2020 | 2021

ACT® WorkKeys® Test Delivery System

TAO User Guide

www.act.org/workkeys

How to Contact ACT

For questions regarding ACT WorkKeys online testing and the TAO Proctoring interface:

Address

ACT WorkKeys Operations
301 ACT Drive
PO Box 168
Iowa City, IA 52243-0168

Hours of Operation

Monday – Friday, 7:00 a.m. – 7:00 p.m. Central time.

Note: Hours of operation are subject to change.

Phone

If you are in …	Then call …
United States or Canada	800.967.5539
International	319.337.1380

Note: Emergency support is available by following the recorded instructions.

Email

For questions: **workkeys@act.org**

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ACT WorkKeys Test Delivery System
TAO User Guide

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Document Purpose

This document contains information for test coordinators and proctors to administer ACT® WorkKeys® online tests with the test delivery system, TAO, for the three tests known collectively as the ACT® WorkKeys® NCRC® tests:

- ACT® WorkKeys® Applied Math
- ACT® WorkKeys® Graphic Literacy
- ACT® WorkKeys® Workplace Documents

You use the TAO proctor interface for proctoring activities in your test center. Therefore, a menu item is available on the list of navigation menus in Validus® VTC called "Connect to TAO." The process and procedures are detailed below.

System Specifications

For examinee computers, the supported internet browsers to use are **Chrome**, **Firefox**, or **Microsoft Edge**. These browsers can be safely used due to inherent secure browser features, which do not require downloading additional software (see detailed benefits outlined at the end of this document). **Internet Explorer (IE) cannot** be used because it does not include these features without downloading separate software to each examinee computer. The examinee will get the following error message if attempting to launch from the IE browser.

- Error(4): The browser or operating system you are using does not comply with minimum requirements.

*Note: Only the proctor computer may use **Internet Explorer** browser, if desired.*

Please reference the latest ***WorkKeys Online Technical Specifications*** to confirm that your computers (workstations) meet the minimum technical requirements. Also see Procedure 2: TAO System Check and Procedure 3: Validation Test below for instructions on how to check for these on your computers.

Terminology

These are just a few terms you need to know.

- **Assessment** and **test** are interchangeable terms.
- **Examinee computer** and **test delivery workstation** are interchangeable phrases.
- **Proctor computer** and **administrative workstation** are interchangeable phrases.
- **Realm** is your testing site's private and secure online location for associating your examinees and proctors to a group. No one can access it without being granted access by the test coordinator or proctor. The online test delivery is accomplished via your realm. Invoicing is also linked to your realm through financial profiles (applies to national testing only).

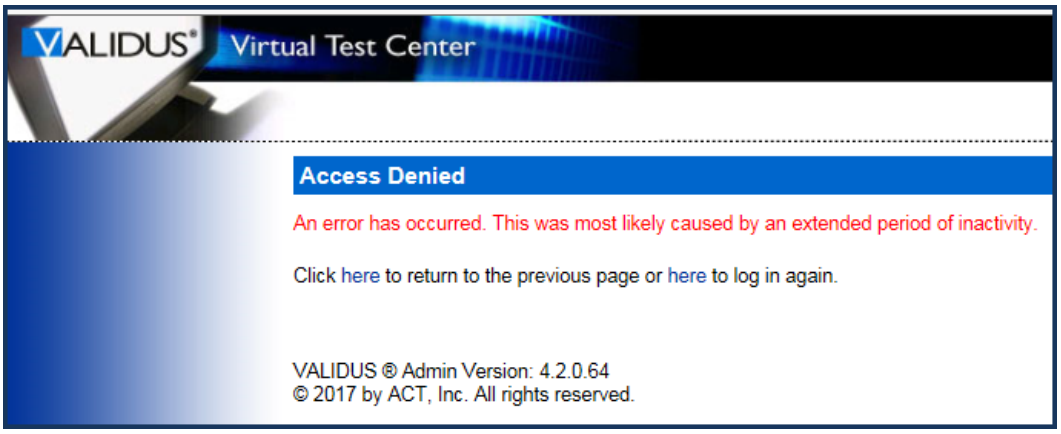
- **TAO** (sounds like “how”) is the **test delivery system** that interfaces with the Validus VTC system, which are both used for proctoring activities.
- **Validus Virtual Test Center (VTC)** system is used by proctors for registering examinees for ACT WorkKeys online tests and managing their accounts.

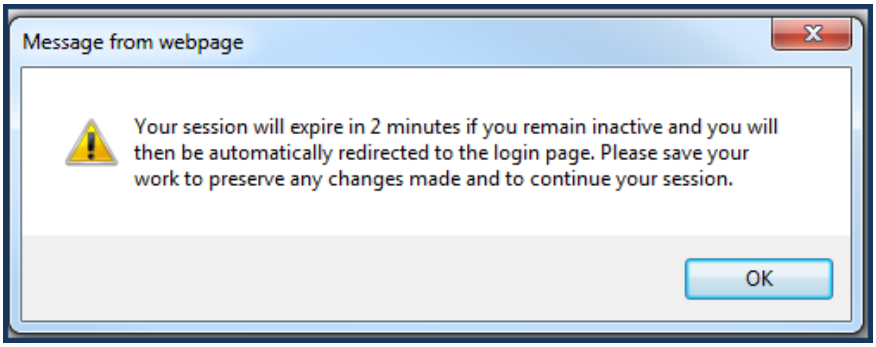
Resources

We encourage you to visit the **ACT WorkKeys Administration** page on **act.org** for many resources available to you. The current *ACT WorkKeys Administration Manual for Online Testing* is posted on this page in the Manuals section.

Validus Session Expiration

For security reasons, “*after an extended period of inactivity*,” the Validus session will expire, or time out. When that happens, you will see one of these screens, depending on where you are at in the system at the time. Just close the window and log back into Validus (see Procedure 1: Connecting to TAO).





Process Overview

The following table shows the overall process for using the TAO interface for preparing for proctoring as well as monitoring ACT WorkKeys online test sessions.

Stage	Procedure
1	Connecting to TAO
2	TAO System Check
3	Validation Test
4	Proctor Test Authorization and Monitoring Activities
5	Proper Way to Close TAO Proctoring Dashboard Page
6	Taking Actions for Multiple Test Sessions

Procedure 1: Connecting to TAO

Follow the steps below to use your proctor credentials to log in to the Validus Virtual Test Center (VTC) system and then use the Connect to TAO interface for proctoring activities.

You will use “Connect to TAO” for two main functions:

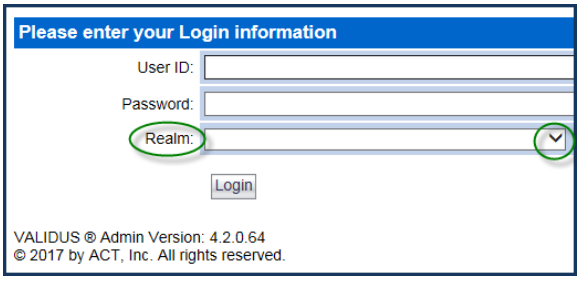
- **On examinee computers** prior to test sessions, to validate that the computer meets minimum technical requirements and that it can properly access and deliver an ACT WorkKeys online test
- **On the proctor computer** for authorizing examinee tests and for monitoring and managing test sessions in real time with the TAO Proctor dashboard page

IMPORTANT! *This procedure applies to either the proctor’s computer or the examinee’s computer but remember, the examinee’s computer* ***must*** *use* ***Chrome****,* ***Firefox****, or* ***Microsoft Edge****.* ***Internet Explorer (IE) cannot*** *be used to deliver an ACT WorkKeys online test using the TAO test delivery system.*

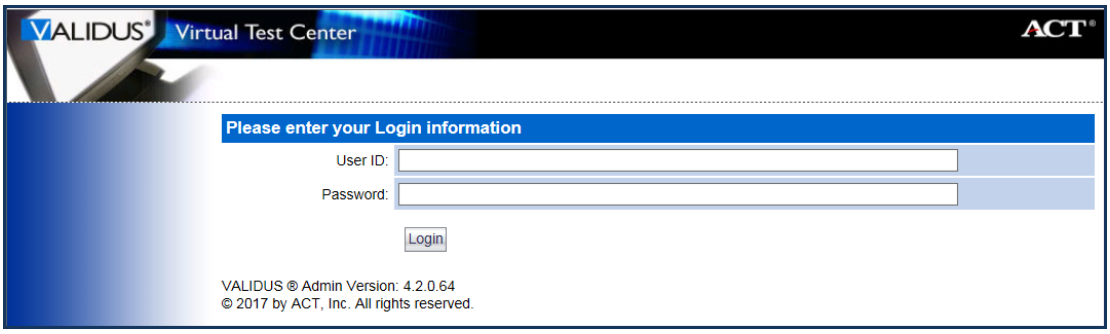
1. On the computer, **enter the url for your testing realm**, which will look similar to the example shown below. This can be found in the email you received with realm information.

   https://vtc.act.org/123456789
   (The number after the last slash represents your site’s realm number.)

