



MASSACHUSETTS
Department of Elementary
and Secondary Education

Instructions for Unlocking Test Questions in the MCAS Student Kiosk

2025 MCAS Test Administrations
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This document was prepared by the
Massachusetts Department of Elementary and Secondary Education
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Important Contact Information and Resources

Contact:	MCAS Service Center
For questions on:	<ul style="list-style-type: none">• general test administration support• MCAS Portal and MCAS Student Kiosk such as<ul style="list-style-type: none">○ user accounts○ technology support and readiness○ student registration process and loading files○ viewing student data○ scheduling tests• locating resources• shipments of materials
Hours:	7:00 a.m.–5:00 p.m., Monday–Friday
Web:	mcas.onlinehelp.cognia.org
Email:	mcas@cognia.org
Telephone:	800-737-5103 TTY: 888-222-1671

Contact:	DESE Office of Student Assessment Services
For questions on:	<ul style="list-style-type: none">• policy, such as assigning accessibility features and accommodations• student participation• testing irregularities, including test security incidents and technology failures• reactivating tests for CBT• student data and SIMS (See note below regarding SIMS.) <p>Questions regarding SIMS data should be directed to the district’s SIMS contact (go to profiles.doe.mass.edu/search/search.aspx?leftNavID=11239, select SIMS Contact from the Function menu, and click Get Results).</p>
Hours:	8:00 a.m.–5:00 p.m., Monday–Friday during test administration windows Between 7:00 a.m. and 8:00 a.m. during the test administration windows, MCAS Service Center representatives will receive calls to 781-338-3625, answer questions regarding logistics, and take messages for Department staff, which will be returned during our regular business hours.
Web:	www.doe.mass.edu/mcas/admin.html
Email:	mcas@mass.gov
Telephone:	781-338-3625

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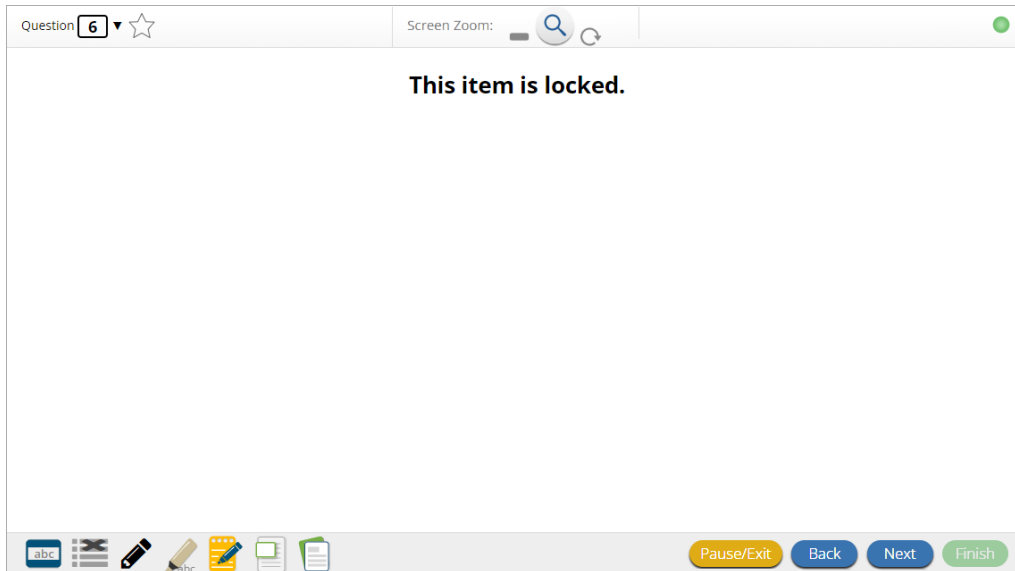
I. Overview

In certain circumstances, a student may need to re-enter a test in the MCAS Student Kiosk. In some cases, questions that a student has previously answered will be automatically locked when the student signs back in. The student will not be able to return to those questions unless they are unlocked by a school or district test coordinator. The table below outlines the following:

- the situations that may require that a student log back in to a test in the MCAS Student Kiosk
- login credentials to re-enter a test
- whether notes they took in the notepad and highlighting they marked will be retained
- whether previously answered questions will be automatically locked

