

Relaunching an Interrupted Test Session

Document Purpose

This document contains information on how to resume testing after a test session has been interrupted. Interruptions can be due to events like:

- Examinee has attempted to navigate away from the screen
- Examinee has used a prohibited keystroke
- Test site or examinee computer has experienced a power outage
- Test site or examinee computer has lost internet connectivity
- Test site building had to be evacuated

When a test session has been interrupted, it can be relaunched and reauthorized as long as it is done **within 60 minutes of the interruption**. If you are not able to do so within 60 minutes, the test session automatically **terminates** and **cannot** be restarted. A new test will need to be added to the examinee’s registration. There is no charge for a relaunched test, but there is for a new test.

After the test has been relaunched and reauthorized, the examinee will be able to resume testing at the spot where he or she was interrupted. The timer will restart at the point that it stopped.

Resources

We encourage you to visit the [ACT WorkKeys Administration](http://act.org) page on act.org for many resources available to you. The current [ACT WorkKeys Administration Manual for Online Testing](#) is posted on this page.

Also, please reference the latest [WorkKeys Online Technical Specifications](#) to confirm that your computers (workstations) meet the minimum technical requirements. See the [TAO User Guide](#) for instructions on how to check for these on your computers.

Prerequisite Processes

Prerequisite information is found on the [ACT WorkKeys Administration](http://act.org) page and can include the *TAO User Guide* and the ACT WorkKeys Quick Start Guide [Administering a Test to a Single Examinee](#).

Process Overview

The following table shows the overall process for relaunching and reauthorizing an interrupted test session.

Stage	Procedure
1	Examinee relaunches the test session through Validus RSP.
2	Proctor reauthorizes the test session through Validus VTC and TAO Proctor dashboard.
3	Examinee resumes the test session in Validus RSP.

*Note: When **relaunching any tests other than** ACT WorkKeys Applied Math, ACT WorkKeys Graphic Literacy, or ACT WorkKeys Workplace Documents, the process order is reversed; the proctor **must reauthorize before the examinee can relaunch the test**. If this is your situation, these are the steps you take:*

1. Proctor logs into Validus VTC for the correct realm.
2. Select **User Management** navigation menu.
3. Use the **Search** function to find the examinee account.
4. Select the correct examinee account.
5. Select the **Edit** button.
6. Select the **Registration** tab.
7. From the list of tests, select the test to be relaunched. The Status column message is “In-Progress (requires authorization).”
8. Select the drop-down list next to “More actions...” and select **Authorize**.
9. The examinee will then be able to select the **Relaunch** button on their computer.

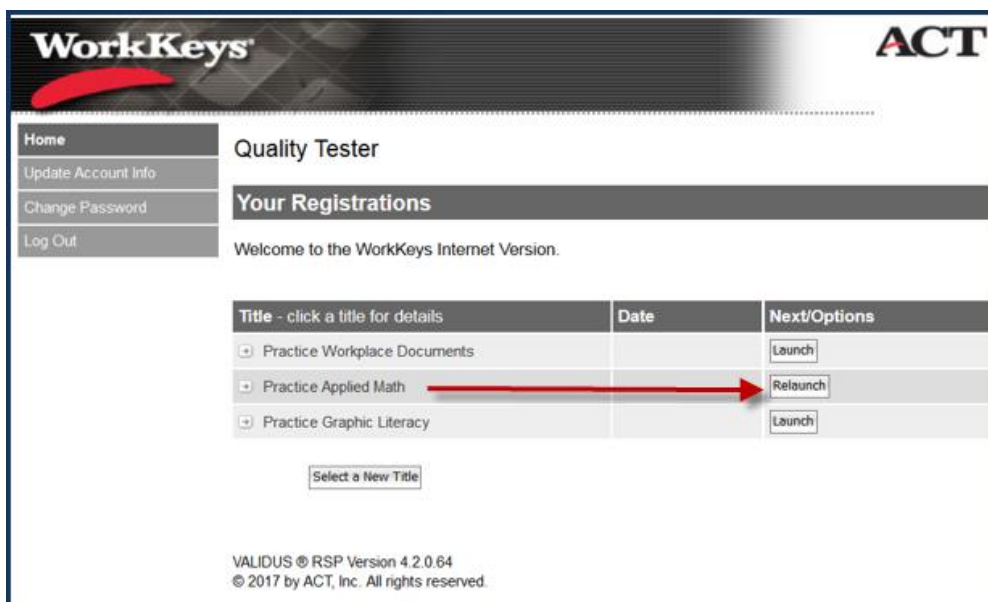
If you need further assistance, please call the ACT WorkKeys Customer Service at 800.967.5539.

