Document Overview
This document contains information about how to enter ACT® WorkKeys® scoring orders.

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Who Enters Scoring Orders
The test coordinator is responsible for entering scoring orders for ACT WorkKeys.

When to Enter Scoring Orders
Sites need to enter an ACT WorkKeys Scoring Order before returning answer documents for scoring. This needs to be completed each time answer documents are returned for scoring.

How to Enter Scoring Orders
To enter a scoring order for ACT WorkKeys, go to the ACT College and Career Readiness Information System order page.

Sign In and Select Your Program
1. Select Go to Ordering.
2. Select Sign In and enter your username and password.
3. Select the site for which a scoring order is being entered. Then select the Continue button.
4. On the dashboard screen, select the shopping cart icon or the “Order Test Materials” link.
5. On the Choose a Product to Order screen, select WorkKeys Scoring Orders under the ACT WorkKeys logo.
6. Select the program you are participating in from the Choose Program drop-down list. Choose the option for scoring.
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. Choose the Select Quantities button. The Scoring Order dashboard screen appears (see the image below).
Complete Scoring Order and Provide Shipping Information

1. On the Scoring Order dashboard screen, select the site name.
2. Enter the total number of answer documents being returned for scoring.
3. Enter the number of each test to be scored.
4. Choose your Scoring Option—either Electronic or Paper Reporting.
   Note: Electronic reporting is the default option. Electronic reports will now be available for paper testing in the Reports Portal.

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5. Select the delivery address from the drop-down list. If the preferred address is not listed, select Add Address and enter the address on the new screen.
6. Select Shipping Contact from the drop-down list. If the name of the person you want to select is not listed, select Add Contact and enter that person’s name on the new screen.
7. Select Next. You will be returned to the main Scoring Order screen. You will also notice that the name of the site has a check mark next to it.
8. If you want to update a scoring order that you have already entered during the current session, select the pencil icon in the Add/Update column to make any changes to the scoring order information on the previous screen.
9. Select Enter Billing Information.

Provide Billing Information

1. On the next screen, read through the information about the charge for scoring 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 Add Address, 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 Add Contact and enter that person’s name.
4. Select the Checkout button. The Payment Information screen appears.
Review and Submit Your Order

1. Review the Payment Information.
2. Enter a purchase order number for your records (optional).

4. On the Review screen, review your scoring order information. Select Update or Remove if you want to change any of the information.
5. If your order information is correct, select Terms and Conditions 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.
6. 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.
7. Under the Confirmation number, follow the instructions listed under the “Important Next Steps” block.
   - PRINT the Scoring Order Form
   - STACK the forms in the following order, top to bottom:
     - Scoring Order Form
     - Header
     - Completed Answer Documents
     - Administration Forms
   - RETURN materials to address provided on envelope
8. Once the PRINT button is selected in the “Important Next Steps” block, a new window will open with the following:

In the new window, print the ACT WorkKeys Scoring Order Form and follow the procedures for returning answer documents.

If the ACT WorkKeys Scoring Order Form and/or Site Header is not included with returned answer documents, there will be a delay in reporting.

Electronic Reporting will be posted within 10 business days.
Paper Reporting reports will be shipped within 10 business days.

Note: When you go back to the original window, the page includes links to Place Another Order or Return to the Home Page.

What’s Next?
Shortly after you place your order, you’ll receive a scoring order confirmation email.

How to Contact ACT for Assistance
If you do not find the answer to your question in this guide, please call ACT Customer Care at 800.967.5539.

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