Student Activity in the Test	What is required for log in?	Will highlighting/notes in the Notepad be retained?	Are previously answered questions automatically locked?
Student pauses a test for less than 60 minutes	<ul style="list-style-type: none"> • password 	Yes	No
Student pauses a test for more than 60 minutes	<ul style="list-style-type: none"> • username • password • session access code • proctor password 	No	Yes
Student exits a test for less than 60 minutes	<ul style="list-style-type: none"> • username • password • session access code 	No	No
Student exits a test and more than 60 minutes pass	<ul style="list-style-type: none"> • username • password • session access code • proctor password 	No	Yes
Student does not interact with the test for 60 minutes or more (inactivity timeout)	<ul style="list-style-type: none"> • username • password • session access code • proctor password 	No	Yes
Abrupt closure (such as loss of power or the device is turned off while testing)	<ul style="list-style-type: none"> • username • password • session access code • proctor password 	No	Yes

The screenshot below shows what a student will view when they log back in to a test where their test questions have been locked due to one of the situations outlined above. If there is not a need for their previously answered questions to be unlocked, the student should use the test review screen or the **Next** button to navigate to the next unanswered question.

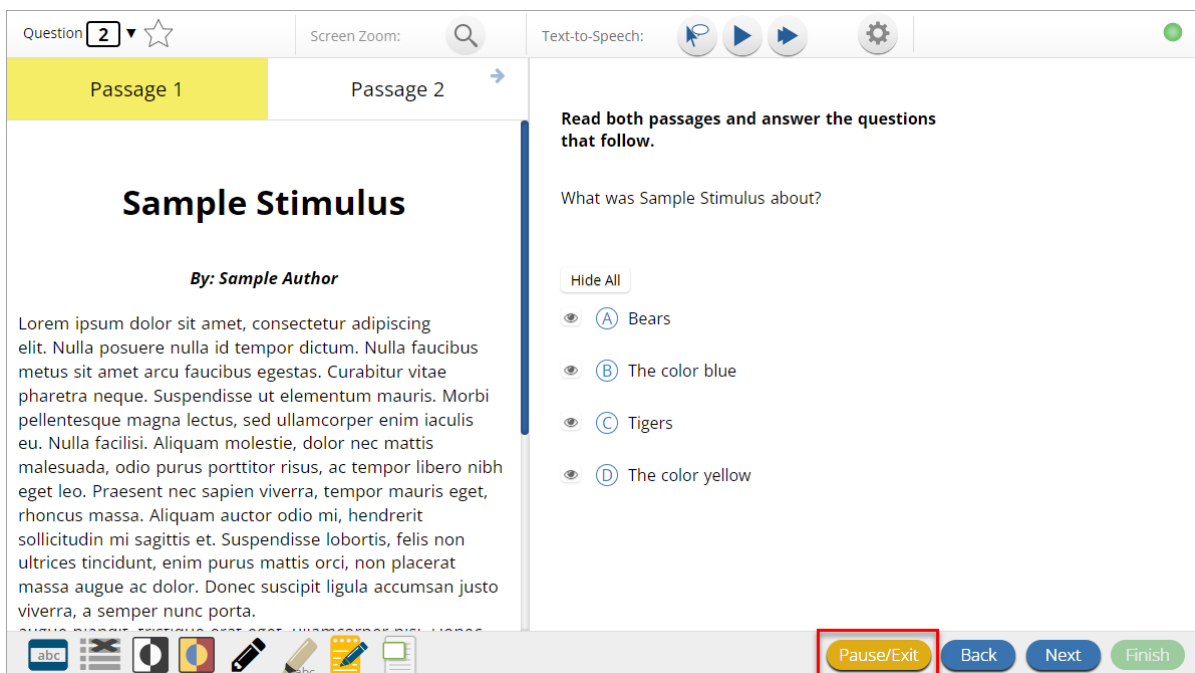


This sections below provide additional information for each of these situations as well as instructions for school or district test coordinators to unlock a student’s test questions.

