

**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.

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## 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.

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## If You Can't Resolve the Issue

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 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 for whatever reason, send the student to your test coordinator, who may need to call us or test the student on another day.

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## 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.

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## When to Call College Board

If a widespread issue prevents testing as planned, your test coordinator should reschedule for another day within the testing window. If that's impossible, they should call us.

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## 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 have already started timed testing, the Bluebook device swap feature must be used. See *How to Complete a Device Swap* on page 9.

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

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# Digital Testing System

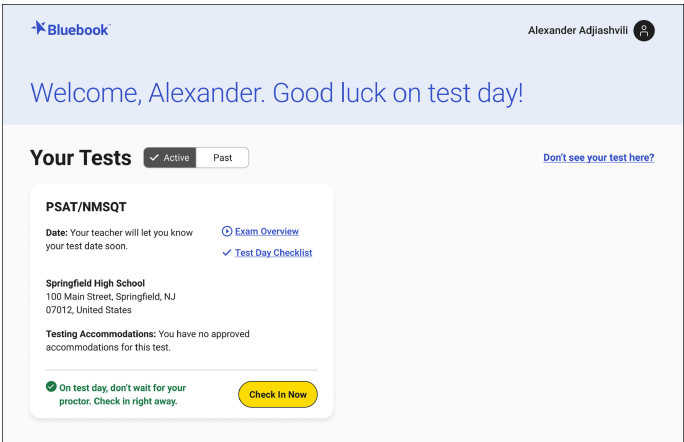
Bluebook and Test Day Toolkit work together to make digital testing possible. Students use Bluebook to take the test, and coordinators and staff use Test Day Toolkit to administer it.

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.

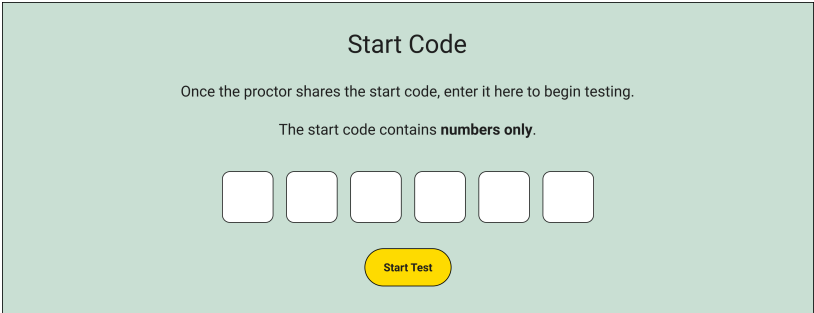
**IMPORTANT:** Room and start codes are used on test day only. Don't provide them to students during practice or readiness sessions.



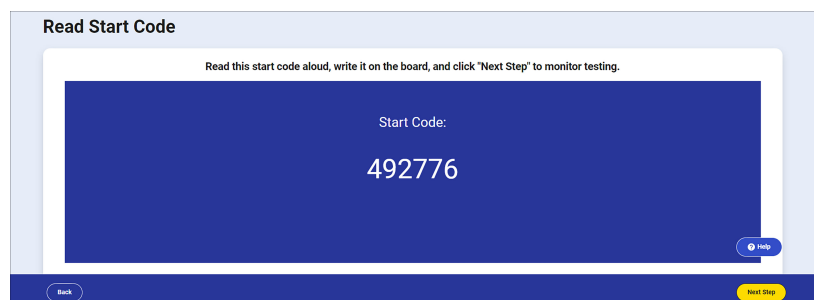
## Starting the Exam

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

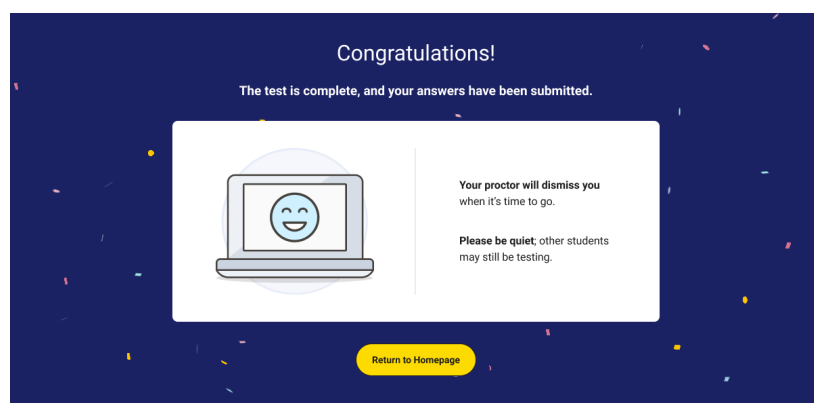


## Proctor's View



## 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 with confetti. If students are not connected or they close their laptop, their answers won't be submitted automatically, but will be saved on their device.



## 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 can't open Bluebook.

To use Bluebook on a Chromebook, the student should:

1. Turn on their Chromebook without signing in to their school user account.
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 school user account. Tell them to sign out of their school user account and open Bluebook as instructed above.

