

SAT SUITE OF ASSESSMENTS

Digital Registration Guide

for Districts and Schools

Introduction to the Registration Process

This fall, districts and schools across the country began administering one or more tests in the SAT® Suite of Assessments in Bluebook™, the College Board digital testing application. To support this testing, College Board developed a new registration process. Now, for spring 2024, both SAT School Day and the PSAT™ 10 are available for ordering and registration in the SAT Suite Ordering and Registration (SSOR) system, along with PSAT™ 8/9.

This guide outlines the tasks involved and who on your staff needs to complete them. Once tests are purchased, you'll upload student data to an online registration roster in SSOR, which will be used by each school's test coordinator and Services for Students with Disabilities (SSD) coordinator to:

- Validate the data uploaded.
- Confirm accommodations are applied for students who are approved for them.
- Make data corrections as needed.
- Register students for testing.

Granting Access to SSOR

Enabling Colleagues to Order Tests, Upload Data, and Register Students

If you haven't used SSOR before, read this section carefully to help you plan for managing access to SSOR at your district or school. If you tested in fall 2023, you may still need to add new staff to cover these roles and responsibilities.

Both schools and districts may be responsible for the following:

- Ordering tests
- Uploading student test registration data
- Validating uploaded student test registration data and registering students to test (schools only)

Some tests may not be available to order if the assessments are required as part of a state's testing program. Schools are responsible for reviewing and confirming the uploaded registration data is accurate for all test takers for their location, including away students (students who don't attend the school administering the test or who are homeschooled). Once this validation is complete, the school may register the students.

IMPORTANT: *These activities can't take place without the roles being set up in the Managing Access tool. For more information about managing access for a school, see satsuite.collegeboard.org/help-center/ssor-schools. For more information about managing access for a district, see satsuite.collegeboard.org/help-center/ssor-districts.*

Staff members are assigned the following roles by the access manager to support ordering and/or registration activities in SSOR. Staff can hold more than one role if qualified. Every school should have both a data coordinator and registration role assigned.

- **SAT Suite ordering role:** Staff with this role can place and manage test orders for the SAT Suite in SSOR. This role should be assigned to someone authorized to buy a good or service and sign associated terms on behalf of their school. Your district may manage this part of the process for you and other schools in the district. Your school may need to take additional steps in SSOR to complete your order.
 - ◆ Districts that place an order for their schools must be sure to allocate test quantities for each school that plans to test.
 - ◆ Schools need to review any orders placed for them by their district and provide additional information such as a testing start date and/or testing staff contacts.
- **SAT Suite data coordinator role:** Staff with this role can upload and submit test taker data for test registration in SSOR. You may want to assign this role to a staff member responsible for pulling test taker data from your institution's student information systems, and submitting that data into SSOR for test registration.
 - ◆ **Schools and Districts:** The district or school—whichever ordered the tests—will have responsibility for uploading and submitting data in Step 1 of the registration process in SSOR (as explained under Registration Overview on page 3. Data must be submitted and the registration roster created before school staff assigned the registration role can view and validate student data and register students.
 - ◆ **Districts:** Districts can only submit data for tests they have ordered where they indicate on the order that they will submit data for their schools. In some cases, this means that data will be submitted by both district and school. For example, if the district orders for 11th graders to test, and a school orders for 10th graders to test, the district will submit only 11th-grade data, and the school will have to submit 10th-grade data.
 - ◆ **Districts:** Once a district has submitted data for an assessment, they cannot edit or submit a replacement file for their data.
 - ◆ **Schools:** If their district indicates in their order that schools will submit data, schools will submit student data associated with the district order.

- ◆ **Schools:** School data coordinators have the ability to submit a full replacement file if they find data uploaded by the school or district contains major errors. After this point, schools are responsible for fulfilling the SAT Suite registration role described below.
- **SAT Suite registration role:** Once data is successfully submitted in Step 1 of the registration process in SSOR, data can only be updated by the SAT Suite registration role(s) using SSOR's online registration roster (step 2 of the process). This should be the test coordinator at the school and the SSD coordinator. The data coordinator should notify the staff assigned the registration role when data is submitted in Step 1 so they can validate and register students in Step 2. Staff with this role view the test taker data submitted by data coordinators in an SSOR registration roster.

IMPORTANT: *The test coordinator and SSD coordinator roles are set up separately in Test Day Toolkit. The roles established in the Managing Access tool are independent of the test administration roles.*

- ◆ School staff with this role can view, validate, and update the data submitted to the SSOR registration roster. Schools are responsible for validating and making updates to data submitted by the district or their school. Schools should assign this role to test coordinators and/or SSD coordinators responsible for validating and registering students to test.
- ◆ If your district has strict rules on management of registration data, district-level staff may be assigned to the SAT Suite registration role for each school to manage changes.

