



SAGES On line Testing: Test Center Guide

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* **Technical Requirements:** All on line testing functionality requires use of the Internet Explorer browser (version 7 and up) and a working high speed internet connection.



Section 1: SAGES On-Line Testing Procedure/Policies

Summary: This following section provides an outline of the new SAGES On-line testing system implementation and its corresponding policies and procedures.

Types of User Accounts

1. **Schedulers:** Allows the following functionality:
 - Configure the number of days in advance the user can view the schedule for your particular Test Center.
 - Configure the number of hours to delay for scheduling. **This setting enables test centers to prohibit someone from scheduling an exam less than 72 hours, or less than 24 hours, etc.**
 - Configure the number of workstations available for testing. **This setting allows a test center to indicate the number of computers available for use at any given time.**
 - Publish the schedule for their specific Test Center

NOTE: We have given one person from each Test Center the scheduler designation. If your Center wants more Schedulers, please let us know. Your center can have as many schedulers as you need.

2. **Proctor:** Allows the following functionality:
 - Launch an exam

NOTE: Only people who have been approved as official FLS test proctors will have this access.

Administrative Structure

1. All FLS test centers will be assigned two types of system accounts (**scheduler & proctor**) to facilitate the on-line testing process. It is possible for multiple schedulers and proctors to be assigned to one test center.

Note: If the same person is functioning as the test center scheduler and as a proctor, they will have a separate account for each function.

2. Test centers will be responsible for managing their own schedules and test registrations. As they do now, they will communicate with potential test takers directly to finalize all details.



3. Administrative support for the online testing system will be available from the SAGES office at 310-437-0544, ext. 108, or by email to ed@sages.org. All test center contact information must be provided to the SAGES office to ensure that the most accurate information is being disseminated to the users.
4. Test centers will be able to provide specific information regarding their location that they would like displayed to test takers. This information will be displayed during the registration process as well as in the registration confirmation email.

Examples of what should go here:

- a. You can specify the testing room
- b. Who to check in with when you get to the building
- c. Parking instructions
- d. Any useful information particular to your location.

Deployment Process

The following steps must be completed before a test center can begin facilitating on line testing.

1. **Test Center must provide SAGES with all required information necessary to configure their location in the on line testing system.**

The following data is needed:

A) Test Center Contact Information

- Main Contact Full Name
- Main Contact Phone
- Main Contact Fax
- Main Contact Email
- Address
- City
- Province/State
- Postal Code
- Country
- Important Location Information (optional). This is a great place to display information regarding testing rooms, building notifications, etc.



B) Scheduler Information (Test Center must designate at least one scheduler)

- First Name
- Last Name
- Email Address
- Primary Phone
- Fax:
- Address
- City
- Province/State
- Postal Code
- Country

C) Proctor Information (Test Center must designate at least one proctor)

- First Name
- Last Name
- Email Address
- Primary Phone
- Fax:
- Address
- City
- Province/State
- Postal Code
- Country

2. SAGES staff configures all necessary accounts based on submitted data.
3. Test Center Contacts/Schedulers/Proctors **ARE REQUIRED** to complete web orientation with SAGES staff.
4. Test Center publishes schedule and begins administering the FLS test via the online system.

Policies/Procedures

1. Process Overview: How it works

The following outlines provides a snap shot of the on line testing process from the test center’s and test takers perspective.

- a. Test Center must first be fully configured in the system and publish their schedule. * **For details, please refer to Section 2: Publishing a schedule**
- b. Test Takers must create an account before they will be able to register for an exam. **We will publish instructions (“Self-registration User Guide” on the website, and, include with test voucher purchases.)**



- c. Once a test taker has created an account they will be able to navigate the available test centers and register for the next available date. * **For details, please refer test takers to the self registration user guide.**
- d. Once the registration is complete, the user will receive a confirmation of the registered exam via email
- e. All proctors assigned to the test center will be notified of the registration via email.
- f. Test proctors must contact the test taker directly if there are any issues with the registration.
- g. On the day of the test, the test taker must provide the **test authorization code** provided to him in the confirmation in order to begin the test.
- h. If the test taker forgets this information, they may try accessing their email to retrieve the confirmation email.
- i. If the user is unable to retrieve the confirmation code, you may try to contact the SAGES admin staff for assistance.
- j. **Detailed information on launching the exam is provided in Section 3: Administering a Test.**

System Note: Exams can be launched at any time on the date it is scheduled. **It doesn't matter if the test taker arrives earlier or later than the originally scheduled time as long as it is on the same date.**

2. Scheduling Policies: All public test centers must furnish their schedules up to a minimum of **90** days in advance. **Test Centers may choose to publish their schedule beyond the 90 day minimum.**

3. Cancellations:

- A.** Test Takers can cancel or reschedule their own exam registrations up to 72 hours before the exam date. Test Center Schedulers and Proctors **cannot** cancel or reschedule an exam registration.

Cancellation policy: Test centers that wish to cancel a registration must notify the test taker at least 72 hours in advance so that they may easily cancel or reschedule the registration. **If a Test Center or Test Taker must cancel a registration after the 72 hr window has passed, please contact FLS Administration. Once the registration is officially cancelled, the test taker will be able to re-register on another date.**

System Note: If an exam is not cancelled by the exam date, the system will automatically cancel it at midnight. Only after that time, will the test taker be able to re-register if they miss their appointment. So, there really isn't any fall back if someone does not show up at the last minute. **Their registration is valid for the entire calendar day. For example, if the test time is 9:00 am, the system will let the proctor launch the test anytime between 12:01am and 11:59 pm. If someone completely misses the entire day, they will be able to re-register beginning the next day.**



