PreACT™ Ordering Instructions

Document Overview

This document contains information about how to order PreACT™ test materials.

Contents

Who Orders Test Materials and Reporting Packages?

School or district customers may order materials for PreACT.

- Standard time and accommodations test materials are available.

  Note: *Pre-approval is not required before ordering accommodations test materials.*

- During the test materials ordering process, customers provide information about school-level reporting. ACT uses this information to automate the production of reports after testing.
- District officials wishing to receive district-level reporting must order test materials on behalf of their schools.

Note to contract customers: *Some contracts require districts to order on behalf of their schools to ensure that district-level reporting is produced. Check with your contracting entity before ordering.*

When to Order Materials

Use the following points to order test materials according to your test date:

- It takes at least ten business days for ACT to process and deliver test material orders.
- ACT recommends ordering test materials as early as possible, at least two weeks before the scheduled test date.

Note: *Requests to deliver test materials in less than ten business days will require expedited shipping at the customer's expense.*

Do I Need to Create an Account?

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

- ordering ACT Engage®
- Supplier Registration and Payment System (SRPS)

Use your established username and password to access the PreACT materials ordering system and skip ahead to the "How to Order Materials" section of this document.

How to Create an Account

To create an account for ordering PreACT materials, go to **www.act.org/preact**

1. Select the **Order Now** button,
2. Select the **Go to Ordering** button,
3. Select **Sign Up for an ACT account** and complete the fields.
4. Select the **Create Account** button.

If you have any questions about creating your account or about changing your email address once your account has been created, see the FAQ section starting on page 6.

How to Order Materials

To order materials for PreACT, take the following steps.

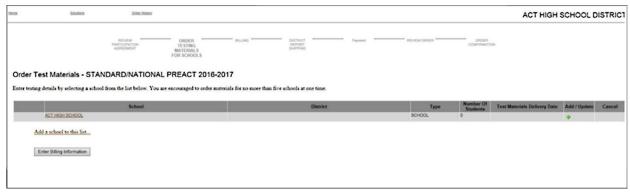### Access the Ordering Platform and Select Your Program

1. On the log-in screen, enter your username and password.
2. After you have logged into your account and are on the next screen, select the radio button next to the school or district for which you want to order test materials, if it is not already selected. Then select the **Continue** button. If you do not see your organization, select the **Add an Organization** button and complete the form on the next screen.
3. On the dashboard screen, select the shopping cart icon or the "Order Test Materials" link.

   Note: *You may see a screen that has a Request Ordering Access button. If you do, follow the online instructions to read and accept terms and conditions, request access, and receive an authorization email. You do not need to wait for the email. Ordering access will be available immediately.*

4. On the Choose a Product to Order screen, select the "PreACT" link under the logo.
5. On the next screen, select the appropriate Testing Year from the drop-down list.
6. Select the program you are participating in from the Choose Program drop-down list.

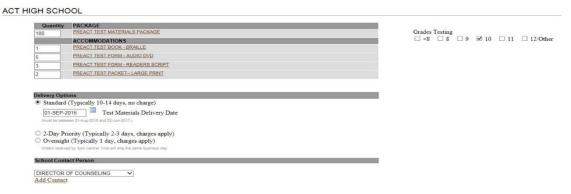| If you are ordering materials	Then
under standard conditions (no contract),	select "Standard/National PreACT".
to test under a contract,	select that contract.

   Note: *If you have any questions about this step, see the FAQ section on page 8.*

7. Read the details of the Delivery Requirements section in the gray box. Then select the box attesting to the statement, "I agree to the Delivery Requirements."
8. Select the **Select Schools and Quantities** button. The Order Test Materials dashboard screen appears (see the image below).

Select Materials and Provide Shipping Information

1. On the Order Test Materials dashboard screen, select the school name or green plus sign in the Add/Update column. If you're a district official, you'll see a list of schools affiliated with your district in the ACT database. If you can't find a particular school you want to order materials for, visit the FAQ section on page 8.

2. On the next screen, enter the quantity of each item you want to order.

You can select the name of each item for a more detailed description.

Note: A "PreACT Test Materials Package" contains everything needed to test one student. The quantity entered here must equal the total number of students testing, including accommodations and/or supports students.

3. To the right of the main order form, select the grade(s) of students you are testing.

Note: If the grade you want to test is not listed, select grade 10.

4. Use the Test Materials Delivery Date field (and calendar tool, if necessary) to enter the date you want to have your materials delivered to your school using standard ground shipping. The system shows a confirmation of this date, if it is within the normal delivery window.

Note: If you select a delivery date sooner than two weeks after the date you are ordering, select the preferred expedited shipping method. Customers are required to pay expedited shipping costs.

5. Select the School Contact Person from the drop-down list. If the name of the person you want to select is not listed, select the "Add Contact" link and enter that person's name on the new screen.

