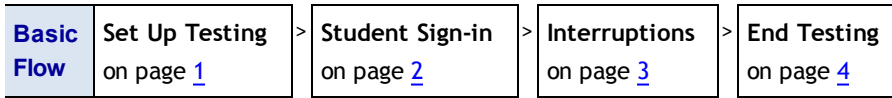


# Proctor Tips and Troubleshooting

QUICK REFERENCE

Your computer lab should be prepared ahead of scheduled testing. For details, see: [Lab Readiness Checklist](#).



See also: [Troubleshooting Common Issues on page 6](#).

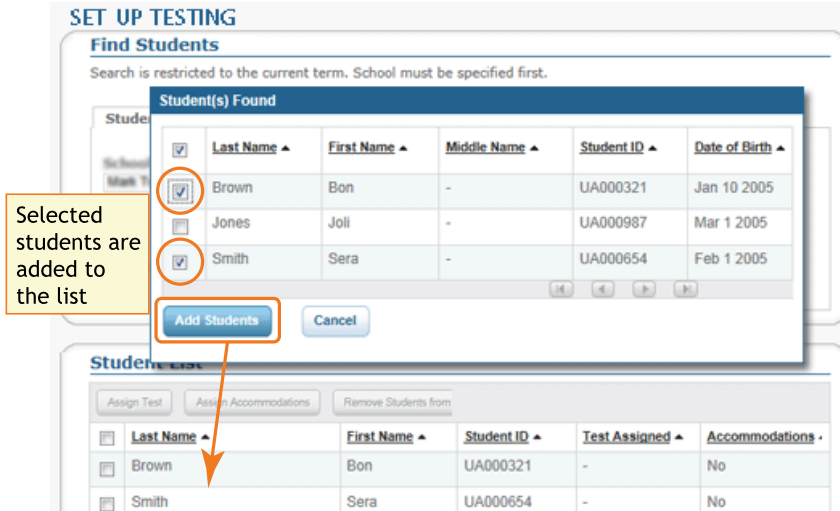
## Set Up Testing in MAP



On your **proctor computer**, log into MAP, choose **Manage Test Sessions**, and follow Option 1, 2, or 3.

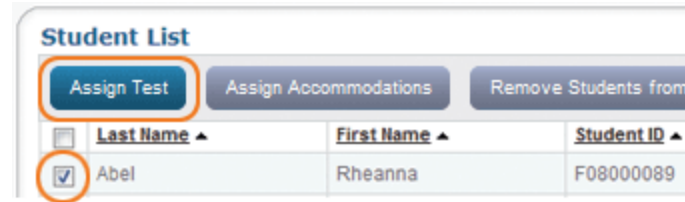
### OPTION 1—Find Students to Test

1. Click **Find Students to Test**.
2. Choose search criteria and then click **Search**.
3. Review the search results and click **Add Students**.



4. Repeat the search as needed.

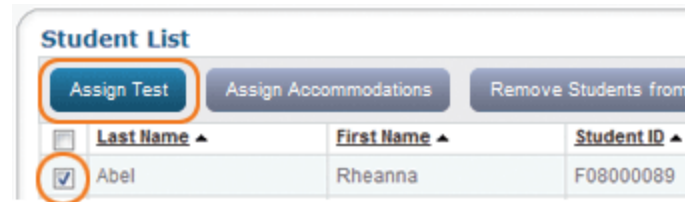
5. RECOMMENDED—Assign tests by **selecting students** and clicking **Assign Test**.



6. OPTIONAL—Use **Assign Accommodations** (adjacent to **Assign Test**).
7. OPTIONAL—Click **Save Session**.
8. When your student list is ready, click **Test Now**.

### OPTION 2—Test Your Class

1. Click **Test My Class**.
2. Select one of your classes, if prompted.
3. RECOMMENDED—Assign tests by **selecting students** and clicking **Assign Test**.