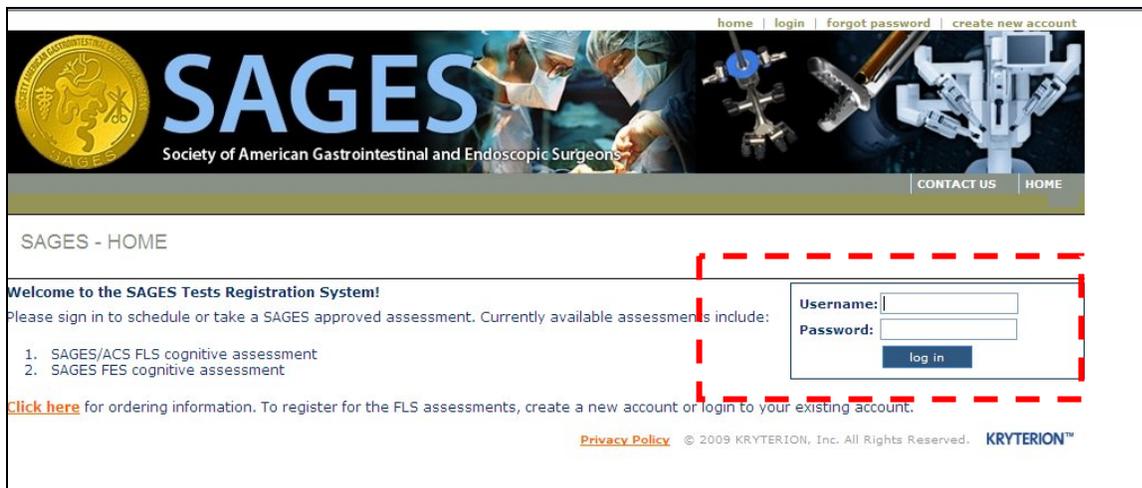
Section 2: Publishing a Schedule

- * Must use Internet Explorer
- * Must have a test scheduler account

Log into System

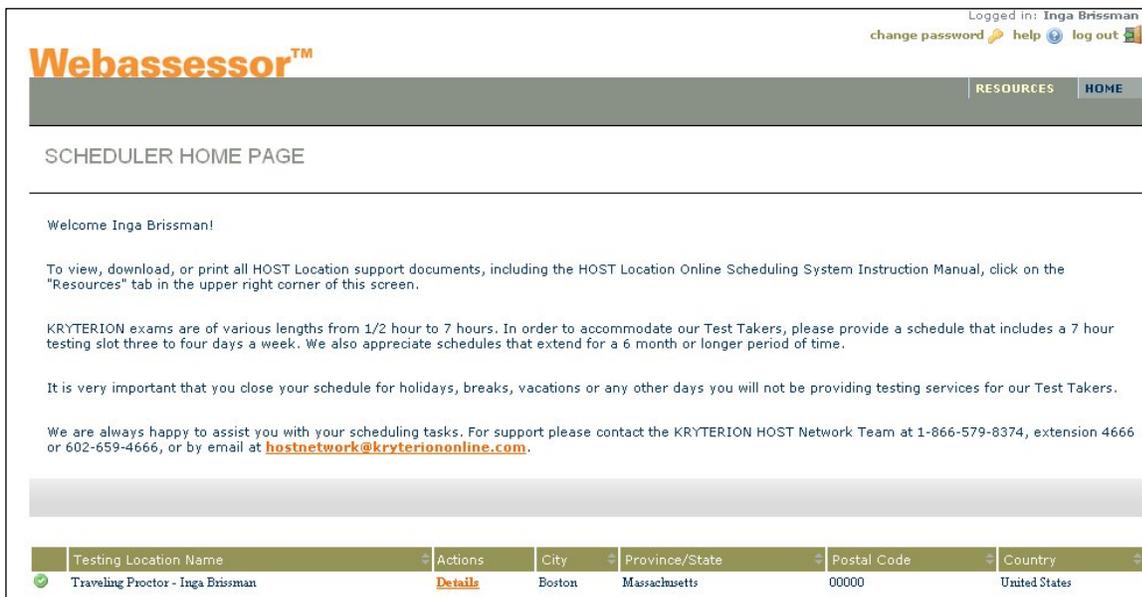
- a. Open Internet Explorer
- b. Go to www.webassessor.com/sages
- c. The SAGES Testing Home Page should now appear on screen

Figure 2.1



- d. Log in with your **Scheduler** account
 - the username will begin with scheduler (scheduler_erosado)
 - **your password will have been emailed to you**
- e. The **Scheduler** home page will now appear on screen

Figure 2.2





View Test Center Details

- a. To view the details of your assigned test center, click on the details link for the test location you would like to view.

Figure 2.3

Webassessor™

Logged in: Inga Brissman
change password help log out

RESOURCES HOME

SCHEDULER HOME PAGE

Welcome Inga Brissman!

To view, download, or print all HOST Location support documents, including the HOST Location Online Scheduling System Instruction Manual, click on the "Resources" tab in the upper right corner of this screen.

KRYTERION exams are of various lengths from 1/2 hour to 7 hours. In order to accommodate our Test Takers, please provide a schedule that includes a 7 hour testing slot three to four days a week. We also appreciate schedules that extend for a 6 month or longer period of time.

It is very important that you close your schedule for holidays, breaks, vacations or any other days you will not be providing testing services for our Test Takers.

We are always happy to assist you with your scheduling tasks. For support please contact the KRYTERION HOST Network Team at 1-866-579-8374, extension 4666 or 602-659-4666, or by email at hostnetwork@kryteriononline.com.

Testing Location Name	Actions	City	Province/State	Postal Code	Country
Traveling Proctor - Inga Brissman	Details	Boston	Massachusetts	00000	United States

- b. The test center details screen will now appear on your screen
- c. The only editable details on the main screen are:
 - Limit Future Schedule Access
 - Delayed Hours for Scheduling

To edit these fields click on the edit button on the details screen.

Figure 2.4

Webassessor™

change password help log out

RESOURCES HOME

TESTING NETWORK MANAGEMENT

Facility Code: CTC00003
Testing Location Name: Traveling Proctor - Inga Brissman

details ▶

completed registrations

cancelled registrations

schedule

workstations

Main Contact Full Name: Inga Brissman Address Line 1: NA
Main Contact Phone: 847-530-9308 Address Line 2:
Main Contact Fax: City: Boston
Main Contact Email: inga@flsprogram.org Province/State: Massachusetts
Limit Future Schedule Access: 90 Postal Code: 00000
Delayed Hours for Scheduling: 0 Country: United States
Location: [Map](#)
Time Zone: America/New_York Eastern Time

Important Location Information:

Testing will take place during the 2009 NOSCAR meeting. Please review the below schedule to determine your exact testing room:

