

Overview

This guide contains instructions for test coordinators to enable remote proctoring of ACT[®] WorkKeys[®] tests. Test coordinators will learn how to create an examinee account, assign registrations for remote-proctored tests to an examinee, and generate an Instant Score Report.

After a test coordinator has assigned a test registration to an examinee, their tasks are complete until it is time to generate an Instant Score Report. Test administration and monitoring is the responsibility of the remote proctor.

Log In to Your Realm

1. In a web browser on the test coordinator's computer, enter the url for your testing realm (e.g., <https://vtc.act.org/123456789>). The number after the last slash in the url is your site's realm number.
Your testing realm url is included in the email you received from ACT WorkKeys regarding your online realm administration information.
Result: The Validus Virtual Test Center loads in your browser window.
You should only see form fields to enter your **User ID** and **Password**. If you also see a field labeled **Realm**, reenter your testing realm url. If you need assistance, please contact ACT Customer Support.
2. Enter the test coordinator's **User ID** and **Password**, and select **Login**.
Result: Your testing realm Home page loads in your browser window.

ACT[®] WorkKeys[®] National Career Readiness Certificate[®] (NCRC[®]) Match Criteria

If an examinee earns scores that are eligible for a NCRC, the examinee's first and last names from their account will be printed on the certificate.

The ACT WorkKeys NCRC match criteria includes these five fields:

- First Name
- Last Name
- Examinee ID
- Month of Birth (e.g., 03)
- Date of Birth (e.g., 28)

Note: Make sure the examinee's information is correct when creating their account. When the certificate is created, the examinee will receive an email with their MyWorkKeys credentials to access their certificate and test data.

Search for an Existing User Account

An examinee may already have a user account in your test site. To avoid creating a duplicate account, take the following steps to search for an examinee's account before creating an account.

1. Select **User Management** from the left navigation menu.
2. Enter an examinee's information (e.g., Last Name; User ID) and select **Search**.

Result: The search results appear.

Tip: To search for an examinee using a portion of the examinee's name, you may use the "%" wildcard character following at least three letters of the examinee's first or last name. Search results will include all examinee records containing the string of letters.

3. If the user account was found:
 - a. Select the radio button next to the user's name.
 - b. Select **Edit**.
 - c. Select the **Registration** tab.
 - d. Follow the steps in the Add Test Registrations for an Examinee section to add test registrations.

Note: The Address 1, City, State/Province, ZIP Code, and Email fields must be entered in order for the examinee to be scheduled for remotely-proctored exams.

4. If the user account was not found, follow the steps in the Create an Examinee User Account section to create a new user account.

Create an Examinee User Account

1. Select **User Management** from the left navigation menu.
2. Select **Create** from the right side of the screen.

Result: The Create User form loads in your browser window.

3. Enter information in the following required fields to create the examinee user account:

- a. **User ID**

- To create a **User ID**, enter a string of text consisting of at least three alphanumeric characters. (It is not case sensitive.)
- To allow the system to generate a **User ID**, after you have entered the examinee's **First Name** and **Last Name**, select **Generate ID**.

Tip: Create a User ID that will be easy for the examinee to remember, as the User ID will be part of the examinee's login credentials. Once a User ID has been created, it is permanent and cannot be changed.

- b. **First Name**

- c. **Last Name**

- d. **Date of Birth**

- Enter the **Month of Birth** (e.g., 03)
- Enter the **Day of Birth** (e.g., 28)

- e. **Examinee/Employee ID**

The Examinee ID must be a number (no more than 11 digits) that is unique to the examinee (e.g., student or employee ID number).

Note: The Examinee ID must not be the examinee's driver's license number, Social Security Number (SSN), or any number that contains a portion of the SSN.

- f. **Address 1**

- g. **City**

- h. **State/Province**

- i. **ZIP Code**

- j. **Email**

Note: The Address 1, City, State/Province, ZIP Code, and Email fields must be entered in order for the examinee to be scheduled for remotely-proctored exams.

