**ACT® WorkKeys®**

# ⏱ QUICK START GUIDE ⏱

# How to Order Test Materials and Place Scoring Orders
## College and Career Information System (CCRIS)

■ PROGRAM: NATIONAL ■ PRODUCT: WORKKEYS ASSESSMENTS ■ AUDIENCE: TESTING STAFF

**Test materials and scoring orders:** Test materials may include standard test booklets, alternate test formats for accommodations and supports, and answer documents. Pre-authorization is not required before ordering accommodations test materials.

Scoring orders need to be completed every time you return answer documents.

## WHO Orders Test Materials and Places Scoring Orders

Anyone participating in National testing, with an existing contract, uses the ACT College and Career Information System (CCRIS) to place orders for paper ACT® WorkKeys® Assessments materials and to complete a scoring order when returning answer documents.

## WHEN to Order Test Materials and Place Scoring Orders

Use the following points to order test materials according to when you plan to test and return answer documents:

- It takes at least 10 business days for ACT to process and deliver material orders.
- ACT recommends ordering test materials as early as possible before you plan to test.
- Requests to deliver test materials in less than 10 business days will require expedited shipping at the customer's expense.

- Complete a scoring order after testing is complete. Print it out and return with answer documents for processing.

## WHEN to Get a New Account

You do not need to create a new account if you have an existing account for ordering PreACT or a Supplier Registration and Payment System (SRPS) account.

*Note: ACT is updating accounts for CCRIS. For existing users, the first time you log in, you will need to register again using your account's email address to retain the same access you had to CCRIS previously.*

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

## HOW to Create an Account

To create an account:

1. Go to the CCRIS page.
2. Select the **Go to Ordering** button.
3. Select the **Sign In / Sign Up** button.
4. On the subsequent page, click on **Sign Up** to register and create your account.
5. Follow the prompts to create and verify your account. Complete all of the Required fields and then select the **Create Account** button.
6. Once your account is created, select the **CCRIS** tile to navigate back to Ordering.

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*Note: If you have any questions about creating your ACT account or about changing your email address after your account has been created, see Frequently Asked Questions (FAQs).*

# HOW to Order Test Materials

## Access the Ordering Platform and Select your Program

1. Go to the [CCRIS page.](#)
2. Select the **Go to Ordering** button.
3. Enter your username and password and select the **Sign In** button.
4. Select the radio button next to the school or district you want to order test materials for (if not currently selected), and then select the **Continue** button. If you do not see your organization, select the Add/Manage Organizations button and in ACT Central, find and add your organization. Select Return to CCRIS when you're ready to place your order.
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 appropriate Testing Year from the drop down list.
8. From the Choose Program drop-down list, select **WorkKeys National Materials** (or other appropriate program name for the type of materials you want to order).
9. 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."

10. Choose the **Select Quantities** button. The Order Test Materials dashboard screen appears.

## Select Materials and Provide Shipping Information

1. On the Order Materials dashboard screen, select the site name. If you're a district official, you will see a list of schools affiliated with your district in the ACT database. You can also select the **Add an Organization** button to add additional schools.
2. On the next screen:
   a. **Order test booklets:** Enter the type and quantity of test booklets you need. You will need to order for each test subject (e.g., Applied Math, Graphic Literacy, and Workplace Documents), as they are individual tests. *Note: You can select the name of each item for a more detailed description.*
   b. **Order answer folder packages:** Enter the quantity of answer folder packages you need. If you're testing 50 students, your answer folder package quantity should be 50.
   c. **Order any other materials you need.**
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. 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're ordering, select the preferred expedited shipping method. Customers are required to pay 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 delay your order delivery.*

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 order materials for another school, select the school name or green plus sign in the **Add/Update** column and follow steps 1 through 6 above. ACT recommends that you place an order for only up to five schools at a time.

8. 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. ***Note:*** *Once you have finished placing your order, it cannot be changed from the system. If you need additional materials, place an additional order.*

9. Select **Enter Billing Information.**

## Provide Billing Information

***Note:*** *The billing information may look different if you participate in multiple contracts.*

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, contact ACT Customer Support. Do not add a new address.

3. Select the Billing Contact from the drop-down list. If the name of the person you want to select is not listed, contact ACT Customer Support. Do not add a new billing contact

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.

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 check the box attesting to the statement, "I Agree to the Terms and Conditions."

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

7. An order confirmation page displays. This page lists your order information and the order number to reference if you need to call ACT Customer Support. ***Note:*** *This page also includes links to Place Another Order or Return to the Home Page.*

# WHAT to Do After Ordering Test Materials

Shortly after you place your order, you will receive an order confirmation email.

