



2024

# Proctor Exam Day Guide

## Digital AP Exams

### Introduction

This guide covers exam day procedures for proctors for digital AP<sup>®</sup> Exams. Read it ahead of time and use it on exam day.

In 2024, schools can administer digital AP Exams in seven subjects. They're given at the same dates and times as the paper exams and have the same section timing, question types, and number of questions.

### What's Different About Digital AP Exams?

- **Bluebook<sup>™</sup>:** The testing app installed on student devices provides most exam day directions and times each student individually.
- **Test Day Toolkit:** Digital exam administration depends on Test Day Toolkit, a web application. All AP coordinators and proctors need to access it on exam day. Proctors use it to take attendance, read the script, start the exam, and monitor student progress.
- **Technology monitor:** Proctors can refer students to the technology monitor who will assist them with simple troubleshooting.

#### Student Experience

The **Student Experience** notes included throughout this guide share relevant details about the Bluebook student testing app.

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# First-Time Access to Test Day Toolkit

Accessing Test Day Toolkit requires 2-step verification, so don't wait until exam day to sign in for the first time.

If you used Test Day Toolkit at your school before, skip the following instructions. Just go to [testday.collegeboard.org](https://testday.collegeboard.org) and sign in to your College Board account.

## Key Takeaways

- To verify your identity, we require a few extra steps the first time you sign in to Test Day Toolkit.
- You'll need to click the personalized link in your access email and enter a code we send you.
- Staff get access emails as soon as their coordinator adds them to their toolkit staff list.

## How to Sign In for the First Time

1. Click the link in your personalized access email.
  - ♦ Look for the email from College Board with "Test Day Toolkit" in the subject line.
  - ♦ It won't work if it was forwarded to you.
  - ♦ Staff who didn't get an access email should contact their AP coordinator.
2. Sign in to your College Board professional account.
  - ♦ If you don't have an account, you can create one after you click the link.
3. Choose a way for us to send you a code.
  - ♦ Make sure you select an email address or phone number you have immediate access to. The code expires after 3 minutes.
  - ♦ Staff will see the contact options their coordinator entered into Test Day Toolkit.

**IMPORTANT:** If you're at a school that screens incoming email, the code could expire before you receive it. Choose the phone number option if you can.
4. Enter the code sent to you by text, voice message, or email.
  - ♦ If you see a "You're all set" message, you've completed first-time access successfully. You can use Test Day Toolkit once your coordinator grants you full access on exam day.

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**IMPORTANT:** The next time you sign in, just go to [testday.collegeboard.org](https://testday.collegeboard.org) and sign in to your College Board account.

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## Room Readiness

Before students arrive on exam day, proctors should make sure the exam room is ready. If your room has problems you can't correct, tell your AP coordinator immediately.

### How to Prepare for Student Arrival

1. Sign in to Test Day Toolkit before students arrive. The toolkit will guide you through the steps below.
2. Check the seating to make sure:
  - ♦ Your room has enough seats.
  - ♦ Students are separated by at least 5 feet on the right and left (measured from center of student). In rooms with elevated seating, students must be seated no less than 5 feet behind one another.
  - ♦ All students face the same direction and are seated directly behind each other.

Alternatively, you can seat students facing outward toward the wall, at least 5 feet apart, i.e., same as AP Chinese and Japanese Exams. In testing rooms where computer tables or desks are at a 90-degree angle, students must not be seated next to one another in the connecting corner.
  - ♦ Students can't easily see each other's screens.
  - ♦ You have unimpeded access to every student and can easily see them and their screens.
3. Check the rest of the room and confirm that:
  - ♦ It has accessible power outlets in case any students unexpectedly run out of power.
  - ♦ It has a clock that's visible to all students.
  - ♦ It doesn't have visible maps, charts, or other subject-specific teaching materials.
4. Check that you have the following supplies:
  - ♦ A list of students assigned to your room.
  - ♦ A printed seating chart.
  - ♦ A copy of the Wi-Fi name and password.
  - ♦ A blackboard or whiteboard where you can write instructions for students. Easel boards can be used if the room doesn't have a board (large rooms may require more than 1).
  - ♦ Scratch paper (3 sheets per student, plus extra for students who need it).
  - ♦ Supplies to label and store phones and other prohibited devices (e.g., marker, sticky notes, plastic bags or large envelopes, and a bin or other container).
  - ♦ Recommended: power strips, surge protectors, extension cords, or laptop carts for charging.
  - ♦ Testing devices for students (if provided by the school).
  - ♦ Extra pens and pencils (optional).
  - ♦ **For AP Computer Science Principles:** The printed Personalized Project Reference for each student taking the exam.

5. Set up an area near the door where students can leave prohibited items.
  - ♦ Students shouldn't bring prohibited items to the exam room.
  - ♦ But if they do, tell them to turn off their devices, label all prohibited items, and place everything in the bin.
6. Place 3 sheets of scratch paper on each desk used for testing.
7. Write student instructions on the board so they're visible from all seats.
  - ♦ Copy the steps and room code displayed in Test Day Toolkit.

You're ready to admit students.

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## Taking Attendance

When students arrive, they check in to Bluebook, and proctors take attendance in Test Day Toolkit.

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**IMPORTANT:** For AP Computer Science Principles, distribute the Personalized Project Reference to each student either as they enter the exam room or once they're seated.

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### Key Takeaways

- Students enter 2 different codes in to Bluebook, a 5-letter room code and then a 6-digit start code.
- When a student enters the room code, they can finish checking in, and when they enter the start code, timed testing begins.
- See [Help](#) on page 5 if you encounter issues.

### How to Take Attendance

1. Navigate to the **Attendance** page in Test Day Toolkit.
  - ♦ After you complete your room readiness check, you'll see a page that lists students under 1 of 3 labels: **Assigned**, **Entered Room Code**, and **Ready to Test**.
  - ♦ Names will move from one list to another as you and your students move through the steps listed below.
2. Ask students to turn in prohibited items (or put them away, depending on school policy), take a seat, and check in to Bluebook.
  - ♦ As students enter your room, assign them a seat, and tell them to follow the instructions you posted.
  - ♦ If there's time, tell students to put prohibited items in their locker. If not, tell them to turn off all devices except their testing device, label all prohibited items, and place everything in the bin.
  - ♦ Prohibited items include all phones and other electronics (except for 1 testing device); headphones, earbuds, and earplugs; and all notes, paper, and other references.

## Student Experience

### On Test Day: Enter the Room Code

The proctor will give you a code. Enter it here to complete check-in.

The room code contains **letters only**.

Join Room

When students are seated, they click the **Star** icon, sign in to their College Board account, click the exam **Check-In** button, enter the room code, and follow the onscreen instructions.

### 3. Mark students present in Test Day Toolkit after they enter the room code.

- ◆ When students enter the room code, their name will appear in the **Entered Room Code** list.
- ◆ If students are present but their names are not appearing in the Entered Room Code list, they might need help or a reminder to follow the posted instructions.
- ◆ If you know a student and see them in the room, click **Mark Present** near their name. If you don't know a student, refer to [Checking Identity](#) on page 6.

**IMPORTANT:** Students can complete Bluebook check-in only after you mark them present.

### 4. Check student progress.

- ◆ When students complete Bluebook check-in, their name moves to the **Ready to Test** list.
- ◆ When all students sitting in your room are ready to test, go to the next step and start reading the proctor script.

## Student Experience

### We're About to Lock Your Device



If you have any other apps or software running, please exit out of them now.

If you attempt to use other programs or apps during the exam, your scores will be canceled.

Click **Next** now to complete check-in.

