

2026 ACCESS Test Coordinator Training

Fall 2025

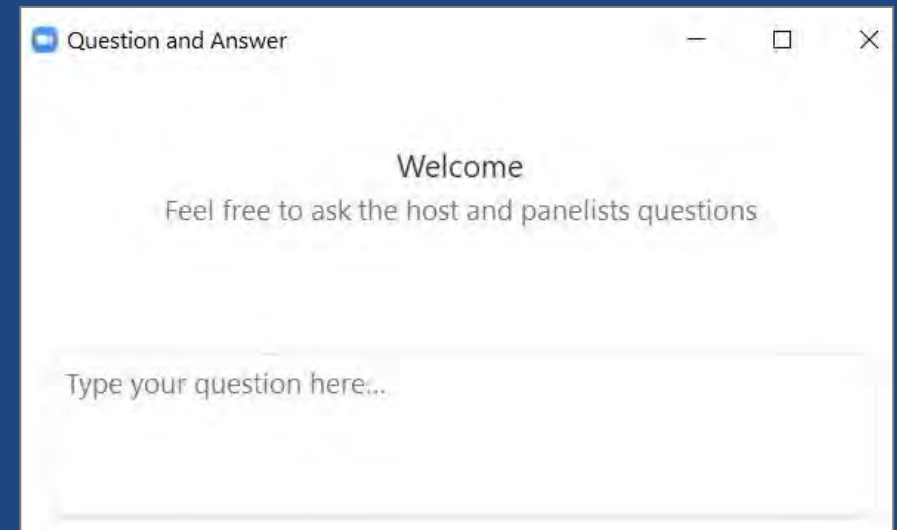
Erma Brown, MCAS and ACCESS Test Administration Specialist

Melanie Manares, English Language Proficiency Assessment Coordinator

Robert Pelychaty, Manager of Inclusive Assessment

Logistics for This Session

- Questions may be asked at any time using the Q&A feature on the Zoom Webinar screen.
 - Questions about a specific student should be sent by email to access@mass.gov.
 - Some questions may be covered later during the presentation.
 - Answers will be provided in the Q&A.



Contents

- Overview of WIDA ACCESS
- Preparing to administer the ACCESS tests
- Administering ACCESS
- Accessibility and accommodations
- Resources and support
- Contact information

Overview of WIDA ACCESS

- Name change
- Testing schedule
- WIDA and WIDA AMS (DRC Insight) accounts
- Sources of information
- New from DRC and WIDA in 2026
- Participation requirements

2026 ACCESS: Important Dates

Activity	Dates
Test administrators complete training and certifications NEW	Sept 2025 – February 2026
DESE orders test materials for schools (Two Pre-ID file uploads) NEW	November 18 and December 18, 2025
Online test set-up (do not add students before December 18) NEW	Nov 25, 2025 – Mar 6, 2026
Schools receive paper test materials	January 5 – 6, 2026
Administer ACCESS tests NEW	January 5 – February 27, 2026
Additional Test Materials Ordering	January 5 – February 20, 2026
Last day newly arrived identified ELs are required to be tested	February 20, 2026
Deadline for UPS pickup of paper materials for on-time reporting	March 3, 2026
Pre-reporting data validation (the only time schools can validate data) NEW	March 30 – April 3, 2026
Results posted in WIDA AMS (including reweighted overall scores) NEW	April 27, 2026
Paper results received in schools and districts	May 15 - 18, 2026
Post-reporting data validation (DESE only) NEW	May 20, 2026
Validated and corrected results posted in WIDA AMS	June 9, 2026

WIDA and WIDA AMS Accounts

- Staff should contact their **District ACCESS Test Coordinator** for assistance in creating WIDA Personal or WIDA AMS accounts.
- **New** District ACCESS Test Coordinators who require a district test coordinator account should ensure their name appears in that role in School and District Profiles, then contact:
 - **DRC Help Desk** (for WIDA AMS accounts)
 - 855-787-9615 or WIDA@DataRecognitionCorp.com
 - **WIDA Help Desk** (for WIDA personal accounts)
 - 866-276-7735 or help@wida.wisc.edu
- Instructions for Creating WIDA and WIDA AMS Personal Accounts can be found on the DESE ACCESS web page.

