

ACT Test Accessibility and Accommodations System (TAA)

User Guide



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Overview

The Purpose of ACT's Test Accessibility and Accommodations (TAA) System

Welcome to the Test Accessibility and Accommodations (TAA) system for the ACT® Test. You will use this system to request students' accommodations or English Learner supports, receive Decision Notifications, and agree to test previously-approved students through Special Testing. TAA is used to submit requests for National testing, Special Testing, and State and District testing programs.

Accessing TAA

TAA can be accessed at <http://success.act.org> from any computer via Google Chrome (preferred), Mozilla Firefox, or Internet Explorer version 11 or later.

At the Sign In screen, enter your TAA username (email address) and password, then select the **Sign In** button.

Sign In

Sign In or [Create Account](#)

Email

Password

[Forgot password?](#)

Sign In

Welcome to Success!

The Success community provides ACT customer resources needed to be successful. To view or create an account. Accounts will have access to:





Online Reporting: Looking for your school's data to access your personalized data.

Testing Accountability & Accessibility: Test use this system to request student's accommodations, receive decision notifications, and agree to test students through Special Testing.

PearsonAccess^{next}: Sign in and access the ACT Aspire assessments.

If you have access to TAA, you will see it among the choices listed.

Helpful Tools

-  **ACT Test Scores and Reports**
-  **PearsonAccess^{next}**
-  **Test Accessibility and Accommodations**
-  **Materials Ordering**

If the TAA system is not available to you, you will need to request access to it. For step-by-step instructions for requesting access, see Requesting Access to TAA, page 3. Requests are directed to the school's Trusted Agent for approval. Do not request access if you are not a representative of the school.

Note: For technical assistance, you may contact ACT Customer Service at 877.861.3003, option 2.

Role: Trusted Agent

Each organization (school) is associated with a Trusted Agent. The Trusted Agent is typically a school administrator or district-level staff and is responsible for granting accesses within the <http://success.act.org> environment for his/her school. Trusted Agents grant access to TAA as well as the other systems accessed from this site. They must carefully consider who should have access to the TAA system so as to protect confidential information. Each person with access to TAA will have access to confidential student information and is able to view all of the requests submitted by their organization. For step-by-step instructions for inviting individuals into TAA, see Inviting a Test Accommodations Coordinator to TAA, page 5.

Role: Test Accommodations Coordinator (TAC)

Everyone with access to TAA is assigned the role of Test Accommodations Coordinator (TAC). Organizations (schools) may have more than one TAC. ACT recommends that all organizations have at least two TACs so there is always a "back-up" user available if needed. TACs are responsible for submitting requests and reconsiderations for students who may need accommodations or English learner supports to access the ACT.

Responsibilities of the Test Accommodations Coordinator (TAC)

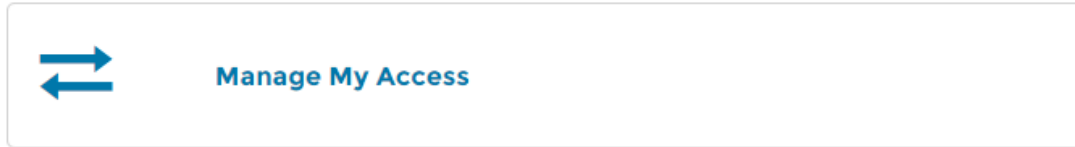
TACs have the responsibility to:

- Initiate requests
- Submit requests
- Upload supporting documentation
- View decision notifications
- Submit reconsiderations
- Associate test dates
- Certify that the school will test examinees who are participating in the Special Testing program.
- Administer or arrange the administration of the ACT for examinees participating in the Special Testing program
- View and participate in training provided by ACT

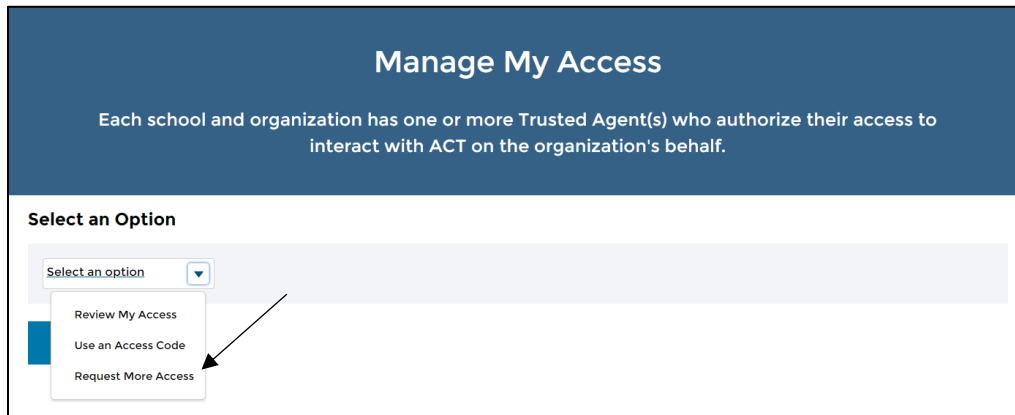
Requesting Access to TAA

After logging in to success.act.org, follow these steps to request access to TAA:

