RIDE Rhode Island Department of Education

RICAS Portal User Management Guide

2025 RICAS Test Administration

Important Contact Information and Resources

Contact:	**RICAS Service Center**

For questions on:	• general test administration support
	• RICAS Portal and RICAS Student Kiosk such as
	  ○ 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. Introduction

Beginning with the spring 2025 administration, RICAS computer-based testing will use the following components:

- the **RICAS Portal**, the test administration and management website for district test coordinators, technology coordinators, principals/school test coordinators, test administrators, and other staff as needed
- the **RICAS Training Site**, where test coordinators, principals, technology coordinators, and test administrators can practice the tasks required in the RICAS Portal
- the **RICAS Student Kiosk**, the student testing platform

Users should be assigned the same role in the RICAS Training Site as in the RICAS Portal. RIDE recommends setting the same password for both sites. This document is intended to provide instructions for navigating and using the User Management section of the RICAS Portal.

II. Roles and Permissions

The RICAS Portal includes the following five separate user roles:

- District Test Coordinator (DTC)
- School Test Coordinator (STC)
- Test Administrator (TA)
- Technology Coordinator (TC)
- Reports Access Only (RAO)

Each role has a separate set of permissions that determine the user's level of access to the features within the RICAS Portal. See Table 1 below for more information. Note that some features of the portal will not be available until later this fall or winter.

Table 1. User Roles Permissions Matrix

Features	DTC	STC	TA	TC	RAO
Users					
Manage users (i.e., add, edit, or deactivate accounts)	X	X		X	
Site Readiness					
Access RICAS Student Kiosk installation links for downloading and installing on testing devices	X	X		X	
Access passwords used to initiate the Site Readiness tool on installed kiosks and certify the site (school) is ready for student testing	X	X		X	
Student Management					
Upload student registration file and assign accessibility features and accommodations*	X	X		X	
Create, edit, and delete classes*	X	X		X	

Features	DTC	STC	TA	TC	RAO
View existing classes, students, and scheduled tests*	X	X	X		
Test Management					
Schedule tests*	X	X		X	
View proctor passwords (required to sign a student back in to a test in certain situations)*	X	X	X	X	
Unlock previously answered items*	X	X			
Reactivate previously turned-in test*	X				
Manage, view, and monitor scheduled tests*	X	X	X	X	
Export test status* (i.e., access to exports that show student test status)	X	X		X	
View daily and cumulative testing metrics at a school or district*	X	X		X	
Track shipments and order additional materials*	X	X			
Reports					
View reports*	X	X		X	X

**Features marked with an asterisk will become available later this school year.*

III. Logging in to the RICAS Portal

A. Initial Login Instructions

When a user account is created, users will receive automated emails from ricasservicecenter@cognia.org.

- Users will receive two emails for the **RICAS Portal**: one containing their username and one containing their password.
- Users will receive two emails for the **RICAS Training Site**: one containing their username and one containing their password.

After receiving the emails, users will need to follow the links to log in to both the RICAS Portal and RICAS Training Site and reset their passwords. Note that users will need to set up passwords separately for each site; RIDE recommends setting the same password for the RICAS Portal and the RICAS Training Site.

If you have not received your RICAS Portal login instructions, users may receive support as follows:

- **Test administrators and school-level technology coordinators** should contact their principal or school test coordinator for assistance.
- **Principals, school test coordinators, and district-level technology coordinators** should contact their district test coordinator for assistance.
- **District test coordinators** should contact the RICAS Service Center for assistance.

B. Password Requirements

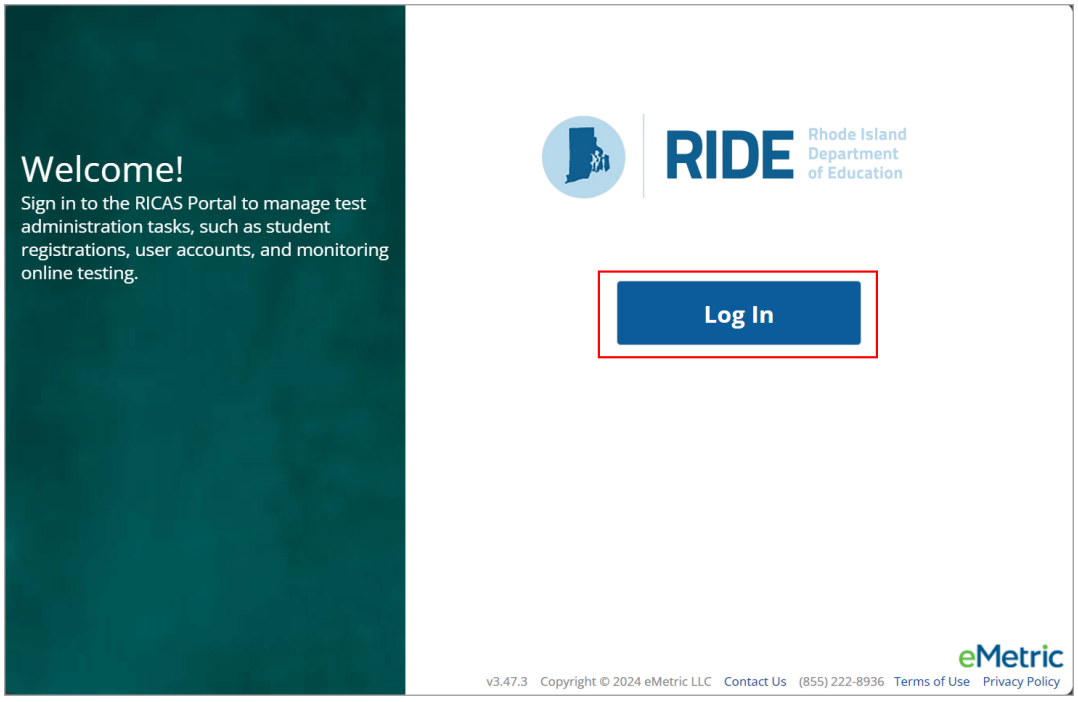
Passwords must meet the requirements shown below. Passwords expire after 365 days. If it has been longer than 365 days since you have updated your password, you will be required to update it upon login.

1. Minimum of 12 characters, maximum of 32 characters
    - One uppercase letter
    - One lowercase letter
    - One number
2. One special character (~!@#$%^&*()_+=-{}|[]:";'<>?)

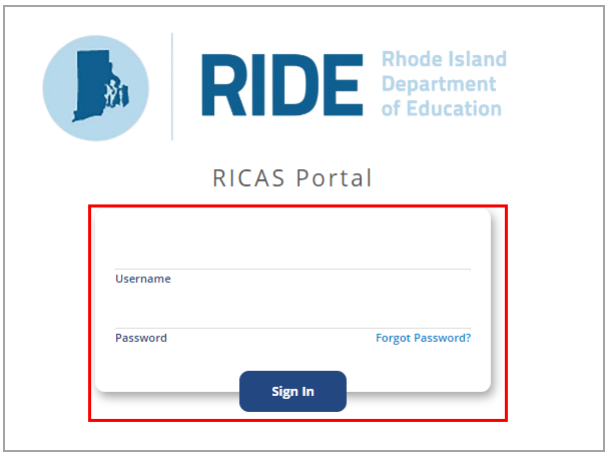
C. Logging In

1. To access the RICAS Portal, navigate to https://ricas.cognia.org/ (see screenshot below). Click the **Log In** button to enter your username and password.

