



# Fundamentals Exam Registration Guide

## TABLE OF CONTENTS

**HOW TO SCHEDULE AN EXAM..... 2**

    CREATE A WEBASSESSOR ACCOUNT .....2

    SCHEDULING AN EXAM APPOINTMENT .....3

**HOW TO RESCHEDULE OR CANCEL AN EXAM ..... 7**

**ONLINE PROCTORED (OLP) EXAM - FUSE ONLY ..... 9**

    REVIEW HARDWARE/SOFTWARE REQUIREMENTS .....9

    SCHEDULE YOUR EXAM .....9

    INSTALL SENTINEL SECURE.....9

    CREATE A BIOMETRIC PROFILE .....10

    TAKE THE EXAM .....12

**FREQUENTLY ASKED QUESTIONS ..... 13**

    I FORGOT MY USERNAME. HOW DO I FIND OUT WHAT IT IS? .....13

    I FORGOT MY PASSWORD. HOW DO I FIND OUT WHAT IT IS? .....13

    WHAT SHOULD I DO IF I FORGOT OR LOST MY TEST TAKER AUTHORIZATION CODE? .....13

    I'VE CREATED AN FLS ACCOUNT BEFORE AND USED MY ONLY WORKING EMAIL ADDRESS. HOW CAN I CREATE AN FES OR FUSE ACCOUNT? .....13

    WHY DON'T I SEE THE EXAM I WANT TO REGISTER FOR? .....13

    DO I HAVE TO SCHEDULE A SEPARATE APPOINTMENT TO RETAKE THE MANUAL SKILLS TEST? .....13

    CAN I SCHEDULE MORE THAN ONE EXAM APPOINTMENT? .....13

    WHAT IF I DON'T SEE ANY AVAILABLE DATES/TIMES LISTED FOR THE TEST CENTER I HAVE SELECTED?.....13

    THE TEST CENTER WHERE I AM TRYING TO SCHEDULE MY EXAM APPOINTMENT DOES NOT HAVE ANY AVAILABLE APPOINTMENTS PRIOR TO THE EXPIRATION DATE INDICATED ON MY VOUCHER. ....14

