ACT Test Accessibility and Accommodations System (TAA)
User Guide

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ACT Test Accessibility and Accommodations System (TAA) User Guide

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Overview

Introduction to the Test Accessibility and Accommodations System (TAA)
The online Test Accessibility and Accommodations System (TAA) is used for the ACT® test accommodations and English learner (EL) supports management. The test coordinator (TC), and test accommodations coordinator (TAC) use TAA for:

- Submitting requests for ACT-approved accommodations and English learner supports to ACT
- Checking the status of requests
- Reviewing Decision Notifications
- Printing Decision Notifications to provide to the examinee and parent
- Requesting reconsideration of requests that were not approved initially, if applicable
- Viewing examinee information for planning purposes, as needed

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/actbeCAcdLogin.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.

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

Test Coordinator Access in TAA
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 programs at that school. The test coordinator can invite others to create an account and assist with accommodations or EL supports requests. Those invited to create an account by the test coordinator will have the test accommodations coordinator (TAC) role.

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 ACT-approved accommodations and EL supports deadlines.

Note: The test coordinator in charge of the ACT State testing or ACT District testing program at your school does not have to, but can, be the test coordinator in TAA.

Note: Refer to page 8, "How to Access a Current TAA User Account," and page 17, “How to Request Test Coordinator Access” for detailed instructions.
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 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

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.

ACT Grants Test Coordinator Access

The process for requesting and receiving test coordinator access in TAA is by:

- Going to: https://readiness.act.org/ccr/app/home.
- Selecting the Go to TAA button.
- Creating an online account.
- Activating your online account.
- Selecting the Add/Manage Organizations button.
- Adding your organization (school) that you want to request accommodations or EL supports for through TAA.
- Navigating to the Test Accessibility and Accommodations System (TAA) by selecting Back to Test Accessibility and Accommodations System link.
- Selecting the Request TAA Access and Request Test Coordinator Role buttons and completing the Test Coordinator Access Form.
- ACT reviewing each request, upon receipt of validation from a school administrator.

**IMPORTANT! This review may take up to five business days to approve. The test coordinator is not able to access TAA for his or her school until access is granted.**

- The test coordinator will receive an access notification email at the address used to set up his or her account.
- The test coordinator accesses TAA and submits requests for examinee accommodations and EL supports.

Note: Refer to page 8, “How to Access a Current TAA User Account,” and page 17, “How to Request Test Coordinator Access” for detailed instructions.

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 8, “How to Access a Current TAA User Account,” and page 22, “How to Request Test Accommodations Coordinator Access” and page 24, “Managing TAC 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 Sign In screen, select Create Account link.

4. Provide your basic account information and select Next.

   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.

   Tip: Check the Show Password box to view what you are typing.
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 see page 8 for “How to Access a Current TAA User Account.”

5. Provide your address information and select Next.

6. Select two Security Questions and provide answers.

7. Complete the reCAPTCHA verification step.
   a. Select the “I’m not a robot” check box.
b. Select the images in the pop-up screen that satisfy the instruction until there are no more images to select.

![Select all images with flowers.]

Select Verify.

*Note: If you are performing this task using a phone or tablet, you will not see a check box.*

8. Select **Create Account**.

*Note: If you delay in selecting Create Account, you must repeat the verification step.*

9. Read the ACT Terms and Conditions and select **Accept**. You should see an Account Confirmation success message.

![Terms and Conditions]

![Account Confirmation]

10. Activate your account. Open the activation email in your Inbox from ACT (donotreply@act.org) and select the activation link.

![donotreply@act.Action Required: Activate Your ACT Account]

*Note: When opening the activation link please ensure that it opens in a compatible web browser (i.e., Google Chrome, Mozilla Firefox, or Internet Explorer, version 11 or later).*
Hello Linda,

To activate your account, click the link below, or copy and paste the link into your web browser:

https://acttest.corporate.act.org/user/activate?confirmationCode=34b3a8b5c-65ac-485b-a802-78c04654d578&moreName=ACTBP2BEF3AE065-C87A-495E-A882-F9B34A2728E9

Please complete this activation within 72 hours.

Do not forward this email. The link was created for your use only.

Do not reply to this email. If you have questions, contact ACT at 877-861-3003.

Regards,

ACT Online Account Management

**IMPORTANT! There is a 72 hour time limit for selecting the link to activate your account. The link was created for your use only. If the link has expired, call Customer Services at 877.861.3003, option 2 for assistance.**

Result: You will see an Account Activation success message, followed by an instruction to “Select an application to continue.”

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 new password.
How to Access a Current TAA User Account

Logging into Your Current 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, enter your TAA username (i.e., your email address) and password, then select the Sign In button.