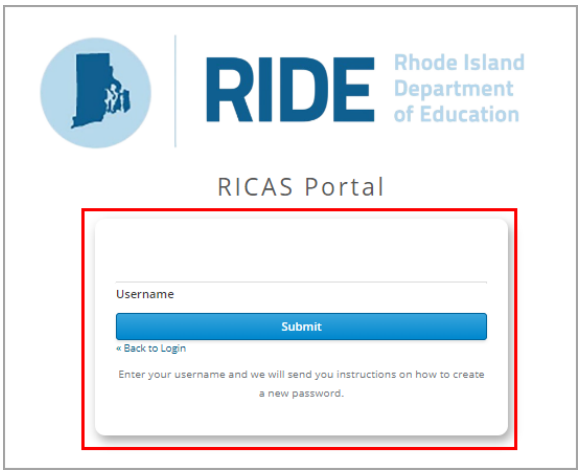
    When logging in for the first time, use the username and password from the initial system emails.



2. Type in your username and password as indicated in the screenshot below and click the **Sign In** button to enter the portal.



If you have forgotten your password, select the **Forgot Password?** link and enter your username as indicated in the screenshot below. Select the **Submit** button. The system will send an email to the email address associated with the account providing instructions to reset your password.



IV. RICAS Portal Homepage

The RICAS Portal is used to perform test administration management tasks, assigning student accommodations, scheduling students for tests, conducting technology preparations, and viewing reports.

Upon logging in to the RICAS Portal, the portal homepage provides access to the following sections according to your role and organization:

- **User Management:** Used for adding and editing portal user accounts
- **Administration:** Used for the following tasks:
    - downloading the RICAS Student Kiosk and completing Site Readiness tasks
    - assigning students and classes for testing
    - scheduling tests
    - accessing student log-in information

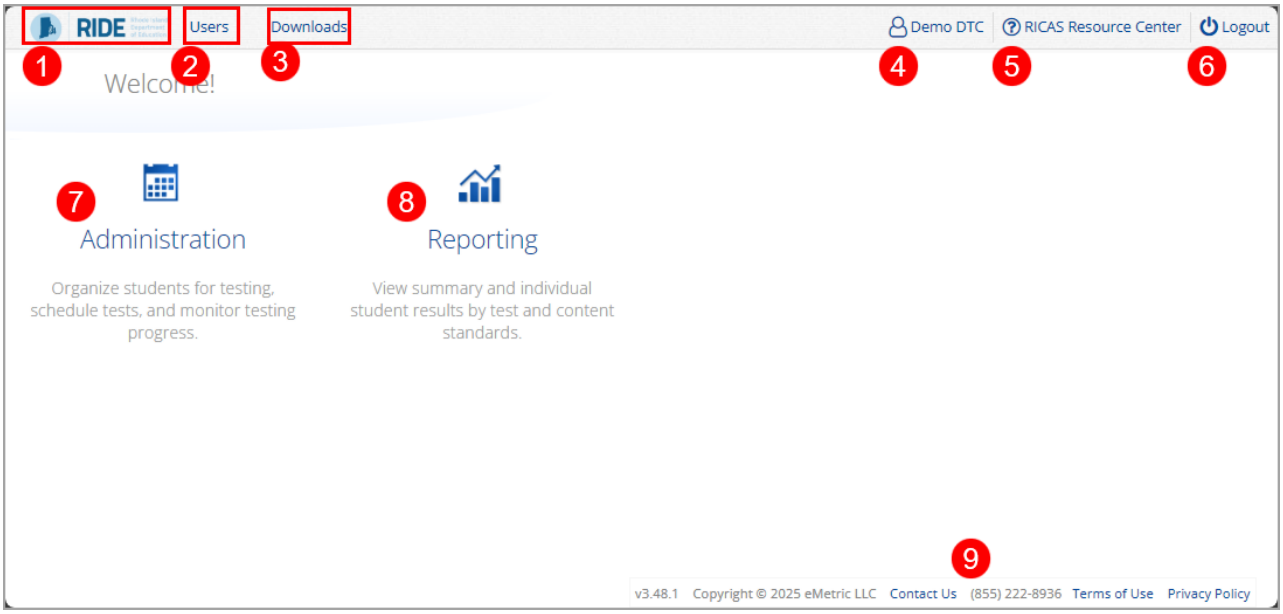
- printing student test logins
- monitoring student test status
- placing and tracking orders for materials

A. Navigating the RICAS Portal Homepage

In Table 2 below are descriptions of the features and sections that are available on the RICAS Portal homepage. The numbered icons listed in Table 2 below are shown in the screenshot that follows indicating the location of the feature or section on the RICAS Portal homepage.

Table 2. RICAS Portal Homepage

Icons	Description
1	Click the **RIDE logo** in the top left corner of any page to return to the RICAS Portal homepage.
2	Click **Users** at the top left-hand side of the top menu bar on the RICAS Portal homepage to access User Management. User Management is where RICAS Portal user accounts are created and edited.
3	Click **Downloads** to view and download large exports of student test statuses, such as Export Test Status for All Tests.
4	Click your **username** in the top-right corner of the page to view your profile. This is where you can update your password. ("Demo DTC" is the username in this example.)
5	Click the **RICAS Resource Center** link in the top right-hand corner of the page to access the RICAS Resource Center, which will open in a new tab in your web browser.
6	Click **Logout** at the top right-hand corner of the page to log out of the portal. After clicking **Logout**, you will be prompted to then select the **Logout** button on the next page that appears.
7	Click **Administration** to access the Administration section to manage student data, order materials, assign students to classes, schedule tests, print student testing tickets, and monitor testing status.
8	Click **Reporting** to access the Reporting section. Reporting is where users will access the available reports. This feature will be available later this school year.
9	Click **Contact Us** at the bottom of the RICAS Portal homepage to open a blank email message addressed to the RICAS Service Center. The phone number next to **Contact Us** is for the RICAS Service Center.

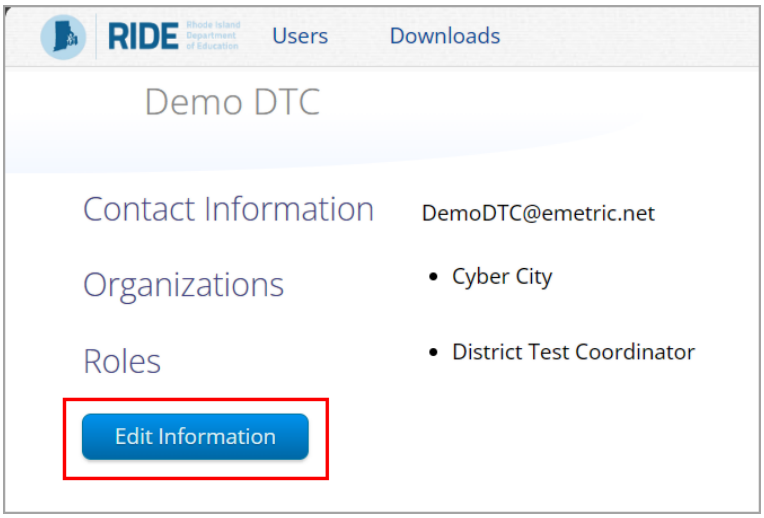


B. Update Your Profile

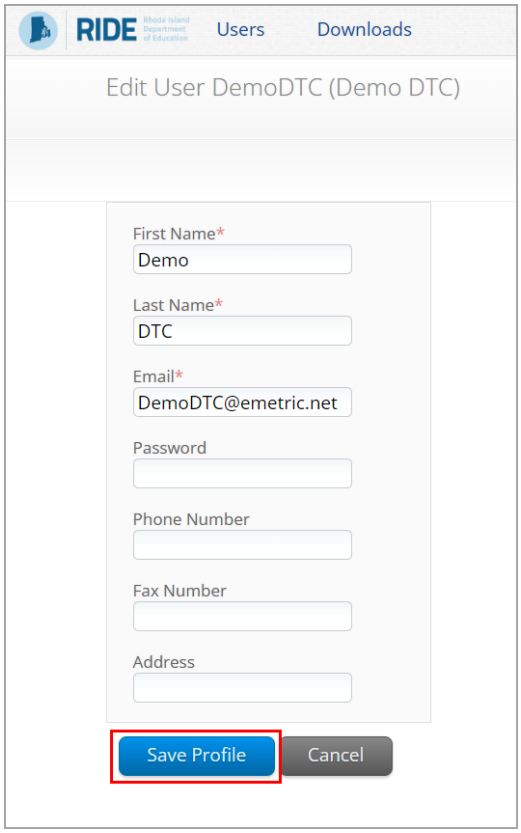
Your profile page displays your contact information, organization(s), and role.