    HOW FAR IN ADVANCE SHOULD I SCHEDULE MY EXAM APPOINTMENT? .....14

    HOW LONG WILL I BE AT THE TEST CENTER FOR MY EXAM APPOINTMENT? .....14

    WHY DON'T I SEE THE OPTION TO RESCHEDULE OR CANCEL MY EXAM? .....14

    DO I HAVE TO CREATE ANOTHER ACCOUNT TO SCHEDULE A RETEST?.....14

    WHAT DO I DO IF THE WEBSITE IS SLOW OR NOT RESPONDING?.....14

    HOW DO I FIND THE CONTACT INFORMATION FOR A TEST CENTER? .....14

    I'M TAKING AN ONLINE PROCTORED (OLP) EXAM. WHAT SHOULD I EXPECT?.....14

    I'M HAVING TROUBLE INSTALLING SENTINEL SECURE. WHO SHOULD I CONTACT? .....14

    I'M TAKING THE FUSE EXAM AT AN INTERNATIONAL TEST CENTER. HOW DO I CONTACT THE TESTING CENTER? .....15

    WHO DO I CALL IF I HAVE QUESTIONS?.....15

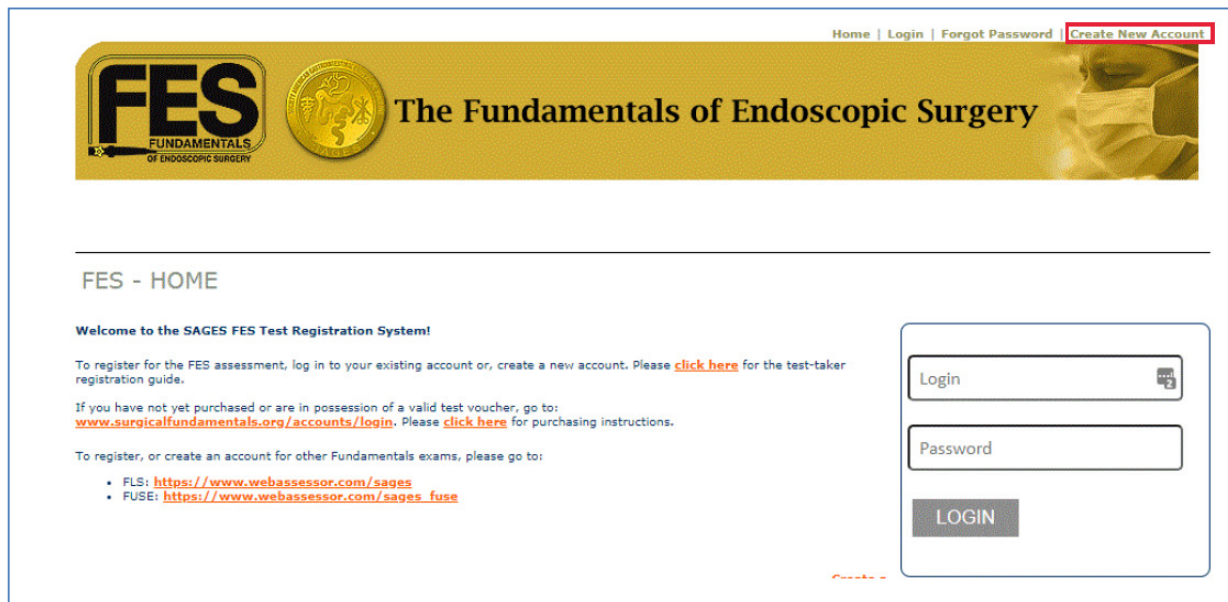


## HOW TO SCHEDULE AN EXAM

### CREATE A WEBASSESSOR ACCOUNT

You must have a test voucher in your name in order to create a Webassessor account. If you have not already purchased a test voucher, please visit the specific fundamental program’s website (FLS, FES, or FUSE) for instructions on how to do so. Once a voucher is purchased, you may schedule an exam or a cognitive (written) retest appointment by creating a Webassessor account for the corresponding fundamentals exam (FLS, FES, or FUSE). Create an account if this is your first time taking the exam. Be prepared to provide specific information when registering, including, but not limited to: voucher number, email address, medical specialty, and age. You must use an active voucher number and a valid email address when creating an account in order to receive a Test Taker Authorization Code.

1. Visit Webassessor and click **Create New Account**. Note: If you have an existing Webassessor account and plan to take another type of exam, you must create a new account using a different username. Please log out of your existing account before creating another one.
  - FLS – [www.webassessor.com/sages](http://www.webassessor.com/sages)
  - FES – [www.webassessor.com/sages\\_fes](http://www.webassessor.com/sages_fes)
  - FUSE – [www.webassessor.com/sages\\_fuse](http://www.webassessor.com/sages_fuse)



2. Fill in the required fields and click **Save**. Note: The password must be at least eight characters long, contain one digit, one special character (@\$!#%), one upper case letter, and one lower case letter. Test results will be mailed to the address you provide when you create your account.



3. A message will appear notifying you that your account has been created.
4. You can now log in using your credentials to schedule an exam appointment.

### SCHEDULING AN EXAM APPOINTMENT

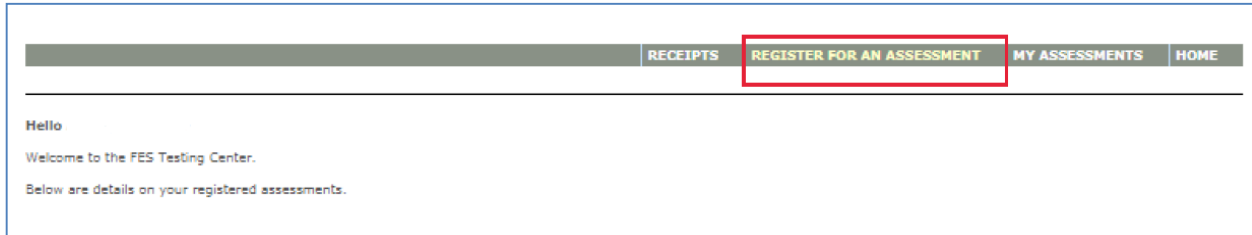
You can schedule an initial exam, or a cognitive (written) retest appointment, in Webassessor using the account you created for the corresponding Fundamentals exam (FLS, FES or FUSE). If you are scheduling an FLS or FES manual skills retest, please contact the test center directly to make an appointment. Be aware that retest candidates must wait at least thirty (30) days following the original test date before scheduling a retest appointment. If the assessment is still not passed after the first retake, then you must wait at least six (6) months for the next retake for FLS, or thirty (30) days for FES and FUSE.