IMPORTANT: *This role needs to be someone who can validate that students' data, including any accommodations, is accurate. More than one person can be assigned to this role.*

Registration Overview

The **SSOR** system enables authorized users to manage ordering and registration for the SAT Suite.

There is a two-part process to register students in SSOR, described here.

1. Upload Data (Staff assigned the SAT Suite data coordinator role)

This part involves uploading a student data file into SSOR (Step 1 of the process). The person responsible for submitting this student data file requires the **SAT Suite data coordinator** role assigned to them in the Managing Access tool. When the data coordinator uploads a data file into SSOR, a series of data checks are run to ensure the data they're uploading aligns to **established file specifications**.

Before you get started, here are some important clarifications about uploading data:

- ◆ Student data submission for registration is available only after an order has been placed in SSOR. When submitting student data in SSOR, schools and districts will base their submissions off the test, grade(s), and quantities they ordered respectively.

IMPORTANT: *For district-placed orders, the amount allocated to each school determines how many students the district will be billed for (the school will be billed the difference). Districts and schools should verify the number students they plan to register and test is aligned with the number of tests allocated for each school in the district's assessment orders(s).*

- ◆ A separate registration data file submission is required for each assessment; however, data for multiple grades taking the same assessment can be submitted together.
- ◆ Districts can submit student data for orders they placed including data for multiple schools in 1 data submission. Alternatively, districts can indicate that schools will submit student data. Districts and schools should make sure not to duplicate each other's orders. Duplicate orders should be deleted before beginning the registration step.

IMPORTANT: *A district can submit data for an assessment once.*

- ◆ Schools can submit student data for orders they have placed or for orders placed by their district where the district indicated schools will submit student data. The SSOR registration dashboard displays test quantities and grades the school can upload, as well as the quantities and grades a district must upload.
- ◆ Once data is uploaded and submitted in Step 1, the district and/or school data coordinator must notify the test coordinator or other school staff member(s) in the registration role that the data is ready for validation. SSOR doesn't send any notification of this, so staff will rely on communications from the data coordinator that they can begin Step 2.

2. Register Students (Staff assigned the SAT Suite registration role)

This part includes the reviewing of student data that was uploaded and submitted in Step 1 to validate the accuracy of the students to be registered in Step 2. The person responsible for validating the uploaded students requires the SAT Suite registration role assigned to them in the Managing Access tool.

Some important points to keep in mind about registering students:

- ◆ Validation of data and registration activities must be completed in advance of readiness activities. See the [Best Practices Timeline](#).
- ◆ Districts that requested a contract in SSOR can register up to 150% of their total order. College Board monitors registration volumes and will perform outreach, if necessary, to determine if districts require a contract amendment.

IMPORTANT: *If your school/district has decided to opt out of Connections™, a new College Board program for school day test takers (described at satsuite.org/k12bigfutureschool), you should submit an opt-out form before you begin registering students to allow time for the Connections opt-in to be removed from the digital exam application before testing.*

- ◆ Once students are registered in SSOR, the test and SSD coordinators in the registration role should monitor their SSOR roster regularly, deleting registrations for students who may have moved out of their school, adding student registrations for students who may have moved to their school, and ensuring new accommodations changes from SSD Online appear in SSOR.

Uploading Test Taker Data to SSOR (Step 1)

Registration opens about 4 weeks before the beginning of the testing window. Once your district and/or school has placed a test order in SSOR, you can begin the process of uploading student data and registering for testing. As mentioned in the Registration Overview, the first part of this process is the uploading of data by your data coordinator in Step 1 of the registration view in SSOR.

1. View the [Digital In-School Testing Checklist](#) to plan for the optimal time to submit your data. Be sure to give yourself time to make data corrections. We recommend at least 1 week for preparing to upload data.

IMPORTANT: *If you are a district with a high degree of student data mobility, we recommend waiting to upload your initial roster until your enrollment has settled.*

2. Check your order with the purchaser and validate the test and grades you can register for using the SSOR registration dashboard. Confirm the number of assessments ordered for your school (or each school for districts) aligns with the number of students that will be registered.

IMPORTANT: *If your district ordered tests, ask your schools to delete any duplicate orders they may have submitted for the same test and grades before uploading the district registration file. Failure to remove duplicate orders will prevent the school from being able to validate and register students.*

3. Download the [2023-24 Registration File Template](#) and review the data file specifications at satsuite.collegeboard.org/k12-educators/educator-experience/get-to-know-digital/ordering-registration.
4. Create a registration data file with your student information by assessment for the students that the school/district intends to test. Districts should also confirm that all schools intending to test are included in the data file(s).
 - ◆ Use the [2023-24 Registration File Template](#) and add your student data below the predefined headers (don't edit or remove the headers). Using the template ensures the column headers in your file are in the correct order and use the expected header values.
 - ◆ Format the data exactly per the file specifications, including the exact column headings provided.
5. Review your registration data file and make sure each field is formatted as described in our file specifications.