Thursday: Baltic room
Friday & Saturday: Gloucester/Newberry room

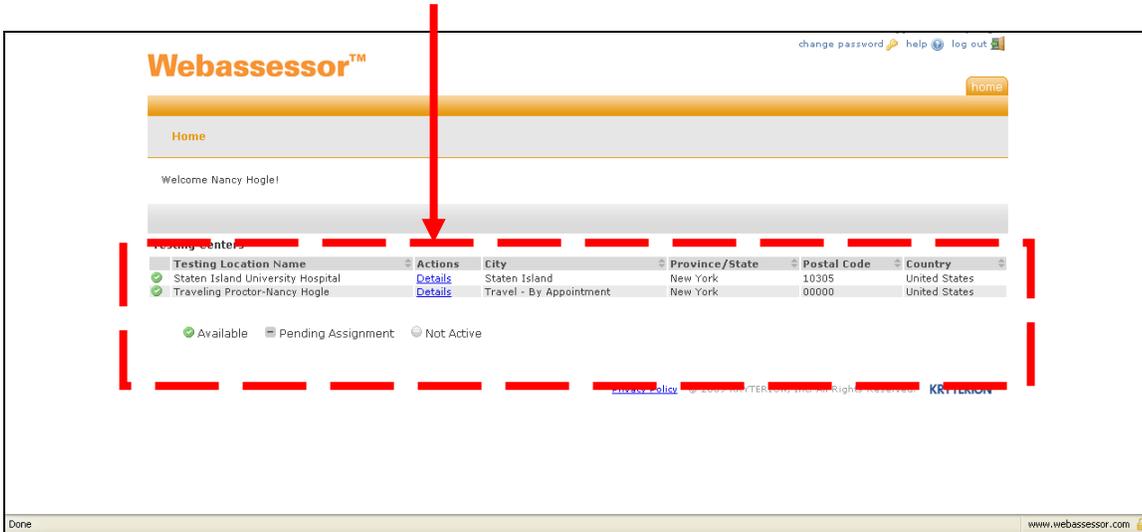
Edit Done



Configure Number of Workstations

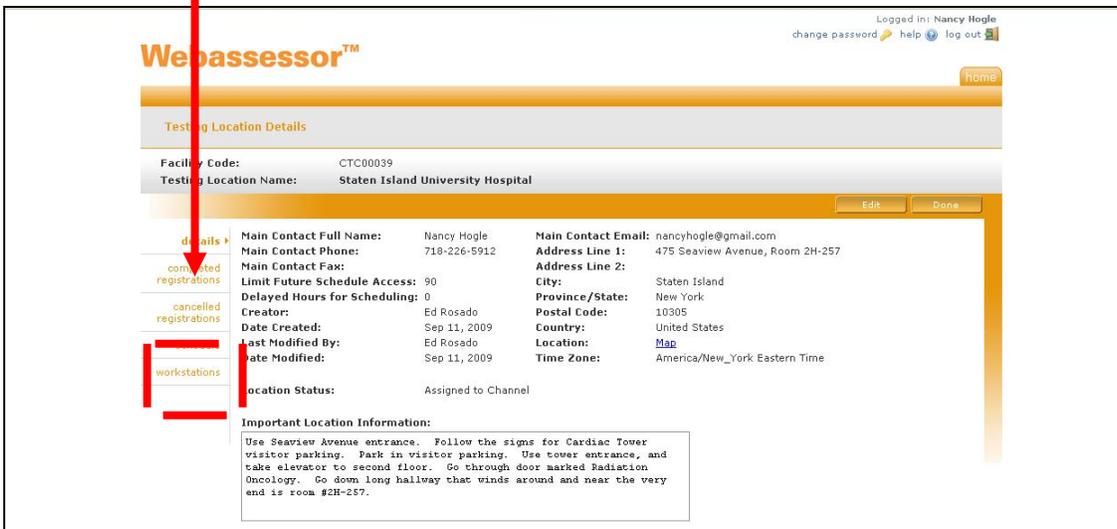
- After logging in, you will see a list of assigned test centers.
- Select “Details” for the test center you wish to work with.

Figure 2.5



- You will enter the panel for that test center. Select the “Workstation” tab/link on the bottom left hand corner of the page.

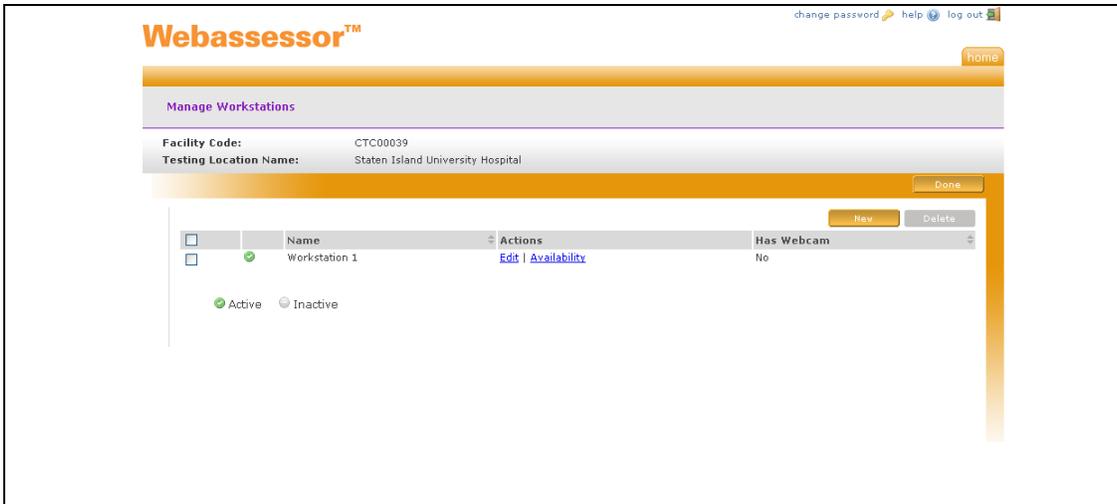
Figure 2.6



- You will now be in the workstation panel. Select NEW to add a new workstation. Select EDIT to change a particular workstation. To delete a workstation, select the check box and press the DELETE Button.



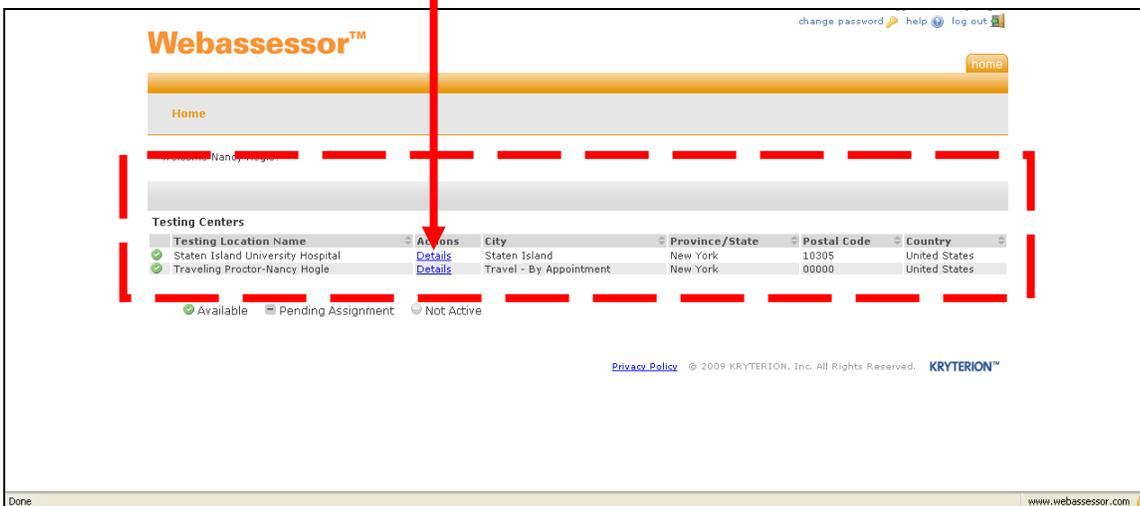
Figure 2.7



Configure the Test Center Schedule

- After logging in, you will see a list of assigned test centers.
- Select "Details" for the test center you wish to work with.

Figure 2.8





- c. You will enter the panel for that test center. Select the “Schedule” tab/link from the left hand menu.