Finding School/District Roles in School and District Profiles

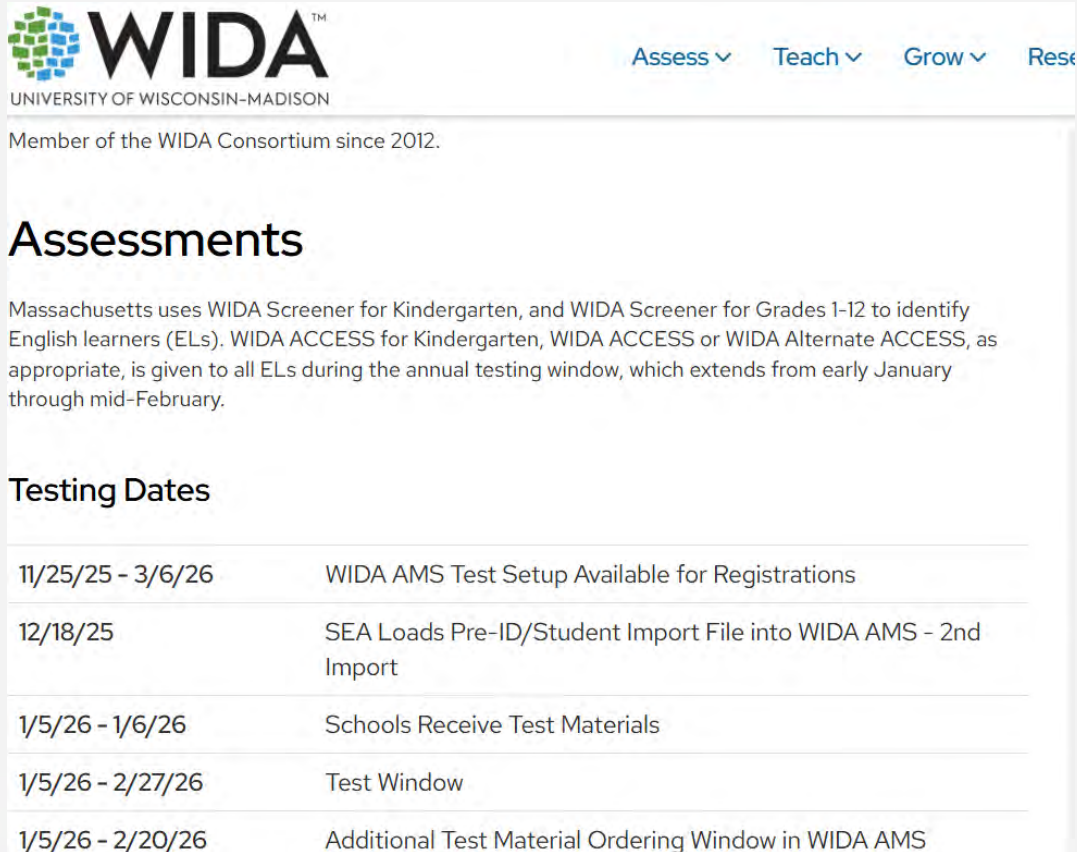
Before contacting WIDA or DRC for a new District ACCESS Test Coordinator account:

1. Navigate to profiles.doe.mass.edu.
2. From the Directories tab, select “**Public School District**” from the drop-down.
3. Select your district.
4. Once you have selected your district, select “**People**” on the left-hand side of the page to view a list of roles and people in those roles. Only those who are listed as ACCESS for ELLs Test Coordinators under Public School Districts will be able to have WIDA and DRC set up accounts for them.
5. If the information listed is out of date, contact your Directory Administrator to update the Profiles page. A list of Directory Administrators is located here:
<http://www.doe.mass.edu/InfoServices/data/diradmin/list.aspx>