   <u>Incorrect Results</u>: You will know that the url you used for your desired realm was ***incorrect*** *if you see the* ***User ID*** *and* ***Password*** *with a* ***Realm*** *drop-down menu. Re-enter your correct realm url and try again.*

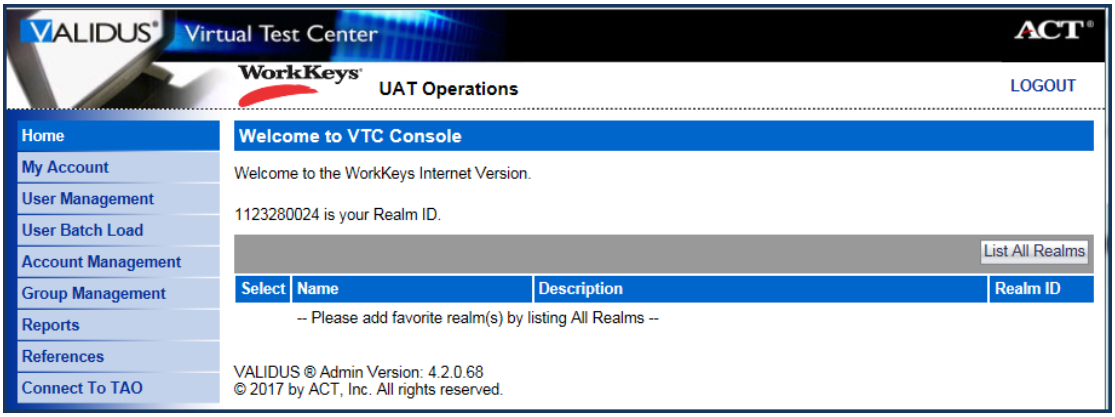


*<u>Correct Results</u>: Fields for entering a **User ID** and **Password** should appear for you to be able to log into the Validus VTC system.*

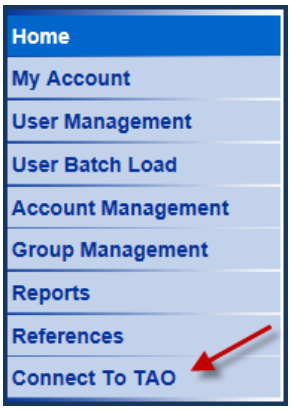


2. Enter your proctor **User ID** and **Password** and then select the **Login** button.

   Results: If the correct realm url and login credentials were used, your realm's Home page will appear on screen.



3. Once you are on the VTC Home page, select the **Connect to TAO** navigation menu on the left side of the page.

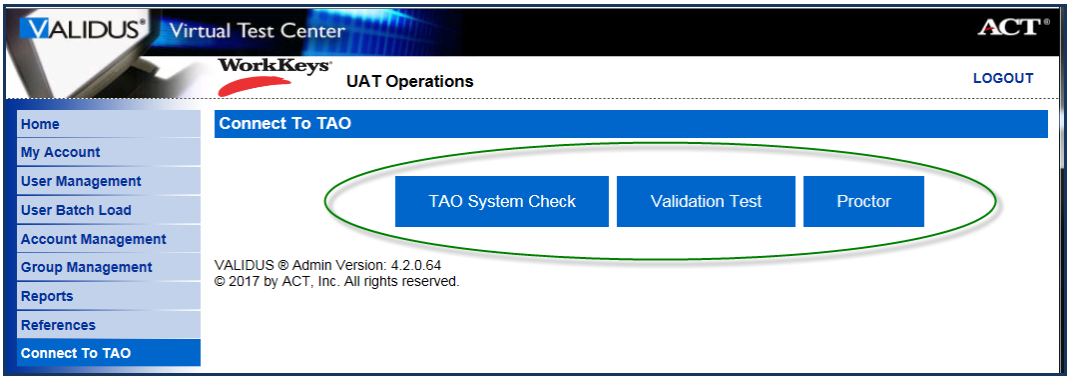


4. You will see three big buttons: **TAO System Check**, **Validation Test**, and **Proctor**.

   a. **TAO System Check** – Use this check before test sessions to verify that an examinee computer meets the minimum system requirements (see Procedure 2: TAO System Check).

b. **Validation Test** – Use this test before test sessions to verify that an examinee computer can properly access and deliver an ACT WorkKeys online test (see Procedure 3: Validation Test).

c. **Proctor** – Use this, from the proctor computer, to authorize actual tests examinees have launched and to monitor the examinees' test session activities in your test center (see Procedure 3: Proctor Test Authorization and Monitoring Activities).



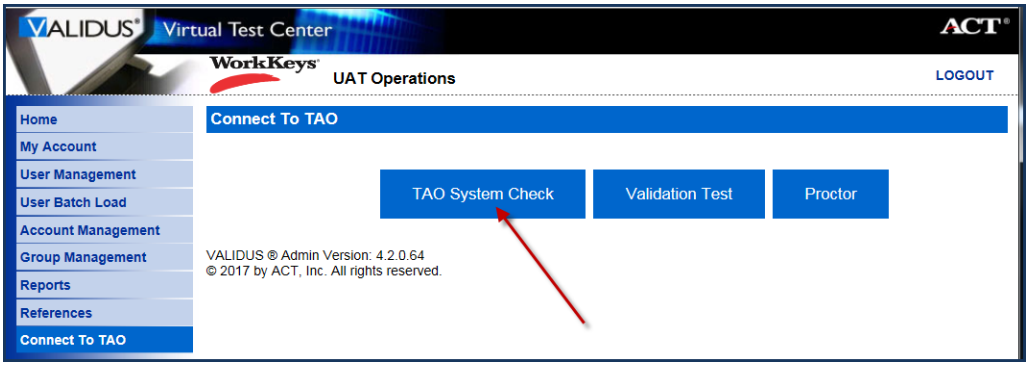
Next, we'll look at each button in the order that they display, left to right.

Procedure 2: TAO System Check

Before examinees arrive to take ACT WorkKeys online tests, follow the steps below to verify that examinee computers meet the minimum system requirements.

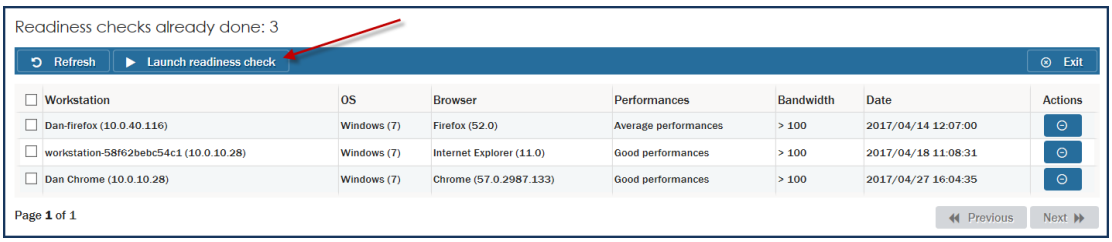
Tip: To save you time, you may want to run the Validation Test ***before*** *the TAO System Check because if you are successful in launching a sample mini test, it won't be necessary for you to run the TAO System Check. This is proof that the computer can successfully deliver a full-length ACT WorkKeys online test, which is the goal. But if you receive an error message, you will need to run the TAO System Check after all to determine why the Validation Test failed.*

1. Select the **TAO System Check** button.

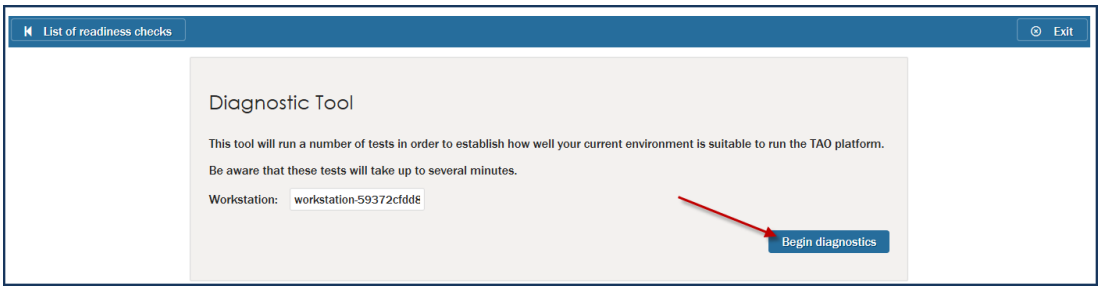


Note: If you select this button, but the screen doesn't change, check your browser's setting for pop-up blockers and disable them.

2. A screen similar to this one will display. Select the **Launch readiness check** button.



3. The “Diagnostic Tool” page appears, which explains “This tool will run a number of tests in order to establish how well your current environment is suitable to run the TAO platform. Be aware that these tests will take up to several minutes.” Select the **Begin diagnostics** button.

