ACT Test Accessibility and Accommodations System (TAA)
User Guide
# ACT Test Accessibility and Accommodations System (TAA) User Guide

## Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview</td>
<td>4</td>
</tr>
<tr>
<td>Welcome to the Test Accessibility and Accommodations (TAA) system for the ACT® test</td>
<td>4</td>
</tr>
<tr>
<td>Access to TAA</td>
<td>4</td>
</tr>
<tr>
<td>Registration Required for Examinees Testing Through National and Special Testing</td>
<td>4</td>
</tr>
<tr>
<td>TAA Roles</td>
<td>5</td>
</tr>
<tr>
<td>Test Coordinator (TC)</td>
<td>5</td>
</tr>
<tr>
<td>Responsibilities of the Test Coordinator (TC)</td>
<td>6</td>
</tr>
<tr>
<td>Test Accommodations Coordinator (TAC)</td>
<td>6</td>
</tr>
<tr>
<td>Responsibilities of the Test Accommodations Coordinator (TAC)</td>
<td>6</td>
</tr>
<tr>
<td>Schools are Called Organizations in TAA</td>
<td>6</td>
</tr>
<tr>
<td>Test Coordinator Grants Test Accommodations Coordinator Access</td>
<td>7</td>
</tr>
<tr>
<td>How to Create a New TAA User Account</td>
<td>8</td>
</tr>
<tr>
<td>How to Access a Current TAA User Account</td>
<td>10</td>
</tr>
<tr>
<td>Logging into Your Current TAA User Account</td>
<td>10</td>
</tr>
<tr>
<td>How to Access a Current TAA User Account</td>
<td>10</td>
</tr>
<tr>
<td>Changing Your Password from the Sign In Screen</td>
<td>10</td>
</tr>
<tr>
<td>Changing Your TAA User Account Settings</td>
<td>11</td>
</tr>
<tr>
<td>Changing your Details</td>
<td>11</td>
</tr>
<tr>
<td>Changing Your Email Address</td>
<td>11</td>
</tr>
<tr>
<td>Changing Your Password</td>
<td>11</td>
</tr>
<tr>
<td>Changing Your Security Questions</td>
<td>12</td>
</tr>
<tr>
<td>Changing Your PIN</td>
<td>12</td>
</tr>
<tr>
<td>Adding an Organization (School) to Your Account</td>
<td>13</td>
</tr>
<tr>
<td>Removing an Organization (School) from Your Account</td>
<td>14</td>
</tr>
<tr>
<td>Requesting Test Coordinator Access</td>
<td>14</td>
</tr>
<tr>
<td>Replacing the Test Coordinator</td>
<td>15</td>
</tr>
<tr>
<td>Managing Users Associated with Your School</td>
<td>15</td>
</tr>
<tr>
<td>Approving a Test Accommodations Coordinator (TAC)</td>
<td>15</td>
</tr>
<tr>
<td>Inviting a Test Accommodations Coordinator</td>
<td>16</td>
</tr>
<tr>
<td>Removing a Test Accommodations Coordinator (TAC)</td>
<td>17</td>
</tr>
<tr>
<td>Requesting Test Accommodations Coordinator Access</td>
<td>18</td>
</tr>
<tr>
<td>Requesting Accommodations and/or English Learner Supports</td>
<td>19</td>
</tr>
<tr>
<td>Parent or Examinee Consent to Release Information to ACT</td>
<td>19</td>
</tr>
<tr>
<td>Searching for Examinees and Existing Requests</td>
<td>19</td>
</tr>
<tr>
<td>Submitting an “Action Required” Request</td>
<td>19</td>
</tr>
<tr>
<td>Assigning a New Test Date to a Previously Approved/Submitted Request</td>
<td>20</td>
</tr>
<tr>
<td>Certifying for Testing through Special Testing</td>
<td>20</td>
</tr>
<tr>
<td>Requesting Accommodations and English Learner Supports Using TAA</td>
<td>21</td>
</tr>
<tr>
<td>Submitting a New Request</td>
<td>21</td>
</tr>
<tr>
<td>Requesting Previously-Approved Accommodations and English Learner Supports</td>
<td>25</td>
</tr>
<tr>
<td>Using Previously-Approved Accommodations and Supports on a Future Test Administration</td>
<td>25</td>
</tr>
<tr>
<td>Statuses and Searches of Requests in TAA</td>
<td>26</td>
</tr>
<tr>
<td>Statuses of Requests</td>
<td>26</td>
</tr>
<tr>
<td>Searching by Sorting</td>
<td>26</td>
</tr>
<tr>
<td>Searching Using “Search Examinees”</td>
<td>26</td>
</tr>
<tr>
<td>Conducting an Advanced Search</td>
<td>26</td>
</tr>
<tr>
<td>Downloading Search Results</td>
<td>26</td>
</tr>
<tr>
<td>Canceling a New Request</td>
<td>27</td>
</tr>
<tr>
<td>Deleting an “Action Required” Request</td>
<td>27</td>
</tr>
<tr>
<td>How to Update the State Student ID or ACT ID in TAA</td>
<td>28</td>
</tr>
<tr>
<td>Decision Notifications and History</td>
<td>29</td>
</tr>
<tr>
<td>Decision Notification</td>
<td>29</td>
</tr>
<tr>
<td>Viewing the Decision History</td>
<td>29</td>
</tr>
<tr>
<td>Reconsideration Requests</td>
<td>30</td>
</tr>
<tr>
<td>Reconsideration of Accommodations/Supports Not Approved</td>
<td>30</td>
</tr>
<tr>
<td>Submitting a Request for Reconsideration</td>
<td>30</td>
</tr>
<tr>
<td>TAA System Errors</td>
<td>30</td>
</tr>
</tbody>
</table>

Updated 2019.05.30
Welcome to the Test Accessibility and Accommodations (TAA) system for the ACT® test

You will use this system to request student's accommodations or English Learner supports, receive decision notifications, and agree to test previously-approved students through Special Testing.

