# Student Gets "Oops, Where's My Test Window" screen

# How to identify this issue:

• When students attempt to log into the assessment, they will receive a message that says "oops! Where's my test window"

#### What causes this issue:

• The most common issue is that a student has a pop-up blocker that is interfering with the test

#### How To Solve This Issue:

• Follow the instructions below depending on what browser the student is using

#### **Disable Pop-Ups in Chrome**

<u>Option 1</u>: Navigate to chrome://settings/content/popups in the address bar then add [\*.]mapnwea.org to the Allow list by using the Add function.

# **Oops! Where's my test window?**

Either a pop-up blocker blocked it, the test window was moved or minimized, or the test window opened and was accidentally closed.

Here's what you can do to fix it.

**Reason 1:** A pop-up blocker is blocking the test window. **Solution:** Ask your teacher to help you turn off the pop-up blocker and reload your test window.

Reason 2: The test window was moved or minimized. Solution: Ask your teacher to help you find the test window or maximize the test window again.

Reason 3: The test window actually did open, but it was accidentally closed.

Solution: Refresh or close the browser window and try re-launching your test.



# Option 2:

- Click the Menu icon to the right of the address bar (it is the icon with three vertical dots)
- Select Settings > Privacy and Security > Site Settings > Pop-ups and redirects
- Either toggle the Blocked option, or add [\*.]mapnwea.org to the Allow list

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#### **Disable Pop-ups in 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** <u>https://test.mapnwea.org/</u> to the list of allowed websites.



#### **Disable Pop-ups in Firefox (Mac OS X)**

From the Menu, select **Firefox** > **Preferences** > **Content**. Clear the Block pop-up windows checkbox or add <a href="http://test.mapnwea.org/">http://test.mapnwea.org/</a> to the **Allow** list and save the changes

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#### **Disable Pop-ups in Safari 11**

From the Safari Menu, select Preferences, then the Security tab. Clear the Block pop-up windows check box



#### Disable Pop-ups in Safari 12

Right-click in the address bar and select Settings for This Website. Change the Pop-up Windows selection to Allow



#### **Disable Pop-ups in Safari 13**

From the Safari Menu, select Preferences, then the Websites. Clear the Block pop-up windows check box

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# **Disable Pop-ups on iPad Settings > Safari > Block Pop-ups**. If the slider is green, turn it off by swiping to the left





# **Student Has Screen Resolution Issues**

# How to identify this issue:

• Students will receive the minimum screen resolution error message after signing into the test session

# What causes this issue:

• Students have the wrong screen resolution on their device or have the scaling/zoom set to a level too high or low

# How To Solve This Issue:

- General Guidance:
  - Confirm that your Display settings are set to 1024x768 or higher and that your Scaling/Zoom is set at 100%
  - Please close your browser and use the instructions below for the device you are using below
- Chromebook
  - Keyboard shortcuts to set resolution and scale to 100%
  - Press Ctrl + Shift + 0
  - Press Ctrl + 0
  - o <u>Guidance video</u>
- Windows 10
  - Right click on the desktop and select Display settings
  - Slide the "Change the size of text, apps..." to the right to make text bigger. Or slide it to the left to make them smaller. Set this 100%.
  - o Click "Advanced Display Settings" at the bottom of the settings window
  - Click "Advanced sizing of text and other items" at the bottom of the window
  - Change screen resolution to 1024x768 or higher
  - o <u>Guidance video</u>
- Mac
  - Click the Apple menu
  - o Click System Preferences
  - Click Displays
  - Click the Scaled option
- iPad (using Safari)
  - Go to settings
  - Select Safari
  - Toggle off Request Desktop Website
  - Note no special settings needed when using the NWEA iPad app

Click on option that provides a screen resolution of 1024x768 or higher