

MCAP Government & LS MISA

KIOSK INSTALLATION GUIDE

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Version Control

Version	Date	Author	Change Description
1.0	8/21/2023	eMetric	Created support documentation per 2023-2024 requirements discussion with Cognia and MSDE.
1.1	4/12/2024	eMetric	Updated Chromebook Application Installation section with Google Admin changes and added a note regarding Site Readiness for iPads.

TABLE OF CONTENTS

INTRODUCTION	5
TECHNICAL SUPPORT	5
TESTING ENVIRONMENT.....	5
OVERVIEW.....	5
PROCESS.....	6
TESTING ENVIRONMENT SETUP.....	7
NETWORK CONNECTIVITY.....	7
BANDWIDTH.....	8
THIN-CLIENT ENVIRONMENTS.....	8
MONITOR SETTINGS.....	9
DEFAULT VOICE SETTINGS FOR TEXT-TO-SPEECH ACCOMMODATIONS.....	9
DISABLE TOUCH SETTINGS FOR THIRD-PARTY SOFTWARE.....	9
MCAP GOVERNMENT & LS MISA KIOSK INSTALLATION	10
WINDOWS® OS.....	10
Step 1: Set up your school testing environment.....	10
Step 2: Download the MCAP Government and LS MISA Kiosk	10
Step 3: Install the downloaded Kiosk.....	11
WINDOWS® MSI PACKAGE SCRIPTED INSTALLATION	16
Script Examples	16
WINDOWS® MSI PACKAGE INSTALLATION VIA GROUP POLICY.....	17
WINDOWS® NETWORK KIOSK INSTALLATION	17
MAC OS®	18
Step 1: Set up your school testing environment.....	18
Step 2: Download the MCAP Government and LS MISA Kiosk	18
Step 3: Install the downloaded Kiosk.....	19
LINUX®.....	22
Step 1: Set up your school testing environment.....	22
Step 2: Download the MCAP Government and LS MISA Kiosk	22
Step 3: Install the downloaded kiosk	24
iPAD APPLICATION INSTALLATION	28
DOWNLOAD THE iTESTER APP FROM THE APPLE APP STORE	28
Automatic Assessment Configuration.....	29
CHROMEBOOK™ APPLICATION INSTALLATION	31

MANAGED CHROMEBOOKS™	31
SITE READINESS TESTING AND SITE CERTIFICATION	37
PURPOSE.....	37
SITE READINESS TESTING	37
Step 1: Find the Site Readiness account information	37
Step 2: Authenticate every device or device configuration to be used for testing.....	38
SITE CERTIFICATION	43

INTRODUCTION

This document is intended for technology personnel responsible for setting up the MCAP Government and LS MISA online-testing environments in participating LEAs and schools.

There are two components of the MCAP Government and LS MISA Assessments online testing system: the **MCAP Government and LS MISA Portal**, used by school and LEA administrators, and the **MCAP Government and LS MISA Kiosk**, used by students for testing. This document contains instructions for installing the MCAP Government and LS MISA Kiosk and conducting site readiness testing on devices used for online testing.

For more information on working with the MCAP Government and LS MISA Portal, see the *MCAP Government and LS MISA Portal User Guide*, which is available on the MCAP Government and LS MISA Help & Support page: <https://maryland.onlinehelp.cognia.org>.

TECHNICAL SUPPORT

If you experience any difficulty downloading or installing the kiosk, contact Cognia Technical Support at LSMISA.GovHelpDesk@cognia.org or (877) 676-6722.

For questions about the test administration or other technical information	Cognia Service Desk Toll free: 1 (866) 207-8804 Email: LSMISA.GovHelpDesk@cognia.org
For questions or information regarding MCAP Government and LS MISA policy and testing procedures	Maryland State Department of Education Division of Curriculum, Accountability, and Assessment Phone: (410) 767-0083

TESTING ENVIRONMENT

OVERVIEW

The MCAP Government and LS MISA Kiosk refers to the student interface used for online testing. The kiosk is a cross-platform, rich internet application that employs the industry's highest standard in security, reliability, and usability for high-stakes assessment. The kiosk runs seamlessly on Windows®, Mac® and Linux® operating systems, iPad® tablets; with and without external keyboards, and Chromebook™ notebook computers.

Note: The MCAP Government and LS MISA Kiosk is a version of the iTester™ student testing kiosk application that has been tailored for MCAP Government and LS MISA Assessments. Some technical documentation may refer to the MCAP Government and LS MISA Kiosk as iTester.

Information on using third party accessibility or accommodations software with the student test interface can be found in the Testing with Third Party Assistive Technology Guide <https://maryland.onlinehelp.cognia.org>

PROCESS

The testing environment for a school is installed and set up by a Technology Coordinator (TC), or a Local Accountability Coordinator (LAC) or School Test Coordinator (STC) acting as a TC.

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

To install and set up the kiosks for your school:

1. Review the Technology Guidelines to ensure that you have the correct equipment for student testing.
<https://maryland.onlinehelp.cognia.org>
2. Configure your network to support student testing on the kiosk:
 - [Testing Environment Setup](#)
 - [Network Connectivity](#)
 - [Bandwidth](#)
 - [Thin-Client Environments](#)
 - [Monitor Settings](#)
 - [Default Voice Settings for Text-to-Speech Accommodations](#)
3. Download and install the appropriate kiosk to each student testing device:
 - [Windows®](#)
 - [macOS®](#)
 - [Linux®](#)
 - [iPad application](#)
 - [Chromebook application](#)
4. Complete the [Site Readiness tests](#), which perform a system check and provide a testing simulation scenario for each device or device configuration.

To ensure that the testing environment is ready for students on time, we recommend that you run the Site Readiness tests directly after installing the test device kiosks.

5. When all of the configurations to be used for student testing are ready, [certify that your site](#) is ready for student testing.

For installation instructions for the optional caching module, iTester TestMonitor, please refer to the *iTester TestMonitor Installation Guide* located on the MCAP Government and LS MISA Help and Support Site:

<https://maryland.onlinehelp.cognia.org>

TESTING ENVIRONMENT SETUP

The Kiosk can be installed on the network or on an individual student testing device. The advantages and disadvantages for each are listed in the table below. We recommend a local installation to avoid network connection issues.

	Individual Device Installation	Network installation
Advantages	No impact on LAN traffic during initial application launch.	Time spent on application installation and configuration would be considerably less. Centralized location for application updates and configuration.
Disadvantages	Application installation and configuration will take more time.	Downloading the application from the network folder to the test taker's testing device could introduce single point of failure during application launch. Initial application launch could be delayed depending on the LAN traffic and bandwidth.

NETWORK CONNECTIVITY

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

- Whitelist the following sites on ports 80 and 443 in content filtering proxies or other locally used proxy software.
 - <https://lsmisagovportal.cognia.org>
 - <http://lsmisagovpracticetest.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/mdprod/router>
 - app.getsentry.com
 - dc.services.visualstudio.com
 - az416426.vo.msecnd.net

Note: It is critical that LEAs and schools using web content filters perform site readiness testing to confirm the Student Interface Test content can be downloaded to student kiosk clients without any issue.

2. If you are working with sandboxing applications (such as Faronics Deep Freeze™), do one of the following while installing the kiosk:
 - Choose 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 these 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.

3. School with low internet bandwidth:
 - We recommend that schools with an Internet download speed of less than 1.5 Mbps or less than 256 Kbps stagger students starting the test.

BANDWIDTH

The ability of a school's network to support a given volume of on-line 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 size of the test content. The [Site Readiness](#) test's Connection Capacity test will measure the bandwidth between a student's test device and the data center and determine the volume of tests that can be downloaded simultaneously. Use the results of this test to gauge the impact your bandwidth will have on testers.

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 application 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 lead to 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, we highly recommend that you use a local installation. As a rule, if you can use 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 must be unique for each student. Also, each account must have its own dedicated user profile.

Note: If kiosk in your thin-client deployment experience performance issues, such as graphics not rendering, fuzzy screens, or screen flickering, we recommend disabling or adjusting the hardware graphics acceleration.

For assistance, contact Cognia Service Desk at LSMISA.GovHelpDesk@cognia.org or (866) 207-8804.

MONITOR SETTINGS

Ensure that all monitors used for testing are set to the default color settings. If a student requires a zoom accessibility feature, review the recommended screen resolutions in the table below:

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: These are only recommended screen resolutions. Use the screen resolution you feel the student would be most comfortable with. The student or proctor may set the zoom level within the Kiosk when the student logs in using his or her unique username and password at the time of testing.

DEFAULT VOICE SETTINGS FOR TEXT-TO-SPEECH ACCOMMODATIONS

The voice used by the student testing kiosk for text-to-speech is the voice set as the default on the device the student is using for testing. Ensure that the desired voice is set as the default for the operating system installed on the device.

To update the default voice for Windows® 10 & 11:

1. Click the **Windows®** button.
2. Click **Settings**.
3. Click **Time & Language**.
4. Click **Speech** under the Time & Language menu on the left side of the screen.
5. Select the voice you want to use in the **Voice Selection** box.

To update the default voice for macOS® 11.6 & 12.6:

1. Click **System Preferences**.
2. Click **Accessibility**.
3. Click **Spoken Content**.
4. Click the voice you want to use in the **System Voice** box.

DISABLE TOUCH SETTINGS FOR THIRD-PARTY SOFTWARE

The sketch tool is not available if third-party software with touch settings is installed on the student device. Please see the third-party software help guide for steps to disable touch settings.

MCAP GOVERNMENT & LS MISA KIOSK INSTALLATION

WINDOWS® OS

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

Step 1: Set up your school testing environment

Review [Testing Environment](#) in detail.

Step 2: Download the MCAP Government and LS MISA Kiosk

After your Local Accountability Coordinator (LAC) sets up your Technology Coordinator (TC) account, you will receive your user account information via email.

Note: If you do not have a dedicated TC, a LAC or STC can complete all TC tasking using their LAC or STC account. Ensure you have the correct administrative rights to make changes to student testing devices.

When you have your login credentials, you are ready to download the MCAP Government and LS MISA Kiosk:

1. Go to the MCAP Government and LS MISA Portal at <https://lsmisagovportal.cognia.org> and log in with your username and password.
2. On the portal home page, click **Administration**. The Administration home page appears.
3. Click Student Kiosk for Windows®. You will see a Download progress bar at the bottom of the page.

Home

Site Readiness Students Enrollment Transfer Classes Test Sessions Pre-ID Management Materials Management Dashboard

Home

Information for Local Accountability C...

Welcome to the MCAP Government and LS MISA Portal. This site provides access to student information and test session details.

The new Windows, Mac, and Linux kiosks and iOS and Chromebook apps will be available on October 24 and should be used for the 2022-2023 assessments.

The appropriate student kiosks will need to be downloaded and installed utilizing the links in the table below. Apps for iPads and Chromebooks will need to be downloaded from the appropriate app store. You must have administrative rights to install these kiosks.

Windows	Student Kiosk for Windows
Mac	Student Kiosk for Mac
Linux	Student Kiosk for Linux

The Windows installer for iTester TestMonitor is located in the table below.

Windows	TestMonitor for Windows
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If you need assistance utilizing this site please contact the Cognia Service Desk at LSMISA.GovHelpDesk@cognia.org or by calling toll-free 866-207-8804. The Cognia Service Desk is available Monday through Friday from 6:00 AM to 8:00 PM EST.

For User Guides and other help and support materials visit <https://maryland.onlinehelp.cognia.org>

Edit

Step 3: Install the downloaded Kiosk

When the download completes:

1. Click the installation file in the Download bar at the lower-left corner of the Administration home page.

Home

Information for School Testing Coordi...

Welcome to the MCAP Government and LS MISA Portal. This site provides access to student information and test session details.

The new Windows, macOS, and Linux kiosks and iPadOS and Chromebook apps will be available on October 24, 2022 and should be used

The appropriate student kiosks will need to be downloaded and installed utilizing the links in the table below. Apps for iPads and Chromebooks will be available on the appropriate app store. You must have administrative rights to install these kiosks.

Windows	Student Kiosk for Windows
macOS	Student Kiosk for MacOS
Linux	Student Kiosk for Linux

The Windows installer for TestMonitor is located in the table below. **The new installer will be available on October 24, 2022 and should be used**

Windows	Test Monitor Installer
---------	--

The Cognia Service Desk is available Monday through Friday from 6:00 AM to 8:00 PM EST.

If you need assistance utilizing this site please contact the Cognia Service Desk at LSMISA.GovHelpDesk@cognia.org or by calling toll-free 866-207-2070.

For User Guides and other help and support materials visit <https://maryland.onlinehelp.cognia.org>

Proctor password for Grand Canyon Elementary School (Grand Canyon Di...)

