MARYLAND STATE DEPARTMENT OF
EDUCATION
EQUITY AND EXCELLENCE

MCAP Government and LS MISA Kiosk User Guide

This technology guide illustrates how to launch and log in to the MCAP Government and LS MISA Kiosk on supported testing devices. It explains the Tools, Accessibility features and Accommodations available within the application and how to use them. It provides guidance for offline scenarios, error messages, and contains troubleshooting tips.

This guide is designed to help Test Administrators, School Test Coordinators and Technology Coordinators during online testing.

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Launching the Kiosk

To launch the MCAP Government and LS MISA Kiosk on Windows, Mac and Linux, double click on the desktop icon on the device.

If any programs are open when launching the kiosk there will be a message to close them and relaunch the kiosk.

Please exit iTester and close the following application(s):
Skype
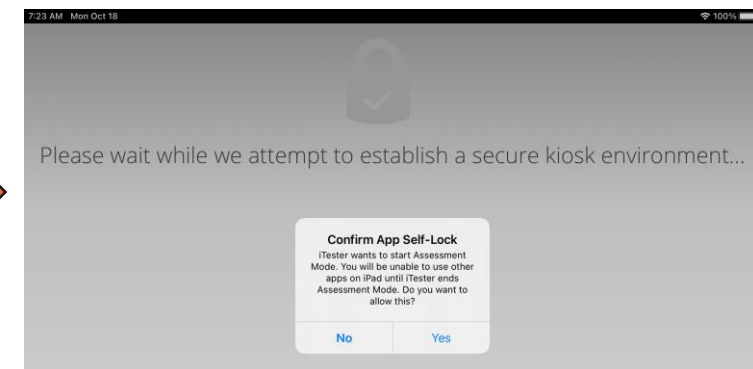Sticky Notes
Snagit
Google Chrome Web browser
Microsoft Word

To launch the MCAP Government and LS MISA application on a Chromebook, click the Apps tray on the Chromebook login page and select the MCAP Government and LS MISA icon.

Note: Students should not log into the Chromebook; kiosk applications can only be accessed from the application tray on the login screen of a Chromebook.

MCAP Government and LS MISA

Shut down | Apps | Browse as Guest | Add Person
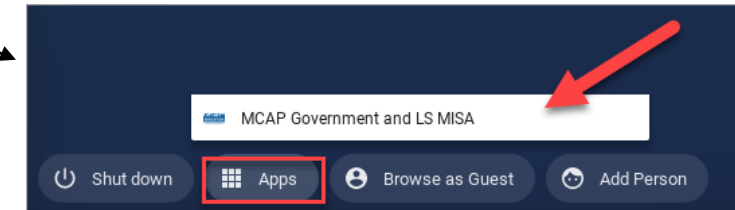
To launch the iTester OSTP application on an iPad, tap the iTester icon on the home screen of the iPad. After entering a session access code, the iPad will attempt to establish a secure kiosk environment for testing, Yes must be selected to continue into the assessment.

iTester

Please wait while we attempt to establish a secure kiosk environment...

Confirm App Self-Lock
iTester wants to start Assessment Mode. You will be unable to use other apps on iPad until iTester ends Assessment Mode. Do you want to allow this?

No | Yes

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Login Screen

1. Username: Type the username into the *Username* field. Student usernames can be found on their corresponding test tickets.

Demo, James
DOB: 12/8/2005
2023 Summer MCAP Governme
Username: 555551253
Password: B588764C

2. Password: Type the password into the *Password* field. Student passwords can be found on their corresponding test tickets.

4. Carrier & Shell Number: The carrier and shell number are directly related to the version of iTester being used. This information is important when reporting any technical issues.

6. Connectivity Indicator: The dot in the top right corner indicates whether the device has an internet connection. A green dot indicates that the device is connected to the internet, while a grey dot indicates that there is no internet connection.

3. Access the Practice Test: Clicking on the practice test link will change the log in screen to allow students to log in to the practice tests.

5. Spanish Localization selector: This drop-down box will allow students scheduled for the Spanish version of the test to change the language used in the web browser. This must be selected before the student logs into the Spanish version of the test.

7. Exit Button: The exit button will close the application and bring the student to the main desktop. To exit on an iPad, press the home button.

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STUDENT SIGN IN

Username

Password

Sign In

Access the Practice Test

Copyright © 2023 eMetric LLC
Carrier: v3.27.1 #8556242 #79
Shell: v3.32.2 #9aef1371 prd
Clear Cache

English
Español
English

Exit

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Practice Tests

To access the Practice tests, students will click the *Access the Practice Test* link located at the bottom of the student sign in box. The sign in screen will change to the practice test sign in screen. Students will select the practice test from the drop-down and click **Go**.

To exit the practice test sign in screen, click the **Exit the Practice Test** link at the bottom of the practice test student sign in box.