When students check in to Bluebook, they confirm the accommodations they'll be testing with (if any), type a security pledge, and follow instructions for clearing their desks.

Their device is then locked and they see the screen where they'll enter the start code you provide at the end of the proctor script.

## Help

### Bluebook Check-In Issues

If students don't see the star icon on their device, Bluebook might not be installed. If they have a personal device, they can go to [bluebook.app.collegeboard.org](https://bluebook.app.collegeboard.org) to download it. If a student is using a device managed by your school and can't download Bluebook, give them a backup device or refer them to the technology monitor.

### Deciding When to Start the Test

If some students take a long time to move to the **Ready to Test** list, check their progress by looking at their device. Test Day Toolkit statuses can lag and they might be on the start code screen. If they're not and they can't complete check-in quickly, help them after you read the script so other students can start testing. At the end of the proctor script, you'll read a start code and tell students to enter it in to Bluebook.

- Morning exams: Provide the code 8–9 a.m. local time.
- Afternoon exams: Provide the code 12–1 p.m. local time.

### Late Arrivals

If you haven't started reading aloud the script in Test Day Toolkit yet and your AP coordinator allows it, you can let late students take the exam.

### Unknown Students

If you don't know a student, see **Checking Identity** below for detailed instructions.

### Other Issues

See [Technical Troubleshooting](#) on page 16 and [Responding to Problems](#) on page 18 for details on handling and reporting anything that goes wrong.

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## Checking Identity

If you don't know a student, follow these additional steps when you take attendance.

### Key Takeaways

- Checking a student's photo ID prevents impersonation.
- These instructions supplement the steps in [Taking Attendance](#) on page 4.
- See [Help](#) on page 7 if you encounter problems.

### How to Check Identity

1. Make sure the student's photo ID is acceptable.
  - ♦ Photo IDs must be government or school issued, valid, original, and in good condition with legible English language text.
2. Check the student's appearance.
  - ♦ Compare the student's appearance to the ID photo (black and white ID photos are acceptable).
3. Check the student's name.
  - ♦ Make sure the name and birth date on the ID matches the name and birth date in Test Day Toolkit.
4. Mark the student present.
  - ♦ Click **Mark Present**.

## Help

### If You Can't Verify Identity

Direct students to your AP coordinator if they don't have an acceptable ID or if anything else prevents you from verifying their identity.

### ID Examples

To be acceptable, the ID must include the student's name, signature, and a recognizable photograph.

Examples of acceptable ID include:

- Valid driver's license, nondriver ID card, or driver's permit (must have a photo).
- Official school-produced student ID card from the school the student currently attends.
- Government-issued passport or U.S. Global Entry ID card.
- Government-issued military or national ID card.

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## AP Computer Science Principles: Check Personalized Project References

For AP Computer Science Principles, there are additional steps to have students check their **Personalized Project Reference** before testing begins.

See the [Appendix: AP Computer Science Principles](#) at the end of this guide for details.

# Starting the Exam

After you take attendance and students check in to Bluebook, it's time to read the script, check desks, and provide students with the start code.

## Key Takeaways

- Read the proctor script exactly as written.
- Proctors don't read aloud after students start timed testing; Bluebook provides students with the information they need.
- At the end of the script, you'll give students your room's unique start code.
- Provide the code 8–9 a.m. local time for morning exams and 12–1 p.m. local time for afternoon exams.
- See [Help](#) on page 9 if you have questions or problems.

## How to Start the Exam

1. Start reading the script in Test Day Toolkit.
  - ♦ Click **Next Step** on the **Attendance** screen in Test Day Toolkit.
  - ♦ Pay close attention to the labels that indicate which parts should be read aloud.
  - ♦ In this part of the script, you'll tell students you're going to check their desks.

**Student Experience**

Get Your Desk Ready

**Put these items on your desk:**

- Your testing device
- An external mouse or keyboard. You can use an external keyboard with a tablet—not with a laptop.
- A non-mechanical pencil or a pen that uses black or dark blue ink
- The scratch paper your proctor provided you. Write your full name at the top of each sheet.

**Put these items under your desk:**

- Power cord/portable charger. But if you need to plug in during testing, you may.
- Headphones or earbuds unless you have an approved accommodation.

**Your proctor will collect these items:**

- Mobile phone/smartwatch
- Notes, books, or any other reference materials
- Other devices. Any camera, recording device, or timer.

Bluebook instructs students to clear their desks and write their full name on each sheet of scratch paper.

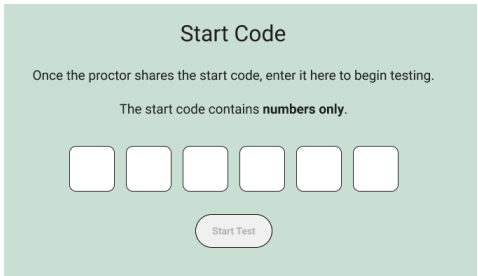
2. Check desks and collect prohibited items.
  - ♦ When it's time to check desks, you'll see a screen in Test Day Toolkit that lists prohibited items.
3. Continue reading the script.
  - ♦ In this part of the script, you'll remind students about breaks and security policies.
4. Finish reading the script.
5. Provide the 6-digit start code.
  - ♦ When you finish reading the script, you'll see the unique 6-digit start code for your room.
  - ♦ Don't share the start code before 8 a.m. local time (for morning exams) or 12 p.m. local time (for afternoon exams).
  - ♦ Write the start code on the board.



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**IMPORTANT:** Students who enter the start code too early are told to try again later.

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Student Experience	
	Students enter the code to start their exam and can do so at slightly different moments. Their exams are timed individually.

## Help

### Prohibited Items

Students aren't allowed to access belongings that could give them an unfair advantage or provide a way to record, photograph, or remove exam content.

Unless students have a College Board–approved accommodation permitting access to any of the following items, they can't access them during the exam or breaks:

- Phones, smartwatches, or other electronic devices (except their testing device)
- Detachable privacy screens
- Notes, books, or any other reference materials
- Scratch paper not provided by the proctor
- Headphones, earbuds, or earplugs
- Any camera, listening or recording device, or separate timer
- More than 1 testing device

### Accommodations

If you need to view a student's accommodations, click their name in Test Day Toolkit to open their profile. Learn more about different accommodations in [Accommodations](#) on page 28.

### Medical Devices and Aids

Epinephrine auto-injectors (e.g., EpiPens) are permitted in the exam room without an approved accommodation. They must be placed in a clear bag and stored under the student's desk during testing.

### Managing Issues

See [Technical Troubleshooting](#) on page 16 and [Responding to Problems](#) on page 18 for details on handling and reporting anything that goes wrong.

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## Exam Monitoring

While students take the exam, proctors and room monitors keep the room free of distractions, help students, and watch for suspicious behavior.

### Key Takeaways

- Students start their own exam when they enter the start code. As a result, their breaks may begin at slightly different times.
- Bluebook times the exam and starts the break automatically.
- The Test Day Toolkit monitoring dashboard displays student testing statuses.
- Students lose testing time when they take unscheduled breaks.
- Students should never be left unattended.
- A completed seating chart is required for each room.
- See [Help](#) on page 13 if you encounter problems.

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**IMPORTANT:** Students must not remove testing devices from the room, close laptops, or cover their iPad until testing is complete.

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### How to Monitor Testing

Remain vigilant while students are testing. Avoid distracting behavior. Don't read, eat, or do anything else that takes your attention away from students.

Check student testing statuses in Test Day Toolkit but spend most of your time watching the room. After students start testing:

- Walk around the room often and look at students' screens.
- Collect scratch paper from empty desks.
- Help students who raise their hands.

