



# Pearson

**2024-2025**

**PearsonAccess<sup>next</sup>**  
**User's Guide**



# Contents

Introduction .....	4
Sign In .....	4
Create and Manage User Accounts .....	5
Activities for TCAP 2024-2025 .....	5
Select Test Administration .....	5
Enter Quantities for Accommodated Orders .....	6
Export Student Registration File .....	6
View Registered Students .....	7
Public and Non-public Student Transfers.....	7
Add, Remove, or Check SNT or RI Status .....	7
Ordering Additional Materials .....	8
View/Download Operational Reports .....	9
View/Download Published Reports.....	9
JDC/Home School Students .....	9
Enrollment Transfer Requests.....	10
Paper-Based Test Administration Activities .....	11
Print Pre-ID Labels for Paper-Based Tests.....	11
Indicate Student Tested Large Print or Braille .....	11
Change Test Mode from Online to Paper.....	12
Computer-Based Test Administration Activities .....	13
Creating and Editing Sessions.....	13
Move a Student Test Between Sessions .....	14
Setting Accommodations .....	15
Preparing Sessions .....	17
Printing Computer-Based Testing Tickets .....	17
Starting Sessions.....	18
Resuming Student Tests.....	19

Marking Testing Complete .....	19
<b>Non-Public District Activities for TCAP .....</b>	<b>20</b>
Create USIDs for Non-Public Students .....	20
Create/Edit Non-Public Students Manually .....	20
<b>Appendix .....</b>	<b>22</b>
Contact Customer Support.....	22
Frequently Asked Questions.....	22

# 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 2023-2024 school year in the PearsonAccess<sup>next</sup> 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 Role Matrix. This document is located in PearsonAccess<sup>next</sup> under Support > Documentation.

## Sign In

The TN PearsonAccess<sup>next</sup> 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 automatically disabled after 240 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**.

# Activities for TCAP 2024-2025

## Select Test Administration

For TCAP 2024-2025, there are four test administrations in PearsonAccess<sup>next</sup>. The test administrations are found in the upper right corner of the screen.

Administrations:

- Spring 2024 EOC
- Spring 2024 ACH Grades 2-8
- Spring 2024 Grades 2-11 TCAP ALT
- Fall 24 EOC

## Enter Quantities for Accommodated Orders

Quantities for accommodated materials must be entered for fall EOC, spring EOC and ACH.

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". Click **Start**.
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. These counts are for paper tests.
8. 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.
9. Click **Save**.

## Export Student Registration File

Student Registration Export files can be used to verify student data in advance of the administration. Some key components that testing coordinators should check include:

- All students are registered
- Students are registered for all needed content areas
- Test mode is correct for EOC courses (paper or online)
- Teacher of Record and Local Class Number are correct
- RI and SNT statuses are correct (done during the administration)

### To Export a Student Registration File

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. An email will be sent when the export is complete. Click on the refresh arrows next to Details to see Download File.
8. Select Download File.

## View Registered Students

### To Individually View Registered Students

Users who wish to view students individually in the PearsonAccess<sup>next</sup> site can do so using the following steps:

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<sup>next</sup>, the district will be unable to access that student record again.

### If a student transfers in...

If a student transfers in, check that student's record in PearsonAccess<sup>next</sup> and remove any SNT that is currently marked for the student and continue testing.

## Add, Remove, or Check SNT or RI 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 to view the Test Details.
7. For SNT status: Scroll down to *Student Not Testing* box and add or remove SNT statuses according to subpart.
8. For RI status: Scroll down to *Reporting Irregularities* box and add or remove RI statuses according to subpart.
9. Click **Save**.

**NOTE:** Users may also check SNT and RI statuses in bulk using the Student Registration Export.

## Ordering 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 a Pending 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**.



## 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, some reports will be posted in PearsonAccess<sup>next</sup> based on the dates listed in the Assessment Milestones document found in LiveBinders.

### 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 *2023-2024 Home School and JDC Student Registration Template* file posted under *Support > Documentation*. Click on the Home School and JDC Student Registration Template to download the spreadsheet.

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. Add a title to the request
4. Under *Category* dropdown, select *Importing/Exporting Files*.
5. Record any information about your file, student or concern under *Question/Concern*. You must add a comment to this box.
6. Click on *Choose Files*, attach your file.
7. 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. This will contain information about whether the file loaded successfully or if there are errors that need to be corrected.

**NOTE:** After importing a file via Support Requests or creating students manually in PearsonAccess<sup>next</sup>, 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 in the exact format shown.
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, the Visibility Tool is not showing a transfer, or the student is moving to a non-public organization.