1. After you create an account, log in to schedule an exam appointment.

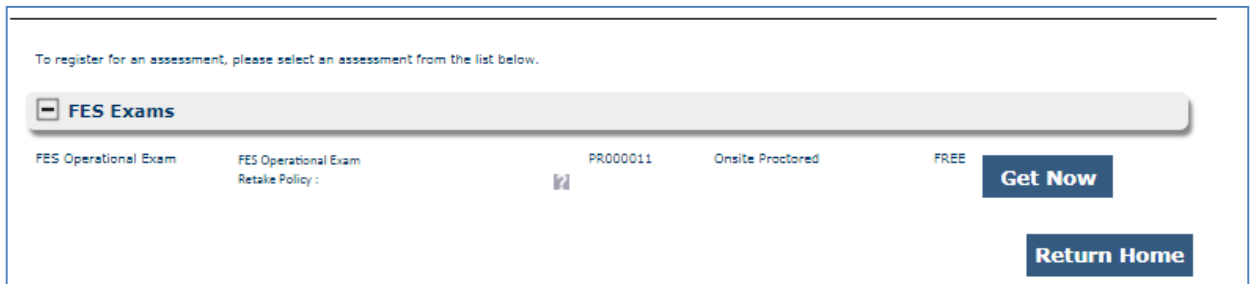
- FLS – [www.webassessor.com/sages](http://www.webassessor.com/sages)
- FES – [www.webassessor.com/sages\\_fes](http://www.webassessor.com/sages_fes)
- FUSE – [www.webassessor.com/sages\\_fuse](http://www.webassessor.com/sages_fuse)

2. Click **Register for a new assessment**

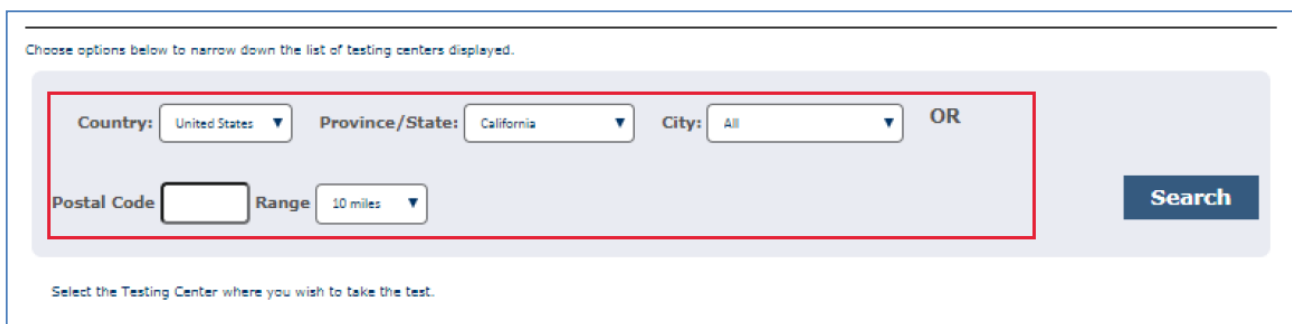


3. Click **Get Now** next to the exam you want to schedule. Note: If you see a different exam offered than the one you want to take, you may be logged in to the wrong exam website. All exams are proctored in person at a SAGES-trained test center unless otherwise noted below.

- FUSE exam
  - International test takers may test at a Kryterion operated test center by selecting **FUSE Exam (international test centers)**. U.S. military personnel currently stationed overseas may elect to take the exam in an Online Proctored (OLP) format by selecting **FUSE Exam (OLP - military personnel stationed overseas)**.



4. Use the search fields to locate a test center.



5. Once you locate the correct test center, check the box in front of the testing location name.



6. Click **Select**.

### AVAILABLE TESTING CENTERS

<input type="checkbox"/>	Testing Location Name	Address	City	Province/State	Country	Map	Important Location Information
<input checked="" type="checkbox"/>	FES University of California San Diego	9500 Gilman Drive, MET Building #845, Center for Surgery	La Jolla	California	United States	<a href="#">Map</a>	
<input type="checkbox"/>	FES University of California Los Angeles	757 Westwood Plaza, Ronald Reagan UCLA Medical Center, Ste. B792 CASIT	Los Angeles	California	United States	<a href="#">Map</a>	
<input type="checkbox"/>	FES University of Southern California	2250 Alcazar Street, USC-IGM-CSC Building, Basement, B-10	Los Angeles	California	United States	<a href="#">Map</a>	
<input type="checkbox"/>	Sample FES Test Center	DO NOT SCHEDULE	SAMPLE	California	United States	<a href="#">Map</a>	
<input type="checkbox"/>	FLS/FES University of California Davis	2315 Stockton Blvd, Suite 1508	Sacramento	California	United States	<a href="#">Map</a>	
<input type="checkbox"/>	FES Naval Medical Center San Diego	34800 Bob Wilson Dr, Building 1 Ground Floor	San Diego	California	United States	<a href="#">Map</a>	
<input type="checkbox"/>	FES Stanford University	300 Pasteur Drive, H3552, The Goodman Surgical Education Center	Stanford	California	United States	<a href="#">Map</a>	
<input type="checkbox"/>	Traveling Proctor- Jessica Mischna	Travel - By Appointment Only	Travel - By Appointment	California	United States	<a href="#">Map</a>	