Watch for security violations such as the following:

- Working on another student's device or switching seats.
- Angling a device so another student can see it.
- Viewing nontest content or using other applications.
- Copying, taking screenshots, recording, or capturing exam content in any way.
- Passing notes.

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**IMPORTANT:** If students aren't actively using their device, a remote user could be taking the exam for them. If you suspect this or any other security violation, follow the instructions for [Responding to Problems](#) on page 18.

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### Monitor Progress in Test Day Toolkit

After you provide students with the start code, click **Next Step** to navigate to the monitoring dashboard, which lists students and their testing status. Testing statuses show which part of the test students are in.

To see which students are in each part of the exam, click a testing status in the **Filters** section on the left side of the screen.

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**IMPORTANT:** Students who lose their connection can keep testing, but their device can't send updates, so their testing status in Test Day Toolkit could be outdated. No action is required if students are testing smoothly.

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These testing statuses are listed at the top of the **Filters** section:

- **Not started:** Students haven't entered the start code. Students who still have this status after you provide the start code might need your help.
- **Section I:** Students are testing in Section I.
- **Break:** Students are on a scheduled or an unscheduled break.
- **Section II:** Students are testing in Section II.

Students with these statuses need your attention:

- **Exited:** Students exited the exam or closed the app window. They might be using their device improperly.
- **Submission pending:** The exam has ended, but students' answers haven't been submitted.

Near the end of the exam, check the **Ready to Dismiss** module at the bottom of the **Filters** section.

- **Submitted:** Students' answers have been submitted to College Board.

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**IMPORTANT:** If students have an **Exited** status, look at their screens immediately to see if they need help or are using their device improperly.

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### Complete the Seating Chart

If your seating chart wasn't filled out ahead of time, complete it once all students are testing smoothly.

## How to Monitor Breaks

Except for AP Seminar, digital AP Exams have two sections with a scheduled break between them. The break must be monitored. Your AP coordinator will tell you about break procedures, including whether students are allowed to leave the exam room.

The testing room must always be supervised and restrooms and halls should be monitored.

Students may not consult textbooks, notes, teachers, or other students regarding the exam during the break. They may not access any electronic or communication devices. They may not make phone calls; read or send emails or text messages; or access the internet. They must not discuss exam content with anyone at any time. Failure to adhere to these policies will result in cancellation of scores.

Follow these guidelines and any additional break instructions your AP coordinator provides:

- Do what you can to minimize distractions.
- Warn disruptive students.
- Don't let students remove anything from the room, close laptops, or cover their iPad.
- **For AP Computer Science Principles:** Students must leave their Personalized Project Reference on their desk.

- Recommended: Check the power level indicator on students' break screens and assist any students whose device needs to be charged.
- When students return from break, make sure they sit at the right desk and use their own device. To do this, check the name that displays at the bottom of the student's screen.

### Scheduled Breaks

Except for AP Seminar, AP Exams have a 10-minute scheduled break between sections (for standard time).

Tips and reminders:

- Bluebook starts the break automatically.
- Students start their break when they see the Bluebook break screen; you shouldn't announce it.
- If student start times were slightly staggered, their break times will be too.
- A student's timer turns red 5 minutes before their break.
- Prompt students to start Section II after their break if they don't do so on their own.

Note: In Section I of the history exams, there is a 1-minute transition between Part A and Part B. This is **not** a break. Students should sit quietly until Part B starts.

Student Experience	
	<p>For exams with two sections, Bluebook ends Section I and displays break instructions when time is up. Students can't start or end scheduled breaks early. They can use any extra time before the break to review their answers.</p> <p>When their break time ends, students click a button to start the next section; no proctor action or instruction is required.</p>

### Unscheduled Breaks

Students who take unscheduled breaks (e.g., restroom breaks) lose testing time.

Tips and reminders:

- Students shouldn't leave the room for unscheduled breaks without your permission.
- If 2 or more students leave the room at the same time, they must be accompanied, but never leave the exam room unattended.
- Follow any additional instructions from your AP coordinator.

### Break Accommodations

If you're proctoring students who are approved to take extra breaks, extended breaks, or breaks as needed, refer to [Accommodations](#) on page 28 for more information.

9:32

Pause

Hide

Students approved for an accommodation to take breaks as needed should use the **Pause** button to stop their timer. Only students with this accommodation have this option.

## Help

### Device Swaps

Sometimes the best solution to a technical issue is to give the student a backup device. If they already entered the start code, you'll need to use the device swap feature. Never use the device swap feature after a student's testing time runs out—their answers could be lost. [Learn how to complete a device swap on page 17.](#)

### Access to Electricity

Student devices should be fully charged, but if students need access to power, do what you can to accommodate them without disturbing others.

Use your best judgment when providing power access and treat all students fairly.

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**IMPORTANT:** Devices for students with extended time must be plugged in throughout testing. Make sure extended time testers are assigned to rooms that provide every student with access to electricity.

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The testing clock won't stop, so students should continue to test while their device charges.

The following options are allowed:

- You can assign the student to an open seat near an outlet. If the student needs to change seats, record the move in the seating chart.
- You can use power strips, extension cords, and laptop carts.
- Students can use their own or school-supplied external power supplies (power banks) without permission. They should be stored under their desk when not in use.

The following options aren't allowed:

- You can't move some students so that others can charge their device.
- Furniture can't be moved.
- Students may not replace their battery during testing.

### Handle and Report Incidents

Ask your AP coordinator before exam day which incidents they need to know about right away.

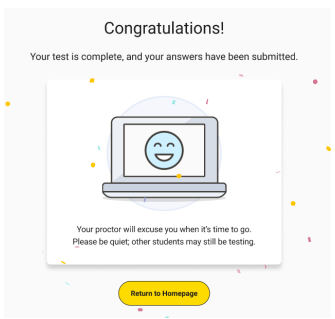
See [Technical Troubleshooting](#) on page 16 and [Responding to Problems](#) on page 18 to find out how to handle and report issues.

## Dismissal

If all students in your room started testing within a few minutes of each other, wait until time is up for all of them before starting dismissal.

### Key Takeaways

- Students are required to stay for their entire testing time, including students testing with an extended time accommodation.
- Remain on the Test Day Toolkit monitoring dashboard until you've dismissed all students.
- If students are connected to the internet when their time is up, their answers are submitted automatically, they see the **Congratulations** screen with confetti and their status in Test Day Toolkit changes to **Submitted**.
- Students who lose their connection can keep testing, but their device can't send updates, so their testing status in Test Day Toolkit could be outdated.
- If a student doesn't have a connection when time is up or if they close their laptop before reaching the **Congratulations** screen, their answers won't be submitted automatically, but will be saved on their device.

Student Experience	
	If students are connected to the internet when their time is up, their answers are submitted automatically and they see the Congratulations screen with confetti.

### How to Dismiss Students

1. When testing is over, collect scratch paper.
  - ♦ Each sheet should be intact, with no ripped or removed parts. Make sure the student's full name is written on each sheet, even if it's unused.
  - ♦ If a student doesn't return all their scratch paper, follow the instructions for reporting violations in [Responding to Problems](#) on page 18.
2. For **AP Computer Science Principles**, collect each student's Personalized Project Reference.
3. Make sure every student's answers were submitted.
  - ♦ Check the **Filters** section on the Test Day Toolkit monitoring dashboard.
  - ♦ If the only filters not equal to zero are **Submitted** and **Not Started**, all students are ready to dismiss.
  - ♦ If other filters are greater than zero, you'll need to dismiss students in two groups; dismiss students whose answers are submitted before you help the others.

