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.
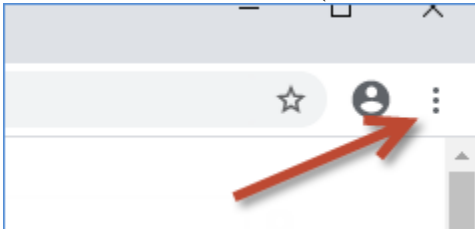
Solution

How to enable pop-ups

Skip to: [Chrome](#) | [Firefox](#) | [Safari 12 and up (Mac)](#) | [Safari 11 (Mac)](#) | [Safari (iPad)](#) | [Chrome (iPad)](#) | [Edge](#)
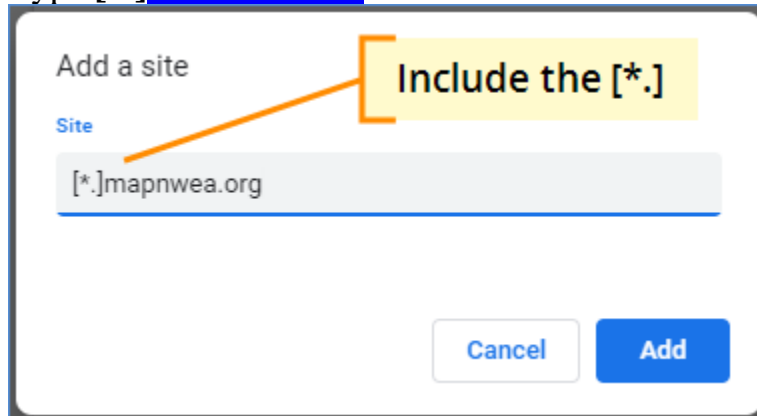
Chrome (Mac, Windows, or Chromebook):

1. Click the menu icon (three vertical dots) to the right of the address bar.

2. Select **Settings**.
3. In the left navigation section, select **Privacy and security**.
4. Select **Site** settings.
5. Select **Pop-ups and redirects**.
6. To allow all pop-ups, toggle the **Blocked** option.
7. To allow pop-ups from NWEA only:
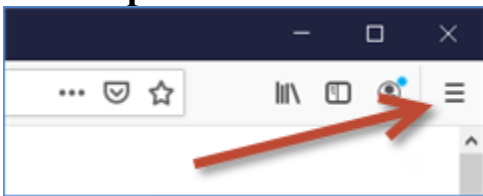   a. Click the **Add** button next to **Allow**.

b. Type **[*.]mapnwea.org** in the **Add a site** field.

c. Click **Add** to save your changes.

Firefox (Mac or Windows):

1. Click the menu icon (three parallel lines) to the right of the address bar and select **Options**.
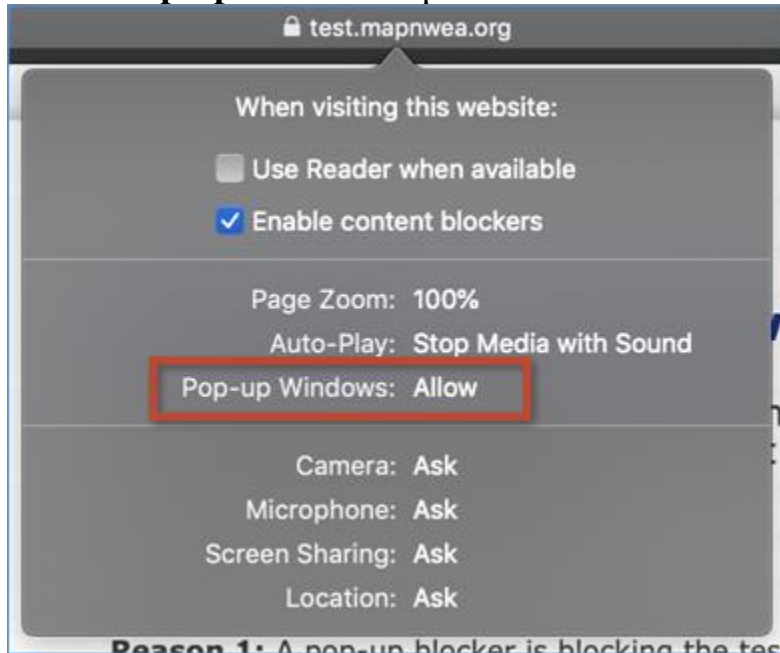

2. In the left navigation section, select **Privacy & Security**.
3. Scroll down to the **Permissions** section.
4. To allow all pop-ups, de-select the **Block pop-up windows** checkbox.
5. To allow pop-ups from NWEA only:
    a. Click the **Exceptions** button.
    b. Type **https://test.mapnwea.org** in the **Address of website** field.
    c. Click **Allow**, then **Save Changes**.

Safari 12 and up (Mac)

1. Navigate to **https://test.mapnwea.org**.
2. When you see the **Oops! Where's my test window?** page, open the **Safari menu** and select **Settings for This Website**.

