

Tasks and Guidance for Technology Coordinators
(Appendix A, excerpted from the spring 2026 PAM)

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Tasks and Guidance for Technology Coordinators

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A Background and Overview

Principals, test coordinators, and technology coordinators should become familiar with the terminology describing the components of computer-based testing:

- **The MCAS Portal** is the online management system. Note that users will be signed out of the MCAS Portal after 60 minutes of inactivity.
- **The MCAS Student Kiosk** is the online testing platform for students. Note that students will be signed out of the MCAS Student Kiosk after 60 minutes of inactivity.

Steps that apply to any technology problems that may occur during testing:

- Resume testing on the same device, if possible.
- Do not turn off the device.
- Make a note of which testing device the student was using.
- If the error persists, move the student to a new device.
- If there is a situation in which a student is waiting for more than 15 minutes, then schedule the student to complete testing at a later time.

In the rare occurrence that the MCAS Student Kiosk or the MCAS Portal experiences an outage, the MCAS Service Center will email a notification to principals, district and school test coordinators, and technology coordinators. The MCAS System Status page at mcas-status.emetric.net will be updated until the issue has been resolved. A second email will be sent to schools and districts when service is restored.

B Tasks for Technology Coordinators to Complete

Tasks to Complete in Fall 2025

1. Review the technology specifications, and prepare the school's infrastructure.

The *MCAS Student Kiosk Technology Guide* provides security requirements, minimum and recommended specifications for computer hardware and devices, and suggests recommended levels of bandwidth that will support schools' instructional and assessment needs. Schools should review the Technology Guidelines listed within the guide referenced above and update operating systems as necessary.

- The *MCAS Student Kiosk Technology Guide* provides instructions for configuring the school network to allow for student devices to access secure test content through the MCAS Student Kiosk.
- Identify any gaps in technology capacity (e.g., test-taking devices that do not meet technology specifications, potentially insufficient bandwidth), and address those gaps.
- Plan to have enough devices for test administrators and students, including back-up devices that can be used if needed.
 - › Schools may want to use this device planner to determine the number of devices needed at a time. Refer to www.doe.mass.edu/mcas/testadmin/devicecalculator.xlsx (download file).

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2. Review DESE’s cybersecurity guidance and establish a cybersecurity plan for your school.

Technology teams are encouraged to review resources for cybersecurity planning to avoid issues that could arise during MCAS testing. Districts are highly encouraged to review the Massachusetts Municipal Cybersecurity Roadmap (www.mass.gov/orgs/office-of-municipal-and-school-technology) and the Cybersecurity Best Practices page (www.mass.gov/info-details/cybersecurity-best-practices) to take full advantage of all of the embedded resources.

Additional resources include:

- Protecting Our Future: Partnering to Safeguard K–12 Organizations from Cybersecurity Threats: www.cisa.gov/protecting-our-future-cybersecurity-k-12
- National Institute of Standards and Technology (NIST) Cybersecurity Framework. The NIST Framework: nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.1299.pdf
- K12 SIX Essentials Series: www.k12six.org/essentials-series
- CISA Cyber Essentials Starter Kit: www.cisa.gov/resources-tools/resources/cisa-cyber-essentials-starter-kit

Schools and districts should consider information as it relates to their technology infrastructure for MCAS testing and overall district plans, and email DESE’s Office of Educational Technology at k12edtech@mass.gov with any questions.

3. Determine whether your school will participate in “Bring Your Own Device” (BYOD) for MCAS testing.

A BYOD policy allows students to use their own devices for instruction. Schools with students using their own devices for instruction that would also like to use these devices for MCAS testing will need to inform DESE of this decision because there may be additional steps to complete in preparation for MCAS testing.

