

# Online Reporting and TAA

## Setting Up for Success at Success.act.org

PROGRAM: STATE, DISTRICT | PRODUCT: THE ACT | AUDIENCE: TESTING STAFF

**Success portal:** This resource provides information and instructions for school and district users to create accounts in the ACT portal Success ([success.act.org](https://success.act.org)) to view ACT® test reports in the online reporting portal and submit/manage requests for accommodations in the Test Accessibility and Accommodations (TAA) system.

### Success.act.org

Success.act.org is a central location utilized by ACT customers for many services and platforms including:

- **Online reporting:** To view your school's data, trends, and scores.
- **TAA:** For test accommodation coordinators (TACs) to request a student's accommodations, or English learner (EL) supports, and to receive decision notifications.

You don't need to have multiple passwords for accessing a variety of ACT services and platforms. By logging in to success.act.org, you have single sign-on access to the services and platforms that you have been authorized to access.

#### Testadmin.org and Success.act.org

Testadmin.act.org (also known as PearsonAccess<sup>next</sup>) provides access to the test administration system where schools select test dates, verify enrollment counts, manage contacts, create users, and access the Accommodations and Supports roster, among other tasks. It has not been migrated to success.act.org but is linked to on the main page for your convenience.

## Access to Online Reporting and TAA

### Trusted Agents and Access

Trusted agents assume the responsibility of managing access to reporting data for their district or school in online reporting and receiving and approving TAA access requests.

### Who is the trusted agent for my organization?

Trusted agent access will be automatically given to district test coordinators (DTCs) who are provided in the organization file submitted to PearsonAccess<sup>next</sup>. Trusted agents can grant or revoke access to other users in the organization based on access needs.

Other roles for online reporting that don't need user management functionality include detailed viewer, which includes reports with student personally identifiable information (PII) and aggregate reports, as well as summary viewer, which would not include student PII, only aggregate reports. See Online Reporting.

### Is the trusted agent also a test accommodations coordinator?

Yes. All Trusted Agents are also Test Accommodations Coordinators. However, Test Accommodations Coordinator is a separate role that can be granted to those that work with student accommodations that are not Trusted Agents.

## What if I don't know who my trusted agent is, or my school doesn't have one?

Sign into your [success.act.org](https://success.act.org) account and go to Manage My Access to request access. Once submitted, the request will be sent to the trusted agent for approval.

If you don't have a trusted agent, contact ACT for assistance with accessing or creating the account. Users can also apply for an access code from ACT Customer Support through <https://success.act.org/s/contactsupport>.

## Success Accounts

### How do I create a Success account?

1. If you don't already have a Success account, go to [success.act.org](https://success.act.org) and select **Create an Account**.
2. Fill out the requested information and select **Send Verification Email**. You will receive a confirmation email once your access has been approved.

**Note:** If you're the test coordinator for state and district testing, create your Success account using your email address that appears in Manage Contacts in PearsonAccess<sup>next</sup> to automatically gain trusted agent access.

### How do I get my Success password reset to work?

If you haven't created an account within [success.act.org](https://success.act.org), there will be no password associated with an account to be reset, and it will appear as if the password reset is not working.

If you're sure you've created an account in [success.act.org](https://success.act.org), check your junk/clutter folder associated with the email address you used to create your [success.act.org](https://success.act.org) account.

## Online Reporting

### Trusted Agents and Roles

A trusted agent assumes the responsibility of managing user access for districts and schools in their jurisdiction. Once appointed, a trusted agent can assign the following roles:

- Trusted agent
- Detail viewer
- Summary viewer
- Test accommodations coordinator

**Note:** A trusted agent can assign as many other trusted agents as they deem appropriate. Because the trusted agent role has full administrative access, ACT encourages trusted agents to consider assigning their district or school staff members to the roles of detail viewer or summary viewer based on their school and district data policies. ACT also recommends that organizations have two trusted agents to provide backup if the other is unavailable.

### What roles can I have in online reporting?

Success account holders may gain access to online reporting in the following roles:

- **Detail viewer:** Users with this role can view and export summary and detailed individual data and reports. They can also view contract reports if assigned by the trusted agent.
- **Summary viewer:** Users with this role can view and export summary data and reports. They can also view contract reports if assigned by the trusted agent.
- **Test coordinator:** This role is only appointed in PearsonAccess<sup>next</sup>. Those with the test coordinator role are automatically granted trusted agent access to state and district reporting.
  - Create your Success account using your email address that appears in Manage Contacts in PearsonAccess<sup>next</sup>.

