Document Purpose
This document contains steps on how to delete a user’s ACT® WorkKeys® online testing account in Validus® Virtual Test Center (VTC).

Prerequisites
To perform this task, you must:

- Have your testing realm and login information as previously emailed to you by ACT
- Be assigned the “User Manager” role within Validus VTC

Resources
We encourage you to visit the ACT WorkKeys Administration web page to select from a variety of helpful quick start guides and manuals, including the current ACT WorkKeys Administration Manual for Online Testing.

Please reference the latest WorkKeys Online Technical Specifications web page to confirm that your computers (workstations) meet the minimum technical requirements. See the TAO User Guide for instructions on how to check for these requirements.

Procedure: Deleting an User Account
1. While logged into Validus VTC, choose User Management from the left-side navigation menu.
2. Enter the user’s last and first names into the appropriate fields, then Search.

   Note: If you prefer, you can enter the first few letters of the user’s name followed by a wildcard character (%) to represent the remaining letters. This will create a list of all names that begin with those letters.

3. Select the radio button to the left of the correct user’s name, then select Delete.

   Note:
   - More than one resulting name may be shown. Make sure you select the correct record.
   - If an examinee’s account has tests registered to it, the test registrations must be removed before the account can be deleted. Additionally, accounts cannot be deleted while a test is actively launched.

4. Select OK (or Cancel) when the pop-up window asks for confirmation.