To update your user profile, follow the steps below:

1. Click on your name in the upper right corner of the portal.
2. Click the **Edit Information** button to make updates to your first or last name, email address, password, phone number, fax number, or address.



3. Click **Save Profile** to save any changes you have made.



V. User Management

A. General Overview of User Management

To access the User Management section, click the **Users** link on the top left-hand side of the menu bar of the RICAS Portal homepage. Features in User Management are available based on user role permissions. Within User Management, test coordinators can view user accounts, add new user accounts, and manage existing user accounts for their school or district. By default, a list of existing active users will be shown.

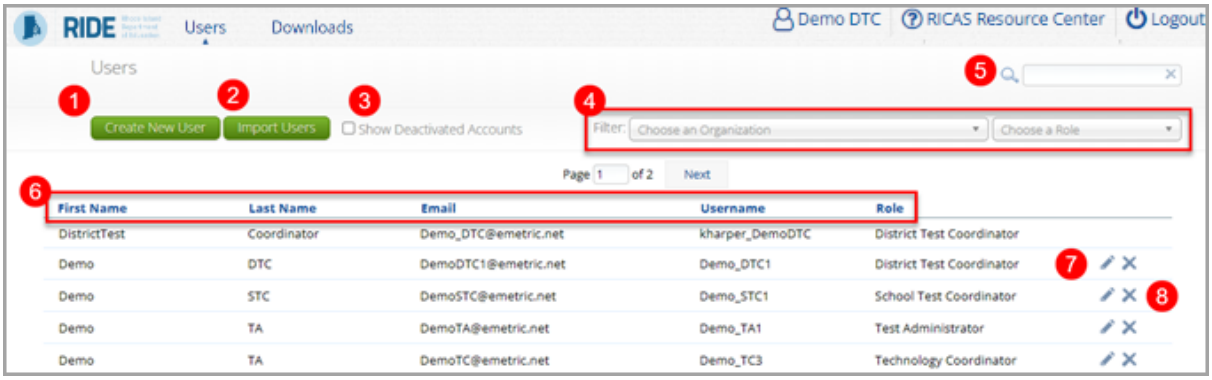
In Table 3 below are descriptions of the features that are available on the User Management homepage. The numbered icons listed in Table 3 are shown in the screenshot that follows to indicate the location of the feature.

Table 3. User Management Homepage

Icons	Description
1	To manually add a new user account, click the **Create New User** button, and follow the instructions in the **Manually Add New User Accounts** section listed below in section B.
2	To add new users or update existing users via a file upload, click the **Import Users** button, and follow the instructions in the **Adding and Editing Multiple User Accounts via File Upload** section below in section D.

Table 3. User Management Homepage continued

Icons	Description
3	To view a list of deactivated users, select the checkbox to the left of **Show Deactivated Accounts**. The user table will change to show only deactivated users.
4	Filter the list by selecting an organization in the **Choose an Organization** drop-down menu or by selecting a user role (District Test Coordinator, School Test Coordinator, Technology Coordinator, Test Administrator, or Reports Access Only) in the **Choose a Role** drop-down menu.
5	To search for a user, type the first name, last name, username, or email address in the **Search** box in the top right-hand corner, and then press **Enter** or click the search icon.
6	Sort columns by clicking the column heading.
7	To edit an existing user record, select the **Edit User** icon in the row with that user's name and follow the instructions in the **Manually Editing a User Account** section listed below in section B.
8	To deactivate a user account, click the **Deactivate User** icon in the user's row and follow the instructions in the **Deactivate and Reactivate Users** section listed below in section C.



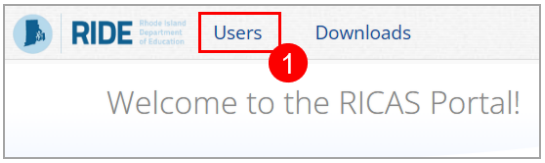
B. Manually Adding and Editing User Accounts

In the RICAS Portal, there are two options for adding and editing user accounts. The first option is to manually add or edit a user account; this is recommended if you are adding or editing fewer than ten accounts. The second option is to add or edit multiple user accounts through file upload, which is shown in section D listed below; this is recommended when adding or editing a large number of user accounts.

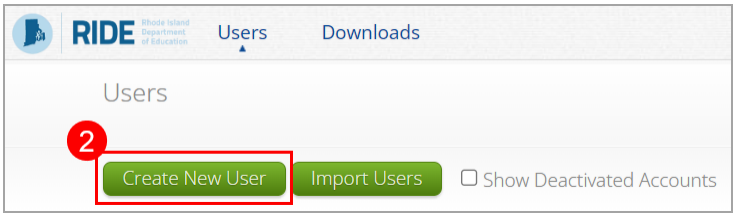
Manually Add New Users (recommended for 10 or fewer users)

To manually add a new user, follow the steps below:

1. On the RICAS Portal homepage, click **Users** at the top left-hand side of the top menu bar, shown in **(1)**.



2. Click the **Create New User** button, shown in **(2)**.



3. Enter the new user's contact information, shown in **(3)** below. Fields with a red asterisk (*) are required.

    a. Use the new user's email address as their username.

    b. Ensure the email address is accurate. New RICAS Portal users will be sent two emails containing their username and password to the email specified.

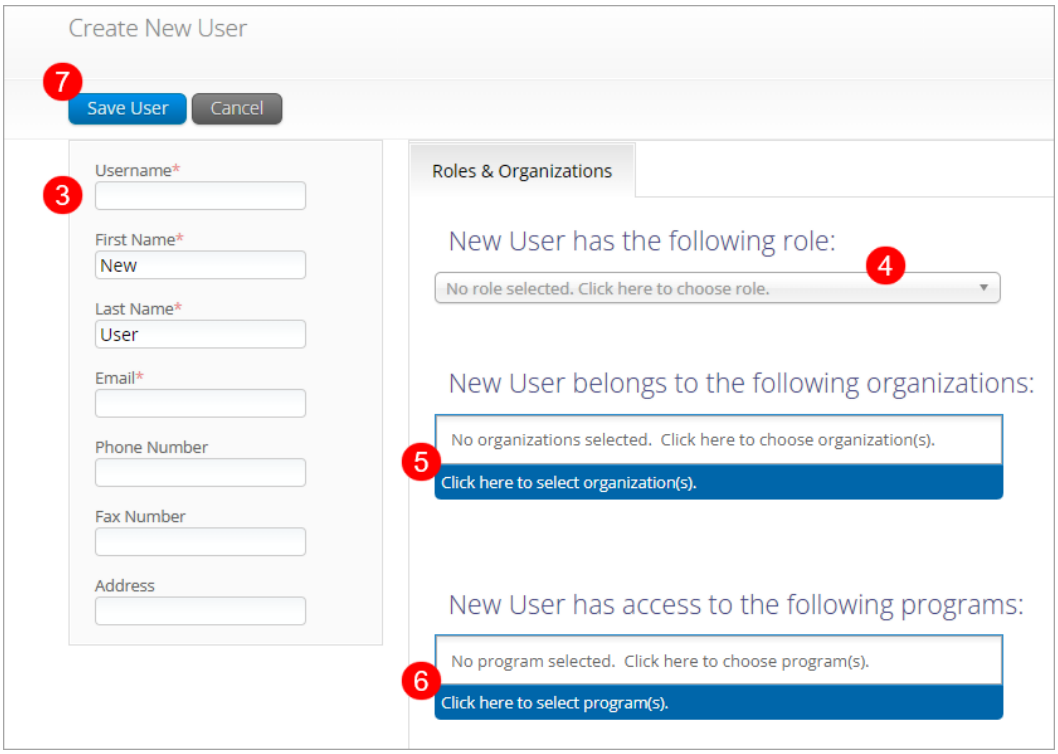
4. Select the role you wish the user to have from the **New User has the following role** drop-down menu shown in **(4)** below. See Table 1 above for user role permissions.