In order to submit and review requests in TAA you must have access to TAA. There are 2 different roles within TAA the Test Coordinator (TC) and the Test Accommodations Coordinator (TAC). The TC is the main person responsible, and ACT will grant access to the system for this person. There is only one TAA TC per school. Once access is given if anyone else also needs access they will request the TAC Role and the TC will be the one to approve/deny these pending requests. Everyone with access to TAA (TC or TACs) will be able to view all requests submitted for your school.

All requests for Accommodations/EL supports within TAA will either be for national/special test administrations or for state and district test administrations.

For national test dates, the decision notification will specify if the examinee will need to test through Special Testing. If the decision notification does not indicate Special Testing, the examinee should report to their assigned national testing center on test day.

There are three different roles which all have the same title of Test Coordinator (TC), and they may or may not be the same person. The TAA test coordinator for your school is not necessarily the same as the TC for a national testing center, or the TC for state and district testing.

Access to TAA

TAA can be accessed from any computer via Google Chrome (preferred), Mozilla Firefox, or Internet Explorer version 11 or later. To use TAA, you need an account online at ACT. Accounts may be created and accessed only by representatives from schools that have relationships with ACT.

Note: For technical assistance, you may contact ACT Customer Services at 877.861.3003, option 2.

Registration Required for Examinees Testing Through National and Special Testing

Before a test coordinator can submit an accommodations or EL supports request in TAA on behalf of an examinee that is testing on a national test date or through Special Testing, the examinee must first:

- Create or login in to an existing ACT account at: https://services.actstudent.org/OA_HTML/actibeCAcdLogin.jsp
- Register for the ACT test
- Indicate need for accommodations or EL supports
- Select the type of accommodation or EL support they need

Upon completion of the registration, the examinee will receive an email with instructions on how to work with the test coordinator or test accommodations coordinator at their school to submit a request. Once you receive this email, which will include the examinee’s ACT ID and registered test date, along with a completed Consent to Release Information to ACT, you can search for the accommodations and/or EL supports request in TAA and submit the request for review.

If you do not receive an email from the examinee, you can request accommodations or EL supports for the student if you have their name and the test date for which they registered.

IMPORTANT! This does not apply to examinees testing through the ACT State testing or ACT District testing programs.
TAA Roles

Users in the Test Accommodations and Accessibility (TAA) system have different roles and responsibilities. Determining if you should request the Test Coordinator (TC) role or the Test Accommodations Coordinator (TAC) role depends on whether or not your school already has a TC on file in TAA. Each school may have only one TC, and multiple TACs. The main difference in the roles is that after the TC is granted access by ACT the TC may grant access to other users.

The chart below will help you determine what to do.

<table>
<thead>
<tr>
<th>If you …</th>
<th>Then …</th>
</tr>
</thead>
<tbody>
<tr>
<td>See the following message on screen:</td>
<td>A Test Coordinator (TC) is already assigned for your school</td>
</tr>
</tbody>
</table>
| Our records indicate that JANE DOE is the Test Coordinator for SCHOOL NAME. ACT allows only one Test Coordinator per organization. You can select Cancel and then, select the Request TAA Access button and the Request Test Accommodations Coordinator Role button. The Test Accommodations Coordinator Role will be approved by the Test Coordinator at your organization. Or, you can continue to request the Test Coordinator Role. Please be advised that if your Test Coordinator Role is approved, ACT will revoke the access of JANE DOE. | • Select the Cancel button. Do not select the Yes button.  
Note: If you select Yes, you risk changing the TC that is already assigned to your school.  
• Consult with the person listed in the Request Role message box and follow up with that person about granting you TAC privileges to TAA.  
• If that person is no longer at your school, proceed to request TC role access. |
| Do not see the above message on screen | Proceed to request TC role access |

Test Coordinator (TC)

Test Coordinator (TC) is the title that ACT uses to designate our single point of contact with the organization (school) for a specific program. Each organization (school) can have only ONE Test Coordinator (TC) in TAA, even if the responsibilities are shared by multiple people. The TC may designate other “test coordinators” as Test Accommodations Coordinators (TACs) in TAA.

Here is an example:

Martin Luther King High School is a national testing center, and participates in State/District testing.
- Susan Jones is the test coordinator for national testing.
- Marvin Hiccup is the test coordinator responsible for submitting accommodation requests for students who want to take the ACT.
- Janice Doo is the test coordinator for State/District testing.

One of the three must have the TC role in TAA. In TAA, Marvin requests the role of TC and is approved by ACT. He assigns Susan and Janice the role of Test Accommodations Coordinator. They are all able to access the system, yet only Marvin can approve new users. Organizations (schools) can have multiple staff members serve as Test Accommodations Coordinators (TAC) and who can assist with the request process.

IMPORTANT! The TC should request the test coordinator role right away! Do not wait to request access as it may impact your ability to meet accommodations authorized by ACT and EL supports deadlines.

Note: The test coordinator role in TAA is unrelated to other ACT systems, such as PANext and SRPS, and must be requested separately.
Responsibilities of the Test Coordinator (TC)

In addition to requesting ACT accommodations and EL supports in TAA, the test coordinator is responsible for:

- Requesting the test coordinator role for your organization (school)
- Inviting, and granting or revoking access to test accommodations coordinators (TACs) in TAA
- Helping TACs navigate TAA to submit requests as needed
- Viewing and participating in training provided by ACT
- Administering or arranging for the administration of the ACT with accommodations and/or supports pursuant to ACT policies and procedures

The following sections will help you in your role as TC:

- Managing Users Associated with Your School page 15
- Approving a Test Accommodations Coordinator (TAC) page 15
- Inviting a Test Accommodations Coordinator (TAC) page 16
- Removing a Test Accommodations Coordinator (TAC) page 17

Test Accommodations Coordinator (TAC)

Organizations (schools) may have any number of Test Accommodations Coordinators (TAC). TACs are able to assist their Test Coordinator (TC) in submitting requests and reconsiderations for students who may need accommodations or EL supports to access the ACT.

Each person with access to the Test Accessibility and Accommodations (TAA) system will have access to confidential student information, so you may wish to carefully consider the number of TACs for your school.

