



Pearson

Fall EOC 2020

**Tennessee Comprehensive
Assessment Program (TCAP)**

PearsonAccess^{next}

User's Guide

Contents

Introduction	4
Sign In	4
Create and Manage User Accounts	5
Activities for TCAP Spring 2020	5
Select Test Administration	5
Enter Quantities for Accommodations	6
Export Student Registration File	6
View Registered Students	6
Public and Non-public Student Transfers	7
Check or Remove SNT Status	7
Indicate Student Not Tested (SNT).....	7
Mark Report of Irregularity	8
Export SNT/RI File	8
Print Pre-ID Labels	9
Order Additional Materials	10
Indicate Student Tested Large Print	11
View/Download Operational Reports.....	11
View/Download Published Reports	11
JDC/Home School Students	12
Enrollment Transfer Requests	12
Non-Public District Activities for TCAP	13
Enter Non-Public Students	13
Create USIDs for Non-Public Students	13
Create/Edit Non-Public Students Manually.....	14
Register Non-Public Students.....	14
Assign Non-Public Students to Test(s)	15

Appendix	16
Contact Customer Support.....	16
Frequently Asked Questions	17
User Role Matrix.....	19

Introduction

The purpose of this guide is to provide step-by-step instructions for commonly performed district and non-public district testing coordinator tasks for the Fall EOC 2020 Tennessee Comprehensive Assessment Program (TCAP) assessment in the PearsonAccess^{next} site.

Some users will not have responsibility for, and therefore will not have online access to, some tasks covered in this guide. To review user roles and permissions for the system, refer to the User Roles Matrix in the Appendix. This document is also located in PearsonAccess^{next} under Support > Documentation.

Sign In

The TN PearsonAccess^{next} site is available at <https://tn.pearsonaccessnext.com>.

Pearson creates all initial district testing coordinator and non-public testing coordinator accounts.

District testing coordinators can also create new district testing coordinator accounts, and accounts for district level users, principals, school building testing coordinators, building level users, and test administrators.

Non-public testing coordinators can also create new non-public testing coordinator accounts, and accounts for district level users, principals, school building testing coordinators, building level users, and test administrators.

Create and Manage User Accounts

To Create User Accounts Manually

1. Go to *Setup > Users*.
2. Open the task list, select "Create / Edit Users," and click **Start**.
3. Enter the user information.
4. Click **Create**.
 - a. If the *Active Begin Date* field is left blank, the user's account will be active when the account is created.
 - b. The user will receive a system email including the username and instructions for creating a password or notification that additional access has been granted.

NOTE: User accounts are disabled after 240 days of inactivity and are deleted after 390 days of inactivity, regardless of the Active End Date.

To Manage User Accounts

1. Go to *Setup > Users*.
2. Search to find the user(s) you want to edit or click the down arrow next to the **Search** button and check "Show all results."
3. Check the box(es) next to the user(s) to edit.
4. Open the task list, select "Create / Edit Users," and click **Start**. Additional tasks include "Reset Passwords" and "Delete/Restore Users."
5. Select a user from the list on the left.
6. Edit the user information and click **Save**.

Select Test Administration

For Fall EOC 2020, there is one test administration in PearsonAccess^{next}. The test administration is found in the upper right corner of the screen.

Administrations:

- Fall 2020 EOC

Enter Quantities for Accommodations

Quantities for accommodated materials must be entered for 2020 EOC.

1. Go to *Setup > Organizations*.
2. Search to find your school(s) or click the down arrow next to the **Search** button and check "Show all results."
3. Check the box(es) next to the school(s) to edit.
4. Open the task list, select "Edit Enrollment Counts," and click
5. Select the school to edit on the left.
6. Click the + sign to expand the list.
7. Enter the number of materials needed for the selected school.
8. Click **Save**.
9. If you are done editing counts, check the box "Entry Complete." This status is used as a reminder to other users. Even if marked complete, the counts can be changed until the window for entering counts closes.

