



Instructions for Unlocking Test Questions in the MCAS Student Kiosk

2025–2026 MCAS Test Administrations

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This document was prepared by the
Massachusetts Department of Elementary and Secondary Education
Pedro Martinez, Commissioner

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Massachusetts Department of Elementary and Secondary Education 135 Santilli Highway, Everett, MA 02149
Phone 781-338-3000 TTY: N.E.T. Relay 800-439-2370 www.doe.mass.edu



Important Contact Information and Resources

Contact: MCAS Service Center	
For questions on:	• general test administration support • MCAS Portal and MCAS Student Kiosk such as ○ 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:	• 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.) 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).
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

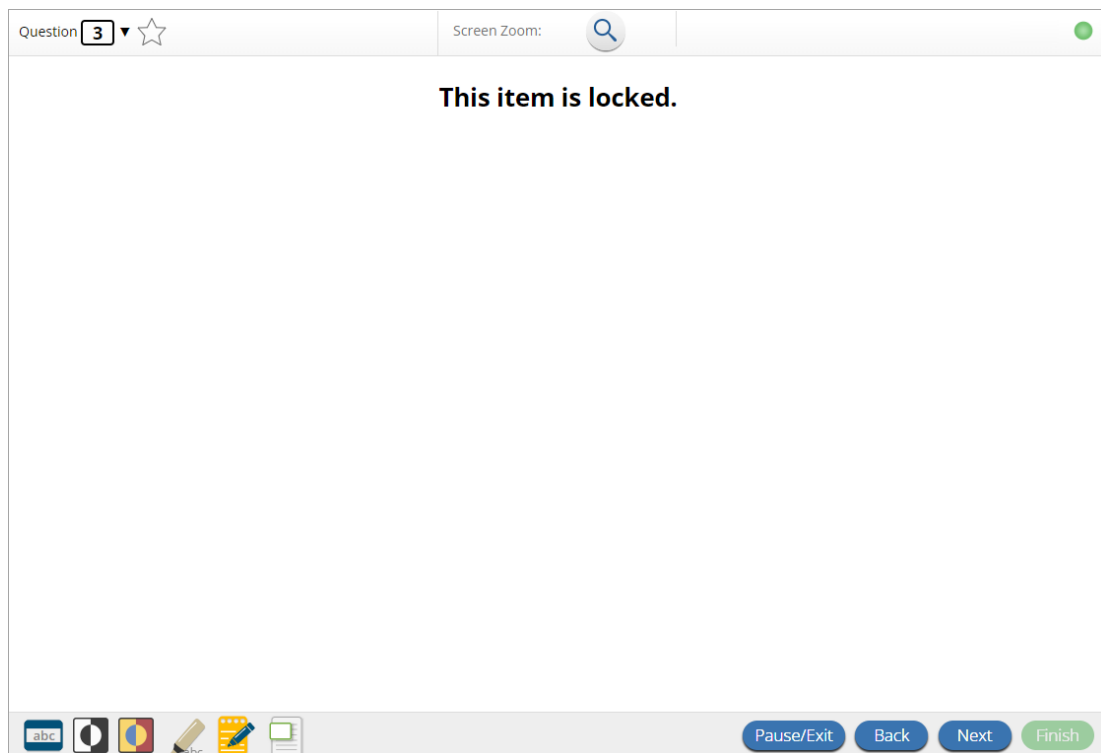
In certain circumstances, a student may need to re-enter a test in the MCAS Student Kiosk. In some cases, questions that a student has previously answered will be automatically locked when the student signs back in. The student will not be able to return to those questions unless they are unlocked by 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 required 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	• password	Yes	No
Student pauses a test for more than 60 minutes	• username • password • access code • proctor password	No	Yes
Student exits a test for less than 60 minutes	• username • password • access code	No	No
Student exits a test and more than 60 minutes pass	• username • password • access code • proctor password	No	Yes
Student does not interact with the test for 60 minutes or more (inactivity timeout)	• username • password • access code • proctor password	No	Yes
Abrupt closure (such as loss of	• username • password • access code	No	Yes

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?
power or the device is turned off while testing)	proctor password		

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.



The 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.

Question **28** ☆ Screen Zoom: 🔍 Text-to-Speech: 🔊 ⏮ ⏭ ⏴ ⏵ ⚙️

Read the passage "The Village of Left-Behinds." Then answer the question that follows.

