

Set Up to Test

Before testing a group of students, add them to a MAP "testing session." On your proctor computer, log in to MAP and choose **Manage Test Sessions**. Consider these questions:

How will you group the students?

For example, you can group by class or any criteria you want. Choose **Find Students to Test**, which opens a page for you to search and add students.
NOTE: You can assign a different test to each student in the group; look for the **Assign Test** button.

Are you testing your own class?

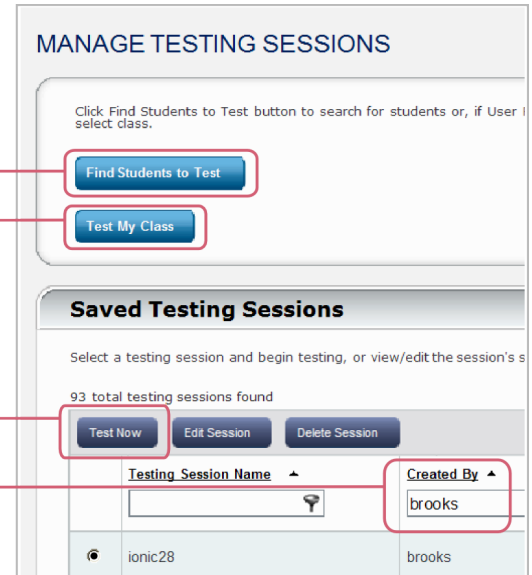
Use **Test My Class**. Requires that you have both proctor and instructor roles, with a class assigned to you.

Should you save the testing session ahead of time?

Saving is not necessary, but it can help when testing sessions are scheduled back-to-back. Click **Save Session** after you find students. When ready to test, select the saved testing session and click **Test Now**.

Will proctors share a testing session?

Any proctor can access any saved testing session in a district, regardless of who created it. To see all sessions, delete your name from **Created By**.
NOTE: A proctor can run only one testing session at a time.

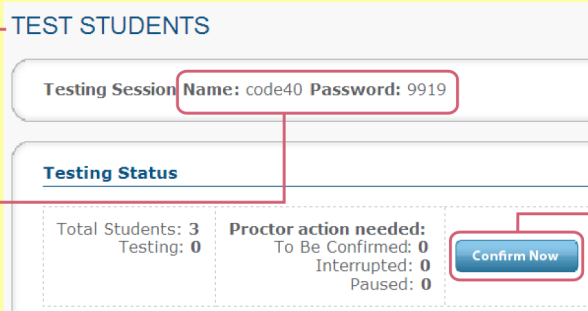


Begin Testing Students

Proctor Tasks

1. Start the testing session (use the **Test Now** or **Test My Class** buttons)
 - a. Test Students page opens

2. Write the name and password on a board for students to copy
NOTE: Password is auto-generated and expires after one day

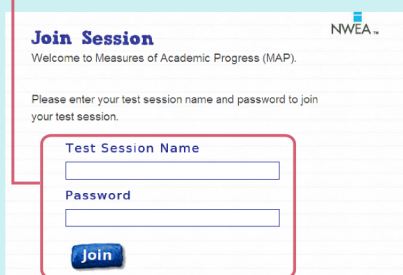


8. Click **Confirm Now** to confirm all students with "To Be Confirmed" status

Student Tasks

3. Start the lockdown browser (for best results, wait until a few minutes before testing)

4. Type the name and password written on the board, and then click **Join**

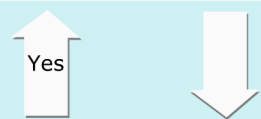


5. Start typing first name and then select matching full name



6. Enter the test name if not already assigned, and then click **Next**

7. Click **Yes** or **No** at "Is this correct" message



No - Sign In again

9. Click **Start Test**

Interrupting Tests

From the Proctor Computer

1. Select by name or by status

2. Choose an action

3. Click **Go**

From the Student Computer

1. Type this shortcut:
Ctrl + Shift + L

2. Log in as proctor

User Name

Password

3. Click an action button

Pause

Suspend

Terminate

Interrupt Action	Duration	Follow-up Action	Notes
Pause	Under 30 min	Resume	<ul style="list-style-type: none"> Student must resume from same computer Test will continue with next question
Suspend	Up to 28 days	Test Again	<ul style="list-style-type: none"> Student can test again in same or different testing session* You can choose whether to continue with next question or start over
Terminate	Permanent	Test Again	<ul style="list-style-type: none"> System discards any answers already given

* Test events remain in the system even if you end or delete a testing session.

