

## Best Practices

- Staff Access** | Before test day, make sure your staff can access Test Day Toolkit. If possible, have everyone sign in during a meeting so you can troubleshoot problems early.
- Your staff receive access emails when you add them to the toolkit. They'll need to sign in to their College Board professional account and enter a code they receive in a text or voice message. We'll use the staff email and phone number you provide in the toolkit.
- Check the **Sign-In Success** column on the staff overview screen to see which staff were able to sign in.
- Chrome** | Use Test Day Toolkit with Google's Chrome browser. It works best that way.
- Check-In Desks** | Proctors might find it easier to use Test Day Toolkit during room check-in if they're seated at a desk by the door.
- Breaks** | There's no need to check students in and out of their rooms during breaks, but you can view student details if you need to reverify a student's identity.

## Coordinator's Test Day Checklist

- Before Students Arrive**
- Grant Test Day Toolkit access to test day staff.
  - Print the test center roster and give copies to staff who check students into the test center.
  - Print room rosters and distribute with test materials.
  - Print the Test Day How-To Guide and distribute to all staff.
  - Make sure staff devices are working and charged.
- Check-In**
- Follow the directions in the Test Day How-To Guide to check students in.
  - Check out the troubleshooting tips if you need to.
- During the Test**
- If irregularities happen, use the toolkit to report them.
- After the Test**
- Make sure students who haven't been checked in to the test center are marked absent.
  - Click the Voucher Data link on the home page to view information that will help you create ETS payment vouchers.
  - Print room rosters again and return them with your used answer sheets and forms. These replace the traditional annotated final rosters.
  - Review and edit irregularity reports and submit them to College Board.
  - Make sure all proctors submitted their digital seating charts. They should still fill out the paper Testing Room Materials Report, but can skip the seating chart section.
  - Revoke staff access.

## Troubleshooting Tips

### I need to replace staff at the last minute.

It's not too late—just complete the Add Staff form. You'll need the new staff member's email and phone number.

### My staff forgot their username or password.

If anyone forgets their College Board username or password, they can select **Forgot username or password** on the sign-in screen ([testday.collegeboard.org/](https://testday.collegeboard.org/)) and follow the instructions.

### My staff didn't get an email.

If the email's not in their junk email folder and you've entered the correct email address, check the box next to their name on the toolkit's staff overview screen and select **Send access email** from the drop-down menu.

### My staff's current phone number isn't listed.

Update their information in the toolkit and ask them to click the button in the email again.

### A student arrived after timed testing started in their room.

Late arrivals might still be able to test. From their Student Details screen, select the **Change Testing Room** button to find out if a seat is available in another room.

### I can't find the irregularity I'm looking for.

On the Add Irregularity screen, select **Expand All** to open all categories at once and see the full list of irregularities. If you still can't find the irregularity you're looking for, use the "other" irregularity in the most appropriate category.