Tip: If you do not enter data in these fields when you create the account and later discover that these fields are needed, you can make updates yourself. Go back to the account, enter data in these fields, delete the old registrations, then create new remote proctor registrations. If you'd like ACT to require completion of these fields, contact ACT Customer Support to make the request. The requirement will apply for all examinee accounts, not just those testing with a remote proctor.

4. Select **Submit** at the bottom of the form.
Result: The Roles screen loads in your browser window.
5. Select the **Examinee** check box to assign the Examinee role to the user.
6. Select **Submit**.

Add Test Registrations for an Examinee

1. From the **User Management > Registration** tab, select **Create** from the right side of the screen.
Result: The Registration form loads in your browser window.
2. In the "Select" column, select the check box next to the tests that contain "Remote Proctor" in the title. You may select multiple tests for the examinee.
3. Select **Submit**.
Result: The following three emails will be sent to the Email address created as part of the examinee's user account:
 - *Account Creation Notification from WorkKeys: This email will include the credentials (User ID and password) the examinee will use to log in and access the exam on test day*
 - *Temporary Login from ProctorU: This email will include instructions for the examinee to create a ProctorU account and schedule their exam.*
 - *Pending Reservation from ProctorU*

Add the Financial Profile

The Financial Profile option may or may not appear on your Registration page. Availability of the Financial Profile is dependent upon whether or not your user account can access more than one financial profile/contract. If the Financial Profile option appears, it will appear for each test registration that has been added to an examinee account.

1. From the **User Management > Registration** tab, locate the form field labeled **Financial Profile?**.
2. Select the appropriate type of financial profile for the test registration from the drop-down menu.
3. Select **Submit**.
Result: The Financial Profile option for the next test registration appears.
4. Select the appropriate type of financial profile and select **Submit** for the each of the examinee's remaining test registrations.
Result: The Registration screen indicates a status of "Created" for each test registration.

Add Extra Time to a Test (if applicable)

Examinees testing with accessibility supports may require extra testing time. Adding extra testing time is an option for online testing. Determinations related to who may test with available accessibility supports on WorkKeys are made by the local educational agency. Refer to the [ACT WorkKeys Accessibility Supports Guide](#) for guidance on all accessibility supports and accommodations.

1. From the **User Management > Registration** tab, locate the test for which you would like to extend time.
2. Select the button next to the test title and select **Edit**.
Result: The Registration Information screen appears.
3. Select the appropriate extended time option from the **Extended Time** drop-down menu.
4. Select **Submit**.

Generate an Instant Score Report

IMPORTANT: Per ACT test security policy, to allow sufficient time for a protocols review, scores from a remote proctor test must not be distributed to an examinee until at least 72 hours following the test.

1. In a web browser on the test coordinator's computer, enter the url for your testing realm (e.g., <https://vtc.act.org/123456789>; the number after the last slash is your site's realm number.)
2. Enter your **User ID**, **Password**, and select **Login** to log in to your testing realm.
3. Select **User Management** from the left navigation menu.
4. Enter an examinee's information (e.g., Last Name; User ID; etc.) and select **Search**.

Result: The search results appear.

Tip: To search for an examinee using a portion of the examinee's name, you may use the "%" wildcard character following at least three letters of the examinee's first or last name. Search results will include all examinee records containing the string of letters.

5. Select the button next to the examinee's name and select **Edit**.
6. Select the **Registration** tab.
7. Select the button next to a completed test.
8. From the **More actions** drop-down menu, select **Instant Report**.
Result: The Instant Report window opens, with options for Scale Report and Level Report.
9. Select the report to generate:
 - a. The Level Report includes the level score and possible range for the level score.
 - b. The Scale Report includes the Level Report information plus the scale score and possible range for the scale score.
10. Use your web browser's **Print** command to print the report(s).
11. Use your web browser's **Close** command to close the report(s).
12. Select **Close** to close the Instant Report window.