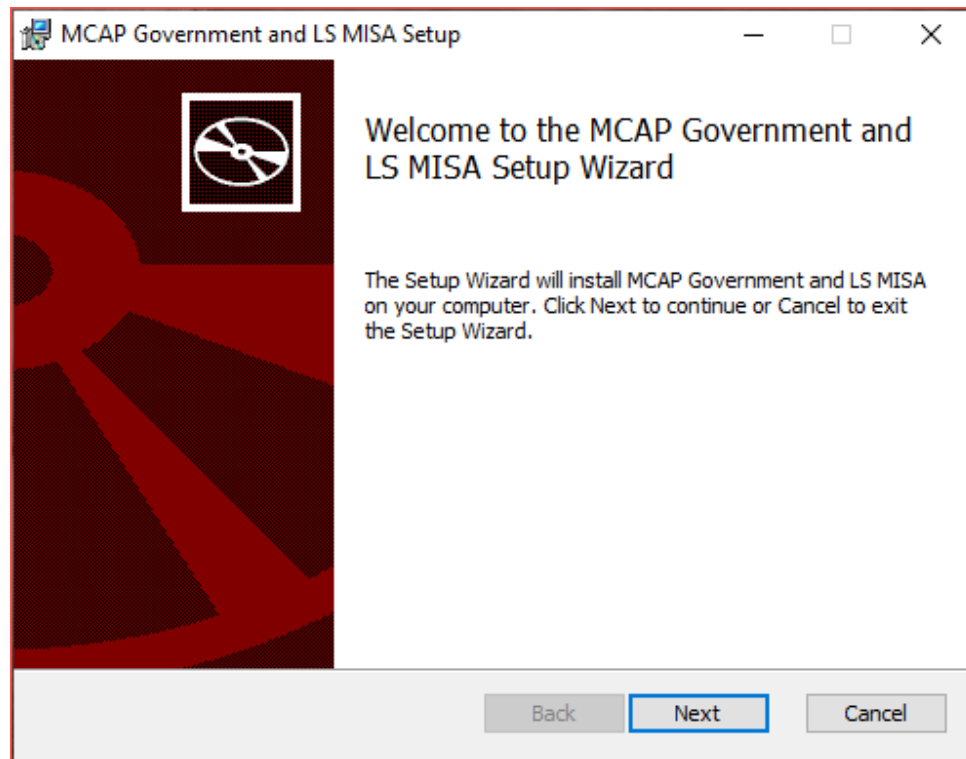
X6AKPERV

Site Readiness login for Grand Canyon Elementary School (Grand Canyon Di...)

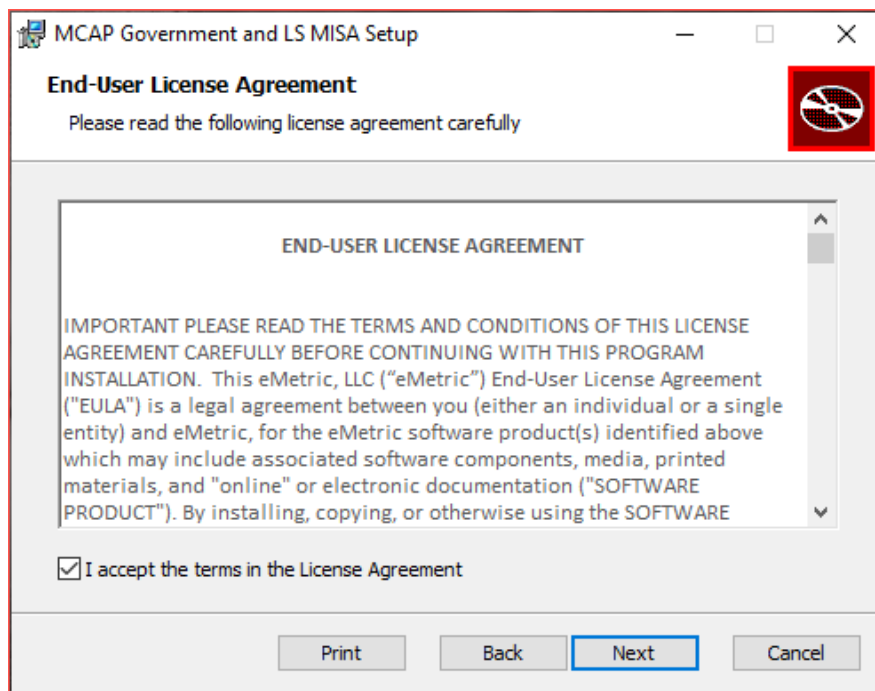
v3.32.0.3 Copyright © 2023 eMetric LLC

lsmisagov-v3-27-1....msi

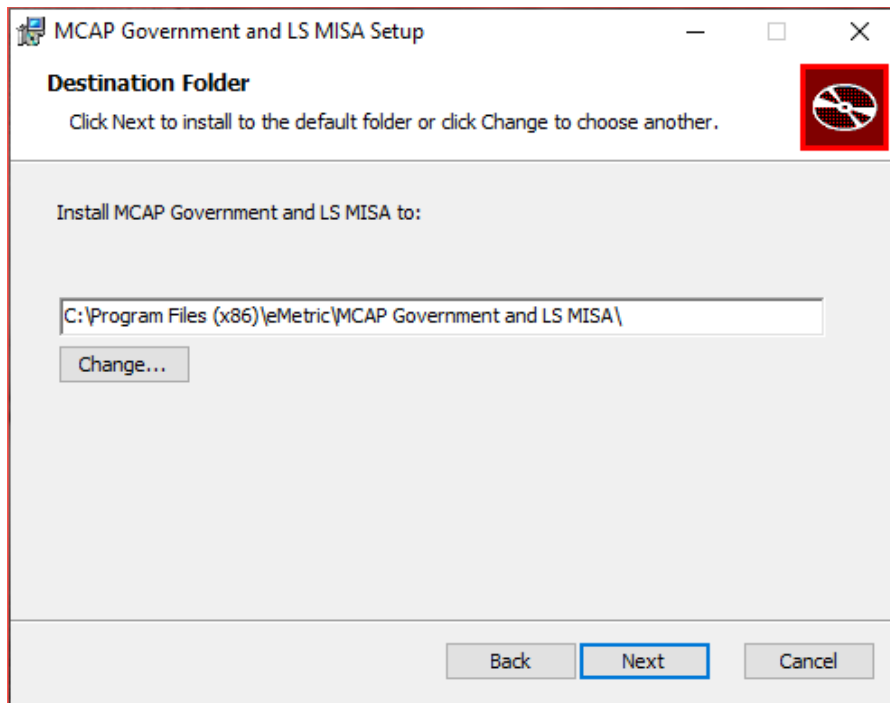
2. Read the instructions and then click **Next** to continue.



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

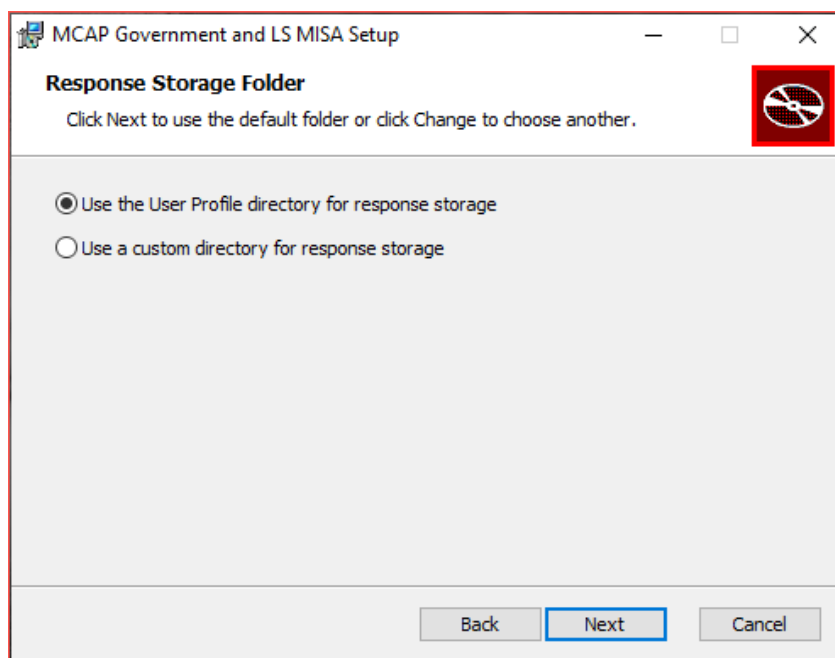


4. Type the destination folder in the space provided and click **Next** to continue.



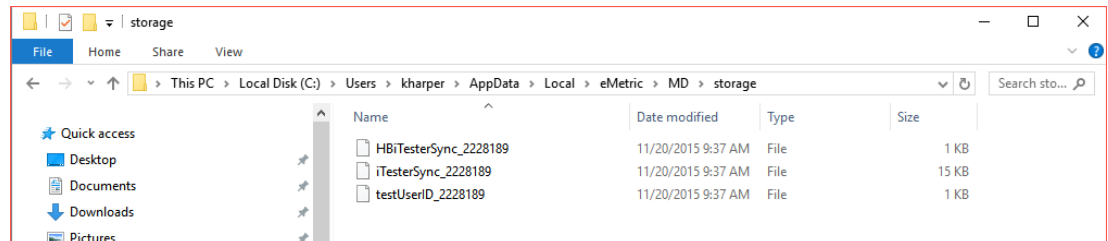
Note: You can choose to install the kiosk in a shared network folder or a local folder on the student testing device. We recommend a local installation to avoid network connection issues (see [Network Connectivity](#)).

5. Select the directory to store student responses and click **Next** to continue.



- **Important:** This is the failover location for saving student responses in the event network connectivity is lost. Additionally, this folder must have the appropriate permissions to allow test takers to write data.
- **Use the User Profile directory for caching**

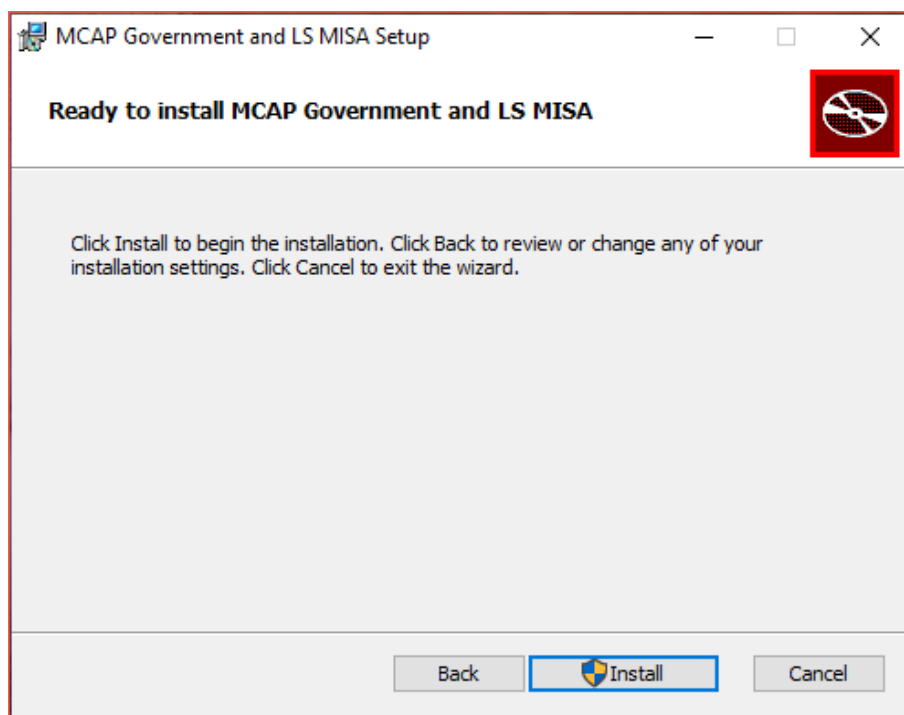
During kiosk installation, if you choose the default option to store the stored response files in the user profile, these files will have names like this format:



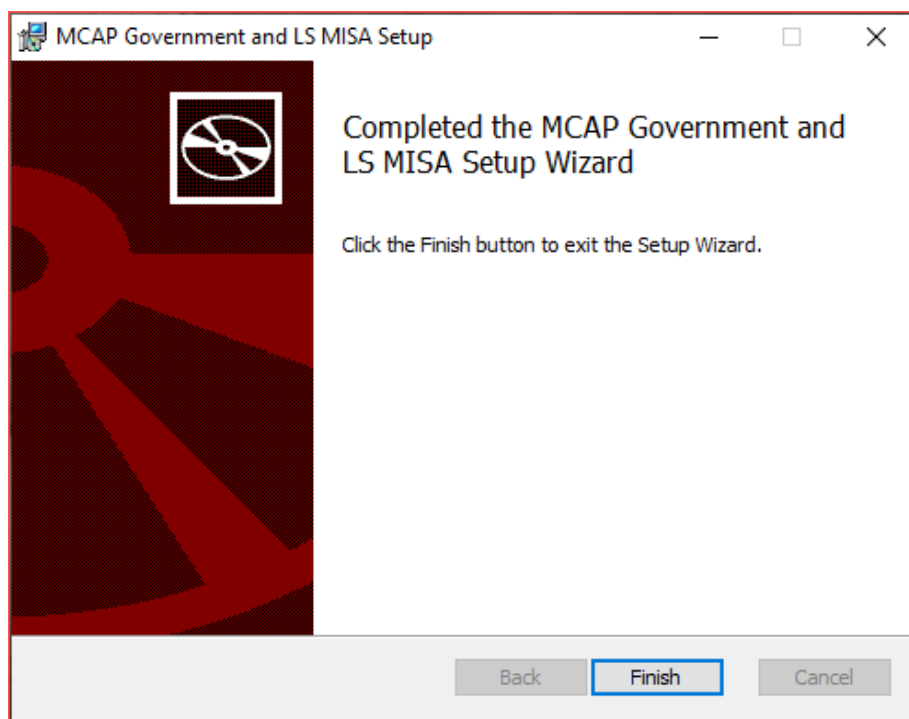
- **Use a custom directory for caching**

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

6. Confirm that you are ready to install the kiosk, and then click **Install**.



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



When you are ready to test the kiosk installation for this configuration, see [Site Readiness Testing and Site Certification](#).

