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Before You Begin

Before you can order ACT® WorkKeys® test materials, you must first have a signed contract with ACT.

If you do not yet have a signed contract:

- **Current customers** should go to <https://pages2.act.org/order-workkeys.html>.
- **New customers** should go to <https://pages2.act.org/workkeys-info.html>.

Getting Started

Sites may order **standard time** and **accommodations test materials** for ACT WorkKeys. Pre-approval is not required before ordering accommodations test materials.

Order test materials as early as possible, **at least two weeks before the scheduled test date**. Requests to deliver test materials in less than ten business days will require expedited shipping at the customer's expense.

If you have an account for ordering ACT® Engage® or PreACT® test materials, or Supplier Registration and Payment System (SRPS), use your established username and password to access the ACT WorkKeys materials ordering system. Then proceed to "How to Order Test Materials," page 2.

How to Create a New ACT Account

For first-time customers, to create a new account for ordering ACT WorkKeys materials, follow the steps below.

1. Go to the [ACT WorkKeys Administration page](#).
2. On the left-hand side of the page under Contents, then Paper Testing Resources, select **Materials Ordering**.
3. Select **CCRIS Account Access for Materials Ordering**.
4. Select **Go to Ordering** button.
5. Select the **Sign Up for an ACT account** link and complete all required fields.
6. Select **Create Account** button. An Account Activation Email is automatically sent to your email address.
7. Open your email account that you entered into the Primary Email Address field.
8. Within the email, select the activation link. You'll receive an on-screen message indicating your account has been activated.

If you have any questions about creating your ACT account or about changing your email address once your account has been created, see the FAQ section starting on page 5.

How to Order Test Materials

Once you have an ACT account, to order ACT WorkKeys materials, follow the steps below.

1. Go to [the ACT College and Career Readiness Information System order page](#).
2. Select **Go to Ordering** button.
3. Enter your username and password and select the **Sign In** button.
4. Complete the fields on the page called "Organization Contact Information." Once completed, select submit. 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.
5. On the dashboard screen, select the shopping cart icon or the "Order Test Materials" link.

Note: If you see a screen that has a Request Ordering Access button, 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.

6. On the Choose a Product to Order screen, select **WorkKeys Material Orders** under the ACT WorkKeys logo.
7. Select the program you are participating in from the **Choose Program** drop-down list. Choose the option of the materials you need for testing.

Note: If you have any questions about this step, see the FAQ section on page 5.

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



Select Materials and Provide Shipping Information

1. On the Order Materials dashboard screen, select the site name.
2. On the next screen, enter the quantity of each item you want to order.

The screenshot shows the ACT High School Order Materials dashboard. At the top, there is a navigation bar with 'Home', 'Orders', and 'Order History' links, and a 'Logout' button. The main header reads 'ACT HIGH SCHOOL'. Below this, there is a table of items for selection. The table has columns for 'Quantity' and item descriptions. The items are grouped into categories: 'ASSESSMENTS - 1st TIME TESTING', 'ASSESSMENTS - RETESTING', 'ANSWER DOCUMENTS', and 'ASSESSMENT PREPARATION MATERIALS'. To the right of the table is a 'Delivery Options' section with radio buttons for 'Standard (Typically 10-14 days, no charge)', '2-Day Priority (Typically 2-3 days, charges apply)', and 'Overnight (Typically 1 day, charges apply)'. There is a date picker for 'Test Materials Delivery Date' set to '12-Jul-2017'. Below this is a section titled 'Where should we ship Test Materials?' with a dropdown menu showing 'ACT HIGH SCHOOL, INSTITUTIONAL SERVICES-617, 301 ACT DRIVE, IOWA CITY, IA 52243' and buttons for 'Add Address', 'Select', and 'Add Contact'. At the bottom of the table, there are 'Next' and 'Cancel' buttons.

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

Note: The Answer Document Package will automatically populate to the quantity of 1. Update the quantity as needed.

3. Use the Delivery Options section (and calendar tool, if necessary) to enter the date you want to have your materials delivered to your site using standard ground shipping.

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

4. Under **Where should we ship Test Materials**, select the drop-down list and select the correct delivery address. If the preferred address is not listed, select **Add Address** 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.

5. 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.
6. Select **Next**. You will be returned to the main Order Materials screen. You will also notice that the name of the site has a check mark next to it.
7. If you want to update an 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 ordering information on the previous screen.
8. Select **Enter Billing Information**.

Provide Billing Information

1. On the next screen, read through the information about any charges for materials, expedited shipping, 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**, 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.
Note: Most customers will not see any charges on this page unless they ordered preparation packages or requested expedited shipping.
2. Enter a purchase order number for your records (optional).
3. Select **Review Order**. The Review screen appears.

ACT HIGH SCHOOL

Review - WK Material National

Please review your order. When you are done, accept the terms and conditions and press the "Place Order" button below.

Terms and Conditions Agree to the Terms and Conditions

WorkKeys Material Order

ACT HIGH SCHOOL	Update / Remove	Deliver Materials: 07/12/2017
WORKKEYS TEST BOOKLET - WORKPLACE DOCUMENTS		2
WORKKEYS TEST BOOKLET - GRAPHIC LITERACY		2
WORKKEYS TEST BOOKLET - APPLIED MATH		2
WORKKEYS ANSWER FOLDER PACKAGE		1

Materials Shipping Address
VLUX0W RFEC0
ACT HIGH SCHOOL
INSTITUTIONAL SERVICES-67, 301 ACT DRIVE
IOWA CITY, IA, 52243

Billing

Invoice To: <input type="button" value="Update"/>	Payment Type: <input type="button" value="Update"/>	
KYORABE NIBB XAKIE	Invoice	
ACT HIGH SCHOOL	Subtotal	\$0.00
INSTITUTIONAL SERVICES-67, 301 ACT DRIVE	Shipping	\$0.00
IOWA CITY, IA, 52243	Tax	\$0.00
	Total Amount	\$0.00

4. On the Review screen, review your 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.

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

Notes:

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

Account Creation and Access FAQs

A. What if I have forgotten my password?

From the sign-in page, select **I forgot my password**, enter your email address, and select **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, select “I forgot my password,” enter your email address, and select **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 select cancel to return to the sign-in page.

C. What if I get 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 sign-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 ACT WorkKeys 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 sites.
 - 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. What if I receive 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 sign-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 5 or contact ACT Customer Care.
- Your account may not have been activated. Check your email for a link to activate your account.

E. What if I receive 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.

F. What if 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. What if 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 sign-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. What if 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.

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.



www.act.org/workkeys