3. Set the **Pop-up Windows** option to **Allow**.

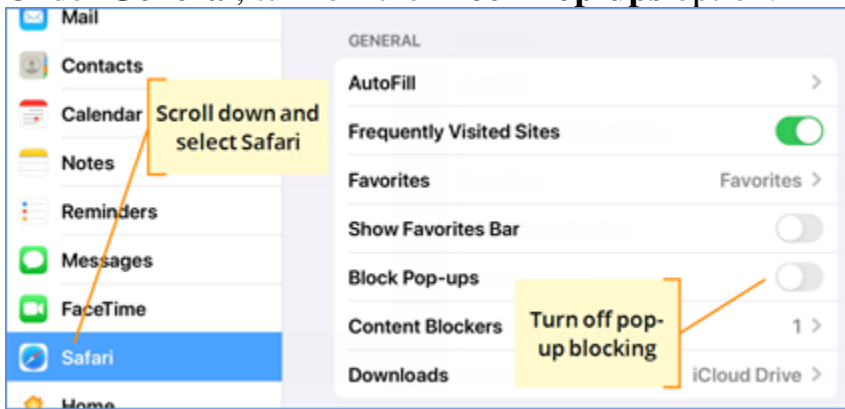4. Reload the page. The test session log in screen should appear in a pop-up window.

Safari 11 (Mac)

1. From the **Safari menu**, click **Preferences**.
2. Select the **Security** tab.
3. Clear the **Block pop-up windows** check box.

Safari (iPad)

1. Open the **Settings** app.
2. In the left navigation section, select **Safari**.

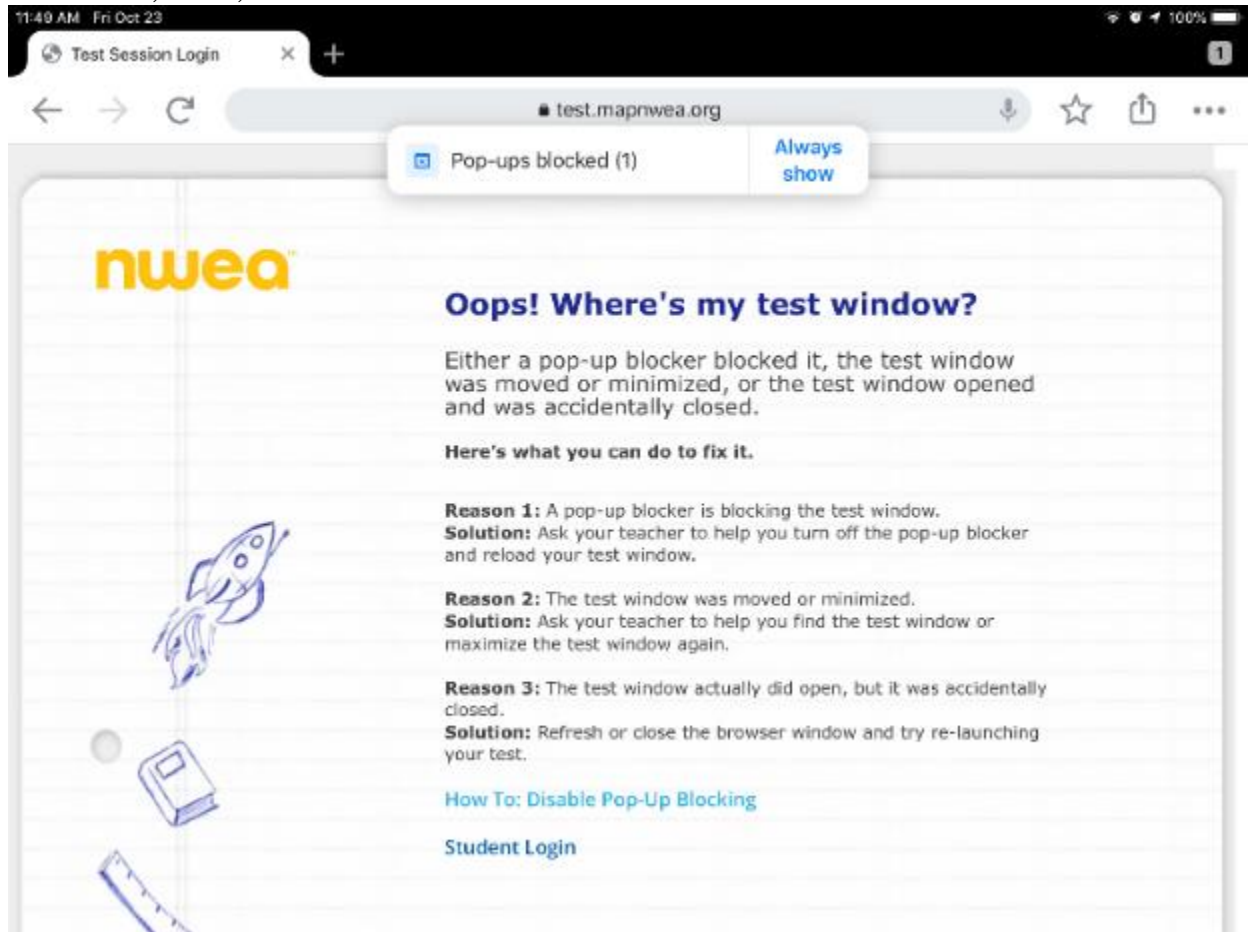3. Under **General**, turn off the **Block Pop-ups** option.

Note: After you disable pop-up blocking, Safari will prompt you to allow or block each pop-up window as they occur.

Chrome (iPad)

1. On the iPad, open the Chrome app.
2.   Go to test.mapnwea.org.
3. At the top, under Pop-ups blocked, tap **Always Show.**

4. If Always Show does not appear, refer to Chrome directions for Mac, Windows, iPad, or Chromebook.

Edge (Windows)

1. Open the menu icon (three horizontal dots) to the right of the address bar and select **Settings**.

2. Select **Site permissions**.
3. Select **Pop-ups and redirects**.
4. Click the **Add** button to the right of **Allow**.

5. Type **[*.]mapnwea.org** in the **Add a site** field.

Add a site

Include the [*.]

Site

[*.]mapnwea.org

Cancel   Add