Figure 2.9

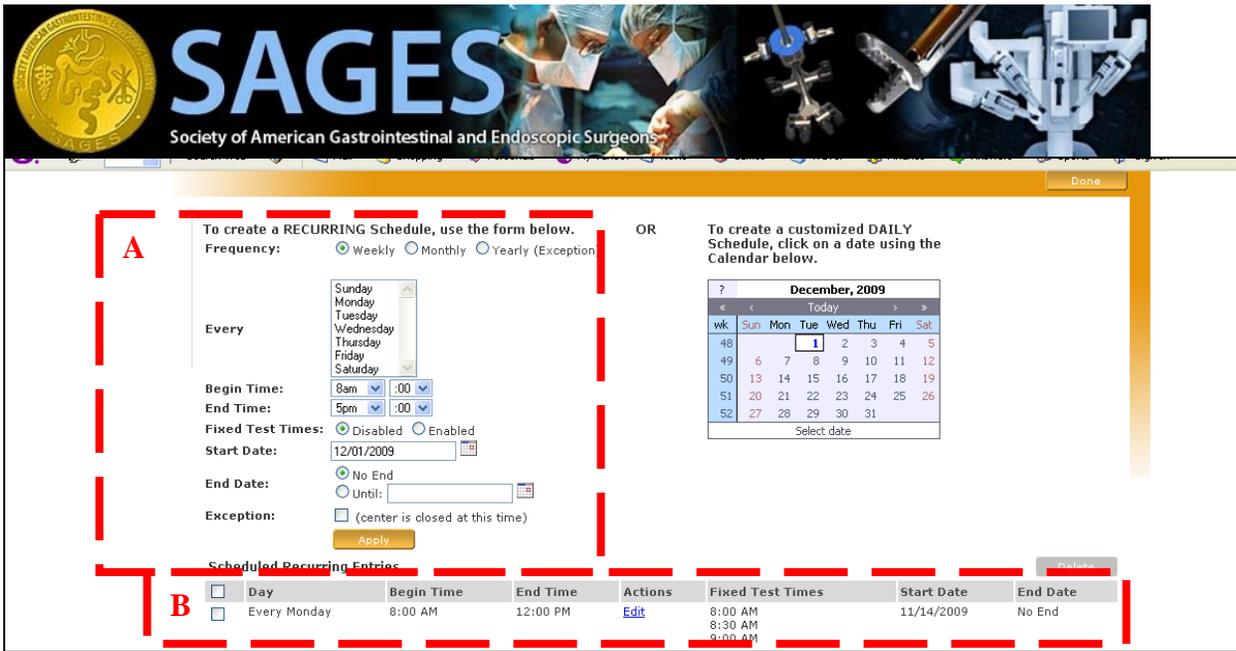


- d. You will now be in the scheduling panel. From here you will have an option to create a recurring schedule or a customized daily schedule.

Recurring Schedule

- a. To create a recurring schedule complete the mini form on the left hand side of the screen and select the “Apply” button.
- b. Once applied, your recurring schedule entry will appear under the “Scheduled Recurring Entries” section.

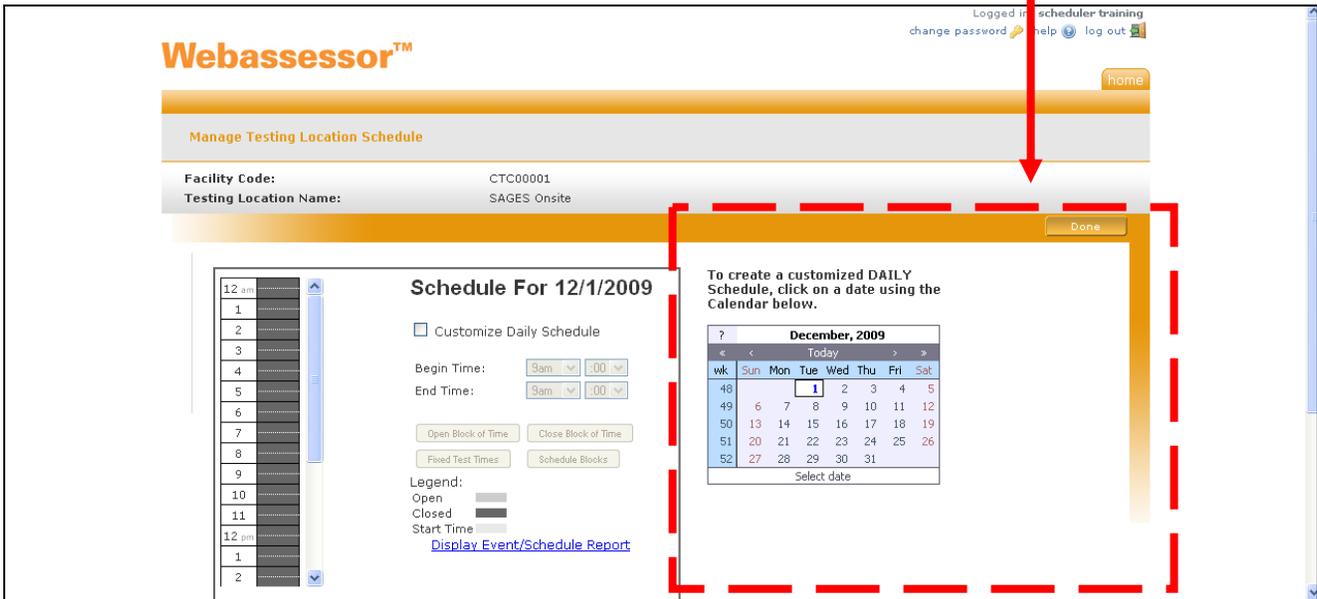
Figure 2.10



Customized Daily Schedule

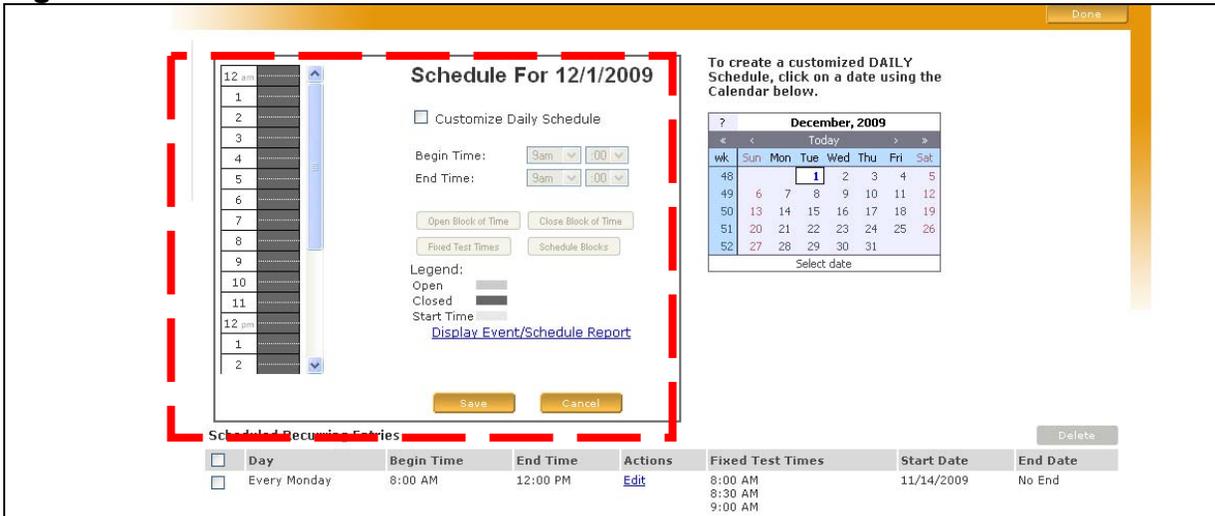
- Select the date you would like to customize from the calendar on the right hand side of the scheduling panel.