Procedure 1: Examinee Relaunches the Test Session

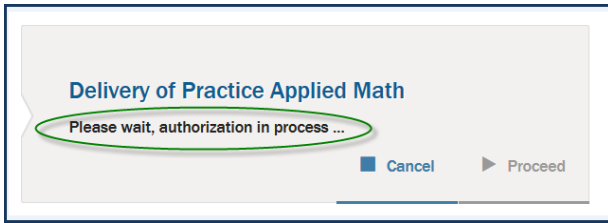
Follow the steps below for instructing the examinee on how to relaunch their interrupted test session.

IMPORTANT! When a test session has been interrupted, it can be relaunched and reauthorized as long as it is done **within 60 minutes of the interruption**. If you are not able to do so within 60 minutes, the test session automatically **terminates** and **cannot** be restarted.

1. At the examinee computer, instruct the examinee to login to their ACT WorkKeys registration account (through Validus RSP url).
2. On the Home page are listed the test titles that the examinee has registered for. Next to the interrupted test title is a “Relaunch” button. Instruct the examinee to select the **Relaunch** button.



Results: A pop-up message of “Please wait, authorization in process ...” appears on the examinee’s computer screen. Note that the “Proceed” button is inactive (i.e., gray) for the examinee until authorization has occurred.

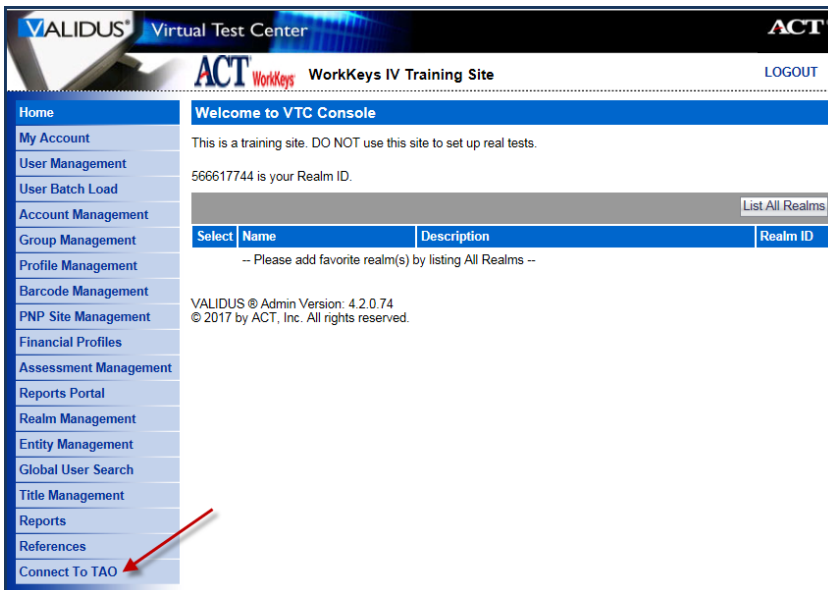


Procedure 2: Proctor Reauthorizes the Test Session

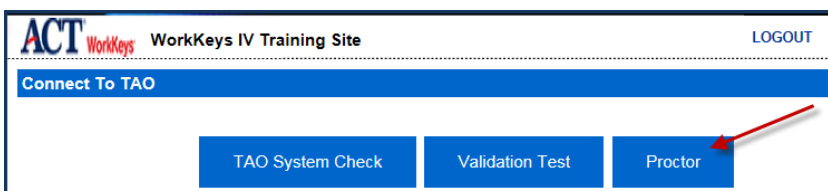
This is how you reauthorize the examinee's relaunched test session.

