

# Proctor Troubleshooting Guide

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The following pages will help proctors resolve issues during testing and provide guidance for how to get students back on track for testing success.

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**Tip:** If you need more assistance, help is available! Check the following resources:

- [MAP Help Center](#)—You can also use the **Help** link at the top of any page in MAP Growth
- Contact NWEA Technical support at (888) 291-0650 or [nycsupport@nwea.org](mailto:nycsupport@nwea.org)



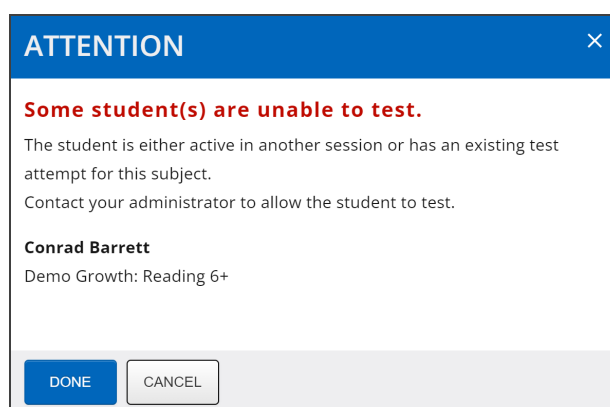
## “Some students are unable to test” message when confirming students

### *How to identify this issue:*

When you confirm students, a pop-up appears on your screen saying “Some students are unable to test.”

### *What causes this issue:*

- The student has already completed a test in this subject. This is by far the most common cause of this issue.
- The student is in an "active" status (such as **Confirmed** or **Paused**) in another test session. This is much less common.



### *How to solve this issue:*

Students can only take a test once per test administration window. If you have questions, contact the NYCDOE Periodic Assessment team.

Use the Class Profile report to confirm whether the student has tested already. Tests take overnight to appear on this report.

#### *Student active in another session*

In rare situations, this error can occur if the student is active in another test session owned by another proctor. If another proctor tried to test the student earlier in the same day, contact that proctor and ask them to end the session (if no students are testing) or remove the student from the session.



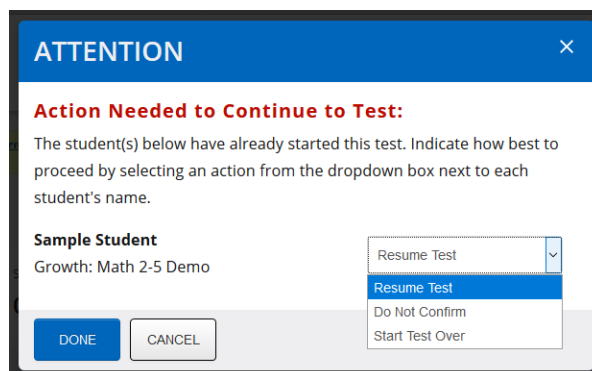
## “Action Needed to Continue Test” message when confirming students

### *How to identify this issue:*

When you confirm students, a pop-up appears on your screen saying “Action Needed to Continue to Test”

### *What causes this issue:*

This window appears when you are confirming a student with a suspended test. Its purpose is to alert the proctor that the student has already started this test, and to confirm whether the proctor intends for the student to continue the test.



### *How to solve this issue:*

A menu appears next to each listed student. The menu options you have include:

- **Resume Test:** Continues a suspended test. Select this option in most circumstances.
- **Start Test Over:** This option starts the test over from the first question and terminates the original test, discarding any answers given. This cannot be undone.
- **Do Not Confirm:** Returns the student to the sign in page and sets the student's status to Awaiting Student. At this point, you can change the student's assigned test if needed. Select this option if the student should take a different test.
- **Cancel button:** Select the **Cancel** button at the bottom to dismiss the window. The students will remain in the To Be Confirmed status and you may attempt to confirm the student again.

## ☆ Student assigned the wrong test

### *How to identify this issue:*

The student reports that the test is incorrect, or the proctor notices that the test shown in the proctor console is incorrect.

### *What causes this issue:*

- The proctor accidentally assigned the wrong test.
- The proctor is re-using a test session where the student was initially assigned a different test.
- The student's test was not pre-assigned and the student selected the wrong test.