Resetting a 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. At the Sign In screen, select Forgot Password? link.
2. Enter your email address, select the "I'm not a robot" box, and perform the task as instructed.
3. Select Continue when you are done. You will see a success message telling you that you will receive an email with a temporary password in it.
4. When you receive the “Reset ACT Account Password” email from ACT (donotreply@act.org), open it and select the link inside to begin the process of changing your password.

5. Answer the security questions that are displayed on the next two screens, selecting Reset Password after each.

6. Enter a new password and select Submit. You will see a Password Reset Successfully message.

7. Select Launch for TAA.

8. Select the Go to TAA button and sign in using your username (email address) and new password.
How to View or Change 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 the Test Accessibility and Accommodations System (TAA) at https://readiness.act.org/ccr/app/home.
2. Select the Go to TAA button.
3. At the Sign In screen, enter your username (email address) and the password and select Sign In.
4. Select Manage Account in upper right corner of your screen. You will then see the My Account screen.

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.

Viewing or Changing your Account Contact Information

On the My Account screen, you may select a category to view or change the information you have entered previously. To do so, follow these steps:

Note: Select Cancel button or My Account tab to exit any of the Account optional screens without saving your changes.

1. On the My Account screen, select Details. The Details screen shows the contact information you entered for yourself when you created the account. On the Details screen, you may view or change your first and last name.
If you want to save any changes you make, select **Submit**.

*Note: You cannot change your email address in this screen.*

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

### Changing Your Email Address

Follow these steps to change your account’s email address:

1. From the My Account screen, select **Change Email Address**.
2. On the Change Email Address screen, enter the current email address for your account in the **Current Email** field.
3. Enter your new email address in the **New Email** field.
4. Reenter the new email address in the **Confirm New Email** field.
5. Enter your password in the **Password** field.

   *Tip: You may select the **Show Password** box to view what you are entering in the Password field as you type.*

6. If you want to save your changes, select **Submit**.

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

---

**Changing your Password**

Follow these steps to change your account’s password:

1. On the My Account screen, select **Change Password**.

2. On the Change Password screen, enter the current password for the account in the **Current Password** field.
3. Then enter a new password in the **New Password** field.

   *Tip: You may select the **Show Password** box to view what you are entering in the Password field before, during, or after you type the password.*

4. If you want to save your changes, select **Submit**. You will see an updated successfully message.

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

---

**Password Error Message**

If you submitted your *current* password or one of your previous 12 passwords in the New Password field, you will see this error message.

Enter a different password in the **New Password** field and select **Submit**.
Changing the Security Questions

When changing security questions, both security questions must be updated. You cannot change just one of them. Follow these steps to change the security questions for your account:


2. On the Change Security Questions screen, select one of the security questions from the drop down list in the Question 1 field.
3. Type your answer in the Answer 1 field.
4. Select one of the security questions from the drop down list in the Question 2 field.
5. Type your answer in the Answer 2 field.
6. Enter your password in the Password field.
   Tip: You may select the Show Password box to view what you are entering in the Password field before, during, or after you type.
   Note: Your answers are case sensitive.
7. If you make any changes you want to save, select the Submit button.
   Note: Select Cancel button or My Account tab to exit this screen without saving your changes.

Changing the Customer Service PIN

Follow these steps to change your account’s Customer Service PIN:

1. On the My Account screen, select Change Customer Service PIN.
2. Enter a new four-digit PIN in the Customer Service PIN field.
3. Enter your password in the Password field.

   Tip: You may select the Show Password box to view what you are entering in the Password field before, during, or after you type.

4. If you make any changes you want to save, select Submit.

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

Organization & Roles
When you select Organization & Roles from the My Account screen, the following My Organizations screen appears, with the applicable schools associated to your user account.

See the next page for instructions on “How to Add an Organization.”
How to Add an Organization to Your Account

How to Associate a School with Your TAA User Account
If you are the test coordinator or test accommodations coordinator at the school, follow these steps to add (associate) an organization (a school) to your TAA user account.

1. If not already logged in, log in to the Test Accessibility and Accommodations System (TAA) at https://readiness.act.org/ccr/app/home.
2. Select the Go to TAA button.
3. At the Sign In screen, enter your username (email address) and the password and select Sign In.
4. If you have not associated with an organization yet, you will see the message, “Account setup incomplete. Please associate yourself to an Organization and request a role to continue setup…”
5. Select the Add/Manage Organizations button.

6. Once you are at the My Organizations screen, select your organization (school) from the list by typing part of the name of your organization in the field provided, then scrolling down the list to select it from the list of possibilities. When the appropriate school information block appears, select the name and address for your school.

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.