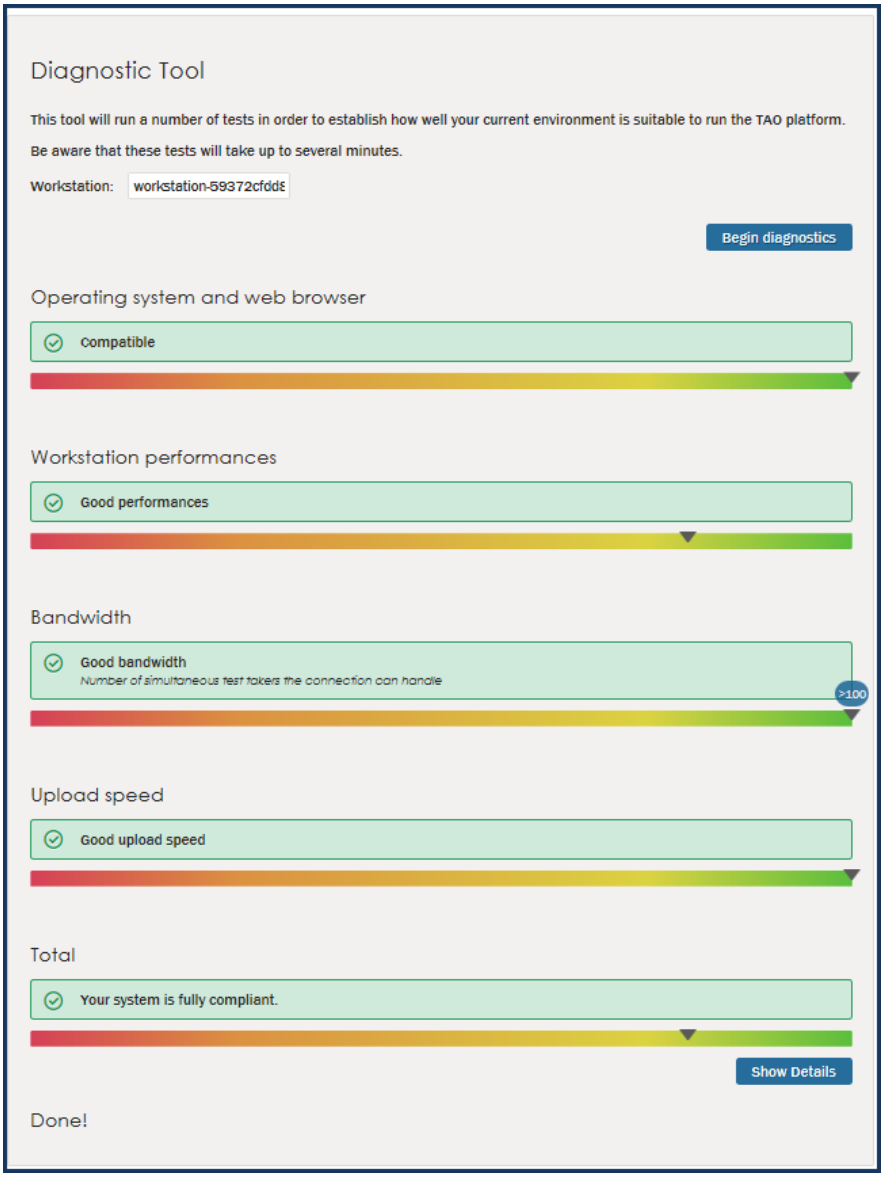


4. You will see horizontal movement on the screen indicating that the diagnostic tool is working. As each diagnostic is completed, the results will display on screen with “Done!” appearing at the bottom of all of the results. The diagnostics can include:

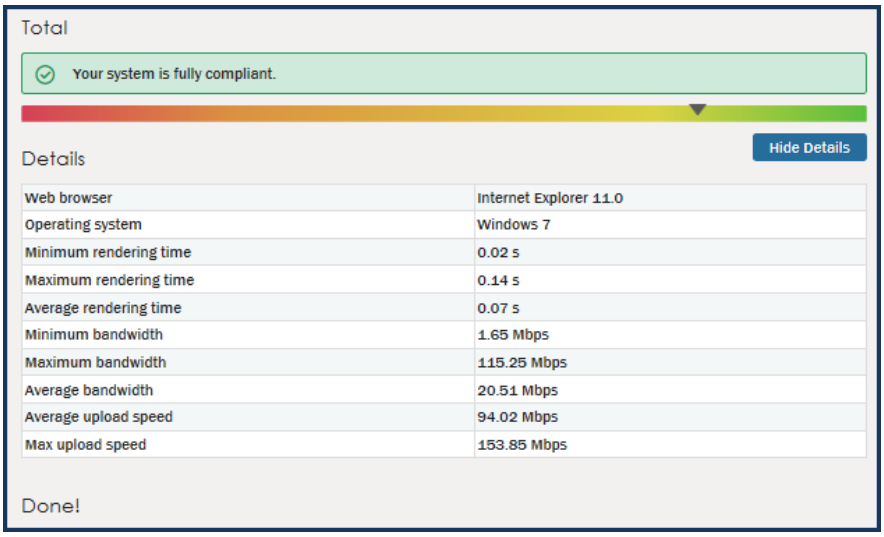
    a. Operating system and web browser
    b. Workstation performances
    c. Bandwidth
    d. Upload speed
    e. Total

    Note: The down arrows (▼) on the colorful lines indicate where the computer performed on that diagnostic continuum. Green indicates great results whereas red indicates poor results, with orange or yellow in the middle range.

    Hopefully, you will see optimal results such as the following example. However, if you do not, refer to the latest ***WorkKeys Online Technical Specifications*** to see what is required to get the computer set up to comply with the minimum technical requirements.



*Note: You may also select the **Show Details** button to list specifics about those results.*



5. Select the **List of readiness checks** button in the upper-left corner of this screen to return to the prior screen. You will see the system check just completed for this workstation (computer) in the list of those that have been checked for this site. The column headings are:

    a. Workstation
    b. OS (for Operating System)
    c. Browser
    d. Performances
    e. Bandwidth
    f. Date
    g. Actions – the only Action currently available is to delete that transaction. If you select that icon, you will be prompted, "*The readiness check result will be removed. Continue?*" Your choices are **Cancel** or **OK**. You may select **Cancel** or the ⊗ to close the prompt window.

6. Select the **Exit** button in the upper-right corner, to return to the Connect to TAO Home page.

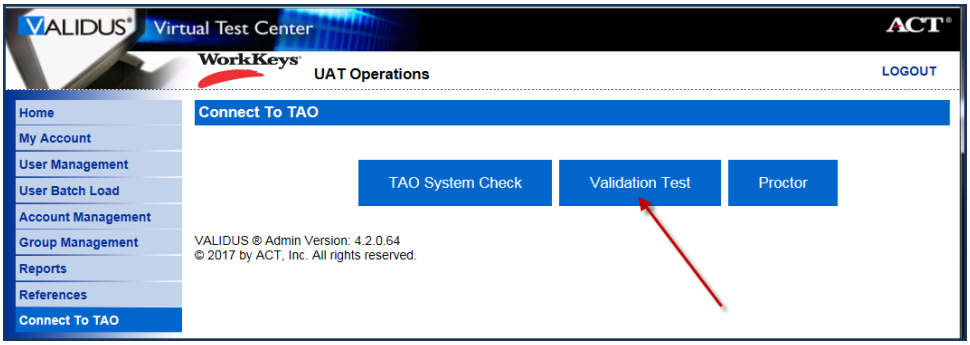
Procedure 3: Validation Test

Follow the steps below before testing sessions begin to verify that **examinee computers** can truly access and deliver an ACT WorkKeys online test. This is checking the computer's accessibility to the tests, not the examinee's account accessibility.

Note: For test security purposes, please do this before examinees arrive to take ACT WorkKeys online tests. This does not take long to do.