4. Configure internet firewalls, content filters, and spam filters.

- Review the information in the *MCAS Student Kiosk Technology Guide* (mcas.onlinehelp.cognia.org/technology-setup) and configure your network appropriately. Test delivery URLs should be “exempted” or “excluded” from inspection and filtering.
- Configure the common applications and functions listed below so that they will not launch on any student testing devices during the practice tests or during operational testing:
 - › anti-virus software performing automatic updates
 - › power management software on laptops warning of low battery levels
 - › screen savers and sleep mode
 - › email with automessage notification
 - › calendar applications with notifications, such as Google Calendar
 - › pop-up blockers
 - › set automatic updates (iTunes)
 - › OneDrive
 - › Windows Accelerator
 - › MacOS three finger tap gesture on Macintosh computers with trackpads
 - › Siri and Dictation (MacOS)

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- › Cloud Clipboard
- › Cortana and Game bar (Windows)
- › international keyboards
- › translation software or extensions
- › writing extensions (e.g., Grammarly)
- › any other application that could have a pop-up message

5. Verify access to the MCAS Portal and the MCAS Training Site.

If you do not have an MCAS Portal account or are unable to access your account, contact your school or district test coordinator.

6. Download and install the updated MCAS Student Kiosk on all testing devices and conduct Site Readiness.

Schools should download and install the updated MCAS Student Kiosk according to the instructions in the *MCAS Student Kiosk Technology Guide*. It is recommended that schools conduct Site Readiness directly after installing the MCAS Student Kiosk in order to verify that devices will be ready for testing.

Tasks to Complete at Least Two Months BEFORE Testing

1. View online training modules, and attend additional training sessions.

Refer to mcas.onlinehelp.cognia.org/training for training modules and recorded webinars.

Tasks to Complete at Least Two Weeks BEFORE Testing

1. Conduct additional Site Readiness checks on devices as needed.

If your school has made any technology changes since conducting Site Readiness in the fall, conduct Site Readiness again.

- Peer-to-peer (P2P) networking should be disabled on ChromeOS devices. If it is available, devices can automatically update Chrome from nearby devices of the same model, resulting in an interruption in testing. Turn off this option in the Google Admin Console; it will help reduce errors and/or interruptions during testing.
- ChromeOS devices should have accessibility features disabled prior to testing.

2. Prepare devices and materials.

- Ensure that devices will be charged prior to each test session.
- Have the following materials available, and confirm if they are in working order:
 - › power cords, power strips, extra batteries, extra computers
 - › if using tablets: external keyboards
 - › if students are using Text-to-Speech: headphones (Students do not need headphones otherwise.)

Tasks to Complete One Week BEFORE Testing

1. Familiarize yourself with common issues that may arise during testing and how to troubleshoot, as described in sections D, E, and F of this Appendix.

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C Using the Proctor Password

The school's proctor password can be found on the home page of the Administration component of the MCAS Portal. It can be viewed by district test coordinators, school test coordinators, technology coordinators, and test administrators.

The screenshot shows the MCAS Portal Home page. At the top is a navigation bar with links: Home, Site Readiness, Students, Enrollment Transfer, Classes, Test Scheduling, Materials Management, Student Registration, and Dashboard. Below the navigation bar is a 'Home' section with a dropdown menu set to 'Technology Coordin...'. The main content area includes a welcome message, contact information for the MCAS Service Center (Live chat, Email: mcas@cognia.org, Phone: 800-737-5103, TTY: 888-222-1671), and a table of links for downloading student kiosks for various operating systems. At the bottom, there is a 'Proctor password for' dropdown menu set to 'Cyber City Sch DLV1 (Cyber City)' and a text input field containing 'ARDWSYV'. A red rectangle highlights the 'Proctor password for' dropdown and the text input field.

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

A proctor password is required to be entered in the MCAS Student Kiosk if one of the four following conditions is met:

1. A student is idle in the test for more than 60 minutes. A student is "idle" if they do not interact in any way with the kiosk. This includes the use of any accommodation or tool, navigating through the test, or interacting with any of the onscreen question parts or answer choices.
2. A student pauses or exits the test and attempts to sign back in to the test after more than 60 minutes have passed.
3. The MCAS Student Kiosk has experienced an abrupt closure, such as a loss of power, or the device is turned off while testing.
4. The proctor password will always be required on the Options page for students with the accommodation "Compatible Assistive Technology."