### *How to solve this issue:*

1. Check the student's **Status** in the test session:

- **Confirmed or To Be Confirmed:**  
Select the student, then open the **Select Action** menu and select **Do Not Confirm**.

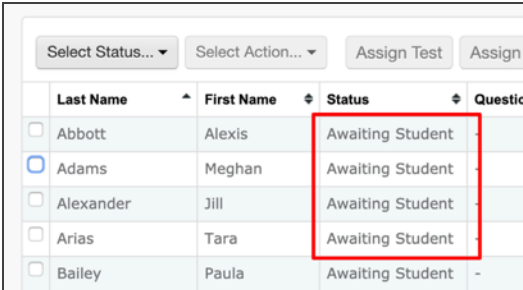
- **Testing or Paused:**

- a. Select the student, then open the **Select Action** menu and select **Suspend**.
- b. Select the student again, then open the **Select Action** menu and select **Test Again**.

- **Suspended or Terminated:** Select the student, then open the **Select Action** menu and select **Test Again**.

- **Awaiting Student:** Continue to Step 2 below.

2. Select the student and select the **Assign Test(s)** button.
3. Select the correct test.
4. The student can now log in to the correct test.

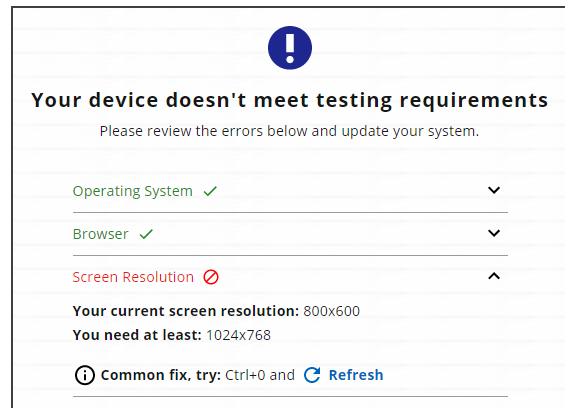


Select Status...		Select Action...	Assign Test	Assign
Last Name	First Name	Status	Question	
<input type="checkbox"/>	Abbott	Alexis	Awaiting Student	
<input checked="" type="checkbox"/>	Adams	Meghan	Awaiting Student	
<input type="checkbox"/>	Alexander	Jill	Awaiting Student	
<input type="checkbox"/>	Arias	Tara	Awaiting Student	
<input type="checkbox"/>	Bailey	Paula	Awaiting Student	-

## ☆ Screen resolution testing requirements error

### *How to identify this issue:*

When a student attempts to log in to the assessment, they get an error stating “Your device doesn’t meet testing requirements”. The error indicates the student’s screen resolution is less than 1024x768.



### *What causes this issue:*

The screen resolution is too low, they are zoomed in too far, or their device’s screen scaling is set too high.

### *How to solve this issue:*

#### *Try first:*

1. Use the keyboard shortcut **Ctrl + 0** (zero) to reset any browser zoom, then select the **Refresh** icon on the error page.
2. If the issue persists, close the browser and confirm that the screen resolution is set to 1024x768 or higher.
3. If the screen resolution is correct but the issue persists, continue to the device-specific steps below.

#### *Chromebook*

Use these keyboard shortcuts to restore the screen resolution to the default, and set scaling to 100%:

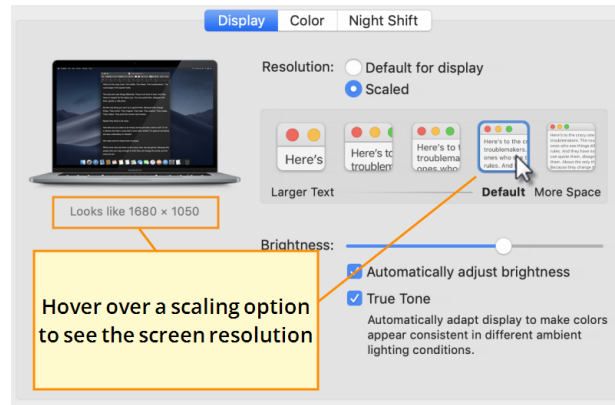
1. Press **Ctrl+Shift+0**.
2. Press **Ctrl+0**.