Responsibilities of the Test Accommodations Coordinator (TAC)

Test Accommodations Coordinators (TAC) support their organization’s TC in requesting ACT accommodations and EL supports in TAA.

TACs have the ability to:

- Initiate requests
- Submit requests
- Upload supporting documentation
- View decision notifications
- Submit reconsiderations
- Associate test dates
- Certify that the school will test examinees who are participating in special testing

Schools are Called Organizations in TAA

Schools are referred to as organizations in TAA. To set up your school to use TAA, the test coordinator, and any test accommodations coordinators, must first select (add) your school. All requests that are submitted will be associated with the school that is selected.

Note: The test coordinator and test accommodations coordinator must select the same school.
Note: If an examinee is approved to test through Special Testing at your school, ACT will use the address associated with your school to ship secure test materials. If the address listed is not accurate, please contact ACT Customer Services at 877.861.3003, option 2 to provide the correct address. This will ensure delivery of secure test materials to the person who requests the accommodations or EL supports on behalf of the examinee for administration of the test.

Test Coordinator Grants Test Accommodations Coordinator Access

After the test coordinator is granted access in TAA, he or she may invite test accommodations coordinators (TACs) to use TAA. The TAC is not able to access TAA for his or her school until the test coordinator grants access. Once access is granted, the TAC will receive a notification email at the address used to set up his or her ACT account.

Note: Refer to page 10, “How to Access a Current TAA User Account,” and page 18, “Requesting Test Accommodations Coordinator Access” for detailed instructions.
How to Create a New TAA User Account

If you do not already have a TAA user account, follow these steps:

1. Go to: https://readiness.act.org/ccr/app/home.
2. Select the Go to TAA button.
3. At the Sign In screen, select the Create Account link.
4. Provide your basic account information and select Next.

Note: If you enter information that matches an existing account, you will see a red error message that states “An account with your email address already exists in our business domain. For additional information please view our FAQs below.” In this case, select Go to Home Page link and select the Forgot Password link.

   a. First Name, Last Name, Birth Date, and Email
   b. Customer Service PIN: Enter a four-digit number in this field. Select the 🌐 to read an explanation of why you need to create a PIN.
   c. Password: Enter a password that meets the requirements. When your cursor is positioned in this field, the requirements will appear.
      i. Select the Show Password box to view what you are typing
      ii. Password requirements:
         1. Must be 10 or more characters long
         2. Cannot be one of the last 12 passwords you have used
         3. Must include three or more of the following:
            a. Uppercase alpha (A-Z)
            b. Lowercase alpha (a-z)
            c. Number (0-9)
            d. Symbol (!@#$%^&*())
      4. Examples:
         a. ACTisthebest!
         b. Ilovemyd0g
         c. ge0rgew@sh1ngt0n
4. Provide your school address information and select Next.

5. Select two Security Questions and provide answers.
6. Complete the reCAPTCHA verification step.
   a. Select the “I’m not a robot” check box. If you are using a mobile device, you will not see a check box.
   b. Select the images in the pop-up screen that satisfy the instruction until there are no more images to select.
   c. Select Verify.
7. Select Create Account.
   Note: If you delay in selecting Create Account, you must repeat the verification step.
8. Read the ACT Terms and Conditions and select Accept. You should see an Account Confirmation success message.

10. Activate your account within 72 hours.
   a. Open the activation email in your Inbox from ACT (donotreply@act.org) and select the activation link.
b. Select the link or copy and paste the link into your browser url.
   i. Compatible web browsers include Google Chrome and Mozilla Firefox.

   c. You will see an Account Activation success message, followed by an instruction to “select an application to continue”.

   d. Select the **Launch** button for TAA

   *Note: If you do not activate your account within the 72 hours call ACT Accommodations at 877.861.3003 option 2 for assistance.*

11. Select the **Launch** button for Test Accessibility and Accommodations System (TAA).

12. Select the **Go to TAA** button and sign in using your username (email address) and password.
How to Access a Current TAA User Account

Logging into Your Current TAA User Account

Follow these steps to log in to your TAA User Account:

1. Go to: https://readiness.act.org/ccr/app/home.
2. Select the Go to TAA button.
3. At the Sign In screen, enter your TAA username (email address) and password, then select the Sign In button.

Changing Your Password from the Sign In Screen

If you forget your password, you can reset it by following these steps on the Sign In screen:

1. Go to readiness.act.org
2. Click the Forgot Password link
3. Enter your email address
4. Check the box: "I’m not a robot"
5. Perform the task as instructed
6. Select Continue
   a. Results: You will receive an email with a temporary password
7. Open the email and click the link
8. Answer the security questions on the following two screens
9. Select Reset Password after each question
10. Enter a new password
    a. Select the Show Password box to view what you are typing.
    b. Password requirements:
       i. Must be 10 or more characters long
       ii. Cannot be one of the last 12 passwords you have used
       iii. Must include 3 or more of the following:
          1. Upper case alpha (A-Z)
          2. Lower case alpha (a-z)
          3. Number (0-9)
          4. Symbol (!@#$%^&*())
11. Select Submit
12. Results: Password Reset Successfully message
Changing Your TAA User Account Settings

You may view or change your TAA user account details at any time through Manage Account, by following these steps.

1. Log in to TAA (see page 10).
2. Select **Manage Account** in upper right corner of your screen. You will then see the My Account screen.

