Document Purpose
This document contains information for test coordinators and proctors to administer an ACT® WorkKeys® online test to a single examinee (or individual test taker). This applies to four tests:

- ACT® WorkKeys® Applied Math
- ACT® WorkKeys® Graphic Literacy
- ACT® WorkKeys® Workplace Documents
- ACT® WorkKeys® Workplace Observations

ACT uses a system interface for test coordinators and proctors called “TAO” (sounds like “how”), for proctoring activities in your test center.

System Specifications
For examinee computers, the supported internet browsers to use are Chrome (for Windows OS) or Firefox (for Windows OS or MACs OS). These tests will not launch from Internet Explorer (IE). The examinee will get the following error message if attempting to launch from the IE browser.

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• Error(4): The browser or operating system you are using does not comply with minimum requirements.
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Note: Only the proctor’s computer may use Internet Explorer as a browser, if desired. Although Safari may work as a browser for the examinee computer, it is not fully compatible or supported by Validus VTC, for the proctor computer. Safari (for MACs OS) is not fully compatible for proctoring computers.

Reference the latest WorkKeys Online Technical Specifications to confirm that your computers (workstations) meet the minimum technical requirements.

Process Overview
The following table shows the overall process for administering an ACT WorkKeys online test to a single examinee (or individual test taker).

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Procedure 1: Creating an Examinee User Account

Follow the steps below to create a secure user account for an examinee to do online testing.

If the examinee has an existing valid user account in the system (in your test site): follow steps 1-3 to login. Search for their name in User Management, select their user account, select Edit, and choose the "Registration" tab. Then skip to Procedure 2 below.

If the examinee does not have an account, you’ll need to create one by following from step 1.

Note: You may create an examinee user account and add test registrations prior to an examinee’s actual test day, helping you prepare for proctoring their online tests. This is recommended.

1. On the proctor’s computer, enter the url for your testing realm, which will look similar to the example shown below. This can be found in the email you received with realm information.

   https://vtc.act.org/123456789 (The number after the last slash represents your site’s realm number.)

   Incorrect Results: You will know that the url you used for your desired realm was incorrect if you see the User ID and Password with a Realm drop-down menu. Re-enter your correct realm url and try again.

   Correct Results: Fields for only entering a User ID and Password should appear for you to log into the Validus Virtual Test Center (VTC) system.
2. Enter your proctor **User ID** and **Password** and then select the **Login** button.
   
   *Results*: Your realm’s “Home” page should appear on screen.

3. On the left side of the page, select the **User Management** navigation menu item.

4. On the right side of the page, select the **Create** button.

   *Results*: A “Create User” page will appear. There are more fields in the form than what is shown below.

   *Note*: Required fields are indicated with an asterisk (*).
5. Fill in all required fields for the examinee. Here is information you need to know about certain fields.

a. **First Name**
   - This needs to be the examinee’s actual first name, which may not necessarily be the name the examinee goes by. Use appropriate case so the examinee’s name can display correctly on future certificates.
   - Keep in mind that when examinees arrive to take the test, they will need to present a photo ID. The name on the account needs to match the name on the photo ID. Slight variations are allowed, such as “Dave” instead of “David.”
   - If an examinee earns an ACT® WorkKeys® National Career Readiness Certificate® (ACT® WorkKeys® NCRC®), the name printed on the certificate will be the same as the name listed on this account.
   - This is **one of the five (5) match criteria** used to produce the ACT WorkKeys NCRC. It’s critical that the same first name be used on all of the examinee’s ACT WorkKeys tests.

b. **Last Name**
   - As with the first name, the examinee name on the account needs to match the name on the photo ID and should be in appropriate case.
   - If an examinee becomes eligible to earn an ACT WorkKeys NCRC, the name printed on the certificate will be the same as the name listed in this account.
   - This is **one of the 5 match criteria** used to produce the ACT WorkKeys NCRC.

c. **Examinee ID**
   - This should be a series of numbers unique to the examinee. A suggestion would be a student ID number or an employee ID number.
   - Do **not** use the examinee’s driver’s license number, Social Security Number (SSN), or any number that contains a portion of the SSN.
   - The number can include a **maximum** of 11 digits.
   - This is **one of the 5 match criteria** used to produce the ACT WorkKeys NCRC.

