

Account Management

Document Purpose

This document contains information for site administrators to manage an examinee’s account in ACT® WorkKeys® online testing. Account Management is used to reset a disabled account, lock an account, and to send a new password to an examinee. The term “account” refers to an examinee’s access to ACT WorkKeys online testing. If an examinee attempts to log in 5 times in a row incorrectly, the examinee receives an error message stating “Account is Disabled.” An administrator with the Account Management role can enable their account. If an examinee can’t remember their password, an Account Manager can log in and reset the password. An email will be sent to the examinee with the new password. Account Managers can also lock an account if they don’t want an examinee to have access to ACT WorkKeys online testing. The Account Manager role can be assigned by a site administrator to a test coordinator or another site administrator.

Resources

We encourage you to visit the [ACT WorkKeys Administration](#) page on www.act.org for many resources available to you. The current [ACT WorkKeys Administration Manual for Online Testing](#) is posted on this page along with the following ACT WorkKeys Quick Start Guides:

- [Administering a Test to a Single Examinee](#)
- [Authorizing a Test for a Group of Examinees](#)
- [Creating a Group](#)
- [Adding Examinees to a Group during Account Creation](#)
- [Adding Existing Examinees to a Group](#)
- [Creating Accounts and Test Registrations Using Batch Load](#)
- [Group Registration for One or More Tests](#)

Also, please reference the latest [WorkKeys Online Technical Specifications](#) to confirm that your computers (workstations) meet the minimum technical requirements. See the [TAO User Guide](#) for instructions on how to check for these on your computers.

Process Overview

The following table shows the processes involved in managing an account.

Stage	Procedure
1	Logging into Validus VTC
2	Enabling an Examinee’s Account
3	Locking or Unlocking an Account
4	Resetting a Password

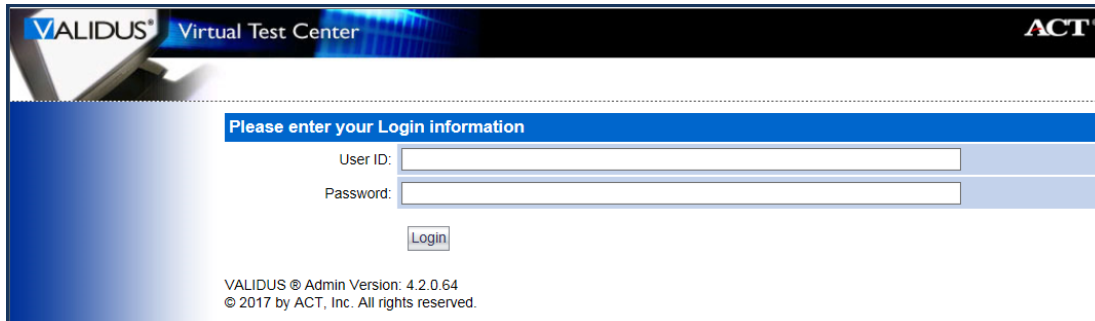
Procedure 1: Logging into Validus VTC

Follow the steps below to use your proctor credentials to log in to Validus Virtual Test Center (VTC) system.

1. Open a web browser on your computer and **enter the url for your testing realm**, which will look similar to the example shown below. This can be found in the email you received with realm information.

<https://vtc.act.org/123456789>

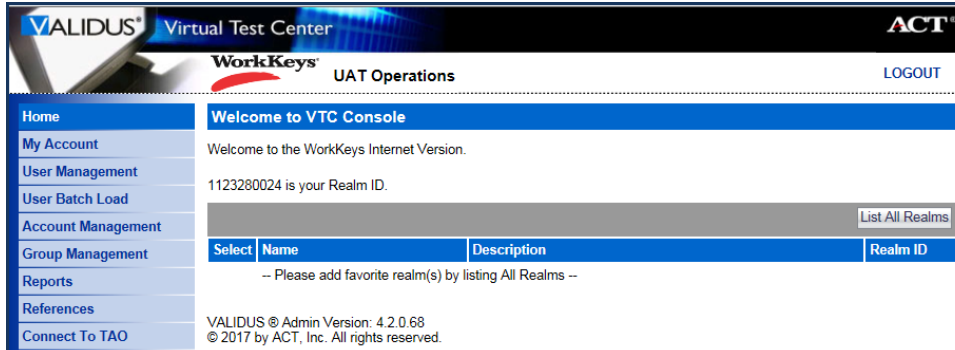
(The number after the last slash represents your site's realm number.)



The screenshot shows the login page for the Validus Virtual Test Center. At the top, there is a header with the 'VALIDUS' logo on the left and the 'ACT' logo on the right. Below the header, a blue banner reads 'Please enter your Login information'. Underneath, there are two input fields: 'User ID:' and 'Password:'. A 'Login' button is positioned below the password field. At the bottom of the page, the text reads: 'VALIDUS © Admin Version: 4.2.0.64 © 2017 by ACT, Inc. All rights reserved.'

2. Enter your proctor **User ID** and **Password** and then select the **Login** button.

Result: If the correct realm url and login credentials were used, your realm's Home page should appear on screen.