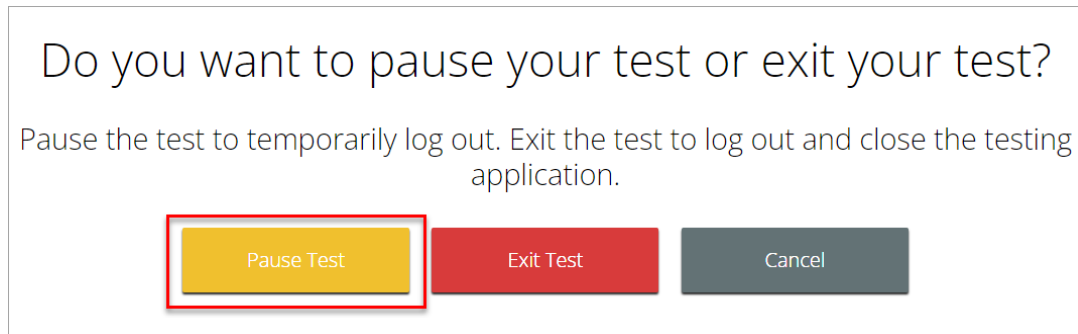
II. Using the Pause/Exit Options and Inactivity Timeout

A. Pausing a test

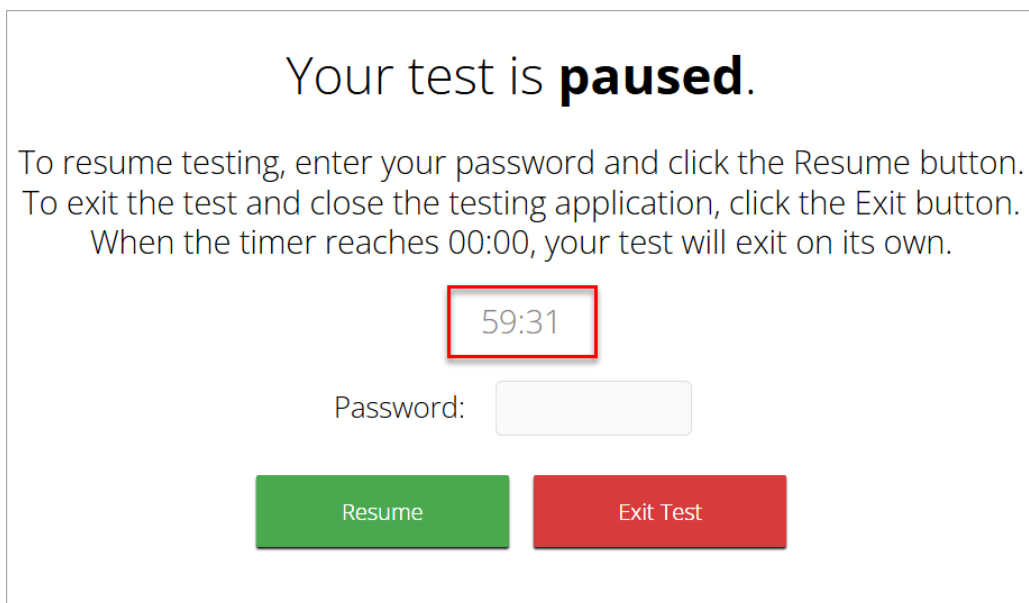
The Pause/Exit button in the MCAS Student Kiosk allows students to securely pause their test and take a break during MCAS testing.



When a student clicks on the **Pause/Exit** button, they will be given the option to pause their test, exit their test, or cancel and return to their test.