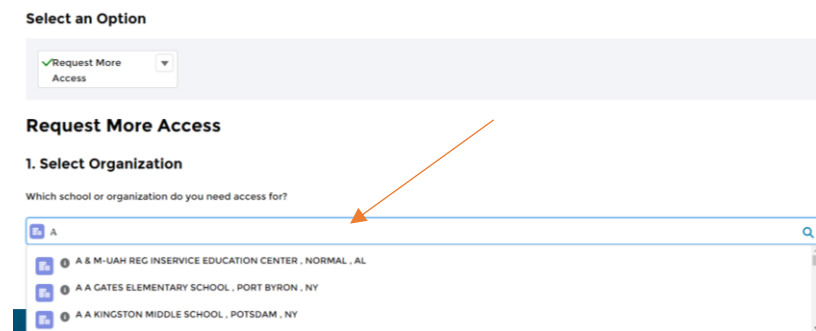
1. Select the **Manage My Access** button.



2. Select **Request More Access** from the dropdown menu.



3. Begin typing the name of your organization in the field provided. When you see your school name/address, select it from the list.



4. Select **Submit** button.
5. Select **Test Accommodations**.
6. Select **Request Access**.

Requests are directed to the school's Trusted Agent for approval. Once the Trusted Agent approves your request the TAA button will be available on your home screen.

Changing Your Password from the Sign In Screen

If you forget your password, you can reset it by following these steps on the Sign In screen:

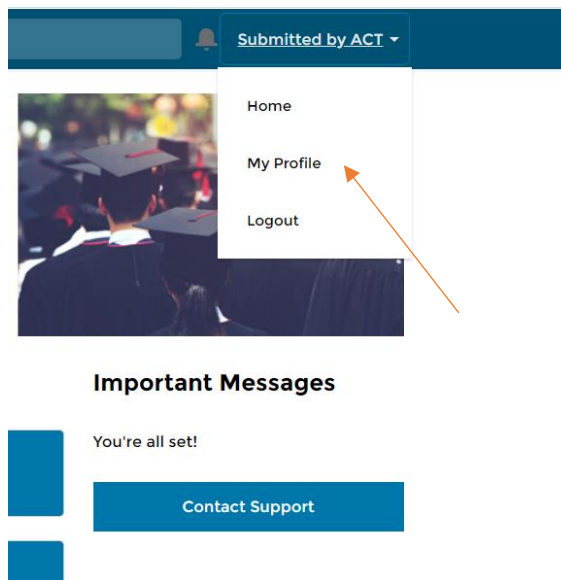
1. Select the **Forgot Password** link.

2. Enter your email address.
3. Select **Send Password Reset Email**.
Results: You will receive an email with a temporary password
4. Open the email and select the link.
5. Enter a new password.
 - a. Select the **Show Password** box to view what you are typing.
6. Select **Submit**.
Results: Password Reset Successfully message.

Changing Your Account Settings

You may view or change your user account details at any time through by following these steps.

1. Log in to success.act.org
2. Select **My Profile** from the drop down menu by your name in the upper right of the screen.



From here you will be able to view and change the following information related to your account:

- Details (personal information)
- Email address
- Password

Changing Your Password from My Profile

If you forget your password you can reset it by following these steps:

1. Select the **My Profile** from the dropdown menu located in the top right of your home screen.
2. Go to the **Setting & Preferences** tab.
3. Select **Change Password**.
4. Enter a your current password followed by your new password.
5. Verify your new password.
6. Select **Save**.

Adding an Organization (School) to Your Account

If you are responsible to submit requests for multiple schools, you must request access and be authorized for each one. To add additional schools to your account, follow the steps in the Requesting Access to TAA section above.

