

MAP Growth Remote Testing: Proctor Troubleshooting Guide

Even the most experienced proctors will need to adjust their MAP® Growth™ proctoring practices for remote testing. This document is designed to provide assistance to proctors who run into issues during remote testing, and to provide guidance for how to get their students back on track for testing success.

6.23.20
V1.1

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Student Gets “Oops, Where’s My Test Window” screen

How to identify this issue:

- When students attempt to log into the assessment, they will receive a message that says “oops! Where’s my test window”

What causes this issue:

- The most common issue is that a student has a pop-up blocker that is interfering with the test

How To Solve This Issue:

- Follow the instructions below depending on what browser the student is using

Disable Pop-Ups in Chrome

Option 1: Navigate to `chrome://settings/content/popups` in the address bar then add `[*.]mapnwea.org` to the Allow list by using the Add function.

Oops! Where's my test window?

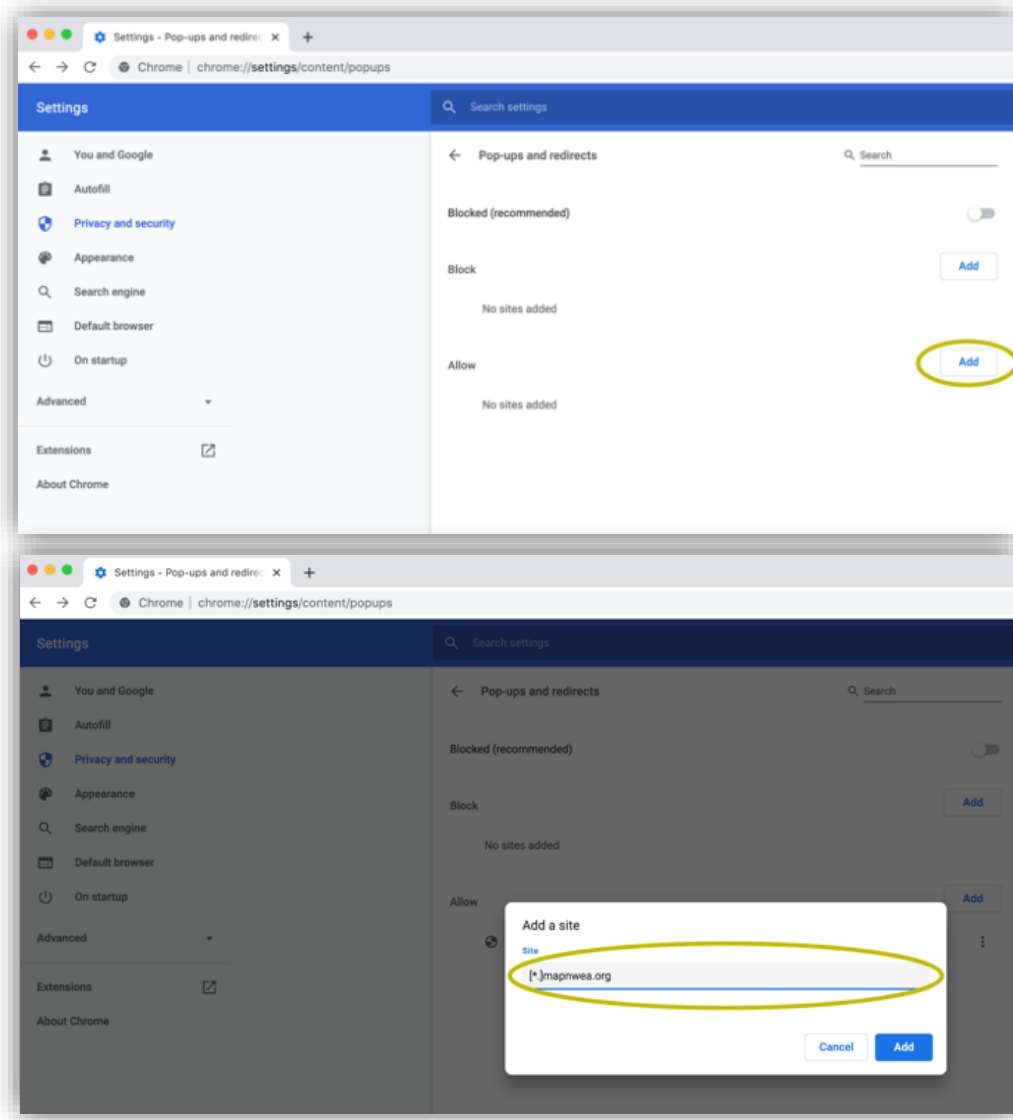
Either a pop-up blocker blocked it, the test window was moved or minimized, or the test window opened and was accidentally closed.