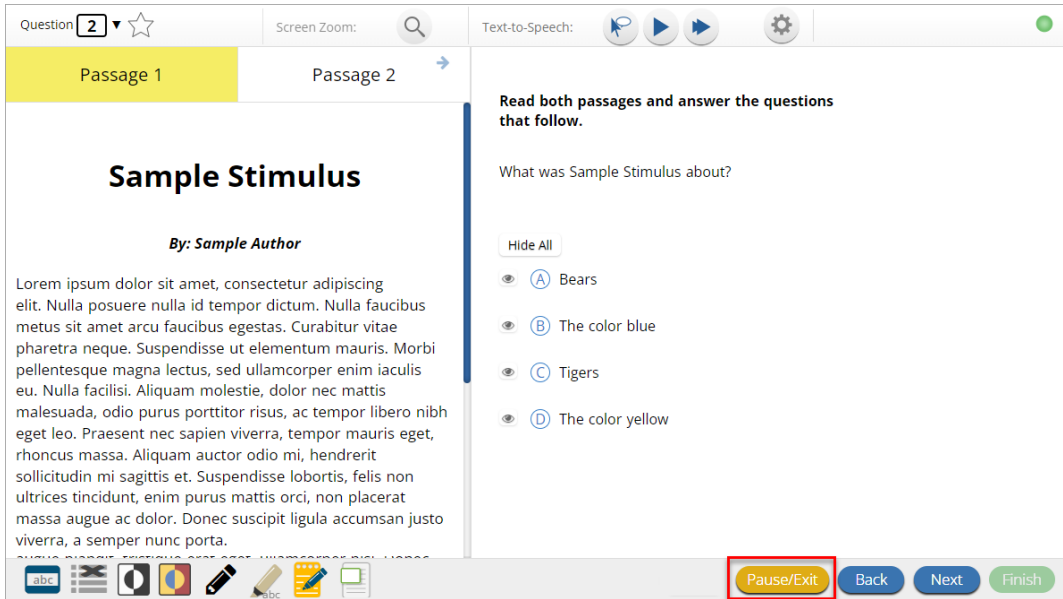


When the student clicks on the **Pause Test** button, their test will be paused and a timer will begin to count down from 60 minutes. The student will have 60 minutes to return to their test before they are automatically exited from the test.

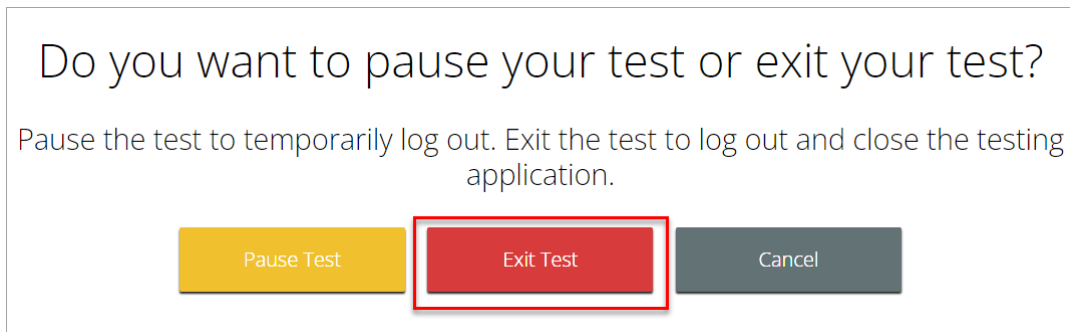


B. Exiting the Test

If a student exits the test, they will be logged out of the kiosk. In order to exit the test, a student must click on the **Pause/Exit** button on the lower right corner of the screen.

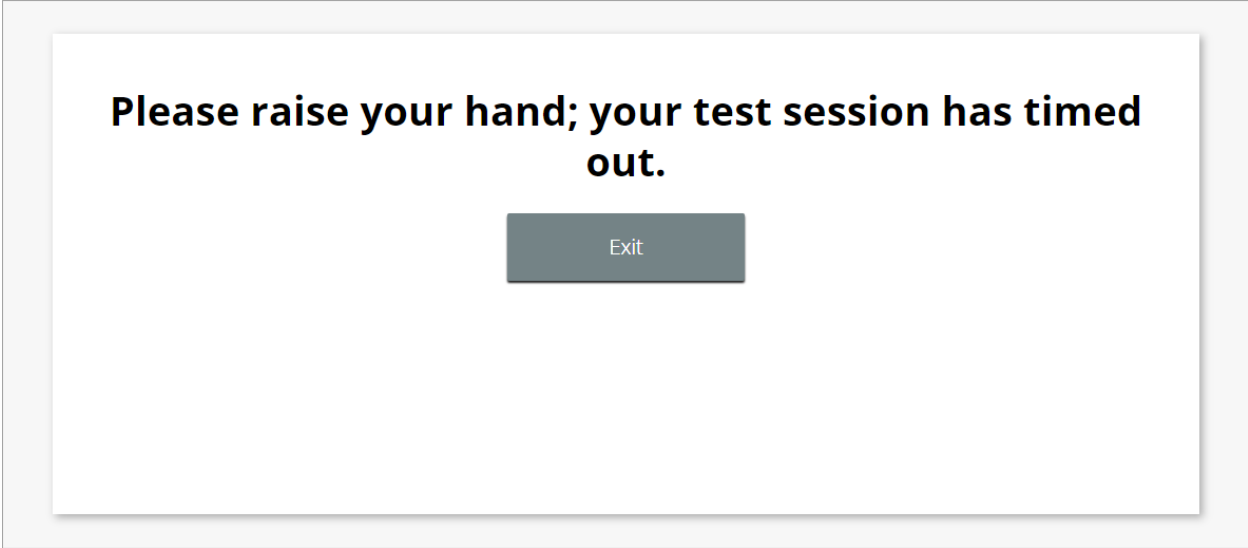


Then, they must select the **Exit Test** button.