Practice Test Names
2024 MCAP Gov Practice Test
2024 MCAP Gov ASL Practice Test
2024 MCAP Gov TTS Practice Test
2024 LS MISA Practice Test
2024 LS MISA ASL Practice Test
2024 LS MISA TTS Practice Test

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STUDENT SIGN IN

Username

Password

Sign In

✏ Access the Practice Test

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STUDENT SIGN IN
—— PRACTICE TEST ——

Select a Test:

Select...

Go

✏ Exit the Practice Test

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Session Selection Screens

After entering their username and password for operational tests, students will then move to the student profile page. This screen will display the students' identifying information, the test they have logged into, and each of the test sessions. Any previously completed test session will be grayed-out and not accessible. Students click on a session to continue into the test.

1. Student Information
2. Test Session Selection: All available test sessions are listed here.

Not **Student Demo?**   Exit

Hello, Student Demo

1

01010101
State Student ID

3/10/1998
Date of Birth

Male
Gender

Grand Canyon School
School Name

Role Teacher
Teacher

HS
Grade

The following tests have been scheduled for you:

2 Demo Test 1

Session 1   Session 2   Session 3

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Once the student has clicked on a test session, a textbox for the session access code will display. To enter the test session and begin the test, enter the session access code in the text box and click Submit. To go back to the list of sessions, click Cancel.

The session access code may be found on the test session summary print-out that is printed with the student test logins or within the online portal under the Test Sessions tab.

Please Note: Session access codes will be different per test session.

Not **Student Demo?** Exit

Hello, Student Demo

01010101	3/10/1998	Male
State Student ID	Date of Birth	Gender
Grand Canyon High School		HS
School Name	Teacher	Grade

The following tests have been scheduled for you:

Demo Test 1

Session 1 | Session 2 | Session 3

Session Access Code: [____] Submit Cancel

Class Name: Teacher, Role-Demo Class
Test Name: Demo Test 1
Testing Window: 07/25/2018 to 08/11/2018

Session Sequence	Session Name	Access Code
1	Session 1	8301294403
2	Session 2	3376567156
3	Session 3	7908604116

Student Name	Username	Password	Accommodations
Demo, Student	01010101	7DF895C5	Text-to-Speech, Screen

District:	Grand Canyon District	School :	Grand Canyon High School
Administration:	2016-2017	Content Area:	Science
Class:	Teacher, Role-Demo Class-Science-(Grade -HS)		
Test Name:	Demo Test 1		
Testing Window:	07/25/2018 to 08/11/2018		

Test is in progress. It ends on **08/11/2018**. Students may log in and take the test using their username and password shown below.

Access Codes

Session Sequence	Session Name	Access Code
1	Session 1	8301294403
2	Session 2	3376567156
3	Session 3	7908604116

« Back to Test Sessions

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Using the Proctor Password

A proctor password is required to enter a test session if one of the two following conditions is met:

1. A student is idle in the test session for more than 60 minutes. A student is "idle" if they do not interact in any way with the application. This includes the use of any accommodation or tool, navigating through the test, or interacting with any of the on-screen widgets and answer choices.

2. The MCAP Government and LS MISA Kiosk has experienced an abrupt closure, such as the power going out, the device being turned off while testing, or the device crashing while testing.

If a proctor password is required, please contact the School Test Coordinator (STC). The STC will be able to find the proctor password on the Admin home page in the MCAP Government and LS MISA Portal (see the MCAP Government and LS MISA Portal User Guide on the help and support site for more information).

Not **Student Demo?**   Exit

Hello, Student Demo

01010101	3/10/1998	Male
State Student ID	Date of Birth	Gender
Grand Canyon High School		08
School Name	Teacher	Grade

The following tests have been scheduled for you:

Demo Test 1

Session 1   Session 2   Session 3

Proctor Password [   ]   Submit   Cancel

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Session Selection Screens

The Options page allows the students to view, test, and set the accommodations for their test. These can also be changed within the test.

Note: Only those students with accommodations will see the Options page.

The directions page displays the test directions for each student. When students land on this page, the test content will begin downloading. While downloading, the blue circle near the center of the page will display the download progress starting with 0% up to 100%. Once the test content has been fully downloaded, the word "Continue" will display inside the circle.

Accommodations Options Overlay button allows a student to bring up the accommodation options page to change accommodation settings if needed.

Options

Text-to-Speech	Volume:100
Speed	Slow / Normal / Fast
Magnification Tool	100% / 150% / 200% / 300%
	The quick brown fox jumped over the lazy dog.
Reverse Contrast	Default / Inverted
Line Reader	Enabled
Color Contrast	Default / Classic / Ruby / Chalkboard / Nocturnal / Aquiline / Eccentric / Azure / Haunted / Celestial / Antique / Creamy
Custom Masking	Enabled
Answer Masking	Enabled
Accessibility Mode	Proctor Password [ ] Submit

Continue

Text-to-Speech:

LS MISA TTS Practice
LS MISA Session 1
Accommodated Directions

This practice test features sample items that will provide hands-on simulation of the online testing system. This is only a practice test and does not include all of the content that will appear on the operational assessment.

