

## Purpose

Use this document as an aid while ordering support materials for the ACT<sup>®</sup> test.

## Contents

Who Orders Support Materials? .....	1
When Should I Order Materials? .....	1
Do I Need to Create an Account? .....	1
Contact Us.....	1
How to Order Materials .....	2
Account Creation and Access .....	4
Other Questions .....	5

## Who Orders Support Materials?

Schools, districts, and special organizations may order these support materials.

## When Should I Order Materials?

Most schools are sent an initial quantity of materials to support their needs. By late August, if you did not receive an initial quantity (or if you would like to order additional materials), you may place an order at that time. Use the following points to plan your order:

- It takes at least ten business days for ACT to process and deliver your order.
- Order support materials at least two weeks before they are needed.

## Do I Need to Create an Account?

You do not need to create a new account if you have an account for:

- Ordering PreACT<sup>®</sup>, or ACT<sup>®</sup> WorkKeys<sup>®</sup>
- Supplier Registration and Payment System (SRPS)

Use your established username and password to access the ordering system. If you are not sure if you have an account see Check Account Status on page 4.

*Note: If you access the platform for accommodations requests through the Test Accessibility and Accommodations System (TAA), you will need to create a new account.*

## Contact Us

If you have any trouble placing your order, please contact ACT Customer Care.

**Phone:** 877.789.2925; option 2

Be ready to provide your name and email address; your organization's name, address, and school/site code; and your order number (if applicable).

## How to Order Materials

To order ACT support materials, follow the procedures listed below.

*\*While you complete the ordering process, if you do not see the option you are looking for (for example, shipping contact name, shipping address), select the **Add** button and complete the steps to add that option.*

### A. Access the Ordering Platform and Select Your Program

Step	Action
1	Go to <a href="http://www.act.org/the-act/supportmaterials">www.act.org/the-act/supportmaterials</a> and select the <b>Order Support Materials</b> button.
2	Click on <b>Go to Ordering</b> and enter your username and password.
2	Select the radio button next to the organization for which you want to order materials and select the <b>Continue</b> button.
3	On the dashboard screen, select <b>Order Test Materials</b> . <i>Note: If you see a screen that has a <b>Request Ordering Access</b> button, follow the onscreen instructions to receive authorization. Once you receive authorization, ordering access will be immediately available.</i>
4	On the Choose a Product to Order screen, select the appropriate testing year.
5	On the same screen, in the Choose Program field, select <b>ACT Support Materials</b> .
6	Read the Delivery Requirements section in the grey box and check the box next to the “I agree to the Delivery Requirements” statement.
7	Select the <b>Select Schools and Quantities</b> button.

### B. Select Materials and Provide Shipping Information

Step	Action
1	On the Order Materials screen, select the appropriate school name.
2	On the next screen, enter the quantity of each item you wish to order. <i>Note: You can select the name of each item for a more detailed description.</i>
3	Use the Delivery Options field (and calendar tool, if necessary) to enter the date you want to have your materials delivered to your school using standard ground shipping. Delivery date availability begins two weeks from the current date and is an estimate. <i>Note: There is currently no expedited shipping option for support materials.</i>
4	Select the shipping address* and contact* from the drop-down lists. <i>Note: A new shipping address is subject to verification by ACT and may affect your order delivery date.</i>
5	Select the <b>Next</b> button.
6	To order materials for multiple schools, repeat these steps for each school you select.

### C. Provide Billing Information

ACT support materials are available at **no cost** to you. However, the ordering platform requires billing contact information and provides summary and invoice screens during the ordering process.

Step	Action
1	On the Order Materials screen select <b>Enter Billing Information</b> .
2	On the Billing Information screen, select the address* from the drop-down list.
3	Select the billing contact* from the drop-down list.
4	Select the <b>Checkout</b> button.

### D. Review the Payment Information

Step	Action
1	Review the payment information.
2	Select the <b>Review Order</b> button.

### E. Review and Submit Your Order

Step	Action
1	Review the order information. Use the Update or Remove options to make any changes to your order.
2	When you are satisfied with your order, select <b>Terms and Conditions</b> .
3	Read the terms and conditions and check the box next to "I Agree to the Terms and Conditions."
4	Select the <b>Place Order</b> button. <ul style="list-style-type: none"><li>An order confirmation displays with your order information and order number. Refer to this information if you need to call ACT Customer Care.</li><li>You will also receive a confirmation email after the order is placed.</li></ul>

### F. What's Next?

- Shortly after you place your order, you'll receive an order confirmation email.
- Your order will arrive by the delivery date you selected.
- If your order was shipped in multiple boxes, please allow 48 hours for all boxes to arrive.