C. Inactivity Timeout

When a student is inactive in their test for 60 minutes or more, the test will automatically time out and the student will be logged out of the kiosk. The student will be shown a message on screen, as displayed in the screenshot below, and the only option for the student will be to Exit.



D. Abrupt Closure

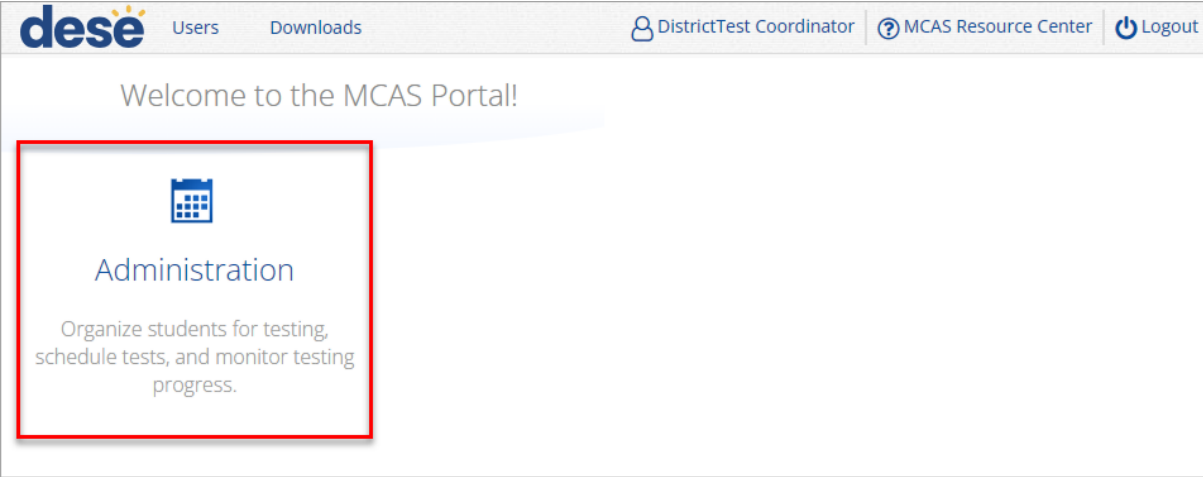
An abrupt closure refers to any time the kiosk closes without the student pausing or exiting; for example, this can occur due to a power outage, a device shutting off, or a hard reset.

III. Unlocking Test Questions in a Test Session – Steps for School or District Test Coordinators

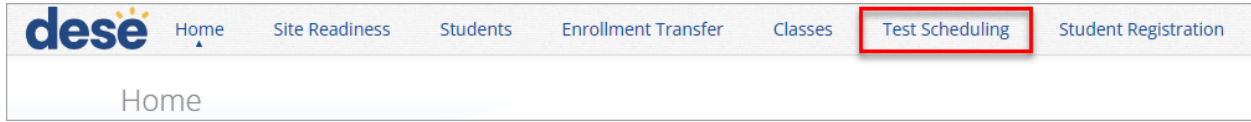
If a student needs access to previously answered questions that are locked in a test session, a school test coordinator or a district test coordinator can allow the student access to those questions by using the **Unlock** feature on the scheduled tests details page. **Note that the Unlock feature unlocks ALL previously unanswered questions in the test session.** The student’s original responses will be visible and may be edited by the student.

To unlock previously answered questions in a test session, follow the steps below:

- 1. Log into the [MCAS Portal](#) with your username and password.
- 2. On the MCAS Portal homepage, click **Administration**.