If individuals or a small group of students need to enter the proctor password, the test administrator should type it in for each student. If a larger group (such as a whole class) needs to enter the proctor password, then it can be read aloud or written on the board. If the proctor password is given to a large group of students, it should subsequently be changed in the MCAS Portal by the principal or test coordinator.

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Changing the Proctor Password

The proctor password changes automatically every night. If it is necessary to change the proctor password manually (because it has been read to or put on the board for a large group of students as described above), this can be done by anyone with the school test coordinator or district test coordinator role in the MCAS Portal.

Clicking the **Change** link on the Administration homepage (refer to screenshot above) will bring up a dialog box where a new password can be entered.

D Troubleshooting Situations that Can Occur in Test Sessions

1. Error messages when launching the MCAS Student Kiosk

Error Message	Why did my student receive this error?	What should I do?
No internet connection found.	There is no internet connection on the device and the kiosk cannot launch.	Establish an internet connection and click Try again .
Please exit the kiosk and install the latest version.	You are launching an older version of the kiosk. The kiosk on this testing device will need to be updated.	Download and install the latest version of the kiosk from the MCAS Portal. For ChromeOS and iPadOS, verify that your MCAS app is up to date.
There was a problem while launching the kiosk. Please check your internet connection or your access permissions to the cache folder.	There is no internet connection on the device and the kiosk cannot launch, or the user profile for the device does not have access to the cache folder.	Establish an internet connection and select Click Here to try again . If there is internet connection for the device, then check the user profile cache folder permissions (refer to the <i>MCAS Student Kiosk Technology Guide</i> for more information).
We could not establish a connection to our server. Please check your internet connection.	eMetric servers cannot reach the stored response folder location due to a network connectivity failure.	Check your network connectivity and connectivity to the stored response folder location and relaunch the kiosk. If the message appears again, call the MCAS Service Center.
The offline student responses on this machine could not be processed. Please contact Support in order to continue. (ErrorCode:1003)	Stored responses could not be sent to the eMetric servers. The kiosk will not be able to launch until this is resolved.	Call the MCAS Service Center and provide them with the error message and error code.
A newer version of the app is available. Please update.	There was an update to the kiosk that was released while the kiosk was left open or already launched on the student testing device.	Click Update . The kiosk will update to the latest version and your student will be able to sign in.

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Error Message	Why did my student receive this error?	What should I do?
This message must be taken with kiosk or mobile app.	Devices are missing critical configuration steps as outlined in the <i>MCAS Student Kiosk Technology Guide</i> pages 7–22 (mcas.onlinehelp.cognia.org/technology-setup). These steps are mandated by Google and are necessary for proper kiosk functionality. These steps were also covered in the training slides for the <i>Overview of MCAS Administration Tasks for Technology Coordinators</i> on slides 47–52 (mcas.onlinehelp.cognia.org/training-webinars).	Ensure that all installation steps for ChromeOS have been completed and run the site readiness test on all device configurations prior to testing to confirm proper configuration.

2. Error messages when signing in to the MCAS Student Kiosk

Error Message	Why did my student receive this error?	What should I do?
Invalid username/password.	The student is using the incorrect password or username when trying to sign in to the MCAS Student Kiosk.	Verify the correct username and password in the MCAS Portal and have the student retry.
We could not establish a connection to our server, please check your internet connection.	Internet connectivity was lost after the student entered their username and password. The MCAS Student Kiosk detected the loss of internet connectivity and will not allow the student to sign in until internet connectivity is reestablished.	<ul style="list-style-type: none"> • Close the MCAS Student Kiosk. • Reestablish a connection to the internet. • Relaunch the MCAS Student Kiosk. • Check the connectivity indicator in the top right corner of the student testing interface login screen. If the connectivity indicator is green, the kiosk is connected to the internet and the student can sign in and begin taking their test. If the connectivity indicator is gray, check the internet connection again. If the connectivity indicator is still gray and you are sure the internet is connected, move the student to a different testing device, launch the kiosk on the new testing device and verify the connectivity indicator is green.