From here you will be able to view and change the following information related to your account:

- Details (personal information)
- Email address
- Password
- Security questions
- Customer Service PIN

*Note: When you have the test coordinator role in your organization (school) you will see the Administration tab. Otherwise, you will only see the My Account tab.*

**Changing your Details**

1. Open the **My Account** tab
2. Select **Details**
3. Edit your First Name and/or Last Name
4. Select **Submit**

*Note: Select the **Cancel** button or **My Account** tab to exit this screen without saving your changes.*

**Changing Your Email Address**

1. Open the **My Account** tab
2. Select **Change Email Address**
3. Enter your current email address in the **Current Email** field
4. Enter your new email address in the **New Email** field
5. Reenter your new email address in the **Confirm New Email** field
6. Enter your password in the **Password** field
7. Click **Submit**

*Note: Select **Cancel** button or **My Account** tab to exit this screen without saving your changes.*

**Changing Your Password**

1. Open the **My Account** tab
2. Click **Change Password**
3. Enter your current password in the **Current Password** field
4. Enter your new password in the **New Password** field
   *Note: your new password must differ from your current and previous 12 passwords. If you enter your current password, or one of your previous 12 passwords, you will receive an error message and will be required to enter a new password.*

5. Click **Submit**.
6. Results: You will see a message indicating that you have successfully updated your password.

   *Note: Select **Cancel** button or **My Account** tab to exit this screen without saving your changes.*

### Changing Your Security Questions

There are two security questions for your account. When changing, you must update both questions.

1. Open the **My Account** tab
2. Select **Change Security Questions**
3. Select one of the security questions from the drop down list in the **Question 1** field.
4. Type your answer in the **Answer 1** field.
   *Note: answers are case sensitive
5. Select one of the security questions from the drop down list in the **Question 2** field.
6. Type your answer in the **Answer 2** field.
7. Enter your password in the **Password** field.
8. Click the **Submit** button.

   *Note: Select **Cancel** button or **My Account** tab to exit this screen without saving your changes.*

### Changing Your PIN

1. Open the **My Account** tab.
2. Select **Change Customer Service PIN**.
3. Enter a *new* four-digit PIN in the **Customer Service PIN** field.
4. Enter your password in the **Password** field.
5. Click **Submit**.

   *Note: Select **Cancel** button or **My Account** tab to exit this screen without saving your changes.*
Adding an Organization (School) to Your Account

1. Log in to TAA (see page 10).
2. If you have not yet associated with an organization, you will see the message, “Account setup incomplete. Please associate yourself to an Organization and request a role to continue setup …”

![Add/Manage Organizations button](image)

3. Click the **Add/Manage Organizations** button.
4. Begin typing the name of your organization in the field provided. When you see your school name/address, select it from the list.

   *Note: If the address listed is not accurate, please contact ACT Customer Services at 877.861.3003, option 2 to provide the correct address. This will ensure delivery of secure test materials to the person who requests the accommodations or supports on behalf of the examinee for administration of the test if the examinee is approved to test through Special Testing.*

5. Select **Add** button.

   *Note: If you select the **Add** button without having selected an organization first, you will receive the following message.*

![Warning! Please select an organization to add](image)

6. Enter your **Phone** number and **Title** (at the school).
7. Select a **Position** from the drop down list.
8. Click the **Add Organization** button.

![Add Organization](image)

9. Select **Back to Test Accessibility and Accommodations System** link to return to the Home page.
Removing an Organization (School) from Your Account

1. Log in to TAA (see page 10).
2. Click the **Add/Manage Organizations** button.
3. Click the small trash can icon to the right of the organization you want to remove.
4. Click **Submit**.

Requesting Test Coordinator Access

1. Log in to TAA (see page 10).
2. Select the radio button next to your organization.
3. Click the **Request TAA Access** button.
   Note: if you do not see a list of organizations, see page 13 to add an organization to your account.
4. Click the **Request Test Coordinator Role** button.
   Note: If you see the following message on the screen, a Test Coordinator is already assigned for your school:

   Our records indicate that **JANE DOE** is the Test Coordinator for **SCHOOL NAME**. ACT allows only one Test Coordinator per organization. You can select Cancel and then, select the Request TAA Access button and the Request Test Accommodations Coordinator Role button. The Test Accommodations Coordinator Role will be approved by the Test Coordinator at your organization. Or, you can continue to request the Test Coordinator Role. Please be advised that if your Test Coordinator Role is approved, ACT will revoke the access of **JANE DOE**.

   If you need assistance, place contact ACT Customer Service Support at 877.789.2925.

   a. Select the **Cancel** button. Do **not** select the **Yes** button.
   b. Consult with the person listed in the Request Role message box and follow up with that person about granting you TAC access to TAA.
   c. If that person is no longer at your school, continue with with step #5.

5. Answer the following questions by clicking the **No** or **Yes** button:
   a. Are you an employee of an educational institution who needs to enter requests for test accommodation on behalf of examinees taking the ACT?
   b. Do you agree to take responsibility for granting, revoking, and managing your educational institution’s TAA roles/accesses?
   c. Do you have permission and authority from your education institution to access and disclose student-level data and other sensitive personal information related to accommodations requests you submit through TAA on the examinee’s behalf?

   Note: If you are unable to answer yes in response to any of the above questions you cannot serve as the test coordinator and will be advised on screen to contact ACT.

6. Provide the following contact information of an administrator (i.e., principal, vice principal, superintendent) at your school who can validate your access:
   a. Administrator Name
   b. Administrator Title
   c. Administrator Phone Number
   d. Administrator Email Address

   Note: You cannot enter your own information on this screen. Entering incorrect contact information will delay
approval of your access request and may prevent you from submitting the Test Coordinator Access Form.

7. Select **Save and Continue**.

8. You should receive the following message on screen:

![Test Coordinator Access Form](image)

*Note: If your administrator cannot locate the email, please suggest that they check their spam or junk folder.*

9. Request your school administrator to reply as soon as possible to the ACT email. They must confirm that you have permission and authority to access and disclose student-level data and other sensitive personal information submitted through TAA on behalf of examinees.

   You will be notified by email when you are granted test coordinator access. This could take **1-2 business days** from the date ACT receives confirmation from your school administrator.

### Replacing the Test Coordinator

When the test coordinator (TC) needs to be replaced, a new TC must be appointed for the school. The newly appointed TC will create an account and follow the instructions to request the test coordinator role.

*Note: Only **one** person may serve in the test coordinator role for each school. That one person serves in this role for both National test dates and ACT State testing or ACT District testing at that school. If you request the test coordinator role and an administrator at your school validates your access, the previous test coordinator’s role will be revoked by ACT.*

If you need to request accommodations or English learner supports for examinees at your school but do not want the current test coordinator’s role to be revoked, please request test accommodations coordinator access. Refer to page 18, “Requesting Test Accommodations Coordinator Access” for detailed instructions.

