

MCAS Tasks for Technology Coordinators

The Office of Student Assessment Services

February 2, 2026



Presenters

Jodie Zalk, Manager of Test Administration and Publications

Shannon Cullen, MCAS Test Administration Coordinator

Abbie Currier, eMetric Sr. Project Manager

Logistics for This Session

- Use the Q&A feature to ask a question.
 - We will answer some questions aloud at specified times during this training session, and we will email the Q&A afterwards.
 - Use the thumbs-up icon to “upvote” someone else’s question.
 - Email specific questions about your organization’s technology to mcas@cognia.org instead of asking here.
- Closed captioning has been enabled for participants who need it.
- This session is being interpreted into ASL. Our interpreting team will be onscreen with the presenters.
- Please be advised that DESE does not authorize attendees to record or to use AI transcription tools during the meeting and DESE does not endorse any unauthorized transcripts created by third parties of its meetings.

Slides for This Session

- Slides were emailed to participants before this session from MCASEvents@cognia.org.
- Slides are now being posted in the chat.
 - If you cannot access the slides in the chat, ask in the Q&A.
- After the session, we will send the slides again to participants, and they will be posted in the MCAS Resource Center along with the recording.

Today's Agenda

1. Technology Staff Responsibilities
2. Technology Guidelines
3. MCAS Student Kiosk Updates and Site Readiness
4. Troubleshooting during Testing:
Internet Connectivity and Error Messages
5. Resources and Next Steps

Poll Question

What is your role?

- A. School technology coordinator
- B. District technology coordinator
- C. School or district test coordinator
- D. Other

Poll Question

How many years have you been the technology coordinator for MCAS test administration at your school or district?

- A. 6 or more years
- B. 3 to 5 years
- C. 1 to 2 years
- D. This is my first year.

1. Technology Staff Responsibilities

Technology Updates for MCAS Testing 2025–26

- Windows 10 is no longer supported.
- The ChromeOS support policy has been updated to support a larger number of versions each year.
- Schools using ChromeOS will use the new Progressive Web App (PWA) for the kiosk.
 - Installation steps for ChromeOS have been updated in the [MCAS Student Kiosk Technology Guide](#) to more clearly identify the steps required for installation.
 - Refer to the [January 13 ChromeOS Kiosk Installation training](#) for additional information.
 - Note that the PWA became available in fall 2025. Schools who participated in the November Retest will have already used this updated kiosk.

Pre-Administration Checklist for Technology Staff

1. Review the technology coordinator responsibilities in Appendix A of the [Principal's Administration Manual](#) and the [MCAS Student Kiosk Technology Guide](#).
2. Establish communication plan with principal/test coordinators.
3. Verify access to MCAS Portal and MCAS Training Site.
4. Verify all student devices meet technology requirements, and ensure external hardware is available (e.g., headphones, chargers).
5. Configure devices.

Pre-Administration Checklist for Technology Staff (continued)

6. Add provided URLs to the exempt list in any applicable network appliance or software (e.g., content filters, firewalls, proxy servers, anti-virus solutions).
7. Download and install the updated MCAS Student Kiosk on student devices.
8. Conduct Site Readiness.
9. Reach out to the MCAS Service Center with technology questions.
10. Make plan to be available during testing for troubleshooting technology issues.

Bring Your Own Device (BYOD)

- Schools that intend to use BYOD for MCAS should inform DESE by emailing MCAS@mass.gov. Further instructions will be provided.
 - Deadline was January 16 for spring administrations.
- Recommendations
 - Use devices managed by the school/district.
 - Confirm that devices meet technology requirements.
 - Note that unmanaged Chromebooks cannot be used for BYOD.

2. Technology Guidelines

Technology Guidelines for MCAS Computer-Based Testing

- Part II of the MCAS Student Kiosk Technology Guide: available on the [MCAS Resource Center](#) on the Technology Setup page
- Outlines the operating systems (OS) versions supported for testing, student kiosk device specifications, and MCAS Portal browser specifications
- OS support
 - As new OS versions and subversions are released throughout the school year, eMetric conducts testing to confirm that they will be supported for testing.
 - Any updates to technology guidelines will be shared in a Student Assessment Update and listed on page 1 of the guide under Document updates.
 - Schools should not update device OS versions during spring testing windows. If schools updated device OS versions after running Site Readiness in the fall, they should run Site Readiness again prior to spring testing.

Poll Question

Which operating systems will students in your school/district use for spring 2026 MCAS testing?
(Select all that apply.)

- A. ChromeOS
- B. iPadOS
- C. Linux/Fedora
- D. macOS
- E. Windows
- F. Other

Student Device Specifications

System Requirements – All

Hardware

Connectivity

Student devices must be able to connect to the internet via wired or wireless networks.

Screen Size

9.7” screen size or larger/“10-inch class” tablets or larger

Screen Resolution

1024 x 768 or larger

Browser Requirements

Browsers

(used for practice tests only)

Chrome 143 or newer

Firefox 146 or newer

Microsoft Edge 143 or newer

Safari 26.2 or newer

Desktop and Laptop Specific Requirements

CPU

1.3 GHz

Memory

2 GB (**4GB** is strongly recommended for best performance)

ChromeOS Support Plan

- eMetric supports the versions of ChromeOS that are current as of July of each school year. These versions will be supported through the end of the school year (June).
- Schools are **not recommended** to use beta versions of ChromeOS, as this may result in errors.
- Students testing on devices that do not meet the technology guidelines may encounter performance-related issues during testing.
- As of July 1, 2025 the following versions are supported through June 30, 2026:
 - Stable Channel: 138+ (released July 2025)
 - LTS Channel: 132+ (released April 2025)

iPadOS Support Plan

- eMetric supports the latest three major versions that are supported by Apple.

