



Frequently asked questions in this document

I don't see the "Testing" account on student laptops – what should we use?	1
How do students get the NWEA app on their laptop?	1
Should my students restart their laptops before testing starts?	1
What do I do if a notification is covering the "X" on the NWEA secure browser and I can't get out of the application?	1
Where can I find that document with proctor resources?	1

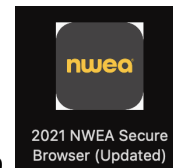
I don't see the "Testing" account on student laptops – what should we use?

We've removed the "Testing" account on student laptops to make getting to the NWEA app easier.

How do students get the NWEA app on their laptop?



Students should visit Self Service (in the dock) to download the app.



Should my students restart their laptops before testing starts?

Yes, proctors should have students restart their laptops prior to testing. Restarting can solve (and even avoid!) many problems.

What do I do if a notification is covering the "X" on the NWEA secure browser and I can't get out of the application?

To avoid the situation, please have students dismiss all notifications before they open the NWEA secure browser. If a notification appears when the browser has already been opened, the student can:
Hold down the **Command (or Cmd)** ⌘ key and tap the **Tab** key. This will switch the student to the next most recently used app among their open apps.

Where can I find that document with proctor resources?

Check out the [NWEA Proctor Resource Checklist](#) from this link, or from the [NWEA technical resource page](#).