ACT® WorkKeys®

QUICK START GUIDE
Access a Pre-Created (or Existing) MyWorkKeys Account

■ PROGRAM: NATIONAL, STATE ■ PRODUCT: WORKKEYS ASSESSMENTS
■ AUDIENCE: EXAMINEES, PARENTS/GUARDIANS

Online testing for single examinee: This document is about how to initially activate a new MyWorkKeys personal account to access and manage your ACT® WorkKeys® National Career Readiness Certificate® (ACT® WorkKeys® NCRC®).

It contains information for examinees who have taken these three WorkKeys assessments—known collectively as the ACT NCRC tests:

● Applied Math
● Graphic Literacy
● Workplace Documents

The level of certificate you earned—Platinum, Gold, Silver, or Bronze—is based on the level scores you achieved when taking those three tests.

Note: The information provided in this document applies to the ACT WorkKeys NCRC, which is based on the tests named above. It also applies to viewing your scores for tests taken outside of the NCRC.

Process Overview

The list below shows the overall process for activating a new account and managing your ACT WorkKeys NCRCs.

Procedure 1: Activating Your Pre-Created (or Existing MyWorkKeys Account

Procedure 2: Creating, Viewing, Printing, and Sharing a Certificate

Procedure 1: Activating Your Pre-Created (or Existing) MyWorkKeys Account

Follow the steps below to activate your personal account for accessing the level of certificate you earned from taking the ACT WorkKeys NCRC tests.

1. Type **myworkkeys.com** into your internet browser and press **Enter.**

   • Result: The MyWorkKeys home/login page displays.

2. At the Login page, use the **User ID** and **Password** that either you created for your account or that you received in an email, report, or letter.

   Two links are available on the Login screen if you do not have that information:

   • **Forgot your User ID or Password?**

   • **Did not receive registration email?**

Completing Your Account Profile

The first time you log in to your account, you will first have to complete your user account profile. At the top of the page there will be a message "Your Profile is incomplete. Update with complete profile."

1. At the Update User Profile page, fill in ALL of the required fields in all of the sections, which are indicated with an asterisk (*). Then select the **Submit** button.

   • *Note: If you should select **Submit** before all fields are completed, or if the data is incorrect, you will receive messages at the top of the screen*

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informing you of what specifically needs to be corrected.

- IMPORTANT! For the system to retrieve your test scores, you must enter the following fields exactly as you listed them when registering for and taking the ACT WorkKeys tests. These are the five match criteria fields:
  - First Name
  - Last Name
  - Month of Birth
  - Day of Birth
  - Examinee ID

- The User ID and Password for this account should NOT be the same User ID and Password you use to access the testing system.

- You may have received your examinee ID from the proctor on test day. If you did not, call Customer Support at 800.967.5539. Provide your first and last name and date of birth for the agent to locate the information.

2. After the form is completed and successfully submitted, a Welcome to the Site page will appear. Read the text on the page, then select the **Continue** button.

Changing Your Account Password

1. For your security, we highly recommend that you change the password that was initially provided to you. Select **Change Password** from the navigation menu on the left side of the page.

2. Read the password parameters, which are listed in the paragraph before the password fields. It is required (*) that you complete all three of these fields:

   a. **Old Password**

   b. **New Password**

   c. **Reenter New Password**

3. Select **Submit.**

Procedure 2: Creating, Viewing, Printing, and Sharing a Certificate

These are the actions you may take to create and manage your certificate.

Creating a Certificate

1. Select **Certificate Management** from the navigation menu on the left side of the page. Your available certificate(s) will be displayed.

2. On the Create Certificate page, in the Available Certificate(s) section, under Action, select the **Create Certificate** button.

3. Review the Tests Included in Certificate information. You may select **the View Test Details** button for each test if you desire to do so. After reviewing the information, select **Yes** to the question, "Correct Test Information?"

4. Select **Agree** after reading the Terms and Conditions, then select the **Submit** button.

   - Result: You should see a message that states, "Your certificate has been created."

5. Under Current Certificate(s), you should see Certificate Type, Level, Certificate ID, and Actions columns.

   a. Certificate Type

      - "ACT WorkKeys NCRC" is based on the WorkKeys tests: Applied Math, Graphic Literacy, and Workplace Documents.

   b. Level

      - Platinum
      - Gold
      - Silver
      - Bronze

   c. Certificate ID is a unique number assigned to your certificate.

   d. Actions – These are explained more fully in sections below.