The Village of Left-Behinds

by Ethel Pochocki

- 1 In a basket in a corner of the laundry room of a large family's house, there lived the village of Left-Behinds, a community of bewildered socks who had lost their mates and their reason for being. For what good was one sock? . . .
- 2 The mistress of the house had given them their own place where they could wait for the return of their loved ones. Her sock drawer had become so crowded, she could barely close it, but she was too softhearted to throw the odd ones away. It wasn't their fault their mates had vanished suddenly and mysteriously. One moment they were in the washer or dryer or on their way to being folded and put away, and the next, they weren't. It was, she said, one of life's great mysteries.
- 3 Every now and then, but not very often, one of the missing did return, found in an unlikely place—in a lunchbox, under the couch, crumpled in a pants pocket,

Type a summary of the passage.

Maximum number of characters: 2500 | Characters remaining: 2500

abc 🖼️ 📌 📝 📄 📁

Pause/Exit Back Next Finish

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.

Do you want to pause your test or exit your test?

Pause the test to temporarily log out. Exit the test to log out and close the testing application.

Pause Test Exit Test Cancel

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.

Your test is **paused**.

To resume testing, enter your password and click the Resume button.
To exit the test and close the testing application, click the Exit button.
When the timer reaches 00:00, your test will exit on its own.

59:31

Password:

Resume

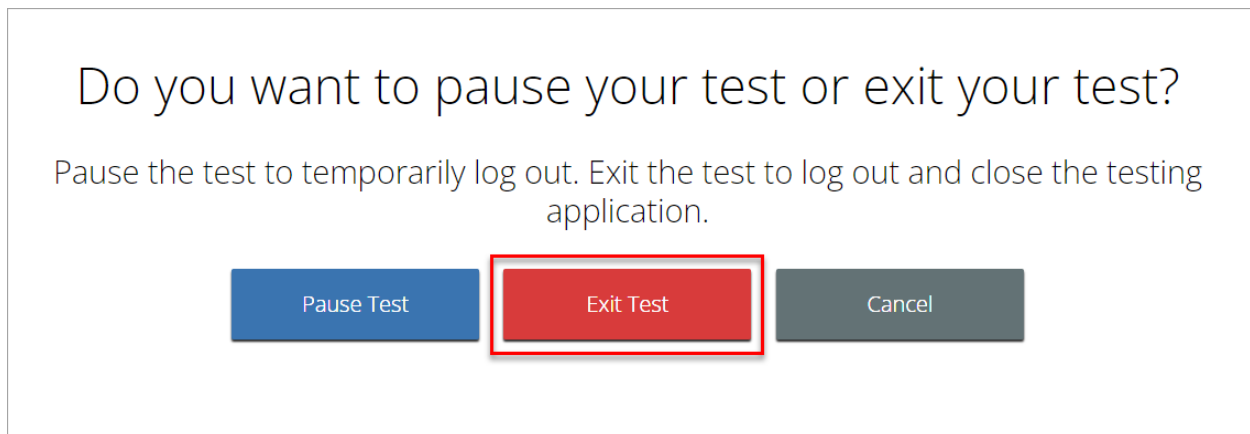
Exit Test

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.

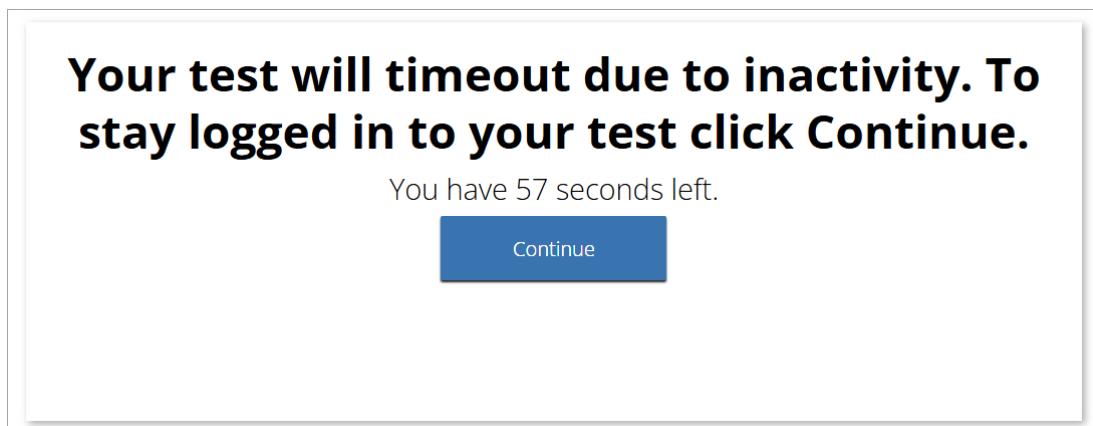
The screenshot shows a test interface with a top navigation bar containing 'Question 28', 'Screen Zoom', 'Text-to-Speech', and a settings icon. The main content area is split into two columns. The left column displays a reading passage titled 'The Village of Left-Behinds' by Ethel Pochocki, with three numbered questions. The right column is for writing a summary, with a text area and a character count (2500 remaining). At the bottom, there is a toolbar with icons for text input, a calculator, and a 'Pause/Exit' button (highlighted with a red box), along with 'Back', 'Next', and 'Finish' buttons.

