

Important Contact Information and Resources

Contact:	MCAS Service Center
For questions on:	<ul style="list-style-type: none">• general test administration support• PearsonAccess^{next} and TestNav such as<ul style="list-style-type: none">○ user accounts○ technology support and readiness○ Infrastructure Trials and ProctorCache○ viewing student records and organizations○ the SR/PNP process and loading files• logistical support, including filling out the Materials Summary and the PCPA• locating resources• shipments of materials
Hours:	7:00 a.m.–5:00 p.m., Monday–Friday
Web:	mcas.pearsonsupport.com Use this website to access training modules and other materials to support test administration, including a link to the MCAS Service Center website (mcasservicecenter.com) where schools will access the PCPA and order additional materials.
Email:	mcas@measuredprogress.org
Telephone:	800-737-5103
Fax:	877-325-4421

Contact:	ESE Office of Student Assessment Services
For questions on:	<ul style="list-style-type: none">• policy, such as assigning accessibility features and accommodations• student participation• testing irregularities, including test security incidents and technology irregularities/failures• undoing test submissions for CBT• voiding a test for CBT• student data and SIMS (See note below regarding SIMS.) Questions regarding SIMS data should be directed to the district’s SIMS contact (go to profiles.doe.mass.edu/search/search.aspx?leftNavID=11239 , select SIMS Contact from the Function menu, and click Get Results).
Hours:	8:00 a.m.–5:00 p.m., Monday–Friday Between 7:00 a.m. and 8:00 a.m. during the test administration window, MCAS Service Center representatives will receive calls to 781-338-3625, answer questions regarding logistics, and take messages for Department staff, which will be returned during our regular business hours.
Web:	www.doe.mass.edu/mcas/testadmin/?section=g3-8
Email:	mcas@doe.mass.edu
Telephone:	781-338-3625
Fax:	781-338-3630