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3. Error messages when signing in to a test session

Error Message	Why did my student receive this error?	What should I do?
Incorrect access code. Please try again.	The student is using the incorrect access code for the session selected or typing in the access code incorrectly.	Verify the correct access code in the MCAS Portal and have the student retry.
Invalid password (when entering the proctor password).	The proctor password that was entered is incorrect.	Verify the correct proctor password in the MCAS Portal. Proctor passwords are case sensitive. District test coordinators, school test coordinators, technology coordinators, and test administrators all have access to the proctor password.
We were unable to get your test session. Please check your internet connection and try again.	Internet connectivity was lost after the student signed in. The MCAS Student Kiosk detected the loss of internet connectivity and will not load the test sessions until a connection to the internet is reestablished.	Click Retry . If internet connectivity is established, then the student will be directed to the test session. If internet connection is not detected, close the MCAS Student Kiosk, reestablish a connection to the internet on the device, and relaunch the kiosk.
An error occurred while loading the test! Click here to retry, or contact an administrator.	Internet connectivity was lost before the test session completely loaded. The MCAS Student Kiosk detected the loss of internet connectivity and will not load the test session until a connection to the internet is reestablished.	Select Click here to load the test. If internet connectivity is established, the student will be directed to the test session. If internet connectivity could not be established, the student will be redirected to the directions page. If this occurs, reestablish an internet connection on the device.
An error occurred while loading the test!	Internet connectivity was lost after the student clicked Continue on the directions page. The kiosk detected the loss of internet connectivity and will not load the test sessions until a connection to the internet is reestablished.	Click Retry Now . If internet connectivity is established, then the student will be directed to the test session. If an internet connection is not detected, close the kiosk, reestablish a connection to the internet, and launch the kiosk again.

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4. Error messages during a test session

Error Message	Why did my student receive this error?	What should I do?
Please raise your hand; your test session has timed out.	The student has timed out of their test session, meaning they have been inactive in the test for 60 minutes.	Click Exit and you will be brought back to the student testing interface sign-in page. Locate the proctor password in the MCAS Portal (refer to “Using the Proctor Password” on page 59). When the student is ready to continue testing, they will log back in to the student testing interface and select the session they wish to continue. When prompted, enter the proctor password. The student will resume testing where they left off.
There is a problem because somebody else has logged in to your test session. You have been logged out for security reasons.	The student has signed in to their test session on two separate devices or someone else has signed in to the MCAS Student Kiosk with the same credentials. The second sign-in causes the first session (student) to be signed out.	Click Exit and have the student log back in to the test session. Verify the student’s test resumes where they were exited.
The necessary support for audio playback is not detected on this device.	This error will appear when students have the text-to-speech accommodation and there is not a playback device (headphones, speakers, or internal speakers) set as default or connected to the device.	Connect headphones or speakers to the machine and set them as the default playback device. Verify that sound is coming from the playback device.
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 re-established.	Access to the storage location was lost after the student began testing due to loss of network connectivity. The MCAS Student Kiosk will not allow the student to continue testing until access to the storage location is restored.	Click Retry Now . If a connection to the storage location is reestablished, the MCAS Student Kiosk will return to the screen where the student was prior to loss of connectivity. If, after several attempts, the connection to the network storage location cannot be reestablished, either force-quit the MCAS Student Kiosk and move the student to a new device that has connectivity to the network and storage location or contact the MCAS Service Center for further assistance.

