SAT SUITE OF ASSESSMENTS

Registration Guide

For Districts and Schools

Introduction to the Registration Process

For fall 2024, SAT® School Day, the Preliminary SAT/National Merit Scholarship Qualifying Test (PSAT/NMSQT®), and PSAT™ 8/9 are available for ordering and registration in the SAT Suite Ordering and Registration (SSOR) system. PSAT™ 10 and other assessments offered in spring are also available for ordering but won't be available for registration until spring 2025.

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.

This guide is mainly intended for use by district and/or school staff whose primary role in the test administration is in the registration process. Test coordinators can also find this information in their *Test Coordinator Manual*.

> **REMINDER:**
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> *SAT School Day is only available to order for U.S. schools and districts (including DoDEA schools).*

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 or spring 2024, 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 that 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. Every school should have both a data coordinator and registration role assigned. Every district should have a data coordinator 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 goods or services and sign associated terms on behalf of their school. Your district may manage this part of the process for your school 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 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 formatting 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 (unless a district delegates that role to the school, as per below). 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 and schools must submit their data and create the registration roster before school staff assigned the registration role can view and validate student data and register students.
  - **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. In such cases, they must submit data for all students testing, regardless of who placed the initial order.
  - 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 registration process). This should be the test coordinator at the school and the SSD coordinator. Staff assigned to the registration role should be notified by the data coordinator 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 for SSOR access are independent of the test administration roles in Test Day Toolkit.*

  - ◆ 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. Validation includes such tasks as making sure field order (e.g., first name, last name) is correct, checking for duplicates, and confirming accuracy of critical data such as birth dates, gender, grade level, and accommodations. Schools should assign this role to test coordinators and/or SSD coordinators responsible for validating and registering students to test.

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

  - ◆ 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 by each school's access manager.

Registration Overview

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

Registering students in SSOR is a two-part process, described below.

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

   This part involves uploading a student data file into SSOR. 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 and no earlier than about 4 weeks before the testing window opens. When submitting student data in SSOR, schools and districts will create their student data files based off the test, grade(s), and quantities they ordered, respectively.

     IMPORTANT: *For district-placed orders, the district will be billed for all schools included in their order after tests are submitted (the school will be billed the difference if they also placed an order for the test for different grades. If a district and school both placed an order for the same test and grades, the district will be billed for the total number of tests they allocated to the school, and the school will be billed the remainder if they tested more students than the district ordered for them).*

   - ◆ A separate registration data file submission is required for each assessment; however, data for multiple grades taking the same assessment must be submitted together.

TIP:

Districts and schools should verify the number of students they plan to register and test is aligned with the number of tests allocated for each school in the district's assessment order(s).

- Districts can submit student data for orders they placed and must include data for all their schools in their data submission. Alternatively, districts can indicate that schools will submit student data when they place their order.
  - Districts and schools should make sure not to duplicate each other's orders.
  - Duplicate orders should be deleted before either the school or district begin the registration step.

  IMPORTANT: *A district can submit data for each assessment only once. Make sure your data file includes data for all schools testing in your district.*

- 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.

IMPORTANT: *If your school/district has decided to opt out of Connections™, a College Board program for school-day testers (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.*

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 **Test Dates and Deadlines**.
   - Districts that requested a contract in SSOR can register up to 150% of their total order. A larger increase will require an amendment to their contract.
   - 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 prior to testing, adding student registrations for students who may have moved to their school, and ensuring new accommodations changes from SSD Online appear in SSOR before the student starts testing.

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 and registration has opened, you can begin the process of uploading student data that will be used to register students 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 student data file 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.

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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.*

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3. Download the **Registration File Template** and review the data file specifications. It's important that you review the full data file specifications at **support.satsuite.collegeboard.org/in-school-testing/ssor-tasks/ upload-student-registration-data#rdfus**, but here are some important things to keep in mind while preparing your data file:

   ◆ For data to be processed correctly, files must be submitted with columns in the correct order and with the exact column headers positioned in the first row of the file.

   ◆ Your file name may not contain special characters.

      – Acceptable file name characters: uppercase letters (A–Z), lowercase letters (a–z), numbers (0–9), period (.), hyphen (-), parentheses (( )), underscore (_), and space ( ).

      – If any unaccepted characters are present, you'll receive an error message and will be required to fix the file name and reupload your file.

   ◆ The following columns are required (in the specified order) in the file upload; however, not all columns require data.

      – Required data: Testing AI Code, First Name, Last Name, Date of Birth, Gender, Grade, Test, Season.

      – Optional data (column headers still required): Attending AI Code, Middle Initial, School Student ID, District Student ID, State Student ID.

   These columns are already populated in the **Registration File Template** and don't need to be added manually. You should use the template to ensure there are no errors with the column order or column header names.