### Managing Users Associated with Your School

To view a list of users that have been associated to your school account(s), manage the access requests that have been submitted for approval, and to add or remove users from your organization’s account, follow these steps.

1. From the Home screen, select **Manage Account** in upper right corner of your screen.
2. Click the **Administration** tab.
3. Click **Manage Users**.
4. Click the **Manage** button.

   *Result: You will see a list of users associated with this organization (school).*

### Approving a Test Accommodations Coordinator (TAC)

When a school staff member requests access to TAA as a Test Accommodations Coordinator (TAC), the Test Coordinator (TC) must approve or deny the request.
The test accommodations coordinator can create an account in TAA, add the organization (school), and request TAC access. Then, the TC can log in and approve the TAC access request, which will allow the TAC to submit requests for accommodations and supports in TAA.

1. Log in to TAA (see page 10).
2. Select Manage Account on upper right side of screen.
3. Click the Administration tab.
4. Select Manage Roles.
5. Locate the user requesting TAC access.
   a. If the list is long, type part of the user’s name or email in the search field or sort the columns to find a user.
   Note: You may click any of the headings above the columns to sort the results by the values in the column.
6. Click the **Respond** link in the Action column for that person.

   ![Screen Shot]

7. In the Role Request screen for the role of Test Accommodations Coordinator, click the radio button next to **Approve**.
8. Click the **Submit** button.

   **Result:** A successfully approved message will display, and the test accommodations coordinator will receive an email advising them that the role has been approved.

   ![Success] Success! Katie Featherston’s role request was successfully approved.

**Inviting a Test Accommodations Coordinator**

The test coordinator (TC) can invite test accommodations coordinators (TAC) to access TAA. Upon receipt of the invitation, the TAC activates their user account in TAA. Follow these steps:

1. Log in to TAA (see page 10).
2. View users in your school (see page 15).
3. Click the **Add User** button.
a. Enter the user's first and last name.
b. Enter the user's email address.
c. Select TAA from the Add a new Role drop-down list.
d. Select Test Accommodations Coordinator from the Select a role to request drop-down list.
e. Click the Add button.

Result: A message about the Test Accommodations Coordinator Role should appear with a Status of “Approved”.

4. Click the Submit button.

Result: A message will display, and the test accommodations coordinator will receive an email inviting them to create an account.

Removing a Test Accommodations Coordinator (TAC)

The test coordinator (TC) can remove a test accommodations coordinator’s (TAC) access to the school’s TAA page in the event a TAC changes roles within the school or leaves the school. Follow these steps to remove a TAC from your organization (school):
1. Log in to TAA (see page 10).
2. View Users in your school (see page 15).
3. Select the name of the user you wish to remove from your organization (school).
   
   Note: You may search for users at your school by using the search box above the user list, or sort the users by selecting any of the column headings: User, Email, or Account Status.
4. Select the Remove from Organization button.
   a. A confirmation message will appear to allow you to Cancel if that is not the user you wish to remove. Select Submit to confirm the removal of that contact in TAA from your school account.

   Result: You should see a “Success” message on screen indicating the user has been removed from the organization. Now the user no longer has access to TAA for your organization.

Requesting Test Accommodations Coordinator Access

1. Log in to TAA (see page 10).
2. Click the radio button next to your organization.
3. Click the Request TAA Access button.
   a. If you do not see your organization, go to page 13 to add an organization to your account.
4. Click the Request Test Accommodations Coordinator Role button.
   a. You should receive the following message on screen:

   Test Accommodations Coordinator Access

   Thank you for submitting a request for test accommodations coordinator access to TAA. Contact the test coordinator at your school who will approve your request. ACT does not approve access requests for test accommodations coordinators.

5. Click Exit.
6. Contact your school’s TAA Test Coordinator (TC) about approving your request.
Requesting Accommodations and/or English Learner Supports

Parent or Examinee Consent to Release Information to ACT

Without parent or examinee consent to release information to ACT, ACT cannot process requests for accommodations authorized by ACT or English learner supports. The TC is responsible for ensuring that the school has consent prior to submitting a request.

Ask a parent, the examinee (if 18 or older), or a school official with parental consent, to sign and date the Consent to Release Information to ACT form. Keep the signed release on file at school.

Searching for Examinees and Existing Requests

Examinees who register to take the ACT, provide their high school code, and indicate a need for accommodations or English learner supports will need to have the request for accommodations and/or EL supports submitted through the TAA system. Each examinee should have only one TAA file, therefore it is important to check if a request has already been started or submitted by following these steps:

1. Log in to TAA (see page 10).
2. Search for the examinee by entering the examinee’s first name, last name and/or TAA PIN.
   Hint: You can also enter a partial first or last name.
3. Click the Search button. The results will display on screen.
   Note: To help you further in locating the examinee you are searching for, you may sort the results by selecting any of the column headings, sorting the data into that order.
   Note: If you want to, you may select the Download Search Results button for that action.
4. Select the TAA PIN from the first column to complete or edit an examinee’s request.

 Submitting an “Action Required” Request

A request that has a status of Action Required needs to be submitted to ACT.

1. Log in to TAA (see page 10).
2. Scroll to the Examinee section.
3. Select Status in the top row of the table to bring Action Required requests to the top
4. Select the blue TAA PIN for the request in the first column
5. Complete the remaining sections of the request.

IMPORTANT! By checking the terms and conditions box on the screen (shown below), and submitting the request, you agree to either administer, or arrange for the administration of, the ACT if the examinee is approved to test with accommodations and/or supports that must be administered via ACT’s Special Testing program.

6. Review the terms and conditions and then select the checkbox to acknowledge the following:
Assigning a New Test Date to a Previously Approved/Submitted Request

1. Log in to TAA (see page 10).
2. Search for the examinee (see page 19).
3. Navigate to the examinee's Request History page (see page 28).
4. Download the Decision Notification (see page 29) to confirm approval of requested accommodations.
5. Select the future test date for which the examinee has registered from the drop down menu.
   Note: more than one test date may be selected at a time.
6. Select the Assign Test Administration button.

