

*Partnering to help all kids learn*



# Proctor Tips & Troubleshooting

by NWEA Technical Consultants



## Presenter Introduction

### Webinar Purpose (why are you here?)

- Web-based MAP Proctor Tips and Troubleshooting techniques to facilitate a student testing session
- Pre-requisite: (In Lieu of Experience) Web-Based MAP Proctor Training

### Webinar Logistics

- **Participants please do the following:**
  - Use conference call number/password
  - Mute your phone (do not place on hold)
  - Attendee questions will be fielded at the end
  - Chat function is not used



# Proctoring Tips and Troubleshooting for Web-based MAP

## Proctor Tips

- Lab Readiness Best Practices
- Test Management “How-To’s”

## Trouble Shooting

- Proctor Login and Admin Console Issues
- Frozen Student Screens (White Screen)
- Out of Sync Errors
- Student Test Page Issues

## Questions and Answers



# PROCTOR TIPS



## Prior to beginning a test session

- Ensure application and process are turned off:
- Includes all application updates, such as operating system updates
- Anti-virus scanning
- Malware scanning





- Means Proctor rights have not been assigned
- Contact your MAP Coordinator or Administrator right away
- Calling NWEA Technical Support will not help
- Only your MAP Administrator will be able to assign you Proctor rights

**MANAGE STUDENTS**

**MANAGE TEST SESSIONS**

## Unable to see *Manage Test Sessions* menu

Search is restricted to the current term. School must be specified first.

Student Search **Test History Search**

**School**  
NWEA PD School

**Grade**  
3

**Instructor**  
Spears, Brian

**Class**  
TestInstructor49

## MANAGE TESTING SESSIONS

Click Find Students to Test button to search for students select class.

Find Students to Test

Test My Class

- Menu: Manage Test Sessions
- Button: “Find Students to Test”
- Tab: Test History Search
- Select desired filter values
- Select the test
- Check “Suspended Test”
- Click “Search” button
- Select the Suspended students you want to test

## TIP:

- Don't forget to assign the test to the students you selected

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

**Test(s)**  
MAP: Math Primary Grades NWEA 2006 V2

**Testing Status**  
☐ Not yet tested  
☒ **Suspended Test**

**Tests Taken**  
☒ Current Term  
☐ Inside Test Window  
☐ Outside Test Window

Search

Clear All

**Select Test**

Select "None" to remove test assignments for students selected.

**Test Name**  
MAP: Math 2-5 Common Core 2010 V2 (Common Core Mathematics K-12: 2010)

Assign Cancel

Last Name	First Name	Student ID	Test Assigned
High	Harold	TestStudent16	-

Test Now Save Session Cancel

## Saved Testing Sessions

[Hide](#)

Select a testing session to begin testing, modify the student list (including assigned accommodations or tests), or to delete the session.

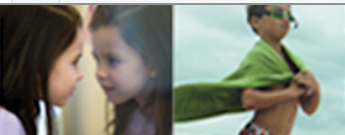
Term Last Used/Modified

Fall 2013-2014

111 total testing sessions for selected term

[Test Now](#)
[Edit Session](#)
[Delete Session](#)