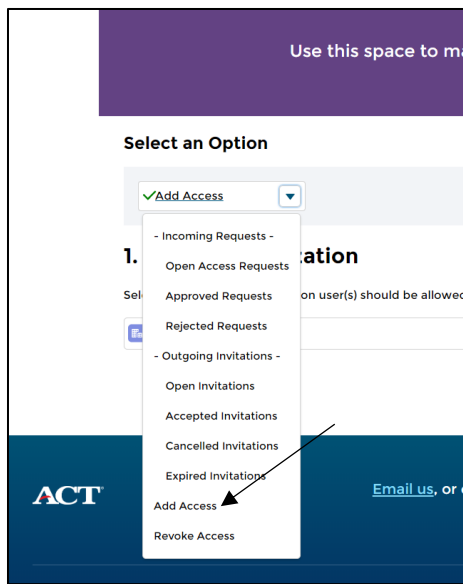
Inviting a Test Accommodations Coordinator to TAA

Only Trusted Agents are approved to invite users to act as a TAC in the system. Follow the Trusted Agent directions below to invite new users.

1. Log into <https://success.act.org>.
2. Select **Invite New Users** from the home page after login.



3. Select **Add Access** from the drop down menu.



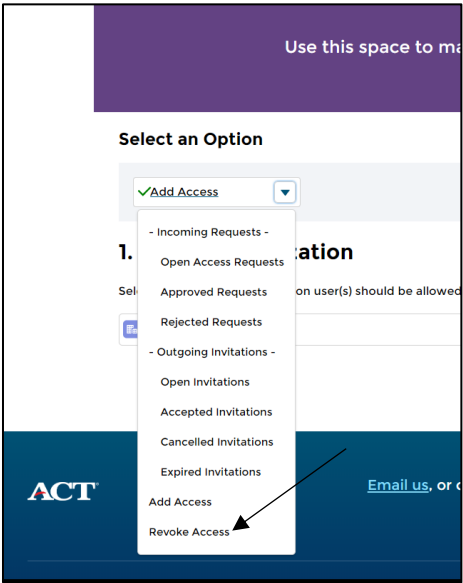
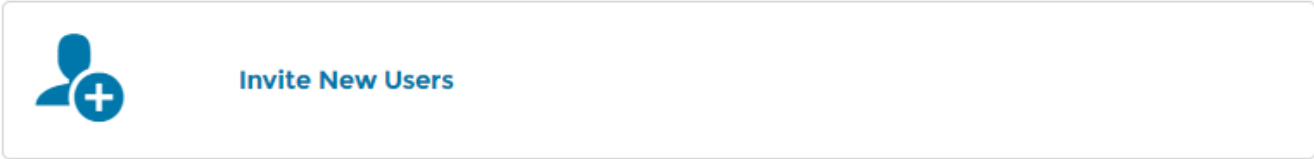
4. Find the organization that the other users should have access to TAA.
5. Select **Test Accommodations**.
6. Select existing users or input the email address(es) for the user(s) you want to invite.

Removing a Test Accommodations Coordinator from TAA

Trusted Agents are responsible for removing user access to TAA. Follow the directions below to remove users.

1. Log into <https://success.act.org>.

2. Select **Invite New Users** from the home page after login.



3. Select **Revoke Access** from the drop down menu.
4. Find the organization that the other users should not have access to TAA.
5. Select **Select Users** to remove access.

Requesting Accommodations and/or English Learner Supports

Parent or Examinee Consent to Release Information to ACT

Without parent or examinee consent to release information to ACT, ACT *cannot* process requests for accommodations authorized by ACT or English learner supports. The TAC is responsible for ensuring that the school has consent prior to submitting a request.

Ask a parent, the examinee (if 18 or older), or a school official with parental consent, to sign and date the [Consent to Release Information to ACT](#) form. Keep the signed release on file at school.

Searching for Examinees and Existing Requests

Examinees who register to take the ACT, provide their high school code, and indicate a need for accommodations or English learner supports will need to have the request for accommodations and/or EL supports submitted through the TAA system. Each examinee should have only one TAA file, therefore it is important to check if a request has already been started or submitted by following these steps:

1. Log in to TAA (see “Logging into Your Current TAA User Account,” page **Error! Bookmark not defined.**).
2. Search for the examinee by entering the examinee's first name, last name and/or TAA PIN.

Hint: You can also enter a partial first or last name.

3. Select the **Search** button. The results will display on screen.

Notes:

- *To help you further in locating the examinee you are searching for, you may sort the results by selecting any of the column headings, sorting the data into that order.*
- *If you want to, you may select the **Download Search Results** button for that action.*

4. Select the TAA PIN from the first column to complete or edit an examinee's request.

Submitting an “Action Required” Request

A request that has a status of Action Required needs to be submitted to ACT.