Figure 2.11



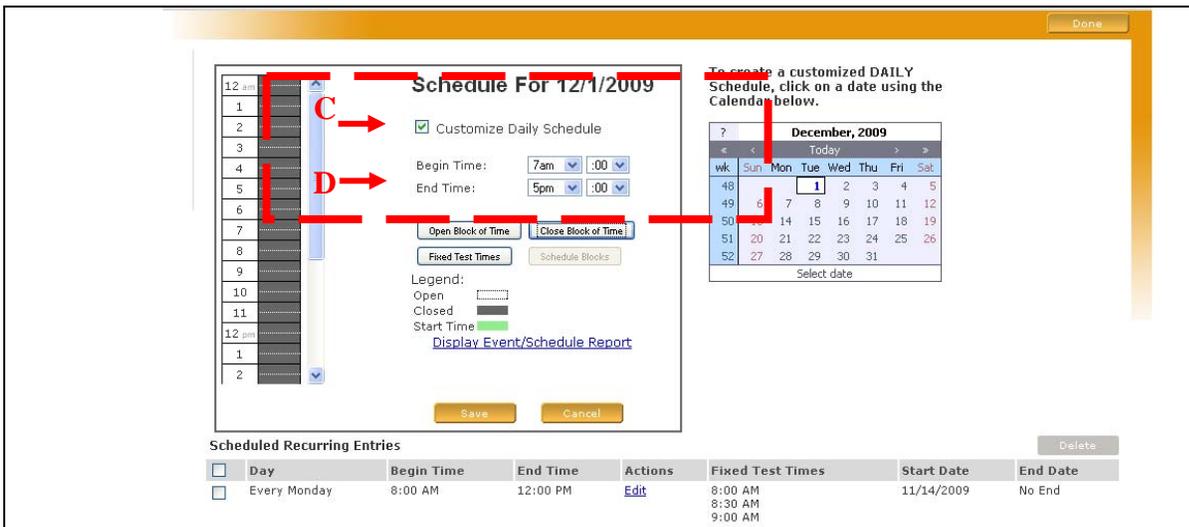
- The "Daily" schedule panel will now appear on your screen.

Figure 2.12



- c. Select the “Customize Daily Schedule” check box.
- d. Select the start and end time for the block in which you would like to make available for testing

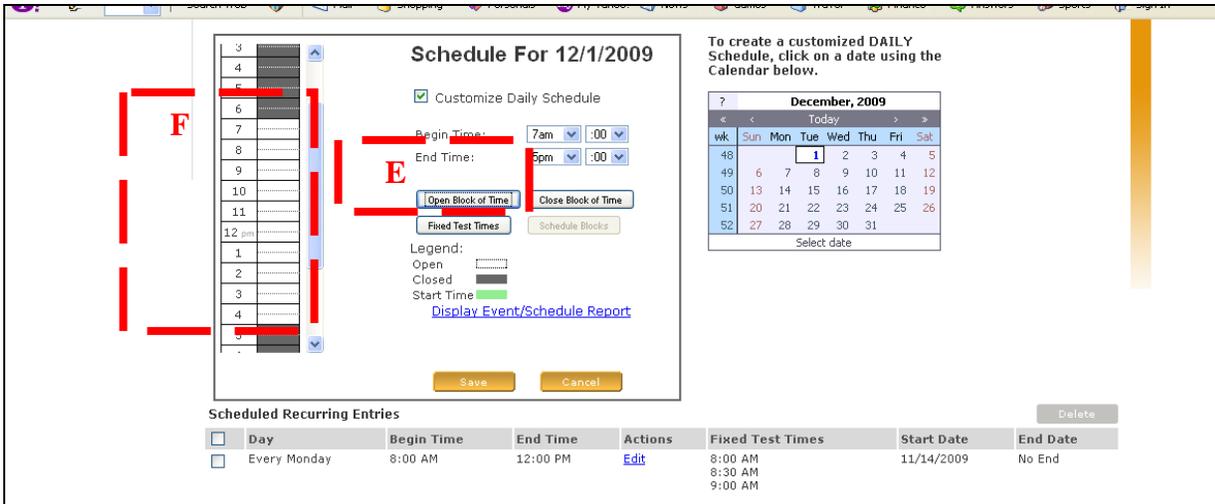
Figure 2.13



- e. Select the “Open Block of Time” button
- f. The time that you specified will now appear white

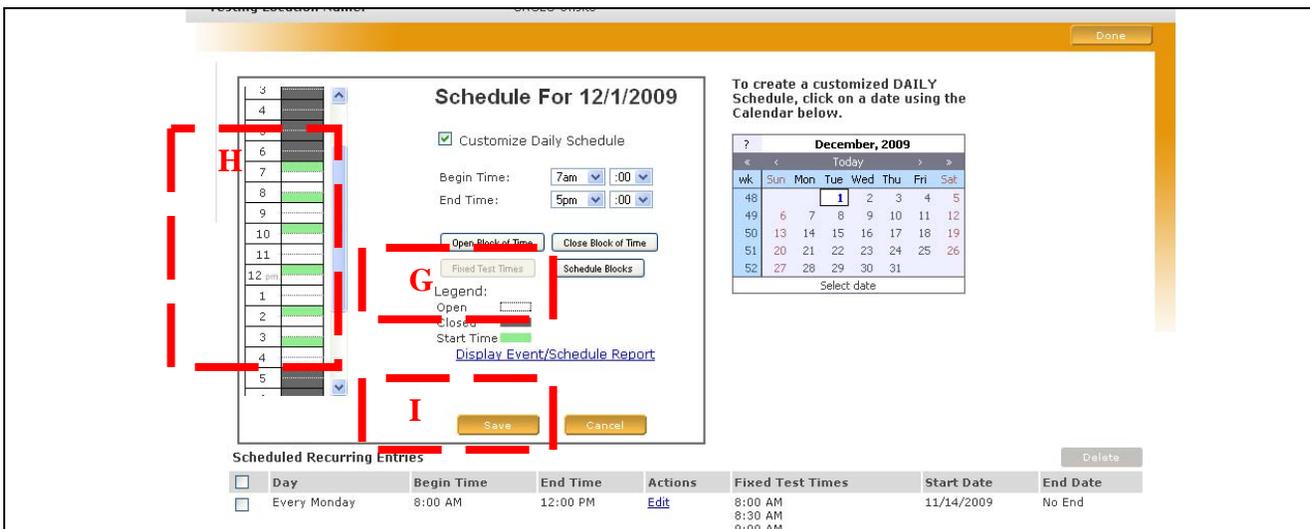


Figure 2.14



- g. If you would like to specify exact start times during your scheduled block, select the “Fixed Test Times” button.(optional)
- h. Select the specific times you wish to set. The selected blocks will turn green.(optional)
- i. When you are done with your schedule, select the “Save” button.