    Each user account can only be assigned ***one role***. If one person will conduct tasks that are common across multiple roles, they should be given the role with the highest level of permission to complete their tasks. For example, if a user is performing tasks of both a school test coordinator and a test administrator, they should be assigned the role of school test coordinator, since that role has the higher level of access.

5. In the **New User belongs to the following organizations** section, click the blue bar to select the organization(s) the user will have access to, shown in **(5)**. Users may have access to multiple organizations.

6. In the **New User has access to the following programs** section, click the blue bar to select **RICAS Grades 3-8**, shown in **(6)**.

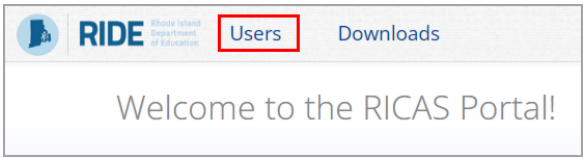
7. Click **Save User** in the top left-hand side of the screen to save the new user account, shown in **(7)**.



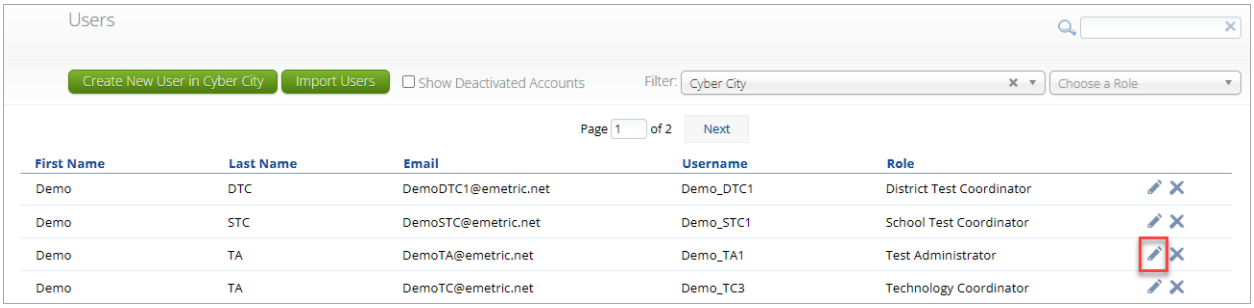
Manually Edit a User Account (recommended for 10 or fewer users)

To manually edit an existing user, follow the steps below:

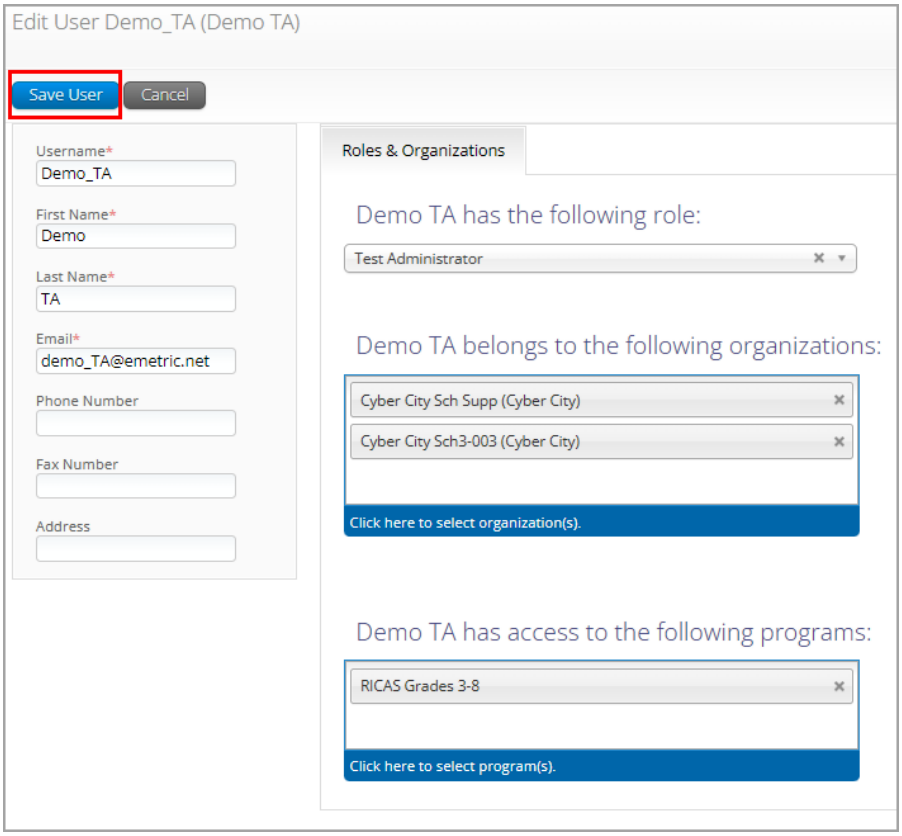
1. On the RICAS Portal homepage, click **Users** at the top left-hand side menu bar.



2. Select the **Edit User** icon in the desired user's row.



3. You are directed to the user's profile.
4. Edit fields as allowed by your account type, shown below.



5. Click **Save User** (shown in the red box above) to save any changes made to a user's profile.

C. Deactivate and Reactivate User Accounts

A district test coordinator, school test coordinator, or technology coordinator can deactivate existing user accounts and reactivate user accounts that were previously deactivated within their organization. Deactivating a user account will remove the account from the list of active users and render the account unusable. The deactivated account still exists in the system and the **username cannot be reused**. Accounts that have been deactivated can be reactivated, edited, and used again. When a user account is deactivated or reactivated, an email notifying the user will be sent to the email address associated with the account.

Note: When a user account is linked to multiple organizations, deactivation may not work if the user performing the deactivation does not have access to the same organizations. This can result in the account still appearing as active in the user table.

