

The frequently asked questions below refer often to the Quick Start Guides. The Quick Start Guides are located at <http://www.act.org/content/act/en/products-and-services/workkeys-for-educators/assessments/administration.html>.

Getting Started

What is the first thing I need to do when I receive my Online Testing URLs?

When your Online Testing site information was emailed to you, we included a link to the [ACT WorkKeys Training Plan](#) available on the ACT WorkKeys website. The ACT WorkKeys Training Plan is designed to give a detailed overview of all required training, documents, and associated forms.

I want to practice setting up a test, etc. Will I be charged?

You will be charged for all activity on your live testing site. If you want to practice the procedure for administering a test, you may use the training realm provided in the training modules. See the [ACT WorkKeys Training Plan](#) for information about gaining access to the training realm.

At what point is my site charged for a test?

A test is considered exposed when the first live item is seen. At that exposure point, there is a charge for that test. If the examinee exits the test before seeing the first item by existing during the tutorial, your site is not charged for that test.

Can I create different access roles for users?

An administrator can create users with access roles equal to or less than the role of that administrator. See the [ACT WorkKeys Administration Manual for Online Testing](#) for more information about the different levels of access that can be assigned.

Do I have to run the Readiness Check on the test delivery workstations before starting testing?

No, but we recommend that you run both the TAO System Check and the Validation test. See the [TAO User Guide](#) for guidance.

Examinee Account Administration and Registration

How can I create User IDs?

There are two ways to create User IDs:

1. Create the User ID yourself by typing into the User ID field.
2. Have the system create the User ID by selecting **Generate ID**. (You must have filled the first and last name fields in order for the system to generate an ID.)

How can I find a User ID for an examinee when the registration already exists in the system?

A test coordinator or proctor can conduct a search by doing the following:

- Select **User Management** on the navigation menu.
- Enter the examinee's last name.
- Click **Search**.

If you don't remember how to spell the last name:

- ~ Enter the first few letters of the name and add a % sign at the end.
- ~ Click **Search** and you will see a list of all the names that start with those letters.

How can I find a password for an examinee when the registration already exists in the system?

There are two ways to find a password:

1. An administrator with the Password Manager role can use the Security Tab to see a password or change a password. See the *Looking up a Password Quick Start Guide*.
2. An administrator or proctor with the Account Manager role can arrange for a new password to be emailed to an examinee. See the *Account Management Quick Start Guide*.

The examinee is using the correct User ID and password but is still unable to log in.

Be sure you are using the correct URL. It should begin with <https://testregistration>.

If the URL is correct, go to the administrator's realm, select **User Management** and search for the examinee's registration. Select the examinee name and click **Edit**. Using the Roles tab at the top, make sure that the role of "Examinee" has been checked.

If the examinee still can't log in, call 800.967.5539 for assistance.

What does "Account Disabled" mean?

If an examinee enters their password incorrectly five times in a row, the account will become disabled. A person with the Account Manager role can reenable the account. The Account Manager role can also have a new password emailed to an examinee that can't remember their password. See the *Account Management Quick Start Guide* for more information.

You might consider assigning the Account Manager role to a Proctor as the Proctor role by itself does not allow for resetting a disabled account.

What happens if I fail to set the Financial Profile for a test?

The Financial Profile must be set when a test is added to a registration. If this is not set, the examinee will not be allowed to launch the test.

What is the best way to handle testing large groups?

The most efficient way to handle testing more than 4 or 5 individuals is to create a group. Once you have a group established, you can add tests, set the financial profile, authorize a test, and access reports from the Reports Portal by group, instead of individually.

Activities Using Groups	Description	Related Quick Start Guide
Create a group	Once a group is created, you can either add examinees to the group as you create each registration or you can individually search for examinee registrations to add to the group.	<i>Creating a Group</i>
Add tests to group	You can add tests to all examinee registrations within the group by adding tests to the group instead of each individual. You can also set the Financial Profile by group instead of by individual.	<i>Group Registration for One or More Assessments</i>
Authorize the group	You can authorize the group to take a test instead of authorizing each individual.	<i>Authorizing a Test for a Group of Examinees</i>
Request reports by group	Group reports are available for: <ul style="list-style-type: none"> • Individual Score Report • Group vs. Profile • Roster Report 	<i>Online Reports Portal User Guide</i>

Is there a way to load all examinees from an existing spreadsheet?