WINDOWS® MSI PACKAGE SCRIPTED INSTALLATION

Network administrators can install the MCAP Government and LS MISA 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 HSA Kiosk MSI installation file, including .msi installation file name.
Example: C:\Downloads\Maryland.msi

<Target> = Complete path to the location where kiosk should be installed other than the default location (C:\Program Files). Example: C:\ Maryland\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, like Deep Freeze.

Installation script

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

Example: msiexec /I "C:\Downloads\Maryland.msi" /quiet INSTALLDIR="C:\ Maryland"
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\Maryland.msi" /quiet

WINDOWS® MSI PACKAGE INSTALLATION VIA GROUP POLICY

Network administrators can use Microsoft Active Directory Group Policy to distribute the MCAP Government and LS MISA Kiosk MSI package seamlessly to all client computers.

Follow the step-by-step instructions described in the following Knowledge Base article:

<http://support.microsoft.com/kb/816102>.

Note: Default installation locations will be used when using Group Policy to distribute the MCAP Government and LS MISA 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 MCAP Government and LS MISA Kiosk on a network:

1. Complete the local kiosk installation listed above on the machine that will host the application.
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 application on the network. The shortcut created should point to MCAP Government and LS MISA.exe.
4. Ensure that users have read/write/modify access to stored response directory configured in Step 2.

MAC OS®

Follow the steps below to install the kiosk on all student-testing Mac devices.

Step 1: Set up your school testing environment

Review [Testing Environment](#) in detail.

Step 2: Download the MCAP Government and LS MISA Kiosk

After your Local Accountability Coordinator (LAC) sets up your Technology Coordinator (TC) account, you will receive your user account information via email.

Note: If you do not have a dedicated TC, a LAC or STC can complete all TC tasks using their LAC or STC account.

When you have your login credentials, you are ready to download the MCAP Government and LS MISA Kiosk:

1. Go to the MCAP Government and LS MISA Portal at <https://lsmisagovportal.cognia.org> and log in with your username and password.
2. On the portal home page, click **Administration**.
The Administration home page appears.
3. Click Student Kiosk for Mac.
You will see a download bar at the bottom of the page.

Home

Information for Local Accountability C...

Welcome to the MCAP Government and LS MISA Portal. This site provides access to student information and test session details.

The new Windows, Mac, and Linux kiosks and iOS and Chromebook apps will be available on October 24 and should be used for the 2022-2023 assessments.

The appropriate student kiosks will need to be downloaded and installed utilizing the links in the table below. Apps for iPads and Chromebooks will need to be downloaded from the appropriate app store. You must have administrative rights to install these kiosks.

Windows	Student Kiosk for Windows
Mac	Student Kiosk for Mac
Linux	Student Kiosk for Linux

The Windows installer for iTester TestMonitor is located in the table below.

Windows	TestMonitor for Windows
---------	---

If you need assistance utilizing this site please contact the Cognia Service Desk at LSMISA.GovHelpDesk@cognia.org or by calling toll-free 866-207-8804. The Cognia Service Desk is available Monday through Friday from 6:00 AM to 8:00 PM EST.

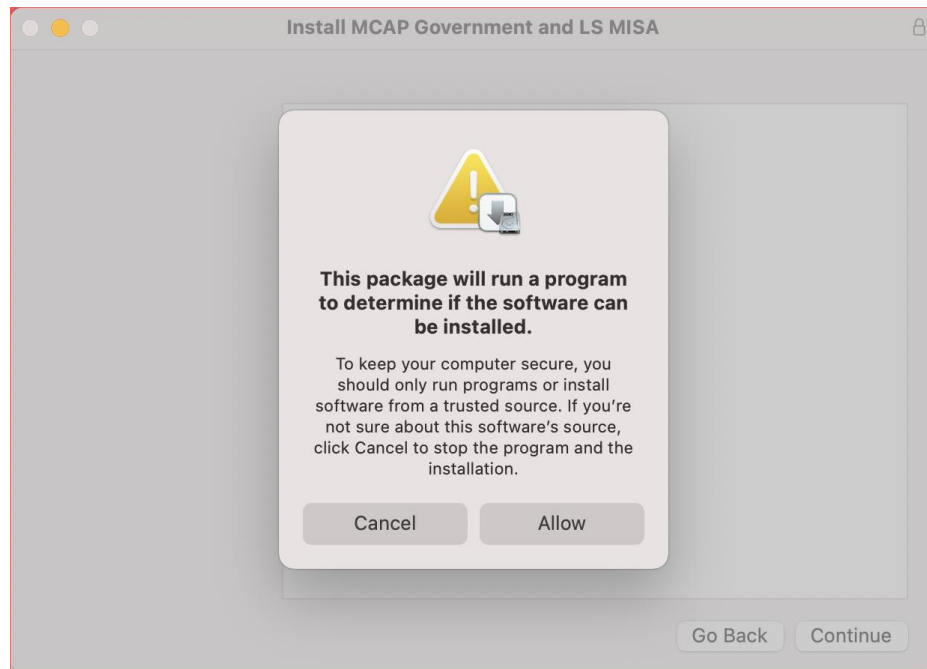
For User Guides and other help and support materials visit <https://maryland.onlinehelp.cognia.org>

Edit

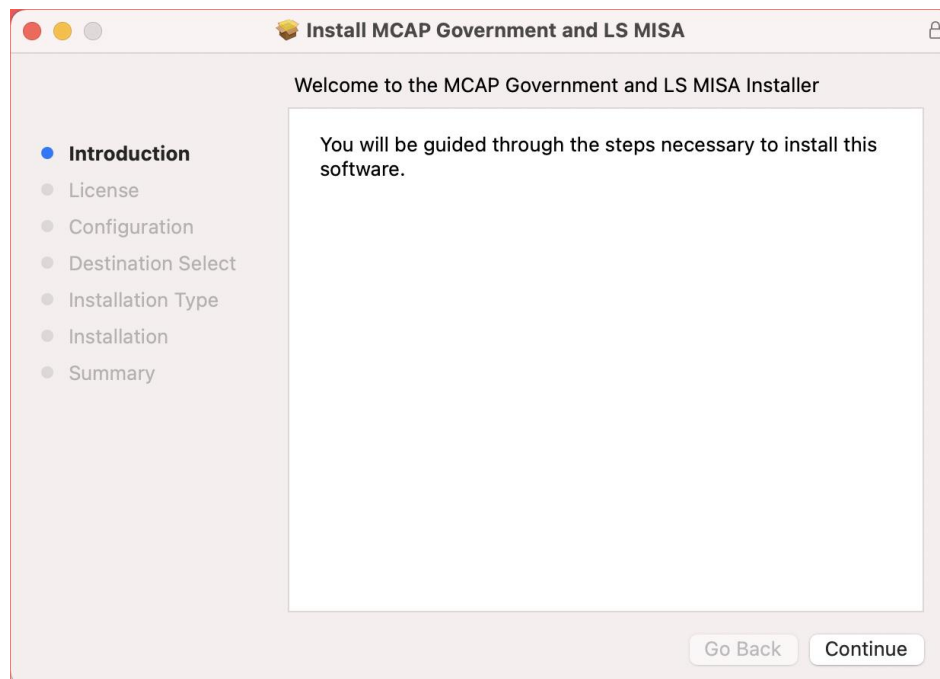
Step 3: Install the downloaded Kiosk

Upon completion of the download process:

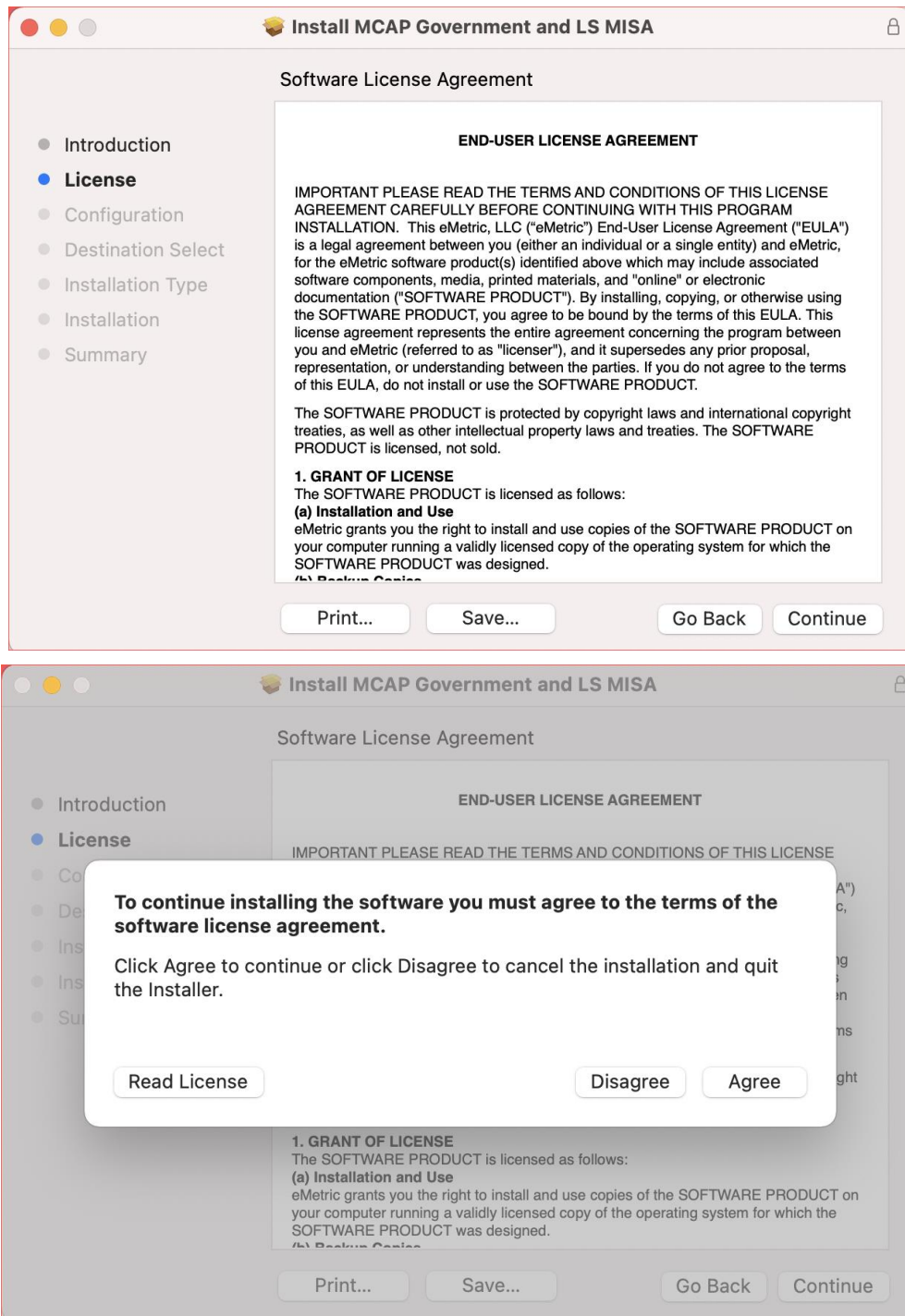
1. Navigate to the file location you specified during the File Save process.
2. The package will run a program to determine if the software can be installed. **Click Allow.**



