



2023

Technical Troubleshooting Guide

In-School Digital AP[®] Exams

Overview

Technology monitors should use the tips in this guide to troubleshoot individual and widespread issues. They're not expected to take any steps not listed here.

Proctors are provided with some troubleshooting steps, but they may ask technology monitors for help if those steps don't work or to avoid distracting other students.

Backup Devices

Sometimes the best solution to a technical issue is to give the student a backup device. If the technology staff at your school or district installed Bluebook[™] on backup devices, students can use them.

If the student already started timed testing, the device swap feature must be used. [Learn how to complete a device swap on page 6.](#)

If the student hasn't started the test, they can simply sign in to Bluebook on the new device.

Students Testing on Personal Devices

When assisting students with Wi-Fi or Bluebook issues on personal devices, follow local policies regarding student-owned technology.

When to Notify Your AP Coordinator

Notify your AP® coordinator in these cases:

- The AP Exam isn't shown on the student's Bluebook homepage.
- There's an issue with a student's accommodations.
- A student can't complete the exam because their issue can't be resolved using the tips in this guide. The student can request a paper late-testing exam from the AP coordinator.

College Board Support

Your AP coordinator should call College Board if there's a power or internet outage that delays the start of testing beyond 9 a.m. local time (for morning exams) or beyond 1 p.m. (for afternoon exams) on the scheduled exam day.

For technical support, call AP Services for Educators at 877-274-6474 and select the appropriate menu option.

Digital Testing System

Bluebook and Test Day Toolkit work together to make digital testing possible.

Students use Bluebook to take exams on Mac and Windows devices, iPads, and school-managed Chromebooks. They sign in to Bluebook with a College Board account.

Coordinators and staff use Test Day Toolkit to administer the exam. They can use any device that connects to the internet, their own or one provided by the school. They access Test Day Toolkit with a College Board professional account.

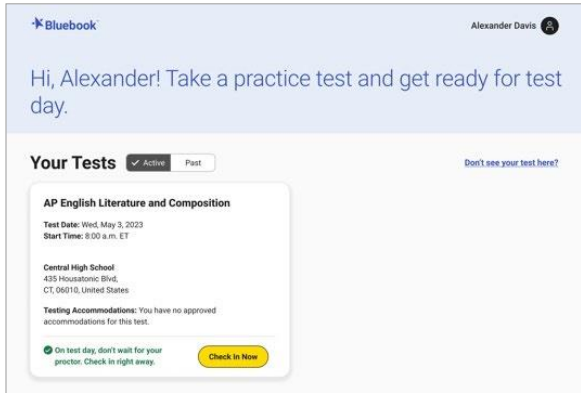
Bluebook Installation

Bluebook should be installed on testing devices before exam day. Technology staff can find deployment instructions at cb.org/bluebook-deployment.

Students using personal devices can download Bluebook themselves at bluebook.app.collegeboard.org.

Bluebook Check-In

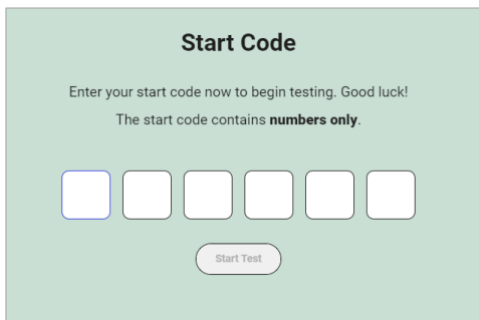
After students arrive at their exam room, they'll sign in to Bluebook with their College Board account. Students enter the room code provided by the proctor to begin the check-in process. Each room's code is provided in Test Day Toolkit. Bluebook will also prompt students to close other applications before they begin the exam.



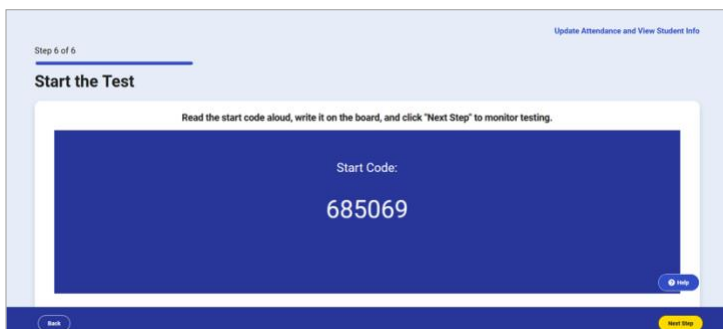
Starting the Exam

To start the exam, students enter the start code their proctor reads at the end of the script. Each room's start code is provided in Test Day Toolkit.

