

### Document Purpose

This document contains steps on how to look up a user's ACT<sup>®</sup> WorkKeys<sup>®</sup> online testing account password via Validus<sup>®</sup> Virtual Test Center (VTC).

### Prerequisites

To perform this task, you (the test staff) must:

- Have your testing realm and login information as previously emailed to you by ACT
- Be assigned both "User Manager" and "Password Manager" roles 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](#).

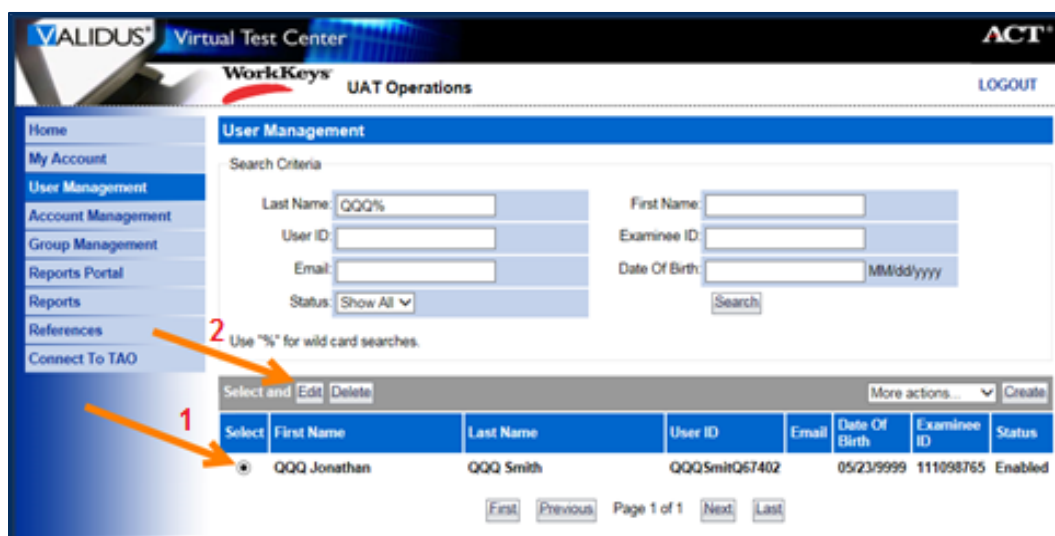
Please reference the latest [WorkKeys Online Technical Specifications](#) web page to confirm that your computers (workstations) meet the minimum technical requirements. See the [TAO User Guide](#) for instructions on how to check for these requirements.

### Procedure: Looking Up a Password

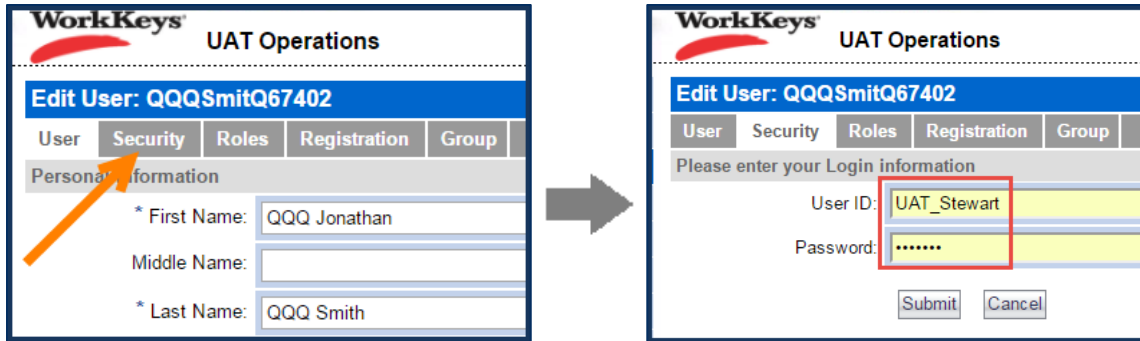
1. While logged into Validus VTC, choose **User Management** from the left-side navigation menu.
2. Enter the user's last and first names into the appropriate fields, then **Search**.

*Note: You can also 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.*

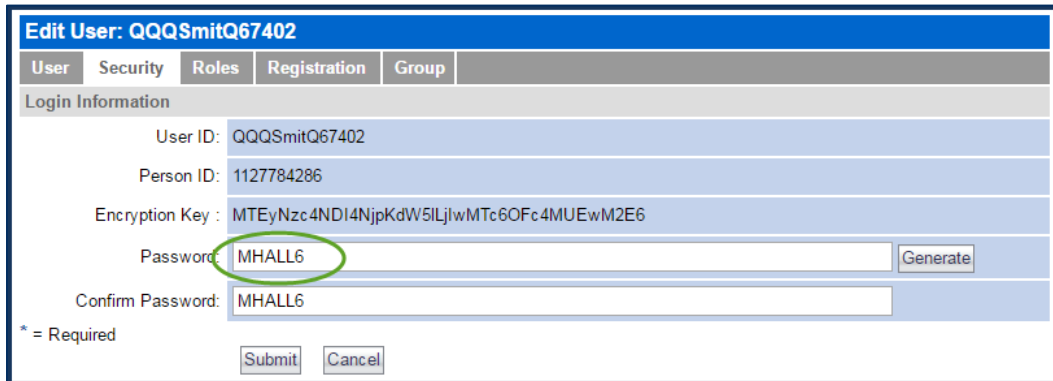
3. Select the radio button to the left of the user's name. (If there is more than one result shown, make sure you select the correct account.) Then, select the **Edit** button.



- On the Edit User page, select the **Security** tab and enter *your* User ID and Password.



**Result:** You will now see the user's password.



- Select the **Cancel** button when you are finished.