Here's what you can do to fix it.

Reason 1: A pop-up blocker is blocking the test window.
Solution: Ask your teacher to help you turn off the pop-up blocker and reload your test window.

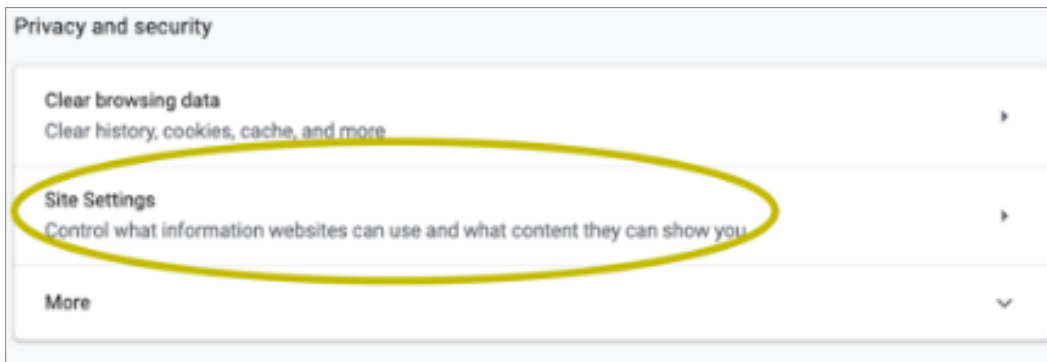
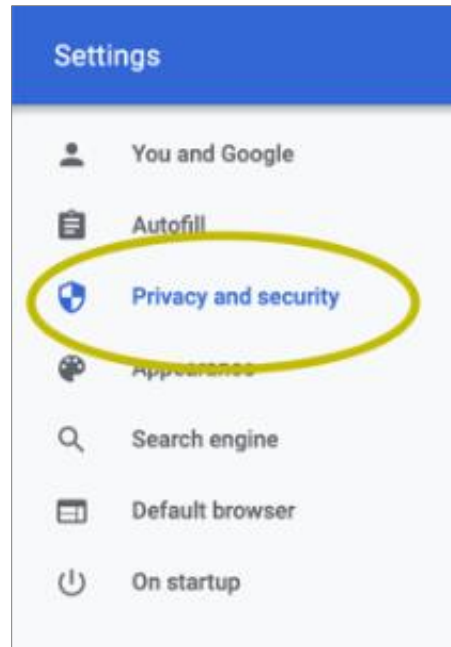
Reason 2: The test window was moved or minimized.
Solution: Ask your teacher to help you find the test window or maximize the test window again.

Reason 3: The test window actually did open, but it was accidentally closed.
Solution: Refresh or close the browser window and try re-launching your test.