Student's View



Proctor's View



Troubleshooting Student Issues

Start by asking students if they tried to resolve their issue by following instructions in the error message (if applicable), restarting Bluebook, or restarting their device.

None of the students in a room can start testing.

If none of the students in a room can start testing, make sure the proctor provided students with the correct 6-digit start code for their room (displayed at the end of the script). If the correct code was provided, follow the [network troubleshooting guidance](#) on page 8.

A student can't reach the Bluebook sign-in screen.

If Bluebook doesn't open properly, try the following fixes in order:

1. Make sure the student opened the correct digital testing application. They should click the **Star** icon to open Bluebook.
2. Check the student's internet connection by opening a browser and navigating to collegeboard.org. If they're not connected, follow the [network troubleshooting guidance](#) on page 8.
3. Give the student a backup device with Bluebook installed, if available.
4. Reinstall Bluebook.

A student isn't running the latest version of Bluebook.

If the student sees the message "Update the Exam App Now," restart Bluebook to receive updates.

A student can't sign in to their College Board account.

After students open Bluebook, they need to sign in to their College Board account.

If students forget their College Board account credentials, they can reset them on the sign-in page. They'll need to access their email. If they can't do so on their testing device, let them use their phone. FAQs are available at support.collegeboard.org/help-center/account-help.

If a student is locked out of their account, they'll see a message asking them to wait before trying again. After 10 failed sign-in attempts, the AP coordinator should call AP at 888-225-5427, with the student present.

A student's device doesn't have enough free space.

If the student sees the message "You Don't Have Enough Free Space," exit Bluebook, delete unwanted files and apps, and relaunch Bluebook.

You can also give the student a backup device with Bluebook installed, if available.

A student's device fails before they enter the start code.

If the student's device fails (crashes, loses power, or can't start up) before they start timed testing, give the student a backup device with Bluebook installed, if available. If the student started the test, the device swap feature must be used.

A student can't access the exam with the start code.

If the student is on the start code screen but the start code doesn't work, try the following fixes in order:

1. Make sure the student entered the correct room code and start code.

IMPORTANT: Students must use the codes for the room they're assigned to in Test Day Toolkit even if they were physically moved to a new room.

2. Make sure the proctor marked the student present in Test Day Toolkit.
3. Check their internet connection by opening a browser and navigating to collegeboard.org. If they're not connected, follow the [network troubleshooting guidance](#) on page 8.
4. Exit Bluebook, close other applications, and sign in again.
5. Restart the device and reopen Bluebook.
6. Give the student a backup device with Bluebook installed, if available.

How to Use Test Day Toolkit to Troubleshoot Student Issues

- To search for the student, go to **All Students** in Test Day Toolkit.
- To find out if the proctor marked the student present, check the student's attendance status. They should have a **Checked in to room** status.
- To check the room code, click the name of the student's assigned room, and click **Skip to Attendance**. The 5-letter room code is in the upper right corner of the screen.
- To check the start code for the student's room, go to the room's **Attendance** page and click **Next Step** until you reach Step 6. The 6-digit start code is in the center of the screen.

A student's testing is interrupted.

If the 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.
3. If these steps don't work or the student's device fails (crashes, loses power, or can't start up), use the device swap feature to give the student a backup device, if available.

How to Complete a Device Swap

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. Tell the proctor to open the student's profile page by clicking the student's name on the Test Day Toolkit **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.

IMPORTANT: If the student has NOT entered the start code yet, you can give them a new device without completing these steps.

A student's iPad freezes while it's locked down.

If a student's iPad freezes after it's been locked down, they should force a restart:

1. Press and quickly release the **Volume** button nearest to the **Top** button.
2. Press and quickly release the **Volume** button farthest from the **Top** button.
3. Press and hold the **Top** button.
4. When the Apple logo appears, release the **Top** button.
5. Reopen Bluebook, signing in again if you need to.

