

QUICK START GUIDE

Administering a Test for a Single Examinee

■ PROGRAM: NATIONAL ■ PRODUCT: WORKKEYS ■ AUDIENCE: TESTING STAFF

Online testing for single examinee: 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:

- Applied Math
- Graphic Literacy
- Workplace Documents
- Workplace Observation

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

Note: *The other WorkKeys tests (Applied Technology, Fit, Talent, and Business Writing) have a slightly different process. For Applied Technology and Business Writing, the proctor authorizes the test for the examinee and then the examinee can launch it themselves (no waiting for authorization). For Fit and Talent, the examinees can self-register for the assessments and launch them whenever they are ready to test. None of the four tests are in TAO, so you can't use the TAO Dashboard to monitor the testing.*

Technical Requirements

For current technical requirements, see the [Technical Requirements and Troubleshooting webpage](#).

Process Overview

The list below shows the overall process for administering an ACT WorkKeys online test to a single examinee (and will be covered in this guide).

Procedure 1: Logging into Your Realm

Procedure 2: Creating an Examinee User Account

Procedure 3: Adding Test Registrations

Procedure 4: Completing the Financial Profile

Procedure 5: Adding Extended Time

Procedure 6: Adding the Examinee to a Group

Procedure 7: Helping the Examinee Launch a Test

Procedure 8: Authorizing a Test

Procedure 9: Monitoring a Test Session Taken by the Examinee

Procedure 10: Generating an *Instant Score Report*

Procedure 1: Logging into Your Realm

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.)

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.

Enter the test coordinator's User ID and Password and select Login.

Result: Your testing realm Home page loads in your browser window.

Procedure 2: Creating an Examinee User Account

If the examinee has an existing valid user account in the system (in your test site):

Search for their name in User Management, select their user account, select **Edit**, and choose the Registration tab. Then skip to Procedure 3.

If the examinee does not have an account: you will need to create one.

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 left side of the page, select the **User Management** navigation menu item.
2. On the right side of the page, select the **Create** button.

Result: A Create User page will appear.

Note: Required fields are indicated with an asterisk (*).

3. Fill in **all** required fields for the examinee.

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® (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 earns 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**.

c. Examinee ID

- The Examinee ID must be a number (no more than 11 digits) that is unique to the individual (e.g., student or 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.
- This is **one of the 5 match criteria**.

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

a. Date of Birth

- The **birth month** (e.g., 03) is **one of the 5 match criteria** used to produce the ACT WorkKeys NCRC.
- The **birth day** (e.g., 28) is also **one of the 5 match criteria**.

b. 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.
- You can select the Generate ID button or create a unique User ID.

Note: 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.

c. Password (and Confirm Password)

- Enter a string of alphanumeric text between 6 and 30 characters.
- The password is **case sensitive**.
- Prohibited characters include: > < " or white (blank) space.

Note: You may fill in more information if you'd like, but it's not required. The examinee will need to review and complete any information prior to launching the test. But remember, the User ID cannot be altered.

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

Result: 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.

6. ONLY select the box next to the **Examinee** role so that a check mark appears in that box.
7. 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 log in to take the test. Instead, the examinee will receive an error message trying to log in 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 3: Adding Test Registrations

Note: Text-to-Speech tests are also available within the realm for selection for examinees instead of the standard assessments. Triple time (165 minutes) is built into each text-to-speech test. You will not have the option to add or reduce time. Any standard assessments (not titled with text-to-speech in the assessment title) should be removed from the examinee account if you are assigning a text-to-speech test.

1. Select the **Create** button on the right side of the page to create test registration(s) for the examinee.
2. In the Select column, select 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 example, you can choose the three ACT WorkKeys NCRC tests.
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.

Procedure 4: Completing the Financial Profile

The Financial Profile 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.

1. If a **Financial Profile** selection field does appear for a test title, select 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've added all test registrations on the examinee's account.

Result: The Registration screen indicates a status of "Created" for each test registration.

Procedure 5: Adding Extended Time (if applicable)

Note: 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 ACT WorkKeys tests are made by the local educational agency. Refer to the [ACT WorkKeys Accessibility Supports Guide](#) for guidance on all accessibility supports and accommodations.

1. If you need to give an 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 6 below. If not, skip to Procedure 7.

Procedure 6: Adding the Examinee to a Group

Note: 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.

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 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 [Create a Group section of the Validus User Guide](#)
4. Select the box beside the name of the group you want to add this examinee to.
5. Select **Add**. The examinee has now been added to this group.

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

6. Next, you have three 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 these 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 7: Helping the Examinee Launch a 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 **web browser that meets technical requirements**, enter the RSP url for your

testing realm. This can be found in the email you received with realm information.

EXAMPLE: <https://rsp.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 [Lock or Unlock an Account, Look Up, or Reset a Password section of the Validus User Guide](#).

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.

IMPORTANT! The information on this page must be 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.

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.

Note: The Proceed button is inactive for the examinee until authorization has occurred.

Procedure 8: Authorizing a Test

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 log in 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 [Authorize a Test for a Group of Examinees section of the Validus User Guide](#)

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 9: 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, 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. 165 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 Refresh 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.

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 the **Edit** button
- Selecting the **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 10: Generating an Instant Score Report

For an examinee who just completed the online test, generate an *Instant Score Report* to hand to them before they leave the testing site.

1. On the proctor's computer, if you just closed the TAO Proctoring Dashboard, you should see the realm's VTC Home page. But if you are not already logged in or your session expired, log in 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. Enter an examinee's information (e.g., Last Name; User ID; etc.) and select Search.

Note: 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.

The search results appear.

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 test.
7. From the drop-down list of "More actions...", select **Instant Report**.

Note: You may also print a summary report 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. 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. Use your web browser's print command to print one or both score reports, as needed. Use your web browser's Close command to close the report(s).
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.