4. Dismiss students whose answers were submitted.
  - ♦ Click **Submitted** to see which students' answers are submitted.
  - ♦ Dismiss those students, returning prohibited devices if necessary
  - ♦ If some of your students need help submitting their answers, follow the instructions in the Help section below before dismissing them.
5. Check the room for student belongings and gather your supplies.
6. Report back to your AP coordinator.
  - ♦ Tell your AP coordinator about students whose answers weren't submitted and let them know if they need to set shared devices aside to prevent data loss.
  - ♦ Let them know about any other incidents.
  - ♦ Hand over materials, including your seating chart and all scratch paper, even if it's unused. If you administered the **AP Computer Science Principles Exam**, be sure to hand over students' Personalized Project Reference sheets.

## Help

### Dismissing Students Whose Answers Aren't Submitted

Answers are saved to the student's testing device. Before you dismiss students, help them submit their answers to College Board.

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**IMPORTANT:** Never use the device swap feature after a student's testing time runs out—their answers could be lost. Students need to submit their answers using the same device they tested on.

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1. In the **Filters** section on the Test Day Toolkit monitoring dashboard, click the **Submission Pending** filter to see students with that status.
2. Ask them if they saw the **Congratulations** screen with confetti; it's possible their answers were submitted but the toolkit hasn't updated yet.
3. If they didn't see the **Congratulations** screen, ask them to check their connection and try again.
4. If students have any other status, check their screen to make sure their exam ended. If you see a countdown clock, tell them to let you know when their time runs out.
5. If some students' answers are still not submitted, ask the technology monitor to help them.

Student Experience	
<p><b>Your Tests</b> <span>✓ Active</span> <span>Past</span></p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p><b>AP English Literature and Composition</b></p> <p>Test Date: Wed, May 8, 2024</p> <p>Springfield High School 100 Main Street, Springfield, NJ 07012, United States</p> <p>✖ Submission is incomplete. <span style="float: right; border: 1px solid #ccc; border-radius: 15px; padding: 5px 15px; background-color: #ffc107;">Submit Answers</span></p> </div>	<p>If a student doesn't have an internet connection when time runs out, they'll see an <b>Answer Submission Incomplete</b> screen or an internet connection error.</p> <p>Their answers won't be submitted automatically, but they'll be saved on their testing device.</p> <p>They'll need to sign in to Bluebook on the same testing device and click the <b>Submit Answers</b> button on their homepage.</p>

## Responding to Problems

Follow the instructions in [Responding to Problems](#) on page 18 to report incidents like these:

- Violations resulting in early dismissal
- Students leaving early for other reasons
- Students not returning all scratch paper

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## Technical Troubleshooting in the Testing Room

You can ask the technology monitor to help students at any time, but we recommend doing so in the following cases:

- Helping the student takes too much of your time and attention.
- You want to avoid distracting students who are testing successfully.
- The student forgot their College Board username or password.
- None of the troubleshooting steps listed below resolved the issue.

Send the student to your AP coordinator in these cases:

- The AP Exam card isn't on the student's homepage.
- There's an issue with their accommodations.

## None of Your Students Can Start

If none of your students can start the exam, make sure you read the correct 6-digit start code and wrote it on the board accurately. If that's not the issue, contact the technology monitor.

## A Student Can't Reach the Bluebook Sign-In Screen

- Make sure the student opened the right digital testing app. They should click the Star icon to open Bluebook.
- Check the student's internet connection by opening a browser and navigating to [collegeboard.org](http://collegeboard.org). Make sure their device's Wi-Fi is turned on and airplane mode is turned off.
- You can also switch to a backup device with Bluebook installed if one is available.
- Reinstall Bluebook, if possible. Students using personal devices can download Bluebook again at [bluebook.app.collegeboard.org](http://bluebook.app.collegeboard.org).

## A Student Can't Sign In or Their Test Isn't Listed

Make sure the student clicked the bottom sign-in button, labeled **Sign in with a student College Board account**, when they opened Bluebook.

If they clicked the top sign-in button and are asked for a user ID instead of an email address, they should click **Back** and click the bottom sign-in button.

## A Student Can't Start Timed Testing

Students who aren't on the start code screen may just need to complete Bluebook check-in.

If the student is on the start code screen, try the following fixes in order:

1. Reenter the start code.



2. Make sure you marked the student present on the Test Day Toolkit **Attendance** page.
3. Restart the device and open Bluebook again.
4. Switch to a backup device with Bluebook installed, if available.

### If Most Students Are Ready to Start

Consider referring the student to the technology monitor or AP coordinator so testing can begin for everyone else without further delay. The student can start testing in your room after their problem is resolved; if they need to read the verbal instructions first, they can open them on the Bluebook start code screen.

## A Student's Testing Is Interrupted

Try the following fixes in order:

1. Exit Bluebook, close any applications running in the background, and sign in again.
2. Restart the device and Bluebook.
3. Follow the instructions below to complete a device swap if backup devices are available.

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**IMPORTANT:** Most issues are resolved by restarting Bluebook or the testing device—and since answers are saved to the testing device, students can pick up where they left off.

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### How to Complete a Device Swap

Use these steps to help students who entered the start code and have time remaining. If students haven't entered the start code yet, skip these steps and just give them a backup device with Bluebook installed.

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**IMPORTANT:** Never use the device swap feature after a student's testing time runs out—their answers could be lost. Students need to submit their answers using the same device they tested on.

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If a backup device is available and a student can't continue testing on their original device, complete these steps:

1. Tell the student to open Bluebook on the new device, sign in, and click **Resume Testing** on their homepage. A pop-up window will tell them their proctor must approve the device swap.
2. Open the student's profile page by clicking the student's name on the Test Day Toolkit **monitoring dashboard** and then clicking the **Approve Device Swap** button.
3. When the student clicks **Resume Testing Now**, they'll be returned to the question they last viewed.

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**IMPORTANT:** Students should reenter their answers if they're returned to an earlier part of the test.

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## Responding to Problems

If a **technology-related issue** occurs, the proctor can try the troubleshooting tips listed above to see if they resolve the issue, or request assistance from the technology monitor who can follow steps in the *AP Technical Troubleshooting Guide*.

If your school requires additional assistance or the issue is not listed in either of the guides, call AP Services for Educators at 877-274-6474. If the issue cannot be resolved after these attempts on exam day, complete an Incident Report and plan to order a late-testing exam for the impacted student(s).

If technical issues can be resolved promptly, they generally don't need to be reported.

All **exam security issues** must be reported. Follow the instructions in the Administration Incidents table in this section for details about the procedure in the exam room and the reporting process (if necessary) for common types of incidents that could occur.

## Reporting Incidents

The table below has details about the procedures to follow in the exam room if an administration incident occurs and whether an Incident Report (IR) form needs to be submitted by the AP coordinator. Provide the AP coordinator with all details about an incident that occurs during the exam administration.

### Ending an Exam Due to an Incident

All students must stay for their entire testing time except in cases of illness or rule violations. Refer to the Administration Incidents table in this section to see which incidents require an exam to be ended. To dismiss a student early, follow these steps:

1. Navigate to the student's page in Test Day Toolkit.
2. Check the student's testing status and tell them to exit Bluebook if their status is not **Exited**, **Submission Pending**, or **Submitted**.
3. Collect their scratch paper.
4. Click **Undo Check-In** in Test Day Toolkit.
5. Submit an Incident Report.

If a student leaves without talking to you first, try to follow this procedure. If they left belongings behind, give them to your AP coordinator.

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**IMPORTANT:** Students must stay until their testing time runs out unless they get sick or violate a rule.

