NAPLAN

Test administrator quick reference — technical disruptions

Technical issue occurs **BEFORE** login:

- locked down browser not opening/connecting
- session code not working
- student code not working
- error message.

Test administrator check:

- internet connection is working
- correct environment accessed
- session code/student code correct
- locked-down browser is up to date.

Ask **principal/NAPLAN coordinator** to check:

- previous test has been finalised
- student session slip details are correct
- student status has not been changed
- network and device connectivity.

Technical issue occurs **AFTER** login

Test administrator try:

- image rendering → back/next; pause/resume
- error message → pause/resume; swap device and unlock
- flat battery → swap device and unlock
- school-wide disruption → pause/resume.

If unable to rectify the issue:

- pause test attempt/session
- ask **principal/NAPLAN coordinator** to seek in-school technical support.

If issue not resolved within 15 minutes:
Pause test attempt/session. **Principal/NAPLAN coordinator** to **call QCAA on 1300 214 452** for advice and to reschedule.
Do not finalise test session.

© State of Queensland (QCAA) 2024

Licence: https://creativecommons.org/licenses/by/4.0 | **Copyright notice:** www.qcaa.qld.edu.au/copyright — lists the full terms and conditions, which specify certain exceptions to the licence. | **Attribution** (include the link): © State of Queensland (QCAA) 2024 www.qcaa.qld.edu.au/copyright.