MASSACHUSETTS
Department of Elementary
and Secondary Education

MCAS Student Kiosk Technology Guide

2026–2027 MCAS Test Administrations
Updated October 22, 2026

MASSACHUSETTS
Department of Elementary
and Secondary Education

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

The Massachusetts Department of Elementary and Secondary Education, an affirmative action employer, is committed to ensuring that all of its programs and facilities are accessible to all members of the public.
We do not discriminate on the basis of age, color, disability, national origin, race, religion, sex, gender identity, or sexual orientation.
Inquiries regarding the Department's compliance with Title IX and other civil rights laws may be directed to the Human Resources Director, 135 Santilli Highway, Everett, MA 02149. Phone: 781-338-6105.

© 2026 Massachusetts Department of Elementary and Secondary Education
Permission is hereby granted to copy any or all parts of this document for non-commercial educational purposes. Please credit the "Massachusetts Department of Elementary and Secondary Education."

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 (Refer to the 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 DESE 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

Table of Contents

I. INTRODUCTION 1
- **A. Technology Overview 1**
- **B. Overview of Steps for Technology Coordinators 2**

II. TECHNOLOGY GUIDELINES 3
- **A. Operating System Support Plan 3**
- **B. MCAS Student Kiosk Device Specifications 4**
- **C. MCAS Portal Browser Specifications 5**
- **D. Accommodations with Supported Operating Systems 5**

III. TECHNOLOGY SETUP 6
- **A. Network Connectivity 6**
- **B. Bandwidth 7**
- **C. Thin-Client Environments 7**
- **D. Monitor Settings 8**

IV. MCAS STUDENT KIOSK INSTALLATION 8
- **A. ChromeOS App Installation 8**
- **B. iPadOS App Installation 23**
- **C. Linux 26**
- **D. MacOS 34**
- **E. Windows OS 44**

V. SITE READINESS TESTING AND SITE CERTIFICATION 56
- **A. Purpose 56**
- **B. Using the Site Readiness Tool 57**
- **C. Site Certification 65**

APPENDIX A: STUDENT TOOLS, ACCESSIBILITY FEATURES, AND ACCOMMODATIONS UNAVAILABLE FOR SITE READINESS 68

APPENDIX B: MCAS STUDENT KIOSK ERROR MESSAGE GUIDANCE FOR TECHNOLOGY STAFF 69

I. Introduction

This document is intended for technology staff responsible for setting up the MCAS computer-based testing technology.

MCAS computer-based testing will use the following components:

- the **MCAS Portal**, the test administration and management website for district test coordinators, technology coordinators, principals/school test coordinators, test administrators, and other staff as needed
- the **MCAS Training Site**, where test coordinators, principals, technology coordinators, and test administrators can practice the tasks required in the MCAS Portal
- the **MCAS Student Kiosk**, the student testing platform

This document contains information on technology requirements, instructions for installing the MCAS Student Kiosk and conducting Site Readiness testing on student devices used for computer-based testing, and guidance on error messages that could occur when using the MCAS Student Kiosk.

For more information on working with the MCAS Portal, refer to the *Guide to the MCAS Portal*, which is available in the MCAS Resource Center.

New for 2026–27: This guide includes the following updates for the 2026–27 school year.

- updated ChromeOS accessibility configuration guidance; refer to page 20 for more information.
- a new iPad external keyboard setting for full kiosk control and Magic Mouse compatibility; refer to page 25 for more information. iPads now show in the MCAS Portal on the Site Readiness details page when conducting Site Readiness.
- The MCAS Student kiosk is updated each year. If your devices have a previous version of the legacy Windows, Linux, or macOS MCAS Student Kiosk, it will need to be uninstalled before downloading and installing the latest version. Refer to step 2 of the installation steps in section IV.
- revised Linux installation steps; refer to page 26 for more information.
- updated Windows OS kiosk installation options, including the new iTester Windows app and the legacy Windows kiosk; refer to page 44 for more information.

A. Technology Overview

The MCAS Student Kiosk is used by students for secure online testing. The kiosk restricts access to other computer applications during testing and is a cross-platform application. The kiosk runs on Windows®, Mac®, and Linux® operating systems, iPad® tablets, and Chromebook™ notebook computers.

Information on using third-party accessibility or accommodations software with the kiosk for the compatible assistive technology or screen reader accommodations can be found

in Appendix E: Using Assistive Technology as an MCAS Test Accommodation of the *Accessibility and Accommodations Manual for the 2026–2027 Test Administrations*.

B. Overview of Steps for Technology Coordinators

The MCAS Student Kiosk is installed and set up by a Technology Coordinator (TC). District Test Coordinators (DTCs) and School Test Coordinators (STCs) can also perform these tasks.

After your DTC or STC has set up your TC account in the MCAS Portal, you will receive your user account information via email. If you have not received your account information with your login credentials, contact your DTC or STC.

Follow the steps below to install and set up the MCAS Student Kiosk for your school. Further information on each step is provided in subsequent sections.

1. Review the Technology Guidelines in Section II of this document to ensure that you have the correct devices and equipment for student testing.
2. Configure your network to support student testing on the kiosk by following the instructions in Section III: Technology Setup.
3. Download and install the appropriate MCAS Student Kiosk to each student testing device by following the instructions in Section IV: MCAS Student Kiosk Installation below:
   - ChromeOS app
   - iPadOS app
   - Linux
   - MacOS
   - Windows

   If your student testing devices have the MCAS Student Kiosk installed from the 2025–26 school year, please refer to the table below and the instructions in each section linked above.

Kiosk Installed in 2025–26	**Action Required for MCAS Testing in 2026–27**
ChromeOS	No action required
iPad	Manually update the kiosk if automatic updates are not enabled.
Linux	Uninstall the old kiosk and then download and install the new kiosk.
MacOS	Uninstall the old kiosk and then download and install the new kiosk.
Windows	If using the legacy Windows kiosk, uninstall the old kiosk and then download and install the new kiosk. If using the iTester for Windows app, uninstall the old kiosk and then download the new app directly from the Microsoft Store. For more information

	about choosing between the legacy Windows kiosk and the iTester Windows app, refer to Part IV Section E: Windows OS.

4. Complete Site Readiness, using the Site Readiness tool, and certify that the school's devices and technology are ready for testing. All schools should complete Site Readiness to confirm that the school's technology infrastructure has been set up correctly and that testing devices meet minimum requirements and have been properly configured. DESE will follow up with schools that do not complete Site Readiness testing and certification.

   Note: To ensure that the school technology setup is ready for MCAS testing, it is recommended to complete Site Readiness at least four weeks prior to testing. When all the configurations that will be used for student testing are ready, certify that the site is ready for student testing.

For questions about technology guidelines, downloading the MCAS Student Kiosk, and the Site Readiness tool, contact the MCAS Service Center at mcas@cognia.org or 800-737-5103.

II. Technology Guidelines

A. Operating System Support Plan

The table below describes eMetric's plan for supporting operating systems during the 2026–27 school year for MCAS computer-based testing. This plan helps districts and schools manage operating system deployments based on the support timelines. Students testing on devices that do not meet the technology guidelines may encounter performance-related issues during testing. OS updates should not be made during the spring testing windows.

Table 1. Operating System Support Plan

Operating System	Version	Version Release Date	End of Support Date	eMetric Support Policy
Chrome OS™	150+ 144+ LTS	July 2026 April 2026	End of 2026–27 school year (June 2027)	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.
iPadOS®	18.7+	September 2024	End of 2026–27 school year	eMetric supports the latest three major versions that are supported by Apple.

Operating System	Version	Version Release Date	End of Support Date	eMetric Support Policy
	26.5+ 27	September 2025 September 2026 - expected	End of 2027–28 school year End of 2028–29 school year	
Linux®, Fedora™ (64-bit only)	44	April 2026	End of 2026–27 school year	eMetric supports the latest version of Fedora.
macOS®	15.7+ 26.5+ 27	September 2024 September 2025 September 2026 - expected	End of 2026–27 school year End of 2027–28 school year End of 2028–29 school year	eMetric supports the latest three major versions that are supported by Apple.
Windows®	11 (24H2 Educator, Enterprise, IoT Enterprise, Enterprise Multi-Session; 25H2; 26H1; 26H2)	October 2021	October 2031	eMetric supports major versions of Windows that are supported by Microsoft. The latest supported minor versions of Windows are supported.

B. MCAS Student Kiosk Device Specifications

Students must use devices that meet the specifications provided in the table below.

Table 2. 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 “11-inch class” tablets or larger are highly recommended
Screen Resolution	1024 x 768 or larger
Browser Requirements	
Browsers (used for practice tests only)	Chrome 151 or newer Firefox 153 or newer Microsoft Edge 151 or newer Safari 26.6 or newer
Desktop and Laptop Specific Requirements	
CPU	1.3 GHz
Memory	2 GB (4GB is strongly recommended for best performance)

C. MCAS Portal Browser Specifications

The MCAS Portal is accessible via the following browsers on desktops and laptops:

- Chrome 151 or newer
- Firefox 153 or newer
- Microsoft Edge 151 or newer
- Safari 26.6 or newer

D. Accommodations with Supported Operating Systems

Certain accommodations in the MCAS Student Kiosk are only supported on specific operating systems as described in the table below.

Table 3. Accommodations with Supported Operating Systems

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

Word Prediction Standard and Special Access	Windows, macOS, ChromeOS, and iPadOS

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

III. Technology Setup

A. Network Connectivity

All student testing devices should have access to the internet and be able to access the server using HTTP/HTTPS protocols on ports 80 and 443.

Allow the following sites on ports 80 and 443 in content filtering proxies or other locally used proxy software.

- `https://mcas.cognia.org`
- `https://mcas-training.cognia.org`
- `https://mcas-practicetest.cognia.org`
- `fonts.googleapis.com/`
- `themes.googleusercontent.com/`
- `googleusercontent.com/`
- `https://cognito-identity.us-west-2.amazonaws.com`
- `https://cognito-identity.us-east-1.amazonaws.com`
- `https://eventsapi.emetric.net/maprod/router`
- `app.getsentry.com`
- `dc.services.visualstudio.com`
- `az416426.vo.msecnd.net`
- `speech.beta.cowriter.dev`
- `wss://*.cowriter.dev`
- `https://ws.cowriter.dev/`
- `https://www.google.com/speech-api`

Note for ChromeOS: If your school/district restricts student browsing using the built-in URL blocking policies within the Google Admin Console (separate from the network firewall or content filters), you must format the CoWriter domain exception exactly as follows:

- `cowriter.dev`

If you are working with sandboxing applications, complete one of the following steps while installing the kiosk, and contact the MCAS Service Center with questions:

- Choose a network folder location for local caching.
- Make sure the default location, such as **C:\Users\user\AppData\Local\eMetric (%localappdata%/emetric)**, and its contents are not deleted by the sandboxing applications.

Note: Student testing data, including encrypted responses, will be saved to the indicated location only if the network connection or internet connection is lost during the test. Students will be able to continue testing without interruption, but their testing data will be saved in the indicated folder.

Note about 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 then have to click anywhere on the white screen to regain focus in the kiosk; once clicked they will be able to resume testing where they left off. To prevent this, 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.
- If OneDrive cannot be disabled, please take necessary steps to prevent any administrative actions, including file sharing or synchronization and administration updates to OneDrive settings, that would trigger a OneDrive notification during student testing.

B. Bandwidth

The ability of a school's network to support a given number of online testers is a function of the available bandwidth between the student's test device and the data center serving the test content, the number of students who will be downloading tests, and the size of the test content. The Site Readiness tool's Connection Capacity Test will measure the bandwidth between a student's test device and the data center and determine the number of tests that can be downloaded at the school simultaneously. Use the results of this test to gauge the impact your bandwidth will have on student testing.

Schools with low internet bandwidth (i.e., an internet download speed of less than 1.5 Mbps or an internet upload speed of less than 256 Kbps) should stagger student start times by 1–2 minutes to reduce the likelihood of interruptions.

C. Thin-Client Environments

When using thin-client environments, such as Terminal Services, Citrix, or LTSP, make sure that there is enough memory, CPU, and bandwidth on the server to accommodate multiple student test sessions. The kiosk requires a minimum of 80 MB of memory per client session and performance can vary depending on the size and type of the test. Allowing multiple sessions on an improperly sized thin-client environment will result in poor performance.

Additionally, schools using thin-clients need to be cautious when there is 1 GB or less of physical memory on the student testing device. In this case, a local installation is strongly recommended. As a rule, if you can use the Chrome browser to access web-based email or web-based streaming services on all student testing devices simultaneously, then testing should go well.

In thin-client environments, the accounts students use to log in to the student testing devices (not the MCAS test login) must be unique for each student. Also, each account must have its own dedicated user profile.

For assistance, contact the MCAS Service Center at mcas@cognia.org or 800-737-5103.

D. Monitor Settings

Ensure that all monitors used for testing are set to the default color settings. If a student will use the zoom in/out tool, review the recommended screen resolutions in Table 4 below:

Table 4. Monitor Settings

Required Zoom Level for Student	Recommended Screen Resolution
100% (No Zoom)	1024 x 768 (or Higher)
150%	1920 x 1080 (or Higher)
200%	1920 x 1080 (or Higher)
300%	1920 x 1080 (or Higher)

Note: Students should use the screen resolution that is most comfortable for them; the resolutions listed are recommendations only. The student or test administrator may set the zoom level within the MCAS Student Kiosk when the student logs in at the time of testing.

IV. MCAS Student Kiosk Installation

A. ChromeOS App Installation

Managed Chromebooks

These instructions are for technology coordinators who have access to the Chromebook device management console to administer and manage their Chromebook devices.

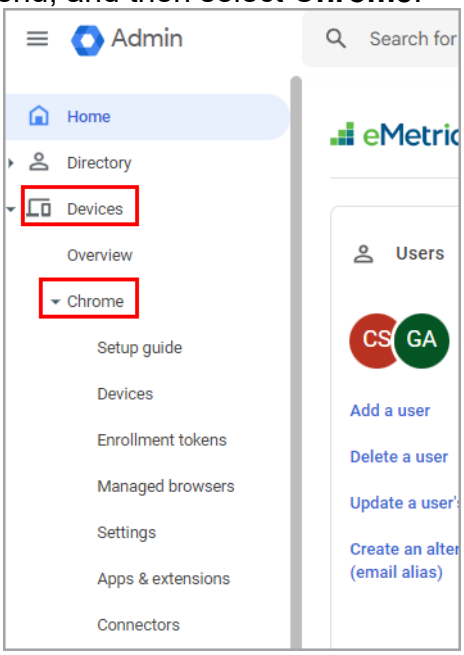
Note: For ease of copying configuration URLs into the Google Management Console, a Quick Copy Guide is available for download on the MCAS Resource Center.

Step 1: Set up your school technology.

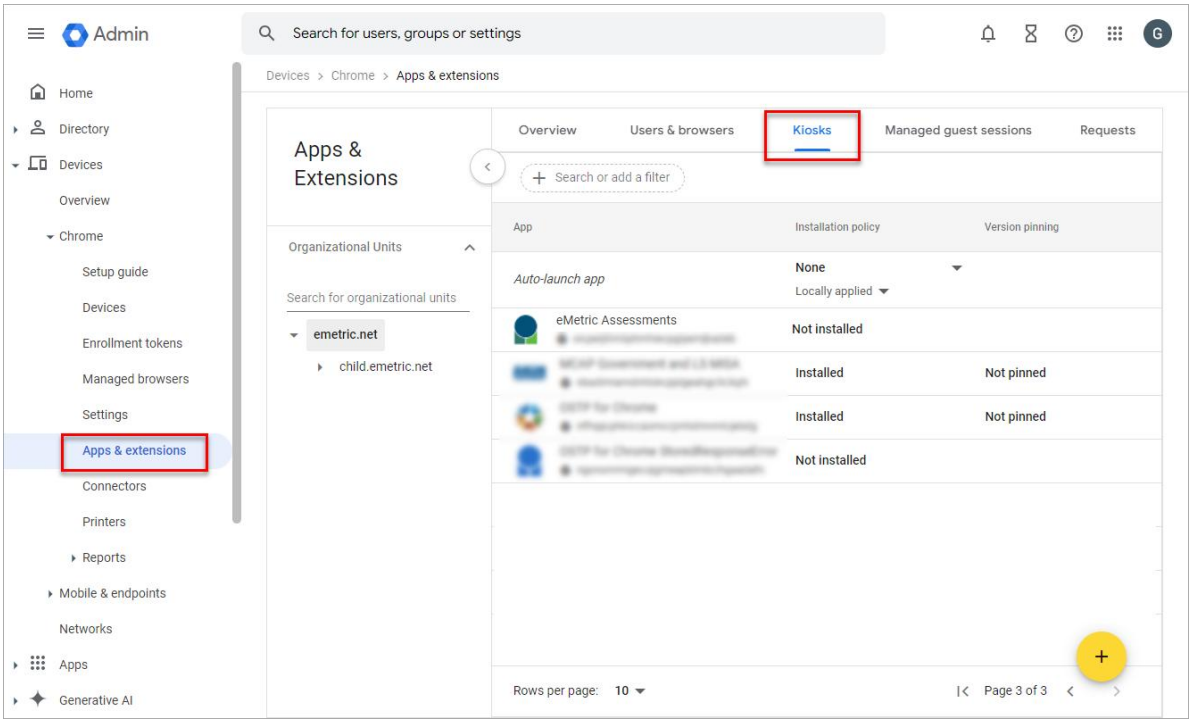
Review section II: Technology Guidelines and section III: Technology Setup in detail. If the MCAS Web App for ChromeOS was previously installed for the 2025–26 school year, confirm that all previous configuration requirements remain in place and complete steps 10–13 in the ChromeOS instructions, which outline new steps to disable Chrome Accessibility features.

Step 2: Install the MCAS Web App for ChromeOS

1. As the Chromebook administrator, log in to your ChromeOS management console (https://admin.google.com).
2. Expand the **Devices** menu, and then select **Chrome**.

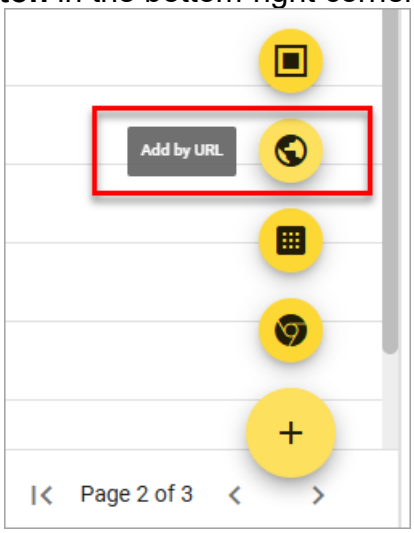


3. Select **Apps & Extensions** and then **Kiosks** and select **the organizational unit (OU) for which you want to install the MCAS Web App and Extension for ChromeOS.**

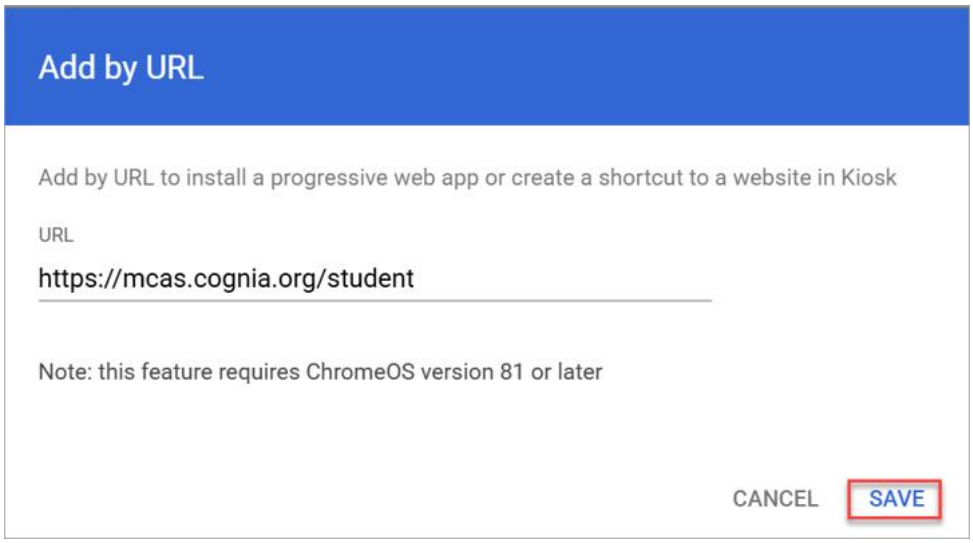


Note: Ensure that child organizational units inherit the app and policy settings from the parent OU. If inheritance is disabled, the kiosk app will not appear on devices in those child organizational units (OUs) and the policy settings and app must be installed locally in the desired child OU.

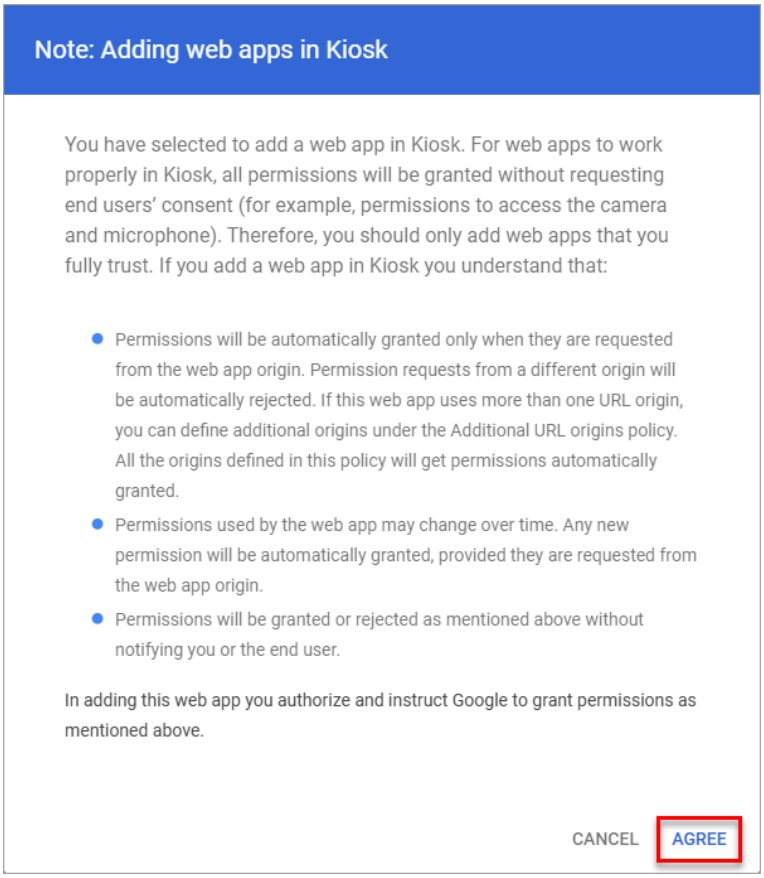
4. Expand the **yellow + button** in the bottom-right corner and select **Add by URL**.



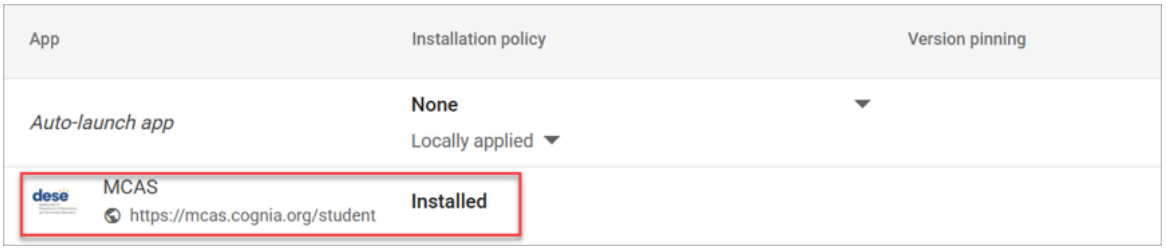
5. Enter https://mcas.cognia.org/student and select **Save.**



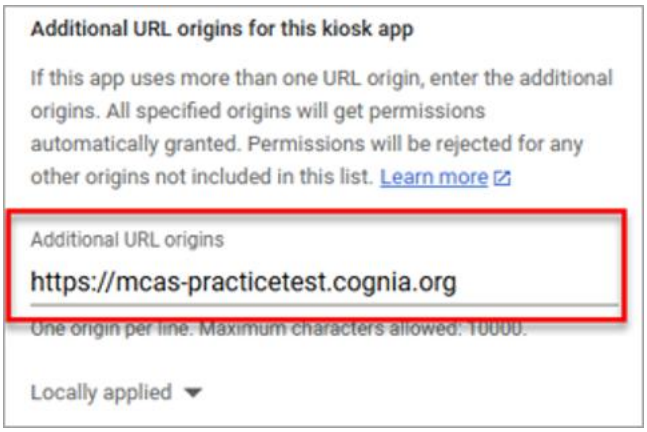
6. Google will then prompt you to allow permissions to this app. Select **Agree**.



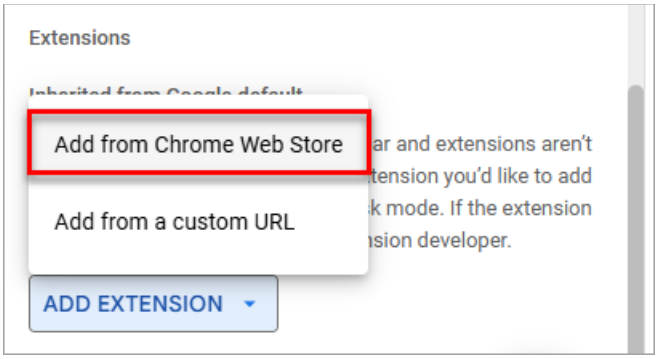
7. The MCAS web app for ChromeOS appears in the app list.



