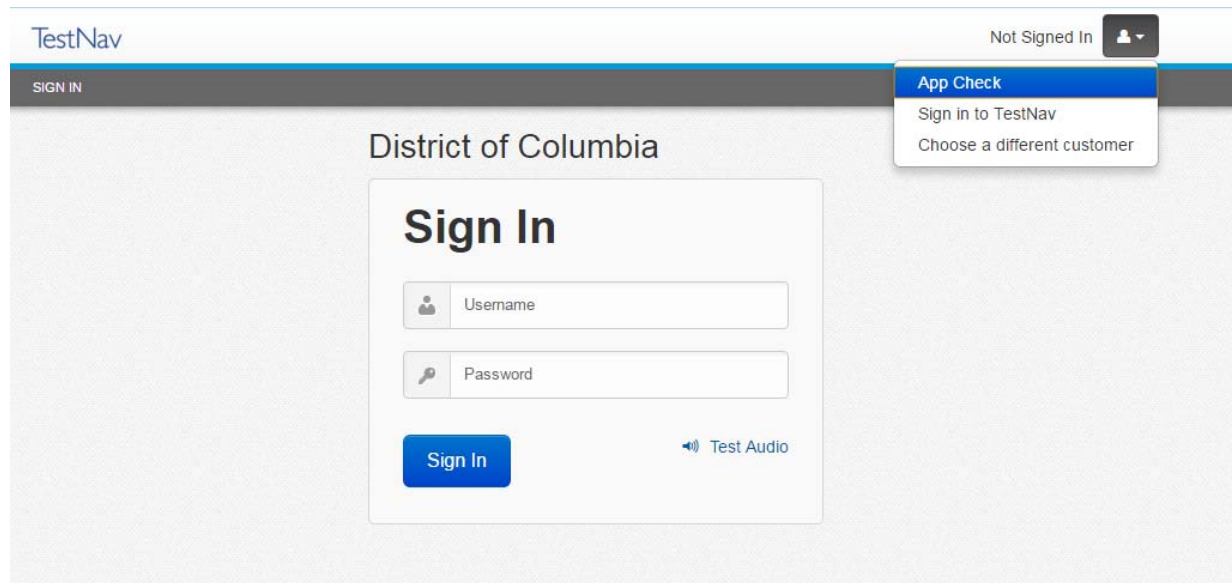
- ELA and Math
 - Browser
 - App:



Note: The Sign In page should say “District of Columbia” above the Username and Password fields. If it doesn’t, click the User Icon and select “Choose a different customer”.

Running App Check

- Whether using TestNav Desktop or TestNav Apps on mobile devices, Technology Coordinators should run App Check before students arrive on testing day.



TestNav 8.7: What's New

What's Changed?	How Has It Changed?
Practice Test and Tutorial Availability in Browsers	The Practice Tests and Tutorials can now be accessed using the Google Chrome browser and the Microsoft Edge browser.
iOS TestNav App Changes	<p>The iOS TestNav App released on August 5, 2016 includes significant changes from previous version of the app:</p> <ul style="list-style-type: none">• Enable Microphone Permission – this is a one-time setup step but will need to be completed before TestNav will launch.• Automatic Assessment Configuration – Apple introduced AAC with iOS 9.3.2, which affects the setup and sign-in processes for assessments that require kiosk mode. This new feature eliminates the need for Guided Access Mode.

TestNav 8.8: What's New

What's Changed?	How Has It Changed?
TI Graphing Calculator (Movement)	The TI Graphing Calculator can now be moved up and down, as well as side-to-side.
Drawing Interaction Enhancements (currently only used for Grade 3 Math)	Two usability enhancements: <ul style="list-style-type: none">• The Pencil and Eraser icons have been updated to make the functions instantly recognizable.• Students are now able to draw dots by simply clicking or touching the canvas.
Touchscreen Support (ChromeOS & Windows)	Touchscreen Chromebooks and Windows touchscreen devices can now utilize the touch functionality to navigate and respond in TestNav.
Answer Eliminator on Hot-Spot Items	The Answer Eliminator Tool is now available on all Hot-Spot questions.

TestNav 8.8: What's New

What's Changed?	How Has It Changed?
Support for Android 7.0 Operating System	Added to the TestNav System Requirements page
App-Check Enhancements	New App Check features: <ul style="list-style-type: none">· Verifies connection to TestNav· Verifies connection to ProctorCache Machine using Configuration Identifier in PearsonAccess^{next}· Verifies Blacklist applications are not open
Bypass ProctorCache	Allows TestNav to bypass the ProctorCache machine and connect directly to the Internet if the ProctorCache machine is unavailable when the student attempts to sign in to their test.

Technology Tip



- Document the specific device on which each student is testing, for each unit of the test. This will aid in response recovery if it becomes necessary.
- If a student receives an error. Do not move them to a new device immediately. Have them sign back in to the same device, and then click the User icon in the top right to “Sign out”. This will send all responses to the testing server.
- Always have the student “Sign out” if they won’t be submitting their test. Never just power-off.



