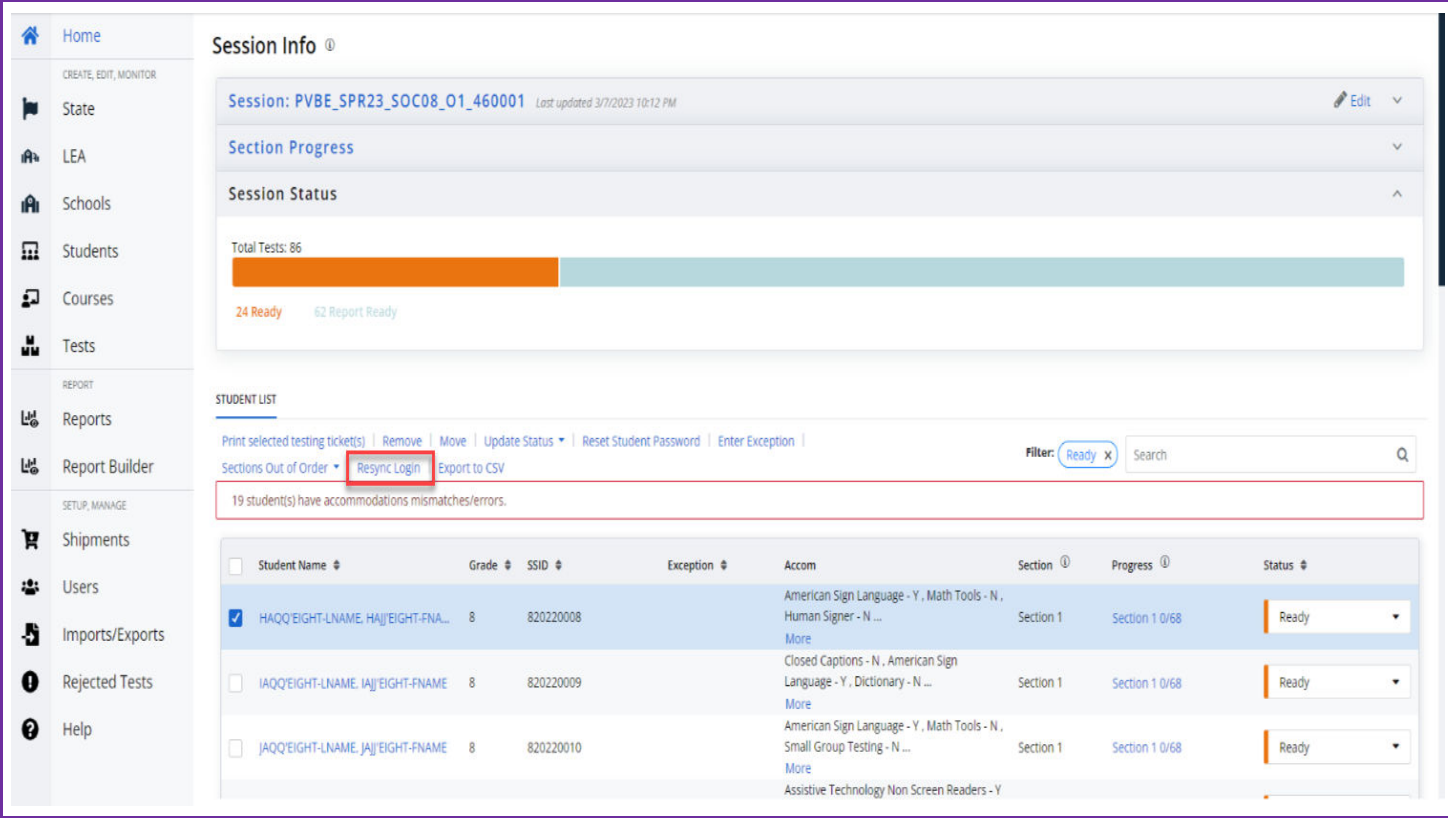


The purpose of this document is to provide details on the Resync Login button. The Resync Login button is available to the LAC and Pearson Level 2. If you encounter a scenario where this may be needed, please reach out to your LAC or Pearson Level 2.

Details	Screen Shot
<p><b>Description:</b> A student may be attempting to login but they are unable to do so due to TestNav errors saying "incorrect Seal Code" or "outside of the delivery schedule".</p> <p>Confirm student is using the accurate Seal Code located in Pearson Access and that they are accessing the test during the scheduled session testing window.</p> <p><b>Resolution:</b> The LAC will then need to use the "Resync Login" option to manually update Pearson Access information for the following:</p> <ul style="list-style-type: none"> <li>Seal Code</li> <li>Section</li> <li>Item</li> <li>Delivery Schedule</li> </ul>	 <p>The screenshot shows the Pearson Access interface. On the left is a navigation menu with options like Home, State, LEA, Schools, Students, Courses, Tests, Reports, Report Builder, Shipments, Users, Imports/Exports, Rejected Tests, and Help. The main content area is titled 'Session Info' and shows session details for 'PVBE_SPR23_SOC08_01_460001'. Below this is a 'Session Status' section with a progress bar indicating '24 Ready' and '62 Report Ready'. A 'STUDENT LIST' section is visible, with a 'Resync Login' button highlighted in a red box. Below the button, a message states '19 student(s) have accommodations mismatches/errors.' A table of students is shown below, with columns for Student Name, Grade, SSID, Exception, Accom, Section, Progress, and Status. The first student is selected, and their status is 'Ready'.</p>