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- View
- Print
- Share Certificate – Once you have shared the certificate, the button changes to Stop Public Sharing.

Viewing a Certificate

1. Select the **View** button in the Actions column of the Current Certificates section to change the display from the Certificate Management page to the Certificate Details page with Tests Included in Certificate section.

    Note: *Anytime you use the Back button, it takes you back to the prior screen.*

2. Select the **View Test Details** button in the Actions column of the Tests Included in Certificate section to see the following information fields:

    a. Test [name of test]

    b. Test Date/Load Date

    c. Score Type

    d. Test Site

    e. First Name

    f. Last Name

    g. Month of Birth

    h. Day of Birth

    i. Examinee ID

    j. Actions

    - **Notes:**
        o *If you haven't yet shared your test details, you may select the **Share Test** button adjacent to the Actions field.*

        o *If you have already shared your test details, the PUBLIC SHARE URL appears at the top of the Test Details window. If you share this URL with others, they will have access to the details (i.e., Test {name of test}; Test Date; Score Type [Level]) of all tests you have shared. To share your NCRC certificate details*

with others (including the descriptions for the certificate levels—Platinum, Gold, Silver, and Bronze), follow the instructions in the Sharing a Certificate section of this Guide.

3. Select the **Back** button to return to the prior, Certificate Details page.

Printing a Certificate

1. Select the **Print** button in the Actions column of either the Certificate Details page or Certificate Management page to open a pdf of the certificate.

    Note: *Details on the second page of the certificate include the benefits of earning this certificate, your level scores for each test, and the type of skills measured by each test at that skill level. It also includes information on how to "Share Your ACT WorkKeys NCRC with Employers."*

2. You may **Save** the certificate pdf and/or **Print** it by selecting the appropriate button.

3. When you are finished saving or printing the certificate, close the pdf browser tab. You will be returned to the page from which you selected the Print button.

Sharing a Certificate

ACT does not release any information until you have authorized it. You control this access through your MyWorkKeys account. Potential employers will not be able to confirm the authenticity of your certificate details until you have shared your certificate publically.

Note: *Selecting the question mark (?) next to the Share Certificate button results in the pop-up message, explaining what Share Certificate means.*

1. Select the **Share Certificate** button under the Actions column of either the Certificate Details or Certificate Management page to go to the Share Certificate with PUBLIC page. This page allows you to make your certificate public for potential employers to view.

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a. On the Share Certificate with PUBLIC page, read the *Terms and Conditions* and select **Agree.** Then select the **Submit** button.

   *Note: If you select **Disagree,** and then **Submit,** you will receive this message on screen, "To continue, you must agree to Terms and Conditions."*

b. Or if you decide that you're not ready to share your certificate yet, select the **Cancel** button, which returns you to the prior Certificate Management page.

   *Note: Once you have shared the certificate, the **Share Certificate** button changes to **Stop Public Sharing,** plus a Public Share URL is displayed for your use.*

2. If you decide to choose the **Stop Public Sharing** button, you will see the Restrict Certificate from PUBLIC page.

   a. Read the *Terms and Conditions,* then select **Agree** and then **Submit.** The Action button will then return to Share Certificate and the Public Share URL is gone.

How Others May Validate Your Shared Certificate

There are two ways for others to access your certificate information.

Note: Public sharing of your certificate must be enabled prior to validation/verification.

- Public Share URL: You may provide them with the Public Share URL. When they use it, they will be taken directly to a special Certificate Details page with Certificate Information and Certificate Holder Information. There is a Print button if they desire to print the information.
- **Validate a Certificate URL:** You may provide them with this URL: www.act.org/certificate/verify.html and when they use it, they will be taken to a Validate a Certificate page. There they would enter your unique Certificate ID that you provided to them and then select the **Submit** button.

o *Note: If they should happen to enter the incorrect ID, they will receive a Certificate Not Found message. They will need to select the **Reenter Certificate ID** button and try again.*

Procedure 4: Closing MyWorkKeys Session

When you are finished with your MyWorkKeys session, select the **Log out** navigation menu on the left side of the MyWorkKeys page, which will take you back to the Login page. You may now close the internet browser tab.

Congratulations on earning your certificate!

If you have any questions, call ACT WorkKeys Customer Service at 800.967.5539.

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