Batch Load is a helpful method to create registrations, especially if you already have examinee information in a spreadsheet. Batch Load provides several options when entering information from the spreadsheet.

Batch Load tip: When preparing an Excel file for Batch Load be sure to format all cells as Text and to save the spreadsheet as a .csv file. We recommend deleting all unused columns before saving.

Activities Using Batch Load	Action	Description	Related Quick Start Guide(s)
Entering information into the spreadsheet	Enter the required examinee criteria (and more information, if desired)	Required criteria includes: first name, last name, birthdate (mm/dd/yyyy), and ID. You may enter additional information into any of the other columns.* Existing information in the spreadsheet can be cut and pasted into the Batch Load Header File. Always follow the formatting directions in the guide (accessed from the Batch Load screen.)	<i>Creating Accounts Using Batch Load</i>

Activities Using Batch Load	Action	Description	Related Quick Start Guide(s)
Groups	Create a group and enter the Group ID	Enter the Group ID number(s) into the spreadsheet and the individual examinee registrations will be listed in the corresponding group when loaded. A Group ID number must be entered for each examinee for this function to apply.	<i>Creating a Group</i> <i>Authorizing a Test for a Group of Examinees</i>
Profiles	Create a Profile and enter the Profile ID	A profile is a template with a specific list of tests attached. Adding the Profile ID to the spreadsheet will assign the tests attached to that profile to the individual. A Profile ID number must be entered for each examinee for this function to apply.	<i>Profile Management</i>

* It is helpful to create passwords before batch loading. Due to typical security measures regarding personal information, it is difficult to compile a specific list of passwords later. By entering passwords on the initial spreadsheet, you will have all of the passwords available, if needed.

Test Registration and Authorization

NOTE: The process for authorizing and launching tests is slightly different depending on which version of WorkKeys your workstations are running.

How do I tell which version we are using?

You can tell by which tests it offers.

Version 2.0 Applied Math, Workplace Documents, Graphic Literacy

Version 1.0 Applied Technology, Business Writing, Workplace Observation, Talent and Fit

Do I have to authorize every test?

Each test must be authorized before an examinee can take it.

Version 2.0 The examinee must first launch their test before you can authorize it.

Version 1.0 You must authorize a test before the examinee can launch it.

I'm attempting to authorize an examinee's test but they do not appear on my list to be authorized.

Version 2.0 The examinee must have already launched their test before they appear for authorization.

Version 1.0 The test must have been added to the examinee's registration before it appears for authorization.

Why not authorize all of the tests an examinee has registered for at one time?

Version 2.0 You can only authorize a test once it is launched, and an examinee can only launch one test at a time.

Version 1.0 Authorizations expire within 30 minutes if not launched, so authorizing multiple tests provides no benefit.

Note: You can, however, authorize multiple examinees who have launched their tests in a single step. See the [Activities Using Groups](#) table within this document.

What happens if I use the “Terminate” option on the More Actions menu of the Registration screen?

The test session will be terminated and cannot be relaunched.

The examinee wants to take another test, or retake a previous test. Do I need to create a new registration, with a new User ID and password?

You do not need to create a new User ID and password. You will need to create a new registration for each test for the existing examinee.

- Search for the examinee in User Management.
- Select the name and click **Edit**.
- On the Registration tab, click **Create**.
- Select the test and **Submit**.

The administrator can authorize the test when ready.

The examinee can also add another test to their own list by logging in with their own User ID and password. On the page that lists their tests, they can choose **Select a New Title**, select the desired test, and click **Add**. The administrator can then authorize this new test.

Session Troubleshooting

Error message: “The browser or operating system you are using does not comply with minimum requirements.” or “You do not have the necessary authorization to proceed.”

