

The frequently asked questions below refer often to the Quick Start Guides, which are located on the [ACT WorkKeys Test Administration](#) website. Also check this website for other resources available to you.

What is the first thing I need to do when I receive my online testing urls?

When your online testing site information was emailed to you, we included a link to the [ACT WorkKeys Training](#) website. The [Testing Staff Training Plan](#) outlines the sequential order in which you should consume required resources to get you trained as a competent site administrator (test coordinator).

I want to practice setting up test registrations and other site administration tasks. Will I be charged?

You will be charged for all activity on your actual testing site. If you want to practice the procedure for setting up test registrations or administering a test, you may use the training realm. Information about gaining access to the training realm is provided in the [Testing Staff Training Plan](#) on the [ACT WorkKeys Training](#) website.

At what point is my site charged for a test?

A test is considered exposed when the first actual test item is opened by the examinee. At that point there is a charge for that test. If the examinee exits during the tutorial, before seeing the first live item, your site is not charged for that test.

How can I find a User ID for an examinee when their registration account already exists in the system?

A test coordinator or proctor can conduct a search by doing the following:

- Select **User Management** on the navigation menu.
- Enter the examinee's last name.
- Select **Search**.

or

If you don't remember how to spell the last name:

- Enter the first few letters of the name and add a % sign at the end.
- Select **Search** and you will see a list of all the names that start with those letters.

How can I find a password for an examinee when their registration account and password are already in the system?

There are two ways to find a password.

- A site administrator (test coordinator) with the Password Manager role can select the **Security** tab and follow prompts to view a password or change a password. See the [Looking up a Password Quick Start Guide](#).

or

- A site administrator (test coordinator) with the Account Manager role can arrange for a new password to be emailed to an examinee. See the [Account Management Quick Start Guide](#).

How can I create User IDs?

There are two ways to create User IDs. You can 1) create the User ID yourself by typing it in the field; or 2) select the **Generate ID** button and the system will create it.

Can I create roles for users?

A site administrator (test coordinator) can create users with roles (access) equal to or less than the roles/ access the site administrator has. See the [ACT WorkKeys Administration Manual for Online Testing](#) for more information about the different levels of access that can be assigned.

What does “Account Disabled” mean?

If an examinee incorrectly enters their Password five times in a row, the account will become disabled. A person with the Account Manager role can re-enable the account.

You might consider giving the Account Manager role to a Proctor. The Proctor role alone, does not allow for resetting a disabled account. However, a Proctor with the Account Manager role can. They can also have a new password emailed to an examinee that can't remember their password. See the [Account Management Quick Start Guide](#) for more information.

The examinee is using the correct User ID and Password but they still can't log in.

This may happen if you are using the wrong url or the role of “Examinee” wasn't checked when creating their registration. Be sure you are using the secure url that begins with "testregistration."

If the url is correct, go to the administration realm, select **User Management** and search for the examinee's registration. Select the examinee name and select **Edit**. Select the **Roles** tab, then make sure that the role of “Examinee” has been checked. If the examinee still can't log in, call ACT Customer Care at 800.967.5539 for assistance.

Why do I see the message “Sorry, we have detected that your computer is consistently having trouble communicating with our servers. It is probably because of general networking errors.”?

The workstation and server are no longer in communication with each other. First, instruct the examinee to exit the browser, then to log in and relaunch their test. Then you re-authorize the test. If this is done within 60 minutes, the examinee should be able to continue the test where he or she left off. If the error occurs again, you may want the examinee to test on a different test delivery workstation.

Why do I see the message “Session terminated OR failed to pass launch security.”?

This may be the result of using the F5 key for Refresh, or the browser navigation commands: Back, Forward, or Refresh. Or perhaps they selected a url from the browser history.

Launch and re-authorize the test within 60 minutes.

Why am I getting a “Session expired” message?

The term “session” refers to the internet connection session which has been stopped (i.e., the test delivery workstation and the ACT server are no longer communicating with each another). It does not mean that the test itself cannot be restarted.

