



SAT® Suite

Fall 2024

SAT SUITE OF ASSESSMENTS

Test Coordinator Manual

**In-School Testing Window:
October 1–31, 2024**

Look inside for:



**BLUEBOOK AND
TEST DAY TOOLKIT
INSTRUCTIONS**



**MANAGING FACILITIES,
STAFF, AND TEST
DAY ACTIVITIES**

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Introduction

How to Use This Manual

Administering the SAT[®] Suite of Assessments in school involves numerous staff positions and tasks.

This manual and other downloadable instructive texts available at satsuite.collegeboard.org/k12-educators/educator-experience will support you and your staff as you administer tests using Test Day Toolkit, with its intuitive, user-friendly interface.

Who This Manual Is For

We've designed this manual for test coordinators so you can find information in one place for all the different processes you might be leading or participating in.

If you are new to digital testing, be sure to read An Overview of Digital Testing later in this section.

What You'll Find in This Manual

Here's a snapshot of the *Test Coordinator Manual*.

Test Coordinator Planning: Use this section to get a broad view of digital testing and start developing plans for your testing site. Topics covered are digital testing requirements, facilities planning, staffing and staff ratios, planning for rooms, and introductory information about Test Day Toolkit.

Test Coordinator Checklist: Use this section to plan for the administration, starting with action items to complete at least 7 weeks before the day you plan to start testing. The action items are grouped by which role completes them.

Registration Process for Schools: This section provides an in-depth, step-by-step guide to using the SAT Suite Ordering and Registration (SSOR) site. You'll also find troubleshooting advice to help you successfully format your data for submission, validate your students' information, ensure their approved accommodations are properly reflected, register your students, and continue to monitor your school's registration progress.

Digital Readiness Check: See how to ensure a smooth test day by holding a digital readiness check with your test takers. During this session, students can complete exam setup, which is required for testing.

Test Day: This section covers what test coordinators need to know about the flow and sequence of tasks for completing a successful test day, from Test Day Toolkit access to responding to problems to planning for accommodations.

Retesting and Irregularities: This section covers the policies and procedures for requesting retests and submitting Irregularity Reports (IRs) in Test Day Toolkit as part of a test administration.

After the Test: Learn about postadministration activities, such as receiving scores through the K–12 score reporting portal.

Appendix: At the back of this manual you'll find:

- A summary of the registration process for schools that are working with a school district
- A list of acceptable calculators
- A list of Bluebook™ testing tools
- A copy of the *Hall Monitor Test Day Guide*
- A copy of the *Technical Troubleshooting Guide*, used by the technology monitor in the help room
- *Proctor Essentials for Test Day*

Information for Your Staff

Be sure to help your staff access the information they need, as follows:

- **District Registration Guide:** For district staff, information from the Registration chapter in this manual will be provided as a separate guide.
- **Proctor Manual:** This full-length manual covers roles and responsibilities, conducting the digital readiness check, and using Test Day Toolkit to check students in, read the opening scripts, monitor progress during testing, and dismiss students.
- **Hall Monitor Test Day Guide:** This guide contains information about supporting proctors, monitoring students on break, and assisting the test coordinator.
- **SAT Suite Accommodations Guide for Coordinators:** You and the Services for Students Disabilities (SSD) coordinator and test coordinator will use this guide to plan for and provide appropriate accommodations for your students.
- **SAT Suite Accommodations Guide for Proctors:** Your proctors will use this guide to administer the test to students with appropriate accommodations.
- **Paper Testing Scripts:** If one or more students require testing on paper, your proctors will use the appropriate script(s) in this document to administer the tests in the SAT Suite.
- **Technical Troubleshooting Guide:** This guide provides the technology monitor with guidance to troubleshoot issues students encounter with downloading Bluebook, signing in with their credentials, starting the test, and submitting responses.

An Overview of Digital Testing

Digital testing technology and support include these tools and staff:

- **Bluebook:** The testing app installed on student devices provides most test day instructions and times each student individually.
- **Test Day Toolkit:** Digital test administration depends on Test Day Toolkit, a web application. All test coordinators, proctors, and monitors need to access it on test day. Proctors use it to take attendance, read the script, start the test, monitor student progress, and report irregularities.
- **Help room and technology monitor:** Proctors can send students to the help room, where a technology monitor will assist them with simple troubleshooting.

Setting Up

- Testing staff will order tests for their students and complete a 2-step registration process in SSOR. See the Registration chapter in this manual for full instructions as well as guidance for ensuring accommodations are correctly reflected in the registration data for your students.
- Schools may complete a digital readiness check to get students familiar with Bluebook, confirm students' personal information is correct, and verify that devices are ready for test day.
- Schools provide internet access in all testing rooms for students and staff. Students need an internet connection to begin testing and at the end of the test to submit responses. Students who lose network connectivity momentarily during testing can continue without losing testing time.

Accommodations

- Nearly all materials for staff and students are digital. When necessary, College Board will still ship paper test materials for students approved by College Board to use them, but otherwise no printed materials will be shipped.
- Most students will be able to test in 1 day.
- The Test Day chapter in this manual is suitable for use in administering a small number of accommodations, including:
 - ◆ Non-timing accommodations such as preferential seating, wheelchair access, medical devices and aids, permission for food/medication while testing, service animals and emotional support animals, written copy of verbal instructions, and sign language interpreters.
 - ◆ Accommodated breaks, including breaks as needed.
 - ◆ Extended-time testing for reading or for math. This includes time and one-half and double time.
 - ◆ Enlarged fonts (students will use the zoom feature).
- For detailed information about administering all accommodations, refer to the *SAT Suite Accommodations Guide for Coordinators*.

Administration Overview

The following table provides an overview of the different components of a digital test administration. It reflects both the typical sequence of these events and the digital tools required by staff and students in completing these tasks. Further information about these administration tasks may be found in this manual or in a supplemental guide.

| TEST ADMINISTRATION OVERVIEW | | |
|---|----------------------------------|--|
| Activity | Timeframe | Digital Tool(s) Used |
| SSD requests | At least 7 weeks before test day | SSD Online |
| Test ordering | 5 weeks before test day | SSOR |
| Student data submission | 4–3 weeks before test day | SSOR |
| Roster validation and student registration | 3–2 weeks before test day | SSOR |
| Digital readiness check | 2–1 week(s) before test day | Bluebook (students) (Staff will only need Test Day Toolkit to print students' sign-in tickets.) |
| Test readiness | 1 week before test day | Test Day Toolkit |
| Test day | October 1–October 31, 2024 | Test Day Toolkit (staff) Bluebook (students) |
| Irregularity reporting and retesting requests | October 1–October 31, 2024 | Test Day Toolkit SSOR (for any corrections needed to student data) |
| Score release | 3–4 weeks after test day | K–12 Educators Score Reporting Portal |

For a more detailed overview of a typical administration, refer to the Test Coordinator Checklist on page 4.

Test Coordinator Checklist

Developed in consultation with experienced test coordinators, this checklist includes all of the approaching milestones to help you keep testing on track, along with a recommended timeline for staff to complete their assigned activities.

IMPORTANT: Please note that if your school is testing on multiple days, all steps should be completed by the first day of testing. This will be considered your **intended start date**. As long as your student data is populated in Test Day Toolkit and all testing dates fall in the testing window, you are free to make changes to your intended start date or subsequent test dates without notifying College Board.

No Later Than Seven Weeks Before Test Day

Milestone: Request SSD accommodations

All testing accommodations must be requested at least seven weeks before your intended start date. See below for details.

STAFF ACTIONS

| Role | Tasks |
|-----------------|---|
| SSD Coordinator | <ul style="list-style-type: none">Students must have College Board approval to test with accommodations for all in-school assessments, and students may have significant testing delays or may not be able to test at all if this deadline is missed.If you plan to request any testing accommodations for your students, you can submit those requests through SSD Online at any time before the accommodations deadline—whether or not your school has selected an intended start date for testing. We recommend submitting those requests as early as possible so your students will be ready to test. If a student with testing accommodations has transferred into your school, you can transfer their accommodations to your SSD Online dashboard using the student's SSD ID and other identifying information.Once your school's start date has been selected, any approved accommodations will apply. |

Five Weeks Before Test Day

Milestone: Complete your order

- Select your intended start date in the SSOR site.
- Set anticipated test counts.
- Identify your staff.

CRITICAL STAFF ACTIONS

| Role | Tasks |
|---------------------|---|
| SSOR Access Manager | <ul style="list-style-type: none">Enable access to SSOR for the purchaser, data coordinator, test coordinator, and SSD coordinator by assigning them SSOR roles. See Establishing Roles At a Glance on page 15 for more information on assigning roles. |
| Purchaser | <ul style="list-style-type: none">Confirm your order details in SSOR. You must be listed in the SAT Suite ordering role in the Managing Access tool to complete this task. If you do not have access, contact your SSOR access manager. <p>IMPORTANT: Place your initial order at least 5 weeks before you intend to start testing. Orders may be updated as needed until registration activities begin.</p> |

| Role | Tasks |
|------------------|--|
| Data Coordinator | <ul style="list-style-type: none"> View the file upload data specifications and download the SSOR registration file template. You must be assigned to the SAT Suite data coordinator role in the Managing Access tool to access and upload student data in SSOR. If you don't have access, contact your SSOR access manager. Work with the test coordinator or information manager at your organization to pull all of the required student data for each grade testing. Remember, this data needs to be reformatted to meet the file upload data specifications linked above before uploading the file to SSOR. |

ADDITIONAL STAFF ACTIONS

| Role | Tasks |
|------------------------|--|
| Test Coordinator | <ul style="list-style-type: none"> Schedule your digital readiness check 1–2 weeks before test day to help students familiarize themselves with Bluebook and to check technical readiness. Recruit test day staff. Work with your technology coordinator to create a technical readiness plan. Learn what to ask them about networks and devices, and choose testing rooms with strong internet connectivity. |
| Technology Coordinator | <ul style="list-style-type: none"> Go to cb.org/bluebook-tech for technical specifications and Bluebook installation instructions. Check internet speed in each testing room. Work with your SSD coordinator to ensure assistive technology is set up on student devices for those who may need it. Work with your test coordinator to decide which devices students should test on. |
| SSD Coordinator | <ul style="list-style-type: none"> Confirm all accommodations are accurate in SSD Online. If your school decides to host a full-length practice session during the digital readiness check, call customer service to order paper practice materials for any students who need them. Work with your technology coordinator to ensure assistive technology is set up on student devices for those who may need it. <p>IMPORTANT: <i>If a student has approved accommodations to test with paper materials, please note that shipments will be processed upon completed registration. Work with your test coordinator to plan appropriate test dates.</i></p> |

Four Weeks Before Test Day

Milestone: Initial registration

IMPORTANT: *Plan to upload data when the enrollment data has settled for the majority of testers. Schools or districts with a high degree of student mobility may want to wait until after the first few days of school to upload.*

STAFF ACTIONS

| Role | Tasks |
|------------------|---|
| Data Coordinator | <ul style="list-style-type: none"> Submit initial registration file in SSOR during Step 1. Your district may also submit this file on behalf of your school if they ordered tests for your school. Once you've completed the submission, email your test coordinator and SSD coordinator letting them know the roster is available for validation in Step 2 of SSOR. |
| Test Coordinator | <ul style="list-style-type: none"> Download the <i>Student Guide</i> from the Educator Experience and share with your students so they can start preparing for test day. |

| Role | Tasks |
|-----------------|--|
| SSD Coordinator | <ul style="list-style-type: none"> Submit requests for any students testing with EL supports in SSD Online. Unlike other accommodations that carry over with student registrations, EL support requests must be completed every year for each student who needs them. |


Three Weeks Before Test Day

Milestone: Review, validate, and register students for testing

The school’s test coordinator should confirm all students who intend to test have accurate records in the SSOR registration roster, and the SSD coordinator should confirm student records match their College Board accommodations. Be sure to include all “away” students who do not typically attend the school but requested to test there. Remember to enter the “away” student’s School Code (also known as AI or CEEB code) in the Attending Institution Code field on their SSOR record so their scores are sent to their school after testing.

IMPORTANT: Carefully check the accuracy of student data prior to registration. After registration, student records will be locked for testing. Any changes will need to be managed by deleting the record and re-adding the corrected record manually before the student begins testing. After a student begins testing, their record can’t be deleted in SSOR.

STAFF ACTIONS


| Role | Tasks |
|------------------------|---|
| Test Coordinator | <ul style="list-style-type: none"> If you have not completed the task assigned to you under Four Weeks Before Test Day, please complete it now. Validate your roster for each test in SSOR and register students if their information is correct. Use the email we’ll send you to access Test Day Toolkit. Follow the instructions to Set Up Test Day Toolkit for SAT Suite. Work with your technology coordinator to prepare for the digital readiness check. Ensure your staff has completed their  College Board required training and have access to PDF manuals and guides. <p>IMPORTANT: Students who appear on your roster in SSOR still need to be registered for the test. To do so, click Register Students from your registration roster in SSOR and follow the instructions. You can register 1 student at a time or multiple students at once by clicking the checkboxes next to their names.</p> |
| Data Coordinator | <ul style="list-style-type: none"> If you have not completed the registration task assigned to you under Four Weeks Before Test Day, you must complete it now. |
| SSD Coordinator | <ul style="list-style-type: none"> Validate the registration data in SSOR for SSD students. Confirm the accommodations in SSD Online match the accommodations in SSOR. Some accommodations displayed in SSOR or Test Day Toolkit are not listed in SSD Online, but they are necessary to match the student’s test experience with their approved accommodations. See the <i>Accommodations Guide</i> for more details. |
| Technology Coordinator | <ul style="list-style-type: none"> Install Bluebook on managed devices. If students will test on shared devices, make them available for the digital readiness check. Follow the instructions on Network Requirements to configure your network. <p>IMPORTANT: Students won’t be able to take the test if your network doesn’t meet these configuration requirements.</p> |
| All Staff | <ul style="list-style-type: none"> Begin required training and reading manuals and/or test day guides. |

Two Weeks Before Test Day

Milestone: Digital readiness check

Orient students for digital testing and check for any technology issues.

STAFF ACTIONS

| Role | Tasks |
|-------------------------------|---|
| Test Coordinator | <ul style="list-style-type: none"> ▪ If you have not completed the registration and setup tasks assigned to you under Three Weeks Before Test Day, please complete those now. ▪ If you need to add or delete any individual students from your registration roster, do so in SSOR. Updates may take up to 1 full business day to appear in Test Day Toolkit. Sign-in tickets should not be printed until the updates appear. ▪ If you need to delete and re-add a student for any reason, please be aware that deleting a student will undo any readiness steps they have already completed. The student may need to go through the exam setup process and answer the student information questions again before testing starts. You can't delete a student once they enter their room code or start testing. ▪ Check Test Day Toolkit to identify any multi-day testers at your school and follow instructions in your Accommodations Guide to set up separate rooms in Test Day Toolkit for each day of the exam for these students. Students testing over multiple days will appear in your roster twice. ▪ Print sign-in test tickets. ▪ Prepare staff and students for digital readiness check. ▪ Review the Digital Readiness Check section of this manual with your testing staff and conduct the digital readiness check. ▪ If you've not already done so, ensure your staff has completed their  College Board required training and have access to PDF manuals and guides. <p>IMPORTANT: Remember to validate and register any new students once they appear in your online registration roster in SSOR.</p> |
| SSD Coordinator | <ul style="list-style-type: none"> ▪ If you have not completed the registration and accommodations tasks assigned to you under Three Weeks Before Test Day, please complete those now. ▪ Review pending accommodations requests in SSD Online. ▪ Ensure students with accommodations are prepared for the digital readiness check. Work with the technology coordinator to confirm assistive technology is configured in Bluebook for approved students. |
| Technology Coordinator | <ul style="list-style-type: none"> ▪ If you have not completed the device management tasks assigned to you under Three Weeks Before Test Day, please complete them now. |
| All Staff | <ul style="list-style-type: none"> ▪ Complete required training and reading manuals and/or test day guides. ▪ Assist your test coordinator in conducting the digital readiness check (if applicable). |

One Week Before Test Day

Milestone: Test readiness

Fix any issues found during the digital readiness check as you prepare for test day.

STAFF ACTIONS

| Role | Tasks |
|------------------------|---|
| Test Coordinator | <ul style="list-style-type: none"> ▪ If you have not completed the readiness tasks assigned to you under Two Weeks Before Test Day, please complete them now. ▪ Confirm that you have appropriately set up rooms for all of the students testing at your school, including any multi-day testers. See Two Weeks Before Test Day for more information. ▪ Set up testing room supplies. ▪ Begin reprinting sign-in tickets as necessary. ▪ If applicable, receive and securely store paper test materials. ▪ Ensure all staff have completed training. |
| Technology Coordinator | <ul style="list-style-type: none"> ▪ Make sure all testing devices have the latest version of Bluebook. Check bluebook.collegeboard.org/technology/updates. ▪ Tell students using personal or assigned devices to open Bluebook before test day so it can auto-update and bring their device to school fully charged on test day. Students using personal devices can download Bluebook at bluebook.app.collegeboard.org. ▪ Confirm plans to deliver fully charged shared devices to testing rooms. |
| SSD Coordinator | <ul style="list-style-type: none"> ▪ If you have not completed the readiness tasks assigned to you under Two Weeks Before Test Day, please complete them now. ▪ Work with your test coordinator to confirm how all the accommodations for your students will be administered on test day. |

The Day Before Test Day

Milestone: Final preparation

Fix any issues found during the digital readiness check as you prepare for test day.

