Oops! Where's my test window?

Symptom

After logging into a test session, the test pop-up window does not open and the following message appears: "Oops! Where's my test window?"

Explanation

This message appears when a pop-up blocker prevented the test window from opening, or the test window opened but was accidentally closed.

Solution

Check other open tabs or windows

The test window typically opens in a pop-up window. Your browser settings may have caused it to open in a background tab or a background window.

Refresh the page

If the student accidentally closed the test window pop-up, refreshing the page should cause the test window to appear.

Use a supported web browser

The currently-supported web browsers can be found in the System and Bandwidth Requirements .

Disable pop-up blocking

- **Chrome**: Click the **Menu** icon to the right of the address bar (it is the icon with three vertical dots).
  Select **Settings** > **Advanced** > **Privacy and Security** > **Site Settings** > **Pop-ups and redirects**. Either toggle the **Blocked** option, or add **[*.]mapnwea.org** to the **Allow** list.

- **Firefox** (Windows): Click the **Menu** icon to the right of the address bar (the icon with three parallel lines.)
  Select **Options**, then go to the **Privacy & Security** tab**.** Clear the **Block pop-up windows** checkbox, or click **Exceptions...**then add **https://test.mapnwea.org** to the list of allowed websites
  Firefox (Mac OS X): From the menu, select **Firefox** > **Preferences** > **Content**. Clear the **Block pop-up windows** checkbox.

- **Safari**:

  - **Safari 11**: From the Safari menu, select **Preferences**, then the Security tab. Clear the **Block pop-up windows** check box.
  - **Safari 12**: Right-click in the address bar and select **Settings For This Website**. Change the **Pop-up Windows** selection to **Allow**.

- **iPad**: **Settings** > **Safari** > **Block Pop-ups**. If the slider is green, turn it off by swiping to the left.

Check network connectivity

If you are able to open the test session but the page does not load, make sure that you are connected to the network. Have the proctor use a different web browser and try accessing a web page, such as http://NWEA.org . If you are unable to browse to another website, contact your organization's network admininstrator for further troubleshooting.

See also:

- Workstation readiness check error: minimum requirements
- Workstation readiness check error: itssecure browser
- Workstation readiness check error: Requires 1024x768 screen resolution

Article Number

2228