Select
Cancel

7. Use the calendar to search for available test dates and times. Dates with available test appointments are indicated in black text, while unavailable dates are indicated in grey.
- a. Click on the day you want to take the test.
  - b. Click on an available start time. Note: If there are no start times on the day you select, there are no test appointments available that day. Please choose a different day.

**Selected Testing Center**

- FES University of California San Diego  
9500 Gilman Drive, MET Building #845  
La Jolla, California 92093

**Select Date**

May, 2019

wk	Sun	Mon	Tue	Wed	Thu	Fri	Sat
17				1	2	3	4
18	5	6	7	8	9	10	11
19	12	13	14	15	16	17	18
20	19	20	21	22	23	24	25
21	26	27	28	29	30	31	

Select date

**Select Start Time**

9:00 AM

9:15 AM

9:30 AM

9:45 AM

10:00 AM

10:15 AM

10:30 AM

10:45 AM

11:00 AM

11:15 AM

11:30 AM

I understand that I must bring a valid test voucher, a government issued photo ID, and my test taker authorization code that was emailed to me when I scheduled my exam with me to my test appointment. I understand that if my voucher is expired at the time of my test appointment, the proctor will not be able to administer my exam. No Shows and Cancellations: I understand I will not be able to reschedule or cancel my scheduled test appointment with less than seventy-two (72) hours notice in Webassessor. I understand I will be required to contact the Test Center directly in order to cancel or reschedule within 72 hours of my test appointment. I understand that if I do reschedule or cancel my registration with less than 72 hours notice, I may be required to pay an additional fee. Special Accommodations: I understand it is my responsibility to request any special accommodations I may require through the SAGES office for approval prior to scheduling my test appointment. If you require a special accommodation and have not already made arrangements with the SAGES office, please click the Cancel button below and contact the SAGES office at 310-437-0544 ext 149 or info@fesprogram.org.

acknowledge that I have read and understood all the information stated in the above text box and agree to abide by these terms and rules.



8. Read the Terms and Conditions, then check the box to acknowledge you have read and understood them.
9. Click **Select** to add the test to your shopping cart.
10. Confirm that your test appointment looks correct on the screen and click **Check Out** to schedule the exam.

Exam	Details	Price	Actions
Exam: FES Operational Exam Length: 90 minutes	Schedule: Friday, 24 May 2019 Start Time: 14:00 (UTC-04:00)  Location: <a href="#">[Change]</a> FES at SAGES 2019 One West Pratt Street, Room: 340 The Baltimore Convention Center Baltimore, Maryland 21201	0.00	<a href="#">Remove</a>
		Subtotal:	0.00
		Total Price:	USD 0.00

\*Charges are made in USD, currency conversion fees may apply

[Empty Cart](#)
[Add Another Exam](#)
[Return Home](#)
[Check Out](#)

11. A message will appear confirming that your appointment is scheduled, and a confirmation email will be sent to you. Note: Your **Test Taker Authorization Code** and logistical information for the test center appear on the confirmation page and in the email. Do not lose your **Test Taker Authorization Code**. You will need this code, along with your voucher and a photo ID, to sit for the exam.
12. Click **Print** to print the page and/ or **Done** to close the page. Notice your **Test Taker Authorization Code** is on this page.
13. On the Webassessor homepage under **My Assessments** the exam you registered for displays under Scheduled Assessments.

Assessment	Date Scheduled	Exam Details	Date Registered	Launch	Details
FES Operational Exam	24 May 2019 1400H America/New_York	FES at SAGES 2019	24 May 2019		<a href="#">Reschedule/Cancel</a>

[Email me my scheduled assessments](#)



## HOW TO RESCHEDULE OR CANCEL AN EXAM

You can reschedule or cancel an exam up to 72 hours prior to your exam appointment. Please contact the SAGES office directly to reschedule or cancel after this time frame. Test center contact information is included in the confirmation email sent to you when you made the original appointment. There is no fee charged for rescheduling or canceling an exam; however, fees for test vouchers are not refundable.