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### Administration Incidents Table

**The AP coordinator must complete and submit an Incident Report through AP Registration and Ordering for the following non-security-related and security-related incidents.**

## NON-SECURITY-RELATED INCIDENTS: COMPLETE AN IR FORM

Incident	Procedure on Exam Day	How to Fill Out the IR/Other Action
<p><b>Disturbance, uninterrupted exam</b></p>	<p>If possible, reduce or eliminate the source of the disturbance (e.g., loud noise, excessive heat/cold). Note that the exam timer will keep running.</p> <p>Tell students that an appropriate message such as “School reports distraction during the administration of the exam” may appear on their score reports.</p>	<p>On the IR, select <b>Disturbance</b>. Note the length of time (in minutes) of the disturbance. Report the nature of the disturbance and the section affected. Report only severe disturbances, unless there are many student complaints.</p> <p>Retain the seating chart. The AP Program will advise if it needs to be submitted as part of an investigation.</p>
<p><b>Interruption</b></p>	<p>Provide clear instructions for the safety of the students if an interruption (e.g., fire drill, power failure) occurs. Note the time. Have students leave their devices open on their desks.</p> <p>Direct students not to talk and not to access prohibited items. Monitor them at all times if they must leave the exam room.</p> <p>Proper monitoring during an interruption requires that students never be left unattended and are closely monitored at all times to prevent discussion of test questions, access to unauthorized aids, and use of mobile phones and other prohibited electronic devices. Failure to adhere to this policy may result in cancellation of scores.</p> <p>If faced with an active threat such as bomb threat, active shooter, any threatening behavior including those involving a firearm or weapon, or if student brings a firearm to a test site:</p> <ul style="list-style-type: none"> <li>▪ Follow your school’s procedures for lockdown or evacuation.</li> <li>▪ Once the situation is safe, follow all procedures under “Interruption” to ensure student and staff safety and to secure materials.</li> </ul> <p>Note that the exam timer will keep running. If the interruption is minimal, you can have students continue to test. Depending on the length of the interruption, if it’s impractical to continue testing, stop testing. Follow instructions for “Ending an Exam Due to an Incident” in the <i>Proctor Exam Day Guide</i>.</p>	<p>On the IR, select <b>Interruption</b>. Note the length of the interruption. Report the source, impact of the interruption, and the corrective action taken.</p> <p>Retain the seating chart. The AP Program will advise if it needs to be submitted as part of an investigation.</p> <p>On the IR, indicate whether the student requires a retest and if a retest has been ordered.</p> <p>It’s important to let the AP Program know whether the affected exam should be scored by answering the question “Does the incident require the student(s) to retest?” on the IR form.</p> <ul style="list-style-type: none"> <li>▪ If you answer Yes to indicate the incident requires the student to retest, the affected exam will not be scored.</li> <li>▪ If you answer No, the affected exam will be scored. Note: If the student subsequently decides to retest, the retest exam will be scored.</li> </ul>

Incident	Procedure on Exam Day	How to Fill Out the IR/Other Action
<p><b>Illness during the exam, student unable to return</b></p>	<p>If a student becomes ill during testing and needs to leave, end the student's exam following the instructions for "Ending an Exam Due to an Incident" in the <i>Proctor Exam Day Guide</i>.</p> <p>If the student wants to retest, advise the student to talk with the AP coordinator about a late-testing option.</p>	<p>On the IR, select <b>Illness</b>. Note the student's name and AP ID in the space provided.</p> <p>Also, indicate whether the student requires a retest and if a retest has been ordered.</p> <p>It's important to let the AP Program know whether the affected exam should be scored by answering the question "Does the incident require the student(s) to retest?" on the IR form.</p> <ul style="list-style-type: none"> <li>▪ If you answer <b>Yes</b> to indicate the incident requires the student to retest, the affected exam will <b>not</b> be scored.</li> <li>▪ If you answer <b>No</b>, the affected exam will be scored. <b>Note:</b> If the student subsequently decides to retest, the retest exam will be scored.</li> </ul>
<p><b>Approved accommodations not given</b></p>	<p>When this is discovered, advise the student they didn't receive accommodations for which they were approved.</p> <p>Offer the student the option to continue testing without the approved accommodations or to stop testing.</p> <p>If the student chooses to stop testing, end the student's exam following the instructions for "Ending an Exam Due to an Incident" in the <i>Proctor Exam Day Guide</i>. Dismiss the student.</p> <p>Confirm the student is approved in SSD Online for the appropriate accommodation. If not, contact the College Board SSD office at 844-255-7728 for further instruction about retest options. Complete an Incident Report form as instructed by College Board SSD.</p>	<p>On the IR, select <b>Other</b>. Note the student's name and AP ID in the space provided. Also note the accommodations not given and actions taken.</p>
<p><b>Accommodations given that weren't approved</b></p>	<p>Stop testing when this is discovered. End the student's exam following the instructions for "Ending an Exam Due to an Incident" in the <i>Proctor Exam Day Guide</i>. Advise the student they received accommodations that weren't approved. Dismiss the student.</p>	<p>On the IR, select <b>Other</b>. On the IR, note the student's name and AP ID in the space provided. Also note the accommodations given and actions taken.</p>

Incident	Procedure on Exam Day	How to Fill Out the IR/Other Action
	Contact the College Board SSD office at 844-255-7728 immediately for instructions.	
<b>Unscheduled or early departure</b>	<p>If a student needs to leave the exam before completion (not due to a security issue), end the student's exam following the instructions for "Ending an Exam Due to an Incident" in the <i>Proctor Exam Day Guide</i>.</p>	<p>On the IR, select <b>Other</b>. Note the student's name and AP ID in the space provided. Explain the event and indicate time away from the exam room.</p> <p>Also, indicate whether the student requires a retest and if a retest has been ordered.</p> <p>It's important to let the AP Program know whether the affected exam should be scored by answering the question "Does the incident require the student(s) to retest?" on the IR form.</p> <ul style="list-style-type: none"> <li>▪ If you answer <b>Yes</b> to indicate the incident requires the student to retest, the affected exam will <b>not</b> be scored.</li> <li>▪ If you answer <b>No</b>, the affected exam will be scored. <b>Note:</b> If the student subsequently decides to retest, the retest exam will be scored.</li> </ul>
<b>Equipment problems/technology issue</b>  Student technology issue  Bluebook application problem  Staff technology issue that caused student testing disruption  Test Day Toolkit problem  Facility technology issue	<p>For any technical issues that may arise:</p> <ul style="list-style-type: none"> <li>▪ <b>Before the exam has started:</b> First try to resolve them following the troubleshooting tips in the <i>Proctor Exam Day Guide</i> and/or getting assistance from your school's technology monitor, who can follow steps in the <i>AP Technical Troubleshooting Guide</i>. Morning exams must begin 8–9 a.m. local time. Afternoon exams must begin by 1 p.m. local time. If you can resolve the issue and begin the morning exam before 9 a.m. local time and the afternoon exam before 1 p.m. local time, no IR report is needed. If you're unable to resolve the issue after following the troubleshooting tips or working with the technology monitor or you're still trying to resolve the issue by 9 a.m. local time for morning exams or by 1 p.m. local time for afternoon</li> </ul>	<p>If the issue couldn't be resolved and the student wasn't able to test: On the IR, select the appropriate type of incident. At the start of the Incident Detail section, specify when the issue occurred—Before Exam, During Exam, or After Exam (Answer Submission). List the information and AP ID for the student impacted. Provide details if applicable about the device type, operating system, and attempted steps to remedy the situation.</p> <p>On the IR indicate whether the student requires a retest and if a retest has been ordered.</p> <p>It's important to let the AP Program know whether the affected exam should be scored by answering the question "Does the incident require the student(s) to retest?" question on the IR form.</p> <ul style="list-style-type: none"> <li>▪ If you answer <b>Yes</b> to indicate the incident requires the student to retest, the affected exam will <b>not</b> be scored.</li> </ul>

