MAP Assessment Proctor Trouble Shooting

Tech Support Number: 1-877-469-3287

Symptom	What to Try
Student PC Not Logged on to MAP Testing Session Login Screen	Log on to PC with the Username: nweamap, no password
Student MAP Testing Session Login Screen not open	Double click Lock Down Browser Icon on the desktop
Teacher PC doesn't have the NWEA login Screen	1. Open Internet Explorer 2. Click Favorites, NWEA MAP Login
Student's computer is turned off in the middle of a testing session or Student closed browser before finishing the test.	**1. Make sure the computer is off, not the monitor. If the monitor is off turn back on the monitor, have student continue the test and do not continue the steps below.** 2. At the proctor computer, select the student. 3. From the Action drop-down list, select **Suspend**, and then click **Go**. 4. Select the student, select **Test Again**, and click **Go**. 5. Reopen the lockdown browser on the student's computer 6. Help the student join and sign in to the testing session again 7. Confirm the student (either at the proctor computer, or at the student computer by pressing Ctrl+Shift+L and logging in as the proctor). 8. When prompted, choose to Resume or Continue the test.
Student has a confirmed status on proctor computer but closed lockdown browser on student computer and can't log back into testing session	1. At the proctor computer, select the student. 2. From the Action drop-down list, select **Terminate**, and then click **Go**. 3. The student will have a status of **Awaiting Student.** 4. Reopen the lockdown browser on the student's computer 5. Help the student join and sign in to the testing session again 6. Confirm the student (either at the proctor computer, or at the student computer by pressing Ctrl+Shift+L and logging in as the proctor). 7. When prompted, choose to Resume or Continue the test.
Mouse isn't working	Unplug mouse and plug back in
Question fails to display fully	**Refresh the screen** Click F5 key to refresh Wait two minutes after refreshing to let a test question load.

Question still fails to display after two-minute wait	**Suspend the student's test and test again**
	1. At the proctor computer, select the student.
	2. From the Action drop-down list, select **Suspend**, and then click **Go**.
	3. Select the student, select **Test Again**, and click **Go**.
	4. At the student computer, click **OK** in response to the stopped test message.
	If you do not see the stopped test message:
	   a. Close the lockdown browser by pressing **Ctrl+Shift+Q**.
	   b. Reopen the lockdown browser.
	5. Help the student join and sign in to the testing session again.
	6. Confirm the student (either at the proctor computer, or at the student computer by pressing **Ctrl+Shift+L** and logging in as the proctor).
	7. When prompted, choose to Resume or Continue the test.

Symptom	What to Try
Student does not see name in dropdown list when signing in	**Refresh the list and check the student status** On the student computer, refresh the list as follows: 1. Click **Clear**. 2. If typing the first name does not make the name appear, press **F5** **If refreshing fails, then, on the proctor computer:** 1. Make sure the student is listed in the testing session. 2. If not, click **Add More Students** and search for the student by name or ID. If not in the system, click **Create Student** to quickly add a profile. 3. Make sure the student status shows "Awaiting Student." If not, select the student, then select **Test Again** from the Action list, and click **Go**.

<u>Shortcuts for the NWEA Testing Session Login Screen</u>
<u>(Lock down browser)</u>

Action	PC Shortcut Mac® Shortcut
Interrupt test taking to allow proctor intervention	Ctrl+Shift+L
Refresh the screen	F5
Close the lockdown browser	Click X in the upper right or Ctrl+Shift+Q