Version	Version Release Date	End of Support Date
17.7+	September 2024	End of 2025–26 school year
18.5+	September 2024	End of 2026–27 school year
26	September 2025	End of 2027–28 school year

Refer to [Part II of the MCAS Student Kiosk Technology Guide](#).

Support for macOS

Version	Version Release Date	End of Support Date	eMetric Support Policy
14.7+	September 2023	End of 2025–26 school year	eMetric supports the latest three major versions that are supported by Apple. The latest subversion will be specified in the table below after being fully tested.
15.5+	September 2024	End of 2026–27 school year	
26	September 2025	End of 2027–28 school year	

Refer to [Part II of the MCAS Student Kiosk Technology Guide](#).

Support for Linux and Windows

Operating System	Version	Version Release Date	End of Support Date	eMetric Support Policy
Linux®, Fedora™	42	April 2025	End of 2025–26 school year	eMetric supports the latest version of Fedora.
Windows®	11 (22H2, 23H2, 24H2)	October 2021	October 2031	eMetric supports major versions of Windows that are supported by Microsoft. The latest supported minor versions of Windows are supported.

Refer to [Part II of the MCAS Student Kiosk Technology Guide](#).

Network Requirements and Guidelines

Firewalls

- Allow traffic through ports 80 and 443

Proxy and Content Filter Servers

- List of URLs to allow on ports 80 and 443 available in [Part III of the MCAS Student Kiosk Technology Guide](#)

Sandboxing Applications

- Choose network folder or local folder that is not touched by the sandboxing applications
- Applicable for both stored response and kiosk installation folders
- Refer to [Part III of the MCAS Student Kiosk Technology Guide](#).

Turn off operating system auto-updates (recommended).

OneDrive

- OneDrive notifications may interfere with the kiosk and student test-taking experience. If OneDrive attempts to steal the screen's focus during testing, the kiosk will display a white screen.
- The student will need to click anywhere on the screen to regain focus in the kiosk, and then they will be able to resume testing where they left off.
- To prevent these interruptions, schools should use one of the following approaches:
 - If OneDrive is not needed or used on student devices, schools are recommended to disable OneDrive during student testing.**OR**
 - If OneDrive cannot be disabled, the technology coordinator should take the necessary steps to prevent any actions, including file sharing or synchronization and administration updates to OneDrive settings, that would trigger a OneDrive notification during student testing.

Supported OS for Accessibility Features/Accommodations

Accommodation	Supported Operating System
Compatible Assistive Technology	Windows
Mouse Pointer	Windows, macOS, ChromeOS, and iPadOS*
Screen Reader	Windows (NVDA, JAWS)
Speech-to-Text Standard	Windows, macOS, ChromeOS, and iPadOS
Speech-to-Text Special Access	Windows, macOS, ChromeOS, and iPadOS
Word Prediction Standard	Windows, macOS, ChromeOS, and iPadOS
Word Prediction Special Access	Windows, macOS, ChromeOS, and iPadOS

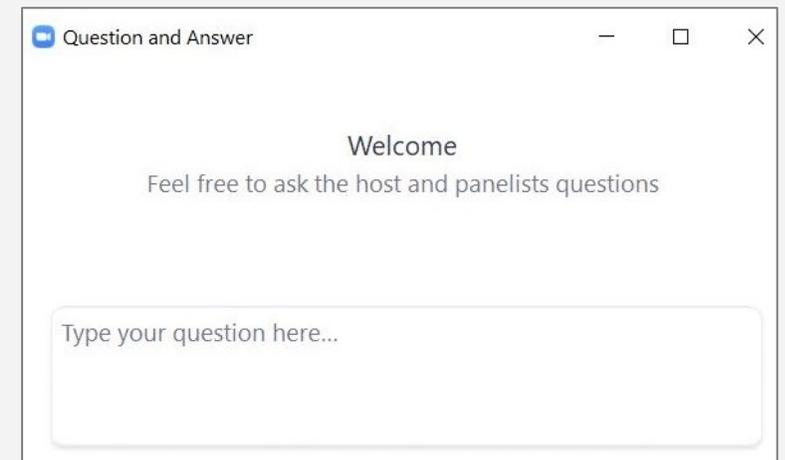
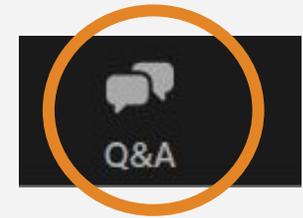
*iPadOS: It is recommended to use an external mouse.

Notes:

- For students requiring the Screen Zoom tool, see the [MCAS Student Kiosk Technology Guide, Part III, D. Monitor Settings](#).
- All other accessibility features and accommodations are supported by Windows, MacOS, ChromeOS, and iPadOS.

Questions & Answers

Use the “Q&A” feature
to ask questions.



3. MCAS Student Kiosk Updates and Site Readiness

Download and Install Updated MCAS Student Kiosks

- Schools should have downloaded and installed the updated MCAS Student Kiosk in fall 2025.
- Available for download from the [MCAS Portal](#) and [MCAS Resource Center](#) for Linux, Mac, and Windows
 - For iPadOS and ChromeOS, access the apps on the Apple App Store and Chrome Web Store. Information is available in the MCAS Portal and MCAS Resource Center.