## Mac

Take these steps to select an appropriate resolution and scale:

1. Open the Apple menu.
2. Select **System Preferences**.
3. Select **Displays**.
4. Select the **Scaled** option.
5. Choose an option that gives a screen resolution of **1024x768 or higher**.

Hover your mouse over a scaling option to see the effective screen resolution under the image of your display on the left.



## Windows 10

1. In the search bar at the bottom left, search for **display**.
2. Select **Change display settings** in the search results.
3. Under **Scale and layout**, select **100%** from the **Change the size of text, apps, and other items** menu.
4. Set the **Resolution** menu to **1024x768 or higher**.  
If possible, select the resolution marked **Recommended**.

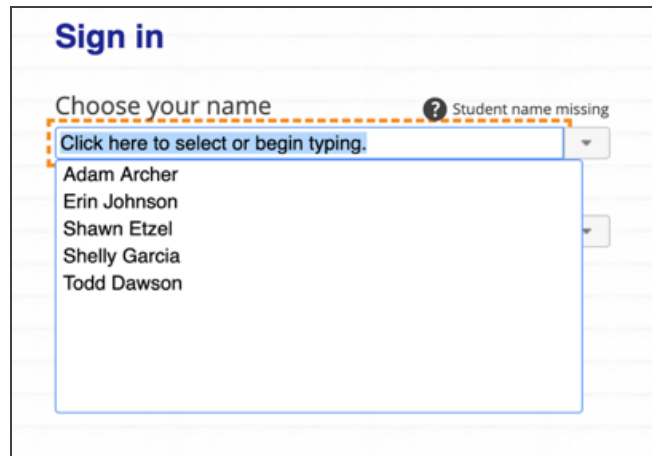
## iPad (using Safari)

1. Go to the **Settings** app.
2. Select **Safari**.
3. Toggle off the **Request Desktop Website** option.

## ☆ Student cannot find their name when signing in

### *How to identify this issue:*

A student reports that their name is missing from the drop-down list when they log in to the MAP Growth assessment.



Sign in

Choose your name Student name missing

Click here to select or begin typing.

- Adam Archer
- Erin Johnson
- Shawn Etzel
- Shelly Garcia
- Todd Dawson



**Tip:** Communicate with students during the log in process to ensure that they can all find their name.



### *What causes this issue:*

- **More common:** If the student's status is anything other than **Awaiting Student**, their name will not appear in the drop-down box when they attempt to log in. This is because the test session doesn't see that the student is eligible to rejoin.
- **Less common:** The student was not added to the test session, or the student has been accidentally removed.
- **Less common:** Another student has logged in to the test using this student's name.

Select Status... ▼

Select Action... ▼

Assign Test

	Last Name ^	First Name ⇅	Status ⇅	Approxim
<input type="checkbox"/>	Jones	Delilah	<u>Awaiting Student</u>	
<input type="checkbox"/>	Smith	David	<u>Suspended</u>	

## ***How to solve this issue:***

1. Check that the student is listed in the test session.
2. If the student is not listed:
  - a. Select the **Add Student** button on the proctor test session screen.
  - b. Search for the student and add them to the session.
  - c. Have the student try to log in again.
3. If the student is listed, check the student's status.
4. If the status is anything other than **Awaiting Student**, proceed according to the student's status:
  - **Confirmed** or **To Be Confirmed**: Select the student, then open the **Select Action** menu and choose **Do Not Confirm**
  - **Testing** or **Paused**:
    - a. Select the student, then open the **Select Action** menu and choose **Suspend**.
    - b. Select the student again, then open the **Select Action** menu and choose **Test Again**.
  - **Suspended** or **Terminated**: Select the student, then open the **Select Action** menu and choose **Test Again**.
5. If you discover that another student has logged in under this student's name, refer to [Student logged in to a test under an incorrect student profile](#).
6. If the student's status is **Awaiting Student** but the student still cannot find their name, try the following:
  - a. Close and reopen the testing browser and try again.
  - b. On the proctor console, select the **Home** link at the top right, then return to the session by selecting **Manage Test Sessions** in the left navigation menu, then the **Return to Testing** button. Don't worry, this won't affect any students actively testing.
  - c. Check the student's status again to see if it changed when you reconnected to the test session.