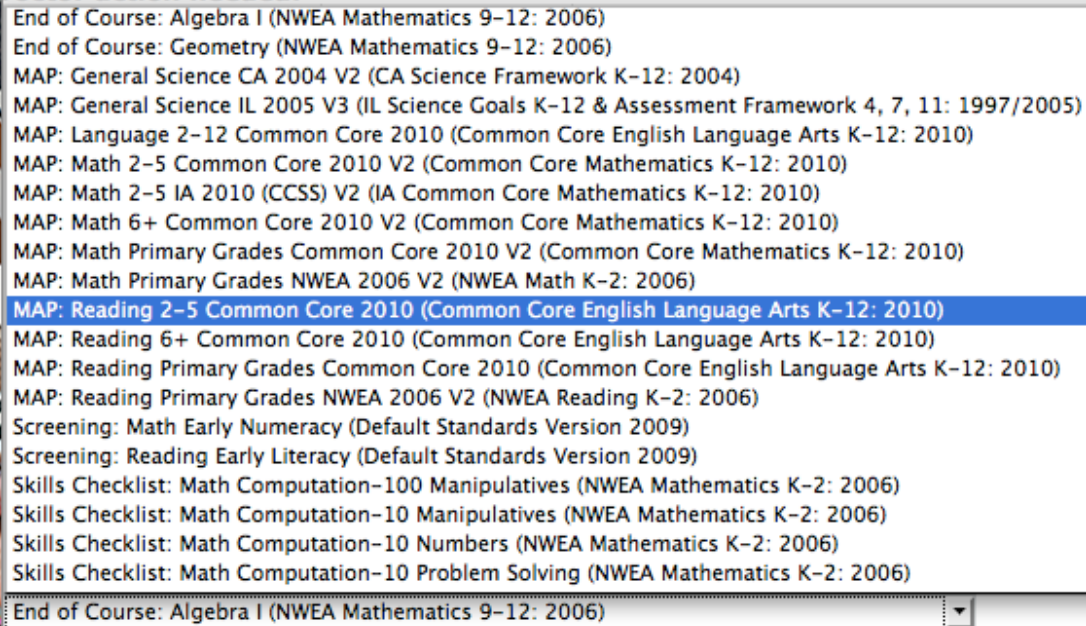
	Testing Session Name	Created By	In Use By	Used/Modified On
	<input type="text"/>	<input type="text"/>		
<input type="radio"/>	rocktest98	rsdemo2	-	Nov 1 2013
<input type="radio"/>	horse91	kelly.tisdale@nwea.org	-	Nov 1 2013
<input type="radio"/>	javelinas	kelly.tisdale@nwea.org	-	Nov 1 2013
<input type="radio"/>	bluebirds101	kelly.tisdale@nwea.org	-	Oct 31 2013
<input type="radio"/>	leaping lizards	kelly.tisdale@nwea.org	-	Oct 30 2013
<input type="radio"/>	humor4784	Stephen.White@nwea.org	-	Oct 28 2013
<input type="radio"/>	radical raccoons	kelly.tisdale@nwea.org	-	Oct 28 2013
<input type="radio"/>	deary7774	Stephen.White@nwea.org	-	Oct 24 2013



- Menu: Manage Test Sessions
- Click “Show”
- Default: Your username will be displayed in the “Created By” field
- Delete your username (leave “Created By” blank)
- All sessions created by all users will be shown
- To find sessions created by a particular user, type the username in the “Created By” field

# How to access sessions created by another user

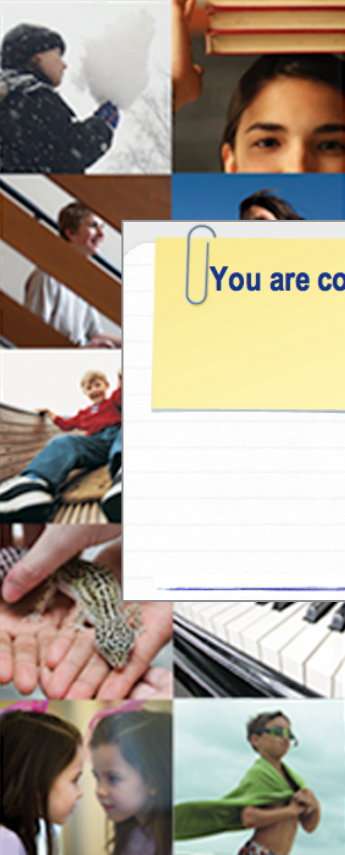




End of Course: Algebra I (NWEA Mathematics 9-12: 2006)  
End of Course: Geometry (NWEA Mathematics 9-12: 2006)  
MAP: General Science CA 2004 V2 (CA Science Framework K-12: 2004)  
MAP: General Science IL 2005 V3 (IL Science Goals K-12 & Assessment Framework 4, 7, 11: 1997/2005)  
MAP: Language 2-12 Common Core 2010 (Common Core English Language Arts K-12: 2010)  
MAP: Math 2-5 Common Core 2010 V2 (Common Core Mathematics K-12: 2010)  
MAP: Math 2-5 IA 2010 (CCSS) V2 (IA Common Core Mathematics K-12: 2010)  
MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)  
MAP: Math Primary Grades Common Core 2010 V2 (Common Core Mathematics K-12: 2010)  
MAP: Math Primary Grades NWEA 2006 V2 (NWEA Math K-2: 2006)  
**MAP: Reading 2-5 Common Core 2010 (Common Core English Language Arts K-12: 2010)**  
MAP: Reading 6+ Common Core 2010 (Common Core English Language Arts K-12: 2010)  
MAP: Reading Primary Grades Common Core 2010 (Common Core English Language Arts K-12: 2010)  
MAP: Reading Primary Grades NWEA 2006 V2 (NWEA Reading K-2: 2006)  
Screening: Math Early Numeracy (Default Standards Version 2009)  
Screening: Reading Early Literacy (Default Standards Version 2009)  
Skills Checklist: Math Computation-100 Manipulatives (NWEA Mathematics K-2: 2006)  
Skills Checklist: Math Computation-10 Manipulatives (NWEA Mathematics K-2: 2006)  
Skills Checklist: Math Computation-10 Numbers (NWEA Mathematics K-2: 2006)  
Skills Checklist: Math Computation-10 Problem Solving (NWEA Mathematics K-2: 2006)  
End of Course: Algebra I (NWEA Mathematics 9-12: 2006)