Certifying for Testing through Special Testing

The certification step is designed to verify the school's agreement to administer the ACT to the examinee with accommodations that are not able to be provided at a National Testing Center. If the certification step is needed, all TAA users at the school will receive an email indicating the need for certification. One person (TC or TAC) needs to complete the certification. Certification must be completed prior to testing materials being shipped.

1. Log into TAA (see page 10).
2. Search for the examinee (see page 19).
3. Click the Certification Needed link in the Certification column.
4. Check the checkbox in the row for the examinee's preferred test date.
5. Read the certification statement.
6. If you agree, click the I Agree button. If you do not agree, click the Cancel button and let the examinee know they will need to locate a different testing location.
Requesting Accommodations and English Learner Supports Using TAA

Submitting a New Request

IMPORTANT!

• Before starting an accommodations and/or supports request for an examinee, you must first have the consent form on file, signed by the parent, or examinee (if 18 or older), consenting to release the examinee’s accommodations and/or EL supports information to ACT.

• Wherever you see an icon, you may hover the cursor over it for more detailed information.

• Please use the button when navigating in TAA, if needed. Do not use your browser’s Back button.

1. Log into TAA (see page 10).
2. Verify the student does not already have a request in TAA (see page 26).
   Note: if a request is already in TAA, edit that request (see page 30). Do NOT start a new request.

   NOTE: If you are a TC or a TAC for more than one school, please make sure you submit requests under the correct school. Your name and the organization you selected will always display at the top right of each screen in TAA.

   To change the organization (school), please return to the Home page and select Choose another organization. Once you have selected the new organization, select Continue and request accommodations and/or supports for examinees who attend that school.

   IMPORTANT! If you do not see your name or the correct school, log out, sign in, and select the correct school.

There are seven steps to complete a New Request.

Tab 1: Examinee

1. Enter examinee's demographic information.
   a. ACT ID - an 8 digit number found on the email sent to the TC by the examinee after registering and indicating the need for accommodations or EL supports.
      Or
      State Student ID - up to 20 alphanumeric digits.
   b. First Name
   c. Middle Initial
   d. Last Name
   e. Date of Birth (MM/DD/YYYY) - the calendar icon allows selection of a date.

2. Enter examinee's address.
   a. Select the examinee's Country from the drop down list
   b. Enter the examinee's street address in the first Address field
   c. Enter the City and State/Province in the second Address field
   d. Enter the ZIP code/postal code - numeric digits only
      For US addresses: if the ZIP code is recognized by the system, the City and State fields automatically will be completed.
      If the ZIP code is not recognized, the City and State fields will not be completed.
      Try entering the zip code again, and if this does not work, contact ACT.
      The ZIP code field is not required for addressees outside of the United States. Alphanumeric postal codes cannot be entered in the zip code field and should be included in Address files two.

3. Click Save and Continue.
Tab 2: Test
1. Select the radio button next to the ACT.
2. Select the radio button next to the test date for which the examinee has registered or the initial test date for your state or district testing program.
   *Note: multiple future dates may be selected.*
3. Select Save and Continue.

Tab 3: Reason
1. Select the radio button next to Yes if requesting accommodations for an examinee with a diagnosed disability. If the examinee does not have a diagnosed disability, select the radio button next to No.
2. Select the radio button next to Yes if the examinee is currently receiving supports at school due to limited English proficiency. Select the radio button next to No if the examinee is not designated as an English learner.
   *Note: Examinees who are designated as an English learner with a disability may have a Yes indicated for both questions.*

Diagnosed Disabilities
3. A list of possible disabilities appears when Yes is selected to "requesting ACT-approved accommodations."
   a. Select all check boxes that apply to the examinee, or enter a specific diagnosis in the "other" box.
   *IMPORTANT! If a diagnosed condition is selected, do not use the Other Disability window to clarify that diagnosis. Only use this to enter a specific diagnosis not already listed. For example, if the examinee is confined to his or her home, or a medical facility, enter this under Other Disability.*

English Learner Status
4. A list of native languages appears when Yes is selected to "requesting English learner supports."
   a. Select the radio button next to the examinee's native language or enter the native language in the "other" box.
   *Note: Translated instructions are only available in languages provided on the list.*
5. Click the Save and Continue button.

Tab 4: Plan
1. Select the type of formal educational plan for the examinee.
   a. Select Exceptions Statement for examinees without a formal educational plan.
      *Note: a response is required for all examinee's with a diagnosed disability.*
   b. Indicate how long the examinee has been on the plan.
      - Less than four months
      - Four months or more
      - Less than one year (12 calendar months)
      - One year or more (12 calendar months)
2. Click the radio button next to Yes if the examinee receives supports at school due to limited English proficiency. Otherwise select the radio button next to No.
3. Click Save and Continue.

Tab 5: Accoms/Supports
1. Select all accommodations or supports that the examinee needs to access the ACT from the list provided.
2. Enter accommodations or supports NOT listed in the Other Accommodations box. Only use this box to request accommodations not already listed.
3. Click **Save and Continue**.
   
   **Note:** Some accommodations may not be compatible. You will receive an error message if you choose a setting that is incompatible with the format of testing.

**Tab 6: Documentation**

*See the Download Accommodation and Supports Documentation Guidelines link for more information.*

1. Select the **Choose File** button to locate documentation for any of the categories that display. Some examples are:
   - Psychoeducational/Neuropsychological Evaluation
   - Qualified Professional Diagnosis
   - IEP, 504, or Official Accommodations Plan
   - English Learner Documentation
   - Other Documentation
2. Navigate to and select the document from your computer for the appropriate evaluation, diagnosis, and/or plan. Select the **Open** button.
3. Select the **Upload** button.
4. Repeat the steps above to attach more documents, as needed.
   