Basic Technical Troubleshooting

Common Error Codes

- 1001: “Your test has been saved. Please notify your test administrator.”
 - Early Warning System initial message, does not indicate the issue, another error code will follow
- 1009: “Unable to download test content”
 - Network connection issue between the testing device and Pearson servers.
- 5032: “TestNav has detected a blacklist application running...”
 - Close the specified application in the error message and have the student sign in again.
- 3005: “TestNav has detected that another application attempted to become the active window”
 - This could be caused by pop-ups in the background, power saving features, or key combinations like ctrl+alt+del
- 8026: “Unable to connect to the proctor caching computer. Please contact your administrator.”
 - Network connection issue between the testing device and the local Proctor Caching device

Common Error Codes: Next Steps

- Resume the student test in PANext
- Have the student log in again on the same testing device
 - Do not move the student to another testing device unless the student safely exits the test using the log out feature
 - Use the “(OPTIONAL) Local Testing Device ID:_____” field
- If the same error occurs repeatedly, or if the same error is affecting multiple students, contact the Technology Coordinator

Student Logs into Another Student's Test

Student A logs into Student B's test

1. Immediately exit the test
2. School immediately contacts DTC
3. Test Coordinator immediately contacts OSSE
 - OSSE may be able to move the test
 - OSSE may have to void the unit

Student Response Files (SRF)

- Before moving a student to another device during a unit:
 - Do not move unless absolutely necessary
 - Have student sign out
 - If not able to sign out, manually move file from old to new computer
- Occasionally SRFs need to be sent to Pearson. Additional documentation can be found here:
 - <https://support.assessment.pearson.com/display/TN/Find+SRF+and+Log+Files>



Resources & Support

Resource - PAnext Training Modules

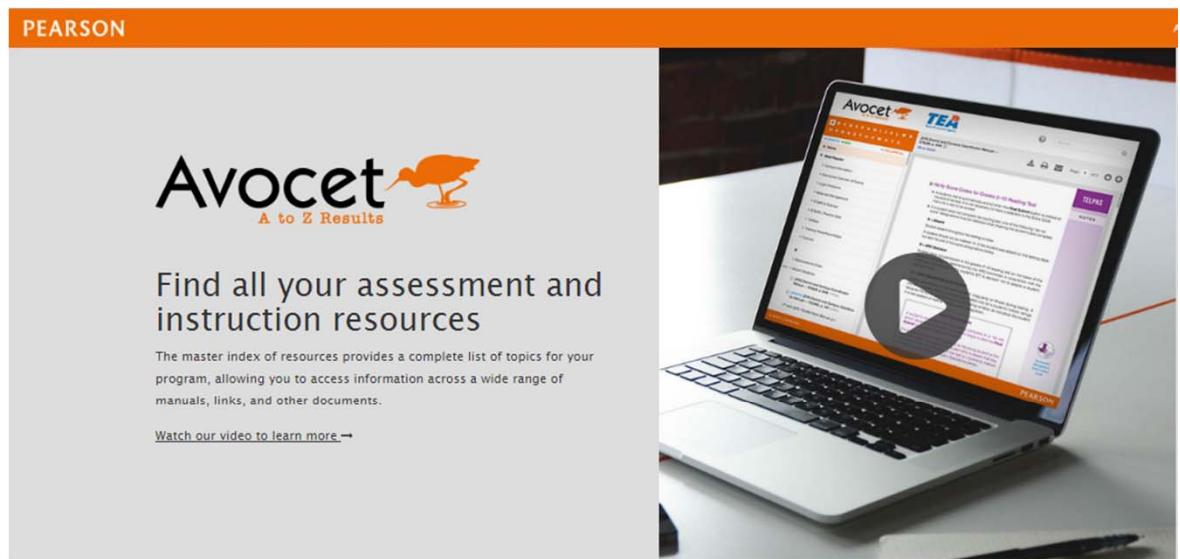
The following spring modules are suggested for use by districts:

- Welcome to PearsonAccess^{next}
- Test Session Management
- User Accounts
- Monitor Student Test Status
- Not Tested and Void Test Score Codes
- Rejected Student Tests (PBT only)
- Student Registration/Personal Needs Profile
- Students

Resources

<http://avocet.pearson.com/PARCC/Home>

- An online, topic-based index for assessment manuals and materials
- Search capabilities
- Frequently updated and updated on demand
- View pages, print results, and download full PDFs



What resources are you looking for?

[Colorado](#)

[Florida](#)

[Indiana](#)

[Maryland](#)

[NBPTS](#)

[PARCC](#)

[Puerto Rico](#)

[Texas](#)

Customer Support

Contact Support for assistance with:

- ❖ Navigating PearsonAccess^{next}
- ❖ Navigating the Training Center
- ❖ Managing Student Registration Data
- ❖ Setting up test units
- ❖ Managing user IDs and passwords
- ❖ Accessing resources
- ❖ Setting up proctor caching
- ❖ Submitting additional orders
- ❖ Inquiring about shipments

PARCC Online Support and Resources

<http://PARCC.Pearson.com/Support>

Hours: 6:30 am – 7:30 pm EST, Mon.–Fri.

Call Toll Free: 1-888-493-9888

Email: PARCC@support.pearson.com

Chat is available

PARCC

Thank you