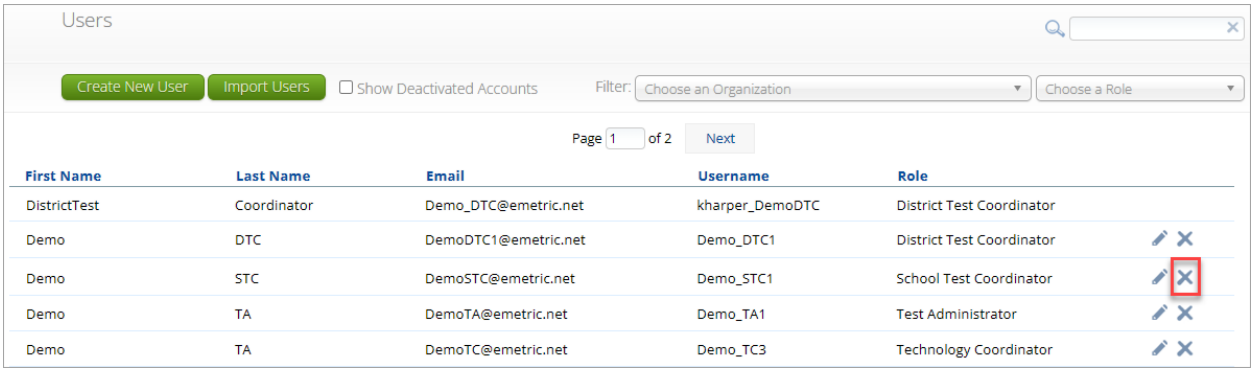
To resolve this, ensure that the deactivation process is carried out by someone with access to all relevant organizations, such as a district test coordinator or technology coordinator with district level access.

Deactivate User Accounts

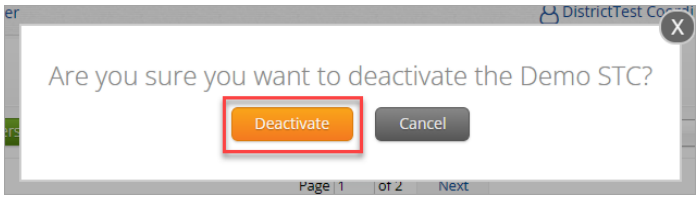
To deactivate a single user account, follow the steps below:

1. On the RICAS Portal homepage, click **Users** at the top left-hand side of the top menu bar.

2. Click the **Deactivate User** icon ✕ in the desired user's row.

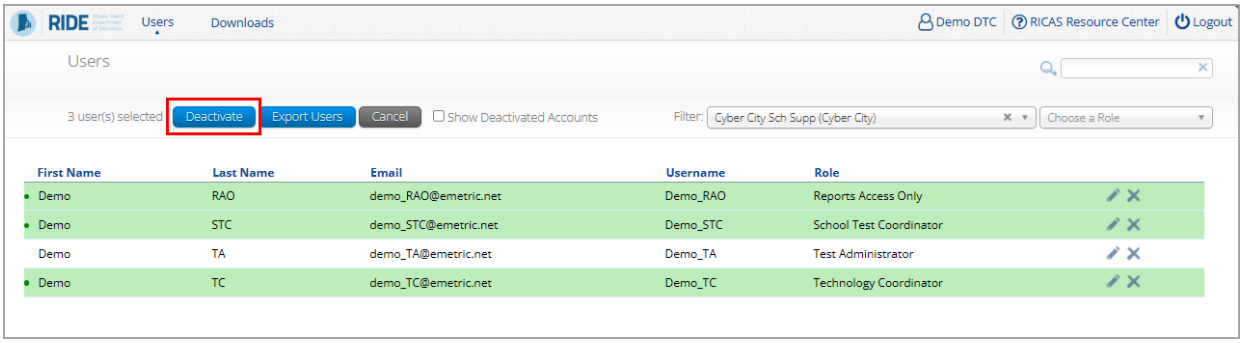


3. A pop-up verification message will appear. Click **Deactivate** to confirm deactivation of the user account.



To deactivate multiple user accounts, follow the steps below:

1. On the RICAS Portal homepage, click **Users** at the top left-hand side of the top menu bar.
2. Select each account. Once selected, the row will appear highlighted in green. Then click the **Deactivate** button above the user table.

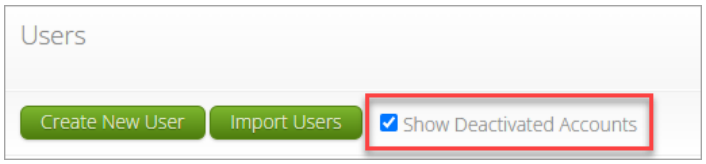


3. A pop-up verification message will appear. Click **Deactivate** to confirm deactivation of the selected user accounts.

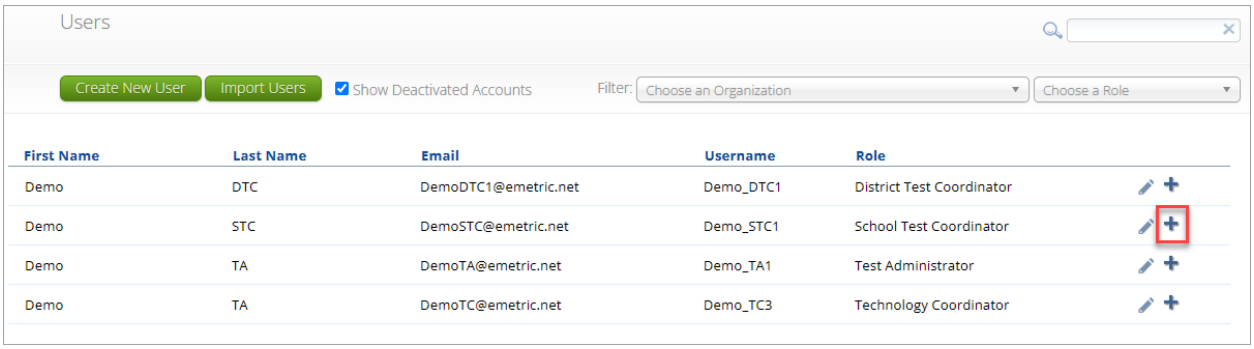
Reactivate User Accounts

To reactivate a single user account that was previously deactivated, follow the steps below:

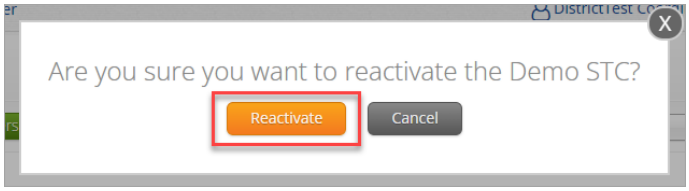
1. On the RICAS Portal homepage, click **Users** at the top left-hand side of the top menu bar.
2. Click the **Show Deactivated Accounts** checkbox.



3. Click the **Reactivate** + icon in the desired user's row to reactivate their user account.

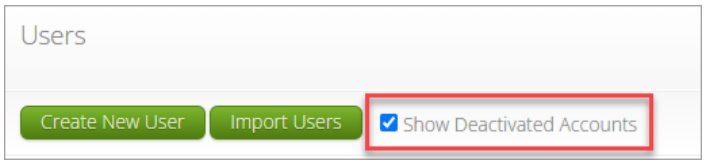


4. A pop-up verification message will appear. Click **Reactivate** to confirm reactivation of the user account.

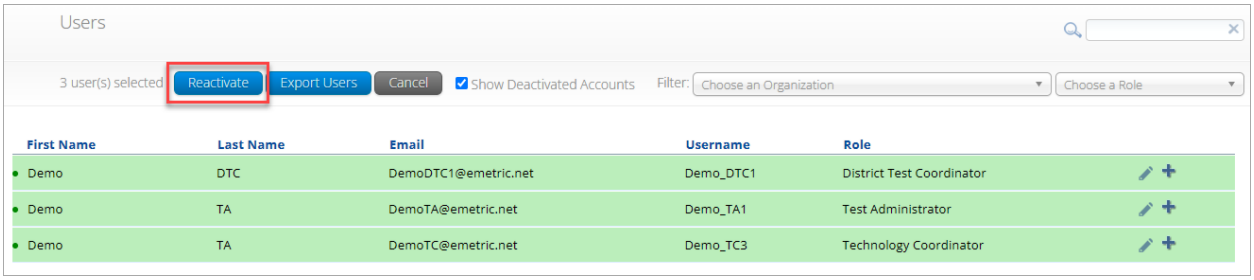


To reactivate multiple user accounts, follow the steps below:

