

QUICK START GUIDE

Create a New MyWorkKeys Account to Manage NCRCs

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

Online testing for single examinee: This document is about how to create 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 creating a new account and managing your ACT WorkKeys NCRCs.

Procedure 1: Creating a New, Personal MyWorkKeys Account

Procedure 2: Activating and Accessing Your Account

Procedure 3: Creating, Viewing, Printing, and Sharing a Certificate

Procedure 4: Closing a MyWorkKeys Session

Procedure 1: Creating a New MyWorkKeys Account

Follow the steps below to create your new, 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.
 - **IMPORTANT!** If you received an email or report with a user ID and password, an account has already been created for you. To view and share your certificate details, you must use this information to log in to your existing account rather than creating a new one. Select the link on the login page for **Access Pre-created Accounts** for help with that. If you have any questions, please contact your test site directly, or the ACT WorkKeys Customer Service at 319.337.1380.
2. At the Login page, in the sentence that reads “If you did not receive login information, you may need to create a new account.” select the link that says **create a new account**.
3. At the Create an Account page, fill in **ALL** of the required fields in all of the sections, which are indicated with an asterisk (*).
 - **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*

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 319.337.1380. Provide your first and last name and date of birth for the agent to locate the information.
4. When you have completed the form and finished reading *the Terms and Conditions*, select **Agree**, and then select the **Submit** button.
- **Result:** A message will appear on the Registration Confirmation page stating, “Your account has been created. Please check your email for a registration confirmation email.” The email will be sent to the address you provided when you created this account.
 - **Note:** If you select **Disagree**, and then **Submit**, you will receive this message on screen, “To continue, you must agree to Terms and Conditions.”

Procedure 2: Creating an Examinee User Account

Immediately open the registration confirmation email message in your email account. If you do not see it, check your spam or junk folder.

1. There is a link and an activation code provided in the registration confirmation email. Enter the activation code provided in the email into the **Enter Activation Code** field on the Registration Confirmation page of MyWorkKeys, in the Activate Your Account section.
2. Select the **Submit** button.
 - **Result:** You will see the Login page with a message stating “Your account has been activated. Please log in.”
3. Log in using the User ID and Password you created for your account.
 - a. With a successful log in, you should see the MyWorkKeys home page with your available certificates listed. You may skip to Procedure 3.
 - b. But if no certificates are available, you may need to update the match criteria in the next step.
4. If applicable (i.e., if no certificates display), select **Update Match Criteria** from the navigation menu on the left side of the page.
5. Verify that the information displayed next is correct and entered exactly as you entered it when taking the ACT WorkKeys tests. Add information if you took any of the tests under different match criteria: for example, if you used “John” on one test and “Johnny” on another.
6. Select **Agree** after reading the *Terms and Conditions*. Then choose the **Submit** button.
 - **Result:** You will receive a message stating your match criteria have been updated and you need to select the Certificate Management navigation menu on the left side of the page.

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

Procedure 3: 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.
 - 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:**
 - If you haven’t yet shared your test details, you may select the **Share Test** button adjacent to the Actions field.
 - 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.

- 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.