

MAPS TEST TECHNOLOGY HELP GUIDE

1. MAIN TIPS BEFORE ANYTHING

How to have people share their screen with you

COMPUTERS

1. On Google Meets press present screen

IPADS

Press present screen. Then press the home button to go to the app you want to show.

Mac computer passwords

macadmin or SDE4t3am

Teacher doesn't know the password to sign into teacher page on

PS305.com

305staff8

2. BEFORE THE TEST

SIGN IN INFO IS WRONG

What is my student's username and password log to log in?

The teacher will tell you.

Student name missing from Sign In –or– Student can't re-join

1. On the proctor console, select one child's name (you can only do one child at a time!)
2. Choose Select action - Do not confirm
3. Have the student reload the page and check for their name
4. The teacher should confirm student again.

Suspend - select their name again -

On the proctor console the student's status must be "Awaiting Student" in order to appear.

On your Proctor console, select an action depending on the Status if it says:

-Confirmed: Choose Select Action. Do Not Confirm (you will confirm again later)

-Testing: Choose Select Action. Suspend. Once suspended, choose Select Action. Test Again. Have the student press refresh.

-Suspended: Choose Select Action. Test Again. Ask the student to log in again, and then confirm as usual.

Wrong test assigned—how do I switch tests?

1. Select the student and click Select Action.
2. If the status is To Be Confirmed, choose Do Not Confirm. —or— If the status is Testing, choose either Suspend or Terminate: Use Suspend if the student might need to take the test later this term. Use Terminate if you know the student will not need the test later this term. Caution: Terminate removes all responses and potentially blocks students from joining that test for the rest of the term.
3. Click Select Action. Click Test Again.
4. When the status changes to Awaiting Student, assign the correct test.
5. Have the student sign in again.

"Students are Ineligible to Test" appears

1. Because of district settings, you cannot test the students (usually because the test was restricted to Once Per Term). Consult your school leaders, who can make any needed adjustments. This shouldn't happen.

“Action Needed to Continue” appears

The options you have include:

1. Resume Test: Continues a suspended test.
2. Start Test Over: Starts the test over from the first question and terminates the original test, discarding any answers given. Use caution because it could also block the student from testing if the test has the Once Per Term restriction.
3. 3. Do Not Confirm: Terminates the original test and restricts the student from taking the test again this term.
4. Cancel: Will close this prompt and you still cannot confirm the student for testing.

DEVICE FOR SIGN IN HAS TECHNICAL DIFFICULTIES

Bandwidth

If you have wifi

1. Go to Settings app> Cellular Data, then turn Cellular Data off.
2. Check your device again and see if it passes. If not:
3. Most wifi's come with two wifi choices whether people know it or not. A slower version and a faster version. Aka 2.4 ghz and 5 ghz.
4. Ask them to look at their wifi options.
5. If you see two wifi's that have the same name but have a slight difference that is their other wifi. The parents might have renamed them but most don't. Have them try that one.
6. They might have to ask their parent for the wifi password.

Browser (example - Chrome, safari, firefox)

Update Chrome on computer

1. On your computer, open Chrome
2. At the top right, look at More which is also 3 dots.
3. Click Help > About Chrome
4. Press relaunch

Update Safari on computer

How to update your Safari browser on a Mac computer

1. Click the Apple logo in the top-left corner of the screen and selecting "System Preferences." ...
2. Select "System **Updates**" – it's marked with a gear icon. ...
3. Your **computer** will then check if there are any **updates** or **upgrades** available for your **Mac**.


Update browser on ipad

1. On your **iPad**, open the **Chrome** app .
2. Tap More (the three dots). Settings.
3. Tap **Default browser**.
4. Tap Open **Chrome** settings. **Default browser** app.
5. **Set Chrome** as your **Default browser** app.

OR

6. Go to Settings App > General, then tap Software **Update**.

If this option is greyed out or cannot be tapped, First, Try setting Chrome as the default browser. contact Ken or Omar or Kevon. (bring to school, intune?)

OR On your iPhone or iPad, open the Chrome app .

7. Tap More ... > Settings.
8. Tap Default browser.
9. Tap Open Chrome settings > Default browser app.
10. Set Chrome as your Default browser app.
11. IF it's not greyed out Tap Download and Install. To update now, tap Install.

Operating system

Which one is it?

1. Do the system check for the test.
2. Under the boxes at the top it says Device and lists their operating system

Update OS on Mac

1. Go to apple logo on top left corner.
2. Click app store
3. Click updates. If it does not give you an update that says OS on it then-
4. In the app store search type mac os.
5. Pick the Mac OS that has a hawaiian name like Blg sur.