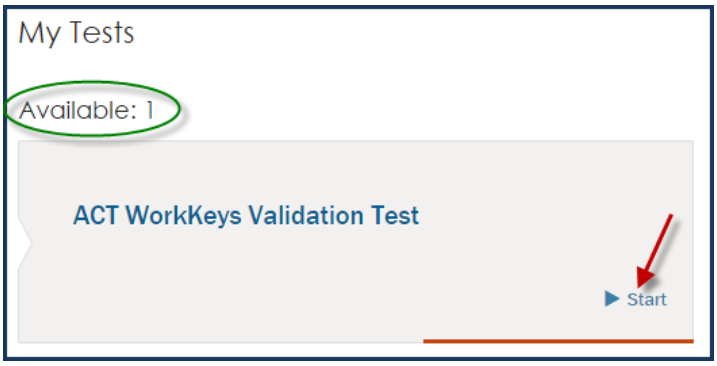
Tip: To save you time, you may want to run the Validation Test ***before*** *the TAO System Check because if you are successful in launching a sample mini test, you won't need to run the TAO System Check. This is proof that the computer can successfully deliver a full-length ACT WorkKeys online test, which is the goal. But if you receive an error message, you will need to run the TAO System Check after all to determine why the Validation Test failed.*

1. Select the **Validation Test** button.

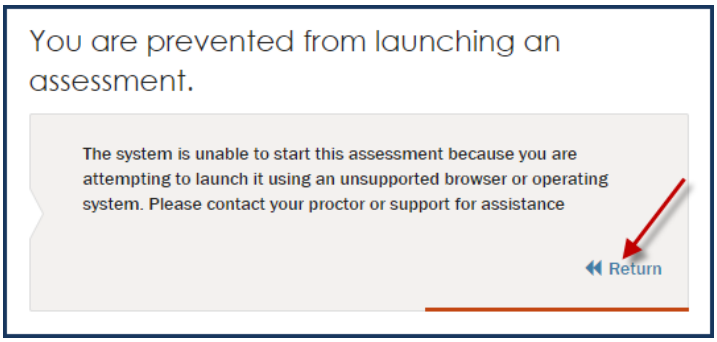


Note: If you select this button, but the screen doesn't change, check your browser's setting for pop-up blockers and disable them.

2. Confirm that you see "Available: 1, ACT WorkKeys Validation Test" on this screen. Then select the **Start** button. A successful launch will allow you go through a five-item sample test.



However, if there is a problem with the minimum technical requirements, you will instead see this error message stating, "The system is unable to start this assessment because you are attempting to launch it using an unsupported browser or operating system. Please contact your proctor or support for assistance." Select the **Return** button.



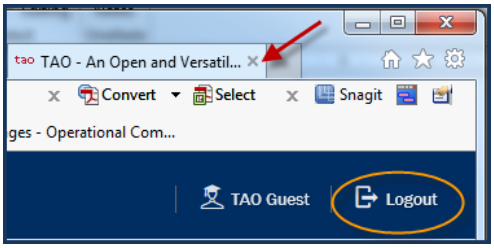
Note: If you get this error message, you will need to run the TAO System Check after all to determine why the Validation Test failed.

3. When you are done with either the sample test or the error message, you may **Close** the ACT WorkKeys Validation Test page one of two ways. Either select the:

   a. **Logout** button, and then the **X** on the "TAO – An Open and Versatile Computer-Based Assessment Platform" internet browser tab.

   b. **X** on the "TAO – An Open and Versatile Computer-Based Assessment Platform" internet browser tab.

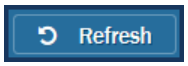
Either way, you should be safely returned to the realm's Validus VTC Connect to TAO page.



Procedure 4: Proctor Test Authorization and Monitoring Activities

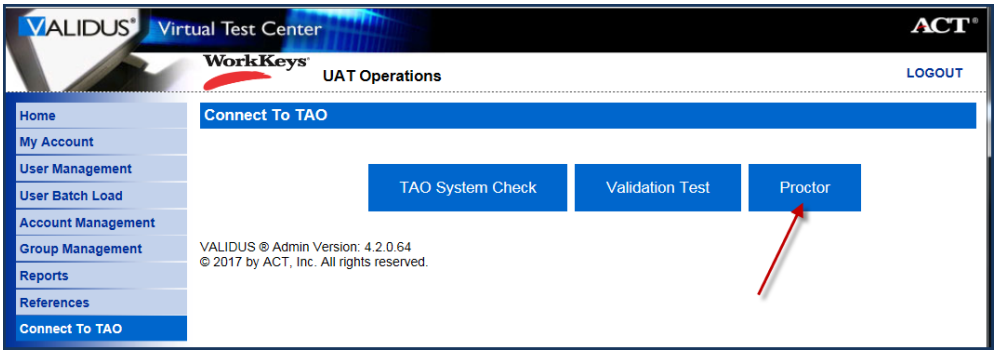
Follow the steps below to authorize ACT WorkKeys online tests for an individual examinee or for several examinees that just launched a test title. Also use it to monitor the test sessions in real time on what's referred to as the TAO Proctor dashboard page.

Note: For this procedure, the examinee should already be seated at the examinee computer.

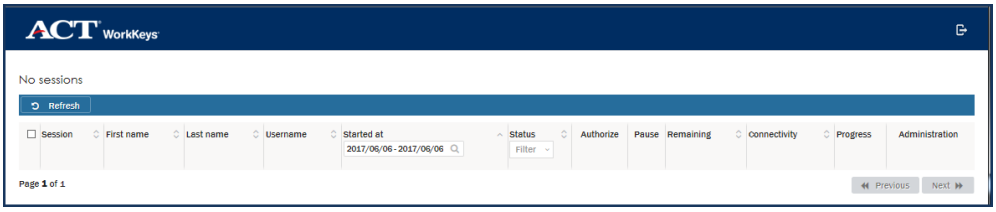
Note: It is recommended that you select the 

button often to show additional progress.

1. At the **proctor computer**, from the Connect to TAO Home page, select the **Proctor** button.



2. The purpose for the TAO Proctor dashboard page includes monitoring examinees' computer activities at your test center during active test sessions. The column headings of the dashboard, from left to right, are:



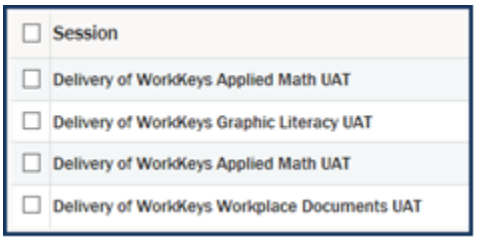
   a. Session
   b. First name
   c. Last name
   d. Username
   e. Started at (date range you want to view)
   f. Status
   g. Authorize
   h. Pause
   i. Remaining
   j. Connectivity
   k. Progress
   l. Administration

TAO Proctor Dashboard Details

The purpose and functionality of each column is explained below.

*Tip: Please note the faint gray **Up** (^) and **Down** (v) **arrows** to the right of column headings. Select these for sorting your view by that column's content, into either **ascending** or **descending order**.*

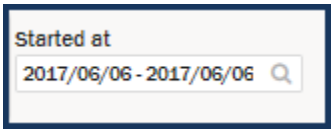
1. **Session** – represents the testing session of a single examinee or several examinees. It displays the "Delivery of…" ACT WorkKeys online test titles in session.

   Note: When the checkbox next to the column heading is selected, all sessions listed below will also be selected. Then any action taken will be for all selected sessions. Use with caution! It is better to first filter by a particular status before making session selections. *(Refer to Procedure 6: Taking Actions for Multiple Test Sessions.)*

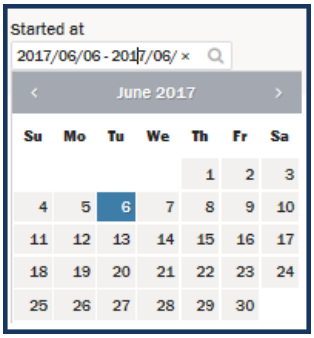
2. **First name**, **Last name**, and **Username** refer to the examinees' first name, last name, and username.

3. **Started at** – is the date range you want to view. It defaults to today's date, assuming that you want to monitor today's testing sessions. However, you may have a need to review past sessions as well, so you can input a date range for those sessions.

   To select any date range desired, follow these steps.

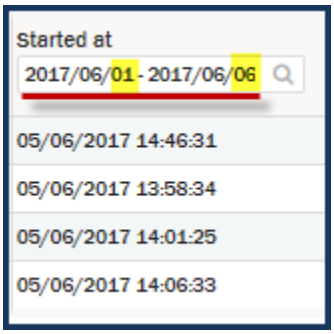
   a. Click anywhere in that field. A calendar appears with today's date highlighted.

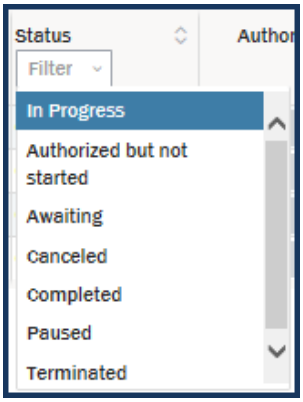
   b. Choose whatever day is desired in the calendar for the **Start Date** of a range to appear in the field.

c. Choose a second day on the calendar for the **End Date** of the range to appear in the field.

d. The examinee test sessions available for that date range will then be listed.



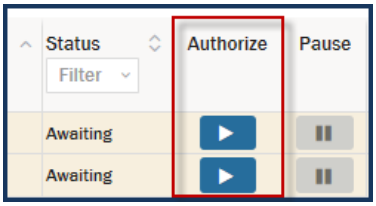
4. **Status** – is the status of the examinee's testing session. These are the possible statuses you will see.



You may also make a selection from the **Filter** drop-down list to reduce your view on screen to one particular status type. This is particularly useful when needing to take action on several sessions simultaneously, by first filtering on the desired status.

