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

Prerequisites
To perform this task, you (the test staff) must:

- Have your testing realm and login information as previously emailed to you by ACT
- Be assigned both "User Manager" and "Password Manager" roles 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: Looking Up a Password
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: You can also 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 user’s name. (If there is more than one result shown, make sure you select the correct account.) Then, select the Edit button.
4. On the Edit User page, select the **Security** tab and enter *your* User ID and Password.

   ![Edit User: QQQSmithQ67402](image1)

   **Result:** You will now see the user’s password.

   ![Edit User: QQQSmithQ67402](image2)

5. Select the **Cancel** button when you are finished.