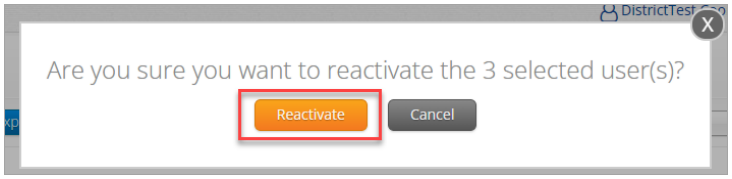
1. On the RICAS Portal homepage, click **Users** at the top left-hand side of the top menu bar.
2. Click the **Show Deactivated Accounts** checkbox.



3. Select each account to be reactivated and click the **Reactivate** button above the user table.



4. A pop-up verification message will appear. Click **Reactivate** to reactivate selected user accounts.

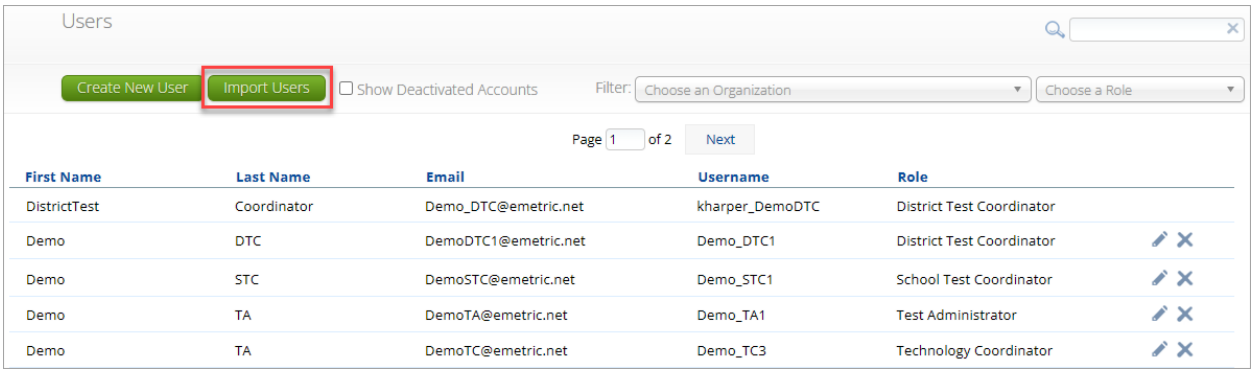


D. Adding and Editing Multiple User Accounts via File Upload

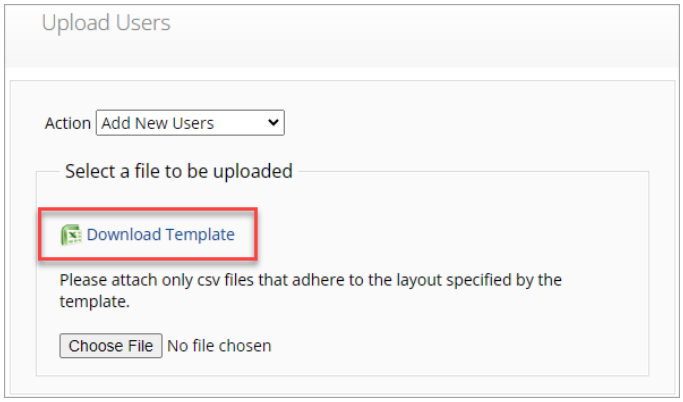
If you have several user accounts to add or edit, it may be easier to use the file upload feature. File uploads are required to be in .CSV file format, and files must be uploaded separately for adding new users and editing existing user accounts. Note that user accounts may not be deactivated or reactivated via file upload.

Adding Multiple User Accounts via File Upload

1. To add new users via file upload, from the **Users** page, click the **Import Users** button.



2. Click the **Download Template** link to download the user template. The template will be downloaded to your device.

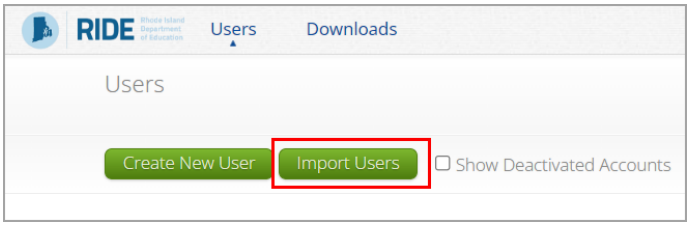


3. Fill out the template and save the file in .CSV format. See Table 4 below for information on how to fill in the template. There is a **limit of 200 records** for each upload file.

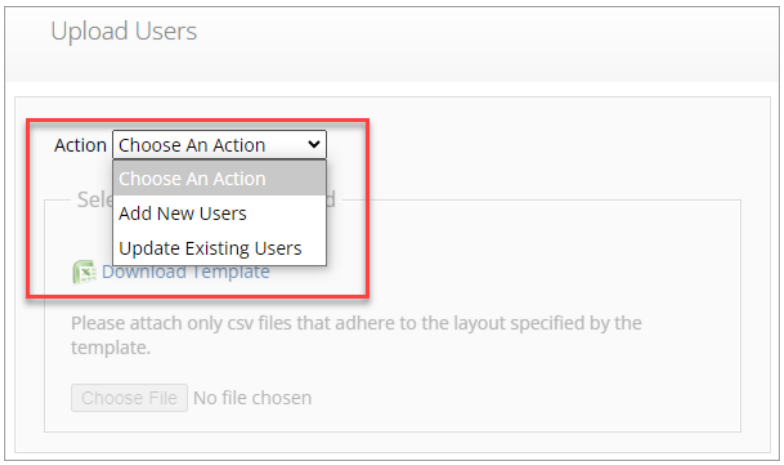
   The following is an example of a user import file:

	A	B	C	D	E	F	G	H	I	J
1	Username	Fname	Lname	Email	Role	Org	Program	Phone	Fax	Address
2	DemoDTC	Demo	DTC	DemoDTC@emetric.net	DTC	99	1033|1035			
3	DemoTC	Demo	TC	DemoTC@emetric.net	TC	99	1033|1035			
4	DemoTA	Demo	TA	DemoTA@emetric.net	TA	12345	1033|1035			
5	DemoSTC	Demo	STC	DemoSTC@emetric.net	STC	12345	1033			
6	DemoRAO	Demo	RAO	DemoRAO@emetric.net	TA	12345|12346	1035			
7										

4. Once the user upload file has been created, navigate to the Upload Users page. From the Users page, click the **Import Users** button.