Your materials 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. After the first box is delivered, 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.*

# HOW to Place Scoring Orders

This section contains information about how to enter ACT WorkKeys scoring orders. As noted, the test coordinator is responsible for entering scoring orders for ACT WorkKeys.

IMPORTANT! Remember that sites need to place a Scoring order every time before returning answer documents for scoring.

## Access the Ordering Platform and Select Your Program

1. Go to the CCRIS page.
2. Select **Go to Ordering**.
3. Select **Sign In** and enter your username and password.
4. Select the test site for which a scoring order is being entered. Then select the **Continue** button.
5. On the dashboard screen, select the shopping cart icon or the **Order Test Materials** link.
6. On the Choose a Product to Order screen, select **WorkKeys Scoring Orders** under the ACT WorkKeys logo.
7. Select the program (or contract) you're participating in from the Choose Program drop-down list. Choose the option for scoring.
8. 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."
9. Choose the **Select Quantities** button. The Scoring Order dashboard screen will appear.

## Complete and Print Scoring Order Form

1. On the Order Materials dashboard screen, select the site name. If you're a district official, you will see a list of schools affiliated with your district in the ACT database.
2. On the next screen:
   a. Under Number of Answer Documents section, enter number of answer documents being returned for scoring.
   b. Under Number of Each Test to Be Scored section, enter the number of answer documents per test.
   c. Under Scoring Options section, select either the electronic reporting or paper reporting package.
3. 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 delay your order delivery.*
4. 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.
5. 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.

6. 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 above.
7. Select **Enter Billing Information.**
8. See the Provide Billing Information section above to complete this information.
9. The Payment Information screen appears.
10. See the Review and Submit Your Order section above to complete this information.
11. After you have placed your order, under the confirmation number, follow the instructions under the Important Next Steps block:

    *PRINT the Scoring Order Form*
    *STACK the forms in the following order, top to bottom:*
    • *Scoring Order Form*
    • *Site Header*
    • *Completed answer documents*
    • *Test administration forms*
    *Return materials to address provided on envelope.*

12. Once the **Print** button is selected in the Important Next Steps block, a new window will open with the Scoring Order Form. In the new window, print the ACT WorkKeys Scoring Order Form using the print feature from your web browser and follow the procedures for returning answer documents. IMPORTANT! If the ACT WorkKeys Scoring Order Form and/or Site Header is not included with returned answer documents, there will be a delay in scoring.
13. On the original window, the page also includes links to Place Another Order or Return to the Home Page.

## WHEN Score Reports Will Be Available

Electronic reporting will be posted within 10 business days after receipt of answer documents and processing.

If you selected paper reporting, reports will be shipped within 10 business days after receipt of answer documents and processing.

## Frequently Asked Questions

Q1. What if I have forgotten my password?

A. From the sign-in page, select **I forgot my password.**

Q2. Do I already have an account?

A. From the sign-in page, select "I forgot my password," enter your email address, and follow the prompts to reset your password.

• **If you do not have an account:** You will see the message, "Please check your username and password. If you still can't log in, contact your ACT Central administrator."
• **If you do have an active account:** You will receive a password reset email. Select **Reset Password** and follow the prompts to create a new password.

Q3. What if I get a message that reads, "User already exists in the system. If you have forgotten the password, please follow the forgot password link"?

A. You may already have an account.

• **If you think you may have an account:**
  o Return to the sign-in page and follow the steps outlined in "Do I already have an account?"
    ▪ You will not be allowed to create a new account with the same email address.
  o If you already created a SRPS account:
    ▪ Use the same email address and password to sign in to order ACT WorkKeys materials.

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- Your email address may already be associated with another user:

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

- The system is designed to match any new accounts with existing contacts for particular sites.

  o If the information entered is a partial match to data already on file for shipping or billing purposes, the system looks for an exact match on the first and last name.
  o The name you're entering may be a variation of the name we already have under the same email address (e.g., *Mike* instead of the original *Michael*). **Note:** *You can make name changes after creating your account and logging in.*

**Q4.** What if I'm not seeing my organization in the selection menu (or no options at all)?

**A.** 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're 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're still unable to locate your organization, please contact ACT Customer Support for help.

## Contact Us

**If you do not find the answer to your question in this guide, please email WorkKeys@ACT.org or call ACT Customer Support at 800.967.5539.**

**Be ready to provide your name and email address, and the name, address, and site code (if known) of your organization**