Public Sites

MA state page of the WIDA website

<https://wida.wisc.edu/about/consortium/ma>

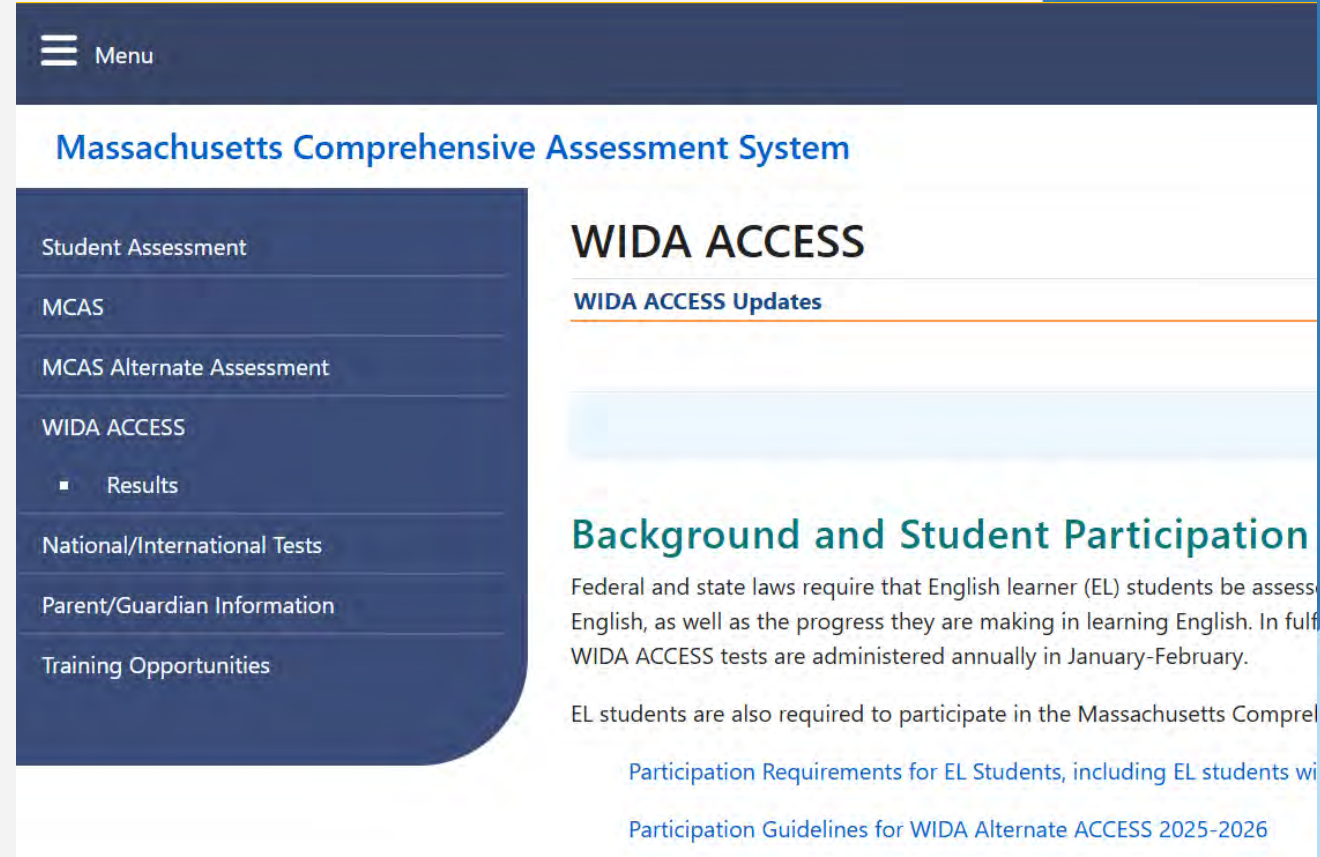


The screenshot shows the WIDA website for the state of Massachusetts. The header includes the WIDA logo and navigation links: Assess, Teach, Grow, and Resources. Below the header, it states 'Member of the WIDA Consortium since 2012.' The main content area is titled 'Assessments' and describes the use of WIDA Screener for Kindergarten and Grades 1-12 to identify English learners (ELs). It also mentions WIDA ACCESS for Kindergarten, WIDA ACCESS or WIDA Alternate ACCESS, as appropriate, is given to all ELs during the annual testing window, which extends from early January through mid-February. Below this, there is a section titled 'Testing Dates' with a table listing the testing schedule.

Testing Dates	Event
11/25/25 - 3/6/26	WIDA AMS Test Setup Available for Registrations
12/18/25	SEA Loads Pre-ID/Student Import File into WIDA AMS - 2nd Import
1/5/26 - 1/6/26	Schools Receive Test Materials
1/5/26 - 2/27/26	Test Window
1/5/26 - 2/20/26	Additional Test Material Ordering Window in WIDA AMS

DESE ACCESS web page

www.doe.mass.edu/mcas/access



The screenshot shows the DESE ACCESS web page. The header includes a 'Menu' button. The main content area is titled 'Massachusetts Comprehensive Assessment System'. Below this, there is a sidebar with links to 'Student Assessment', 'MCAS', 'MCAS Alternate Assessment', 'WIDA ACCESS', 'National/International Tests', 'Parent/Guardian Information', and 'Training Opportunities'. The 'WIDA ACCESS' link is highlighted. The main content area is titled 'WIDA ACCESS' and includes a section for 'WIDA ACCESS Updates'. Below this, there is a section titled 'Background and Student Participation' which states that federal and state laws require that English learner (EL) students be assessed in English, as well as the progress they are making in learning English. It also mentions that WIDA ACCESS tests are administered annually in January-February. Below this, there is a link to 'Participation Requirements for EL Students, including EL students with disabilities' and another link to 'Participation Guidelines for WIDA Alternate ACCESS 2025-2026'.

DESE Security Portal

The screenshot shows the DESE Security Portal website. The browser's address bar displays 'doe.mass.edu', which is circled in red. The website header features the 'dese' logo (Massachusetts Department of Elementary and Secondary Education) on the left and a language selector set to 'English' on the right. A navigation bar below the header contains links for 'Security Portal' (circled in red) and 'School Profiles'. A dark blue navigation bar at the bottom of the header includes links for 'MCAS' and 'Educator Evaluation', along with a search bar. The main content area has a large blue background with the text 'YOUR PRESENCE IS POWERFUL.' in white and yellow. A red-outlined box on the left side of the page contains the following text:

DropBox
Copy of Pre-ID file
2025 ACCESS results (R1, R2, R3)
File layouts
Data validation potential errors

Edwin
EL327
EL627
PR600

WIDA Website (wida.wisc.edu)

The screenshot shows the WIDA website homepage. At the top, there is a navigation bar with several links: "Resources/Recursos" (circled in yellow), "WIDA Store", "Member/State Pages" (circled in yellow), "Login" (circled in yellow), and a search bar labeled "Search this site". Below the navigation bar is the WIDA logo, which consists of a green and blue geometric design followed by the text "WIDA™" and "UNIVERSITY OF WISCONSIN-MADISON". To the right of the logo is a horizontal menu with links: "Assess", "Teach", "Grow", "Research", "About", and "News". The main content area features a large, colorful illustration of a person reading a book. Overlaid on this illustration is a large text box that reads "Proven tools and support to help educators and multilingual learners succeed". Below this text is a blue button labeled "Learn about WIDA". There are two callout boxes: one on the left titled "Information about:" listing various resources, and one on the right titled "Log in for trainings and certification quizzes, resources and manuals, recorded webinars from WIDA and DRC."

