



RIDE Rhode Island
Department
of Education

Instructions for Unlocking Test Questions in the RICAS Student Kiosk

2025 RICAS Test Administrations

Important Contact Information and Resources

Contact:	RICAS Service Center
For questions on:	<ul style="list-style-type: none">• general test administration support• RICAS Portal and RICAS Student Kiosk such as<ul style="list-style-type: none">○ user accounts○ technology support and readiness○ student registration process and loading files○ viewing student data○ scheduling tests• locating resources• shipments of materials
Hours:	7:00 a.m.–5:00 p.m., Monday–Friday
Web:	ricas.onlinehelp.cognia.org
Email:	ricasservicecenter@cognia.org
Telephone:	855-222-8936

Contact:	RIDE Office of Instruction, Assessment, and Curriculum
For questions on:	Contact RIDE with any questions on policy or accommodations. Questions regarding student registration data should be directed to the district’s data manager.
Web:	www.ride.ri.gov/ricas
Email:	assessment@ride.ri.gov
Telephone:	401-222-8478

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I. Overview

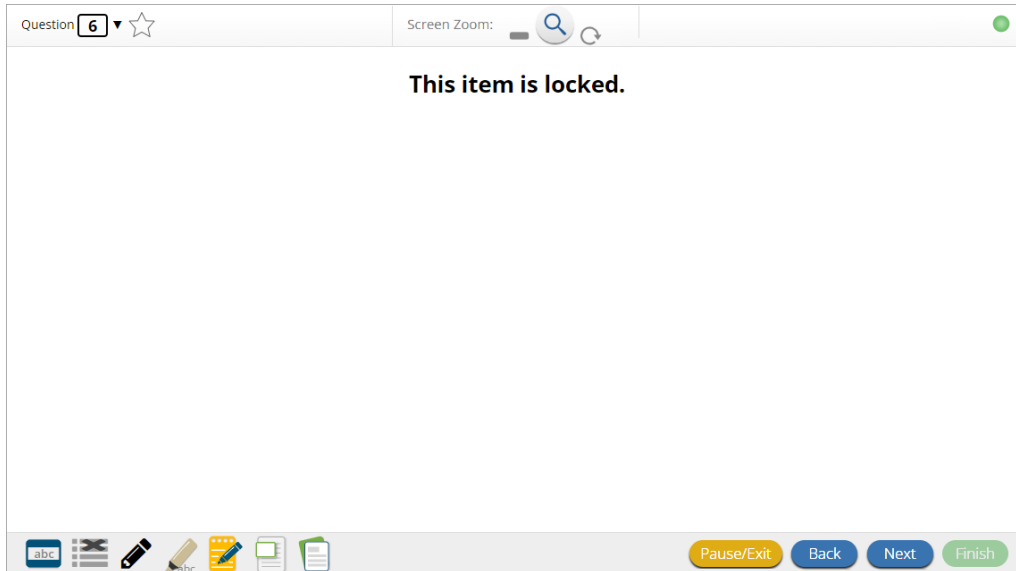
In certain circumstances, a student may need to re-enter a test in the RICAS Student Kiosk. In some cases, questions that a student has previously answered will be automatically locked when the student signs back in. The student will not be able to return to those questions unless they are unlocked by a district test coordinator. The table below outlines the following:

- the situations that may require that a student log back in to a test in the RICAS Student Kiosk
- login credentials to re-enter a test
- whether notes they took in the notepad and highlighting they marked will be retained
- whether previously answered questions will be automatically locked

Student Activity in the Test	What is required for logging in?	Will highlighting and notes in the Notepad be retained?	Are previously answered questions automatically locked?
Student pauses a test for less than 30 minutes	<ul style="list-style-type: none"> • password 	Yes	No
Student pauses a test for more than 30 minutes	<ul style="list-style-type: none"> • username • password • session access code • proctor password 	No	Yes
Student exits a test for less than 30 minutes	<ul style="list-style-type: none"> • username • password • session access code 	No	No
Student exits a test and more than 30 minutes pass	<ul style="list-style-type: none"> • username • password • session access code • proctor password 	No	Yes
Student does not interact with the test for 60 minutes or more (inactivity timeout)	<ul style="list-style-type: none"> • username • password • session access code • proctor password 	No	Yes
Abrupt closure (such as loss of power or the device is turned off while testing)	<ul style="list-style-type: none"> • username • password • session access code • proctor password 	No	Yes

The screenshot below shows what a student will view when they log back in to a test where their test questions have been locked due to one of the situations outlined above. If there is not a need

for their previously answered questions to be unlocked, the student should use the test review screen or the **Next** button to navigate to the next unanswered question.

