

## NWEA TIPS & TROUBLESHOOTING

- **If a student runs out of time:** suspend their test in the proctor console. Later, to find the suspended test, go back to where you normally build a test session, click on “Find Students to Test”, then click the tab “Test History Search”. There you can check off “Suspended Test” and search for those students. You will then assign to them the same test.
- **If the system is slow when starting a test session:** Please ask 5-7 students to proceed, and wait a few minutes before asking the next 5-7 students to proceed, and so forth, in small batches.
- **Issues with proctoring large sessions:** Any time you need to make a change to a student’s test, you will have to look through the large student list each time to find the student. It might also take longer for the students to be able to login.
- **As long as the student is testing, their information is being recorded on NWEA’s servers**
- If a student testing status does not match the status on your proctor console, and they are already testing, wait 5 minutes and refresh the web page of the proctor console.
- **If a student has to go to the bathroom:** From proctor console, select the student, and set their Status to “Pause”. To Resume, select the student and click “Resume”.

### SETUP Student iPads:

- First, disable Pop-Ups! Go to Settings -> Safari ->Block Pop-ups -> must not be green. Green = ON, White = Off.
- Proceed to setup Guided Access per the handout instructions.