#### **Testing Issues:**

#### What happens if a kid is not finished and it is time to go?

If the student is NOT done, on the teacher screen you will just check their name off (make sure nobody else is checked) and click **"Suspend"** in the drop down menu. Then click "OK". The student will now be able to resume the test at a later time or date.

### What happens if half the class is not finished and we need to stop testing?

Just click on **"End Testing Session".** This will automatically suspend any student who is not finished yet with the test. They will be able to finish at a later date.

# What happens if a kid accidently shuts down the computer, goes to a different website, or just exits the MAPS testing session. I tried to have him log back in but it won't let me resume his test, it just says "suspended".

In the event a student somehow is exited from the MAPS session, it will say "suspended" when the teacher screen refreshes. All you have to do is check the student's name, and then click "**Test Again"** in the drop down menu. Now, you will have to have the student go back to the login page and re-login (steps 12 through 17). It will say "awaiting student" on your screen until they log in. Then just confirm them as you did before.

NOTE: It will say something about are you sure you want to resume? Yes you want to resume. This will pickup where the student left off last time.

# What happens when the screen goes crazy (usually with iPad) and is doing a "lockdown check" over and over and keeps refreshing?

Just close out Safari (the web browser) and restart by clicking on the MAP testing icon at the bottom. They can re-login and it should work.

# What happens if the student has a white screen and it is not loading the next question?

Give it about 20 seconds to load. If it still doesn't load, have the student click on the refresh icon icon the address bar. The question should now load.

### Some of my students need to finish testing today. How do I resume their sessions?

Log back into MAPS and go to the Manage Testing Sessions. Once there, click on **Saved Testing Sessions**. You should see your test session there. Resume that session and go through the above procedures to get that student going again.

### My student was testing, somehow got logged off, and now he can't sign back on. It says "confirmed" on my teacher screen, but when he tries to log in his name won't come up.

At press time, the best option seems to be to hit **"terminate".** It will say something about the student NOT being able to continue, but when we've terminated student tests, the student can then close out of the browser, open it back up, and re-login and pick up where they left off.

### I don't know what's going on. My student can't login. My screen is showing they are testing, but they aren't. Etc...etc...etc...etc...

According to the guy at NWEA, the ONLY time it is safe to terminate a test is if it is stuck in confirmed. If something is wrong, and the student logged off or anything, you MUST **SUSPEND** the test. If you terminate at any other time than when they are stuck in **confirmed** status, it will make them start over.