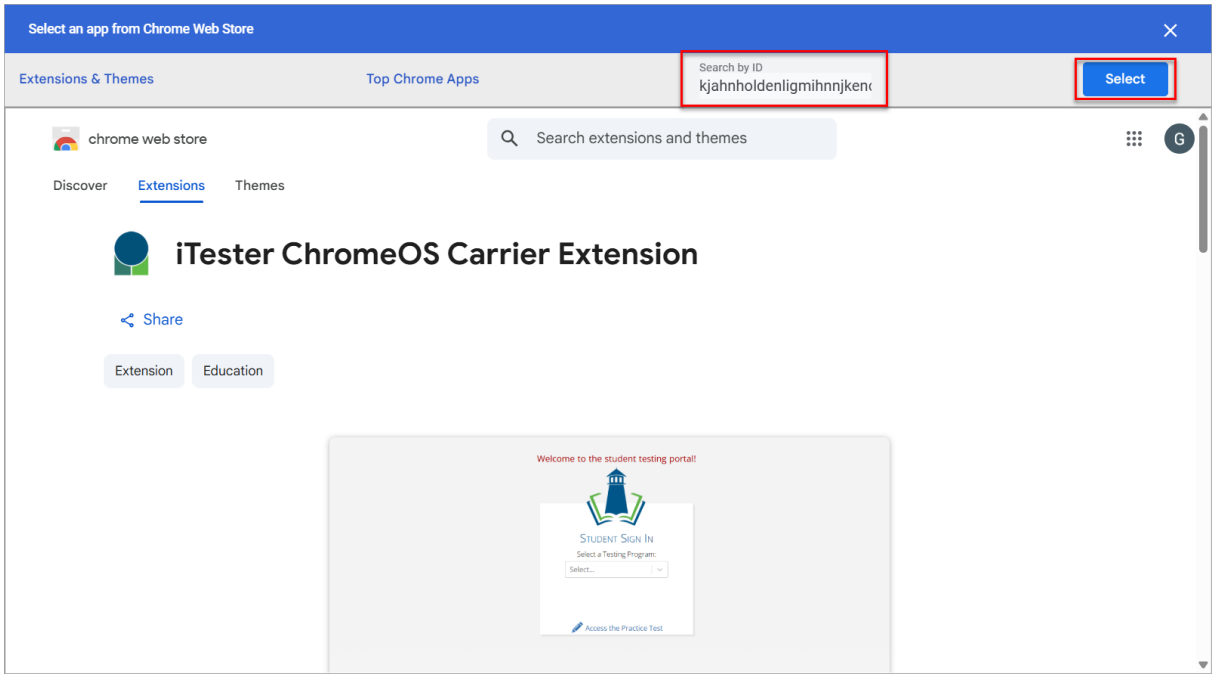
8. Select the MCAS web app and scroll down the right-side bar to **Additional URL origins** field to add the following URL, exactly as shown: https://mcas-practicetest.cognia.org.



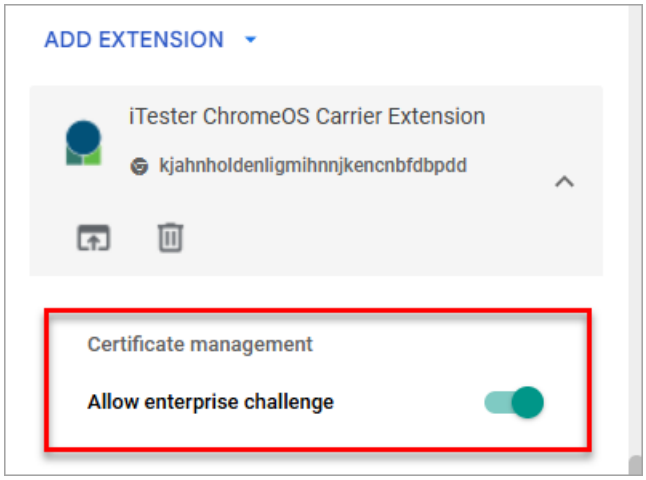
9. Scroll down further on the right-side bar to the **Extension** section. Click **ADD EXTENSION** and from the pop-up list select **Add from Chrome Web Store**.



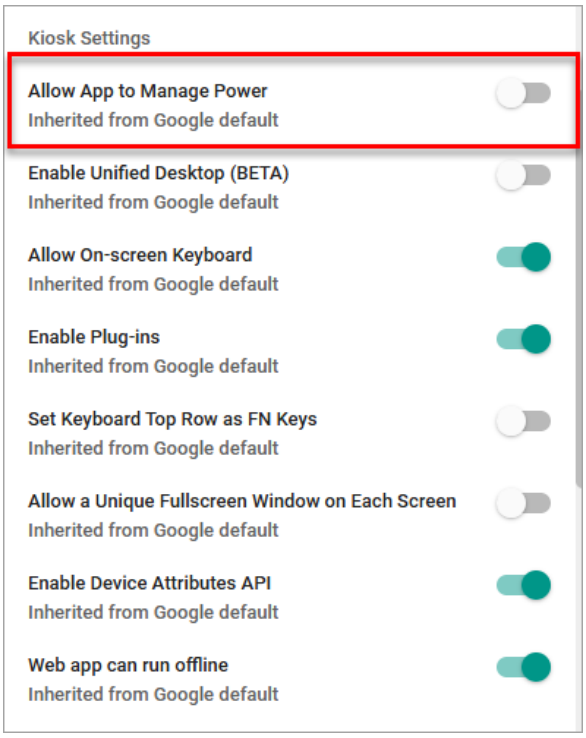
10. In the Chrome Web Store, ensure the iTester ChromeOS Carrier extension ID is entered exactly as it is shown below, with no additional spaces, in the **Search by ID** text box and then select the **Select** button to add the extension.
    - **`kjahnholdenligmihnnjkencnbfdbpdd`**



11. Once the extension has been added, enable **Allow enterprise challenge**. Under **Certificate management,** enable **Allow enterprise challenge** setting by moving the slider to the right. When it is enabled, it will show as green.

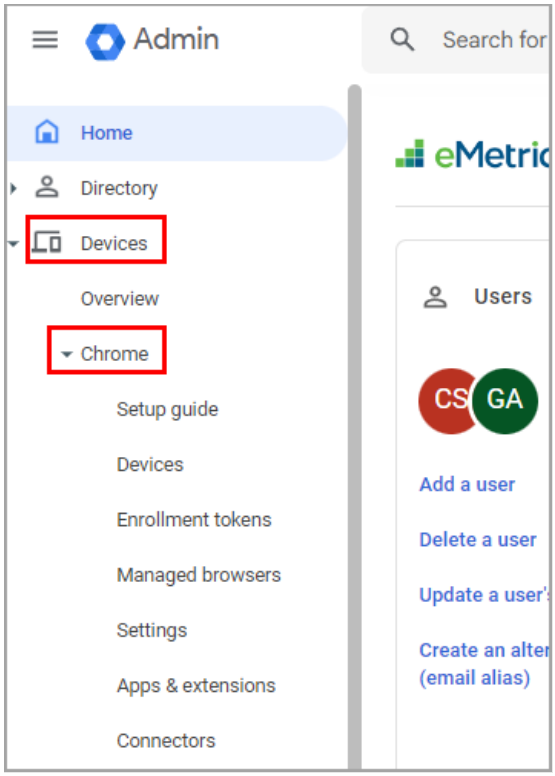


Important Note: Verify in Kiosk Settings that “Allow App to manage power” is **disabled**. To do this, click on **Devices, Apps & Extensions** and then select **Kiosks**. Click on the **MCAS** app name and check to make sure the setting **Allow App to Manage Power** is **disabled** (slider is moved to the left and not green).

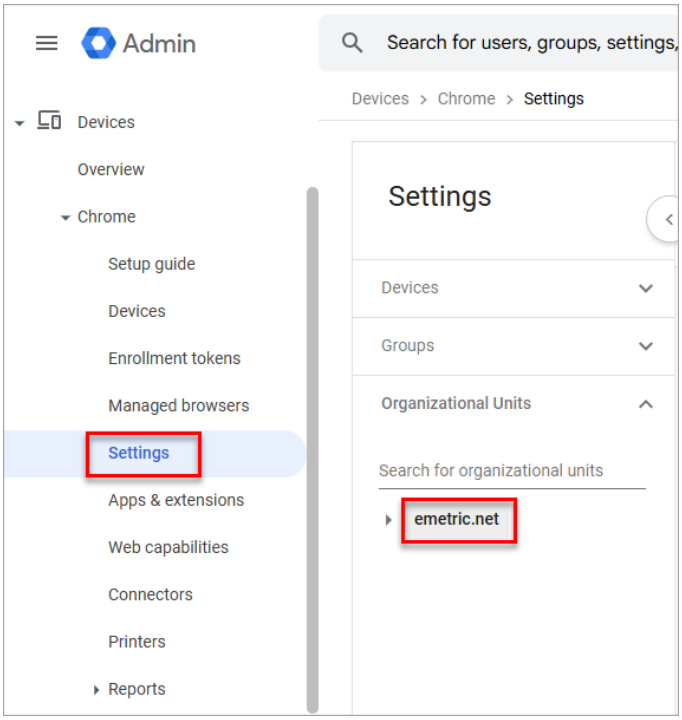


Step 3: Configure Device Settings

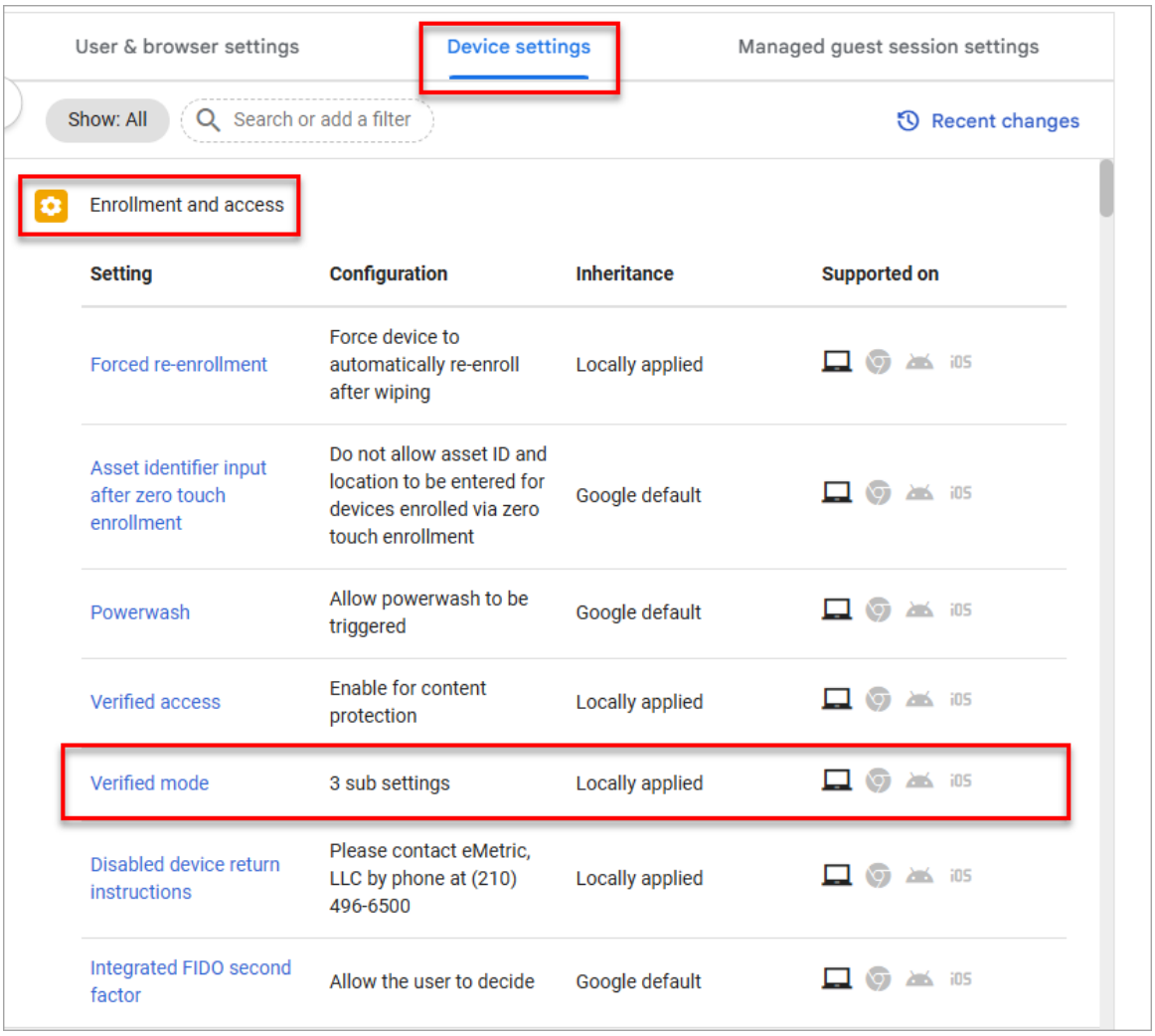
1. In your Google Admin console, navigate to **Devices,** then select **Chrome**.



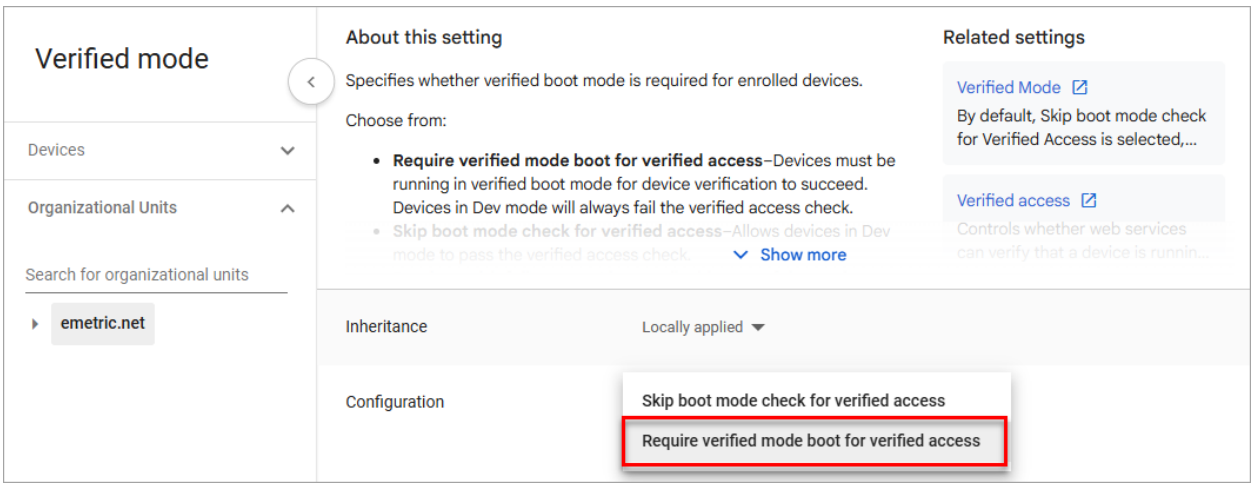
2. Click on **Settings** and then choose the relevant **Organizational Unit** where the MCAS web app is installed. In the example below the top Organizational Unit is emetric.net.



3. Select the **Device settings** tab. Scroll to **Enrollment and access** and select **Verified mode**. Verified mode ensures that only enrolled and trusted ChromeOS devices can run the ChromeOS PWA, and your testing environment remains secure and authenticated.



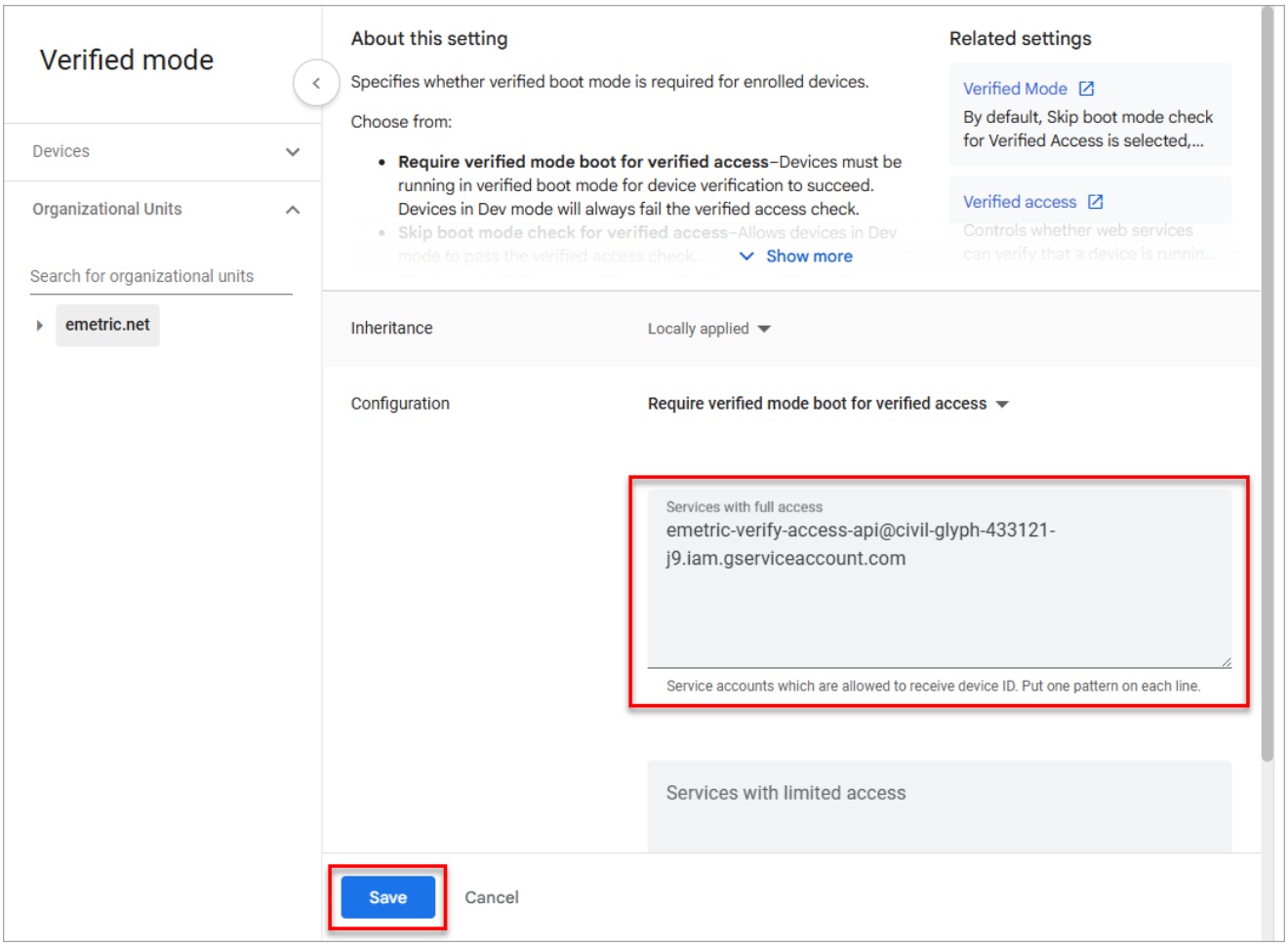
4. Set configuration to: **Required verified mode boot for verified access**.



5. In **Verified mode**, ensure the verified access service account is entered exactly as displayed below in the **Services with full access** section. We recommend entering this manually.
   - Ensure all hyphens are included and that there are no spaces before, within, or after the service account text:

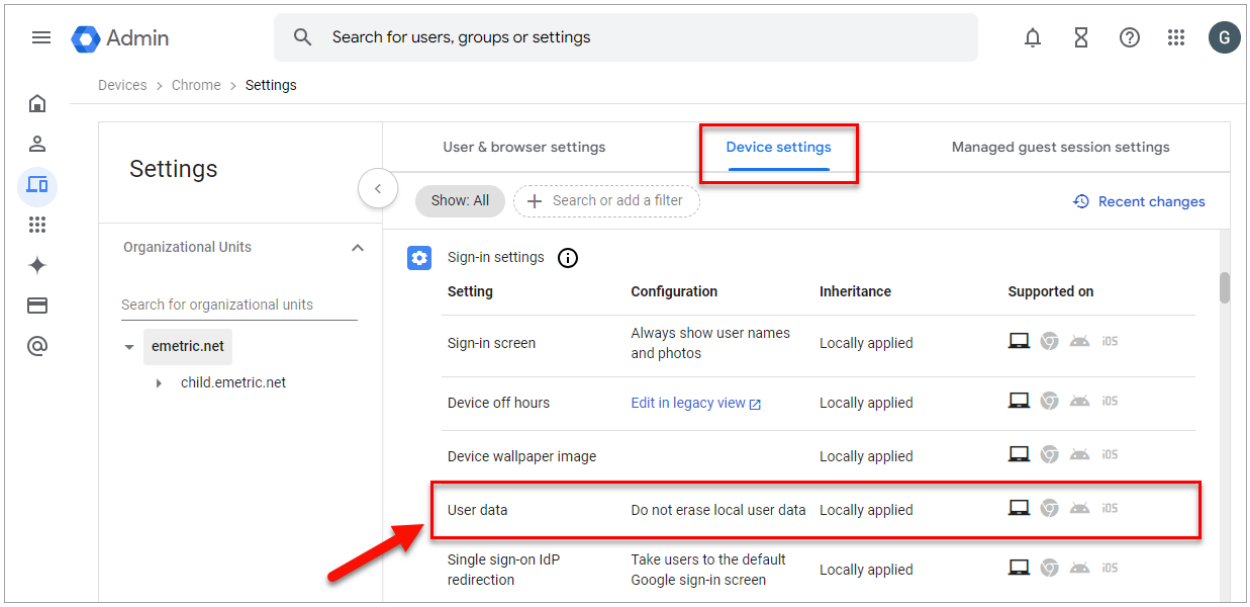
     `emetric-verify-access-api@civil-glyph-433121-j9.iam.gserviceaccount.com`

   - Then select **Save**.

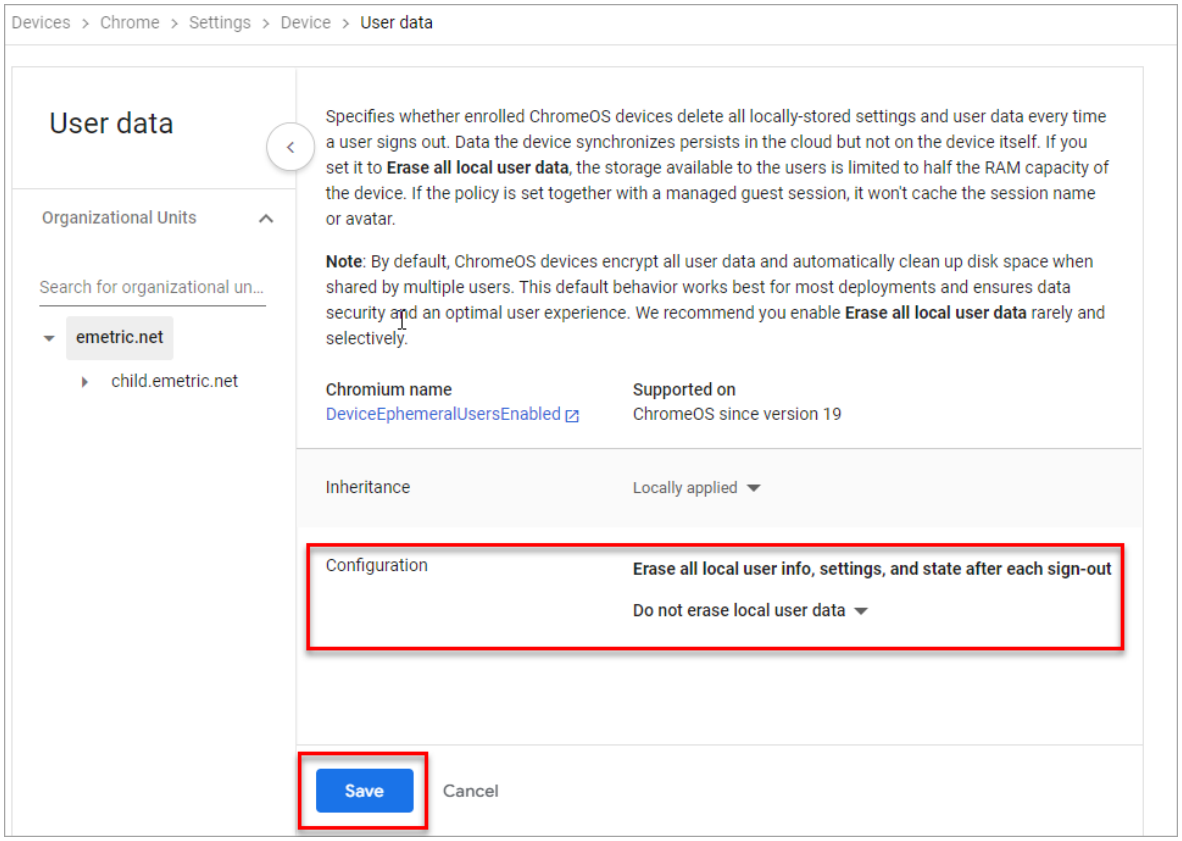


Note: Pay close attention when entering the service account, as any typos or added characters will prevent the app from entering kiosk mode.

6. Scroll to the **User Data** section under **Sign-In Settings**.

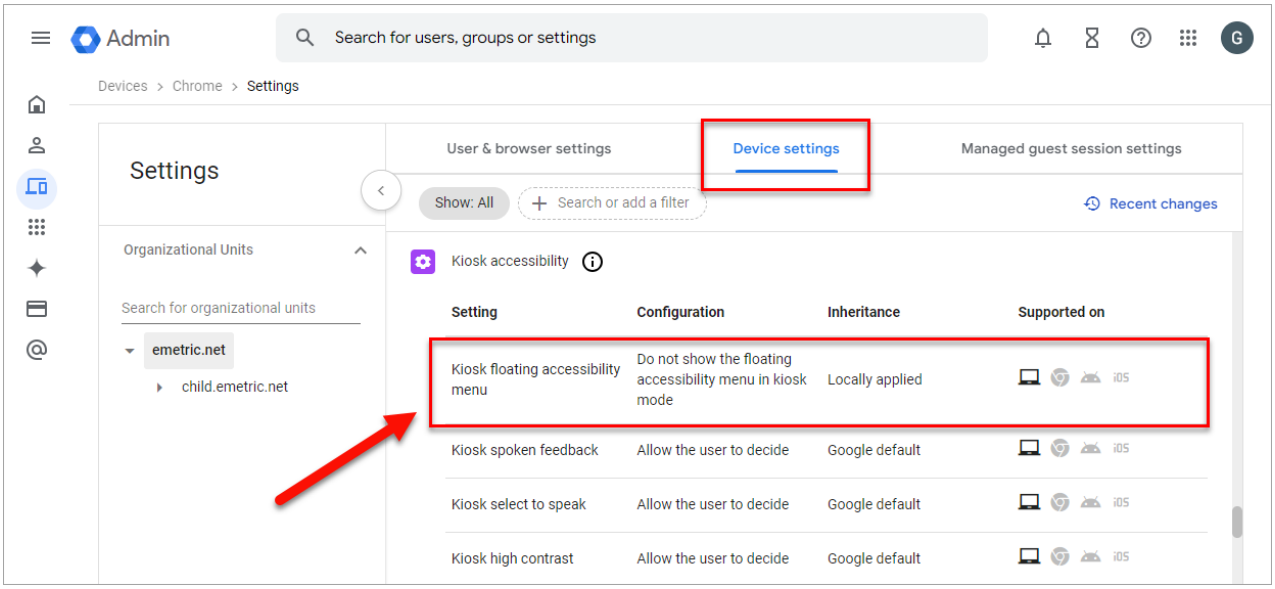


7. Verify that **Do not erase all local data** is set; if not, click on **User Data** to update the setting with the drop-down menu and click **Save**.