Assign Cancel

- Button: Assign Test(s)
- Important to know which test to assign
- Examples:
  - Reading Primary Grades Common Core 2010
  - Reading 2 - 5 Common Core 2010
- Which one to assign to a 2<sup>nd</sup> Grade class?
- Contact your MAP Coordinator prior to testing your students



**You are confirmed to start the test.**

**Start Test**

## Why stagger “Start Test”?

- If bandwidth in the lab is of concern, it is good practice to have students to start in small batches.
- Best practice for MAP for Primary Grades Test: Confirm and initiate Start Test in batches.
- This may minimize bandwidth needs

Select Status: Select... Action: Confirm Go Assign Test(s) Assign Accommodations Remove Student(s)

	Last Name ▲	First Name ▲	Status ▲	Approximate Question #	Test Assignment ▲
<input checked="" type="checkbox"/>	Bach	Mason	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2
<input checked="" type="checkbox"/>	Baldwin	Sydney	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2
<input type="checkbox"/>	Baumgartner	Kim	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2
<input type="checkbox"/>	Bellmore	Chloe	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2
<input type="checkbox"/>	Dotson	Kinsey	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2
<input type="checkbox"/>	Elementary	Emilio	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2
<input type="checkbox"/>	Matzke	Jodie	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2
<input type="checkbox"/>	Middle	Michelle	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2

**Sign In** NWEA

Please sign in. If you need help at any time, raise your hand.

- 1. Enter your name**  
 Start typing your first name, then select from the matching list.  
 For example, "Sandra K Smith".
- 2. Enter your test**  
 Start typing the test name provided by your proctor, then select it from the list.

Clear Next ➔

- Limit number of students in test session to ones currently testing
- The “Enter Your Name” field on the student Sign In screen pulls all names within a test session
- The larger the session size, the longer it will take to display names on the student screen



Select Status: Select... Action: Confirm Go Assign Test(s) Assign Accommodations Remove Student(s)

Last Name ^	First Name	Status ^	Approximate Question #	Test Assignment ^	Accommodations ^
<input type="checkbox"/> Bach	Ma	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No
<input type="checkbox"/> Baldwin	Sy	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No
<input checked="" type="checkbox"/> Baumgartner	Kim	Completed	53	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	Yes
<input type="checkbox"/> Bellmore	Chloe	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No
<input type="checkbox"/> Dotson	Kinsey	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No
<input type="checkbox"/> Elementary	Emilio	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No
<input type="checkbox"/> Matzke	Jodie	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No
<input type="checkbox"/> Middle	Michelle	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No

Confirm  
Do Not Confirm  
Pause  
Resume  
Suspend  
Terminate  
Test Again

End of Course: Algebra I (NWEA Mathematics 9-12: 2006)  
End of Course: Geometry (NWEA Mathematics 9-12: 2006)  
MAP: General Science CA 2004 V2 (CA Science Framework K-12: 2004)  
MAP: General Science IL 2005 V3 (IL Science Goals K-12 & Assessment Framework 4, 7, 11: 1997/2005)  
MAP: Language 2-12 Common Core 2010 (Common Core English Language Arts K-12: 2010)  
MAP: Math 2-5 Common Core 2010 V2 (Common Core Mathematics K-12: 2010)  
MAP: Math 2-5 IA 2010 (CCSS) V2 (IA Common Core Mathematics K-12: 2010)  
MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)  
MAP: Math Primary Grades Common Core 2010 V2 (Common Core Mathematics K-12: 2010)  
MAP: Math Primary Grades NWEA 2006 V2 (NWEA Math K-2: 2006)  
MAP: Reading 2-5 Common Core 2010 (Common Core English Language Arts K-12: 2010)  
MAP: Reading 6+ Common Core 2010 (Common Core English Language Arts K-12: 2010)  
MAP: Reading Primary Grades Common Core 2010 (Common Core English Language Arts K-12: 2010)  
MAP: Reading Primary Grades NWEA 2006 V2 (NWEA Reading K-2: 2006)  
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Skills Checklist: Math Computation-10 Numbers (NWEA Mathematics K-2: 2006)  
Skills Checklist: Math Computation-10 Problem Solving (NWEA Mathematics K-2: 2006)

