NWEA MAP Troubleshooting

Students who can't test

- **If Status is Confirmed, then**
    1. Select student and choose Do Not Confirm
    2. Have student launch the lockdown browser
    3. Have student enter session name and password
    4. Have student choose name and Join
    5. Select students and choose Confirm

- **If Status is Testing, then**
    1. Have student exit test
    2. Select student and choose Suspend
    3. Select student and choose Test Again
    4. Have student launch the lockdown browser
    5. Have student enter session name and password
    6. Have student choose name and Join
    7. Select students and choose Confirm

- **If Status is Paused, then**
    1. Select student and choose Resume

- **If student's test has a ghosted Next button, then**
    1. Check status in dashboard
    2. If status is Complete, have student shut down computer because he has completed the questions and did not receive a message stating the test has ended
    3. If Status is not Completed, then have student shut down computer and then
        a. Select Student and choose Suspend
        b. Select student and choose Test Again
        c. Have student turn computer back on
        d. Have student launch the lockdown browser
        e. Have student enter session name and password
        f. Have student choose name and Join
        g. Select students and choose Confirm

- **If Status is Awaiting Student, then**
    1. Have student launch the lockdown browser
    2. Have student enter session name and password
    3. Have student choose name and Join
    4. Select students and choose Confirm