Export Student Registration File

To Export a Student Registration File

You can export a student registration file to view or verify students.

1. Go to *Setup > Import/Export Data*.
2. Open the task list, select "Import/Export Data," and click **Start**.
3. In the Type dropdown, select Student Registration Export.
4. For File Layout Type, select CSV.
5. If you choose, you can disaggregate by grade and/or subject.
6. Click **Process**.
7. Select Download File.

View Registered Students

To View Registered Students

Use PearsonAccess^{next} to view a list of registered students.

1. Go to *Setup > Students*.
2. In the search dropdown, select "Show all results."
3. Click on the round blue information icon next to the student's USID to view additional student information.

Public and Non-public Student Transfers

If a student transfers out...

Ensure a Student Not Tested (SNT) – Not Enrolled code is applied to the untested subparts. This must be done before the student is withdrawn. Once the student transfers out of the school in PearsonAccess^{next}, the district will be unable to access that student record again.

If a student transfers in...

Check that student's record in PearsonAccess^{next} does not have an SNT status marked for subparts that will be taken in your school/district. If there is an SNT status marked for a subpart which will be taken in your school/district, remove the SNT and continue to test the student.

Check or Remove SNT Status

1. Go to *Setup > Students*.
2. Search for student or click the down arrow next to the **Search** button and check "Show all results."
3. Check the box for that student.
4. From the Tasks dropdown, select *Manage Student Tests*.
5. Click **Start**.
6. Select the test or subpart of test to view the Test Details.
7. Scroll down to *Student Not Testing box* and remove SNT
8. Click **Save**.

Indicate Student Not Tested (SNT)

To Indicate Student Not Testing

1. Go to *Setup > Students*.
2. Search for student or click the down arrow next to the **Search** button and check "Show all results."
3. Check the box for that student.
4. From the Tasks dropdown, select *Manage Student Tests*.
5. Click **Start**.
6. Select the test or subpart of test to view the Test Details.
7. Below Student Not Testing, click the dropdown and select reason for student not testing.
8. Click **Save**.

Mark Report of Irregularity

To Mark a Report of Irregularity

1. Go to *Setup > Students*.
2. Search for student or click the down arrow next to the **Search** button and check "Show all results."
3. Check the box for that student.
4. From the Tasks dropdown, select Manage Student Tests.
5. Click **Start**.
6. Select the test or subpart of test to view the Test Details.
7. Below Reporting Irregularities, click the dropdown and select reason for reporting irregularity.
8. Click **Save**.

NOTE: Student accommodations are recorded/marked on the Answer Document.

Export SNT/RI File

You can export an SNT/RI file to view a list of students who were marked as SNT or RI.

1. Go to *Setup > Import/Export Data*.
2. Open the task list, select "Import/Export Data," and click **Start**.
3. In the Type dropdown, select Student Registration Export.
4. For File Layout Type, select CSV.
5. If you choose, you can disaggregate by grade and/or subject.
6. Click **Process**.
7. Select Download File.

Print Pre-ID Labels

NOTE: Pre-ID Labels sent by Pearson match the alignment settings and platform to print locally from PearsonAccess^{next}. Do not use locally purchased labels to print Pre-ID's.

To Print Pre-ID Labels

1. Go to *Testing > Students Tests*.
2. Search for student(s) or click the down arrow next to the **Search** button and check "Show all results."
3. Select student(s).
4. Select Tasks dropdown and check Print Selected Barcodes.
5. Click **Start**.
6. Select student(s).
7. Select **Generate/Print**.
8. Open PDF to access print options.
9. Ensure "Fit to page" is unchecked.
10. **Print**.

Order Additional Materials

To Create an Order

Before placing an order for additional materials, be sure to check with building testing coordinators and confirm the needed items and quantities.