1. Log in to reschedule or cancel an exam appointment.
  - FLS – [www.webassessor.com/sages](http://www.webassessor.com/sages)
  - FES – [www.webassessor.com/sages\\_fes](http://www.webassessor.com/sages_fes)
  - FUSE – [www.webassessor.com/sages\\_fuse](http://www.webassessor.com/sages_fuse)

2. Click **Reschedule / Cancel**.

RECEIPTS REGISTER FOR AN ASSESSMENT MY ASSESSMENTS HOME					
SCHEDULED ASSESSMENTS					
Assessment	Date Scheduled	Exam Details	Date Registered	Launch	Details
FES Operational Exam	24 May 2019 1400H America/New_York	FES at SAGES 2019	24 May 2019	?	<a href="#">Reschedule/Cancel</a>

[Email me my scheduled assessments](#)

3. Click **Reschedule** to change your appointment day and time or **Cancel Registration** to cancel your exam appointment.
  - a. To cancel your appointment:
    - i. Click **Yes, Cancel this registration**.
    - ii. Click **Submit** to confirm.
  - b. To reschedule your appointment:
    - i. Use the search fields to find a test center near you.
    - ii. Click on the box next to the test center where you want to take the exam.
    - iii. Click **Select**.
    - iv. Use the calendar to search for available test dates. Note: If there are no start times on the day you select, there are no test appointments available that day. Please choose a different day.
    - v. Click on the start time you'd like.
    - vi. Click the checkbox next to the disclaimer to acknowledge that you read it.
    - vii. Click **Select**.
    - viii. Click **Check Out** to book your test appointment.





RECEIPTS	REGISTER FOR AN ASSESSMENT	MY ASSESSMENTS	HOME
Assessment:	FES Operational Exam	<a href="#">Back</a>	
Schedule:	24 May 2019 1400H America/New_York		
Facility Code:	CT000101		
Testing Location Name:	FES at SAGES 2019 - <a href="#">Map</a>		
Address Line 1:	One West Pratt Street, Room: 340		
Address Line 2:	The Baltimore Convention Center		
City:	Baltimore		
Province/State:	Maryland		
Postal Code:	21201		
Country:	United States		
Authorization Code:	d5xfbdc		
		<a href="#">Reschedule</a>	<a href="#">Cancel Registration</a>

4. The **Purchase Confirmation** page appears.
5. You will receive an automatic email with your **Test Taker Authorization Code** and information about the test center. Do not lose your **Test Taker Authorization Code**. You will need this code, along with your voucher and a photo ID, to sit for the exam.
6. Click **Print** to retain a physical copy of your appointment for your records. Notice your **Test Taker Authorization Code** is on this page.
7. Click **Done** to close the page.
8. Your Webassessor homepage appears and the exam you registered for displays under **My Assessments**.





### ONLINE PROCTORED (OLP) EXAM - FUSE ONLY

Active U.S. military personnel who are currently stationed outside of the United States may take the FUSE exam in an online proctored (OLP) environment using a computer, webcam, microphone, and Kryterion's Sentinel Secure software. Test takers may register for an online FUSE exam by following the steps on pages 2 - 8 of this user guide. Test takers who elect to take the FUSE exam online must confirm that their computer meets or exceeds hardware and software requirements before scheduling their exam.

#### REVIEW HARDWARE/SOFTWARE REQUIREMENTS

Before registering for an OLP exam, please make sure that you have administrative rights/the ability to make changes to the computer you'll use on exam day. Additionally, the exam computer must meet or exceed the requirements noted below. Please visit the following websites to confirm that your internet speed, webcam, and microphone are suitable for an OLP exam:

- Speed Test: <https://www.kryteriononline.com/webcam-checker>
- Microphone Test: <https://www.onlinemictest.com>
- Webcam Test: <https://www.onlinemictest.com/webcam-test>