1. Log in to TAA (see “Logging into Your Current TAA User Account,” page **Error! Bookmark not defined.**).
2. Scroll to the **Examinee** section.
3. Select **Status** in the top row of the table to bring Action Required requests to the top
4. Select the blue TAA PIN for the request in the first column
5. Complete the remaining sections of the request.

IMPORTANT! *By checking the terms and conditions box on the screen (shown in step 6), and submitting the request, you agree to either administer, or arrange for the administration of, the ACT if the examinee is approved to test with accommodations and/or supports that must be administered via ACT's Special Testing program.*

6. Review the terms and conditions and then select the checkbox to acknowledge the following:

If you want to cancel this request, please click on Cancel to go to Request History screen and then click on Delete link to delete this request.

By checking this box, I acknowledge the following:

1. The information provided in the Test Accessibility and Accommodations System, on the IEP, 504 Plan, or Official Accommodations Plan, and any other required documentation is accurate to the best of my knowledge, and
2. A signed release of information to ACT is on file at school for this student. The parent must sign the release if the student is under 18 years old.
3. If the examinee is approved to test through the Special Testing program during a National testing window, I personally meet all of the requirements for the Special Testing Coordinator specified in the ACT Policies for ACT Special Testing and that I or a member of my staff who also meets the same requirements will administer the tests in accordance with the ACT Administration Manual sent with the test materials. I will ensure that the test materials are kept secure and confidential, used only for the examinee identified in this request, and returned to ACT immediately. I understand that by agreeing to be a Special Testing coordinator, I consent to the ACT Privacy Policy (<http://www.act.org/content/act/en/privacy-policy.html>), which is incorporated into these Policies for ACT Special Testing by reference, including consent to the collection of my personally identifying information and its subsequent use and disclosure.
4. **International Test coordinators:** If the examinee is approved to test with accommodations at an International test center, I am also providing my consent to ACT to transfer my personally identifying information to the United States to ACT or a third party provider for processing, where it will be subject to use and disclosure under the laws of the United States. I acknowledge and agree that it may also be accessible to law enforcement and national security authorities in the United States.

Click on above link to print a copy of the release form. Save a signed copy in the examinee's file. Do not send the signed release to ACT.

Note: If you select the Submit button without first checking these terms and conditions, you will receive this message.

You must accept the terms and conditions. By checking this box, I acknowledge the following:

7. Select the **Submit** button to finish the request.

Assigning a New Test Date to a Previously Approved/Submitted Request

1. Log in to TAA (see “Logging into Your Current TAA User Account,” page **Error! Bookmark not defined.**).
2. Search for the examinee (see “Searching for Examinees and Existing Requests,” page 7).
3. Navigate to the examinee's Request History page (see “Decision Notifications and History,” page 18).
4. Download the *Decision Notification*.
5. Select the future test date for which the examinee has registered from the drop down menu.

Note: More than one test date may be selected at a time.

6. Select the **Assign Test Administration** button.

Certifying for Testing through Special Testing

The certification step is designed to verify the school's agreement to administer the ACT to the examinee with accommodations that are not able to be provided at a National Testing Center. If the certification step is needed, all TAA users at the school will receive an email indicating the need for certification. The TAC needs to complete the certification. Certification must be completed prior to testing materials being shipped.



1. Log into TAA (see "Logging into Your Current TAA User Account," page **Error! Bookmark not defined.**).
2. Search for the examinee (see "Searching for Examinees and Existing Requests," page 7).
3. Select the **Certification Needed** link in the Certification column.
4. Check the checkbox in the row for the examinee's preferred test date.
5. Read the certification statement.
6. If you agree, select the **I Agree** button. If you do not agree, select the **Cancel** button and let the examinee know they will need to locate a different testing location.

Note: If an examinee is approved to test through Special Testing at your school, ACT will use the address associated with your school to ship secure test materials. If the address listed is not accurate, please contact ACT Customer Service at 877.861.3003, option 2, to provide the correct address. This will ensure delivery of secure test materials to the person who requests the accommodations or EL supports on behalf of the examinee for administration of the test.

Requesting Accommodations and English Learner Supports Using TAA

Submitting a New Request

IMPORTANT!

- Before starting an accommodations and/or supports request for an examinee, you must first have the consent form on file, signed by the parent, or examinee (if 18 or older), consenting to release the examinee's accommodations and/or EL supports information to ACT.
 - Wherever you see an  icon, you may hover the cursor over it for more detailed information.
 - Please use the  button when navigating in TAA, if needed. Do **not** use your browser's Back button.
1. Log into TAA (see "Logging into Your Current TAA User Account," page **Error! Bookmark not defined.**).
 2. Verify the student does not already have a request in TAA (see "Statuses and Searches of Requests in TAA," page 15).