Figure 2.15





- j. Once you select save, the daily schedule panel will close and the date you customized should appear directly below the calendar.

Figure 2.16

To create a RECURRING Schedule, use the form below. OR To create a customized DAILY Schedule, click on a date using the Calendar below.

Frequency: Weekly Monthly Yearly (Exception)

Every: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday

Begin Time: 8am :00
End Time: 5pm :00

Fixed Test Times: Disabled Enabled

Start Date: 12/01/2009
End Date: No End Until:

Exception: (center is closed at this time)

Scheduled Recurring Entries

<input type="checkbox"/> Day	Begin Time	End Time	Actions	Fixed Test Times	Start Date	End Date
<input type="checkbox"/> Every Monday	8:00 AM	12:00 PM	Edit	8:00 AM 8:30 AM 9:00 AM	11/14/2009	No End

- k. When you are done editing your schedule, select the “Done” button on the top right corner of the scheduling panel.

Figure 2.17

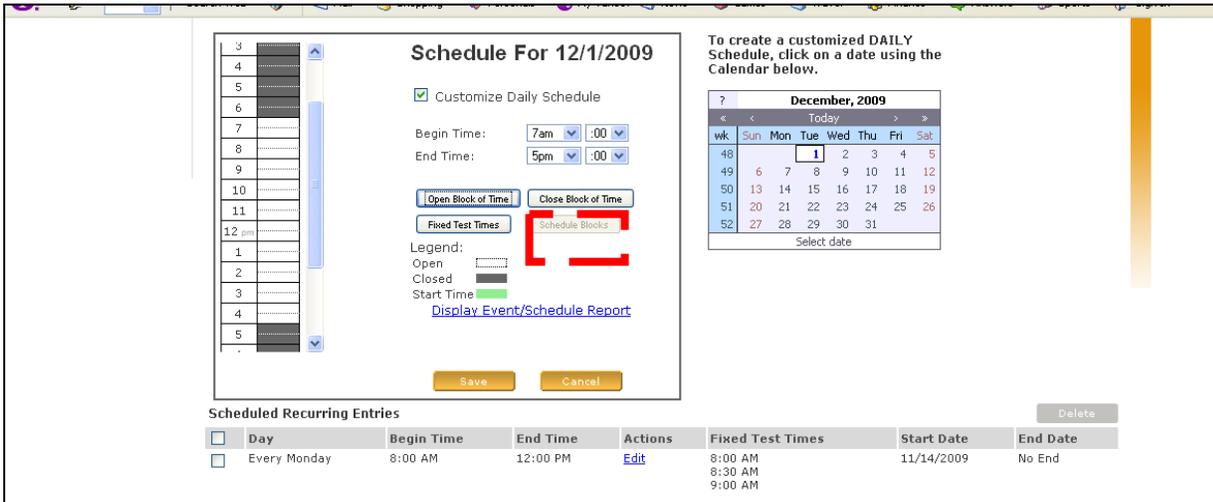
Closing a block of time

- a. If you wish to close a previously opened block of time, please select the date from the calendar to enter the custom schedule panel



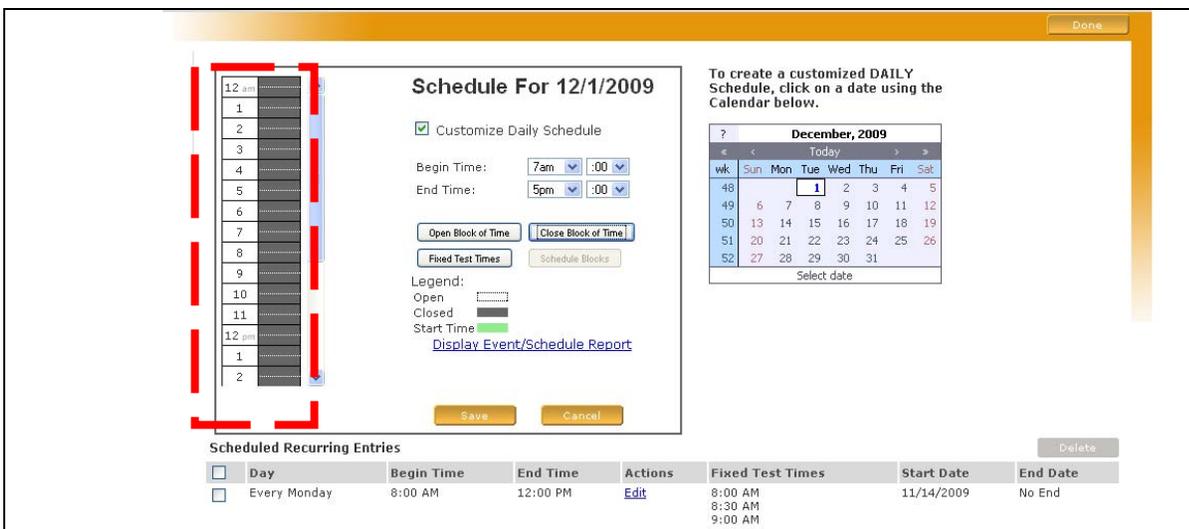
- b. Specify the start/end time
- c. Select the “Close Block of Time) button

Figure 2.18



- d. Select the “Save” button
- e. The block of time you specified will now return to gray.

Figure 2.19



NOTE: If you wish to close a block of time when someone is already scheduled during that block of time, please contact SAGES FLS Administration.



Scheduler Checklist

*** The following items must be completed to successfully publish a schedule.
Please refer to the on line scheduling manual (Appendix A) for details.**

1. Configure the Limit Future Schedule Access Field. **Note:** SAGES requires all test centers publish their schedules at least 90 days ahead of time. **(Refer to View Test Center Detail section of this document)**
2. Configure the Delayed Hours for Scheduling Field. **Note:** This setting is up to the test center. **(Refer to View Test Center Detail section of this document)**
3. Configure the number of workstations that are available at the test center.
4. Configure the test center schedule.



Section 3: Administering a Test

- * Must use Internet Explorer
- * Must have a functioning proctor account

Log into System

- Open Internet Explorer
- Go to www.webassessor.com/sages
- The SAGES Testing Home Page should now appear on screen

Figure 3.1

The screenshot shows the SAGES Testing Home Page. At the top, there is a navigation bar with links for 'home', 'login', 'forgot password', and 'create new account'. Below this is the SAGES logo and banner. The main content area is titled 'SAGES - HOME' and contains a 'Welcome to the SAGES Tests Registration System!' message. It lists two available assessments: 'SAGES/ACS FLS cognitive assessment' and 'SAGES FES cognitive assessment'. A login form is highlighted with a red dashed box, containing fields for 'Username:' and 'Password:', and a 'log in' button. At the bottom, there is a 'Privacy Policy' link and copyright information for KRYTERION, Inc. © 2009.

- Log in with your **Proctor** account
 - the username will begin with “proctor” (proctor_erosado)
 - **your password will have been emailed to you**
 - **To launch the exam, you will also need to access your proctor security code. This information is all provided in your proctor account confirmation.**
- The **Proctor** home page will now appear on screen. You should now see a list of the test takers registered to take the test with you.