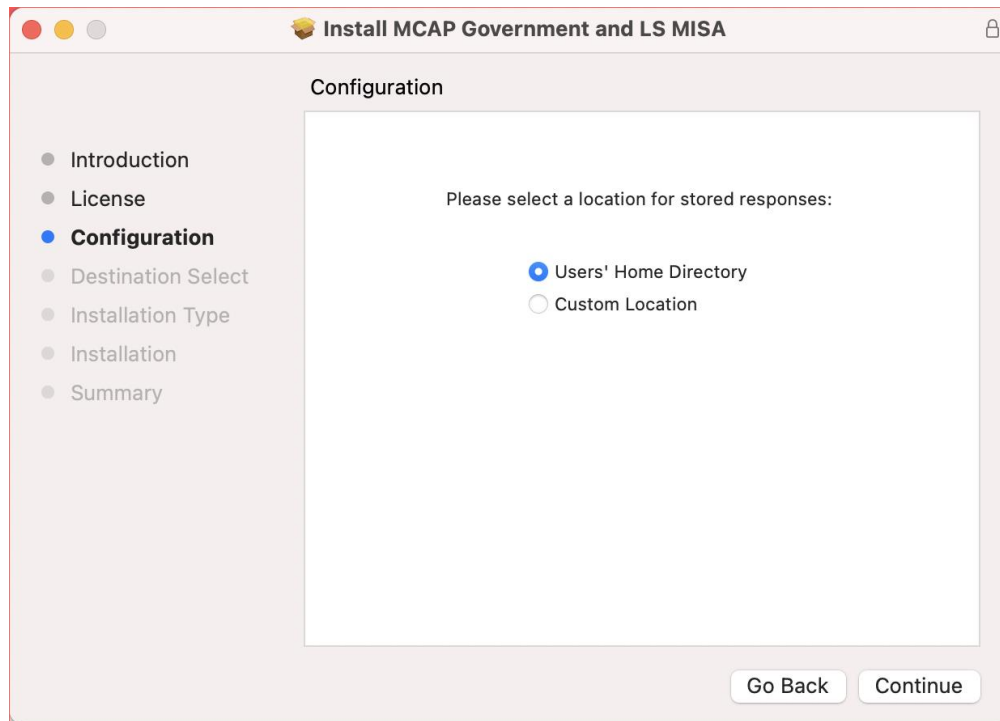
3. Read the instructions and click **Continue.**



4. Read and agree with the Software License Agreement.



5. Indicate where you would like to store student responses, and then click **Continue**.



- **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 like this format:

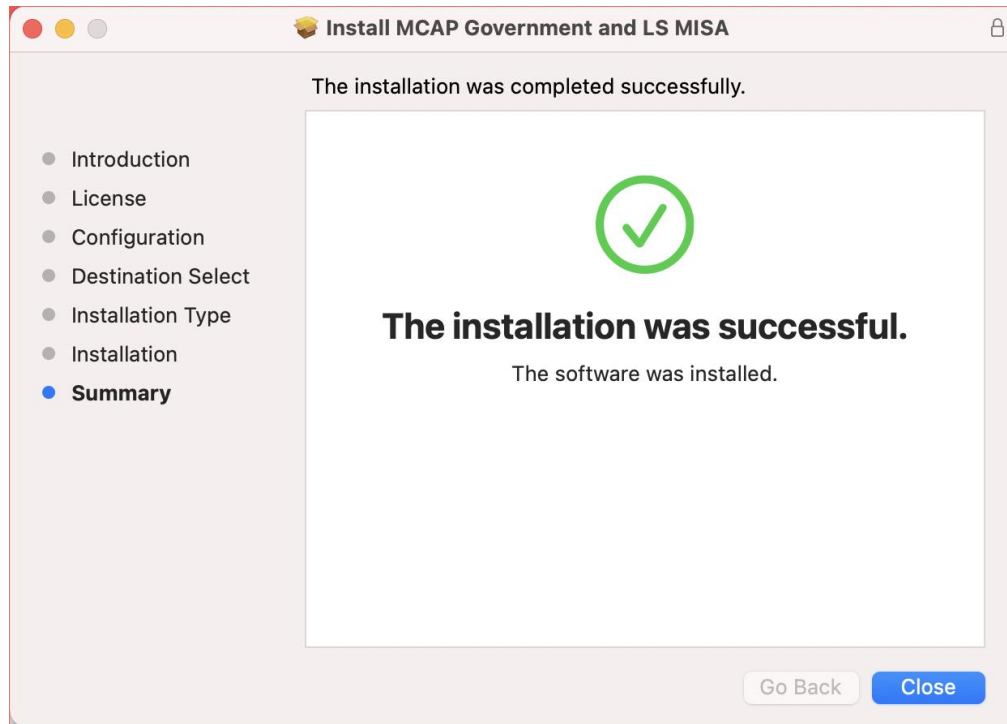
~ /Library/Application Support/eMetric/MCAP Government and LS
MISA/Storage/iTesterSync_AD849G-DA56-19F3-73K39823DJS3

- **Custom location**

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

Important: This is the failover location for saving student responses in the event network connectivity is lost. For more information, contact the Cognia Service Desk at LSMISA.GovHelpDesk@cognia.org or (866) 207-8804.

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



When you are ready to test the Kiosk installation for this configuration, see [Site Readiness Testing and Site Certification](#).

LINUX®

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

Step 1: Set up your school testing environment

Review [Testing Environment](#) in detail.

Step 2: Download the MCAP Government and LS MISA Kiosk

After your Local Accountability Coordinator (LAC) sets up your Technology Coordinator (TC) account, you will receive your user account information via email.

Note: If you do not have a dedicated TC, a LAC or STC can complete all TC tasks using their LAC or STC account.

When you have your login credentials, you are ready to download the MCAP Government and LS MISA Kiosk:

1. Go to the MCAP Government and LS MISA Portal at <https://lsmisagovportal.cognia.org> and log in with your username and password.
2. On the portal home page, click **Administration**.

The Administration home page appears.

3. Click **Student Kiosk for Linux**.
4. If prompted Save File, file should download to the downloads folder.
Note: Linux 32-bit is no longer supported.

Home

Site Readiness Students Enrollment Transfer Classes Test Sessions Pre-ID Management Materials Management Dashboard

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Welcome to the MCAP Government and LS MISA Portal. This site provides access to student information and test session details.

The new Windows, Mac, and Linux kiosks and iOS and Chromebook apps will be available on October 24 and should be used for the 2022-2023 assessments.

The appropriate student kiosks will need to be downloaded and installed utilizing the links in the table below. Apps for iPads and Chromebooks will need to be downloaded from the appropriate app store. You must have administrative rights to install these kiosks.

Windows	Student Kiosk for Windows
Mac	Student Kiosk for Mac
Linux	Student Kiosk for Linux

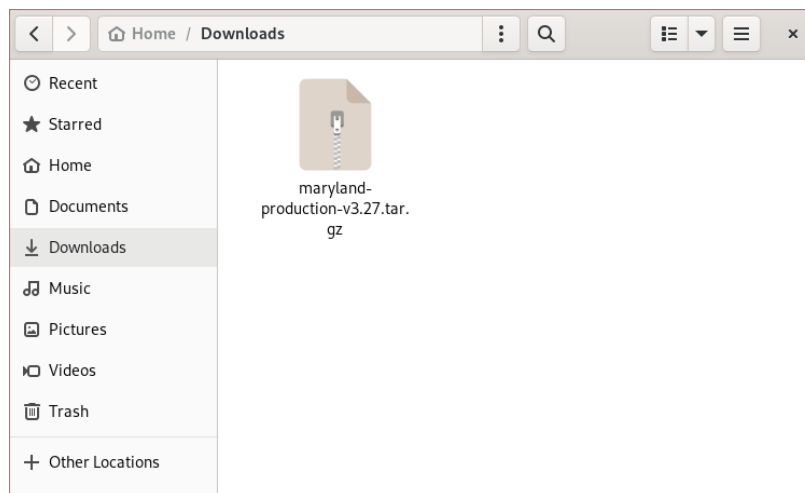
The Windows installer for iTester TestMonitor is located in the table below.

Windows	TestMonitor for Windows
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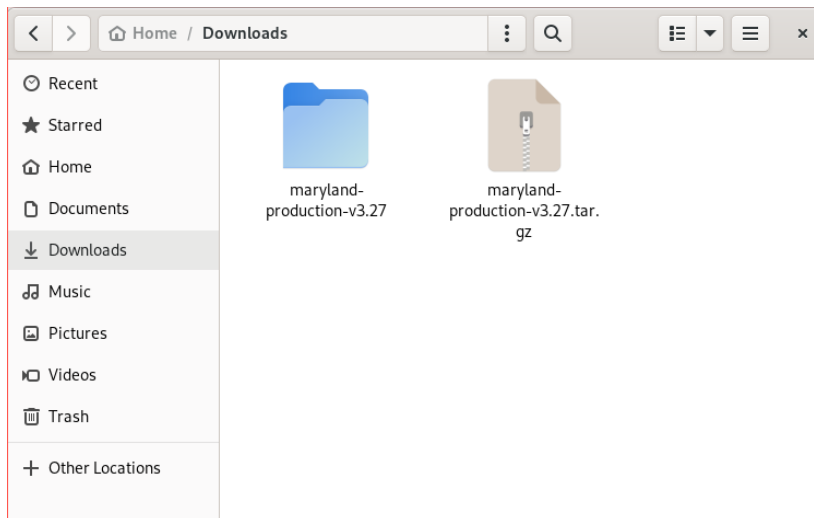
If you need assistance utilizing this site please contact the Cognia Service Desk at LSMISA.GovHelpDesk@cognia.org or by calling toll-free 866-207-8804. The Cognia Service Desk is available Monday through Friday from 6:00 AM to 8:00 PM EST.

For User Guides and other help and support materials visit <https://maryland.onlinehelp.cognia.org>

Edit



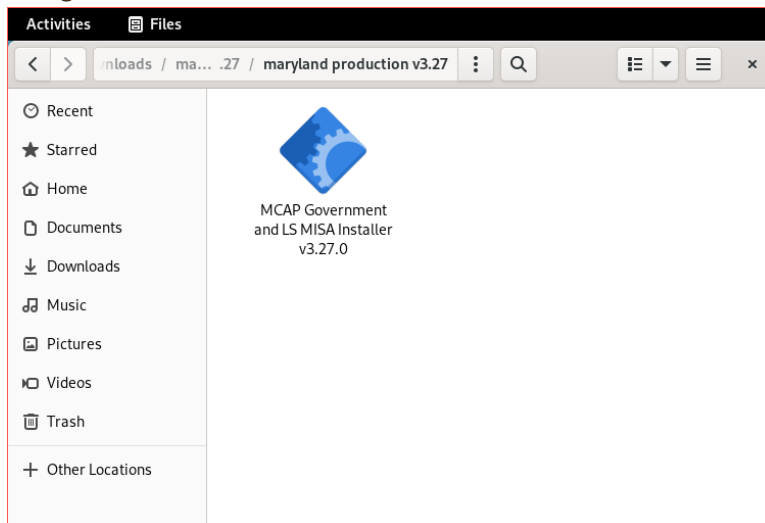
5. Extract the installation file from the zipped package to a location on the computer.



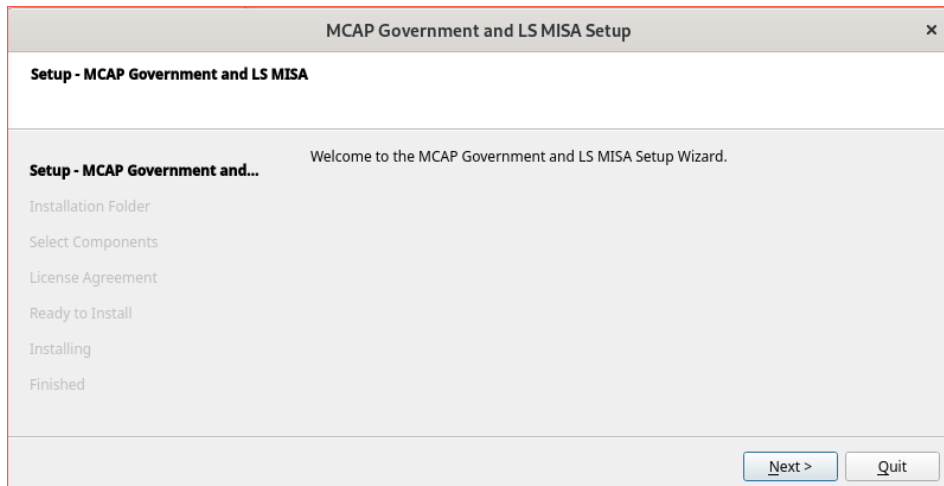
Step 3: Install the downloaded kiosk

Upon completion of extraction of installation file:

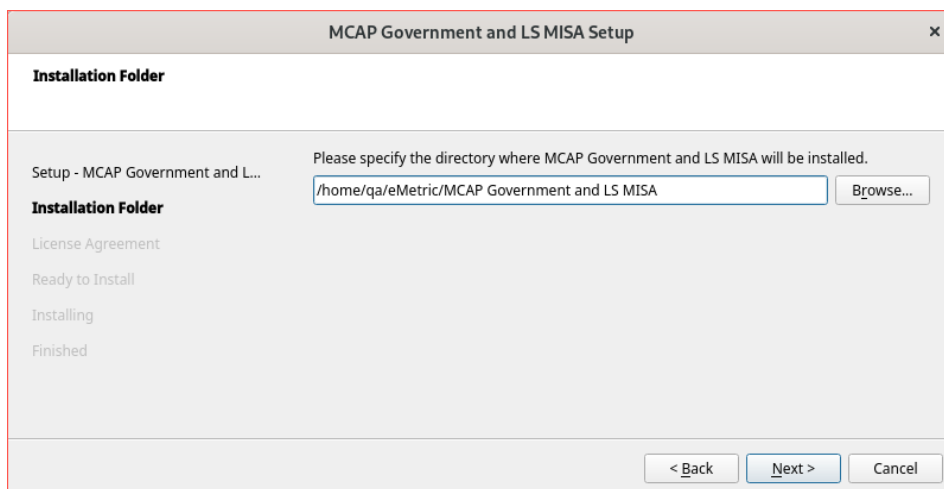
1. Navigate to the kiosk installer file and execute.