For example: You may filter by "Awaiting" status for all those examinees at your test center who have launched a test and are awaiting your authorization. Then you would select the box by **Session** and then select the **Authorize** button to authorize them all simultaneously. (See Procedure 6: Taking Actions for Multiple Test Sessions for more details.)

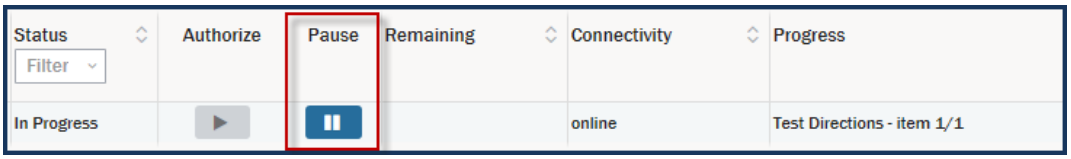
5. **Authorize** – is a **Play button icon**. The button is activated, becomes available to use, when an examinee has launched their test and you see the "Awaiting" status. Select this button to authorize their test, meaning you approve or allow them to take it. You may authorize individual examinee sessions or multiple examinee sessions.



Once you select the activated **Play button icon**, the Status changes to "Authorized but not started," then the examinee will need to select the **Proceed** button on their screen to start the test.

6. **Pause** – is a **Pause button icon**. The button is activated (becomes available to use) when the examinees' test session Status is "In Progress." You can pause individual examinee sessions or multiple examinee sessions, but please **use with caution**.

   IMPORTANT! The **Pause** suspension will only last **up to 60 minutes**. Beyond that, it will automatically **terminate** the test session. The terminated test session **cannot** be restarted.



   There are two scenarios for the **Pause** button.

   - **Examinee scenario** – If the examinee "loses focus" or attempts to navigate away from the test session, the session will automatically be paused. In the Detailed Session History you can see the cause of the pause. This scenario will be more common than the proctor scenario.

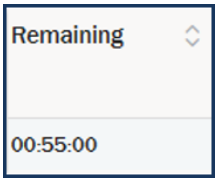
     The message on the examinee's screen will be "The assessment has been **paused** due to an attempt to navigate to another window or tab. Please contact your proctor or administrator to resume your assessment."

   - **Proctor scenario** – You should use this button with caution! This function should only be used by the proctor for a fire drill or other onsite emergency. When **Pause** is selected by you, the **Report Irregularity** screen appears. You must complete it, all fields are required. (See Terminate Session and Report Irregularity section below for more detailed information.)

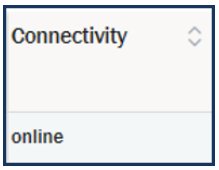
     The message on the examinee's screen will be "The assessment has been **suspended**. To resume your assessment, please relaunch it."

   For either scenario, when the examinee selects **OK** in response to the message they see, they are returned to the Validus RSP Home screen with a Relaunch button next to the test title. Once they select **Relaunch**, you will need to **Authorize** the test again.

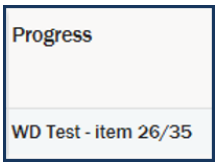
7. **Remaining** – indicates the time remaining on an examinee's test session. The time begins at 55 minutes for each of the ACT WorkKeys NCRC tests and counts down to zero.



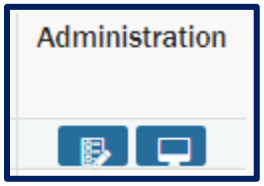
8. **Connectivity** – when the examinees' tests are authorized and active, "**online**" will appear in this column. Otherwise it will be blank.



9. **Progress** – gives a brief description of where the examinees are at in their test session. Remember to use the **Refresh** button often to refresh your view.



10. **Administration** – has two (2) icon buttons to choose from.

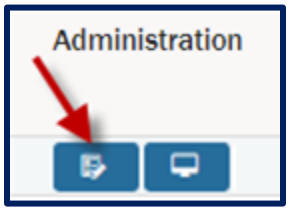


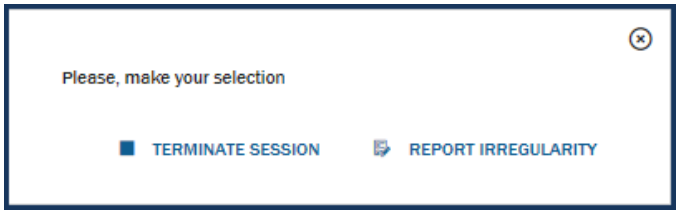
When you hover your cursor over the icon buttons, you will see:

- 1st icon button = Terminate and irregularity
- 2nd icon button = Show the detailed session history

Terminate Session and Report Irregularity

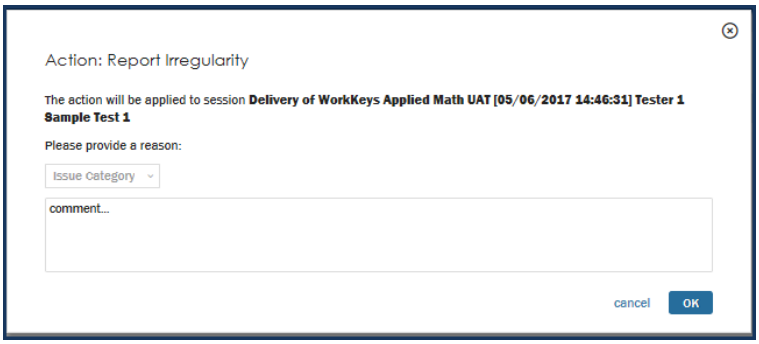
When the first icon button is selected, this pop-up message appears, instructing you to "*Please, make your selection.*"





- **Terminate Session** is used for prohibited examinee behavior, adverse environment issues, or other technical issues. This can only be selected during an "In Progress" or "Paused" status.
- **Report Irregularity** can be done during or after a test without interrupting a test session. When testing irregularities occur, file a report through this function. You are given drop-down lists for the main, underlying **Issue Category**, and then depending on that selection, a secondary **Subcategory** drop-down list appears. There is also a **Comment** field to fill in with more of an explanation or description of the issue.

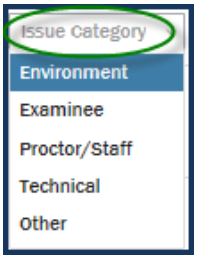
Note: Report Irregularity will be explained before Terminate Session, because, when you select ***Terminate Session*** *(or* ***Pause****) you are first taken to the* ***Report Irregularity*** *form. Completing an irregularity report is a* ***prerequisite*** *to terminating (or pausing) a session.*



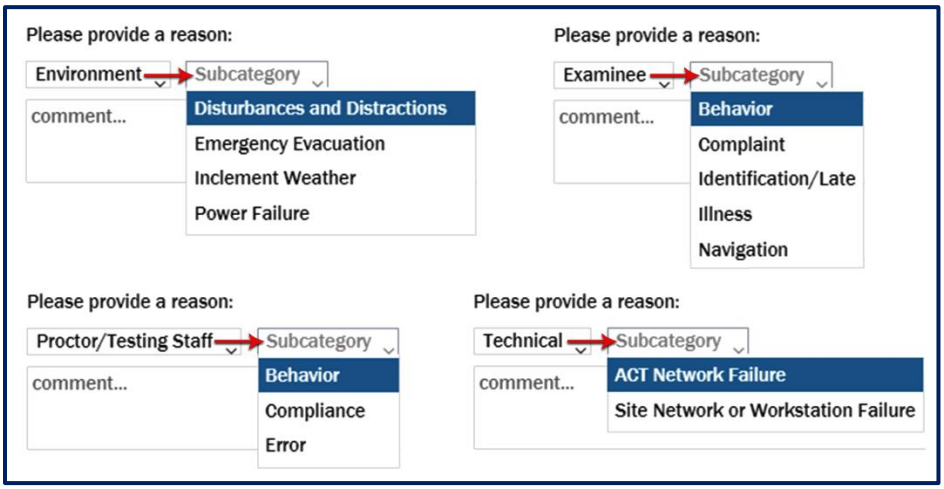
Report Irregularity Form Details

Note: On the Report Irregularity screen, ***all*** *fields are required to be completed.*

1. For "Please provide a reason:" you will first select an **Issue Category** from the drop-down list. The **Issue Category** choices are:



2. Once an Issue Category has been selected, then a **Subcategory** field appears with another drop-down list of a unique set of choices from which you are to select a secondary category. Make the appropriate selection. The Subcategories associated with each issue are:



Note: "Other" does not have a Subcategory associated with it. Just enter details in the comment field.

3. Once you have selected an Issue Category and a Subcategory, please use the following table of information for guidance on completing the **Comment** field.