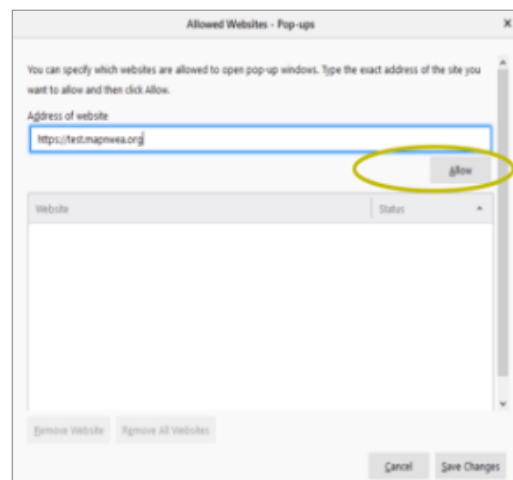
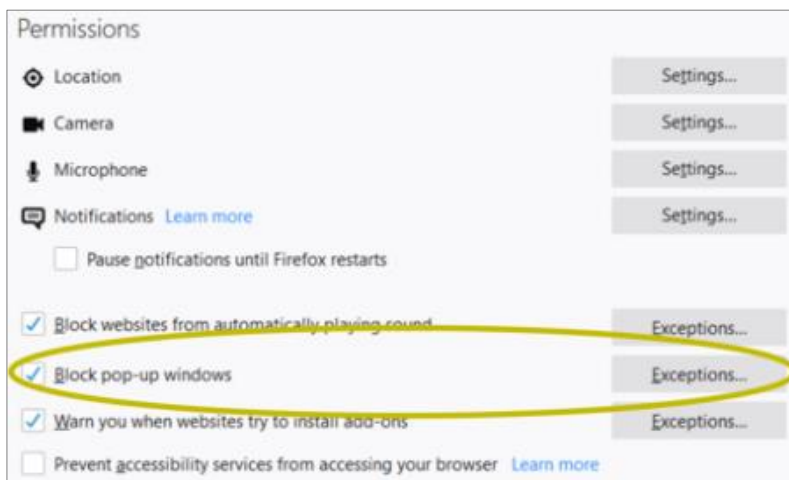
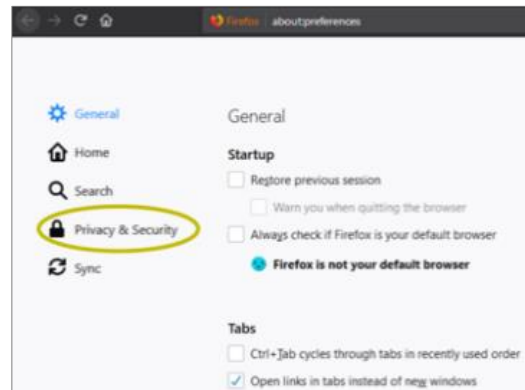
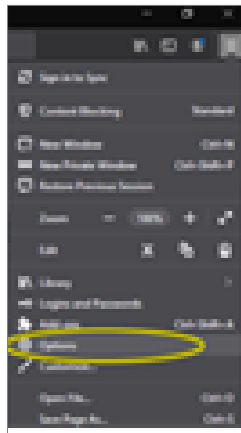
Option 2:

- Click the Menu icon to the right of the address bar (it is the icon with three vertical dots)
- Select Settings > Privacy and Security > Site Settings > Pop-ups and redirects
- Either toggle the Blocked option, or add [*.]mapnwea.org to the Allow list



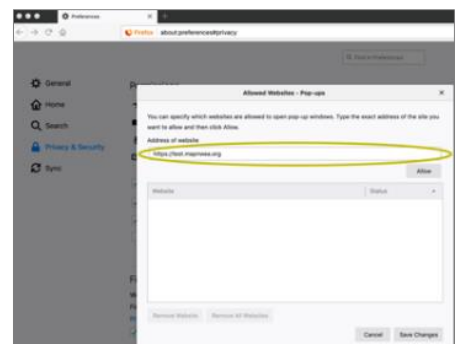
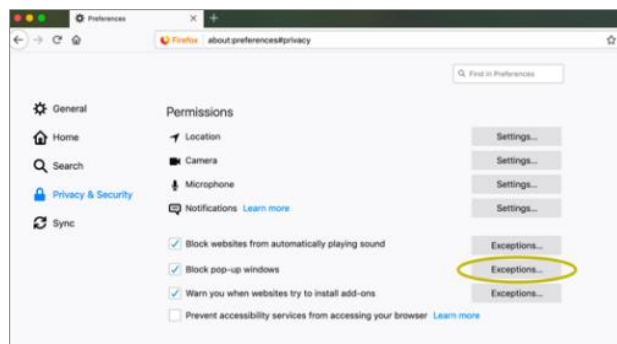
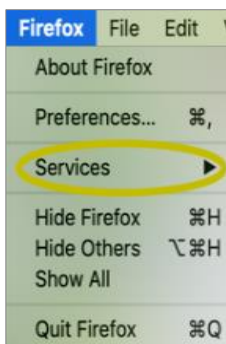
Disable Pop-ups in Firefox (Windows)

