Alternative Testing:

HOW TO RESOLVE ERROR MESSAGES

Your goal is always a successful exam request submission. That will look like a green check mark and a message “System Update Is Successful”. If you do not get this, OSS did not receive your request.

Error Messages DO happen, so take a look at the most common error messages, and how you can fix them!

ERROR MESSAGE #1

FORM SUBMISSION ERROR There was a problem processing your request. Please check the following field(s): **Date**: Your exam cannot be scheduled due to limited space in our office. Please choose a different testing time or contact our office for assistance.

WHY THIS HAPPENS: This happens when you choose the wrong campus location for your accommodations, or put in the wrong time. We admit, it’s weird!

HOW TO FIX IT: To fix it, you need to change your campus location first, then change your start time. When they are both correct, you will be able to schedule your exam. If you’re still stuck, send a screenshot of the error message and your online exam request form to osstests@ramapo.edu for help.
ERROR MESSAGE #2

FORM SUBMISSION ERROR There was a problem processing your request(s). Please check the following fields: **Time**: Exam requests should be scheduled within the time frame of: 08:00 AM – 04:15 PM.

WHY THIS HAPPENED: *Your Instructor has not completed the Faculty Testing Agreement.* Without this, our system cannot calculate your proper exam time, much less any extended time you may be eligible for.

HOW TO FIX IT: First, *keeping choosing a much, much, much earlier start time until the system allows you submit the exam request*. Then, e-mail Alternative Testing staff at osstests@ramapo.edu and tell us what time you actually wanted to start your exam. Finally, and very importantly, please follow up with your Instructor immediately and remind them to complete the Faculty Testing Agreement. Without your Instructor’s exam guidelines, Alternative Testing staff cannot proctor your exam! If you are still unable to submit the exam request despite trying the suggested above, please e-mail osstests@ramapo.edu with your exam details and concerns.

ERROR MESSAGE #3

FORM SUBMISSION ERROR There was a problem processing your request(s). Please check the following fields: **Time**: Exam request should be scheduled within the time frame of:

WHY THIS HAPPENED: This happens when you tried to schedule an exam outside of a 15-minute increment (like choosing a time of 1:10 PM [incorrect] instead of 1:15 PM [correct]. OR you chose to start at exam at a time that was either too early, or too late.

HOW TO FIX IT: To fix this error, just change your exam start time to match one of the start times provided in the error message age. As you can see in the error message, the systems gives you all the available times to start your exam that day. You just need to choose one that is listed.
**ERROR MESSAGE #4**

FORM SUBMISSION ERROR There was a problem processing your request(s). Please check the following fields: **Date:** This request is LATE.

**WHY THIS HAPPENED:** Your exam request is late, and the system will not allow you to schedule an exam. Exam requests are due at least 5 business days in advance (excluding weekends and holidays) and final exam requests are due at least 10 business days in advance. Anything less than that may not be approved.

**HOW TO FIX IT:** At this point you are unable to submit an exam request. You may follow up with your Instructor regarding the late submission and see if any alternatives available, such as providing your accommodation in class during the exam, or allowing you to schedule for a later date. Please review your syllabus and login to OSSOnline to submit all upcoming exam requests, including your final exam requests (remember, you can always modify or cancel your requests!).

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**ERROR MESSAGE #5**

INCOMPLETE FIELDS There was a problem processing your request(s). Please check the following fields: **Date:** Your exam request is LATE and we do not have a completed Faculty Alternative Testing Agreement for this course from your Instructor yet.

**WHY THIS HAPPENED:** Your exam request is late, and your Instructor has not submitted a Faculty Testing Agreement yet. Exam requests are due at least 5 business days in advance (excluding weekends and holidays) and final exam requests are due at least 10 business days in advance. This means you cannot schedule to take an exam on the date you requested.

**HOW TO FIX IT:** You are unable to schedule to take an exam on the date you requested. **Please follow up with your Instructor directly.** Please also review your syllabus and login to OSSOnline to submit any upcoming exam requests, including final exam requests (remember, you can always modify or cancel your requests!).
ERROR MESSAGE #6

INCOMPLETE FIELDS There was a problem processing your request(s). Please check the following field(s): **Date:** This office is CLOSED on the date you specified.

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**WHY THIS HAPPENED:** Alternative Testing services is unable to proctor your exam at either site on this date.

**HOW TO FIX IT:** Please reach out to your Instructor to let them know that you are not able to have your exam proctored through Alternative Testing services on this date, as we are closed. If your Instructor allows, choose an exam date. For your reference, a list of important dates are listed on OSSOnline under “Important Dates.”

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Need more information about Alternative Testing?

We strongly encourage students to check out alternative testing information page at: [https://www.ramapo.edu/oss/alternative-testing-for-students/](https://www.ramapo.edu/oss/alternative-testing-for-students/). We have been, and will continue to update the webpage with additional testing information.

For assistance with error messages, please send a screenshot of the error message and your exam request form to osstests@ramapo.edu for guidance.