Download the MCAS Student Kiosk				
Chromebook	iPad	Linux	Mac	Windows
Detailed instructions for setting up the 2025-26 MCAS web app for ChromeOS and extension are provided in the MCAS Student Kiosk Technology Guide below.	 Download MCAS Student Kiosk for iPad Note: The name of the app is "iTester." The first time the app is used on a student testing device, select "MCAS".	 Download MCAS Student Kiosk for Linux	 Download MCAS Student Kiosk for Mac	 Download MCAS Student Kiosk for Windows

Download and Install Updated MCAS Student Kiosks (continued)

- Be sure to download the correct MCAS Student Kiosk for each device type.
- Scripted installations and other methods of installation are provided in Part IV of the [*MCAS Student Kiosk Technology Guide*](#).

PWA for ChromeOS

- **New for 2025–26:** As part of Google’s ongoing updates to ChromeOS, support for legacy ChromeOS Apps, including the MCAS Chrome app, is being phased out. Starting in the 2025–26 school year, a new Progressive Web App (PWA) is required for all online testing on ChromeOS devices.
- The PWA will work alongside a Chrome extension to support secure kiosk testing.
- Resources:
 - [ChromeOS Kiosk Installation Instructions](#)
 - [January 13 ChromeOS Kiosk Installation training webinar](#)
 - [MCAS Student Kiosk ChromeOS Application Installation Quick Copy](#)

MCAS Student Kiosk: Update for MacOS

- MacOS – Additional instructions for setup
 - Technology coordinators need to turn off the Force Click (3D Touch) on Mac TrackPad for student testing devices.
 - Instructions for turning off this setting are located on page 37 of the [*MCAS Student Kiosk Technology Guide*](#).

Overview of Site Readiness

What are the purposes of conducting Site Readiness and Site Certification?

- For technology coordinators to:
 - Confirm that installation of the MCAS Student Kiosk was done correctly on student devices
 - Confirm that testing devices meet the minimum requirements and have been properly configured
 - Confirm that test content reaches student devices without issue
 - Identify any potential technology-related issues before testing begins
- For communication of these steps to district and school test coordinators that testing devices are ready

When is Site Readiness conducted?

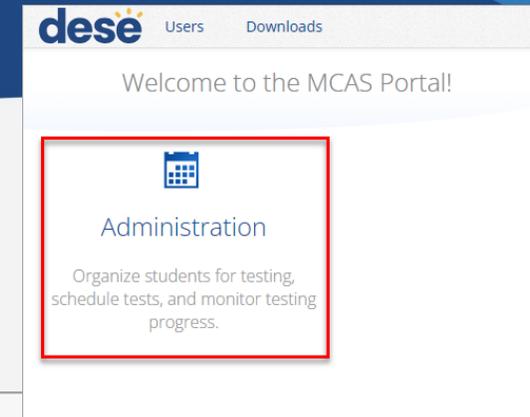
- Schools should have completed Site Readiness in fall 2025.
- Schools should complete Site Readiness again prior to testing if they have updated any technology.

Site Readiness Testing and Site Certification

- After installing the updated MCAS Student Kiosk, all schools and districts must conduct site readiness testing. The Site Readiness tool includes the System Set-Up Test and the Student Interface Test and **both parts** must be completed.
 - The **System Set-Up Test** tests bandwidth, connectivity, screen resolution, and the text-to-speech function.
 - The **Student Interface Test** provides sample test questions to determine whether the device is capable of correctly displaying and navigating test content in the MCAS Student Kiosk.
- Refer to section V of the [MCAS Student Kiosk Technology Guide](#) for more information.

Begin Site Readiness Testing

1. Locate the Site Readiness credentials in the [MCAS Portal](#).
 - Log in to the MCAS Portal with your username and password.
 - On the Portal home page, click Administration.
 - The Site Readiness account information appears at the bottom of the Administration home page.
 - Make a note of the username and password for the school, which you will use to log in to the MCAS Student Kiosk.



Welcome to the MCAS Portal.

This site provides access to MCAS test administration and reporting tasks. If you need assistance with this site, please contact the MCAS Service chat by clicking [here](#).

Technology Coordinators: Download and install the MCAS Student Kiosks onto student testing devices using the links in the table below.

Chromebook	Chrome Web Store Note: The name of the app is "MCAS", but is only accessible through the direct link above.
iPad	Apple App Store Note: The name of the app is "iTester." The first time the app is used on a student testing device, select "MCAS"
Windows	Student Kiosk for Windows
Mac	Student Kiosk for Mac
Linux	Student Kiosk for Linux

Proctor password for

m4awwfy

Site Readiness login for

Username: WSR-00-881888-012
Password: 00-881888-012

Site Readiness Testing continued

2. Conduct site readiness on every device configuration.

- Launch the MCAS Student Kiosk on the device.
- Log in to the MCAS Student Kiosk with the Site Readiness username and password provided for the school (see slide 29).
- Under **System Set-Up Test**, click **Check System Set-Up** to begin the test.



MASSACHUSETTS
Department of Elementary
and Secondary Education

STUDENT SIGN IN

Username

WSR-00-661666-001

Password

.....