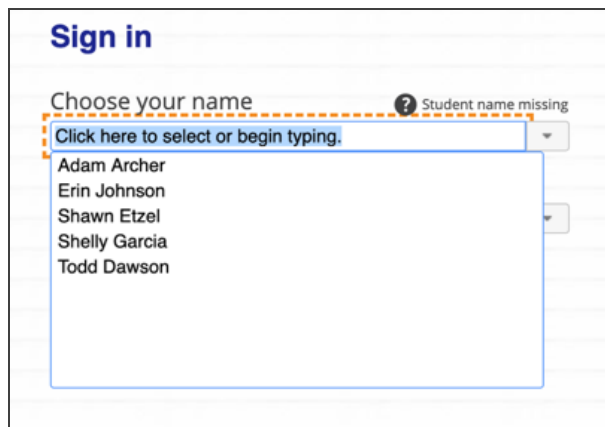




## Student logged in to a test under an incorrect student profile

### How to identify this issue:

- A student reports that they accidentally selected the wrong name, or they may notice the name on the confirmation screen is incorrect.
- A student notices that the name at the bottom of the test page is incorrect.
- You may notice in the proctor console that a student appears as **Testing** when the student is absent or has not logged in yet.



### What causes this issue:

When a student logged in, they selected the wrong student's name.

### How to solve this issue:

1. Confirm that the student has chosen the wrong name.
2. If the student has not started the test, check the status for the name the student incorrectly logged in to.
  - **Awaiting Student:** The student should close the test browser and log in again.
  - **Confirmed or To Be Confirmed:** On the proctor console, select the student and choose **Do Not Confirm** from the **Select Action** menu. The student will be automatically returned to the login screen and can attempt to log in again.
  - **Testing, Paused, Suspended, or Terminated:** The student has started the test under the wrong name. Refer to step 3 below.
3. If the student has started the test, the test should be terminated. To terminate the test:

- a. Select the student, then choose **Terminate** from the **Select Action** menu.



**Important!** Terminating the test discards all student responses and it cannot be undone.

- b. Select the student again and choose **Test Again** from the **Select Action** menu.
- c. The student should now be able to log in to the test session and select their correct name.

## ☆ Test browser closes unexpectedly

### *How to identify this issue:*

- A student reports that the test shut down, went away, or disappeared.
- The proctor notices that a student stops answering questions. After checking in with the student, they find out that the test screen disappeared.



**Tip:** If the student's testing browser window is closed or minimized, the student's status remains as **Testing** in the test session until the system times out after 24 minutes or until the proctor pauses or suspends the test.

### *What causes this issue:*

- The secure testing browser or app has crashed.
- If the student is using a non-secure browser such as Chrome:
  - The student has navigated to another browser tab, window, or another app, and cannot find the test window.
  - The student has closed the browser tab or window containing the test.

## How to solve this issue:

1. If the student is using a non-secure browser such as Chrome, Safari, or Firefox, make sure that the MAP Growth test window is not on another browser screen or hidden behind another program or app. If you cannot find the browser window or the student knows they closed the window, proceed with the next steps.
2. On the proctor console, identify the student with the closed or missing test screen.
3. Select the box next to their name.
4. Open the **Select Action** drop-down menu and choose **Suspend**.
5. Select the student again.

Select Status... ▼		Select Action... ▼
	<b>Last Name</b> ▲	Confirm
<input type="checkbox"/>	Archer	Do Not Confirm
<input type="checkbox"/>	Dawson	Pause
<input type="checkbox"/>	Etzel	Resume
<input type="checkbox"/>	Garcia	<b>Suspend</b>
<input checked="" type="checkbox"/>	Johnson	Terminate
		Test Again

6. Open the **Select Action** drop-down menu and choose **Test Again**.
7. The student can now open the browser and navigate back to the sign in page ([test.mapnwea.org](https://test.mapnwea.org)) and begin the sign-in process again.
8. When the student begins to test again, they will resume where they left off.