1. Go to *Setup > Orders & Shipment Tracking*.
2. Open the task list, select "Create / Edit Orders," and click **Start**.
3. If a new order form doesn't display, click **Create Additional Order** on the left.
4. Enter *Date Needed*, *Reason*, and any *Special Instructions*. If you need to start the form over at any time, click **Reset**.
5. Under Materials Order, click **Add Items**.
6. Enter the required quantity of each item and click **Save**.

NOTE: If there are a large number of items in the available list, use the filters above the column headings to narrow the choices. Change the selection in the Displaying dropdown menu to increase the number of lines visible.

7. When finished entering items, click **Create**.

To View an Order

1. Go to *Setup > Orders & Shipment Tracking*.
2. Search to find your order(s). Change the search to find orders placed or updated during a longer period of time by changing the selection in the dropdown menu next to the **Search** button.
3. Click the blue information icon next to the order number to view order details and status information.
 - a. The Details & Status tab provides the order status.
 - b. The Ship To tab provides shipping information.
 - c. The Materials Order tab provides all material(s) ordered.
 - d. The Shipments tab provides tracking number(s) to track the shipment.

To Cancel an Order

1. Go to *Setup > Orders & Shipment Tracking*.
2. Search for the order to cancel.
3. Click the box next to the order.
4. Open the task list, click "Cancel Orders," and click **Start**.
5. Click the checkbox next to the order to cancel.
6. Click **Cancel Orders**.

Indicate Student Tested Large Print

To Indicate Student Tested Large Print

1. Go to *Setup > Students*.
2. Search for student or click the down arrow next to the **Search** button and check "Show all results".
3. From the Tasks dropdown, select Manage Student Tests.
4. Click **Start**.
5. Select the test or subpart of test to view the Test Details.
6. Below Alternate Format, check the box for Large Print.
7. Click **Save**.

View/Download Operational Reports

To View/Download Operational Reports

1. Go to *Reports > Operational Reports*.
2. Select the Report Category.
3. Click the link for the report to view/download.
4. If there is no report ready to download, click **Request Report Refresh** and enter parameters, if necessary.

View/Download Published Reports

After testing is complete, results will be posted in PearsonAccess^{next} based on the dates listed in the Assessment Milestones document found in LiveBinder.

To View/Download Published Reports

1. Go to *Reports > Published Reports*.
2. Click the link to download report.

JDC/Home School Students

Districts with JDC/Home School students can create students by submitting the *2020-2021 Home School and JDC Student Registration Template* file posted under *Support > Documentation*.

After updating the registration file, submit to Pearson through a support request.

Go to *Support > Support Requests*.

1. From the Tasks dropdown, select *Create/Edit Requests* and click **Start**.
2. Select your *Organization* from dropdown.
3. Under *Category* dropdown, select *Importing/Exporting Files*.
4. Record any information about your file, student or concern under *Question/Concern*.
5. Click on *Choose Files*, attach your file.
6. click **Create**.

The Pearson Program Team will upload your file and close your Support Request with a resolution. After closing the support request an automated email is sent to the email address listed under your organization contacts.

NOTE: After importing a file via Support Requests or creating students manually in PearsonAccess^{next}, an Additional Order needs to be placed for materials.

Enrollment Transfer Requests

To request an enrollment transfer:

1. From **Setup**, select **Work Requests**.
2. Click **Select Tasks**, select **Request / Delete Enrollment Transfer**, and click **Start**.
3. Type and select the student details to search for a student to transfer and click **Search**. Fill in the required fields with the exact information that the student file contains.
4. Under **Change Enrollment To**, select the organization to which you want to transfer the student.
5. Click **Send Request**.

Note: This only needs to be completed when a student has a test attempt scanned in.

Non-Public District Activities for TCAP

Pearson creates all initial non-public testing coordinator accounts.

Non-public testing coordinators can also create new non-public testing coordinator accounts, and accounts for District Level Users, Principals, School Building Testing Coordinators, Building Level Users, and Test Administrators.