Click the **Menu** icon to the right of the address bar (the icon with three parallel lines) Select **Options**, then go to the **Privacy & Security** tab. Clear the **Block pop-up windows** checkbox, or click **Exceptions** then Add <https://test.mapnwea.org/> to the list of allowed websites.



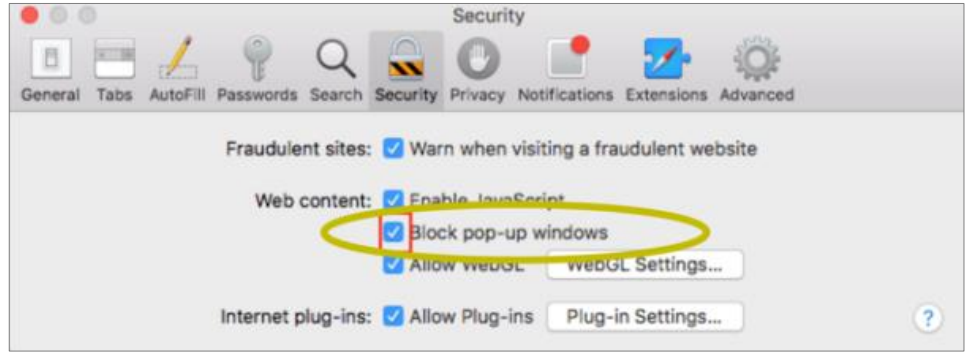
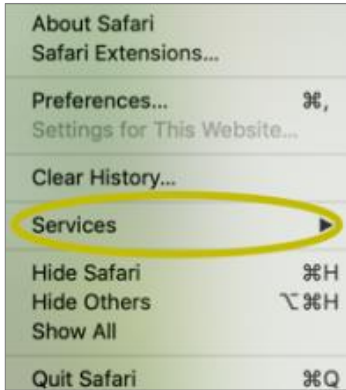
Disable Pop-ups in Firefox (Mac OS X)

From the Menu, select **Firefox > Preferences > Content**. Clear the Block pop-up windows checkbox or add <http://test.mapnwea.org/> to the **Allow** list and save the changes



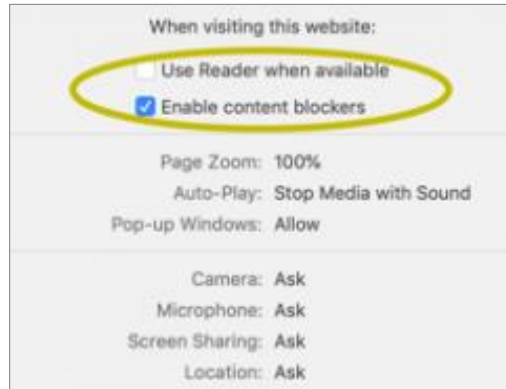
Disable Pop-ups in Safari 11

From the **Safari Menu**, select **Preferences**, then the **Security** tab. Clear the **Block pop-up** windows check box



