

ACT Test Accessibility and Accommodations System (TAA) User Guide

- State Testing
- District Testing



ACT Test Accessibility and Accommodations System (TAA) User Guide

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Overview

The Purpose of ACT's Test Accessibility and Accommodations (TAA) System

Welcome to the Test Accessibility and Accommodations (TAA) system for the ACT® Test. You will use this system to request examinees' accommodations or English Learner supports, and receive Decision Notifications. TAA is used to submit requests for your testing program.

Accessing TAA

TAA can be accessed at <http://success.act.org> from any computer via Google Chrome (preferred), Mozilla Firefox, or Internet Explorer version 11 or later.

If this is your first time logging in to <http://success.act.org>, click **Create Account** and follow the steps to create an account. **IMPORTANT!** You need to use the email address associated with your TAA user account when creating your <http://success.act.org> account, as this will link you to your prior TAA accesses.

After establishing your login credentials, sign in to <http://success.act.org>.

Sign In

Sign In or [Create Account](#)

Email

Password [Forgot password?](#)

[Sign In](#)

Welcome to Success!

The Success community provides ACT customers with the resources needed to be successful. To view your account information, create an account. Accounts will have access to the following features:

- Online Reporting:** Looking for your school's data to access your personalized data.
- Testing Accountability & Accessibility:** Test users can use this system to request student's accommodations, supports, receive decision notifications, and manage students through Special Testing.
- PearsonAccess^{next}:** Sign in and access the ACT Aspire assessments.

If you have access to TAA, you will see it among the choices listed.

Helpful Tools

- [ACT Test Scores and Reports](#)
- [PearsonAccess^{next}](#)
- [Test Accessibility and Accommodations](#)
- [Materials Ordering](#)

If the TAA system is not available to you, you will need to request access to it. See "Request Access to TAA," page 3. Requests are directed to the school's Trusted Agent for approval. Based on how the school hierarchy is set up, some accounts will also notify district and school-level Trusted Agents to approve the access.

If no Trusted Agent has been established for your school or district, your request for TAA access will be evaluated by ACT. Ensure you only request TAA access, as requests for other types of access require a Trusted Agent and cannot be evaluated by ACT. Do not request access if you are not a representative of the school.

Role: Trusted Agent

Each organization (district) is associated with a Trusted Agent. The Trusted Agent is typically a school administrator or district-level staff and is responsible for granting accesses within the <http://success.act.org> environment for his/her school. Trusted Agents grant access to TAA as well as the other systems accessed from this site. They must carefully consider who should have access to the TAA system so as to protect confidential information. Each person with access to TAA will have access to confidential examinee information and is able to view all of the requests submitted by their organization.

Role: Test Accommodations Coordinator (TAC)

Everyone with access to TAA is assigned the role of Test Accommodations Coordinator (TAC) in the system. Organizations (schools) may have more than one TAC. ACT recommends that all organizations have at least two TACs so there is always a "back-up" user available if needed. TACs are responsible for submitting requests and reconsiderations for examinees who may need accommodations or English learner supports to take the ACT.

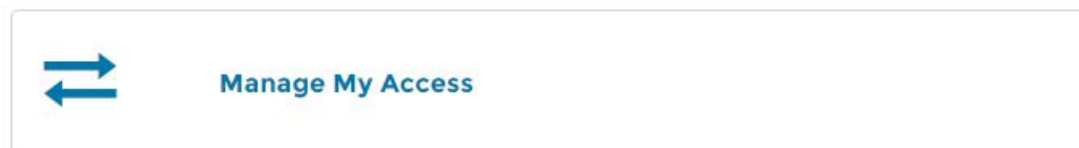
Responsibilities of the Test Accommodations Coordinator (TAC)

TACs have the responsibility to:

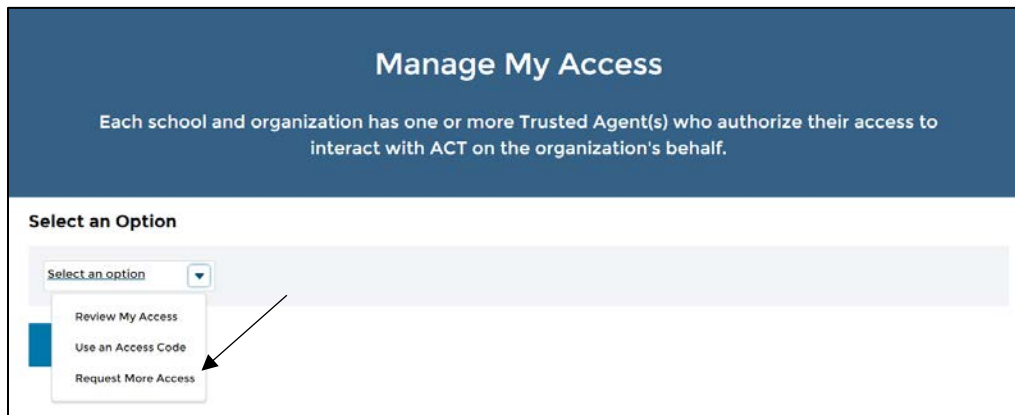
- Initiate requests
- Submit requests
- Upload supporting documentation
- View decision notifications
- Submit reconsiderations
- Associate test dates
- View and participate in training provided by ACT