Incident	Procedure on Exam Day	How to Fill Out the IR/Other Action
	<p>exams, the AP coordinator can order a late-testing exam for the impacted student(s) and submit an IR.</p> <ul style="list-style-type: none"> <li>▪ <b>During the exam:</b> Try to resolve them following the troubleshooting tips in the <i>Proctor Exam Day Guide</i> and/or getting assistance from your school's technology monitor, who can follow steps in the <i>AP Technical Troubleshooting Guide</i>. If attempts to resolve the issue aren't successful, complete an Incident Report and notify the AP coordinator. The student can talk with the AP coordinator about ordering a late-testing exam.</li> </ul>	<ul style="list-style-type: none"> <li>▪ If you answer <b>No</b>, the affected exam will be scored. <b>Note:</b> If the student subsequently decides to retest, the retest exam will be scored.</li> </ul>
<p><b>Student unable to submit responses at the end of the exam</b></p>	<p>If a student is unable to submit their responses at the end of the exam, follow the steps listed under "Help" in the "Dismissal" section of the <i>Proctor Exam Day Guide</i>.</p> <p>Reminder: Students have 5 days to submit their answers using the same device they tested on. Students who tested on a shared device should keep the device until they can submit their answers.</p> <p>If a student cannot submit their responses at the end of or after their exam, and encountered a technical issue at any point during the exam, it's recommended the student take a full makeup exam to ensure they have an opportunity to submit complete work for scoring.</p>	<p><b>If the student was able to successfully submit their answers within 5 days after the exam:</b> No IR is needed.</p> <p><b>If the student wasn't able to submit their responses within 5 days after the exam:</b> Submit an IR. On the IR, select <b>Bluebook Application Problem and Answers were not submitted</b>. List the information and AP ID for the student impacted. Provide details if applicable about the device type, operating system, and attempted steps to remedy the situation.</p> <p>Inform the student that the issue has been reported to the AP Program and that unless the student takes a make-up exam, they'll receive a score based on those responses sent to College Board before their connection dropped. If the student wants to take a makeup exam, submit an order for it through AP Registration and Ordering. The student's responses from their original exam won't be scored.</p>

**SECURITY-RELATED INCIDENTS (PROHIBITED DEVICES AND MATERIALS):  
COMPLETE AN IR FORM**

Incident	Procedure on Exam Day	How to Fill Out the IR/Other Action
<p><b>Observed with electronic equipment during testing (other than the device used for testing) or during a break</b></p>	<p>Confiscate the device. End the student’s exam following the instructions for “Ending an Exam Due to an Incident” in the <i>Proctor Exam Day Guide</i>. The student should be dismissed from testing.</p> <p>Review the device for calls, text messages, and pictures to determine if there has been a breach in exam security.</p> <p>Submit an Incident Report.</p>	<p>On the IR, select <b>Misconduct</b> and <b>Student Dismissed</b>. Note the student’s name and AP ID in the space provided. Describe all events in detail and securely store copies of images from the student’s device at your school until contacted by College Board Test Security with further instruction.</p>
<p><b>Prohibited aid</b></p>	<p>Advise the student that failure to adhere to the testing procedures after receiving a warning may result in cancellation of scores and that you’re required to report the incident to College Board via an Incident Report.</p> <p>If the prohibited aid consists of notes, retrieve them from the student, identify them with the student’s name and AP ID, and securely store them at your school until contacted by the AP Program with further instruction.</p>	<p>On the IR, select <b>Misconduct</b>. Note the student’s name and AP ID in the space provided. Describe the prohibited aid in detail.</p>

**SECURITY-RELATED INCIDENTS (STUDENT BEHAVIOR): COMPLETE AN IR FORM**

Incident	Procedure on Exam Day	How to Fill Out the IR/Other Action
<p><b>Disruptive behavior</b></p>	<p>You have the authority to dismiss a student for misconduct. If a student’s behavior during the exam disturbs others (e.g., the student exhibits rude, belligerent, or disruptive behavior), warn the student that they’ll be dismissed if the disruptive behavior persists. Isolate the offender, if necessary, in a minimally disturbing way. You may dismiss anyone who continues to be disruptive. Take steps to ensure dismissed students aren’t provided the opportunity to transmit information about the exam to other students. Inform the student that an Incident Report will be sent to the AP Program.</p> <p>If you need to dismiss a student, follow the instructions for “Ending an Exam Due to an Incident” in the <i>Proctor Exam Day Guide</i>.</p> <p>In certain cases, you may be reluctant to dismiss a student for fear of embarrassment, disturbance to other examinees, or physical reprisal. You should</p>	<p>On the IR, select <b>Misconduct</b> and, if applicable, <b>Student Dismissed</b>. Note the student’s name and AP ID in the space provided. Describe all events in detail, even if you don’t dismiss the student. If other students complained about the disturbance, document their names and complaints. Explain the situation, length of disturbance, and affected section(s).</p> <p>Retain the seating chart. The AP Program will advise if it needs to be submitted as part of an investigation.</p>

Incident	Procedure on Exam Day	How to Fill Out the IR/Other Action
	dismiss when warranted. However, use your own judgment in handling each situation.	
<b>Student leaving the designated break area or building without permission</b>	Dismiss the student from testing (if the student is still present). Follow the instructions for “Ending an Exam Due to an Incident” in the <i>Proctor Exam Day Guide</i> . Don’t readmit the student to the exam room. Inform the student that an Incident Report will be sent to the AP Program.	On the IR, select <b>Misconduct</b> and <b>Student Dismissed</b> . Note the student’s name and AP ID in the space provided. Describe all events in detail.
<b>Copying</b>	<p>If students are using laptop computers or iPad or Windows tablets, change the seat of the involved students. Note the change on the seating chart.</p> <p>Closely monitor the suspected student(s) to see if the behavior continues. Take no further action toward dismissal until you’re sure information has been shared. Have an assistant witness any suspected misconduct.</p> <p>If the situation persists after a warning from the proctor or AP coordinator, dismiss the students involved, explaining to them that they’re being dismissed because they’ve failed to follow testing regulations. The exams of the impacted students must be ended following the instructions for “Ending an Exam Due to an Incident” in the <i>Proctor Exam Day Guide</i>. Inform the students that an Incident Report will be sent to the AP Program. The AP coordinator submits an Incident Report.</p>	<p>On the IR, select <b>Misconduct</b> and, if applicable, <b>Student Dismissed</b>.</p> <p>If an individual, note the student’s name and AP ID in the space provided. Describe specific circumstances, including the exam section when the copying was observed, and list the name and AP ID of those suspected (copier and person copied).</p> <p>Retain the seating chart. The AP Program will advise if it needs to be submitted as part of an investigation.</p>
<b>Giving or receiving assistance</b>	<p>If students are using laptop computers or iPad or Windows tablets, change the seat of the involved students. Note the change on the seating chart.</p> <p>Closely monitor them to see if the behavior continues. Advise the students that failure to adhere to the testing procedures after receiving a warning may result in cancellation of scores and that you’re required to report the incident to the AP Program via an Incident Report.</p>	<p>On the IR, select <b>Misconduct</b>.</p> <p>If an individual, note the student’s name and AP ID in the space provided on the IR. Describe specific circumstances, including the exam section when the assistance was observed, and list the name and AP ID of those involved.</p> <p>Retain the seating chart. The AP Program will advise if it needs to be submitted as part of an investigation.</p>
<b>Student attempted to gain an unfair advantage by navigating outside Bluebook</b>	End the student’s exam following the instructions for “Ending an Exam Due to an Incident” in the <i>Proctor Exam Day Guide</i> . Inform the student that an Incident Report will be sent to the AP Program. Dismiss the student.	<p>On the IR, select <b>Misconduct</b> and <b>Student Dismissed</b>.</p> <p>If an individual, note the student’s name and AP ID in the space provided on the IR. Describe specific circumstances, including the exam section when</p>



Incident	Procedure on Exam Day	How to Fill Out the IR/Other Action
		the incident was observed, and list the name and AP ID of any other students involved.
<b>Suspected impersonation or shared login information with intent to gain an unfair advantage</b>	End the student's exam following the instructions for "Ending an Exam Due to an Incident" in the <i>Proctor Exam Day Guide</i> . Inform the student that an Incident Report will be sent to the AP Program. Dismiss the student.	On the IR, select <b>Misconduct</b> and <b>Student Dismissed</b> .  If an individual, note the student's name and AP ID in the space provided on the IR. Describe specific circumstances, including the exam section when the incident was observed, and list the name and AP ID of any other students involved.

