

Technical Support for Schoolnet Assessments



Accessing Schoolnet Tests

Students will access Schoolnet tests online at tn.schoolnet.com using their username, password, and test passcode provided. The chart below provides information on the devices, operating systems, and browsers needed to take the assessments online.

Device	Operating System	Browser
Windows Laptop/PC	Windows 8.1 or 10	Internet Explorer 11, Firefox 76, Chrome 83, Edge 44 and 83 (for Windows 10)
Mac Laptop	macOS 10.15 Catalina	Safari 13.1, Firefox 76, Chrome 83
iPad	iOS 13.5	Safari 13.1
Chromebook	Chrome OS 83	Chrome 83

Browsers that are not listed in this table may work with Schoolnet but have not been tested with the current release.

Additional Support

For additional troubleshooting questions not answered in this document, please contact your district testing coordinator.

Troubleshooting Support



Cannot Access Schoolnet at School

The following URLs should be whitelisted:

- *.schoolnet.com
- *.psonsvc.net
- bam.nr-data.net
- s3.amazonaws.com/tn8prev-prd-sn-tn8general/*



Test is Slow to Load

Internet speed may be slowed due to a lot of internet activity (video or music streaming, too many devices accessing the network). Slow page loads and a timeout error are most likely due to low bandwidth/internet speed. Temporarily disconnecting other devices that connect to the internet, or closing out unnecessary applications, should help.

Student is Exited from Test

If a student is exited from a test, he or she can log back in using the same login information provided. The student's answers selected before the exit will still be there. In the unlikely event that an answer is not saved, the student should re-select the answer choice and continue to the next items in the test.

Completing the Online Test

A student may pause and return to a test at any time. However, once a student has finished the Schoolnet assessment, he or she should click the "Submit Final Answers" button within the test. Information on how the student did will be available on the homepage of Schoolnet in the "Check My Results" section.