Resources/Recursos **WIDA Store** **Member/State Pages** **Login** Search this site

WIDA™
UNIVERSITY OF WISCONSIN-MADISON

Assess Teach Grow Research About News

Information about:

- WIDA Assessments
- WIDA English Language Development Standards Framework (2020 edition)
- Family Engagement
- Professional Learning offerings

Proven tools and support to help educators and multilingual learners succeed

Log in for trainings and certification quizzes, resources and manuals, recorded webinars from WIDA and DRC.

Learn about WIDA

WIDA AMS (DRC Insight) Website

A WIDA AMS account is used to complete the following tasks:

- Edit and create online test registrations
- Print test tickets
- Order *additional* test materials
- Download reports
- View *initial* results
- Complete data validation
- Track materials

Welcome to the WIDA Assessment M

WIDA AMS supports the administration of the ACCESS

Find technical and test administration materials in the

Logging in to WIDA AMS

To access WIDA AMS, log in using your username (ema

If you do not have a WIDA AMS login, go to the 'Login' website and using the drop down in the upper right co

Check the [DRC System Status Indicator](#) to see if all sys

Public Test Resources

- View the [Test Demo](#) to demonstrate test features test and interact with the test platform.
- Use the [Test Practice](#) items to help students unde While using the test practice items, students can view the Test Practice Items on Windows, macOS Safari Browser.
- Use the [Sample Items](#) to help students, educator on the operational test; however, they are similar ChromeOS, or Linux devices, you must use the Ch

Forgot your password?

New from DRC in 2025-2026

- DRC INSIGHT Chromebook application will transition from a Kiosk mode application to a Progressive Web Application (PWA).
- All districts that use Chromebooks for testing will need to uninstall the Kiosk application and install the PWA version of DRC INSIGHT.
- An error message will display if the PWA version of DRC INSIGHT has not been installed, and students will not be able to test until the installation is complete.
- Instructions are available in the Technology User Guide (TUG) in [WIDA AMS My Applications>General Information>Documents](#).
- See email from DRC sent to Technology Coordinators on June 18, 2025 for more information
- See DRC webinar [Welcome Back: What's New in 2025-2026?](#) (Sept. 2, 2025) in the WIDA Secure Portal>Webinars.

New from WIDA in 2025-2026

- WIDA ACCESS Online and WIDA ACCESS for Kindergarten [WIDA ACCESS in 2025-2026](#)
 - Both tests incorporate the 2020 ELD Standards Framework
- Kindergarten test and training – new training available Sept 29, 2025 in the WIDA Secure Portal
 - ALL must take Kindergarten training if administering the Kindergarten ACCESS this year
- Low Vision (LV) accommodation script for Kindergarten (order from DRC 855-787-9615)
- Speaking domain for braille. Training available September 1, 2025 in the WIDA Secure Portal:
 - Speaking for Grades 1-5: Scoring WIDA Screener and WIDA ACCESS Braille
 - Speaking for Grades 6-12: Scoring WIDA Screener and WIDA ACCESS Braille
- Audio Streaming in WIDA AMS for ACCESS Paper (CDs still an option and will be shipped this year).
 - See page 45 of the [Test Administrator Manual](#).
- New Speaking scoring training and certification courses for WIDA ACCESS Paper. If administering Paper in 2026, take:
 - Speaking for Grades 1-5: Scoring ACCESS Paper
 - Speaking for Grades 6-12: Scoring ACCESS Paper
- WIDA Alternate Screener training
 - ALL must take Alt Screener training if administering the Alt Screener
 - [Massachusetts Guidance on Administering the WIDA Alternate Screener](#)
 - [WIDA Alternate Screener October 1 webinar \(DESE\)](#) on MA state page of WIDA website

More New from WIDA in 2025-2026

Updates to WIDA Webpages

- WIDA Screeners (Online, Paper, Kindergarten) are now on one [WIDA Screener](#) webpage.
 - includes guidance for educators on preparing for, administering, and scoring WIDA Screeners
- Separate [WIDA Alternate Screener](#) and [WIDA Alternate Screener Score Calculator](#) webpages.
- One [WIDA ACCESS](#) webpage for Online, Paper, and Kindergarten. Visit this page to compare test features and scores for each of the WIDA ACCESS assessments.
- All of the above webpages include a Resources to Share with Families section.