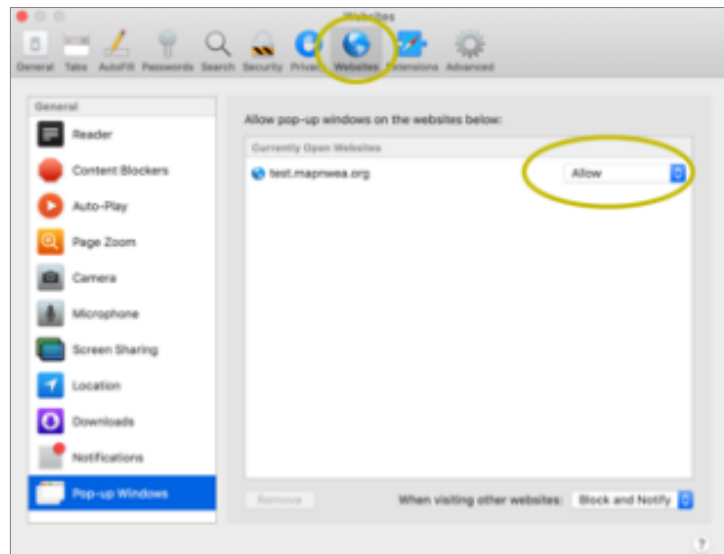
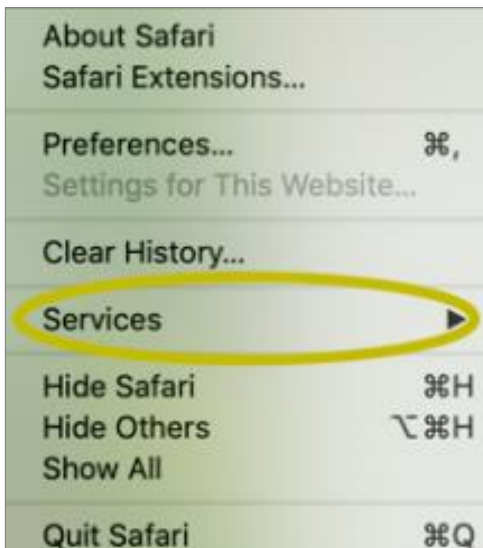
Disable Pop-ups in Safari 12

Right-click in the address bar and select Settings for This Website. Change the Pop-up Windows selection to Allow



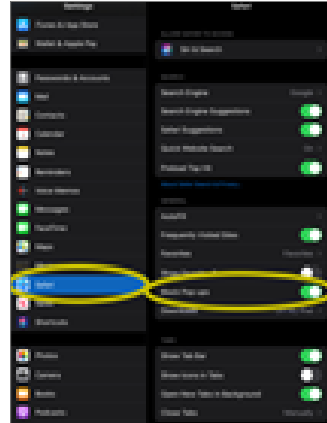
Disable Pop-ups in Safari 13

From the **Safari Menu**, select **Preferences**, then the **Websites**. Clear the **Block pop-up** windows check box



Disable Pop-ups on iPad

Settings > Safari > Block Pop-ups. If the slider is green, turn it off by swiping to the left



Student Has Screen Resolution Issues

How to identify this issue:

- Students will receive the minimum screen resolution error message after signing into the test session

What causes this issue:

- Students have the wrong screen resolution on their device or have the scaling/zoom set to a level too high or low

How To Solve This Issue:

- **General Guidance:**
 - Confirm that your Display settings are set to 1024x768 or higher and that your Scaling/Zoom is set at 100%
 - Please close your browser and use the instructions below for the device you are using below
- **Chromebook**
 - Keyboard shortcuts to set resolution and scale to 100%
 - Press Ctrl + Shift + 0
 - Press Ctrl + 0
 - [Guidance video](#)
- **Windows 10**
 - Right click on the desktop and select Display settings
 - Slide the "Change the size of text, apps..." to the right to make text bigger. Or slide it to the left to make them smaller. Set this 100%.
 - Click "Advanced Display Settings" at the bottom of the settings window
 - Click "Advanced sizing of text and other items" at the bottom of the window
 - Change screen resolution to 1024x768 or higher
 - [Guidance video](#)
- **Mac**
 - Click the Apple menu
 - Click System Preferences
 - Click Displays
 - Click the Scaled option
- **iPad (using Safari)**
 - Go to settings
 - Select Safari
 - Toggle off - Request Desktop Website
 - Note – no special settings needed when using the NWEA iPad app

Click on option that provides a screen resolution of 1024x768 or higher