7. Select Add button.
Note: If you select the Add button without having selected an organization first, you will receive this message.

8. On the Add Organization screen, enter your Phone number and Title (at the school); then, select a Position from the drop down list, and then select the Add Organization button.

9. Select Back to Test Accessibility and Accommodations System link to return to the Home page and request access.
How to Request Test Coordinator Access

If you are the test coordinator, follow these steps to properly request the test coordinator role to access TAA.

1. If not already logged in, log in to the Test Accessibility and Accommodations System (TAA) at https://readiness.act.org/ccr/app/home.
2. Select the Go to TAA button.
3. At the Sign In screen, enter your username (email address) and the password and select Sign In.
4. Select the radio button next to your organization, then select the Request TAA Access button.

5. Select the Request Test Coordinator Role button.

6. Use the decision table below to determine your next step, which is dependent upon whether or not your school already has a TC on file in TAA.

<table>
<thead>
<tr>
<th>If your school ...</th>
<th>Then ...</th>
</tr>
</thead>
</table>
| Has an existing TC on file in TAA  
*Note: You know this because you see a message on screen that says, “Test Coordinator role has already been approved for the selected organization.”* | a. 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.*  

b. Consult with the person listed in the Request Role message box and follow up with that person about granting you TAC privileges to TAA.  
c. If that person is no longer at your school, go ahead and request Test Coordinator Role Access. |
| Doesn’t have a TC on file in TAA  
(no message appears on screen) | Proceed with step 7 below, to finish requesting TC role access. |
If your school does not have a TC on file in TAA and you should be set up as the TC in TAA, select Yes in response to the following three questions:

First question:

Second question:

Third question:

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.
8. If you can answer yes to all three questions, then in the next screen, provide the contact information of an administrator (i.e., principal, vice principal, superintendent) at your school who can validate your access.

Note: When requesting the Test Coordinator Role, you cannot enter your own information on this screen because self-certification is not allowed. Entering your contact information will delay approval of your access request and may prevent you from submitting the Test Coordinator Access Form.
9. Select **Save and Continue**. Then you should receive the following message on screen.

![Test Coordinator Access Form](image)

10. Please notify your school administrator to log into the email address you provided to ACT to locate an email titled, “Validating Test Coordinator Access in TAA.”

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

![TAAVerification](image)

11. Make a request of the 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.

   **Note:** You will be notified by email when you are granted test coordinator access. This could take up to five business days from the date ACT receives confirmation from your school administrator.

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**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.
Note: 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 22, “How to Request Test Accommodations Coordinator Access” for detailed instructions.
How to Request Test Accommodations Coordinator Access

Follow these steps to request access to TAA as a test accommodations coordinator (TAC):

1. If not already logged in, log in to the Test Accessibility and Accommodations System (TAA) at https://readiness.act.org/ccr/app/home.
2. Select the Go To TAA button.
3. At the Sign In screen, enter your username (email address) and the password and select Sign In.
4. Select the radio button next to your organization, then select the Request TAA Access button.
5. Select the Request Test Accommodations Coordinator Role button.
6. You should receive the following message on screen. Select Exit.
7. Immediately contact the test coordinator at your school about approving your pending test accommodations coordinator request.
Incorrect Method to Request Access to TAA

Many have been confused about the use of the My Access button on the My Organizations screen. The My Access button in this location is only to be used to check on the status of role requests already submitted. This section instructs you on how to get back on track to properly request access to TAA.

If, on the Home page you selected Manage Account, then Organization & Roles from My Account and you happened to select the My Access button for one of the organizations, then please follow the directions below to get back to the right location and method for properly requesting access to TAA.

Note: On the My Access screen, when “TAA” is selected for “Request a new Role,” you are unable to select a role to request and therefore unable to select the Request button, because this is not the proper method for requesting a role in TAA.

1. Instead, select either of these two links to return to the correct starting location.
   a. At the top of the page, select the Back to Test Accessibility and Accommodations System link.
   b. In the Information message, select the Test Accessibility and Accommodations System link.
2. Then, as applicable, follow the instructions for either “How to Request Test Coordinator Access” (page 17) or “How to Request Test Accommodations Coordinator Access” (page 22), which is the proper way to make role requests.

Note: The My Access screen should ONLY be used to view the status of your pending access role requests.
Managing TAC Access

To View and Manage 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. Select the Administration tab, and then select Manage Users.

3. On the My Organizations page, select the Manage button.

Result: You will see a list of users associated with this organization:
Approving a Test Accommodations Coordinator Role

Rather than being invited as described in “How to Invite Users to Access TAA” on page 26, the test accommodations coordinator can create an account in TAA, add the organization, 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. From the Home screen, select Manage Account in upper right corner of your screen.
2. Select the Administration tab, and then select Manage Roles.