Select Status... ▼		Select Action... ▼
	<b>Last Name</b> ▲	Confirm
<input type="checkbox"/>	Archer	Do Not Confirm
<input type="checkbox"/>	Dawson	Pause
<input type="checkbox"/>	Etzel	Resume
<input type="checkbox"/>	Garcia	Suspend
<input checked="" type="checkbox"/>	Johnson	Terminate
		<b>Test Again</b>

## ☆ White screens or spinning wheel

### *How to identify this issue:*

- A student reports that their test went away or that all they can see is a white screen or a spinning wheel.
- The proctor notices that a student stops answering questions. After checking in with the student, they see a white screen or spinning wheel.

Select Status...		Select Action...		Assign Test		Assign Accommo	
<input type="checkbox"/>	Last Name	First Name	Status	Question #	Te		
<input type="checkbox"/>	Archer	Adam	Awaiting Student	-			
<input type="checkbox"/>	Dawson	Todd	Awaiting Student	-			
<input type="checkbox"/>	Etzel	Shawn	Testing	3			
<input type="checkbox"/>	Garcia	Shelly	Awaiting Student	-			
<input type="checkbox"/>	Johnson	Erin	Suspended	2			

### *What causes this issue:*

There are a large variety of technical issues that could possibly cause this problem (browser settings, internet connection issues, bandwidth issues, unexpected software updates on the testing computer, etc.).

### *How to solve this issue:*

1. Instruct the student to reload the testing page using the **Reset** button.

The student may need to scroll down to the bottom left of their testing window to find the reset button.



2. If the issue persists, select the affected student in the proctor console.
3. Open the **Select Action** menu and choose **Suspend**.
4. Select the student again.

Select Status...		Select Action...	
<input type="checkbox"/>	Last Name		
<input type="checkbox"/>	Archer		
<input type="checkbox"/>	Dawson		
<input type="checkbox"/>	Etzel		
<input type="checkbox"/>	Garcia		
<input checked="" type="checkbox"/>	Johnson		
		Confirm	
		Do Not Confirm	
		Pause	
		Resume	
		<b>Suspend</b>	
		Terminate	
		Test Again	

5. Open the **Select Action** menu and choose **Test Again**.
6. Assist the student with closing the testing window.
7. The student can now reopen the testing browser and rejoin the test session as normal.
8. When the student logs into the test, they will resume where they left off.

The screenshot shows a web interface with two dropdown menus at the top: 'Select Status...' and 'Select Action...'. Below them is a table with a header 'Last Name' and a list of students: Archer, Dawson, Etzel, Garcia, and Johnson. Johnson is selected with a blue checkmark. To the right of the table, a dropdown menu is open, showing options: Confirm, Do Not Confirm, Pause, Resume, Suspend, Terminate, and Test Again. The 'Test Again' option is highlighted in blue.

Select Status...		Select Action...	
Last Name			
<input type="checkbox"/>	Archer	Confirm	
<input type="checkbox"/>	Dawson	Do Not Confirm	
<input type="checkbox"/>	Etzel	Pause	
<input type="checkbox"/>	Garcia	Resume	
<input checked="" type="checkbox"/>	Johnson	Suspend	
		Terminate	
		Test Again	

## ☆ Student is unexpectedly returned to the Test Session Log In screen

### *How to identify this issue:*

A student reports that they were unexpectedly returned to the test session login page, or their testing window has disappeared.

### *What causes this issue:*

There are a large variety of technical issues that could possibly cause this problem (browser settings, internet connection issues, bandwidth issues, unexpected software updates on the testing computer, etc.)

### *How to solve this issue:*

Check the student's status in the test session and proceed according to the steps below:

**Confirmed or To Be Confirmed:** Select the student, then open the **Select Action** menu and choose **Do Not Confirm**.

#### **Testing or Paused:**

1. Select the student, then open the **Select Action** menu and choose **Suspend**.
2. Select the student again, then open the **Select Action** menu and choose **Test Again**.