### SECURITY INCIDENTS (EXAM CONTENT): COMPLETE AN IR FORM

Incident	Procedure on Exam Day	How to Fill Out the IR/Other Action
<b>Student removed or attempted to remove testing device during the exam</b>	End the student's exam following the instructions for "Ending an Exam Due to an Incident" in the <i>Proctor Exam Day Guide</i> . Inform the student that an Incident Report will be sent to the AP Program. Dismiss the student.  If this isn't discovered until after the student has left, still submit an IR form to report the issue.	On the IR, select <b>Misconduct</b> and <b>Student Dismissed</b> . Note the student's name and AP ID in the space provided. Describe all events in detail.
<b>Student found with answer key or cheat sheet</b>	Confiscate the material. End the student's exam following the instructions for "Ending an Exam Due to an Incident" in the <i>Proctor Exam Day Guide</i> . Inform the student that an Incident Report will be sent to the AP Program. Dismiss the student.	On the IR, select <b>Misconduct</b> and <b>Student Dismissed</b> . Note the student's name and AP ID in the space provided. Describe all events in detail.  Collect and retain the answer key or cheat sheet. The AP Program will advise if the materials need to be submitted as part of an investigation.
<b>Student removed or attempted to remove scratch paper from exam room</b>	If the issue is discovered during testing, collect the student's scratch paper. End the student's exam following the instructions for "Ending an Exam Due to an Incident" in the <i>Proctor Exam Day Guide</i> . Inform the student that an Incident Report will be sent to the AP Program. Dismiss the student.	On the IR, select <b>Misconduct</b> and, if applicable, <b>Student Dismissed</b> . Note the student's name and AP ID in the space provided. Describe all events in detail.  Retain the scratch paper. The AP Program will advise if it

Incident	Procedure on Exam Day	How to Fill Out the IR/Other Action
		needs to be submitted as part of an investigation.
<p><b>For AP Computer Science Principles: Student removed Personalized Project Reference from the exam room</b></p>	<p>If the student removed their Personalized Project Reference (PPR) during testing, contact the AP coordinator. End the student's exam following the instructions for "Ending an Exam Due to an Incident" in the Proctor Exam Day Guide. Inform the student that an Incident Report will be sent to the AP Program. Dismiss the student.</p> <p>If the student removed the PPR at the end of the exam, notify the AP coordinator, who can complete an Incident Report.</p>	<p>On the IR, select <b>Misconduct</b>. Note the student's name and AP ID in the space provided. Describe all events in detail.</p> <p>Retain the PPR. The AP Program will advise if it needs to be submitted as part of an investigation.</p>
<p><b>Student recorded exam images or content in any form</b></p>	<p>If a device is involved, review the device for calls, text messages, and pictures to determine if there has been a breach in exam security.</p> <p>If anything suspicious is detected and/or you suspect there has been a breach in exam security (exam content has been captured, stored, or disclosed in any way), end the student's exam following the instructions for "Ending an Exam Due to an Incident" in the <i>Proctor Exam Day Guide</i>. Inform the student that an Incident Report will be sent to the AP Program. Dismiss the student.</p> <p>In all instances, submit an Incident Report.</p>	<p>If the student recorded exam content on paper, retrieve all pages from the student, identify the pages with the student's name and AP ID, and securely store them at your school until contacted by the AP Program with further instruction.</p> <p>On the IR, select <b>Misconduct</b> and <b>Student Dismissed</b>. Note the student's name and AP ID in the space provided. Describe all events in detail and securely store copies of images from the student's device at your school until contacted by College Board Test Security with further instruction.</p>
<p><b>Student shared exam content during or after exam by any means</b></p>	<p>If a device is involved, review the device for calls, text messages, and pictures to determine if there has been a breach in exam security.</p> <p>If anything suspicious is detected and/or you suspect there has been a breach in exam security (exam content has been captured, stored, or disclosed in any way), and the issue is discovered during testing, end the student's exam following the instructions for "Ending an Exam Due to an Incident" in the <i>Proctor Exam Day Guide</i>. Inform the student that an Incident Report will be sent to the AP Program. Dismiss the student.</p> <p>In all instances, submit an Incident Report.</p>	<p>On the IR, select <b>Misconduct</b> and, if applicable, <b>Student Dismissed</b>. Note the student's name and AP ID in the space provided. Describe all events in detail and securely store copies of images from the student's device at your school until contacted by College Board Test Security with further instruction.</p>

**You DON'T need to complete an Incident Report for the following incidents (unless instructed to do so specifically by AP Services for Educators or the College Board SSD office for certain incidents):**

<b>Incident</b>	<b>Procedure</b>	<b>Action</b>
<b>Unsure if student is approved for accommodations</b>	<p>A student's exam will deliver applicable approved accommodations for extended time, for breaks, or will be an accessible exam format based on the student's accommodations on record with the College Board SSD office.</p> <p>If a question regarding a student's approved accommodation cannot be verified, contact the College Board SSD office immediately (844-255-7728).</p> <p>If the issue arises during the exam: Let the student continue testing. Notify the AP coordinator. After the exam, the school's SSD coordinator can check SSD Online for the student's approved accommodations. If the student tested with accommodations that they weren't approved for, contact the College Board SSD office. Complete an IR as instructed by the SSD office.</p>	<p>If the student tested with accommodations they weren't approved for, contact the College Board SSD office to notify them of the situation.</p> <p>Submit an IR if instructed by the College Board SSD office.</p>
<b>Latecomers</b>	<p>If a latecomer arrives to the exam room before the proctor has started reading aloud the script in Test Day Toolkit, and the school considers the cause of the student's late arrival to be beyond the student's control, the student may be admitted and tested.</p>	<p>No IR needed.</p>
<b>Exam cancellation before testing begins (group)</b>	<p>If a storm, flood, power failure, or other event necessitates the cancellation of the exam before testing begins, order alternate exam(s) for a later administration.</p>	<p>No IR needed.</p>
<b>Score cancellation (individual student)</b>	<p>No exam room procedure necessary.</p>	<p>No IR needed.</p> <p>The student should fill out the AP Score Cancellation Form (available from <a href="http://apstudents.org">apstudents.org</a>) and return it following the instructions on the form.</p>
<b>Exam question ambiguities and errors</b>	<p>Instruct the student to answer the question to the best of their ability.</p> <p>If student feels that a question has an error or is unclear, advise student to fill out the AP Exam Question Ambiguity and Error Form after the exam, which can be downloaded from the AP Students website, and to follow the directions there for sending it to AP Assessment Development.</p>	<p>No IR needed.</p>
<b>Illness day of exam, student unable to test</b>	<p>No exam room procedure necessary</p>	<p>No IR needed. Order an exam for the late-testing administration through AP Registration and Ordering.</p>

## Accommodations

You may have students with approved accommodations in your exam room. The sections below provide relevant exam day information for certain types of accommodations.