![Image](image1.png)

3. On the My Organizations page, select the View button.

![Image](image2.png)

4. 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.

![Image](image3.png)

Note: You may also choose any of the headings above the columns to sort the results by the values in the column.
5. When you locate the name you are searching for, select the **Respond** link in the Action column for that person.

6. In the Role Request screen for the role of Test Accommodations Coordinator, select the radio button next to **Approve**, then select 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.

---

**How to Invite Users to Access TAA**

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. If not already logged in, log in to the Test Accessibility and Accommodations System (TAA) at [https://readiness.act.org/ccr/app/home](https://readiness.act.org/ccr/app/home).
2. Select the **Go to TAA** button.
3. At the Sign In screen, enter your username (email address) and the password and select **Sign In**.
4. Select **Manage Account** in upper right corner of your screen.
5. Select the **Administration** tab, and then select **Manage Users**.
6. On the My Organizations screen, select the **Manage** button.
7. On the Administration screen, select **Add User** button.
8. Enter the user’s name and email address.
9. Under Add a new Role section, choose TAA from the dropdown list in the first field, then choose Test Accommodations Coordinator from the dropdown list in the second field. Then select Add button.
Result: A message about the Test Accommodations Coordinator Role should appear with a Status of “Approved.”

10. Once you confirm that all information is accurate, select **Submit** button.

![Role status approval](image1)

Result: You should see a message on screen, “Success! User has been notified of their access to the organization. If the user does not have an account, they will be invited to create one. Instructions have been emailed to the user.” So the user will receive an email inviting him or her to create an account with ACT.

![User management screen](image2)

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**How to Remove Users from TAA**

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:
1. From the Home screen, select **Manage Account** in upper right corner of your screen.

![Manage Account](image)

2. Select the **Administration** tab, and then select **Manage Users**.

![Administration](image)

3. On the My Organizations page, select the **Manage** button.

![Manage](image)
4. On the Administration screen, select the name of the user you wish to remove from your organization.

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.

5. Select the Remove from Organization button.

6. A confirmation message will appear to allow you to Cancel if that is not the user you wish to remove. Read the message, then choose 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.
Preparing to Request Accommodations and 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 ACT-approved accommodations or English learner supports. The TC is responsible for ensuring that the school has consent prior to submitting a request.

Consent to Release Information Form
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.

Logging into the Test Accessibility and Accommodations System (TAA)
1. If not already logged in, log in to the Test Accessibility and Accommodations System (TAA) at: https://readiness.act.org/ccr/app/home.
2. Select the Go to TAA button.
3. At the Sign In screen, enter your TAA username (i.e., your email address) and password, then select the Sign In button.
4. Select the radio button next to your organization, then select the Continue button.
How to Search for Requests in TAA before Entering a New Request

**Why:** For examinees who register to take the ACT, provide their high school code, and indicate a need for accommodations or English learner supports, ACT will be creating a new request or updating a previously submitted request automatically in TAA. ACT will email the test coordinator and test accommodations coordinators associated with the examinee’s school upon this automatic creation or update.

**How:** Therefore, to avoid entering more than one request for the same examinee, check to see if a request has already been started or submitted using these “Search Examinees” steps:

1. You may enter the examinee’s first name, last name, partial first name, partial last name, and/or TAA PIN as search criteria.

2. Select 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.

3. Select the desired examinee’s **TAA PIN** to complete or edit an existing request for them.

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How to Complete and Submit an “Action Required” Request

To complete and submit an “Action Required” request, follow these steps:

1. Select the number under **Index** or “The ACT” under **Test**. The request form appears.

2. 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.
3. Review the terms and conditions and then select the checkbox to acknowledge the following:

![Checkbox and text]

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

4. Select the Submit button to finish the request.

How to Confirm that a Previously Submitted Request is Updated After Registration

1. On the examinee’s Request History screen, review the associated test administrations and confirm that the examinee’s preferred test date is listed.
2. **Download the Decision Notification** to confirm that the examinee’s required accommodations and/or EL supports have been previously approved.
3. If changes are needed, edit the request for reconsideration. (See the section called “Reconsideration Requests” on page 56.)
Certifying a Request for Accommodations Delivered through Special Testing

Why: For examinees who register to test again with accommodations that must be provided through our Special Testing program, ACT will contact the test coordinator and test accommodations coordinators associated with the examinee’s school to request certification. The certification step is designed to gain the test coordinator or test accommodations coordinator’s agreement to administer the ACT to the examinee with accommodations. When this certification step is needed, ACT will email the test coordinator and test accommodations coordinators.