Enter Non-Public Students

Non-public testing coordinators may manually create/edit students directly in PearsonAccess^{next}.

Create USIDs for Non-Public Students

1. If the non-public school has access to the student's public school USID, please use that number. (It is 7 digits with two leading zeroes.)
2. If a USID is not available, an alternative ID number must be generated using the guidance below. Do not code with 999-99-9999 or use a social security number (SSN) in the USID field.
3. Non-public schools are responsible for keeping track of assigned USIDs.
4. Use the following format to create an alternative ID number:
 - 99 + four-digit school number found in School Directory + 001 to 999
 - (e.g., for a school 999001001, 999001002, etc.)
 - Refer to TDOE School directory (SDE) for school code

Create/Edit Non-Public Students Manually

To Create Students

1. Go to *Setup > Students*.
2. Click the down arrow next to the **Start** button and select "All Tasks."
3. Enter the required information.
4. Click **Create**.

To Edit Students

1. Go to *Setup > Students*.
2. Search for student or click the down arrow next to the **Search** button and check "Show all results."
3. Select student from list
4. Open the task list, select "Create / Edit Students" and "Registration," and click **Start**.
5. Update the student information.
6. Click **Save**.

Register Non-Public Students

1. Select the test administration from the dropdown menu at the top.
2. Go to *Setup > Students*.
3. Search to find the student(s) to register, or click the down arrow next to the **Search** button and check "Show all results."
4. Select the student(s) to register.
5. Open the task list, select "Registration," and click **Start**.
6. Select a student in the list on the left.
7. Click the box next to "Registered." Enter the grade level and other information.
8. Click **Save**.

Assign Non-Public Students to Test(s)

To Select Students and Access *Manage Student Tests*

1. Select the test administration from the dropdown menu at the top.
2. Go to *Setup > Students*.
3. Search to find the student(s), or click the down arrow next to the **Search** button and check "Show all results."
4. Select the student(s).
5. Open the task list, select "Manage Student Tests," and click **Start**.

To Create Student Tests

1. Complete the steps above to select students and access "Manage Student Tests."
2. Click **Create Student Tests**.
3. Complete the required information.
4. Click **Create**.

To Edit Student Tests

Use these steps to edit test details:

1. Complete the steps above to select students and access Manage Student Tests.
2. Select the student test to edit on the left. If there is a small arrow displayed, click that arrow to reveal and select a test.
3. Edit the student's test assignment details.
4. Click Save.

To Remove Student Tests

1. Complete the steps above to select students and access *Manage Student Tests*.
2. Select the student test to remove on the left. If there is a small arrow displayed, click that arrow to reveal and select a test.
3. Uncheck the *Assigned* box to remove the test assignment. If a test cannot be unassigned, follow the steps to invalidate a test by marking a report of irregularity or student not tested status.
4. Click **Save**.

Appendix

Contact Customer Support

Customer Service Center

Telephone: 1 888-711-7724
6:30 a.m. – 4:40 p.m. (CST)

Customer Support Form:
<http://download.pearsonaccessnext.com/ref/WebToCase.html?p=TENNESSEE>

Online Chat: Go to <https://tn.pearsonaccessnext.com> and click **Chat Now**.

To Submit a Customer Support Request

Navigate to *Support > Support Requests*

NOTE: Support Requests are worked in the order received and are normally completed in 24-48 hours but could take up to 5 business days during peak testing times.

Frequently Asked Questions

How do I get an account if I am the district testing coordinator or non-public testing coordinator?

Pearson receives district testing coordinator and non-public district testing coordinator contact information from TDOE. If you need an account, a new district testing coordinator or non-public testing coordinator account can be created by an individual/district testing coordinator who already has those permissions within your district. Otherwise, you may reach out to TDOE at DT.Support@tn.gov. It is critical to verify that your information is updated with TDOE if there are changes to the testing coordinator personnel at your district or non-public school.