IMPORTANT: *Column headings must be the first row in your file. If you're using a Mac device, the conversion process may add an extraneous row above the column headings. You must delete this extra row.*

6. Run quality checks of the data you pulled to make sure you aren't missing data, all testers are in the file, and the data looks accurate (e.g., first/last names aren't swapped, data isn't duplicated or shifted).
 - ◆ Schools/districts will need to include (or add during data validation for registration) away students who contacted your school(s) to be tested.
 - ◆ See Troubleshooting Inaccurate Student Data on page 7 for help with this step.
7. Upload your formatted data file in SSOR (data coordinators).
 - ◆ Once your data has been uploaded, College Board will check that your file matches the template. See File Format Check on page 8 for help with this step.
 - ◆ SSOR will also run a series of validations to confirm the data meets the file specifications.
 - ◆ Data processing may take several hours so plan to check the status of your upload accordingly.
 - ◆ After processing, if there are any errors, you'll receive a message to indicate if the file format was correct and if there were any errors or warnings in the data.
 - ◆ See Data Errors and Warnings on page 10 for help with this step.
8. Review your data file and fix all flagged errors identified in the SSOR error report.
 - ◆ For warnings listed, determine if data corrections are needed in your file.
 - ◆ Visit satsuite.collegeboard.org/help-center/ssor-schools or satsuite.collegeboard.org/help-center/ssor-districts for more information on resolving data errors and warnings.
9. SSOR will provide a sample of the data you uploaded for a final quality check. Make sure you look at this sample carefully to catch any problems that may not have been caught by SSOR's data validations before you submit your data.

BEST PRACTICE

Always carefully check the sample from SSOR before submitting your data to create the SSOR registration roster. Doing so will let you fix any global errors (e.g., first and last names reversed). This is especially important for district staff because they cannot edit or replace data files after submission.

10. If you find errors when viewing the sample data, correct those errors and upload an updated file; in this case, you will have to complete 1 last onscreen validation of the data. and complete one last onscreen validation of the data.

11. Once the file is checked and no errors are found, the data coordinator will submit the file.
 - ◆ Submitting your data will generate an online registration roster in Step 2 of SSOR for each school in the file.
 - ◆ Once you submit your file, the processing may take several hours. You won't receive other reminders or notifications. Be sure to check back to get an update on the status after 24 hours.
 - ◆ After your data has been successfully submitted, be sure to notify school staff who are in the registration role so they can begin validation and registration.

Registering Students in SSOR (Step 2)

The second part of the process of registering students. This is a school activity—if the district needs to participate in registering students, a district staff member needs to be granted access for the registration role at each school. Registering students involves careful reviewing and, if necessary, correcting, of uploaded student data to validate the accuracy of the students to be registered. Once the data has been validated, the SAT Suite registration role must then complete student registration by registering students in SSOR.

1. Use the [Digital In-School Testing Checklist](#) to plan registration activities to give yourself time to view and make data corrections. We recommend at least 1 week for this crucial step.
2. Review all the data in the SSOR registration roster (Step 2) and confirm there are no major data issues (e.g., first/last names aren't swapped, data isn't duplicated or shifted, large number of students aren't missing, etc.). If this is the case, you'll have the option to request a full data replacement. See [Troubleshooting Inaccurate Student Data](#) on page 7.
3. Once you determine there are no major issues with the data uploaded, you can view and validate the data, including making minor corrections to data that may be incorrect or missing:
 - ◆ Make data corrections as needed to student data (name, gender, date of birth, etc.).
 - ◆ Delete students who no longer attend your school.
 - ◆ Add students who may not have been included in the data upload. Schools may need to add away students who have contacted them to be tested. Be sure to include the appropriate attending AI code for these students. See satsuite.collegeboard.org/psat-nmsqt/taking-the-test/away-students for more information.

IMPORTANT: *If you're registering a new student who recently transferred to your school, be sure to confirm they have not previously taken the relevant test (SAT School Day, PSAT 10, or PSAT 8/9) during the current March–April testing period.*

4. Validate that accommodations are accurate for students approved for them. The SSD coordinator should use the SSD Online dashboard to review the students in the grade(s) who have been approved for accommodations, or who may have accommodation requests that are still under review with College Board.
 - ◆ The SSD coordinator can print a roster from the SSD Online dashboard for review and validation of multiple records.
 - ◆ In the SSOR registration roster, the SSD coordinator can click the student's name to verify that the student has accommodations and they are correct. Note that the name of the accommodation in SSD Online (e.g., Pre-recorded Audio) may be different from how the accommodation is provided in the digital test, which is what SSOR will show (e.g., text-to-speech plus time and one-half extended time). For a full list of accommodations and how they're provided in digital testing, see [Using Accommodations on Digital Tests](#).
 - ◆ If the accommodations for a student are missing or incorrect, staff can resolve them using SSOR (see [Handling Accommodations in the Registration Flow](#) on page 14 for additional guidance).

