



## Common FSA System Message IDs and Descriptions

| Message ID #                      | Message  | Solution/Description  |
|-----------------------------------|--|---|
| <b>Secure Browser Messages</b>    |  |   |
| 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. Check the <i>System Requirements for Online Testing</i> to make sure the version you are using is supported.   |
| 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). |
| <b>Student Interface Messages</b> |  |   |
| 10136                             | Your test has been interrupted. To resume your test, check with your Test Administrator.   | The test session was ended which paused the student's test. The Test Administrator will need to create a new session for the student to log back into the 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 <b>Yes</b> to try again. Click <b>No</b> 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 their answer. If this is unsuccessful, the TA should contact the school assessment coordinator to review the situation and determine the best course of action.   |



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| <b>Student Interface Messages (Cont.)</b> |   |  |
| 10915                                     | You have <b>visited</b> 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 their 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 their username as it appears on their test ticket. Please have the student try again.  |
| 11719                                     | The session is not available for testing.   | The student entered the wrong Session ID. Please have the student check the Session ID and try again.  |
| 11743                                     | You have not entered a complete response to one or more items. Click <b>Yes</b> to proceed to the next page without answering the item(s) at this time. Click <b>No</b> to remain on this page. You may return to the item(s) at any point during this session. | The student clicked <b>Next</b> 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 their first name as it appears on their test ticket. Please have the student 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 their current test session.  |
| 13541                                     | Session ID is not correct. Check to make sure you put the correct characters in each box.   | The student entered too many characters or an invalid character in the Session ID. Please have the student check the Session ID and try again.   |

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| <b>TA Interface Messages</b> |   |   |
| 10510                        | If you pause this test, the student will be logged out. Are you sure you want to pause this test? | The TA clicked <b>Pause</b> for a student in the <i>Students in your Session</i> 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. |



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| 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. The user should check their user permissions in the <b>TIDE User Guide</b> 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.  |