# Paper-Based Test Administration Activities

## Print Pre-ID Labels for Paper-Based Tests

**NOTE:** Pre-ID Labels sent by Pearson match the alignment settings and platform to print locally from PearsonAccess<sup>next</sup>. 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**.

## Indicate Student Tested Large Print or Braille

### To Indicate Student Tested Large Print or Braille

Bubble the appropriate Special Program area on the answer document.

## Change Test Mode from Online to Paper

Beginning in Fall 2023, District Directors, District Testing Coordinators, and District Level Users will be able to switch students to paper for accommodated reasons (e.g. homebound, JDC, legal trouble, medical issues, etc.). If this is done by the deadline for the pre-ID pull, the district will receive personalized paper materials for the student. If it is not changed by those dates, you will need to do an additional order for those materials when the window opens.

Note that districts must still place an accommodated order for regular print paper materials during the accommodated order window.

To change a student from online to paper test mode:

1. Go to **Setup > Students**.
2. Find the student and check the box next to the name.
3. From the Tasks menu, select **Manage Student Tests**, then **Start**.
4. Find the registration that needs changed and click on that.
5. Click in the **Test Format** box and select **Paper**.
6. Click **Save**.

# Computer-Based Test Administration Activities

## Creating and Editing Sessions

Pearson will automatically create test sessions for students whose data is received through the TCAP Visibility Tool. These sessions can be edited and managed by districts. Students whose registrations are manually entered in PearsonAccess<sup>next</sup> (e.g., homeschool, JDC, non-public students) will not have sessions automatically created.

### To Create a New Session:

1. From **Testing > Sessions**, open the task list and select **Create / Edit Sessions**. Select **Start**.
2. Fill in the required details (name your session, select your organization, select Test Assigned, the Scheduled Start Date, form group type is Main, and leave the Precaching Computer as none). Students who are not already in a session for a given test can be added to the session now or at a later time. Finalize selections with the **Create** button.
3. Select **Exit Tasks** in the top-right corner of the page.

### To Edit Sessions:

1. From *Setup > Import/Export Data*, from the Tasks menu, select **Import/Export Data**, then **Start**.
2. From the **Type** dropdown menu, select **Session Create/Move Export**. Select **Process**.
3. You will receive an email when the file is ready.
4. Click on the refresh arrows by Details at the top of the page.
5. Download the file.
6. Testing coordinators can update the session name for students by changing the session name in column K.
7. When this is completed, save the file to the local computer as a .csv file type.
8. Return to the **Import/Export Data** tab and select **Session Create/Move Import** from the dropdown menu.
9. Click **Choose File** to attach the file you just created and click **Process**.

### You can also edit session names by:

7. Go to Testing > Sessions
8. Select Show all results in the Search box
9. Click on the box next to the session names you want to change.
10. Choose Create/Edit Sessions under Select Tasks and click Start.
11. Choose the session on the left that needs a name change.
12. Change the session name.
13. Click Save.

## Move a Student Test Between Sessions

You can move student tests that are in Ready or Exited status from one session to another session.

### Possible scenarios for moving a student test include....

- A sick student cannot continue to test in his or her originally scheduled test session.
- You want to balance the number of students in one session with that of another session.

### Session information and move requirements:

- A session can contain only one test form.
- You can move a student in a read-aloud test session *only* to another read-aloud session.

### For tests in Ready status

The system assigns a new test form unless it is configured to retain the form assignment.

### For tests in Exited status

You can move a student test only to a session that contains the same test form as the original session. For example:

- Session 1 contains Test A.
- Session 2 contains Test B.
- Session 3 contains Test A.

Therefore, you can move a student from Session 1 only to Session 3.

**Before you move students between online test sessions, check each student's status, as described in *Monitor or Change Student Test Status*. You cannot move students:**

If the student is in **Active** status.

If the status of the session is **stopped**.

### You can move students from session to session by:

1. From **Testing**, select **Students in Sessions**.
2. Click **Add a Session**.
3. Type the session name into the search field for the session where the student currently is.
4. Click the checkbox next to the session.
5. Click Add Selected.
6. Repeat steps 3-5, searching for the session to which you want to move the student to.
7. Click the checkbox next to the student(s) to move.
8. Type a session name into the search field.
9. Click the checkbox next to the session.
10. Click **Add Selected**. Change the session name.

11. Click the checkbox next to the student(s) to move.
12. Click **Select Tasks**, select **Move Students between Sessions**, and click **Start**.
13. Click in the **Sessions** search box and select the session to move student(s) to.
14. Click the checkbox under the session you want to move the student to.
15. Click **Move**.

