

# Troubleshooting Common MAP Issues

## Readiness Check: Minimum Requirements Error

### Symptom

When opening the browser, a message appears that says: "This workstation does not meet minimum requirements for student testing. Contact your proctor or System Administrator for help."

### Explanation

You are using an unsupported browser or operating system.

### Solution

The currently-supported operating systems and web browsers:

Device	Operating System	Chrome*	Safari®	Firefox	Microsoft Edge
Windows PC	Windows 7, 8.1, or 10	Yes	No	Yes	Yes
Macintosh	MacOS 10.12 minimum (10.13 suggested)	Yes	Yes	Yes	No
Chromebook	Google Chrome OS 65 minimum (78+ suggested)	Yes	No	No	No
iPad (not iPad mini)	iOS 9 minimum (12 or 13 suggested)	No	Yes	No	No

### Browser versions supported

- Chrome 71 minimum (78+ suggested)
- Safari 11 minimum (12+ suggested)
- Firefox 64 minimum (71+ suggested)
- Microsoft Edge 79 minimum

## Readiness Check: Screen Resolution Error

### Symptom

A student logs into the lockdown browser or the testing URL and receives a message that the resolution is incorrect and requires a 1024x768 screen resolution.

### Explanation

This error occurs if your screen resolution is smaller than 1024x768. This error can also occur when the display or font size is scaled larger than normal, if the browser window is not maximized, or if the browser is zoomed in too far.

### Solution

To resolve this issue, try the following steps. If one step does not resolve the issue, move on to the next:

- Verify that your screen resolution is set to 1024x768 or higher. If either dimension is below the minimum, this error will occur.
- If the student is not using the NWEA Secure Testing Browser, maximize the browser window, zoom out (Ctrl -), and refresh the page.
- **Windows:** Set the text scaling to 100 percent.
- **Chromebook:** Reset the screen resolution with the keyboard shortcut Ctrl + Shift + 0 (zero), then close and relaunch the testing app.

## Oops! Where's My Test Window? Error

### Symptom

After logging into a test session, the test pop-up window does not open, and the following message appears: "Oops! Where's my test window?"

### Explanation

This message appears when a pop-up blocker prevented the test window from opening, or the test window opened but was accidentally closed.

### Solutions

#### Check other open tabs or windows

The test window typically opens in a pop-up window. Your browser settings may have caused it to open in a background tab or a background window.

#### Refresh the page

If the student accidentally closed the test window pop-up, refreshing the page should cause the test window to appear.

#### Disable pop-up blocking

- **Chrome:** Click the **Menu** icon to the right of the address bar (it is the icon with three vertical dots). Select **Settings > Advanced > Privacy and Security > Site Settings > Pop-ups and redirects**. Either toggle the **Blocked** option, or add **[\*.]mapnwea.org** to the **Allow** list.
- **Firefox (Windows):** Click the **Menu** icon to the right of the address bar (the icon with three parallel lines.) Select **Options**, then go to the **Privacy & Security** tab. Clear the **Block pop-up windows** checkbox, or click **Exceptions...** then add <https://test.mapnwea.org> to the list of allowed websites
- **Firefox (Mac OS X):** From the menu, select **Firefox > Preferences > Content**. Clear the **Block pop-up windows** checkbox.
- **Safari:**
  - **Safari 11:** From the Safari menu, select **Preferences**, then the Security tab. Clear the **Block pop-up windows** check box.
  - **Safari 12:** Right-click in the address bar and select **Settings For This Website**. Change the **Pop-up Windows** selection to **Allow**.
  - **iPad: Settings > Safari > Block Pop-ups.** If the slider is green, turn it off by swiping to the left.

#### Check network connectivity

If you are able to open the test session but the page does not load, make sure that you are connected to the network (internet). Try accessing a different web page, such as <http://NWEA.org>. If you are unable to browse to another website, you have a connectivity issue. If you are unable to resolve it, contact your internet service provider.

If the issue remains unresolved, parents may contact PCS Tech Support at 727-588-6060 or reach out to the teacher with the following information:

- Information about the device being used
- a description of the issue, including a screenshot or photo of what the student is seeing if possible,