IMPORTANT: *Though rare, you may have 1 or more students who are approved to receive a paper test for digital assessments. Plan to register students with this accommodation as early as possible to avoid any possible testing delays due to lead time needed to ship their materials. We recommend a minimum of 3 weeks before your intended start date.*

5. Once student data and accommodations (as applicable) are validated, register your students in Step 2 of registration. You can register 1 student at a time, or register multiple students at once by selecting the students and clicking the **Register Students** button.
 - ◆ You must click the **Register Students** button to complete the process. Students will be updated to “Registered” in the Registration Status column.
 - ◆ After you register students, they will become available in Test Day Toolkit, allowing you to perform test readiness activities. Allow 2 business days for students to become available in the toolkit after you register them in SSOR.
6. Once you have registered students, monitor your SSOR registration roster on a regular basis. You’ll need to make changes to SSOR 1 student at a time. As you make edits to your data, please be aware that once you register a student, their information will flow through to Test Day Toolkit. **Aside from accommodations (which can be updated in SSD Online without taking action in SSOR), changes to registration data only flow in that one direction, from SSOR to Test Day Toolkit. A student’s registration data can only be changed by deleting them in SSOR and adding a new, updated record for them.** Here are some common changes you may need to make:
 - ◆ If a registered student moves to another school, delete that student’s registration.
 - ◆ If a new student moves to your school, or you get a request from an away student to test, add that student to your registration roster and register them.
 - ◆ If you notice student data (name, date of birth, grade, etc.) is not correct after you have registered the student, you will need to delete the registered student and add a new record for that student with the corrected data in SSOR.

IMPORTANT: *Deleting a registered student in SSOR will delete the student from Test Day Toolkit, provided they have not yet entered the room code for the test. Any test readiness activities already completed will need to be repeated with the new record added. Once a student has started testing, you should not delete their SSOR registration.*

- ◆ The SSD coordinator should ensure any newly approved or changed accommodations are reflected in the roster by checking against the data in SSD Online.
- ◆ Registrations may be deleted until the end of the testing window.

Troubleshooting Inaccurate Student Data

If your school submitted data with system errors that affect multiple student records, you have several options:

- The school’s test coordinator and data coordinator can work together to delete all the uploaded data and submit an updated full file replacement (see next section).
- The school’s test coordinator can manually edit the inaccurate student records.
- Schools can provide access to district staff to their school registration data in SSOR to take either of these steps to resolve the issue.

IMPORTANT: *Deleting a registration will remove any associated data with it, including responses given during exam setup, practice test results, or even test responses. This is why it is critical to ensure student data is accurate as early as possible before students are progressing with readiness or testing activities. Never delete a registration for a student who has completed testing.*

Full File Replacement Process for Schools

Schools must take these steps to execute a full file replacement. If all students have already been registered, you need to add one extra student in **Not Registered** status before deleting all the registered students using the steps below.

1. Before initiating the **Request Full Data Replacement** option, add a **Not Registered** student if applicable, then delete all registered students as follows:
 - a. Access the registration roster and click on a student's name where their Registration Status is **Registered**.
 - b. To remove the student, click **Delete** at the top right of the student's profile and confirm you really want to remove the student from the registration roster.
2. Once all Registered students are deleted, click the **Request Full Data Replacement** option under **Additional Actions** in your registration roster in SSOR. Remember, there must be at least 1 student remaining in your roster with a Registration Status of **Not Registered**.
3. Once you confirm this request, any additional data for unregistered students still in your SSOR registration roster will be deleted.

NOTE: A full data replacement will start you back at the very beginning of the process.

4. You will need to contact your school's data coordinator and request a corrected data file be submitted in SSOR for your assessment. They must be sure to include all students that will test in this new data file.
5. Once the new data file is submitted by your data coordinator, you will need to validate and register students in your SSOR registration roster. Any steps previously completed will need to be completed again.

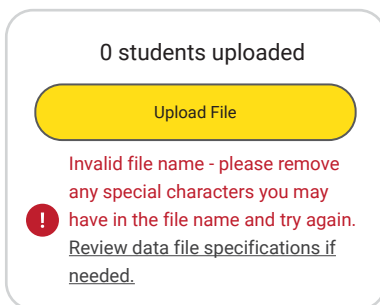
Troubleshooting File Format and Data Errors and Warnings

File Format Check

If you see "Your file has these formatting errors" message, this means the file did not meet the required file format. You may receive up to three possible errors.

Invalid file name

In this case, the file name of the file you are uploading contains unsupported special characters.



Acceptable file name characters include: uppercase letters (A-Z), lowercase letters (a-z), numbers (0–9), period (.), hyphen (-), parenthesis (()), underscore (_), and space (). If any unacceptable characters are present, you'll receive an error message and will be required to fix the file name and reupload your file.

Headers received are incorrect

The header is the first line of the template, so this error means that the column names and/or the order of columns (including missing columns) do not match the template.