	Minimum Requirements
<b>Hardware</b>	<ul style="list-style-type: none"> <li>• Available Space: 50MB</li> <li>• Screen Resolution: 1024 x 768</li> <li>• Internet Speed: 1Mbps upload/download</li> <li>• Mouse and keyboard</li> </ul>
<b>WebCam</b>	<ul style="list-style-type: none"> <li>• Built into your computer or stand alone</li> <li>• Video Resolution: 720p</li> <li>• Refresh Rate: 30fps</li> <li>• NO auto zoom/auto focus</li> </ul>
<b>Microphone</b>	<ul style="list-style-type: none"> <li>• Built into your computer or connected via USB 2.0</li> </ul>
<b>Operating System</b>	<ul style="list-style-type: none"> <li>• Windows: 7, 8.1 and 10</li> <li>• MAC: OSX 10.10, 10.11 or 10.12</li> </ul>
<b>Browser</b>	<ul style="list-style-type: none"> <li>• Internet Explorer 11 or latest version of Safari, Firefox, or Chrome</li> <li>• Adobe Flash: latest version</li> <li>• Pop-up Blocker: disabled</li> </ul>

#### SCHEDULE YOUR EXAM



After confirming that your computer meets or exceeds the hardware and software required to take an OLP exam, schedule your test appointment by following the steps outlined on pages 3 - 4 of this document.

#### INSTALL SENTINEL SECURE

After scheduling an OLP exam, you must install Sentinel Secure. Sentinel Secure is the software you will use to create a biometric profile and confirm your identify. SAGES recommends that you install Sentinel Secure at least three days prior to your test appointment. If you have any issues during the installation process and need help, please contact Kryterion support at [olpsupport@kryteriononline.com](mailto:olpsupport@kryteriononline.com) or by calling 1-877-313-2008 (U.S.) or +001-602-659-4679 (international).



1. Log in to your FUSE Webassessor account by going to [www.webassessor.com/sages\\_fuse](http://www.webassessor.com/sages_fuse).
2. Download the Sentinel Secure software.
  - a. On the right-hand side, click **Install Sentinel**.
  - b. Follow the prompts to install the software.



<p><b>Hello !</b></p> <p>Welcome to the FUSE Testing Center.</p> <p>Below are details on your registered assessments.</p>	<p><b><u>NEW SENTINEL UPDATE IS NOW AVAILABLE</u></b></p> <p><b>Uninstall Sentinel, and then download and install the latest version of Sentinel in Step 1 below.</b></p> <p>If you have not installed the latest Sentinel or you are unsure, click the button below and run the installation program.</p> <p> <b>Install Sentinel</b></p> <p>Create your Biometric Profile - If you have not completed your Biometric Enrollment, a button will appear below. You must complete the Biometric Profile prior to taking an OLP test.</p> <p> <b>Enroll In Biometrics</b></p>
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**Print this page before proceeding! You will NOT be able to use other applications while completing step 4.**

### CREATE A BIOMETRIC PROFILE

Once Sentinel Secure is installed, launch the software to create your biometric profile. The biometric profile you create will consist of keystroke analytics and facial recognition. This distinct, measurable identifier will be used by your proctor on test day to confirm your identity.

1. Log in to your FUSE Webassessor account by going to [www.webassessor.com/sages\\_fuse](http://www.webassessor.com/sages_fuse).
2. On the right-hand side, click **Enroll in Biometrics**.

<p><b>Hello !</b></p> <p>Welcome to the FUSE Testing Center.</p> <p>Below are details on your registered assessments.</p>	<p><b><u>NEW SENTINEL UPDATE IS NOW AVAILABLE</u></b></p> <p><b>Uninstall Sentinel, and then download and install the latest version of Sentinel in Step 1 below.</b></p> <p>If you have not installed the latest Sentinel or you are unsure, click the button below and run the installation program.</p> <p> <b>Install Sentinel</b></p> <p>Create your Biometric Profile - If you have not completed your Biometric Enrollment, a button will appear below. You must complete the Biometric Profile prior to taking an OLP test.</p> <p> <b>Enroll In Biometrics</b></p>
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- a. When prompted, click **Allow**.
- b. Webassessor will open Sentinel Secure on your computer. *Note: Your computer firewall may prompt you to allow Sentinel Secure to make changes to your computer. If this happens, accept the changes to proceed.*



3. Sentinel Secure will open and lock you out of all other applications.
  - a. Click **Continue**.
  - b. Read the Terms of Service and click "**Yes, I accept.**"
  - c. The keystrokes analytics page will appear.
    - i. Read the directions to the left.
    - ii. In the text box, type the phrase you see on the screen.

*Note: be sure to click **Enter** after typing the phrase. You will repeatedly type the phrase to create a baseline. You can track the progress of the baseline by viewing the progress bar at the bottom of the page.*
  - d. When done, the video capture page will appear.
    - i. Read the directions to the left.
    - ii. Click **Start** to capture your image.
    - iii. After your image is captured, the completion page will appear.
    - iv. Click **Exit** at the bottom of the screen to close Sentinel Secure.