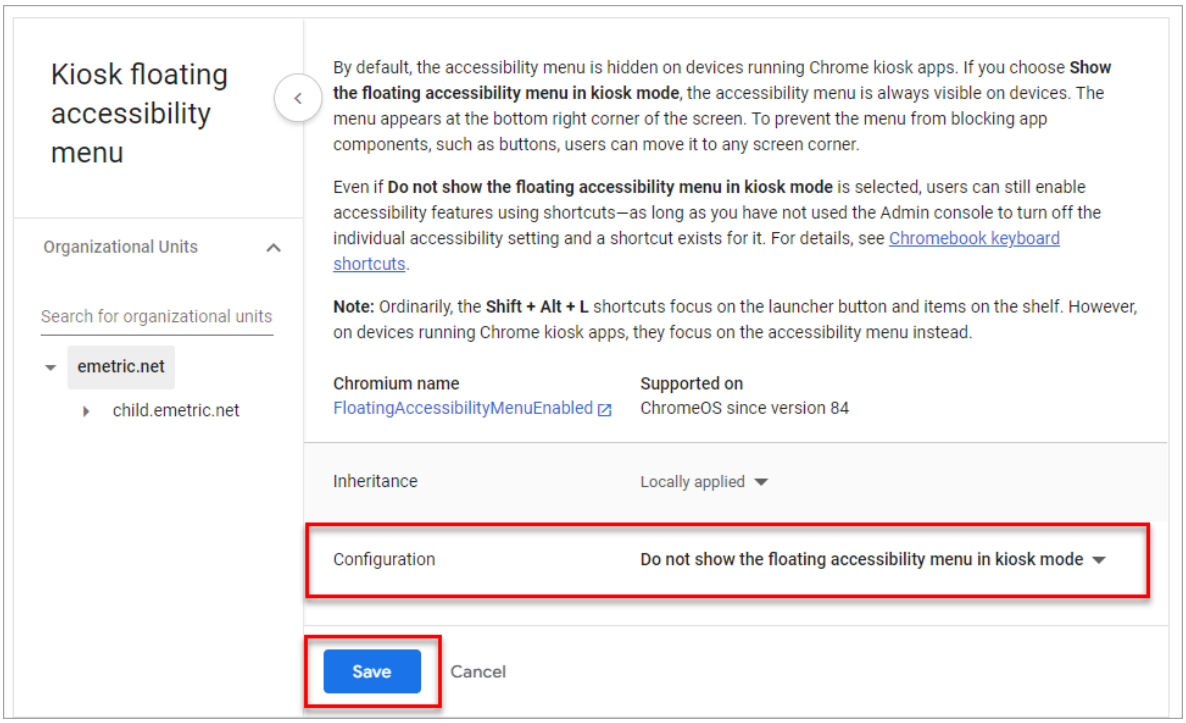


⚠ **Note:** This setting is crucial to allow Chrome local storage to be used to store student responses if network connectivity is lost. If this is not configured, student responses will not be saved to the device in the case of internet disruptions.

8. Scroll to the **Kiosk Floating Accessibility Menu** in the **Kiosk Accessibility** section.



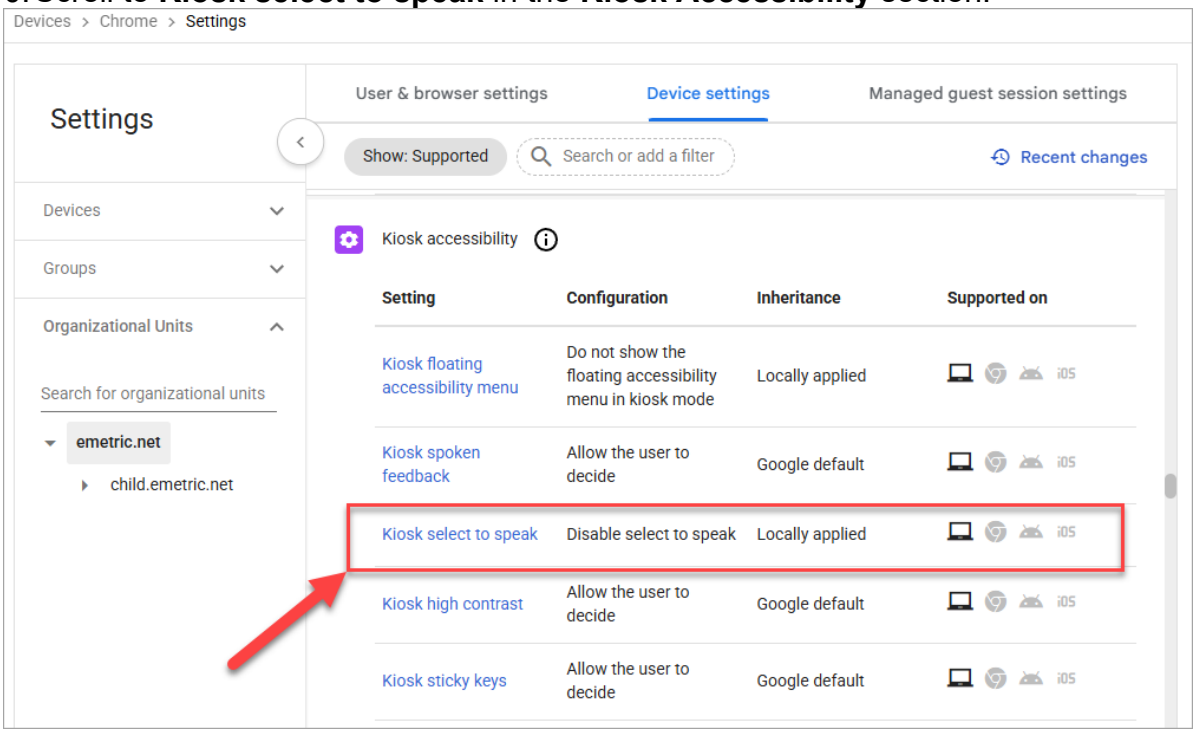
9. Verify that **Do not show the floating accessibility menu in kiosk mode** is set; if not, click on **Kiosk Floating Accessibility Menu** to update the setting with the drop-down menu and click **Save**.



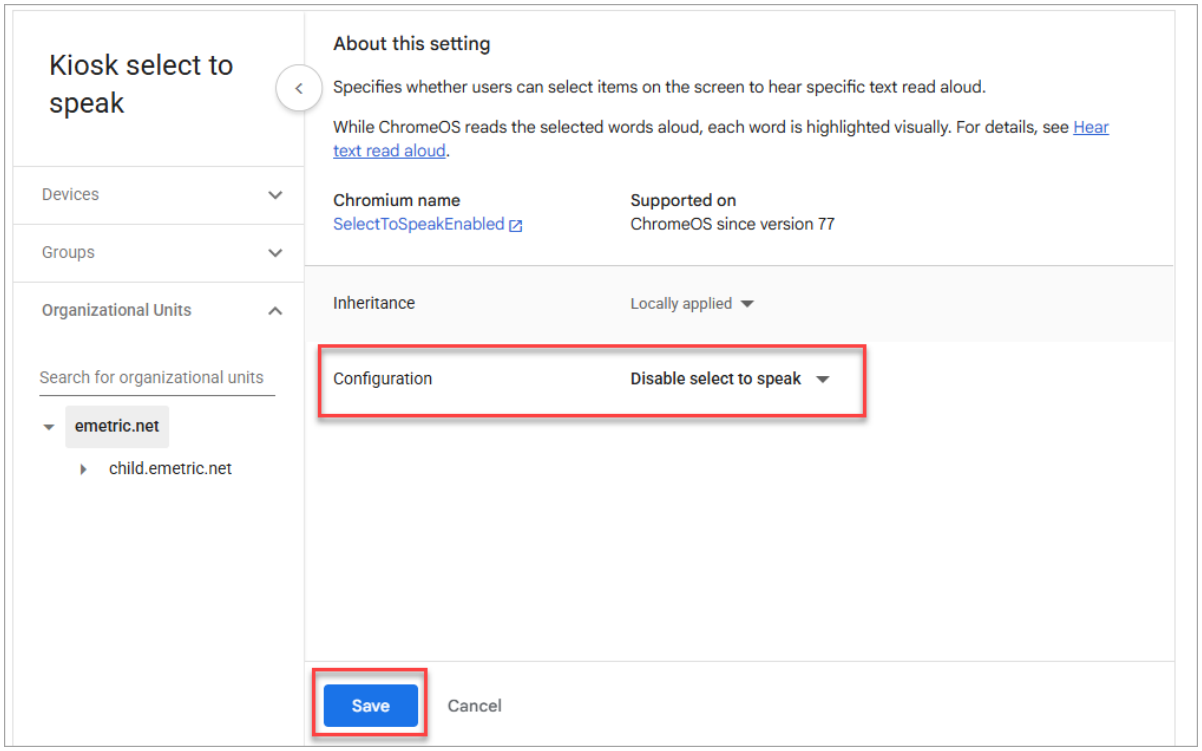
Note: Students with accommodations that are embedded within the MCAS Student Kiosk, including text-to-speech, word prediction, and speech-to-text, will access these accommodations directly through the MCAS Student Kiosk as they are delivered by the test platform. ChromeOS contains native accessibility features that may appear within the kiosk with a floating menu. Technology coordinators should disable these features in Google Admin before testing occurs to avoid issues.

New for 2026–27: Certain accessibility features are not automatically disabled by removing the floating menu above. Additional steps are required to disable these Chrome Accessibility features, as described in steps 10–13 below.

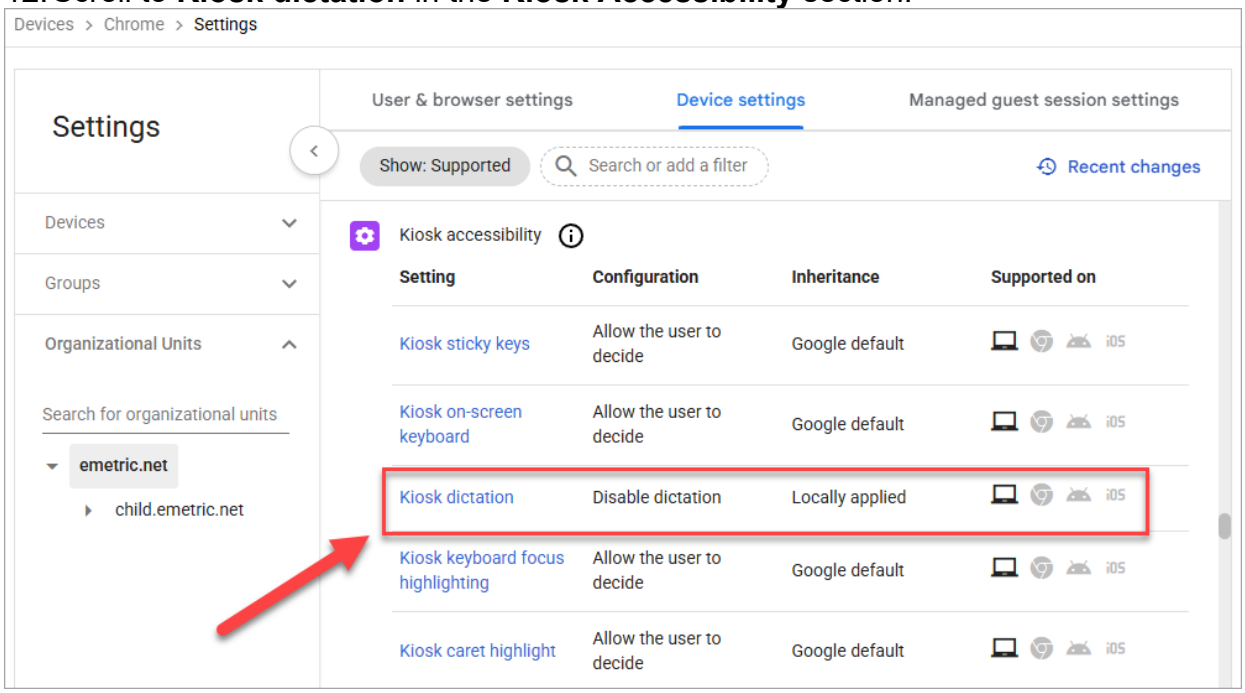
10. Scroll to **Kiosk select to speak** in the **Kiosk Accessibility** section.



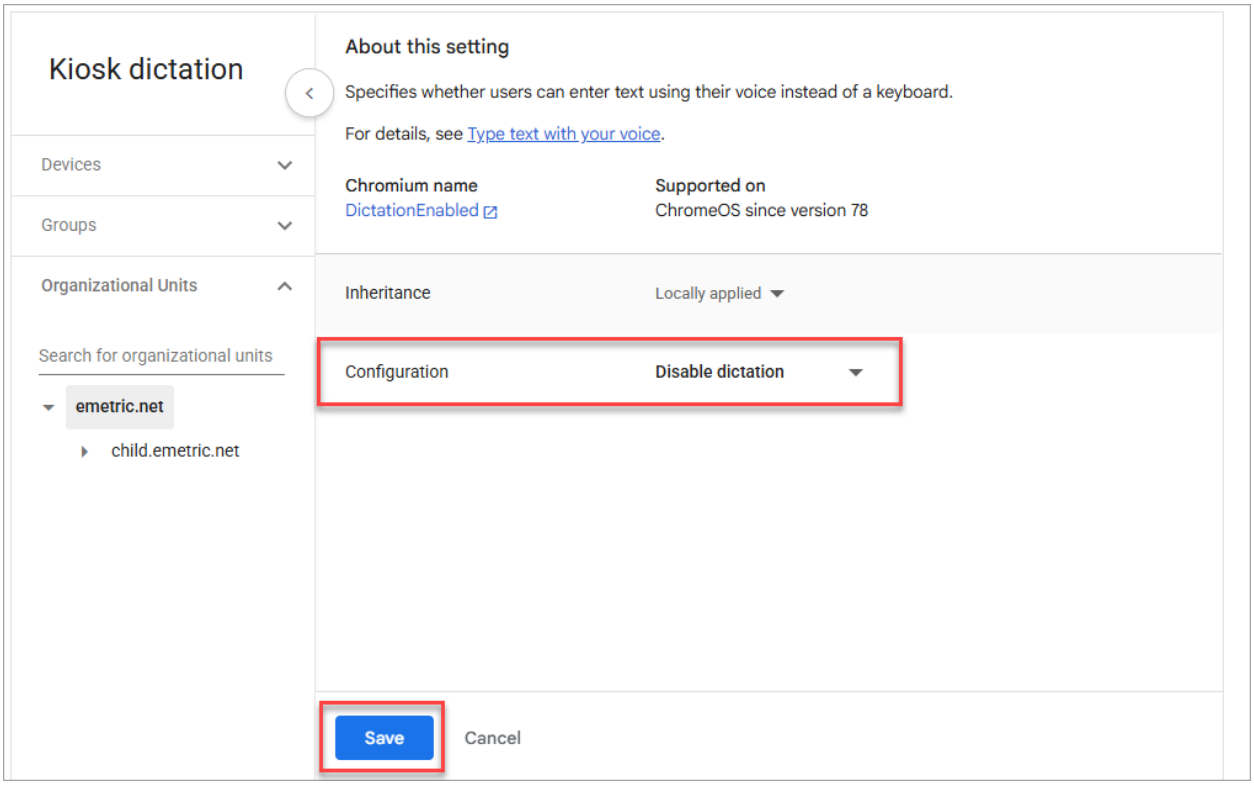
11. Verify that **Disable select to speak** is set; If not, click on **Kiosk select to speak** to update the setting with the drop-down menu and click **Save**.



12. Scroll to **Kiosk dictation** in the **Kiosk Accessibility** section.

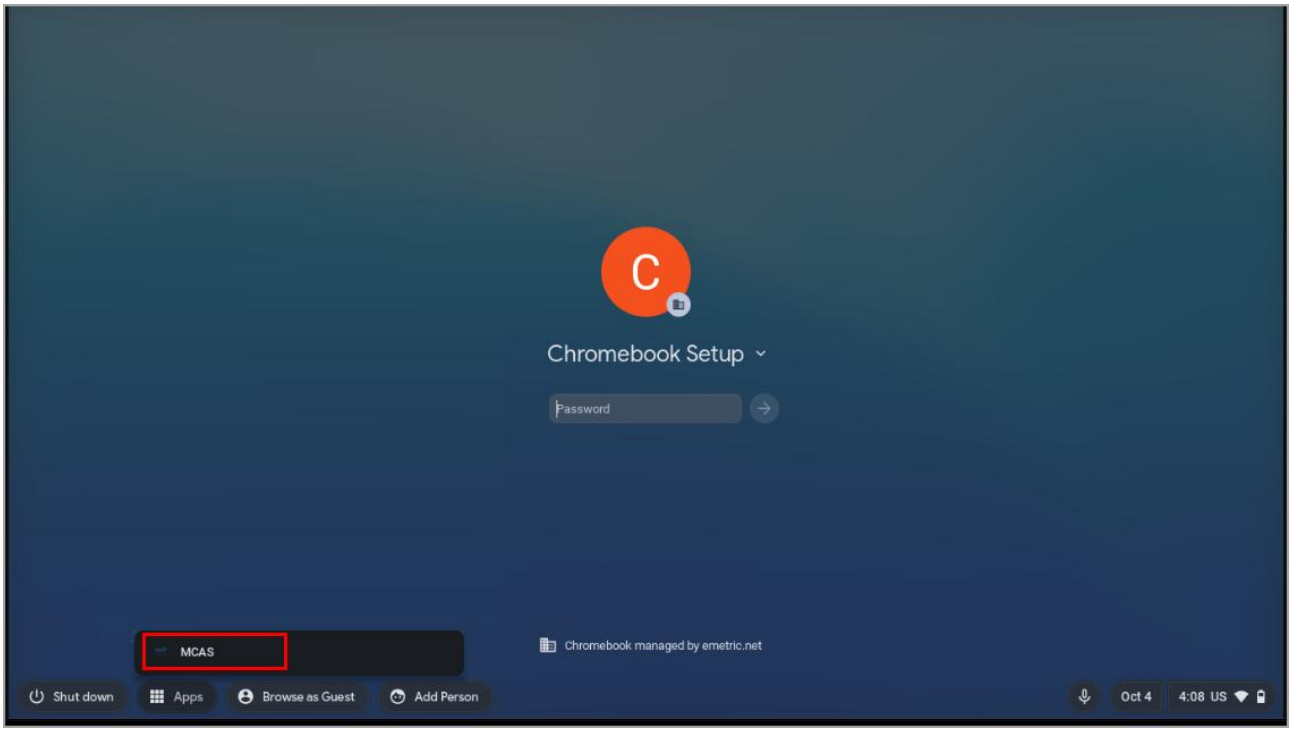


13. Verify that **Disable dictation** is set; If not, click on **Kiosk dictation** to update the setting with the drop-down menu and click **Save**.



Note on Managed Guest Sessions: To avoid students inadvertently entering guest sessions, we recommend disabling managed guest sessions on OUs used for testing. To disable, on the Settings page select the **Managed guest session settings** tab and then select **Managed guest session**. Ensure that Managed guest session is set to **Do not allow managed guest sessions** and click **Save**.

When these steps are completed, the MCAS web app will appear on all Chromebook devices that are in your domain.



Important Note: Students should not log in to Chromebooks using their Google accounts to take an operational test. When the Chromebooks are turned on, simply click the **Apps** link in the bottom row and select the **MCAS** app. The kiosk will open in full-screen mode.

For more information, refer to the following links:

- Use Chromebooks for Student Assessments

  Important Note: Read "Scenario 1: School sets up Chromebook™ to run as a Single App Kiosk running the exam app." Do **not** follow the instructions for Scenarios 2 and 3.
- Manage Device Settings, which provides general information for managed Chromebooks.

Once these steps have been verified, run Site Readiness prior to testing. This step is very important to ensure that the PWA has been set up correctly. Step-by-step instructions for completing Site Readiness are in Part V: Site Readiness Testing and Site Certification.

B. iPadOS App Installation

Step 1: Set up your school testing environment

Review section II: Technology Guidelines and section III: Technology Setup in detail.

Step 2: Update or download the iTester App.

If the iTester app was installed on your devices in the previous school year, the app will need to be updated.

- If automatic updates are enabled, no action is required.
- If automatic updates are not enabled on the iPad, follow the steps below to update the iTester app.
    1. Open the **App Store** on the iPad
    2. Tap your **Apple ID icon** or your profile picture in the top right corner.
    3. Scroll down to view pending updates.
    4. Tap **Update** next to the iTester app.

If the iTester app was not installed on your devices previously, follow the steps below to install the iTester app.

Download the iTester App from the Apple App Store

The iTester iPad app is a Single Instance app. Technology coordinators will select the MCAS during the initial setup of the app. If you do not already have the iTester app on your iPad, download it from the Apple App Store following the steps below.

1. Open the **App Store** on the iPad.



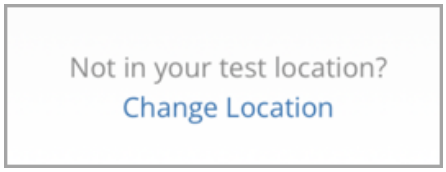
2. Search for **iTester**.
3. When you locate the iTester app, click **Get** to download it to the iPad.



4. Launch the iTester app.
5. Choose **MCAS** from the drop-down menu and then click **Go**. You will be directed to the student sign in screen for the MCAS Student Kiosk.



Note: If you select the wrong program in the **Choose your location** drop-down menu, select **Change Location** on the iTester login page.



When you are ready to complete Site Readiness for this configuration, refer to section V: Site Readiness Testing and Site Certification.

New for 2026–27: Configure iPad for control with external keyboard (optional)

If using a physical keyboard with an iPad, granting Full Keyboard Access will allow users to control the device with keyboard shortcuts instead of the touchscreen.

To configure iPads for full kiosk control using an external keyboard, follow these steps:

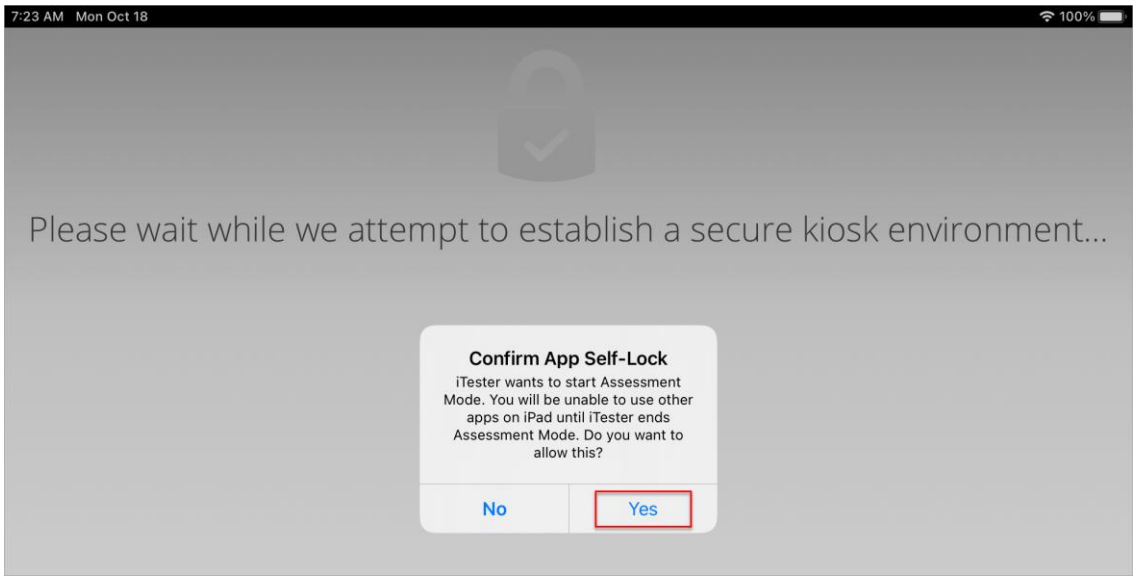
1. Open the **Settings app**.
2. Tap **Accessibility** on the left-side menu.
3. Select **Keyboards & Typing**.
4. Tap **Full Keyboard Access**.
5. Toggle the switch to **On**.

New for 2026–27: Students using an Apple Magic Mouse with an iPad running iPadOS 26 may experience issues such as needing to double-click to select items, inaccurate drag-and-drop behavior, or equation editor buttons responding to single clicks multiple times. If using an Apple Magic Mouse, it is strongly recommended to verify functionality

via a practice test before test administration begins. If these issues occur, it is recommended to use touch input or an alternative mouse to complete the assessment.

Automatic Assessment Configuration

A feature in iPadOS called Assessment Mode (AM) (formerly known as Automatic Assessment Configuration [AAC]) works with iTester to lock down an iPad for online testing. Technology coordinators do not need to do anything to set up AM. When a student launches the iTester App and logs in to a test, and then logs in to a test session, AM will automatically prompt the user to enter single app mode.



This action disables features such as auto correction, define, spell check, predictive keyboard and some keyboard shortcuts. For a complete list, visit this Apple Support page.

This feature helps ensure a secure test environment without requiring technology coordinators to use Mobile Device Manager Software or manually turn on guided access and change keyboard settings. AM is the preferred method of securing the iTester App and should be used in place of guided access. If guided access is on, it will override AM; therefore, guided access should be turned off to allow AM to function. No additional setup is necessary to enable AM.

C. Linux

Step 1: Set up your school technology

Review section II: Technology Guidelines and section III: Technology Setup in detail.

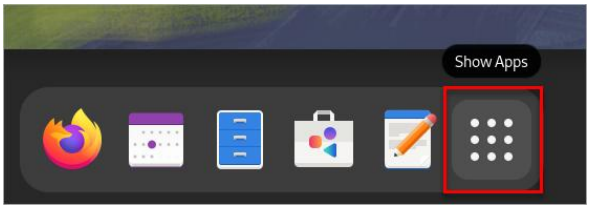
Step 2: Remove the previous version of the MCAS Student Kiosk.

The Linux kiosk is updated each year. **New for 2026–27:** If your devices have a previous version of the Linux MCAS Student Kiosk, it will need to be uninstalled before

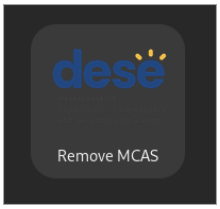
downloading and installing the latest version. To uninstall a previous version of the MCAS Student Kiosk for Linux follow the steps below.

If your devices do not have a previous year's kiosk installed, skip ahead to the next page to Step 3: Download the MCAS Student Kiosk.

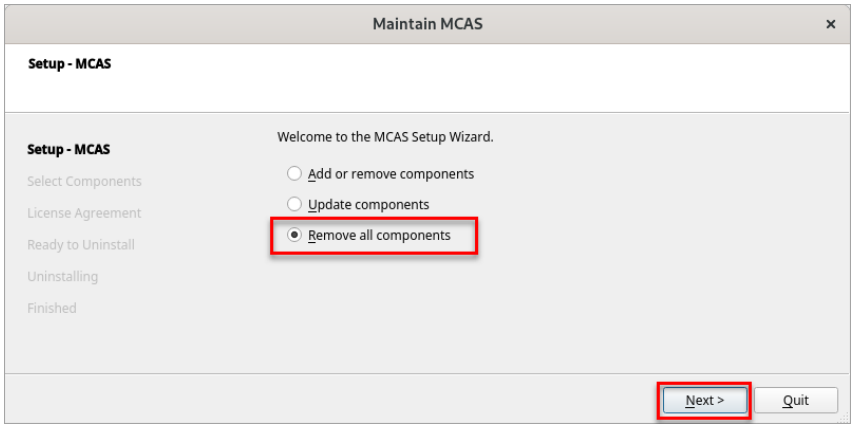
1. On the desktop of the device, select **Show Apps**.