### Extended Time

Students who are approved by the College Board SSD office for extended time will receive digital exams with the appropriate extended time applied to the exam based on their specific approvals. No proctor action is required to apply extended time.

Students testing with extended time won't be able to move on or end early. They'll need to wait for their full amount of extended time to pass. If students have time to spare, they should use it to review their work.

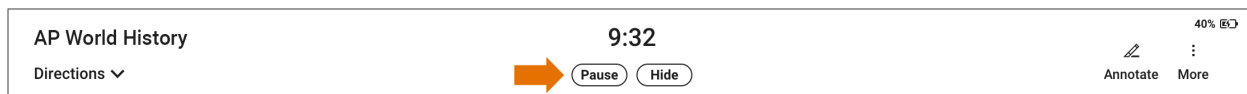
### Breaks

Students who are approved by the College Board SSD office for **breaks as needed, extended breaks, and/or extra breaks** will receive exams enabling them to take the appropriate type of break.

For **extended breaks and/or extra breaks**, a student's exam will have the break accommodation applied, as follows:

- Extended breaks: Students approved for this accommodation will receive an exam with twice the time of the regularly scheduled break applied between Section I and Section II of the exam.
- Extra breaks: Students approved for this accommodation will receive an exam with an extra 5-minute break applied midway through each section. Note: For AP European History, AP United States History, and AP World History: Modern, the extra break during Section I will be between Part A and Part B. For AP Seminar, the extra break will be at the halfway point of the exam during Part B.
- Extra and Extended breaks: Students approved for this accommodation will receive an exam with twice the time of regularly scheduled and extra breaks applied.

For **breaks as needed**, a student's exam will have a **pause** feature that they can use to take their breaks. **Pause** is below the exam timer. It's important that students **not exit the exam** to take their break—they should only select pause. The clock stops when they select pause. To end their break, the student will click **Resume Testing**.



### Assistive Technology

If students are testing using assistive technology, on exam day, after checking in to Bluebook (and before the exam starts), students will be able to access configuration instructions through the **Help** section and complete any configuration steps if needed before beginning the exam.

### Medical Aids

Epinephrine auto-injectors (e.g. EpiPen) are permitted in the testing room without the need for accommodations. They must be placed in a clear bag and stored under the student's desk during testing.

All other medical aids must be approved by the College Board SSD office.

Students approved to test blood sugar may do so at any time during the exam.

Approval to test blood sugar doesn't include permission to use a mobile phone.

Students who use a mobile phone to check their blood sugar must have College Board approval to have their mobile phone in the exam room for use with a glucose monitor. Only students who are specifically approved may do this. No other device may be connected to the phone. Students approved for this accommodation must test in an accommodated exam room. Additional breaks or breaks as needed are separate accommodations.

In no case may a student keep their phone with them. The phone should be kept at the proctor's desk and can only be accessed by the student under direct supervision. Before testing starts, the proctor should confirm with the student what actions are needed if there's a notification.

- If the student is using an iPhone, the phone must be in guided access mode.
- If using an Android phone, the phone must be in airplane mode. (If needed to check their blood sugar, the phone may be taken off airplane mode when the student is accessing the share app, under direct supervision of the proctor, and reengaged following use.)
- In either case, the camera feature must be disabled. Bluetooth may be enabled only to connect the phone's share app to the continuous glucose monitor (CGM) for blood glucose monitoring.

## Sign Language Interpreter

Students who are deaf or hard of hearing may be approved to have an interpreter translate the spoken instructions. Seat these students so they can easily see the interpreter. Sign language interpreters should only sign spoken instructions from the proctor; they aren't permitted to sign test questions. They shouldn't have access to student testing devices at any time. A sign language interpreter must be able to effectively sign instructions to the student and voice the student's signing to the proctor.

## Verbal Instructions

Students may be approved for access to written instructions of the script the proctor reads aloud. They'll be able to access these instructions by going to the **Help** page in Bluebook and clicking **Verbal Instructions**.

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## Appendix: AP Computer Science Principles

Proctors administering the AP Computer Science Principles (CSP) Exam need to take specific steps related to students' Personalized Project Reference.

Prior to the exam administration, the AP coordinator needs to print the Personalized Project Reference (PPR) from the AP Digital Portfolio for each student taking the AP CSP Exam, either digital or paper. Proctors need the PPR for each student along with all other exam materials. Students will use their PPR only during Section II of the exam.

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**IMPORTANT:** Make sure before students enter the room that you have a printed PPR for each student who will be taking the exam. If there's a problem—either a student's PPR is missing entirely, a student says their PPR is not their final intended work, there are pages missing from the PPR, or it's illegible—notify the AP coordinator and take the steps listed below.

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**Note:** If a student says they want to take the exam without their PPR, tell them that a PPR must have been submitted as final in the AP Digital Portfolio for the Written Response section of the exam to be scored. If their PPR wasn't submitted as final, their written responses won't count toward their final score. The AP coordinator can confirm submission status in the AP Digital Portfolio.

**If a PPR is missing because a student intentionally didn't submit it:**

- The student can proceed with taking the exam without the PPR, but tell the student their written responses won't count toward their final score. The AP coordinator will submit an Incident Report to document this situation.

**If a PPR is missing because there was a submission error made by the student in the AP Digital Portfolio, the student has two options, depending on school policy:**

- The student can be dismissed from the exam so they can have the opportunity to work with the AP coordinator to resubmit the PPR and take a late-testing exam. OR
- The student can proceed with taking the exam without the PPR, but tell the student their written responses won't count toward their final score. If the student proceeds with taking the exam, the AP coordinator will submit an Incident Report.

**If the PPR wasn't printed, pages are missing, or it's illegible:**

- The proctor should notify the AP coordinator immediately so that the coordinator can print the PPR or missing pages before Section II.
- However, if the AP coordinator finds that the PPR is illegible because of the way it was submitted, and it cannot be printed in a clearer way, depending on school policy, the student can either:
  - ♦ be dismissed from the exam so they can have the opportunity to work with the AP coordinator to resubmit the PPR and take a late-testing exam. OR
  - ♦ proceed with the exam without their printed PPR. If the student proceeds with taking the exam, the AP coordinator will submit an Incident Report.

**If a student says their PPR is not their intended final version, the student has two options, depending on school policy:**

- The student can be dismissed from the exam so they can have the opportunity to work with the AP coordinator to resubmit the PPR and take a late-testing exam. OR

- The student can proceed with taking the exam with the PPR they have. If the student proceeds with taking the exam, the AP coordinator will submit an Incident Report.

## Break

Students must put their PPR on their desk if they leave the room during the break between Section I and II. It must remain on their desk for the whole break.

**If any student's Personalized Project Reference is missing:** The proctor should discuss this with the student to determine if the student took their Personalized Project Reference from the exam room.

- If the student took their Personalized Project Reference from the exam room, contact the AP coordinator. End the student's exam following the instructions for "Ending an Exam Due to an Incident" in the *Proctor Exam Day Guide* and dismiss the student. The AP coordinator should submit an Incident Report following the instructions in the Administration Incidents section.
- If the student did not take their Personalized Project Reference, check the room and near the student's desk, and make sure it wasn't mistakenly collected with Section I exam materials.

## At the End of the Exam

Collect the PPR from each student and return them to the AP coordinator. The PPRs must be kept securely on file at the school for six months.

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