### TAKE THE EXAM

On the day of the exam, ensure that your surroundings are quiet and free from distractions. Test takers should be prepared to confirm their identity by verifying their biometric profile and presenting a photo ID to the proctor who will monitor the test session.

1. On the day of your exam, ensure that:
  - a. The room is well lit and free from distraction.
  - b. The area is clutter free and contains only one computer, one monitor, and one keyboard and mouse.
  - c. You are not wearing watches, bracelets or necklaces.
  - d. There is no cell phone present.
  - e. You do not read the exam aloud.
  - f. You stay within the view of the camera.
  - g. You have your FUSE exam voucher.
2. Log in to your Webassessor account at [www.webassessor.com/sages\\_fuse](http://www.webassessor.com/sages_fuse)
3. Scroll down to Upcoming Assessments and click **Launch**. The launch button will appear 10 minutes prior to your scheduled exam time. If you don't see the launch button, hover over the question mark icon for more information.
4. After clicking **Launch**, Sentinel Secure will open.
  - a. Verify your biometric profile by typing in the phrase that appears on the screen.
5. Once your profile is confirmed, the video camera preview page will appear.
  - a. Use the preview to confirm your camera and microphone work.
6. Click **I'm Ready to Begin Exam** to invite the proctor to your test session.
7. The proctor will ask you to verify your identity. When prompted:
  - a. Hold a valid photo ID up to the camera.
  - b. Hold a valid FUSE voucher up to the camera.
8. After the proctor verifies your identity the FUSE exam will start. Please note that you will be monitored and recorded during the entire exam. If you experience technical issues during the exam, click the "?" in the top right-hand corner of the page to alert the proctor.
9. Log out of Webassessor after completing your exam.
10. Email or fax your FUSE test voucher to the SAGES office: [info@fuseprogram.org](mailto:info@fuseprogram.org) or 310-437-0585.



## FREQUENTLY ASKED QUESTIONS

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### I FORGOT MY USERNAME. HOW DO I FIND OUT WHAT IT IS?

Please click the **Forgot Password** link at the top of the page. Under **Forgot Login**, enter the email address you provided when registering for an account and click **Submit**. An email containing your username will be sent to you.

### I FORGOT MY PASSWORD. HOW DO I FIND OUT WHAT IT IS?

Please click the **Forgot Password** link at the top of the page. Under **Forgot Password**, enter your username and click **Submit**. An email containing a link to reset your password will be sent to the email address you provided when registering for an account.

### WHAT SHOULD I DO IF I FORGOT OR LOST MY TEST TAKER AUTHORIZATION CODE?

Please reference the email sent to you when you registered for the exam or log in to Webassessor and click the **Reschedule/Cancel** link to view your registration details. A reminder email containing your authorization code will also be sent to you 48 hours prior to your test appointment.

### I'VE CREATED AN FLS ACCOUNT BEFORE AND USED MY ONLY WORKING EMAIL ADDRESS. HOW CAN I CREATE AN FES OR FUSE ACCOUNT?

You may create a new account using the same email address you used for your previous account, but the username must be different. For example, the email address for your FLS and FES accounts is [testtaker@sages.org](mailto:testtaker@sages.org), but your usernames are JaneSmith and Jsmith respectively.

### WHY DON'T I SEE THE EXAM I WANT TO REGISTER FOR?

You may be logged in to the wrong exam website if you see a different exam than the one you want to take. If this is the case, log out and follow the steps under Create a Webassessor Account to go to the corresponding Webassessor site for your exam and create an account.

Alternatively, if you are attempting to schedule a written retest you may be doing so prematurely. Test takers must wait at least thirty (30) days following the original test date before scheduling a retest. If the assessment is still not passed after the first retake, then you must wait at least six (6) months for the next retake for FLS, or thirty (30) days for FES and FUSE.

### DO I HAVE TO SCHEDULE A SEPARATE APPOINTMENT TO RETAKE THE MANUAL SKILLS TEST?

No. If retaking both parts of the exam you will take the manual skills test in conjunction with the written test during your scheduled appointment for FLS and FES. If you only need to retake your manual skills test, please contact the test center directly to schedule an appointment.

### CAN I SCHEDULE MORE THAN ONE EXAM APPOINTMENT?

You will not be able to make more than one exam appointment for the same exam.

