

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

Option 1: 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?

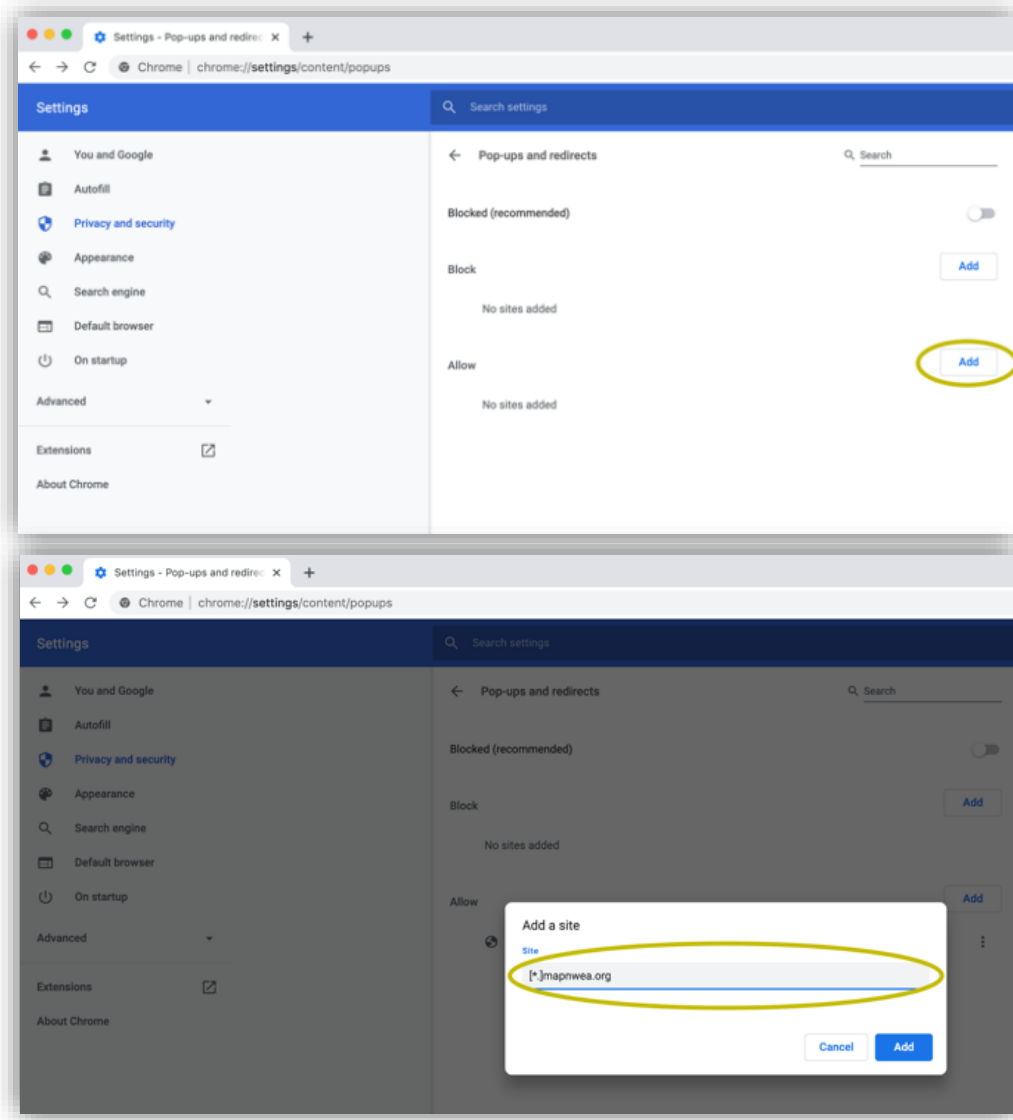
Either a pop-up blocker blocked it, the test window was moved or minimized, or the test window opened and was accidentally closed.

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.