Use the navigation buttons to move to the next question or to go back to the previous question in each session. Use the review button to access the Test Review screen.

To answer the questions, you will read all of the source information on the tabs on the left side of the screen. Then each test question will be presented one at a time on the right side of the screen. Sometimes you may need to use the scroll bar to see all of the content in a question. Be sure that you have seen the entire question before you respond. Each multiple-choice question will be followed by its possible answer choices. For some questions, you may need to choose more than one correct answer. Each technology-enhanced question will have specific directions explaining how to answer that question. Each constructed-response question will be followed by a text box. Type your response in the box.

Now, select Continue to begin. You should view and respond to all of the questions in each session before you continue to the next session.

Continue

Exit

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1. Review Page: Click on the down arrow to display a list of questions and their answer status. Also displays the items a student has bookmarked for review and allows a student to jump to a different question in the test.

Bookmark: Students can bookmark questions for review. To bookmark a question, click the star icon next to the item number in the top toolbar. Once selected, the bookmarked item will contain a yellow star on the test review page.

2. Clear: Removes all student responses from the current question.

3. Navigation Buttons: Primary means of navigating through the test. The Next & Back buttons allow a student to move forward or backward one question at a time.

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Expandable Passages

Clicking the arrow expands the passage to full screen in the kiosk, click the arrow again to return to the question.

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Test & Item Navigation

Turning in a Test

On the last question of every test session, the **Finish** button will be activated to allow the student to click Finish. Clicking the Finish button will take the student to the test review page.

The test review page displays a full list of questions, their answer status, and any questions that have been bookmarked by the student. Click the **Turn In** button to submit the test or the **Return to test** button to return to the test.

Once the student clicks **Turn In**, they will be prompted one final time to confirm that they wish to turn in the test. After clicking **Turn In**, the student will be returned to the test sessions page and the session they have completed will be grayed & crossed out.

Student Tool Bar

Student Tool Bar

The student tools and a few of the accessibility features & accommodations available in the browser testing interface are in the tool bar at the bottom left corner. Hovering over each tool, accessibility feature or accommodation icon will reveal the tool, accessibility feature or accommodation name. Clicking on each icon will activate the tool, accessibility feature or accommodation.

Please note: The tools available for each question in the test may vary.

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Student Tools
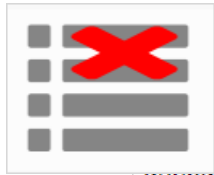
Answer Eliminator

claims she does not need to use any measuring tools during investigation 1. Which sentence describes her claim?

Hide All

(A) ~~Her claim is correct because she does not measure the amount of gas produced.~~

(B) Her claim is correct because she mixes four different combinations of liquid and solid.

(C) Her claim is incorrect because she uses a beaker to measure the amount of liquid used.

(D) Her claim is incorrect because she uses a balance to measure the amount of solid used.

Answer Eliminator: Provides the ability to cross-out multiple-choice answers on a test. Answer choices may not be selected while they are crossed-out.

Answer Masking

Zoom   Text-to-Speech:

Passage 2

Read both passages and answer the questions that follow.

What was the author's tone in A Story About Nothing?

Show All

(A) Angry

(B)

(C) Depressed

(D) Complacent

nothing

etur adipiscing elit, sed
ore et dolore magna
is nostrud exercitation
ommodo consequ
t in volupt   se
Excepteur
t in culpa qui officia

lla gravida orci a odio.
aretra, est eros
sollicitudin mauris.

Answer Masking: Provides the ability to "hide" an answer by clicking on the eye icon next to the answer choice. This can be used to eliminate answer choices. Answer masking will persist if a student navigates away from the question, but not if the student exits the test. Answer choices may not be selected while they are masked.

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Student Tools
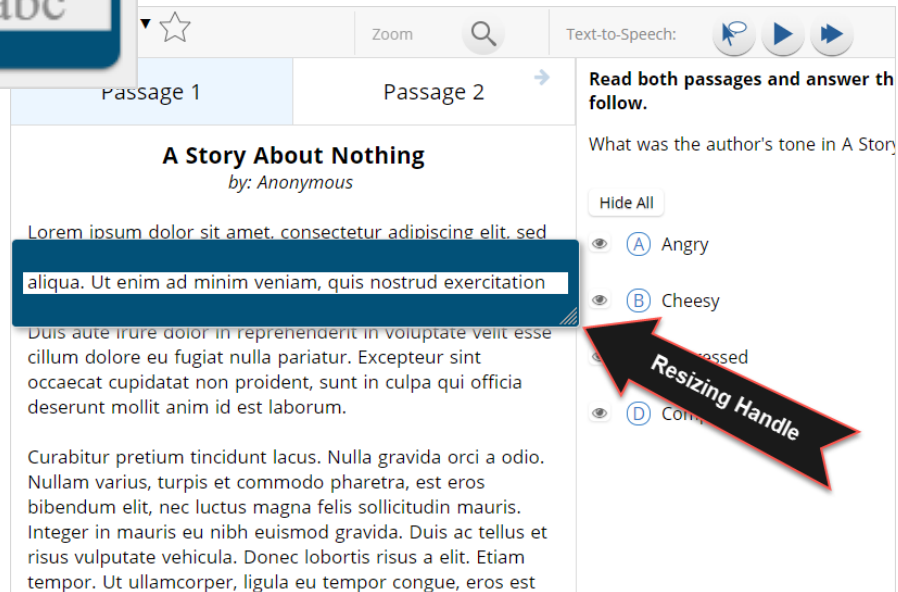
Line Reader