Shortcuts

Lockdown browsers respond to specific keyboard shortcuts:

Action	PC Shortcut	Mac® Shortcut
Interrupt test taking to allow proctor intervention	Ctrl+Shift+L	Ctrl+Shift+L
Refresh the screen	F5	F5 or Command+R or Fn+F5*
Close the lockdown browser	Click X in the upper right or Ctrl+Shift+Q	Click X in the upper right or Ctrl+Shift+Q or Ctrl+Opt+Shift+F10

*This shortcut overrides a function key audio mapping.

Top Troubleshooting Steps

If you encounter software difficulties during a testing session, try these steps. For question display issues, several solutions are listed, with the easiest, most common steps first.

Symptom	What to Try
<p>Question display issues (student computer)</p> <p>Student status incorrect (proctor computer)</p>	<p>Refresh the screen</p> <p>PC: F5</p> <p>Mac: F5 (or Fn+F5) during test questions, or Command+R elsewhere</p> <p>Wait two minutes after refreshing to let a test question load. If the question still does not load, try the additional steps below in order.</p>
<p>Question display issues (student computer)</p>	<p>Pause and resume the student's test</p> <p>Option A, at the proctor computer:</p> <ol style="list-style-type: none"> 1. Select the student. 2. From the Action drop-down list, select Pause, and then click Go. 3. Select the student, select Resume, and click Go. <p>Option B, at the student computer:</p> <ol style="list-style-type: none"> 1. Press Ctrl+Shift+L and log in as the proctor. 2. (Optional) Type a description of the problem seen in the test question. 3. Click Resume.
	<p>Suspend the student's test and test again</p> <ol style="list-style-type: none"> 1. At the proctor computer, select the student. 2. From the Action drop-down list, select Suspend, and then click Go. 3. Select the student, select Test Again, and click Go. 4. At the student computer, click OK in response to the stopped test message. If you do not see the stopped test message: <ol style="list-style-type: none"> a. Close the lockdown browser by pressing Ctrl+Shift+Q. b. Reopen the lockdown browser. 5. Help the student join and sign in to the testing session again. 6. Confirm the student (either at the proctor computer, or at the student computer by pressing Ctrl+Shift+L and logging in as the proctor). 7. When prompted, choose to Resume or Continue the test.
	<p>Clear the browser cache on the student's computer</p> <ol style="list-style-type: none"> 1. Suspend the test and close the lockdown browser as instructed in the solution above. 2. Open the underlying browser (Internet Explorer for PC, Safari for Mac), and follow the steps to clear the cache for that browser on page 4. 3. After clearing the cache, open the lockdown browser, and sign in to continue testing.

Symptom	What to Try
<p>Student does not see name in drop-down list when signing in</p>	<p>Refresh the list and check the student status</p> <p>On the student computer, refresh the list as follows:</p> <ol style="list-style-type: none"> 1. Click Clear. 2. If typing the first name does not make the name appear, press F5 (PC) or Command-R (Mac). <p>On the proctor computer:</p> <ol style="list-style-type: none"> 1. Make sure the student is listed in the testing session. If not, click Add More Students and search for the student by name or ID. If not in the system, click Create Student to quickly add a profile. 2. Make sure the student status shows "Awaiting Student." If not, select the student, then select Test Again from the Action list, and click Go. <p>On the student computer, refresh the list again. If the name still does not appear:</p> <ol style="list-style-type: none"> 1. Close the lockdown browser and clear the browser cache as instructed below. 2. Reopen the lockdown browser and sign in to test again.

Clearing the Browser Cache

If troubleshooting leads you to clear the cache:

1. Suspend the test and close the lockdown browser as instructed on page [3](#).
2. Open the underlying browser (Internet Explorer for PC, Safari for Mac) and use the steps below to clear the cache.

Internet Explorer

1. Select **Tools > Internet Options**.
2. Under Browsing history, click **Delete**.
3. Select Temporary Internet files, Cookies, and History, and click **Delete**.
(If available, make sure the **Preserve Favorites website data** box is cleared.)
4. Exit the browser.

Safari

1. Select **Safari > Empty Cache**, and then click **Empty**.
2. Select **Safari > Preferences**, and then select the **Security** tab.
3. Click **Show Cookies**, and then click **Remove All**.



Tip: If you do not see Show Cookies, select the **Privacy** tab instead. Click **Remove All Website Data**, and then click **Remove Now**.

4. Click **Done**, and then quit the browser.