Common FSA System Message IDs and Descriptions

Message ID #	Message	Solution/Description
Secure Browser Messages		
10893 and 10894	Your current operating system and web browser are listed below. One or both of these is not supported.	Ensure that the secure browser is installed on the student's computer and that the student launched the secure browser rather than a standard web browser.
10897	You cannot log in until the following programs are closed: {list of programs}.	Ensure that all programs have been closed. The secure browser will not run with programs running in the background. You can verify all programs are closed using the Task Manager functionality on Windows or the Force Quit Applications functionality on Mac OS.
11744	Your computer has "Spaces" enabled. This feature must be disabled before you can log in. Please ask your Test Administrator for help.	For security purposes, Mission Control/Spaces must be disabled on Mac OS X computers that students will use for online testing. If Mission Control/Spaces is not disabled, students will be unable to test. Instructions to disable Spaces can be found in the FSA Technical Specifications Manual found in the Resources section of the Portal.
12283	This test environment is not secure. If you're using an iPad please make sure it is in AAC or ASAM. If you're using a desktop this means that some other application has taken focus away from the secure browser.	Ensure that the latest version of the secure browser is installed on the student's computer and all external applications, including screensavers and auto-updates, are closed or turned off. If this message appears on an iPad, ensure that the device is running in Automatic Assessment Configuration (AAC) or Autonomous Single App Mode (ASAM).
Student Interface Messages		
10207	Your Test Administrator has stopped your Test Session and your test has been paused. You will need to log back in to continue working on your test.	The Test Session was ended which paused the student's test.
10899	Are you sure you want to pause the test? Ask your Test Administrator before pausing your test.	The student pressed the **Pause** button in the student interface.
10904	Your answer has not been saved. Click **Yes** to try again. Click **No** to log out of your test without saving your answer.	This indicates there is a network delay or interruption where the student is testing. The student should continue to try and save his or her answer. If this is unsuccessful, contact the Test Administrator for assistance. The TA may choose to pause the test, review the network connection, and resume testing.

Message ID #	Message	Solution/Description
Student Interface Messages (Cont.)		
10915	You have **visited** all the questions in this test. When you have finished checking your answers, click the **End Test** button.	The student has passed through all questions available in the test. The student can now check his or her answers before ending the test.
11045	There was a problem with the system. Please give this number to your Test Administrator.	The Test Session was ended, most likely due to a connection loss. The TA should review the network connection and create a new test session to resume testing. Students will need the new Session ID to log back in.
11717	Your username is not entered correctly. Please try again or ask your TA.	The student did not enter his or her username as it appears on his or her Test Ticket. Please have him or her try again.
11743	You have not entered a response to one or more items on this page or passage. Click **Yes** to proceed to the next page without answering the item(s) at this time. Click **No** to remain on this page.	The student clicked **Next** before responding to all the items. There may be multiple items to respond to on this page. The student may choose to continue without answering all items or remain on the page and finish answering these items.
11969	Please check that your information is entered correctly. If you need help, ask your TA.	The student did not enter his or her first name as it appears on his or her Test Ticket. Please have him or her try again.
12278	You are leaving the current session. Are you sure you want to do this?	The student is attempting to navigate away from his or her current test session.

Message ID #	Message	Solution/Description
TA Interface Messages		
10510	If you pause this test, the student will be logged out. Are you sure you want to pause this test?	The TA clicked **Pause** for a student in the Students in your Session table.
10562	There was an error processing your request. Please try again.	This is most likely to occur if there is a network-related issue. For wired connections, verify that the network cable is plugged in. For wireless connections, verify that the Wi-Fi connection is live.

Message ID #	Message	Solution/Description
10161	Currently, we are unable to provide you with access to this system. Please check that you have the correct user permission to access this site. If your user permission allows access to this site, verify that you are accessing during a live testing window. This system is unavailable outside of established testing windows.	This message appears when the user is attempting to access one of the FSA Systems and cannot log in. He or she should check his or her user permissions and confirm that the system is available.
10163	You must be active in TIDE and have the correct access level to use the system. Please review your login information and access level, and consult with your School or District Assessment Coordinator if you need further assistance.	TDS is not available due to scheduled maintenance.