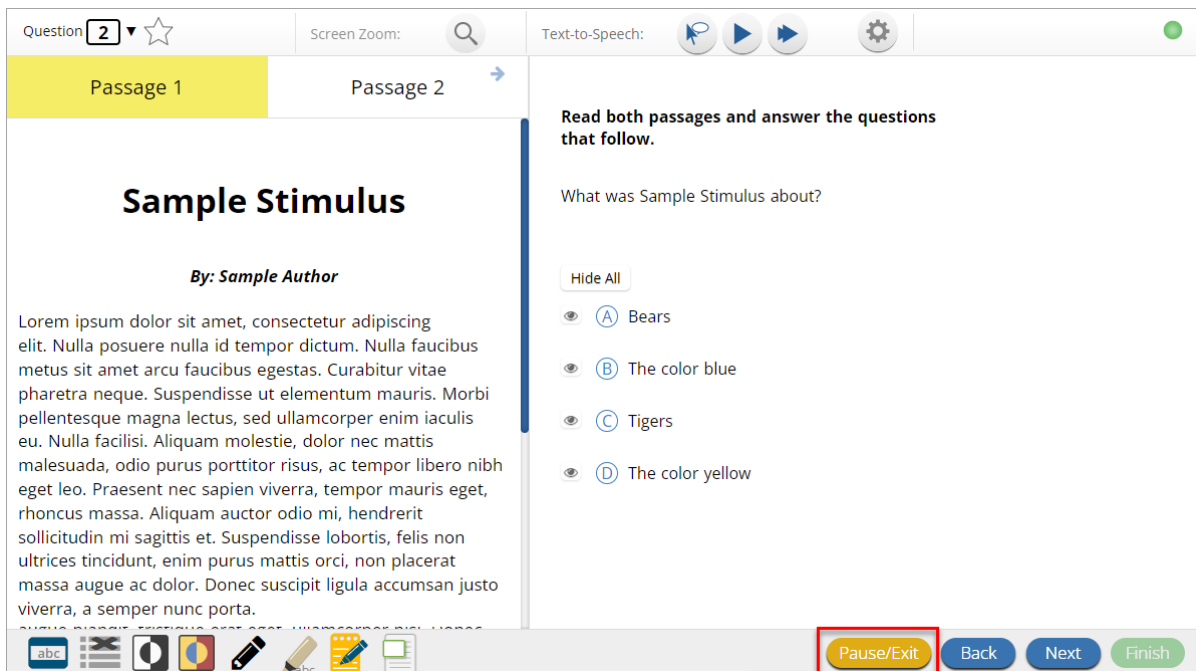


The sections below provide additional information for each of these situations as well as instructions for the district test coordinator to unlock a student's test questions.

II. Using the Pause/Exit Options and Inactivity Timeout

A. Pausing a test

The Pause/Exit button in the RICAS Student Kiosk allows students to securely pause their test and take a break during RICAS testing.



When a student clicks on the **Pause/Exit** button, they will be given the option to pause their test, exit their test, or cancel and return to their test.

Do you want to pause your test or exit your test?

Pause the test to temporarily log out. Exit the test to log out and close the testing application.

Pause Test Exit Test Cancel

When the student clicks on the **Pause Test** button, their test will be paused and a timer will begin to count down from 30 minutes. The student will have 30 minutes to return to their test before they are automatically exited from the test.

Your test is **paused**.

To resume testing, enter your password and click the Resume button.
To exit the test and close the testing application, click the Exit button.
When the timer reaches 00:00, your test will exit on its own.