End of Course: Algebra I (NWEA Mathematics 9-12: 2006)

Assign Cancel

- Select student who has Completed a test
- Action: Select “Test Again”
- Click “Go” button
- Student status will change from “Completed” to “Awaiting Student”
- Select student again and click “Assign Test(s)” button
- Assign new test
- Student will have to log in again with same session name and password





**Ending Testing Session**

You are ending Testing Session **rocktest98**.

When you save your testing session, any tests for students who have not completed their tests will be suspended.

(If you need to delete this testing session, save it first and then use the Manage Testing Sessions page to delete.)

To save, choose a meaningful name. Do not use the following special characters:  
: & , / \ ; " + \$ ( ) < > = '

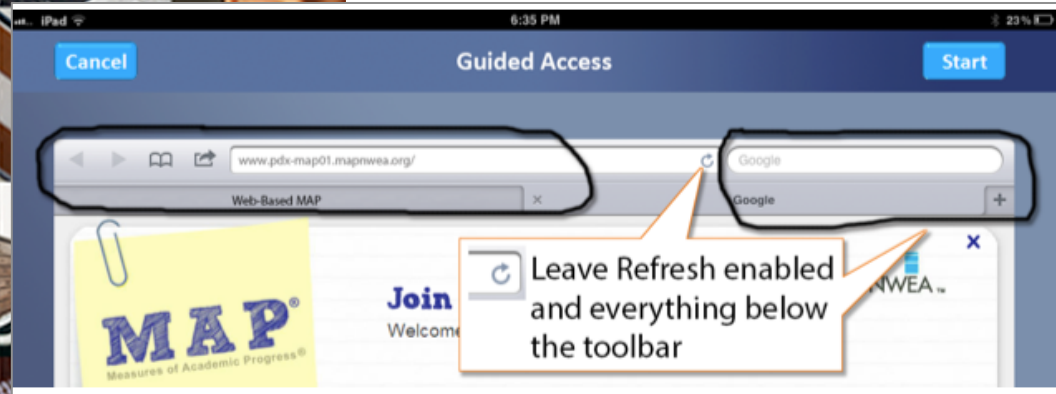
**Testing Session Name**

rocktest98

**Save and Exit** **Cancel**



- Can rename an existing test session anytime by opening it and ending test session
- Best practice: Keep names simple as students will need to type this exact name for Test Session Name
- Test Session Names have no impact on reporting
- Reports are created based on School, Instructor, Class, and Student - session name has no correlation to reports



- Note: Only the MAP test is supported currently - MAP for Primary Grades is not supported on iPads
- For details on how to setup iPads for MAP testing, refer to QRM2\_Proctor\_Tips\_and\_Trouble shooting\_QuickRef.PDF found on the MAP Administration and Reporting Center (MARC)







# PROCTOR TROUBLESHOOTING



Welcome to Measures of Academic Progress® (MAP®)

## Login

User Name \*


Password \*

[Forgot User Name/Password?](#)

Submit

- Double-check MAP Name and Password - supplied via email from: [MAP-Autoresponder@nwea.org](mailto:MAP-Autoresponder@nwea.org)
  - Subject: Welcome to NWEA's Measures of Academic Progress (MAP)!
- Check Spam folder
- Contact your MAP Coordinator for credentials
- You can also use the “Forgot User Name/Password?” link to receive an email with your login credentials



- White Screen - Fix: Refresh Screen
  - PC: F5 | Mac: Command+R | iPad/ChromeBook:  on toolbar
- Question takes a long time to load - Fix: Refresh Screen
- Audio stopped playing on MAP for Primary Grades test - Fix: Refresh Screen, check Audio level on headset
- Student has started a test- Proctor console shows “Confirmed”  
Fix: Keep testing, and Refresh Proctor console after 5 minutes
- Student has started a test, but Proctor console shows “Awaiting Student” - Fix: Keep testing, and Refresh Proctor console after 5 minutes.