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

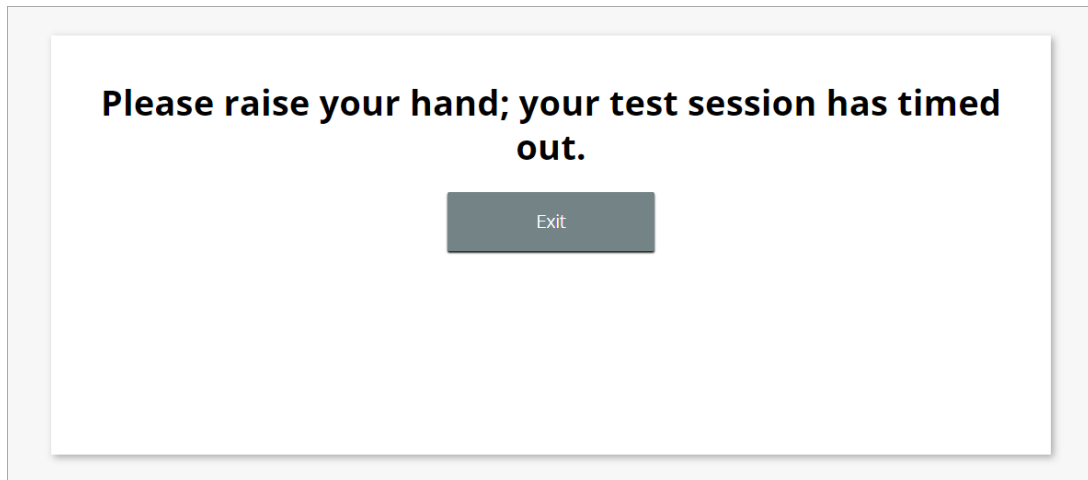


C. Inactivity Timeout

The MCAS Student Kiosk automatically times out after 60 minutes of inactivity. When a student is inactive in a test for 59 minutes, they will receive a warning prompt to let them know that their test will time out due to inactivity in 60 seconds. The student can click **Continue** in this pop-up window to resume testing.



When the countdown expires, the test will automatically time out due to inactivity 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

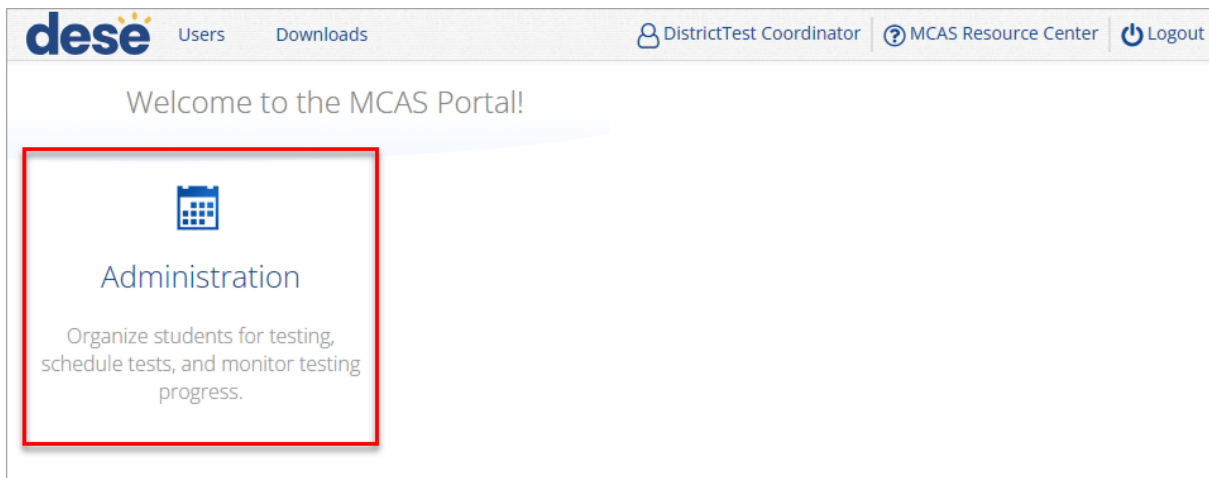
An abrupt closure refers to any time the kiosk closes without the student pausing or exiting; for example, this can occur due to a power outage, a device shutting off, or a hard reset.

