Installation

I don't see my Site ID on the start-up display.

The **ACTSite.config** file has not been placed in the proper directory. It should be in C:\Program Data\Scantron Corporation\ACT_LocalScan.

I don't see the directory C:\Program Data\Scantron Corporation\ACT_LocalScan.

It is probably a directory hidden from your view because "Show hidden files, folders, and drives" option is not selected as a setting on your computer. To change this:
1. Select **Start**.
2. Select **Control Panel**.
3. "View by" should either be **Small icons** or **Large icons**, but **not** Category. If yours is on Category, change it to one of the icons displays.
4. Select **Folder Options**.
5. Select **View** tab in the pop-up window.
6. In the "Advanced settings" window, find "Hidden files and folders," then select **Show hidden files, folders, and drives** option.
7. Choose **OK** button.
8. Now this directory should appear in Windows Explorer.

Scanning

Can I create a "Group" of Local Scan examinees?

No, not currently. This also means that the *Individual Score Report (by Group)* and the *Group vs. Profile Report* in the ACT® WorkKeys® Reports Portal will not contain any examinee data from Local Scan.

Can I get a list of all the examinee names I've scanned in a batch of answer documents?

There is not a report that specifically provides data regarding just Local Scan batch results. However, you can use the date parameter fields when running the *Roster Score Report* in the ACT WorkKeys Reports Portal to narrow the results down to the date you scanned your answer documents.

Note: If you have also done online testing within the date range specified on the report you will also see those records.

Can I edit an answer document during the scanning process?

Yes, but you can only edit answer document scanned records that don't meet the field validation checks and therefore are flagged by the software. Fields that are validated during scanning are first name, last name, street address, city, state, zip code, FIPS code, form ID, and Admin code. The Admin code is allowed to be blank.

I keep getting an error saying that the zip code is not valid but it is a valid zip code.

When this intermittently happens, it's because the connection to ACT for field validation somehow became disconnected. To remedy this, stop scanning, close the Local Scan program, and restart it to make the automatic connection again. If the issue continues, contact ACT for assistance.

What do I put in for the last four digits of a zip code?

If you don't know the last four digits of the nine-digit zip code field, only enter the first five digits, leaving the rest blank. Please do **not** use "0000" as the last four digits.

I've got stray markings on an examinee's answer document for only one of the tests. Can I have the system skip scanning answers for that test section?

No, currently the only option would be to skip/reject scanning the whole answer document for that examinee.

Reporting

I don't see a *Local Scan Instant Score Report* option listed in the Reports Portal.

This report is only available to users set up with the **Portal Reports-Local Scanning** role in Validus™. Contact your site administrator or ACT to have this role assigned to your user account.

Is there a roster report available for Local Scan data?

Yes. Select the *Roster Score Report* from the ACT WorkKeys Reports Portal.

I've waited five minutes after scanning but a score report for my examinee is still not available in the Reports Portal.

Make sure that you are entering the examinee's first and last name, as provided on the answer document, in all UPPERCASE letters. Validate on the answer document the ovals filled out against the letters that may have been written in by the examinee in the boxes above the ovals. Only the values marked in the ovals are scanned and stored in the system.

If you are still unable to locate an examinee's score report after those actions are taken, contact ACT.

The name for the examinee as gridded on the answer document is not the correct name. How do I change it?

You will need to complete an [Examinee Records Modification Request Form](#) and submit it to ACT to change the spelling of the examinee's name in the system. This form is available on the [ACT WorkKeys Administration](#) web page under **Administration Resources**, in the **General Information** section.

Is there any way to print reports from Local Scan?

All reporting for answer documents submitted via Local Scan occurs out of the ACT WorkKeys Reports Portal where you can print and save any of the following reports, as desired.
- Data Export Report
- Individual Score Report (by Examinee)
- Individual Summary Score Report
- Summary Score Report
- Roster Score Report
- Individual Score vs. Profile Report
- Test Usage Report
- Local Scan Instant Score Report

Note: Local Scan Instant Score Report *is the **only** report that is available within five minutes after scanning. All other reports will have local scan data available within two days of scanning.*

Additional Help

If you have more questions or need technical assistance contact the **ACT Customer Care** at 800.967.5539 or workkeys@act.org.