### **You can also create a session to move the student(s) to.**

Repeat steps 1-5 and...

1. Click **Create Session**.
2. Type or select required details.
3. Click the checkbox under the new session.
4. Click **Move**.

### **When student's test form moves to a new session, the system...**

- Saves previous responses.
- Resumes the test at the last viewed question.
- Retains the exited status (until you resume the test).
- Assigns new session resources for you to download and print again.  
*Required resources vary by program.*

When you move a student test to another session, the test adopts that session's locked or unlocked state. As a result, you may need to click the lock icon to unlock a test or the session.

## **Setting Accommodations**

Accommodations for online testing can be indicated in the Personal Needs Profile (PNP) for individual students in PearsonAccess<sup>next</sup>, or through a PNP file import. If using the file import method, make sure all information on the file is correct and marked appropriately for each individual student test. All accommodations must be set prior to preparing sessions.

### **Marking Accommodations by Individual Student:**

1. From **Setup**, select **Students**.
2. Search for students, select the checkbox next to the names or check the box marked show all results in the Search bar. Select.
3. From the **Tasks** menu, click **Manage Student Tests**, then **Start**.
4. Navigate to the appropriate student and test.
5. On the Test Details page, scroll to the section labeled **Online Accommodations**.

6. Check the box next to the needed accommodations in the **Online Accommodations box** or select the appropriate color contrast setting from the dropdown menu. SPED Accommodation Codes do not need to be marked for online testing.
7. Click **Save**.

### Marking Accommodations with the PNP Import:

1. From **Setup**, select **Import/Export Data**.
2. From the **Tasks** menu, click **Import/Export Data**, then **Start**.
3. Under the **Type** dropdown, select **Personal Needs Profile Export**. Apply filter criteria to the export file as needed. Click **Process**.
4. Users may click the refresh icon next to Details at the top of the screen to refresh the status of the export. When the file is completed, select the link to **Download File**.
5. This will download a .csv file to your computer, which can open in Excel. Open the file.
6. Locate the necessary student records (accommodations must be applied for each student test, they do not automatically get applied to all tests for a student unless it is marked by the user).
7. Mark a value of 1 for any accommodation which a student will need to receive. For online accommodations this includes the columns at the end of the spreadsheet labeled:
  - PnpTextToSpeech
  - PnpAnswerMasking
  - PnpColorContrast will not use a value of 1, this will need to have the following values set to determine the initial contrast color:

Color Contrast Setting	Value on PNP Import
<b>Black on Cream</b>	black-cream
<b>Black on Light Blue</b>	black-lblue
<b>Black on Light Magenta</b>	black-lmagenta
<b>White on Black</b>	white-black
<b>Yellow on Blue</b>	yellow-blue
<b>Dark Gray on Pale Green</b>	dgray-pgreen

8. If a student has a 1 marked for an accommodation that is not needed, that can be removed.



9. When finished with edits, save the file to your computer.
10. To import the file back into PearsonAccess<sup>next</sup>, return to the **Import/Export Data** tab.  
From the Type dropdown, select **Personal Needs Profile Import**.
11. Attach the file in a .csv format. Click **Process**.

## Preparing Sessions

**All accommodations must be set prior to Preparing Sessions.**

### To Prepare One or Multiple Sessions at Once:

1. From the Testing menu, select Sessions.
2. Search for the session or check the Show all results box in the Search bar.
3. Select Go to Students in Sessions next to Sessions at the top left of the page.
4. Select the session or combined sessions under the Session List on the left side of the page.
5. Choose Prepare Session. This can be done for one or multiple sessions at a time.

## Printing Computer-Based Testing Tickets

To print student testing tickets:

5. Go to *Testing > Sessions*.
6. Search for and select the session.
7. Click **Go to Students in Session**, found next to the Sessions page title above the Tasks menu.
8. On the Students in Session page, select the session in the Session List box on the left side of the window.
9. Select **Resources**, then under Student Testing Tickets choose either **Print all for this session** or **Printed selected for this session**.

An alternate way to print student testing tickets (including printing for multiple sessions):

1. Go to *Testing > Sessions*.
2. Search for and select the session(s).
3. From the Start dropdown menu, select "Generate Test Tickets."
4. Select the session(s).
5. Click the Generate Test Tickets button.

Options to print include one per page, list, or grid view.

## Starting Sessions

Starting a session should be done the morning of testing.

### How to Start a Session:

1. After a session has been prepared, it can be started by navigating to the same page as was done to prepare the session and select the Start Session button.

### Strict Battery Testing:

1. Subparts are individual tests in PearsonAccess<sup>next</sup>.
2. When student submits a subpart, it will be marked Complete.