4. Create 1 registration data file with your student information for each assessment for the students that the school/district intends to test. Districts must also confirm that all schools intending to test are included in the data file(s). You can work with your school/district data administrator to help expedite this process.

   ◆ Use the **Registration File Template** and add your student data below the predefined headers (don't edit, reorder, or remove the headers). Using the template ensures the column headers in your file are in the correct order and use the expected header name values.

   ◆ Format the data exactly per the **file specifications**, including the exact column headings provided.

   ◆ If you copy and paste data into the file template, make sure you don't copy and paste blank rows below your data or beyond the last expected column in the file template. If you accidentally paste blank rows/columns of data, your file won't be processed correctly, and you'll need to remove the blank rows/columns and reupload your file.

5. Review your registration data file and make sure each field is formatted as described in our file specifications.

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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.*

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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.

      – If you expect to have away students to register, don't delay the file submission while waiting for those students to contact your school(s). You can add them manually later. See task 6 under Registering Students in SSOR (Step 2) on page 7.

   ◆ See Troubleshooting Inaccurate Student Data on page 9 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 10 for help with this step. This step will complete almost instantly, so be sure to wait.

   ◆ After the file format check is complete, SSOR will run a series of validations to confirm the student data meets the file specifications. This process may take several hours to complete and you'll receive an email when processing is finished. After you receive the email, sign in to SSOR again to check if there were any errors or warnings identified.

   ◆ See Data Errors and Warnings on page 11 for help troubleshooting errors and warnings.

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 an onscreen sample of up to 10 rows 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 onscreen 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.

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10. If you find errors when viewing the sample data, correct those errors in your file and upload the updated file to SSOR.

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 SSOR (Step 2) for each school in the file.

   ◆ Once you submit your file, the process to create the online registration roster 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 staff who are in the registration role so they can begin validation and registration in Step 2.

Registering Students in SSOR (Step 2)

The second part of the process is 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 by each school's access manager. 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 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). If you do find major data issues, you'll have the option to request a full data replacement. See Troubleshooting Inaccurate Student Data on page 9.

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 prior to testing.

   ◆ 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/help-center/how-do-i-register-student-who-testing-my-school-does-not-attend-my-school** for more information.

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   IMPORTANT: *Validating the Attending AI Code on the student's SSOR record is critical for protecting student privacy. Make sure the Attending AI Code is the code for the school the student attends, as this is the school the student's scores will be sent to. A blank Attending AI code will default to the Testing AI code on the student's SSOR record.*
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   ◆ 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 during the current 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**.

- 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 15 for additional guidance).

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  IMPORTANT: *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.*

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5. Once student data and accommodations (as applicable) are validated, register your students. You can register 1 student at a time, or register multiple students at once by selecting the students and clicking **Register Students**.

   - You must click the **Register Students** button to complete the process. After a student is registered, the Registration Status column will update to Registered along with the date and time (ET) of their registration.
   - After you register students, they will become available in Test Day Toolkit, allowing you to perform test readiness activities. Allow 1 full business day 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 in SSOR 1 student at a time. You may need to add SSD IDs or waive accommmodations for a student in SSOR, but other changes to accommodations made in SSD Online will update automatically in SSOR. 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. **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.** Once students have begun testing by entering the 5-letter room code in Bluebook, their records in SSOR can't be edited or deleted, so be sure to complete any necessary changes prior to student testing. 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 (remember to include the away student's AI Code in the Attending AI Code field in their SSOR record).
   - 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 and register the student again.

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   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 entered the room code in Bluebook to begin testing, you cannot delete their SSOR registration. (More information about correcting SSOR registration data and retests is included in the Test Coordinator Manual.)*

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   - The SSD coordinator should ensure any newly approved or changed accommodations are reflected in the SSOR roster by checking against the data in SSD Online.

Troubleshooting Inaccurate Student Data

If your school submitted data with 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 data replacement (see next section).
- The school's test coordinator can manually edit the inaccurate student records. (More information is provided in the Retesting and Irregularities chapter of the *Test Coordinator Manual*.)
- 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 and practice test results. Students who have entered the 5-letter room code in Bluebook to begin testing can't be deleted. 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.*

Full Data Replacement Process for Schools

Schools must take these steps to execute a full data replacement.

IMPORTANT: *If any students have entered the 5-letter room code in Bluebook to begin testing, you won't be able to delete them or initiate a full data replacement. Make sure none of your students have begun testing before taking the actions below.*

1. Before initiating the **Request Full Data Replacement** option, 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.
   c. If you'd like to delete multiple students at once, place a check next to each student's name in the roster view and then select **Delete Selected Student(s)** from the **Additional Actions** menu.

2. Once all Registered students are deleted, click the **Request Full Data Replacement** option under **Additional Actions** in your registration roster in SSOR.

