

WIDA MODEL Online

TestNav Install and Testing Preparation Guide

Use the information and tools outlined below to prepare your school's infrastructure for online testing. This document will outline the process and provide links to more detailed information on the [TestNav Online Support website](#). TestNav is the testing platform that students will use to take the WIDA MODEL Online assessment.

Confirm Your Devices Meet TestNav Requirements

Review the minimum hardware and software requirements for your school's devices on the [TestNav System Requirements](#) page of the TestNav support site.

Confirm Network Requirements and Guidelines

Ensure that all applicable test delivery URLs are exempted from filtering and inspection in all layers of network security such as content filters, firewalls, and anti-virus/anti-malware services. See the [Network Requirements and Guidelines](#) for more information.

Download and Install TestNav on Your Devices

Go to the [Download TestNav](#) page to locate links to download TestNav for each supported operating system. Review the [Set Up and Use TestNav](#) page for additional information on how to download and install TestNav for your specific operating systems, and for troubleshooting guidance.

- If a device has not been previously used for a TestNav test, the TestNav app must be installed.
- Note for ChromeOS: Pearson is transitioning TestNav away from legacy Chrome apps. Starting in June 2025 a new TestNav release will be available and the current release will be retired. This change will require a new installation. See the [technical bulletin](#) for more details and installation instructions.
- Devices previously used for a TestNav test must be running the current version of the TestNav app. Depending on the operating system (OS), TestNav might require a manual update. Review the [TestNav App Updates](#) for details.

Prepare Devices for Testing

System notifications should be disabled on devices during testing. These could include notifications from messaging apps, operating system update prompts, other OS or application pop-ups, or user account control (UAC) prompts that could cause testing disruptions.

- These notifications can distract students from their testing experience. Clicking on the

notification will generate an error and exit the student from TestNav.

- Some districts choose to create a dedicated, shared testing profile with all notifications disabled for administering student tests.
- Mac-specific guidance: Ensure scroll bars readily display by going to **Apple menu > System Settings > Appearance**, and choosing **Always** for the **Show scroll bars** setting.
- Windows-specific guidance: Disable cloud-based copy and paste functionality. Do this by going to **Settings > Cloud Clipboard > Cloud History**, and selecting **Off**. Alternately, navigate to **Settings > Clipboard**, and select **Off** for **Clipboard history**.

Conduct an App Check in TestNav

To ensure that devices and networks are set up correctly to use TestNav, schools can complete the App Check in TestNav. Navigate to the TestNav [Install and Sign In](#) page and select the operating system you are using to run TestNav to view the device-specific App Check instructions.

Running App Check in TestNav takes only a few seconds per device and should be completed after configuring the network and downloading TestNav onto student devices. Schools should complete App Check on a small sample of student testing devices. If a device does not pass App Check, App Check will provide instructions to fix the issue or use a different device. View additional guidance on App Check error messages on the [App Check Error Messages](#) page.

Contact Support

Pearson's technology support team are available to assist with any questions or concerns you may have.

- Contact: 1-802-552-3309. Chat and webform options are available via the [WIDA MODEL Resource Center](#).
- Hours: Pearson Customer Support is available between the hours of 7:00 a.m. CT and 6 p.m. CT, Monday–Friday.