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



3. Verify the installation folder is correct. Click **Next** to continue.

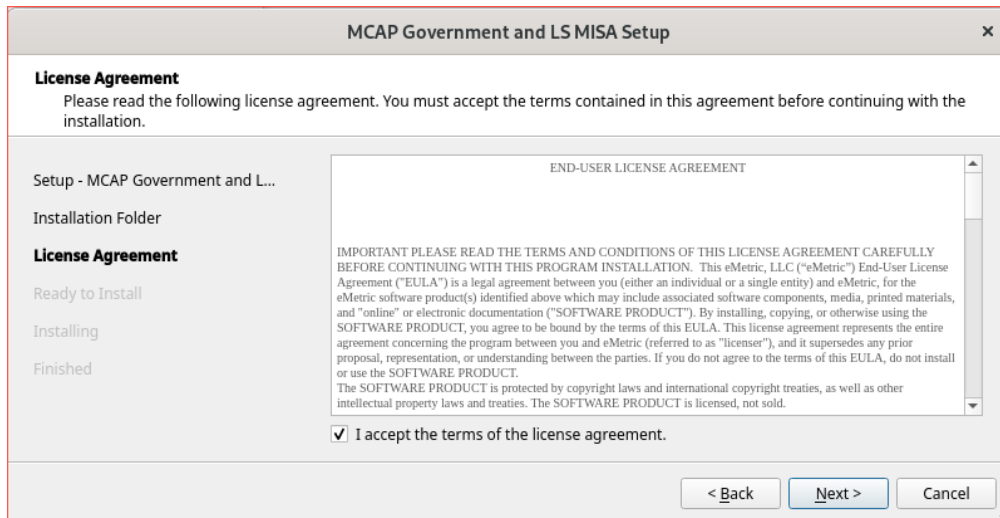


Tip: If it is not correct, click **Browse** to find the destination where the kiosk should be installed.

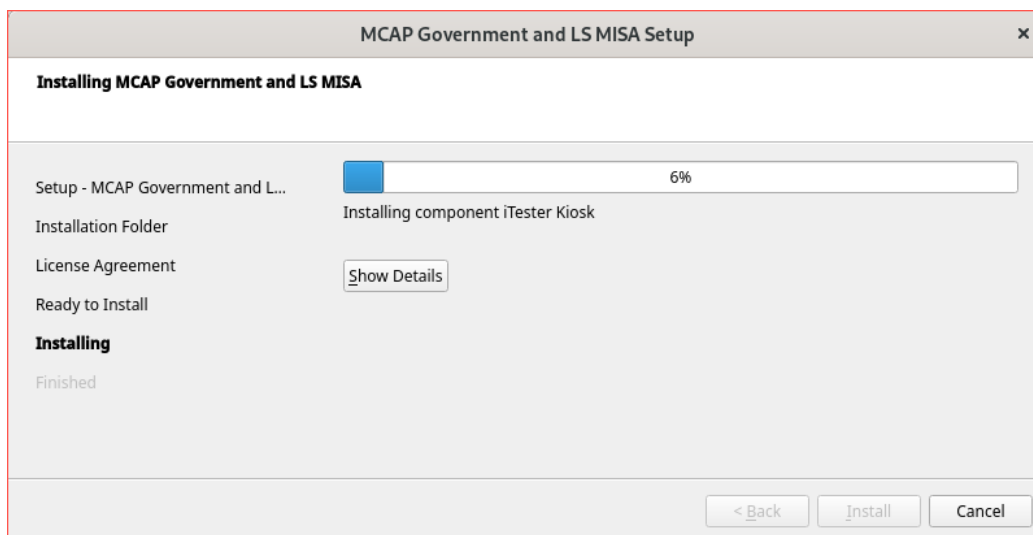
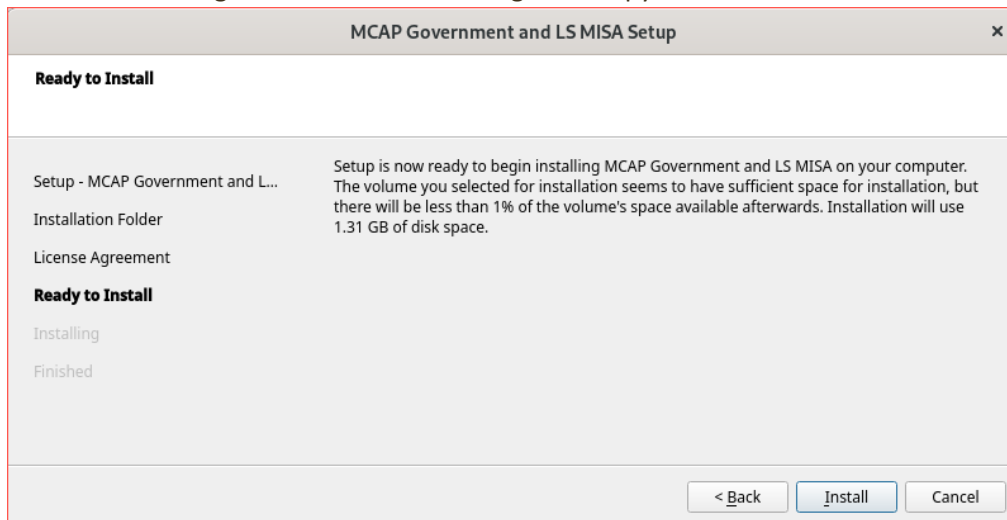
We recommend a local installation to avoid network connection issues (for more information, see [Network Connectivity](#)).

Note: This will also be the cache location to save student responses.

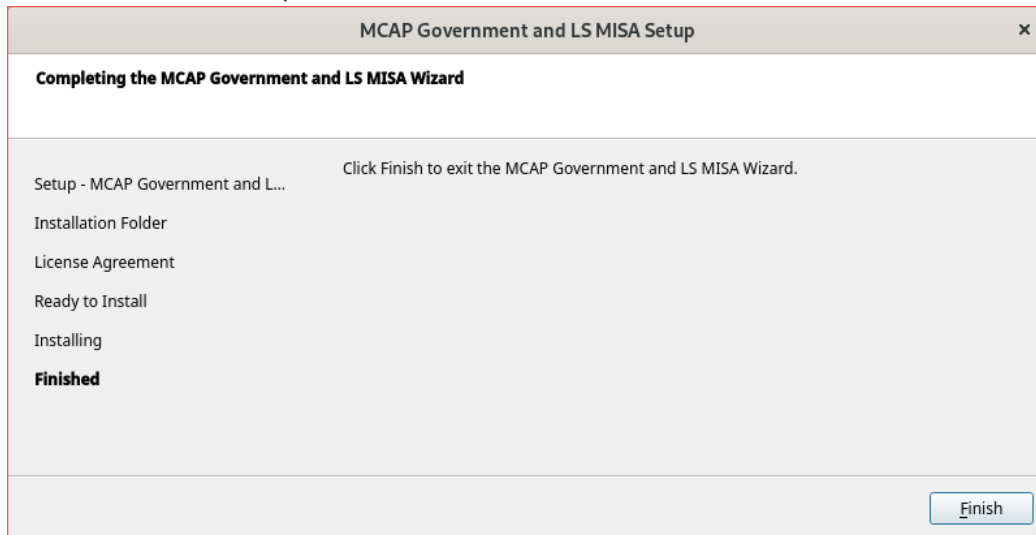
4. Read the License Agreement and click **I accept the terms of the license agreement**. Click **Next** to continue.



5. Review the settings before the installer begins to copy files and then click **Install**.



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



When you are ready to test the kiosk installation for this configuration, see [Site Readiness Testing and Site Certification](#).

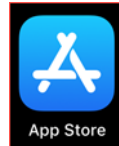
iPAD APPLICATION INSTALLATION

DOWNLOAD THE iTESTER APP FROM THE APPLE APP STORE

iTester's iPad application is a Single Instance application. Technology Coordinators will select the state during the initial setup of the app.

If you do not already have the iTester app on your iPad, it is available as a free download from the Apple App Store.

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

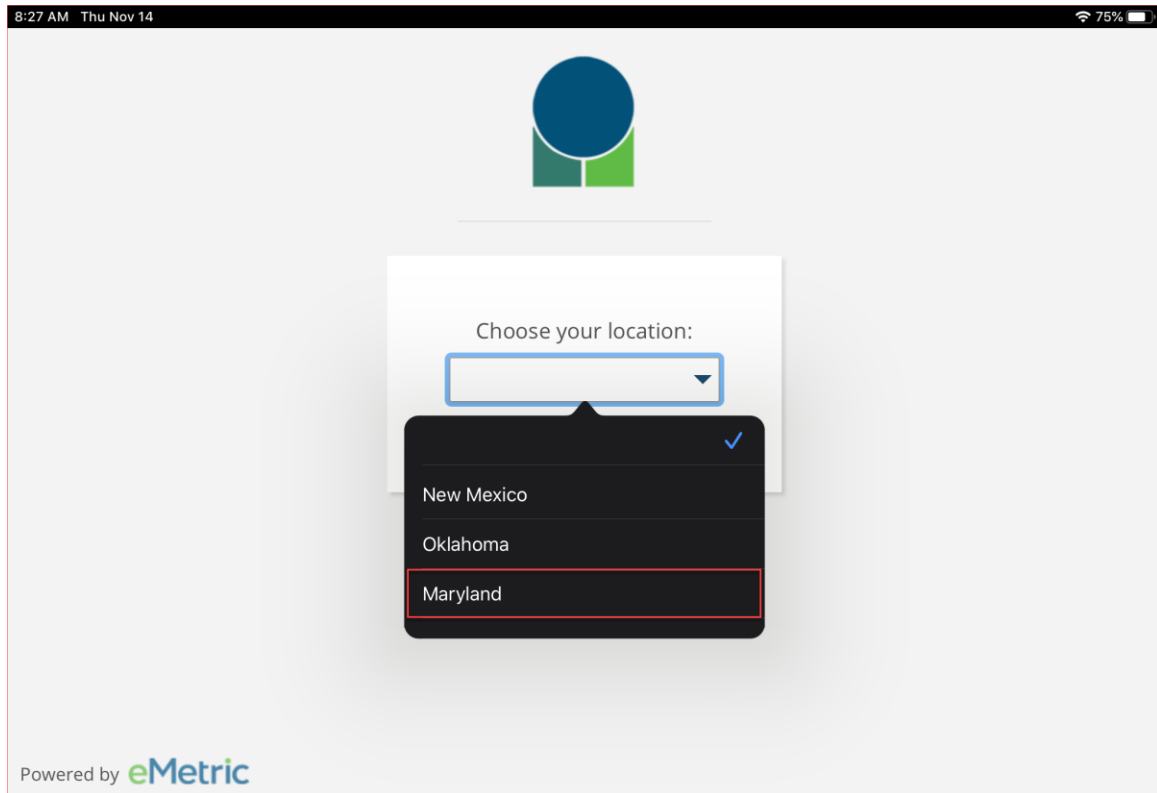


2. Search for *iTester*.

3. When you locate the iTester app, click  to download it to the iPad.



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



Note: If you select the wrong location, please choose the Change Location on the iTester login page.

Not in Maryland?
[Change Location](#)

When you are ready to test the kiosk installation for this configuration, see [Site Readiness Testing and Site Certification](#).

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. Users in the field need to do nothing to set up AM. When a student launches the iTester App, logs into a test, and then logs into a test session, Assessment Mode will automatically prompt the user to enter single app mode and will disable auto correction, define, spell check, predictive keyboard, and some keyboard shortcuts. (For a complete list <https://support.apple.com/en-us/HT204775>).

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. Assessment Mode 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 set-up is necessary to enable Assessment Mode.