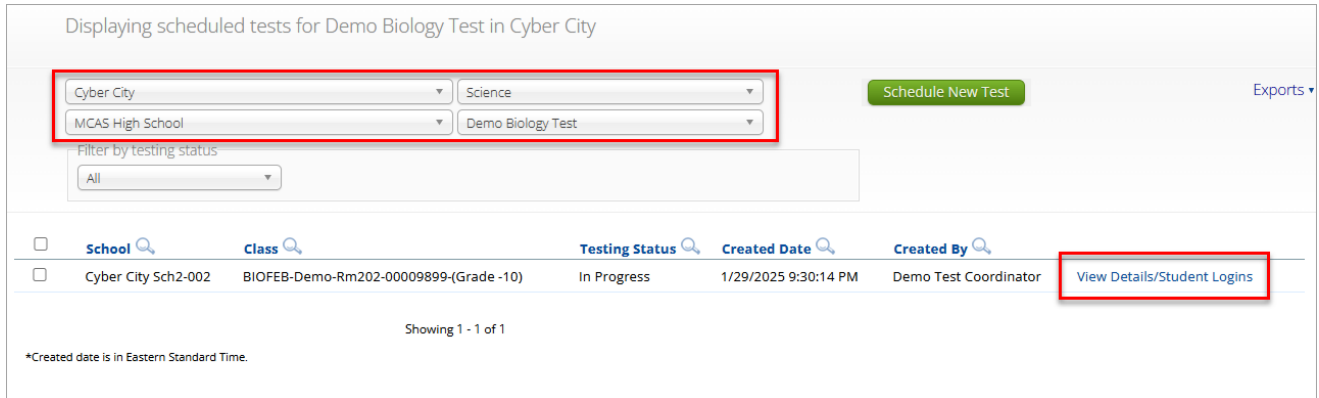


3. From the top menu bar of the Administration homepage, click **Test Scheduling**.



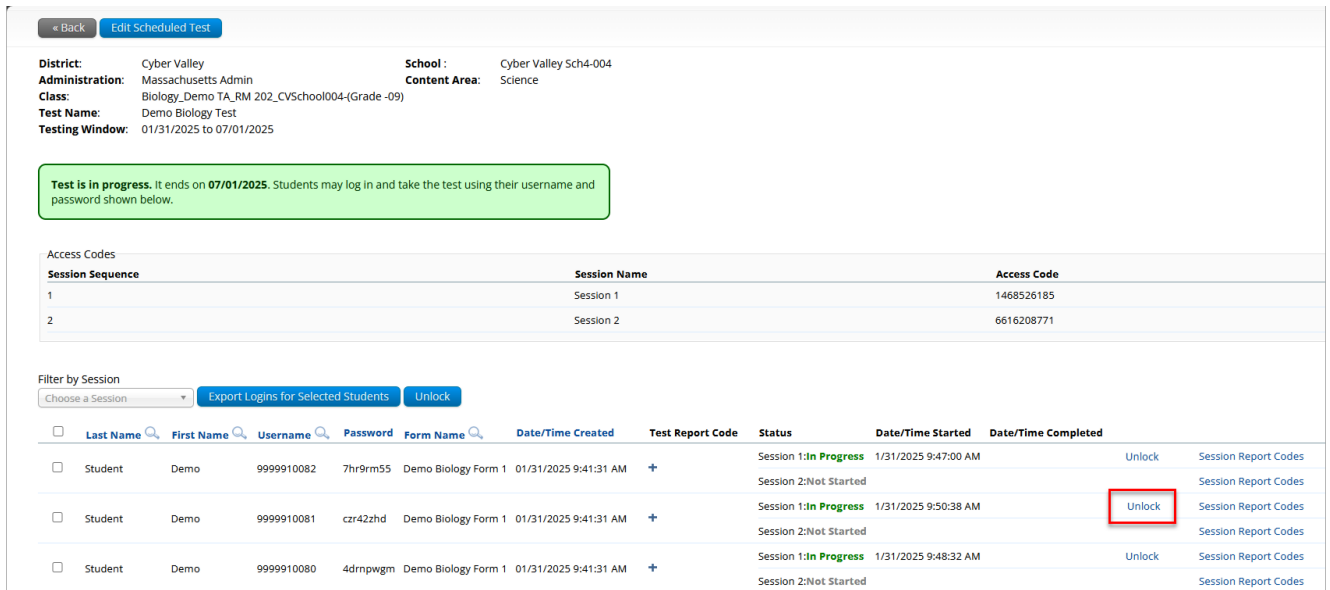
4. Select the **Organization, Program, Subject, and Test**.

5. Locate the scheduled test in the scheduled tests table and click **View Details/Student Logins**.



6. In the scheduled tests details table, click on the search icon next to the First Name, Last Name, or Username to search for the student.

7. Click the **Unlock** link to unlock all the questions in the test session.



The student will be able to log into the MCAS Student Kiosk and view the questions that were automatically locked.