Request Access to TAA

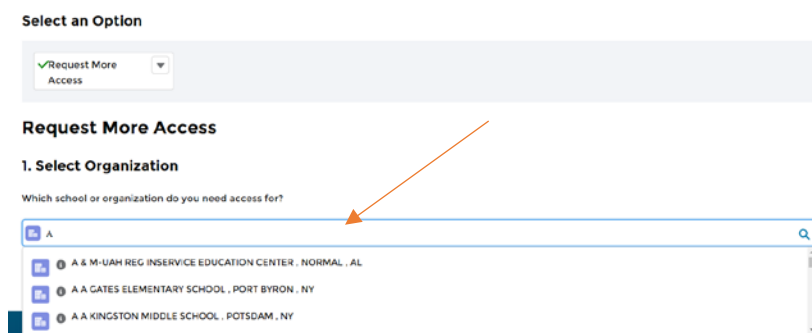
1. Select the **Manage My Access** button.



2. Select **Request More Access** from the dropdown menu.



3. Begin typing the name of your organization in the field provided. When you see your school name/address, select it from the list.



4. Select **Submit** button.
5. Select **Test Accommodations**.
6. Select **Request Access**.

Requests are directed to the school's Trusted Agent for approval. Once the Trusted Agent approves your request, you will get an email and the TAA button will be available on your home screen. If no Trusted Agent has been established for your school or district, your request for TAA access will be evaluated by ACT.

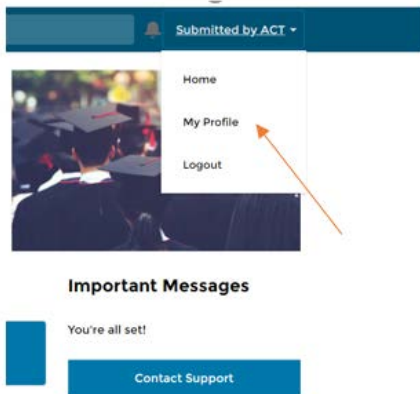
Change Your Password from the Sign In Screen

1. Select the **Forgot Password** link.
2. Enter your email address.
3. Select **Send Password Reset Email**.
Results: You will receive an email with a temporary password.
4. Open the email and select the link.
5. Enter a new password.
 - a. Select the **Show Password** box to view what you are typing.
6. Select **Submit**.

Results: "Password Reset Successfully" message.

Change Your Account Settings

1. Log in to success.act.org
2. Select **My Profile** from the drop down menu by your name in the upper right of the screen.



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

- Details (personal information)
- Email address
- Password

Change Your Password from My Profile

1. Select the **My Profile** from the dropdown menu located in the top right of your home screen.
2. Go to the **Setting & Preferences** tab.
3. Select **Change Password**.
4. Enter a your current password followed by your new password.
5. Verify your new password.
6. Select **Save**.

Add an Organization (School) to Your Account

If you are responsible to submit requests for multiple schools, you may need to request and be authorized for each one. After selecting the Test Accessibility and Accommodations widget, you will see a list of schools you have access to in TAA. If you do not see a school on the list which you should, you will need to follow the steps in "Request Access to TAA," page 3, for that school.

Requesting Accessibility 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 TAC 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.

Search for Examinees and Existing Requests

Examinees will need to have their request for accommodations and/or EL supports submitted through the TAA system. Each examinee should have only one TAA file. The same request file may be used for the National/Special testing program and for the State and District testing program. If an examinee had accommodations previously authorized from a different school, the examinee or parent can contact ACT to request the approval be moved to your school so it is viewable in your TAA Portal.

It is important to check if a request has already been started or submitted by following these steps:

1. Log in to TAA.
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. Select the **Search** button. The results will display on screen.

Notes:

- *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.*
- *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.

Submit an "Action Required" Request

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

1. Log in to TAA.
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.
6. Review the terms and conditions and then select the checkbox to acknowledge the following:

If you want to cancel this request, please click on Cancel to go to Request History screen and then click on Delete link to delete this request.