Note: if a request is already in TAA, edit that request (see "Submitting a Request for Reconsideration," page 19). Do NOT start a new request.

3. On the Examinees page select **New Request**.

Note: If you are a TAC for more than one school, please make sure you submit requests under the correct school. Your name and the organization you selected will always display at the top right of each screen in TAA.

*To change the organization (school), please return to the **Home** page and select **Choose another organization**. Once you have selected the new organization, select **Continue** and request accommodations and/or supports for examinees who attend that school.*

IMPORTANT! If you do not see your name or the correct school, log out, sign in, and select the correct school.

There are seven tabs for completing a New Request.

Tab 1: Examinee

1. Enter examinee's demographic information.
 - a. ACT ID - an 8 digit number found on the email sent to the TAC by the examinee after registering and indicating the need for accommodations or EL supports.
OR
State Student ID - up to 20 alphanumeric digits.
 - b. First Name
 - c. Middle Initial
 - d. Last Name
 - e. Date of Birth (MM/DD/YYYY) - the calendar icon allows selection of a date.
2. Enter examinee's address.
 - a. Select the examinee's Country from the drop down list
 - b. Enter the examinee's street address in the first Address field
 - c. Enter the City and State/Province in the second Address field
 - d. Enter the ZIP code/postal code - numeric digits only

- e. For US addresses:
 1. If the ZIP code is recognized by the system, the City and State fields automatically will be completed
 2. If the ZIP code is not recognized, the City and State fields will not be completed.
 3. Try entering the zip code again, and if this does not work, contact ACT.

Note: The ZIP code field is not required for addressees outside of the United States. Alphanumeric postal codes cannot be entered in the zip code field and should be included in Address files two.

3. Select **Save** and **Continue**.

Tab 2: Test

1. Select the radio button next to **the ACT**.
2. Select the radio button next to the **test date** for which the examinee has registered or the *initial* test date for your state or district testing program.

Note: Multiple future dates may be selected.

3. Select **Save** and **Continue**.

Tab 3: Reason

1. Select the radio button next to **Yes** if requesting accommodations for an examinee with a diagnosed disability. If the examinee does not have a diagnosed disability, select the radio button next to **No**.
2. Select the radio button next to **Yes** if the examinee is currently receiving supports at school due to limited English proficiency. Select the radio button next to **No** if the examinee is not designated as an English learner.

*Note: Examinees who are designated as an English learner with a disability may have a **Yes** indicated for both questions.*

3. **Diagnosed Disabilities:** A list of possible disabilities appears when **Yes** is selected to "requesting ACT-approved accommodations."
 - a. Select all check boxes that apply to the examinee, or enter a specific diagnosis in the "other" box.

IMPORTANT! If a diagnosed condition is selected, do not use the 'Other Disability' window to clarify that diagnosis. Only use this to enter a specific diagnosis not already listed. For example, if the examinee is confined to his or her home, or a medical facility, enter this under Other Disability.
4. **English Learner Status:** A list of native languages appears when 'Yes' is selected to "requesting English learner supports."
 - a. Select the radio button next to the examinee's native language or enter the native language in the "other" box.

Note: Translated instructions are only available in languages provided on the list.

5. Select the **Save and Continue** button.

Tab 4: Plan

1. Select the type of formal educational plan for the examinee.
 - a. Select **Exceptions Statement** for examinees without a formal educational plan.

Note: A response is required for all examinee's with a diagnosed disability.
 - b. Indicate how long the examinee has been on the plan.
 - Less than four months
 - Four months or more
 - Less than one year (12 calendar months)
 - One year or more (12 calendar months)
2. Select the radio button next to **Yes** if the examinee receives supports at school due to limited English proficiency. Otherwise select the radio button next to **No**.
3. Select **Save and Continue**.

Tab 5: Accoms/Supports

1. Select all accommodations or supports that the examinee needs to access the ACT from the list provided.
2. Enter accommodations or supports NOT listed in the **Other Accommodations** box. Only use this box to request accommodations not already listed.

Note: Only accommodations listed on examinee's plan should be requested for use on ACT.

3. Select **Save and Continue**.

Note: Some accommodations may not be compatible. You will receive an error message if you choose a setting that is incompatible with the format of testing.

Tab 6: Documentation

IMPORTANT! All file names for documentation must be alphanumeric only. Including special characters may prevent the file from opening in TAA.