The screenshot shows the Home page of the Validus Virtual Test Center. The header includes the 'VALIDUS' logo, 'Virtual Test Center' text, and the 'ACT' logo. Below the header, the 'WorkKeys' logo and 'UAT Operations' are displayed, along with a 'LOGOUT' link. A navigation menu on the left lists: Home, My Account, User Management, User Batch Load, Account Management, Group Management, Reports, References, and Connect To TAO. The main content area is titled 'Welcome to VTC Console' and contains the following text: 'Welcome to the WorkKeys Internet Version.', '1123280024 is your Realm ID.', and a 'List All Realms' button. Below this is a table with columns 'Select', 'Name', 'Description', and 'Realm ID'. The table content is: '-- Please add favorite realm(s) by listing All Realms --'. At the bottom, the text reads: 'VALIDUS © Admin Version: 4.2.0.68 © 2017 by ACT, Inc. All rights reserved.'

Procedure 2: Enabling an Examinee's Account

Follow the steps below to enable an examinee's account.

1. On the left side of the Validus VTC Home page, select **Account Management**.

VALIDUS Virtual Test Center ACT
WorkKeys UAT Operations LOGOUT

Account Management

Search Criteria

Last Name: First Name:
User ID: Examinee ID:
Email: Date Of Birth: MM/dd/yyyy
Status: Show All

Use "*" for wild card searches.

More actions...

Select	First Name	Last Name	User ID	Email	Date Of Birth	Examinee ID	Status
-- Please search for a name --							

2. Enter the examinee's last name and first name. Select the **Search** button.

Note: If you prefer, you can enter the first few letters of the examinee's name with a wildcard character (%) representing the remaining letters. This will bring up all names that begin with those letters.

WorkKeys UAT Operations LOGOUT

Account Management

Search Criteria

Last Name: x First Name:
User ID: Examinee ID:
Email: Date Of Birth: MM/dd/yyyy
Status: Show All

Use "*" for wild card searches.

3. Select the radio button to the left of the examinee's name. If there is more than one name shown, make sure you select the correct account. Next, use the **Enable** button to enable the account.

VALIDUS Virtual Test Center ACT
WorkKeys UAT Operations LOGOUT

Account Management

Search Criteria

Last Name: First Name:
User ID: Examinee ID:
Email: Date Of Birth: MM/dd/yyyy
Status: Show All

Use "*" for wild card searches.

Select Enable

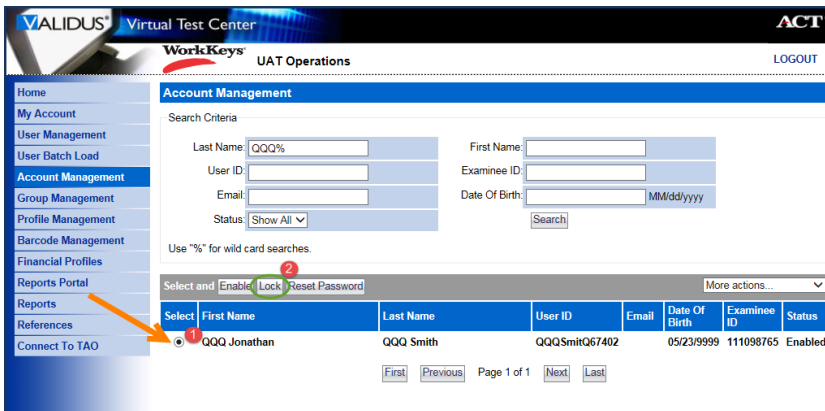
More actions...

Select	First Name	Last Name	User ID	Email	Date Of Birth	Examinee ID	Status
<input type="radio"/>	QQQ Jonathan	QQQ Smith	QQQ\$mitQ67402		05/23/9999	111098765	

First Previous Page 1 of 1 Next Last

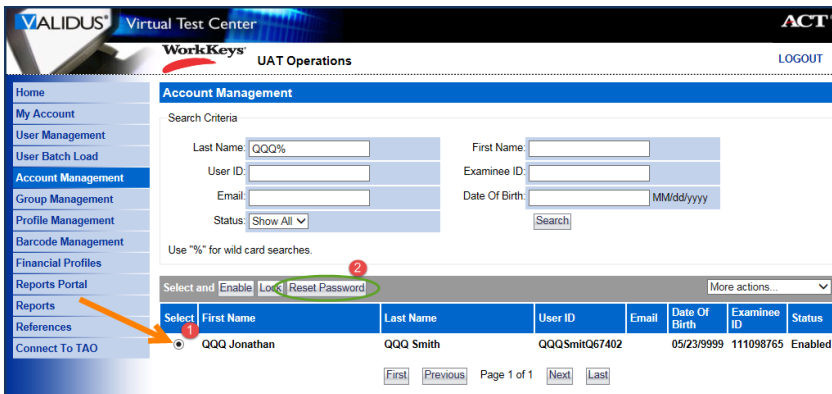
Procedure 3: Locking or Unlocking an Account

1. Follow the first two steps in Procedure 2 to locate a particular examinee under Account Management.
2. **Select** the name on the account you want to lock or unlock, and then the **Lock** (or **Unlock**) button.



Procedure 4: Resetting a Password

1. Follow the first two steps in Procedure 2 to locate a particular examinee under Account Management.
2. To generate a new password **Select** the appropriate account name, and then the **Reset Password** button.



Result: A new password will be sent to the examinee's email if the examinee has provided his or her email address in their registration.