6. Although not marked (with an *) as being required, we **highly recommend** that you enter the following information.

a. **Date of Birth**
   - The **birth month** is **one of the 5 match criteria** used to produce the ACT WorkKeys NCRC.
   - The **birth day** is also **one of the 5 match criteria**.

b. **User ID**
   - The User ID you create is what the examinee will use to log in and take the tests.
   - The User ID must be a **minimum** of 3 characters long. It may be a combination of letters and/or numbers and is not case sensitive
   - You may either select the Generate ID button or create your own User ID unique to the examinee. The Generate ID button only works if the last name and first name fields have been populated.
   - We suggest creating a User ID that is easy to remember, such as the examinee’s email address or the examinee’s last name and first initial of the first name, followed by a number.
   - Do **not** use the examinee’s driver’s license number, Social Security Number (SSN), or any number that contains a portion of the SSN.
Once a User ID has been entered into the system, it is **permanent**. It **cannot** be changed or duplicated. This applies to the entire Validus system, not just your site’s realm.

c. **Password (and Confirm Password)**
   - The system can generate a password for the examinee, but we recommend that you create one. The examinee can change it later if desired.
   - The password is **case sensitive**.
   - The password can be a combination of letters and/or numbers.
   - The password must be a **minimum** of 6 characters and a **maximum** of 30 characters long.

   *Note: You may fill in more information if preferred, but it’s not required. The examinee will need to review and confirm any information prior to launching the test. But remember, the User ID cannot be altered.*

7. Review your selections and entries. When you are confident that the information is accurate, select the **Submit** button at the bottom of the form.

   **Results:** The “Roles” page appears. See the tabs at the top of the page: User, Security, Roles, Registration, and Group. The Roles tab is highlighted after selecting.

8. **ONLY** select the box next to the **Examinee** role so that a check mark appears in that box.

9. Select the **Submit** button to save that selection.

   **IMPORTANT! If you do **not** choose the Submit button, the Examinee role will not become activated and the examinee will not be able to login to take the test. Instead, the examinee will receive an error message trying to login to the testing site. If this occurs, you will need to go back into the Roles tab of the examinee’s user account in Validus to add the Examinee role.**

   **Result:** The registration page appears.
Procedure 2: Adding Test Registrations

1. Select the **Create** button on the right side of the page to create test registration(s) for the examinee.

![Image of the Virtual Test Center interface](image1)

2. In the “Select” column, choose the box next to the first title of the test for which you want to register the examinee. A check mark will appear in that box. You may select more than one test title for the examinee. For instance, you can choose the three ACT WorkKeys NCRC tests.

![Image of the Virtual Test Center interface](image2)

3. Review your selections. Once you are confident that you have selected the correct test(s), select the **Submit** button at either the top or the bottom of the page.

![Image of the Virtual Test Center interface](image3)
Procedure 3: The Financial Profile

The next steps regarding the Financial Profile may, or may not, appear. It depends on whether your user account can access more than one financial profile (contract).

1. If a **Financial Profile** selection field does appear for a test title, choose the appropriate profile type that applies to this test registration from the drop-down list.

2. Select the **Submit** button at the bottom of the page.

   **Note:** If the Financial Profile field appears, it will appear for each test title that was selected for this examinee account. As soon as Submit is chosen, the next test title screen will appear. Make the appropriate Financial Profile selections and Submit, until you see the next screen below.

   **Result:** The Registration screen now displays the test titles you selected for this examinee’s account with a Status of “Created” for each one.
Procedure 4: Adding Extended Time

1. If you need to give this examinee extended time on one or more tests, you can do it here, one test at a time. Select the test for which you want to extend the time and select **Edit**.

2. On the next screen, choose the Extended Time drop-down, and select standard time x 1.5, 2.0, or 3.0.

3. Click **Submit**.

*If adding the examinee to a pre-existing group, follow the Procedure 5 below. If not, skip to Procedure 6.*
Procedure 5: Adding the Examinee to a Group

1. Select **Group** at the top of the page.

2. Select **Add** on the right side of the page.

3. Enter the name of the pre-existing group
   - If you don’t know the exact name or can’t remember it, leave all the search criteria fields empty and use the **Search** feature. A list of all groups in this realm will appear.
   - If you want to add the examinee to a group that you created, enter your User ID in the “Owner” block, then select **Search**. A list of groups that you created will appear.
   - If you need to create a group, follow the directions in the [Creating a Group Quick Start Guide](#).
4. Select the box beside the name of the group to which you want to add this examinee.
5. Select **Add**. *The examinee has now been added to this group.*

![Image of Virtual Test Center]

**Note:** There may be more than one group listed for this examinee. This indicates that the examinee is a member of each group listed.

**CAUTION!** It is strongly recommended that you limit your “group” size to no more than 100 records. Any groups over 100 records will cause problems with generating score reports that contain a “Group” parameter.