First, instruct the examinee to exit the browser, then to log in and relaunch their test. Then you can re-authorize the test.

The examinee will be able to continue the test where he or she left off if the test is re-authorized within 60 minutes. If the test is not re-authorized within 60 minutes, a new test must be purchased.

Why do I see the message “Sorry, we have detected that the system clock on your computer is out of synchronization with the clocks on our server computers”?

Clock issues may be occurring because of communication issues between the workstation and the server. It also may occur when an examinee uses the F5 key for Refresh, or the browser navigation commands: Back, Forward, or Refresh. Or perhaps they selected a url from the browser history.

Verify that the examinee understands he or she cannot use those keys. The examinee may continue where he or she left off if they will launch the exam again and you re-authorize it within 60 minutes. If the problem recurs, move the examinee to a different test delivery workstation.

What happens if I fail to set the Financial Profile for a test?

The Financial Profile must be set when a test is added to a registration. If this is not done, the examinee will not be allowed to launch the test.

Why not authorize all of the tests an examinee has registered for at one time?

The system only allows authorization after the examinee has launched their test and they can only take one test at a time. There is also a time limit on taking each test.

Note: You can authorize multiple examinees who have launched their tests in a single step.

I'm attempting to authorize an examinee to test, but they do not appear on my dashboard list of examinees to be authorized.

The examinee must first launch the test before authorization can occur.

The examinee wants to take another test. Do I need to create a new registration with User ID and password for them to take a new test or for a retake?

You do not need to create a new registration. Use the following directions to use their existing registration:

1. Search for the examinee in User Management
2. Select the name then select **Edit**
3. Select the **Registration** tab
4. Select **Create**
5. Select the test and **Submit**

The site administrator can authorize the test after it has been launched by the examinee.

The examinee can also add another test to their list by logging in with their User ID and password, then on the page listing their tests, choose **Select a New Title** button. They select a test title then **Add**. The site administrator can authorize the test after it has been launched by the examinee.

Why do I see the message “Session terminated OR failed to pass launch security.”?

This may be the result of using the F5 key for Refresh, or the browser navigation commands: Back, Forward, or Refresh. Or perhaps they selected a url from the browser history.

Launch and re-authorize the test within 60 minutes.

We are having a lot of trouble with the test freezing or dropping out. What should we do?

It may be a problem with bandwidth. Ask a representative from your IT department to review the [Technical Requirements](#) website.

ACT recommends running the **TAO System Check** and **Validation Test** functions available through Validus using **Connect to TAO** on the navigation menu.

What should I do if a test freezes or drops out?

If it has been less than 60 minutes since the interruption, **always** have the examinee first refresh their screen then relaunch the test. Then you re-authorize the test. If more than 60 minutes has lapsed since the interruption, the session will be terminated and cannot be restarted. Then a new test will need to be added to the examinee's registration. There is no charge for a relaunched test, but if a new test is started, the site will be charged for both tests. See the [Relaunching an Interrupted Test Session Quick Start Guide](#) and the [TAO User Guide](#) for more information.

When the examinee tries to launch a test, the following error message appears: "The browser or operating system you are using does not comply with minimum requirements."

Examinees may not use the Internet Explorer browser when launching an ACT WorkKeys test.

Review the [Technical Requirements](#) website.

The examinee's test session is Paused.

Examinee tried to open another tab, window, application, or return to the desktop, or use a prohibited key stroke.

Within 60 minutes, the examinee will need to relaunch their test, then you will need to authorize it again.

After the examinee has completed their test, what report should I give to them?

The Individual Score Report (Instant Report) is intended to be given to the examinee after completing a test.

I just finished testing and I can't find reports for any of the examinees in the Reports Portal.

You can obtain an Instant Report from the administration realm as soon as testing has completed. Generally allow two business days after scoring takes place for score reports to be available in the Reports Portal. See the [Online Reports Portal User Guide](#).

What if I choose "Instant Report" and nothing happens?