STAFF ACTIONS

| Role | Tasks |
|------------------------|---|
| Test Coordinator | <ul style="list-style-type: none"> ▪ Confirm you have a sign-in ticket printed for all students. ▪ Grant full access to Test Day Toolkit for your staff and verify that they are able to access it. ▪ Make any final announcements. ▪ Assemble test kits containing Wi-Fi information, sign-in tickets, scratch paper, extension cords, sticky notes, and bags for prohibited devices. ▪ If applicable, connect to Wi-Fi on a personal device in a testing room to make sure the network is set up for guest access. |
| Technology Coordinator | <ul style="list-style-type: none"> ▪ Ensure local networks are configured to specifications (see cb.org/bluebook-tech). <p>IMPORTANT: <i>Students won't be able to take the test if your network doesn't meet these configuration requirements.</i></p> |

Test Day

Milestone: Administer the test

STAFF ACTIONS

| Role | Tasks |
|--|---|
| Test Coordinator | <ul style="list-style-type: none"> Follow the steps under the Test Day section of this manual. Gather student scratch paper from the proctors and keep for 30 days in case of test security investigations. Confirm every student's answers are submitted to College Board. Go to In-School Testing and Answer Submission for guidance. Review and submit any IRs in Test Day Toolkit immediately after testing. If you need to request a retest, you can do so once testing has concluded. See Retesting and Irregularities on page 55 for more information. |
| Technology Monitor | <ul style="list-style-type: none"> Stay in the help room and use the tips in the <i>Technical Troubleshooting Guide</i> to assist students. |
| Proctors and Hall/Room Monitors | <ul style="list-style-type: none"> Follow the steps in the <i>Proctor Manual</i> and <i>Hall Monitor Test Day Guide</i>. Confirm that students have written their names in the top right corner of their scratch paper. At the end of the test, collect all student scratch paper and give it to the test coordinator. Confirm all student answers are submitted before dismissing them. Report irregularities, as needed, in Test Day Toolkit. |

After Test Day

Milestone: Score release and invoicing

STAFF ACTIONS

| Role | Tasks |
|------------------------------------|--|
| Billing Contact/Purchaser | <ul style="list-style-type: none"> View information about payment on the Invoicing page. |
| District/School Coordinator | <ul style="list-style-type: none"> Access scores in the online K–12 score reporting portal and review prior to student score release. Complete any student score cancellation requests before the deadline. |
| Counselors | <ul style="list-style-type: none"> Prepare for student score release. |
| Test Coordinator | <ul style="list-style-type: none"> Retain any irregularity information before Test Day Toolkit closes. Find out how at bluebook.collegeboard.org/irregularity-data-retention. Download score report PDFs in the online K–12 score reporting portal and share with students. Remind students who have access to BigFuture® School (U.S. students only) by providing their mobile phone number during testing to access their scores on the mobile app. |

Test Coordinator Planning

Digital Testing Reminders

If this is your first experience with digital testing, the information in this chapter will help you begin planning for a successful test day. If you have already administered the digital test, use this chapter to refresh your understanding of the technology tools, staff roles, and testing procedures that the digital test includes.

Technology

Bluebook and Test Day Toolkit work together to make digital testing possible.

Bluebook

Students use Bluebook to take exams on Mac and Windows devices, iPads, and school-managed Chromebooks.

Test Day Toolkit

Overview

You and your staff will use Test Day Toolkit to administer the test.

You'll use Test Day Toolkit to complete these tasks:

- View your roster.
- Enter room names and capacity.
- Assign students to rooms (optional).
- Add staff, along with their email address and phone number.
- Assign staff to roles and rooms.

Test coordinators use Test Day Toolkit before test day to access the roster, assign students to rooms, and add staff.

Proctors use it on test day to take attendance, read the script, share the room and start codes with students, monitor testing, and report irregularities.

Go to cb.org/bluebook-test-admin for step-by-step instructions on Test Day Toolkit setup.

Test Day Toolkit Access

You and your testing staff will use College Board professional accounts to sign in to Test Day Toolkit on any device that connects to the internet.

Set up Test Day Toolkit for your next test administration when you get an email from College Board telling you it's available.

You should get an email in early September if your order was placed before then.

First-time access requires 2-step verification. Start by clicking the link in your personalized access email. Returning users can sign in to their College Board professional accounts at testday.collegeboard.org.

When you add staff, they'll receive a similar email with Test Day Toolkit access instructions, so accurate contact information is critical.

Test Day Toolkit access FAQs are available at cb.org/bluebook-test-admin/help.

Device Readiness

Students can take the test on personal devices, devices managed by your school and assigned to students one-to-one, or shared devices managed by your school (from a laptop cart, for example).

School-Managed Devices

Work with school or district technology staff to make sure Bluebook is installed on testing devices before the digital readiness check so students can become familiar with Bluebook testing tools.

When students open Bluebook, it auto-updates if necessary. This can overwhelm your network and delay testing if too many students do it at once, so ask students to open Bluebook on their own before test day or any group readiness activities. They don't have to sign in.

See the Technical Readiness Checklist at bluebook.collegeboard.org/test-admin/checklist for complete instructions on working with technology staff.

If Students Testing on Personal Devices Are Unprepared

Students can download Bluebook on personal devices in the testing room. This doesn't usually take long, but too many simultaneous downloads could slow your network. If you need to, you can reschedule the test for those students.

You can also provide them with a school-managed device that has Bluebook installed.

Technical Troubleshooting

Technical troubleshooting starts with the student; might escalate to the proctor, technology monitor, or test coordinator; and could require a call to College Board.

- **Students** can often solve technical issues themselves by following the instructions in Bluebook error messages.
- **Proctors** can try the basic tips in their manual and on the Test Day Toolkit Help page or send students to the technology monitor. Once testing starts, send students to the help room to avoid disturbing others.
- **Technology monitors** use the *Technical Troubleshooting Guide* to resolve problems that take more time and attention so proctors can focus on their other responsibilities.
- **Test coordinators** can sometimes use Test Day Toolkit or SSOR to resolve an issue. In some cases, you'll report an irregularity to set up a retest. You can contact your technology coordinator or call College Board for assistance if you need to.

For a complete understanding of technical troubleshooting on test day, review the troubleshooting instructions in the *Proctor Manual* as well as the *Technical Troubleshooting Guide*.

Overview of the Test

Standard Section Timing and Breaks

The charts below represent the standard timing for all assessments in the SAT Suite.

| STANDARD TIMING FOR THE SAT SUITE | | | | |
|-----------------------------------|------------|-----------------|------------|------------|
| Reading and Writing | | | Math | |
| Module 1 | Module 2 | | Module 1 | Module 2 |
| 32 minutes | 32 minutes | 10-minute break | 35 minutes | 35 minutes |

Bluebook automatically sets the applicable test time for students testing with extended time. Students approved for extended time receive a break after the first module in applicable sections. See the *Accommodations Guide* for additional information about accommodated testing.

Since each student starts at a slightly different time, break timing may be slightly staggered. Once a student's break time elapses, they will be prompted to start the next section by a resume testing button on their screen.

Space

The testing room and seating guidelines for your school include some additions for digital testing.

You'll need to do the following to prepare for in-school testing:

- Identify which rooms in your facility can be used for testing during the regular school day.
- Choose rooms with optimal access to power; this is especially important for extended time testing rooms. You can use power strips, surge protectors, and extension cords if you have them.
- Arrange to minimize distractions. No fire drills or other disruptive events should be scheduled for test day. Bells and announcements should be silenced while testing is in progress.
- Reschedule lunch for all participating students, if necessary. Some students approved for extended time receive a 20-minute nutrition break between the Reading and Writing section and the Math section, which allows more time for students to eat.
- Plan activities for students who won't be testing.
- Notify your school population of modifications to the normal school day.

Technology Considerations for Room Selection

Before you determine the seating capacity of each room, familiarize yourself with the following internet requirements and electricity policies.

Network Readiness

Although students can keep testing if their connection drops momentarily, they need the internet at the start and end of the exam.

Because internet speed can vary from room to room, it's critical for technology staff at your school or district to check the rooms you chose, especially if they've never been used for digital testing. Ask technology staff to check the device maximums of wireless access points (WAPs) within range of each room. See the Technical Readiness Checklist at bluebook.collegeboard.org/test-admin/checklist for complete instructions on working with technology staff.

Electricity

Unless they're testing with extended time, students are instructed to arrive with a fully charged device that will last the length of the test; however, you may provide access to power for students if it can be done fairly and without disrupting other students.

You must give students with extended time accommodations access to power, but it doesn't need to be continuous.

Keep in mind that students are prohibited from accessing other applications during the test, which helps minimize the drain on their battery.

Testing Room Requirements

Choose rooms with optimal access to power and strong internet; this is especially important for extended time testing rooms. You can use power strips, surge protectors, and extension cords if you have them.

To ensure an effective and secure administration, testing rooms must meet these requirements:

- Rooms must be located away from noisy areas and distracting activities.
- Rooms must be near restrooms for use during breaks.
- Rooms must be near the help room for students who need technical support during testing.

- Rooms must have:
 - ◆ Internet access with enough bandwidth to support the expected number of test takers.
 - ◆ Proper lighting.
 - ◆ Proper ventilation.
 - ◆ No displayed materials related to test content, such as charts, maps, or math formulas. (Remove or cover them up during the test.)
 - ◆ An area to write or display Wi-Fi sign-in information and other test day instructions for students.
 - ◆ Outlets or power strips. (These are required in rooms where students are testing for more than 3 hours. Please be fair and use your judgment while providing power access for students testing for less than 3 hours.)
 - ◆ Proper seating that follows the seating requirements.

RECOMMENDATION:

A clock that's visible to all students is recommended, but optional.

Seating Requirements

Follow these seating requirements to prevent security problems and ensure student comfort. Proctors will assign seats. Never allow students to choose their own seats. Students who arrive together should be seated apart. Proctors can move students who lose power and need to access a power outlet if it does not disrupt other students.

Make sure each testing room has enough seats and meets these requirements:

- Chairs have backs.
- Students are seated so they can't easily see each other's screens.
- You have unimpeded access to every student and can easily see them.
- Students are separated by at least 3 feet on the right and left (measured from center of desk) to allow for the proctor's freedom of movement during active monitoring and to reduce distractions.
- Seating is arranged to provide optimal access to electricity without overloading outlets or creating unsafe conditions. Students with more than 3 hours of testing time should be seated closest to power outlets.
- Tables that seat more than 1 student have enough space for students to sit 3 feet apart.
- Students have a large, smooth writing surface, such as a desk or table.
- Tablet-arm chairs must have a minimum writing surface of 12 × 15 inches (30 × 38 centimeters).
- Students must not be seated around rectangular tables or at round tables, study carrels, seats with lapboards, language laboratory booths, or tables with partitions or dividers. (Partitions and dividers are allowed only if testing in a computer lab and they are low enough so that proctors can see students' testing devices.)

IMPORTANT: *If digital testing is in a computer lab, seats can face different directions, but students must not have a direct line of sight to other screens.*

Help Room Requirements

Designate 1 room as the help room students can go to for technical support from the technology monitor. Ensure there are adequate desks or tables, outlets, and that it's near the testing rooms.

Staff

Each testing site will have 1 test coordinator and 1 technology monitor.

Room Staff Ratios

1 proctor will be assigned per room. Add room monitors, as needed, according to the following tables:

| FOR EACH STANDARD TESTING ROOM | |
|--------------------------------|--|
| Number of Students | Number of Room Monitors Needed |
| 1–34 | 0 |
| 35–50 | 1 |
| 51–100 | 2 |
| 101 or more | 3+ (1 monitor for each additional 50 students) |

| FOR EACH EXTENDED TIME TESTING ROOM | |
|-------------------------------------|--|
| Number of Students | Number of Room Monitors Needed |
| 1–20 | 0 |
| More than 20 | 1+ (1 monitor for each additional 20 students) |

Hall Monitor Ratios

Test coordinators should plan to recruit at least 1 hall monitor for testing. Depending on your number of testing rooms, you may need more.

| NUMBER OF HALL MONITORS NEEDED | |
|--------------------------------|---|
| Number of Rooms | Number of Hall Monitors Needed |
| 1–5 | 1 |
| 6–10 | 2 |
| 11–15 | 3 |
| 16–20 | 4 |
| More than 20 | 5+ (1 hall monitor for each additional 5 rooms) |


Staffing a Small Administration

If there are fewer than 50 students testing at your school **and** fewer than 5 testing rooms, the test coordinator may choose to serve as the hall monitor. No other hall monitor needs to be recruited in this scenario.

Staff Qualifications and Responsibilities

Individuals must be high school graduates, at least 18 years old, speak English fluently, and possess the same level of integrity and maturity expected of a member of the school staff.

Staff should not present a conflict of interest (no immediate family member taking the test in the same testing room where the related staff member is working). Staff should not be engaged in providing private PSAT-related assessment or SAT preparation conducted outside the auspices of their school or district for compensation. They should reflect the diversity of the students being tested and act in a fair, courteous, nondiscriminatory, and professional manner. Staff should have experience administering standardized tests.

All testing staff must review and agree to the conditions for participating in the SAT Suite administration and complete the  [College Board required training](#).

Establishing Roles At a Glance

All the necessary activities that testing staff need to complete to have a successful in-school digital test administration can't take place without the roles being set up first.

The following table summarizes the systems needed for various roles, which staff can be assigned to each role, what these roles are responsible for, and how access is provided.

| ESTABLISHING ROLES AT A GLANCE | | | |
|--|--|--|---|
| Application | Role and Eligibility | Responsibilities | How Access Works |
| <p>SSD Online: Requesting and managing student testing accommodations.</p> | <p>SSD coordinator: Staff responsible for helping students with testing accommodations.</p> | <p>Requests and manages testing accommodations for students that need them in SSD Online.</p> | <p>College Board must provide staff access to SSD Online. See How to Access the SSD Online Dashboard.</p> <p>The SSD coordinator will log in to SSD Online to submit and manage accommodation requests for students at your school.</p> <p>Approved accommodations in SSD Online will be matched to student records created in SSOR and can also be viewed there.</p> |
| <p>Managing Access tool: Assigning roles in SSOR to staff to complete ordering and registration activities.</p> | <p>Access manager: Principal, staff manager, or institution administrator.</p> | <p>Assigns roles to staff in SSOR to allow them to order, upload student data, and/or register students to test in SSOR.</p> | <p>Your institution's access manager will assign roles in the Managing Access tool for SSOR.</p> <p>For more information on how to set up the SSOR access manager role, see the following FAQ pages:</p> <ul style="list-style-type: none"> ▪ For schools ▪ For districts <p>For more information on SSOR roles you can assign, see the following FAQ pages:</p> <ul style="list-style-type: none"> ▪ For schools ▪ For districts |

| Application | Role and Eligibility | Responsibilities | How Access Works |
|---|--|---|---|
| SSOR: Ordering tests; uploading student data; registering students to test. | Purchaser: Someone authorized to buy a good or service on behalf of their school. | Places and manages test orders for the SAT Suite using SSOR. Provides contact information on the SSOR order for staff who will receive important communications related to the test and their supporting roles, including the technology coordinator, test coordinator, billing coordinator/contact, and the school’s principal. | The purchaser must be assigned the SAT Suite ordering role for SSOR by your institution’s access manager. The purchaser will log in to SSOR to place orders for the SAT Suite in the ordering view of SSOR. |
| | Data coordinator: Staff responsible for pulling test taker data from your institution’s student information systems and uploading to SSOR. | Uploads and submits test taker data for test registration in Step 1 of the registration view in SSOR. | The data coordinator must be assigned the SAT Suite data coordinator role for SSOR by your institution’s access manager. The data coordinator will log in to SSOR to upload student data in Step 1 of the registration view of SSOR. |
| | Registration staff: Test coordinators and SSD coordinators. | Manages school test registrations in an online registration roster in Step 2 of the registration view of SSOR. This includes confirming that student testing accommodations are available on those students’ SSOR records that need them. | This role must be assigned the SAT Suite registration role for SSOR by your institution’s access manager. This role will log in to SSOR to register students in Step 2 of the registration view of SSOR. <ul style="list-style-type: none"> ▪ Test coordinators will review student data uploaded by the data coordinator for accuracy, and make updates as needed. They will register students once the student data, including accommodations, have been validated. ▪ SSD coordinators will review accommodations associated to the student’s SSOR record to confirm they are accurate. |
| Test Day Toolkit: Assign roles to staff, set up rooms, complete test readiness activities, and administer the test. | Test coordinator | Provides access to other colleagues that will be responsible for test readiness and test day activities in Test Day Toolkit, including proctors, room/hall monitors, and technology monitors. | The test coordinator contact provided on your SSOR order by your purchaser will receive an email with instructions on how to set up access to Test Day Toolkit. Once you have access to Test Day Toolkit, you’ll add additional access to other staff. |

Testing Roles

This section outlines the responsibilities associated with in-school testing roles.

Staff qualifications include the following:

- Individuals must be high school graduates, at least 18 years old, speak English fluently, and should have experience administering standardized tests.
- Staff should not be engaged in providing private PSAT-related assessment or SAT preparation conducted outside the auspices of their school or district for compensation.
- Staff should also reflect the diversity of the students being tested and act in a fair, courteous, nondiscriminatory, and professional manner. They should possess the same level of integrity and maturity expected of a member of the school staff.
- All testing staff must review and agree to the conditions for participating in the digital SAT Suite and complete training.
- Testing staff will need a College Board professional account in order to use SSOR and Test Day Toolkit.

System Roles

SAT Suite Ordering/Registration Access Manager

Staff with the access manager role use the Managing Access tool to assign ordering and registration roles to colleagues—and themselves—so they can order tests and/or register test takers using SSOR. Access managers can also assign others this access manager role, allowing for coverage if the primary access manager is unavailable or leaves the institution.

IMPORTANT: *The access manager must assign each role to 1 or more to their colleagues so they can access SSOR. If the access manager also needs access to SSOR, they'll need to assign themselves the SAT Suite ordering, data coordinator, and/or registration role.*

SAT Suite Ordering Role

Staff with SAT Suite ordering role can place and manage test orders for the SAT Suite using SSOR. The access manager should assign the **purchaser** role to someone authorized to buy a good or service on behalf of their school.

The purchaser will work with the district and test coordinator to schedule the test date. Schools have the discretion to begin testing after the intended start date without needing to inform College Board.

The billing contact receives billing-related communications via email, including invoices after testing. Billing contact information is provided by the purchaser when an order is placed or edited.

SAT Suite Data Coordinator Role

Staff with the SAT Suite data coordinator role can upload and submit test taker data for test registration in SSOR. The access manager may want to assign this role to staff responsible for pulling test taker data from their institution's student information systems, formatting the data, and uploading that data into SSOR for test registration. Responsibilities include:

- Upload the formatted data registration file in SSOR.
- Review errors and warnings identified in SSOR.
- Submit data once you have corrected all errors. (Submitting data will generate an online registration roster in SSOR.)

The access manager should assign the data coordinator the SAT Suite data coordinator role in the Managing Access tool.

SAT Suite Registration Role

Staff with the SAT Suite registration role can manage test registrations in an online roster in SSOR. They can view the test taker data uploaded by data coordinators and validate the data for accuracy, including the ability to make updates.

Once the test taker data is validated as correct, they can register test takers. This role should be assigned to staff responsible for reviewing and confirming registrations, including ensuring all test takers who need accommodations have them provided.

The access manager should assign the test coordinator and SSD coordinator the SAT Suite registration role in the Managing Access tool.

Technology Roles

Technology Coordinator

The technology coordinator can be a district- or school-level staff member but must have the expertise and permissions to install Bluebook on managed devices and configure the network (or manage staff who do). A complete list of responsibilities is available at cb.org/bluebook-tech.


The technology coordinator information is provided by the purchaser when they place or edit and order in SSOR.

