Parent Technical Support for Beginning-of-Year (BOY) Assessments

Accessing the Online Test

Most students will access the BOY assessments online at tx.schoolnet.com with their username, password, and test passcodes provided. If registered by your school district, this information will come from the district. If you registered your child, this information will be sent to you through an email from Pearson. The chart below provides information on the devices, operating systems, and browsers needed to take the BOY assessments online.

Device	Operating System	Browser
Windows Laptop/PC	Windows 7, 8.1, 10	Internet Explorer 11, Firefox 69 and above, Chrome 77 and above, Edge 44 (for Windows 10)
Mac Laptop/MacBook	macOS 10.14 Mojave, macOS 10.15 Catalina	Safari 13.0.2, Firefox 69 and above, Chrome 77 and above
iPad	iOS 13.1.2	Safari 13.0
Chromebook	Chrome OS	Chrome 77

Before taking an BOY assessment, you may want your child to look at the online tutorial. The tutorial will show your child how the online test works and how to use the online tools. Looking at the online tutorial is a good way to make sure your child's device will work for the BOY assessments. You can find the tutorial in the Parent Toolkit.

Troubleshooting

Cannot access Schoolnet

Some parental controls on home networks may prevent access to the Schoolnet site. The following websites should be allowed to ensure Schoolnet works as expected.

- .schoolnet.com
- .psonsvc.net
- bam.nr-data.net
- s3.amazonaws.com/tn8prev-prd-sn-tn8general/*

Student is unable to log in

If your child is unable to log into a test using the login information provided, please contact the Pearson Customer Service Center using the Pearson Customer Support Form or by calling 1-800-627-0225.

Test is slow to load or there is a timeout error

Internet speed may be slowed due to a lot of internet activity (video or music streaming, other family members working online, multiple devices accessing the network). Slow page loads and a timeout error are most likely due to low bandwidth/internet speed. Temporarily disconnecting other devices that connect to the internet should help.

Student is exited from the test

If your child is exited from the test, he or she can log back in using the same login information provided. Your child's answers will still be there.

Any other technical issues

If you or your child have any other technical issues with the BOY assessments, please contact the Pearson Customer Service Center using the Pearson Customer Support Form or by calling 1-800-627-0225.

Completing the Online Test

Your child may pause and return to the test at any time. However, once your child has finished the BOY assessment, he or she should click the "Submit Final Answers" button within the test. Your child's test results will immediately pop-up. More specific information on how your child did on the BOY assessments will be available on the homepage of Schoolnet in the "Check My Results" section. You can log back into Schoolnet anytime using the same student login information.

Additional Support

Please look at the Parent Toolkit in the BOY Assessment site for additional materials to support you and your child with the BOY assessments. If you have questions, contact the Pearson Customer Service Center using the Pearson Customer Support Form or by calling 1-800-627-0225 Monday through Friday 7:30 a.m. to 5:30 p.m. (CST).