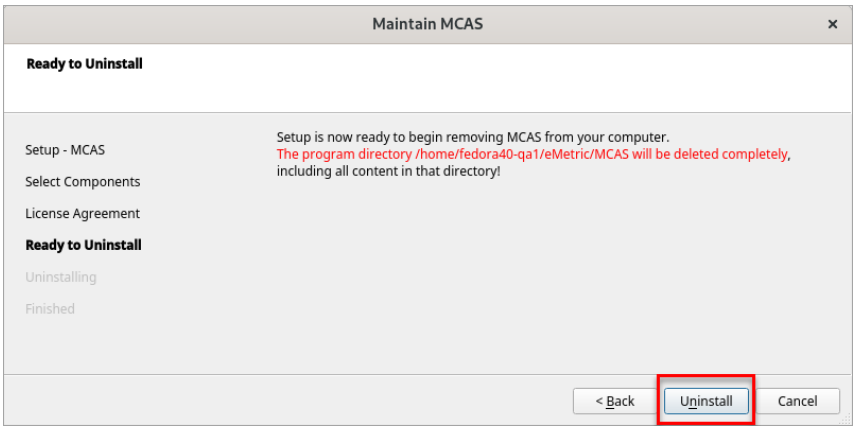
2. Select the icon **Remove MCAS**.



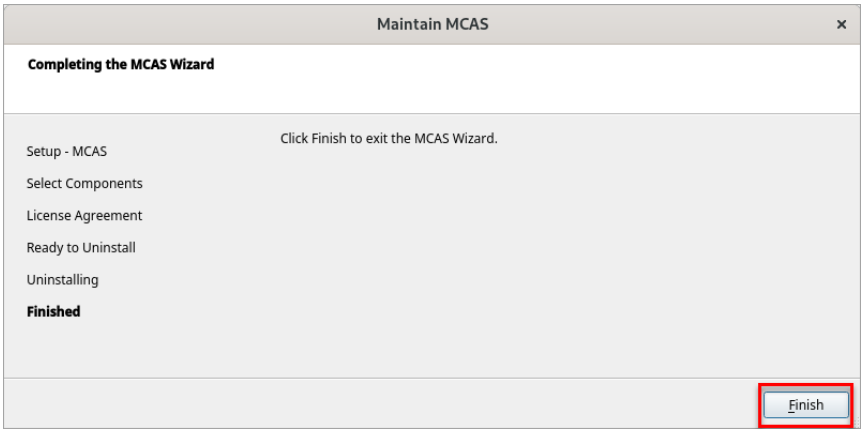
3. Select **Remove all components** and then select **Next**.



4. Select **Uninstall**.



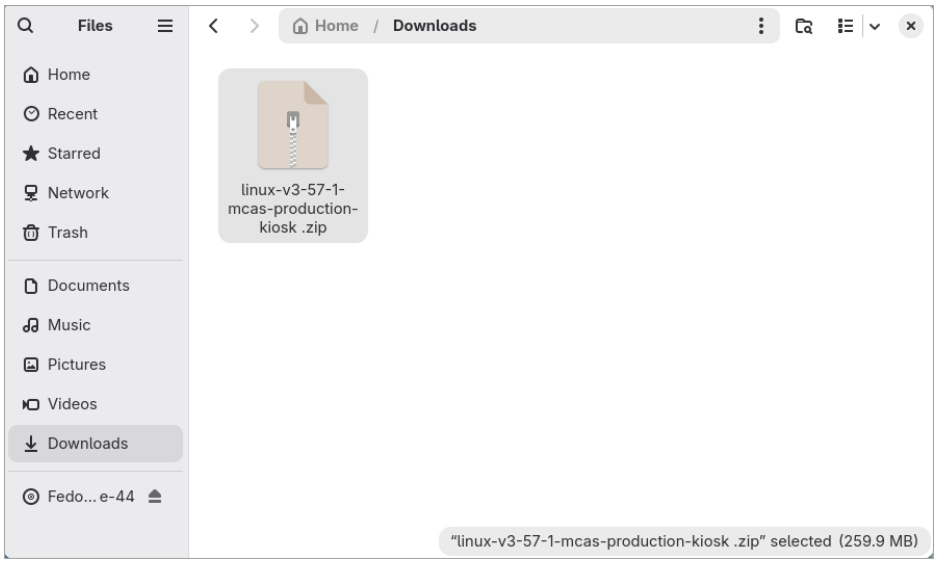
5. Once completed, select **Finish** to exit the MCAS installer.



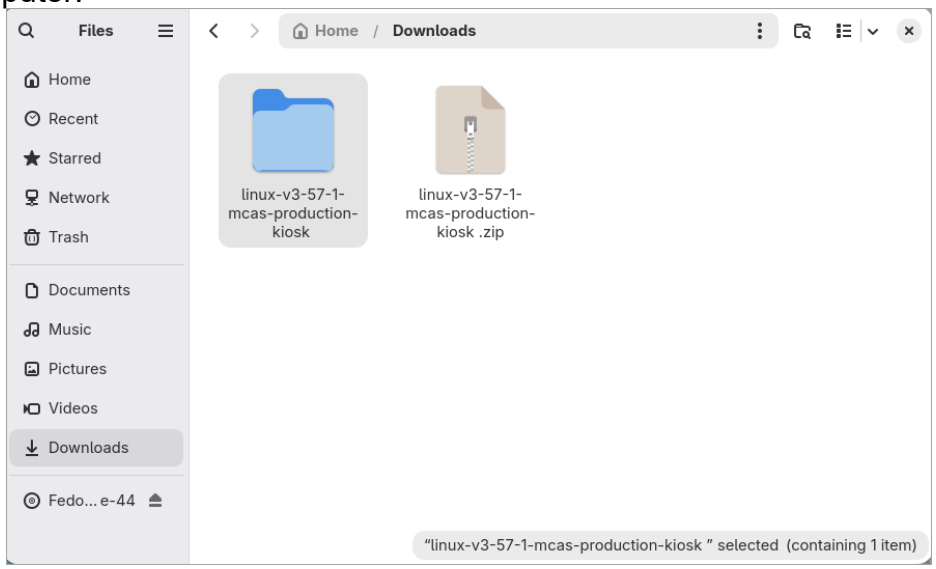
Follow the steps below to install the kiosk on all student testing devices running Linux.

Step 3: Download the MCAS Student Kiosk

1. Go to the MCAS Portal and log in with your username and password. If you need assistance logging in to the MCAS Portal, contact your school or district test coordinator.
2. On the portal home page, click **Administration.**
3. On the Administration home page, click **Student Kiosk for Linux**. The file will download to the “Downloads” folder.



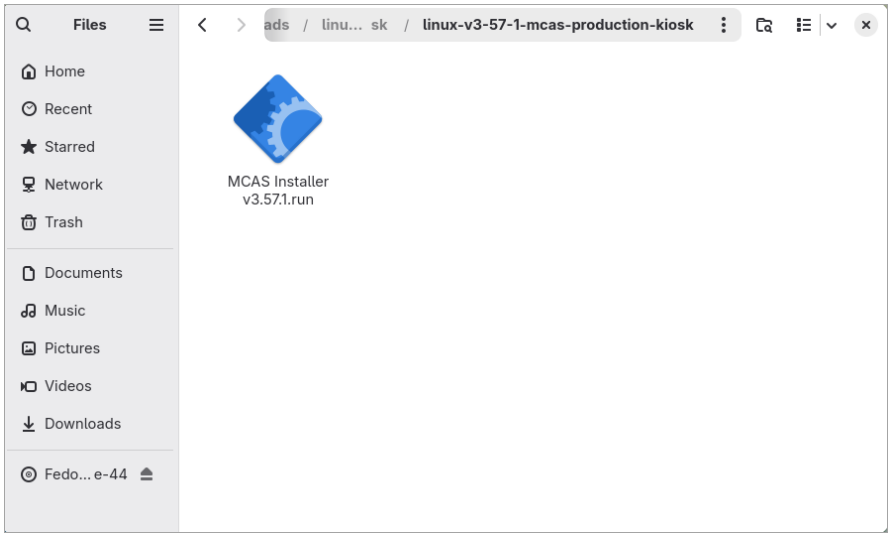
4. Extract the installation file from the zipped package to a location on the computer.



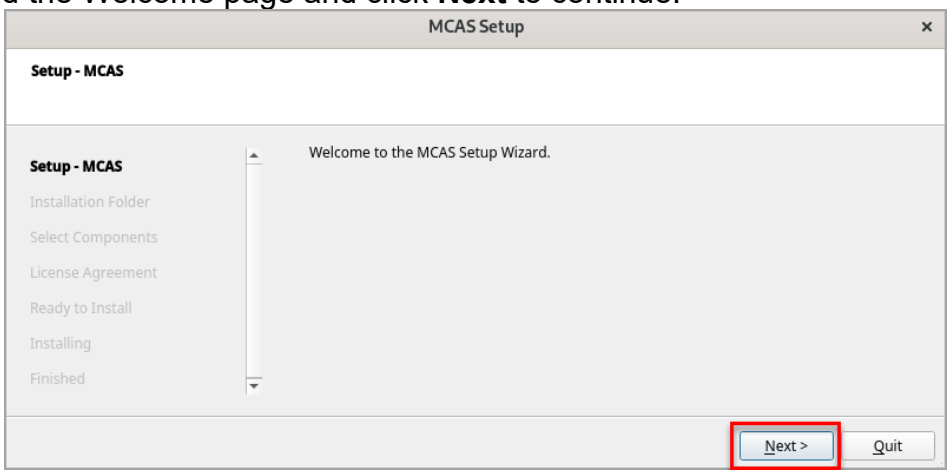
Step 4: Install the downloaded Kiosk

Upon completion of extraction of installation file:

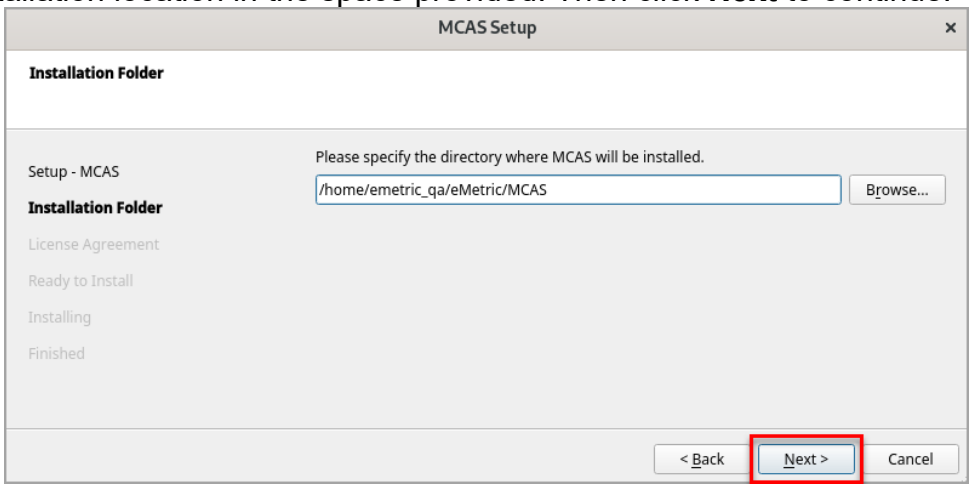
1. Navigate to the kiosk installer file and execute.



2. Read the Welcome page and click **Next** to continue.



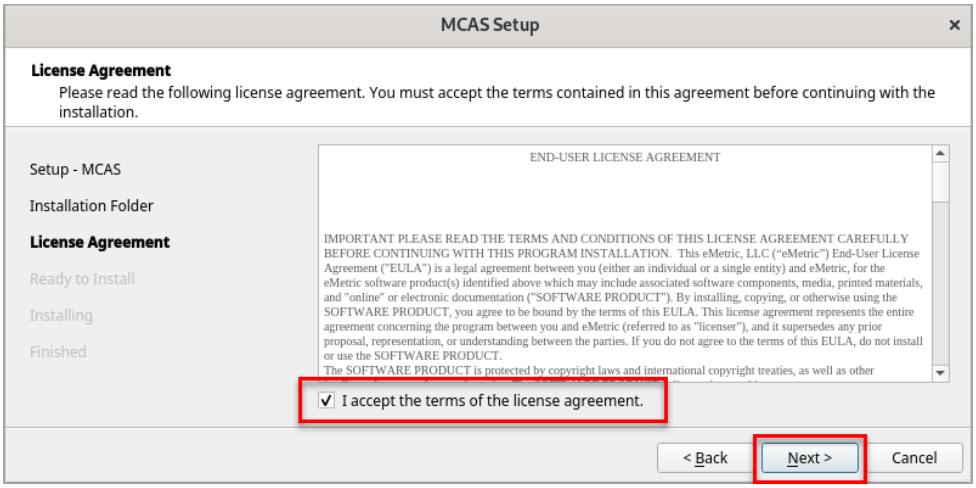
3. Use the default folder location for installation or click **Browse** and type a different installation location in the space provided. Then click **Next** to continue.



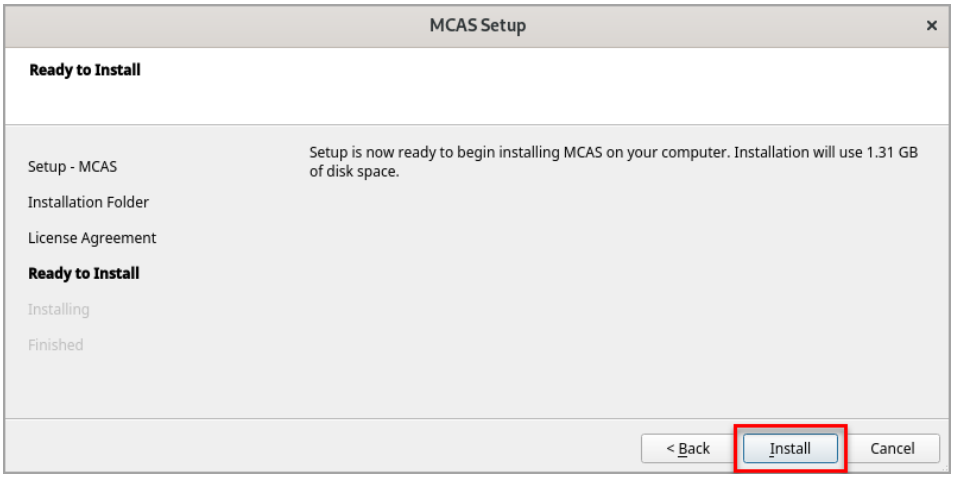
It is recommended that the kiosk is installed on the testing device instead of a network installation to avoid network connection issues (refer to section III part A, Network Connectivity).

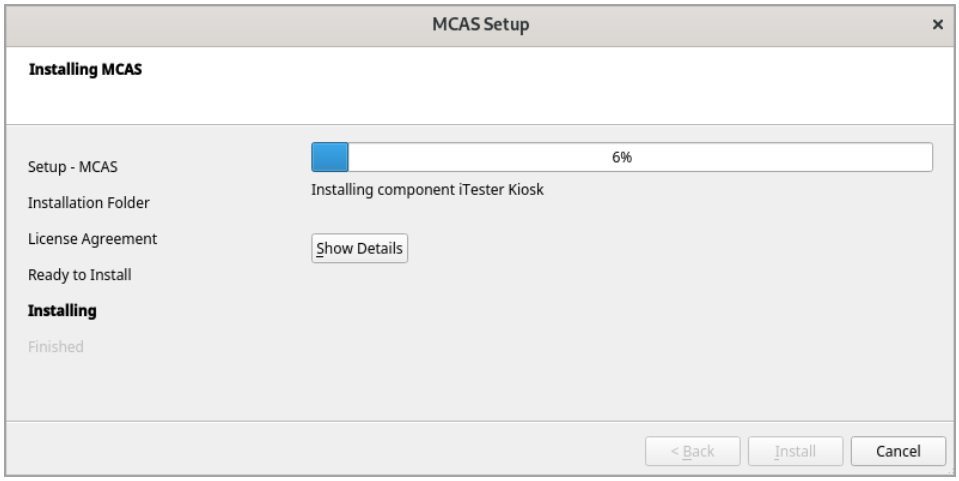
Important: In the event the student loses internet connectivity during testing, responses will be stored to this location. Additionally, this folder must have the appropriate permissions to allow test takers to write data.

4. Read the License Agreement and check the **I accept the terms of the license agreement** check box. Click **Next** to continue.

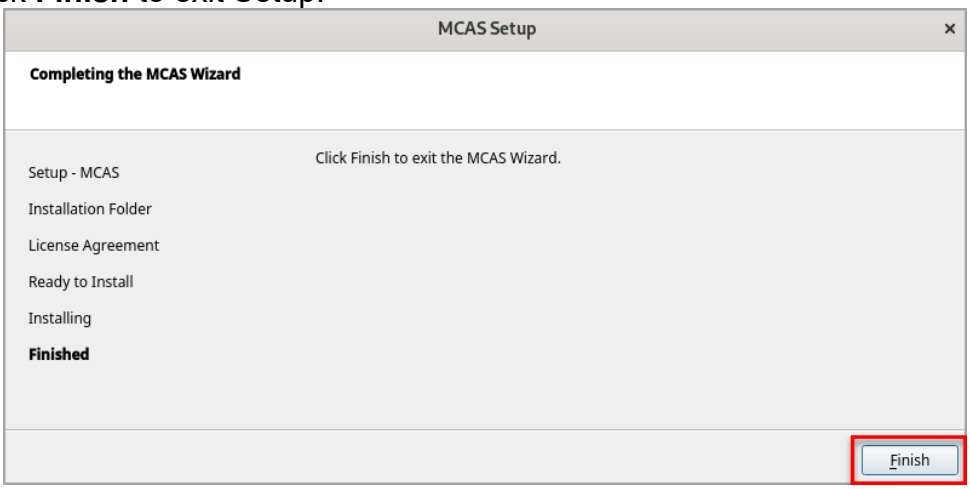


5. Click **Install**, a blue bar will be shown to show the progress as the kiosk is installed.





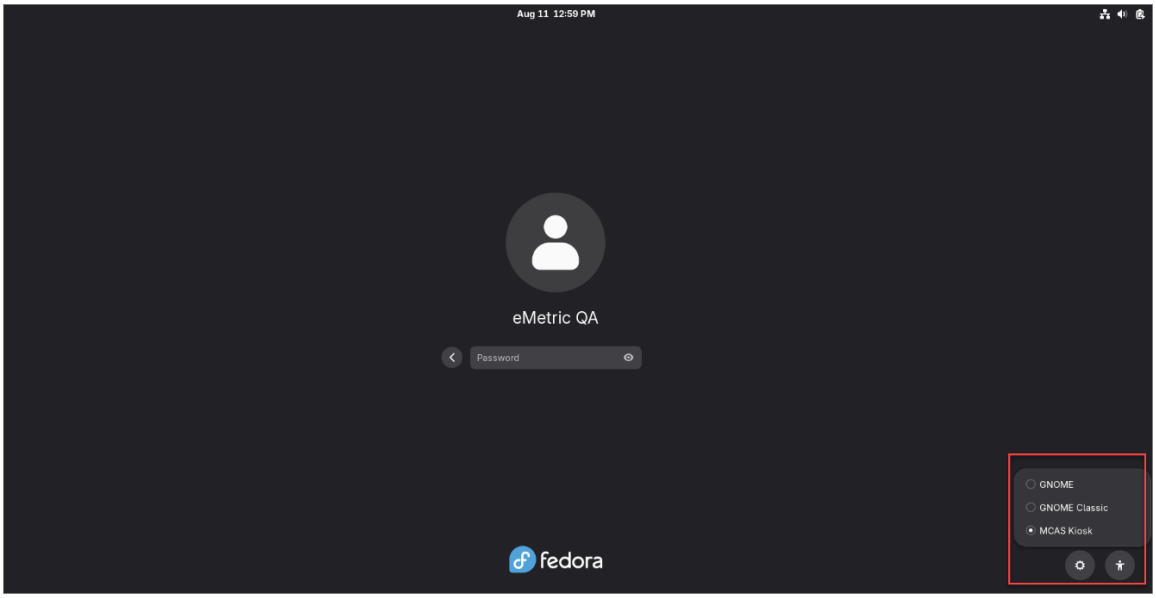
6. Click **Finish** to exit Setup.



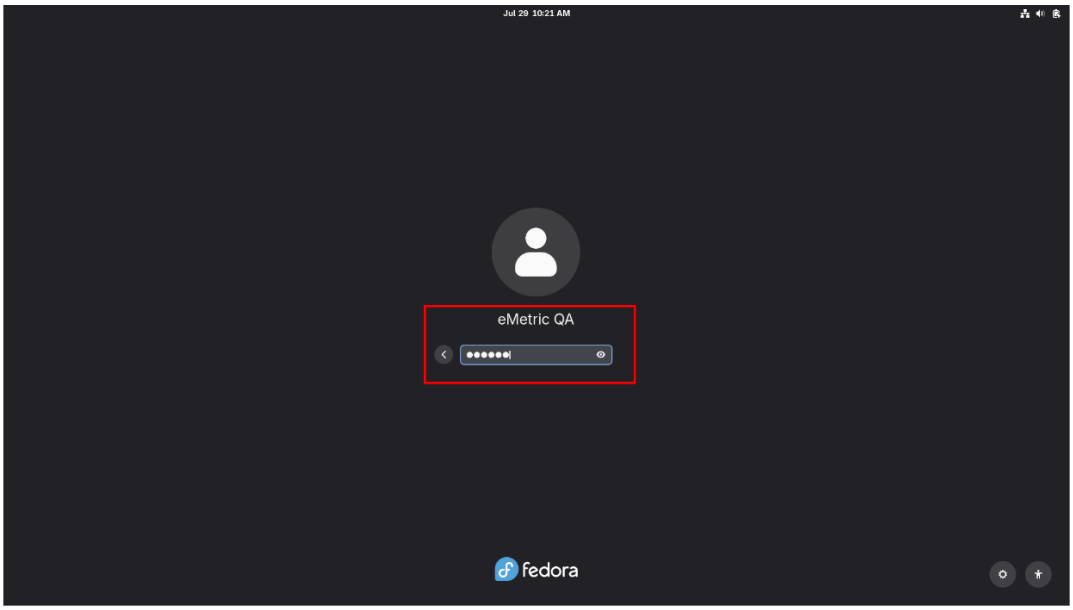
7. When the MCAS Wizard has been exited, log out of your current session by clicking the system menu in the top right corner of your screen, then select **Power / Log Out**, and click **Log Out**.



8. Select the kiosk app session by clicking on your Linux user account on the login screen. Before entering your password, click the **gear icon** in the bottom-right corner of the screen and select **MCAS** from the list.



9. Sign in to the kiosk session by entering the password for the Linux user account, then press Enter or click **Sign In**.



10. The system will boot directly to the student sign in screen for the MCAS Student Kiosk.

    Note: The Linux desktop environment is disabled, and the user will only be able to access the MCAS Student Kiosk. To return to the desktop environment, exit the MCAS Student Kiosk, click the **gear icon** in the bottom-right corner of the screen and select **GNOME** from the list

11. When you are ready to complete Site Readiness for this configuration, refer to section V: Site Readiness Testing and Site Certification.

D. MacOS

Step 1: Set up your school technology

Review section II: Technology Guidelines and section III: Technology Setup in detail.

Step 2: Remove the previous version of the MCAS Student Kiosk.

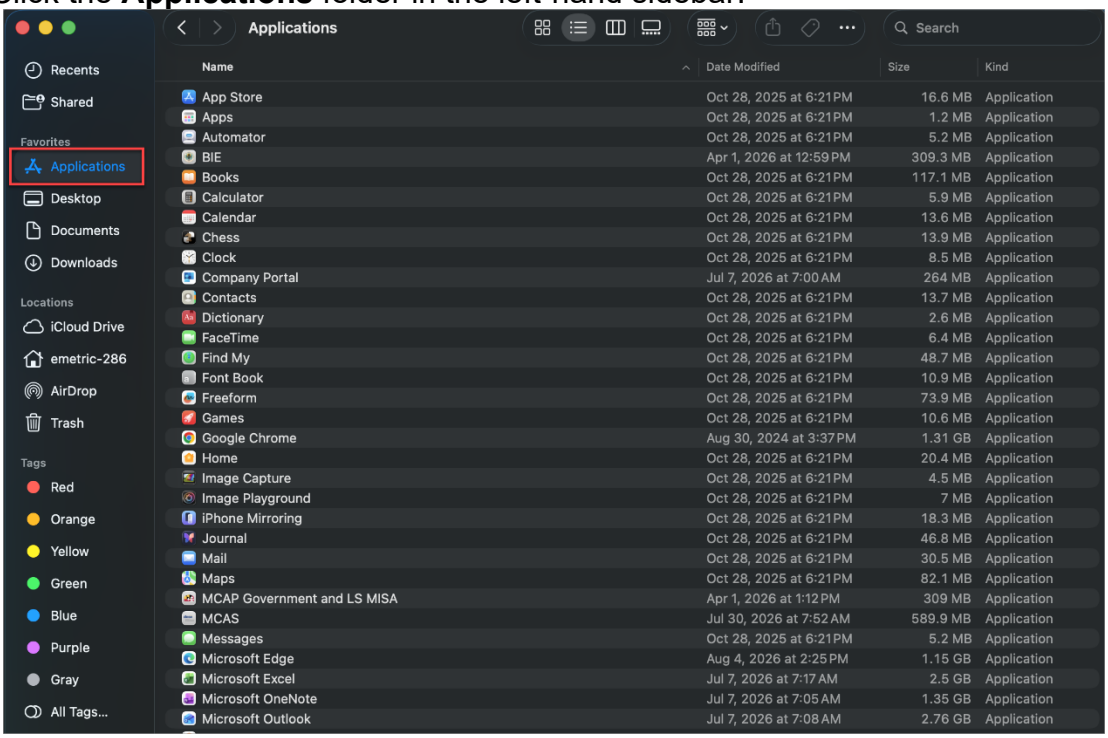
The macOS kiosk is updated each year. **New for 2026–27:** if your devices have a previous version of the macOS MCAS Student Kiosk, it will need to be uninstalled before downloading and installing the latest version. To uninstall a previous version of the MCAS Student Kiosk for macOS follow the steps below.

If your devices do not have a previous year's kiosk installed, skip ahead to the next page to Step 3: Download the MCAS Student Kiosk.