How do I get a user account if I am not the district or non-public testing coordinator?

District and non-public testing coordinators may create user accounts for other users within their organization. Building testing coordinators may also create accounts for users within their building.

Why do I see an error saying that my account has not yet been created when I try to sign in?

This could mean that your account has been disabled or deleted. Please contact your testing coordinator.

Why can't I find a user account that I'm sure was created?

To find an account that was disabled or deleted, change the *Account Status* filter and repeat your search.

Where can I find a list of user roles and what each role has access to?

You can find the User Roles Matrix for PearsonAccess^{next} posted under Support > Documentation.

How do I create/edit student(s) in PearsonAccess^{next}?

- **Public districts:** Student data is pulled daily from the state's TCAP Visibility Tool. New students and student information changes may take up to 24-48 hours to appear in PA Next after they are successfully loaded into the TCAP Visibility Tool.
- **Public districts with non-traditional or early graduates:** With TDOE approval, Pearson will share a public district upload template for districts to enter student data and submit the file through a PearsonAccess^{next} customer support request.

- **Non-public (Private) schools:** Non-public testing coordinators may manually create/edit students directly in PearsonAccess^{next}.
- **Home school/JDC:** Coordinators with home school/JDC students may create/edit these students in PearsonAccess^{next} through the user interface or by updating the home school/JDC template posted under Support > Documentation and submitting through a PearsonAccess^{next} customer support request.

User Role Matrix

Tennessee User Roles and Permissions for PearsonAccess^{next}

	District Director	District Testing Coordinator	Non-Public District Testing Coordinator	District Level User	Principal	School Building Testing Coordinator	Building Level User	Test Administrator
Import/Export								
Access to Import / Export Search Page: Setup > Import / Export Data > <data type> Import - Export	•	•	•	•	•	•	•	•
Access to Import / Export Tasks: Setup > Import / Export Data > <data type> Import - Export	•	•	•	•	•	•	•	•
Setup > Import / Export Data > User Import - Export		•	•			•		
Setup > Import / Export Data > Student Registration Export	•	•	•	•	•	•	•	•
Setup > Import / Export Data > Student Test Update Export		•	•					
Organizations								
Access to Organizations Search Page: Setup > Organizations	•	•	•	•	•	•	•	•
Setup > Organization > Search - Show all results	•	•	•	•	•	•	•	•
Access to Create / Edit Organization task: Setup > Organization Create / Edit Organizations	•	•	•	•				
Access to Information Icon (Details Pop-up): Setup > Organizations	•	•	•	•	•	•	•	•
Read Only Access: Setup > Organization > Create / Edit Contacts	•	•	•	•	•	•		
Setup > Organization > Create / Edit Contacts		•	•	•				
Read Only Access: Setup > Organization > Manage Participation	•	•	•	•	•	•		
Edit Access (Delete is restricted) to: Setup > Organization > Manage participation		•	•					
Read Only Access to: Setup > Organization > Edit Enrollment Counts	•	•	•	•	•	•	•	
Edit Access to: Setup > Organization > Edit Enrollment Counts		•	•					
Edit Access to: Setup > Organization > Edit Enrollment Counts & Manage Completion Status		•	•					
Users								
Access to Users Search Page: Setup > Users	•	•	•	•		•		
Access to Information Icon (Details Pop-up): Setup > Users	•	•	•	•		•		
Read Only Access to Create / Edit user task: Setup > Users > Create / Edit Users	•	•	•	•		•		
Setup > Users > Create / Edit Users		•	•			•		

