



SAGES

Society of American Gastrointestinal and Endoscopic Surgeons



FLS ONLINE Test Administration Troubleshooting

Issues that generate an error message

When Webassessor ceases to function, or for some other reason is unable to continue delivering a test, it will nearly always provide one of two messages.

- **Error Message reads:** *"An unexpected error has occurred"*.

If this happens, reboot the computer, and re-launch Internet Explorer. Next go www.webassessor.com/sages and try relaunching the test. If you cannot re-launch the test, please contact SAGES for further assistance (contact information below).

Upon Relaunching, the test taker will resume the test at the point at which the test was interrupted.

- **Error Message reads:** *"Page not found"*.

This message is coming from the browser and may indicate a problem with either Webassessor, or the browser itself (again, please make sure you are using Internet Explorer 6 or later). If this error message is received, first confirm that the computer still has an active connection to the internet.

If the connection has been lost, reestablish the connection, browse to the Webassessor site and re-launch the test.

If the connection is still active, restart the Internet Explorer, and go to the Webassessor site. Make sure you are typing in the web address correctly. If the error message still persists, please contact SAGES.

Issues that do not generate

There are also times when a problem occurs but no error message appears.

- **Error: White, gray, or blank screen occurs during an exam:**

This is usually caused when the test taker clicks the "Next" button and network traffic is too slow in delivering the next screen.

First, hit the F5 key on the keyboard, and answer any additional prompts with "Yes" or "OK".

At this point either the exam will reappear, or, you will be able to re-launch the exam. If this problem persists, your computer may not have enough temporary

memory to run the exam. Try emptying the temporary internet files folder prior to launching the exam, or using a different computer (preferably a newer one)

- ***Error: Test shuts down and goes to a proctor log-in screen.***

This usually happens when a test taker accidentally hits an "illegal" key or right-clicks on the screen with the mouse, or tries to open a second browser. Certain keys have been marked as illegal that could aid a test taker in cheating on a test.

When this happens, the proctor enters his/her credentials and re-launches the test. Remind the test taker they cannot attempt to "Google" any answers, or launch other browsers.

Please Note:

Many issues can be resolved by rebooting the computer, restarting Internet Explorer, , and relaunching test. **Again, please ensure you are using Internet Explorer 6.0 or higher.**

Reminder: It is possible to re-launch the test at anytime during the date the test appointment occurs. If the technical problems cannot be resolved on the day of the scheduled exam, the test-taker will have to reschedule their test appointment for a later available date. The test-taker will not be able to reschedule their exam until the following day and they will have to restart the exam from the beginning. **(note: you will not be able to use the same test authorization code for the rescheduled test. The test-taker should provide you with the new authorization code at the rescheduled test appointment time).**

Immediate technical support is **NOT** always available. Please use the steps above to try to and resolve any issues that may occur before attempting to contact SAGES.

Important: If the test taker is unable to complete an exam, you should contact FLS Administration to reschedule the exam for another date immediately. If you wait too long, the exam will be cancelled automatically by Webassessor (about 24hours after the exam was scheduled to be started) and the test taker will have to start over with a new registration.

SAGES Online Testing Technical Support contact:

Ed Rosado at 310-437-0544 extension 108 or ed@sages.org
Inga Brissman at 310-437-0544 extension 131 or inga@sages.org

To submit an error report please [click here](#)