



2024

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# Technical Troubleshooting Guide

Digital AP® Exams

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## Overview

Technology monitors should use the tips in this guide to troubleshoot individual and widespread issues. You'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.

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**IMPORTANT:** If you help students outside the exam room, you're responsible for monitoring them and making sure they don't use prohibited devices or discuss exam content. After you help them, they should be escorted to their exam room to continue testing.

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## Backup Devices

Students can use backup devices if they have one or if technology staff at your school or district installed Bluebook™ on extra devices.

If the student has not entered the start code yet, they can simply sign in to Bluebook on the new device.

If they already started timed testing, the Bluebook device swap feature must be used. See [How to Complete a Device Swap](#) on page 9.

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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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## Students Testing on Personal Devices

When assisting students on personal devices, follow local policies regarding student-owned technology.

## When to Notify Your AP Coordinator

- The AP<sup>®</sup> 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.

## College Board Technical Support

If the tips in this guide don't resolve the issue, call AP Services for Educators at 877-274-6474.

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# 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](https://cb.org/bluebook-deployment).

Students using personal devices can download Bluebook themselves at [bluebook.app.collegeboard.org](https://bluebook.app.collegeboard.org).

## Bluebook Check-In

After students arrive at their exam room on exam day, 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.

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**IMPORTANT:** Room and start codes are used on exam day only. Don't provide them to students during practice or readiness sessions.

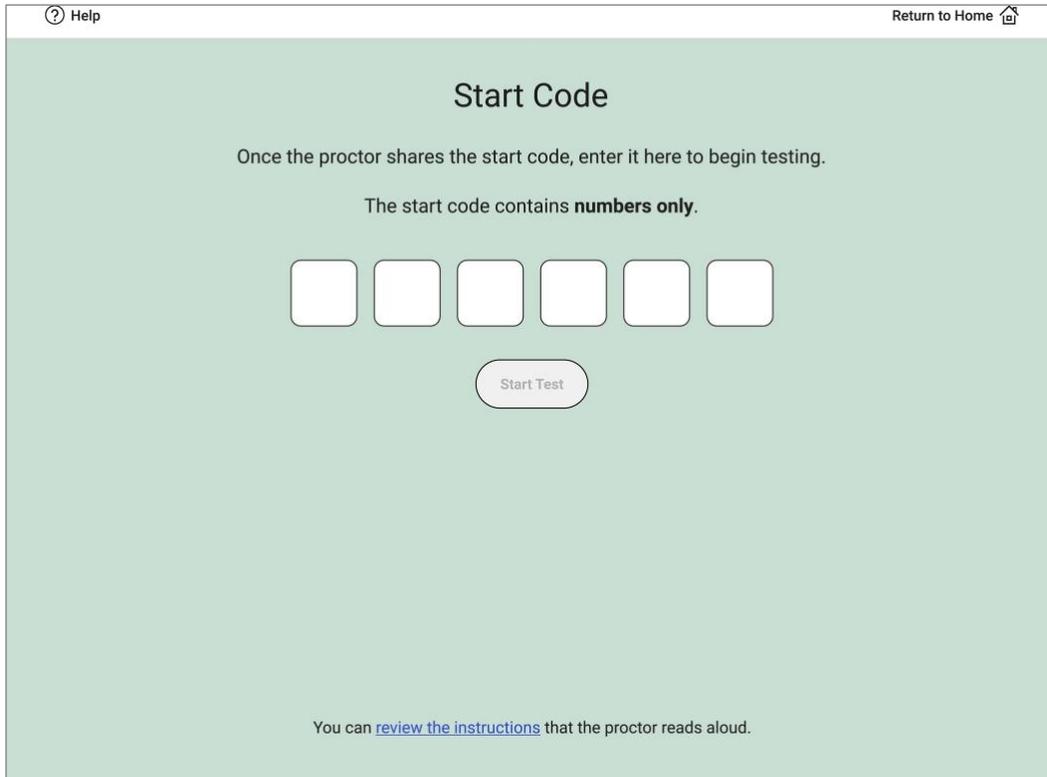
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The screenshot shows the Bluebook user interface. At the top left is the Bluebook logo. At the top right, the user's name "Alexander Davis" is displayed next to a profile icon. Below the header is a large blue banner with the text "Welcome, Alexander. Good luck on test day!". Underneath the banner is a section titled "Your Tests" with two tabs: "Active" (selected) and "Past". To the right of the tabs is a link that says "Don't see your test here?". The main content area features a card for the "AP English Literature and Composition" test. The card includes the test date "Wed, May 8, 2024" and a link to the "Test Day Checklist". It also lists the school name "Springfield High School" and its address: "100 Main Street, Springfield, NJ 07012, United States". Below this, it states "Testing Accommodations: You have no approved accommodations for this test." At the bottom of the card, there is a green checkmark icon followed by the text "Your registration is complete." and the instruction "Arrive at your school on test day to check in."