Readiness and Test Day Roles

Test Coordinator

As the test coordinator, you're expected to be at the school to supervise all activities related to the test administration. You are assigned the SAT Suite registration role in the Managing Access tool. Your purchaser will also provide your contact details when placing their order to ensure you receive important communications about the administration.


Responsibilities:

- Complete the  **College Board required training**. If testing students with accommodations, also complete the SSD training.
- With the SSD coordinator, validate that the SSOR roster is accurate and includes all students testing at your school (including away students).
- When validation is complete, register students for testing.
- Recruit and train staff.
- Plan efficient use of facilities.
- Administer digital readiness check to students with the assistance of school staff.
- Consider retest/reschedule options with principal and let proctors know if a retest can be supported. This will help proctors complete the correct irregularity form if they need to submit an irregularity.
- Use Test Day Toolkit to assign staff to rooms and print sign-in tickets for students.
- Provide printed translated test instructions and word-to-word glossaries for English Language learners using supports.
- Supervise all activities of the test administration.
- Safeguard student registration data.
- Supervise admission of students.
- Handle emergencies and disruptions.
- After testing ends, check the Test Day Toolkit roster to make sure all students' answers were submitted before students are dismissed.
- Review IRs entered by staff and submit to College Board.
- If a retest irregularity was submitted for 1 or more students, access Test Day Toolkit within 24–48 hours to set up a retest. See Retesting Policies on page 55 for more guidance.
- Monitor email for updates to students that may need to retest.

SSD Coordinator

The SSD coordinator is responsible for supporting students who'll be testing with accommodations. They're assigned the SAT Suite registration role in the Managing Access tool.

Responsibilities:

- Request student accommodations and EL Supports using College Board's **SSD Online**.
- Complete the  **College Board required training**.
- With the test coordinator, validate that the SSOR roster is accurate and confirm student accommodations in SSD Online are appearing in SSOR.

- Manually add SSD IDs to any students missing their approved accommodations.
- Work with the test coordinator to designate rooms required for testing students with accommodations.
- Follow instructions in the *SAT Suite Accommodations Guide for Coordinators* to ensure paper practice materials are obtained and distributed to students approved for a paper accommodation.
- Continuously monitor new and updated requests for student accommodations in SSD Online. Confirm these updates are reflected in SSOR and Test Day Toolkit.
- Work with the technology coordinator to ensure assistive technology is configured in Bluebook for approved students.
- Ensure students with approved accommodations understand how their accommodations will work for digital tests.
- Work with proctors to ensure student accommodations are administered correctly using instructions in the *SAT Suite Accommodations Guide for Proctors* and if needed, the relevant paper testing scripts.
- Supervise the transcription of answers on behalf of students testing with paper accommodations.

Technology Monitor


Test coordinators assign at least 1 technology monitor to help students with technical issues on test day in the help room. The technology monitor must be on-site at the school on test day, but they don't need technical expertise. Technical troubleshooting tips can be found in the *Technical Troubleshooting Guide* if students have problems.

Proctors

Proctors are responsible for conducting a secure, valid administration. They're accountable for everyone in the testing room and everything that takes place in their room.

They must follow all testing regulations and refrain from engaging in any tasks unrelated to testing. Proctors should be current or retired faculty members or other professional staff members of your school.

Responsibilities:

- Complete the  **College Board required training** and read the *Proctor Manual* before testing.
- Before testing, sign in to Test Day Toolkit with a College Board professional account.
- On test day:
 - ◆ Post check-in instructions, Wi-Fi name, password, and room code.
 - ◆ Follow seating requirements when assigning and directing students to seats in the testing room.
 - ◆ Distribute a sign-in ticket to each student.
 - ◆ Use Test Day Toolkit to take attendance, start testing, and monitor the test.
 - ◆ Read a short proctor script, check desks, and provide students with the start code.
 - ◆ Actively monitor students throughout testing.
 - ◆ Immediately report any disruptions to the test coordinator.
 - ◆ Refer students who require technical support to the help room.
 - ◆ Verify answer submission before dismissing students.
 - ◆ Submit IRs in Test Day Toolkit.

IMPORTANT: Proctors administering paper testing will follow a different flow in Test Day Toolkit as instructed in the *SAT Suite Accommodations Guide for Proctors* and the relevant paper testing scripts.

Hall and Room Monitors

Hall and room monitors assist with test administration duties. Monitors don't administer the test, but they'll have access to Test Day Toolkit. They can be a current professional or a member of administrative, secretarial, or clerical staff.

Responsibilities:

- Help set up the school for testing.
- Direct students to their assigned rooms and to the restrooms.
- Answer students' questions.
- Monitor the testing room, hallways, and restrooms for student misconduct such as using prohibited devices, talking during breaks, or sharing information.
- Ensure students in the school who are not participating in testing don't interrupt or distract testing rooms and students during their breaks.
- Serve as liaison between testing rooms, the technology monitor, and the test coordinator.
- Submit IRs in Test Day Toolkit, if needed.

Room Assignments

Testing Groups

Your roster will be available in Test Day Toolkit about 3 weeks before test day. Only students registered in SSOR will appear on Test Day Toolkit rosters. Be sure to review your roster for updates in Test Day Toolkit as you recruit and train your staff.

You might have students with accommodations who require testing in separate rooms. Test Day Toolkit includes several group types, which involve combinations of timing and other accommodations that can be tested together. Testing groups include:

- S1: School (Standard Time)
- S2: School (Time and One-half – Math only)
- S3: School (Time and One-half)
- S4: School (Double Time – Math only)
- S5: School (Double Time)
- S6: School (More than Double Time)
- S7: School (Other)
- S8: School (One-to-one)
- P1: Paper (Standard Time)
- P3: Paper (Time and One-half)
- P5: Paper (Double Time)
- P6: Paper (More than Double Time)

More information about testing students with accommodations, including accommodations requiring paper or alternate test formats, is included in the Accommodations Guides.

Students in the one-to-one testing group must test in their own room. If students approved for one-to-one testing are assigned to the same room, adjust as needed so each student is in their own room.

For all testing groups, students can't move to the next test module or submit their answers until their time is up. They are also required to stay for their entire approved test time and can't be checked out before Bluebook ends the test. If students have time to spare, they should use it to review their work.

IMPORTANT:

Don't include references to accommodations when you name rooms in Test Day Toolkit.

All testing groups, including Standard Time, may include students with the following accommodations:

- Accommodated Breaks
- Small-Group Testing
- Medical Devices and Aids
- Permission for Food/Medication During Testing
- Preferential Seating
- Service Animals and Emotional Support Animals
- Written Copy of Verbal Instructions
- Assistive Technology

Key Considerations for Test Day Planning

Take the time to understand how Bluebook digital testing works, make a few related decisions, and share information with proctors and other testing staff.

Manage Staff Access to Test Day Toolkit

Accessing Test Day Toolkit for the first time requires 2-step verification. For a smoother test day, add staff to Test Day Toolkit early and encourage them to complete the process at least a day in advance.

Learn more at cb.org/bluebook-test-admin.

Student Readiness

Plan ahead to make your digital readiness check an opportunity for students to become familiar with Bluebook. More information is available in the Digital Readiness Check chapter of this manual.

This is particularly important for students who use assistive technology or those who will be testing on a Chromebook in kiosk mode for the first time.

Learn more about Chromebooks and assistive technology at bluebook.collegeboard.org/students/accommodations-assistive-technology/chromebook and get information for all device types at bluebook.collegeboard.org/students/accommodations-assistive-technology.

Before test day, export data from Test Day Toolkit to find out which students are ready to test.

Room Assignments

You can use Test Day Toolkit to assign students to rooms before test day or let the toolkit create a room roster when students enter the room code their proctor gives them. Use the second option to test students in the same room even if they're in different testing groups.

Go to cb.org/bluebook-test-admin for complete instructions on Test Day Toolkit setup.

ADDITIONAL GUIDANCE: Assign students who miss the digital readiness check to the same rooms, since they'll need a little extra time on test day. Navigate to **Downloads** in Test Day Toolkit and click **Export Data** to download an Excel file and sort students by exam setup status.

Starting the Test

After students finish checking in to Bluebook, proctors read the script and give students a start code to enter. If network speed is a concern, you can avoid delays and other issues by telling some proctors to start reading the script a few minutes later than the others. You can also give proctors guidance on how long to wait for late arrivals or students who take a long time to check in to Bluebook.

Breaks

After students enter the start code, Bluebook times them individually and guides them with embedded instructions. Proctors don't time the test, start or end the break, or read scripts after timed testing starts. When their break ends, students click a button to start the next section. Students start their break and finish testing at slightly different times, so you may want to talk to staff about managing breaks and keeping rooms and halls quiet.

Test Monitoring, Answer Submission, and Dismissal

Each students' answers are submitted automatically when their time runs out—unless their testing device is offline, closed, covered, or asleep. In those cases, proctors need to help students submit their answers before dismissing them.

You can prevent score delays, avoid retests, and save yourself time later by telling your staff to take these steps:

- During testing, watch for closed laptops and covered tablets.
- During breaks, check for the red low-battery warning and make sure devices are not asleep.
- Before dismissal, verify answer submission.
- Help any students whose answers were not submitted.

Detailed instructions are available in the *Proctor Manual*.

IMPORTANT:

Student answers must be submitted within 24 hours of testing. While College Board will auto-submit all unsubmitted tests 3 days after test day, you should make every effort to ensure responses are actively submitted so as to minimize the chance of score delays or holds.

Registration for Schools

Registration

For fall 2024, SAT® School Day, Preliminary SAT/National Merit Scholarship Qualifying Test (PSAT/NMSQT®), and PSAT™ 8/9 are available for ordering and registration in the 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 chapter 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 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.

REMINDER:

SAT School Day is only available to order for U.S. schools (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 school. If you tested in fall 2023 or spring 2024, you may still need to add new staff to cover these roles and responsibilities or extend the access of current staff to make sure their roles don't expire.

There are several roles involved in ordering a test in the SAT Suite and registering students. Schools will be responsible for the following:

- Ordering tests (if their districts aren't ordering on their behalf)
- Uploading student test registration data for tests they ordered (or for tests ordered by their district where their district indicated schools will upload data)
- Validating uploaded student test registration data and registering students to test

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](https://collegeboard.org/help-center/ssor-schools).*

Staff members are assigned the SAT Suite ordering role, SAT Suite data coordinator role, or the SAT Suite registration role 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.

For more information about staff roles and responsibilities for the registration process, refer to System Roles on page 17.

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 or districts will create their student data files based off the test, grade(s), and quantities ordered.
- ◆ A separate registration data file submission is required for each assessment; however, data for multiple grades taking the same assessment must be submitted together.
- ◆ Once data is uploaded and submitted in Step 1, the 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 has decided to opt out of Connections™, a 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 Bluebook before testing.*

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

This part, Step 2, includes the reviewing of student data that was uploaded and submitted in Step 1 to validate its accuracy as well as the actual registration of the students. 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**.
- ◆ 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 moved out of their school prior to testing, adding student registrations for away students or students who 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 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 Test Coordinator Checklist on page 4 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.
2. Check your order with the purchaser and validate the test and grades you can register for using the SSOR registration dashboard. Make sure your order is accurate.

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 notes to keep in mind while preparing your 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 data.
- ◆ 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 order provided in the template) 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 that includes the students that your school is responsible for uploading data for. Districts must do the same for the students they are responsible for uploading data for and also confirm that all schools intending to test are included in their district order and 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.

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). See [Troubleshooting Inaccurate Student Data](#) on page 28 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 29 for help with this step. This step will complete almost instantly, so be sure to wait.

NOTE:

An Attending AI Code is required for students who are testing at a school they don't regularly attend.

- ◆ 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 30 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 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).

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 all students uploaded in your data file. For districts, an online registration roster is created for each school included in the data 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 you have confirmed your data has been successfully submitted in Step 1 in SSOR, be sure to notify staff who are in the registration role so they can begin validation and registration in Step 2.

IMPORTANT: *If both your school and district are uploading data, then both must submit their data files before the online registration roster is available in Step 2. Schools may need to check with their district to confirm they have submitted their data file. See Registration Information for Schools Working with a District on page 64 in the Appendix for more details on shared registration roles.*

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 Test Coordinator Checklist on page 4 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 28.

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.

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.

- ◆ 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](#) or refer to your *Accommodations Guide*.
- ◆ 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 34 for additional guidance).

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.

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 accommodations 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 requests to test at your school, 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 and register the student again.

IMPORTANT: You may delete a student in SSOR provided they have not yet entered the room code for the test. Deleting a registered student in SSOR will delete the student from Test Day Toolkit. 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. (See Retesting and Irregularities on page 55 for more information.)

- ◆ 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. (See How to Correct Mistakes on page 59 of the Retesting and Irregularities chapter for more information.)

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.

REMEMBER:

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

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.

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 some cases, the file name of the file you are uploading may contain 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

If the header is the first row of the template, you'll get an error message for file formatting errors, meaning 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 at [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 some cases, 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.
- 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 | <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—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.</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 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. |

| Affected Column | Error Description | How Do I Correct This Error? |
|----------------------|---|---|
| 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. |
| 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. |

| Affected Column | Error Description | How Do I Correct This Error? |
|--|---|--|
| Test | Test is invalid | <p>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:</p> <p>SAT = SAT School Day PNM = PSAT/NMSQT P10 = PSAT 10 P89 = PSAT 8/9</p> <p>Additionally, be sure there are no leading or trailing spaces around the 3-character Test value.</p> <p>Every student in a data file should have the same test value. A separate file is required for each assessment you're ordering.</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. Make the necessary additions and upload a corrected file.</p> |
| School Student ID | School Student ID exceeds maximum field length | <p>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.</p> |
| | School Student ID has invalid characters | <p>The School Student ID field can only contain alphanumeric characters. Remove special characters (including spaces) and upload a corrected file.</p> |
| | All students have the same School Student ID | <p>Students in your file cannot share the same school student ID. Update your file to ensure each student has a unique student ID.</p> |
| District Student ID | District Student ID exceeds maximum field length | <p>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.</p> |
| | District Student ID has invalid characters | <p>The District Student ID field can only contain alphanumeric characters. Remove special characters (including spaces) and upload a corrected file.</p> |
| | All students have the same District Student ID | <p>Students in your file cannot share the same district student ID. Update your file to ensure each student has a unique student ID.</p> |
| State Student ID | State Student ID exceeds maximum field length | <p>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.</p> |
| | State Student ID has invalid character | <p>The State Student ID field can only contain alphanumeric characters. Remove special characters (including spaces) and upload a corrected file.</p> |
| | All students have the same State Student ID | <p>Students in your file cannot share the same state student ID. Update your file to ensure each student has a unique student ID.</p> |
| Combination of multiple columns | <p>This record is a duplicate; ensure Student IDs are different if both records are needed.</p> | <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 that you have a way to distinguish them in Test Day Toolkit and in score reporting.</p> |

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.

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.*

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 on page 35 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 and before they enter their room code to test, 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 their room code to 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 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 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. 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.

Digital Readiness Check

Schools administering the SAT and PSAT-related assessments will complete a digital readiness check prior to testing. In these sessions, students will get familiar with the Bluebook testing application, confirm their personal information is correct, and verify that devices are ready for test day. During the digital readiness check, students will log in to Bluebook with temporary credentials (like they will on test day), complete exam setup, and try a test preview.

These sessions can be completed in 30 minutes or less and we suggest completing the readiness check as soon as possible, but ideally no later than 1–2 weeks before you test.

This chapter covers everything you'll need to know about digital readiness check procedures. **The test coordinator should ensure that anyone giving the digital readiness check has this chapter.** The test coordinator and staff involved with the readiness check should read it ahead of time and use it on the day of the readiness check.

IMPORTANT: *Schools that complete the digital readiness check early will have longer lead times for handling issues related to testing devices, network performance, and accommodations.*

Completing the digital readiness check in advance reduces the chance of errors on test day that can lead to the need for a rescheduled test.

What You'll Learn from the Digital Readiness Check

The digital readiness check is a dry run that gives you a chance to check student registration data and technical readiness.

Student and Staff Readiness

The readiness check will:

- Familiarize students and staff with Bluebook prior to testing.
- Allow students to confirm their registration information appears correctly in Bluebook and that any approved accommodations are enabled and correct.
- Save time on test day as students will be able to complete exam setup where they will review and accept the testing rules, answer a few (optional) questions about themselves, see what to bring on test day, and have an opportunity to receive scores and other educational information on the BigFuture® School mobile application (if they're eligible).
- Allow students taking the PSAT/NMSQT to answer entry requirement questions for the National Merit Scholarship Program.

Technical Readiness

With a little planning, you can use the digital readiness check to assess your device and network readiness for testing. Find out if:

- Testing devices meet operating system, memory, and space requirements.
- Bluebook is installed properly.
- Devices are configured properly for students who use assistive technology.
- Testing rooms have enough bandwidth to support the expected number of test takers.
- Personal devices can access the internet.
- Technology staff configured the network to allow all necessary traffic. If they reverse these changes after the digital readiness check, they'll need to reinstate them on test day.

Best Practices

Make your digital readiness check as useful as possible by thinking ahead about technology, rooms, timing, staffing, and activities.

Technology Considerations

To get the most accurate assessment of your technical readiness, work with technology staff to simulate test day conditions.

Talk to them about these topics:

- **Device options:** Should students test on school-managed devices? Do those devices meet Bluebook requirements?
- **Bluebook installation:** Can Bluebook be installed on school-managed devices before the digital readiness check?
- **Testing rooms:** Which rooms have the best internet connection? How many test takers can they support?
- **Internet access and network configuration:** Can students access the internet on personal devices? What's your plan for configuring the network to let necessary traffic bypass security appliances and software?

Complete technical specifications and installation instructions are available at cb.org/bluebook-tech.

Devices and Networks

Use the same devices students will use on test day:

- If your students will test on **personal testing devices**, they should download Bluebook and bring their device to the digital readiness check.
- If your students will test on **one-to-one school-managed devices**, they should bring their device to the digital readiness check. They should download Bluebook themselves, if possible, but your technology staff may need to install it for them.
- If your students will test on **shared managed devices** (from a laptop cart, for example), make sure technology staff provides the same set of devices that will be used on test day and that Bluebook is installed. **Note:** Students don't need to use the same shared device on test day.

Try to create network demands during the digital readiness check that are similar to test day demands:

- Ask technology staff to configure the network.
- Use the same rooms that will be used on test day.
- Schedule sessions with as many simultaneous test takers as on test day.

IMPORTANT: *Proper network configuration and good room choices can prevent many test day issues that keep students from testing.*

Flexibility

It's not always possible to schedule sessions in a way that mirrors your testing schedule. Schools have flexibility and can consider other options. For example, schools with many test takers might choose to stagger sessions across days or during homeroom, English classes, or free/reading periods.

