

## Purpose

This job aid provides information and instructions for school and district users to create accounts in ACT's new portal Success (<https://success.act.org>), to view reports in the Online Reports portal and submit/manage requests for accommodations in the Test Accessibility and Accommodations (TAA) system.

## What Is [Success.act.org](https://success.act.org)?

[Success.act.org](https://success.act.org) is the new portal that provides ACT customers with access to tools and resources for

- **Online Reporting-** to view your school's data, trends, and scores.
- **Test Accessibility and Accommodations-** for Test Accommodation Coordinators (TACs) to request a student's accommodations or English Learner supports and receive decision notifications.

## Gaining Access to the Online Reporting System

### What You Will Need

You will need an access code sent by mail from ACT to your district superintendent or private school leader. The district superintendent or school leader can provide the code to 10 people. Once a Trusted Agent is assigned within [Success.act.org](https://success.act.org), however, the test site can have an unlimited number of Trusted Agents.

### What Is a "Trusted Agent?"

Trusted Agents are assigned by the district superintendent or private school leader and assume the responsibility of managing access to reporting data for their district or school. They also invite and approve Trusted Agent requests.

### Who Can Be a Trusted Agent?

A Trusted Agent is usually a district superintendent with responsibility for several schools and will need to approve their organizational hierarchy the first time they log in to [success.act.org](https://success.act.org). This can be done by selecting the **Go to Hierarchy** button under the Important Messages column. More detailed information about setting up hierarchies and other actions is available in the [ACT Online Reporting User Guide](#).

### What If I Do Not Know Who My Trusted Agent Is?

Please check with your superintendent/principal or call ACT Customer Care.

### What If My Trusted Agent Either Misplaced or Does Not Have an Access Code?

Ask your Trusted Agent to contact ACT High School Reporting at [hs.reporting@act.org](mailto:hs.reporting@act.org) or call 319.337.1365. Your Trusted Agent can also contact their State Department of Education representative to get the name of someone on their ACT Program Management team with whom they can connect. Their ACT PM team representative can send them an email containing the access code.

### What Can a State Trusted Agent Do?

Only a State Trusted Agent can assign someone the role of State Trusted Agent.

## What Can District Trusted Agents Do?

A District 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:

- District Trusted Agent
- Detailed Viewer
- Summary Viewer

## Setting up Trusted Agents: Step by Step Instructions

Step	Who	Action
1	District Superintendent/ School Leader	<p><b>Create an account on success.act.org</b></p> <ol style="list-style-type: none"> <li>1. Log on to <a href="https://success.act.org">success.act.org</a></li> <li>2. Select <b>Create Account</b></li> <li>3. Fill out the required information and select the assigned checkbox for their role(s) at the school or organization</li> <li>4. Check the box marked “I have an access code.”</li> <li>5. Search for and select their school or organization that is listed on the Trusted Agent Letter. <b>Please note:</b> there may be several organizations with the same name. Be sure to carefully select the one that corresponds to your state.</li> <li>6. Enter the access code listed in the Trusted Agent Letter and select “Validate.” Note: The access code assigned in the Trusted Agent Letter can be used 10 times.</li> <li>7. Select the checkbox to agree to the following terms and select the “Send Verification Email” button.</li> <li>8. Next, the user must check their email inbox for their verification. Click on the link provided in the email and set a new password. Once completed, the user will be taken to the Trusted Agent dashboard.</li> </ol>
2	District Superintendent/ School Leader	<p><b>Approve the hierarchy for a district (does not apply to private schools):</b></p> <ol style="list-style-type: none"> <li>1. Log in to success.act.org</li> <li>2. Select the “Go to Hierarchy” button under the Important Messages column.</li> <li>3. Review the hierarchy and select the “Approve This Hierarchy” or “Request Hierarchy Changes” button.</li> <li>4. Once the hierarchies are approved, the Trusted Agent can begin adding and managing new users.</li> </ol>
3	District Superintendent/ School Leader	<p><b>Invite New Users:</b></p> <ol style="list-style-type: none"> <li>1. Click on “Invite New Users” tab</li> <li>2. Select an option from the drop-down box. “Add Access” is the default.</li> <li>3. Select an organization from the drop-down box</li> <li>4. Select type and level of access. By clicking on the box you will authorize users to have access to student data, and to grant access to others to view student data</li> <li>5. Select existing or invite new users by clicking on the box next to their name(s) and clicking on the “Add Users” box.</li> </ol> <p><b>Please note:</b> A Trusted Agent can assign as many other Trusted Agents they deem appropriate. Because the Trusted Agent role has full administrative access, we encourage 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.</p>

## Who Are “Non-Trusted Agents?”

Non-Trusted Agents may gain access to online reporting in the following roles:

- Detailed Viewer- users 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 can view and export summary data and reports. They can also view contract reports if assigned by the Trusted Agent.

## Who Can Assign a Non-Trusted Agent?

The Trusted Agent assigns users this role. After assigning, the user will receive an email invitation. Once accepted, the user will have access to online reporting as either a Detailed Viewer or a Summary Viewer, whichever role is assigned by the Trusted Agent.

## What If Someone Wants Access and Hasn't Been Invited by the Trusted Agent?

School personnel who do not receive a direct invitation may also request to gain access to success.act.org by logging in and creating an account and requesting access. Once submitted, the request will be sent to the Trusted Agent for approval.

### Additional Resources:

Additional supports on getting started with the Trusted Agent in Online Reporting and TAA can be found the resources below:

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

## Gaining Access to the Test Accessibility and Accommodations System (TAA)

### How Do I Get Started If I Am a Current TAA User Who Is Creating an Account on success.act.org?

To access TAA, users must create a Success account at success.act.org. Follow the instructions in Step One above to create an account.

**Important:** When creating your success.act.org account, be sure to use the **same email credentials** as your existing TAA account to ensure your accounts sync.

### New TAA users only:

1. After you have access, select Request Access from the dashboard.
2. Fill out the required information and select Submit Access Request.
3. Once submitted, the request will be sent to your organization's (school) Trusted Agent for approval.
  - a. New TAA users need to have access approved by the Trusted Agent.
  - b. TAA access for existing users will be automatically approved.

For a complete list of Test Accessibility and Accommodations (TAA) Frequently Asked Questions (FAQs), please click [here](#).