If an Instant Report screen didn't open, you may have pop-up blockers on in your internet browser.

Go to "Tools" in your browser to turn off pop-up blockers.

What should I put in the "ID" field on the Edit User page?

The ID field in the Personal Information Section on the Edit User page refers to the ID number of the examinee. Input examinee ID number in this field.

I ran the TAO Validation Test and got this error message: "The system is unable to start this assessment because you are attempting to launch it using an unsupported browser or operations system. Please contact your proctor or support for assistance."

First, make sure you are using a supported browser on the examinee computer. If you are, then run the **TAO System Check** to determine why the **Validation Test** failed.

Review the [Technical Requirements](#) website.

What if I don't see an examinee test to authorize on the TAO dashboard?

The examinee must launch a test prior to the proctor being able to authorize a test.

The examinee has completed their test on TAO but they are still showing as "processing" in Validus and I cannot print the Instant Report.

There is a problem with the record. Call ACT Customer Care at 800.967.5539.

What happens if I use the "Terminate" option on the More Actions menu of the Registration screen?

The test session will be terminated and cannot be relaunched.

What do I do if my test won't launch and I'm getting a message about an incompatible browser or saying that I don't have the necessary authorization to proceed?

Make sure you are using the correct browser. WorkKeys tests can only be delivered using Chrome or Firefox.

Do I have to select "Launch readiness check" on the test delivery workstations before starting test administration?

No, but we do recommend that you run both the **TAO System Check** and the **Validation Test**. See the [TAO User Guide](#).

What is the best way to handle testing large groups?

The most efficient way to handle testing more than 4 or 5 individuals is to create a group. But do not create a group larger than 100 examinees. Once you have a group established, you can add tests, set the financial profile, authorize a test by group, and access reports from the Reports Portal by group.

Activities using Groups	Description	Related Quick Start Guide
Create a group	Once a group is created you can add examinees to the group as you create a registration or search for examinee registrations to add to the group.	Creating a Group
Add tests to group	Add tests to all examinee registrations in the group by adding tests to the group instead of searching for each individual. You can also set the Financial Profile by group instead of by individual.	Group Registration for One or More Assessments

Activities using Groups	Description	Related Quick Start Guide
Authorize the group	Authorize the group to take a test instead of authorizing each individual.	Authorizing a Test for a Group of Examinees
Request reports by group	Group reports are available for: <ul style="list-style-type: none"> • Individual Score Report • Group vs. Profile • Roster Report 	Online Reports Portal User Guide

Batch Load is another helpful method to create registrations, especially if you already have examinee information in a spreadsheet. Batch Load provides several options when entering information on the spreadsheet.

Activities using Batch Load	Action	Description	Related Quick Start Guide(s)
Entering Information	Create a group of registrations in a spreadsheet template, then upload that file	Prerequisites are creating a Group ID and downloading a batch load header file to use as your template. Follow the Quick Start Guide. <ul style="list-style-type: none"> • Format the spreadsheet cells as "Text" before entering data. • Once completed, save in .csv file format before upload. 	Creating Accounts and Test Registrations Using Batch Load
Groups	Create a group and enter the Group ID	Enter the Group ID number on the spreadsheet and the individual registrations will be listed in the group when loaded. The ID number must be entered for each examinee for the desired function to apply.	Creating a Group Authorizing a Test for a Group of Examinees
Profiles	Create a profile and enter the Profile ID	When you create a profile, you are creating a template with a specific list of tests. Adding the Profile ID to the spreadsheet will assign the tests in that profile to the individual. The ID number must be entered for each examinee for the desired function to apply.	Profile Management
Passwords	Track passwords for each record	It is helpful to create the passwords before loading. Due to security measures regarding personal information, it is difficult to get a specific list of passwords from Validus. By entering passwords on the spreadsheet you will have a file with all of the passwords available to you, if needed.	Creating Accounts and Test Registrations Using Batch Load

Call ACT Customer Care at 800.967.5539 (available 24 hours a day) if you have any questions or problems while testing.