Not SiteReadiness User? [Exit](#)

Hello, SiteReadiness User

3768-39894 State Student ID	3/2/1998 Date of Birth	1 Grade
--------------------------------	---------------------------	------------

The following tests have been scheduled for you:

System Set-Up Test

[Check System Set-Up](#)

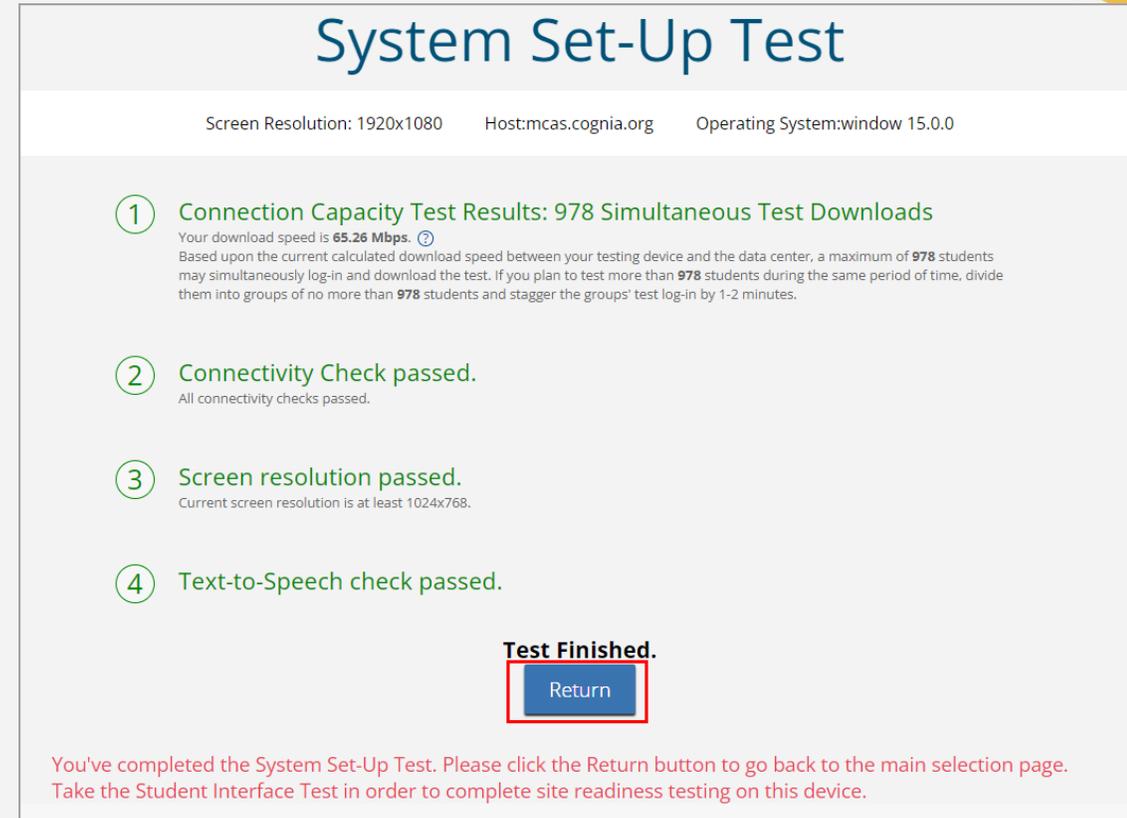
Student Interface Test

[Check Student Interface](#)

Site Readiness: System Set-Up Test

2. Conduct site readiness on every device configuration (continued)

- The screen resolution, host URL (mcas.cognia.org), and operating system for the device are listed at the top of the System Set-Up Test page.
- The System Set-Up Test consists of four parts: the Connection Capacity Test, the Connectivity Check, the Screen resolution check, and the Text-to-Speech check.
- The results of each test appear as soon as it is completed.



The screenshot displays the 'System Set-Up Test' interface. At the top, it shows system information: 'Screen Resolution: 1920x1080', 'Host:mcas.cognia.org', and 'Operating System:window 15.0.0'. Below this, four test results are listed in a numbered sequence:

- 1 Connection Capacity Test Results: 978 Simultaneous Test Downloads**
Your download speed is **65.26 Mbps**.
Based upon the current calculated download speed between your testing device and the data center, a maximum of **978** students may simultaneously log-in and download the test. If you plan to test more than **978** students during the same period of time, divide them into groups of no more than **978** students and stagger the groups' test log-in by 1-2 minutes.
- 2 Connectivity Check passed.**
All connectivity checks passed.
- 3 Screen resolution passed.**
Current screen resolution is at least 1024x768.
- 4 Text-to-Speech check passed.**