### Lock/Unlocking Test

#### Unlocking a subpart for all students:

1. Go to Testing >Sessions.
2. Search for the session(s) or click on the arrow next to the Search bar and check Show all results if you cannot see sessions.
3. Check the box next to the session or sessions that will be unlocked.
4. Select Go to Students in Sessions found on the upper left side of page.
5. Sessions must be unlocked individually. Highlight the first session on the list.
6. Slide the bar from lock to unlock on the subpart students will be taking to unlock all students in the session.
7. If students are testing more than one subpart in a test session. Students will need to take the first subpart, submit the test, and log out of TestNav. The subpart students completed will need to be locked and the next subpart of the test will need to be unlocked prior to students logging back into TestNav.

#### Unlocking a subpart for a single student:

1. Follow steps 1-5 listed above.
2. Scroll down to the list of students.
3. Find the student who needs the subpart unlocked.
4. Select the arrow of the Student Test Status under the correct subpart.
5. Select Unlock.

#### Locking all tests at the end of the day:

1. Go to Testing >Sessions.
2. Choose all sessions.
3. From the Select Tasks dropdown menu, select Lock Units, then select Start.
4. Select all sessions and then Lock.
5. Exit Task.

## Resuming Student Tests

### Resume Students Individually:

1. Go to Testing <Sessions.
2. Search for the session or check the box next to Show all results in the Search Box.
3. Check the box for the correct session.
4. Select Go to Students in Session at the top left side of the page.
5. Highlight the session in the session list on the left side of the page.
6. From the Tasks menu, click Resume Student Tests, then choose Start.
7. Check the box next to the student to be resumed.
8. In the Student Test Status Column, choose Resume.

### Resume Multiple Students:

1. Go to Testing <Sessions.
2. Search for the session or check the box next to Show all results in the Search Box.
3. Check the box for the correct session.
4. Select Go to Students in Session at the top left side of the page.
5. Highlight the session in the session list on the left side of the page.
6. From the Tasks menu, click Resume Student Tests, then choose Start.
7. Check the boxes next to the students whose tests need to be resumed.
8. Click Resume.

## Marking Testing Complete

Marking testing complete is a way to manually put the test in a completed mode to tell Pearson it's ready for scoring if the student did not submit on their own.

1. Go to Testing >Sessions.
2. Search for the Session or check the Show all sessions box in the Search box.
3. Select the sessions you want to check for completion status.
4. Click on Go to **Students in Sessions** at the top left of the page.
5. Select the session for combined view to see all students in the Sessions List box.
6. In the Tasks bar, choose **Mark Student Tests Complete**, then **Start**.
7. Select the records that need to be marked complete.
8. Indicate the reason for marking the testing complete (note: there is a check box where users can select to indicate the same reason for all students, when unchecked this will allow each student to have a different reason for marking testing complete).
9. Click **Mark Complete**

# 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.

## 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 seven 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. From the **Select Tasks** menu check the boxes next to Create/Edit Students and Registration then click Start. You should see four tabs across the top of the page.
3. On the **Create/Edit Students tab**, enter the required information. Click Create. You may create all of your students at the same time or one at a time. If you create all at the same time, be sure to click Create after each one.
4. Once students are created switch to the **Register Students Tab** at the top of the page. Choose the students name on the left and enter the correct grade level and click save. If you created several students at once, you may register each student by selecting on the student's name but remember to click **Save** after each one.
5. Once students are registered, click on the **Manage Student Tests Tab** at the top of the page. Select Create Student Tests on the left side of the screen. If you are adding tests for multiple students, all of the student names will be in a dropdown box under Student. Choose the correct name, test, organization and test format then click create. If adding more than one test for a student, add all required information and click create after each test.

**NOTE:** If you select the English test Without the subpart listed beside the test name, it will register the student for both subparts. (Example: Choose English I and NOT English I Subpart 1).

### 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. From the dropdown next to the Start button, select **Create/Edit student** to edit name, DOB, USID and gender; or select Registration to edit grade level. Click **Start**.
5. Update the student information.
6. Click **Save**.

### To Remove Student Tests

1. Complete the steps above to select students and **select Manage Student Tests** from the Task drop down menu. Click **Start**.
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](mailto: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. District and non-public testing coordinators may enable user accounts for other users within their organization. For deleted accounts contact Customer Service Center by telephone at 1 888-711-7724 from 6:30 a.m. – 4:40 p.m. (CST).

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

You can find the User Role Matrix for PearsonAccess<sup>next</sup> posted under Support > Documentation.

## **How do I create/edit student(s) in PearsonAccess<sup>next</sup>?**

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