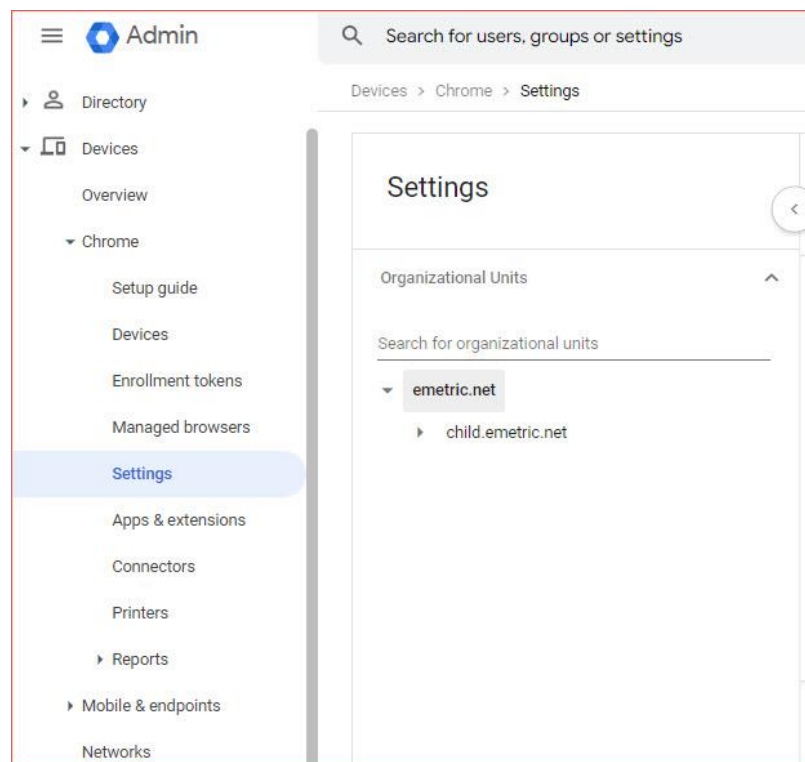
CHROMEBOOK™ APPLICATION INSTALLATION

MANAGED CHROMEBOOKS™

These instructions are for Technology Coordinators who have access to the Chromebook™ device management console to administer and manage their Chromebook™ devices.

To install the MCAP Government and LS MISA app:

1. As the Chromebook™ administrator, log in to your Chrome OS™ management console (<https://admin.google.com>)
2. Expand the **Devices** menu, and then **Chrome**.
3. Click on **Settings**.



4. Click on the **Device Settings** tab, scroll to **User Data** in the **Sign-In Settings** section.

The screenshot shows the Google Admin console interface. On the left is a navigation menu with options like Directory, Devices, Chrome, and Reports. The main area is titled 'Settings' and shows a list of settings for the organizational unit 'emetric.net'. A red arrow points to the 'User data' setting, which is highlighted with a red box. The 'User data' setting is currently set to 'Do not erase local user data'.

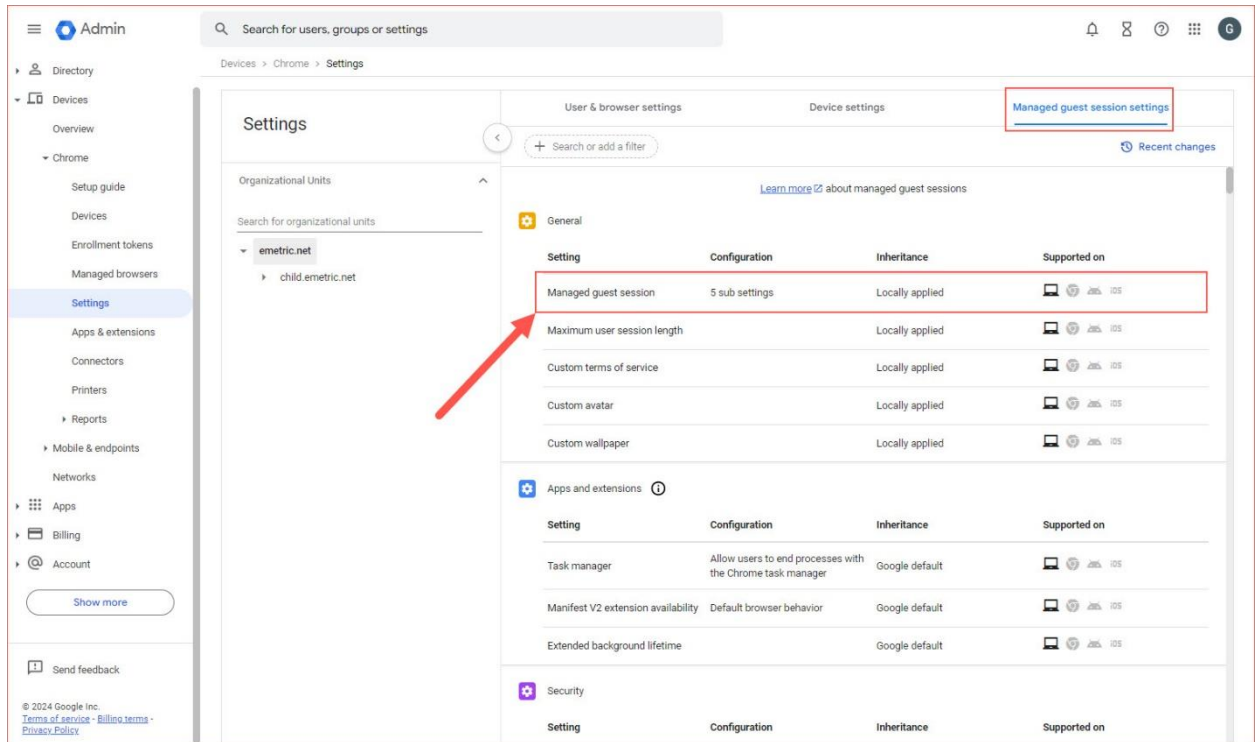
5. Verify that **Do not erase all local data** is set, if not, click on **User Data** to update the setting with the drop-down menu and click **Save**.

The screenshot shows the 'User data' settings page in the Google Admin console. The page has a left sidebar with 'emetric.net' and 'child.emetric.net' listed. The main content area has a title 'User data' and a description: 'Specifies whether enrolled ChromeOS devices delete all locally-stored settings and user data every time a user signs out. Data the device synchronizes persists in the cloud but not on the device itself. If you set it to **Erase all local user data**, the storage available to the users is limited to half the RAM capacity of the device. If the policy is set together with a managed guest session, it won't cache the session name or avatar.' Below the description is a note: 'Note: By default, ChromeOS devices encrypt all user data and automatically clean up disk space when shared by multiple users. This default behavior works best for most deployments and ensures data security and an optimal user experience. We recommend you enable **Erase all local user data** rarely and selectively.' The 'Configuration' section shows a dropdown menu with 'Do not erase local user data' selected. At the bottom, there are 'Save' and 'Cancel' buttons. A red arrow points to the 'Save' button.

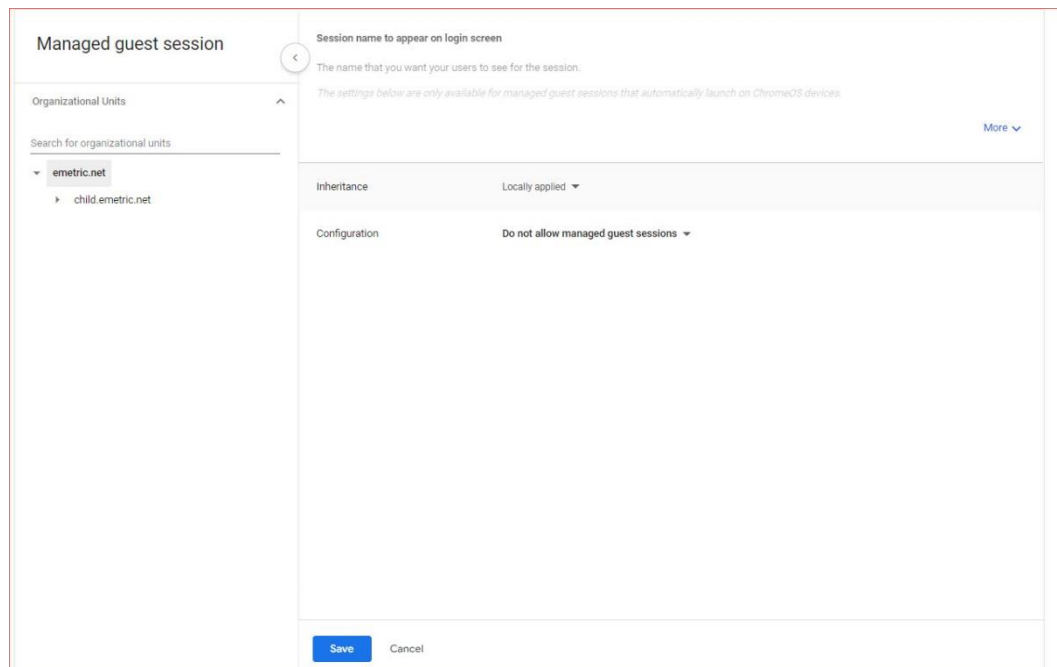


Note: This setting is crucial to allow Chrome local storage to be used to store student responses if network connectivity is lost.

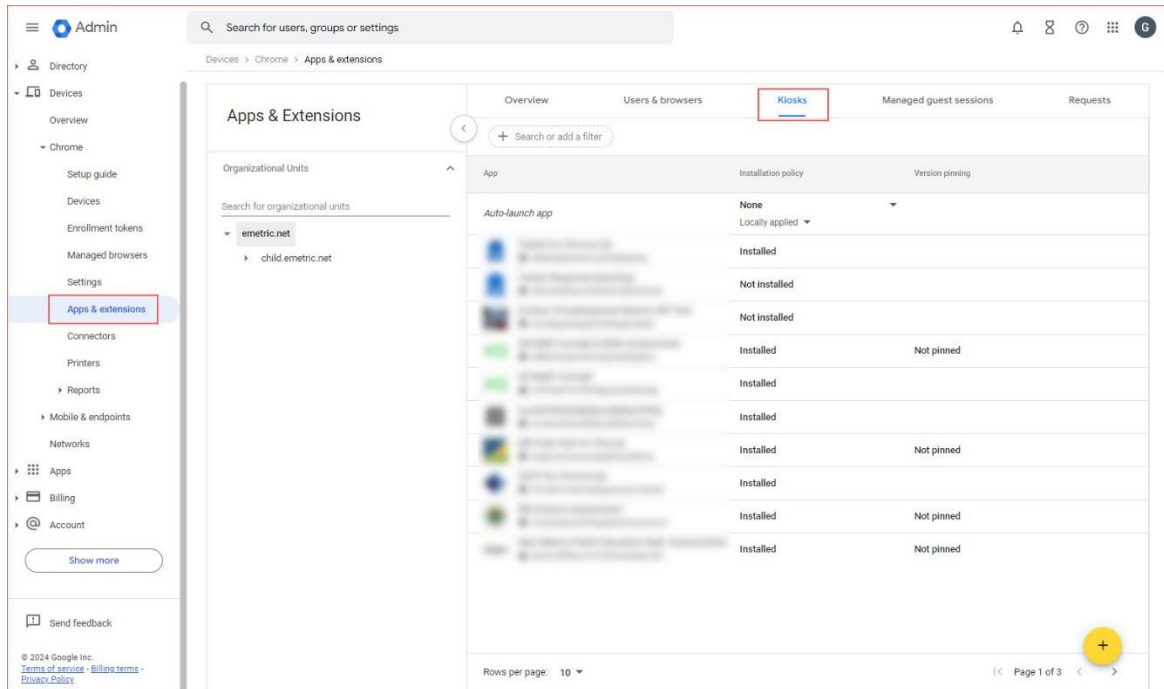
6. On the Settings page, select the **Managed guest session settings** tab and then select **Managed guest session**:



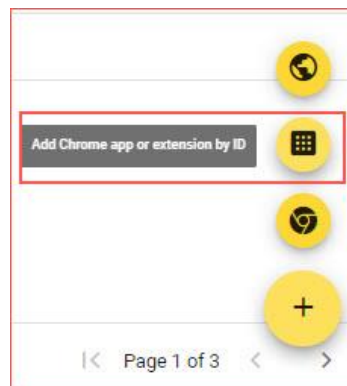
Ensure that Managed guest session is set to Do not allow managed guest sessions and click **Save**.



7. Navigate back to the **Chrome** menu on the left side of the screen and select **Apps & Extensions** and then **Kiosks**.



8. Expand the yellow + in the bottom-right corner and select **Add Chrome app or extension by ID**.



9. To add the MCAP Government and LS MISA app, enter the *MCAP Government and LS MISA* app ID (nbadiamlamdnhlokcpjdgeahgcllcikph) in the Extension ID text box and press **Save**.

Add Chrome app or extension by ID

Chrome apps and extensions can also be added by specifying the ID. If it is outside the Chrome Web Store, you must also specify the URL where the extension is hosted.

Extension ID

nbadimlamdnhlokcpjdgeahgclcikph

From the Chrome Web Store ▼

CANCEL SAVE

The MCAP Government and LS MISA app appears in the Kiosks list, and the app settings are displayed.