By checking this box, I acknowledge the following:

1. The information provided in the Test Accessibility and Accommodations System, on the IEP, 504 Plan, or Official Accommodations Plan, and any other required documentation is accurate to the best of my knowledge, and
2. A [signed release](#) of information to ACT is on file at school for this student. The parent must sign the release if the student is under 18 years old.
3. If the examinee is approved to test through the Special Testing program during a National testing window, I personally meet all of the requirements for the Special Testing Coordinator specified in the ACT Policies for ACT Special Testing and that I or a member of my staff who also meets the same requirements will administer the tests in accordance with the ACT Administration Manual sent with the test materials. I will ensure that the test materials are kept secure and confidential, used only for the examinee identified in this request, and returned to ACT immediately. I understand that by agreeing to be a Special Testing coordinator, I consent to the ACT Privacy Policy (<http://www.act.org/content/act/en/privacy-policy.html>), which is incorporated into these Policies for ACT Special Testing by reference, including consent to the collection of my personally identifying information and its subsequent use and disclosure.
4. **International Test coordinators:** If the examinee is approved to test with accommodations at an International test center, I am also providing my consent to ACT to transfer my personally identifying information to the United States to ACT or a third party provider for processing, where it will be subject to use and disclosure under the laws of the United States. I acknowledge and agree that it may also be accessible to law enforcement and national security authorities in the United States.

Click on above link to print a copy of the release form. Save a signed copy in the examinee's file. Do not send the signed release to ACT.

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

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

7. Select the **Submit** button to finish the request.

Assign a New Test Date to a Previously Approved/Submitted Request



1. Log in to TAA.
2. Search for your examinee.
3. Navigate to your examinee's Request History page by selecting the blue PIN in the first column.
4. Select "State and District testing" from the **Test** drop-down menu.
5. Select your first State and District test date from the **Test Administration** drop-down menu.
6. Select the **Assign Test Administration** button.

Result: The newly associated test administration will appear on the list of associated test dates located above the **Test** drop-down menu.

Requesting Accommodations and English Learner Supports Using TAA

Submit 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 in to TAA.
2. Verify the examinee does not already have a request in TAA by using the **Search** tool.

Note: If a request is already in TAA, edit that request by assigning a new test date or submitting for reconsideration. Do NOT start a new request.

3. On the Examinees page select **New Request**.

Note: If you are 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 tabs for completing a New Request.

Tab 1: Examinee

1. Enter examinee's demographic information.
 - a. ACT ID - an 8-digit number that exists if the examinee took the ACT without accommodations on a previous test date (i.e., ACT National testing); you will need to get this ID from the examinee
OR
State Student ID - up to 13 alphanumeric digits that can be found in PearsonAccess^{next}
 - b. First Name
 - c. Middle Initial
 - d. Last Name
 - e. Date of Birth (MM/DD/YYYY) – use the calendar icon to select a date.

Note: Demographic information must match what will be uploaded to PearsonAccess^{next} to avoid processing delays.

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.
 - d. Enter the ZIP code.
 1. If the ZIP code is recognized by the system, the City and State fields automatically will be completed.
 2. If the ZIP code is not recognized, the City and State fields will not be completed.
 3. Try entering the zip code again, and if this does not work, contact ACT.

3. Select **Save** and **Continue**.

Tab 2: Test

1. Select the radio button next to **the ACT**.
2. Select the radio button next to the first test date for your State or District testing program.
3. Select **Save** and **Continue**.

Tab 3: Reason

1. Select the radio button next to **Yes** if requesting accommodations for a examinee with a diagnosed disability. If the examinee does not have a diagnosed disability, select the radio button next to **No**.
Note: You may want to select the "no" radio button for IEL supports (Step 2) as the disability section expands when the "yes" radio button is selected.
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.*
3. **Diagnosed Disabilities:** A list of possible disabilities appears when **Yes** is selected to "requesting ACT-authorized 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.
4. **English Learner Status:** 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. Select the **Save and Continue** button.

Tab 4: Plan

1. Select the type of formal educational plan for the examinee.
 - a. 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. Select 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. Select **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.

Note:

- *Use only letters and numbers (0 through 9) in this field; do not use any symbols or special characters.*
- *Accommodations available on this screen are what is typically requested based on the selected disabilities (Tab 4).*
- *Only accommodations listed on the examinee's plan should be requested for use on ACT.*

3. Select **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

IMPORTANT! All file names for documentation must be alphanumeric only. Including special characters may prevent the file from opening in TAA.