Updates to Family Handouts

- [What is WIDA Screener?](#) replaces the “Explaining ELL Status and What Is Language Testing?”
- [What is WIDA Alternate Screener?](#)
- Redesigned [What is WIDA ACCESS?](#)

Participation Requirements

- Students in grades K–12 must take ACCESS if they:
 - were reported as EL in the October 2025 SIMS and did not exit prior to testing in 2026
 - enrolled and were identified as EL after October 2025 SIMS and on or before February 20, 2026
 - are a foreign exchange student coded as #11 under DOE013 “Reason for Enrollment” in SIMS and are identified as EL
- EL students should be considered for WIDA Alternate ACCESS if they:
 - Meet any of the above criteria **and** all the criteria found in the [“Participation Guidelines for WIDA Alternate ACCESS 2025-2026”](#)
- Students are not required to take ACCESS if they are:
 - reported in October 2025 SIMS but exited EL status before January 5, 2026. Such students should be marked non-EL in March 2026 SIMS.
 - Reported in SIMS as grade “SP”
 - Early College Promise (student has graduated and is in 2nd year grade 12 in SIMS) – see [Early College Promise Reporting Guidance](#) and ask your SIMS Coordinator for assistance. These are very rare.

Domain Exemptions

**MUST BUBBLE or ENTER
“SPD” FOR EACH
EXEMPTED DOMAIN to
receive reweighted overall
proficiency level**

Students are not required to take one or more domains of ACCESS if they:

- meet the criteria for the MCAS ELA read-aloud “special access” or text-to-speech accommodation (must be in their IEP/504)
 - Reading is not required for grades 3-12 ([SPD Reading](#)) Students in grades K-2 will take the reading test.
- are reported as “Sensory: Hard of Hearing or Deaf”
 - Listening and Speaking not required if student is unable to listen and/or respond verbally to test items. ([SPD Listening and/or Speaking](#))
- are reported as “Sensory: Vision Impairment or Blind”
 - Students taking the braille version can now take all domains ([no SPD](#))
 - Students who do not read braille may use in-person human reader (*script must be ordered from DRC*) and scribe accommodations for Writing, but are not required to take Listening, Reading and Speaking if accommodations are not suitable. ([SPD Listening, Reading, Speaking](#))
- are reported as nonverbal (or selective mute) in the IEP
 - Students who do not use alternate and augmentative communication (AAC) device are not required to take the Speaking test if unable to respond verbally to test items. ([SPD Speaking](#))
 - Students who use AAC device will take all domains (the AAC is their voice). Consider administering paper test – discuss with IEP team).
- See the [Massachusetts ACCESS Administration Manual 2025-2026](#)

 Reweighted overall scores will be reported on ISRs and available in WIDA AMS on April 27, 2026. Students will not receive domain scores if SPD was marked. Students will not receive composite scores that domains marked with SPD are a part of. Only the reweighted overall composite of 4.2 or above is needed to exit. Literacy of 3.9 or above is only needed if the student took both reading and writing.

Students who do not take domains and do not have SPD codes will be considered absent. Ensure SPD codes are correctly marked during data validation to receive reweighted overall score.

Few Exceptions to Online Testing

Schools are expected to administer online tests to virtually all EL students, including ELs with disabilities.

- Students in grades 1–3 will use a handwriting booklet for the Writing test (still considered an online test)
- Handwriting booklets are available for grades 4–12 Writing tests for students with disabilities or for first-year ELs* who are unable to take the computer-based test. Schools must order handwriting booklets for grades 4–12 during the additional test materials ordering window (January 5 – February 20, 2026) if needed.

The **paper-based test** is available for:

- ELs with disabilities whose IEP or 504 plan indicates paper-based testing is needed
- first-year ELs* who are unable to take the computer-based test.

WIDA ACCESS for Kindergarten, WIDA Alternate ACCESS, braille and large print tests are all paper-based tests.

*(first-year ELs are students who were first reported as EL *after* the March 2025 SIMS)

Preparing to Administer the ACCESS Tests

- Preparation before testing for ACCESS test coordinators
- Training and certification for test administrators
- Pre-ID files, test setup, and ordering additional materials
- Student transfers
- Technology preparations

ACCESS Test Coordinator Preparation Before Testing

- Review participation, preparation, and test administration requirements
 - ACCESS Online and Paper-Based Checklists ([WIDA MA State Page](#))
 - [Massachusetts WIDA ACCESS Test Administration Manual 2025-2026](#)
- Review [WIDA AMS User Guide](#)
- Ensure test administrators are trained and certified prior to administering tests
- Determine which students require accommodations, including paper tests
 - Paper tests are allowed for ELs whose IEP or 504 plan indicates a need, and first-year ELs who are unable to take computer-based tests
 - [WIDA Accessibility and Accommodations Manual 2025-2026](#)
- Determine whether additional materials need to be ordered (check overage first)
- Meet with technology director to ensure that systems and devices meet the requirements for testing and are set up properly for computer-based ACCESS testing

