

## Guidance on Error Messages in the RICAS Student Kiosk

The table below describes common error messages and the steps to take to resolve the issues. For many of these situations, a test administrator can resolve a situation, and the student can continue testing without further issues. Others are described below in which test administrators will need to escalate the issue to technology staff if needed.

| Page                              | Error Message  | Resolution   |
|-----------------------------------|--|--|
| Launching the RICAS Student Kiosk | No internet connection found.  | There is no internet connection on the device and the kiosk cannot launch. Establish an internet connection and click <b>Try again</b> .   |
|                                   | Please exit the kiosk and install the latest version.  | An older version of the kiosk is launched. Exit the kiosk and contact your Technology Coordinator.   |
|                                   | There was a problem while launching the kiosk. Please check your internet connection or your access permissions to the cache folder. | There is no internet connection to the device or the user profile for the device does not have access to the cache folder. Contact your Technology Coordinator.  |
|                                   | We could not establish a connection to our server, please check your internet connection.  | The eMetric servers cannot reach the stored response folder location due to a network connectivity failure. Contact your Technology Coordinator.   |
|                                   | A newer version of the app is available. Please update.  | There was an update to the kiosk that was released while the kiosk was left open or already launched on the student testing device. Click <b>Update</b> .  |
| Sign In page                      | Invalid username/password  | The student is using the incorrect password or username when trying to log into the RICAS Student Kiosk. Verify the correct username and password in the RICAS Portal and have the student retry.  |
|                                   | We could not establish a connection to our server, please check your internet connection.  | Internet connectivity was lost after the student entered their username and password. The RICAS Student Kiosk detected the loss of internet connectivity and will not allow the student to log in until internet connectivity is reestablished. Contact your Technology Coordinator. |
| Hello, Student page               | Incorrect session access code. Please try again.   | The student is using the incorrect session access code for the session selected or typing in the session access code incorrectly. Verify the correct session   |

|                             |   |   |
|-----------------------------|---|---|
|                             |   | access code in the RICAS Portal and have the student retry.   |
|                             | Invalid Password  | The proctor password that was entered is incorrect. Verify the correct proctor password in the RICAS Portal. Proctor passwords are case sensitive. District Test Coordinators, School Test Coordinators, and Test Administrators all have access to the proctor password.   |
|                             | We were unable to get your Test Session. Please check your internet connection and try again. | Internet connectivity was lost after the student logged in. The RICAS Student Kiosk detected the loss of internet connectivity and will not load the test sessions until a connection to the internet is reestablished. Click <b>Retry</b> . If internet connectivity is established, then the student will be directed to the test session. If an internet connection is not detected, contact your Technology Coordinator.  |
| Directions page             | An error occurred while loading the test! Click here to retry, or contact an administrator.   | Internet connectivity was lost before the test session completely loaded. The RICAS Student Kiosk detected the loss of internet connectivity and will not load the test session until a connection to the internet is reestablished. Select <b>Click here</b> to load the test. If internet connectivity is established, the student will be directed to the test session. If internet connectivity could not be established, the student will be redirected to the Directions page. If this occurs, contact your Technology Coordinator. |
|                             | An error occurred while loading the test!   | Internet connectivity was lost after the student clicked Continue on the directions page. The kiosk detected the loss of internet connectivity and will not load the test sessions until a connection to the internet is reestablished. Click <b>Retry Now</b> . If an internet connection is not detected, contact your Technology Coordinator.  |
| Item page (during the test) | Please raise your hand; your test session has timed out.                                      | The student has timed out of their test session, meaning they have been inactive in the test for 60 minutes. Click <b>Exit</b> and you will be brought back to the student testing interface sign in page. When the student is ready to continue testing, they  |

|  |  |  |
|--|--|--|
|  |  | will log back into the student testing interface and select the session they wish to continue. They will resume testing where they left off.   |
|  | There is a problem because somebody else has logged into your test session. You have been logged out for security reasons.                                       | The student has logged in to their test session on two separate devices or someone else has logged into the RICAS Student Kiosk with the same credentials. The second log in causes the first session (student) to be logged out. Click <b>Exit</b> and have the student log back in to the test session. Verify the student's test resumes where they were exited.  |
|  | The necessary support for audio playback is not detected on this device.   | This error will appear when students have the Text-to-Speech accommodation and there is not a playback device (headphones, speakers, or internal speakers) set as default or connected to the device. Connect headphones or speakers to the machine and set them as the default playback device. Verify that sound is coming from the playback device.   |
|  | Your response is not able to be stored. To avoid losing your response, your test cannot be continued until connection to the storage location is re-established. | Access to the storage location was lost after the student began testing due to loss of network connectivity. The RICAS Student Kiosk will not allow the student to continue testing until access to the storage location is restored. Click <b>Retry Now</b> . If you continue to see this message, contact your Technology Coordinator.   |
|  | A connection to the network could not be established. Your test has been saved offline.  | Internet connectivity was lost after the student began testing and was not restored by the time the student completed the test. The student completed the test session and clicked <b>Turn in Test</b> . The student's responses will be saved to the local folder configured when the RICAS Student Kiosk was initially installed. Enter the proctor password to acknowledge the message. Note the student's device ID. Contact your Technology Coordinator to establish internet connection. Relaunch the RICAS Student Kiosk on the student's device. |