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Error Message	Why did my student receive this error?	What should I do?
Please raise your hand and notify your proctor. A connection to the network could not be established. Your test has been saved offline.	Internet connectivity was lost after the student began testing and was not restored by the time the student completed the test. The student completed the test session and clicked Turn in Test . The student's responses will be saved to the local folder configured when the MCAS Student Kiosk was initially installed.	Refer to the screenshot below and the instructions on the following page.

Please raise your hand and notify your proctor.

A connection to the network could not be established. Your test has been saved offline.

Proctor, this student's test responses have been stored locally on this device. When network connection is restored, you must re-launch the kiosk or mobile app from this device in order to send the stored responses to the servers, or you can also try to send responses by clicking "Send Responses" button.

1 

Do not move the student to a different device.

If you have any questions, please contact technical support immediately.

2 Proctor Password

3 



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Instructions for when a student has completed their test after a loss of internet connectivity (refer to full description of the situation on the previous page)

1. Read the instructions in the message and click **Send Responses**. You will be notified to wait 10 seconds as the student testing interface tries to determine if there is internet connection. If internet connectivity was reestablished before clicking **Send Responses**, the stored responses on this device will be sent to the servers, the test will be submitted, and the student testing interface will exit the test. If there is no internet connection, the Send Response button will appear again. From here you can try to establish internet connection and click **Send Responses** again or move on to step 2.
2. Test administrator reads and acknowledges that they have read and understand the instructions by entering the proctor password.
3. Select **Accept and Exit Test**.
4. Contact your technology coordinator to reestablish a connection to the internet.
5. Relaunch the MCAS Student Kiosk. The student's stored responses will be synced, and the test will be submitted. As an option, the student can sign in and navigate to the student profile page to confirm the test session has been submitted (it will be grayed and crossed out). In the MCAS Portal, click **Administration > Test Scheduling** > locate the class test session the student is in and click **View Details/Student Logins> Progress View** to view the status of the student's session.

E Troubleshooting Tips for Test Administrators

1. **SITUATION: Some of the online testing files become corrupt, for instance the MCAS content and images are not rendering or the tools and accessibility features are not working as expected.**

RESOLUTION: Clear the application cache. Deleting the application cache will force the MCAS Student Kiosk to download a new set of cache files.

1. From the MCAS Student Kiosk login screen, click **Clear Cache** in the lower right-hand corner.
2. You will be asked "Are you sure?" Click **Yes**, and the kiosk will close and then re-launch.

Copyright © 2025 eMetric LLC
Carrier: v3.49.8 #d0b0a01 #179
Shell: v3.50.8 #65eceb918 prd
[Clear Cache](#)

Copyright © 2025 eMetric LLC
Carrier: v3.49.8 #d0b0a01 #179
Shell: v3.50.8 #65eceb918 prd
Are you sure? [Yes](#)

Note for schools using iPads: To clear cache on iPads, the student must log out of the test and exit the app completely. Relaunch the app and the cache will have been automatically cleared.

2. **SITUATION: A student is taking their test in the MCAS Student Kiosk and the kiosk stops responding and becomes frozen.**

RESOLUTION: Try to pause the test and log back in. If you are unable to pause, restart the device. Once the device has been restarted, log back in to the test, enter the proctor password, and continue testing.

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3. **SITUATION: Specific keys are not working on the keyboard for Windows, Mac, and Linux in a constructed response box.**

RESOLUTION: Pause the test and sign in again. Try to type in the open-ended box with those specific keys. If it does not resolve the issue, you will need to clear the application cache, as the files may have become corrupt.

4. **SITUATION: A student is trying to answer a constructed-response question but cannot type in the answer box.**

RESOLUTION:

1. If the student is unable to type, pause the test and have the student sign in again. Have them try to type in the open-ended box.
2. If this does not resolve the issue, you will need to follow the steps for clearing application cache listed above.

Note: If the constructed-response box has a character counter and the student has reached the maximum characters allowed, they will not be able to type in the constructed-response box. If the constructed response box has a word counter (ELA only) and the student has reached the maximum words allowed, they will not be able to type any spaces in the constructed-response box.

