

ProctorCache Recommendation for 2021 RICAS Computer-Based Testing

Below is an updated recommendation for Spring 2021 on whether schools should use Pearson's ProctorCache software. ProctorCache precaches test content onto a designated machine in a school to reduce bandwidth requirements. ProctorCache does **not** store student responses, only test content.

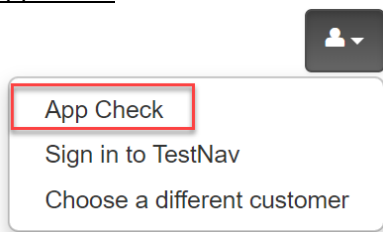
ProctorCache is **only** recommended for schools who do not pass the Network Check in TestNav. ProctorCache is not recommended for schools that pass the Network Check because it can cause more errors to occur, and item load times with and without ProctorCache are virtually identical.

To determine whether your school needs to use ProctorCache, run the Network Check in TestNav.

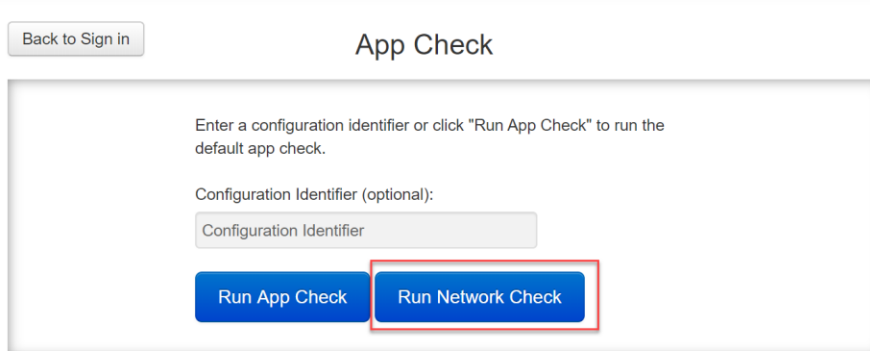
Run the Network Check in TestNav

Follow these instructions to test your network in TestNav and confirm if ProctorCache is needed.

While on the school's network, in the TestNav app, click on the User Drop Down and select App Check.



On the next screen, click on Run Network Check.



On the following screen, you will be asked to enter a number of devices. This number should match as closely as possible the number of devices that will be used during testing on test day. Once a number has been entered, click on Start Diagnostics Test.

Network Check

✕ Cancel

Estimate a school or test center's capacity to conduct online testing.

Number of devices

100

Start Diagnostics Test

Following this test, you will receive a message informing you whether ProctorCache is recommended based on your network and number of devices entered.

If ProctorCache is not recommended, you will receive a message with a green **Pass** icon.

Enter a configuration identifier or click "Run App Check" to run the default app check.

Configuration Identifier (optional):

Configuration Identifier

Run App Check

Run Network Check

Network Diagnostics

Download

10.66 Mbps

Speed Test

Test Results **Pass**

Given the current load on your system, you should be able to test at this location.

Proctor Cache is **not** recommended

If Proctor Cache is recommended, you will receive a message with an orange **Warning** icon.

Enter a configuration identifier or click "Run App Check" to run the default app check.

Configuration Identifier (optional):

Run App Check

Run Network Check

Network Diagnostics

Download
Speed Test

1.37 Mbps

Test Results Warning

Given the current load on your system, you cannot successfully test at this location.

Proctor Cache is recommended

Network Check Result	ProctorCache Recommendation for Schools That Used ProctorCache in their Last CBT Administration	ProctorCache Recommendation for Schools That Did NOT Use ProctorCache in their Last CBT Administration
Pass	Disable ProctorCache prior to the Infrastructure Trial.	Do not install ProctorCache software.
Warning	Use ProctorCache.	Install ProctorCache.

Instructions to Disable and Re-Enable the ProctorCache Configuration

To disable the existing ProctorCache configuration in PearsonAccess Next, follow these steps:

1. Click on **Setup** and **TestNav Configurations**.
2. Click the dropdown next to the **Search** button, and click **Show All Results**.
3. Select your configuration and click the **Select Tasks** dropdown, select **Create/Edit TestNav Configurations**, and click **Start**.
4. Select your configuration on the left side of the screen and scroll down to the **Precaching Computers** section.
5. Delete the content in the **IP Address** and **Port** fields and then click **Save**.

To re-enable ProctorCache after disabling, follow the same steps and re-apply the **IP Address** and **Port** fields (these fields are shown in the screen shot below).

Schools using Mac OS devices for their ProctorCache machine should note that they will need to use a previous version of ProctorCache software since ProctorCache software for MacOS is not being updated. Contact the RICAS Service Center at 855-222-5108 for instructions.

The screenshot shows the configuration page for 'FSE Test'. At the top right, there are 'Save' and 'Reset' buttons. The 'Configuration Name*' field contains 'FSE Test'. The 'Precaching Computer Override' checkbox is checked. Under 'Organizations*', 'PEARSON DEMO SCHOOL (11331133)' is selected. The 'Precaching Computers (1)' section has an 'Add' button. The 'FSE Caching' section includes a 'Computer Name*' field with 'FSE Caching' and a checked 'Default computer used for sessions' checkbox. The 'IP Address' and 'Port' fields are highlighted with a red box. The 'Configuration Identifier' field contains '4JE7WE6P2A'. The 'Response File Backup Locations' section includes a yellow instruction box: 'Please use the following format for SFTP file backup location: sftp://<userid>:<password>@<address>:<port>/path'. Below this are fields for 'Windows, Primary Location' (set to 'Use default user directory'), 'Windows, Secondary Location' (set to 'sftp://FSETest:FSETest123@10.0'), 'MAC, Primary Location' (set to 'Use default user directory'), and 'MAC, Secondary Location'.

Best Practices for Using ProctorCache

If ProctorCache is needed, a ProctorCache machine at the school level is recommended (a machine at the district level is not recommended). Using ProctorCache at the school level instead of at the district level will allow for continued connectivity during an Internet outage (if students have already logged in).

Students configured to connect to a district ProctorCache machine may lose connection during an outage. Schools with district configurations have also reported connectivity issues, as well as log-in issues, with larger numbers of students connecting to a single ProctorCache, which can overload the machine.

It is also recommended that the device selected to act as the ProctorCache machine during testing is reserved for this purpose only. A device performing other functions in the school can result in delays when students navigate from one question to the next during testing.

During test administration, if the school experiences a loss of Internet connection, students who are already logged into the test should be able to continue testing. If the Internet connection does not restore before students are finished, have the students exit TestNav. Then, write down the device IDs and have the students sign back in when the Internet connection is restored so that they can submit their final answers. If a student is testing on a Chromebook, do **not** power off the device unless there is a secondary save location already set up.

Schools can [set up a call with Technology Support Specialists](#) prior to testing. This is an opportunity for technology coordinators to receive support with the following:

- Technology set-up and site readiness
- Questions about TestNav
- ProctorCache set-up
- TestNav configurations in PearsonAccess^{next}
- Infrastructure Trials (set-up as well as debriefing)