

Frequently Asked Questions for NWEA Map Administration

- **The NWEA link in Clever is not working, how do students login?**
Students using a **laptop** will need to type this in the address bar of their web-browser: test.mapnwea.org, or you can share this clickable link: <https://test.mapnwea.org>. Students using an iPad will use the NWEA App pre-loaded on all district issued iPads. It is also available on the Apple App Store free of charge for students using their personal device.
- **How do students address "Bandwidth" errors?**
Bandwidth issues cannot be solved by PPS IT as they are most likely related to the internet service and wifi connection in the student's place of residence. If they are connected to wireless (WiFi) tell students to try working from an area that is receiving a strong signal. If they are using a hotspot they need to make sure the hotspot has a strong cellular signal and that they keep the laptop close to the hotspot so the connection is strong between the two. **It also helps to have students or parents/guardians close out any windows or apps not needed while testing, e.g., YouTube videos, Facebook, Tik-Tok, games, music, etc.**
- **How do I select the separate test setting option?**
In the test session, under "Assign Accommodations," there is the option to assign "separate setting" for students.
- **Some students have a mixture of touch screen laptops and regular laptops, what should I do?**
Both should have a mouse and students should be instructed to use the mouse so that the instructions are uniform for all students. If students with a touch-screen do not have access to a mouse, then they should be instructed to touch the same areas students would click on when using a mouse.
- **If a student takes PASA do they have to take MAP? No.**
- **Do English Learners (ELs) take the MAP? Teachers should make this decision.**
- **Should PSE teachers create their own test sessions?**
Yes, all teachers must create their own test sessions.
- **How do I change the display settings?**
*NOTE: For the Dell 7390 laptops, the NWEA app is not recognizing that the resolution is actually higher than the minimum required. The Dell 7390's resolution is set to 1280x720 and is considered high definition. The NWEA minimum required resolution is 1024x768 and is only standard definition. The display settings are unavailable for students to change at this time, IT is working on a solution for this and is working with NWEA to find out why their app is incorrect in assessing minimum resolution. **An email will be sent when this issue is resolved.***

For students using a **personal laptop**, they can watch the video and change the device settings as follows: Video tutorial for changing display settings, Windows 10 video <https://vimeo.com/425271949>, and Chrome Browser video, <https://vimeo.com/425270409>

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](#)