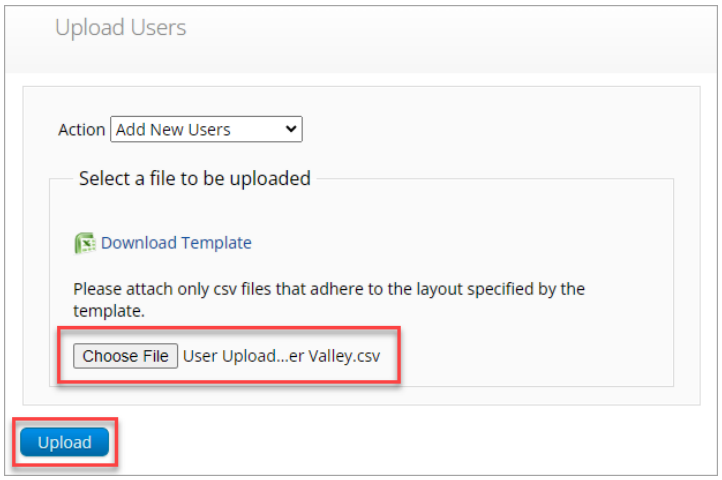


5. Select **Add New Users** from the **Choose An Action** drop-down menu.



6. Click **Choose File** and select the user upload file from your computer. You will now see the file name next to the **Choose File** button.

   Click **Upload** to upload the file. A pop-up confirmation will appear indicating the user file has been uploaded, and a summary containing the number of users created and the number of records rejected will be provided. New RICAS Portal users will be sent two separate emails containing their username and password to the email specified.

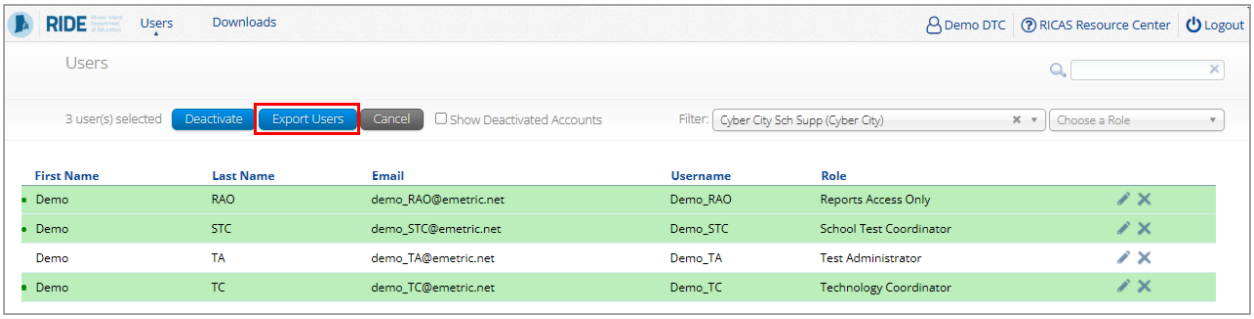


Note: If the file is not in .CSV format, you will receive an error message upon clicking **Upload**. You will need to update the file format to .**CSV (*Comma delimited)*** and upload the file again.

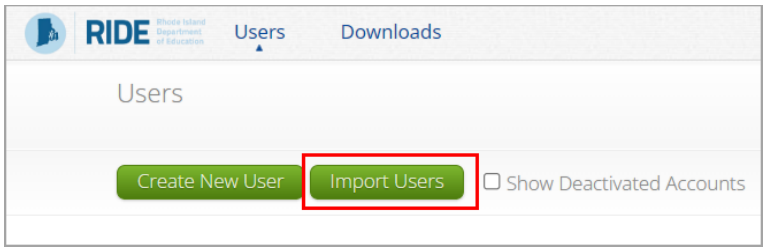
Editing Multiple User Accounts via File Upload

To edit multiple user accounts via file upload, follow the steps below:

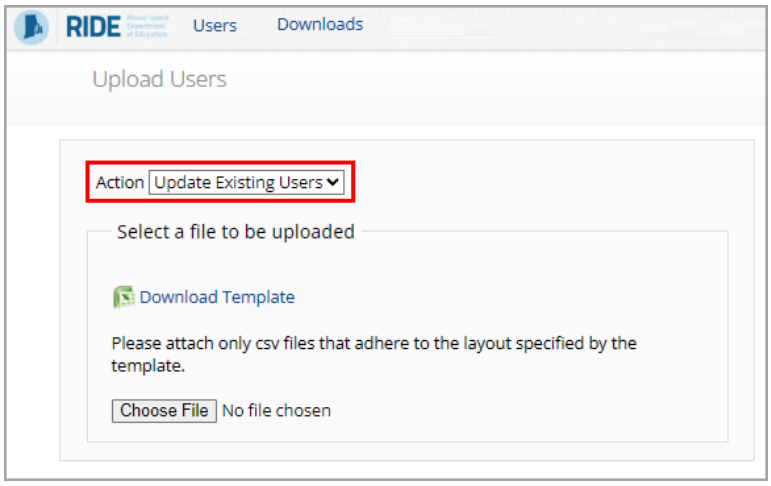
1. On the RICAS Portal homepage, click **Users** at the top left-hand side of the top menu bar.
2. Select the user accounts you wish to edit by clicking on their row in the user table. Once selected, they will appear in green highlighting and the **Export Users** button will appear.



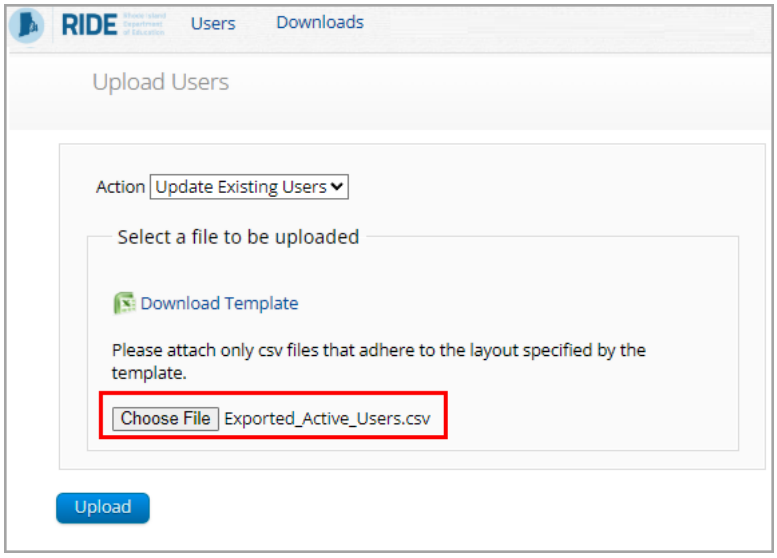
3. Click **Export Users**. A confirmation will appear to confirm that the user data you selected was exported and the export file downloaded.
4. Edit the exported file as needed; in the file, you will be able to edit the user's role or organization or update the user profile information (first name, last name, email address, phone number). See Table 4 below for information on how to fill in the template. Once done editing, save the file.
5. On the User Management homepage, click **Import Users**.



6. On the Upload Users page, select **Update Existing Users** in the Action drop-down menu.



7. Click **Choose File** and select the user upload file from your computer. You will now see the file name next to the **Choose File** button.



8. Click **Upload** to upload the file. A pop-up confirmation will appear indicating the user file has been uploaded, and a summary containing the number of users updated and the number of records rejected will be provided.