File Format Check



Your file has these formatting:

- Headers received are incorrect

To correct, check the following and resubmit:

- Did you use the [2023-24 Registration File Template](#)? If not, download the template and transfer your data to it. Do not edit or remove the headers provided in the template.
- Confirm all required columns are present and in the same order as the 2023-24 Registration File Template.
- Confirm each column is named properly and exactly matches the 2023-24 Registration File Template.

Too many students are in the file

In this case, you may have too many students in your file upload.

File Format Check



Your file has these formatting:

- Too many students are in the file based on the quantity indicated on the order.

To correct, check the following and resubmit:

- Confirm the number of students included in your file does not exceed the total number of tests ordered by your institution. If this is the case, work with your purchaser to update your order to increase the number of tests available.
- Confirm the students included in your file are only those grades covered by your institution's order. **Reminder:** Schools cannot upload grades ordered by a district where the district indicated they would upload for those grades. Similarly, districts cannot upload grades ordered by their schools. If you accidentally included students in grades you shouldn't have, remove them.
- If you exported data from your own student information system to create your SSOR data file upload, extra rows with empty spaces may have been appended in your data export. SSOR reads these additional rows with empty spaces as additional rows of data. Check your file and ensure there are no additional rows containing empty spaces.

Data Errors and Warnings

Once the file passes the file format check, you may receive a notice of errors or warnings. If errors are identified, your file cannot be submitted until the errors are corrected. If warnings are identified, you'll want to review them, but there may be no changes needed. Download the errors and warnings report to identify the data corrections that are required. Errors and/or warnings are provided in the far right of the errors and warnings report for each row of data where one or more have been identified.

Data Errors and Warnings Check



Your file has 82 error(s).

View the report below to see your file's errors. You must fix these data errors and upload a replacement file before you can proceed.

[Read about troubleshooting errors if needed.](#)



Your file has 1 warning(s).

View the report below to see your file's data warnings. A data warning indicates data that may be inaccurate in your file (e.g., all students have the same gender). If all the data is accurate, then no updates are required. If your data is inaccurate, fix the data and upload a replacement file.

[Read about troubleshooting errors if needed.](#)

[Download errors and warnings report](#)

1. Review the errors and correct them. When correcting, be sure to make corrections in your original file and not the error report.
2. Review the warnings to determine if any corrections are needed.
3. Upload your corrected file once all fixes are made.
4. After validating your fixes are complete, resubmit your file with corrections.

Reading the Report

The error report will show the data you uploaded along with an error message or warning on each line where there is an issue. As you're reading the report, pay careful attention to the following columns:

- Column N – identifies there is an error in the row
- Column O – identifies the count of errors in the row
- Column P – identifies each of the errors in the row
- Column Q – identifies the number of warnings in the row
- Column R – identifies the type of warning to be reviewed

Sample Report and Corrective Actions

In the sample below, the file has both errors and warnings.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	A	B	C	D	E	F	G	H	I	J	L	L	M	N	O	P	Q	R
testing_ai_cd	attending_ai	first_nm	middle_initial	last_nm	birth_dt	gender	grade	test	season	school_studen	district_studei	state_student	error_code	error_count	error_list	warning_coun	warning_list	
2	330813		Samantha	J	Barker*s	5/27/08	F		9	P89				ERROR	3	and/or not covered by this order LAST_NM>Last Name has invalid characters TESTING_AI_CD:Testing AI code is invalid and/or not covered by this order	0	
3	330814		Deondre		Smith	6/23/07	N		11	PNM				ERROR	1	GENDER:Gender has invalid characters (expected values: F, M, A)	0	
4	330814	123456	Cameron	Marie	Turner	9/7/08	Female		10	PNM				ERROR	2	initial has invalid characters GENDER:Gender has invalid characters (expected values: F, M, A)	0	
5	330814		Jose	A	Torres	1/16/07	M		11	PNM		Fall		ERROR	1	SEASON:Season is invalid	0	
6	330814		Ramesh	I	Singh	7/9/08	M		11	PSAT/NMSQT				ERROR	1	TEST:Test is invalid	1	FIRST_NM:Special characters were removed from First Name

Row 1 – This data row has 3 errors to be corrected: 1) The grade level is invalid or not covered in the order. You will need to check the order or potentially correct a typo. 2) The last name has an invalid character—there is an asterisk in the last name that needs to be removed. 3) The Testing AI Code is invalid—there is a typo since the AI Code is a different number than all the others.

Row 2 – This data row has 1 error to be corrected: The gender is invalid—the letter “N” was uploaded instead of F, M, or A.

Row 3 – This data row has 2 errors to be corrected: The middle initial and gender are invalid—the middle initial has the full middle name instead of just the 1-character initial. For the gender, “Female” was uploaded instead of F, M, or A.

Row 4 – This data row has 1 error to be corrected. The season is invalid—“Fall” was entered instead of the single character, F.

