

# WIDA MODEL Online TestNav Setup and Readiness Guide

TestNav is the testing platform students use to take the WIDA MODEL Online assessment. School or district technology coordinators can use the information in this document to prepare your school's infrastructure for online testing. This document outlines the TestNav setup process and provides links to more detailed information on the [TestNav Online Support website](#).

## 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 Network Configuration section below.

## 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.
- 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](#) page for details.
- Note for ChromeOS: As of June 2025, Pearson transitioned TestNav away from legacy Chrome apps. Previous installations are no longer comparable. 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 Devices

- Ensure scroll bars readily display. Go to **Apple menu > System Settings > Appearance** and choose **Always** for the **Show scroll bars** setting.

## Windows Devices

- Disable cloud-based copy and paste functionality. Go to **Settings > Cloud Clipboard > Cloud History** and select Off. Alternately, navigate to **Settings > Clipboard**, and select **Off** for Clipboard history.

## Chromebook Devices

- Suspend OS updates to prevent testing interruptions. Sign into the Google Admin console. Go to **Device > Chrome, > Settings** and choose the organization you want to update these settings for. Go to **Device > Auto Update Settings** and select **Block Updates**, then click **Save**.
- Disable ChromeOS accessibility settings to prevent interference with TestNav accessibility features. Sign into the Google Admin console. Go to **Device > Chrome > Settings**. Select “Device settings”. Scroll down to Sign-in screen accessibility and select “**Disable**” for each accessibility feature you wish to turn off.

## Conduct an App Check in TestNav

To ensure that devices and networks are set up correctly to use TestNav, schools can complete an App Check in TestNav. Go to the [App Check](#) page to view App Check instructions.

Running an 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 an 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.

## Network Configuration

Ensure that all TestNav URLs are fully exempted through the network and that no SSL inspection or traffic filtering is applied.

This applies to all layers of your network security, which includes:

- Firewalls
- Content filters
- Proxy services
- Antivirus / endpoint protection
- MDM (Mobile Device Management) services

Testing issues such as connection errors or slow content loading can be caused by network security that blocks or modifies TestNav traffic.

**IMPORTANT:** Do not apply deep packet inspection or security filtering that relies on reverse DNS lookups to TestNav traffic. Because TestNav content is hosted in AWS and may use dynamic or shared IP addresses, these checks can cause false-positive blocks and content errors during testing.

See the [Network Requirements and Guidelines](#) for more information.

## Device and Mobile Device Management (MDM) Configuration

MDM configuration is required for managed devices. If your organization uses Jamf, Mosyle, Intune, or other MDM tools, proper configuration is essential.

TestNav must be:

- Installed and deployed
- Allowed to run in secure/kiosk mode
- Not inspect or block encrypted content

Device and network policies must:

- Allow TestNav traffic without restriction
- Permit required app components and services

Endpoint protection must:

- Allow TestNav traffic
- Not inspect or block encrypted content

MDM platforms often include:

- Content filtering
- Endpoint protection
- Network inspection policies

**These controls can silently interfere with TestNav, even when firewall rules are correct.**

Schools may need to:

- Work directly with their MDM vendor/support team
- Review device-level policies

- Confirm TestNav traffic is fully allowed and not inspected

## Common MDM-Related Failures

Misconfigured MDM policies can cause:

- TestNav not launching
- Missing content or audio
- Slow loading or “Loading...” screens
- Connectivity errors (e.g., 3018, 1009)

## Troubleshooting

Occasionally, students encounter errors during an online test. You can address some common issues by correcting an aspect of your test environment. Other issues require additional investigation.

### Common Issues and Recommended Prevention

Slow Loading / “Loading...” (No Error)

- Cause: Network security filtering or inspection (Includes Mobile Device Management services)
- Recommendation: Verify all TestNav traffic is exempted from filtering and inspection.

An element in the test is not present (sound not playing or video/image not displaying)

- Cause: Network security filtering or inspection (Includes Mobile Device Management services)
- Recommendation: Verify all TestNav traffic is exempted from filtering and inspection.

Student shows as “In Progress” on the Proctor Dashboard but the login page is “spinning”

- Cause: The incorrect TestNav login tile may have been selected from the TestNav homepage.
- Recommendation: Ensure students have selected the correct WIDA MODEL login tile from the TestNav homepage and that WIDA MODEL is displayed on the login page.

If the login screen does not say WIDA MODEL, go to the **User dropdown menu** and select **Choose a different customer**. From the TestNav home page, select the **WIDA MODEL** tile.

### Common TestNav Error Codes

View the full list of TestNav error codes and their possible causes on the [Error Codes](#) page.

Error 1009

- Cause: The connection to the testing server has been interrupted. Test delivery URLs may not be fully exempted.
- Recommendation: Click **Retry** to check whether the connection is restored. If the connection is not restored, click **Exit Test**. If you continue to experience this error, ensure 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](#) page for more information. Schedule time to meet with a Pearson Technical Engineer for support if needed.

- Cause: Another application or process has attempted to become the Active Window. TestNav has closed due to security reasons.
- Recommendation: Disable any operating system notifications that appear around the time of the error.

#### Error 3018

- Cause: The connection to the server has been lost. This is another error that presents when test delivery URLs are not fully exempted.
- Recommendation: If you continue to experience this error, 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. Contact Pearson customer support or schedule time to meet with a Pearson Technical Engineer for support if needed.

#### Error 3124

- Cause: TestNav has closed the test session due to inactivity.
- Recommendation: The proctor should have the student sign in again.

## Providing Log Files for Technical Support

Log files contain current TestNav output and any error messages that TestNav displays during a test session. Log files allow Pearson Level 2 Technical support to:

- Identify exactly what the device attempted to load
- Detect blocked URLs or failed requests
- Determine if the issue is caused by:
  - Network configuration
  - MDM policies
  - Device setup
  - Online testing issue

This information helps Pearson Support diagnose issues, root causes, and reduce testing disruption. If requested by Pearson Level 2 Technical Support, log files should be collected as soon as possible after a student experiences a testing issue. Go to the [Find Log Files](#) page for information about how to find and retrieve log files from testing devices.

## Contact Support

Pearson's technology support team is 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.
- Technical Support Office Hours: Schedule time to meet with a Pearson Technical Engineer to address questions about how your school or district’s technology infrastructure works with TestNav. To schedule a meeting, use the calendar on the [Technology Setup](#) page of the MODEL Resource Center.
  - Note: If none of the available times are within your working hours, contact Pearson Customer Support to inquire about options for extended support hours.