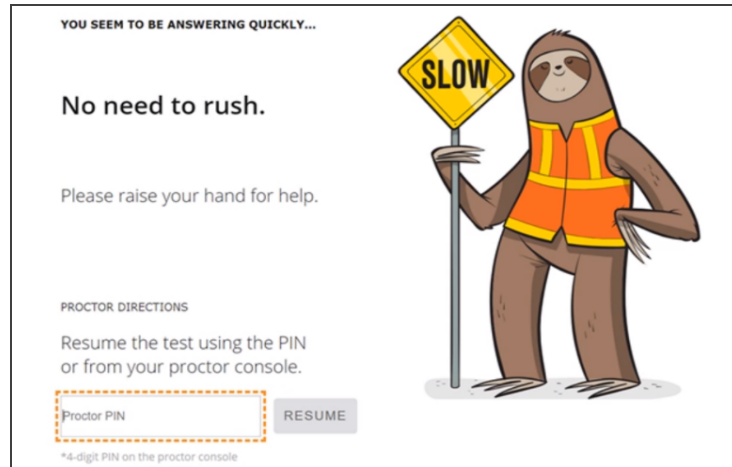
**Suspended or Terminated:** Select the student, then open the **Select Action** menu and choose **Test Again**.

**Awaiting Student:** No action is necessary; the student should be able to log in to the test as normal.

## ☆ Slow Down Sloth screen or rapid-guessing alert

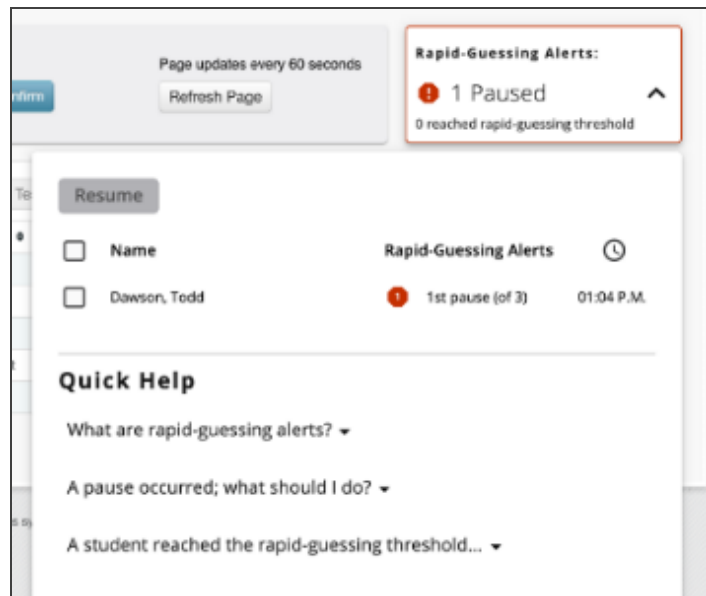
### *How to identify this issue:*

- During a test session, the proctor console displays a **Rapid Guessing Alert** and provides the name of the student that has had their test automatically paused.
- A student reports that the screen has changed or locked, that they see the sloth screen, or that they need help.



### *What causes this issue:*

- MAP Growth measures how long it takes for students to answer each individual question.
- When a student guesses very rapidly multiple times, the test automatically pauses, and an alert soon appears on the proctor console.
- This feature allows proctors to talk to the student, encourage them to take their time, and remind them to try their best on each question.



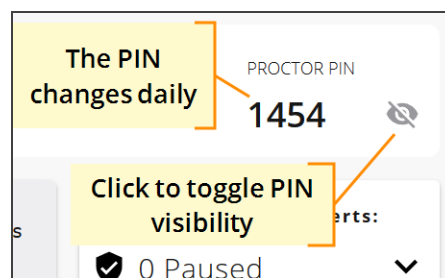
#### **Tip:**

When the student is done testing, the percentage of rapid guessing will be displayed on the proctor screen.

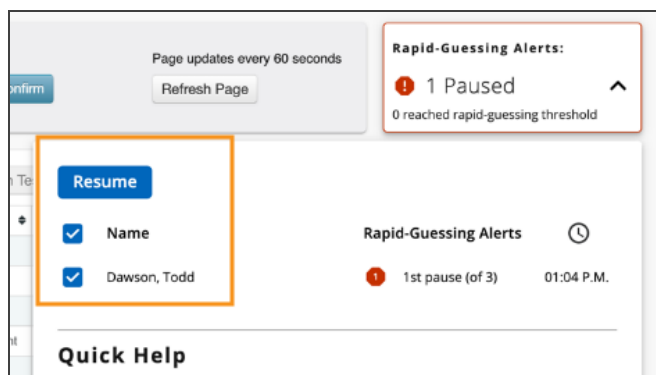
More information on rapid guessing and student test engagement can be found on NWEA Connection: [Student Test Engagement](#).