	District Director	District Testing Coordinator	Non-Public District Testing Coordinator	District Level User	Principal	School Building Testing Coordinator	Building Level User	Test Administrator
Setup > Users > Reset Password		•	•			•		
Ability to View Email Delivery Failure Notification: Top Menu Bar > Warning – Error flag display area		•	•			•		
Orders								
Ability to select Contact type: Setup > Orders & Shipment Tracking > Create / Edit Orders		•	•					
Access to Orders & Shipment Tracking Search Page: Setup > Orders & Shipment Tracking		•	•	•		•	•	
Read Only Access to: Setup > Orders & Shipment Tracking > Create / Edit Orders		•	•	•		•	•	
Setup > Orders & Shipment Tracking > Create / Edit Orders		•	•					
Setup > Orders & Shipment Tracking > Cancel Orders (orders in pending status only)		•	•					
Setup > Orders & Shipment Tracking > Reject Orders (orders in pending status only)		•	•					
Students								
Access to the Student Search Page: Setup > Students	•	•	•	•	•	•	•	•
Read Only Access to Student Create / Edit Task: Setup > Students > Create / Edit Students	•	•	•	•	•	•	•	•
Setup > Students > Create / Edit Students			•					
Access to Information Icon (Details Pop-up): Setup > Students	•	•	•	•	•	•	•	•
Setup > Students > Registration – Enroll Students			•					
Setup > Students > Registration – Register Students			•					
Read Only Access to Student Test Task: Setup > Students > Registration – Manage Students Tests Testing > Students Tests > Student Tests		•	•	•	•	•	•	•
Ability to Create Student test Information: Setup > Students > Registration – Manage Students Tests Testing > Students Tests > Student Tests			•					
Edit Access (Delete is restricted) to: Setup > Students > Registration – Manage Students Tests Testing > Students Tests > Student Tests		•	•	•		•	•	
Setup > Students > Generate Sample Students (Training Site Only)		•	•			•		
Student Tests								
Ability to Generate and Locally Print Pre-ID Barcode Labels: Testing > Student Tests > Print Selected Barcodes		•	•			•		
Work Requests								
Access to Support Requests Search Page: Setup > Work Requests		•	•					
Setup > Work Requests > View Transfer Request Notification		•	•					

	District Director	District Testing Coordinator	Non-Public District Testing Coordinator	District Level User	Principal	School Building Testing Coordinator	Building Level User	Test Administrator
Setup > Work Requests > Create Enrollment Transfer		•	•					
Setup > Work Requests > Approve Enrollment Transfer		•	•					
Support Requests								
Access to Support Requests Search Page: Support > Support Requests		•	•					
Support > Support Requests > Create / Edit Requests		•	•					
Support > Support Requests > Delete Requests		•	•					
Support > Support Requests > Download Attachments		•	•					
Reports								
Reports > Operational Reports		•	•	•		•	•	
Access to Published Reports Search Page: Reports > Published Reports	•	•	•	•	•	•		
Misc.								
Access to Audit Trail (Change History information) throughout site		•	•	•				
Ability to Change Test Administrations	•	•	•	•	•	•	•	•

If the user has this role...	...then the user may grant these role(s) to others.	...then the user may view these role(s).
District Director	None	District Director
		District Testing Coordinator
		District Level User
		Principal
		School Building Testing Coordinator
		Building Level User
		Test Administrator
District Testing Coordinator	District Testing Coordinator	District Testing Coordinator
	District Level User	District Level User
	Principal	Principal
	School Building Testing Coordinator	School Building Testing Coordinator
	Building Level User	Building Level User
	Test Administrator	Test Administrator
Non-Public District Testing Coordinator	Non-Public District Testing Coordinator	Non-Public District Testing Coordinator
	Principal	Principal
	School Building Testing Coordinator	School Building Testing Coordinator
	Building Level User	Building Level User
	Test Administrator	Test Administrator
District Level User	None	District Level User
		Principal
		School Building Testing Coordinator
		Building Level User
		Test Administrator
Principal	None	None
School Building Testing Coordinator	School Building Testing Coordinator	School Building Testing Coordinator
	Building Level User	Building Level User
	Test Administrator	Test Administrator
Building Level User	None	None
Test Administrator	None	None