Dear Achievement Test Coordinator,

As we prepare for Spring 2021 AzSCI testing, a few items in TestNav have caused loading issues. ADE has asked Pearson to investigate what is causing these issues. In most cases, it has been determined that the issues are caused by some sort of local content filtering or device policy rules blocking students from downloading audio/multimedia files necessary for TestNav to function.

In preparation for AzSCI online testing, please forward the information below to your Technology Coordinators and other pertinent staff to ensure that AzSCI test administration in TestNav functions as expected.

The following URLs must be allowed through your firewalls, proxy servers, or content filters to ensure speedy delivery of test content:

URL:Port
• 	.testnav.com:80
• 	.testnav.com:443
• 	.pearsontestcontent.com
• 	.thawte.com
• 	.usertrust.com
• 	.comodoca.com
• 	google-analytics.com (optional)

By whitelisting the suggested URLs, the firewall/content filters will ignore the files being passed by Pearson and will allow the test to proceed as expected.

Please note that TestNav content is dynamically hosted in the cloud. Therefore, static IP addresses or ranges cannot be provided.

Important Note: It is very common to have multiple places where TestNav URLs need to be whitelisted. In addition to the firewall itself, we suggest checking content filtering and advanced malware configurations for additional places to add whitelist entries. Contact your firewall/content filter vendor for specific information on whitelisting.

More information can be found at the Pearson support site:
https://support.assessment.pearson.com/display/TN/ProctorCache+System+Requirements

ADE recommends that if schools experience any technical issues or errors while testing, the best route for schools is to contact Pearson Customer Support at 1.888.705.9421 Option 2 and let the agent know they are in a live testing situation. This will provide the most expedient response.

Best regards,

Margaret Bowerman
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