ADDITIONAL GUIDANCE: *To track session participation, navigate to **Downloads** in Test Day Toolkit, click **Export Data** to download an Excel file, and sort students by exam setup status.*

Staffing

The test coordinator should be available during the digital readiness check to assist with any questions. Depending on when and how a school chooses to administer the readiness check, the test coordinator may need to prepare staff to assist. Staff **do not** need access to Test Day Toolkit to facilitate a digital readiness check.

- **If the readiness check will occur in multiple rooms simultaneously**, additional staff will be needed to monitor student device readiness and to record any issues that will require follow up.
- **If the readiness check will be staggered and groups of students can come to a single room throughout the day**, the test coordinator can manage the event and record the issues for follow up.

Please see Technical Troubleshooting on page 43 for how to follow up on any issues encountered during the readiness check.

IMPORTANT: *If your school will be holding the digital readiness check in multiple rooms simultaneously, you may want to consider setting up a **help room** for students who encounter persistent issues that keep them from advancing in the readiness check. This could be staffed by the technology monitor (if this role has been assigned).*

Two Ways to Practice: Test Preview or Full-Length Practice

As part of the digital readiness check, have your students complete either a test preview or a full-length practice test.

If you want students to take a full-length practice test, budget 3 hours for the digital readiness check.

Proctors need to make sure students sign in to Bluebook with the information from their sign-in tickets (not with a College Board account). They'll find test previews and full-length practice tests under **Practice and Prepare** on the Bluebook homepage.

- **Test Preview:** The test preview is a short set of questions that students can go through to get a sense of how testing works in Bluebook. Students do not get a score or any feedback on their answers.
- **Full-Length Practice:** These tests are scored so students can see where they need to focus their study. Full-length practice tests are timed just like real tests, except that users can start or stop the test any time.

After they complete a practice test, students can use their sign-in tickets to access **My Practice** where they can see their scores.

REMINDER:

Students don't need room codes or start codes for practice or preview. Proctors do not use Test Day Toolkit during the digital readiness check.

Preparation Checklist

The test coordinator is responsible for ensuring the digital readiness check runs as smoothly as possible and will need to plan ahead to ensure the school and the staff administering the readiness check are ready.

To prepare for the readiness check, the test coordinator will need to complete the steps outlined in the checklist that follows.

Accommodations

- Work with the SSD coordinator to ensure accommodation requests are submitted by the deadline. Any requests for new accommodations or accommodation changes need to be submitted 7 weeks ahead of the day you plan to start testing.
- Work with the SSD coordinator to confirm students are matched to their correct accommodations in SSOR 3 weeks before testing.

Registration

- Work with the data coordinator and SSD coordinator to validate registration.

Technology

- Ask technology staff to complete the device and network tasks that apply to your school:
 - ◆ Installing Bluebook on school-managed devices.
 - ◆ Providing the shared, school-managed devices students will use on test day.
 - ◆ Configuring testing devices for students who use screen readers and other assistive technology. Get guidance about Chromebooks and assistive technology at cb.org/chromebook-screen-reader and information for other device types at cb.org/accommodated-testing.
 - ◆ Make sure the guest network is ready, and you know the password.
 - ◆ Confirm technology staff configured the network to allow all necessary traffic.

Schedule Sessions and Reserve Rooms

- Work with administration to reserve time before test day for the digital readiness check.
 - ◆ Confirm there are no conflicting planned events at the school.
 - ◆ Decide what time of day students will complete the readiness check.
 - ◆ Work with staff on instructions for supporting the readiness check.
 - ◆ Make sure your technology monitor and proctors can attend.
 - ◆ If needed, reserve rooms you'll use for the readiness check.

Due to the short length of the readiness check, students should not require access to electricity unless you're planning to have your students complete a full-length practice test.

Students and Parents/Guardians

- Notify students and parents/guardians about the digital readiness check. They'll need to know that:
 - ◆ If your students will test on personal devices or school-managed devices assigned to them one-to-one, they need to bring those devices from home.
 - ◆ If students will use school-managed devices that are shared or remain at the school, they may complete the readiness check with any of the devices that will be used for testing.
 - ◆ **Tip:** To avoid potential delays due to simultaneous Bluebook updates, ask students to open Bluebook on their own a day or 2 before the digital readiness check.
- Have students review the testing rules and student guide for the relevant assessment with their parents/guardians. The testing rules for all assessments are found on the [College Board Privacy Center](#).

Sign-In Tickets

- Print sign-in tickets for students. They use these tickets to access Bluebook during the digital readiness check that can be given to students to take home to complete practice in Bluebook, if desired, and on test day. Print 1 set of tickets for the digital readiness check. You will have to print another set of tickets for test day. A fresh sign-in ticket must be used on test day. Sign-in tickets can be printed 1, 2, or 4 per page.

Follow these steps to print a PDF with a sign-in ticket for each student:

1. Sign in to Test Day Toolkit.
2. Click **Downloads** on the homepage.
3. Go to the **Print Tickets** tab and select options.
4. Make sure you choose your printer's single-sided option.
5. Add the tickets to your room kits.

TIP:

Save time and effort by choosing the alphabetical sort option and the 1-per-page print option.

Room Kits

- Assemble kits for staff. The kits are optional, but it is helpful for staff to be provided with:
 - ◆ A list of students assigned to each proctor's testing room, if not taking place during an existing class period.
 - ◆ Each student's unique sign-in ticket.
 - ◆ Network information (with Wi-Fi and login for anyone bringing in outside devices or who doesn't normally access the school network).
 - ◆ Instructions to staff on how to manage the readiness check (including a reminder to staff to access this guide) and how to report issues to technology staff so they can be resolved prior to test day.

IMPORTANT: *If your school is hosting any away students who don't normally attend your school, the test coordinator may want to provide sign-in tickets to those students so they can complete digital readiness activities on their own.*

IMPORTANT:

Staff do not need access to Test Day Toolkit to facilitate a digital readiness check. No room codes or start codes are needed.

During the Digital Readiness Check

The test coordinator should be available during the digital readiness check to make sure staff have what they need and to assist with any questions.

IMPORTANT: *Do not use Test Day Toolkit or share codes during the digital readiness check.*

1. Distribute Devices and Sign-In Tickets

As students arrive in the classroom, the proctor should direct them to their seats. As with test day, students who arrive together should not be seated together. When all students are seated, distribute testing devices and sign-in tickets.

IMPORTANT: *You can put sign-in tickets on desks as a way to assign seats or hand students their tickets as they arrive.*

2. Signing In to Bluebook

The sign-in tickets you distribute are unique to each student, and they'll use them to complete the digital readiness check.

How to sign in: When students open Bluebook, they'll see 2 ways to sign in—with a College Board account or using the sign-in ticket. **Even if your students have College Board accounts, they must sign in using the info on their sign-in ticket or they won't be able to access their test.**

Once students sign in, they'll find their tests listed under **Your Tests** and any accommodations will be listed there. Students should confirm their accommodations are right and let the proctor know if they are incorrect.

3. Test Your Device

When students are signing in to Bluebook, they'll see a button at the top right of their screens that reads **Test Your Device**. Have them click this, and Bluebook will quickly check that their device meets all requirements.

4. Exam Setup

After students sign in to Bluebook, they'll complete a quick exam setup. Students will find their test listed under **Your Tests**, then select **Start Exam Setup** to go through the screens. Students must complete exam setup before they can test.

- They'll confirm their name and approved accommodations are correct.
- They'll read and agree to the testing rules for their exam.
- They may have the option to share their phone number so they can get their scores delivered via a new mobile app called BigFuture School.
 - ◆ If they provide their number, we'll text them a link after the test to download the app, send a code they'll use to sign in, and let them know when their scores are ready. **We won't use their phone number for any other reason.**
 - ◆ The BigFuture School app is not available to students under 13 or students testing internationally—those students won't see this page.
- If they're taking the PSAT/NMSQT, students will answer a few questions to determine their eligibility to enter the National Merit Scholarship Program administered by National Merit Scholarship Corporation.
- Students will review the privacy notice.
- Students will be asked a series of questions about themselves. All questions are optional.
 - ◆ We'll ask for their basic contact info (email and address).
 - ◆ We'll ask about their race and ethnicity and their first and best language.
 - ◆ We'll ask about their GPA, intended major, and level of educational aspiration.
 - ◆ We'll ask about their parent/guardian's highest education level.
- Next, if applicable, students can opt in to Connections, a free program where College Board sends them messages about nonprofit colleges, scholarship providers, and government agencies administering educational programs.
 - ◆ If students opt in to Connections, none of their personal information will be shared with participating organizations.
 - ◆ Connections is not available to students under 13 or students testing internationally—those students won't see this page.
 - ◆ If their school, district, or state chooses not to provide access to Connections for its students, then students won't see this page.
 - ◆ Students taking the PSAT 8/9 won't see this page.
- If they're taking the SAT, they'll be able to select 4 institutions to send their scores to for free.
- They'll see a checklist, letting them know what to bring on test day.
- They'll see a final screen, letting them know exam setup is complete.

5. Test Preview

After students complete exam setup, have them take a test preview. The test preview is a short set of questions that students can go through to get a sense of how testing works in Bluebook. On the Bluebook homepage, students can select **Test Preview** from under **Practice and Prepare**.

Test previews are untimed. Ensure you leave enough time to allow students to try out all the testing tools, and if they will use assistive technology to test, they should use it here, too.

Students do not get a score or any feedback on their answers.

Once all students have tested their device requirements, completed exam setup, and spent some time exploring the test preview, the digital readiness check is complete.

Technical Troubleshooting

If these troubleshooting tips don't work, let technology staff at your school or district know so they can address device and network issues before test day.

IMPORTANT: Let technology staff know which students experienced technical issues using personal devices or managed devices assigned to them one-to-one.

A Student Can't Connect to the Internet

If no one in the room can connect, school or district technology staff should make sure traffic to and from the domains listed at [cb.org/bluebook-networks](https://collegeboard.org/bluebook-networks) can bypass any security appliances and software.

If only some students have an issue, make sure device Wi-Fi is on and airplane mode is off.

To check for an internet connection, open a browser and navigate to collegeboard.org. Chromebook users need to exit Bluebook and sign in to their device first. After confirming their connection, they need to sign out of their device and open Bluebook without turning the device off.

A Student Using a Chromebook Can't Open Bluebook

To use Bluebook on a Chromebook, the student should:

1. Turn on their Chromebook without signing in to their school user account.
2. Select **Apps > Bluebook** in the lower left corner.
3. Sign in to Bluebook with the credentials on their sign-in ticket.
4. If the student doesn't see the **Apps** menu or Bluebook isn't listed in it, Bluebook is not installed on the device.

If a student using a Chromebook is prompted to install Bluebook, they may be trying to open it after they sign in to their school user account. Tell them to sign out of their school user account and open Bluebook as instructed above.

A Student Can't Reach the Bluebook Sign-In Screen

After making sure the device is connected to the internet, try the following steps in order:

1. Make sure the student opened the correct digital testing application. They should click the **Star** icon to open Bluebook.
2. Switch to a backup device with Bluebook installed, if available.
3. Reinstall Bluebook if possible. Students using personal devices can download Bluebook again at bluebook.app.collegeboard.org.

Bluebook Can't Update to the Latest Version

After making sure the device is connected to the internet, try the following steps in order:

1. **Personal Mac laptops and iPads:** Ask students to check their device settings to make sure automatic updates are turned on. After setting their device to auto-update, they'll need to go to **Bluebook Exams** in the app store and select **Open**.
2. **School-managed devices:** Ask technology staff for help. It's possible they prevent their devices from auto-updating.
3. Switch to a backup device with Bluebook installed if available.

A Student Can't Sign In or Their Test Isn't Listed

Make sure the student clicked **Use a sign-in ticket from your school**, when they opened Bluebook and that they used the credentials on their sign-in ticket.

If they signed in with their College Board account instead, they should sign out, click the first button, and use their ticket to sign in again.

If students made 10 failed attempts to sign in with the credentials on their sign-in ticket, they'll be locked out for 5 minutes. After another 10 failed attempts, they'll be locked out for 25 minutes. Finally, if the student has 10 more failed attempts, they'll be locked out until their test coordinator contacts College Board.

A Student's Device Doesn't Meet Requirements

If a problem is identified when a student clicks **Test Your Device**, Bluebook will suggest a remedy. If it's not possible to fix the issue during the session and other devices are available, give the student one. Let your technology coordinator know about the device issue.

Test Day

On Test Day

This chapter covers everything you'll need to know about test day procedures. Read it ahead of time and use it on test day.

Test Security

To keep scores valid and testing fair, it's critical that testing staff enforce the test security measures shared here. These measures include new and revised policies and procedures that support digital testing.

Test Day Timing

Assessments in the digital SAT Suite have 2 sections—(1) Reading and Writing and (2) Math—with a break in between. For students testing with standard time, each section is about an hour with a 10-minute break in between sections.

Test Day Oversight

Test coordinators supervise all test day activities, making sure staff have everything they need.

Sign In to Test Day Toolkit

On test day morning, check your roster and grant full Test Day Toolkit access to staff:

1. Sign in to Test Day Toolkit at testday.collegeboard.org.
2. Go to the **Staff** page and click the checkbox next to a name. To grant access to all staff at once, click the checkbox at the top of your staff list.
3. Choose **Grant toolkit access** in the dropdown **Action** menu and click **Go**.

Keep in mind the following:

- You may grant full access to staff 1 day prior to the beginning of the testing window.
- You don't need to turn full access on and off during the testing window.
- You should immediately remove access for any staff who don't need it, including staff no longer employed by your school or district.

IMPORTANT: *Staff can't do their jobs on test day until you grant them full access to Test Day Toolkit.*

Test Day Morning

If you haven't already, organize these proctor supplies for proctors testing students in Bluebook:

- A copy of the Wi-Fi name and password for each proctor.
- 1 sheet of scratch paper per student (plus extra scratch paper for students who request more during testing).
- A sign-in ticket for each student.
- Recommended: Power strips, surge protectors, extension cords, or laptop carts for charging (prioritize extended time testing rooms).
- Testing devices for students (if applicable).
- Recommended: Printed seating chart. (The 2-page PDF is available to download from the Test Coordinator resources page at satsuite.org/educator-experience. The first page contains important instructions for test coordinators. Proctors in large testing rooms may need more than 1 chart.)
- For some students taking the test with EL supports, printed copies of translated test directions (available at satsuite.collegeboard.org/translated-test-directions) or approved word-to-word dictionaries.

IMPORTANT: *If your school is providing testing devices, make sure Bluebook is installed and the devices are fully charged.*

Prepare your school:

- Post directional signs to the testing rooms, help room, break area, and restrooms (if necessary).
- Make sure all testing staff have a device with access to Test Day Toolkit.
- Optional: Print and post the Room Directory from Test Day Toolkit to help students find their room.

IMPORTANT: To protect student privacy, make sure room names don't include accommodation information.

- If your school is supporting away students, make sure the local network is accessible to them or there is a public network they can join.
- Make sure outlets are available in rooms reserved for extended time testing in case students need to charge their device(s).
- If possible, reserve a room for students who arrive late, after the proctor reads the script in their assigned testing room. If you don't have a late room, late arrivals should be rescheduled for another time in the testing window.

Supporting Your Staff

For a successful test day, decide how to facilitate breaks and communication:

- Plan a break schedule for staff as needed, making sure testing rooms and hallways are always monitored.
- Set up a signaling system so staff can communicate with each other quickly.

Work with the SSD coordinator to understand how your students' accommodations must be administered so that you can prepare your proctors.

Hold a brief meeting before students arrive to share last-minute instructions. Be sure to:

- Let proctors know the test timing for the students in their room.
- Distribute supplies.
- Remind staff to use power strips, surge protectors, and extension cords safely.
- Let staff know where the help room and late room (if you have one) are located.
- Remind staff to enforce all policies shared in this manual and to never leave students alone in the room.
- Tell staff to connect to Wi-Fi and sign in to Test Day Toolkit.
- Make sure proctors and hall monitors have access to all the resources they need and have read the *Proctor Manual* and *Hall Monitor Test Day Guide*, respectively, available at satsuite.org/educator-experience. Technology monitors should read the *Technical Troubleshooting Guide*.

Monitoring Test Day Activity

To keep things running smoothly throughout test day:

- Minimize distractions and limit access to the testing area.
- Work with the technology monitor to troubleshoot technical issues covered in the *Technical Troubleshooting Guide*.
- Enforce rules and watch for irregularities.
- Only allow testing staff and students into the testing area.

When all testing is finished, make sure to collect all materials from your proctors, including scratch paper, sign-in tickets (in cases of early dismissal or rule violations), and seating charts (if used). Keep these on hand for 30 days as they may be needed for test security investigations.

Irregularities

Your school may encounter problems on test day. We are here to help.

Refer to Retesting and Irregularities on page 55 for a comprehensive overview of the IR submission process.

Call us immediately if testing is interrupted for more than half of students for more than 10 minutes or you have any concerns about test security. If you need to close your school on your intended test date, you can reschedule testing for another day in the window. Although schools can use flexible start times, staff should start early enough to allow students with extended time to complete the test within standard school hours.

If students violate the rules or leave early for any reason, or if technical problems occur, use Test Day Toolkit to report an irregularity. See Responding to Problems on page 49 for details on handling and reporting anything that goes wrong.

Absentees

Absent students should be rescheduled to test on another day in the testing window. See Retesting and Irregularities on page 55 for more information.

Technical Troubleshooting in the Testing Room

This section on troubleshooting in the testing room will be used by proctors, and is provided here for your reference as test coordinator.

You can send students with technical issues to the help room at any time, but we recommend doing so in the following cases:

- Helping the student takes too much of your time and attention.
- You want to avoid distracting students who are testing successfully.
- None of the troubleshooting steps that follow resolve the issue.

Send students to your test coordinator in these cases:

- You don't have a sign-in ticket for them or the credentials on their sign-in ticket don't work.
- The test isn't listed on their homepage.
- There's an issue with their accommodations.
- The student's name or date of birth is incorrect in Bluebook.

IMPORTANT: Report an irregularity if you resolve the issue but a student's testing was interrupted for more than 1 minute.

None of Your Students Can Start

If none of your students can start the test, make sure you read the correct 6-digit start code and wrote it on the board accurately. If that's not the issue, contact the technology monitor.

A Student Can't Reach the Bluebook Sign-In Screen

If Bluebook doesn't open properly, try the following fixes in order:

1. Make sure the student opened the right digital testing app. They should click the **Star** icon to open Bluebook.
2. Check the student's internet connection. Get tips on How to Check for an Internet Connection on page 49.
3. Switch to a backup device with Bluebook installed, if available.
4. Reinstall Bluebook, if possible. Students using personal devices can download Bluebook again at bluebook.app.collegeboard.org.