6. Select the delivery address from the drop-down list. If the preferred address is not listed, select the "Add Address" link and enter the address on the new screen.

Note: A new shipping address is subject to verification by ACT and may affect your order delivery date.

7. Select the shipping contact from the drop-down list. If the name of the person you want to select is not listed, select the "Add Contact" link and enter that person's name on the new screen.

8. If you are a district official ordering on behalf of your schools, select the address and contact person you would like the school-level reporting shipped to.

9. Select the **Next** button. You will be returned to the main Ordering Test Materials screen. You will also notice that the name of the school has a check mark next to it.

10. If you want to order materials for another school, select the school name or green plus sign in the Add/Update column and follow steps 2 through 9 above. ACT recommends that you place an order for only up to 5 schools at a time.

    If you are a district official and want to add a school for ordering purposes, select the "Add a school to this list" link. Read the information that appears in the pop-up box and then select OK to continue to add the school.

11. If you want to update an order that you have already entered during the current session, click the pencil icon in the Add/Update column to make any changes to the ordering information on the previous screen.

    Note: *Once you have finished placing your order, it cannot be changed from the system. If you need additional materials, please place an additional order. For all other order changes, contact ACT Customer Care.*

12. If you have entered order quantities and shipping information for all of the schools you want to order for, select the **Enter Billing Information** button.

Provide Billing and Reporting Information

1. On the next screen, read through the information about the charge for scoring answer documents and applicable taxes.

2. Select the address from the drop-down list where you would like to have an invoice sent. If the address you want to select is not listed, select the "Add Address" link if necessary and enter the address.

3. Select the billing contact from the drop-down list. If the name of the person you want to select is not listed, select the "Add Contact" link and enter that person's name.

> **Note to contract customers: The billing address and contact will be pre-populated. These fields may not be edited.**

4. If you are a district official ordering on behalf of your schools, select the **District Reporting Information** button. You will be directed to a new page and asked to provide shipping address and contact information for district reports.

5. Select the **Checkout** button. The Payment Information screen appears.

Review and Submit Your Order

1. Review the Payment Information.

    Note: *Most customers will not see any charges on this page unless they requested expedited shipping.*

2. Enter a purchase order number for your records (optional).

3. Select the **Invoice** radio button, if it is not already selected.

4. Select the **Review Order** button. The Review screen appears.

5. On the Review screen, review your order information. Select the "Update" or "Remove" links if you want to change any of the information.

    If you are a district official ordering on behalf of your schools, this page will also display the date on which district reporting will be generated.

6. If your order information is correct, select the "Terms and Conditions" link at the top or bottom of the page to read the terms and conditions in a separate window. Then select the box next to "I Agree to the Terms and Conditions."

7. Select the **Place Order** button. Please only select this button once, to avoid duplicating your order.

An order confirmation page displays. This page lists your order information and the order number to reference if you need to call ACT Customer Care.

Note: This page also includes links to Place Another Order or Return to the Home Page.

What's Next?

■ Shortly after you place your order, you'll receive an order confirmation email.

If you are a district official ordering on behalf of your schools, the email will list an answer document return deadline. This is the date on which your district reports will be generated. Please work with your schools to ensure ACT receives their answer documents before this date.

■ Your test material shipment will be delivered by the Test Material Delivery Date you selected during the ordering process.

– If your materials were shipped in multiple boxes, it is possible that all boxes will not be delivered at the same time. Please allow 48 hours for all boxes to be delivered.

– If you placed an expedited order for test materials, the labels on the boxes will show the date you placed the order, not your test material delivery date.

Note: Expedited orders placed late in the business day are not guaranteed to ship the same day.

FAQs

Account Creation and Access

If you do not find the answer to your question in the following guide, contact ACT Customer Care.

When contacting ACT Customer Care, please be ready to provide your name and email address, and the name, address, and school/site code (if known) of your organization.

A. I forgot my password.

From the sign-in page, click on "I forgot my password," enter your email address, and click Find Account. If you have an active account, you will be asked to answer your security question and reset your password.

Note: If you cannot remember the answer to your security question, contact ACT Customer Care to have your password reset.

B. Do I already have an account?

From the sign-in page, click on "I forgot my password," enter your email address, and click Find Account.

If you	Then
Do not have an account	You will see the message "Email address was not found."
Have an account, but it is not activated	You will see the message "an Account Activation link was sent to [your email address]. If this is not your account, change your email address on the registration form. To activate your user account, follow the instructions on the Account Activation Email. Click [here] to receive another Account Activation Email. If you have questions, contact ACT at 877.789.2925.
Have an active account	You will be asked to answer your security question and reset your password. At this point you can either continue on with resetting your password, or click cancel to return to the log-in page.