Line Reader: Helps the student focus on one or more lines of text when reading test content. Use the mouse or touch screen to raise and lower the tool for each line of text onscreen. Adjust the number of lines in the guideline tool window with the Resizing Handle.

Notepad
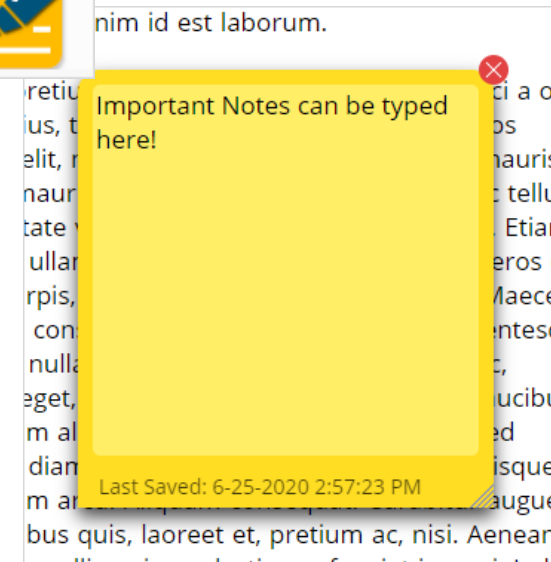
Notepad: Provides location for student's notes. Each item has its own notepad and notes persist uniquely per item. The notepad is resizable, draggable, and displays a timestamp for when its contents were last modified.

➢ The notepad is retained per item. If the student writes notes on Item 1, navigates to Item 2, returns to Item 1, the item 1 notes will still be there.
➢ Notes on passages are viewable for all items pertaining to the passage.
➢ Notes are NOT saved if a test is exited.
➢ Notes are NOT saved if a student finishes a test session.

Student Tools

Sketch

Highlighter

Sketch: Provides sketch pad with the following features.

➢ Students may sketch using black, red, or blue brushes.
➢ Students may highlight using a semi-transparent yellow highlighter brush.
➢ Students may erase sketches and highlighting using the eraser.
➢ Students may draw anywhere on the item area while still being able to click on distracters.

Sketches and highlighting uniquely persist per item. If a passage that is shared across multiple items is highlighted, the highlighting will persist. They can only be viewed by the student while taking the test and will not be visible to the scorer once the test has been submitted. The Sketch tool is not available on constructed response items.

Note: If the student exits the test, the sketches and highlighting will not be there when the student returns to the test.

Highlighter: Students can select text and highlight the selection. They can erase the highlighted text by using the eraser and selecting the text to erase. To clear all highlighting on the screen, click Clear All.

Note: The Highlighter is disabled when Text-to-Speech is actively playing in an item.

