

## Document Purpose

This document contains steps on how to resume an ACT® WorkKeys® online test after a session has been interrupted. Reasons for interruption are typically due to:

- An examinee attempting to navigate away from the test screen, or using a prohibited keystroke
- A test site or examinee computer experiencing a power outage or a loss of internet connectivity
- A test site building having been evacuated

When a test session has been interrupted, it can be relaunched and reauthorized if it **is done within 60 minutes of the interruption**. There is no additional charge for a relaunched test. The examinee will be able to resume testing at the spot where they were interrupted, and the timer will restart at the point that it stopped.

**IMPORTANT!** *If it has been longer than 60 minutes since the interruption, the test session automatically terminates and cannot be restarted. A new test will need to be added to the examinee’s registration (at additional cost).*

The procedure for relaunch varies depending on which WorkKeys test the examinee is taking:

For relaunching...	Follow...
<b>ACT® WorkKeys® NCRC® tests</b> (Applied Math, Graphic Literacy, Workplace Documents)	Procedure 1: Relaunching a Test Session via TAO Proctor Interface
<b>All other WorkKeys tests</b>	Procedure 2: Relaunching a Test Session via Validus VTC

## Prerequisites

To perform this task, you must:

- Have your testing realm and login information as previously provided to you by ACT
- Be assigned the “Proctor” role within Validus VTC

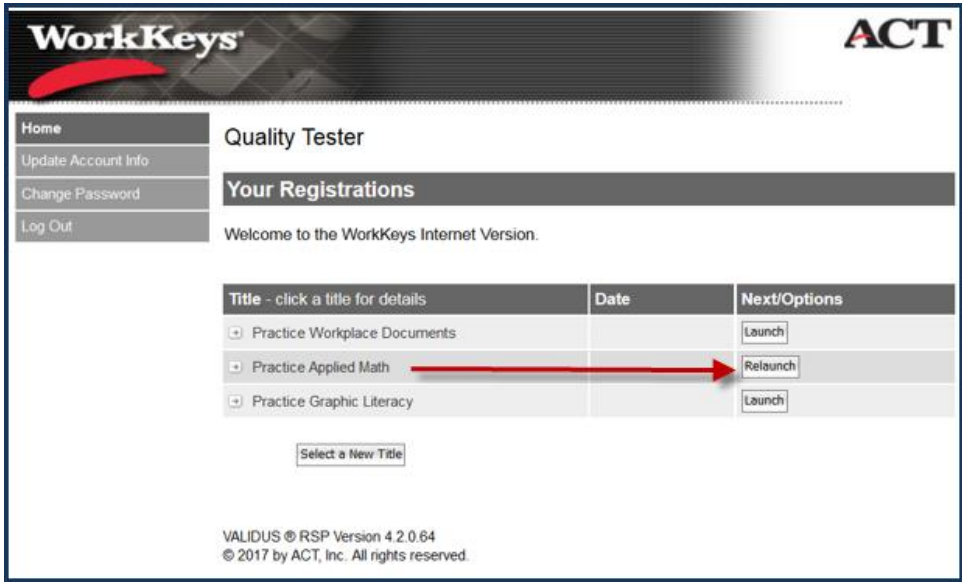
## Resources

We encourage you to visit the [ACT WorkKeys Administration](#) web page to select from a variety of helpful quick start guides and manuals, including the current [ACT WorkKeys Administration Manual for Online Testing](#).

Please reference the latest [WorkKeys Online Technical Specifications](#) web page to confirm that your examinees’ computers (workstations) meet the minimum technical requirements. See the [TAO User Guide](#) for instructions on how to check for these requirements.

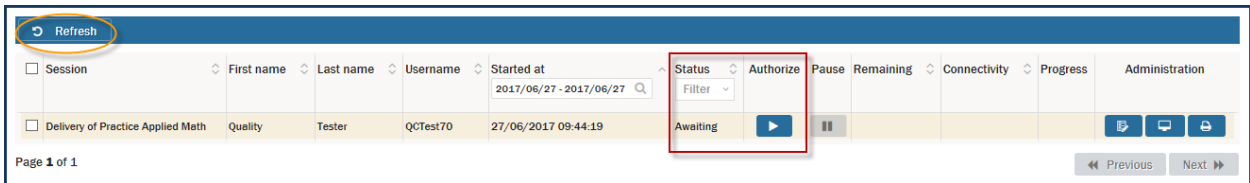
Procedure 1: Relaunching a Test Session via TAO Proctor Interface

1. At the examinee computer, instruct the examinee to log in to their ACT WorkKeys account. Once logged in, the examinee home page should list the test titles the examinee is registered for.
2. Instruct your examinee to select the Relaunch button next to the interrupted test.

