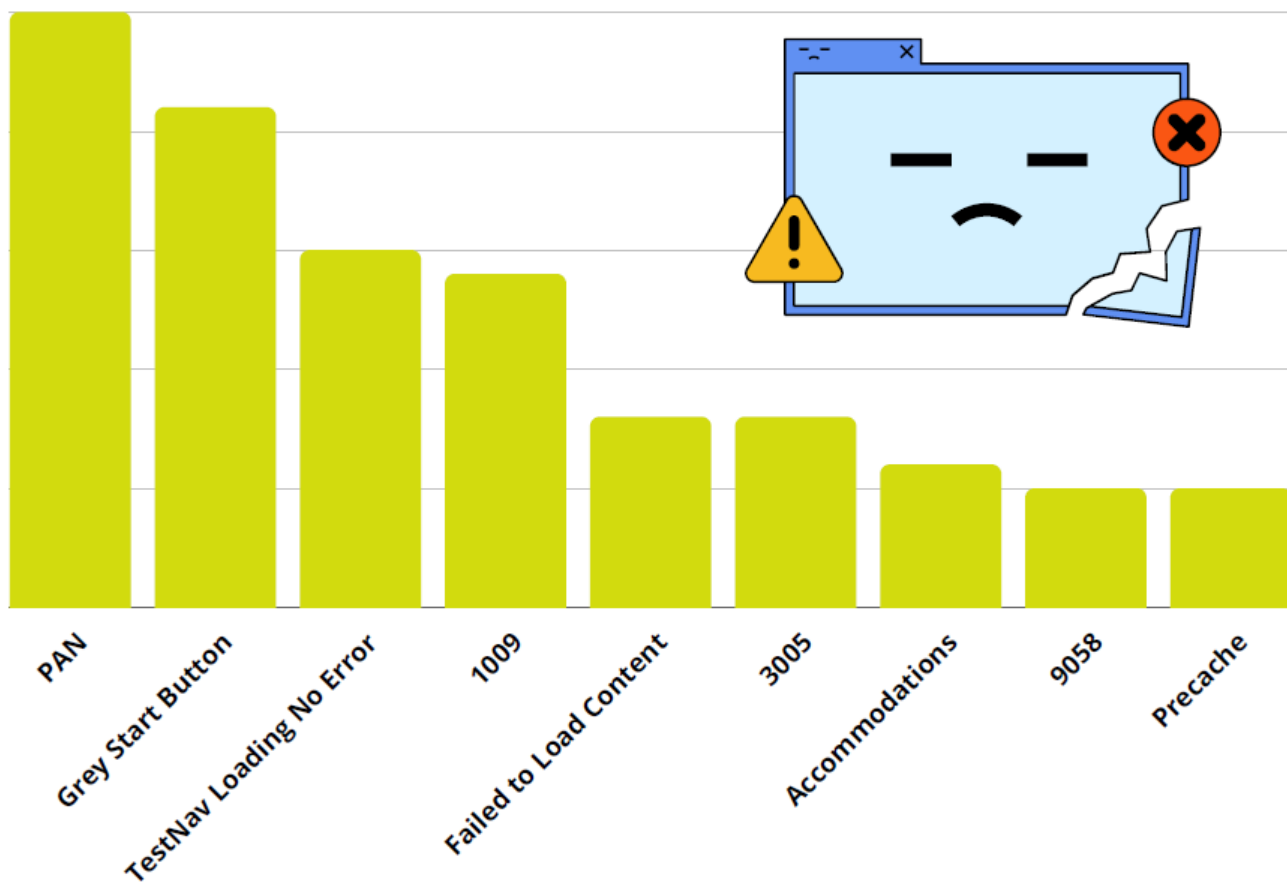




TestNav Most Common Issues and What You Can Do

Top Topics for Pearson Customer Support Calls



Explanation of Error Codes and Recommendations to Address

If you experience issues or receive the following error codes, here are additional details to help you troubleshoot.

Error 3124 TestNav has closed the test session due to inactivity.

Error 3005 Another application attempted to become the active window.

Error 1009/Failed to Load Content/TestNav Loading No Error Security elements in the school network should be configured to exclude test content from filtering, inspection, or scanning.

Error 1005 The Student's status is set to Resumed-Upload, but no file was found in the designated response file location. "Resume" rather than "Resume Upload", should be selected unless instructed to do so.

Error 9058 The username or password entered is incorrect.

Error 1005 – Usually occurs when connectivity is momentarily lost

Error 1009 - Your Technology team may benefit from an Office Hours call directly with Pearson Technology Support. Appointments are available in 15-, 30-, and 60-minute increments and can be set up using the following link: <https://calendly.com/az-field-services-engineering>.

Additional error codes and troubleshooting guidance is located on the [TestNav Troubleshooting Webpage](#). For additional assistance, we encourage you to call the Pearson Customer Service help desk for support.

Pearson Client Services Center: 1-888-705-9421

Option 1: AzSCI
Option 2: AZELLA
Option 3: AASA

Hours available:
Mon.-Fri. 7:00am-7:00pm (CST)