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Student Tools

Magnification Tool
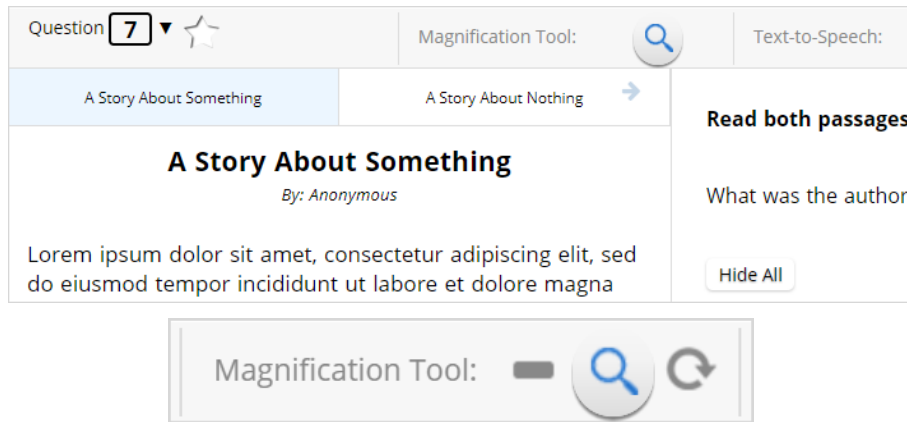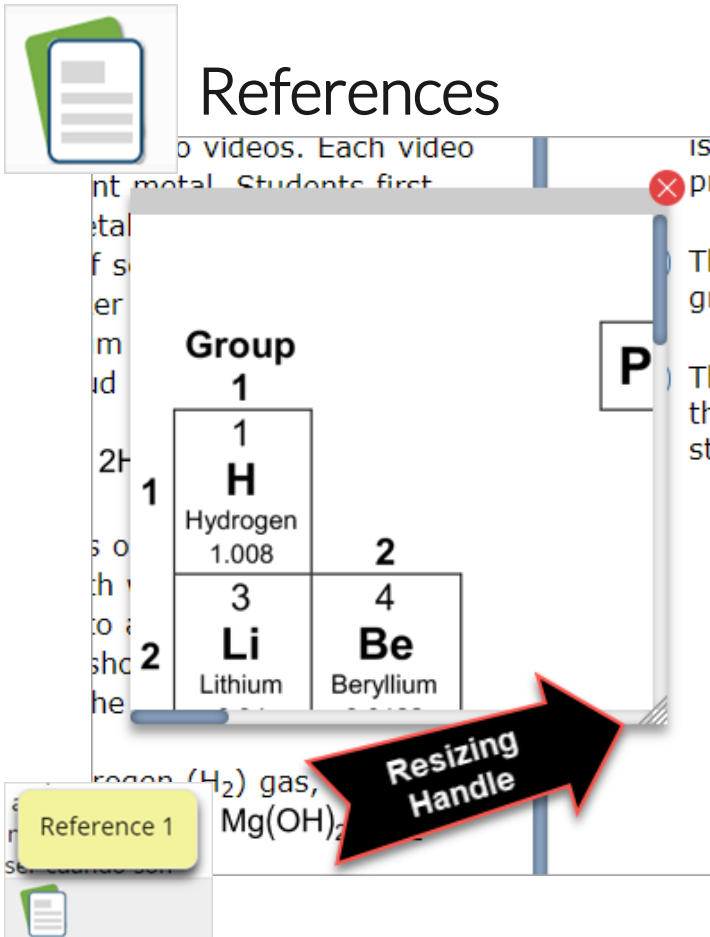
Magnification Tool: Students can magnify the entire screen in four increments: 100%, 150%, 200%, and 300%. Click on the magnifying glass to zoom in, the minus symbol to zoom out and the circular arrow to return directly to the default 100% magnification.

General Masking
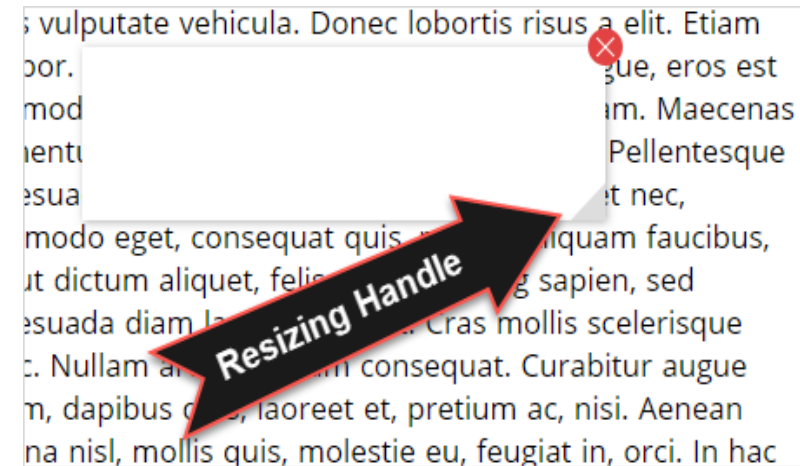
General Masking: Provides the ability to mask certain parts of the test interface or question. Custom masking planes can be resized and/or dragged around the screen.

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Student Tools

References

References: If reference material is available on the test, it can be accessed by clicking the reference material icon. The reference material window may be moved around the screen by clicking and dragging the box or may be resized by clicking and dragging the bottom right-hand corner.

Student Accessibility Features

Accessibility Mode

Accessibility Mode: Allows students to use assistive technology while testing in the MCAP Government and LS MISA Kiosk. The proctor will be required to enter the proctor password on the Options page to enable. Accessibility Mode is only supported on Windows devices.

