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.