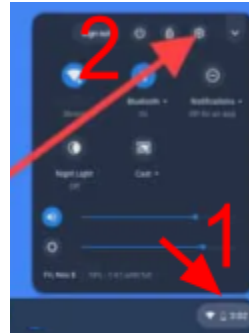


# Testing Tech Troubleshooting Tips

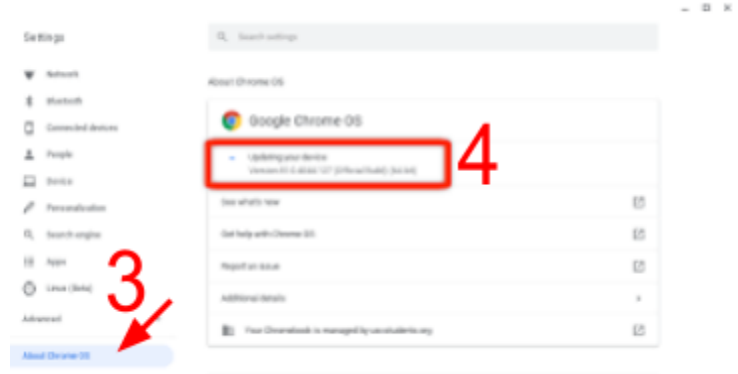
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## 1. To make sure the chromebook is updated

1. Click the time (bottom right Corner)
2. Click the Settings Gear.



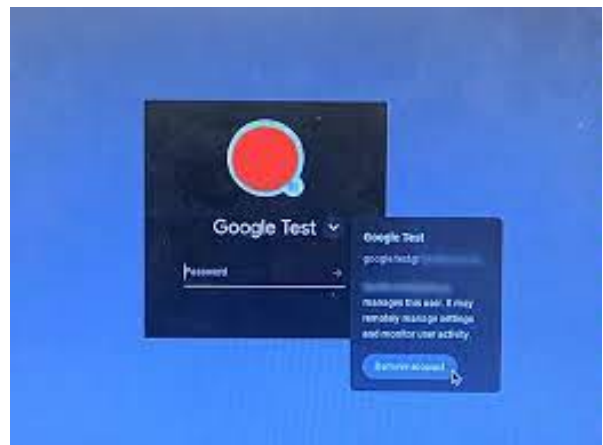
3. Click About Chrome and update the computer
4. Click Update your device



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## 2. To delete user profiles

1. On the sign-in screen, locate the profile you want to remove.
2. Next to the profile name, click the down arrow icon.
3. select "Remove this user".
4. Confirm Removal



**If you can't hear sound or microphone is not working.**

1. Exit the test and go back to the sign in screen.
2. Turn the volume all the way up.
3. Sign into the test again.

**If it is still not working.**

4. Update the chromebook.

**If this does not work.**

5. Delete Extra User Profiles.

**If this does not work.**

6. Try another computer.

**If this does not work.**

7. Call Texas Testing Support Phone: 833-601-8821
8. Call the District Testing Coordinator

**If a student is getting a warning or alert on their screen.**

1. Write down the code.
2. Have the campus coordinator call Texas Testing Support Phone: 833-601-8821