4. OPTIONAL—Use **Assign Accommodations** (adjacent to **Assign Test**).

### OPTION 3—Use a Saved Testing Session

1. Click **Show**.
2. OPTIONAL—To see testing sessions others created, change **Created By**:



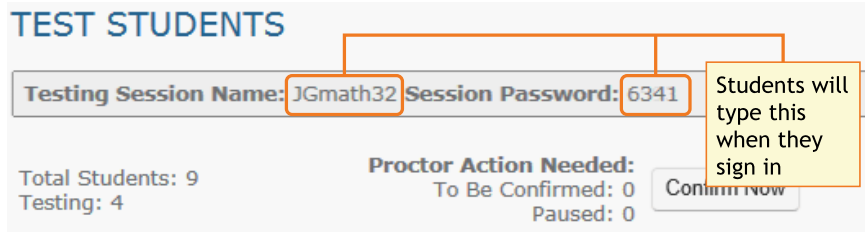
3. When you find and select a testing session, click **Test Now**.

# Proctor Tips and Troubleshooting

## Student Sign-In

### Get the name and password of the testing session:

1. On your **proctor computer**, you should now see the **Test Students** page. (If not, click **Test Now**.)
2. At the top, notice the session name and password:

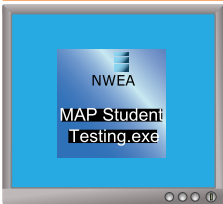


3. On a board, write the name and password for the students to copy.
  - The password is auto-generated whenever you start a test session.
  - It will expire at the end of the day.

### Open browsers and give instructions:

1. On **student computers**, start MAP in one of the following ways:

Mac— Use MAP icon  
PC— Use Start > NWEA...



-Or- Chromebooks— Students use a restricted account that opens MAP



-Or- iPads— Use MAP Testing App + optional Guided Access

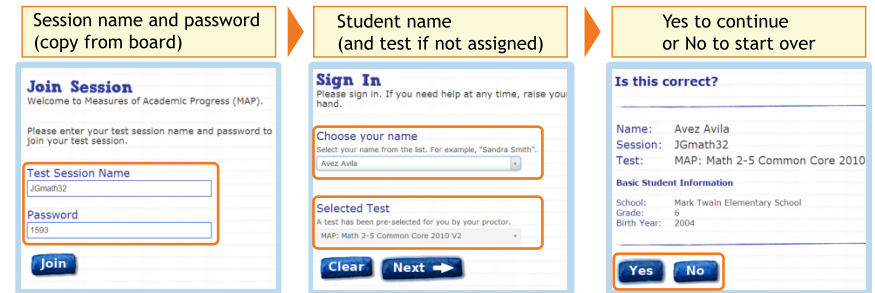


See also: [Optional: Guided Access Setup on page 5](#), if required by your school.

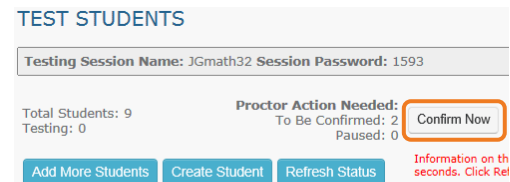
2. Inform students about the MAP test. Here are resources you can use:
  - a. [Student Introduction to MAP Testing](#) – One-page document you can read.
  - b. **Test Warm-up** – Button appears on the student sign-in page (except on iPads). Alternatively, you can show the warm-up video on a projector using these links: [MAP warm-up video](#) or [MPG warm-up video](#)

## Start MAP and confirm students:

1. On student computers, guide students to complete the following:



2. On your **proctor computer**, confirm students every few minutes, as students are ready:
  - a. Click **Refresh Status** to see which students have the "To Be Confirmed" status.
  - b. Click **Confirm Now**. It confirms all students with "To Be Confirmed" status.



— or —

Select students, click **Select Action**, and choose **Confirm**.

3. **Students:** Click **Start Test**.

## Pause Test (Under 25 min)

1. From your **proctor computer**, select student(s).
2. Click **Select Action** and choose **Pause**.

### Continue paused test:

1. From your **proctor computer**, click **Refresh Status**.
2. Select the student(s) with status "Paused."
3. Click **Select Action** and choose **Resume**.
4. On the **student computer**, the test resumes with a new question.
  - Student must resume from the same computer.
  - After 25 minutes, the test automatically becomes suspended.

## Student Computer Interruption (Optional)

If there is a problem with the proctor controls, you can interrupt from the student computer. This feature is not available on iPads.