5. **SITUATION: A student needs to move to a different device.**

RESOLUTION: If a student needs extended time or must log off their device and move to another device in a different location to continue testing, test administrators should take the following steps:

1. Ensure the student's current testing device has an active internet connection.
2. Pause and exit the test.
3. Move the student to the new testing device.
4. Ensure the testing device in the new location has an active internet connection.
5. Launch the MCAS Student Kiosk.
6. Allow the student to sign in to the MCAS Student Kiosk and resume testing.
7. Confirm the student's test has previously entered responses.

If you believe responses are missing, contact the MCAS Service Center for further assistance.

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6. **SITUATION: The MCAS Student Kiosk does not appear to be working properly but the student is actually experiencing an expected behavior.**

RESOLUTION:

Steps for the Test Administrator:

The following are expected behaviors in the MCAS Student Kiosk:

- A test question appears as “Not Answered” in the “Review” menu until all parts of that question have been answered.

If students encounter a situation not listed above, consult with your technology staff, who may then call the MCAS Service Center.

Steps for the Technology Staff:

Escalate the issue to the principal for a student who is waiting for 15 minutes.

7. **SITUATION: A student exits the MCAS Student Kiosk before completing a test session.**

RESOLUTION:

1. Have the student sign in to the MCAS Student Kiosk using the sign-in information on the student login. The student’s test will resume from the point at which the test was interrupted.
2. If the student resumes testing within 60 minutes, a proctor password is not required. If the student resumes testing after 60 minutes, a proctor password is required.

Technology coordinators should contact the MCAS Service Center immediately if there is an issue that cannot be resolved. It is acceptable to contact the Service Center using a cell phone, but it is not permissible to photograph students’ testing devices (e.g., to show an error message). Be prepared to provide logs from the testing devices if the Service Center requests them.

8. **SITUATION: A student accidentally turned in the session but did not actually finish a test session.**

RESOLUTION: Only someone with the district test coordinator role can undo student test submissions—it cannot be done at the school level. Schools should contact their district test coordinator who can undo student test submissions with the following steps.

1. In the MCAS Portal, go to **Test Scheduling**.
2. Locate the correct test and scheduled class.
3. Click **View Details/Student Logins**.
4. Locate the student on the Scheduling Details tab and click **Reactivate** for the session the student needs to resume taking.

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F Resolving Situations that Involve Accommodations

1. **SITUATION:** A student has the wrong accommodation assigned and the student has not signed in to the MCAS Student Kiosk yet (is still in “Not Started” status).

RESOLUTION: If the student is in a class that has not been scheduled to take the test, the accommodation can be updated by following these steps:

1. In the MCAS Portal, go to **Administration > Students**.
2. Search for the student and click **Edit**.
3. Navigate to the Accommodations tab and select the appropriate test from the drop-down menu.
4. Update the Accommodation and click **Save** (repeat if more than one test needs to be updated).

If the student is in a class that has been scheduled to take the test, the student’s test login may need to be updated in the session if one of the following accommodations is being used: Compatible AT/screen reader, ASL, Human Read-Aloud, or Human Signer. This can be done by following these steps:

1. In the MCAS Portal, go to **Administration > Students**.
2. Search for the student and click **Edit**.
3. Navigate to the Accommodations tab and select the appropriate test from the drop-down menu.
4. Update the Accommodation and click **Save**.
5. Go to **Test Scheduling** and locate the student’s original session.
6. If the form assignment must be updated, a green button will appear called “**Add or Update Students**.” Click this button and print out the new student logins.

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2. **SITUATION: A student has the wrong accommodation and has signed in to the test.**

RESOLUTION: For most accommodations, the accommodation can be updated and the student may continue testing.