Row 5 – This data row has 1 error and 1 warning. The error that must be corrected is the invalid test—“PSAT/NMSQT” was entered instead of PNM. However, this row also has 1 warning that is informational. There was a special character in the first name that we removed. There is no action necessary. You may also see warnings about data that appear unusual. For example, if all students in the file have the same gender, you’ll see a warning to allow you to double-check the data. If that was the intention, and the data is correct, no action is needed. However, if that was not what you intended, correct the data and reupload the corrected file.

A Guide to Errors and Resolutions

The following table provides the potential errors you may encounter and how to correct them. When correcting, be sure to make corrections in your original file and not the error report. Upload your corrected file once all fixes are made.

ERRORS AND RESOLUTIONS		
Affected Column	Error Description	How Do I Correct This Error?
Testing AI Code	Testing AI code is invalid and/or not covered by this order	<p>Check to ensure that the Testing AI code is correct. It should be 6 numbers. Examples: 123654, 098791. Additionally, be sure there are no leading or trailing spaces around the 6-digit number.</p> <p>If you are a school SAT Suite data coordinator, then the Testing AI code should be the same as your school's AI code.</p> <p>If you are a district SAT Suite data coordinator and the Testing AI code is valid, then double-check which school AI codes are covered by the order for this test. Your district's SAT Suite ordering user may need to update the order for your district to include all desired Testing AI codes.</p>
	Testing AI code is missing	You must include a Testing AI code for each test taker in your file. Make the necessary additions and upload a corrected file.
Attending AI Code	Attending AI code is invalid	<p>Check to ensure the Attending AI code is correct. It should be 6 numbers—make sure any leading 0's aren't inadvertently dropped. Examples: 330814, 075623. Additionally, confirm there are no leading or trailing spaces around the 6-digit number.</p> <p>If you leave this value blank, SSOR will default the Testing AI Code provided as the Attending AI Code as well for that student. Make the necessary changes and upload a corrected file.</p>
First Name	First Name is missing	You must include a First Name for each test taker in your file with at least 1 letter. Make the necessary additions and upload a corrected file.
	First Name has invalid characters	The First Name field must contain 1 or more letters (A-Z), and may additionally contain hyphens (-), spaces (), and apostrophes ('). Any other special characters, numbers, or symbols are NOT allowed. Remove any other symbols from this field and upload a corrected file.
Middle Initial	Middle Initial has invalid characters	The Middle Initial field may contain a <u>single letter</u> (A-Z). Be sure there are no leading or trailing spaces around the 1-character letter. Leave this field blank if you do not wish to include a Middle Initial. Make the necessary changes and upload a corrected file.
Last Name	Last Name is missing	You must include a Last Name for each test taker in your file with at least 1 letter. Make the necessary additions and upload a corrected file.
	Last Name has invalid characters	The Last Name field must contain 1 or more letters (A-Z), and may additionally contain hyphens (-), spaces (), and apostrophes ('). Any other special characters, numbers, or symbols are NOT allowed. Remove any other symbols from this field and upload a corrected file.
Gender	Gender (F, M, A) is missing	You must include a gender for each test taker in your file. Ensure Gender is entered as a single letter: F, M, or A. Use F for female, M for male, or A for another. Make the necessary additions and upload a corrected file.
	Gender has invalid characters (expected values: F, M, A)	The acceptable value for Gender is F, M, or A. Use single letters instead of other abbreviations or spelling out the entire word. Use F for female, M for male, or A for another. Be sure there are no leading or trailing spaces around the 1-character value. Make the necessary additions and upload a corrected file.