### WHAT IF I DON'T SEE ANY AVAILABLE DATES/TIMES LISTED FOR THE TEST CENTER I HAVE SELECTED?

Test centers are required to post a minimum of five appointments per month in their Webassessor schedule at least 90 days in advance. If you are unable to find any available appointment times, please contact the SAGES Fundamentals office using the contact information below.



### THE TEST CENTER WHERE I AM TRYING TO SCHEDULE MY EXAM APPOINTMENT DOES NOT HAVE ANY AVAILABLE APPOINTMENTS PRIOR TO THE EXPIRATION DATE INDICATED ON MY VOUCHER.

Contact the test center directly to inquire about a specific date/time not listed in their schedule. Many test centers are able to accommodate specific appointment time requests.

### HOW FAR IN ADVANCE SHOULD I SCHEDULE MY EXAM APPOINTMENT?

We recommend scheduling your appointment at least two weeks in advance. Some test centers require additional forms/paperwork for admittance (i.e. military hospitals, security regulations), so be sure to review the “important location information” for each test center prior to scheduling your appointment.

### HOW LONG WILL I BE AT THE TEST CENTER FOR MY EXAM APPOINTMENT?

The total exam time depends on several factors. Please allow for approximately 15 – 20 minutes for check-in and pretesting procedures. The total exam duration times listed below are approximate.

	FLS	FES	FUSE
Full Exam	2 hours	2 ½ hours	1 ½ hours
Written Retest	1 ½ hours	1 ½ hours	1 ½ hours
Skills Retest	45 minutes	1 hour	

### WHY DON'T I SEE THE OPTION TO RESCHEDULE OR CANCEL MY EXAM?

The option to reschedule or cancel an exam in Webassessor is available up to 72 hours prior to your exam appointment. Please contact the SAGES office directly to reschedule or cancel after this period.

### DO I HAVE TO CREATE ANOTHER ACCOUNT TO SCHEDULE A RETEST?

No. Written retests must be scheduled in Webassessor using the account you created to schedule your original exam. Please contact the test center directly to schedule a manual skills retest, as they are not available for scheduling in Webassessor.

### WHAT DO I DO IF THE WEBSITE IS SLOW OR NOT RESPONDING?

Refresh the page by clicking on the refresh button in your browser window or hitting the F5 key on the keyboard. Note: Some keyboards require you to hold the 'fn' and the F5 key simultaneously. If the problem persists, try deleting your browser's temporary internet files and reloading Webassessor.

### HOW DO I FIND THE CONTACT INFORMATION FOR A TEST CENTER?

If you have a scheduled test appointment, test center contact information can be found in the confirmation email that was sent to you upon scheduling your appointment. If you do not have a scheduled test appointment, please contact the SAGES Fundamentals office to obtain the contact information for a specific test center(s).

### I'M TAKING AN ONLINE PROCTORED (OLP) EXAM. WHAT SHOULD I EXPECT?

1. You'll need a web camera for your desktop or laptop computer. This enables our certified proctors to monitor you while you take an exam.
2. You'll also need a microphone for your desktop or laptop computer, so that our proctors can hear you and your surroundings.
3. You'll need to install Sentinel Secure, the secure test platform you'll use the day of the exam.

### I'M HAVING TROUBLE INSTALLING SENTINEL SECURE. WHO SHOULD I CONTACT?

If you have any issues during the installation process and need help, please contact Kryterion support at [olpsupport@kryteriononline.com](mailto:olpsupport@kryteriononline.com) or by calling 1-877-313-2008 (U.S) or +001-602-659-4679 (international).



### I'M TAKING THE FUSE EXAM AT AN INTERNATIONAL TEST CENTER. HOW DO I CONTACT THE TESTING CENTER?

For international testing center related questions please contact the KTN Support Team at 1-800-403-6199 (US) or +001-602-281-3591 (International) or send an email to [ktnsupport@kryteriononline.com](mailto:ktnsupport@kryteriononline.com). We are available from 7:00 AM Monday through 7:00 AM Saturday (Mountain Standard Time).

### WHO DO I CALL IF I HAVE QUESTIONS?

If you have additional questions, please contact the SAGES Fundamentals office:

#### FLS

Phone: (310) 437-0544 Ext. 137

Email: [fls@sages.org](mailto:fls@sages.org)

#### FES

Phone: (310) 437-0544 Ext. 149

Email: [info@fesprogram.org](mailto:info@fesprogram.org)

#### FUSE

Phone: (310) 437-0544 Ext. 149

Email: [info@fuseprogram.org](mailto:info@fuseprogram.org)