6. If you need a username or password - username is admin. Password is macadmin or SDE4t3am
7. Download it.
8. If the download will take a really long time, tell the student to come back to the meet when the download is finished.
9. When downloading is done, an icon of it will show up at the bottom of the screen in the dock (where all the apps are) Click the icon.
10. Go through the steps to install it. Again the username and password is - username is admin. Password is macadmin or SDE4t3am

Pop Up Blocker

Ipad

English - <https://youtu.be/wkcKnGzFLg8>

Spanish - <https://youtu.be/DSROxftYmlo>

CHROME

Turn pop-ups on or off

1. On your computer, open Chrome.
2. At the top right, click the 3 dots. Pick Settings.
3. Under "Privacy and security," click Site settings.
4. Click Pop-ups and redirects.
5. At the top, turn the setting to Allowed or Blocked.

SAFARI

1. From the menu along the top of the Safari window, choose Safari > Preferences. ...
2. Select Websites.
3. Click Pop-up Windows.
4. Select the desired action for the current website.

OR

1. Select "Safari" > "Preferences".
2. Click on "Security" at the top of the window.
3. Check the box "Block pop-up windows" to enable this feature. Uncheck it to disable it.

Screen Resolution

WINDOWS 10

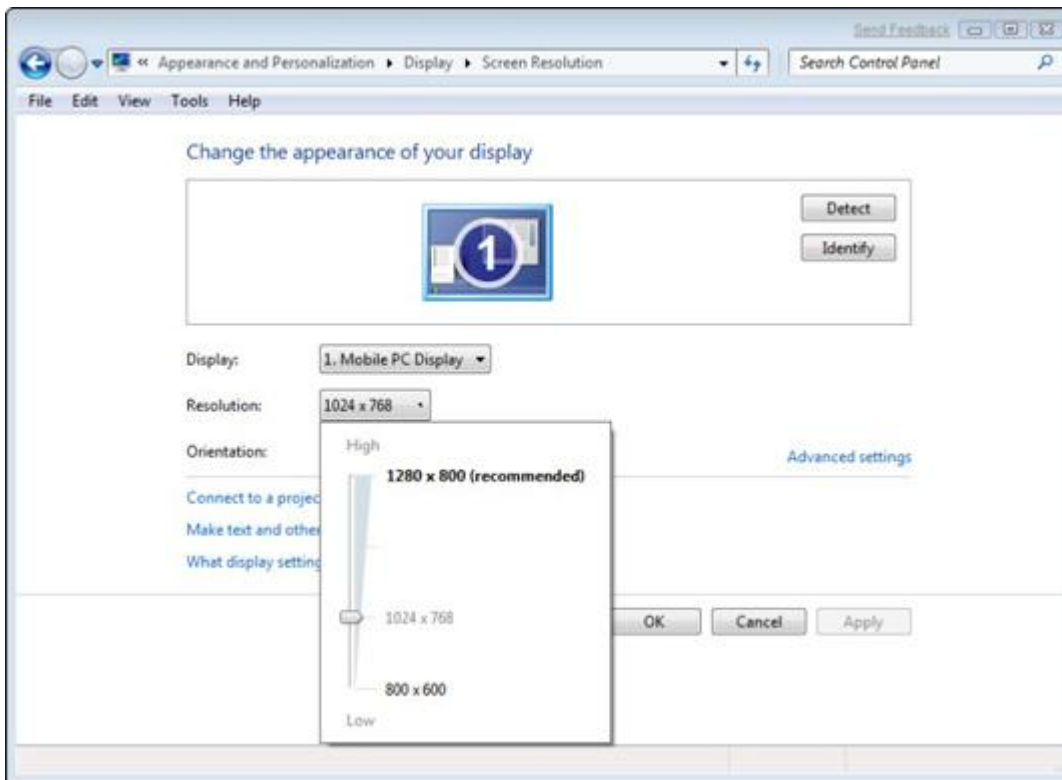
1. Select Start > Settings > System > Display.
2. To change your screen resolution, use the drop-down menu under Display resolution.
Note: You should use the Recommended resolution. However, if the recommended resolution is too hard to look at, pick a resolution that is close to the recommended one.

WINDOWS 7

1. Choose Start→Control Panel→Appearance and Personalization and click the Adjust Screen Resolution link.

Adjusting the screen resolution will adjust the resolution for every user account.

2. In the Screen Resolution window, click the arrow to the right of the Resolution field.



3. Use the slider to select a higher or lower resolution.
4. Click Apply.
Windows will show you your desktop at the new resolution and ask if you prefer the new setting.
5. Click OK to accept the new screen resolution or Cancel to go back to the old setting.
If you don't click OK within a couple of minutes, the previous setting will be restored automatically.
6. Choose Apple menu > System Preferences.
7. Click Displays.

8. Select Scaled, then select any of the four or five scaled **resolutions**, depending on your **Mac** model. With scaled **resolutions**, text and objects can appear larger and more visible, or smaller to provide more space for windows and apps.