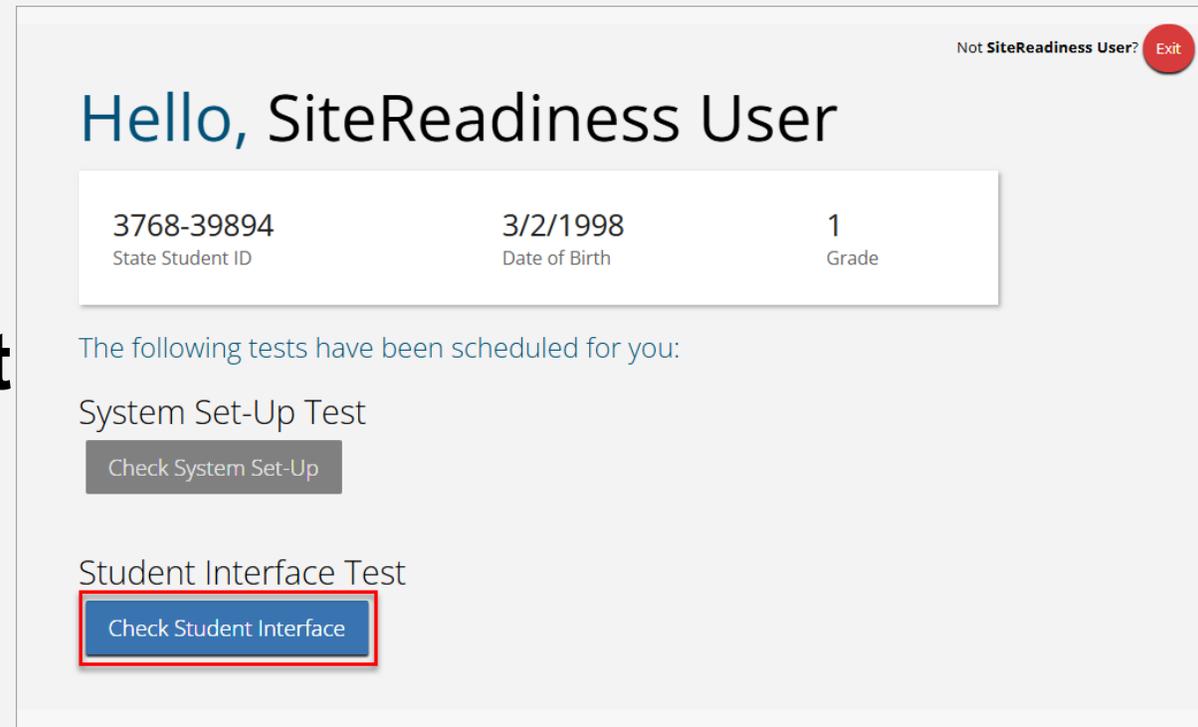
At the bottom of the results, it says 'Test Finished.' and features a blue 'Return' button with a red border. Below the button, a red text box contains the instruction: 'You've completed the System Set-Up Test. Please click the Return button to go back to the main selection page. Take the Student Interface Test in order to complete site readiness testing on this device.'

Site Readiness: Student Interface Test

2. Conduct site readiness on every device configuration (continued)

- When the System Set-Up test is completed, click the blue **Check Student Interface** button.

Note: If you run the **Check Student Interface** test on a Chromebook and you receive the error message “**This test must be taken with the kiosk or mobile app**”, this is an indication that the MCAS web app and extension are not installed correctly in Google Admin console.



The screenshot shows a user interface for a SiteReadiness User. At the top right, there is a link "Not SiteReadiness User?" and an "Exit" button. The main heading is "Hello, SiteReadiness User". Below this, a white box contains user information: "3768-39894" (State Student ID), "3/2/1998" (Date of Birth), and "1" (Grade). Underneath, it says "The following tests have been scheduled for you:". There are two test entries: "System Set-Up Test" with a grey "Check System Set-Up" button, and "Student Interface Test" with a blue "Check Student Interface" button that is highlighted with a red box.

Student Interface Test continued

2. Conduct site readiness on every device configuration (continued)

- Walk through the steps for the Student Interface Test.
- To exit the Site Readiness tool, click Exit in the top right corner of the page.

The screenshot displays the SiteReadiness User interface. At the top right, there is a user status indicator "Not SiteReadiness User" and a red "Exit" button. The main heading is "Hello, SiteReadiness User". Below this, a white box contains user details: State Student ID (3768-39894), Date of Birth (3/2/1998), and Grade (1). Underneath, a section titled "The following tests have been scheduled for you:" lists two tests: "System Set-Up Test" with a "Check System Set-Up" button, and "Student Interface Test" with a "Check Student Interface" button.

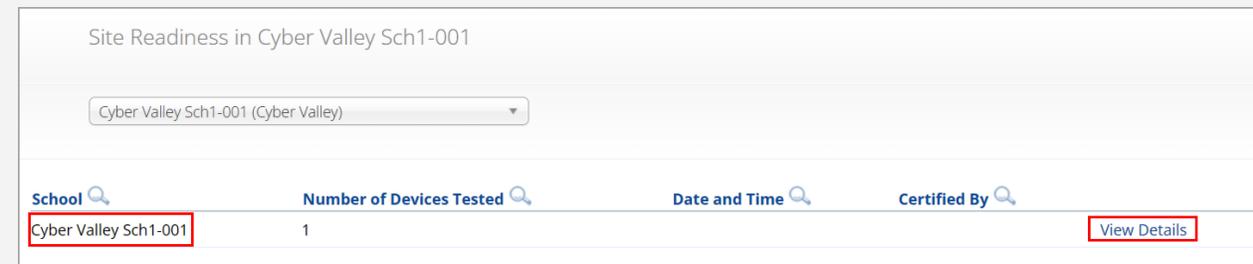
Demonstration

- Site readiness and site certification

Site Certification

After all device configurations for your school have successfully completed Site Readiness, the technology coordinator must certify the site for testing.

1. Log in to the MCAS Portal with your username and password.
2. Click **Administration**.
3. Click **Site Readiness** at the top of the page.
4. On the Site Readiness page, locate the school to be certified, and then click **View Details**.



A screenshot of the Site Readiness page for Cyber Valley Sch1-001. The page shows a dropdown menu for the school name, a table with columns for School, Number of Devices Tested, Date and Time, and Certified By, and a 'View Details' button.

School	Number of Devices Tested	Date and Time	Certified By
Cyber Valley Sch1-001	1		

Site Certification continued

5. On the Site Readiness Details page, verify that all the devices or device configurations for this location have successfully run the Site Readiness tool and meet the technology requirements.
6. Click **Certify Site Readiness** and click **Yes** to confirm in the pop-up window.