C. I'm getting a message that reads, "Already associated with another user" or "Account already exists".

- You may already have an account.
  - You may have already created an account. Return to the log-in page and follow the steps outlined in "Do I already have an account?"
  - If you have already created a SRPS account, use the same email address and password to log in to order PreACT materials.
  - You will not be allowed to create a new, separate account.
  - To verify if you already have an account, follow the steps outlined in "Do I already have an account?"
- Your email address may already be associated with another user.

  This is most commonly encountered if a generic email address is being used (e.g., administration@anyhighschool.k12.org). Contact ACT Customer Care to resolve this issue.

- The system is designed to match any new accounts with existing contacts for particular schools or districts.
  - If the information entered is a partial match to data already on file for shipping or billing purposes, the system will be looking for an exact match on the first and last name.
  - The name you are entering may be a variation of the name we already have under the same email address; for example, if you were previously in our database as "Mike Smith", you must create your new account using Mike, not Michael.

    Note: you can make changes to your name after creating your account and logging in.

D. I received the message "Authentication Failed".

This error occurs when you enter an email address and password that do not match your account registration.

- Make sure you are using the correct email and password.
- If you are using the correct email address but entering an incorrect password, **the account will lock after three unsuccessful attempts**. Reset your password using the "I forgot my password" option on the log-in page, or contact ACT Customer Care to have your account unlocked.
- If you are using an incorrect email address, the account will not lock. Please follow the steps described in "Do I already have an account?" on page 6 or contact ACT Customer Care.
- Your account may not have been activated. Check your email for a link to activate your account.

E. I received the error message "Account Creation Failed".

Attempt to create your account again.

- Do not allow your Internet browser to auto populate any of the account creation fields.
- If you continue to receive this message, contact ACT Customer Care with the provided Request ID.

F. I can't get past the challenge code.

Please try again, with the following in mind.

- The challenge code is not case sensitive.
- It is not necessary to enter any punctuation.
- A new challenge code can be requested by selecting the refresh icon to the right of the entry field.
- You may select the speaker icon to get an audio challenge rather than a visual challenge.

G. I haven't received the email confirmation (or the link is broken/invalid).

The activation email is an automatically generated message—there is a chance that it may be caught or delayed by a spam or junk filter.

- If you have not received the activation email within a few hours and cannot locate it in your spam or junk folders, another copy can be requested by selecting the "I forgot my password" option from the log-in screen, entering your email, and selecting the option to have the activation email resent.
- If you are still unable to receive the activation email, or if you have received the activation email but cannot activate your account by following the link, contact ACT Customer Care for help.

H. I'm not seeing my expected organization in the selection menu (or no options at all).

When the drop-down menu for the city or organization does not show any options, this indicates that your browser did not correctly load the list of cities or organizations.

- Select a different state, then reselect the correct state and the information should load properly.
- 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).
- If you are still unable to locate your organization, please contact ACT Customer Care for help.

Account Management and Ordering

If you do not find the answer to your question in the following guide, contact ACT Customer Care.

When contacting ACT Customer Care, be ready to provide your name and email address, and the name, address, and school/site code (if known) of your organization.

A. I don't see the contract I'm looking for in the Program drop-down menu.

If your testing will be funded through a state contract, or similar external funding arrangement, you must select that specific option from the Program drop-down menu when beginning your order.

- If you are not seeing this option, be certain you are ordering according to contract guidelines. Many arrangements require that the district (not individual schools) place the order(s) for materials, and/or restrict the date you can place your order to a limited window.

- If you believe you are attempting to order under appropriate contract guidelines and are still not seeing the contract you were expecting, contact ACT Customer Care for assistance.

B. I can't find my school on the list of schools.

Standard District ordering (not part of a contract)	– If you are logged in at the district level, you will see a list of all of the schools in your district. – If you are ordering for a school that is not associated with your district, use the "search and add" feature to locate the school and add it to your list for the current ordering session only. *Note: Schools that you add via this method will not appear in your district reporting later, nor will they appear in your list of schools the next time you log into your account.* – To add a school, select "Add a school or district to this list . . ." – If the school you are looking for is in your district and you do not see it in your menu, contact ACT Customer Care for assistance.
Standard Non-District ordering (not part of a contract)	– If you are logged in as a school or other non-district organization, you will not see other organizations in the drop-down menu. – If you wish to proceed as that school ordering for a third-party school, use the "search and add" feature to locate the appropriate school and add it to your list for the duration of this ordering session only.
Ordering as part of a contract	– If you chose the correct contract from the Program drop-down menu, you will see a list of all of the schools in your district that are eligible to test under that contract. – If there is a school not listed that should be, contact ACT Customer Care for further assistance.

How to Contact ACT for Assistance

We are happy to help you with any questions or concerns you may have. Please contact ACT Customer Care using one of the methods below.

Phone: 877.789.2925
     (select option 2, then option 1 for PreACT)

Web: Go to **www.act.org/preact**
     (select the **Contact Us** button)

Pre ACT™

www.act.org/preact