MAC COMPUTER

1. Choose Apple menu > System Preferences.
2. If it asks for a password it's macadmin or SDE4t3am
3. Click Displays.
4. Select Scaled, then select any of the four or five scaled resolutions, depending on your Mac model. With scaled resolutions, text and objects can appear larger and more visible, or smaller to provide more space for windows and apps.
5. Are you sure you want to switch? - ok

IPAD RESOLUTION

7. See if student can download the app called "NWEA Secure testing" using the app store

Or

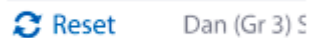
Go to settings app - scroll down to pick safari on the left- -scroll down on the right to request desktop website

Turn off request desktop website is turned off

3. PROBLEMS DURING THE TEST

Testing is slow

1. On the student testing device, click Reset.



Reset Dan (Gr 3) S

Question appears blank (white screen) –or– “Please raise your hand” appears

1. On your Proctor console, with a student selected, choose Select Action. Suspend.
2. On the student device, close the testing browser. PC or Mac — Click the X at top iPad — Use the Home button Chromebook — Click the X.
3. On your Proctor console, select the student again and choose Select Action. Test Again.
4. On the student testing device, restart the testing browser and join the test again. The test continues where the student left it.

Need to skip a broken question

1. On the Proctor console, with the student selected, choose Select Action. Pause.
2. Select the student again and then choose Select Action. Resume.
3. After the student clicks Resume, a new question appears.

What to do when you log in but get kicked off the app and can not find your name to log back in?

1. On the proctor console, select one child's name (you can only do one child at a time!)

2. Choose Select action - Do not confirm

3. Have the student reload the page and check for their name

4. The teacher should confirm student again.

OR

1. The teacher picks the student

2. Choose Select Action. Suspend.

3. Once suspended, choose Select Action. Test Again.

4. Have the student press refresh.

Teachers computer shows student is taking the exam but the kid can't get on test.

Teacher must choose that student, click Select Action, Suspend their test. Once it has been suspended, the teacher must then click Select Action, Test Again. Student will then need to log on. There is always a lag, so please be patient. Before Test Again, make sure the test was Suspended.

When student name goes missing

if they are confirmed...click on their name and click do not confirm. have the child refresh. then they should be all set

if they are taking the test and they are kicked out... click the child's name...click suspend...and then click test again. THEN have the child refresh

only click one child at a time

Teacher Console says “Attention: Some students are unable to test”

1. A student can only take a test one time per semester.
2. This means that they have already completed the test once.
3. The student might have gotten a message before saying “congratulations! You finished the test!” They may have seen it or not but it’s done.

HOW DO TEACHERS CONTINUE OLD TESTS

Continue same day, same session

4. With the testing session still open, select the students with Suspended status.
5. Click Select Action and choose Test Again.

Continue another day, same session

1. If you know most of the same students in your testing session will return, you could save the session and reopen it later.
2. Under Manage Testing Sessions, select the session you saved and click Test Now.
3. The Status for everyone will be Awaiting Student, meaning they can now sign into the session.
4. The session password would be new while the session name remains the same.
5. When prompted, select Resume Test and click Submit.

Continue another day, in a new make-up session

1. In a new make-up session, you can include a mix of students, those who need to finish testing and those who have not yet tested.
2. Under Manage Test Sessions, click Find Students to Test.
3. Open the Test History Search tab.
4. Select School, Test, and other search filters.
5. Click Search and then, from the pop-up list, click Add Students. To help find students, you can sort by the Test Event Start Date column.
6. Important: Select students and click Assign Test and, if needed, Assign Accommodations.
7. Click Test Now. Note: The Status will change to Awaiting Student for everyone, meaning they can now sign into the session. The question numbers will also be blank.
8. While confirming students, choose Resume Test when prompted.

4. PROBLEMS AFTER THE TEST

My kids took the test and it shows no data found

You won't see their data until the next day. The company's system updates every night between 9 pm - midnight. You will see their data after that.

When student name goes missing

if they are confirmed...click on their name and click do not confirm. have the child refresh.
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suspend...and then click test again. Then have the child refresh
only click one child at a time

CONCEPT FOR RUNNING THE TESTS

One teacher proctors a full grade at once

One teacher is in charge of breakout rooms in a google meet

One tech person assigned to each grade.

The extra teachers can be in separate breakout rooms.

What happens if a new teacher starts a test with a kid and the kid has already started
it with someone else.

The test data will follow the kid. It will be suspended and so we just press resume.

Lunch:

Geovanna (spanish)- 11:00am

Katterina (Spanish) 11:00 am

Edna (spanish) 11

Kathy (spanish) 11

Lora (arabic) 11am

Omar (tech) 11

Kevon (tech) 12

Debbie (Spanish) 12:00 pm

Marlene (spanish) 12

Luz (spanish) 12:00 pm

Ken (english) 12

Soha (Arabic) 12:00