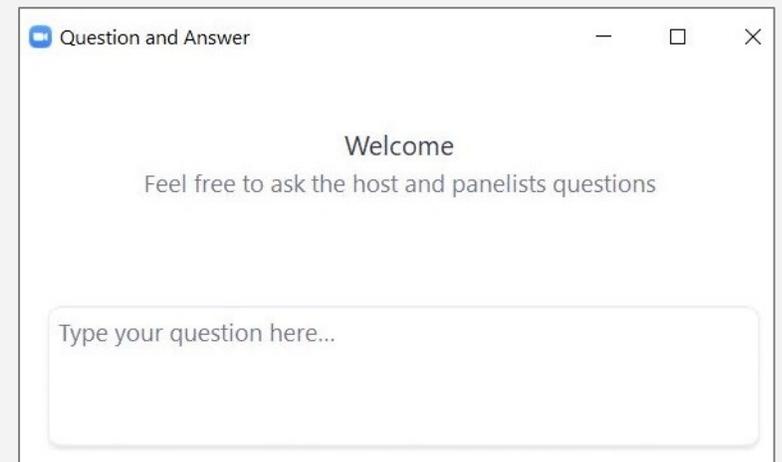
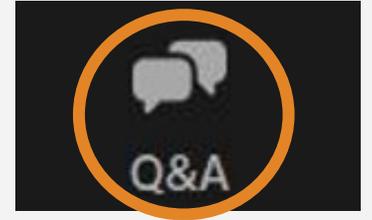
Note: Results for Site Readiness testing will only display if **both parts** of the Site Readiness test are taken.

The screenshot displays the 'Site Readiness Details' interface. At the top, there is a dropdown menu showing 'Cyber Falls Sch1-001 (Cyber Falls)'. Below this is a table with five columns: 'Device Name', 'OS', 'Screen Size', and 'Date and Time'. The table contains five rows of data. A red box highlights the 'OS' and 'Screen Size' columns for the first three rows. Below the table, it says 'Showing 1 - 5 of 5'. Underneath the table is a section titled 'Site Certification' with a text box containing the statement: 'I certify that Site Readiness tests have been performed on the above machines and any noted issues have been resolved.' Below this text box is a blue button labeled 'Certify Site Readiness', which is also highlighted with a red box. At the bottom left of the page is a grey button labeled '<< Back'. A small note at the bottom of the certification section reads '*Date and time is in Eastern Standard Time.'

Device Name	OS	Screen Size	Date and Time
emetric-244.local	mac 14.6.0	1440x900	9/24/2024 2:36:50 PM
emetric-244.local	mac 14.6.0	1440x900	9/26/2024 5:25:38 PM
eMetric-250	window 10.0.0	1536x864	9/24/2024 1:43:05 PM
eMetric-250	window 10.0.0	1536x802	9/27/2024 7:10:36 PM
eMetrics-MacBook-Air.local	mac 13.0.0	1440x900	9/24/2024 1:47:01 PM

Questions and Answers

Use the “Q&A” feature
to ask questions.



4. Troubleshooting during Testing: Internet Connectivity and Other Error Messages

MCAS Student Kiosk: Internet Connectivity

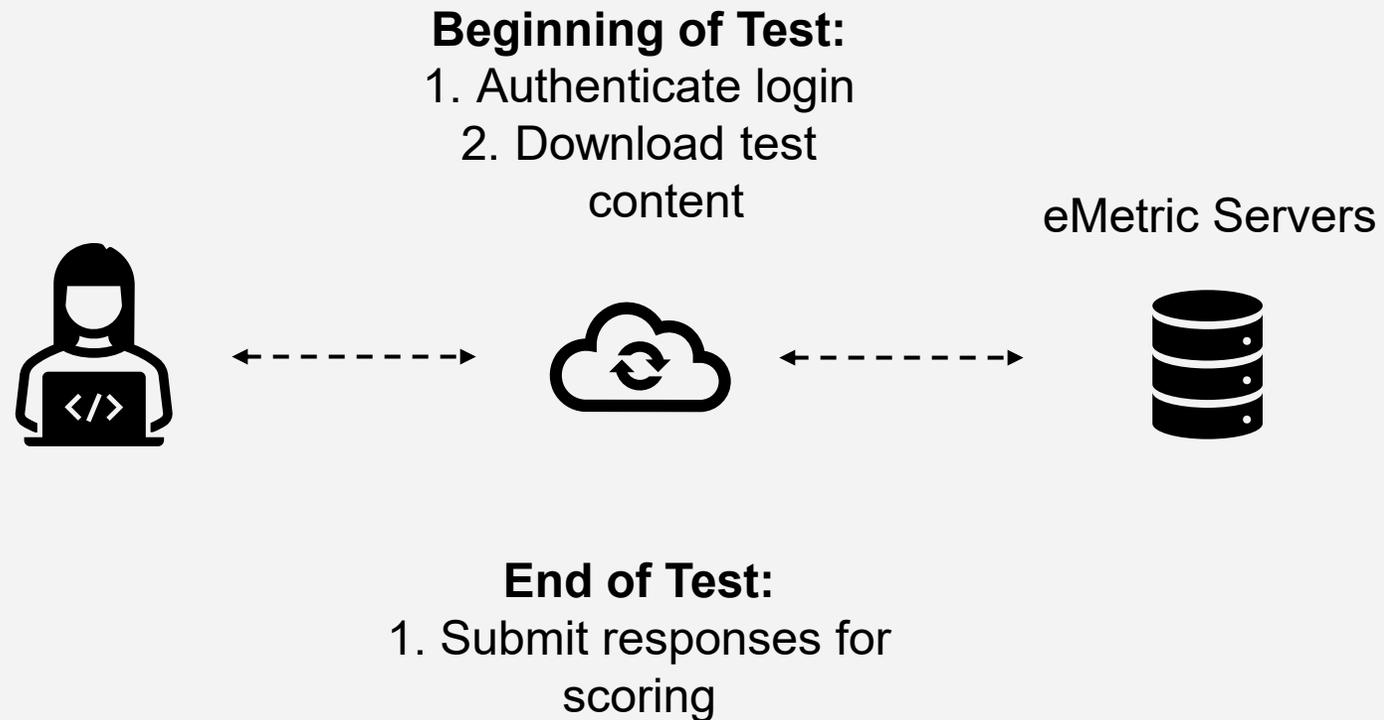
- For grades 5 and 8 STE, internet connectivity is required.
- For any tests with the text-to-speech or ASL accommodations, internet connectivity is required.
- For all other tests, internet connectivity is required during testing only as follows:
 - At the **beginning** of each test session to authenticate student login and download the test content
 - At the **end** of each test session to submit responses for scoring
- Once a student has finished reading the test session directions and the content has downloaded onto the local device, the student may continue testing regardless of internet connectivity.