How: To certify that you or another staff member at your school will administer the ACT to the examinee:

1. You may enter the examinee’s first name, last name, partial first name, partial last name, and/or TAA PIN as search criteria.

2. Select 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.

3. Select the Certification Needed link in the Certification column.

4. Confirm that the examinee’s preferred test date is selected.
5. Select the checkbox to certify that someone at your school is willing to administer the test to the examinee through Special Testing.

6. Select the I Agree button.
Requesting Accommodations and English Learner Supports Using TAA

How to Submit a New Request Using TAA

Once you have confirmed that your examinee is not already in TAA through the Search Examinees function, follow these steps to submit a new request for ACT-approved accommodations and/or English learner supports.

**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.

If you have not already done so, login to TAA, select the radio button next to your organization, and then select the Continue button. From the Examinees page, select the New Request button.

Result: The following New Request screen appears.
New Request: 1. Examinee Details

There are seven steps to completing a New Request. The first step is to enter the following Examinee Details.

1. Begin by entering the examinee’s ID, name, and date of birth.
   - State Student ID or ACT ID
     
     *Note: The State Student ID can be up to 20 alphanumeric digits long. The ACT ID is an 8 digit number.*
     
     o The State Student ID must be included for examinees testing through ACT State testing or ACT District testing programs.
     
     o The ACT ID must be included on requests for examinees testing though National or Special Testing.
   - First Name
   - Middle Initial
   - Last Name
   - Date of Birth (MM/DD/YYYY)
     
     o You may either enter the date in this format, MM/DD/YYYY, or use the calendar icon to select the date.

2. Enter the examinee’s address in these fields.
   - Select the examinee’s Country from the dropdown list.
     
     o “United States” is listed at the top.
     
     o If “United States” is selected, then ZIP Code, City, and State fields also appear.
   - Enter the examinee’s street address in the first Address field.
• If the examinee lives outside the United States, enter the City and State/Province in the second Address field.
• Enter the zip code/postal code.
  ▪ If the zip code is within the United States and recognized, the city and state will automatically fill in.
    ▪ If the zip code is not recognized, the following message will appear, “If you are certain the zip code you entered is correct, and entering it does not yield any city, or the incorrect city, please call (800) 553-6244 x1788.”
    ▪ Please enter another valid zip code. If this zip code is recognized, enter the original zip code again.
    ▪ If this does not work, an ACT support team member will assist with this situation.
  ▪ The zip code is NOT required for examinees who live outside of the United States. If the postal code includes non-numeric characters, bypass the zip code field.

3. Under Previous Request Information, answer the question, “Has the examinee been previously approved for accommodations and/or supports by ACT?” by selecting the appropriate radio button beside either Yes or No.
   • If Yes is selected, enter either the examinee’s Accommodation Reference Number and/or select the date the examinee last tested with accommodations and/or supports by selecting the Month and Year from the dropdown lists.
   • If No is selected, no additional fields will display.

4. Check your responses. Select the Save and Continue button for the Examinee Details page.

New Request: 2. Testing Information
Entering the Testing Information is the second of seven steps for a New Request.
1. For Select a test, choose the radio button beside The ACT.

2. Then select the radio button beside the Test Administration that either the examinee registered for, is the National or Special Testing program your school is participating in, or that was picked for your State Testing or District Testing program.

   *Note: Ensure a test date is selected before choosing the Save and Continue button.*

3. Select the Save and Continue button for the Testing Information page.

**New Request: 3. Reason for Request – Diagnosed Disabilities and/or English Learner Status**

The third of seven steps for a New Request is selecting the Reason for Request and to select specific Diagnosed Disabilities and/or English Learner Statuses.

1. Indicate the type of request you are making for the examinee. Select either the Yes or No radio button in response to both of the following questions.
Notes:

- If the examinee is only a person with a disability, respond Yes to the first question, and No to the second question.

- If the examinee is only an English learner, respond No to the first question, and Yes to the second question.

- If the examinee is both a person with a disability and an English learner, respond Yes to both questions.
Diagnosed Disabilities

If you selected **Yes** to “requesting ACT-approved accommodations,” on the Reason for Request page, then a list of possible Diagnosed Disabilities will display on screen. Select the check boxes beside all diagnosed disabilities that apply to the examinee, or enter a specific diagnosis in the window provided for Other Disability.