Affected Column	Error Description	How Do I Correct This Error?
Date of Birth	Date of Birth is invalid. PSAT test takers must be between 7–50 years of age.	Test takers must be between ages 7 and 50. Ensure you have entered the birth date correctly for this record. Make the necessary changes and upload a corrected file.
	Date of Birth is not a valid date	Dates of Birth must be in MM/DD/YYYY format and be in the past. Double-check to ensure you did not enter the current year instead of the student’s actual birth year, e.g., 06/23/2007 or 12/21/2005. Be sure to view and set the format for this column to be MM/DD/YYYY using Excel formatting tools in your .csv file upload. Lastly, be sure there are no leading or trailing spaces around the date value entered. Make the necessary changes and upload a corrected file.
	Date of Birth (MM/DD/YYYY) is missing	You must include a Date of Birth for each test taker in the MM/DD/YYYY format, e.g., 06/23/2007 or 12/21/2005. Make the necessary additions and upload a corrected file.
Grade	Grade is missing	You must include a Grade for each test taker in your file, e.g., 10 for 10th grade or 9 for 9th grade. (See specifications for a full list.) Make the necessary additions and upload a corrected file.
	Grade is invalid and/or not covered by this order	Double-check that the grades entered are in the correct format and there is an order placed by your institution for that grade. Reminder: Schools cannot upload grades ordered by a district where the district indicated they would upload for those grades. Similarly, districts cannot upload grades ordered by their schools. If you are missing grades in your order, you will need to work with the purchaser at your organization who placed the order. Additionally, be sure there are no leading or trailing spaces around the grade value. Lastly, you may see this error if you also have an error with the Testing AI Code provided. Double-check that the Testing AI Code provided is also accurate. Make the necessary corrections and upload a corrected file.
Test	Test is invalid	You must include a test value for each test taker in your file. You must use one of the following 3-character values: SAT, PNM, P10, or P89. Each value corresponds to a test: SAT = SAT School Day PNM = PSAT/NMSQT P10 = PSAT 10 P89 = PSAT 8/9 Additionally, be sure there are no leading or trailing spaces around the 3-character Test value. Make the necessary additions and upload a corrected file.
Season	Season is invalid	You must include a season value for each test taker in your file. This is a 1-character value and should be F for Fall (October testing) or S for Spring (March or April testing). Additionally, be sure there are no leading or trailing spaces around the 1-character Season value. Make the necessary additions and upload a corrected file.
School Student ID	School Student ID exceeds maximum field length	The School Student ID field can be a maximum of 30 alphanumeric characters. Edit or delete the value in this field and upload a corrected file.
	School Student ID has invalid characters	The School Student ID field can only contain alphanumeric characters. Remove special characters (including spaces) and upload a corrected file.
	All students have the same School Student ID	Students in your file cannot share the same school student ID. Update your file to ensure each student has a unique student ID.

Affected Column	Error Description	How Do I Correct This Error?
District Student ID	District Student ID exceeds maximum field length	The District Student ID field can be a maximum of 30 alphanumeric characters. Edit or delete the value in this field and upload a corrected file.
	District Student ID has invalid characters	The District Student ID field can only contain alphanumeric characters. Remove special characters (including spaces) and upload a corrected file.
	All students have the same District Student ID	Students in your file cannot share the same district student ID. Update your file to ensure each student has a unique student ID.
State Student ID	State Student ID exceeds maximum field length	The State Student ID field can be a maximum of 30 alphanumeric characters. Edit or delete the value in this field and upload a corrected file.
	State Student ID has invalid character	The State Student ID field can only contain alphanumeric characters. Remove special characters (including spaces) and upload a corrected file.
	All students have the same State Student ID	Students in your file cannot share the same state student ID. Update your file to ensure each student has a unique student ID.
Combination of multiple columns	This record is a duplicate; ensure Student IDs are different if both records are needed.	This error indicates that 2 or more records have completely matching information. If you have multiple test takers with the same name, gender, date of birth, and grade then you should ensure that each of them has a unique student ID (School, District, or State) so our system creates an individual record for each student and so that you have a way to distinguish them in Test Day Toolkit and in score reporting.

Handling Accommodations in the Registration Flow

The SAT Suite registration role may need to be assigned to staff with access to SSD Online to ensure synchronization of student data in SSOR and accommodation data in SSD Online.

IMPORTANT: *Schools don't have to order standard and accommodated materials separately. The new registration system manages the accommodations needed by matching the data uploaded or entered in SSOR to the student data entered for accommodations in SSD Online.*

- Students who need to change or waive their testing accommodations on test day will be given a rescheduled test.
- The SSD coordinator must identify any accommodation changes as early as possible using the SSOR registration roster.
- The SSOR registration roster provides some tools that allow school staff to waive accommodations or to add missing accommodations using the student's SSD ID from SSD Online if none are listed for a student in the roster who should have them.
- It's important to take the time to review each accommodated student's record in SSOR to ensure changes have been made correctly. If accommodations are updated in SSD Online, those updates will be reflected in SSOR and in Test Day Toolkit automatically.
- Staff should reach out to College Board (see Contact Us on page 17) if they have questions or need assistance resolving accommodations issues prior to test day.

IMPORTANT: *Be sure to validate the correct accommodations are available in Test Day Toolkit for a student who needs them. Even when you make updates in SSOR related to testing accommodations, it may take up to 2 business days for those updates to be visible in the toolkit. Do not have a student start their test if their accommodations are not accurate in Bluebook and Test Day Toolkit.*

Verifying Accommodations and Supports

Verify students have the accommodations they need by following these steps:

1. **Make sure accommodations appear in SSOR.** Using SSD Online and the SSOR roster, verify all students appear in SSOR with their accommodations. Do this by confirming the SSD ID number on their SSD Online record is also present on their SSOR record.

To view the SSD ID number for a student in SSOR:

- ◆ Click on the student's name in SSOR.
- ◆ Scroll to the **Accommodations** section and view the SSD ID.
- ◆ If the student data provided in SSOR matches the student data in SSD Online, you'll see their SSD ID number, otherwise it will be blank.