## Starting the Exam

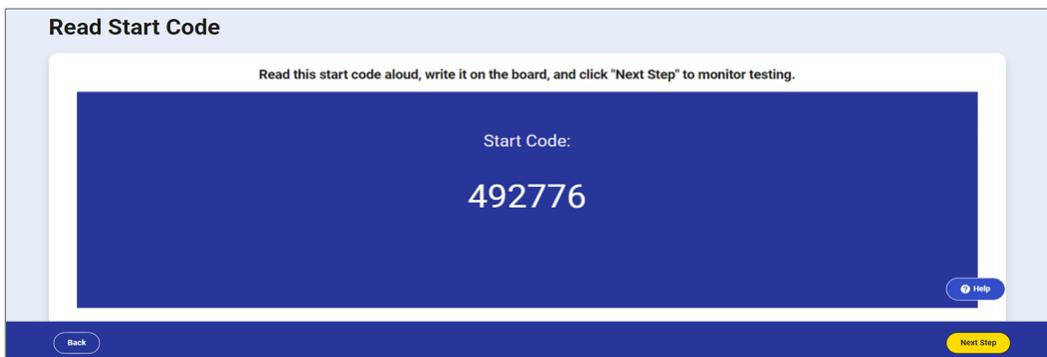
To start the exam, students enter the start code their proctor reads at the end of the script. Each room's start code is provided in Test Day Toolkit.

### Student's View



The screenshot shows a web interface with a light green background. At the top left is a "Help" icon and text, and at the top right is a "Return to Home" link with a house icon. The main heading is "Start Code". Below it, the text reads: "Once the proctor shares the start code, enter it here to begin testing." and "The start code contains **numbers only**." In the center, there are six empty square input boxes arranged horizontally. Below these boxes is a rounded rectangular button labeled "Start Test". At the bottom of the page, there is a link: "You can [review the instructions](#) that the proctor reads aloud."

### Proctor's View



The screenshot shows a web interface with a light blue header and a dark blue footer. The header contains the text "Read Start Code". Below the header, there is a white box with the instruction: "Read this start code aloud, write it on the board, and click 'Next Step' to monitor testing." Inside this white box, on a dark blue background, the text "Start Code:" is followed by the number "492776" in large white font. In the bottom right corner of the white box is a "Help" button. The dark blue footer contains a "Back" button on the left and a "Next Step" button on the right.

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## 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. To look up a code or check a student's status, see [How to Use Test Day Toolkit to Troubleshoot Issues](#) on page 9.

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**IMPORTANT:** To check their internet connection, Chromebook users need to exit Bluebook and sign in to their device before opening a browser. After confirming their connection, they need to sign out of their device and open Bluebook *without* turning the device off.

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### 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 unique 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 11.

### 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](http://collegeboard.org). If they're not connected, follow the see [network troubleshooting guidance](#) on page 11.
3. Give the student a backup device with Bluebook installed, if available.
4. Reinstall Bluebook. Students using personal devices can download Bluebook again at [bluebook.app.collegeboard.org](http://bluebook.app.collegeboard.org).

### A student's clock settings are preventing them from using Bluebook.

If students see a message instructing them to update their device's clock, they can't use Bluebook until the update is accomplished. Students using school-managed devices may be unable to do this themselves.

Instructions for updating clock settings vary by device type:

- Windows: Go to **Settings > Time & Language** and select **On** under "Set time automatically."
- Mac: Go to **Preferences > Date & Time** and check the box next to "Set date and time automatically."
- iPad: Go to **Settings > General > Date and Time** and check the box next to "Set date and time automatically."
- Chromebook: School technology staff must use their Admin console to update their setting.

## Bluebook can't update to the latest version.

If a student's device can't update to the latest version of Bluebook, try the following steps:

1. Make sure the student can access the internet by asking them to go to [collegeboard.org](https://collegeboard.org). If they can't reach this site, see [network troubleshooting guidance](#) on page 11.
2. If they're using a personal Mac or iPad, ask them to check their device settings to make sure automatic updates are turned on. After setting their device to auto-update, they'll need to go to [Bluebook Exams](#) in the App Store and select **Open**.
3. If the student is using a device managed by your school, ask IT staff for help. It's possible your school has prevented auto-updates.
4. Switch to a backup device if available.
5. If these tips don't work, send the student to the AP coordinator.

## A student is told to quit Grammarly.

If students see a message instructing them to quit Grammarly, try the following steps:

1. Tell the student to click **Quit Grammarly and Continue** as instructed.
2. If Bluebook can't quit Grammarly, the student should click **Quit Bluebook**, uninstall Grammarly, and reopen Bluebook.

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**IMPORTANT:** Students using managed devices may be unable to uninstall Grammarly without help from school or district technology staff.

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3. If Grammarly can't be uninstalled, give the student a backup device *without* it (if available).

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

After students open Bluebook, they need to click the second sign-in button and sign in to their College Board account. If students forget their College Board account credentials, they can reset them.

Students using Windows and Apple devices can reset their account credentials from the Bluebook sign-in page. Students using Chromebook need to exit Bluebook and use a web browser.