A Student Can't Sign In or Their Test Isn't Listed

Make sure the student clicked **Use a sign-in ticket from your school** when they opened Bluebook and that they used the credentials on their sign-in ticket.

If they signed in with their College Board account instead, they should sign out, click the first button, and use their ticket to sign in again.

If students made 10 failed attempts to sign in with the credentials on their sign-in ticket, they'll be locked out for 5 minutes. After another 10 failed attempts, they'll be locked out for 25 minutes. Finally, if the student has 10 more failed attempts, they'll be locked out until their test coordinator contacts College Board.

A Student Can't Start Timed Testing

Students who aren't on the start code screen may just need to complete Bluebook check-in.

If the student is on the start code screen, try the following fixes in order:

1. Reenter the start code.
2. Make sure the student is marked present on the Test Day Toolkit **Attendance** page.
3. Restart the device and open Bluebook again.
4. Switch to a backup device with Bluebook installed, if available.

If Most Students Are Ready to Start

Consider referring the student to the help room so testing can begin for everyone else without further delay. The student can start testing in their testing room after their problem is resolved; if they need to read the verbal instructions first, they can open them on the Bluebook start code screen.

A Student's Testing Is Interrupted

If a technical issue during the test prevents a student from continuing, try the following fixes in order:

1. Exit Bluebook, close applications running in the background, and sign in again.
2. Restart the device.
3. Follow the instructions below to complete a device swap if backup devices are available.

How to Complete a Device Swap

Device swap is a Bluebook feature that syncs test data so students can continue testing on a new device. Use it only if the student has entered the start code and has time remaining, and all troubleshooting tips have failed.

IMPORTANT: *Never use the device swap feature after a student's testing time runs out—their answers could be lost. Students need to submit their answers using the same device they tested on.*

Complete these steps to swap devices:

1. Tell the student to shut down their original testing device.
2. Tell the student to open Bluebook on the new device, sign in, and click **Resume Testing** on their homepage. A pop-up window will tell them their proctor must approve the device swap.
3. Open the student's profile page by clicking the student's name on the Test Day Toolkit monitoring dashboard and then clicking the **Let Student Continue Testing** button.
4. When the student clicks **Resume Testing Now**, they'll be returned to the question they last viewed.

IMPORTANT: *If students are returned to a previous question, they should reenter their answers—unless they'd have to reenter more than 5 answers, in which case they should retest.*

ADDITIONAL GUIDANCE:

Most issues are resolved by restarting Bluebook or the testing device—and since answers are saved to the testing device, students can pick up where they left off.

How to Check for an Internet Connection

If a troubleshooting tip directs you to make sure a device is connected to the internet, open a browser and navigate to **collegeboard.org**. Chromebook users need to exit Bluebook and sign in to their device first. After confirming their connection, they need to sign out of their device and open Bluebook **without** turning the device off.

If they don't have a connection, make sure the device's Wi-Fi is turned on and airplane mode is turned off.

Responding to Problems

Use Test Day Toolkit to report irregularities. In a few cases, we want test coordinators to call us as soon as possible. Testing staff may approach you on test day with issues related to irregularities. For detailed guidance and instructions for reporting irregularities in Test Day Toolkit, refer to Retesting and Irregularities on page 55.

Good to Know

- If students are unable to start the test, make sure they signed in to Bluebook with the information on their sign-in ticket.
- IRs completed by proctors or monitors are routed to the test coordinator for review before submission to College Board.
- Don't report unscheduled student breaks unless they're excessive and suspicious.
- When students are dismissed, their scratch paper must be collected. Make sure students return any sheets of scratch paper they were given with their name on each sheet. If a student returns a ripped, torn, or partial sheet of scratch paper, ask them to return all pieces. If the student refuses, report an irregularity. Test coordinators should keep all scratch paper for 30 days in case of any test security investigations.
- When proctors dismiss students, they should check their sign-in tickets for any writing that could be copied test content. If a sign-in ticket contains test content, the proctor should collect the ticket, submit an IR, and give the ticket to the test coordinator.
- Test coordinators can call us when they need help resolving problems, even if a call is not required.
- Students can plug into available outlets if they need to.

How to Respond to Problems

When to Call Us

Test coordinators should call us as soon as possible if:

- They have any urgent concerns about test security.
- Testing for more than half of students is interrupted for more than 10 minutes.

If a school closure prevents testing as planned, the test coordinator should reschedule for another day within the testing window. If that's impossible, they should call us.

Rule Violations

Follow the instructions for early dismissal and reporting irregularities in Next Steps on page 50 if students try to gain an unfair advantage, disturb others, talk during the break, or refuse to follow instructions. **If other students were disrupted and they require a retest, complete a separate IR for those students (see Disturbances and Interruptions on page 50). Mention any students who don't want to be retested on the prohibited behavior IR for the student who caused the disruption.**

Proctors should collect any scratch paper, sign-in tickets, or other materials containing copied test content and hand them over to the test coordinator. If the student used a prohibited device to copy test content, proctors should take photos for evidence. After collecting evidence, ensure any test content is deleted before the device is returned to the student.

If you're not sure a student deliberately violated a rule, you can give them a warning.

If a student takes excessive breaks, ask them why and where they're going and make sure they leave their testing device, scratch paper, and other items in the room.

Early Departure

Students must stay until their testing time is up, but if they need to leave early, follow the instructions for early dismissal and reporting irregularities in Next Steps below.

Technical Problems

For troubleshooting guidance, see Technical Troubleshooting in the Testing Room on page 47. Follow the instructions for reporting irregularities in Next Steps below.

Disturbances and Interruptions

In the event of any interruption, don't let students talk or access the prohibited devices. If students must leave the room, monitor them and secure their testing devices. If testing is disrupted for more than half of students for more than 10 minutes, call us.

Use Test Day Toolkit to report any disturbance or interruption that lasts longer than 1 minute or gives them a chance to discuss test content. Get instructions for reporting irregularities in Next Steps below.

Approved Accommodations Not Given

Ask the student if they want to continue testing without the approved accommodations or stop testing. In either case, submit an IR. They may be eligible for a retest (see How to Report Irregularities and Set Up Retests on page 57). Follow instructions for early dismissal in Next Steps below.

Unapproved Accommodations Given

Tell the student to stop testing. Follow the instructions for early dismissal and reporting irregularities in Next Steps below.

Test Question Issues

If a student thinks something's wrong with a test question, note the section, module, and question number. Tell them to continue testing, answering as best they can, and remind them it's better to guess than leave a question blank. Only answer questions about procedure, never about test content.

Ask them to see you after the test so you can report the problem to College Board. Wait until other students finish testing before talking to the student.

Get instructions for reporting irregularities in Next Steps below.

Next Steps

Early Dismissal

All students must stay for their entire testing time except in cases of illness or rule violations. To dismiss a student early, follow these steps:

1. Navigate to the student's page in Test Day Toolkit.
2. Check the student's testing status and tell them to exit Bluebook if their status is not **Exited**, **Submission Pending**, or **Submitted**.
3. Collect their scratch paper and sign-in ticket.
4. Click **Undo Check-In** in Test Day Toolkit.
5. Submit an IR in Test Day Toolkit.

If a student leaves without talking to you first, try to follow this procedure. If they left belongings behind, give them to your test coordinator.

IMPORTANT: *Students must stay until their testing time runs out unless they get sick or violate a rule.*

Reporting Irregularities

To report irregularities, navigate to the **Irregularities** page in Test Day Toolkit and choose between a retest form and a report-only form. Select the students involved, answer the questions, and submit the report. Staff reports are routed to the test coordinator before they're submitted to College Board. Refer to Retesting and Irregularities on page 55 for more information.

ADDITIONAL GUIDANCE:

Proctors don't need to review test content or provide an opinion, either to the student or in the IR.

Additional Information

Unfair Advantage

Examples of violations that give students an unfair advantage include:

- Viewing nontest content or accessing other applications on their device
- Impersonation
- Accessing or using prohibited devices or aids
- Switching devices or seats without permission
- Giving or receiving test content

Device and Aid Access During Testing

Students may not access other applications or programs on their testing device before leaving the testing room. During testing, students can access the permitted items listed below. Everything else is prohibited, unless a student has an approved accommodation that requires it.

Items Permitted During Testing

- Sign-in ticket
- 1 testing device
- 1 calculator (calculator covers must be kept under students' desks)
- External mouse and mouse pad
- External keyboard (tablet only)
- Scratch paper provided by the proctor
- Pen or pencil
- For EL students, translated test directions or approved word-to-word dictionary, if applicable
- Power cord (must be kept under students' desks)
- Portable charger (must be kept under students' desks)
- Backup testing device (must be kept under students' desks)
- Backup calculator or batteries (must be kept under students' desks)

Items Permitted During Breaks

If students leave the room during the scheduled break, they can take their snack and drink with them.

Prohibited Items

Students are not allowed to access belongings that could give them an unfair advantage or provide a way to record, photograph, or remove test content.

Unless students have a College Board–approved accommodation, they can't access these items during the test or breaks:

- Phones, smartwatches, or other electronic devices (except their testing device)
- Detachable privacy screens
- External keyboards for use with laptops or Chromebooks
- Notes, books, or any other reference materials (translated test directions and word-to-word dictionaries are permitted for test takers using EL supports)
- Scratch paper not provided by the proctor
- Headphones, earbuds, or earplugs (unless the student is using approved assistive technology that requires headphones)
- Any camera, recording device, or separate timer

ADDITIONAL GUIDANCE:

Hooded shirts may be worn but hoods must be down during testing. Brimmed caps can be brought into the testing room but must be put away, not worn, during testing.

Student Accommodations

There may be students testing at your school with approved accommodations. Your Test Day Toolkit student roster lists accommodation information for each student.

For a comprehensive overview of accommodated testing, including how to administer the test on paper to approved students, refer to the *Accommodations Guide for Coordinators*.

Testing Groups

IMPORTANT: *The following policies for assigning students to testing rooms differ from those for paper and pencil testing in the past.*

You might have students with accommodations who require testing in separate rooms. Test Day Toolkit includes several different group types, which involve combinations of timing and other accommodations that can be tested together. Students with different disabilities might be in the same testing group and can test together. For example, a student testing with time and one-half can be seated in the same room as a student testing with time and one-half and extended breaks.

In some cases where students were not preassigned to a testing room in Test Day Toolkit, students in different testing groups may test in the same room.

Students taking the test with an extended time EL support may also test with students with a time and one-half extended time accommodation.

Students approved for extended time for reading will receive that extended time on all sections of the test. Students with extended time also receive extra breaks between modules.

For all testing groups, students can't move to the next test module or submit their answers until their time is up. They are also required to stay for their entire approved test time and can't be checked out before Bluebook ends the test. If students have time to spare, they should use it to review their work.

All testing groups may include students with the following accommodations:

Accommodated Breaks

Students with a break accommodation will take longer or additional breaks without losing testing time (the clock stops). Extended and extra breaks, as well as nutrition breaks for test timings that include them, are automatically applied in Bluebook; students can't shorten or skip the breaks they're approved for.

IMPORTANT: *Because students with break accommodations may be seated with students without break accommodations, some rooms might include students who take breaks and finish testing at different times.*

Break accommodations include:

- **Extra breaks:** Students are provided additional breaks at specified times. The breaks are provided by Bluebook—there is no button for pausing the test.
- **Extended breaks:** Students will have as many breaks as students with standard time but breaks will be twice as long. The breaks are provided by Bluebook—there is no button for pausing the test.
- **Breaks as needed:** Students may break during a test section when they need to. They click a button to pause their test in Bluebook.
- **Nutrition break:** Some students approved for extended time will also receive a 20-minute break instead of a 10-minute break between the Reading and Writing section and the Math section.

Small-Group Testing

If you have students approved for small-group testing, small-group rooms shouldn't have more than 15 students. If any student approved for small-group testing is assigned to a room with more than 15 students, move them to a smaller room.

Test coordinators can adjust the number of students allowed, depending on student needs and the size of the room.

Permission to Test Blood Sugar

Students approved to test blood sugar may do so at any time during the test. Approval to test blood sugar doesn't include permission to use a mobile phone.

Students who use a mobile phone to check their blood sugar must have College Board approval to have their mobile phone in the testing room for use with a continuous glucose monitor (CGM). Only students who are specifically approved may do this. No other device may be connected to the phone.

In no case may a student keep their phone with them. The phone should be kept at the proctor's desk. Before testing starts, they should confirm with the student what actions are needed if there's a notification.

- If the student is using an iPhone, the phone must be in guided access mode.
- If the student is using an Android phone, the phone must be in airplane mode. (If needed to check their blood sugar, the phone may be taken off airplane mode when the student is accessing the share app, under direct supervision of the proctor, and reengaged following use.)
- In either case, the camera feature must be disabled. Bluetooth may be enabled, but **only** to connect the phone's share app to the CGM for blood glucose monitoring.

Digital Testing Features

Many students who use accommodations for paper testing will use digital testing features instead. For example, students approved for large print or magnification will use keyboard controls to zoom in and zoom out (e.g., Control +/- or Command +/-). Those who use a color overlay will use color contrast. These features are available to all students and don't require approval to use.

Permission for Food/Medication During Testing

Some students may have approval to eat, drink, or access medication during testing. Only students with this approved accommodation can keep snacks, drinks, and medications on their desks. All other students should keep these items under their desks. Students with this accommodation can access these items at any point during the test, not just breaks.

Preferential Seating

Test Day Toolkit will indicate where students approved for preferential seating should sit (e.g., "near door" or "front of room").

Sign Language Interpreter

Students who are deaf or hard of hearing may be approved to have an interpreter translate the spoken instructions. Seat these students so they can easily see the interpreter. Sign language interpreters should only sign spoken instructions from the proctor; they are not permitted to sign test questions. A sign language interpreter must be able to effectively sign instructions to the student and voice the student's signing to the proctor. They should not have access to student testing devices at any time.

Service Animals and Emotional Support Animals

Students are encouraged to request accommodations for both service animals and emotional support animals, so schools are prepared. Service animals, such as guide dogs, may be permitted without an accommodation and shouldn't be turned away. A student does need an approved accommodation to bring an emotional support animal into the testing room.

If a student without an accommodation for a service or support animal shows up at the school with an animal, ask the following questions:

- Is the animal needed due to a disability?
- What service has the animal been trained to provide? (The animal doesn't need to be certified, just trained.)

If the student explains the service, allow the service animal in, even if the student doesn't have an approved accommodation. The student's room assignment shouldn't change.

Don't admit unapproved support animals that aren't trained to provide a service. In this circumstance, tell the student emotional support animals require an approved accommodation, and they should contact customer service if they have questions.

Written Copy of Verbal Instructions

Students may be approved for access to written instructions of the script the proctor reads out loud. All students will be able to access these instructions in Bluebook by going to the **Help** page and clicking **Verbal Instructions**. They are also available on the start code screen.

Assistive Technology (AT)

If you have students approved for testing with a screen reader, dictation, or other assistive technology, go to satsuite.collegeboard.org/digital/accommodations-digital-testing/assistive-technology. You'll find information about approved AT that students will use while testing with Bluebook. Some AT may require special configuration before test day. It's important that students try a test preview or full-length practice test using their AT in Bluebook prior to taking the test.

Retesting and Irregularities

Schools have the option of retesting or rescheduling tests in the SAT Suite in certain circumstances, as long as all testing is completed during the administration window (October 1–31, 2024). Schools should plan to start testing early enough in the window to ensure there's enough time to retest or reschedule if necessary.

IMPORTANT: *Starting testing late in the window could limit your school's ability to retest students.*

The first part of this chapter explains the policies for retesting and rescheduling. Information includes examples of possible scenarios, administration planning considerations, and possible consequences for students' scores.

The second part of this chapter contains a general overview of the IR submission options, instructions for requesting a retest in Test Day Toolkit as part of the IR submission process, and other technical guidance.

Policies for Retesting/Rescheduling

Rescheduling Policies

Rescheduling a test date may be necessary in certain circumstances. As long as affected students have not entered a room code in Bluebook, schools may select a new test date anytime within the administration window without contacting College Board or submitting an IR.

Examples of issues that might require rescheduling a test date include:

- Individual student absences due to illness.
- Hurricanes, tornadoes, fires, floods, or other widespread weather-related events.
- Local tragedies or emergencies.
- Prolonged schoolwide network or power outages.
- Scheduling conflicts with group activities (e.g., absentees due to team sporting events).

Students can use the same sign-in tickets from their initial test date if their test is rescheduled, as long as the tickets were not previously handed out to students on test day.

If students have entered their 5-letter room code, rescheduling is no longer an option. The school will need to submit an IR to request a retest.

Exceptions

If a student didn't test because Bluebook listed incorrect personal information or accommodations or because the test wasn't available on their Bluebook homepage, the student's registration data in the SSOR system will need to be updated as explained in How to Correct Mistakes on page 59.

Retesting Policies

If schools encounter issues after the room code has been entered, students may be eligible for retesting.

Examples of scenarios that would call for retesting include:

- Schools that experience disruptions to testing (e.g., fire alarms).
- Students who experience technological issues after testing has started.
- Students who become sick after testing has started.
- Misadministrations, either due to student or testing staff error, that would invalidate the student's score.

IMPORTANT: *Each student has only 2 retest opportunities resulting from irregularities.*

Examples of scenarios that don't call for retesting include:

- Absentees (absent students can be rescheduled to test on another day in the testing window).
- Rule violations.
- Students who have already used their 2 retest opportunities.

Schools will have the opportunity to set up retests in Test Day Toolkit when they submit an IR, although only certain IR types will have an option for retesting. It may take up to 1 full business day for a student to appear in the Test Day Toolkit retest roster following the submission of an IR.

If a student is scheduled for a retest, the student's score from the initial test date will be on a temporary hold until the last published score release date. For SAT School Day, a student may choose to opt out of their retest. If the student chooses not to participate in the retest, they should call customer service to confirm whether College Board should release the initial test score or cancel the score. For the PSAT/NMSQT, National Merit Scholarship Corporation may contact the test coordinator regarding the student's participation in the National Merit Scholarship Program. A response is required before scores can be released.

If a student engaged in prohibited behavior, including gaining an unfair advantage on the test, failure to retest may result in score cancellation.

National Merit Scholarship Program

If a student who encounters an issue on the PSAT/NMSQT doesn't retest, National Merit Scholarship Corporation (NMSC) may contact the test coordinator with options for the student to enter the National Merit Scholarship Program. Depending on the type of irregularity, their score may be ineligible for program consideration. Students who receive a PSAT/NMSQT score report should carefully review the message that appears below the NMSC Selection Index score for information about their entry to the National Merit Scholarship Program.