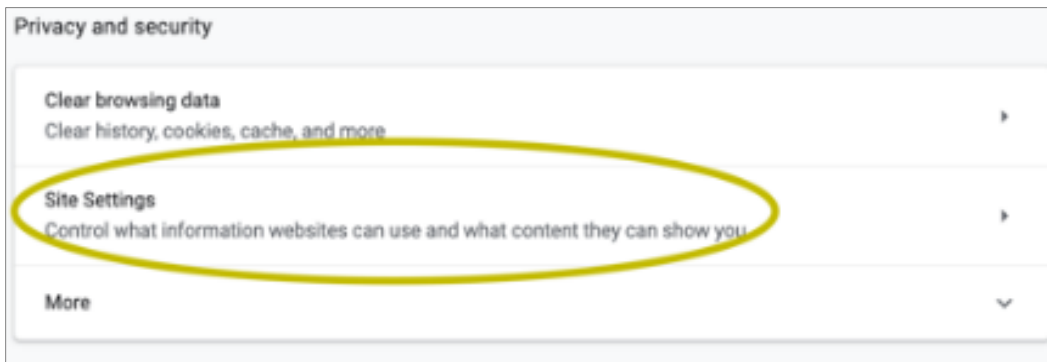
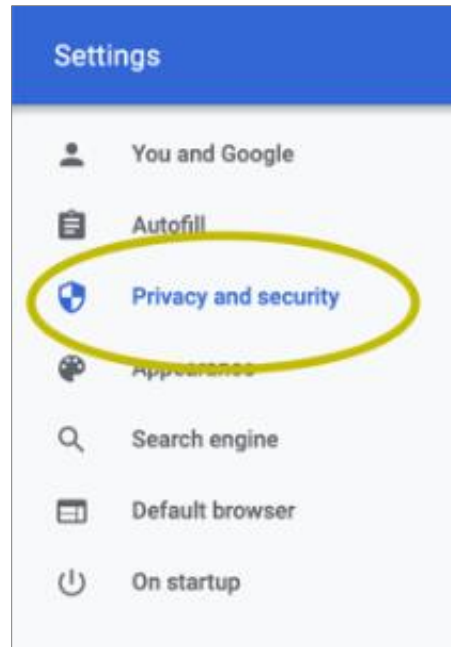
Reason 2: The test window was moved or minimized.
Solution: Ask your teacher to help you find the test window or maximize the test window again.

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.



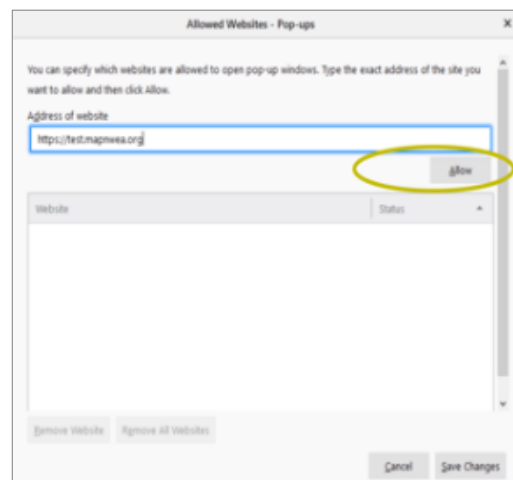
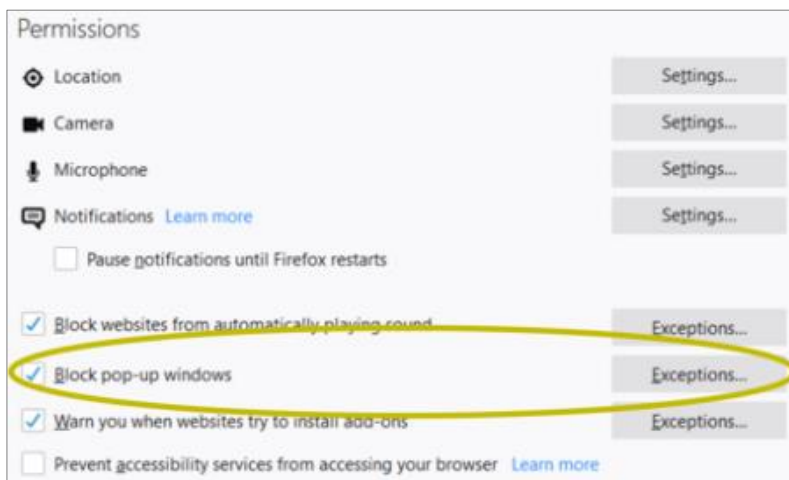
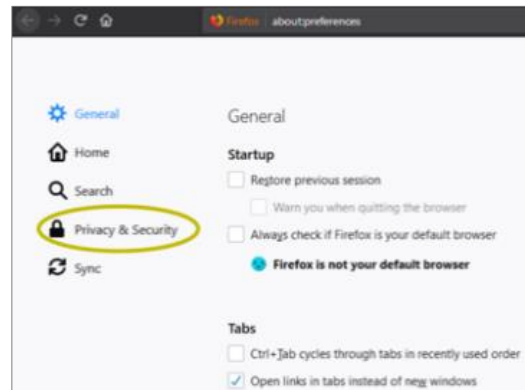
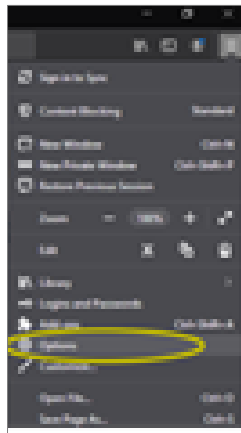
Option 2:

