PROGRAM: NATIONAL | PRODUCT: THE ACT | AUDIENCE: TESTING STAFF

ACT Test Fee Waivers: Schools, districts, and qualified organizations who work with and identify examinees eligible for fee waivers use this document as an aid while ordering fee waivers for the ACT® test in the College and Career Readiness Information System (CCRIS) accessible on ACT Central at central.act.org.

Digital Order and Delivery

CCRIS provides organizations the benefits of account verification, organization management, and order entry. This ordering platform references and requires information related to material shipments, however fee waivers are no longer printed or shipped. Digital fee waivers are sent to the email address used to place the order in CCRIS.

Accessing Your Account

ACT migrated existing CCRIS accounts to ACT Central using login emails from success.act.org accounts. Compare the email currently used to login to your account at both success.act.org and the CCRIS system. If they match, your CCRIS account will migrate seamlessly. If they do not match, you will need to create a new CCRIS account on ACT Central.

To create a new CCRIS account, go to central.act.org and select **Sign Up** in the new window that opens.

- **Existing CCRIS users:** Register and create your account using the same email login that you used for CCRIS previously.
- **New users:** Register and create your account.

Once you have migrated or created your account, a CCRIS tile will show on your ACT Central dashboard which allows you to access the platform.

Order Process

To order ACT fee waivers, follow the steps listed below.

Note: While completing the ordering process, if you do not see the option you are looking for (for example, shipping contact name, shipping address), select the Add button and complete the steps to add that option.

Access the Ordering Platform and Select Your Program

1. Go to http://www.act.org/the-act/supportmaterials and select the **Order Fee Waivers Now** button.
2. Login with your username and password and select the **CCRIS** icon.
3. Select the radio button next to the organization for which you want to order materials on behalf of and then select the **Continue** button.

   Note: You will also need to agree to the ACT Ordering Terms and Conditions to continue.
4. On the Choose a Product to Order screen, select **ACT Support Materials**.
5. Select the appropriate testing year and program from the drop-down lists.
6. Read the Delivery Requirements section in the grey box and check the box next to the **I agree to the Delivery Requirements** statement.
7. Select the **Select Schools and Quantities** button.

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Select Materials and Provide Shipping Information

1. On the Order Materials screen, select the appropriate school name.
2. On the next screen, enter the quantity of fee waivers you wish to order.
3. Use the **Delivery Options** field (and calendar tool, if necessary) to enter the date you want to have your fee waivers delivered.
4. Select the shipping address and contact from the drop-down lists (or select the **Add** button and complete the steps to add that option). *Note: A new shipping address is subject to verification by ACT and may affect your order delivery date.*
5. Select the **Next** button.
6. To order fee waivers for multiple schools, repeat these steps for each school you select.

Provide Billing Information

Note: ACT fee waivers are available at no cost to you. However, the ordering platform requires billing contact information and provides summary and invoice screens during the ordering process.

1. On the Order Materials screen select **Enter Billing Information**.
2. On the Billing Information screen, select the address from the drop-down list (or select the **Add** button and complete the steps to add that option).
3. Select the billing contact from the drop-down list (or select the **Add** button and complete the steps to add that option).
4. Select the **Checkout** button.

Review the Payment Information

1. Review the payment information.
2. Select the **Review Order** button.

Review and Submit Your Order

1. Review the order information. Use the **Update** or **Remove** options to make any changes to your order.
2. When you are satisfied with your order, select **Terms and Conditions**.

3. 3. Read the terms and conditions and check the box next to **I Agree to the Terms and Conditions.**
4. Select the **Place Order** button.

   - An order confirmation displays with your order information and order number. Refer to this information if you need to call ACT Customer Support.
   - You will also receive a confirmation email after the order is placed.

   Note: After an order has been placed, you cannot make changes. If additional fee waivers are needed, you may place a new order.

Receive Your Order

1. Look for an order confirmation email from ACT.
2. Anticipate your order will arrive by the delivery date you selected.
3. Fee waivers will be delivered digitally to the email used to place the order

Troubleshooting

- If you haven't received the email confirmation after establishing an account, or the link is broken/invalid:
  - Wait a few hours to receive the system-generated message.
  - Check your spam and junk folders.
  - Select **Forgot Your Password?** on the login page, enter your email, and then select **Continue**.

- If you are not seeing the expected organization in a selection menu (or no options at all):
  - This can indicate your browser did not correctly load the list of cities or organizations.
  - Select a different state, then reselect the correct state and the information should load properly.

- If you are not seeing your organization in the drop-down list:
  - Check under alternate spellings of the city name (for example, a school in Saint Louis may be listed under St. Louis).
  - If you are still unable to locate your organization, contact ACT Customer Support for help.
- If you forgot your password:
  - From the login screen, select **Forgot Your Password?**, enter your email address, and then select **Continue**.
  - The system will prompt you to answer your security question and reset your password.

Contact Us

If you have questions or need help creating your account or placing your order, please contact ACT Customer Support, 877.789.2925.

Be ready to provide your name and email address; your organization's name, address, and school/site code; and your order number (if applicable).

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