Scheduled Systemwide Upgrade Scheduled for March 29, 2024

Starting Friday, March 29th, the Department of Testing Services (DTS) will be upgrading its online systems to provide a better user experience and incorporate enhanced security features. **All DTS web systems for the OAT Program will be unavailable during the upgrade for approximately one (1) week**.

This includes access to functionality such as the following:

- PIN requests and retrievals
- Accessing the DTS HUB
- Submission of new test applications
- Scheduling of testing appointments for unprocessed applications (i.e., applications awaiting approval, applications pending decisions concerning testing accommodations, etc.)
- Accessing test results and requesting distribution of results
- Audit requests, eligibility extension requests, NB certificate orders

There may additionally be a delay in score processing. This systemwide upgrade will not impact test applications that have already been processed and are awaiting candidates to schedule testing appointments. Similarly, this systemwide upgrade will not impact OptomCAS. Candidates who have already scheduled an examination or test taking date can still test at the respective test centers. DTS will post the exact dates for this upgrade on all examination program websites as soon as this information becomes available.

Please plan for this scheduled interruption. Systems will be unavailable to both you and DTS staff during the upgrade. **No exceptions** will be possible during this period.

For more information, or if you have any questions, please contact DTS at **1.800.232.1694**. You may also contact DTS staff via email at oatexam@ada.org.

We apologize for any inconvenience.

The Department of Testing Services