*Note: See the **Download Accommodation and Supports Documentation Guidelines** link for more information.*

1. Select the **Choose File** button to locate documentation for any of the categories that display. Some examples are:
 - Psychoeducational/Neuropsychological Evaluation
 - Qualified Professional Diagnosis
 - IEP, 504, or Official Accommodations Plan
 - English Learner Documentation
 - Other Documentation
2. Navigate to and select the document from your computer for the appropriate evaluation, diagnosis, and/or plan. Select the **Open** button.
3. Select the **Upload** button.
4. Repeat the steps above to attach more documents, as needed. All requests for accommodations should have a minimum of two documents uploaded:
 - a. Diagnosis of disability
 - b. Educational plan
5. When a document has been uploaded, View and Delete options appear.
 - a. Select the **View** link to review the uploaded document to ensure it is accurate and correct.
 - b. Select the **Delete** link to delete an incorrectly uploaded document.
6. Select the **Save and Continue** button for selections you made on the Documentation page.

Note: You may encounter the following messages:

- If you did not upload a required document, you will be unable to continue. You will see the message “**1 (or more) error(s) on the page. Please correct and save.**” The category that requires a document will appear in red text. For example:

Qualified Professional Diagnosis is required. ⓘ

- Please make sure that the filename contains no special characters or punctuation marks.
- If you try to upload a required document, and the system does not allow it, you will see the message “**Having difficulty loading the document, try again later.**” Select the **Save** button to finish the request later.

IMPORTANT! The system has a 10 MB size limit.

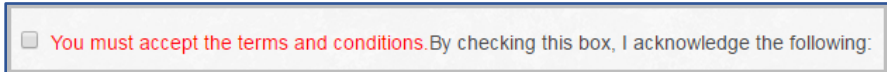
If you try to upload a document larger than that, this message will appear in red text: “The upload file size cannot be more than 10 MB. You can try to split the document into multiple parts and upload them separately or check with your IT staff if you need further assistance with decreasing the file size.”

Tab 7: Review

Carefully review what is listed in each of these sections.

1. Examinee Details (no Edit button)
2. Testing Information (no Edit button)
3. Reason for Request
 - a. If edits are necessary, select the **Edit Reason for Request** button.
 - b. To return to the Review page, select the **Save and Continue** button.
4. Plan Details
 - a. If edits are necessary, select the **Edit Plan Details** button.
 - b. To return to the Review page, select the **Save and Continue** button.
5. Requested Accommodations/Supports
 - a. If edits are necessary, select the **Edit Requested Accommodations/Supports** button.
 - b. To return to the Review page, select the **Save and Continue** button.
6. Required Documentation
 - a. If edits are necessary, select the **Edit Required Documentation** button.
 - b. If needed, you may then delete the documentation that was uploaded and upload different documentation.
 - c. To return to the Review page, select the **Save and Continue** button.
7. By checking the box on the terms and conditions screen, you agree that:
 - a. Information is true and accurate
 - b. A signed release form is on file at your school
 - c. You or someone at your school will administer the ACT if the approved accommodations require the student to participate in Special testing

Note: If you select the Submit button without first checking these terms and conditions, you will receive this message.



8. Select the **Submit** button.
IMPORTANT! Your request is not complete until you select the Submit button in the pop-up window to transmit the information to ACT.
*Results: a confirmation will appear on screen and an email will be sent to you. To print the confirmation select the **Print** button.*
9. To submit requests for additional examinees return to the **Home** screen by selecting the **Home** tab in the upper-left corner of the screen.

Requesting Previously-Approved Accommodations and English Learner Supports

Using Previously-Approved Accommodations and Supports on a Future Test Administration

If an examinee is already in TAA, the accommodations authorized by ACT or supports for the examinee may not be automatically assigned to future test dates. The accommodations and supports can be carried forward to a future test date. However, for the examinee to receive the same accommodations and supports, the upcoming test administration must be assigned to the examinee. This assignment is done automatically when a student registers to test again through National or Special testing and indicates a need for accommodations.

Notes:

- *For ACT State testing or ACT District testing, be sure you select the initial test administration for your testing program.*
- *If an examinee was previously approved through the ACT paper process, you must submit a new request in TAA for the examinee to receive the same accommodations and supports on a future test date*

Statuses and Searches of Requests in TAA

Statuses of Requests

All saved requests are stored in TAA. On the Home page of TAA, the Status possibilities are:

- **Action Required:** These requests have not yet been submitted.
Note: ACT cannot access or review a request while it is in Action Required Status.
 - **In Review:** These requests have been submitted and are under ACT review.
 - **Partially Approved:** These requests have been reviewed, but only part of what was requested, is approved.
 - **Approved:** These requests have been reviewed, and all of what was requested, is fully approved.
 - **Not Approved:** These requests have been reviewed, but none of what was requested could be approved.
 - **Reconsider:** These requests have been submitted for reconsideration and are under ACT review.
-