1. Open the **Applications** folder by clicking the **Finder icon** at the bottom of your screen.

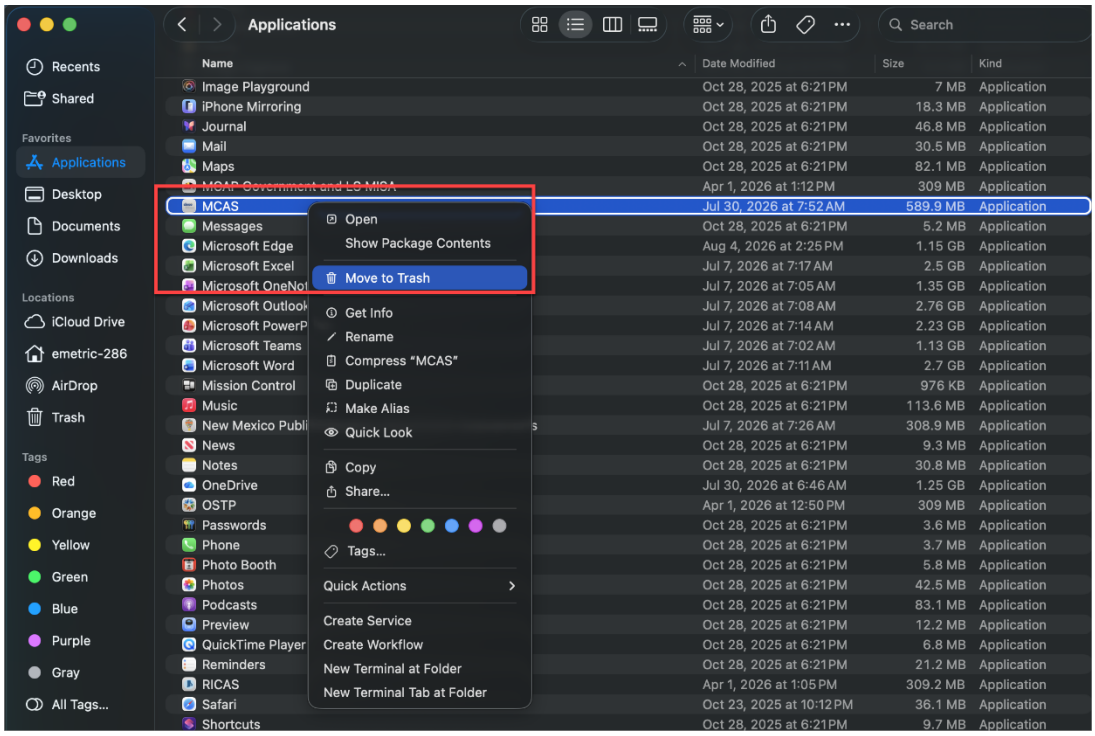


2. Click the **Applications** folder in the left-hand sidebar.

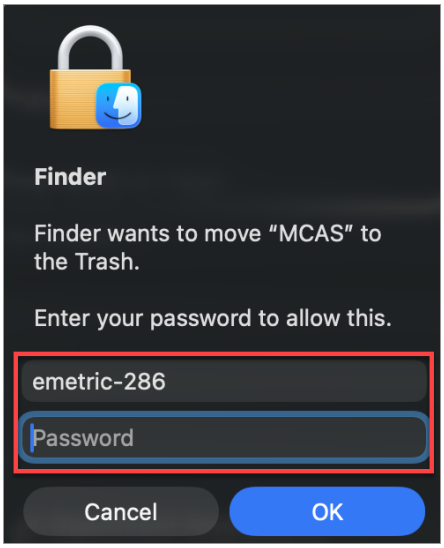


Note: If you do not see the sidebar, click **Go** in the top menu bar and select **Applications**.

3. Locate the MCAS app and right-click the app icon and select **Move to Trash** (or **Move to Bin**).



4. If prompted, type your user password to authorize the change.



5. Empty the trash to permanently delete the older version of the MCAS app.



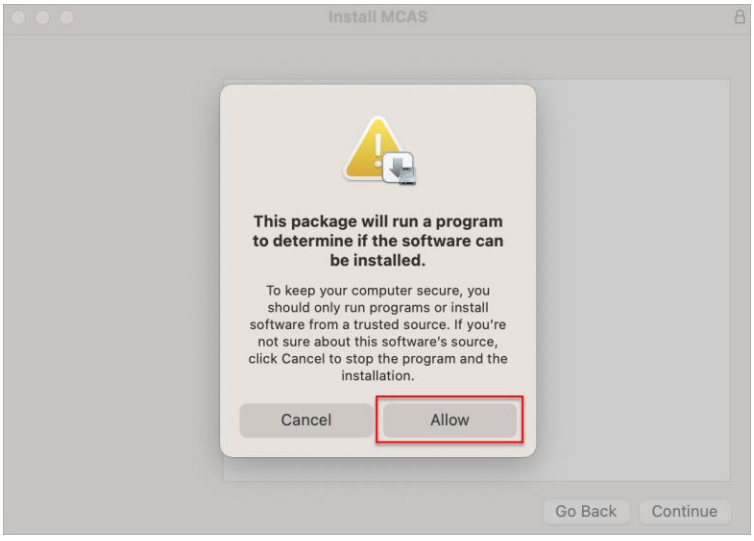
Step 3: Download the MCAS Student Kiosk

1. Go to the MCAS Portal and log in with your username and password. If you need assistance logging in to the MCAS Portal, contact your school or district test coordinator.
2. On the portal home page, click **Administration**.
3. On the Administration home page, click **Student Kiosk for Mac**. The kiosk will download to the device.

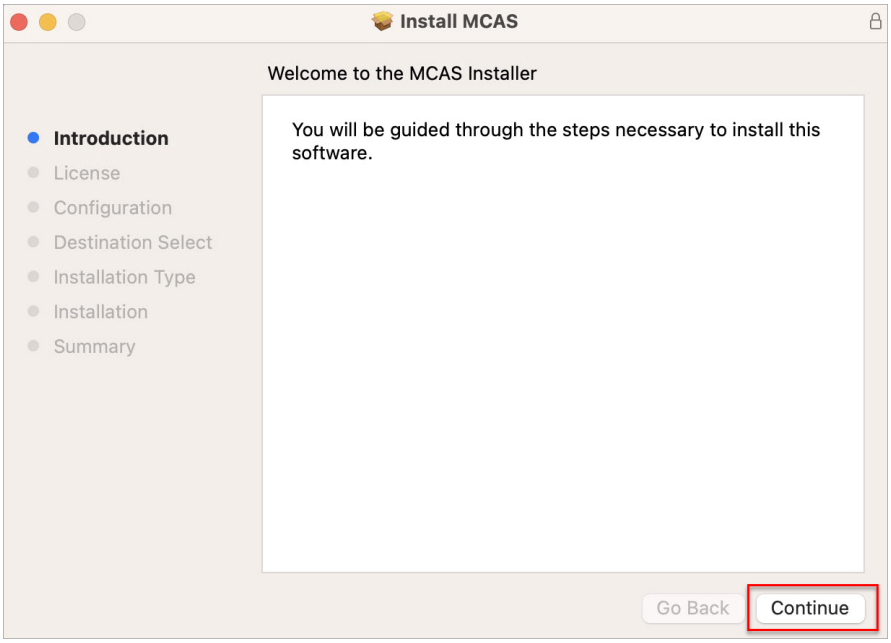
Step 4: Install the downloaded Kiosk

Upon completion of the download process:

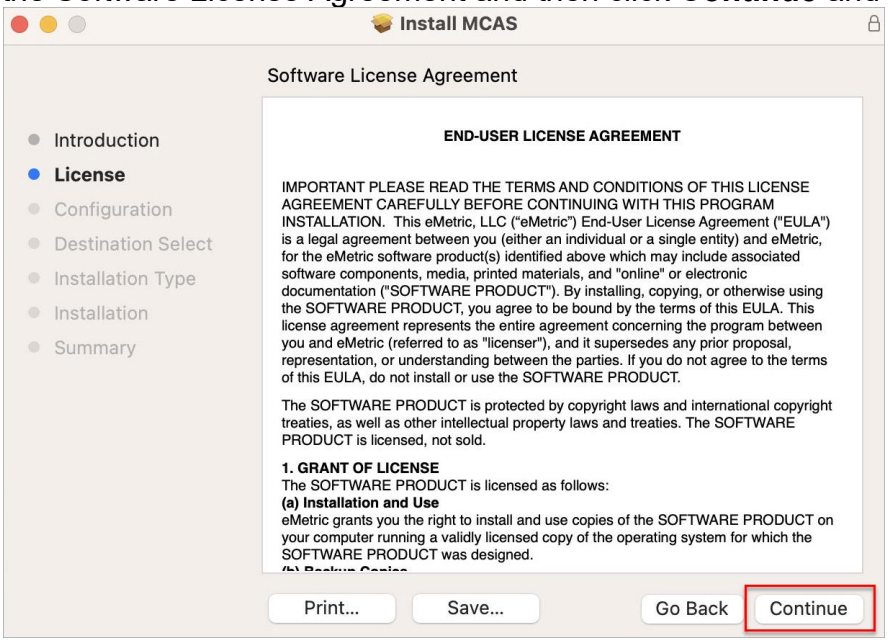
1. Navigate to the file location you specified during the File Save process.
2. The package will run a program to determine if the software can be installed. Click **Allow**.

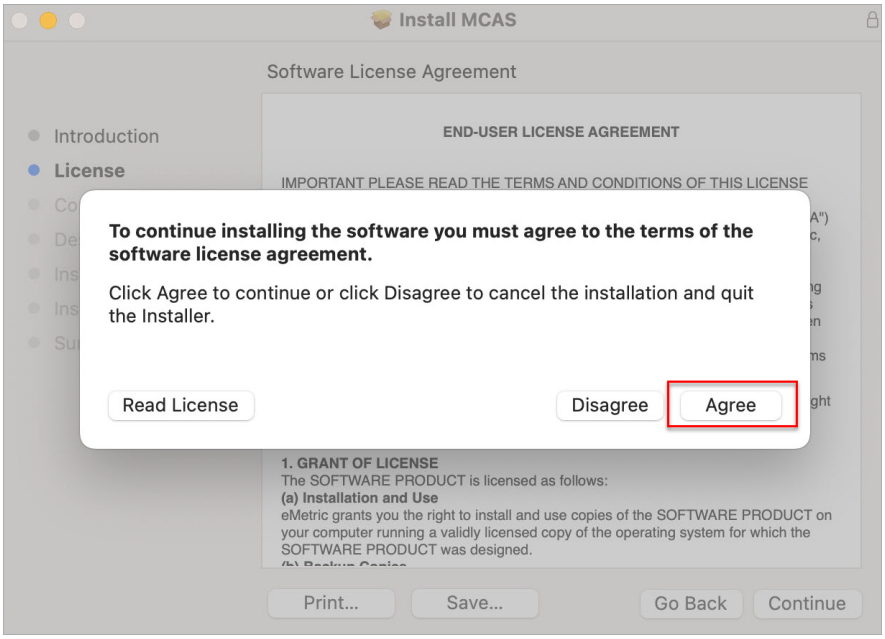


3. Read the instructions and click **Continue**.



4. Read the Software License Agreement and then click **Continue** and then **Agree**.





5. Indicate where you would like to store student responses.

   Important: In the event the student loses internet connectivity during testing, responses will be stored to this location. Additionally, this folder must have the appropriate read/write permissions to allow test takers to write data to this location.

   Choose from the following two options:

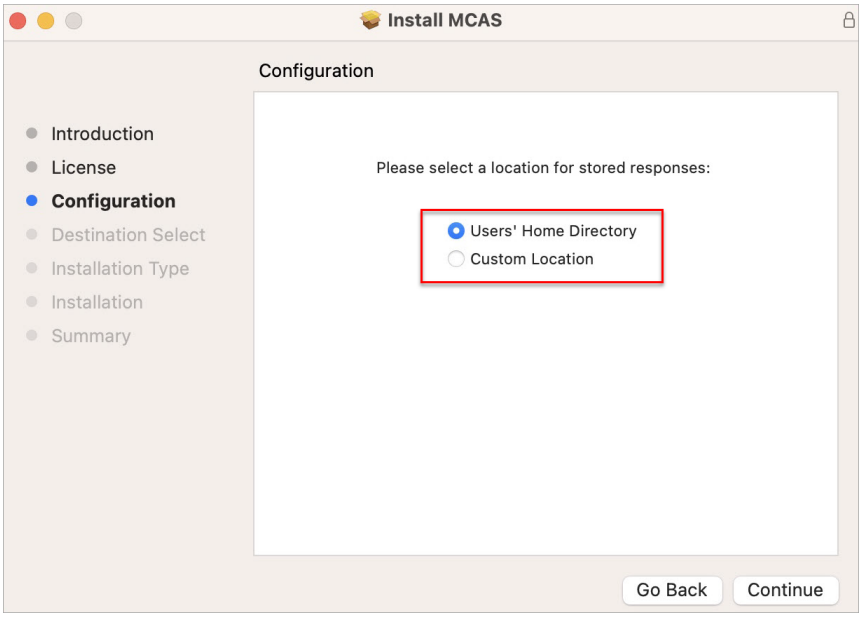
   - **User's Home Directory:**

     During kiosk installation, if you choose the default option to store the stored response files in the user profile, these files will have names similar to the format below:

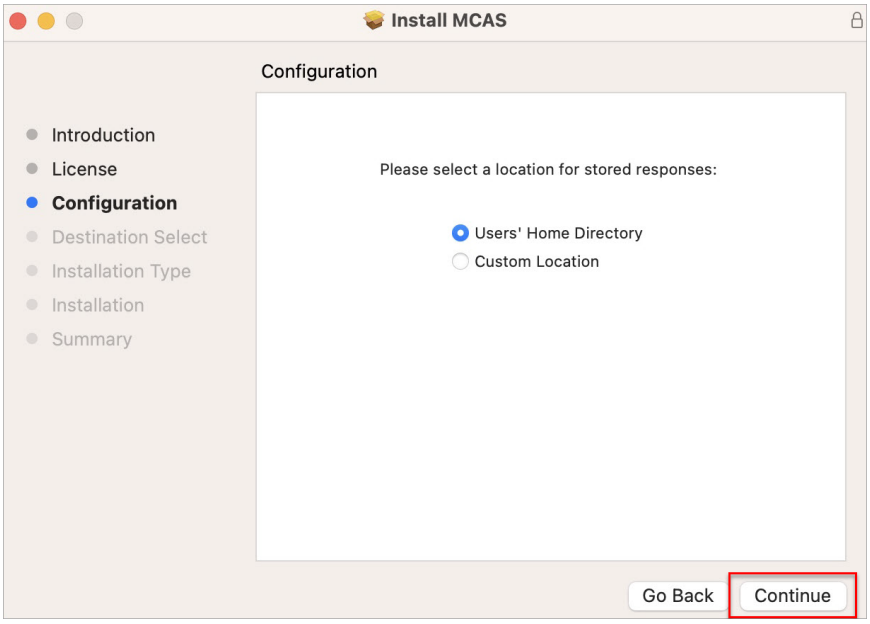
     ~ /Library/Application Support/eMetric/MCAS/Storage/iTesterSync_AD849G-DA56-19F3-73K39823DJS3

   - **Custom location:**
     If you select **Save in the following directory**, you must manually enter the alternate path.

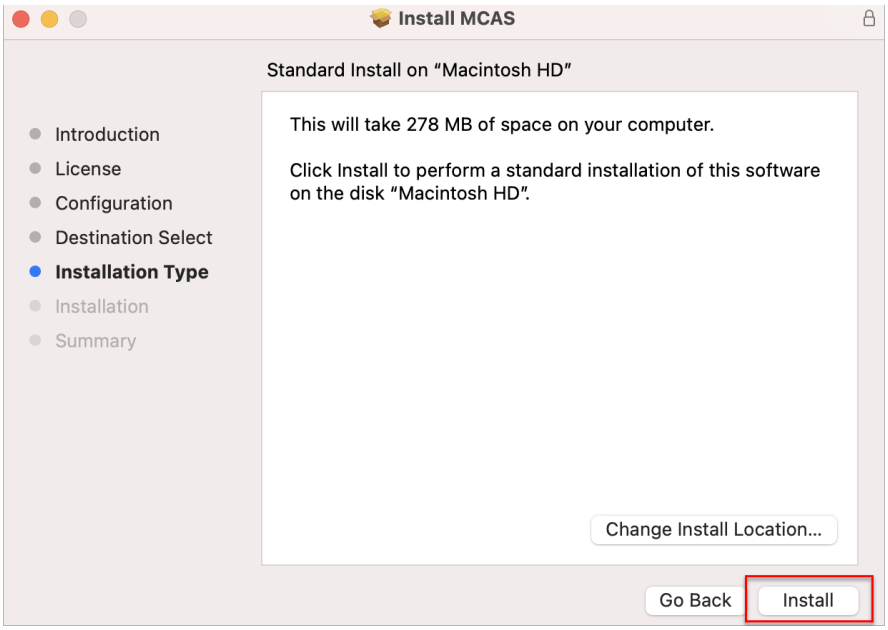
   For more information on selecting a location for stored responses or retrieving stored responses, contact the MCAS Service Center at mcas@cognia.org or 800-737-5103.

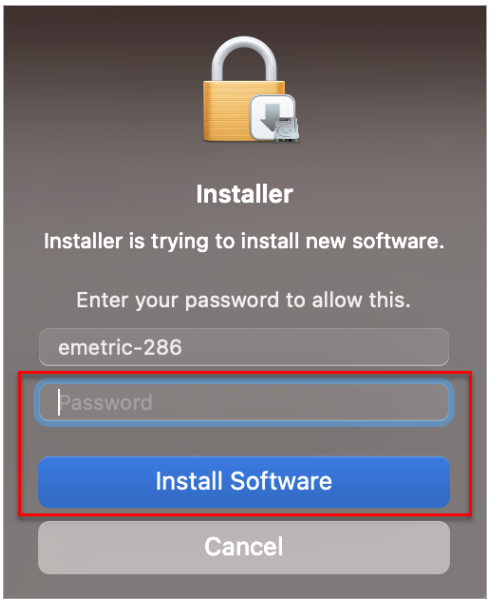


6. Then click **Continue**.

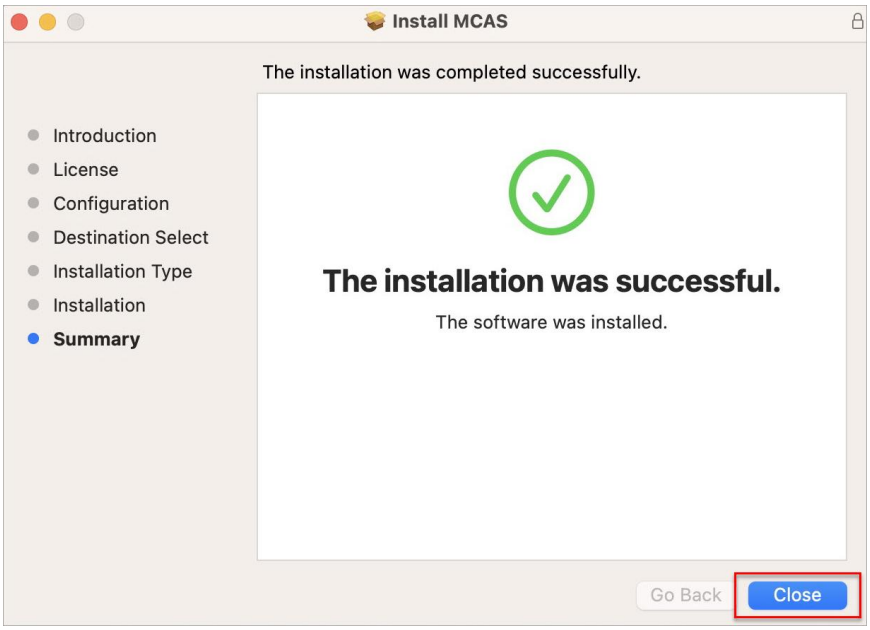


7. Verify installation type and click **Install**. You may be required to enter your admin password.



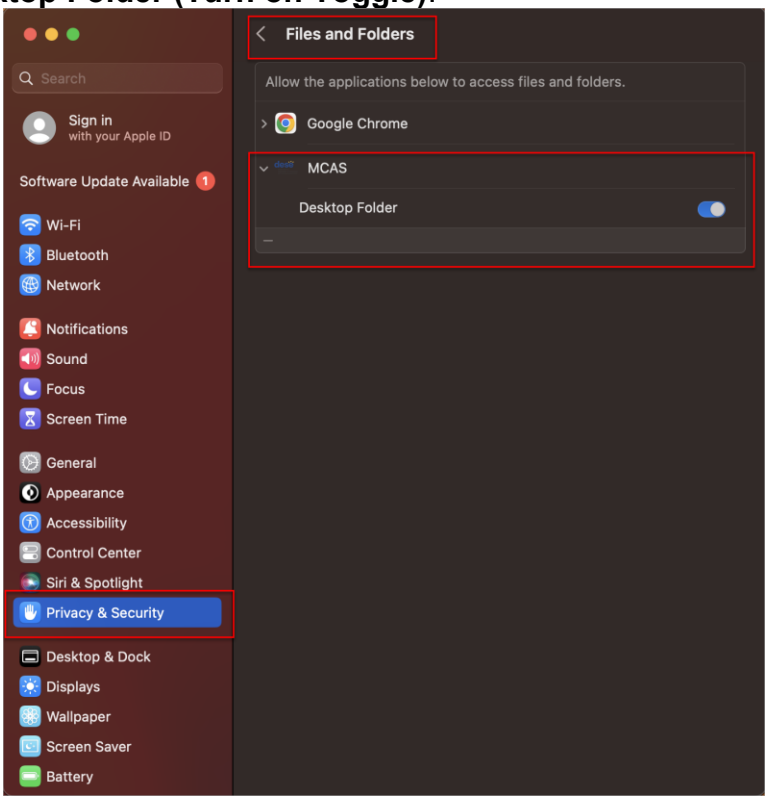


8. When the installation is complete, click **Close**.

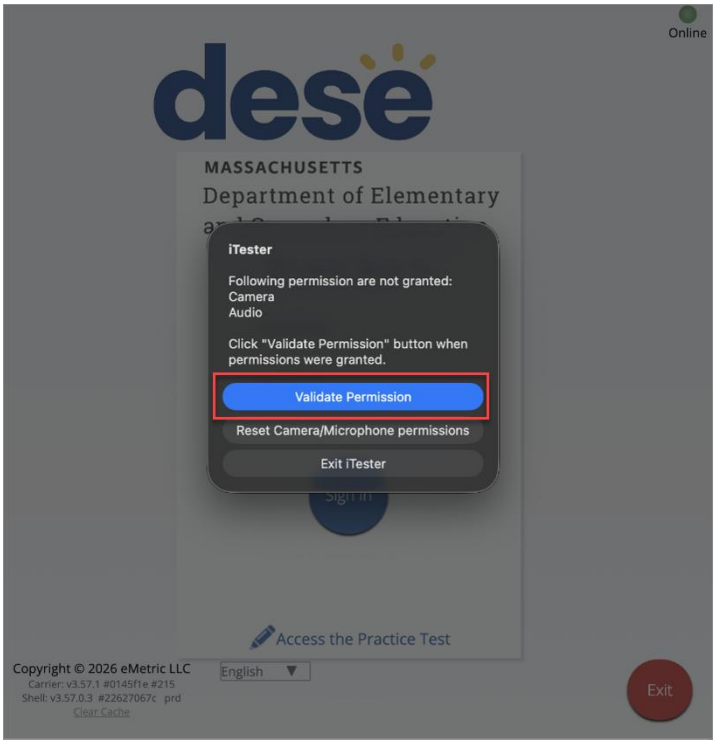


9. For enhanced security measures, grant the testing app access to **Desktop Folder**. To grant access follow the path below:

   Click **System Settings > Privacy and Security > Files and Folder > MCAS > Desktop Folder (Turn on Toggle)**.

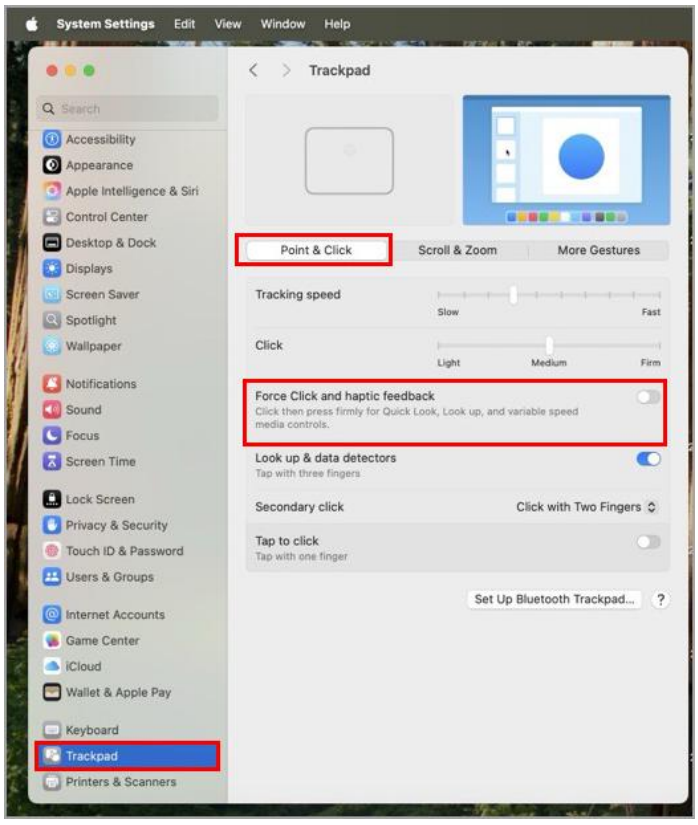


10. After launching the kiosk for the first time, you may be prompted: “Following permission are not granted: Camera, Audio, Desktop Folder” Select **Validate Permission**.



11. Force Click will need to be disabled for MacBooks with Force Touch trackpads. By disabling Force Click, the trackpad will function as normal and will only disable the secondary press features, not disable the trackpad itself. To disable, follow the path below:

    Click **System Settings > Trackpad > Point & Click > Force Click and haptic feedback (Turn off Toggle).**



Note: This setting will only be available if the MacBook has a Force Touch trackpad.

When you are ready to complete Site Readiness for this configuration, refer to section V: Site Readiness Testing and Site Certification.

Note: Students should avoid using **Command (⌘) + Q** to exit the app. Using this shortcut to exit the app can sometimes trigger an unexpected error. This is a system-wide feature and not specific to our app. Instead, always use the in-app Exit button or logout options provided in the interface.

E. Windows OS

New for the 2026–27 school year, there are two distinct installation options for the Windows kiosk. Both options deliver identical app features, security protocols, and student testing experiences. Schools may choose their installation method depending on their organization's deployment and management preferences.

Installation Options

- **Option 1: iTester Windows App Installation from the Microsoft Store**

This method delivers updates automatically in the background through the Microsoft Store, reducing the need for manual software maintenance.

- **Option 2: Legacy Windows Kiosk Installation from the MCAS Portal**

  This method grants full control over the app's local write locations, and updates will be performed manually via new kiosk download.

Technology Coordinators may select either option based on the approach that best supports their device management and deployment practices.

Option 1: iTester Windows App Installation from the Microsoft Store

The iTester Windows app is a single instance app. IT Coordinators will select "MCAS "during the initial setup of the app. Follow the steps below to install the iTester Windows app on your testing devices.

To enable automatic updates, refer to: https://support.microsoft.com/en-us/windows/apps/turn-on-automatic-app-updates

Step 1: Set up your school technology

Review section II: Technology Guidelines and section III: Technology Setup in detail.

