

## **POSSIBLE MAP TESTING ISSUES**

### **NEW SCHOLAR HAS BEEN ADDED TO YOUR CLASS - You need to add him/her.**

#### **ADDING A SCHOLAR TO A TESTING SESSION**

1. Select [**ADD MORE STUDENTS**].
2. Select [**SCHOOL**].
3. Select [**GRADE**].
4. Type the **LAST NAME** of the scholar.
5. Click [**SEARCH**].
6. Select the scholar you need. Remove the checkmarks from any scholar you DO NOT want.
7. Click [**ADD STUDENT**].
8. Click [**SAVE AND RETURN TO TESTING**].
9. Find the scholar's name in the list that you added. Put a **checkmark** by his/her name.
10. Select [**ASSIGN TEST**].
11. Click on [**SAVE SESSION**].

### **SCHOLAR NAME MISSING ON SIGN IN PAGE**

1. The student's status must be [**Awaiting Student**] in order to appear on the Sign In page. On your proctor computer, **select an action** depending on the Status:
  - a. *Confirmed*—Choose **Select Action > Do Not Confirm** (you will confirm later)
  - b. *Testing*—Choose **Select Action > Suspend**. Once suspended, chose **Select Action > Test Again**.
  - c. *Suspended*—Choose **Select Action > Test Again**.
2. Ask the student to sign in again, and then confirm as usual.

### **CONFIRMED STATUS APPEARS BUT NO TEST**

1. On your your computer, select the student, click [**Select Action**], and choose [**Do Not Confirm**].
2. Ask the student to sign in again.

### **WRONG TEST ASSIGNED - HOW DO I SWITCH TESTS?**

1. Select the student and click [**Select Action**].
2. If the status is *To Be Confirmed*—choose [**Do Not Confirm**].

—or—

3. If the status is *Testing*—choose either [**Suspend** or **Terminate**]:
  - Use Suspend if the student *might* need to take the test later this term.
  - Use Terminate if you know the student will not need the test later this term.
  - **Note:** Use caution, because Terminated tests will count toward the frequency restriction, if enabled. As a result, the student would be restricted from taking the test for the rest of the term.
4. Click **Select Action > Test Again**.
5. When the status changes to *Awaiting Student*, assign the correct test.
6. Have the student sign in again.

### **SCHOLAR'S TEST ENDED UNEXPECTEDLY**

1. Check the scholar's name to see if it says [**TESTING**].
2. If so, select the scholar's name and go to [**SELECT ACTION**] & [**SUSPEND**] his/her test.
3. Then go to [**SELECT ACTION**] again & select [**TEST AGAIN**].
4. Have the scholar go back in and try again.
5. [**CONFIRM**] them once back in.

### **QUESTION NOT MOVING ON - Use the [RESET] BUTTON at the bottom of the testing screen. If this doesn't work, you can try:**

1. On your computer, student selected, choose **Select Action > Pause**.
2. Select the student again and then choose **Select Action > Resume**.
3. After the student clicks Resume, a new question appears.

### **QUESTION APPEARS BLANK (WHITE SCREEN)**

*If a question still does not display after refreshing the student's browser:*

1. On your proctor computer, with a student selected:
  1. Choose **Select Action > Suspend**.
  2. Select the student again.
  3. Choose **Select Action > Test Again**.
  4. The test continues where the student left off.
2. On the student computer:
  1. Click **OK** at the prompt.
  2. Join the test again.

### **ENDING A TESTING SESSION**

You should always end a testing session when testing is over. **END THE SESSION BY:**

1. Go to [**SELECT STATUS**]. Select [**TESTING**].
2. Go to [**SELECT ACTION**]. Select [**SUSPEND**].