   **Note:** All requests for accommodations should have a minimum of two documents uploaded:
   - Diagnosis of disability
   - Educational plan
5. When a document has been uploaded, View and Delete options appear.
   - Select the **View** link to review the uploaded document to ensure it is accurate and correct.
   - Select the **Delete** link to delete an incorrectly uploaded document.
6. Select the **Save and Continue** button for selections you made on the Documentation page.

You may encounter the following messages:

- If you did not upload a required document, you will be unable to continue. You will see the message “1 (or more) error(s) on the page. Please correct and save.” The category that requires a document will appear in red text. For example:
  
  ![Qualified Professional Diagnosis is required](image)

- Please make sure that the filename contains no special characters or punctuation marks.
- If you try to upload a required document, and the system does not allow it, you will see the message “Having difficulty loading the document, try again later.” Select the **Save** button to finish the request later.

**IMPORTANT! The system has a 10 MB size limit.**

If you try to upload a document larger than that, this message will appear in red text: “The upload file size cannot be more than 10 MB. You can try to split the document into multiple parts and upload them separately or check with your IT staff if you need further assistance with decreasing the file size.”

**Tab 7: Review**

Carefully review what is listed in each of these sections.

1. Examinee Details (no Edit button)
2. Testing Information (no Edit button)
3. Reason for Request
   - If edits are necessary, select the **Edit Reason for Request** button.
   - To return to the Review page, select the **Save and Continue** button.
4. Plan Details
If edits are necessary, select the Edit Plan Details button.
To return to the Review page, select the Save and Continue button.

5. Requested Accommodations/Supports
   If edits are necessary, select the Edit Requested Accommodations/Supports button.
   To return to the Review page, select the Save and Continue button.

6. Required Documentation
   If edits are necessary, select the Edit Required Documentation button.
   If needed, you may then delete the documentation that was uploaded and upload different documentation.
   To return to the Review page, select the Save and Continue button.

7. By checking the terms and conditions box on the screen you agree that:
   • Information is true and accurate
   • A signed release form is on file at your school
   • You or someone at your school will administer the ACT if the approved accommodations require the student to participate in Special Testing

   Note: If you select the Submit button without first checking these terms and conditions, you will receive this message.

   ![You must accept the terms and conditions. By checking this box, I acknowledge the following.]

8. Select the Submit button.

   IMPORTANT! Your request is not complete until you select the Submit button in the pop-up window to transmit the information to ACT.

   Results: a confirmation will appear on screen and an email will be sent to you. To print the confirmation select the Print button.

9. To submit requests for additional examinees return to the Home screen by selecting the Home tab in the upper-left corner of the screen.
Requesting Previously-Approved Accommodations and English Learner Supports

Using Previously-Approved Accommodations and Supports on a Future Test Administration

If an examinee is already in TAA, the accommodations authorized by ACT or supports for the examinee may not be automatically assigned to future test dates. The accommodations and supports can be carried forward to a future test date. However, for the examinee to receive the same accommodations and supports, the upcoming test administration must be assigned to the examinee. This assignment is done automatically when a student registers to test again through National or Special testing and indicates a need for accommodations.

Note: For ACT State testing or ACT District testing, be sure you select the initial test administration for your testing program.

Note: If an examinee was previously approved through the ACT paper process, you must submit a new request in TAA for the examinee to receive the same accommodations and supports on a future test date.
Statuses and Searches of Requests in TAA

Statuses of Requests

All saved requests are stored in TAA. On the Home page of TAA, the Status possibilities are:

- **Action Required**: These requests have not yet been submitted.
  
  *Note: ACT cannot access or review a request while it is in Action Required Status.*

- **In Review**: These requests have been submitted and are under ACT review.

- **Partially Approved**: These requests have been reviewed, but only part of what was requested, is approved.

- **Approved**: These requests have been reviewed, and all of what was requested, is fully approved.

- **Not Approved**: These requests have been reviewed, but none of what was requested could be approved.

- **Reconsider**: These requests have been submitted for reconsideration and are under ACT review.

Searching by Sorting

1. Log in to TAA (see page 10).
2. Scroll down to the section titled **Examinees** on the Home page.
   
   - Any column in the table of requests can be sorted alphabetically by selecting the blue column header.
   
   - Selecting the column header a second time will put the column in reverse alphabetical order.
   
   - Selecting the **Clear** button will clear the last sort and return the table to default settings.

Searching Using “Search Examinees”

1. Log in to TAA (see page 10).
2. Scroll down to the section titled **Examinees** on the Home page.
3. In the Search Examinees section enter one or more of the following:
   
   - Examinee's TAA PIN
   
   - Examinee's last name (or partial last name)
   
   - Examinee's first name (or partial first name)
4. Select the **Search** button.
5. Select the **Clear** button before starting a new search.

Conducting an Advanced Search

1. Log in to TAA (see page 10).
2. Scroll down to the section titled **Examinees** on the Home page.
3. Select the **Advanced Search** link.
4. Using the dropdown menu under **Test**, select the applicable test.
5. Using the dropdown menu under **Test Date**, select the applicable test date.
6. Enter the beginning month, day, and year of your search in the **Submitted Date From** field.
7. Enter the ending month, day, and year of your search in the **Submitted Date To** field.
8. Select the **Search** button.
9. Select the **Clear** button before starting a new advanced search.

Downloading Search Results

1. Select the **Download Search Results** button to create a comma-separated values (.csv) file of your search results.
   
   *Note: This is recommended if the list spans more than one page.*
2. Select the **ExamineeDetails.csv** file in the lower, left corner of the screen to view the file.
3. **Save** the file as an Excel (.xls or .xlsx) file.
Canceling a New Request

A request can only be canceled prior to submission to ACT.

1. Select the Cancel button on the final tab. A Request History screen appears.
2. Select Delete Request under the Action column.
3. Select the OK button when the confirmation message pops up.