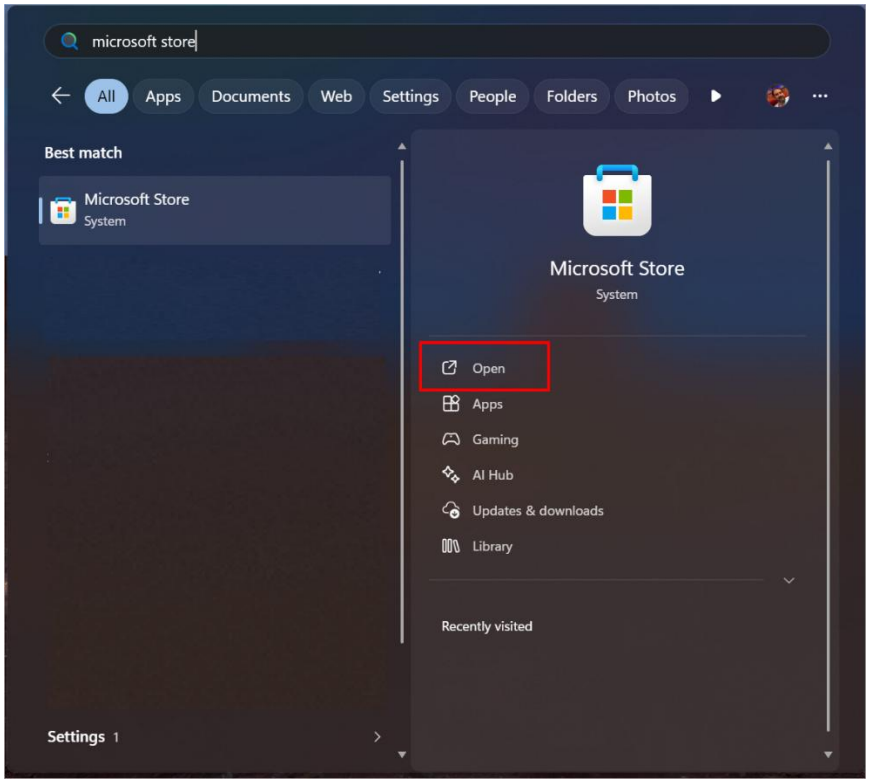
Step 2: Remove the legacy MCAS Student Kiosk

If your devices have the legacy Windows MCAS Student Kiosk installed, it will need to be uninstalled before downloading and installing the iTester Windows app. To uninstall the legacy MCAS Student Kiosk for Windows follow the steps below.

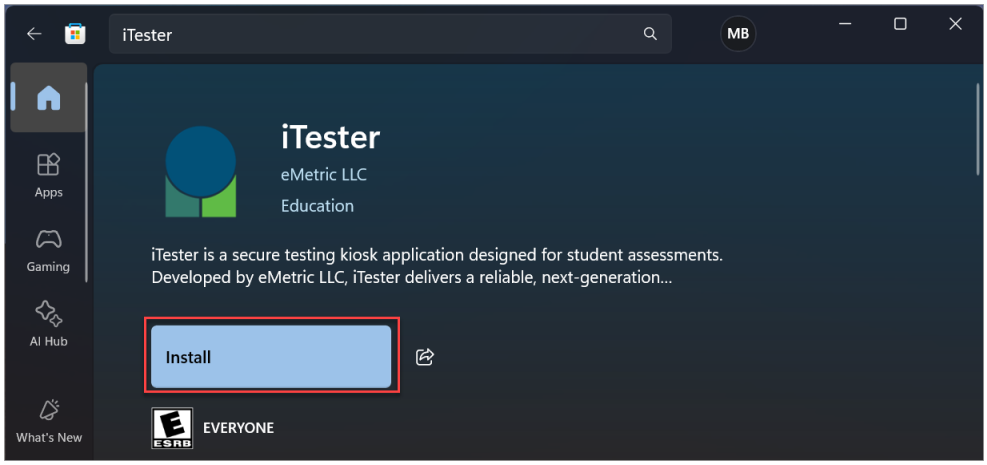
1. Open the **Control Panel** on the Windows device.
2. Select **Programs and Features** (or **Add or Remove Programs**).
3. Locate **MCAS Student Kiosk**.
4. Click **Uninstall** and complete the removal wizard.
5. Restart the device to complete the uninstallation.

Step 3: Download the iTester App from the Microsoft Store

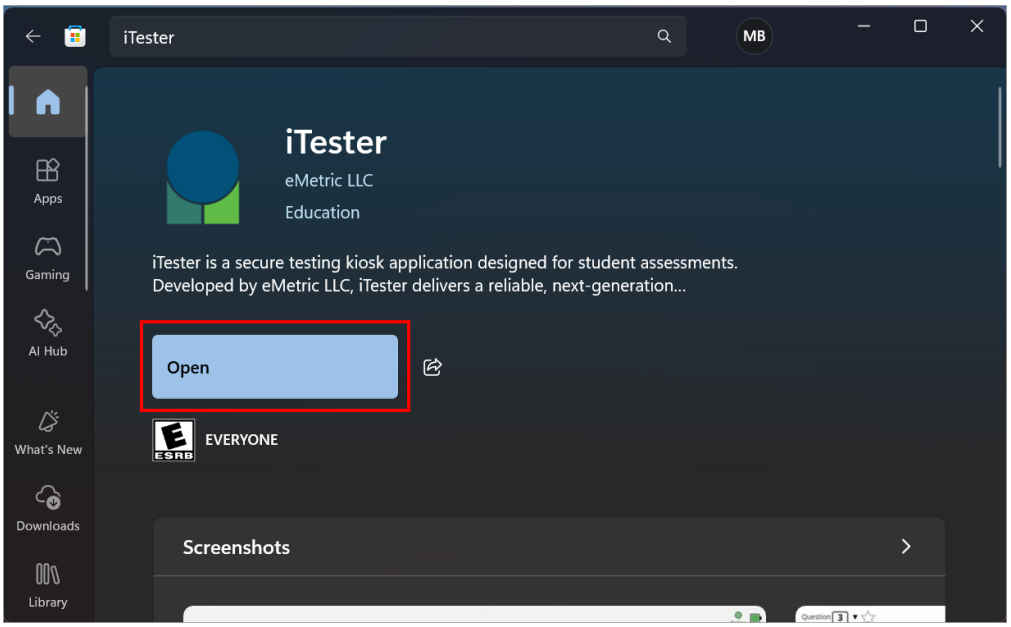
1. Open the Microsoft Store app on the Windows device.



2. Search for **iTester.**
3. When you locate the iTester app, click **Install** to download it to the Windows device.



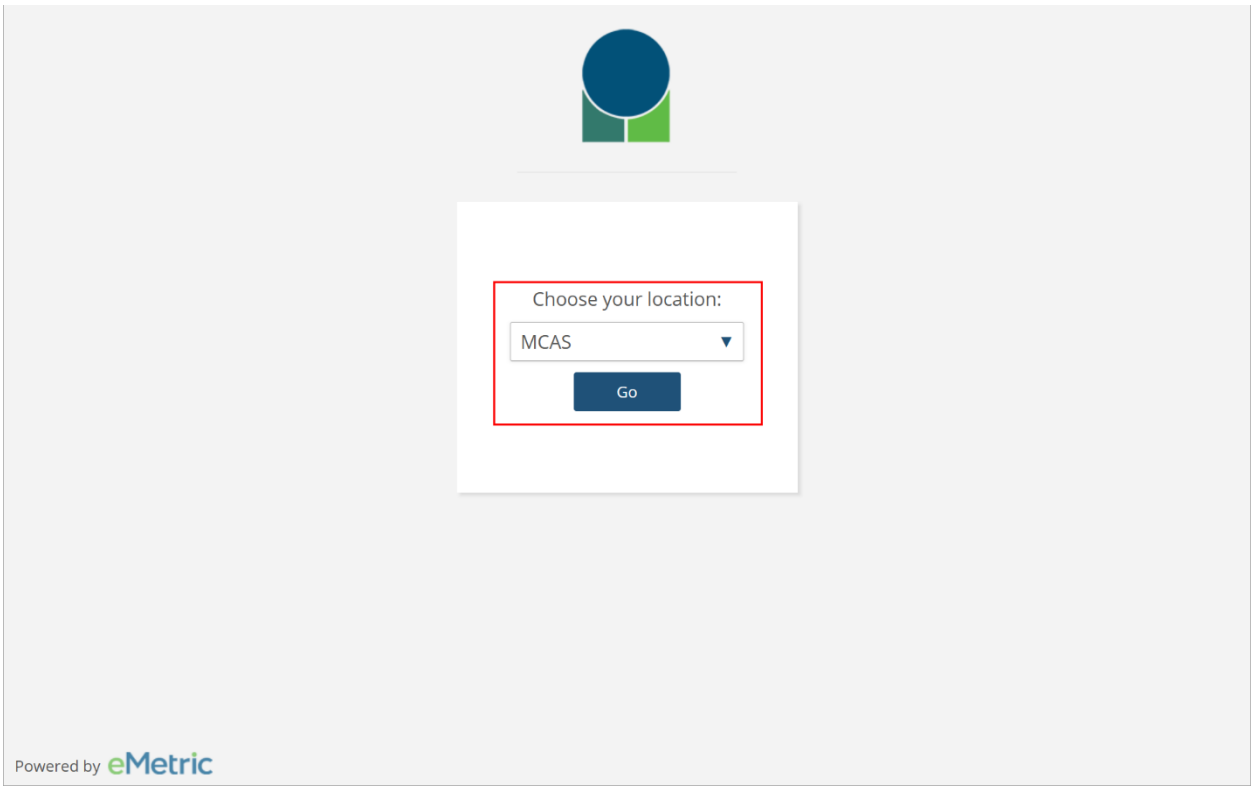
4. Launch the iTester app by selecting **Open**.



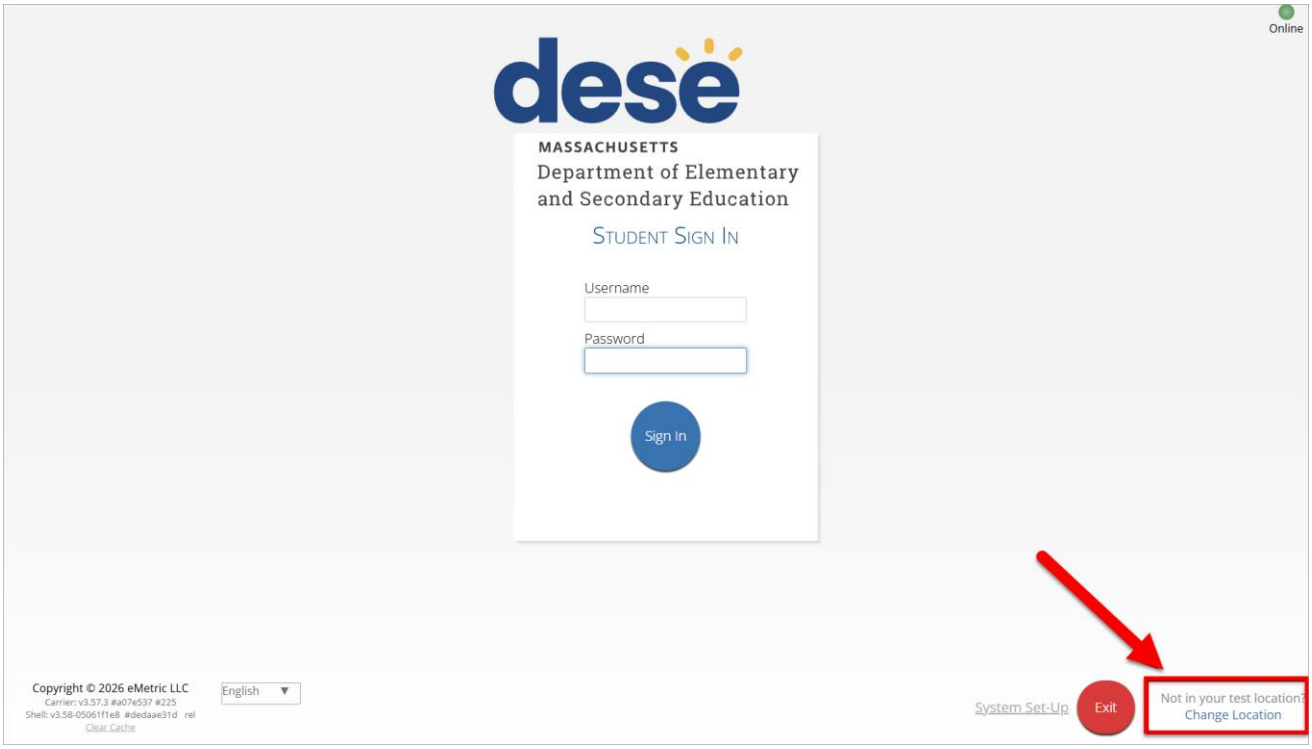
Note: For quick access after installation, you can pin the iTester app to the Windows taskbar or create a desktop shortcut, following the steps below:

1. Open the Windows **Start** menu (or press the Windows key).
2. Type the name of the app in the search bar.
3. **To pin to the taskbar**: Right-click the **iTester** icon in the search results and select **Pin to taskbar**.
4. **To create a desktop shortcut**: Drag the **iTester** icon directly from the Start menu search results onto your desktop.

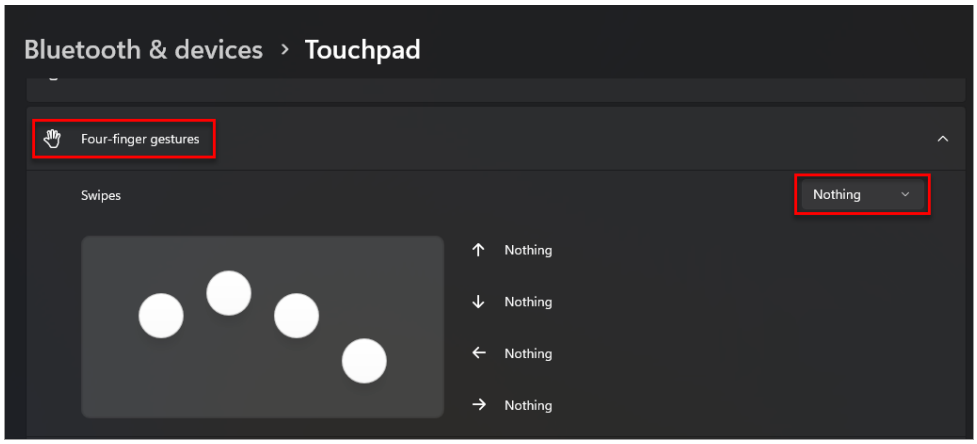
5. Choose "**MCAS"** from the drop-down menu and click **Go**. You will be directed to the student sign in screen for the MCAS Student Kiosk.



Note: If you select the wrong program in the **Choose your location** drop-down menu, select **Change Location** in the bottom right corner of the iTester login page.



6. For Windows devices with touchpads, Four-finger gestures for swiping will need to be disabled. To disable, go to **Settings > Bluetooth & devices > Touchpad**. Then locate Four-finger gestures and expand the section. Next, change the drop-down menu for Swipes to **Nothing**.



iTester Windows App Scripted Installation

Technology coordinators using scripted or automated deployments can install the iTester Windows app by running the following command:

- winget install iTester

The command downloads and installs the iTester Windows App on the device.

iTester Windows App Installation via Intune

Technology coordinators can use Microsoft Intune to distribute and manage the iTester Windows app across all managed client devices. Follow the step-by-step instructions described here:

https://learn.microsoft.com/en-us/intune/app-management/deployment/add-microsoft-store

Option 2: Legacy Windows Kiosk Installation from the MCAS Portal

Step 1: Set up your school technology

Review section II: Technology Guidelines and section III: Technology Setup in detail.

Step 2: Remove the previous version of the MCAS Student Kiosk

The legacy Windows kiosk is updated each year. **New for 2026–27:** If your devices have a previous version of the legacy Windows MCAS Student Kiosk, it will need to be uninstalled before downloading and installing the latest version. To uninstall a previous version of the MCAS Student Kiosk for Windows follow the steps below.

If your devices do not have a previous year's kiosk installed, skip ahead to the next page to Step 3: Download the MCAS Student Kiosk

1. Open the **Control Panel** on the Windows device.
2. Select **Programs and Features** (or **Add or Remove Programs**).
3. Locate **MCAS Student Kiosk**.
4. Click **Uninstall** and complete the removal wizard.
5. Restart the device to complete the uninstallation.

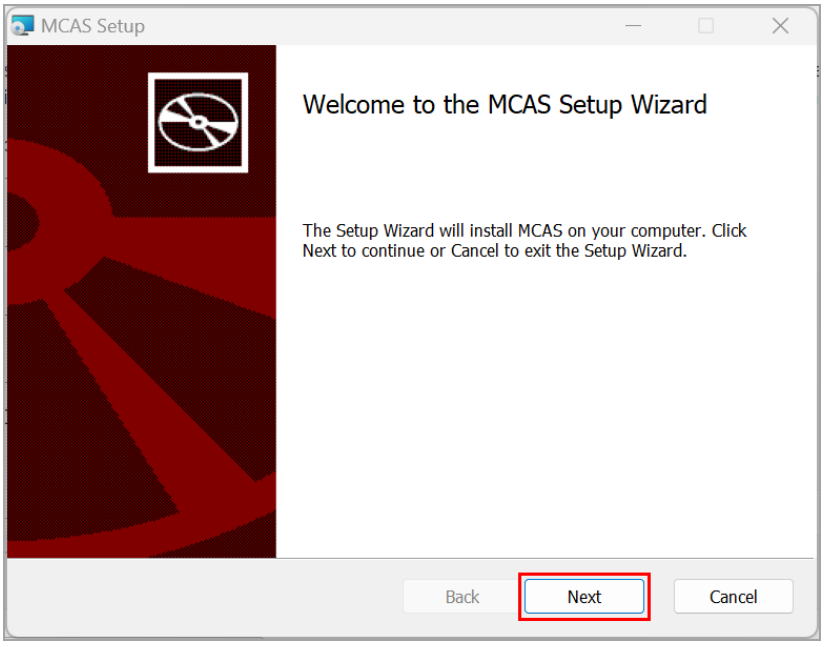
Step 3: Download the MCAS Student Kiosk

1. Go to the MCAS Portal and log in with your username and password. If you need assistance logging in to the MCAS Portal, contact your school or district test coordinator.
2. On the portal home page, click **Administration**.
3. Click **Student Kiosk for Windows** to download the MCAS Student Kiosk to the device.

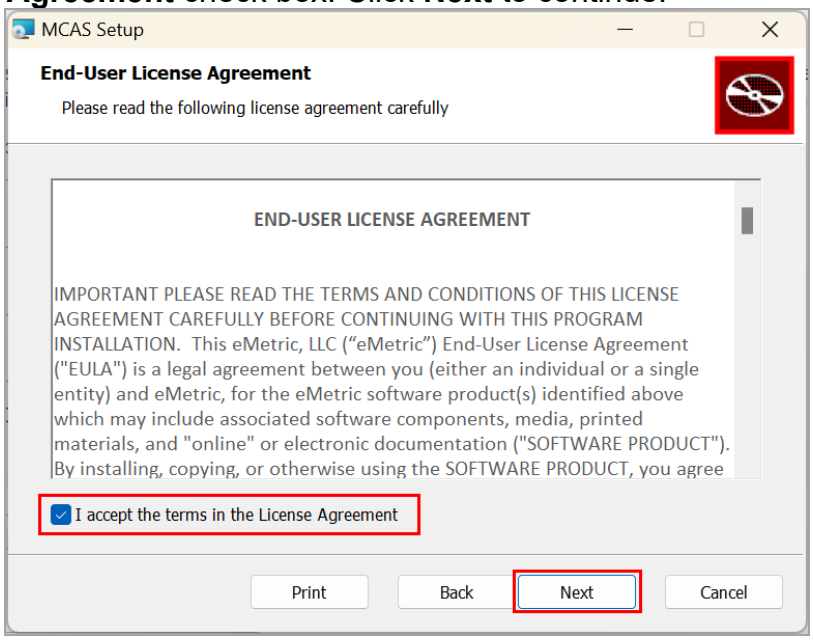
Step 4: Install the Downloaded Kiosk

The MCAS Student Kiosk for Windows can be installed on the school network or on each individual student testing device. It is recommended that the kiosk is installed on each individual device to avoid network connection issues. For installing on each individual student testing device follow the steps below, or follow the steps for Windows MSI Package Scripted Installation, or follow the steps for Windows MSI Package Installation Via Group Policy.

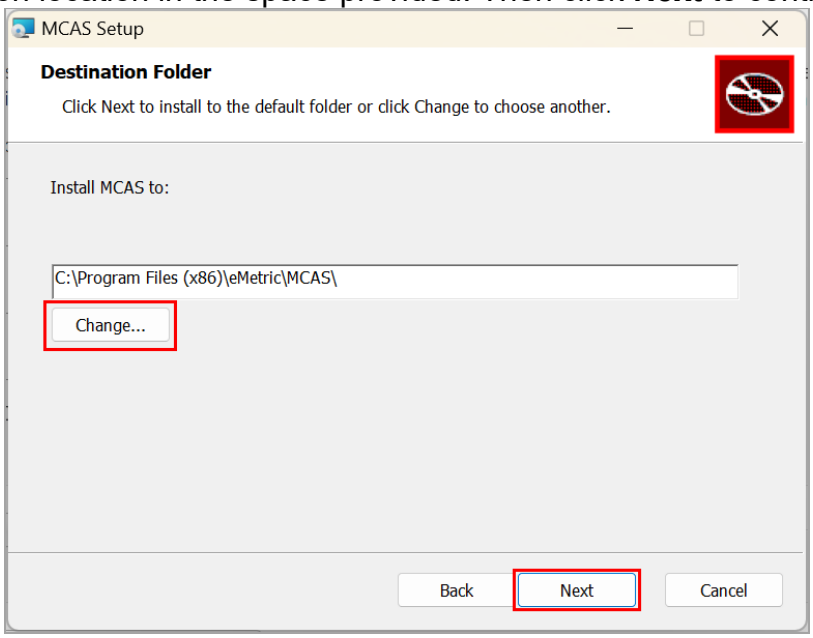
1. Click the installation file in the Downloads folder on the device. The Setup Wizard will open. Read the instructions and then click **Next** to continue.



2. Read the End-User License Agreement and check the **I accept the terms in the License Agreement** check box. Click **Next** to continue.



3. Use the default folder location for installation or click **Change** and type a different installation location in the space provided. Then click **Next** to continue.

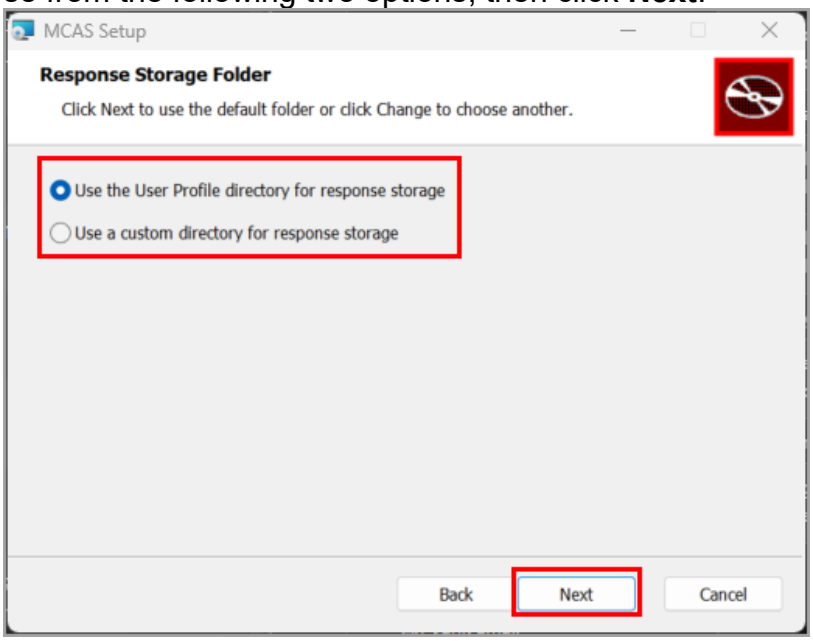


Note: You can choose to install the kiosk in a shared network folder or a local folder on the student testing device. It is recommended that the kiosk is installed on the individual student testing device instead of a network installation to avoid network connection issues (refer to section III, part A: Network Connectivity).

4. Select the directory to store student responses.

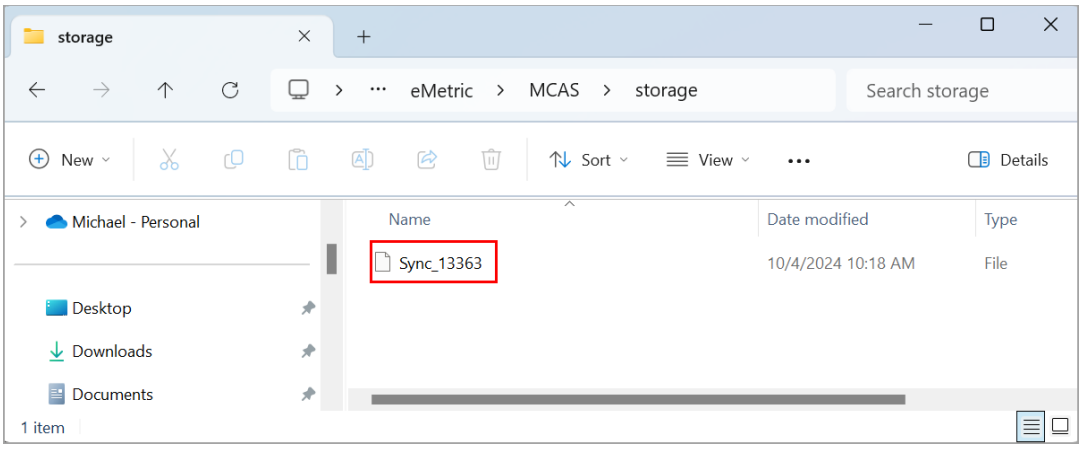
   Important: In the event the student loses internet connectivity during testing, responses will be stored to this location. Additionally, this folder must have the appropriate permissions to allow test takers to write data.

   Choose from the following two options, then click **Next**.