*Note: See the **Download Accommodation and Supports Documentation Guidelines** link for more information. Refer to your State or District webpage for the Late Consideration Form and your Schedule of Events for the Late Consideration deadline.*

1. Select the **Choose File** button to locate documentation for any of the categories that display. Some examples are:

- IEP, 504, or Official Accommodations Plan
- Psychoeducational/Neuropsychological Evaluation
- Qualified Professional Diagnosis
- 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.

Hint: Make two empty documents called "Blank" and "Blank 2" on your computer. These can be uploaded when TAA requests the same documentation multiple times. The file name blank allows ACT to know it intentionally had no information.

3. Select the **Upload** button.

4. Repeat the steps above to attach more documents, as needed. All requests for accommodations should have a minimum of two documents uploaded:

- a. Educational plan
- b. Diagnosis of disability

5. When a document has been uploaded, View and Delete options appear.

- a. Select the **View** link to review the uploaded document to ensure it is accurate and correct.
- b. Select the **Delete** link to delete an incorrectly uploaded document.

6. Select the **Save and Continue** button.

Note: 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. ⓘ

- 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.**”*

- If you try to upload files with the same name, this message will appear in red text: “**Document already exists. Please upload a different document.**”

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
 - a. If edits are necessary, select the **Edit Reason for Request** button.
 - b. To return to the Review page, select the **Save and Continue** button.
4. Plan Details
 - a. If edits are necessary, select the **Edit Plan Details** button.
 - b. To return to the Review page, select the **Save and Continue** button.
5. Requested Accommodations/Supports
 - a. If edits are necessary, select the **Edit Requested Accommodations/Supports** button.
 - b. To return to the Review page, select the **Save and Continue** button.
6. Required Documentation
 - a. If edits are necessary, select the **Edit Required Documentation** button.
 - b. If needed, you may then delete the documentation that was uploaded and upload different documentation.
 - c. To return to the Review page, select the **Save and Continue** button.
7. By checking the box on the terms and conditions screen, you agree that:
 - a. Information is true and accurate (this includes that the accessibility supports selected are on the examinee's plan).
 - b. A signed release form is on file at your school.

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.*

Hint: Printing as a PDF allows the confirmation to be saved electronically without taking up office real estate with paper.

9. To submit requests for additional examinees, return to your TAA home page by selecting "Home" in the header on the left.

Note: Selecting "Go Home" on the right will return you to your success.act.org log in screen.

Requesting Previously-Authorized Accommodations and English Learner Supports

Use Previously-Authorized Accommodations and Supports on a Future Test Administration

If a examinee is already in TAA, the accommodations authorized by ACT or supports for the examinee will not be automatically assigned to future test dates. If an examinee has pre-authorized accommodations or support in TAA, these accessibility supports will not automatically move to future test dates. You must go in and associate the appropriate test date.

1. Search for the examinee.
2. Go to the History page by selecting the blue TAA PIN.
3. Select the testing program from the **Test** drop-down menu.
4. Select the first test administration date for your ACT State testing or ACT District testing.
5. Select the **Assign Test Administration** button.

Result: The test date will appear in the listed Associated Test Administrations.

Requesting Reconsideration

Reconsideration of Accommodations/Supports Not Authorized

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 deadlines to ACT.

IMPORTANT! Requests for reconsiderations must be submitted prior to the reconsideration deadline published in your Schedule of Events.

Submit a Request for Reconsideration

1. Log in to TAA.
2. Find the examinee's request.
3. Select the **Edit for Reconsideration** button.
4. Provide additional documentation as indicated in the Decision Notification, or update/change requested accessibility supports listed on the examinee's plan.

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 accessibility supports with additional documentation to support the request, edit the request for reconsideration but do not select additional reasons or accommodations/supports.

5. Select the **Save and Continue** button.
6. Enter the reason you're requesting reconsideration in the **Comments** window.
7. Select the checkbox to acknowledge that the information is accurate and that a signature is on file.
8. 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."*

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.
-

Search by Sorting

1. Log in to TAA.
 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.
-

Search Using “Search Examinees”

1. Log in to TAA.
 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.
-

Conduct an Advanced Search

1. Log in to TAA.
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.

Download 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.

Cancel 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.

Delete an "Action Required" Request

1. Find the request.

*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.

State Student ID

Update the State Student ID in TAA

1. Locate the examinee, either by:
 - a. Sorting the table by selecting one of the table column headings
 - b. Entering the examinee's information in the fields under "Search Examinees"
2. Select the **Search** button.
3. Locate the specific examinee record you want to update and then select the **Edit** button. A Request History screen appears.
4. Select the **State Student ID** field, then select the **Update State Student ID** button.