Deleting an “Action Required” Request

1. Find the request (see page 26).
   *Note: Sorting the Status column will move all "Action Required" requests to the top of the table.*
2. Select Delete Request in the Action column of the desired request.
3. Select the Status column to sort the “Action Required” requests to the top of the table.
4. Locate the entry to delete, then select Delete Request in the Action column.
5. Select the OK button when the confirmation message pops up.
How to Update the State Student ID or ACT ID in TAA

To update the State Student ID or ACT ID for an examinee, follow these steps:

1. Locate the examinee, either by:
   - Sorting the table by selecting one of the table column headings
   - Entering the examinee's information in the fields under “Search Examinees”
   Then select the Search button.
2. Locate the specific examinee record you want to update and then select the Edit button. A Request History screen appears.
3. Select and correct the applicable ID fields.
   a. State Student ID (for ACT State testing or ACT District testing programs), then select the Update State Student ID button
   b. ACT ID (for National testing or Special Testing program) and then select the Update ACT ID button
Note: ACT cannot arrange for accommodations/supports or ship secure materials without a State Student ID or ACT ID per testing program. If a request is submitted without the required ID, the examinee may not be able to test on the preferred test date.
4. Select the OK button when the applicable Confirmation question appears. Either “Are you sure you want to update this State Student ID?” or “Are you sure you want to update this ACT ID?” Then the applicable confirmation message of “State Student ID is updated.” or “ACT ID is updated.” appears.
5. At the top of the page, select Home tab to return to the Home page.
Decision Notifications and History

Decision Notification

After ACT reviews a request, an examinee-specific Decision Notification is created in TAA. The notification contains the:

- examinee’s name
- examinee’s personal identification number (PIN) for TAA
- accommodations and supports approved (including any special authorizations), or not approved, if applicable
- reason accommodations and supports are not approved, if applicable

Note: When the Decision Notification is available to view online, the individual who submitted the request will receive an email. Please review the notification. Print two copies, providing one to the examinee, and keeping one for your records.

IMPORTANT! The examinee will NOT receive a copy of the Decision Notification directly from ACT. You must provide it to them.

Viewing the Decision History

6. In TAA, enter the examinee’s information in the fields under “Search Examinees,” then select the Search button.
7. Select the TAA PIN and you will be directed to a Request History screen.
8. Select the Decision Document History link to see all notifications for this examinee.
9. Any documents listed here, may be selected to download a pdf copy of them.
10. Close the history screen by selecting the “X” to close the pop-up window.
11. Close the Decision Notification on screen, by selecting the “X” to close the file.
12. At the top of the screen, select Home tab to return to the Home page.
Reconsideration Requests

Reconsideration of Accommodations/Supports Not Approved
ACT will reconsider requests for accommodations authorized by ACT or EL supports that were not initially approved. If you would like ACT to reconsider a request, you may use TAA to submit additional documentation.

Note: Editing a request, including adding additional documentation, can happen only prior to submission or resubmission to ACT.

IMPORTANT! Requests for reconsiderations must be submitted prior to the published late registration deadline. Decisions for requests submitted after the deadline may not be available in time for the preferred test administration. As a result, you must assign a future test date (see page 20) before editing the request for reconsideration.

Submitting a Request for Reconsideration

1. Log in to TAA (see page 10).
2. Find the examinee’s request (see page 26).
3. Assign a future test administration (see page 20).
4. Select the Exit button.
5. Select the Edit for Reconsideration button.
6. Edit reason for request, plan details, requested accommodations/supports, and/or required documentation.

IMPORTANT! Any reasons for the request and accommodations/supports selected in the original request are not available to select again when requesting reconsideration. To request the same accommodations and supports with additional documentation to support the request, edit the request for reconsideration but do not select additional reasons or accommodations/supports.

7. Select the Save and Continue button.
8. Enter the reason you’re requesting reconsideration in the Comments window.
9. Select the checkbox to acknowledge that the information is accurate, and that a signature is on file.
10. Select the Submit button. You will receive a confirmation message on-screen and via email.

Notes:
• The individual who submitted the request will receive another email when reconsideration by ACT is complete and an updated Decision Notification is available.
• If a request for reconsideration is not submitted, the status will become "Action Required." To submit the request see page 19.

TAA System Errors

Common Reasons for TAA System Errors
TAA system errors may occur for several reasons. Below are common problems that may cause system error messages and information about how to resolve them.

1. Your bookmark to TAA may be out of date. We sometimes make updates to the site that are necessary to display it correctly. In order to fix this issue, please go to readiness.act.org and click on the "Go to TAA" link to reach our most recently updated version of the site.
2. Your Internet browser may be incompatible with scripting on the site. We recommend using Google Chrome or Firefox whenever possible while using TAA. Internet Explorer is not supported.
3. Your browser may be trying to access information from a previous TAA session after the session has already timed out. To fix this, please clear your browsing cache and cookies, then close the browser and re-open it. Opening an Incognito Tab in Google Chrome has the same effect.
4. **Scripting on the site may be blocked by your Internet settings.** If this is the case, there will be a small shield icon in your address bar, which gives you a message stating that a script was blocked on this page for being potentially unsafe. If this occurs, please contact your local IT department for assistance.

If none of the above options work, we recommend calling 319-337-1332 for immediate assistance from one of our phone representatives.

### Contacting ACT

**Examinee Name and TAA PIN**

Protecting each examinee’s privacy and keeping personal information confidential is important to ACT. Therefore, the *Test Accommodations and Accessibility System* (TAA) creates a unique personal identification number (PIN) for each examinee, as a security precaution to maintain their privacy, known as the TAA PIN.

Please be prepared to provide the following information when contacting ACT so the ACT customer service agents can access the examinee’s information in TAA more quickly. Provide the examinee’s:

- TAA PIN
- First and last name

**How to Contact ACT**

If you have technical questions about TAA or need to have your school’s shipping address updated in TAA, you may:
- Call ACT Customer Services at 877.861.3003, option 2.

If you have questions regarding accommodations or EL supports for ACT State testing or ACT District testing, you may:
- Call us at 800.553.6244, ext. 1788
- Email us at ACTStateAccoms@ACT.org
- Fax us at 319.337.1285

If you have questions regarding accommodations or EL supports for National or Special Testing, you may:
- Call us at 319.337.1332, option 3
- Email us at ACTAccom@ACT.org
- Fax us at 319.341.2415