Select Status: Select...		Action: Confirm	Go	Assign Test(s)	Assign Accommodations	Remove Student(s)
Last Name ▲	First	Status ▲	Approximate Question #	Test Assignment ▲	Accommodations ▲	
<input type="checkbox"/> Bach	Mas...	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No	
<input type="checkbox"/> Baldwin	Sydney	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No	
<input type="checkbox"/> Baumgartner	Kim	Confirmed	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	Yes	
<input type="checkbox"/> Bellmore	Chloe	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No	
<input type="checkbox"/> Dotson	Kinsey	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No	
<input type="checkbox"/> Elementary	Emilio	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No	
<input type="checkbox"/> Matzke	Jodie	A				
<input type="checkbox"/> Middle	Michelle	A				

Confirm

Do Not Confirm

Pause

Resume

Suspend

Terminate

Test Again

Please wait for the proctor to



Please wait for the proctor to confirm your information.

- Student's Machine: CTRL+SHIFT+P or CTRL+SHIFT+L (depending on machine)
- Log in with Proctor credentials
- Confirm student

User Name

Password

Do you want to confirm this student?

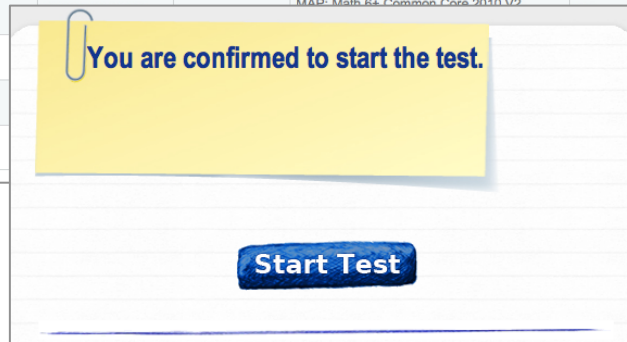
Yes

No

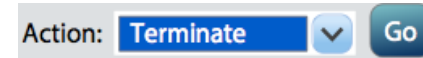


Select Status: Select...		Action: Confirm	Go	Assign Test(s)	Assign Accommodations	Remove Student(s)
Last Name ^	First	Status ^	Approximate Question #	Test Assignment ^	Accommodations ^	
<input type="checkbox"/> Bach	Mase	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No	
<input type="checkbox"/> Baldwin	Sydney	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No	
<input checked="" type="checkbox"/> Baumgartner	Kim	Confirmed	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	Yes	
<input type="checkbox"/> Bellmore	Chloe	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No	
<input type="checkbox"/> Dotson	Kinsey			MAP: Math 6+ Common Core 2010 V2		
<input type="checkbox"/> Elementary	Emilio					
<input type="checkbox"/> Matzke	Jodie					
<input type="checkbox"/> Middle	Michelle					

**You are confirmed to start the test.**



- Fix: Use Proctor Console to “Terminate” the student’s test



- Student’s Machine:
  - Close the lockdown browser by clicking the X, or CTRL +SHIFT+Q.
  - Re-launch lockdown browser and sign in to session again
- Proctor Machine:
  - Reconfirm Student

- Fix: Use Proctor interrupt keys on student machine running the lockdown browser

Select Status: Select... Action: Confirm

Go Assign Test(s) Assign Accommodations Remove Student(s)

Last Name ^	First	Status ^	Approximate Question #	Test Assignment ^
<input type="checkbox"/> Bach	Mas	Awaiting Student	-	MAP: Math 6+ Cor (Common Core Ma
<input type="checkbox"/> Baldwin	Sydney	Awaiting Student	-	MAP: Math 6+ Cor (Common Core Ma
<input checked="" type="checkbox"/> Baumgartner	Kim	Paused	13	MAP: Math 6+ Cor (Common Core Ma
<input type="checkbox"/> Bellmore	Chloe	Awaiting Student	-	MAP: Math 6+ Cor (Common Core Ma
<input type="checkbox"/> Dotson	Kinsey	Awaiting Student	-	MAP: Math 6+ Cor (Common Core Ma
<input type="checkbox"/> Elementary	Emilio	Awaiting Student	-	MAP: Math 6+ Cor (Common Core Ma
<input type="checkbox"/> Matzke	Jodie	Awaiting Student	-	MAP: Math 6+ Cor (Common Core Ma
<input type="checkbox"/> Middle	Michelle	Awaiting Student	-	MAP: Math 6+ Cor (Common Core Ma