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Student Accessibility Features

Color Contrast

Color Contrast: Changes the background color and text color of the test content.
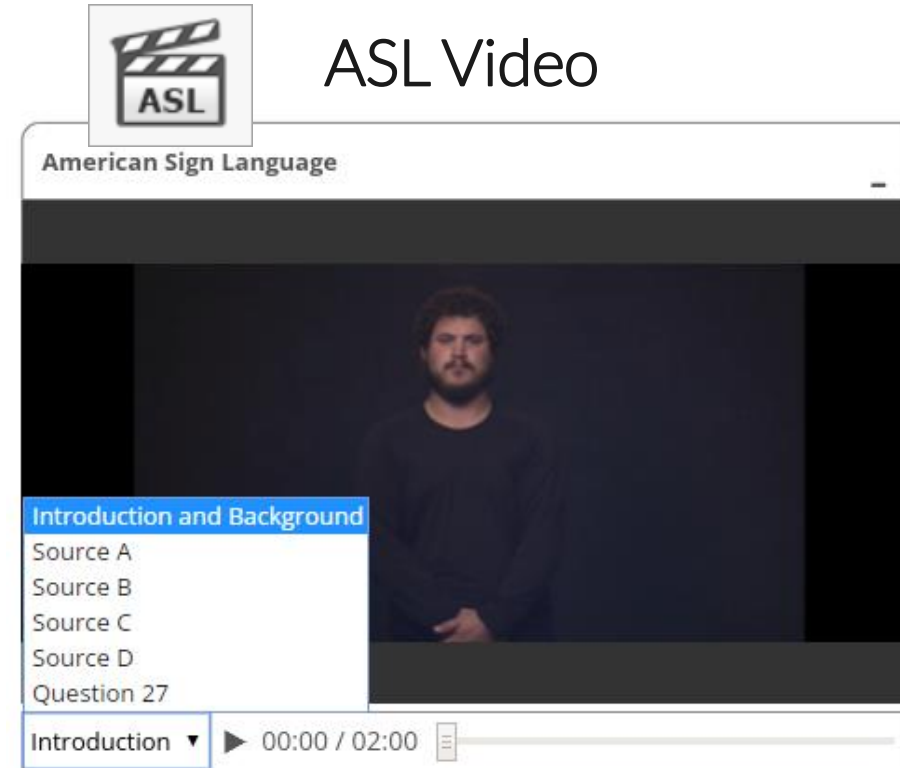
ASL Video

ASL Video: Students who are assigned the ASL Video accommodation will see an icon in the top toolbar indicating an ASL video is present. Students can use the bookmarking feature to switch between the source videos and question videos.

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Student Accessibility Features

Text-to-Speech

Students who have a Text-to-Speech (TTS) accessibility feature or accommodation will have TTS controls.

1. **On-Demand TTS**: Click the On-Demand TTS button to activate. TTS will begin once a specific word or phrase is selected and will continue reading from that point until paused or stopped.
2. **Play/Pause**: To play the TTS, click the play button. To pause the TTS, click the pause button. To resume from the pause, click the play button again.
3. **Skip Stimulus**: Clicking the arrowhead button next to play/pause will skip the stimulus and start reading the question-and-answer choice section of the item.
4. **Stop**: To stop the TTS, click the stop button. Clicking play after clicking the stop button will restart the TTS from the beginning of the item's text.
5. **Adjust TTS Volume**: Click the gear Icon. Use the slider next to "Volume" to adjust the TTS volume.
6. **Adjust TTS Rate**: Click the gear icon. Use the slider next to "Speed" to adjust the TTS rate between Slow, Normal, and Fast.
7. **Highlighted Text**: As the TTS reads the text, the text in the item will be highlighted.

*Headphones/earbuds are necessary tested individually in a separate setting. TTS volume can be adjusted using your device's volume controls.

Error Messages when launching the MCAP Government and LS MISA kiosk:
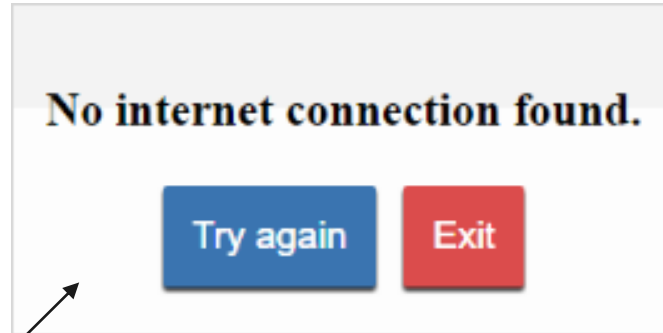
No internet connection found.

Try again Exit

Please exit the kiosk and install the latest version.

Why did my student receive this error?
There is no internet connection on the device and the kiosk cannot launch.

What should I do?
Establish an internet connection and click Try again.

Why did my student receive this error?
You are launching an older version of the kiosk. The kiosk on this testing device will need to be updated

What should I do?
Exit the kiosk then download and install the latest version from the MCAP Government and LS MISA Portal. For Chrome OS, verify that your MCAP Government and LS MISA Maryland app is up to date.

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Guidance on Error Messages

Error Messages when launching the MCAP Government and LS MISA kiosk:

There was a problem while launching the kiosk. Please check your internet connection or your access permissions to the cache folder.
Click here to try again.

Why did my student receive this error?
There is no internet connection on the device and the kiosk cannot launch.

What should I do?
Establish an internet connection and click Try again.

We could not establish a connection to our server, please check your internet connection.