All students with an SSD ID number in SSD Online should have the same SSD ID number in SSOR. If you find a student's expected SSD ID number is missing in SSOR, follow the instructions under Accommodations Troubleshooting below to resolve.

This has to be done before test day.

2. **Make sure accommodations in SSOR are correct.** Confirm the accommodations in SSOR align with the approved accommodations in SSD Online. You should resolve all accommodations issues before registering a student. SSOR will allow you to make accommodations updates after the student has been registered, but it may take up to 2 business days for these changes to be reflected in Test Day Toolkit. If accommodation changes are made, be sure the student does not start testing until these changes are reflected in Test Day Toolkit.

There are some instances where approved accommodations may appear in SSD Online, but will not be present in SSOR, or vice versa. These are expected and do not require you take any further action:

- ◆ SSD Online reflects approved accommodation requests, and it might not reflect extended time that's automatically approved whether or not the student has requested it. For example, for students with extended time, you'll see both extended time and extra breaks in SSOR and Test Day Toolkit, even though extra breaks isn't displayed in SSD Online.
- ◆ As another example, for students with special formats like text-to-speech, human reader, or scribe, you'll see extended time in SSOR and Test Day Toolkit, even though extended time isn't displayed in SSD Online. This is correct because extended time comes with these formats automatically.
- ◆ In some cases (such as PSAT/NMSQT® administrations in the fall), SSD Online might show English learner (EL) extended time when it doesn't apply to the test being administered, so it won't appear in SSOR.

If a student has an accommodation not described above that is missing or incorrect in SSOR, or if a student no longer wants to use their approved accommodations, follow instructions under Accommodations Troubleshooting below to resolve. This has to be done before test day.

IMPORTANT: *Students whose accommodations requests are pending in SSD Online will not appear in SSOR or Test Day Toolkit until approved in SSD Online. If the student's expected SSD ID number appears in SSOR, the accommodations will update automatically in SSOR and Test Day Toolkit once approved. Be sure the student does not start testing until all their approved accommodations appear in both SSOR and Test Day Toolkit.*

Accommodations Troubleshooting

1. If the student's SSD ID Number is missing in SSOR:

- ◆ Review the student data in SSOR and compare it to the student data in SSD Online. If the student data is incorrect in SSOR, update it to match what is in SSD Online:
 - Click the student's name in SSOR.
 - Click the **Edit** button and update the student's data to match the student data presented in SSD Online.
 - Click the **Save** button, and their approved accommodations should now populate.
- ◆ If the student's data is correct in SSOR, you can add their SSD ID number in SSOR:
 - Click the student's name in SSOR.
 - Click the **Edit** button and scroll to the **Accommodations** section and click the **Find missing accommodations** option.
 - Enter the student's SSD ID from SSD Online in the designated field.
***IMPORTANT:** Be sure you input the SSD ID number designated for that student. Double check the number you enter to ensure it's accurate.*
 - Click the **Save** button, and their approved accommodations should now populate.

2. If the student's SSD ID Number is correct in SSOR, but accommodations are missing:

View the student in SSD Online to confirm if the missing accommodation(s) are pending approval. If they are, SSOR will be updated automatically once approved in SSD Online.

3. If the student's SSD ID Number is correct in SSOR, but the listed accommodations for the student are still wrong: Contact SSD for assistance (see Contact Us on page 17).

4. To waive approved accommodations for a student ahead of test day:

- ◆ Click the student's name in SSOR.
- ◆ Click the **Edit** button.
- ◆ Scroll to the **Accommodations** section and click the **Waive all accommodations** checkbox.

***IMPORTANT:** You cannot waive single accommodations in SSOR. If a single accommodation needs to be waived, contact SSD for assistance.*

- ◆ Click the **Save** button to save your changes.

Registration Resources

Schools and districts can find detailed information about registration at satsuite.org/educator-experience/get-to-know-digital/ordering-registration, including:

- Timelines based on selected testing start dates.
- Data upload requirements and a template for .csv file uploads.

Schools and districts can find information about errors and warnings generated by SSOR in the file upload error report—what they mean and how to correct them—in the SSOR help center at satsuite.collegeboard.org/help-center/ssor-schools or satsuite.collegeboard.org/help-center/ssor-districts. Other important information about delivering digital tests, including digital readiness checks, technology requirements, using Test Day Toolkit, and administering digital accommodations can be found at satsuite.org/k12-educators/educator-experience/get-to-know-digital/ordering-registration.

Contact Us

For Help with SSOR

Hours are usually Monday–Friday, 9 a.m.–6 p.m. ET.

SAT PHONE: 888-SAT-HELP

EMAIL: sateducator@collegeboard.org

PSAT/NMSQT, PSAT 10, AND PSAT 8/9 PHONE: 888-477-7728

EMAIL: psat@info.collegeboard.org

For Help with Accommodations

SSD COORDINATOR'S HELP LINE: 844-255-7728

EMAIL: SSD@info.collegeboard.org