

BASC-4 Troubleshooting Tips

Thank you for your participation in the BASC-4 standardization! Our team appreciates your time and coordination efforts.

Here are some troubleshooting tips you can provide to parents or teachers if they encounter any issues when accessing or completing the rating forms:

1. **Check the spam/junk folder:** Automated emails sometimes end up in these folders. If they do not find the email in their spam or junk folder, ask them to supply a different email address to try.
2. **Search for the email:** Suggest using keywords like "Pearson Field Research", "Invitation" or "rating form link" in their email search bar.
3. **Contact the examiner:** Please ensure they have your contact information. If they encounter issues receiving or completing the rating forms, they should reach out to you directly for assistance.
4. **Try a different device or browser:** Encourage them to switch to a different device or web browser if they experience technical difficulties.
5. **Secure a stable internet connection:** Remind them to have a stable internet connection while accessing and completing the form.

If these steps do not resolve the issue, or if there are any other questions, please contact the Field Research team at FRExaminerSupport@pearson.com or 800-233-5686 Monday through Friday from 8 a.m. to 5 p.m. (CT).