Searching by Sorting

1. Log in to TAA (see “Logging into Your Current TAA User Account,” page **Error! Bookmark not defined.**).
 2. Scroll down to the section titled **Examinees** on the Home page.
 - Any column in the table of requests can be sorted alphabetically by selecting the blue column header.
 - Selecting the column header a second time will put the column in reverse alphabetical order.
 - Selecting the **Clear** button will clear the last sort and return the table to default settings.
-

Searching Using “Search Examinees”

1. Log in to TAA (see “Logging into Your Current TAA User Account,” page **Error! Bookmark not defined.**).
 2. Scroll down to the section titled **Examinees** on the Home page.
 3. In the Search Examinees section enter one or more of the following:
 - Examinee's TAA PIN
 - Examinee's last name (or partial last name)
 - Examinee's first name (or partial first name)
 4. Select the **Search** button.
 5. Select the **Clear** button before starting a new search.
-

Conducting an Advanced Search

1. Log in to TAA (see “Logging into Your Current TAA User Account,” page **Error! Bookmark not defined.**).
2. Scroll down to the section titled **Examinees** on the Home page.
3. Select the **Advanced Search** link.
4. Using the dropdown menu under **Test**, select the applicable test.
5. Using the dropdown menu under **Test Date**, select the applicable test date.
6. Enter the beginning month, day, and year of your search in the **Submitted Date From** field.
7. Enter the ending month, day, and year of your search in the **Submitted Date To** field.
8. Select the **Search** button.
9. Select the **Clear** button before starting a new advanced search.

Downloading Search Results

1. Select the **Download Search Results** button to create a comma-separated values (.csv) file of your search results.

Note: This is recommended if the list spans more than one page.

2. Select the *ExamineeDetails.csv* file in the lower-left corner of the screen to view the file.
3. **Save** the file as an Excel (.xls or .xlsx) file.

Canceling a New Request

A request can only be canceled **prior** to submission to ACT.

1. Select the **Cancel** button on the final tab. A Request History screen appears.
2. Select **Delete Request** under the Action column.
3. Select the **OK** button when the confirmation message pops up.

Deleting an “Action Required” Request

1. Find the request (see “Deleting an ‘Action Required’ Request,” page 16).
*Note: Sorting the **Status** column will move all “Action Required” requests to the top of the table.*
2. Select **Delete Request** in the Action column of the desired request.
3. Select the **Status** column to sort the “Action Required” requests to the top of the table.
4. Locate the entry to delete, then select **Delete Request** in the Action column.
5. Select the **OK** button when the confirmation message pops up.

How to Update the State Student ID or ACT ID in TAA

To update the State Student ID or ACT ID for an examinee, follow these steps:

1. Locate the examinee, either by:
 - a. Sorting the table by selecting one of the table column headings
 - b. Entering the examinee's information in the fields under "Search Examinees"
2. Select the **Search** button.
3. Locate the specific examinee record you want to update and then select the **Edit** button. A Request History screen appears.
4. Select and correct the applicable ID fields.
 - a. **State Student ID** (for ACT State testing or ACT District testing programs), then select the **Update State Student ID** button
 - b. **ACT ID** (for National testing or Special Testing program) and then select the **Update ACT ID** button

Note: ACT cannot arrange for accommodations/supports or ship secure materials without a State Student ID or ACT ID per testing program. If a request is submitted without the required ID, the examinee may not be able to test on the preferred test date.
5. Select the **OK** button when the applicable Confirmation question appears. Either "Are you sure you want to update this State Student ID?" or "Are you sure you want to update this ACT ID?" Then the applicable confirmation message of "State Student ID is updated." or "ACT ID is updated." appears.
6. At the top of the page, select **Home** tab to return to the Home page.

Decision Notifications and History

Decision Notification

After ACT reviews a request, an examinee-specific *Decision Notification* is created in TAA. The notification contains the:

- Examinee's name
- Examinee's personal identification number (PIN) for TAA
- Accommodations and supports approved (including any special authorizations), or not approved, if applicable
- Reason accommodations and supports are not approved, if applicable

Note: When the Decision Notification is available to view online, the individual who submitted the request will receive an email. Please review the notification. Print two copies, providing one to the examinee, and keeping one for your records.

IMPORTANT! The examinee will NOT receive a copy of the Decision Notification directly from ACT. You must provide it to them.

