

FAQs

What is the difference between a personal and business account?

A personal account will provide you with access to the following platforms:

MyACT
ACT Profile

A business account will provide you with access to the following platforms:

Test Accessibility and Accommodations System (TAA)
ACT Enroll

You will not be able to use the same email address to access both a personal and business account with ACT.

How can I use my ACT Profile or MyACT account with TAA or ACT Enroll?

We currently do not allow personal accounts (ACT Profile or MyACT accounts) to be used in business accounts (TAA or ACT Enroll). To access both types of accounts, you will need to create a separate account for each. We apologize for any inconvenience this may cause to you.

It says that an account with my email address already exists. What does that mean?

If you have created an account in Test Accessibility and Accommodations System (TAA) or ACT Enroll, you cannot create an account using the same email address in ACT Profile or MyACT and vice versa.

What is the password policy for personal accounts?

Your password must be at least 8 characters long and include 3 or more of the following:

1. Uppercase alpha (A-Z)
2. Lowercase alpha (a-z)
3. Number (0-9)
4. Symbol (!@#\$%^&*())

What is the password policy for business accounts?

Your password must be at least 10 characters long and include 3 or more of the following:

5. Uppercase alpha (A-Z)
6. Lowercase alpha (a-z)
7. Number (0-9)
8. Symbol (!@#\$%^&*())

I keep encountering an error message when signing into my account. What should I do?

Please clear your browser's cache, close the browser all the way, and reopen it. Then navigate back to the sign in screen. If the error occurs again please call our support line at 877-861-3003.

Am I able to change my email address?

In most cases yes, you will be able to change your email address after you register. However, if you choose to log in using the "Sign in with Google" button you will no longer have the ability to change your email address. So make sure when you sign in using Google, you are using an account you are going to be using for an extended period of time.

What if my country or state is not present in the lists?

If your country or state is not present in the dropdown lists, please call 877-861-3003.

What do I do if I have a question about TAA roles, deadlines, or missing/updates to my organizations?

Please contact our customer care team at 877-861-3003.

Why do we need security questions?

Security questions are used to protect your identity information. By providing answers to these security questions when you change your personal information, you are helping us ensure you are who you say you are every time you interact with or update information that is specific to you.

What is the Customer Service PIN?

The Customer Service PIN is a four-digit Personal Identification Number (PIN) you choose. Make sure you choose a four-digit number you will remember. You will be asked to provide this number when communicating with the ACT Customer Care team, when accessing or updating your personal information.

Where do I find the ACT registration?

You cannot currently register for the ACT within our personal web domain. You will need to go to the [ACT Registration](#) page in order to get signed up for your preferred test date and location.

How do I create an account not using Google?

1. Click create account.
2. Fill in all personal information
3. Select your security questions and fill in answers
4. Confirm CAPTCHA and terms and conditions
5. Within 72 hours check your email for activation link (NOTE: Click the link only once)
6. Sign into new account with information you entered during the account creation process

How do I create an account with Google?

1. Click "Sign in with Google" button
2. Select account you would like to sign in with or fill in Google account information
3. Allow ACT access to your Google account
4. Confirm personal information and fill in additional answers
5. Confirm CAPTCHA and terms and conditions
6. Sign into new account using the "Sign in with Google" button