Using Account Management

Document Purpose

This document contains steps on how to manage an examinee's account for ACT® WorkKeys® online testing via Account Management in Validus® Virtual Test Center (VTC).

Account Management can be used to:

- Enable an examinee's disabled account
- Lock or unlock an examinee's account
- Reset an examinee's account password

Prerequisites

To perform this task, you must:

- Have your testing realm and login information as previously emailed to you by ACT
- Be assigned the "Account Manager" role within Validus VTC

Resources

We encourage you to visit the ACT WorkKeys Administration web page to select from a variety of helpful quick start guides and manuals, including the current *ACT WorkKeys Administration Manual for Online Testing*.

Please reference the latest *WorkKeys Online Technical Specifications* web page to confirm that your computers (workstations) meet the minimum technical requirements. See the *TAO User Guide* for instructions on how to check for these requirements.

Procedure: Using Account Management

1. While logged into Validus VTC, choose **Account Management** from the left-side navigation menu.

2. Enter the examinee's last name and first name into the fields, then select **Search**.

   Note: You can also enter the first few letters of the examinee's name followed by a wildcard character (%) to represent the remaining letters. This will create a list of all names that begin with those letters.

3. Select the radio button to the left of the examinee's name. (If there is more than one result shown, make sure you select the correct account.)
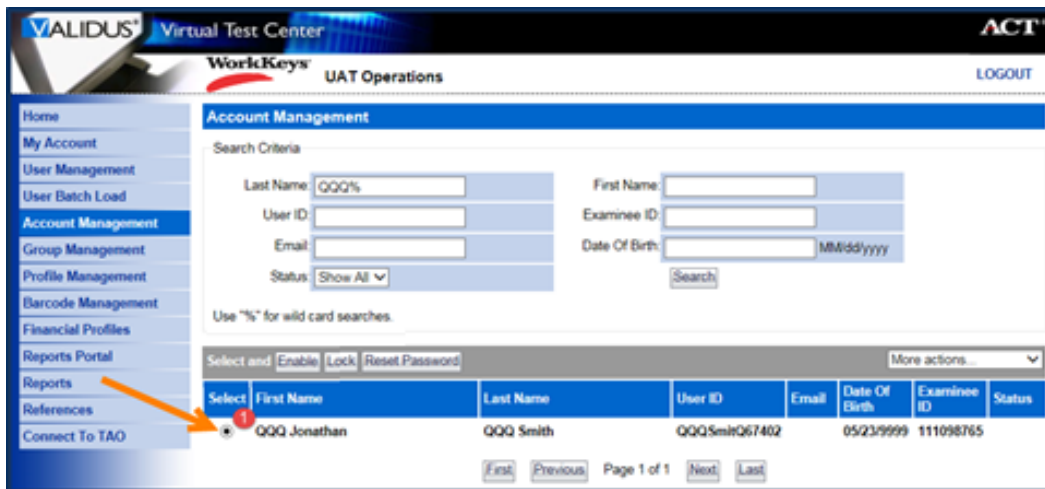
4. Select one of the three buttons in the gray horizontal task bar. Choose:

- **Enable** to reenable an examinee's account access after they have attempted to log in 5 times in a row incorrectly

- **Lock (Unlock)** to block or unblock an examinee's access to ACT WorkKeys online testing
  Note: The Lock button text shows as "Unlock" when the selected account is already locked.

- **Reset Password** to have the system send an examinee an email with a new password
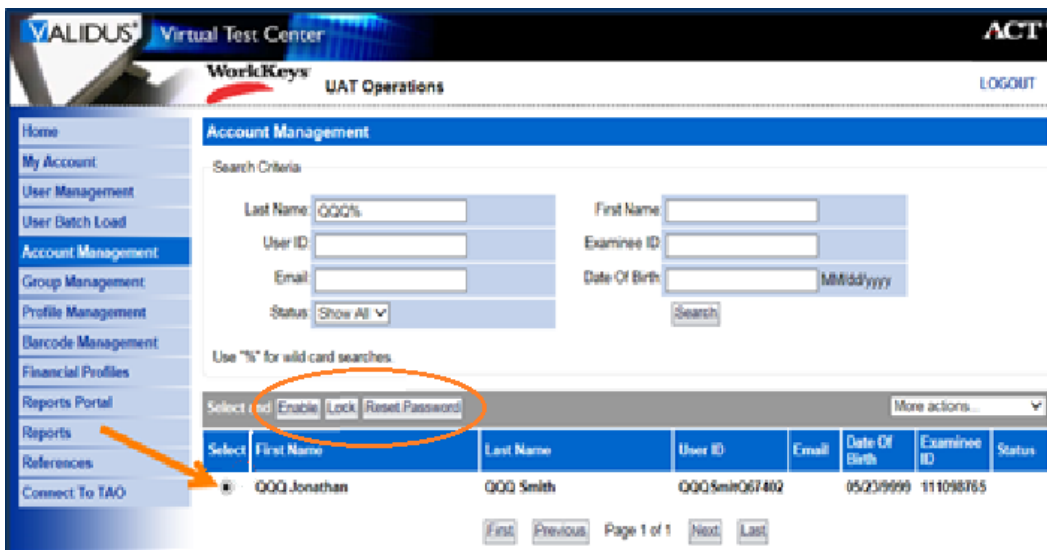
Note: If you only need to view (and not reset) an examinee's password, see the Looking Up a Password WorkKeys quick start guide.