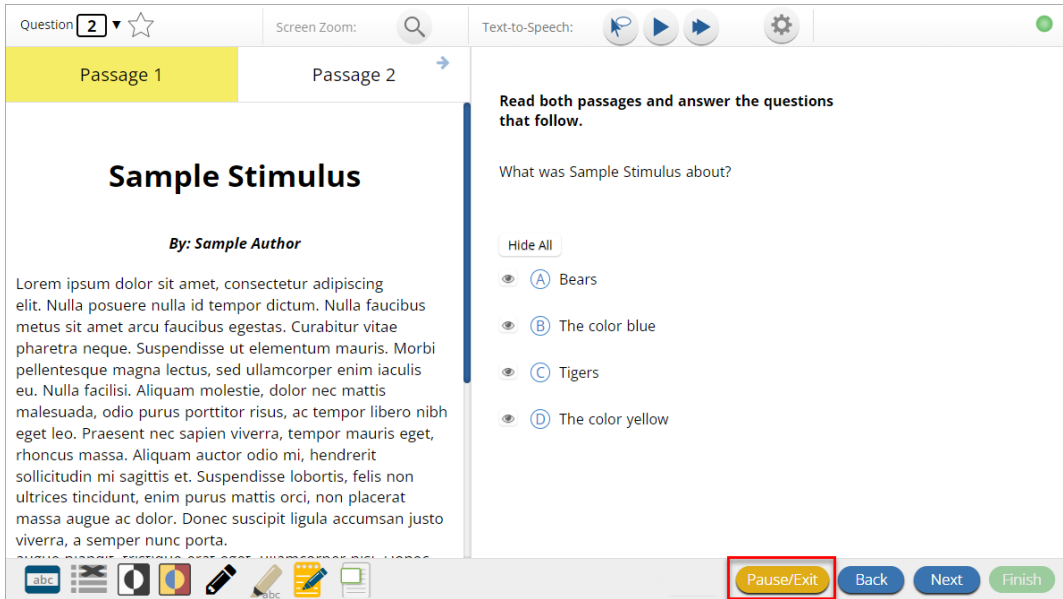
29:45

Password:

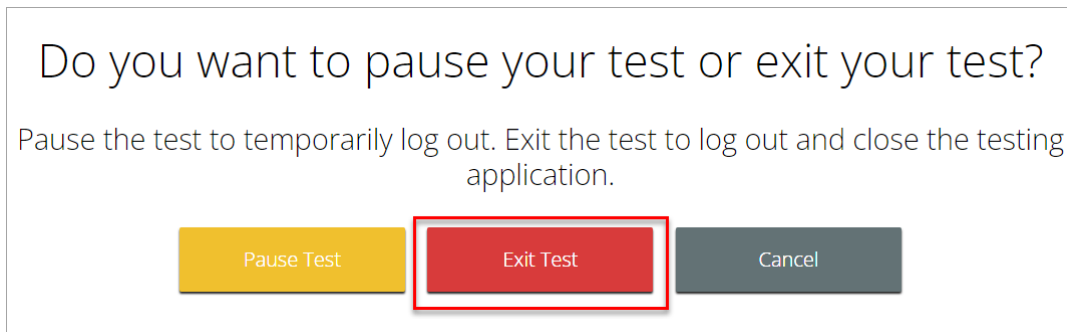
Resume Exit Test

B. Exiting the Test

If a student exits the test, they will be logged out of the kiosk. In order to exit the test, a student must click on the **Pause/Exit** button on the lower right corner of the screen.