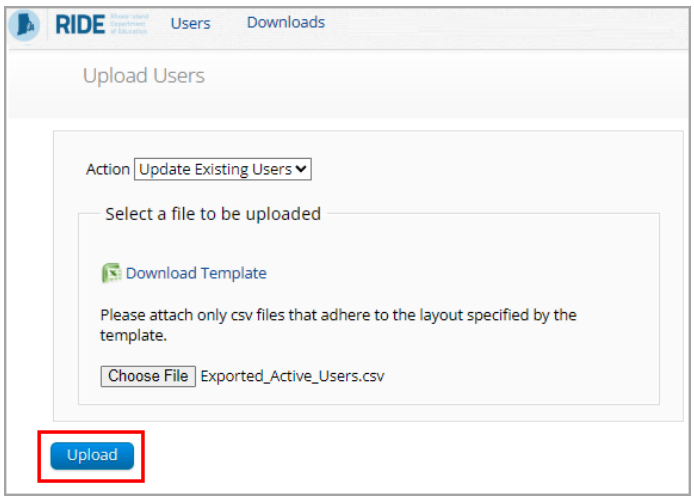


Table 4 below describes the columns, required fields, and accepted values in the upload file:

Table 4. Import Users Data Definitions Table

Field Name	Description	Accepted Values
Username*	User's username for logging in to the portal	Up to 50 alpha-numeric characters; this should be the user's email address.
Fname*	User's first name	Up to 25 characters
Lname*	User's last name	Up to 25 characters
Email*	User's email address	Any standard email address
Role*	User's role	One of the following: DTC — District Test Coordinator TC — Technology Coordinator STC — School Test Coordinator TA — Test Administrator RAO — Reports Access Only The abbreviated role will be used in the .CSV file. *For example:* STC will be the accepted value in the .CSV file for adding a School Test Coordinator.

Table 4. Import Users Data Definitions Table continued

Field Name	Description	Accepted Values
Org*	District Code associated with the district level user School Code associated with the school level user	<u>District Test Coordinator, Technology Coordinator (District)</u> Org = District Code *For example:* If District Code is = 99 then Org = 99 <u>School Test Coordinator, Technology Coordinator (School), Test Administrator (School)</u> Org = School Code *For example:* If School Code = 12345 then Org = 12345 If a user belongs to multiple organizations, a pipe character (“|”) should be used to separate the organizations. *For example:* If a user belongs to schools 12345 and 12346 in District 99 then Org = 12345|12346

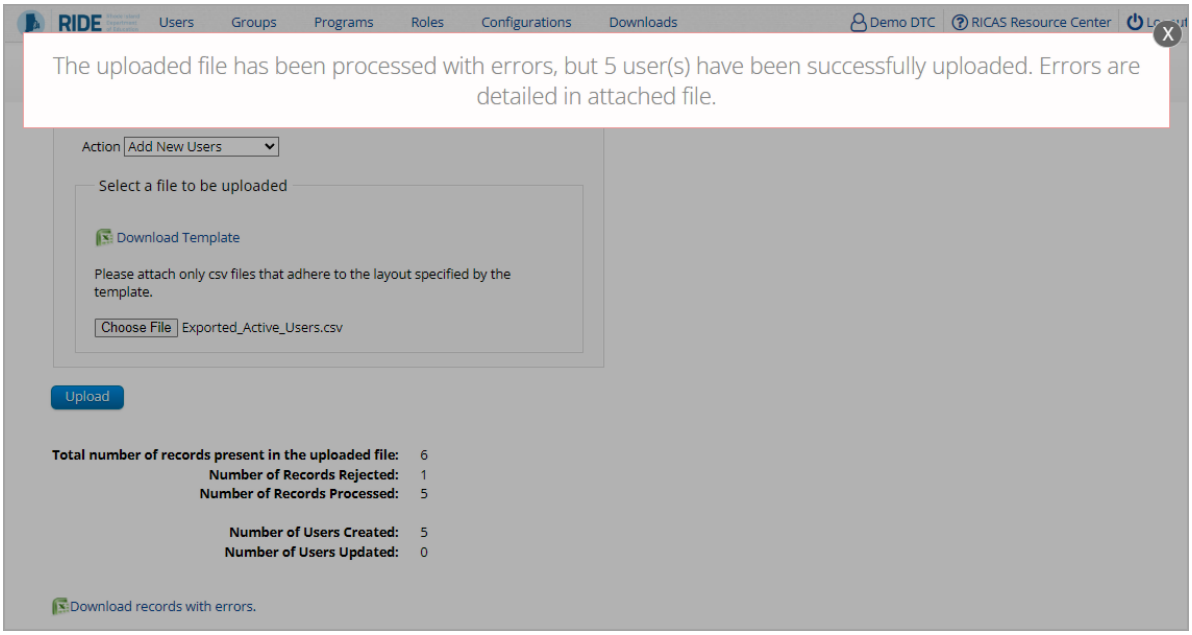
Table 4. Import Users Data Definitions Table continued

Field Name	Description	Accepted Values
Program	Programs available for the user	Blank 1033 = RICAS Grades 3-8 **Note:** If this is left blank, the user will be assigned to all programs by default.
Phone	User's phone number	Phone number in xxx-xxx-xxxx format
Fax	User's fax number	Fax number in xxx-xxx-xxxx format
Address	User's address	Up to 200 characters

**Required Field*

Resolving Import User Errors

If there are errors in the user upload file, you will be notified after the upload file has been processed. A summary of the results of the upload will be shown on the Upload Users page and a downloadable file detailing the errors will be made available.



Pop-up notification messages are provided in Table 5 below along with results of the file upload and next steps to resolve any errors.

Table 5. Import Users Pop-Up Messages

Pop-Up Message	Result	Next Steps
The uploaded file has been processed and {successCount} user(s) have been successfully uploaded.	Success	No action needed. File was processed without errors.
The uploaded file has been processed with errors, but {successCount} user(s) have been successfully uploaded. Errors are detailed in attached file.	Some errors	Click on the Error file to download. Open the file to view the fields for which there are errors.
No users have been uploaded. Errors are detailed in attached file.	Only errors	Click on the Error file to download. Open the file to view the fields for which there are errors.
The uploaded file is not in the expected .CSV format. Please update the file and try again.	File is not in .CSV format.	Open your original Users file. Click **Save As**, select a file location, click on **Save as type**: drop-down menu, select **.CSV (Comma delimited)**, then click **Save**.

Click **Download records with errors** to download a file that contains details about errors in the uploaded file.

Sample error file:

	A	B	C	D	E	F	G	H	I	J	K
1	Username	Fname	Lname	Email	Role	Org	Program	Phone	Fax	Address	Notes
2	Demo_DTC	Demo	DTC	demoDTC@emetric.net	DTC	00-77I777	1036				User exists with same username
3	Demo_STC	Demo	STC	demoSTC@emetric.net	STC	00-77I777-001|00-77I777-004|00-77I777-005	1036				Invalid organization number.
4	Demo_TA	Demo	TA	demoTA@emetric.net	TA	00-77I777-001|00-77I777-002|00-77I777-003	1036				User exists with same username
5	Demo_TC	Demo	TC	demoTC@emetric.net	IT	00-77I777	1036				Invalid role.
6											

The Error File will contain one or more of the errors shown in Table 6 below:

Table 6. Import Users Errors

Notes Field in Error File	How to Resolve the Error
User exists with same username	Modify the username.
Username must be 4-50 alpha-numeric characters	Modify the username to contain at least 4 characters, not more than 50 characters, and include a mix of letters and numbers in the username.
First name must be 1-25 characters long	Modify the first name to contain at least 1 character and not more than 25 characters.
Last names must be 2-25 characters long	Modify the last name to contain at least 2 characters and not more than 25 characters.
Invalid role	Add a valid role abbreviation.
Invalid organization and role pairing	If the user is a STC, verify that the district number and school number are provided in the Org field.
Invalid organization number	Verify the organization number is correct. If you are creating a DTC or TC that covers the district, verify the district number is correct.
Invalid/Not allowed program ID	Update the program ID to be a valid number. See the table above for valid program codes.

Correct the invalid fields in the User Upload file. Then, save the updated file and repeat the steps to import. You will start with **Step 4** listed above.

Contact the RICAS Service Center for assistance with errors that you are unable to resolve.