**Purpose**
This job aid provides information and instructions for school and district users to create accounts in ACT’s 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?**
Success.act.org is central location for many services and platforms utilized by ACT’s customers, including:
- **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.

The benefit to you is that you will no longer need to have multiple passwords for accessing a variety of ACT services and platforms. By logging into success.act.org, you will have single sign-on access to the services and platforms that you have been authorized to access.

**What is the difference between success.act.org and testadmin.org?**
Testadmin.org (also known as PearsonAccessnext) 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 others. It has not been migrated to success.act.org but is linked to on the main page for your convenience.

**Gaining Access to Online Reporting and Test Accessibility and Accommodations (TAA)**

**What is a Trusted Agent?**
Trusted Agent access is provided by ACT to the district superintendent or leader of a private school. 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. ACT has sent an access code to district superintendents or private school principals to establish the first Trusted Agent account for your district or school.

**Why have superintendents received Trusted Agent status instead of the district test coordinators?**
The services and platforms available through success.act.org may include more than those typically used by district test coordinators. Placing the Trusted Agent status originally with the superintendent allows them to grant accesses as appropriate for the organization. Also, a Trusted Agent may grant other individuals (such as a district test coordinator) Trusted Agent status. The choice is left to each organization to meet its individual needs. There is no limit to the number of Trusted Agents.

**Can the Trusted Agent also be the Test Accommodations Coordinator?**
Yes.

**What if I do not know who my Trusted Agent is or my school does not have a Trusted Agent?**
Please check with your superintendent/principal. They received information from ACT on how to establish their Trusted Agent Account.
What if my Trusted Agent retired or left without granting access to a replacement? What if my principal/superintendent either misplaced or does not have an access code?

Ask your superintendent/principal to contact ACT Customer Care to have the access code resent.

What if someone wants access and hasn’t been invited by the Trusted Agent?

School personnel who do not receive a direct invitation from their Trusted Agent may also submit a request to gain access to online reporting and/or TAA. This can be done by signing into their success.act.org account and going to Manage My Access. Once submitted, the request will be sent to the Trusted Agent for approval.

Note: If you are 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. 

How do I create an account?

If you do not already have a Success account, go to success.act.org and select Create an Account. 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 are the test coordinator for state and district testing, create your Success account using your email address that appears in Manage Contacts in PearsonAccess to automatically gain access to testing data.

My password reset is not working.

If you have not created an account within 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 are sure you have created an account in success.act.org, make sure you are checking your junk/clutter folder associated with the email address you used to create your success.act.org account.

Online Reporting

What can Trusted Agents do for Online Reporting?

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

Note: 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.

What roles can I have in Online Reporting?

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

Test Coordinator - this role is only appointed in PearsonAccessnext. Those with the test coordinator role in PearsonAccessnext are automatically granted Detail Viewer access to state/district reporting. Create your Success account using your email address that appears in Manage Contacts in PearsonAccessnext.

How do I request access to Online Reporting?
Once you are signed in to Success:
1. Select Manage My Access
2. Select Request More Access, and enter your school’s name
3. Submit.
You will then be able to request what role you wish to have. After submitting the form, a notification will be sent to your Trusted Agent for approval.

Note: If you are 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 PearsonAccessnext. If you are not the test coordinator, or want access to national data, follow the steps above.

I have access to Online Reporting, but I don’t see State or District data. How do I gain access?
Please ask your Trusted Agent to grant you access to contract reporting information.

Test Accessibility and Accommodations System (TAA)

Requesting Access: New TAA Users
1. Log in to success.act.org
2. Select the Manage My Access widget
3. Select Request More Access from the drop down menu
4. Select your organization by typing in the box and selecting 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.
   a. IMPORTANT: DO NOT select the Trusted Agent role or the request will not be processed. Select Test Accommodations only.
7. Select Request Access
8. 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.
If my TAA access request is routed to ACT for approval, how long will it be before it is 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 2 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.

Where should my Trusted Agent look to grant me access to TAA?
A Trusted Agent should log into success.act.org to view open requests under Important Messages. Additionally, Trusted Agents will receive an email alerting them of your access request. The Trusted Agent should log into success.act.org to open the request under Important Messages.

If I cannot submit my requests by the deadline because I am waiting for TAA access, will ACT still accept them?
It is important that ACT receive accommodations requests by the deadline as this gives ACT the time needed to fulfill the requests. If you have requested access but it has not yet been approved, reach out to your district superintendent or school principal to find out who your Trusted Agent is.

Can I use my TAA credentials to log into 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 do not need to be approved again.
1. The TAC will need to locate the examinee’s history in TAA.
2. Then select the appropriate test and test administration.
3. Click the Assign Test Administration button.
4. Finally, select the OK button when the Confirmation pop-up message appears.
For help applying accommodations for a future date, click here.

Note: English learner 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 you 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 Online Reporting User Guide
- Online Reporting Training Resources
- Online Reporting User Access and Roles
- Requesting TAA Access (Non-Trusted Agents)
- TAA System Supports