Confirm  
Do Not Confirm  
Pause  
Resume  
Suspend  
Terminate  
Test Again

**From the Student Computer**  
(Only on PC or Mac)

1. Type this shortcut:  
**Ctrl + Shift + L**

2. Log in as proctor

User Name  
Password

3. Click an action button:

Pause Suspend Terminate

- ChromeBook: Ctrl+Shift+P

**Proctor tries to Pause/Suspend/Terminate but Student still testing**





Select Status: Select...		Action:	Go Assign Tests(s) Assign Accommodations Remove Student(s)			
Last Name ^	First		Status ^	Approximate Question #	Test Assignment ^	Accommodations ^
<input type="checkbox"/> Bach	Mase	<div>Confirm Do Not Confirm Pause Resume Suspend Terminate Test Again</div>	Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No
<input type="checkbox"/> Baldwin	Sydney		Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No
<input type="checkbox"/> Baumgartner	Kim		Testing	1	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	Yes
<input type="checkbox"/> Bellmore	Chloe		Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No
<input type="checkbox"/> Dotson	Kinsey		Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No
<input type="checkbox"/> Elementary	Emilio		Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No
<input type="checkbox"/> Matzke	Jodie		Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No
<input type="checkbox"/> Middle	Michelle		Awaiting Student	-	MAP: Math 6+ Common Core 2010 V2 (Common Core Mathematics K-12: 2010)	No



- Fix: Ignore the status. Finish up the test session
- End the session as you normally would **End Testing Session**
- Save the session **Save and Exit**
- The student's responses will be saved. The database will recognize the student as "Completed"

## Sign In



Please sign in. If you need help at any time, raise your hand.

1.

### Enter your name

Start typing your first name, then select from the matching list.  
For example, "Sandra K Smith".

2.

### Enter your test

Start typing the test name provided by your proctor, then select it from the list.




Clear

Next



- Fix: Click “Clear” button, Refresh screen, and try again
- If name still does not appear, check Proctor Console - verify student is in the session and Status is “Awaiting Student”
- If status is not “Awaiting Student”, Terminate the student’s test, and have student log in again
- If student is not in the session, Add student



- Fix: Refresh Screen
  - PC: F5 | Mac: Command+R | iPad/ChromeBook:  on toolbar
- If it still does not display, select the student from the Proctor Console, and “Suspend” the student’s test 
- Select the student again, and “Test Again” 
- Have student log into the test session again

We're sorry, an error has occurred. If you were taking a test, it has been stopped for now. Please raise your hand and wait for help.

I

UUID: Not Available

Proctor,

Please write down the UUID displayed in this error message so that you can provide that to your System Administrator if you are unable to successfully restart the test.

This test has been automatically suspended. To restart the test, please try the following:

1. Close the test browser window;
2. Restart the test application.
3. If you continue to receive this application failure when you restart, please contact your System Administrator.

If you are successful in restarting the application, you will need to do the following:

1. Add the student(s) back into the test session;
2. Select the suspended test for the student(s);
3. Confirm student(s) to take the test;
4. Your student(s) should now be able to continue with the test.

[Start Test Over](#)

- Fix: Start with Proctor Console first. Select student and “Suspend” the student’s test

Action: Suspend Go

- Select the student again, and “Test Again”

Action: Test Again Go

- On student’s machine, click the “Start Test Over” link
- Have student log into the test session again
- Note: If you see this repeatedly - note the UUID # and notify NWEA support.



- Quick Fix: “Pause” student’s test from Proctor Console, then “Resume”
- A new question will be presented to student
- Alternative: Use Proctor interrupt keys (CTRL+SHIFT+L) on student machine. Enter the reason why the item type had issues. Pause the test, then “Test Again” from the Proctor Console.
  - The notes entered will be sent directly to NWEA’s Test Publishing team for further investigation and action.



## Resources

### From Webinar

- PowerPoint PDF

### From Web-based MAP:

- MAP Essentials
  - Proctor Quick Start & Proctor Tools
  - Tips and Troubleshooting

# Webinar & MAP Resources





## Questions

**Now Available for Web-based proctor-specific questions**  
*(please un-mute your phone)*

# *Thank You!*

NWEA Technical Support

1-877-4NWEA-TS (1-877-469-3287) • [techsupport@nwea.org](mailto:techsupport@nwea.org)

Our hours of service:

7:00 a.m. – 8:00 p.m. EST • Monday through Friday