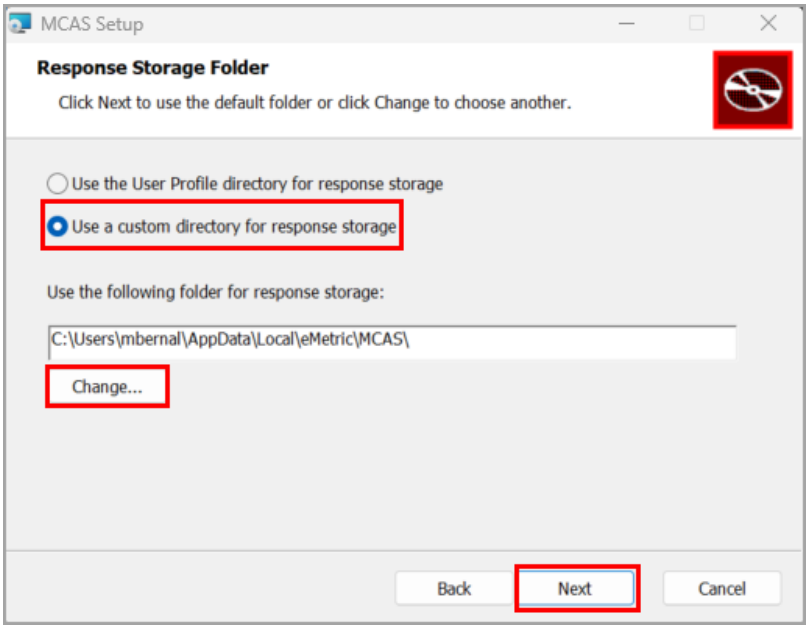
- **Use the User Profile directory for response storage:**

  During kiosk installation, if you choose the default option to store the stored response files in the user profile, these files will have names like this format:

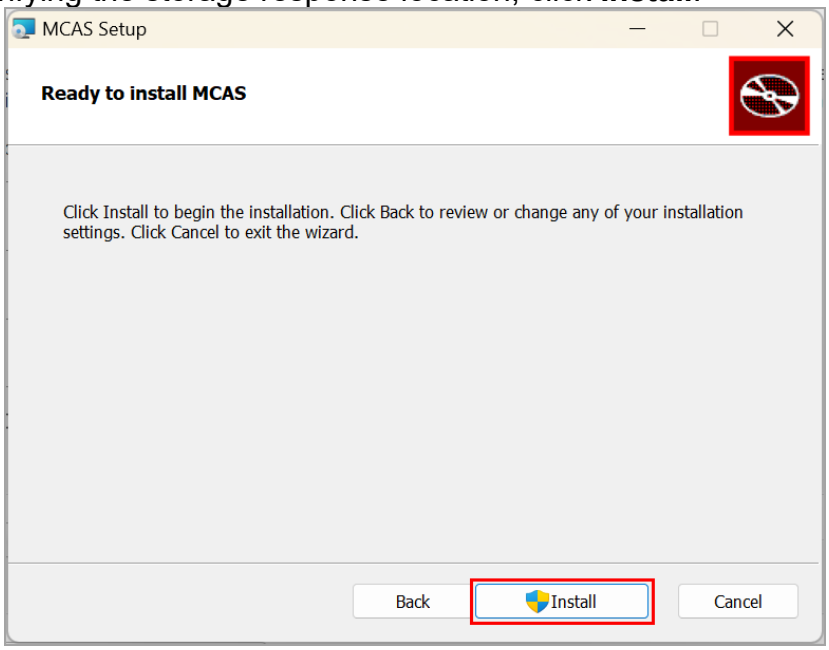


- **Use a custom directory for response storage:**

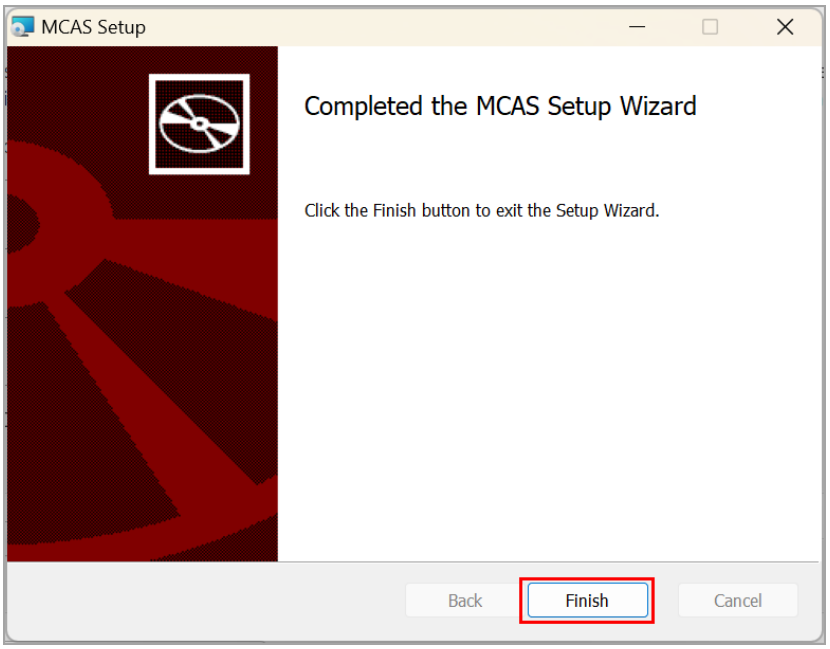
  If you select **Save in the following directory**, you must manually enter the alternate path.



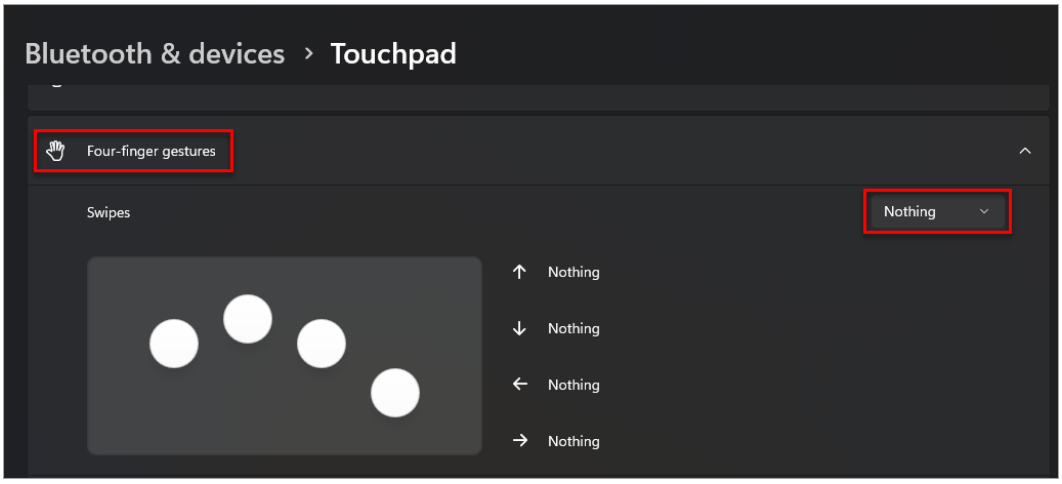
5. After verifying the storage response location, click **Install**.



6. Click **Finish** to complete the installation.



7. For Windows devices with touchpads, Four-finger gestures for swiping will need to be disabled. To disable go to **Settings > Bluetooth & devices > Touchpad**. Then locate Four-finger gestures and expand the section. Next, change the drop-down menu for Swipes to **Nothing**.



8. When you are ready to complete Site Readiness for this configuration, refer to section V: Site Readiness Testing and Site Certification.

Windows MSI Package Scripted Installation

Network administrators can install the legacy MCAS Student Kiosk via an installation script to be executed by an Admin account on the machine. The script can be written to run without any human interaction (quiet switch) and to install in the default directory (C:\Program Files) or any target directory of choice. Uninstalling the client can also be scripted.

Below are generic scripts that can be used for installation and uninstallation.

Script Examples

- `<Source> = Complete path to the MCAS Student Kiosk MSI installation file, including .msi installation file name. Example: C:\Downloads\MCAS.msi`
- `<Target> = Complete path to the location where kiosk should be installed other than the default location (C:\Program Files). Example: C:\MCAS\Installation_Dir`
- `<APPDATALOCATION> = Complete path to the location for storing the cache and encrypted student responses created due to network interruptions. Example: D:\Cache.`

  Note: Ensure that this location is excluded from system restore software.

Installation Script

```
msiexec /i "<Source>" /quiet INSTALLDIR="<Target>" ITESTERAPPDATALOCATION="<APPDATALOCATION>" INSTALLLEVEL=2
```

Example: `msiexec /i "C:\Downloads\MCAS.msi" /quiet INSTALLDIR="C:\MCAS" ITESTERAPPDATALOCATION="D:\Cache" INSTALLLEVEL=2`

Warning: If you do not specify ITESTERAPPDATALOCATION, then the local Application Data folder located in the User Profile of the actively logged-in user will be used by default. If you do not specify INSTALLLEVEL=2, then the configuration required for setting the <APPDATALOCATION> will not be created.

Uninstallation Script

```
msiexec /x "<Source>" /quiet
```

`Example: msiexec /x "C:\Downloads\MCAS.msi" /quiet`

Windows MSI Package Installation Via Group Policy

Network administrators can use Microsoft Active Directory Group Policy to distribute the legacy MCAS Student Kiosk MSI package to all client computers.

Follow the step-by-step instructions described in Microsoft's Knowledge Base article.

Note: Default installation locations will be used when using Group Policy to distribute the legacy MCAS Student Kiosk. This option will also not allow systematically specifying a network location for caching and storing encrypted student responses created due to network interruptions. The local Application Data folder located in the User Profile of the actively logged-in user will be used by default.

Windows Network Kiosk Installation

To install the legacy MCAS Student Kiosk on a school network:

1. Complete the local kiosk installation listed above on the machine that will host the app.
2. Configure the stored response location to network share or leave as default during installation.
3. On the student testing devices, create a shortcut to the app on the network. The shortcut created should point to MCAS.exe.
4. Ensure that users have read/write/modify access to stored response directory configured in Step 2.

V. Site Readiness Testing and Site Certification

A. Purpose

The MCAS Portal includes a Site Readiness tool for schools and districts to assess their readiness for online testing via the MCAS Student Kiosk and to identify any potential technology-related issues before testing begins to ensure a smooth testing experience. The Site Readiness tool is used to verify that testing devices meet the minimum requirements and have been properly configured. DESE will follow up with schools that do not complete Site Readiness.

The Site Readiness tool includes the **System Set-Up Test** and the **Student Interface Test**.

- 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. The Student Interface Test also allows technology coordinators to test the student tools, including the Line Reader, Text Highlighter, and Notepad, to confirm they are functioning properly.

To administer the Site Readiness test, the technology coordinator launches the MCAS Student Kiosk on each device configuration (i.e., device type and operating system) being used for testing at that site and then uses the Site Readiness login for the assigned school to run the test. For example, if you will be testing on Windows 11 and different versions of supported ChromeOS, then we recommend testing 2 to 3 devices on Windows 11 and 2 to 3 devices on each ChromeOS version that will be used. Then, the technology coordinator certifies the site (school) in the MCAS Portal to indicate to the school and district test coordinators that the site's technology is ready for testing.

Note: The Site Readiness tool must be conducted using the secure MCAS Student Kiosk. The test does not need to be conducted on the browsers used for practice tests.

New for 2026–27: iPads now show in the MCAS Portal on the Site Readiness details page when conducting Site Readiness.

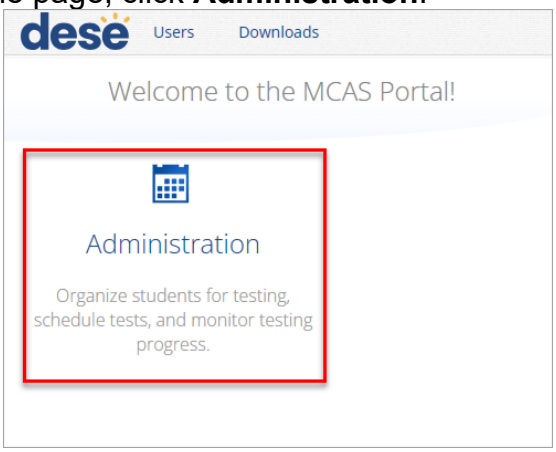
B. Using the Site Readiness Tool

It is crucial that the Site Readiness tool is run on **every** device type or device configuration that will be used for testing. The results for each device tested will be captured and displayed on the Site Readiness Details page within the MCAS Portal.

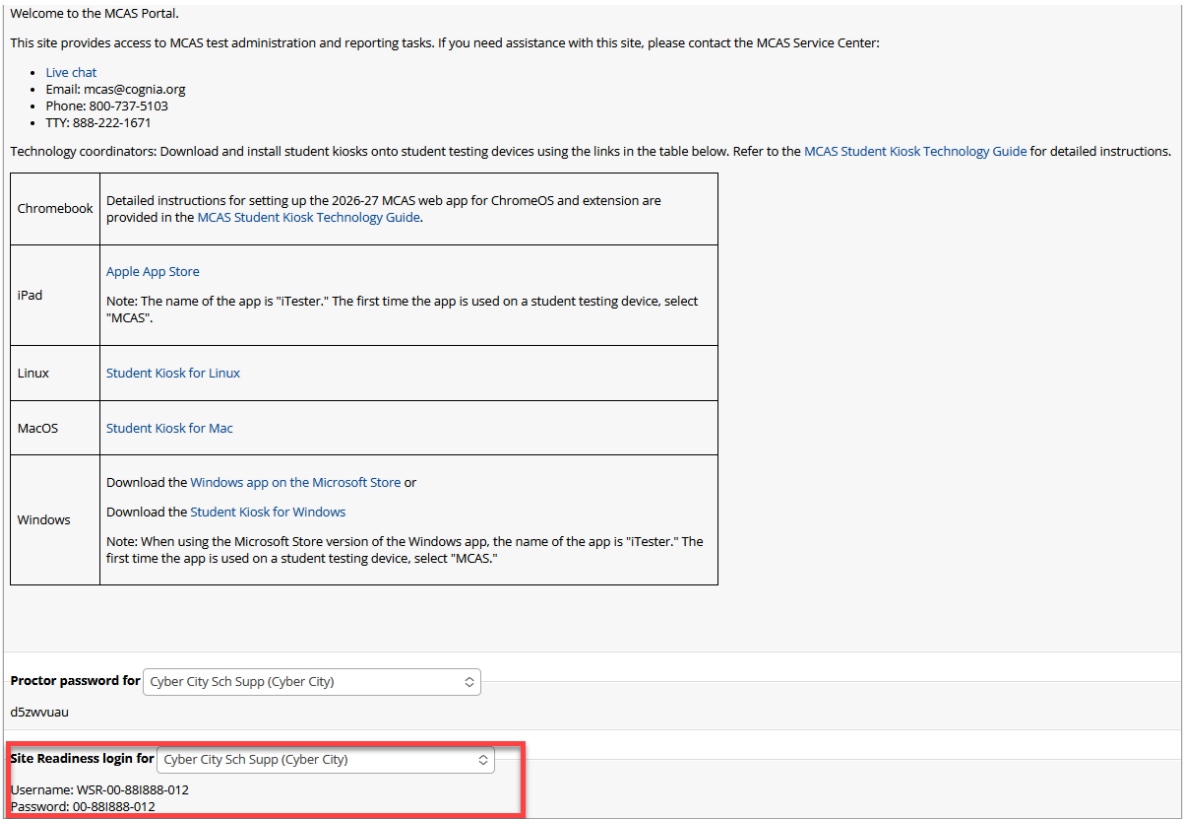
After reviewing the Technology Guidelines and installing the MCAS Student Kiosk, follow the instructions below.

Step 1: Locate the Site Readiness credentials in the MCAS Portal

1. Log in to the MCAS Portal with your username and password.
2. On the portal home page, click **Administration**.



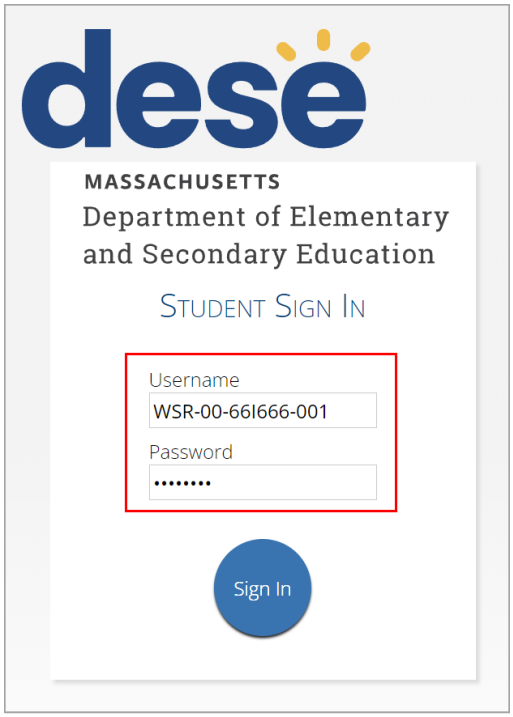
3. The Site Readiness account information appears at the bottom of the Administration home page.



4. Make a note of the username and password for the school, which you will use to log in to the MCAS Student Kiosk.

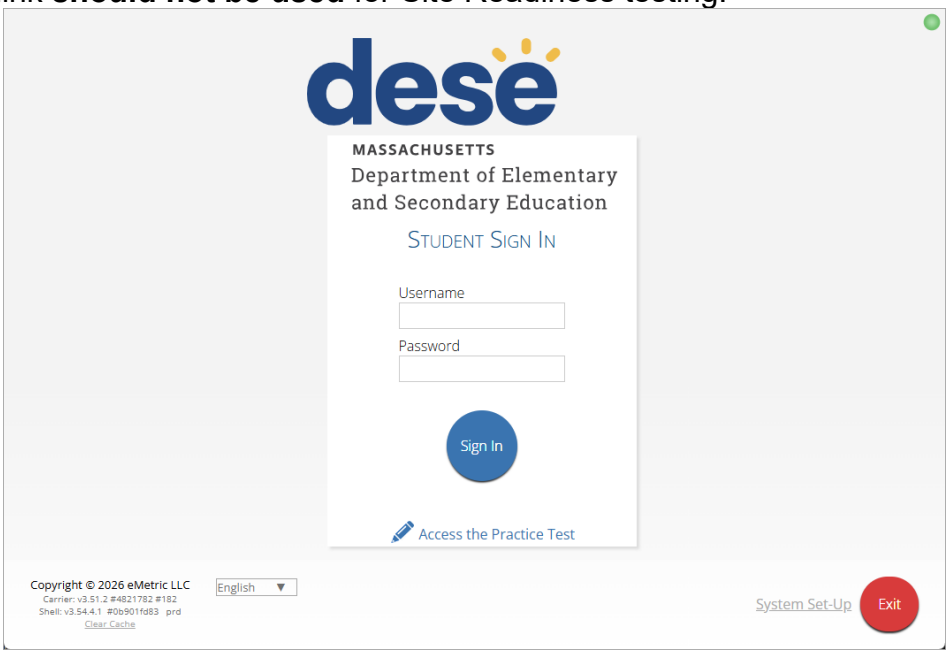
Step 2: Conduct Site Readiness on every Device Configuration

1. Launch the MCAS Student Kiosk on the device.
2. Log in to the MCAS Student Kiosk with the Site Readiness username and password provided for the school (shown above).

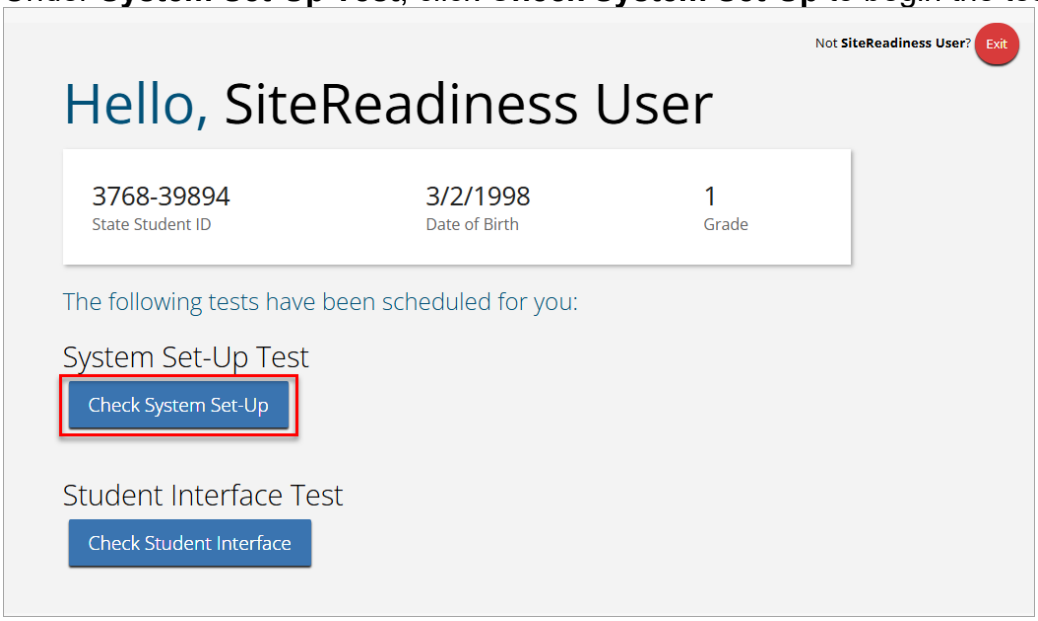


Important Note: Use the Site Readiness login credentials exclusively for the school only, and do not use the credentials for any other purposes. Do not use the Site Readiness credentials for any other school.

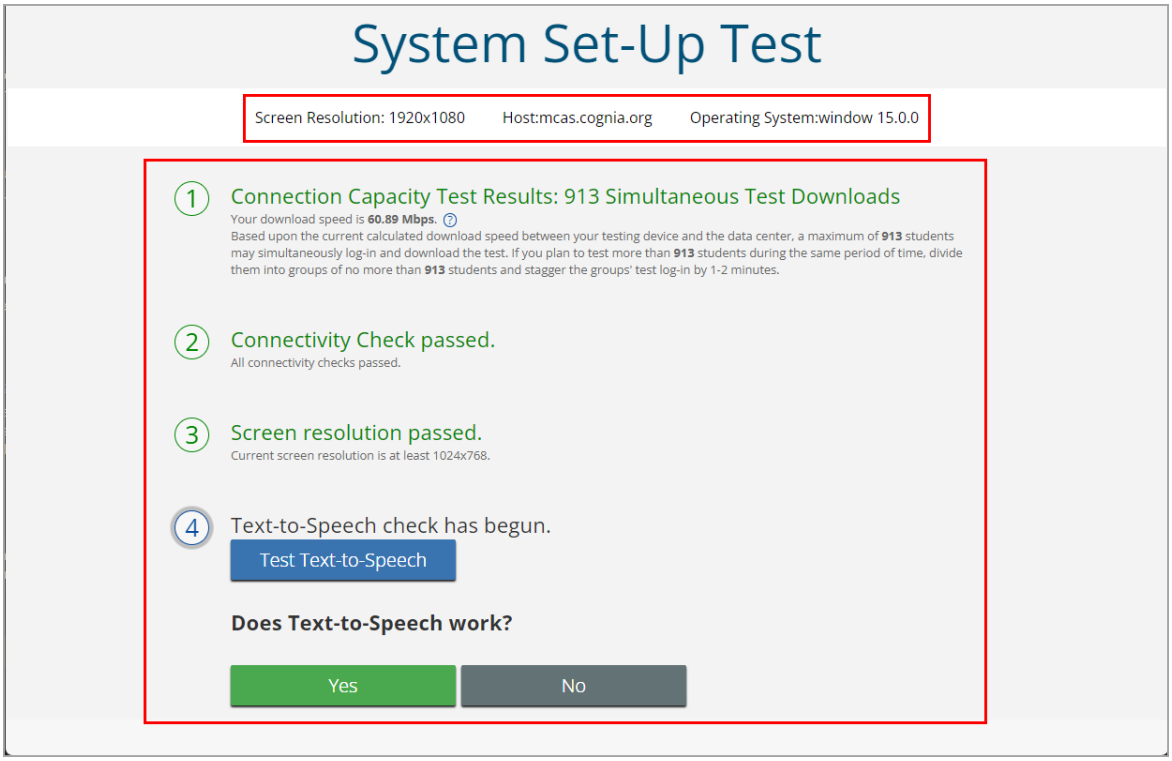
On Windows and ChromeOS devices, users will see a System Set-Up test link next to the exit button on the MCAS Student Kiosk sign in screen. This link **should not be used** for Site Readiness testing.



3. Under **System Set-Up Test**, click **Check System Set-Up** to begin the test.



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.



4. The **Connection Capacity Test** evaluates your site's capacity for simultaneous test downloads. It provides the current download speed between the testing device and the testing servers (data center), and, based on that speed, it provides the maximum number of students that may simultaneously log in and download a test session.

   If you plan to test more students concurrently than the recommended number of simultaneous test downloads, it is recommended that you divide the students into groups no greater than the number of recommended simultaneous test downloads and stagger each group's test log in by 1–2 minutes. This will reduce the likelihood of interruption during sign in.

5. The **Connectivity Check** is designed to ensure the testing device has access to both the kiosk's local storage folder, where student responses will be saved if the test device loses internet connectivity, and the testing servers.

   - If the Connectivity Check fails with the following message:

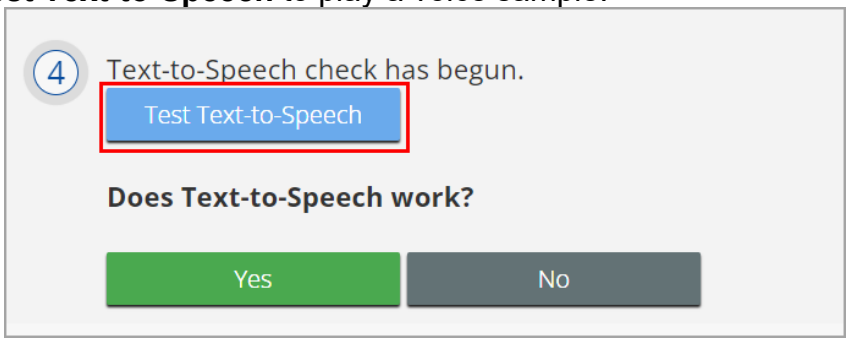
     "The connectivity check failed. Please check your read and write permissions to the storage folders and try again or contact Support for further assistance. Error Code: 6004 – StorageWriteFail"

     This means that the MCAS Student Kiosk does not have the proper permissions for the storage folder. The kiosk requires read, write, and modify permissions on Windows and Read & Write on Mac.

   - If the test fails for any reason other than "Error Code:6004 - StorageWriteFail," contact the MCAS Service Center.

6. The **Screen resolution test** will ensure that the testing device meets the required screen size and resolution for an optimal testing experience. If this test fails, adjust the screen resolution of the device.

