

## **Information Regarding Chromebooks and TestNav in KPREP Testing**

### **What is the issue being reported?**

Several districts have reported issues with Chromebooks that have upgraded to operating system version 90, that do not display the “Apps” option at start up. The option to start TestNav from the Apps area is not available. This is an issue that has been identified with Chrome OS version 90 and several options for workarounds have been identified below.

In addition to the Chrome OS 90 issue, Pearson (the TestNav vendor) currently has not completed testing, and does not yet support, version 90. Because of various requirements to manage devices in remote and local environments, several districts have left automatic updates in place and upgraded beyond the supported version 89.

### **What actions should I take?**

If you have not upgraded your Chromebooks to version 90, make sure you have automatic updates disabled until your district completes your testing window. Version 89 and below are supported.

To check which version you are running, you can check the individual devices by clicking on the clock area in the lower right corner. Click on the settings icon (the Gear). In the left column click on the “About Chrome OS”. In the middle area there will be a section “Google Chrome OS” and it will have the version number below that.

If your devices are managed by Google Admin Console, you can check which devices have had the latest upgrade deployed and which version of the OS was deployed.

### **What if my Chromebooks are running version 90?**

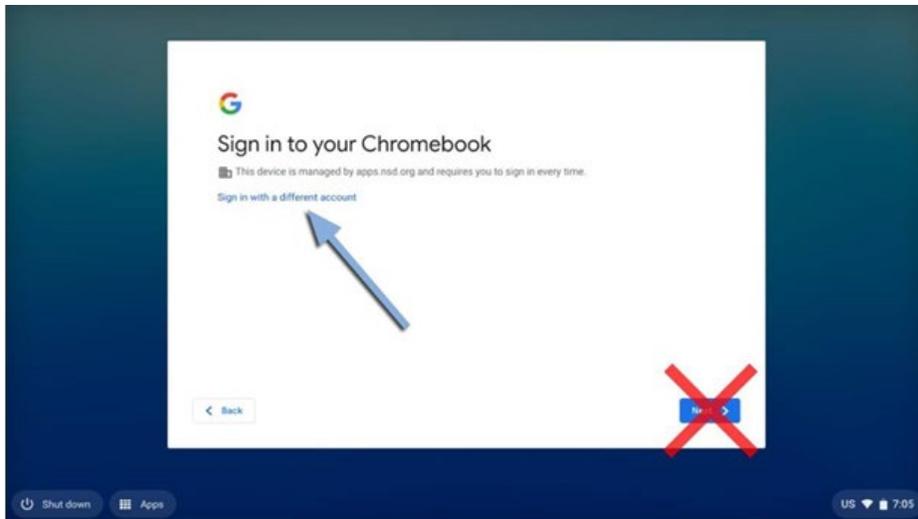
There are several options to try if you have already upgraded to version 90. Please try these in this order as the first options are the easiest to attempt.

#### **Option 1.)**

If the “Apps” link does not appear in the bottom left, follow the instructions below to bring up the “Apps” link and to be able to access TestNav:

As shown in the image below, select the text in blue “Sign in with a different account” at which time the Apps icon will appear.

Students should not sign in when selecting the “Sign in with a different account”, only select that to make the Apps icon appear if not present. If this does not work, try option #2.



#### Option 2.)

Sign in to the Chromebook as you normally would. Then sign back out of the system. Do NOT shut down the device, only sign out. The Apps option should then appear again in the lower left corner. If this does not work, try Option #3.

#### Option 3.)

In Device Settings, check to see if the Sign In Screen settings are set to: “Never Show User Names and Photos”. If that is the setting, then the Apps option will not appear. Change the Sign In Setting to: “Always Show User Names and Photos”, then the Apps option will appear. If this option does not work, try Option #4

#### Option #4.)

This is a last resort and only use this if you absolutely need to deploy all available Chromebooks. On individual devices only use Power Wash to reset the device and install the lower OS version 89 or lower. This option is the least recommended due to the impact and interaction required to reset the devices manually.

Please note, if you are using version 90, it is currently not a supported operating system by Pearson. Although it appears to work, if you were to run into additional issues, there would be no support venue.