



Fontana Unified School District

Solutions to Common Student Device Issues for Remote Testing of MAP Growth

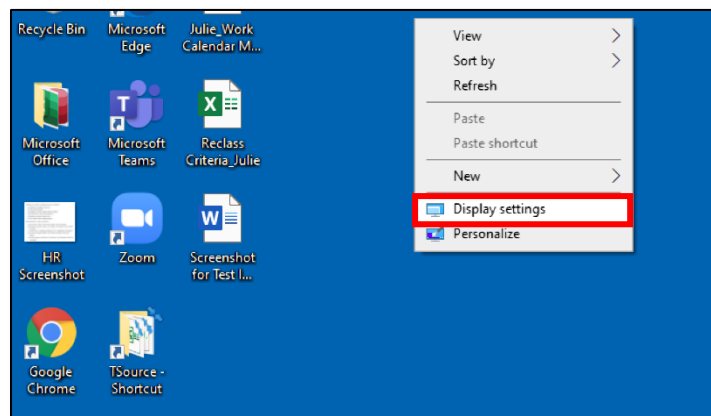
SCREEN RESOLUTION

Before taking a MAP Growth test and using Google Chrome or Microsoft Edge, check the configuration of the FUSD device at <https://check.nwea.org/>. If a screen resolution error is detected, use the following steps to resolve the issue. A guidance video is also available by clicking [here](#). For a pop-up blocker error, click [here](#) to be taken to the steps to fix the pop-up blocker issue.

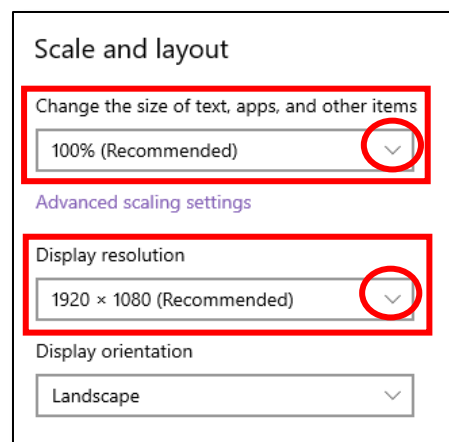
NOTE: If the FUSD device has an issue other than a screen resolution or pop-up blocker error, then please contact the Help Desk at 909-357-7630.

STEP 1: Close all programs and internet browsers.

STEP 2: Right click in an empty area of the desktop of the FUSD device, then select **Display settings**.



STEP 3: Scroll down to the **Scale and layout** area, make sure the **Change the size of text, apps, and other items** is set to 100% (Recommended) and the **Display resolution** is set to 1024x768 or higher. Use the drop-down arrows as needed to make adjustments.



STEP 4: Close the window and recheck the configuration of the FUSD device at <https://check.nwea.org/>. The screen resolution issue on the device should now be resolved.