- 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



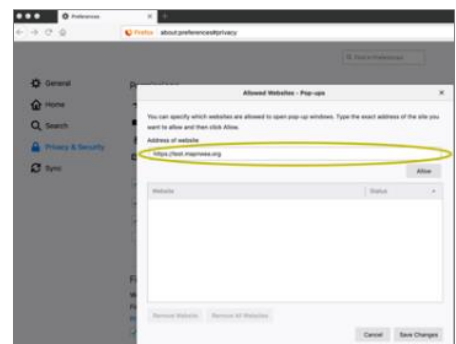
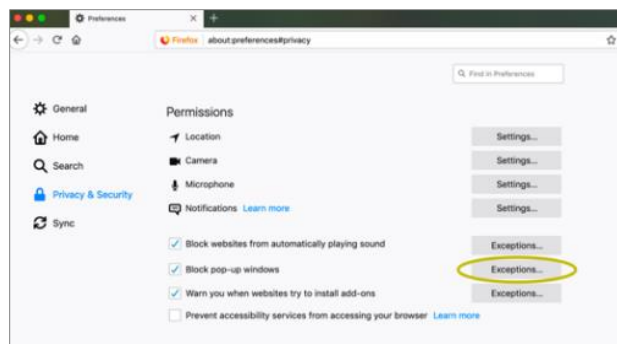
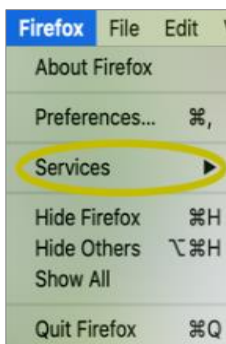
Disable Pop-ups in Firefox (Windows)

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 <https://test.mapnwea.org/> to the list of allowed websites.



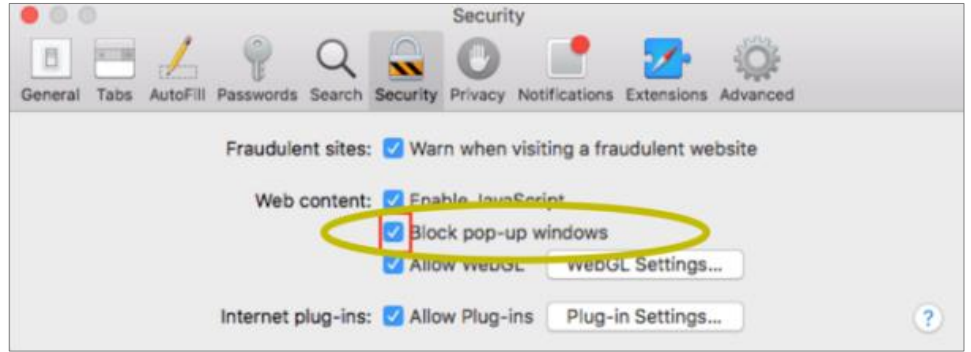
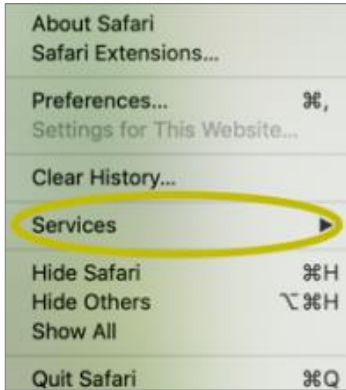
Disable Pop-ups in Firefox (Mac OS X)

