MCAS Student Kiosk Error Messages: Internet Connectivity Guidance for Technology Staff

If internet connection is lost during MCAS testing, students are able to continue testing in the MCAS Student Kiosk, but may receive one of the following error messages, as described below. Technology coordinators should complete the steps listed to ensure that all student responses are submitted for scoring. Please contact the MCAS Service Center at 800-737-5103 with any questions.

Error Message	What does it mean?	Steps for Technology Staff
1. Please raise your hand and notify your proctor: Your response is not able to be stored. To avoid losing your response, your test cannot be continued until connection to the storage location is reestablished.	The access to the storage location was lost after the student began testing due to loss of network connectivity.	1. Click **Retry Now**. 2. If the connection to the storage location is reestablished, the MCAS Student Kiosk will return to the screen the student was on. 3. If after several attempts to retry the connection is not restored, contact the MCAS Service Center to confirm the student responses were received up to when the student received this error. 4. The Service Center will confirm whether all responses have been captured and whether the student can move to a new device. 5. Once it has been confirmed that all responses have been captured up to the error message, the student can then be moved to a different device if needed. 6. The student will then be able to log in and continue testing where they left off.
2. Please raise your hand and notify your proctor. A connection to the network could not be established. Your test has been saved offline.	Internet connectivity was lost after the student began testing and was not restored by the time the student clicked **Turn in Test**. The student's responses will be saved to the local folder, which should have been configured when the MCAS Student Kiosk was initially installed.	1. **Do not move the student to a different device.** 2. The test administrator should click **Send Responses.** 3. The page will refresh after about 10 seconds. If the connection is restored, the responses will be uploaded and test will be submitted. If the connection is not restored, the **Send Responses** button will reappear. 4. The test administrator then must enter the proctor password, acknowledging the message to ensure the kiosk will be relaunched. 5. **Once internet connection is restored, relaunch the kiosk on the device that the student tested on.** When launched, the responses that were stored on the local device will be uploaded for scoring.

Error Message	What does it mean?	Steps for Technology Staff
		6. If the student responses are captured, their status will update from **In Progress** to **Finished** in the MCAS Portal. 7. If there is a delay in the receipt of student responses, or if the student logs into a different device prior to the original device uploading the responses, the test status will remain **In Progress.**
3. The offline student responses on this machine could not be processed. Please contact Support to continue. (ErrorCode:1003)	This could be due to a drop in internet while uploading stored responses. The kiosk will not be able to launch until this is resolved.	1. Click **Refresh.** This will attempt to upload the responses again. If successful, the student will be brought to the login page. If unsuccessful, the page will not change. 2. Schools have the option to **export responses**. Cognia strongly recommends this process be completed by the technology coordinator or school test coordinator 3. Click **Export Responses.** The user will need to save the responses locally. 4. Once exported, the coordinator should exit the kiosk, log in to the Chromebook and open File explorer. 5. Contact the MCAS Service Center for next steps on what to do with these exported files to ensure the responses are captured for scoring. 6. After Cognia confirms that the responses have been captured, delete the responses saved locally.