Report Irregularities			
Issue Category	**Subcategory**	**Examples**	**Detailed Information to Include**
Environment	Disturbance and Distractions	Anything affecting the examinees' concentration, that could not be resolved, such as a commotion inside or outside of the classroom	▪ What was the cause of the disturbance or distraction? ▪ How long did the disturbance or distraction last? ▪ What measures were taken to minimize or stop the disturbance or distraction? ▪ Could the examinees be moved to another location?
	Emergency Evacuation	Fire, natural disaster, or any other threat that results in evacuation of facility	▪ What actions were taken by testing staff?
	Inclement Weather	Inclement weather severe enough to cause the test center to close; or, testing was terminated due to a snowstorm, tornado, hurricane, etc.	▪ What were the weather conditions? ▪ How were examinees impacted? ▪ What measures were taken?
	Power Failure	Test center power failure (e.g. heat, ventilation, lights)	▪ What type of power failure occurred? ▪ For how long? ▪ Was the source of the outage discovered? ▪ Where were examinees during the outage and how were they impacted? ▪ What was done to resolve the situation?
Examinee	Behavior (Behaviour)	Disruptive, prohibited, or irrational behavior	▪ Explain the specific behavior (e.g., failure to follow directions, giving or receiving assistance [copying], or violence). ▪ How were other examinees impacted and how many were involved? ▪ For how long? ▪ Was the behavior severe enough to require the examinee to be dismissed? ▪ What measures were taken to resolve the situation?
	Complaint	Complaint about test items/questions or testing experience	▪ What was the examinee's complaint? ▪ What test item/question is the complaint referencing? ▪ What actions were taken by testing staff?
	Identification/Late	Improper identification or late arrival of examinee	▪ What form of identification was presented? ▪ Was the examinee prohibited from testing? ▪ How late was the examinee? ▪ Was the examinee prohibited from testing?
	Illness	Examinee illness before, during, or after test	▪ Did the examinee complete the test? ▪ Were other examinees impacted? If so, how? ▪ What happened with the ill examinee?
	Navigation	Difficulty navigating online test	▪ Describe the difficulty in as great a detail as possible.
Proctor/Staff	Behavior (Behaviour)	Inappropriate or inattentive behavior	▪ What was the behavior? ▪ How did it affect examinee(s)? ▪ What was done to correct it?
	Compliance	Misinterpreting test administration policy	▪ Which policy was misinterpreted? ▪ How did it affect examinee(s)? ▪ What was done to correct it?
	Error	Authorizing incorrect test	▪ What was the mistake? ▪ How did it affect examinee(s)? ▪ What was done to correct it?

Report Irregularities			
Issue Category	**Subcategory**	**Examples**	**Detailed Information to Include**
Technical	ACT Network Failure	Experienced lots of pauses	▪ What steps were taken to diagnosis the local network problem? ▪ How did you resolve it?
	Site Network or Workstation Failure	Incompatible browser	▪ Were the TAO System Check and Validation Check done before examinee(s) arrived?
Other	N/A – this issue category does not have a Subcategory associated with it.	Something that does not apply to any of the above categories	▪ Provide as much detail as is appropriate.

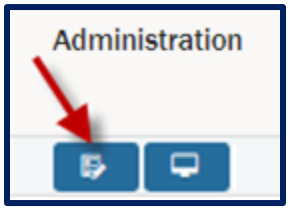
4. Check your entries for accuracy and completeness, then select **OK** when you are ready to submit this report. For successful submissions, a brief message displays, "*Sessions reported.*"

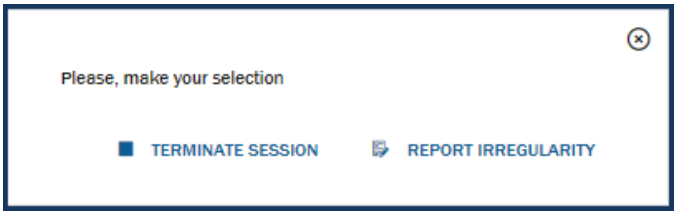
Terminate Session Details

Remember, Terminate Session is used for prohibited examinee behavior, adverse environment issues, or other technical issues. This can only be selected during an "In Progress" or "Paused" status.

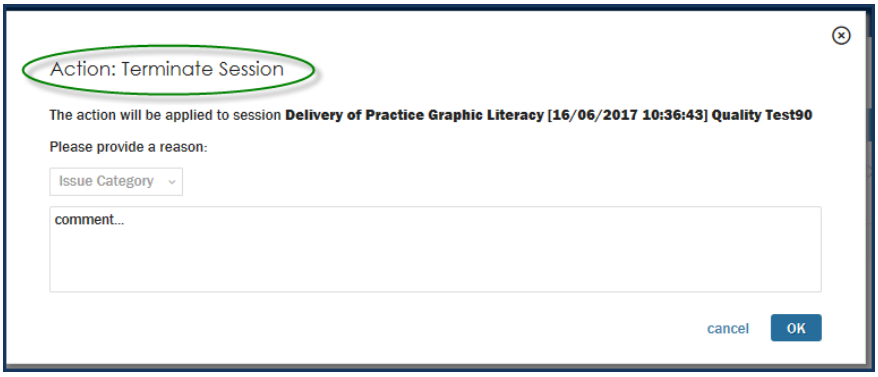
CAUTION! *Be certain that this is what you need to do, because a terminated session cannot be restarted.*

1. To terminate an examinee session on the TAO Proctor dashboard page, in the Administration column, select the first icon button, which is the **Terminate and irregularity** button. This pop-up message appears, instructing you to "*Please, make your selection.*"



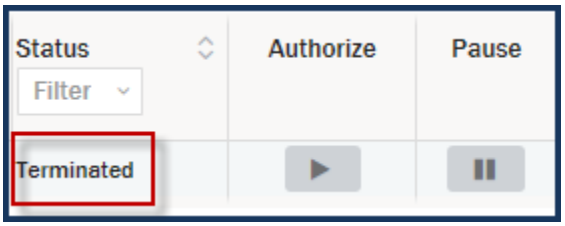


2. Select **Terminate Session**. The next screen shows that you selected Terminate Session, but you are given the Report Irregularity form to complete first.

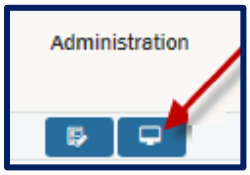


Note: On the Report Irregularity screen, ***all*** *fields are required to be completed.*

3. After you have filled out the irregularity report and selected **OK**, the Status changes to "Terminated." The message the examinee sees is "*The assessment has been terminated. You cannot interact with it anymore.*"

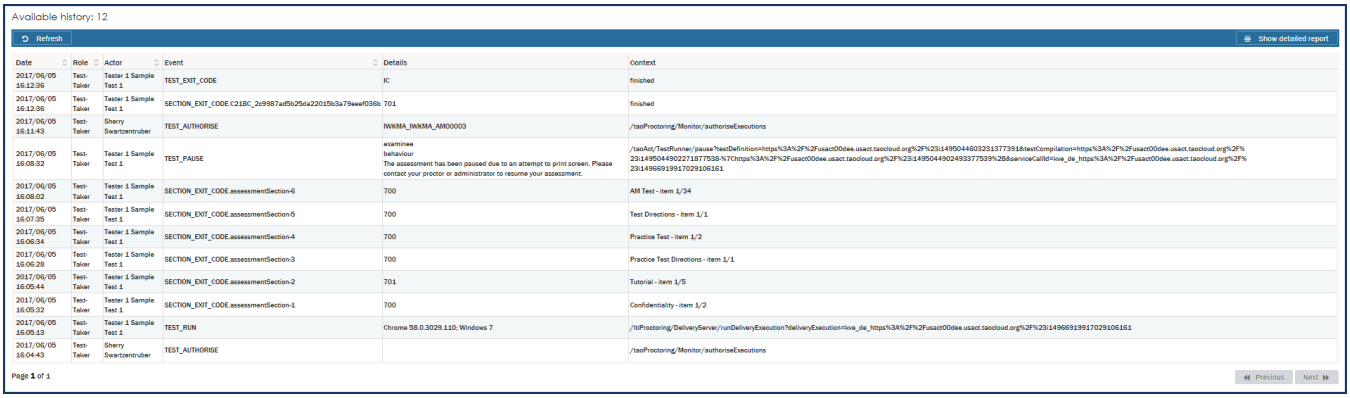


Detailed Session History



When the second icon button is selected, the following page appears, showing what transpired during the examinee's testing session, **in descending order**. This means that the **first action** is listed at the **bottom** and the **last action** is listed at the **top**.

Note: This page is most useful to you for identifying the cause of paused test sessions created by examinee error.



