



NWEA MAP Troubleshooting Instructions

Follow these instructions to fix the most common technical errors during test administration

If a student's screen is frozen, has gone white, or the test has kicked them out:

1. Student must close the NWEA app by double-clicking the home button and swiping up.
2. Go into the student iPad settings and make sure the student is connected to WIFI.

Then:

3. On the proctor screen, select the student and select "suspend" under the *actions* dropdown menu.
4. Select the student by clicking the box beside their name and select "test again" in the *actions* dropdown menu.
5. The student must log back in. Proctor can now confirm them and they will be able to resume testing without a problem.
6. **Students using iPads will see a pop-up box when they click "begin testing". This pop-up asks if they would like to test in a secure browser. They MUST TAP YES in order to begin the test. If they tap NO, they will be kicked out of NWEA again.**

If a student status on proctor screen is "confirmed" but student cannot find their name to start testing:

1. Student must close the NWEA app by double-clicking the home button and swiping up.
2. Select the student's name on the proctor screen by clicking the box beside their name.
3. Select "Do not confirm" from the *actions* dropdown menu.
4. The student must log back in. Now, the proctor will have the option to click Confirm. Student status will change from Awaiting Student to Confirmed and then Testing.

If a student is missing from the proctor screen:

1. Student must close the NWEA app by double-clicking the home button and swiping up.
2. On the top of the proctor screen, click the "add student" button.
3. Use the School dropdown menu to select the school name. In the Grade dropdown menu, select the student's current grade. Type in the student's **last name only** in the search box and click "search."

4. Select the student and click “Add student”. The search window will close and the page will refresh to show the updated roster.
5. Scroll down to the bottom of the page and select the “save and return to test” button.
6. The page will return to the proctoring screen. Here, select the newly added student and click the “assign test” button at the top of your page. Select the correct test from the dropdown menu and click the “assign” button.
7. The student can now reopen the testing app and log in.