MCAS Student Kiosk: Internet Connectivity (continued)

- If a student's device loses internet connectivity:
 - The student should keep testing on that device.
 - Do not move a student to a new device when experiencing technical issues if the student has already begun testing.
 - Student responses will be saved to the save response location indicated during MCAS Student Kiosk installation.
 - Once internet connectivity resumes, the saved responses will automatically be synced to eMetric servers.
 - If the student turns in the test offline, the student will receive a message to notify the test administrator.

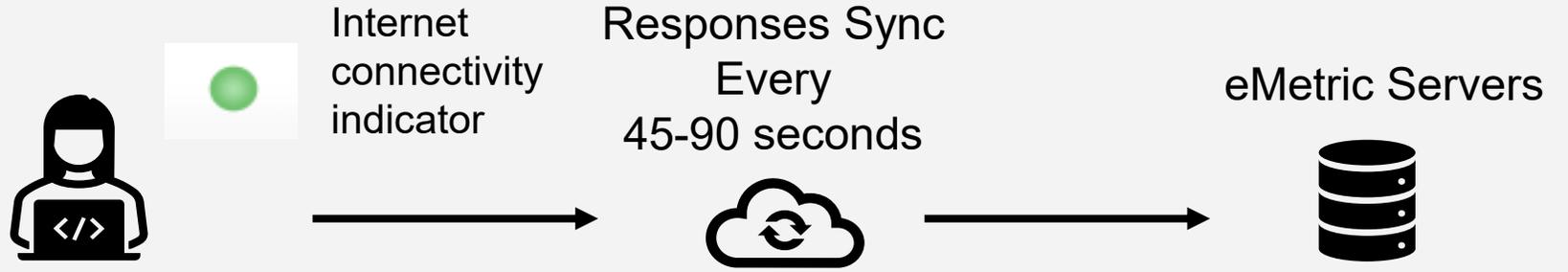
MCAS Student Kiosk: Internet Connectivity (continued)

When is internet connectivity required?



MCAS Student Kiosk: Loss of Internet Connectivity During Testing

Student with Internet Connectivity



Student with No Internet Connectivity

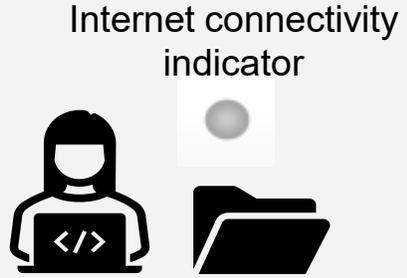


Student with Restored Internet Connectivity



MCAS Student Kiosk: Finish the Test with No Connectivity

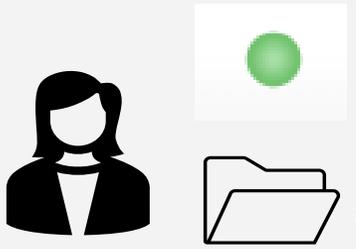
Student Finishes Test with No Internet Connectivity



Student turns in test and receives prompt to notify test administrator



Test Administrator on Student Device with Internet Connectivity



eMetric Servers



Test administrator uses student testing device and relaunches the MCAS Student Kiosk

Loss of Network Connectivity Procedure Summary

- If a student finishes and is ready to turn in the test while offline (prior to the network being restored):
 - Allow student to turn in test.
 - The student will receive a message to notify the test administrator.
 - Record the exact device the student is testing on.
 - Ensure no network management tools or system maintenance will alter that device's files or configuration.
 - When network connectivity is restored, the test administrator will need to resume internet connectivity and relaunch the MCAS Student Kiosk. (If you can see the student login page, the saved responses have synced.)
 - Test administrators should confirm student test status is Finished at the end of the test session.
- If you are unsure of the status of the student responses, call the MCAS Service Center.
- Step-by-step instructions are in Appendix A of the [PAM](#).

Steps to Resolve Error Messages

- If possible, do not power the device off until the student has exited the MCAS Student Kiosk.
- Record the exact device the student is testing on.
- Troubleshoot the error according to the instructions in Appendix A of the [PAM](#).
 - If your school is experiencing a high volume of error messages, contact the MCAS Service Center.
- When resuming a test after an error has exited the student from the kiosk, the original testing device should be used first.
 - This is so that any unsent responses on the original device can be sent to eMetric.
- If the original testing device cannot be used or if the original error is still occurring, contact the MCAS Service Center for support.