Available history: 12

Refresh | Show detailed report

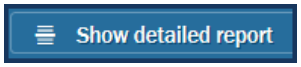
Date	Role	Actor	Event	Details	Context
2017/06/05 16:12:36	Test-Taker	Tester 1 Sample Test 1	TEST_EXIT_CODE	IC	finished
2017/06/05 16:12:36	Test-Taker	Tester 1 Sample Test 1	SECTION_EXIT_CODE.C21BC_2c9987ad5b25da22015b3a79eef036b	701	finished
2017/06/05 16:11:43	Test-Taker	Sherry Swartzentruber	TEST_AUTHORISE	IWKMA_IWKMA_AM00003	/taoProctoring/Monitor/authoriseExecutions
2017/06/05 16:08:32	Test-Taker	Tester 1 Sample Test 1	TEST_PAUSE	examinee behaviour The assessment has been paused due to an attempt to print screen. Please contact your proctor or administrator to resume your assessment.	/taoAct/TestRunner/pause?testDefinition=https%3A%2F%2Fusact00dee.usact.taocloud.org%2F%23:1495044603231377391&testCompilation=https%3A%2F%2Fusact00dee.usact.taocloud.org%2F%23:1495044902271877538-%7Chttps%3A%2F%2Fusact00dee.usact.taocloud.org%2F%23:1495044902493377539%2B&serviceCallId=kive_de_https%3A%2F%2Fusact00dee.usact.taocloud.org%2F%23:1496691991702910616 1
2017/06/05 16:08:02	Test-Taker	Tester 1 Sample Test 1	SECTION_EXIT_CODE.assessmentSection-6	700	AM Test - item 1/34
2017/06/05 16:07:35	Test-Taker	Tester 1 Sample Test 1	SECTION_EXIT_CODE.assessmentSection-5	700	Test Directions - item 1/1
2017/06/05 16:06:34	Test-Taker	Tester 1 Sample Test 1	SECTION_EXIT_CODE.assessmentSection-4	700	Practice Test - item 1/2
2017/06/05 16:06:28	Test-Taker	Tester 1 Sample Test 1	SECTION_EXIT_CODE.assessmentSection-3	700	Practice Test Directions - item 1/1
2017/06/05 16:05:44	Test-Taker	Tester 1 Sample Test 1	SECTION_EXIT_CODE.assessmentSection-2	701	Tutorial - item 1/5
2017/06/05 16:05:32	Test-Taker	Tester 1 Sample Test 1	SECTION_EXIT_CODE.assessmentSection-1	700	Confidentiality - item 1/2
2017/06/05 16:05:13	Test-Taker	Tester 1 Sample Test 1	TEST_RUN	Chrome 58.0.3029.110; Windows 7	/ltiProctoring/DeliveryServer/runDeliveryExecution?deliveryExecution=kive_de_https%3A%2F%2Fusact00dee.usact.taocloud.org%2F%23:1496691991702910616 1
2017/06/05 16:04:43	Test-Taker	Sherry Swartzentruber	TEST_AUTHORISE		/taoProctoring/Monitor/authoriseExecutions

Page 1 of 1 | Previous | Next

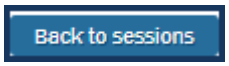
The column headings of the Session History page, from left to right, are:

- Date [and Time]
- Role = Test-Taker (Examinee) or Proctor
- Actor = First and Last Name of person taking the action, either proctor or examinee
- Event = Technical exit program codes for ACT to troubleshoot
- Details = Technical program codes for ACT to troubleshoot
- Context = Where the examinee was at when this event occurred (e.g., lists pathname or status or item number), again for ACT to troubleshoot.

*Note: The **Previous** and **Next** buttons are useful when there is more than one page to view.*

The 

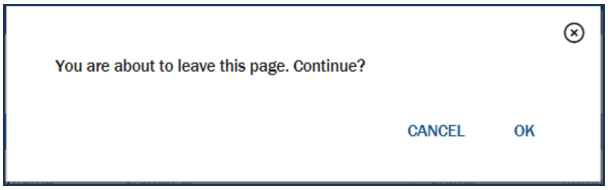
button provides additional information in the same format. It is useful for troubleshooting.

Select 

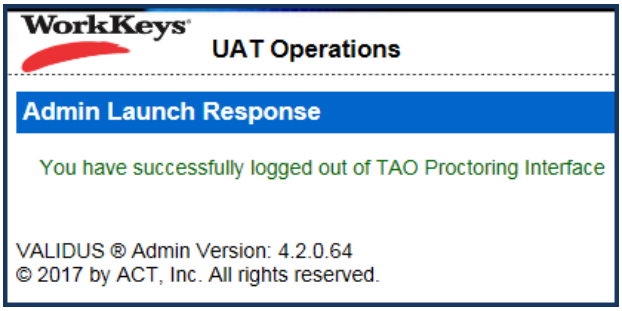
button in upper-right corner of screen to leave the Detailed Session History page and return to the TAO Proctor dashboard page.

Procedure 5: Proper Way to Close TAO Proctor Dashboard Page

1. Whenever you're ready to close the TAO Proctor dashboard page, select the **Exit** icon in the upper-right corner. A pop-up message appears stating, "*You are about to leave this page. Continue?*" Your options are to either select **Cancel** or **OK**.



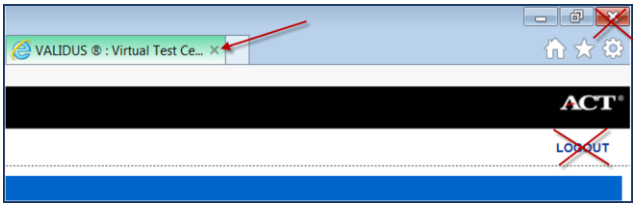
2. If you select **OK**, the next screen you see is "Admin Launch Response" with the message, "*You have successfully logged out of TAO Proctoring Interface.*"



3. To close this page, select the **X** on the **Validus ® : Virtual Test Center** internet browser tab. You should be returned safely to the realm's Validus VTC Home page.

   CAUTION!

   - Do **not** select the LOGOUT option. That would log you out of the Validus system entirely.
   - Do **not** select the white X in the red button to close the window.



Procedure 6: Taking Actions for Multiple Test Sessions

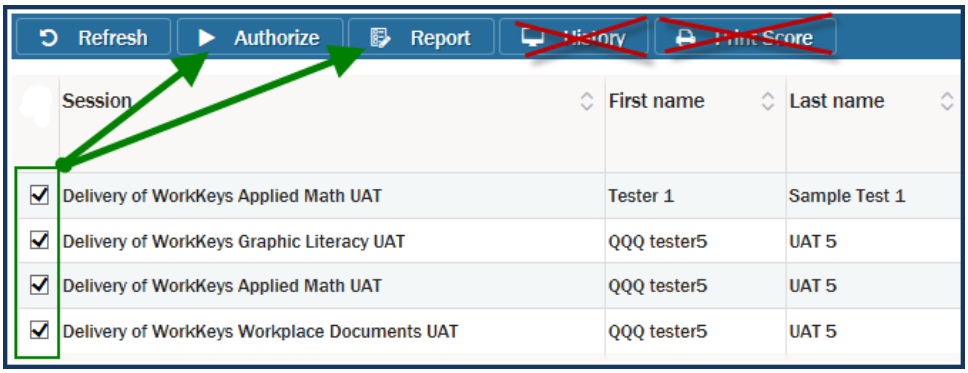
The TAO Proctor dashboard also allows the proctor to take action on multiple test sessions at the same time. When **one or more checkbox(es)** next to the individual **Sessions** are selected:

- You may take the same action for all of them.
- More buttons appear next to the **Refresh** button. How many buttons appear depends on whether or not test sessions are In Progress.

If test sessions are **In Progress**, these six buttons will appear.

If test sessions are in any status **except In Progress**, these four buttons will appear.

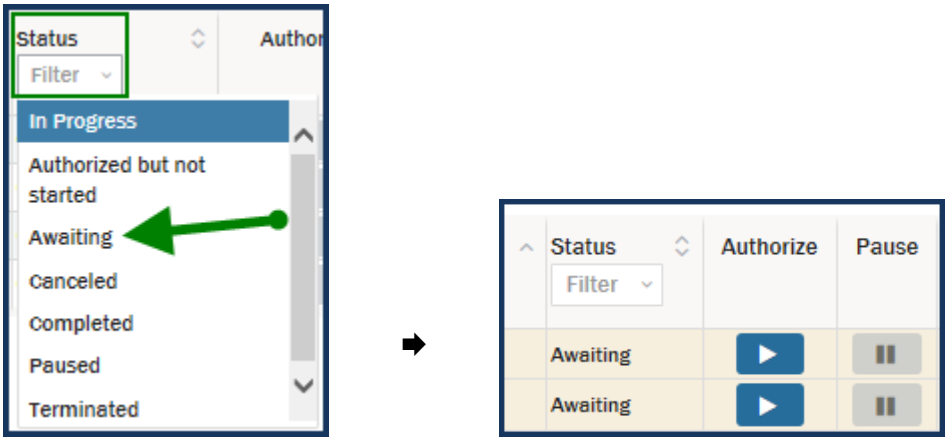
*Note: All buttons may be used **except** either **History** or **Print Score** buttons.*



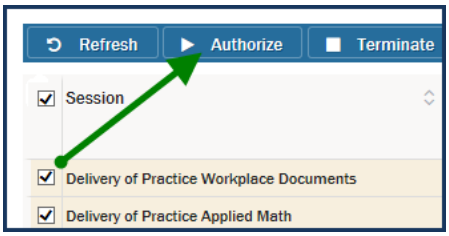
Examples of how each of these buttons could be used for multiple test sessions are shown below.