*Please check all that apply.*

<table>
<thead>
<tr>
<th>Cognitive/Intellectual Disability</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Intellectual Impairment (FSIQ&lt;=85)</td>
<td>DSM 319.00</td>
</tr>
<tr>
<td>Traumatic Brain Injury</td>
<td></td>
</tr>
<tr>
<td>Post-Concussive Syndrome</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Learning Disability</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading Disorder/Dyslexia</td>
<td>DSM 315.00</td>
</tr>
<tr>
<td>Math Disorder</td>
<td>DSM 315.1</td>
</tr>
<tr>
<td>Disorder of Written Expression</td>
<td>DSM 315.2</td>
</tr>
<tr>
<td>Speech/Language Disorder</td>
<td>DSM 315.39</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Motor Disability</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cerebral Palsy</td>
<td></td>
</tr>
<tr>
<td>Muscular Dystrophy</td>
<td></td>
</tr>
<tr>
<td>Quadriplegia/Paralysis of Upper Extremities</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Psychological Disability</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Attention Deficit Disorder (ADHD)</td>
<td>DSM 314.00</td>
</tr>
<tr>
<td>Autism Spectrum Disorder</td>
<td>DSM 299.00</td>
</tr>
<tr>
<td>Anxiety Disorder</td>
<td></td>
</tr>
<tr>
<td>Depression</td>
<td></td>
</tr>
<tr>
<td>Emotional/Behavioral Disorder (school team)</td>
<td></td>
</tr>
<tr>
<td>PDD, Asperger's</td>
<td>DSM-299.80</td>
</tr>
<tr>
<td>Tourette's/Tic Disorder</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sensory Disability</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Blind/Legally Blind (in both eyes)</td>
<td></td>
</tr>
<tr>
<td>Deaf</td>
<td></td>
</tr>
<tr>
<td>Hearing Impairment</td>
<td></td>
</tr>
<tr>
<td>Visual Impairment</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Physical/Medical Disability</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Diabetes</td>
<td></td>
</tr>
<tr>
<td>Migraines</td>
<td></td>
</tr>
<tr>
<td>Epilepsy/Seizures</td>
<td></td>
</tr>
</tbody>
</table>

**Other Disability (not listed above)**

If the examinee's diagnosed condition(s) does not appear on the above list, please enter a specific diagnosis on the lines below.

**Note:** If the diagnosed condition appears on the above list, please do not also write it below, as this will delay processing.
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.

2. Select the Save and Continue button for the Diagnosed Disabilities page of the Reason for Request.

**English Learner Status**

If you selected Yes to “requesting English learner supports,” on the Reason for Request page, then a list of languages to choose from will display on screen.

![Language Selection](image)

*Note: When “Other” is selected, it is required to provide the examinee's native language in that field.*

3. Select the Save and Continue button.

**New Request: 4. Plan Details**

The Plan Details is the fourth of seven steps.

**Diagnosed Disabilities**

If the examinee is a person with a disability, you must respond to this question.

![Accommodation Plan](image)

1. Choose your response. Select the Save and Continue button.
English Learner Status

If the examinee is an English learner, respond to the following question.

2. Choose your response. Select the Save and Continue button.

New Request: 5. Requested Accommodations and Supports

The fifth step is to select the specific accommodations and/or EL supports the examinee needs to access the ACT.

Diagnosed Disabilities

If the examinee is a person with a disability, select the check boxes and/or radio buttons to request specific accommodations, or enter a request in the Other Accommodations field. ACT provides the following categories of accommodations.

- Setting & Location
- Response & Navigation
- Presentation & Formats
- Timing
- Other (not listed above)

1. Select all accommodations that the examinee needs to access the ACT.

   Note: If you selected one or more accommodations, do not use the Other Accommodations window to clarify the selection(s). Only use this to request accommodations not already listed.

2. Check your work before selecting the Save and Continue button.

English Learner Status

If the examinee is an English learner, select the check boxes and/or radio buttons to request specific supports. ACT provides the following categories of supports.

- Setting & Location
- Response & Navigation
- Presentation & Formats
- Timing
- Other (not listed above)

1. Select all supports that the examinee needs to access the ACT.
2. Check your work before selecting the **Save and Continue** button.

**New Request: 6. Documentation**

Uploading Documentation is the sixth of seven steps.

![New Request](image)

**Diagnosed Disabilities and/or English Learner Status**

*Note: Select the **Download Accommodation and Supports Documentation Guidelines** link for more information.*

- 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
- Navigate to and select the document for the appropriate evaluation, diagnosis, and/or plan. Select the **Open** button.
- Select the **Upload** button.
- Repeat the steps above to attach more documents, as needed.

- 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.
- Select the **Save and Continue** button for selections you made on the Documentation page.

- Possible 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.**
  - 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.”*
New Request: 7. Review
On the Review page, you review the selections you made, make any necessary edits, acknowledge that the information provided is accurate to the best of your knowledge, and that you have a signed release of information on file at school for this examinee before you actually submit the request.