- **Test accommodations coordinator:** Test Accommodations Coordinators (TACs) are able to submit requests and reconsiderations for students who may need accommodations or EL supports.

## Requesting Access

### How do I request access to online reporting?

#### Existing Online Reporting Users

Steps in the process are as follows:

1. Log in to [success.act.org](https://success.act.org).
2. Select **Manage My Access**.
3. Select **Request More Access** from the drop-down menu.
4. Enter your organization name and select it when it appears.
5. Select **Submit**.
6. Select the role you wish to have from the list.
7. Select **Request Access**.

After submitting the form, a notification will be sent to your trusted agent for approval.

#### New Online Reporting Users

New online reporting users need to have access approved by the trusted agent. If you have access to online reporting but don't see state or district data, ask your trusted agent to grant you access to contract reporting information.

**Note:** *If you're the test coordinator for State and District testing, you will automatically gain access to testing data in your account if you create your Success account using your email address that appears in Manage Contacts in PearsonAccess<sup>next</sup>. If you're not the test coordinator, or want access to national data, follow the steps above.*

## TAA

### Requesting Access

#### New TAA Users

Steps in the process are as follows:

1. Log in to [success.act.org](https://success.act.org).
2. Select **Manage My Access**.
3. Select **Request More Access** from the drop-down menu.
4. Enter your organization name and select it when it appears.
5. Select **Submit**.
6. Select **Test Accommodations** from the list. Please note that the user may need to scroll down to locate this option.  
**IMPORTANT:** DO NOT select the trusted agent role or the request will not be processed. Select Test Accommodations only.
7. Select **Request Access**.

After submitting the form, a notification will be sent to your trusted agent for approval. New TAA users need to have access approved by the trusted agent.

### If my TAA access request is routed to ACT for approval, how long will it be before it's approved?

TAA access requests routed to ACT must be verified that the requester is authorized by the school to have access to confidential student information. This process takes 3 business days.

### If my TAA access request is routed to my organization's trusted agent for approval, will the trusted agent be made aware that I am waiting?

Yes. Your organization's trusted agent will receive an email notification that a request is pending. The access request will also be on the trusted agent's home page within [success.act.org](https://success.act.org).

## Where should my trusted agent look to grant me access to TAA?

A trusted agent should log in to success.act.org to view open requests under Important Messages.

Additionally, trusted agents will receive an email alerting them of your access request.

## If I cannot submit my requests by the deadline because I am waiting for TAA access, will ACT still accept them?

It's important that ACT receive accommodations requests by the deadline as this gives ACT the time needed to fulfill the requests. If you've requested access but it has not yet been approved, reach out to your district test coordinator to find out who your trusted agent is.

## Can I use my TAA credentials to log in to success.act.org?

You must first create an account in success.act.org. To do so, select **Create Account** on the left side of the screen. When creating your account, please use the email address associated with your TAA account.

## Do accommodations have to be approved again if ACT approved them in the past?

No, as long as the student does not need any new or additional accommodations. Once accommodations have been approved for a student, they don't need to be approved again.

Steps in the process are as follows:

1. Have the TAC locate the examinee's history in TAA.
2. Select the appropriate test and test administration.

3. Select the **Assign Test Administration** button.
4. Select the **OK** button when the confirmation pop-up message appears.

For help applying accommodations for a future date, visit the *Test Accessibility and Accommodations (TAA) User Guide*.

**Note:** *EL supports are not the same as accommodations and expire annually on July 31. Students authorized to use EL supports must have their EL status verified annually by submitting their updated documentation through the reconsideration process.*

## How do I know if I have been granted access to TAA?

When you log in to success.act.org, you will see a blue tile named Test Accessibility and Accommodations.

## If I am responsible for submitting accommodations for multiple schools in a district, do I have to set up multiple accounts in success.act.org?

No. One account is all that you need. You can associate yourself with multiple schools.

## Additional Resources

Additional supports on getting started with the trusted agent in online reporting and TAA can be found using the resources below:

- [ACT and Pre-ACT Online Reporting User Guide](#)
- [Online Reporting Training Resources](#)
- [Online Reporting User Access and Roles](#)
- [Requesting TAA Access \(Non-Trusted Agents\)](#)
- [TAA System Supports](#)