For iPads with **Home** buttons, force a restart this way:

1. Press and hold the iPad's **Top** button and **Home** button at the same time.
2. When the Apple logo appears, release both buttons.
3. Reopen Bluebook, signing in again if you need to.

A student's answers aren't submitted.

If the student sees the **Answer Submission Incomplete** screen or an internet connection error message when their testing time ends, they should try the following steps in order:

1. Check their internet connection.
2. Exit and reopen Bluebook.
3. Restart their device.

If students are still unable to submit their answers, they have 5 days to get back online with the device they tested on, sign into Bluebook, and click **Submit Answers** on their homepage.

If the student tested on a shared device, let them keep it until they can submit their answers. If that's impossible, notify your AP coordinator and take steps to prevent loss of data:

- Don't uninstall the application.

- Don't delete any data or user profiles.
- Don't let other students use the device.

IMPORTANT: Students need to submit their answers using the same device they tested on.

Troubleshooting Test Day Toolkit Access Issues

New staff might need help completing 2-step verification to access Test Day Toolkit for the first time. Returning toolkit users can just go to testday.collegeboard.org.

New staff receive a personalized access email with instructions when the AP coordinator adds their contact details to the toolkit. Staff will need to take these steps:

1. Click the link in the email.
2. Sign in to their College Board professional account.
3. Choose a way for us to send them a code.
4. Enter the code we sent them.

Staff didn't get a Test Day Toolkit access email.

- Ask them to check their junk email folder.
- Ask the AP coordinator to send an access email manually from the toolkit by checking the box next to the staff name on the **Staff** page and selecting **Send access email** from the drop-down menu.

Staff doesn't have a College Board professional account.

They can create one after they click the link in the Test Day Toolkit access email or by going to collegeboard.org.

Staff didn't get a code or their preferred phone number isn't listed.

Ask the AP coordinator to update staff contact details in Test Day Toolkit by clicking their name on the **Staff** page and then clicking **Edit**.

Staff sign in successfully but can't use Test Day Toolkit.

If staff see a "You're all set" message on exam day, ask the AP coordinator to check the box next to the staff name on the **Staff** page and choose **Grant toolkit access** in the drop-down menu.

Troubleshooting Network Issues

Follow these instructions if connectivity issues interfere with testing.

IMPORTANT: Students need an internet connection to start the exam and to submit answers but can keep testing if their connection drops momentarily.

If Testing Has Started

If there's a momentary drop in connection during testing, students can continue testing; their answers are saved to their devices.

During this time, proctors can't monitor the exam from Test Day Toolkit and must rely on observation to gauge student progress. They should record any incidents that occur as instructed in the *Proctor Exam Day Guide*.

Widespread network outages: If students are testing smoothly, contact network staff at your school or district. If they're unavailable or unable to solve the problem, call us to report the issue.

Isolated issues: Students can continue testing if their connection drops momentarily. If students don't have a connection when their time is up, their answers won't be submitted automatically. See [A student's answers aren't submitted](#) on page 6 for more instruction.

If Testing Hasn't Started

If students can't connect to the network and they have not started testing, try these fixes in this order.

1. If other devices in the same room are connected, check the student's device.

- Make sure the student's device is not in airplane mode and has Wi-Fi turned on.
- Make sure the student signed in to the right network with the right password.
- You can also switch to a backup device with Bluebook installed, if available.

If you can't resolve the student's issue, their proctor should notify the AP coordinator.

2. If no one in the room can connect, try a different network.

Ask students to sign in to a different network, if available.

3. Contact the school or district staff who manage your network.

Ask them to make sure all filters, firewalls, and proxy servers are open. Share these reminders:

- They must allow traffic to and from College Board and the Apple App Store.
- They can go to [cb.org/bluebook-networks](https://collegeboard.org/bluebook-networks) to find network specifications and guidance.

4. Notify your AP coordinator.

If technical support for your network is unavailable, or the issue can't be resolved, your AP coordinator should call AP Services for Educators at 877-274-6474 and select the appropriate menu option.