



Auto Pilot Troubleshooting Checklist

Issue	Process
Accommodations are not coming in to TestHound.	1. Make sure students are not in draft mode. Students should not be in draft mode and should be marked active/locked in vendor.
Accommodations not showing on Campus Reports and student accommodation pages in TestHound.	2. Make sure Auto Pilot Alerts are accepted at the campus level.
A group of students are receiving the wrong Accommodations.	3. Download the vendor Accommodations file from TestHound. Use local id to search for student in the file. See what accommodations are listed. If what is in the file is different from what is in TestHound check to see if it needs to be changed in the vendor or remapped to the correct accommodation association in TestHound.
Student(s) is/are not in the vendor file.	4. Check process one in vendor. If student is not in draft, call vendor and let them know the students are not in file for TestHound.
Accommodation listed in vendor file pulled from TestHound is showing different on student accommodation page and accommodation reports in TestHound.	5. Search in the All ACC tab in TestHound for the external accommodation the student should be receiving. What is it mapped to? If mapped to incorrect accommodation, click the trash can for each time the accommodation is listed. Then click in the External Accommodations tab to remap to correct accommodation. Then click the student evaluate button and the publish button.
Students are not receiving updated accommodations at the campus level.	6. In the All ACC tab in TestHound click the external accommodation box and map external items to its TestHound counterpart. . Then click the student/evaluate button and the publish button. Then at the campus level look in the Auto Pilot alerts to see updates. Accept alerts for accommodations to show on student pages and reports.
Yes with Mapping Error message	7. New items need to be mapped. In the All ACC tab click in the external accommodation box and map external item(s) to the TestHound counterparts. Then click the student/evaluate button and the publish button.
There is no TestHound Accommodation to map the external accommodation to.	8. You may create a local accommodation in TestHound to map it to.