6. Next, you have 3 options:
   - If you **are not yet ready** to authorize any of these tests, because you’re working ahead of the examinee’s arrival to the test center, or you have other examinee accounts to set up like this, select **User Management** and go through the Procedure 1 steps again.
   - If you **are ready** to authorize any of these tests, because the examinee is in the test center and ready to take the tests, proceed with the next procedure.
   - If you are finished for now, you may log out of Validus.

**Procedure 6: Examinee Launches a Test**

Follow the steps below to help an examinee launch an ACT WorkKeys online test.

**IMPORTANT!** *The examinee must launch the test before the proctor can authorize the test.*

1. Seat the examinee at a test delivery workstation (examinee computer).

2. In a **Chrome** (for Windows OS) or **Firefox** (for Windows OS or MACs OS) internet browser, enter the url for your testing realm, which will look similar to the example shown below. This will be found in the email you received with realm information.
https://vtc.act.org/123456789 (The number after the last slash represents your site’s realm number.)

**Result:** Fields for entering a User ID and Password should appear for the examinee to log in to the Validus RSP system.

3. Instruct the examinee to log into the testing realm using their User ID and Password.

**IMPORTANT!** If the examinee does not remember the User ID and/or Password, go to your proctor computer to access Validus VTC. Follow the instructions in the [ACT WorkKeys Quick Start Guide for Looking up a Password](https://www.act.org/professional-development/training/products-and-services/validus-vtc/validus-vtc-training-support/validus-vtc-training-support-for-proctors/validus-vtc-training-support-for-proctors.html).

**Results:** If this is the first time the examinee has logged into Validus RSP, they should see a page titled “Update Your Account Information.” Have them follow the next step.

- If a “Home” page appears, the examinee has logged into this account previously. Select the “Update Account Info” navigation menu on the left side of the Home page, and then follow the next steps.
4. **Correct examinee?** Please make certain that the name that appears at the top of the page is that of the examinee sitting at the computer.

5. Instruct the examinee to complete all required fields (marked with *). Also instruct them to review the information on screen and confirm that it is all accurate before saving it.

   **It is important that the information on this page is correct.** If any of it is incorrect, record modifications may be necessary later by filling out an Examinee Records Modification form.

   Note: Although an email address is not a required field, please instruct the examinee to fill in this information. If the examinee qualifies for an ACT WorkKeys NCRC, important information will be sent to this email address.

6. Once the examinee has confirmed that they are the correct examinee to be taking this test, have entered the email address, completed the required fields, and **confirmed the accuracy of the information on this page**, the examinee needs to select the **Save Changes** button at the bottom of the page.

7. A **Launch** button appears in the “Next/Options” column for any test title that this examinee is registered to take. Instruct the examinee to select the **Launch** button next to the desired test.

   ![WorkKeys screenshot](image_url)

   **Result:** A pop-up message of “Please wait, authorization in process …” appears. Before they can start the test, you must authorize the test. Tell the examinee to please wait while you go to your computer to do that.
Procedure 7: Authorizing a Test

Follow the steps below to authorize the ACT WorkKeys online test that the examinee just launched.

1. If you are ready to authorize the launched test on the proctor’s computer (administrative workstation), but you are not already logged in, please login to the Validus (VTC) realm again.

   Note: If you need to be refreshed on this, return to Procedure 1.

2. When you are on the Validus VTC Home page, select the Connect to TAO navigation menu on the left side of the page.

3. Three buttons will display: TAO System Check, Validation Test, and Proctor. Select the Proctor button.

   Result: You will see the examinee’s current session for the test they launched with a Status of “Awaiting.” This page is referred to as the TAO Proctor dashboard page.
• If you had the TAO Proctor Dashboard open prior to the examinee launching their session, you may not see their session on the dashboard. Use the **Refresh** button in the top left to see anyone who’s launched a test after you launched TAO.

*Note: For instructions on how to authorize multiple examinees simultaneously, see the ACT WorkKeys Quick Start Guide called Authorizing a Test to a Group of Examinees.*

4. Select the **Play icon** in the “Authorize” column.

*Note: The Authorize button can only be selected with an “Awaiting” Status. Otherwise, it is gray and therefore unavailable.*

*Result: An “Action: Authorize Session” pop-up message appears, which states “The action will be applied to session [test title], [current date and time], and [examinee’s name].”*

5. Select the **OK** button.

*Result: A pop-up message will appear momentarily stating, “Sessions Authorized,” but quickly disappears and the Status changes to “Authorized but not started.”*

6. The examinee’s pop-up message has changed to “Authorized, you may proceed” and the Proceed button is now activated. Instruct the examinee to select the **Proceed** button.