Carefully review what is listed in each of these sections.
- Examinee Details (no Edit button)
- Testing Information (no Edit button)
- 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.
- Plan Details
  - If edits are necessary, select the Edit Plan Details button.
  - To return to the Review page, select the Save and Continue button.
- 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.
- 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.
- 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. Select the checkbox to acknowledge the following:

Note: If you select the Submit button without first checking these terms and conditions, you will receive this message.
• Select the Submit button. A Confirmation page will open.

**IMPORTANT!** Your request is not complete until you select the Submit button to transmit the information to ACT. Once you submit the request, you will see an on-screen confirmation. You will also receive a confirmation via email.

```
New Request


Confirmation
Your request has been successfully submitted.
```

**IMPORTANT!** Just above the Print button are instructions about the TAA PIN and about ensuring that you have chosen the correct school before making each examinee request.

“Keep this TAA PIN in a secure place. Print a copy for the examinee to keep in a safe place as well. The TAA PIN can be used to request the same accommodations and/or supports for a future administration of the ACT.

If you are a TC or a TAC for more than one 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. In order to guarantee delivery of testing materials in time for test day, please make sure you are submitting requests under the correct school. **Your name and the organization you selected will always display at the top, right of each screen in TAA.”**

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

• When the information is correct, select the Print button to print the Confirmation page.

---

**How to Return to the Home Screen in TAA**

To submit another request, follow these steps to return to the Home screen in TAA:

1. Select the **Home** tab in the upper, left corner of the screen.

2. Select the **OK** button when the warning message pops up. Then the Home screen should appear.
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, his or her ACT-approved accommodations or supports 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 ACT-approved 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 test administration for your testing program.

Note: If an examinee was previously approved through ACT’s legacy 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.

How to Assign a Test Administration to an Examinee Previously-Approved for Accommodations or Supports
To assign a test administration to an examinee with ACT-approved accommodations or supports, take the following steps.

1. On the Home screen, locate an examinee by entering the examinee’s TAA PIN, or name, then select the Search button.
2. Select the TAA PIN for the desired examinee. Then the examinee’s Request History screen will appear.
3. Select the correct test and test administration from the dropdown menu.
4. Select the **Assign Test Administration** button.
5. Select the **OK** button when the Confirmation pop-up message appears.

Review the on-screen message that reads, “Thank you for your submission. The examinee is now assigned to [Month Year]. Please confirm with the examinee that he/she is registered to test through an ACT Online account.”

*Note: Online registration confirmation is necessary only for National or Special Testing. Examinees participating in the ACT State testing or ACT District testing programs do NOT register to test via an ACT Online account.*

6. Select the **Exit** button.
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.

How to Search for Requests by Sorting the Status of Examinees’ Requests
You may be able to find information easier by sorting the status of requests into a particular order. This would help you see if a request has already been started or submitted using these steps.

1. Select any of the column headings to sort the requests into that column’s alphabetical order. Repeat with other column headings as needed.

2. Select the **Clear** button to clear the last sort order and return to default settings.

How to Search for Requests Using “Search Examinees”
You may search using **Search Examinees** to see if a request has already been started or submitted by following these steps.

1. Enter the examinee’s TAA PIN, last name, and/or first name.

   Select the **Search** button. The search results appear.

   2. Select the **Clear** button before starting a new search.
How to Conduct an Advanced Search in TAA

You may search for all requests submitted between specific dates using the advanced search function by following these steps.

1. Select the Advanced Search link.
2. Using the dropdown menu under Test, select the applicable test.
3. Using the dropdown menu under Test Date, select the applicable test date.
4. Enter the beginning month, day, and year of your search in the Submitted Date From field.
5. Enter the ending month, day, and year of your search in the Submitted Date To field.
6. Select the Search button. The search results will display.
7. Select the Clear button before starting a new advanced search.

Note: Refer to the How to Download Search Results below for instructions on how to save your results in an Excel file.

How to Download Search Results

After completing an advanced search, you may want to download and save the search results. You may do so by following these steps:

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. Remember to Save the file as an Excel (.xls or .xlsx) file.
How to Save, Submit, and Delete Requests in TAA

How to Save a Request to Complete Later

Requests may be started, saved, and finished later in TAA.

**IMPORTANT! ACT cannot access or review a request until it has been submitted in TAA.**

When working on a request, it is a good practice to save your work frequently. Select the Save button at the bottom of the page when it is available. When you save, you will see this message, “All your changes have been saved.” Displayed near the top of the screen.

The status of the request will be “Action Required” until it has been completed and submitted. ACT cannot access or review a request while it is in Action Required status.