3. Once you confirm this request, any additional data for unregistered students still in your SSOR registration roster will also be deleted.

   IMPORTANT: *A full data replacement will start you back at the very beginning of the student data file process (step 1 in SSOR).*

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, including students previously uploaded by your district.

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.

REMEMBER:

If the student already entered the 5-letter room code, you won't able to place a check next to their name or request a full file replacement.

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 specifications. There are 4 possible errors.

Invalid File Name

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

File Format Check

⚠ Your file has these formatting errors:
- Invalid File name

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

File Format Check

⚠ Your file has these formatting errors:
- Headers received are incorrect

To correct, check the following and resubmit:

- Did you use the **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, even if you aren't providing any data under headers for optional fields.
- Confirm all required columns are present and in the same order as the Registration File Template.
- Confirm each column is named properly and exactly matches the 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 errors:

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

To correct, check the following and resubmit:

- Confirm that the number of students included in your file does not exceed the total number of tests ordered by your institution. If it does, work with your purchaser to update your order to increase the number of tests available.
- Confirm that 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.

File Doesn't Contain Student Data

In this case, the file you uploaded is just the template file containing headers only and no student data.

File Format Check

(!) Your file has these formatting errors:

- File does not contain student data

To correct, check the following and resubmit:

- Make sure you save your file after you add student data to the template. It may be helpful to use the Save As option when creating your file so you can rename the file that has student data to ensure you upload the correct version.

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.

Follow these steps to fix errors and/or warnings:

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 in SSOR (Step 1).

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

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	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.
		If you are a school SAT Suite data coordinator, then the Testing AI code should be the same as your school's AI code.
		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.
	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	Check to ensure that the Attending AI code is correct. It should be 6 numbers—make sure any leading 0s aren't inadvertently dropped (e.g., 330814, 075623). Additionally, confirm there are no leading or trailing spaces around the 6-digit number.
		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.

Affected Column	Error Description	How Do I Correct This Error?
First Name	First Name is missing	You must include a First Name of at least 1 letter for each test taker in your file. 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 single letter (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 of at least 1 letter for each test taker in your file. 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.
Date of Birth	Date of Birth is invalid. PSAT-related assessments 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	Date 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.

Affected Column	Error Description	How Do I Correct This Error?
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 single 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.

Every student in a data file should have the same test value. A separate file is required for each assessment you're ordering.

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 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 order standard and accommodated testing materials separately. The 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.*

- The SSD coordinator must identify any accommodation changes as early as possible using the SSOR registration roster.
- Students who need to change or waive their testing accommodations on test day will be given a rescheduled test.
- 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 if they have questions or need assistance resolving accommodations issues prior to test day.

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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 1 full business day for those updates to be visible in the toolkit. Do not have a student enter the 5-letter room code to start their test if their accommodations are not accurate in Bluebook and Test Day Toolkit.*

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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:

     a. Click on the **student's name** in SSOR.

     b. Scroll to the **Accommodations** section and view the SSD ID.

     c. 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 student 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 **1 full business day** for these changes to be reflected in Test Day Toolkit. If accommodation changes are made, be sure the student does not enter the 5-letter room code to 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 to take any further action:

     - SSD Online reflects approved accommodation requests. SSOR and Test Day Toolkit may include some additional accommodations, such as extra breaks or extended time, that accompany certain accommodations whether or not the student has requested them. 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, SSD Online may show supports or accommodations that don't apply to the assessment being administered (e.g., extended time for listening or speaking), so they 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 enter the 5-letter room code to 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:
     a. Click the student's name in SSOR.
     b. Click the **Edit** button and update the student's data to match the student data presented in SSD Online.
     c. 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:
     a. Click the student's name in SSOR.
     b. Click the **Edit** button and scroll to the **Accommodations** section and click the **Find missing accommodations** option.
     c. 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.*

     d. 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.

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.

5. **If you have a student that's new to your school who will test with accommodations:** You can transfer the student to your school in SSD Online in the following cases:
   - If you know the student's SSD ID, transfer the student to your school in SSD Online using their SSD ID, first and last name, date of birth, and graduation date.
   - If you don't know the student's SSD ID or they don't have one (but they do have a College Board account), transfer the student to your school in SSD Online using their first and last name, date of birth, graduation date, and student address.

Registration Resources

Schools and districts can find detailed information about registration at **support.satsuite.collegeboard.org/in-school-testing/ssor-tasks/ordering**, 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 **support.satsuite.collegeboard.org/in-school-testing/ssor-tasks/ordering**.

Contact Us

For Help with SSOR

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

PHONE: 888-477-7728 (U.S.)

WEB: **PSAT and SAT School Day Educators Contact Form**

For Help with Accommodations

SSD COORDINATOR'S HELP LINE: 844-255-7728 (U.S.)

EMAIL: **SSD@info.collegeboard.org**