1. On the **student computer**, type: **Ctrl** + **Shift** + **P** (or Ctrl+Shift+L). Immediately the student's test is paused.
2. **OPTION 1**—Continue from your **proctor computer** using **Select Action** > **Resume**.

—or—

**OPTION 2**—On your **proctor computer**, get the PIN code so you can continue on the **student computer**.

### TEST STUDENTS

Testing Session Name: JGmath32 Session Passv

Total Students: 9  
Testing: 4

Proctor Action Needed:  
To Be Confirmed: 0  
Paused: 0

Confirm Now

Proctor Interrupt PIN ⓘ  
PIN: 8044  
The Proctor Interrupt PIN can be

You will type the PIN on the student computer

Once you type the PIN on the student computer, you can resume, report a problem with the test questions, or take other actions.

## Suspend Test (Longer Than 25 Minutes)

1. From your **proctor computer**, select student(s).  
**Tip:** Click **Select Status** and choose **Testing** to quickly select students who are still testing.
2. Click **Select Action**, choose **Suspend**, and click **OK** when prompted.
3. **Students** click the **OK** prompt.
4. Before students leave, ask them to close down (click the X at top).
5. When ready, click **End Testing Session**.
6. When prompted, click **Save and Exit**.  
**Note:** Students should continue the test within 14 days, because more instruction between testing can influence the score. The maximum is 28 days. After 28 days, tests cannot be resumed and students will need to start over.

### Continue suspended testing session:

1. Click **Manage Test Sessions** on the left.
2. Click **Show** to see the saved testing sessions.

### Saved Testing Sessions

Show

3. Select the Testing Session you saved and click **Test Now**.  
**Note:** The Status will be **Awaiting Student** for everyone, meaning they can now sign into the session.
4. Have students sign in as usual.  
**Note:** The password students type is new, although the testing session name remains the same as before.
5. On your proctor computer, click **Confirm Now**.
6. When prompted, select **Resume Test** and click **Submit**.  
**⚠ Tests Exceeding 28 Days**—In this case, choose **Start New Test** or **Do Not Confirm**. You cannot continue the suspended test.

## End of Testing

Before you can begin another testing session, you must end the first session:

1. On your **proctor computer**, check the **Status** column for any students still testing.
2. When no one is left testing, click **End Testing Session**. At the prompt, choose:
  - a. **Save**—If the *same group* of students will be tested together later.
  - b. **Delete**—If different groups will be formed for further testing. (Deleting it does not affect test results, because tests are associated with the students, not the test session.)
3. Before students leave, ask them to close down (click the X at top).

### Test session—Is it okay to leave open?

Although it's possible to leave your testing session running until more students arrive, you cannot keep it running overnight. Every night, they are closed automatically, and any students left in a testing status switch to suspended status.

**Note:** Your Proctor profile is also limited to running only one testing session at a time. If needed, you can add students to a testing session by clicking the **Add More Students** button.

### Student completed test—How do I assign them a new test?

**Note:** Ideally, a student should take no more than one full MAP test per day.

1. Confirm student status is Completed, Terminated, or Suspended.
2. Select the student, and then select **Test Again**.  
The student status changes from Completed to Awaiting Student.
3. Select the student and click **Assign Test(s)** to assign a new test.
4. Instruct the student to sign in again with the same session name and password.

## Make-up Testing

**Note:** Students should continue tests within 14 days, although the maximum is 28. You can prioritize make-up testing based on the Test Event Start Date (in step 5).

1. Click **Manage Test Sessions** on the left.
2. Click **Find Students to Test**.
3. Click **Test History Search**.

### Find Students

Search is restricted to the current term. School

Student Search **Test History Search**  
School

4. Select, at a minimum: School, Test, and Testing Status.

Student Search **Test History Search**

**School**  
Bethel Elementary School

**Grade**  
All Grades

**Instructor**  
All Instructors


**Class**  
All Classes

Find students by their testing status. Search is restricted to the current term.