Examinees may not use the Internet Explorer browser when launching an ACT WorkKeys test. WorkKeys tests can only be delivered via Chrome or Firefox.

See the [ACT WorkKeys Online Technical Specifications](#) for additional information.

Error message: “Sorry, we have detected that your computer is consistently having trouble communicating with our servers. It is probably because of general networking errors.”

This means the workstation and the server are no longer in communication with each other. Instruct the examinee to exit the browser then, within 60 minutes, reauthorize the test for launching. If this is done, the examinee should be able to continue the test where he or she left off. If the error occurs again, you may want the examinee to test on a different machine.

Error message: “Session Expired”

The term “session” refers to the Internet connection session which has been stopped; this means the workstation and the server are no longer in communication with each other. This message does not mean that the test itself cannot be restarted.

Instruct the examinee to exit the browser. Then, the proctor can reauthorize the test.

The examinee will be able to continue the test where he or she left off, if the test is reauthorized within 60 minutes. If the test was not reauthorized within 60 minutes, a new test must be purchased.

Error message: “Session terminated OR failed to pass launch security.”

This may occur if you selected a URL from the browser history, pressed the F5 button, or used the browser navigation commands: Back, Forward, or Refresh.

Relaunch the test and reauthorize.

Error message: “Sorry, we have detected that the system clock on your computer is out of synchronization with the clocks on our server computers.”

Clock issues may be occurring because of communication issues between the workstation and the server. This also may occur when a test taker selects a URL from the browser history, presses the F5 button, or uses browser navigation commands (Back, Forward, or Refresh.)

Verify that the examinee understands he or she cannot use those keys, then reauthorize the test. Allow the examinee to launch and continue where he or she left off (if within 60 minutes.) If the problem repeats, attempt to move the examinee to a different computer.

I ran the TAO Validation Test and got the error message, “The system is unable to start this assessment because you are attempting to launch it using an unsupported browser or operations system. Please contact your proctor or support for assistance.”

First, make sure you are using a supported browser (Chrome or Firefox) on the examinee computer. If you are, run the TAO System Check to determine why the Validation Test failed.

Then, ask a representative from your IT department to review the [ACT WorkKeys Online Technical Specifications](#).

The examinee's test session is paused.

The examinee performed a prohibited key stroke, returned to the desktop, or tried to open another tab, window, or application.

The examinee will need to relaunch their test and you will need to authorize it again.

What should I do if a test freezes or drops out?

If it has been less than 60 minutes since the interruption, **always** have the examinee refresh their screen to relaunch the test, then reauthorizes the test. There is no charge for a relaunched test.

If more than an hour has lapsed since the interruption, the session will be terminated and cannot be restarted. A new test will need to be added to the examinee's registration, and the site will be charged for this new test as well as the original. See the *Relaunching an Interrupted Test Session Quick Start Guide* or the *TAO User Guide* for more information.

We are having a lot of trouble with the test freezing or dropping out. What should we do?

This may be a problem with bandwidth. Ask a representative from your IT department to review the [ACT WorkKeys Online Technical Specifications](#).

ACT recommends running the TAO System Check and Validation Test available through Validus. Select **Connect to TAO** on the Validus navigation menu.

Post Test Reporting

I just finished testing and I can't find reports for any of the examinees in the Reports Portal.

You can obtain an Instant Report from the administration realm as soon as testing has completed. Generally allow two business days after scoring takes place for score reports to be available in the Reports Portal. See the *Online Reports Portal User Guide*.

Which report should I give to the examinee?

The Individual Score Report (Instant Report) is intended for the examinee.

What if I click on "Instant Report" and nothing happens?

If an Instant Report screen didn't open, you may have pop-up blockers on.

Go to "Tools" in your browser to turn off pop-up blockers.

The examinee has completed their test on TAO but they are still showing as "processing" in Validus and I cannot print the Instant Report.

There is a problem with the record. Call ACT Customer Care at 1.800.967.5539.

Contact Us

Always contact ACT Customer Care if you have any questions or problems while testing.

Phone 800.967.5539
Email workkeys@act.org