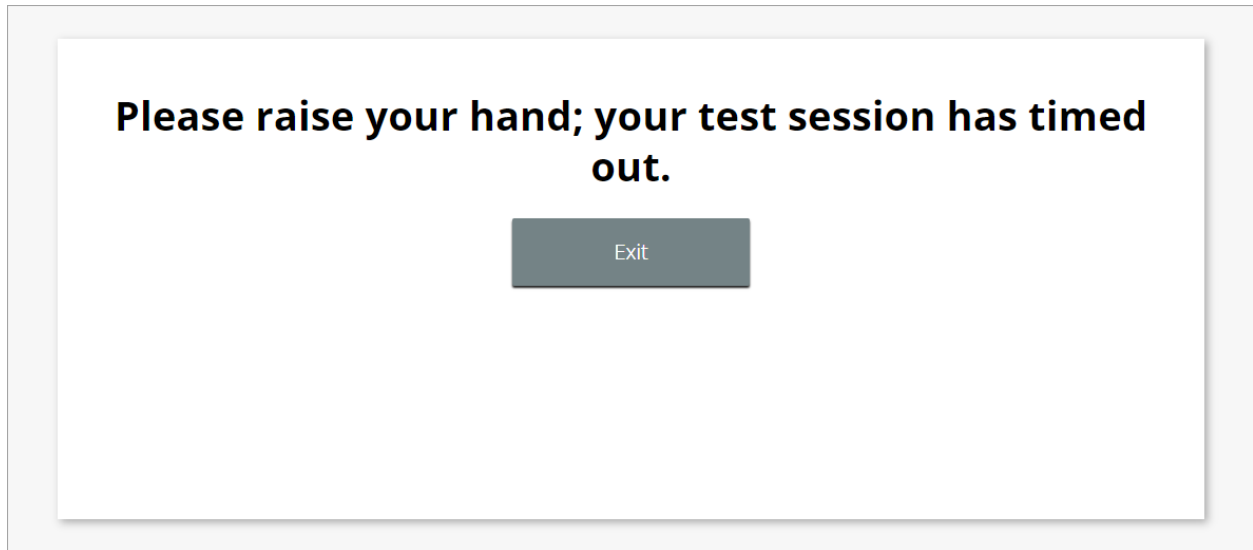


Then, they must select the **Exit Test** button.



C. Inactivity Timeout

When a student is inactive in their test for 60 minutes or more, the test will automatically time out and the student will be logged out of the kiosk. The student will be shown a message on screen, as displayed in the screenshot below, and the only option for the student will be to Exit.



D. Abrupt Closure

An abrupt closure refers to any time the kiosk closes without the student pausing or exiting; for example, this can occur due to a power outage, a device shutting off, or a hard reset.

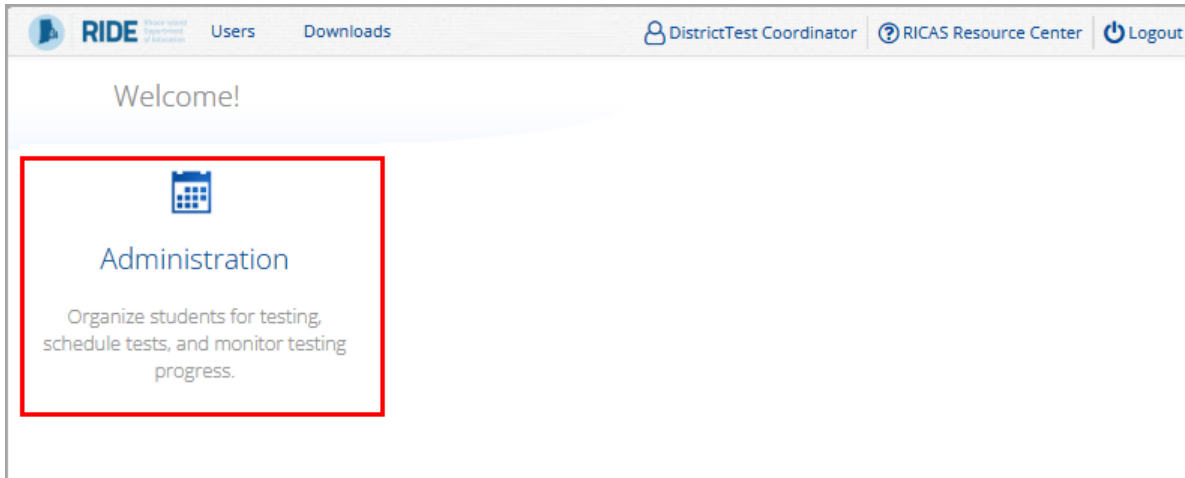
III. Unlocking Test Questions in a Test Session – Steps for District Test Coordinator

If a student needs access to previously answered questions that are locked in a test session, a district test coordinator must create an irregularity report in the RIDE Portal and contact RIDE before unlocking any tests. District Test Coordinators can allow the student access to those questions by using the **Unlock** feature on the scheduled test details page with approval from RIDE.