Test Administrator Training

Test	Training Modules/Quizzes for Certification	Resources
WIDA ACCESS Online (Grades 1-12)	• WIDA ACCESS Online: Administration	• ACCESS Online Checklist • WIDA Speaking Scoring Rubric Grades 1-12 (to understand DRC handscoring) • WIDA Writing Scoring Rubric Grades 1-12 (to understand DRC handscoring)
WIDA ACCESS Paper (Grades 1-12)	• WIDA ACCESS Paper: Administration ★ Speaking for Grades 1–5: Scoring ACCESS Paper ★ Speaking for Grades 6–12: Scoring ACCESS Paper	• ACCESS Paper Checklist
WIDA ACCESS Braille (Grades 1-12)	• WIDA ACCESS Paper: Administration	• ACCESS Paper Checklist • WIDA Speaking Scoring Scale Grades 1-12
WIDA ACCESS for Kindergarten	★ WIDA ACCESS for Kindergarten: Administration and Scoring	• ACCESS Paper Checklist
WIDA Alternate ACCESS (Grades K-12)	• WIDA Alternate ACCESS: Administration and Scoring	• ACCESS Paper Checklist • Participation Guidelines for WIDA Alternate ACCESS 2025-2026 • Preparing for Alternate ACCESS Testing

Test Administrator and Test Coordinator Certification

- Each educator must sign in to their **WIDA personal account** to access trainings.
- **Test Coordinators** and **Test Administrators** must complete the ACCESS online training modules and be **certified** for the tests they will administer.
 - Recertification is required every two years.
 - Those who were certified to administer ACCESS tests in 2024–2025 (last year) do not need to recertify; all others must take the trainings and pass the appropriate quiz(zes).
 - Kindergarten test and training are new in 2026. ALL test administrators for Kindergarten are required to take the training and pass certification quizzes.

Accessing the Assessment Training Courses

Online trainings are in the WIDA Secure Portal under Assessment Training

1. Go to wida.wisc.edu and click the blue Login button. 
2. Select WIDA Secure Portal from the drop-down to sign in to your personal account.
3. Click on the Assessment Training tile.
4. Select which training you want to take, then click the “Course Details” link for that training.
5. On the next page, click “Enroll Now”, then “Confirm”. You will be able to take the course as soon as you enroll. Courses are self-paced and can be paused as needed.

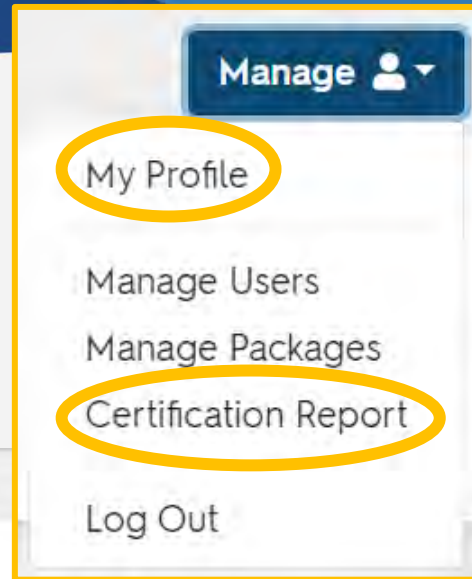
Confirming Training Course Completion and Certification

To view your own certification reports:

- From WIDA Secure Portal login page, **Manage>My Profile**. Your certifications can be found in the **Certifications** drop-down.

District Test Coordinators can view certification reports of staff in their district:

- From WIDA Secure Portal login page, **Manage>Certification Report**.
- Check **Filter by Certification Date**. Enter the dates you want to search (September 1, 2024—today, for example).
- Select a school (optional) and check **Assessment Training**.
- Click **Submit**.

A screenshot of the 'Certification Report' form in the WIDA Secure Portal. The form has a title 'Certification Report' and a 'Submit' button at the bottom. It includes several filters and input fields: 'Filter By Enrollment Date' (unchecked), 'Filter By Certification Date' (checked and highlighted in yellow), 'Certification Begin Date' (10/01/2020), 'Certification End Date' (11/08/2021), 'State/Territory/Agency (Account)' (Massachusetts Department of Elementary And Secondary Education), 'District' (empty), 'Package Assignments' (Assessment Training selected and highlighted in yellow, Self-Paced Professional Learning unchecked), and 'Courses' (empty).

Certification Report

☐ Filter By Enrollment Date
☒ Filter By Certification Date

Certification Begin Date* 10/01/2020 Certification End Date 11/08/2021

State/Territory/Agency (Account) Massachusetts Department of Elementary And Secondary Education

District

Package Assignments
Assessment Training ☒
Self-Paced Professional Learning ☐

Courses

Submit

DESE Orders Materials for 2026

Materials will be ordered by DESE using Oct SIMS and 2025 test format and student accommodations.

- **Paper-based** tests and accommodated forms will be ordered for:

- Kindergarten ELs
- ELs with IEPs who took paper-based tests last year.
 - Tier B/C will be ordered if Tier A was taken last year.
 - If no tier was listed for last year, Tier A will be ordered.
- ELs who took WIDA Alternate ACCESS last year
- ELs who took large print or braille last year

- **Online** tests will be ordered for:

- ELs without IEPs who took paper-based tests last year
- All other ELs

DESE will upload TWO Pre-ID files this year

- November 18 – most ELs reported in October 2025 SIMS
- December 18 – adds students with different matching criteria, or updates existing record (Ex: accommodations)
 - No Pre-ID labels for second upload (use District/School labels if needed)
 - Check coverage in initial shipment if materials are needed, if none are included, place an additional materials order in AMS.
 - Do not add students in Test Set-up until *after* December 18 (can move students to different registrations beginning November 25)
 - A copy of the Pre-ID file will be in the “ACCESS Data 2026” folder in the DESE Security Portal DropBox after AMS upload.

