

### Document Purpose

This document contains steps on how to delete a user's ACT® WorkKeys® online testing account in Validus® Virtual Test Center (VTC).

### Prerequisites

To perform this task, you must:

- Have your testing realm and login information as previously emailed to you by ACT
- Be assigned the "User 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: Deleting an User Account

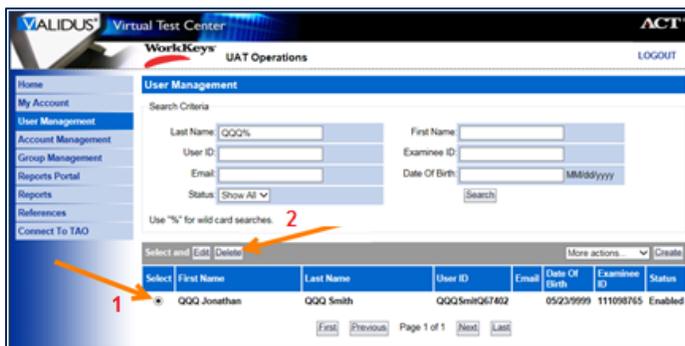
1. While logged into Validus VTC, choose **User Management** from the left-side navigation menu.
2. Enter the user's last and first names into the appropriate fields, then **Search**.

*Note: If you prefer, you can enter the first few letters of the user'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 correct user's name, then select **Delete**.

*Note:*

- More than one resulting name may be shown. Make sure you select the correct record.
- If an examinee's account has tests registered to it, the test registrations must be removed before the account can be deleted. Additionally, accounts cannot be deleted while a test is actively launched.



4. Select **OK** (or **Cancel**) when the pop-up window asks for confirmation.

Result: the examinee's account has been deleted.