## How to solve this issue:

1. Reach out and encourage the student to take their time and think of the best answer for every question. Avoid helping the student answer the test questions.



2. When the student is ready to reengage with the test, type the **Proctor PIN** (found in the upper-right of the proctor console) on the student's testing device, or select the checkbox next to the student's name in the **Rapid Guessing Alert** box and then choose **Resume**. The test resumes with the next question.



**Important!** Do not provide the Proctor PIN to students or allow students to watch you enter the Proctor PIN.

## ☆ Student Lags Behind Severely

### How to identify this issue:

While students are testing, monitor the **Question #** column to help identify students who are not making progress on the test.

### What causes this issue:

- Some students get stuck on a question, do not know how to answer, get nervous, and stop moving forward.
- Other students will become unmotivated to continue and will simply stop engaging with the test altogether.

Select Status...		Select Action...		Assign Test	Assign Accommo
Last Name	First Name	Status	Question #	Te	
<input type="checkbox"/> Archer	Adam	Awaiting Student	-		De
<input type="checkbox"/> Dawson	Todd	Awaiting Student	-		De
<input type="checkbox"/> Etzel	Shawn	Testing	3		De
<input type="checkbox"/> Garcia	Shelly	Awaiting Student	-		De
<input type="checkbox"/> Johnson	Erin	Suspended	2		De

## How to solve this issue:

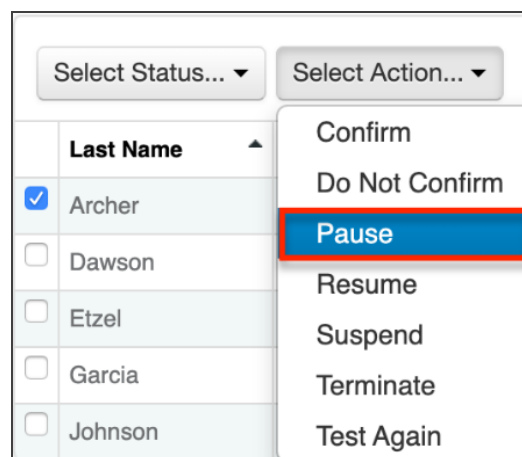
1. Pause the students' test and check in with them to determine what is causing them to not answer questions.
2. After speaking with student, you can either resume or suspend the test. Proctors should refer to district guidance to determine what the best course of action is in this scenario.

### To pause the test:

1. Select the student's name.
2. Open the **Select Action** menu and choose **Pause**.

### To resume a paused test:

1. Select the student's name.
2. Open the **Select Action** menu and choose **Resume**.



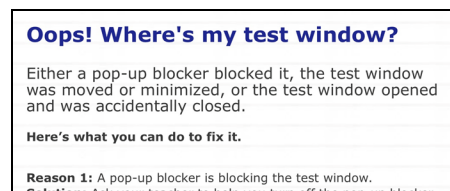
### To suspend the test:

1. Select the student's name.
2. Open the **Select Action** menu and choose **Suspend**.

## ☆ Oops, Where's My Test Window screen

### How to identify this issue:

- When a student attempts to log into the assessment using a standard web browser, 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 is using a standard web browser and has a pop-up blocker that is interfering with the test.



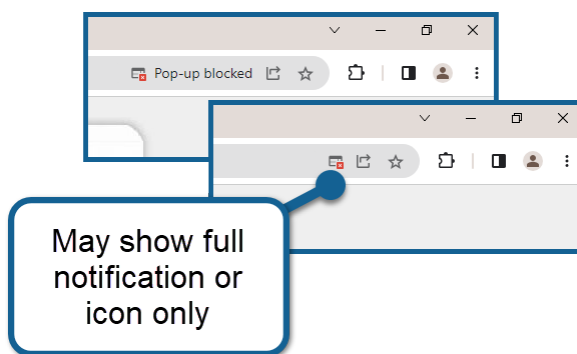
## How to solve this issue:

- If the student should be using a secure testing browser, instruct them to open that browser instead of the standard web browser.
- If the student should be using a standard browser, follow the instructions below depending on what browser the student is using.
- Alternatively, instruct the student to use the [test.mapnwea.org/#/nopopup](https://test.mapnwea.org/#/nopopup) URL to access the test, as this URL does not open the test in a pop up window.