Authorize Multiple Test Sessions

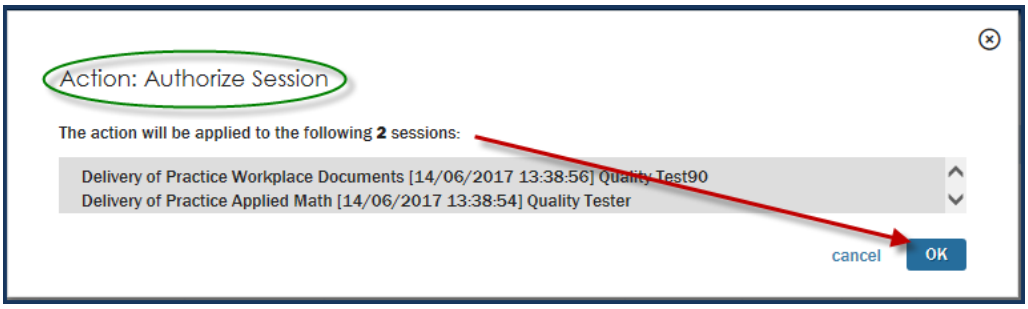
1. To authorize multiple examinee test sessions simultaneously, first go to the **Status** column and select the drop-down list by **Filter**. Select the **Awaiting** status for those examinees who have launched a test and are awaiting proctor authorization.



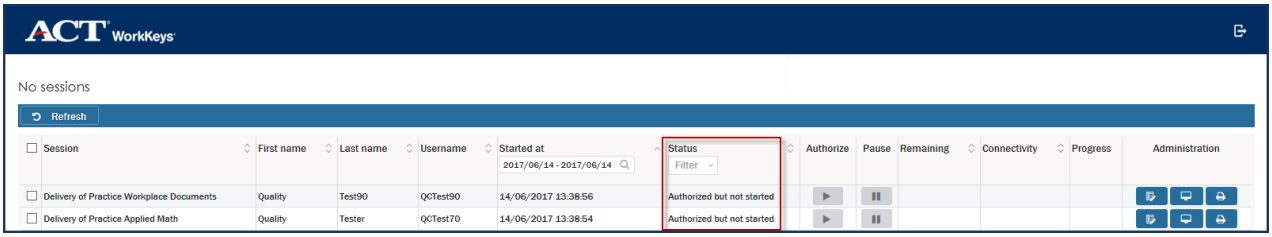
2. When all of the sessions listed have “Awaiting” statuses, you have the option to do one of the following.
    a. Select each **Authorize play button icon** individually.
    b. Select the **checkbox** (☑) in the first column next to each of the examinees’ test sessions that are listed, and then select the **Authorize** button next to the Refresh button.
    c. Select the **checkbox** (☑) next to the **Session** column heading to select all of the test sessions listed at once, and then select the **Authorize** button next to the Refresh button.



3. At the “Action: Authorize Session” screen, select **OK** and all Awaiting sessions will be authorized simultaneously.

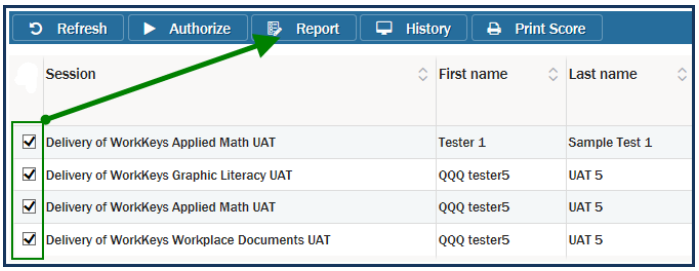


4. Then the Status changes to “Authorized but not started.” Instruct the examinees to select the **Proceed** button on their screens and begin taking their tests.



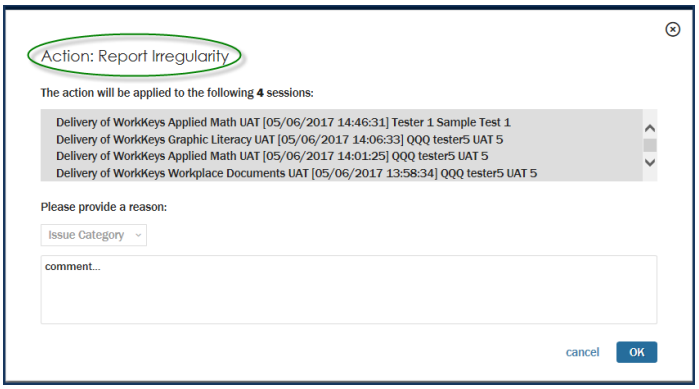
Report Irregularity for Multiple Test Sessions

1. If you need to **Report an Irregularity** for several or all examinees (examinees' tests are referred to as "test sessions"), select the checkbox (☑) in the first column next to each of the examinees' test sessions that is impacted, and then choose the **Report** button.



Note: Report is Irregularity Report, not Score Report.

2. Select the appropriate **Issue Category** and **Subcategory** and complete the **Comment** field with more of an explanation or description of the issue.



3. Then select **OK** to submit the same report for all of the selected test sessions simultaneously.

Pausing Multiple Test Sessions

You should use this button with **caution**! This function should only be used by the proctor for a fire drill or other onsite emergency.

1. If you should need to **Pause** sessions for several or all examinees, first go to the **Status** column and select the drop-down list by **Filter**. Select the **In Progress** status.

2. Carefully select the checkbox (☑) in the first column next to each of the examinees' test sessions that is impacted, before choosing the **Pause** button.

3. Complete the **Report Irregularity** form that explains why all of these examinees' test sessions are being paused. Select **OK**. The Status changes to "Paused."

   *Note: The message on the examinees' screen will be "The assessment has been **suspended**. To resume your assessment, please relaunch it."*

   ***IMPORTANT!** The **Pause** suspension will only last **up to 60 minutes**. Beyond that, if not resolved, it will automatically **terminate** the test session. The terminated test session **cannot** be restarted.*

Terminating Multiple Test Sessions

You should use this button with **extreme caution**! This function should only be used by the proctor for a fire drill or other onsite emergency or for prohibited behavior exhibited by a group of examinees.

1. If you should need to **Terminate** sessions for several or all examinees, first go to the **Status** column and select the drop-down list by **Filter**. If these sessions were initially "Paused," you will select **Paused**, but if the sessions were "In Progress," you will select **In Progress** status, so you only view sessions with that desired status.
2. Carefully select the checkbox (☑) in the first column next to each of the examinees' test sessions that are impacted, before choosing the **Terminate** button.
3. Complete the **Report Irregularity** form that explains why all of these examinees' test sessions are being terminated. Select **OK**. The Status changes to "Terminated."

   *Note: The message the examinee sees is "The assessment has been **terminated**. You cannot interact with it anymore."*

Accessibility Features with TAO Test Delivery System

Feature	Description
Answer Eliminator	Narrow response options through visual "X-out" function.
Answer Masking	Completely hides response options, allowing examinee to see only what they want to see.
Browser Zoom	Commands like "Ctrl+Shift++" work with screen content.
Calculator	Basic calculator within the testing interface. (ACT-authorized, personal, physical calculators are also still allowed.)
Custom Masking	Movable, re-sizable rectangle that can hide sections of test item or question. Corresponds to a physical notecard an examinee might use with paper testing to hide sections of text or graphics.
High and Low Contrast Colors	Examinee can change color palette to meet their vision needs.
Highlighter	Highlights text in test item or question.
Keyboard Navigation	Navigation and response selection without a mouse. (Keyboard shortcuts are noted in the Help Section of the test.)

Additional TAO Test Delivery System Benefits

Reliability and Expandability

In addition to TAO test delivery system being hosted on Amazon Web Services (AWS)–allowing for expanded and flexible capacity on the cloud server–the ACT WorkKeys online test launches with greatly improved secure browser features.

Security

A lock-down browser will always require an install of some kind on an examinee computer. However, our TAO test delivery system's secure browser solution does not install anything, but instead does the following:

- Forces the test to be taken in **full screen mode**, meaning:
  - Taskbar and desktop are not visible
  - Browser control buttons are not visible (e.g., Back, Next, etc.)
  - Menu or program icons are not visible
  - No ability to minimize or maximize windows
- There is no right-click menu.
- Copy and Paste functions are not available.
- "Pauses" the test session when an examinee "loses focus" (e.g., tries to open another tab, window, application, or return to the desktop). This action requires the examinee to relaunch their test title and for the proctor to authorize it again. Additionally, prohibited key strokes are recorded in Detailed Session History, which helps you report on the testing irregularity.
- Only a single instance of a test can be run at a time.
- Examinee computers are restricted to only TAO-supported internet browsers, which are **Chrome**, **Firefox**, or **Microsoft Edge**.