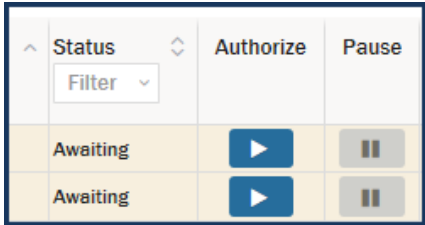


*Result: A pop-up stating “Please wait, authorization in process ...” appears on the examinee’s computer screen; the “Proceed” button is inactive (i.e., gray) until authorization has occurred.*

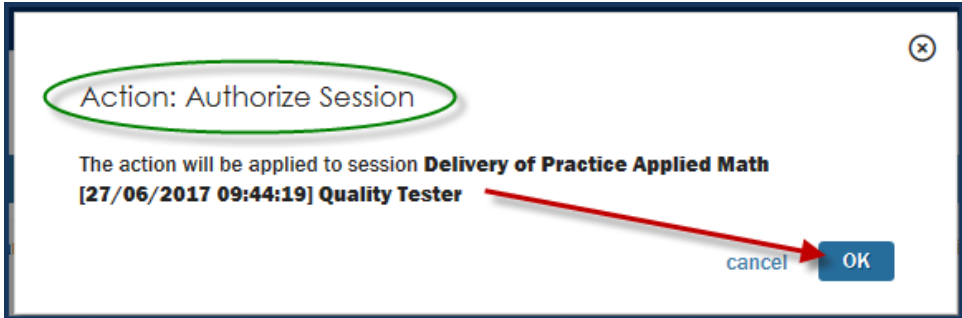
3. At the proctor’s computer, while logged into Validus VTC, choose **Connect to TAO** from the left-side navigation menu.
  4. From the Connect to TAO landing page, choose the **Proctor** button.
- Note: The TAO proctor dashboard is explained more fully in the [TAO User Guide](#).*
5. If you do not immediately see the examinee’s test session, select the **Refresh** button. The just-relaunched examinee’s test session should have an “Awaiting” status next to an activated (i.e., blue) Authorize button.



6. Select the **Authorize** button.



7. At the “Action: Authorize Session” screen, select **OK**.



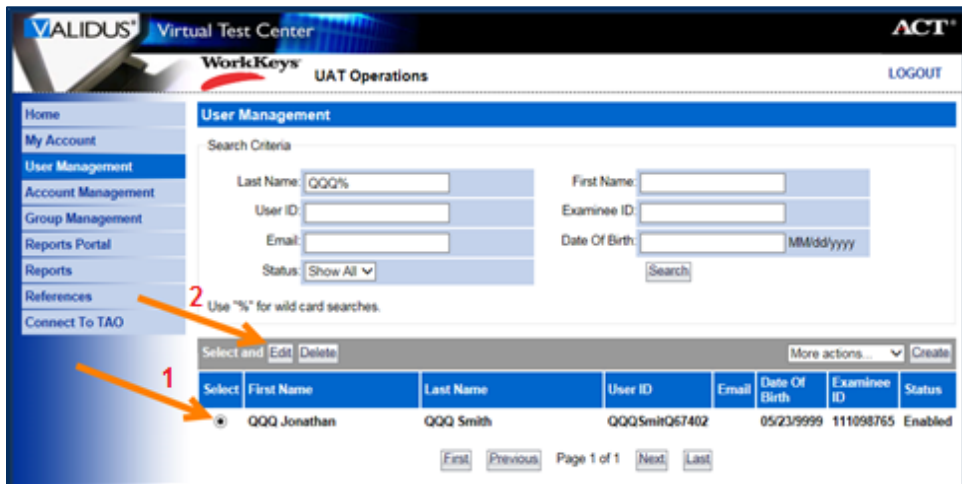
8. Instruct your examinee to select the now active **Proceed** button on their screen and resume taking their test. The timer will restart at the point that it had stopped.

Procedure 2: Relaunching a Test via Validus VTC

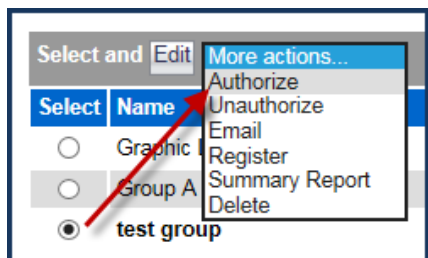
1. At the proctor’s computer, while logged into Validus VTC, choose **User Management** from the left-side navigation menu.
2. Enter the examinee’s last and first names into the appropriate fields, then **Search**.

*Note: You can also enter the first few letters of the examinee’s name followed by a wildcard character (%) to represent the remaining letters. This will create a list of all names that begin with those letters.*

3. Select the radio button to the left of the examinee’s name. (If there is more than one result shown, make sure you select the correct account.) Then, select the **Edit** button.



4. At the top of the Edit User page, choose the **Registration** tab on the gray menu bar.
5. From the list of tests, select the radio button for the test to be relaunched. The Status column message should show “In-Progress (requires authorization)”.
6. Choose **Authorize** from the “More actions...” drop-down menu.



7. At the examinee computer, instruct your examinee to select the **Relaunch** button next to the interrupted test and resume taking their test. The timer will restart at the point that it had stopped.