### Chrome (Mac, Windows, or Chromebook)

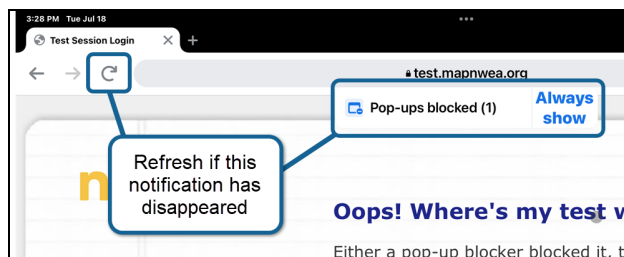
For more information on pop-up blocking in Chrome, refer to [Block or allow pop-ups in Chrome](#) on Google's support site.

1. Navigate to [test.mapnwea.org](https://test.mapnwea.org).
2. A **Pop-up blocked** notification appears in the address bar.  
You may see the text "Pop-up blocked" or just an icon.
3. Select the notification icon and choose **Always allow pop ups and redirects from https://test.mapnwea.org**.
4. Select **Done** to save.
5. Refresh the page. The test window should now appear in a pop-up.



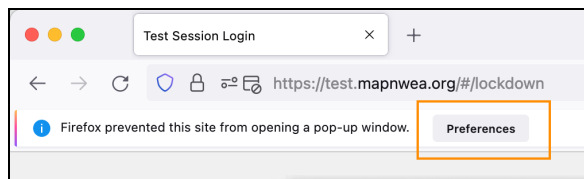
### Chrome (iPad)

1. Navigate to [test.mapnwea.org](https://test.mapnwea.org).
2. A **Pop-up blocked** notification appears beneath the address bar. Select **Always show**. The log in screen will appear in a new tab.  
If the notification has disappeared, refresh the page to cause it to appear again.



## Firefox (Mac or Windows)

1. Navigate to [test.mapnwea.org](https://test.mapnwea.org).
2. A notification bar appears below the address bar indicating that Firefox prevented the site from opening a pop-up window. Select the **Preferences** button in this bar.
3. Select **Allow pop-ups for test.mapnwea.org**. The test window will automatically open in a pop-up window.

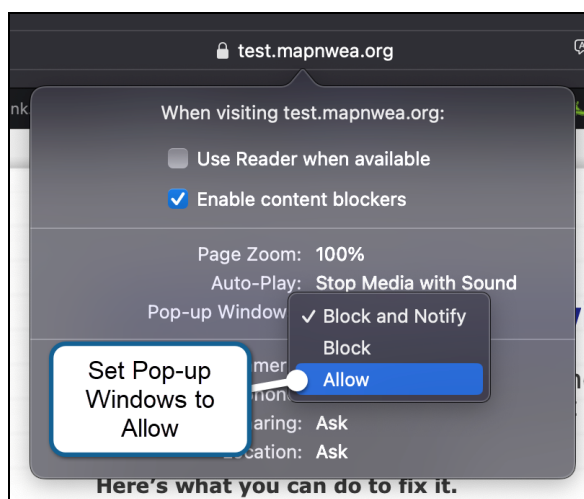
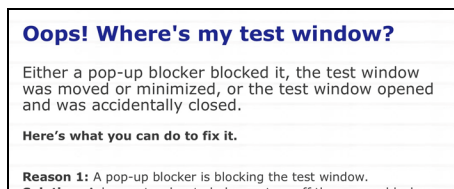


## Safari (Mac)

1. Navigate to <https://test.mapnwea.org>.

If the test session log in screen appears, no further action is required.

2. When you see the **Oops! Where's my test window?** page, open the **Safari** menu and select **Settings for test.mapnwea.org**.



3. Set the **Pop-up Windows** option to **Allow**.
4. Reload the page. The test session log in screen should appear in a pop-up window.

## Safari (iPad)

1. Open the **Settings** app.
2. In the left navigation, select **Safari**.
3. Under **General**, turn off the **Block Pop-ups** option.

**Note:** After you disable pop-up blocking, Safari will prompt you to allow or block each pop-up window.