Launch an Exam

- a. In the upper-right hand corner, hit Launch

Figure 3.2

Testing Location	Test Taker	Assessment	Date Scheduled	Proctor Instructions	Duration	Workstation
SAGES Onsite	Sample Candidate	KCP Sample Test			5 minutes	
SAGES Onsite	Sample Candidate	KCP Sample Test			5 minutes	
SAGES Onsite	delete me123	FES BETA TEST B	04/18/2009 01:15 AM		140 minutes	Workstation1
SAGES Onsite	Sample Candidate	KCP Sample Test			5 minutes	
SAGES Onsite	Sample Candidate	KCP Sample Test			5 minutes	
SAGES Onsite	Sample Candidate	KCP Sample Test			5 minutes	
SAGES Onsite	Sample Candidate	KCP Sample Test			5 minutes	
SAGES Onsite	Sample Candidate	KCP Sample Test			5 minutes	
SAGES Onsite	Sample Candidate	KCP Sample Test			5 minutes	
SAGES Onsite	Sample Candidate	KCP Sample Test			5 minutes	

- b. Enter the **Test Authorization Code** that was generated at the end of the **Test Registration Process**. **This code is included in the test taker’s registration confirmation. The test taker must provide this information to the proctor at the time of the exam.**
- c. Select the **Next** button

Figure 3.3

PLEASE NOTE: This page is for Proctor use only. Your Test Taker should NOT be in the testing room at this time. Enter the Test Taker Authorization Code that you received from the Test Taker and click "Next" to continue.

Test Taker Authorization Code:

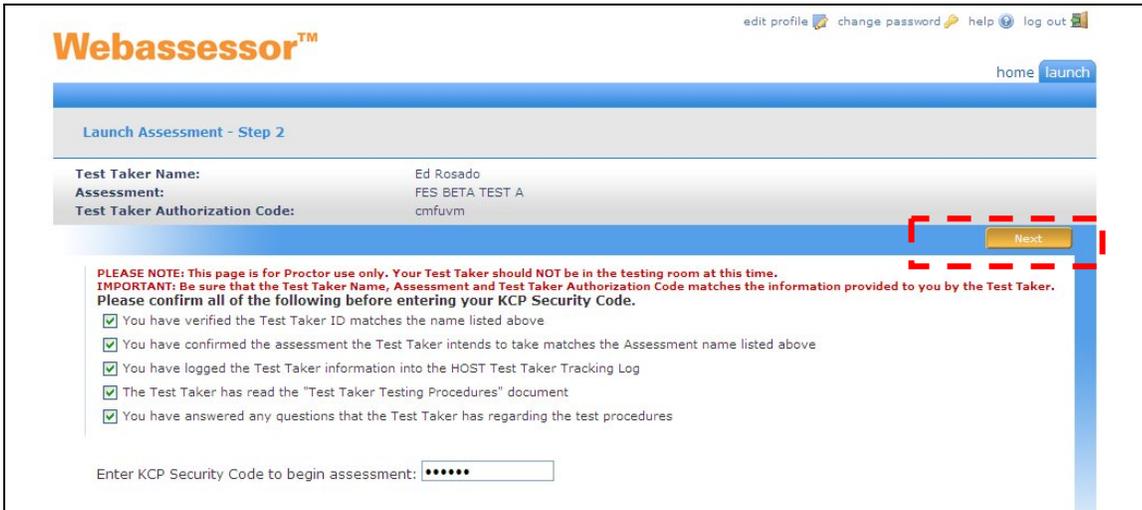
Next

- a. The Proctor review screen will now appear on your screen.
- b. Please check off all check boxes, confirming all steps have been followed.
- c. Enter your **proctor security code** (which should have been assigned to you before testing began)



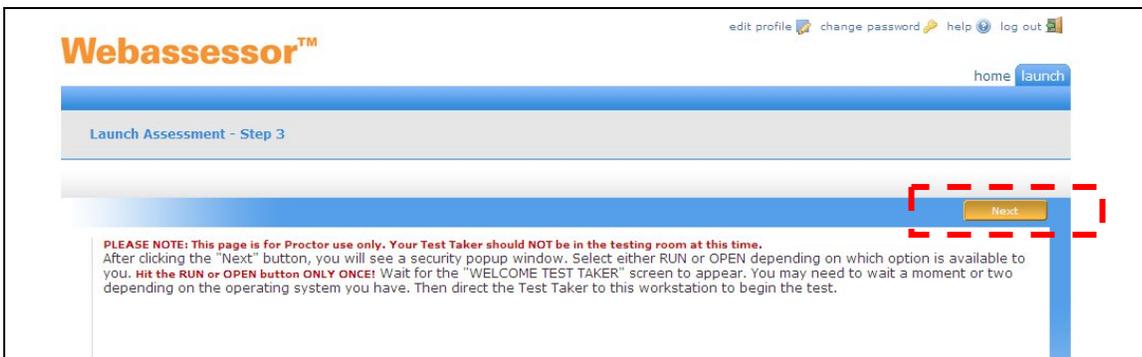
- d. Select the **Next** button

Figure 3.4



- e. A final proctor message/instruction will now appear on screen
- f. Situate the Test Taker in the testing location
- g. Select the Next button

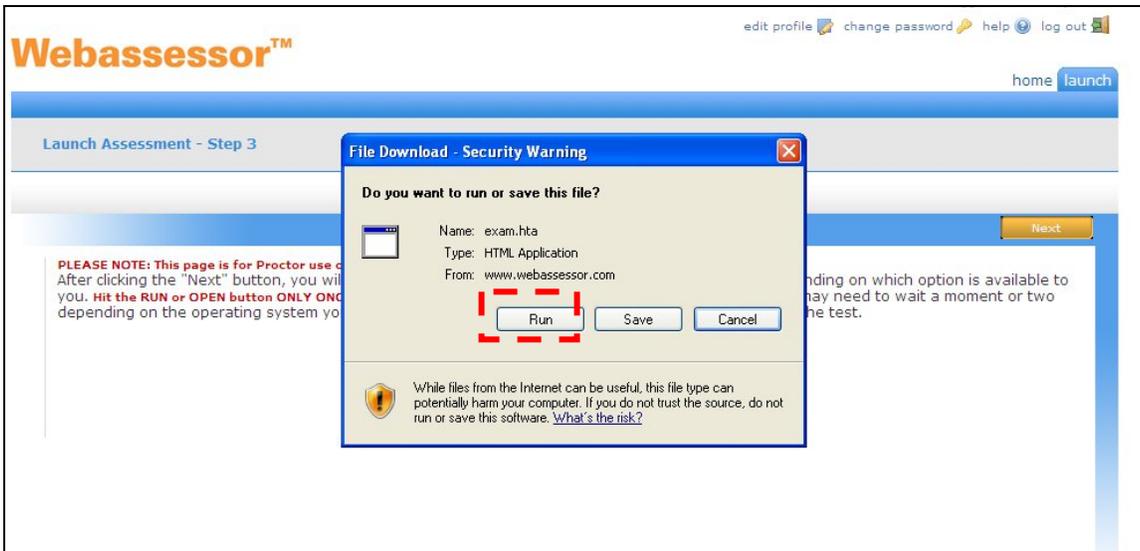
Figure 3.5



- h. As instructed in the above message, a security box will now appear on the screen.
- i. Select the Run button