Test Setup – Edit Registrations or Accommodations

Edit Registration or Accommodations

- Log in to WIDA AMS/DRC Insight
- Click the **Manage Registrations** tile
- Filter by district and school from the **site selector** (upper right) click Save
- Select **ACCESS 2025-2026** in the **Registration Window**
- A list of registrations will display on the **View Registration(s) tab**
- Further refine your search by using filter options on the left side
- Edit accommodations by selecting the **Registration Name**. Then click the vertical **ellipses** in the Action column next to the student name. Select Accommodations and check or uncheck accordingly. Save.

Do not edit student information or accommodations until after December 18

The screenshot displays the 'Manage Test Sessions / Registrations' page. The top navigation bar includes 'DRC INSIGHT WIDA TEST MA'. The main header is 'Manage Test Sessions / Registrations'. Below the header, there are tabs: 'New Student', 'Create Registration', 'View Registration(s)', and 'Registered Students'. The 'View Registration(s)' tab is selected. On the left, there is a filter section with fields for 'State Student ID', 'Student Name', 'Domain' (a dropdown menu), 'Registration Name' (a text input field), and 'Assessments'. The 'Registration Name' field is highlighted with a red circle. The main content area shows a message 'Please select a Site to see results' with a magnifying glass icon. To the right, there is a section for 'Accommodations' with checkboxes for 'BR - Braille', 'EM - Extended testing of a test domain over multiple days', 'IR - In-Person Human Reader', 'RP - Repeat In-Person Human Reader', 'SD - Interpreter signs test directions in ASL', and 'IP - Large Print'. At the bottom, there is a table with columns: 'STUDENT NAME', 'ACTION', 'DOMAIN', 'USER NAME', 'PASSWORD', and 'ACCOMMODATION'. The 'ACTION' column contains vertical ellipses, which are highlighted with a red circle. The table shows two rows of student data.

STUDENT NAME	ACTION	DOMAIN	USER NAME	PASSWORD	ACCOMMODATION
[REDACTED]	⋮	Listening	[REDACTED]	[REDACTED]	
[REDACTED]	⋮	Listening	[REDACTED]	[REDACTED]	MC, RA, WD

Additional Test Materials Ordering

- Initial materials will arrive in schools between January 5-6, 2026.
- Verify that the number of materials and accommodated forms included meets your needs.
- An overage of materials (7.5%) is included in the initial shipment. Check the overage before placing an additional materials order.
- Limit additional materials orders to one per school per testing window, if possible.
- Additional test materials ordering window is January 5 - February 20, 2026.
- UPS and DRC return shipping labels can be ordered in AMS (Additional Materials tab).
- Grades 4-12 Online Test Administrator Script can be ordered in the WIDA Secure Portal.
- Human Reader Script (ACCESS Paper) and Low Vision Script (Kindergarten) – call DRC 855-787-9615 to order.
- Low Vision Script (Kindergarten only) - call DRC 855-787-9615 to order.
- District/School labels – email access@mass.gov. Allow 4-5 days to arrive from Minnesota. Tests are not processed without labels.

Materials may not be transferred between sites.

Student Transfers During Testing

- Transfer to a **different school** in the same district
 - See “Transferring Students” in the Online Help button  in WIDA AMS Student Management (“Manage Students” tile) or Knowledge Article [“How do I complete a school-to-school transfer?”](#)
- Transfer to or from a **different district** in Massachusetts
 - Within Student Management click the Help button . See also Knowledge Article [“How do I complete a Student Transfer Form for WIDA ACCESS testing?”](#)
- [Instructions for Student Transfers During Testing](#) - DESE ACCESS web page
- Students cannot be transferred to or from another state in WIDA AMS
- Certain permissions, included in District Test Coordinator accounts, are required for transfers. DTC can add permissions or other users if appropriate.
- “In progress” tests cannot be transferred.

Technology Requirement Resources

- DRC Insight Secure Application Version 16 on all testing devices.
 - Installers can be found in [WIDA AMS](#) under My Applications>General Information>Technology Downloads
- Central Office Services Service Device (COS- SD) Version 9.
- DRC Insight Chromebook application will transition from Kiosk mode to Progressive Web Application (PWA).
- WIDA AMS My Applications>General Information>Documents
 - Supported System Requirements for WIDA ACCESS and Screener
 - DRC INSIGHT Technology User Guide
 - Site Technology Readiness Checklist for Deploying WIDA Online Assessments
 - WIDA ACCESS Headset Specifications
 - Network Evaluation and Troubleshooting
- [WIDA ACCESS Paper Audio](#) streaming can be used instead of CDs for Paper ACCESS tests (new in 2026).
- DRC Technology [webinars](#) in WIDA Secure Portal (Webinars tab, select Technology under Topic)
- See emails to technology directors from DRC on June 18, 2025, and on or about November 3, 2025.
- Contact DRC Customer Support: wida@datarecognitioncorp.com or 855-787-9615 with questions or support.