College Board will forward all reports of misconduct or testing irregularities to NMSC, which reserves the right to make its own independent judgment about a student's participation in the National Merit Scholarship Program.

Additional Considerations

Schools should plan for an alternate test date in case of issues and ensure that bell schedules and schoolwide events are taken into consideration.

Test coordinators are responsible for the following:

- Determining in advance of test day when their school can offer retesting in the event of an issue.
- Ensuring proctors know about their school's retesting policies and the procedures for correctly completing an IR in Test Day Toolkit.
- Reviewing all IRs in Test Day Toolkit to ensure complete and accurate retest rosters and then submitting them to College Board. (This includes replacing incorrect IRs submitted by other testing staff with corrected IRs before submitting.)
- Submitting completed IRs as soon as possible within 10 calendar days of the test date. Retest IRs must be submitted no later than 3 calendar days before the close of the testing window. Late submission could delay score release. **Students won't be able to retest if the request is submitted in Test Day Toolkit more than 10 calendar days after testing.**
- Determining next steps if retesting is not an option for students.

Although test coordinators are responsible for submitting IRs to College Board, proctors and other staff should know about the option to retest, how to request it in Test Day Toolkit, and how this affects students' scores. Testing staff may need to explain students' retesting options in the event of an irregularity.

Staff should also be prepared to handle student requests to cancel their scores on test day, which must be submitted within 10 calendar days of their test date. Test coordinators should document students' requests for score cancellation and keep for their records.

How to Report Irregularities and Set Up Retests

Depending on the problem, you'll need to take one of the following actions.

- **Reschedule:** If students haven't entered the 5-letter room code, reschedule their test during the testing window without submitting an IR. The room code is the first code students enter.
- **Report only:** To report an issue without setting up a retest, use Test Day Toolkit to submit a no-retest form. Use this option if retesting isn't available, the student doesn't want to take a retest, or your school can't offer one.
- **Retest:** If students entered the room code, use Test Day Toolkit to submit a retest form. Retest forms set up new tests automatically.

IMPORTANT: If you're not sure which form to use, call us for additional guidance—we can't respond to questions asked in an IR.

Irregularity Chart

Use the table below to find out how to respond to different kinds of irregularities, and then learn How to Set Up a Retest on page 58 and How to Correct Mistakes on page 59.

| IRREGULARITY CHART | | |
|--|---|---|
| Problem | Instructions | Forms |
| Accommodations are wrong or missing in Bluebook <i>Example: Bluebook didn't give student extended time</i> | <ol style="list-style-type: none"> 1. Correct the error 2. Reschedule testing for students who didn't enter the room code | <i>Don't submit a form</i> |
| | <ol style="list-style-type: none"> 1. Correct the error 2. Retest students who entered the room code | Accommodations error in Bluebook or registration |
| Other accommodations issue <i>Examples: Text-to-speech didn't work; a student approved for preferential seating was seated incorrectly</i> | Reschedule testing for students who didn't enter the room code | <i>Don't submit a form</i> |
| | Report the problem without setting up a retest | <ul style="list-style-type: none"> ▪ Assistive technology/screen reader issue (no retest) ▪ Accommodations issue (no retest) |
| | Retest students who entered the room code | <ul style="list-style-type: none"> ▪ Assistive technology/screen reader issue ▪ Staff accommodations mistake |
| Technology issue <i>Examples: Answer submission failure; network outage; start code didn't work</i> | Reschedule testing for students who didn't enter the room code | <i>Don't submit a form</i> |
| | Report the problem without setting up a retest | <ul style="list-style-type: none"> ▪ Answers not submitted (no retest) ▪ Student technology issue before timed testing (no retest) ▪ Student technology issue during timed testing (no retest) ▪ Other technology issue (no retest) |
| | Retest students who entered the room code | <ul style="list-style-type: none"> ▪ Student technology issue ▪ Other technology issue |

| Problem | Instructions | Forms |
|--|---|--|
| Disruptive student behavior | To retest the students who were disrupted: <ol style="list-style-type: none"> Reschedule testing for students who didn't enter the room code or retest students who entered the room code Report the disruptive student in the Prohibited items and behaviors form | <ol style="list-style-type: none"> Disruption caused by another student Prohibited items and behaviors (no retest) |
| | To report without retesting: <ol style="list-style-type: none"> Report the disruptive student In the same form, identify the students whose testing was disrupted | Prohibited items and behaviors (no retest) |
| Security issues and rule violations <i>Examples: Theft of test content, possession of a prohibited device, giving and receiving help, using their device improperly, damaging a testing device, proctored by a family member</i> | Report the problem without setting up a retest | <ul style="list-style-type: none"> Prohibited items and behaviors (no retest) Testing device misuse (no retest) Conflict of interest (no retest) |
| Illness and other issues <i>Examples: Ambiguous test question; noise disturbance; distracting staff behavior; fire drill, emergency</i> | Reschedule testing for students who didn't enter the room code | <i>Don't submit a form</i> |
| | Report the problem without setting up a retest | <ul style="list-style-type: none"> Testing conditions and administration mistakes (no retest) School evacuation (no retest) Test content issue (no retest) Illness and early departure (no retest) Other issues (no retest) |
| | Retest students who entered the room code | <ul style="list-style-type: none"> Testing conditions and administration mistakes School evacuation Test content issue Illness and early departure |
| A student wants to cancel their scores | Cancel scores on behalf of a student only if they're not retesting | Score cancellation |

How to Reschedule Testing

If students didn't enter the 5-letter room code in Bluebook, choose any date during the testing window without submitting an IR. But first, make sure issues with technology, registration, or accommodations don't recur during the retest. See *How to Correct Mistakes* on page 59.

How to Set Up a Retest

To retest students who entered the 5-letter room code, submit a retest IR within 10 calendar days of testing or 3 calendar days before the close of the testing window, whichever is sooner. Up to 2 retests can be set up per student, so if there's also an issue during the retest, the student has 1 more opportunity.

Avoid Unnecessary Retesting

- If you're completing a retest IR, list only the students you want to retest. If other students were involved but won't retest, list them on a no-retest IR.
- Don't submit a retest IR for a student who completed the test but had an answer submission issue. If the instructions at [In-School Testing and Answer Submission](#) don't work, submit an Answers not submitted (no retest) form.
- Call College Board before submitting a retest IR if you or your students discover critical registration information is incorrect after testing has started.

Step-by-Step Instructions for Setting Up a Retest

Navigate to **Irregularities** in Test Day Toolkit.

1. Fix issues with registration, accommodations, or technology so they don't recur during the retest. No action in SSOR is necessary unless there's incorrect data. See *How to Correct Mistakes* below.
2. Click **Add Report**.
3. Select **I need to retest students who entered the room code**.
4. Open the most appropriate form.
5. Select the students involved and answer the questions.
6. Submit the form.

Listing Students in a Retest Form

We prepare a retest for every student selected in a retest IR form—or, if you select a whole room, every student assigned to that room—so only list students you plan to retest. It's important to list only the students you need to retest for these reasons:

- When you set up a retest, we put a temporary hold on students' scores.
- Each student has only 2 retest opportunities resulting from irregularities.

If every student in 1 or more rooms was affected by the same irregularity and you want to retest all of them, submit 1 form. When asked which students were involved, select **A roomful of students**, and then select each room from the dropdown menu.

To retest only some of the students involved, submit 2 forms: a retest form listing only the students who need to retest and a no-retest form that lists the others.

How to Correct Mistakes

Make sure issues with technology, registration, or accommodations don't recur during the retest. **Correct errors before you try to test students again.**

Technology

Assistive technology: Read our guidance about Chromebooks and assistive technology at cb.org/chromebook-screen-reader or get information for other device types at cb.org/accommodated-testing, and encourage students to practice with their assistive technology on their testing device.

Chromebooks: Direct technology staff to bluebook.org/chromebook-checklist to review device readiness steps, including clearing user profiles to free up space.

Internet: Ask technology staff if you should test in rooms with stronger Wi-Fi and make sure the network is configured to let required traffic pass through. Refer them to bluebook.org/network-checklist.

Registration and Accommodations Data

To correct Bluebook registration and accommodations data, sign in to SSOR and complete the steps for one of the scenarios listed below. **Processing can take 1 full business day.**

IMPORTANT: *If you or your students discover that critical registration information is incorrect after testing has started, please contact College Board for assistance; they may not need to retest.*

Unlisted test: If the student's test wasn't listed in Bluebook, register them in SSOR using their record. If a student doesn't have a record in SSOR, create a new record and use it to register the student.

Incorrect personal information: If a student didn't enter the room code, correct their name, birthdate, or other personal information by deleting their SSOR record, adding a new record, and registering the student with their new record.

Missing accommodations: If a student's approved accommodations weren't available in Bluebook, add the student's SSD ID to their record in SSOR. SSD IDs are available in SSD Online.

If the information in SSOR is correct, but there's still an error in Bluebook or Test Day Toolkit, call us so we can help you fix the issue.

IMPORTANT: *Don't change a student's record in SSOR unless the data is incorrect. Students must retest with their original registration.*

How to Waive Accommodations

If a student wants to test without their accommodations and hasn't entered the 5-letter room code yet, you can reschedule their test. **Accommodations can't be waived on test day.**

Take these steps:

1. Click **Edit** to open the student record and click the **Waive all accommodations** checkbox in SSOR.
2. Wait until Test Day Toolkit shows the student's updated accommodations information before administering the test. This could take 1 business day.

How to Administer Retests

After you submit a retest IR to College Board, we'll prepare a new test within 1 business day.

Retest Rosters

Each time a retest is prepared for a student, they're added to a retest administration roster:

- The roster for your primary test administration lists all registered students.
- The first time you retest a student, a roster for Retest 1 will be created in Test Day Toolkit.
- If you retest a student a second time, a roster for Retest 2 will be created.

To switch between rosters in Test Day Toolkit, click **Switch** in the upper right corner of the screen and select the appropriate option in the **Test Administration** dropdown menu.

Step-by-Step Instructions for Administering a Retest

1. Open the retest administration that appears in Test Day Toolkit when the first retest is ready.
2. Make sure any previous issues with registration, accommodations, or technology were fixed so they don't recur during the retest. Processing can take 1 business day.
3. If student registration information was corrected, assign the student to a room and print a new sign-in ticket.
4. Add staff and rooms to the retest administration. Never edit room names used in a past administration.
5. Retest the student.

Irregularities and Retesting FAQs

What if a student isn't listed within 1 business day?

If the student isn't listed on a retest roster within 1 business day, make sure you submitted an IR form to College Board:

1. In Test Day Toolkit, open the administration you used to submit the IR.
 - ◆ If this will be the student's first retest, open the primary test administration.
 - ◆ If this will be the student's second retest, open the Retest 1 administration.
2. Go to **Irregularities**.
3. Find the student's IR in your list of reports.
4. Check the **Status** column.
5. If the status is not **Submitted to College Board**, open the report and click the **Submit to College Board** button.

How do I request score cancellation on behalf of a student?

If a student wants to cancel their score, go to the **Irregularities** page in Test Day Toolkit, click **Add Irregularities**, and complete the score cancellation form within 10 calendar days of the test date.

What should I do if I don't know which IR form to choose?

If you're not sure which form to use, your test coordinator should call us for additional guidance—we can't respond to questions asked in an IR. Retest forms set up new tests automatically.

After the Test

After you've successfully administered the test, there are still a few key tasks for you to complete.

Retesting and Irregularities

After testing is completed, you and your staff may need to report irregularities and prepare for retests. Before the close of the testing window, you may want to save your irregularity data. You may need to retain your IR data because one or more of your school's irregularities is not yet resolved, your district or state has policies that require data retention, or if you think students and parents may have questions about the irregularity later. Please refer to the Retesting and Irregularities chapter of your manual for comprehensive instructions.

What to Do with Materials

For digital testing, you will have a small amount of materials to take care of after your administration is finished. Your proctors will return to you scratch paper, sign-in tickets (from students suspected in rule violations), and seating charts (if used). Keep these on hand for 30 days in case they are needed for test security investigations.

For students testing with paper or alternate test formats, follow the instructions for returning materials to College Board in your *Accommodations Guide*. For any remaining materials, including any tracking information for return shipments, keep them on hand for 30 days.

When you dispose of materials that are no longer required, use a paper shredder or another secure disposal method.

Sharing Scores

When scores for the SAT Suite are released, schools will need to let their students know there are multiple ways to view their scores. As part of school day testing, students will not be contacted by College Board directly unless they're using the BigFuture School mobile app to receive their scores.

A downloadable score report PDF called "Your Score Report" is provided for every test taker. Schools have access to the downloadable score report PDFs for their students through the online K-12 score reporting portal. Students can review their score report PDFs with educators at their school, and students who chose to participate in BigFuture School by providing a mobile phone number during testing can also view their scores on the BigFuture School app.

IMPORTANT: Schools must share the downloadable score report PDFs with all students.

As always, students age 13 and older may use their personal College Board student account to view additional insights online.

Introducing BigFuture School and Connections

BigFuture School is a free mobile app for students age 13 and older who take SAT School Day, PSAT 10, or PSAT/NMSQT in the United States. It's designed for students to use to get their test scores quickly, get help on planning for college and career, and learn about financial aid and scholarships.

Students may also have the opportunity to opt in to Connections—a feature that allows them to hear from nonprofit colleges and scholarship programs that may be a good match. Connections puts privacy first. No personal information is shared with institutions unless a student directly chooses to do so. Please know that your school, district, or state may choose to not provide access to Connections for its students or students that test at their schools.

Students who choose not to download the BigFuture School app or who don't have a mobile phone can still access their scores and planning information. Educators will continue to receive PDF score reports for all assessments they administer, which must be shared with students. As always, students age 13 and older can sign in to their personal College Board accounts at studentscores.collegeboard.org to get additional insights about their scores and explore BigFuture.

If your students provided a mobile phone number when they tested, they can download the BigFuture School mobile app and they'll get a notification in the app telling them when their scores are available to view.

Planning for Payment

Invoices are based on tests submitted. Your school's billing contact will receive an official invoice via email and is responsible for arranging for payment. For detailed payment instructions, visit satsuite.collegeboard.org/k12-educators/educator-experience/prepare/postadministration.

IMPORTANT: Do not send payment based on the estimate listed in SSOR. Wait for the official invoice to be emailed to the billing contact so you know exactly what you owe.

Purchase Orders

If you require a purchase order number on your invoice, it needs to be added to your order in SSOR prior to the testing window closing. Check with your organization's SSOR access manager if you're unsure of the authorized person to place or edit orders.

Contact Us

If you have any billing-related questions, please contact us:

- For PSAT-related assessments: psatbilling@collegeboard.org
- For SAT School Day: satbilling@collegeboard.org

Fee Waivers

College Board is supporting schools and districts serving low-income students by providing a price discount for in-school assessments based on the federally estimated child poverty rate percentage. The order details page in SSOR provides an estimate of your invoice amount, which includes the adjustments to provide support for low-income students.

Appendix

Registration Information for Schools Working with a District

Registration Roles Shared with the District

If your school is affiliated with a district that takes an active role in the test ordering and/or student data upload processes, this section explains how the roles in SSOR can work when they overlap between the district and the school.

Both schools and districts may be responsible for the following:

- Ordering tests
- Uploading student test registration data

Schools are still responsible for validating uploaded student test registration data and registering students to test. This involves reviewing and confirming that the uploaded registration data is accurate for all test takers for their location, including away students. Once this validation is complete, the school is responsible for registering the students.

IMPORTANT: *As noted in the Registration chapter of this manual, these activities can't take place without the roles being set up in the Managing Access tool.*

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.

- **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 testing 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 to 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:** Staff with this role view the test taker data submitted by data coordinators in an SSOR registration roster. 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.

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. 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 someone who can validate students' data, including any accommodations, is accurate. More than one person can be assigned to this role (i.e., test coordinator and SSD coordinator).

IMPORTANT: *This role needs to be filled by someone who can validate students' data, including any accommodations, is accurate. More than 1 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.

Overview of Registration for District Testing

Registering students in **SSOR** is a two-part process, with districts often involved in the first step.

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**.

Here are some important clarifications about uploading data when working with a district on providing testing:

- ◆ Student data submission for registration is available only after an order has been placed in SSOR and no earlier than 4 weeks before the testing window opens. 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 district will be billed for 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).*

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).

- ◆ A separate registration data file submission is required for each assessment; however, data for multiple grades taking the same assessment must be submitted together.
- ◆ 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. For districts with a high degree of student data mobility, we recommend waiting to upload your student data file until your enrollment has settled.

- ◆ 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. Districts should confirm the number of assessments ordered for each school aligns with the number of students that will be registered.

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

- ◆ 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.
- ◆ If your district has decided to opt out of Connections, a new 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. Also ensure that your test coordinator is aware of the opt-out.

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

This second part of the registration process 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 from Step 1 to validate the accuracy of the students to be registered in Step 2. Once the data has been validated, the SAT Suite registration role must then complete student registration by registering students in SSOR. Some important points to keep in mind about registering students as part of district testing:

- ◆ 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.

Troubleshooting District Data

If submitted data has system errors that affect multiple student records, here are some points to keep in mind if the district is involved with providing/validating data:

- Schools can provide access to district staff to their school registration data in SSOR to take either of these steps to resolve the issue:
 - ◆ The data coordinator can delete **all** of the uploaded data and submit an updated full file replacement (see Full Data Replacement Process for Schools on page 28).
 - ◆ The data coordinator can manually edit the inaccurate student records.
- If you see an error message as described in File Format Check on page 29, confirm that the students included in your file are only those grades covered by your institution's order. 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.
- Data coordinators at the district level should follow troubleshooting advice given in the *Registration Guide for U.S. Districts and Schools*, which repeats what's found in the Registration chapter of this manual.

Acceptable Calculators

Students will have access to an embedded calculator in Bluebook for use on the Math section, but they're also allowed to bring their own handheld calculator on test day. The following calculators are acceptable for use.

- All scientific calculators, which can perform complex mathematical functions but don't have a graphing feature, are acceptable.
- All 4-function calculators are acceptable but not recommended.