How to Complete and Submit an “Action Required” Request

To complete and submit an “Action Required” request, follow these steps:

1. In TAA, locate the “Action Required” request by either selecting the Status column to sort in that order, or by entering the examinee’s information in the fields under “Search Examinees” and then selecting the Search button.
2. Select the TAA PIN and you will be directed to a Request History screen for the examinee.
3. Select the number under Index or “The ACT” under Test. The request form appears.
4. Complete the remaining sections of the request.
5. 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. Review the terms and conditions and then select the checkbox to acknowledge the following:

   ![Image of terms and conditions]

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

6. Select the Submit button to finish the request.

Only “Action Required” Requests May Be Deleted

The test coordinator and/or test accommodations coordinator may delete requests as long as they have not been submitted to ACT. It is not possible to delete a request after it has been submitted.
How to Cancel and Delete a New Request
If you are entering a new request but find that you need to delete it, do the following:

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

How to Delete an “Action Required” Request
After logging in and accessing TAA, follow these steps to delete an "Action Required" request:

1. Select the Status column to sort the “Action Required” requests to the top of the table.
2. Locate the entry to delete, then select Delete Request in the Action column.
3. 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

Request Successfully Submitted
When a request for ACT-approved accommodations and/or EL supports is successfully submitted in TAA, the individual who submitted the request will:

- See an on-screen confirmation message.

- Receive an email titled, “Request Successfully Submitted.”

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.

How to View the Decision Notification
To view the Decision Notification for an examinee, follow these steps:

1. In TAA, enter the examinee’s information in the fields under “Search Examinees” and select the Search button.
2. Select the TAA PIN and you will be directed to a Request History screen.
3. Select the Download Decision Notification button to download a pdf copy.
4. Close the Decision Notification on screen by selecting the “X” to close the file.
5. At the top of the page, select Home tab to return to the Home page.

How to View the Decision History
To view the history of all request decisions for an examinee, follow these steps:

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.
Reconsideration Requests

Reconsideration of Accommodations/Supports Not Approved
ACT will reconsider requests for ACT-approved accommodations 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: When the request is under review by ACT, it cannot be edited.

IMPORTANT! Reconsideration decisions may not be available in time for the preferred test administration. As a result, you must assign a future test date before editing the request for reconsideration.

How to Submit a Request for Reconsideration
To submit a request for decision reconsideration, take the following steps:

1. In TAA, enter the examinee’s information in the fields under “Search Examinees” and select the Search button.
2. Select the TAA PIN for the examinee. This will take you to the Request History screen.
3. Select a future test—test administration from the dropdown menu.
4. Select the Assign Test Administration button.
5. Select the OK button when the Confirmation pop-up message appears.
6. Review the on-screen message that reads, “Thank you for your submission. The examinee is now assigned to [Month Year]. Please confirm with the examinee that he/she is registered to test through an ACT Online account.”
**IMPORTANT!** Online registration confirmation is necessary only for National or Special Testing programs. Examinees participating in the ACT State testing or ACT District testing programs do **not** register to test via an ACT Online account.

7. Select the **Exit** button.
8. Select the **Edit for Reconsideration** button.

![Request History for MATTHEW SMITH](image)

9. 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.

10. Select the **Save and Continue** button.
11. Enter the reason you’re requesting reconsideration in the **Comments** window.

![Comments](image)

12. Select the checkbox to acknowledge that the information is accurate, and that a signature is on file.
13. 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 you start a request for reconsideration and save it to complete later, you will not see the **Edit for Reconsideration** button when you access it again. Refer to “How to Complete and Submit an ‘Action Required’ Request” under the “How to Save, Submit, and Delete Requests in TAA” section on page 51, to identify and submit the request.
Examinee Confined to Home or Hospital

How to Indicate an Examinee is Confined to Home or Hospital
To indicate an examinee is confined to home or a hospital, take the following steps:

1. In TAA, in the Reason for Request section, enter information to indicate this examinee is confined to home or at a hospital in the Other Disability window.

2. Finish the request by completing the plan details, requested accommodations/supports, uploading documentation, reviewing the request, and then selecting the Submit button.

Authorization to Test at Home or Hospital
To test an examinee at home or in a hospital, the TC or TAC must explain that the examinee is confined to home or a hospital on the Reason for Request screen in the Other Disability window of the request in TAA (shown above).

The examinee may not test anywhere other than the school unless the Decision Notification authorizes the test to be administered at the examinee’s home or hospital.

TAA Inactivity Results in System Error

System Error Message
For confidentiality protection, if TAA is inactive too long, you will receive this System Error message, which requires you to log into a fresh session.

Simply select the LOGIN link and select the Go to TAA button once again. Refer to page 8, “How to Access a Current TAA User Account” instructions to proceed from there.
Contacting ACT

Examinee TAA PIN and Name Needed
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