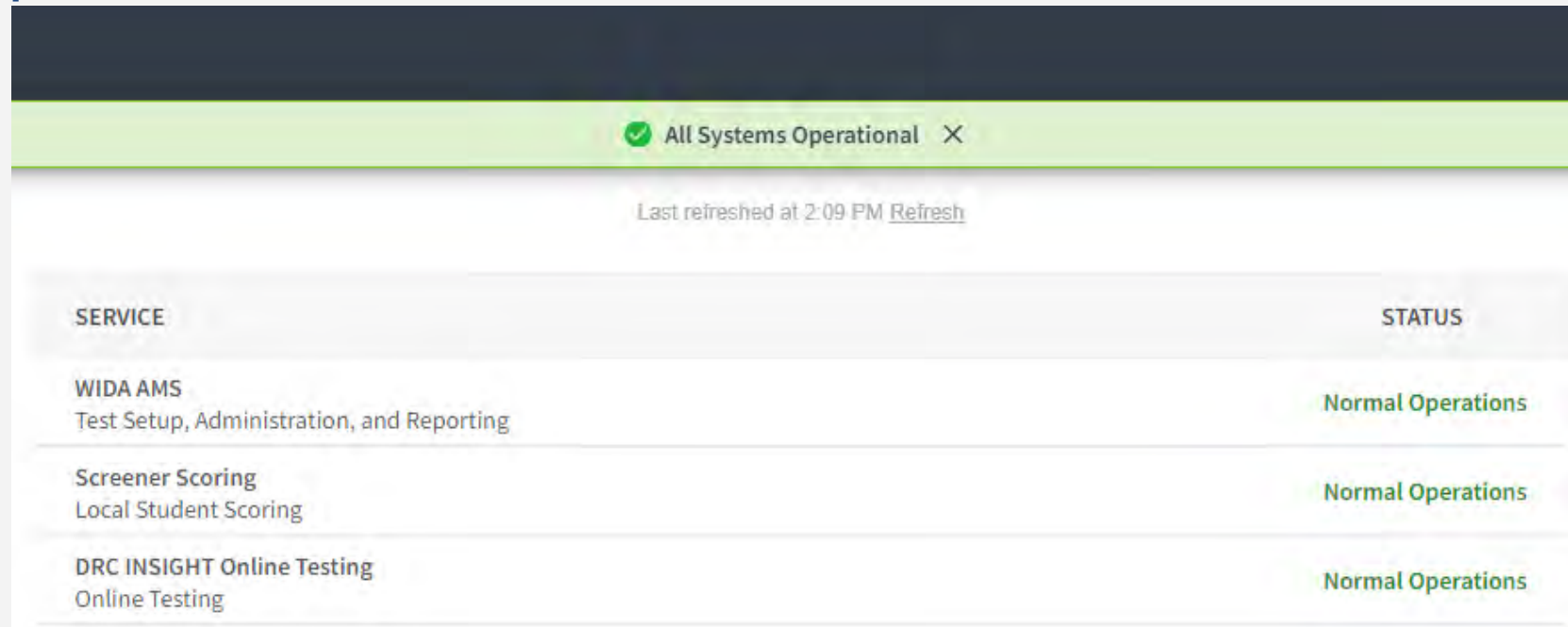
Technology Troubleshooting During Testing

If you receive a system error message, try the following before calling the Help Desk:

- Are multiple students experiencing the same issue?
 - Check the system status page for any system outage information (next slide).
 - Check with the technology support team from the site to see if there are any issues.
- If the issue is isolated to only a few students, try:
 - Pause the test and reboot the machine. Does the error still occur?
 - Pause the test and move the student to a different computer. Does the error still occur?
- See Technology Troubleshooting and Issue Report Form in WIDA AMS>My Applications>General Information>Documents
 - If problem is not resolved, fill out page 2 of the form and call DRC at 855-787-9615 with the information.
- Knowledge Article: What steps can a Test Administrator take to resolve technology issues?
- If issues do not resolve after multiple attempts or affect multiple students (a school or grade), email access@mass.gov or call 781-338-3625.

WIDA System Status Page

- Displays the current status of the DRC Portal/WIDA AMS, DRC INSIGHT, and Screener Scoring.
- If you suspect a technical problem is due to a system outage, go to <https://wida-status.drctedirect.com> to confirm whether all test systems are working as expected.



The screenshot shows the WIDA System Status Page. At the top, a green banner with a checkmark icon indicates 'All Systems Operational'. Below this, a text line states 'Last refreshed at 2:09 PM' with a 'Refresh' link. The main content is a table with two columns: 'SERVICE' and 'STATUS'.

SERVICE	STATUS
WIDA AMS Test Setup, Administration, and Reporting	Normal Operations
Screener Scoring Local Student Scoring	Normal Operations
DRC INSIGHT Online Testing Online Testing	Normal Operations

Tips for Testing Multiple Students Online

- Make sure systems and software versions are updated
- Make sure your school has bandwidth to test multiple students at once
- Listening takes a lot of bandwidth. To avoid crashes and delayed item presentation:
 - Stagger log-ins
 - Do not test too many students at the same time
 - Do not test too many students on the same day