All students 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](https://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 Services for Students 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, they can switch to a backup device with Bluebook installed.

### 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 5-letter room code and 6-digit start code.
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**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.

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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 11.
4. Restart the device and reopen Bluebook.
5. Switch to a backup device with Bluebook installed, if available.
6. Reinstall Bluebook. Students using personal devices can download Bluebook again at [bluebook.app.collegeboard.org](http://bluebook.app.collegeboard.org).

### A student using an iPad is told to disable Guided Access mode.

If a student sees an error message telling them to disable Guided Access, it's because Apple Classroom or another application is preventing Bluebook from working properly, do the following:

1. Perform a hard reset of the device. To learn how, refer to [A student's iPad freezes while it's locked](#) on page 8.
2. Close other applications.
3. Go to **Settings > Accessibility > Guided Access**.
4. If Guided Access mode is enabled, turn it off. Students using school-managed iPads might need school technology staff to do this for them.
5. If these steps don't work, the student can use a backup device. If the start code wasn't entered, they can simply switch devices. If the start code was entered and the exam hasn't ended, use the device swap feature. See [How to Complete a Device Swap](#) on page 9.

### 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. Complete a device swap if backup devices are available. See [How to Complete a Device Swap](#) on page 9.

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

If a student's iPad freezes after it's been locked, they should perform a hard reset:

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, perform a hard reset 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.

Answers are saved to the student's testing device. Follow these instructions to help students submit them 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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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, making sure the device's Wi-Fi is on and airplane mode is off.
2. Exit and reopen Bluebook.
3. If that doesn't work, restart their device and reopen Bluebook.
4. Click **Submit Answers** on the Bluebook homepage.
5. If they still can't submit answers, connect to a different network and try again.

If none of these steps work, the student needs to:

1. Keep their testing device.
2. Be dismissed by their proctor.
3. Connect to the internet on their testing device later, perhaps at home, and try again.

If the student tested on a shared device and they can't keep it, notify your coordinator and 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.
- Don't use the device swap feature.

Coordinators can submit an incident report and order a makeup exam for students who can't submit their answers even when connected to the internet.

## A student sees the error message “You Cannot Complete Testing on This Device.”

Students see the error message “You Cannot Complete Testing on This Device” if they swap devices after time runs out and attempt to submit answers on the new device.

Students need to open Bluebook on the device they were using when time ran out and follow the instructions for [A student’s answers aren’t submitted](#) on page 8.

No action is required in Test Day Toolkit, even if the proctor previously approved a device swap.

## How to Use Test Day Toolkit to Troubleshoot 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.

## 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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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. Send the student to their proctor, who will approve the swap.  
  
To approve a device swap, proctors click the student’s name on the Test Day Toolkit monitoring dashboard and then click the **Approve Device Swap** button on the student’s profile page.
3. After the student clicks **Resume Testing Now** on the new device, they’ll be returned to the last question they viewed.

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

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## 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](https://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 they're sent via text, voice message, or email.

### 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 dropdown 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](https://collegeboard.org).

### Staff can't complete 2-step verification.

When asked to select an option for receiving their code, staff might see only email addresses or phone numbers that are inaccurate or inaccessible. For instance, the phone number might be the main number for their school and not a direct line. If staff select the email option and the code doesn't work, it may have expired. Codes expire after 3 minutes.

AP coordinators can update staff contact info in Test Day Toolkit by clicking the staff 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 dropdown menu.

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## Network Issues

Follow these instructions if connectivity issues interfere with testing.

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

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### 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*.

**Answer submission:** If students don't have a connection when their time is up, their answers won't be submitted automatically. If there's a network issue after testing has started, and before the end of the exam, contact network staff at your school or district. If they're unavailable or unable to solve the problem, see [A student's answers aren't submitted](#) on page 8.

### If Testing Hasn't Started

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

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

- Make sure the device's Wi-Fi is on and airplane mode is off.
- Make sure the student signed in to the right network with the right password.
- If the student is using a virtual private network (VPN), tell them to disable it.
- If they're using your guest network, follow the guidance in step 3.
- Give them 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 these steps.

- Ask students to sign in to a different network, if available.
- Try a different space. Before moving students, test the connection in a backup room by connecting to the same network students will use.

### 3. If students are using your guest network, make sure they completed all required steps.

- Tell students to open a browser and follow any instructions for connecting to the internet. Chromebook users need to exit Bluebook and sign in to their device first.
- Depending on the way your guest network is set up, students may need to enter a password or agree to terms and conditions.
- If given a choice, students should select the option that allows them to stay connected for 5 hours or more (longer for extended-time testing).
- Chromebook users need to sign out of their device and open Bluebook *without* shutting down.

### 4. Contact the school or district staff who manage your network.

Firewalls, content filters, and proxy servers can prevent some or all students from testing successfully. Make sure traffic to and from the domains listed on [Network Requirements](#) can bypass any security appliances and software.

### 5. 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.

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