The screenshot displays the Google Admin console interface. On the left, the 'Apps & Extensions' sidebar shows the organizational unit 'emetric.net'. The main content area is divided into tabs: 'Overview', 'Users & browsers', 'Kiosks' (selected), 'Managed guest sessions', and 'Requests'. The 'Kiosks' tab shows a list of installed apps. The first app, 'MCAP Government and LS MISA', is highlighted. To its right, a pane displays the 'Kiosk Settings' for this app. The settings include: 'Installation policy' set to 'Installed', 'Version pinning' set to 'Not pinned', and 'Kiosk Settings' with five toggles: 'Allow App to Manage Power' (disabled), 'Enable Unified Desktop (BETA)' (disabled), 'Allow On-screen Keyboard' (enabled), 'Enable Plug-ins' (enabled), and 'Set Keyboard Top Row as FN Keys' (disabled). A yellow plus button is visible at the bottom right of the settings pane.

When these steps are completed, the MCAP Government and LS MISA application will appear on all Chromebook™ devices that are in your domain.

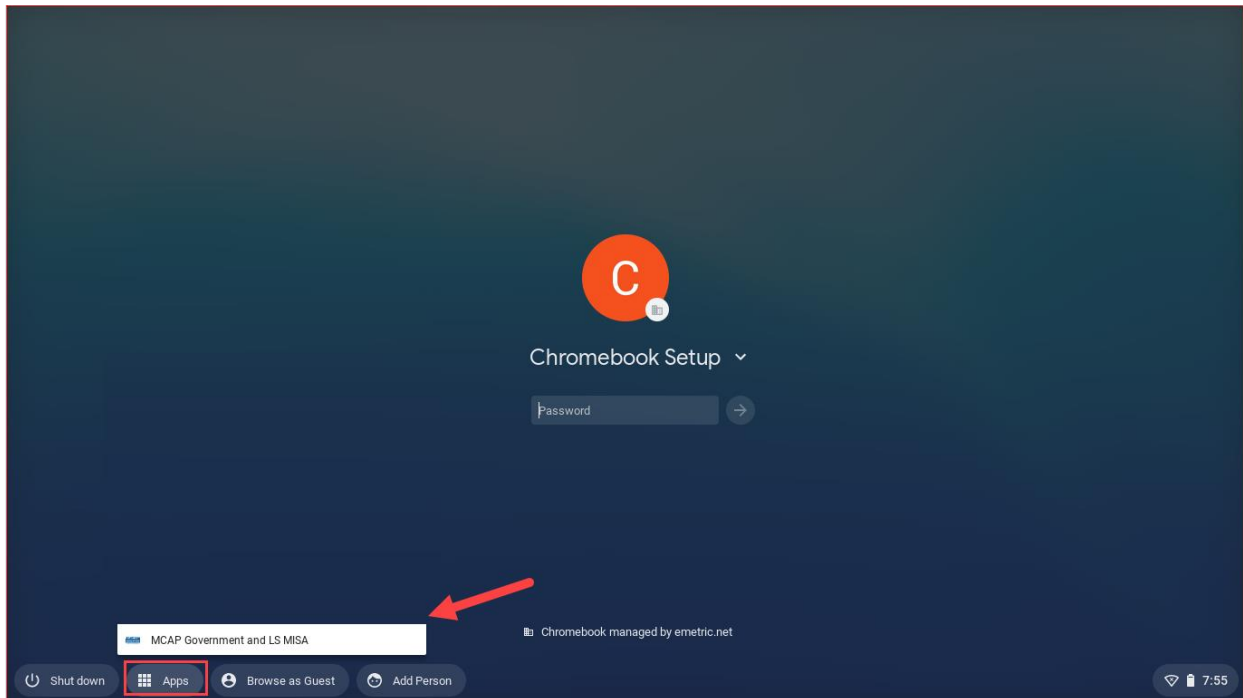


Important Note: Verify in Kiosk Settings that “Allow App to manage power” is **disabled**. To do this click on **Devices, Apps & Extensions** and then select Kiosks. Click on the **MCAP Government and LS MISA** app name and check to make sure the setting **Allow app to manage power** is **disabled**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

When you are ready to test the Kiosk installation for this configuration, see [Site Readiness Testing and Site Certification](#).



Important: Students should not log into Chromebooks™ to take an operational test. When the Chromebooks™ are turned on, simply click the **Apps** link in the bottom row and select the **MCAP Government and LS MISA** app. The kiosk will open in full-screen mode.



For more information, see the following links:

- [Use Chromebooks™ for Student Assessments.](#)

Important: 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.

SITE READINESS TESTING AND SITE CERTIFICATION

PURPOSE

The **Site Readiness Test** identifies potential technical problems prior to student testing. The Test is designed to simulate a test scenario and is used to verify that testing devices meet the minimum requirements and have been properly configured.

To administer the **Site Readiness Test**, the Technology Coordinator launches the MCAP Government and LS MISA Kiosk on each device configuration (i.e., device type and operating system) being used for testing and uses the site readiness login for the assigned school.

The **Site Readiness Test** includes the System Set-Up test, which will test your bandwidth, connectivity, screen resolution and the text-to-speech function, as well as the Student Interface Test, which will provide you with sample test questions to determine whether or not the device is capable of correctly displaying and navigating test content in iTester.

Note: The Site Readiness Test must be conducted on the secure kiosk and apps. The test does not need to be conducted on browsers used for Interim, Formative, or Practice test.

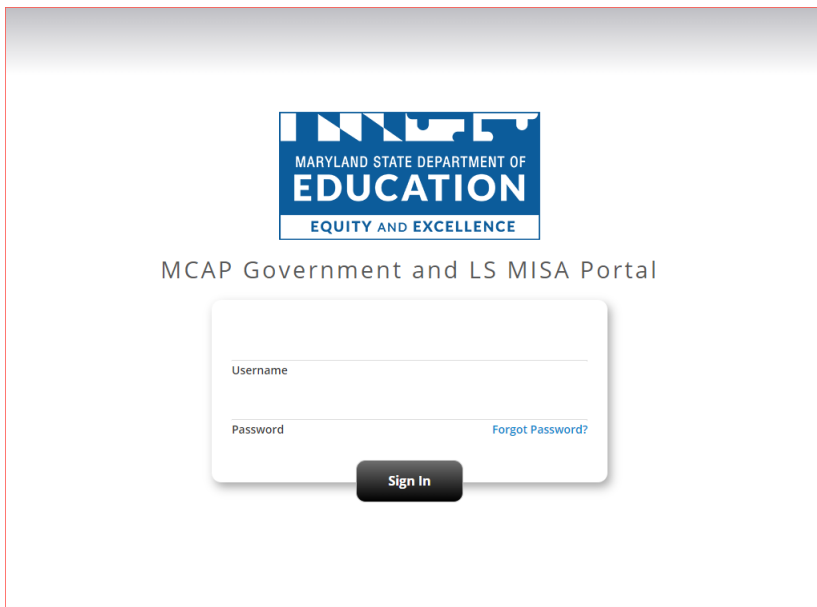
SITE READINESS TESTING

It is crucial that the **Site Readiness Test** be performed on **every** device 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 MCAP Government and LS MISA Portal.

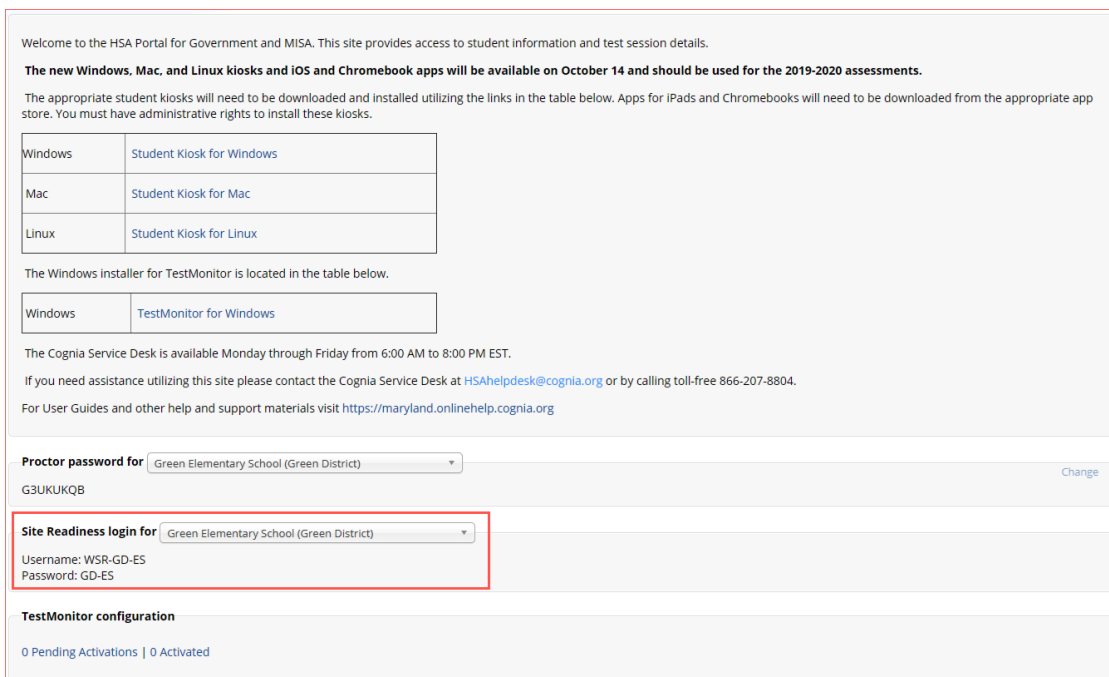
Note: Starting with iPadOS 13, Apple made a change with the user agent for iPadOS. Due to this change iPads do not populate in the Site Readiness tab of the MCAP Government and LS MISA Portal. If you are an iPad school or district, we recommend running site readiness on a few iPads to ensure they pass the System Set-Up, and the Student Interface tests without issues.

Step 1: Find the Site Readiness account information

1. Log in to the [MCAP Government and LS MISA Portal](#) with your username and password.



2. On the Portal home page, click **Administration**. The Site Readiness account information appears at the bottom of the Administration home page.



Welcome to the HSA Portal for Government and MISA. This site provides access to student information and test session details.

The new Windows, Mac, and Linux kiosks and iOS and Chromebook apps will be available on October 14 and should be used for the 2019-2020 assessments.

The appropriate student kiosks will need to be downloaded and installed utilizing the links in the table below. Apps for iPads and Chromebooks will need to be downloaded from the appropriate app store. You must have administrative rights to install these kiosks.

Windows	Student Kiosk for Windows
Mac	Student Kiosk for Mac
Linux	Student Kiosk for Linux

The Windows installer for TestMonitor is located in the table below.

Windows	TestMonitor for Windows
---------	---

The Cognia Service Desk is available Monday through Friday from 6:00 AM to 8:00 PM EST.

If you need assistance utilizing this site please contact the Cognia Service Desk at HSAhelpdesk@cognia.org or by calling toll-free 866-207-8804.

For User Guides and other help and support materials visit <https://maryland.onlinehelp.cognia.org>

Proctor password for Green Elementary School (Green District) Change

G3UKUKQB

Site Readiness login for Green Elementary School (Green District)

Username: WSR-GD-ES
Password: GD-ES

TestMonitor configuration

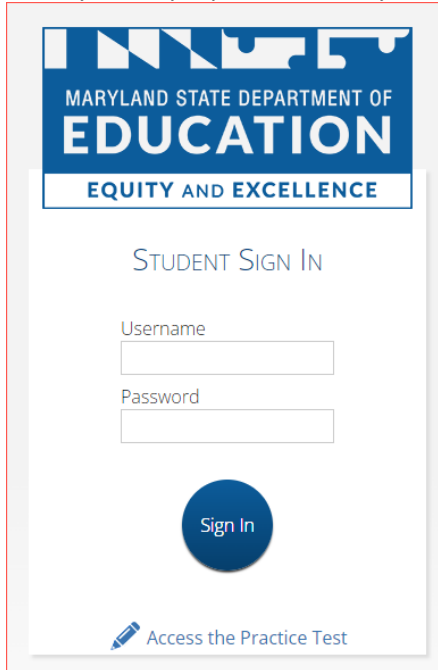
0 Pending Activations | 0 Activated

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

Step 2: Authenticate every device or device configuration to be used for testing

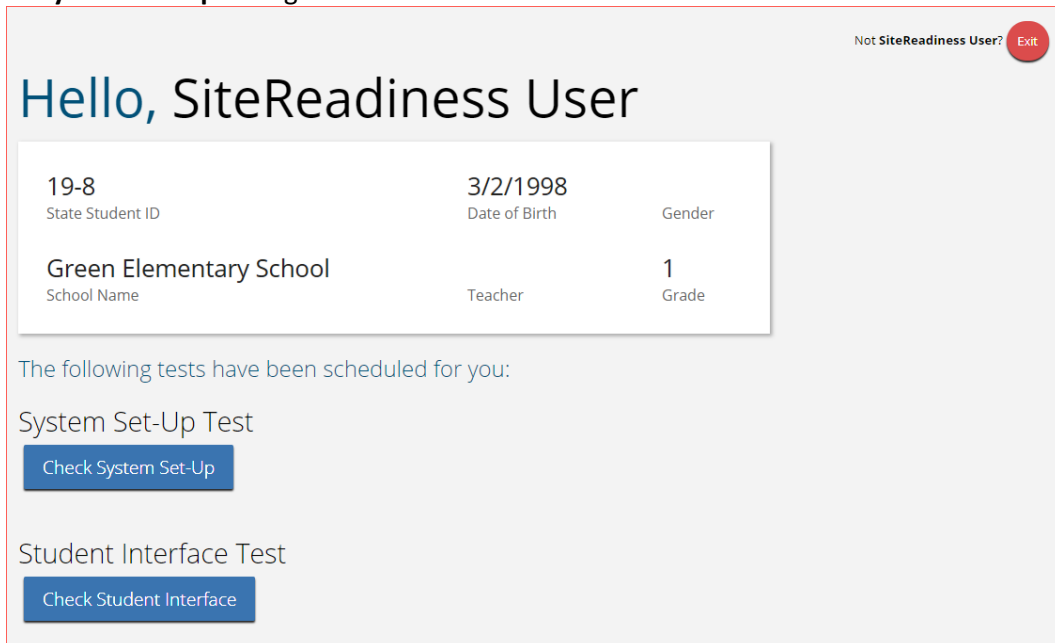
1. Launch the MCAP Government and LS MISA Kiosk on the device.
2. Log in to the Kiosk with the Site Readiness username and password provided for your school.