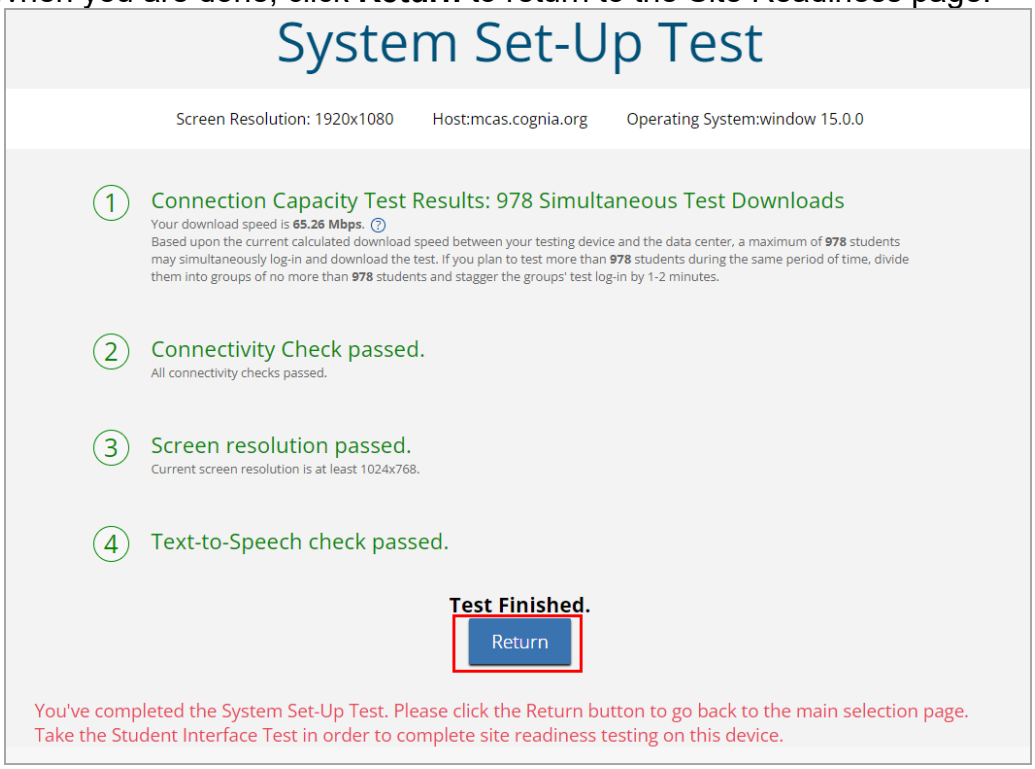
7. The **Text-to-Speech test** will ensure that this accommodation is operating as expected for students who have this accommodation. In the Text-to-Speech field, click **Test Text-to-Speech** to play a voice sample.



   - If you can hear the voice sample, click **Yes**.
   - If you cannot hear the voice sample, click **No**, and fix your audio connection. You will need to verify that there is a voice package installed on your machine, that there is an audio playback device connected to the testing device (e.g., internal speakers, external speakers, headphones),

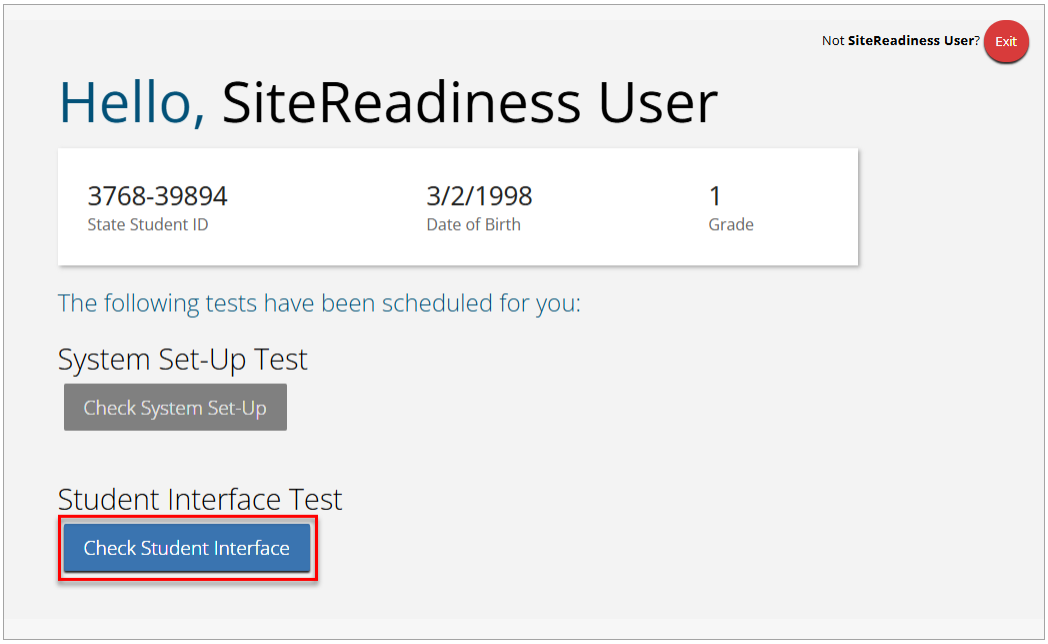
the volume is not muted and is audible, and that the desired audio playback device is set as the default device.

8. When you are done, click **Return** to return to the Site Readiness page.



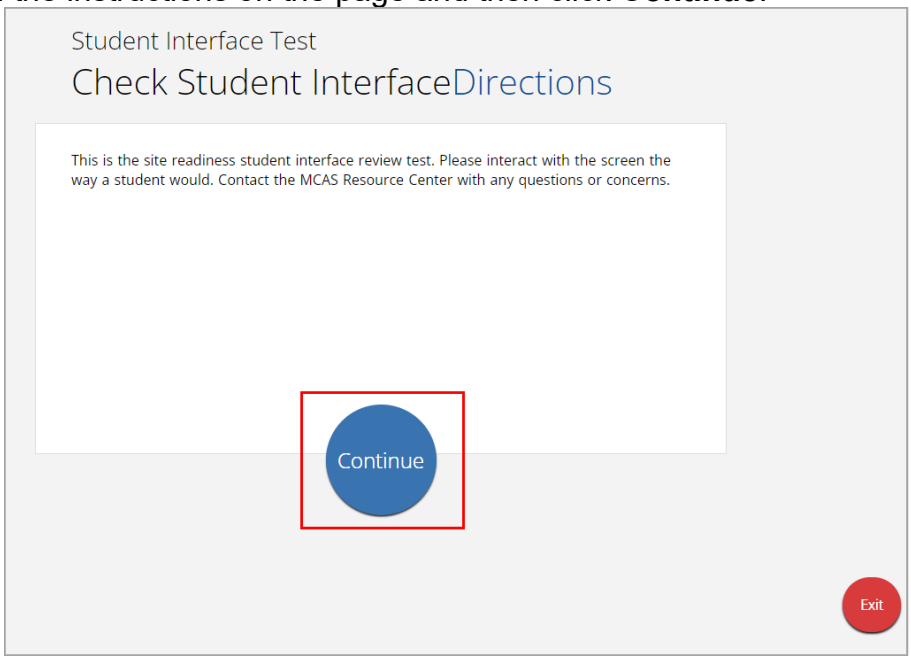
- If all the system checks are successful, you are ready to begin the next Site Readiness test.
- If one or more system checks fail, adjust your configuration as needed and re-run the System Set-Up test.

9. 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. Reference the installation steps in part IV section A: ChromeOS App Installation.

10. Read the instructions on the page and then click **Continue**.

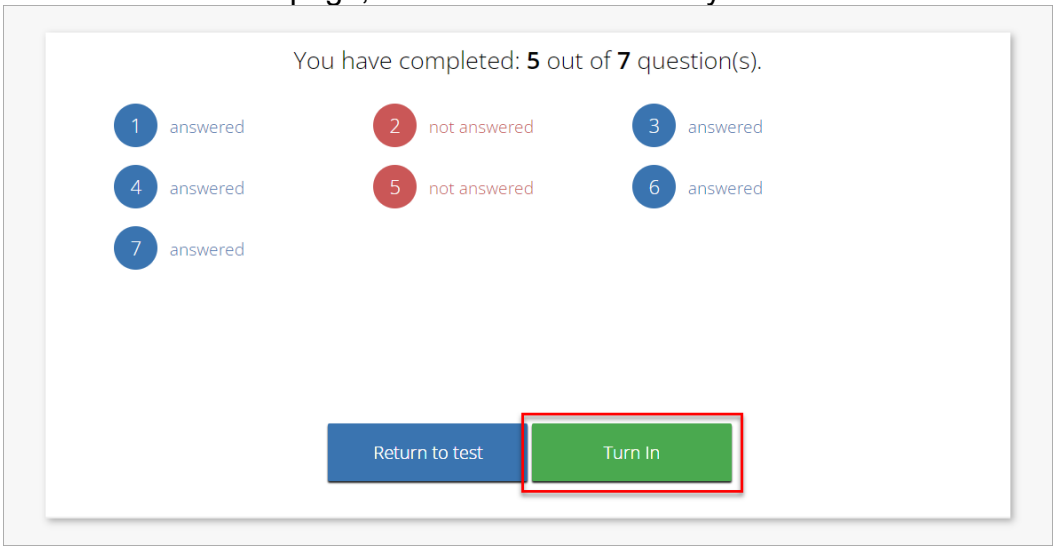


11. Confirm that you can effectively respond to a few questions. Click on and try out a few student tools, such as the Notepad and Line Reader, to make sure you can use them. To activate a tool, click on the tool in the tool bar and use it in the test

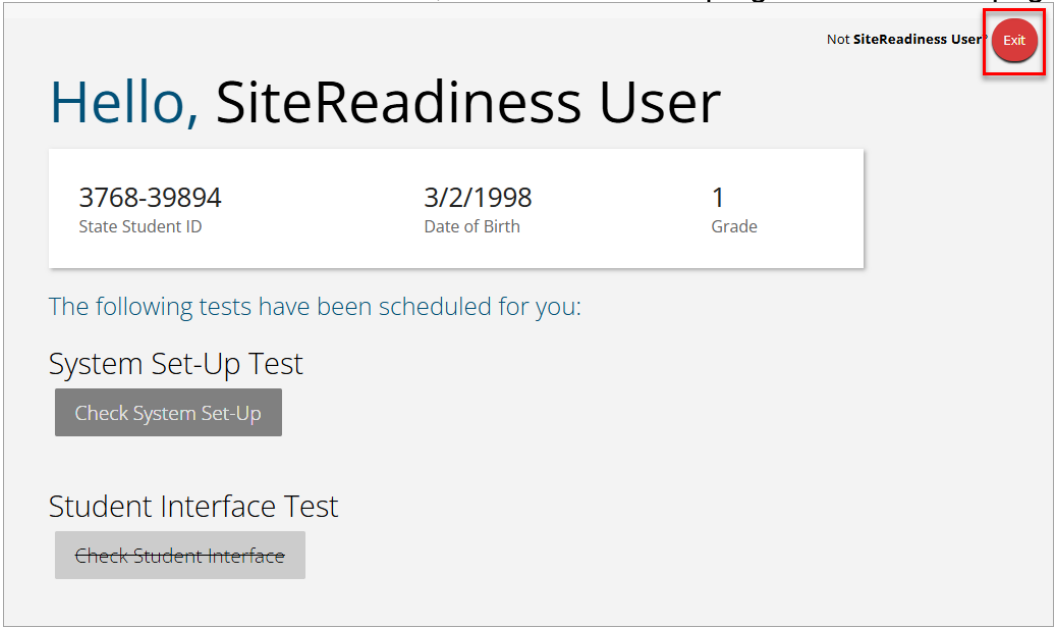
interface. On the constructed response question, ensure you can type in the response box.

> **Note**: Certain tools, accessibility features, and accommodations will be available in the Student Kiosk for operational testing but will not be available in Site Readiness. Refer to Appendix A for additional information.

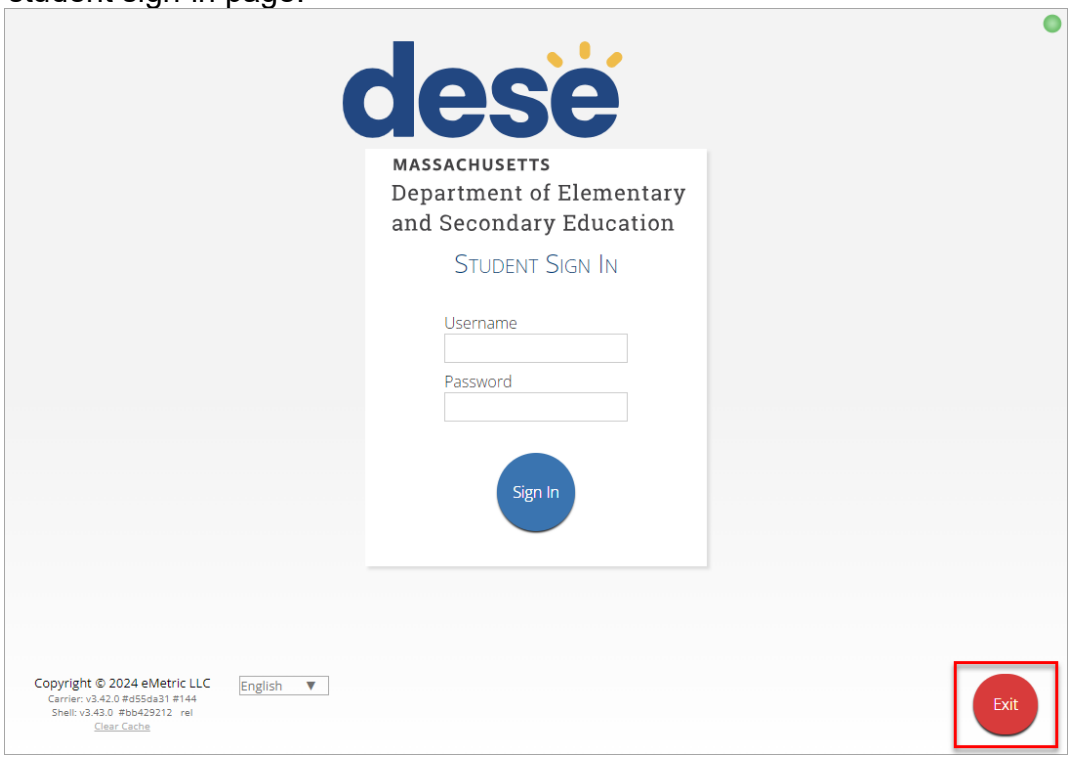
12. On the last test question page, click **Finish**.
13. On the Test Review page, click **Turn In** to submit your test.



14. To confirm, click **Turn In** again. You should return to the Site Readiness page where the test session is grayed out.
15. To exit the Site Readiness tool, click **Exit** in the top right corner of the page.



16. To close the MCAS Student Kiosk, click **Exit** at the bottom right corner of the student sign-in page.

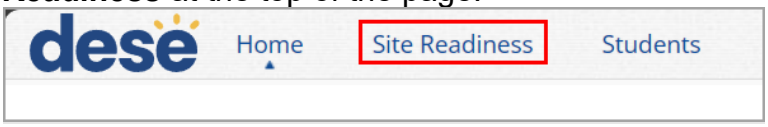


If you have questions about the Site Readiness tool, contact the MCAS Service Center.

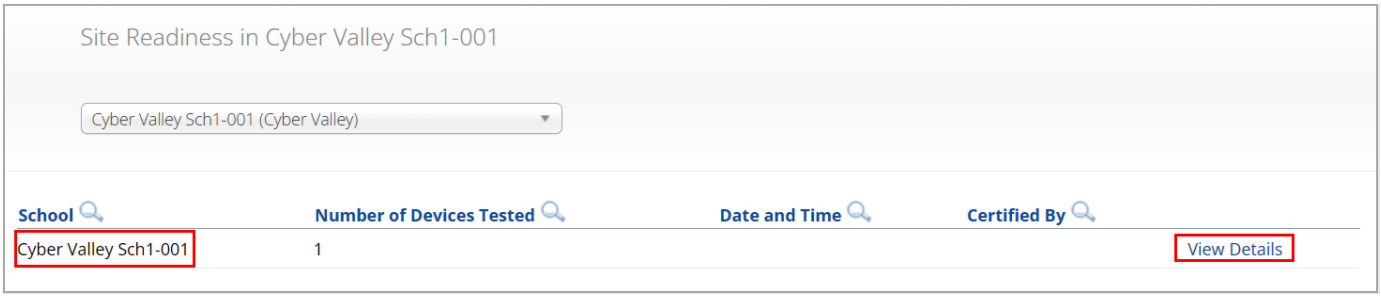
C. Site Certification

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

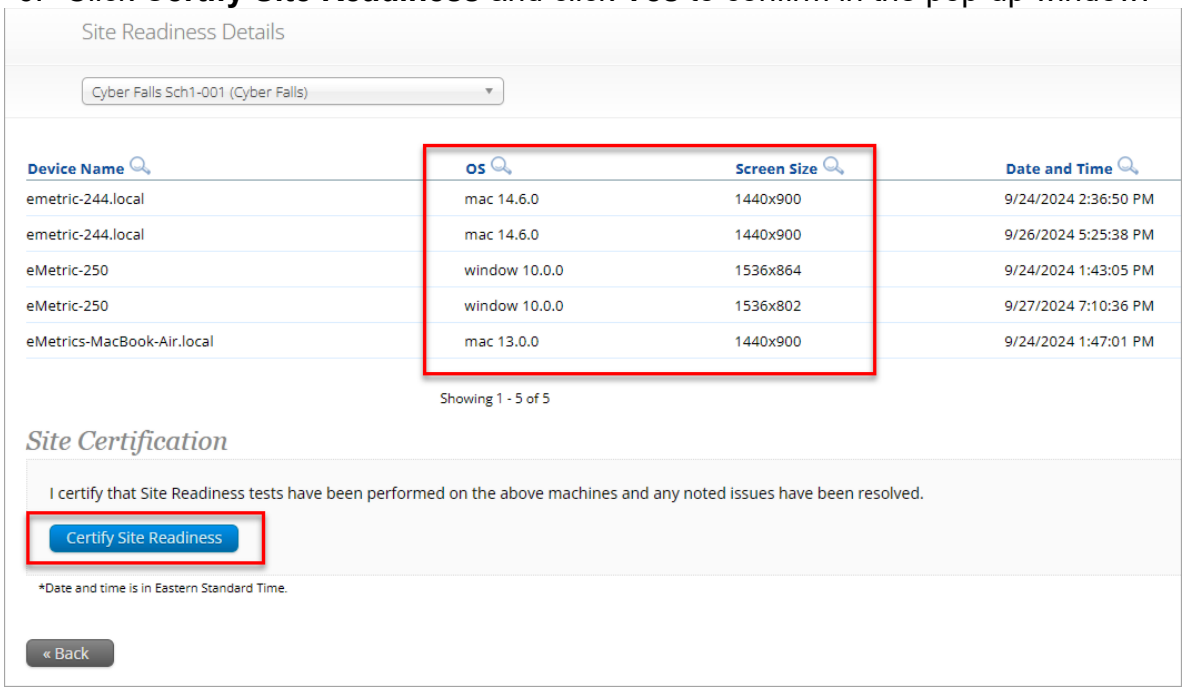
1. Log in to the MCAS Portal with your username and password.
2. Click **Administration**.
3. Click **Site Readiness** at the top of the page.



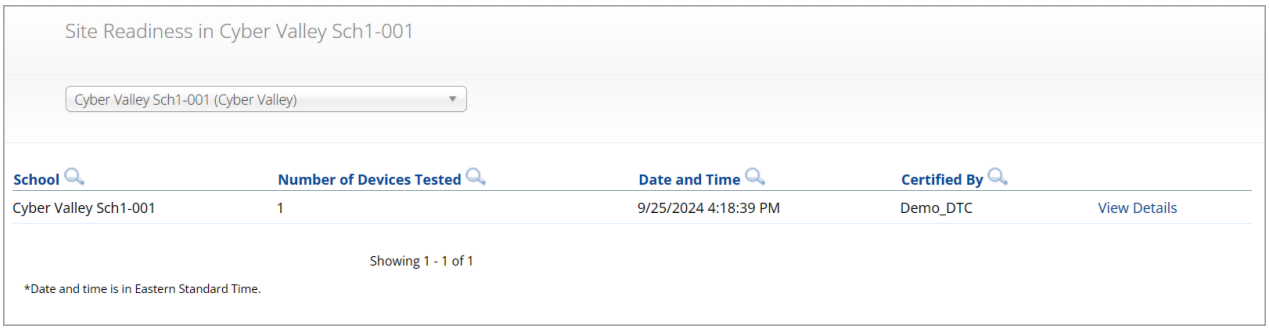
4. On the Site Readiness page, locate the school to be certified, and then click **View Details**.



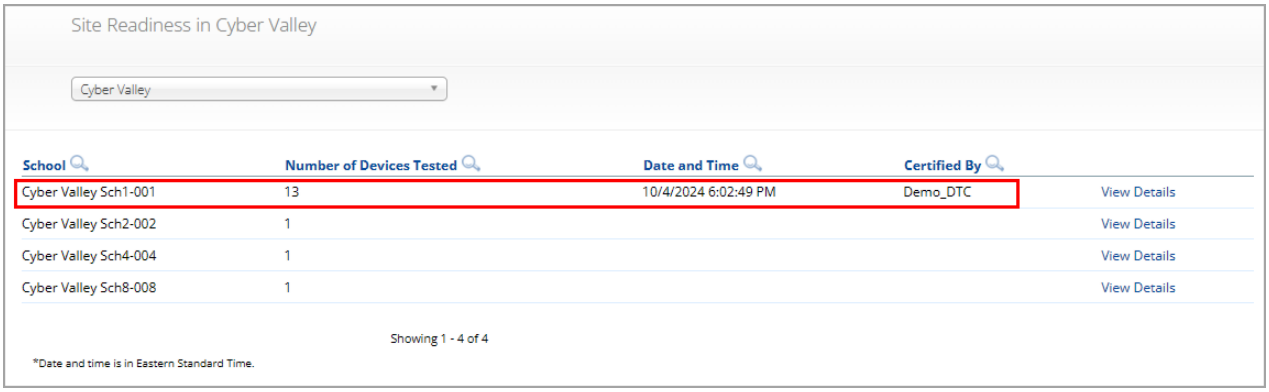
5. On the Site Readiness Details page, verify that all the devices or device configurations for this location have successfully run the Site Readiness tool and meet the technology requirements.
6. Click **Certify Site Readiness** and click **Yes** to confirm in the pop-up window.



7. The **Site Certification** section updates with the date and time when the site was certified and the username of the user who certified the site for testing.



District and school test coordinators can also view when the site was certified and who certified the site on the Site Readiness tab without having to click into the Site Readiness Details.



This certification indicates to the district or school test coordinator that the technology coordinator has tested the devices at the site and ensured they are operating as expected and meet the technology requirements, acknowledging that the site is ready for testing. Once complete, technology coordinators should inform their school test coordinators.

Appendix A: Student Tools, Accessibility Features, and Accommodations Unavailable for Site Readiness

The following tools, accessibility features, and accommodations will be available in the MCAS Student Kiosk for operational testing but will not be available in Site Readiness.

- Ruler
- ASL video edition for grade 10 math and June high school science (A6.2)
- Calculator (SAA4)
- Compatible assistive technology

Appendix B: MCAS Student Kiosk Error Message Guidance for Technology Staff

This appendix lists potential error messages that could occur when testing with the MCAS Student Kiosk. With each error message, guidance and troubleshooting steps are provided.

Internet Connectivity

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.	Internet connectivity was lost after the student began testing and was not restored by the time	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

Error Message	What does it mean?	Steps for Technology Staff
Your test has been saved offline.	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.	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 the 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. 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. When storing responses locally on the device, it is very important to note the exact location where the file is being stored. 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.

Launching the Kiosk

The error messages described below could occur when launching the MCAS Student Kiosk.

Error Message	What does it mean?	Steps for Technology Staff
1. No internet connection found.	There is no internet connection on the device and the kiosk cannot launch.	1. Click **Try again**. 2. If the internet connection has been reestablished, the MCAS Student Kiosk will be launched. 3. If you receive the error message again, establish an internet connection and click **Try again** to launch the MCAS Student Kiosk. 4. If you are unable to establish an internet connection, click **Exit** to exit the app. 5. Next step would be to establish an internet connection before launching the kiosk again.
2. Please exit the kiosk and install the latest version.	The kiosk being launched on the testing device is an older version.	1. Select **Exit**, to close out of the kiosk. 2. For the legacy Windows, macOS, or Linux kiosks, download and install the latest version of the MCAS Student Kiosk available in the MCAS Portal or MCAS Resource Center. For the Windows and iPadOS iTester apps, verify that the app is up to date. For ChromeOS, verify that the MCAS App is up to date.
3. A new version of the app is available. Please update.	There was an update to the kiosk shell that was released while the kiosk was left open or already launched on the student testing device.	1. Click **Update**. The kiosk will update to the latest version, and your student will be able to log in.

During a Test

The error messages described below could occur while your student is logged into a test. These error messages are in addition to the internet connectivity error messages described earlier in the document.

Error Message	What does it mean?	Steps for Technology Staff
1. This test must be taken with the kiosk or mobile app.	The student is trying to access a secure test using the browser or trying to access a secure test on a Chromebook where the PWA is not launching in kiosk mode, meaning the PWA for MCAS has not been installed correctly.	1. Click **Exit**. This will exit the student out of the student interface. 2. If the student was in a browser trying to access a secure test, have them log in to the test using the MCAS Student Kiosk. 3. If the student was using the MCAS PWA on a Chromebook to access a secure test, then the technology coordinator will need to verify the PWA was installed correctly. Reference the installation steps in Part IV Section A: ChromeOS App Installation, particularly steps 3-5 on page 15. 4. Once the installation has been corrected, have the student log back in to their test.
2. Please raise your hand; your test session has timed out.	The student timed out of their test session due to inactivity, meaning they have been inactive in the test for 60 minutes.	1. Click **Exit**. This will exit the student out of the kiosk. 2. When the student is ready to continue testing, they will log back into the kiosk and select the session they wish to continue, and they will be prompted for a proctor password. Proctor will enter the password, and the student will resume testing where they left off. Any questions that the student responded to prior to their session timing out will be locked.
3. There is a problem because somebody else has logged into your test session. You have been logged out for security reasons.	The student has logged in to their test session on two separate devices or someone else has logged into the MCAS Student Kiosk with the same credentials.	1. Click **Exit**. This will exit the student out of the kiosk. 2. Have the student log back into their test, verify the student's test resumes where they left off and have them continue testing. 3. If the student's test does not resume where they left off, contact the MCAS Service Center.

Screen Freezing Issues

The following screen freezing issues could occur while your student is logged into a test using the MCAS Student Kiosk. The issues described below will not show an error message in the kiosk.

Error	Steps for Technology Staff
1. The MCAS Student Kiosk becomes unresponsive, frozen, or stops working as expected. For example, a student cannot drag a response to a goal box.	1. Click **Pause/Exit** and then select **Exit Test**. 2. From the MCAS Student Kiosk login screen, click **Clear Cache** in the lower left-hand corner. 3. You will be asked “Are you sure?”. Click **Yes**, and the kiosk will close and then launch. 4. Have the student log back into their test, verify that the kiosk is responding, and then have the student resume testing.
2. The student cannot type in the constructed response box. The response box is frozen or non-responsive.	1. Check if the constructed response box has a character or word counter and verify if the student has reached the maximum characters or words allowed. If they have, they will not be able to type in the constructed response box. 2. If there is a limit and they have not reached it, click **Pause/Exit** and then select **Exit Test**. 3. From the MCAS Student Kiosk login screen, click **Clear Cache** in the lower left-hand corner. 4. You will be asked “Are you sure?”. Click **Yes**, and the kiosk will close and then launch. 5. Have the student log back into their test, verify that they can type in the constructed response box and have the student resume testing. If the response box is still not responsive contact the MCAS Service Center.