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

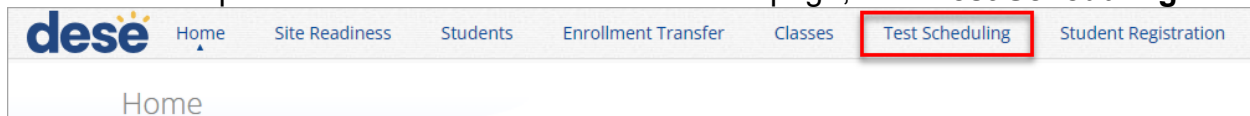
If a student needs access to previously answered questions that are locked in a test session, a school test coordinator or a district test coordinator can allow the student access to those questions by using the **Unlock** feature on the scheduled test details page. **Note that the Unlock feature unlocks 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. Instruct the student to log completely out of the kiosk.
2. Log in to the MCAS Portal with your username and password.
3. On the MCAS Portal homepage, click **Administration**.

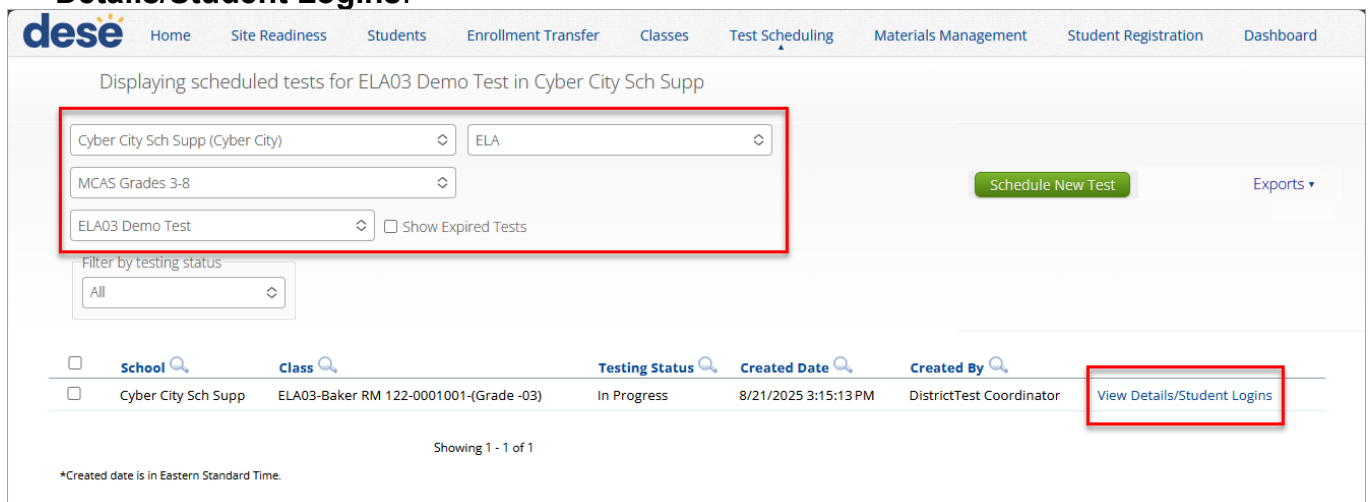


4. From the top menu bar of the Administration homepage, click **Test Scheduling**.



5. Select the Organization, Program, Subject, and Test.

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



7. Select the **Scheduling Details** tab. In the details table, click on the search icon  next to the First Name, Last Name, or Username to search for the student.

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

« Back

Edit Scheduled Test

District:

Cyber City

School :

Cyber City Sch Supp

Administration:

Massachusetts Admin

Content Area:

ELA

Class:

ELA03-Baker RM 122-0001001-(Grade -03)

Test Name:

ELA03 Demo Test

Testing Window:

08/21/2025 to 12/31/2025

Test is in progress. It ends on 12/31/2025. Students may log in and take the test using their username and password shown below.

Access Codes

Session Sequence	Session Name	Access Code
1	Session 1	7638746828
2	Session 2	6002555420

Scheduling Details

Progress View

Filter by Session

Choose a Session

Export Logins for Selected Students

Add Report Code

Unlock

☐	Last Name	First Name	Username	Password	Form Name	Date/Time Created	Test Report Code	Status	Date/Time Started	Date/Time Completed	
☐	Student	Demo	9999910011	MKBT556Z	ELA03 Demo Form 2	08/21/2025 3:15:13 PM	+	Session 1:In Progress	9/15/2025 10:09:10 AM		Session Report Codes
								Session 2:Not Started			Session Report Codes
☐	Student	Demo	9999910010	MFMSARDZ	ELA03 Demo Form 2	08/21/2025 3:15:13 PM	+	Session 1:In Progress	9/15/2025 10:11:21 AM		Session Report Codes
								Session 2:Not Started			Session Report Codes
☐	Student	Demo	9999910009	MFMSARDZ	ELA03 Demo Form 2	08/21/2025 3:15:13 PM	+	Session 1:Not Started			Session Report Codes

9. Instruct the student to log in to the MCAS Student Kiosk and resume testing.