Common MCAS Student Kiosk Error Messages

Error Message	Resolution
Invalid username/password	<ul style="list-style-type: none">• The student is using the incorrect password or username when trying to log into the MCAS Student Kiosk.• Verify the correct username and password in the MCAS Portal and have the student try again.
We could not establish a connection to our server, please check your internet connection.	<ul style="list-style-type: none">• Internet connectivity was lost after the student entered their username and password.• The MCAS Student Kiosk detected the loss of internet connectivity and will not allow the student to log in until internet connectivity is reestablished.• Restore internet connectivity and try again.
Incorrect access code. Please try again.	<ul style="list-style-type: none">• The student is using the incorrect access code for the session selected or typing in the access code incorrectly.• Verify the correct access code in the MCAS Portal and have the student try again.

Common MCAS Student Kiosk Error Messages (continued)

Error Message	Resolution
We were unable to get your Test Session. Please check your internet connection and try again.	<ul style="list-style-type: none">• Internet connectivity was lost after the student logged in.• The MCAS Student Kiosk will not load the test sessions until a connection to the internet is reestablished. Click Retry.• If internet connectivity is established, then the student will be directed to the test session.• If an internet connection is not detected, restore internet connectivity and try again.
We could not establish a connection to our server, please check your internet connection.	<ul style="list-style-type: none">• The eMetric servers cannot reach the stored response folder location due to a network connectivity failure.• Reestablish network connection.

Common MCAS Student Kiosk Error Messages (continued)

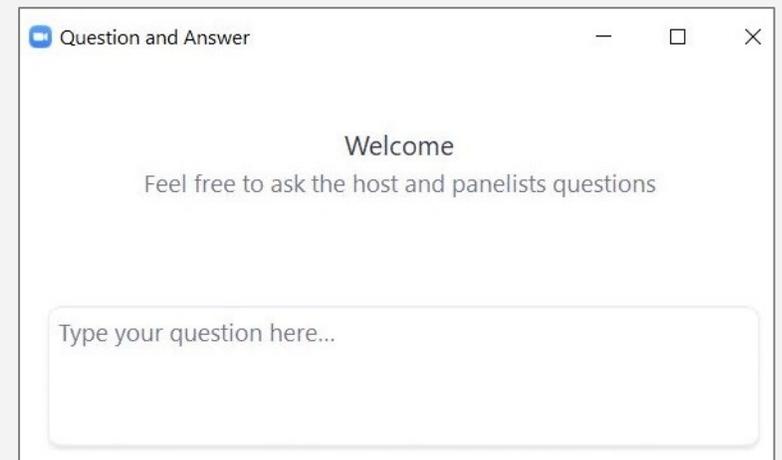
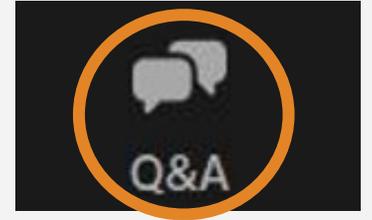
Error Message	Resolution
Please raise your hand; your test session has timed out.	<ul style="list-style-type: none">• The student has timed out of their test session, meaning they have been inactive in the test for 60 minutes or more.• Click Exit to go back to the sign-in page.• When the student is ready to continue testing, they will log back into the student testing interface and select the session, enter the access code, and the test administrator will enter the proctor password.• The student will resume testing where they left off.
A connection to the network could not be established. Your test has been saved offline.	<ul style="list-style-type: none">• Internet connectivity was lost after the student began testing and was not restored by the time the student completed the test.• The student's responses are saved to the local folder configured when installing the MCAS Student Kiosk.• Enter the proctor password to acknowledge the message.• Note the student's device ID.• Contact your technology coordinator to establish internet connection.• Relaunch the MCAS Student Kiosk on the student's device.

Common MCAS Student Kiosk Error Messages (continued)

Error Message	Resolution
This test must be taken with the kiosk or mobile app.	<ul style="list-style-type: none">• The MCAS Student Kiosk has not been installed correctly.• The technology coordinator will need to verify the kiosk has been installed correctly and all device settings have been set correctly.

Questions and Answers

Use the “Q&A” feature
to ask questions.



5. Resources, Support, and Next Steps

Additional Resources

Resource	Location
MCAS Resource Center	mcas.onlinehelp.cognia.org
Guide to the MCAS Portal	https://mcas.onlinehelp.cognia.org/portal/
MCAS Student Kiosk Technology Guide	https://mcas.onlinehelp.cognia.org/technology-setup/
Student Assessment Updates (Biweekly email with important updates about the MCAS program)	www.doe.mass.edu/mcas/updates.html If you do not already receive this email, subscribe using this link: http://eepurl.com/ghSOhH
Cybersecurity Resources	https://www.doe.mass.edu/mcas/testadmin/

Next Steps

- **Today:** Complete the evaluation form.
 - Responses are associated with the name and email address used to log in.
 - Email your input to mcas@mass.gov if you have problems accessing or completing the form.
- **Within one week:**
 - Receive an email with the Q&A from this session
 - Recording will be available

Email and Phone Support

MCAS Service Center

- Questions on logistics and technology
 - **Web:** <https://mcas.onlinehelp.cognia.org/>
 - **Email:** mcas@cognia.org
 - **Phone:** 800-737-5103
 - **TTY:** 888-222-1671
 - Live chat is available at the link on the bottom of the page at the [MCAS Resource Center](#)

DESE Student Assessment Services

- Policy questions (e.g., student participation, accommodations)
 - **Web:** www.doe.mass.edu/mcas
 - **Email:** mcas@mass.gov
 - **Phone:** 781-338-3625
 - **TTY:** 800-439-2370

THANK YOU

The Office of Student Assessment Services

 781-338-3625

mcas@mass.gov

 www.doe.mass.edu/mcas

 135 Santilli Highway, Everett, MA 02149