If a student is told their Chromebook is offline even though they have an internet connection, the auto-connect setting might be the cause. This setting prevents students from using Bluebook outside their school's network, and only the technology staff who manage the device can change it.

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

If Bluebook doesn't open properly, try the following fixes 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 9.
3. Switch to 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.

Instructions for updating clock settings vary by device type:

- Windows: Go to **Settings > Time & Language** and select **On** under **Set time automatically**.
- Mac: Go to **Preferences > Date & Time** and check the box next to **Set date and time automatically**.
- iPad: Go to **Settings > General > Date & Time** and check the box next to **Set date and time automatically**.
- Chromebook: School technology staff must use their Admin console to update their settings.

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

If a student's device can't update to the latest version of Bluebook, try the following steps:

1. Make sure the student can access the internet. For tips, go to How to Check for an Internet Connection on page 9.
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 their devices from auto-updating.
4. Switch to a backup device, if available.
5. If these tips don't work, send the student to 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.
3. If Grammarly can't be uninstalled, give the student a backup device *without* it, if available.

Students using managed devices may be unable to uninstall Grammarly without help from school or district technology staff.

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## 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, quitting 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 9.

## 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 provided students with the correct 6-digit start code for their room. Each room has a unique start code that is displayed at the end of the proctor script. If the correct code was provided, see Network Issues on page 10.

## 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 quit Bluebook, delete unwanted files and apps, and relaunch Bluebook.

The student can also switch to 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 switch to 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, try the following fixes in order:

1. Make sure the student entered the correct 5-letter room code and 6-digit start code.

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**IMPORTANT:** *Students must use the codes for the room they're assigned to in Test Day Toolkit even if they were physically moved to a new room.*

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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 9.
4. Restart the device and reopen Bluebook.
5. Switch to a backup device with Bluebook installed, if available.
6. Reinstall Bluebook.

## 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 9.

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## Student Issues: After Testing Starts

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

If a device freezes, crashes, or loses power during timed testing, try the following fixes in order:

1. Quit 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 9.

## 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.

## 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.

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

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If the student sees the **Answer Submission Incomplete** screen or an internet connection error message when their testing time ends, they should try the following steps in order:

1. Check their internet connection. For tips, go to How to Check for an Internet Connection on page 9.
2. Quit and reopen Bluebook.
3. If that doesn't work, restart their device and reopen Bluebook.
4. Click **Submit Answers** on the Bluebook homepage.
5. If they still can't submit answers, connect to a different network and try again.

If the student sees an **Answer Submission Pending** screen, send them back to the testing room so they can be dismissed by their proctor. Tell your coordinator College Board will contact them with next steps.

Otherwise, the student needs to:

- Keep their testing device.
- Return to their testing room so their proctor can follow dismissal procedures.
- 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 take these steps to prevent loss of data:

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

All students should return to their testing room so their proctor can follow dismissal procedures.

Coordinators can set up a retest for students who can't submit their answers even when connected to the internet.



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

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## 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, click the name of the student’s assigned room, and click **Skip to Attendance**. The 5-letter room code is in the upper right corner of the screen.
- 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

Device swap is a Bluebook feature that syncs test data so students can continue testing on a new device. Use it only if the student has entered the start code, if the student has time remaining, and if all troubleshooting tips have failed.

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

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Complete these steps to swap devices:

1. Tell the student to shut down their original testing device.
2. 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.
3. Send the student back to their testing room and tell them to ask their proctor 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.
4. 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 quit 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 10.
5. **Chromebooks only:** After confirming the connection, sign out of the device and open Bluebook *without* turning the device off.

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## Network Issues

Follow these instructions if connectivity issues interfere with testing.

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**IMPORTANT:** *Students need an internet connection to start the exam and to submit answers but can keep testing if their connection drops momentarily.*

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### If Testing Has Started

If there's a momentary drop in connection during testing, students can continue testing; their answers are saved to their devices.

During this time, 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 8.

### If Testing Hasn't Started

If students can't connect to the network and they have not started testing, try these fixes in this order.

**1. If 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 in step 3.
- 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.

**2. If no one in the room can connect, try these steps.**

- Ask students to sign in and connect to a different network, if available.
- Try a different space. Before moving students, test the connection in a backup room by connecting to the same network students will use.

**3. If students are using your guest network, make sure they completed all required steps.**

- **Chromebooks only:** Press and hold the power button, select **Sign Out** to quit 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.

#### 4. Contact the school or district staff who manage your network.

- Firewalls, content filters, and proxy servers can prevent some or all students from testing successfully.
- Make sure traffic to and from the domains listed on [Network Requirements](#) can bypass any security appliances and software.

#### 5. Notify your test coordinator.

- 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.

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## 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 checking the box next to the staff name on the **Staff** page and selecting **Send access email** from the dropdown menu.

### Staff doesn'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 numbers 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**.

## Staff signs in successfully but can't use Test Day Toolkit.

If staff see a “You’re all set” message on exam day, their coordinator needs to check the box next to the staff name on the **Staff** page and choose **Grant toolkit access** in the dropdown menu.

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## Supplemental Troubleshooting

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

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## 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.)