

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.

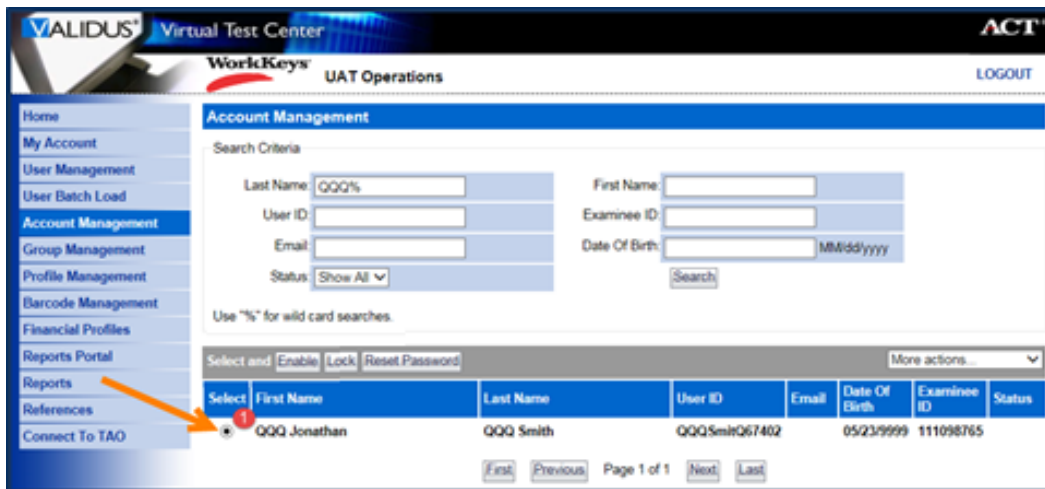
Procedure: Using Account Management

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**.

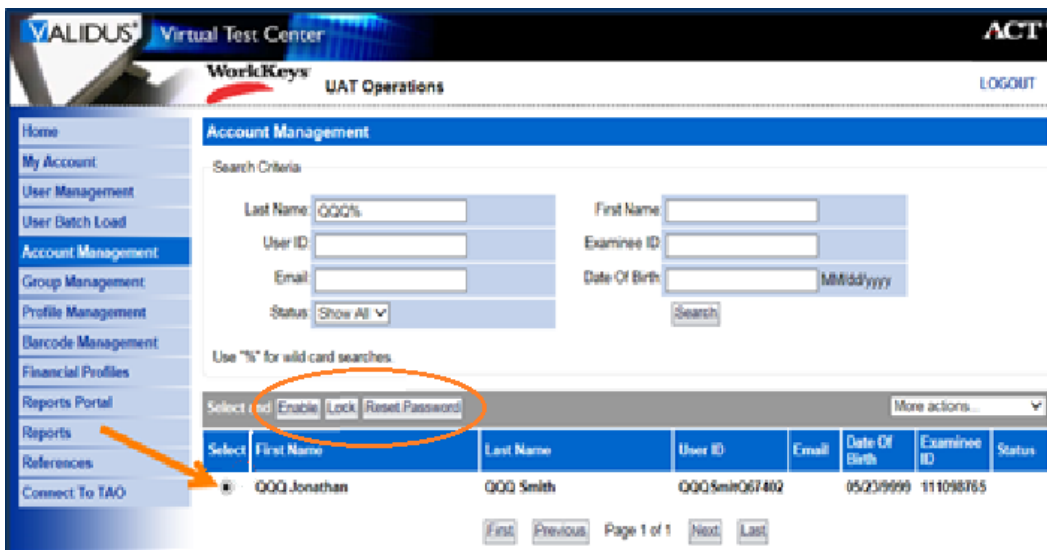
Note: You can also enter the first few letters of the examinee's name followed by a wildcard character (%) to represent the remaining letters. This will create a list of all names that begin with those letters.

The screenshot shows the 'WorkKeys UAT Operations' interface. At the top right is a 'LOGOUT' link. Below the header is a blue bar labeled 'Account Management'. Underneath, there is a 'Search Criteria' section with several input fields: 'Last Name' (containing '1QQQ%' and a clear 'x' button), 'First Name', 'User ID', 'Examinee ID', 'Email', 'Date Of Birth' (with a 'MM/dd/yyyy' format hint), and 'Status' (a dropdown menu set to 'Show All'). A 'Search' button is located at the bottom right of the search criteria area. An orange arrow points from the 'Search' button to the 'Date Of Birth' field. At the bottom left, a note reads 'Use "%" for wild card searches.'

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.