### G. How to Change an Order Already Entered

If you wish to change an order...	Then...
During the current session	Select the pencil icon in the Add/Update column to make any changes to the ordering information
After it has been placed (or during a previous session)	The order cannot be changed through the platform. <ul style="list-style-type: none"><li>If you need additional materials, place an additional order.</li><li>For all other order changes, contact ACT Customer Care.</li></ul>

## Account Creation and Access

### Check Account Status

If you are not sure if you have an (active) account, go to the login page, select **I forgot my password**, enter your email address, and select **Find Account**.

If you...	Then you will...
Do not have an account	See the message "Email address was not found."
Have an account, but it is not activated	See a message stating an account activation link was sent to your email address.
Have an active account	Be asked to answer your security question and reset your password. <i>Note: You can either continue on with resetting your password, or select <b>Cancel</b> to return to the login page.</i>

### How to Create an Account

To create an account, go to [www.act.org/the-act/supportmaterials](http://www.act.org/the-act/supportmaterials).

Step	Action
1	Select the <b>Order</b> button.
2	Select the <b>Go to Ordering</b> button.
3	Select <b>Sign Up for an Account</b> and complete the fields.
4	Select the <b>Create Account</b> button.

### Logging in to the Platform

If you....	Then...
Forgot your password	<ul style="list-style-type: none"><li>From the login screen, select I forgot my password, enter your email address, and select Find Account.</li><li>The system will prompt you to answer your security question and reset your password.</li></ul>
Are not sure if you have an account	Refer to Check Account Status, see above.

### Common Account Creation/Login Questions

If you receive this message:	Then...
Already associated with another user	<ul style="list-style-type: none"><li>You may already have an account.<ul style="list-style-type: none"><li>Return to the login page and follow the steps outline in Check Account Status, see above.</li></ul></li><li>Your email address may already be associated with another user.</li></ul>

If you receive this message:	Then...
Account already exists	<ul style="list-style-type: none"> <li>– Contact ACT Customer Care for assistance.</li> <li>▪ If the shipping or billing information you enter is a partial match to data already on file, the system will look for an exact match on the first and last name associated with that information.</li> <li>– Contact ACT Customer Care for assistance.</li> </ul>
Authentication failed	<ul style="list-style-type: none"> <li>▪ Make sure you are using the correct email and password. <ul style="list-style-type: none"> <li>– If you are using the correct email address but entering an incorrect password, the account will lock after three unsuccessful attempts.</li> <li>– Reset your password by using the “I forgot my password” option on the login page.</li> <li>– If you are using an incorrect email address, the account will not lock. Follow the steps described in Check Account Status on page 4.</li> </ul> </li> <li>▪ Your account may not be activated. Check your email for a link to activate your account.</li> </ul>
Account creation failed	<p>Attempt to create your account again.</p> <ul style="list-style-type: none"> <li>▪ Do not allow your internet browser to auto populate any of the account creation fields.</li> <li>▪ If you continue to receive this message, contact ACT Customer Care with the provided Request ID.</li> </ul>
I can't get past the challenge code	<p>Please try again with the following in mind:</p> <ul style="list-style-type: none"> <li>▪ The challenge code is not case sensitive.</li> <li>▪ It is not necessary to enter any punctuation.</li> <li>▪ A new challenge code can be requested by selecting the refresh icon to the right of the entry field.</li> <li>▪ You may select the speaker icon to get an audio challenge.</li> </ul>

## Other Questions

If you...	Then...
Haven't received the email confirmation after establishing an account, or the link is broken/invalid	<ul style="list-style-type: none"> <li>▪ Wait a few hours to receive the system-generated message.</li> <li>▪ Check your spam and junk folders.</li> <li>▪ Select <b>I forgot my password</b> on the login page, enter your email, and select the option to have the activation email resent.</li> </ul>
Are not seeing the expected organization in a selection menu (or no options at all)	<ul style="list-style-type: none"> <li>▪ This can indicate your browser did not correctly load the list of cities or organizations.</li> <li>▪ Select a different state, then reselect the correct state and the information should load properly.</li> <li>▪ If you are not seeing your organization in the drop-down list, check under alternate spellings of the city name (e.g., a school in Saint Louis may be listed under St. Louis).</li> <li>▪ If you are still unable to locate your organization, contact ACT Customer Care for help.</li> </ul>