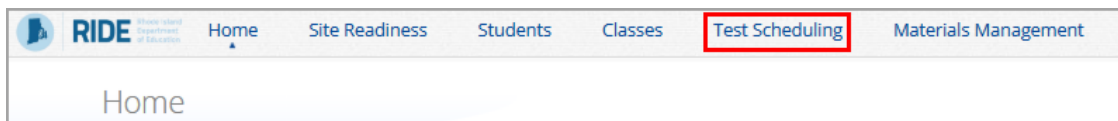
Note that the Unlock feature unlocks ALL previously unanswered questions in the test session. The student's original responses will be visible and may be edited by the student.

To unlock previously answered questions in a test session, follow the steps below:

1. Log into the [RICAS Portal](#) with your username and password.
2. On the RICAS Portal homepage, click **Administration**.

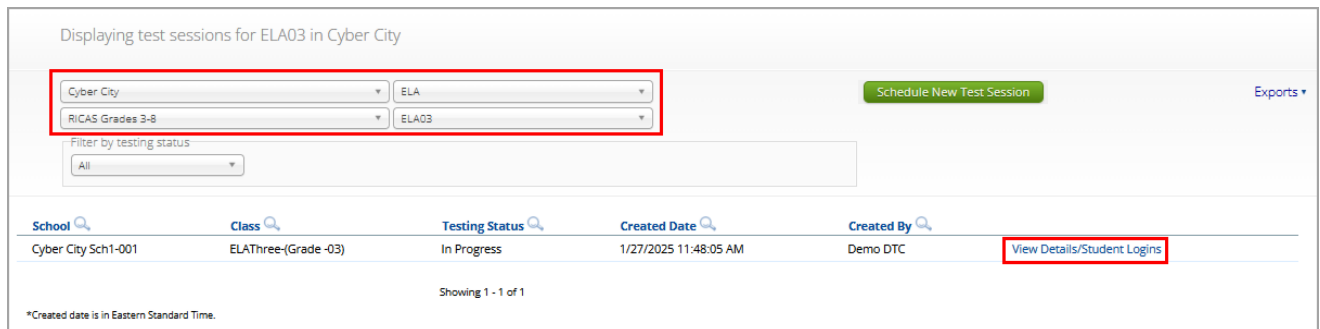



3. From the top menu bar of the Administration homepage, click **Test Scheduling**.



4. Select the **Organization, Program, Subject, and Test**.

5. Locate the scheduled test in the scheduled tests table and click **View Details/Student Logins**.



6. In the scheduled tests details table, click on the search icon  next to the First Name, Last Name, or Username to search for the student.

7. Click the **Unlock** link to unlock all the questions in the test session.

[← Back](#) [Edit Test Session](#)

District: Cyber City **School:** Cyber City Sch1-001
Administration: RICAS Admin **Content Area:** ELA
Class: ELAThree-(Grade-03)
Test Name: ELA03
Testing Window: 02/07/2025 to 01/17/2026

Test is in progress. It ends on **01/17/2026**. 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	2461006411
2	Session 2	8044145001

[Export Logins for Selected Students](#) [Add Report Code](#) [Unlock](#)

<input type="checkbox"/>	Last Name	First Name	Username	Password	Form Name	Date/Time Created	Test Report Code	Status	Date/Time Started	Date/Time Completed	
<input type="checkbox"/>	Arnowitz	Adela	7649596378	ztt6bju5	ELA03_Form_RA_1	02/07/2025 8:08:09 AM	+	Session 1: In Progress	2/7/2025 8:08:44 AM		Unlock

The student will be able to log into the RICAS Student Kiosk and view the questions that were automatically locked.