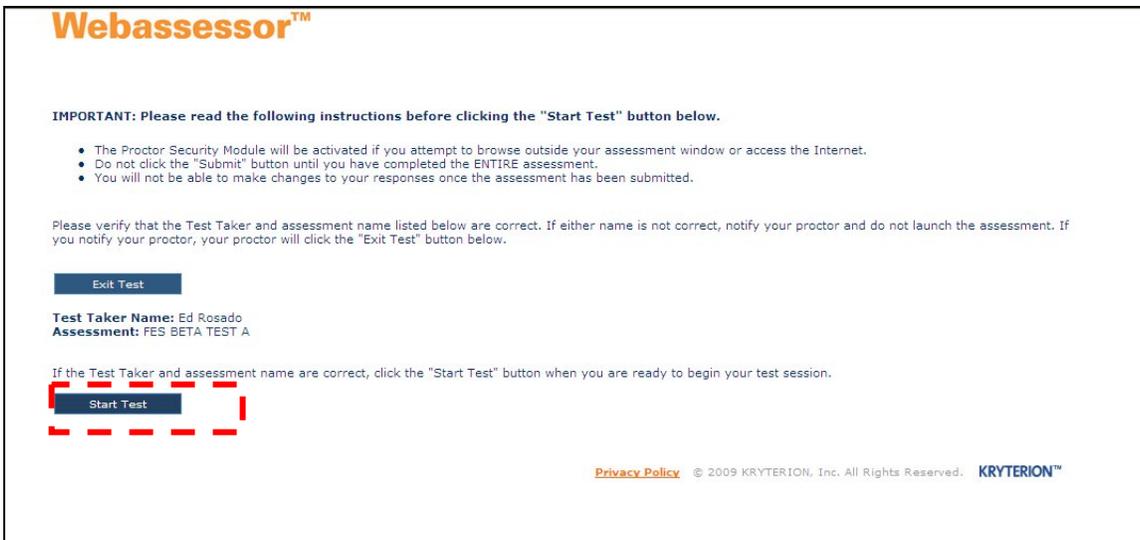


Figure 3.6



j. Select Start Test

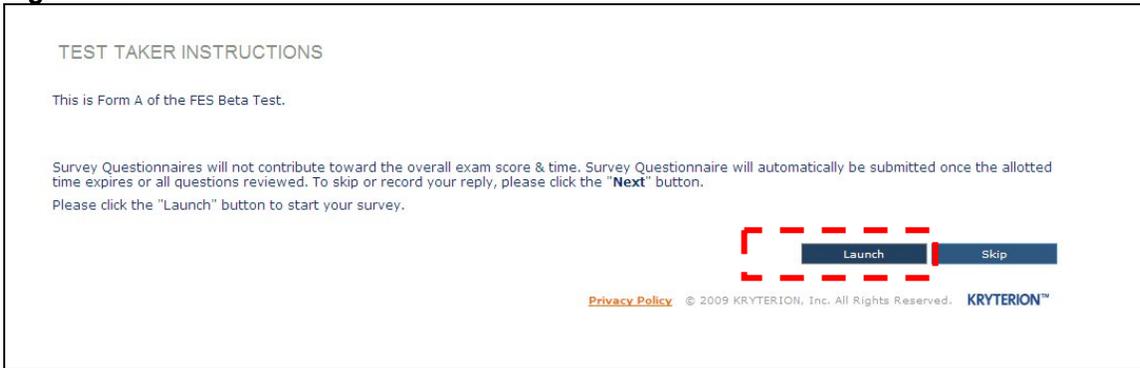
Figure 3.7



k. If the exam has a pre-test survey, it will appear now
 l. Select the **Launch** button

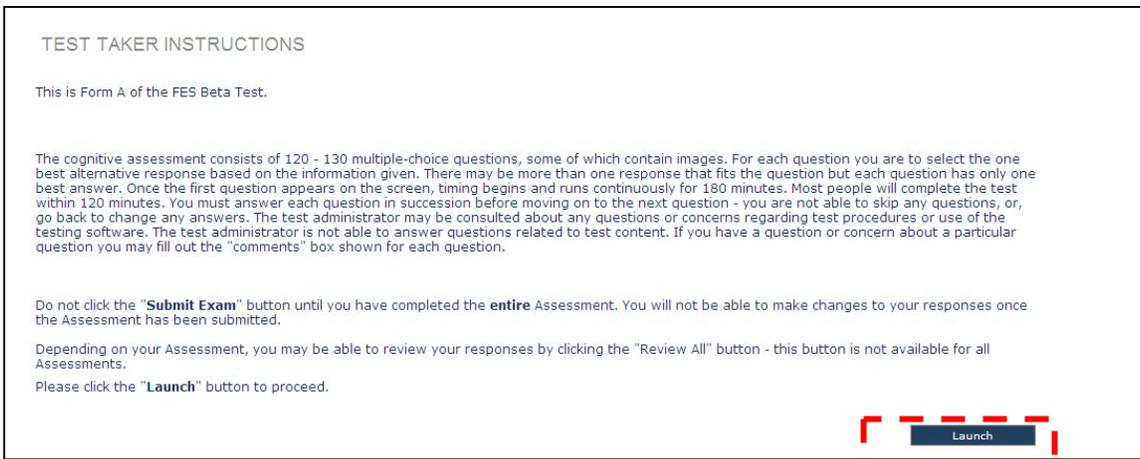


Figure 3.8



- m. When all survey questions are completed the test taker will come to another landing page for the actual test.
- n. Select **Launch**

Figure 3.9



- o. The test taker will need to review and agree to a couple of agreement screens before launching the test. The Test Proctor should verbally review these instructions with each person taking the test.
- p. Please note the "Comments" boxes, and encourage their use.
- q. Once the test is complete the proctor will be asked to verify the exam by entering their username/security code

NOTE: If a user attempts to leave the test screen the test will automatically stop. If this happens please re-launch the exam by following the above steps.



Figure 3.10

The screenshot shows a web page with the SAGES logo and banner at the top. Below the banner, the text reads: "Your assessment has been submitted. Please notify your proctor that you have submitted your assessment so that they may complete your testing process." A horizontal line separates this from the "FOR PROCTOR USE ONLY:" section. Below this section, the text reads: "Please use your Proctor Login and KCP Security Code to end the Test Taker testing process." There are two input fields: "Proctor Login:" with the text "onsite_proctor" and "KCP Security Code:" with six dots. Below the input fields is a blue button labeled "End Test". At the bottom right, there is a link for "Privacy Policy" and the text "© 2009 KRYTERION, Inc. All Rights Reserved. KRYTERION™".

- r. Once properly verified, the exam browser will close. The exam is officially complete.