Important: Use the Site Readiness login credentials exclusively for your school only. Do not use the site readiness credentials for any other purpose or for any other school.



The screenshot shows the 'STUDENT SIGN IN' page for the Maryland State Department of Education. At the top is the MDE logo with the text 'MARYLAND STATE DEPARTMENT OF EDUCATION' and 'EQUITY AND EXCELLENCE'. Below this is the heading 'STUDENT SIGN IN'. There are two input fields: 'Username' and 'Password'. A blue circular button with the text 'Sign In' is centered below the fields. At the bottom, there is a link with a pencil icon that says 'Access the Practice Test'.

3. Verify your school's name at the top of the page. In the **System Set-Up Test** page, click the **Check System Set-Up** to begin the test.



The screenshot shows the 'Hello, SiteReadiness User' dashboard. At the top right, there is a red button labeled 'Exit' and the text 'Not SiteReadiness User?'. The main heading is 'Hello, SiteReadiness User'. Below this is a white box containing user information:

19-8 State Student ID	3/2/1998 Date of Birth	Gender
Green Elementary School School Name	Teacher	1 Grade

Below the white box, it says 'The following tests have been scheduled for you:'. There are two test entries:

- System Set-Up Test**
Check System Set-Up
- Student Interface Test**
Check Student Interface

The screen resolution, host URL, and operating system for the device are listed at the top of the System Set-Up Test page. The results of each test appear as soon as it is completed.

System Set-Up Test

Screen Resolution: 1920x1080 Host: md-rel.emetric.net Operating System: Windows 10

- 1

Connection Capacity Test Results: 84 Simultaneous Test Downloads

Your download speed is **5.62 Mbps**. ⓘ

Based upon the current calculated download speed between your testing device and the data center, a maximum of **84** students may simultaneously log-in and download the test. If you plan to test more than **84** students during the same period of time, divide them into groups of no more than **84** students and stagger the groups' test log-in by 1-2 minutes.
- 2

Connectivity Check passed.

All connectivity checks passed.
- 3

Screen resolution passed.

Current screen resolution is at least 1024x768.
- 4

Text-to-Speech check passed.

Test Finished.

Return

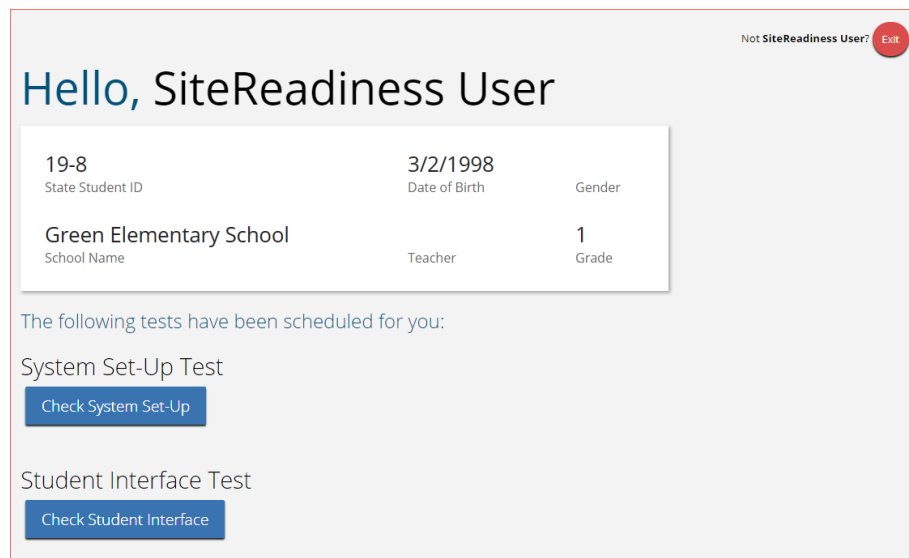
You've completed the System Set-Up Test. Please click the Return button to go back to the main selection page. Take the Student Interface Test in order to complete site readiness testing on this device.

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

If you plan to test more students that the number of simultaneous test downloads listed during the same period, we recommend dividing them into groups no greater than the number of simultaneous test downloads provided and stagger the groups' test log-in by 1-2 minutes. This will ensure that test content is downloaded without interruption.

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 a message that says *"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 MCAP Government and LS MISA Kiosk does not have the proper permissions to the storage folder. The kiosk requires read, write, and modify permissions on Windows and Read & Write on Mac.
 - If the test fails for any other reason other than "Storage location written," please contact the Help Desk immediately.
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. In the **Text-to-Speech** field, click the **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. Please ensure that there is a voice package installed on your machine, that there is an audio playback device connected to the testing device (internal speakers, external speakers, headphones, etc.), 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 succeed, you are ready to being 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** session button.



The screenshot shows a web interface for a 'SiteReadiness User'. At the top right, it says 'Not SiteReadiness User?' with a red 'Exit' button. The main heading is 'Hello, SiteReadiness User'. Below this is a white box containing user information: '19-8' (State Student ID), '3/2/1998' (Date of Birth), 'Gender', 'Green Elementary School' (School Name), 'Teacher', and '1' (Grade). Below the box, it says 'The following tests have been scheduled for you:'. There are two sections: 'System Set-Up Test' with a blue 'Check System Set-Up' button, and 'Student Interface Test' with a blue 'Check Student Interface' button.

10. Read the instructions on the page, and then click **Continue**.
11. Answer each of the test questions, using the navigation buttons on the right. Ensure you can effectively use text and drawingresponse tools.
12. From the last test question page, click **Finish**.
13. From the Test Review page, click **Turn In** to submit your test.

You have completed: **7** out of **7** question(s).

1 answered	2 answered	3 answered
4 answered	5 answered	6 answered
7 answered		

[Return to test](#) [Turn In](#)

14. To confirm, click **Turn In** again.

You return to the Site Readiness page, where the test session is grayed out.

15. To exit the Site Readiness tests, click **Exit** in the top-right corner of the page.

Not SiteReadiness User? [Exit](#)

Hello, SiteReadiness User

19-8 State Student ID	3/2/1998 Date of Birth	Gender
Green Elementary School School Name	Teacher	1 Grade

The following tests have been scheduled for you:

System Set-Up Test
[Check System Set-Up](#)

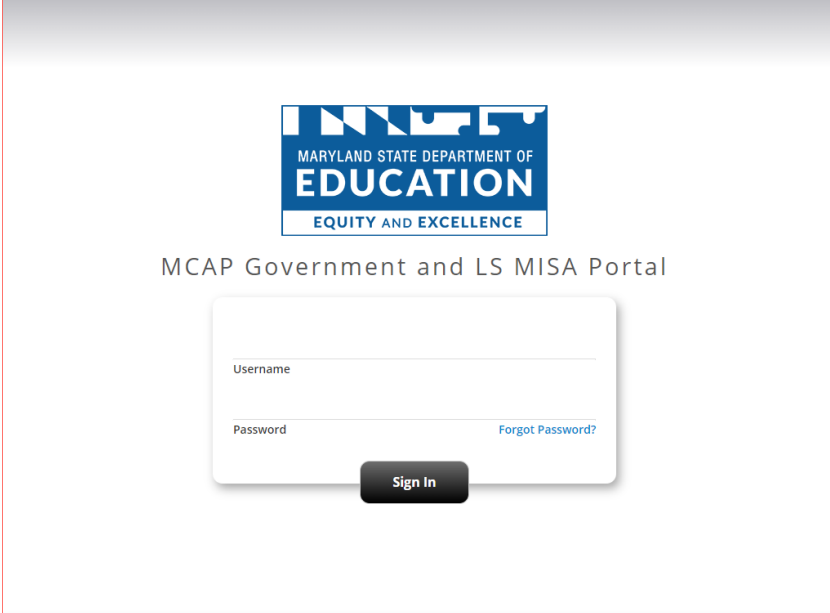
Student Interface Test
[Check Student Interface](#)

16. To close the Kiosk, click **Exit** at the top right corner of the student profile page.

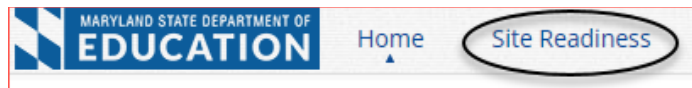
SITE CERTIFICATION

After all devices or device configurations for your school have successfully completed the Site Readiness Test, the Technology Coordinator will certify the site for testing.

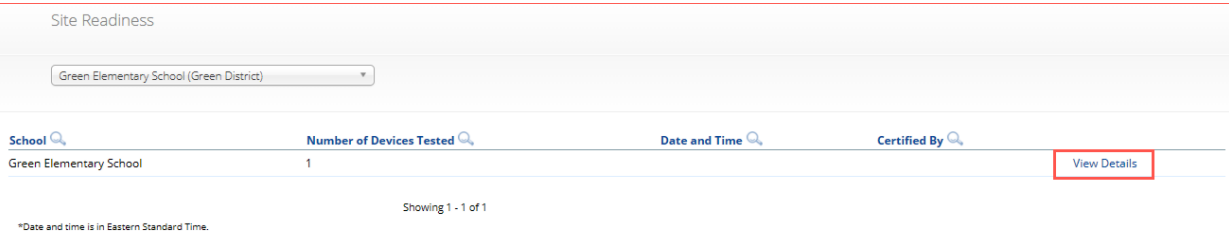
1. Log in to the MCAP Government and LS MISA Portal with your username and password.

The image shows the login page for the MCAP Government and LS MISA Portal. At the top center is the Maryland State Department of Education logo, which includes the text "MARYLAND STATE DEPARTMENT OF EDUCATION" and "EQUITY AND EXCELLENCE". Below the logo, the text "MCAP Government and LS MISA Portal" is displayed. In the center is a white login box with two input fields: "Username" and "Password". To the right of the "Password" field is a blue link that says "Forgot Password?". Below the input fields is a black "Sign In" button.

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**.

The image is a screenshot of the "Site Readiness" page. At the top, there is a dropdown menu showing "Green Elementary School (Green District)". Below this is a table with four columns: "School", "Number of Devices Tested", "Date and Time", and "Certified By". The first row of the table contains the text "Green Elementary School", "1", and is empty for the other two columns. To the right of the table, there is a red-bordered button labeled "View Details". Below the table, it says "Showing 1 - 1 of 1". At the bottom left, a small note reads: "**Date and time is in Eastern Standard Time." data-bbox="178 654 931 772"/>

School	Number of Devices Tested	Date and Time	Certified By
Green Elementary School	1		

Showing 1 - 1 of 1

**Date and time is in Eastern Standard Time.

The Site Details page appears.

Site Readiness Details

Green Elementary School (Green District) ▼

Device Name 🔍	OS 🔍	Screen Size 🔍	Date and Time 🔍
Emetric-239	Windows 10	1424x896	7/31/2020 5:21:01 PM

Showing 1 - 1 of 1

Site Certification

I certify that Site Readiness tests have been performed on the above machines and any noted issues have been resolved.

[Certify Site Readiness](#)

*Date and time is in Eastern Standard Time.

[« Back](#)

- Verify that all the devices or device configurations for this location have successfully taken the Site Readiness test.
- Click **Certify Site Readiness** and click **Yes** to confirm.

Site Certification

Site certified for testing on 7/31/2020 5:29:26 PM by SupportDemoLAC.

*Date and time is in Eastern Standard Time.

[« Back](#)

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

Site Readiness				
Green Elementary School (Green District) ▼				
School 🔍	Number of Devices Tested 🔍	Date and Time 🔍	Certified By 🔍	
Green Elementary School	1	7/31/2020 5:29:26 PM	SupportDemoLAC	View Details

Showing 1 - 1 of 1

*Date and time is in Eastern Standard Time.