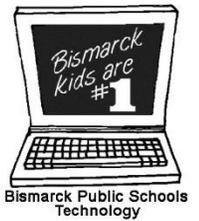
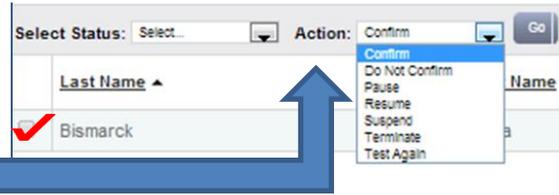


Web-MAP Troubleshooting



Student MUST be in **Awaiting Student** mode on the proctor screen in order to begin testing.

If student status is anything else, follow the directions below to join/rejoin the student to the test session. Use the ACTION menu on the proctor screen to complete the process.



Awaiting Student	If student computer is not responding, restart browser or move student to another computer. Student rejoins session and begins testing.
To Be Confirmed	ACTION=Confirm If student status does not change, ACTION=Suspend followed by ACTION=Test Again . Student can close browser, reopen and rejoin test session.
Testing	ACTION=Suspend followed by ACTION=Test Again .
Confirmed	ACTION=Terminate Restart the student browser and have student rejoin the session.
Paused	ACTION=Resume If student computer does not resume, ACTION=Suspend followed by ACTION=Test Again . Restart the student browser and have student rejoin the session.
Suspended	ACTION=Test Again
Terminated	ACTION=Test Again
Completed	ACTION=Test Again

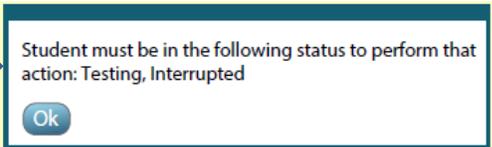


Issue: Student computer is at a white screen or the page is not fully loading.

Solution: Press the F5 key on the student computer. Wait 30 seconds. If page does not load, close browser and move student to another computer.

Issue: Proctor cannot interrupt testing & sees message:

Solution: Click the **Refresh Status** button and try again.



Issue: Student finishes the test, but status still shows as "Testing" on proctor screen.

Solution:

Proctor Computer

1. End the session anyway:



2. Save and exit:



Note: Tests that are still active will be suspended.