THE FOLLOWING GRAPHING CALCULATORS ARE PERMITTED:

CASIO

| | |
|----------------|--|
| FX-6000 series | CFX-9800 series |
| FX-6200 series | CFX-9850 series |
| FX-6300 series | CFX-9950 series |
| FX-6500 series | CFX-9970 series |
| FX-7000 series | FX 1.0 series |
| FX-7300 series | Algebra FX 2.0 series |
| FX-7400 series | FX-CG-10 |
| FX-7500 series | FX-CG-20 series |
| FX-7700 series | FX-CG-50 |
| FX-7800 series | FX-CG-500 (Using the stylus is not permitted.) |
| FX-8000 series | Graph25 series |
| FX-8500 series | Graph35 series |
| FX-8700 series | Graph75 series |
| FX-8800 series | Graph95 series |
| FX-9700 series | Graph100 series |
| FX-9750 series | |
| FX-9860 series | |

HEWLETT-PACKARD

| | |
|--------------|--------------|
| HP-9G | HP-48 series |
| HP-28 series | HP-49 series |
| HP-38G | HP-50 series |
| HP-39 series | HP Prime |
| HP-40 series | |

SHARP

| |
|----------------|
| EL-5200 |
| EL-9200 series |
| EL-9300 series |

TEXAS INSTRUMENTS

| | |
|----------------------|-----------------------|
| TI-73 | TI-85 |
| TI-80 | TI-86 |
| TI-81 | TI-89 |
| TI-82 | TI-89 Titanium |
| TI-83/TI-83 Plus | TI-Nspire |
| TI-83 Plus Silver | TI-Nspire CX |
| TI-84 Plus | TI-Nspire CM-C |
| TI-84 Plus CE | TI-Nspire CAS |
| TI-84 Plus Silver | TI-Nspire CX CAS |
| TI-84 Plus C Silver | TI-Nspire CM-C CAS |
| TI-84 Plus CE-T | TI-Nspire CX-C CAS |
| TI-84 Plus T | TI-Nspire CX II |
| TI-84 Plus CE Python | TI-Nspire CX II-T |
| TI-84 Plus CE-T | TI-Nspire CX II CAS |
| Python Edition | TI-Nspire CX II-T CAS |
| | TI-Nspire CX II-C CAS |

RADIOSHACK

| | |
|---------|---------|
| EC-4033 | EC-4037 |
| EC-4034 | |

OTHER

| | |
|---------------|--------------------|
| Datexx DS-883 | NumWorks |
| Micronta | Smart ² |

Bluebook Testing Tools

Bluebook makes the following tools available to all students, including those who test with accommodations or supports:

- **Testing Timer:** A timer will let students know how much time is remaining in each part of the test. They can hide it until 5 minutes remain, then they'll get an alert.
- **Calculator:** For the Math section, the app has a built-in calculator. Students can drag it anywhere on the screen.
- **Reference Sheet:** A reference sheet with commonly used formulas will appear on the Math section.
- **Highlights & Notes:** Students can use this tool to highlight text, underline, or leave themselves a note.
- **Line Reader:** Students can use the line reader to help them focus while they're reading test content.
- **Mark for Review:** Students can use the bookmark icon to flag any question they want to come back to.
- **Option Eliminator:** On multiple-choice questions, students can cross out answer choices they think are wrong. They can undo this if they change their mind.
- **Question Menu:** Students can see which questions they skipped or marked for review and navigate to any question in the module.
- **Zoom:** Students can use keyboard shortcuts on laptops or pinch and zoom on tablets to get a closer look at any part of the question.

**SAT SUITE OF ASSESSMENTS**

Hall Monitor Test Day Guide

Introduction

Thank you for participating in this digital test administration. It wouldn't be possible without you.

Hall monitors assist with test administration duties and have access to Test Day Toolkit. This guide covers everything you'll need to know about test day procedures. Read it ahead of time and use it on test day. Only share this guide with other testing staff.

Test Security

To keep scores valid and testing fair, it's critical that testing staff enforce the test security measures shared here. These measures include new and revised policies and procedures that support digital testing.

An Overview of Digital Testing

Digital testing technology and support include these tools and staff:

- **Bluebook™:** The testing app installed on student devices provides most test day instructions and times each student individually.
- **Test Day Toolkit:** Digital test administration depends on Test Day Toolkit, a web application. All test coordinators, proctors, and monitors need to access it on test day. Proctors use it to take attendance, read the script, start the test, monitor student progress, and report irregularities. Hall monitors use it to report irregularities and help out proctors as needed.
- **Help room and technology monitor:** Proctors can send students to the help room, where a technology monitor will assist them with simple troubleshooting.

Test Day Timing

Assessments in the digital SAT[®] Suite have 2 sections—(1) Reading and Writing and (2) Math—with a break in between. For students testing with standard time, each section is about an hour with a 10-minute break in between sections.

First-Time Access to Test Day Toolkit

All testing staff need to use Test Day Toolkit on test day.

Accessing Test Day Toolkit the first time requires 2-step verification, which can take a while, so don't wait until test day to do it.

If you used Test Day Toolkit at your school before, skip the following instructions. Just go to testday.collegeboard.org and sign in to your College Board account.

Good to Know

- To verify your identity, we require a few extra steps the first time you sign in to Test Day Toolkit.
- Start by clicking the personalized link in your access email and entering the code we send you.
- Staff get access emails with instructions as soon as their coordinator adds them to their toolkit staff list.

How to Sign In for the First Time

1. Click the link in your personalized access email.
 - ◆ Look for the email from College Board with “Test Day Toolkit” in the subject line.
 - ◆ The link won't work if the email was forwarded to you.
 - ◆ Staff who didn't get an access email should contact their test coordinator.
 2. Sign in to your College Board professional account or create one after you click the link.
 3. Choose a way for us to send you a code.
 - ◆ Make sure you select a phone number or an email address you have immediate access to. The code expires after 3 minutes.
 - ◆ You'll see the contact details we have on record. Staff will see the contact options their coordinator entered into Test Day Toolkit.
-
- IMPORTANT:** *If you're at a school that screens incoming email, the code could expire before you receive it. Choose the phone number option if you can.*
-
4. Enter the code we send you.
 - ◆ If you see a “You're all set” message, you've completed first-time access successfully, but you can't use Test Day Toolkit until your test coordinator grants you full access.

IMPORTANT: *The next time you sign in, just go to testday.collegeboard.org and sign in to your College Board account.*

Monitoring Hallways

Hall monitors maintain an environment where students can do their best. They treat students with respect, keep the testing area free of noise and distractions, and watch for suspicious behavior.

What to Look for

- Students and proctors who need help
- Students taking frequent or extended breaks
- Multiple students taking unscheduled breaks at the same time
- Students accessing devices or doing anything that could give them an unfair advantage
- People not participating in the administration disrupting testing
- Students or staff talking during testing or breaks
- Students testing outside the testing rooms

How to Monitor Hallways

Help Staff

Look for proctors who need you to monitor their room while they take a break. Follow the break rotation schedule if your test coordinator provided one.

Help technology monitors manage students, if necessary. Make sure students remain quiet and don't close the lids of their testing devices or turn off the screen.

Relay messages between staff members. They'll use the signaling system set up by your test coordinator to get your attention.

Help Students Find Their Way

Direct students to the break area, restroom, or help room.

Monitor Students on Break

Standard testing includes a 10-minute break between test sections. Students can use the restroom and eat a snack in the break areas. They can't talk or access any device, and they should remain quiet.

Unless they're going to the help room with their testing device, students should not have anything with them except a drink and snack. (Away students may also bring an ID.)

Students might also take an unscheduled break, during which they can use the restroom or go to the help room.

IMPORTANT: *Make sure any student who leaves the testing room with a device is on their way to or from the help room.*

Manage Test Day Issues

Contact your test coordinator immediately if you see students with prohibited devices or have any concerns about test security.

If you notice students taking excessive breaks, remind them they're losing testing time, and if their behavior seems suspicious, use Test Day Toolkit to report an irregularity, if instructed by your test coordinator.

See Responding to Problems on page 4 for details on handling and reporting issues.

Responding to Problems

Good to Know

- If students are unable to start the test, make sure they signed in to Bluebook with the information on their sign-in ticket.
- Irregularity Reports (IRs) completed by the proctors or monitors are routed to the test coordinator for review before submission to College Board.
- Don't report unscheduled student breaks unless they're excessive and suspicious.
- When students are dismissed, their scratch paper must be collected. Make sure students return any sheets of scratch paper they were given with their name on each sheet. If a student returns a ripped, torn, or partial sheet of scratch paper, ask them to return all pieces. If the student refuses, report an irregularity. Test coordinators should keep all scratch paper for 30 days in case of any test security investigations.
- When proctors dismiss students, they should check their sign-in tickets for any writing that could be copied test content. If a sign-in ticket contains test content, the proctor should collect the ticket, submit an IR, and give the ticket to the test coordinator.
- Test coordinators can call us when they need help resolving problems, even if a call is not required.
- Students can plug into available outlets if they need to.

ADDITIONAL GUIDANCE

This section covers actions for proctors and coordinators to take in handling issues that arise. This information will help monitors assist if necessary.

How to Respond to Problems

When to Call Us

Test coordinators should call us as soon as possible if:

- They have any urgent concerns about test security.
- Testing for more than half of students is interrupted for more than 10 minutes.

If a school closure prevents testing as planned, the test coordinator should reschedule for another day within the testing window. If that's impossible, they should call us.

Rule Violations

Follow the instructions for early dismissal and reporting irregularities in Next Steps on page 5 if students try to gain an unfair advantage, disturb others, talk during the break, or refuse to follow instructions. **If other students were disrupted and they require a retest, complete a separate IR for those students (see Disturbances and Interruptions on page 5). Mention any students who don't want to be retested on the prohibited behavior IR for the student who caused the disruption.**

Proctors should collect any scratch paper, sign-in tickets, or other materials containing copied test content and hand them over to the test coordinator. If the student used a prohibited device to copy test content, proctors should take photos for evidence. After collecting evidence, ensure any test content is deleted before the device is returned to the student.

If you're not sure a student deliberately violated a rule, you can give them a warning.

If a student takes excessive breaks, ask them why and where they're going and make sure they leave their testing device, scratch paper, and other items in the room.

Early Departure

Students must stay until their testing time is up, but if they need to leave early, follow the instructions for early dismissal and reporting irregularities in Next Steps on page 5.

Disturbances and Interruptions

In the event of any interruption, don't let students talk or access the prohibited devices. If students must leave the room, monitor them and secure their testing devices. If testing is disrupted for more than 10 minutes for more than half of students, call us.

Use Test Day Toolkit to report any disturbance or interruption that lasts longer than 1 minute or gives them a chance to discuss test content. Get instructions for reporting irregularities in Next Steps below.

Next Steps

Early Dismissal

All students must stay for their entire testing time except in cases of illness or rule violations. To dismiss a student early, follow these steps:

1. Navigate to the student's page in Test Day Toolkit.
2. Check the student's testing status and tell them to exit Bluebook if their status is not **Exited**, **Submission Pending**, or **Submitted**.
3. Collect their scratch paper and sign-in ticket.
4. Click **Undo Check-In** in Test Day Toolkit.
5. Submit an IR in Test Day Toolkit.

If a student leaves without talking to you first, try to follow this procedure. If they left belongings behind, give them to your test coordinator.

IMPORTANT: *Students must stay until their testing time runs out unless they get sick or violate a rule.*

Reporting Irregularities

Seek help from your test coordinator or a proctor if you need to report an irregularity. Full instructions are in their manuals.

Additional Information

Unfair Advantage

Examples of violations that give students an unfair advantage include:

- Viewing nontest content or accessing other applications on their device
- Impersonation
- Accessing or using prohibited devices or aids
- Switching devices or seats without permission
- Giving or receiving test content

Items Permitted During Testing

- Sign-in ticket
- 1 testing device
- 1 calculator (calculator covers must be kept under students' desks)
- External mouse and mouse pad
- External keyboard (tablet only)
- Scratch paper provided by the proctor
- Pen or pencil
- For EL students, translated test directions or approved word-to-word dictionary, if applicable
- Power cord (must be kept under students' desks)
- Portable charger (must be kept under students' desks)
- Backup testing device (must be kept under students' desks)
- Backup calculator or batteries (must be kept under students' desks)

Items Permitted During Breaks

If students leave the room during the scheduled break, they can take their snack and drink with them.

Prohibited Items

Students are not allowed to access belongings that could give them an unfair advantage or provide a way to record, photograph, or remove test content.

Unless students have a College Board–approved accommodation, they can’t access these items during the test or breaks:

- Phones, smartwatches, or other electronic devices (except their testing device)
- Detachable privacy screens
- External keyboards for use with laptops or Chromebooks
- Notes, books, or any other reference materials (translated test directions and word-to-word dictionaries are permitted for test takers using EL supports)
- Scratch paper not provided by the proctor
- Headphones, earbuds, or earplugs (unless the student is using approved assistive technology that requires headphones)
- Any camera, recording device, or separate timer

ADDITIONAL GUIDANCE:

Hooded shirts may be worn but hoods must be down during testing. Brimmed caps can be brought into the testing room but must be put away, not worn, during testing.

**SAT SUITE OF ASSESSMENTS**

Technical Troubleshooting Guide

Technology monitors use the tips in this guide to troubleshoot individual and widespread issues. Proctors are provided with some troubleshooting steps but may direct students to you in the help room.

Technology Monitor Responsibilities

As a technology monitor, you must be on-site, but you don't need technical expertise. You're not expected to take any steps not listed here. Your responsibilities include:

- Monitoring students in the help room and making sure they don't use prohibited devices or discuss test content.
- Sending them back to their testing room after you help them so they can complete testing.
- Following local policies regarding student-owned technology when assisting students who use personal devices.
- Sending the student to the test coordinator if the issue can't be resolved using the tips in this guide.
- Telling your coordinator about students who tested on shared devices but couldn't submit their answers and taking steps to prevent loss of data.

When to Notify Your Coordinator

Notify your coordinator in these cases:

- The test isn't shown on a student's Bluebook™ homepage.
- There's an issue with a student's accommodations.
- A student can't complete the test because their issue can't be resolved using the tips in this guide.

Reporting Irregularities

To report irregularities, navigate to the **Irregularities** page in Test Day Toolkit and follow your test coordinator's instructions for choosing between a retest form and a report-only form. Select the students involved, answer the questions, and submit the report. Staff reports are routed to the test coordinator before they're submitted to College Board.

When to Call College Board

If a widespread issue prevents testing as planned, your test coordinator should reschedule for another day within the testing window. If that's impossible, they should call us.

Testing Devices

Students can test on personal or school-managed Mac and Windows devices and iPads as well as school-managed Chromebooks. Bluebook should be installed on testing devices before exam day.

Backup Devices

If the troubleshooting tips in this guide don't work, students can use a backup device if they have one or if technology staff at your school or district installed Bluebook on extra devices.

If the student has not entered the start code yet, they can simply sign in to Bluebook on the new device.

If they already started timed testing, the Bluebook device swap feature must be used. See [How to Complete a Device Swap](#) on page 9.

IMPORTANT: *Never use the device swap feature after a student's testing time runs out—their answers could be lost.*

Digital Testing System

Bluebook and Test Day Toolkit work together to make digital testing possible.

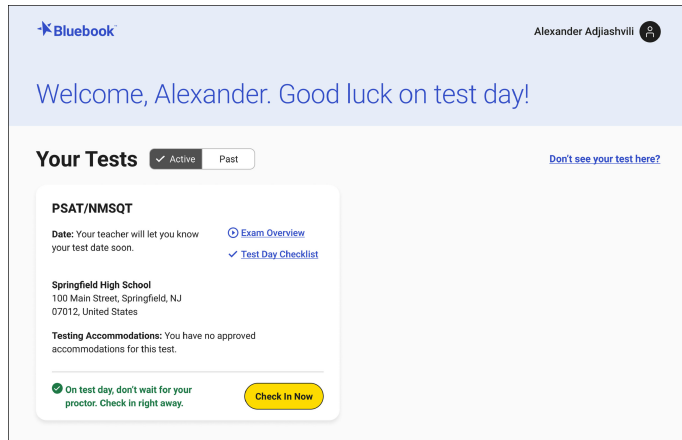
Students use Bluebook to take exams on Mac and Windows devices, iPads, and school-managed Chromebooks. Bluebook should be installed on testing devices before exam day.

Coordinators and staff use Test Day Toolkit to administer the exam. They can use any device that connects to the internet, their own or one provided by the school. They access Test Day Toolkit with a College Board professional account.

Bluebook Check-In

After students arrive at their testing room, they'll sign in to Bluebook with the credentials on their sign-in ticket and start check-in. Students enter the room code provided by the proctor during check-in. Each room's code is shown in Test Day Toolkit. Bluebook prompts students to close other applications before they begin the exam.

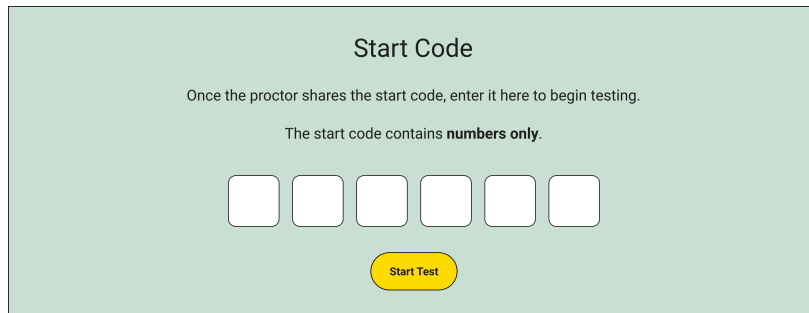
IMPORTANT: Room and start codes are used on test day only. Don't provide them to students during practice or readiness sessions.



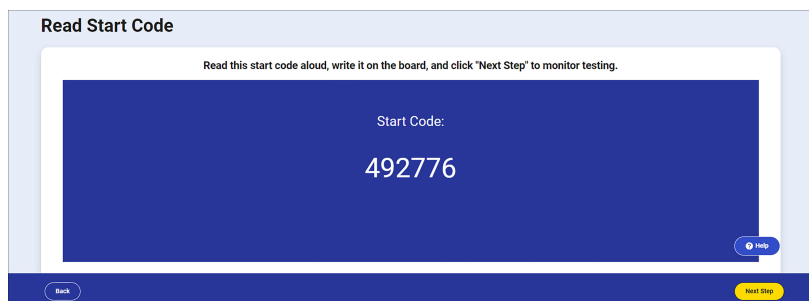
Starting the Exam

To start the exam, students enter the start code their proctor reads at the end of the script. Each room's start code is provided in Test Day Toolkit.

