



SAT Suite Ordering and Registration Troubleshooting

Overview of Registration

The [SAT® Suite Ordering and Registration](#) (SSOR) system will be where authorized users manage ordering and registration for the SAT Suite of Assessments. Access to SSOR is handled by your access manager using the [Managing Access Tool](#). See the **Accessing** section of the **SSOR Help** page for more information about this critical step: satsuite.collegeboard.org/help-center/ssor-schools for schools, and satsuite.collegeboard.org/help-center/ssor-districts for districts.

There is a two-step process to register students in SSOR.

Step 1: Upload Data

This step is the uploading of a data file of students into SSOR. When you upload a data file into SSOR, a series of data checks are run to ensure that the data you're uploading aligns to [established file specifications](#). The person responsible for submitting this data file of students requires the **SAT Suite Data Coordinator** role assigned to them in the Managing Access Tool.

To upload the student registration data, use the [2023-24 Registration File Template](#) and add your student data. Using the template ensures the column headers in your file are in the correct order and use the expected header values. Once uploaded, College Board will check that your file matches the template. Once the file is confirmed as adhering to the template, we'll check the student data to make sure it aligns with the field value format specifications. After processing, if there are any errors, you'll receive messaging on the screen to indicate if the file format was correct and if there were any errors or warnings in the data. Once the file is checked and no errors are found, you'll continue to the final step to complete one last onscreen validation of the data and submit the file. Once you submit your file, the processing may take several hours. Check back to get an update on the status.

Step 2: Register Students

This step is the reviewing of student data that was uploaded in Step 1 to validate the accuracy of the students to be registered. The person responsible for validating the uploaded students requires the **SAT Suite Registration** role assigned to them in the Managing Access Tool.

To complete the step of registering students, you'll review this list of students in an unregistered status to confirm there are no major issues with the data, remove students who should not be registered, add students who are missing, and confirm accommodations. Once you have reviewed the data and confirm it is fully accurate, you'll select the students you want to register and click the **Register Students** button to complete the registration process. Registered students will begin to appear in the Test Day Toolkit student roster within 2 business days. After the fact, if any students need to be added or removed or any students need their approved accommodations updated, you'll return to this step to make updates to individual student records. Any updates made will appear in Test Day Toolkit within 2 business days.

Refer to the *Digital Registration Guide* for more information:

- [Digital Registration Guide for U.S. Districts and Schools](#)
- [Digital Registration Guide for International Schools](#)

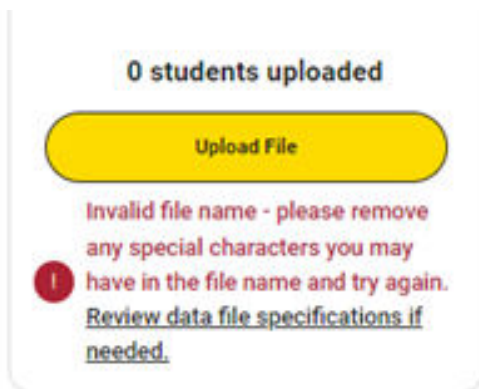
Troubleshooting File Format and Data Errors and Warnings

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

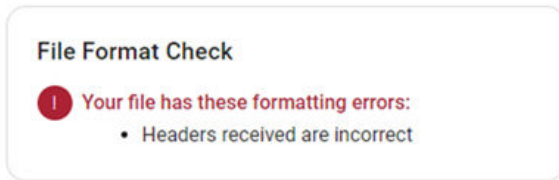
In this case, the file name of the file you are uploading contains unsupported special characters.



Acceptable file name characters include: uppercase letters (A-Z), lowercase letters (a-z), numbers (0–9), period (.), hyphen (-), parentheses (()), underscore (_), and space (). If any unacceptable characters are present, you will 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.

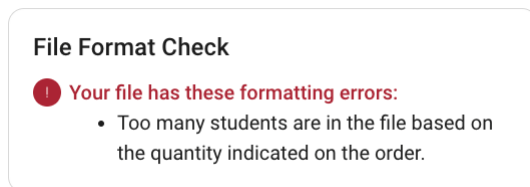


To correct, check the following and resubmit:

- Did you use the [2023-24 Registration File Template](#)? If not, download the template and transfer your data to it.
- 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. The header row column names are case sensitive.

Too many students are in the file

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



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 this is the case, 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.

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, 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

1 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.](#)

1 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 warnings if needed.](#)

[Download errors and warnings report](#)

Review the errors and correct them. Review the warnings to determine if any corrections are needed. Once complete, resubmit your file with corrections. 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.

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	L	M	N	O	P	Q	R	
1	testing_ai_cd	attending_ai_cd	first_nm	middle_initial	last_nm	birth_dt	gender	grade	test	season	school_student_id	district_student_id	state_student_id	error_code	error_count	error_list	warning_count	warning_list
2	330813		Samantha	J	Barker*s	5/27/2008	F	9	P89	F				ERROR	3	GRADE:Grade is invalid 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	6/23/2007	N	11	PNM	F				ERROR	1	GENDER:Gender has invalid characters (expected values: F, M, A)	0	
4	330814	123456	Cameron	Marie	Turner	9/7/2008	Female	10	PNM	F				ERROR	2	MIDDLE_INITIAL:Middle Initial has invalid characters GENDER:Gender has invalid characters (expected values: F, M, A)	0	
5	330814		Jose	A	Torres	1/16/2007	M	11	PNM	Fall				ERROR	1	SEASON:Season is invalid	0	
6	330814		Ramesh	I	Singh	7/9/2008	M	11	PSAT/NMSQT	F				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 one 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.

A GUIDE TO 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 that the Attending AI code is correct. It should be 6 numbers. Example: 330814. 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. Make the necessary additions and upload a corrected file.
	First Name has invalid characters	The First Name field may contain letters (A-Z), hyphens (-), spaces (), and apostrophes ('). 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. Make the necessary additions and upload a corrected file.
	Last Name has invalid characters	The Last Name field may contain letters (A-Z), hyphens (-), spaces (), and apostrophes ('). Remove any other symbols from this field and upload a corrected file.

Affected Column	Error Description	How Do I Correct This Error?
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 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 test takers must be between 7–50 years of age.	PSAT 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 full list.) Make the necessary additions and upload a corrected file.
	Grade is invalid and/or not covered by this order	<p>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.</p> <p>Additionally, be sure there are no leading or trailing spaces around the grade value.</p> <p>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.</p>

Affected Column	Error Description	How Do I Correct This Error?
Test	Test is invalid	<p>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:</p> <p>SAT = SAT School Day</p> <p>PNM = PSAT/NMSQT</p> <p>P10 = PSAT 10</p> <p>P89 = PSAT 8/9</p> <p>Additionally, be sure there are no leading or trailing spaces around the 3-character Test value.</p> <p>Make the necessary additions and upload a corrected file.</p>
Season	Season is invalid	<p>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.</p> <p>Make the necessary additions and upload a corrected file.</p>
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.
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.

Affected Column	Error Description	How Do I Correct This Error?
Combination of multiple columns	This record is a duplicate; ensure Student IDs are different if both records are needed.	<p>This error indicates that 2 or more records have completely matching information.</p> <p>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.</p>

Other Resources

- satsuite.collegeboard.org/k12-educators/educator-experience/get-to-know-digital/ordering-registration
- *Digital Registration Guide for U.S. Districts and Schools*
- *Digital Registration Guide for International Schools*
- SSOR School Help Center: satsuite.collegeboard.org/help-center/ssor-schools
- SSOR District Help Center: satsuite.collegeboard.org/help-center/ssor-districts