1. Have the student sign out of the test completely.
2. In the MCAS Portal, go to **Administration > Students**.
3. Search for the student and click **Edit**.
4. Navigate to the Accommodations tab and select the appropriate test from the drop-down menu.
5. Update the Accommodation and click **Save** (repeat if more than one test needs to be updated).
6. Have the student log back in to the test.

If the student has signed in to the test and one of the following accommodations was assigned incorrectly, the student will need to be moved to a new class and rescheduled to take the test: Compatible AT/screen reader, ASL, Human Read-Aloud, or Human Signer. This can be done by following these steps:

1. Have the student sign out of the test.
2. In the MCAS Portal, go to **Administration > Students**.
3. Search for the student and click **Edit**.
4. Navigate to the Accommodations tab and select the appropriate test from the drop-down menu.
5. Update the Accommodation and click **Save**.
6. Go to **Test Scheduling** and locate the student's scheduled class.
7. Select **View Details/Student Logins**.
8. Select the checkbox next to the student's name.
9. Select **Add Report Codes**.
10. Select **Void (wrong accommodation)** and select **Save**.
11. Create a new class or add the student to an existing class that is different from their original class.
12. Schedule the class to take the test.
13. Print new student login.

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3. **SITUATION:** Students with a Spanish/English accommodation are assigned to a class that includes non-accommodated students. The class is scheduled to take the general test form. The students have not yet signed in to the test.

RESOLUTION: Students requiring a Spanish/English accommodation must be assigned to a separate Spanish-only class and scheduled for a Spanish test.

1. Go to the current class for this test and remove students with the Spanish/English accommodation from the class (**Classes > Edit**).
2. Create a new class and add only the students with the Spanish/English accommodation.
3. Schedule each class to take the appropriate test. Students taking the Spanish/English test edition must be scheduled for the Spanish/English edition on the Test Scheduling page.

4. **SITUATION:** A student is supposed to have the Spanish/English test edition, but has started the test with the English-only edition assigned.

RESOLUTION: If the student has already answered more than five questions, contact DESE or the MCAS Service Center.

If the student has answered five or fewer questions:

1. Have the student completely sign out of the test.
2. Go to **Test Scheduling** and locate the student's scheduled class.
3. Select **View Details/Student Logins**.
4. Select the checkbox next to the student's name.
5. Select **Add Report Codes**.
6. Select **Void (wrong accommodation)** and select **Save**.
7. Create a new class or add the student to an existing class with other students taking the Spanish/English edition of the test.
8. Schedule the class to take the Spanish/English test. Be sure to select the Spanish/English edition of the test from the drop-down on the Test Scheduling page.
9. Print new student login.

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5. **SITUATION: Students’ Text-to-Speech, Human Read-Aloud, or Human Signer accommodations are not appearing correctly and the students have signed in to the test.**

RESOLUTION: Students should not be assigned to more than one of these accommodations. Instructions for correcting a large number of errors (Student Registration Import):

1. In the MCAS Portal, go to **Administration > Student Registration** and click **Export Students**.
2. In the .CSV file, identify all students who have both Text-to-Speech Standard (column S) and Human Read-Aloud Standard (column T) or Human Signer Standard (column U) selected for all non-ELA test codes. Identify all students who have both Text-to-Speech Special (column Y) and Human Read-Aloud Special (column Z) or Human Signer Special (column AA) selected for ELA test codes. Delete all other students from the file.
3. Remove either the Text-to-Speech flag, or the Human Reader or Human Signer flag for those students.
4. Save the file as a .CSV file.
5. Follow the steps in Part III of the *Guide to the MCAS Portal: Student Registration* to import the updated file.
6. Have the students completely sign out of the tests.
7. Go to **Test Scheduling** and locate the students’ scheduled class.
8. Select **View Details/Student Logins**.
9. Select the checkboxes next to the students’ names.
10. Select **Add Report Codes**.
11. Select **Void (wrong accommodation)** and select **Save**.
12. Create a new class or add the students to an existing class.
13. Schedule the class to take the test.
14. Print new student logins.