**Test(s)**  
MAP: Math 2-5 Common Core 2010 V2

**Testing Status**  
 Not yet tested  
 Suspended Test

If no student is found, try setting School to No School Assigned


5. Click **Search** and then, from the pop-up list, click **Add Students**.
6. **IMPORTANT:** Select students and click **Assign Test**.
7. Click **Test Now**.  
Note: Status will be "Awaiting Student," even for those with suspended tests.
8. While confirming students, choose **Resume Test** when prompted.  
 Tests Exceeding 28 Days—In this case, choose **Start New Test** or **Do Not Confirm**. You cannot continue the suspended test.

### Using iPads for Testing

With the NWEA MAP Testing App from the iTunes App Store, you can provide easy access to MAP tests, including primary grades.

#### Optional: Guided Access Setup

The iPad app does not stop students from exiting the test. Typically, your school will have Single App Mode enabled, but if they do not, you can secure each iPad, one at a time, using the Guided Access feature:

1. **Before testing:**
  - a. Open the iPad settings.
  - b. Choose **General > Accessibility > Guided Access**.
  - c. Turn it **On**.
  - d. Press **Passcode Settings** and type a code that students will not know.
2. **Start of testing:**
  - a. Start the NWEA MAP Testing App.
  - b. Turn the iPad to landscape display.
  - c. Triple-click the iPad Home button to open Guided Access:  

  - d. Under the **Hardware Options**, turn off **Motion** to prevent the test from switching to portrait display.
  - e. Press **Start**.
  - f. Student can now join the test session.
3. **During testing** – Keep in mind that you cannot interrupt the test at the student's iPad. Use controls on the proctor computer instead.
4. **After testing** – Triple-click the Home button again, and use the passcode to turn off Guided Access.

#### If the iPad app freezes...

The app could freeze if there is a break in the wireless connection. You need to exit the app and restart.

**Tip:** If pressing the Home button fails to exit, then try pressing both Home and Power buttons at the same time until the iPad restarts.

Next, on your **proctor computer**, select an action depending on the Status:

- *Confirmed*—Choose **Select Action > Do Not Confirm** (you will confirm later)
- *Testing*—Choose **Select Action > Suspend**
  - Once suspended, chose **Select Action > Test Again**

Ask the **student** to sign in again, and then confirm as usual.

#### If you need to interrupt testing at the iPad...

The easiest way to interrupt iPad testing is through the controls on your proctor computer. However, if you are unable to use a proctor computer, it is possible to interrupt directly at the iPad:

- Connect a keyboard directly into the iPad (you will need an adapter and a simple, low-power keyboard).
- Type the interrupt shortcut: **Ctrl + Shift + P**.
- Not available if using iOS 8.

## Troubleshooting Common Issues

### Whenever testing is slow

On the student computer, click **Reset** or use the keyboard command:

F5 (Win) -or- Command+R (Mac)

### Saved testing session is missing

By default, you only see the testing sessions you created. To see testing sessions others created, change the **Created By** filter:



### Student name missing on the Sign In page —or— Student kicked out and can't re-join

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:

- **Confirmed**—Choose **Select Action > Do Not Confirm** (you will confirm later)
- **Testing**—Choose **Select Action > Suspend**
  - Once suspended, chose **Select Action > Test Again**
- **Suspended**—Choose **Select Action > Test Again**

Ask the student to sign in again, and then confirm as usual.

### Delete Test Session—Does that remove test results?

No, the tests are associated with the students, not the test sessions. Closing or deleting a testing session does not affect test results. Students can resume incomplete tests in the same or another testing session.

### Students arrive in the middle of testing

On the **proctor computer**, Test Students page, click **Add More Students**.

### Student completed test—How do I assign them a new test?

**Note:** Ideally, a student should take no more than one full MAP test per day.

1. Confirm student status is **Completed**, **Terminated**, or **Suspended**.
2. Select the student, and then select **Test Again**.

The student status changes from **Completed** to **Awaiting Student**.

3. Select the student and click **Assign Test(s)** to assign a new test.
4. Instruct the student to sign in again with the same session name and password.

### Question appears blank (white screen) or displays a UUID error

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

1. On your **proctor computer**, with a student selected:
  - a. Choose **Select Action > Suspend**.
  - b. Select the student again.
  - c. Choose **Select Action > Test Again**.  
The test continues where the student left it.
2. On the **student computer**:
  - a. Click **Ok** at the prompt.
  - b. Join the test again.

### Skip a question with broken controls

1. On the **proctor 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.