Viewing the Decision History

1. In TAA, enter the examinee's information in the fields under "Search Examinees," then select the Search button.
2. Select the TAA PIN and you will be directed to a Request History screen.
3. Select the Decision Document History link to see all notifications for this examinee.
4. Any documents listed here, may be selected to download a pdf copy of them.
5. Close the history screen by selecting the "X" to close the pop-up window.
6. Close the *Decision Notification* on screen, by selecting the "X" to close the file.
7. At the top of the screen, select Home tab to return to the Home page.

Reconsideration Requests

Reconsideration of Accommodations/Supports Not Approved

ACT will reconsider requests for accommodations authorized by ACT or EL supports that were not initially approved. If you would like ACT to reconsider a request, you may use TAA to submit additional documentation.

Note: Editing a request, including adding additional documentation, can happen only prior to submission or resubmission to ACT.

IMPORTANT! Requests for reconsiderations must be submitted prior to the published late registration deadline. Decisions for requests submitted after the deadline may not be available in time for the preferred test administration. As a result, you must assign a **future test date** (see “Assigning a New Test Date to a Previously Approved/Submitted Request,” page 8) before editing the request for reconsideration.

Submitting a Request for Reconsideration

1. Log in to TAA (see “Logging into Your Current TAA User Account,” page **Error! Bookmark not defined.**).
2. Find the examinee's request (see “Searching for Examinees and Existing Requests,” page 7).
3. Assign a future test administration (see “Assigning a New Test Date to a Previously Approved/Submitted Request,” page 8).
4. Select the **Exit** button.
5. Select the **Edit for Reconsideration** button.
6. Edit reason for request, plan details, requested accommodations/supports, and/or required documentation.

IMPORTANT! Any reasons for the request and accommodations/supports selected in the original request are not available to select again when requesting reconsideration. To request the same accommodations and supports with additional documentation to support the request, edit the request for reconsideration but do not select additional reasons or accommodations/supports.

1. Select the **Save and Continue** button.
2. Enter the reason you're requesting reconsideration in the **Comments** window.
3. Select the checkbox to acknowledge that the information is accurate and that a signature is on file.
4. Select the **Submit** button. You will receive a confirmation message on-screen and via email.

Notes:

- *The individual who submitted the request will receive another email when reconsideration by ACT is complete and an updated Decision Notification is available.*
- *If a request for reconsideration is not submitted, the status will become "Action Required." To submit the request, see “Submitting an ‘Action Required’ Request,” page 7.*

TAA System Errors

Common Reasons for TAA System Errors

TAA system errors may occur for several reasons. Below are common problems that may cause system error messages and information about how to resolve them.

1. **Your bookmark to TAA may be out of date.** We sometimes make updates to the site that are necessary to display it correctly. In order to fix this issue, please go to readiness.act.org and select on the "Go to TAA" link to reach our most recently updated version of the site.
2. **Your Internet browser may be incompatible with scripting on the site.** We recommend using Google Chrome or Firefox whenever possible while using TAA. Internet Explorer is not supported.
3. **Your browser may be trying to access information from a previous TAA session after the session has already timed out.** To fix this, please clear your browsing cache and cookies, then close the browser and re-open it. Opening an Incognito Tab in Google Chrome has the same effect.
4. **Scripting on the site may be blocked by your Internet settings.** If this is the case, there will be a small shield icon in your address bar, which gives you a message stating that a script was blocked on this page for being potentially unsafe. If this occurs, please contact your local IT department for assistance.

If none of the above options work, we recommend calling 319.337.1332 for immediate assistance from one of our phone representatives.

Contacting ACT

Examinee Name and TAA PIN

Protecting each examinee's privacy and keeping personal information confidential is important to ACT. Therefore, the *Test Accommodations and Accessibility System* (TAA) creates a unique personal identification number (PIN) for each examinee, as a security precaution to maintain their privacy, known as the TAA PIN.

Please be prepared to provide the following information when contacting ACT so ACT Customer Service agents can access the examinee's information in TAA more quickly. You will need to provide the examinee's:

- TAA PIN
- First and last name

How to Contact ACT

If you have technical questions about TAA or need to have your school's shipping address updated in TAA, you may:

- Call ACT Customer Service at 877.861.3003, option 2

If you have questions regarding accommodations or EL supports for ACT State testing or ACT District testing, you may:

- Call us at 800.553.6244, ext. 1788
- Email us at ACTStateAccoms@ACT.org
- Fax us at 319.337.1285

If you have questions regarding accommodations or EL supports for National or Special testing, you may:

- Call us at 319.337.1332, option 3
- Email us at ACTAccom@ACT.org
- Fax us at 319.341.2415