*Result: A pop-up message appears momentarily stating, “This test needs to be taken in full screen mode (F11).” There is an OK button, but the screen will automatically change to full screen mode without needing to click OK.*
Procedure 8: Monitoring a Test Session Taken by the Examinee

The examinee will begin taking the test, progressing through the instructions on screen. Meanwhile, on the TAO Proctor dashboard page, you can monitor the examinee’s progress in real time, as they advance through and complete the test.

1. The order of the examinee’s screens is:
   a. Welcome screen
   b. The non-disclosure agreement page, where they are required to select **Agree** to the terms and conditions, or they cannot continue.
   c. A tutorial on how to navigate through the test.
   d. Two practice items
   e. Test Instructions
   f. The test launches and the timer starts counting down with the appropriate amount of time based on the examinee’s timing category
      i. 55 minutes for standard time
      ii. 83 minutes for one and one-half time
      iii. 110 minutes for double time
      iv. 180 minutes for triple time testing
   g. At this point, on the TAO Proctor dashboard page, the:
      i. “Remaining” column will display the time remaining on the test.
      ii. “Connectivity” column will display “online.”
      iii. “Progress” column displays where the examinee is at in the test (e.g., “WD Test – item 26/35”)

   **Note:** Remember to use the button often to show additional progress.

   h. Whenever the examinee selects **Exit** (in the upper-right corner), you will see the:
      i. “Status” field changed to “Completed”
      ii. “Connectivity” field became blank
      iii. “Progress” field changed to “finished”

   i. At the end of the test, the examinee will see the Thank You screen.
2. After the Thank You screen, the examinee is returned to the Validus RSP Home page. The test status in the “Next/Options” column will be “Processing,” which means the test is being scored.

![Validus RSP Home page](image)

Note: While the examinee’s Validus RSP Home page is showing “Processing,” so does the proctor’s Validus VTC page. You may see it by:
- Selecting the “Validus ®: Virtual Test Center” internet browser tab to switch to that page
- Selecting the **User Management** navigation menu item
- Using “Search Criteria” to locate the correct examinee’s user account
- Selecting **Edit** button
- Selecting “Registration” tab

The “Processing” status may display for **up to 5 minutes** before it updates to “Completed.” and a score report is available to print.

3. When the test has been scored, the examinee’s Validus RSP Home page will be updated. The “Processing” status changes to “Test Completed.”
Procedure 9: Generating an Instant Score Report

Follow the steps below to generate an Instant Score Report for an examinee who completed an ACT WorkKeys online test. This is done through the Validus VTC User Management access.

1. On the proctor’s computer, if you just closed the TAO Proctoring Interface, you should see the realm’s VTC Home page. But if you are not already logged in or your session expired, login again to the Validus (VTC) site realm.

   Note: If you need to be refreshed on how to do this, return to Procedure 1.

2. On the left side of the page, select the User Management navigation menu item.

3. Use the “Search Criteria” fields to retrieve the examinee’s account. You may use any of these fields, but the simplest might be to search by the examinee’s name. You may do this either by:
   a. Entering the examinee’s full Last Name and First Name in the appropriate fields, then select Search, for that specific record.
   b. Entering at least three letters of the examinee’s name with a wildcard character (%) representing the remaining letters. Select the Search button. This will bring up all names that begin with those letters in your realm. Look for the appropriate examinee name to select.

4. Select the radio button to the left of the correct examinee’s name. Then select the Edit button.

5. Select the “Registration” tab.
6. Select the radio button to the left of a “Completed” for the test in which you wish to generate an Instant Score Report for that test.

![Image of test selection interface]

7. From the drop-down list of “More actions…,” select **Instant Report**.

![Image of drop-down menu with Instant Report selected]

*Note: You may also elect to print a summary report in this process which will display one or more test results on a single report.*

8. An “Instant Report” page opens. You have a choice between **Scale Report** and **Level Report**.

![Image of Instant Report with Scale Report and Level Report options]
The Scale Report has the Scale Score and Possible Range [for the Scale Score] included, whereas Level Report ends with the Possible Range [for the Level Score].

9. Print one or both score reports, as needed. To close either report, close the internet browser tab for that open screen.

10. When you are done, select the **Close** button. Then you may select the next “Completed” test title and repeat the steps until you have printed a score report for each test the examinee has completed.

11. Give the printed score reports to the examinee. This process is complete.