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



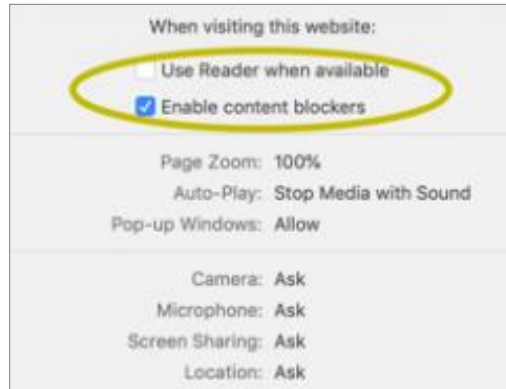
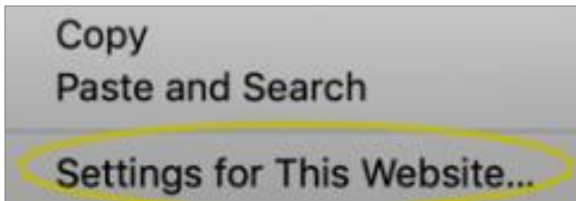
Disable Pop-ups in Safari 11

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



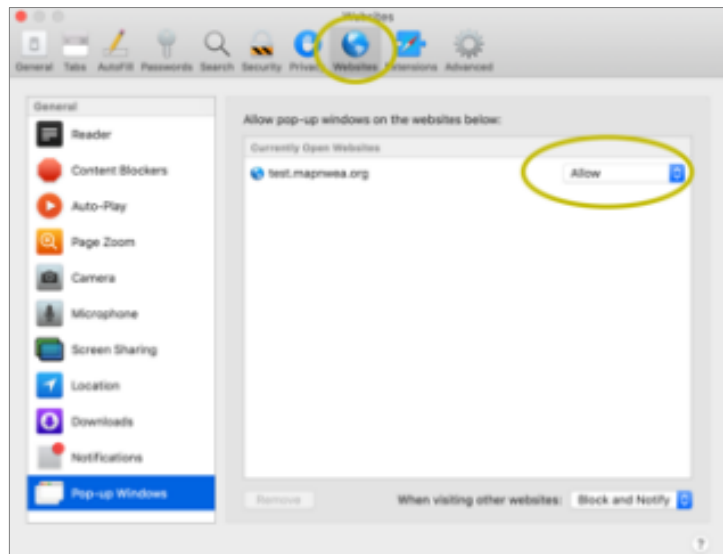
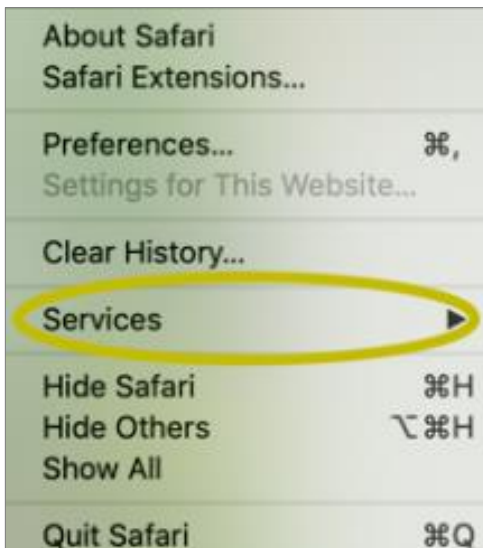
Disable Pop-ups in Safari 12

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



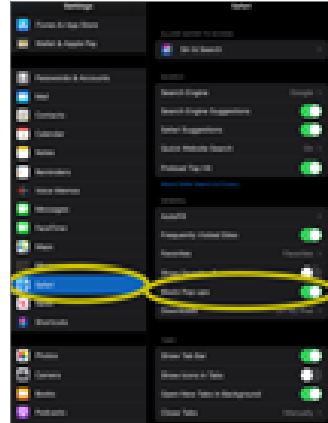
Disable Pop-ups in Safari 13

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



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
 - [Guidance video](#)
- **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%.
 - 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
 - [Guidance video](#)
- **Mac**
 - Click the Apple menu
 - 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