Note: ACT cannot arrange for accommodations/supports or ship secure materials without a State Student ID. If a request is submitted without the required ID, the examinee may not be able to test on your school's test date.

5. 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.
6. At the top of the page, select **Home** 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
- Accessibility supports authorized, or not authorized, if applicable
- Reason accessibility 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.

View the Decision History

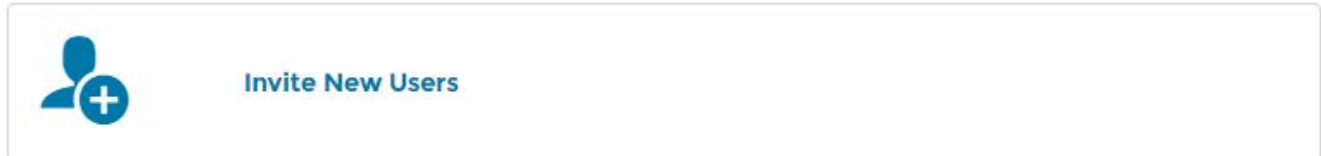
1. In TAA, enter the examinee's information in the fields under "Search Examinees," then select the Search button.
2. Select the TAA PIN and you will be directed to a Request History screen.
3. Select the Decision Document History link to see all notifications for this examinee.
4. Any documents listed here, may be selected to download a pdf copy of them.
5. Close the history screen by selecting the "X" to close the pop-up window.
6. Close the *Decision Notification* on screen, by selecting the "X" to close the file.
7. At the top of the screen, select Home tab to return to the Home page.

Trusted Agent Procedures

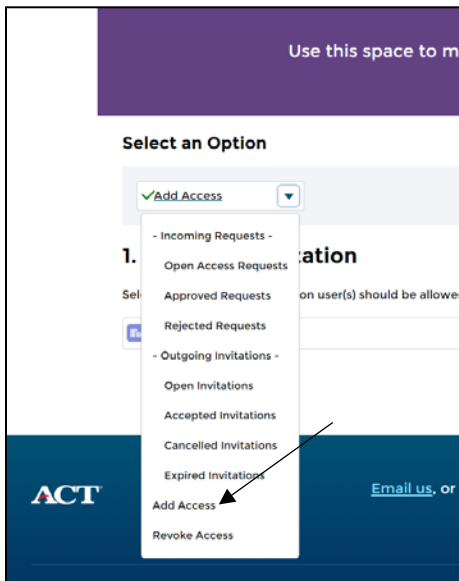
Invite a Test Accommodations Coordinator to TAA

Only Trusted Agents are approved to invite users to act as a TAC in the system.

1. Log into <https://success.act.org>.
2. Select **Invite New Users** from the home page after login.



3. Select **Add Access** from the drop down menu.



4. Find the organization.
5. Select **Test Accommodations**.
6. Select existing users or input the email address(es) for the user(s) you want to invite.

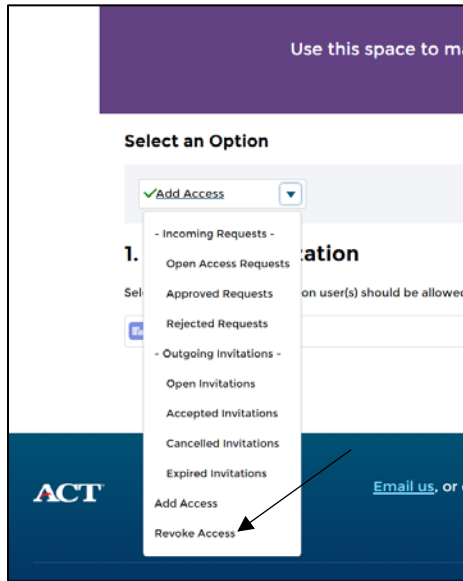
Remove a Test Accommodations Coordinator from TAA

Trusted Agents are responsible for removing user access to TAA.

1. Log into <https://success.act.org>.
2. Select **Invite New Users** from the home page after login.



Invite New Users



3. Select **Revoke Access** from the drop down menu.
4. Find the organization.
5. Select **Select Users** to remove access.

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.** Access to TAA has migrated to success.act.org. Select 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.
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 contacting ACT for assistance.

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 ACT Customer Service agents can access the examinee's information in TAA more quickly. You will need to 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 Service at 877.861.3003, option 2

If you have questions regarding accessibility supports, you may:

- Call us at 800.553.6244, ext. 1788
- Email us at ACTStateAccoms@ACT.org
- Fax us at 319.337.1285

ACT[®]