Refresh

Why did my student receive this error?
eMetric servers cannot reach the stored response folder location due to a network connectivity failure.

What should I do?
Check your network connectivity and connectivity to the stored response folder location and relaunch the kiosk. If the message appears again call the Maryland Help Desk.

The offline student responses on this machine could not be processed. Please contact Support in order to continue. (ErrorCode:1003)

Refresh

Why did my student receive this error?
Stored responses could not be sent to the eMetric servers. The kiosk will not be able to launch until this is resolved.

What should I do?
Call the Maryland Help Desk and provide them with the error message and error code.

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Error Messages when logging into to the MCAP Government and LS MISA kiosk:

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STUDENT SIGN IN

Username
123456789

Password
••••

Sign In

Invalid username/password.

✏ Access the Practice Test

Why did my student receive this error message?
The student is using the incorrect password or username when trying to log into the MCAP Government and LS MISA Kiosk.

What should I do?
Verify the correct username and password in the MCAP Government and LS MISA Portal and have the student retry.

MARYLAND STATE DEPARTMENT OF EDUCATION
EQUITY AND EXCELLENCE

STUDENT SIGN IN

Username
123456789

Password
••••

Sign In

We could not establish a connection to our server, please check your internet connection.

✏ Access the Practice Test

What happened and why did my student receive this message?
Internet connectivity was lost after the student entered their username and password. The MCAP Government and LS MISA Kiosk detected the loss of internet connectivity and will not allow the student to log in until internet connectivity is reestablished.

What do I do next?
1. Close the Maryland MCAP Government and LS MISA kiosk.
2. Reestablish a connection to the internet.
3. Relaunch the Maryland MCAP Government and LS MISA kiosk.
4. Check the connectivity indicator in the top right corner of the MCAP Government and LS MISA Kiosk login screen.
   a. If the connectivity indicator is green, the student testing interface is connected to the internet and the student can log in and begin testing.
   b. If the connectivity indicator is gray, check the internet connection again.
   c. 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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Guidance on Error Messages

Error Messages when logging into a test session:

Session Access Code: `124523`   Submit   Cancel

Incorrect session access code. Please try again.

What happened and why did my student receive this message?
The student is using the incorrect session access code for the session selected or typing in the session access code incorrectly.

What do I do next?
Verify the correct session access code in the MCAP Government and LS MISA Portal and have the student retry.

Proctor Password `••••••••••`   Submit   Cancel

Invalid Password

What happened and why did my student receive this message?
The proctor password entered was incorrect.

What do I do next?
Verify the correct proctor password in the MCAP Government and LS MISA Portal and have the proctor retry. Proctor passwords are case sensitive. If the proctor password was changed while the student was logged in to kiosk, have them exit the kiosk and try again.

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Guidance on Error Messages

Error Messages when logging into a test session:

Not **Kelly Clarkson?** Exit

Hello, Kelly Clarkson

363636	2/11/2008	Female
State Student ID	Date of Birth	Gender
Grand Canyon Elementary School	Role Teacher	04
School Name	Teacher	Grade

The following tests have been scheduled for you:

We were unable to get your Test Session. Please check your internet connection and try again.

Retry

Session 1 Directions

This is Session 1. You should complete all of the items in this session during the assigned time. Once the session is closed, you will not be able to return to the session to view questions or check answers.

Use the navigation buttons to move to the next question or to go back to the previous question in each session. Use the review button to access the Test Review screen.

Test questions will be presented one at a time. Sometimes you may need to use the scroll bar to see all of the content in a question. Each multiple-choice question will be followed by its possible answer choices. Be sure that you have seen all of the answer choices before you make your selection. Each constructed-response question will be followed by a text box. Type your response in the box.

An error occurred while loading the test! Click here to retry, or contact an administrator.

What happened and why did my student receive this message?
Internet connectivity was lost after the student logged in. The MCAP Government and LS MISA Kiosk detected the loss of internet connectivity and will not load the test sessions until a connection to the internet is reestablished.

What do I do next?
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 MCAP Government and LS MISA Kiosk, reestablish a connection to the internet and relaunch the kiosk.

What happened and why did my student receive this message?
Internet connectivity was lost before the test session completely loaded. The MCAP Government and LS MISA Kiosk detected the loss of internet connectivity and will not load the test session until a connection to the internet is reestablished.

What do I do next?
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.

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Error Messages when logging into a test session:

An error occurred while loading the test!

Retry Now   Exit Test

What happened and why did my student receive this message?
Internet connectivity was lost after the student clicked continue, on the directions page. The student testing interface browser detected the loss of internet connectivity and will not load the test sessions until a connection to the internet is reestablished.

What do I do next?
Click Retry Now, if internet connectivity is established then the student will be directed to the test session. If internet connection is not detected, close student testing interface, reestablish a connection to the internet and navigate to the site again.

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Error Messages during a test session:

Please raise your hand; your test session has timed out.

Exit

There is a problem because somebody else has logged into your test session. You have been logged out for security reasons.