Student's View

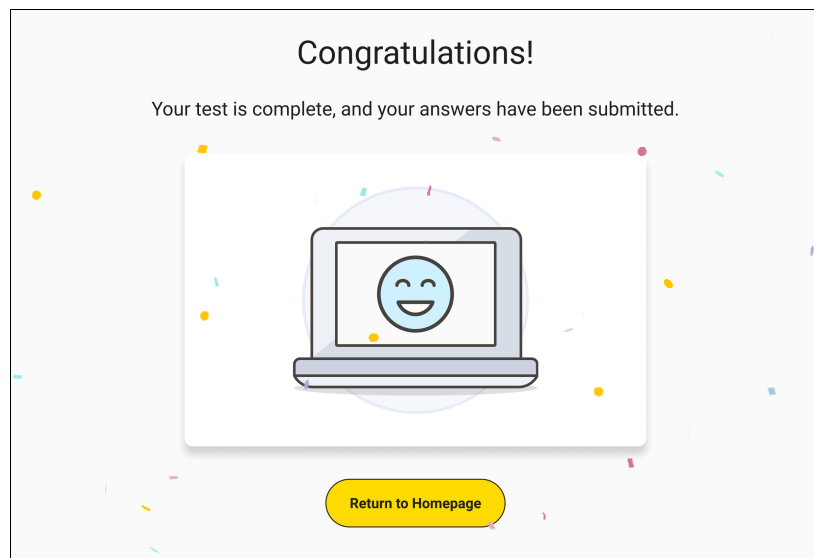


Proctor's View



Answer Submission

If students are connected to the internet when their time is up, their answers are submitted automatically, and they see the **Congratulations** screen with confetti. If students are not connected or they close their laptop, their answers won't be submitted automatically, but will be saved on their device.



Student Issues: Unable to Launch Bluebook

Start by asking students if they tried following instructions in the error message, checked their internet connection, or restarted their device.

Bluebook is not installed.

Bluebook should be installed on testing devices before exam day, but students can download it at bluebook.app.collegeboard.org if they need to. Students using school-managed devices may not be able to do this themselves.

Technology staff who manage school devices can find installation instructions at cb.org/bluebook-deployment.

A student using a Chromebook can't open Bluebook.

To use Bluebook on a Chromebook, the student should:

1. Turn on their Chromebook without signing in to their school user account.
2. Select **Apps > Bluebook** in the lower left corner.
3. Sign in to Bluebook with the credentials on their sign-in ticket.
4. If the student doesn't see the **Apps** menu or Bluebook isn't listed in it, Bluebook is not installed on the device.

If a student using a Chromebook is prompted to install Bluebook, they may be trying to open it after they sign in to their school user account. Tell them to sign out of their school user account and open Bluebook as instructed above.

A student can't reach the Bluebook sign-in screen.

If Bluebook doesn't open properly, try the following fixes in order:

1. Make sure the student opened the correct digital testing application. They should click the **Star** icon to open Bluebook.
2. Check the student's internet connection. For tips, go to How to Check for an Internet Connection on page 9.
3. Switch to a backup device with Bluebook installed, if available.
4. Reinstall Bluebook, if possible. Students using personal devices can download Bluebook again at bluebook.app.collegeboard.org.

A student's clock settings are preventing them from using Bluebook.

If students see a message instructing them to update their device's clock, they can't use Bluebook until their device settings are changed. Students using school-managed devices may be unable to do this themselves.

Instructions for updating clock settings vary by device type:

- Windows: Go to **Settings > Time & Language** and select **On** under **Set time automatically**.
- Mac: Go to **Preferences > Date & Time** and check the box next to **Set date and time automatically**.
- iPad: Go to **Settings > General > Date and Time** and check the box next to **Set date and time automatically**.
- Chromebook: School technology staff must use their Admin console to update their setting.

Bluebook can't update to the latest version.

If a student's device can't update to the latest version of Bluebook, try the following steps:

1. Make sure the student can access the internet. For tips, go to How to Check for an Internet Connection on page 9.
2. **Personal Mac laptops and iPads:** Ask students to check their device settings to make sure automatic updates are turned on. After setting their device to auto-update, they'll need to find **Bluebook Exams** in the App Store and select **Open**.
3. **School-managed devices:** Ask IT staff for help. It's possible they prevent their devices from auto-updating.
4. Switch to a backup device if available.
5. If these tips don't work, send the student to the test coordinator.

A student is told to quit Grammarly.

If students see a message instructing them to quit Grammarly, try the following steps:

1. Tell the student to click **Quit Grammarly and Continue** as instructed.
2. If Bluebook can't quit Grammarly, the student should click **Quit Bluebook**, uninstall Grammarly, and reopen Bluebook.
3. If Grammarly can't be uninstalled, give the student a backup device *without* it, if available.

Students using managed devices may be unable to uninstall Grammarly without help from school or district technology staff.

Student Issues: Unable to Start the Test

Use these tips to help students who opened Bluebook but can't start testing.

Start by asking students if they tried following instructions in the error message, checking their internet connection, quitting and reopening Bluebook, or restarting their device.

To look up a code or check a student's status, see *How to Use Test Day Toolkit to Troubleshoot Issues* on page 9.

None of the students in a room can start testing.

If none of the students in a room can start testing, make sure the proctor provided students with the correct 6-digit start code for their room. Each room has a unique start code that is displayed at the end of the proctor script. If the correct code was provided, see *Network Issues* on page 9.

A student can't sign in or their test isn't listed.

Make sure the student clicked **Use a sign-in ticket from your school** when they opened Bluebook and entered the credentials on their sign-in ticket.

If students signed in with their College Board account instead, they should sign out, click the first button, and use the credentials on their ticket to sign in again.

If a student made 10 failed attempts to sign in with the credentials on their sign-in ticket, they'll be locked out for 5 minutes. After another 10 failed attempts, they'll be locked out for 25 minutes. Finally, if the student has 10 more failed attempts, they'll be locked out until their test coordinator contacts College Board.

A student's device doesn't have enough free space.

If the student sees the message "You Don't Have Enough Free Space," they need to quit Bluebook, delete unwanted files and apps, and relaunch Bluebook.

The student can also switch to a backup device with Bluebook installed, if available.

A student's device fails before they enter the start code.

If the student's device fails (crashes, loses power, or can't start up) before they start timed testing, they can switch to a backup device with Bluebook installed.

A student can't access the exam with the start code.

If the student is on the start code screen but the start code doesn't work, try the following fixes in order:

1. Make sure the student entered the correct 5-letter room code and 6-digit start code.

.....
IMPORTANT: *Students must use the codes for the room they're assigned to in Test Day Toolkit even if they were physically moved to a new room.*
.....

2. Make sure the proctor marked the student present in Test Day Toolkit.
3. Check their internet connection. For tips, go to *How to Check for an Internet Connection* on page 9.
4. Restart the device and reopen Bluebook.
5. Switch to a backup device with Bluebook installed, if available.
6. Reinstall Bluebook.

A student using an iPad is told to disable Guided Access mode.

If a student sees an error message telling them to disable Guided Access, it's because Apple Classroom, or another application is preventing Bluebook from working properly.

Do the following:

1. Perform a hard reset of the device. To learn how, refer to A student's iPad freezes while it's locked. on page 7.
2. Close other applications.
3. Go to **Settings > Accessibility > Guided Access**.
4. If Guided Access mode is enabled, turn it off. Students using school-managed iPads might need school technology staff to do this for them.
5. If these steps don't work, the student can use a backup device. If the start code wasn't entered, they can simply switch devices. If the start code was entered, and the test hasn't ended, use the device swap feature. See How to Complete a Device Swap on page 9.

Student Issues: After Testing Starts

A student's testing is interrupted.

If a technical issue during the test prevents a student from continuing the test, try the following fixes in order:

1. Quit Bluebook, close applications running in the background, and sign in again.
2. Restart the device.
3. Complete a device swap if backup devices are available. See How to Complete a Device Swap on page 9.

A student's iPad freezes while it's locked.

If a student's iPad freezes after it's been locked, they should perform a hard reset. For iPads without a **Home** button:

1. Press and quickly release the **Volume** button nearest to the **Top** button.
2. Press and quickly release the **Volume** button farthest from the **Top** button.
3. Press and hold the **Top** button.
4. When the Apple logo appears, release the **Top** button.
5. Reopen Bluebook, signing in again if you need to.

For iPads with a **Home** button, perform a hard reset this way:

1. Press and hold the iPad's **Top** button and **Home** button at the same time.
2. When the Apple logo appears, release both buttons.
3. Reopen Bluebook, signing in again if you need to.

A student's answers aren't submitted.

Answers are saved to the student's testing device. Follow these instructions to help students submit them to College Board.

IMPORTANT: *Never use the device swap feature after a student's testing time runs out—their answers could be lost.*

If the student sees the **Answer Submission Incomplete** screen or an internet connection error message when their testing time ends, they should try the following steps in order:

1. Check their internet connection. For tips, go to How to Check for an Internet Connection on page 9.
2. Quit and reopen Bluebook.
3. If that doesn't work, restart their device and reopen Bluebook.
4. Click **Submit Answers** on the Bluebook homepage.
5. If they still can't submit answers, connect to a different network and try again.

If the student sees an **Answer Submission Pending** screen, send them back to the testing room for dismissal. Tell your coordinator College Board will contact them about the student's test.

Otherwise, the student needs to:

- Keep their testing device.
- Return to their testing room so their proctor can follow dismissal procedures.
- Connect to the internet on their testing device later, perhaps at home, and try again.

If the student tested on a shared device and they can't keep it, notify your coordinator and take these steps to prevent loss of data:

- Don't uninstall the application.
- Don't delete any data or user profiles.
- Don't let other students use the device.
- Don't use the device swap feature.

All students should return to their testing room so their proctor can follow dismissal procedures.

Coordinators can set up a retest for students who can't submit their answers even when connected to the internet.

A student sees the error message "You Cannot Complete Testing on This Device."

Students see the error message "You Cannot Complete Testing on This Device" if they swap devices after time runs out and attempt to submit answers on the new device.

Students need to open Bluebook on the device they were using when time ran out and follow the instructions for A student's answers aren't submitted. on page 7. No action is required in Test Day Toolkit, even if the proctor previously approved a device swap.

Student Issues: Reference

How to Use Test Day Toolkit to Troubleshoot Issues

- To search for the student, go to **All Students** in Test Day Toolkit.
- To find out if the proctor marked the student present, check the student's attendance status. They should have a **Checked in to room** status.
- To check the room code, click the name of the student's assigned room, and click **Skip to Attendance**. The 5-letter room code is in the upper right corner of the screen.
- To check the start code for the student's room, go to the room's **Attendance** page and click **Next Step** until you reach the end of the script. The 6-digit start code is in the center of the screen.

How to Complete a Device Swap

Device swap is a Bluebook feature that syncs test data so students can continue testing on a new device. Use it only if the student has entered the start code, has time remaining, and all troubleshooting tips have failed.

IMPORTANT: *Never use the device swap feature after a student's testing time runs out—their answers could be lost.*

Complete these steps to swap devices:

1. Tell the student to shut down their original testing device.
2. Tell the student to open Bluebook on the new device, sign in, and click **Resume Testing** on their homepage. A pop-up window will tell them their proctor must approve the device swap.
3. Send the student back to their testing room where the proctor will approve the swap.
 - To approve a device swap, proctors click the student's name on the Test Day Toolkit monitoring dashboard and then click the **Let Student Continue Testing** button on the student's profile page.
4. After the student clicks **Resume Testing Now** on the new device, they'll be returned to the question they last viewed.

How to Check for an Internet Connection

If a troubleshooting tip directs you to make sure a device is connected to the internet:

1. Chromebooks only: Press and hold the power button, select **Sign Out** to quit Bluebook, and sign in to the device.
2. Open a browser.
3. Navigate to collegeboard.org.
4. If the device isn't connected to the internet, see **Network Issues** below.
5. Chromebooks only: After confirming the connection, sign out of the device and open Bluebook *without* turning the device off.

Network Issues

Follow these instructions if connectivity issues interfere with testing.

IMPORTANT: *Students need an internet connection to start the exam and to submit answers but can keep testing if their connection drops momentarily.*

If Testing Has Started

If there's a momentary drop in connection during testing, students can continue testing; their answers are saved to their devices.

During this time, proctors can't monitor the exam from Test Day Toolkit and must rely on observation to gauge student progress.

Answer submission: If students don't have a connection when their time is up, their answers won't be submitted automatically. If there's a network issue after testing has started and before the end of the test, contact network staff at your school or district. If they're unavailable or unable to solve the problem, help the student submit their answers before they're dismissed by following the instructions for A student's answers aren't submitted. on page 7

If Testing Hasn't Started

If students can't connect to the network and they have not started testing, try these fixes in this order.

1. If other devices in the same room are connected, check the student's device.

- Make sure device Wi-Fi is on and airplane mode is off.
- Make sure the student connected to the right network with the right password.
- If the student is using a virtual private network (VPN), tell them to disable it.
- If they're using your guest network, follow the guidance in step 3.
- Give them a backup device with Bluebook installed, if available.

If you can't resolve the student's issue, their proctor should notify the coordinator.

2. If no one in the room can connect, try these steps.

- Ask students to sign in and connect to a different network, if available.
- Try a different space. Before moving students, test the connection in a backup room by connecting to the same network students will use.

3. If students are using your guest network, make sure they completed all required steps.

- Chromebooks only: Press and hold the power button, select **Sign Out** to quit Bluebook, and sign in to the device.
- Select the guest Wi-Fi from the list of available networks, open a browser, and follow any instructions for connecting to the internet.
- Depending on the way your guest network is set up, students may need to enter a password or agree to terms and conditions.
- If given a choice, students should select the option that allows them to stay connected for 4 hours or more (longer for extended-time testing).
- Chromebooks only: After confirming the connection, sign out of the device and open Bluebook *without* turning the device off.

4. Contact the school or district staff who manage your network.

- Firewalls, content filters, and proxy servers can prevent some or all students from testing successfully.
- Make sure traffic to and from the domains listed on [Network Requirements](#) can bypass any security appliances and software.

5. Notify your test coordinator.

If technical support for your network is unavailable or the issue can't be resolved, your test coordinator should test students at another time within the testing window.

Test Day Toolkit Access Issues

Coordinators and staff use Test Day Toolkit to administer the exam. They can use any device that connects to the internet, their own or one provided by the school. They access Test Day Toolkit with a College Board professional account.

New staff might need help completing 2-step verification to access Test Day Toolkit for the first time. Returning toolkit users can just go to testday.collegeboard.org.

New staff receive a personalized access email with instructions when the coordinator adds their contact details to the toolkit. Staff will need to take these steps:

1. Click the link in the email.
2. Sign in to their College Board professional account.
3. Choose a way for us to send them a code.
4. Enter the code we send them.

Staff didn't get a Test Day Toolkit access email.

- Make sure staff are using an access email personalized for them. Access emails won't work if shared.
- Ask staff to check their junk email folder. The access email will come from College Board and include "Test Day Toolkit" in the subject line.
- Ask staff to add College Board to their contacts.
- Ask the coordinator to use Test Day Toolkit to send staff another access email by checking the box next to the staff name on the **Staff** page and selecting **Send access email** from the dropdown menu.

Staff doesn't have a College Board professional account.

They can create one after they click the link in the Test Day Toolkit access email or by going to collegeboard.org.

The 2-step verification code doesn't work.

If staff get a verification code but it doesn't work, it may have expired. Staff can request another code and should choose a contact option they can access within 3 minutes.

Staff didn't get a 2-step verification code.

If staff didn't get a verification code or see only an email address or phone numbers they can't access quickly, their test coordinator should check their contact info in Test Day Toolkit to make sure it's accurate and update it if necessary. Mobile numbers are usually the best choice; email sent to schools can arrive after the code expires and staff might not get a voice message sent to a school phone number.

Test coordinators can update staff contact info in Test Day Toolkit by clicking the staff name on the **Staff** page and then clicking **Edit**.

Staff signs in successfully but can't use Test Day Toolkit.

If staff see a "You're all set" message on exam day, their coordinator needs to check the box next to the staff name on the **Staff** page and choose **Grant toolkit access** in the dropdown menu.

Supplemental Troubleshooting

Extra troubleshooting tips are available at bluebook.org/troubleshooting.

College Board Support

Call 888-477-7728 (within the U.S.) or +1 212-237-1335 (international).

Proctor: _____**Room:** _____**Accommodations:** _____**Number of students:** _____

Proctor Essentials for Test Day

At-a-glance info for the testing room

Fast Facts



The Bluebook™ testing app times each student's test so you don't have to.



Students take breaks and finish testing at different times; do your best to keep the room quiet.



Students can keep testing during momentary drops in connectivity.



Students must submit their answers on the device they finish testing on.



Moving between screens in Test Day Toolkit won't affect what students see in Bluebook.

KEY TERMS

2-step verification

When you first access Test Day Toolkit, we verify your identity. Look for an access email, click the link, and enter the code we send you.

Sign-in ticket

Every student needs their own paper sign-in ticket to take the test.

Room and start codes

For test day only: Students use the **5-letter room code** to start check-in and the **6-digit start code** to start timed testing. You'll find them in Test Day Toolkit.

1 Getting Ready

- Sign in to Test Day Toolkit at **testday.collegeboard.org** or click the link in your access email if it's your first time.
- Make sure you have 1 **sign-in ticket** per student.
- Write the 5-letter **room code** and check-in instructions on the board. They're in step 6 of the room readiness section.

2 Taking Attendance

- Tell students to follow the check-in steps you posted.
- Go to the **Attendance** page in Test Day Toolkit and mark students present when their name is listed under **Entered Room Code**.
- Make sure students finish checking in by confirming that their name moves to the **Ready to Test** list.
- ★ Students have finished checking in when they reach the start code screen.

3 Reading the Script

- Click **Next Step** to read the first part of the script.
- Check desks as instructed in step 5 of the script.
- Continue reading the script.
- Read the 6-digit **start code** aloud and write it on the board.
- ★ Students start their test when they enter the start code.

4 Monitoring the Test

- Click **Next Step** to go to the **Monitoring Dashboard**.
- Use the filters to see which students are in each part of the test.
- Walk around often and check for closed or covered devices to avoid answer submission issues.

5 Observing Breaks

- Note that Bluebook automatically times breaks for each student.
- Follow coordinator guidance when students ask to leave the room.
- Make sure students on break don't disturb those who are still testing.
- ★ When the break ends, students click a button to start the next section without waiting for instruction from you.

6 Verifying Submission

- Before you start dismissal, make sure students' answers are submitted.
- Use the filters on the monitoring dashboard to look for students who have a **Submitted** status.
- Look for students who have unsubmitted answers or a status that needs attention.
- ★ Students see a **Congratulations** screen when their answers are submitted.

7 Dismissing Students

- If all students have a **Submitted** status, dismiss everyone at once.
- If some don't have submitted answers, help them after dismissing the others.
- Collect every student's scratch paper and check sign-in tickets for notes.

Tech Troubleshooting



Try the troubleshooting steps in your manual or send students to the help room to avoid distractions and keep everyone else on track.