1. At the proctor's computer, you need to be logged into Validus VTC for the correct testing realm. From the Home page select the **Connect to TAO** navigation menu on the left side of the page.

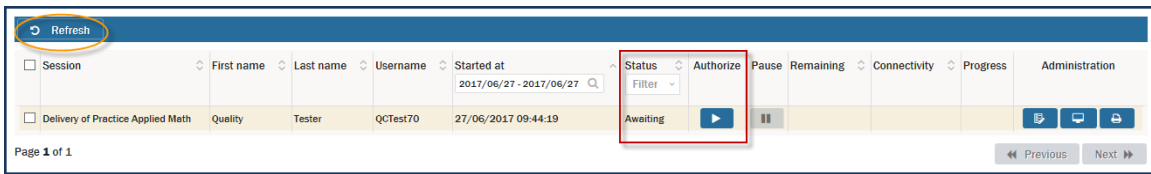
Note: The navigation menus available to you are dependent upon what Roles you have been granted as the test coordinator or proctor.



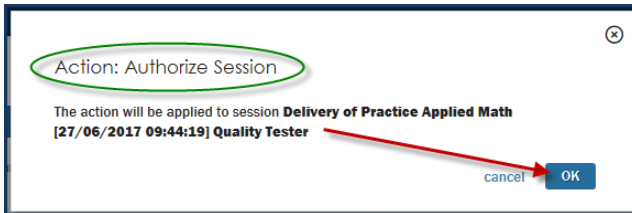
2. On the Connect to TAO Home page, select the **Proctor** button, which brings you to the TAO Proctor dashboard page.



3. If you do not immediately see the examinee's test session, select the **Refresh** button. The examinee's test session that has just been launched will have an "Awaiting" status and the "Authorize" play button icon will be activated (i.e., blue). Select the **Authorize** button for that test session.

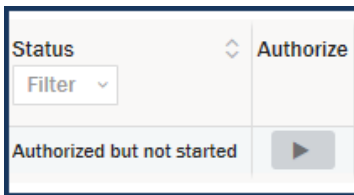


Result: An “Action: Authorize Session” pop-up message appears, which states “The action will be applied to session [test title], [current date and time], and [examinee’s name].”



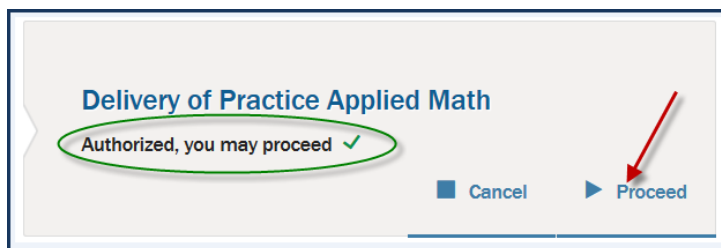
4. Select the **OK** button.

Results: Initially, a pop-up message will appear momentarily stating, “Sessions Authorized,” but quickly disappears and the Status changes to “Authorized but not started.”



Procedure 3: Examinee Resumes the Test Session

Once you have authorized the test session, the examinee’s pop-up message changes to “Authorized, you may proceed” and the Proceed button is now activated.



1. Instruct the examinee to select the **Proceed** button on their computer screen and resume testing where they left off when the interruption occurred. The timer restarts at the point that it stopped.
2. At the end of the test, after the Thank You screen, the examinee is returned to the Validus RSP Home page. The test status in the “Next/Options” column will be “Processing,” which means the test is being scored.
3. When the test has been scored, the examinee’s Validus RSP Home page will be updated. The “Processing” status changes to “Test Completed.”