Exit

The necessary support for audio playback is not detected on this device.

Continue

Why did my student receive this message?
The student has timed out of their test session, meaning they have been inactive in the test for 60 minutes.

What should I do?
Click exit and you will be brought back to the MCAP Government and LS MISA Kiosk student sign in page. When the student is ready to continue testing, they would log back into the MCAP Government and LS MISA Kiosk, select the session they wish to continue. Once they have entered the session access code, they will be then prompted for the proctor password, which the proctor will need to enter, and resume testing where they left off.

Why did my student receive this message?
The student has logged into their test session on two separate devices, the second log in would cause the first session to be logged out, or someone else has logged into the MCAP Government and LS MISA Kiosk with the same credentials.

What should I do?
Click exit and log back into the test session. Verify the student's test resumes where they were exited.

Why did my student receive this message?
This error will appear when students have the TTS Accommodation and there is not a playback device (headphones, speakers, or internal speakers) set as default or connected to or the device.

What should I do?
Connect headphones or speakers to the machine and set them as the default playback device. Verify that sound is coming from the playback device.

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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 Send Responses

Do not move the student to a different workstation.

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

2 Proctor Password [   ]

3 Accept and Exit Test

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5 MCAP Government and LS MISA

What happened and why did my student receive this message?
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 MCAP Government and LS MISA Kiosk was initially installed.
What do I do next?
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 submit, 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. Enter the proctor password to acknowledge that you have read and understand the instructions.
3. Select **Accept and Exit Test**.
4. **Reestablish** a connection to the internet.
5. **Relaunch** the MCAP Government and LS MISA Kiosk. Student responses will be automatically sent as soon as the MCAP Government and LS MISA Kiosk is relaunched, and the MCAP Government and LS MISA Kiosk is available for another student's test.

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Troubleshooting Tips

Clearing Application Cache

If for some reason any of the online testing files become corrupt, deleting the application cache will force the MCAP Government and LS MISA Kiosk to download a new set of cache files. (*Windows, Mac, Linux, Chromebook*)

How do I clear application cache?
1. From the MCAP Government and LS MISA 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.

Note: For iPad, exit the application, press the home button and swipe up on the MCAP Government and LS MISA application to force close it, then re-launch the application.

Copyright © 2021 eMetric LLC
Carrier: 3.19.1 #87e46d8 #960
Shell: v3.19.3.2 #8a26b810   prd
Clear Cache

Copyright © 2021 eMetric LLC
Carrier: 3.19.1 #87e46d8 #960
Shell: v3.19.3.2 #8a26b810   prd
Are you sure? Yes

Frozen Screen

Your student is taking their test in the MCAP Government and LS MISA Kiosk and the kiosk stops responding and becomes frozen.

What should I do?
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 into the test, enter the proctor password, and continue testing.

Images or Test Content

Your student's MCAP Government and LS MISA test content or images are not rendering.

What should I do?
Pause the test and clear the application cache on the device. It appears that the cached files may have become corrupt. After the application cache has been cleared, log back into the test to download new test files and continue testing.

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Troubleshooting Tips

OE Response: Specific keys not working on Keyboard (desktop kiosk)

Your student is trying to answer an open-ended question and specific keys on the keyboard are not working.

What should I do?
1. Exit the test and log in again. Try to type in the open-ended box with those specific keys.
2. If it does not resolve the issue, you will need to clear the application cache, as the files may have become corrupt.
3. If clearing the application cache does not resolve the issue, you will need to delete the eMetric folder in the TEMP location (ex. %temp% for Windows devices).

OE Response: Cannot type in the OE Box

Your student is trying to answer an open-ended question but cannot type in the open-ended answer box.

What should I do?
1. If they have not typed a response in the open-ended box or are ok with starting their response over, reset the question by clicking "Reset" to clear any response in the box in-case there are multiple spaces or odd characters. Try typing in the open box.
2. If you are unable to type, pause the test and log in again. Try to type in the open-ended box.
3. If it does not resolve the issue, you will need to clear the application cache.
4. If clearing the application cache does not resolve the issue, you will need to delete the eMetric folder in the TEMP location (ex. %temp% for Windows devices).

Note: If the open-ended box has a word count, and the student has reached it they will not be able to type in the open-ended response box.

Troubleshooting Tips

Intentionally Moving a Student to a Different Device

If students need 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:

What should I do?
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 MCAP Government and LS MISA kiosk.
6. Allow the student to login to the MCAP Government and LS MISA Kiosk and resume testing.
7. Confirm student's test has previously entered responses.
   a. If you believe responses are missing, contact the Cognia Service Desk, for further assistance.

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Version Control Table

Version Control

Version	Date	Author	Change Description
1.0	08/23/2023	eMetric	Created support documentation per Maryland MCAP Government and LS MISA 2023-2024 requirements discussion with Cognia and MSDE for the 2024 Winter, Spring, and Summer Admins.