



WorkKeys Internet Version Frequently Asked Questions

The frequently asked questions below refer often to the Quick Start Guides. The Quick Start Guides are located at www.act.org/workkeys/reference.

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

When your Internet Version Testing site information was emailed to you we included a link to **WorkKeys Administrator Training Modules**. You should complete the modules, beginning with Module 1. Module 1 is a Quick Start Guide that covers most of the basic functions. The training modules also include links to our training site. By using the training site for administrator practice, your site is not charged and nothing is recorded in the database. If you didn't receive the link or need access to it call 800/967-5539 and we can send it to you.

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. Call 800/967-5539 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 point there is a charge for that test. If the examinee exits the test before seeing the first item, (exits during the tutorial) your site is not charged for that test.

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

A Site Administrator or Proctor can conduct a search by doing the following:

- Select User Management on the navigation menu.
- Enter the examinees' last name
- Click search

or

- 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.

or

- You can also conduct a search by last name by leaving the boxes empty and clicking search. Note that there may be several pages to scroll through to find the name.

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

There are three ways to find a password.

- An administrator with the Password Manager role can use the Security Tab to see a password or change a password. See the Password Manager Quick Start Guide.

or

- An administrator with the User Manager role can use the s Examinee option located on the User Manager page under More Actions. See the Export Examinee Quick Start Guide.

or

- 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.

What does Account Disabled mean?

If an examinee enters their User ID or Password 5 times in a row incorrectly the account will become disabled. A person with the Account Manager role can enable the account.

You might consider giving the Account Manager role to a Proctor. The Proctor role does not allow for resetting a disabled account. A Proctor with the Account Manager role can also have a new password emailed to an examinee that can't remember their password. See the **Quick Start Guide for Account Manager** for more information.

The examinee is using the correct User ID and Password but they still can't log in.

This may happen if you are using the wrong URL or the role of "Examinee" wasn't checked when creating the registration. Be sure you are using the URL that begins with https://testregistration. If the URL is correct, go to the administrator's realm, click on User Management and search for the examinees' registration. Select the examinee name and click edit. Click on the Roles tab at the top and 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 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. If your site is a WSP and the Financial Profile is not set, the test price will default to the highest WSP price.

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

You could authorize more than one test at a time but authorization to launch a test expires after 30 minutes. Most of the WorkKeys tests are 55 minutes long. The authorization to launch a second test would expire before the examinee finishes the first test. Remember, this is authorization to *launch* a test.

I authorized a test to be launched but the examinee showed up late and the authorization expired. What should I do?

If the examinee has not launched the test yet and the authorization expires you can authorize the test again when ready.

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

You do **not** need to create a new registration. Use the following directions:

- Search for the examinee in User Management
- Select the name and click edit
- Click 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 list by logging in with their User ID and password and on the page listing their tests, choose select a new title. They select the test and add. The administrator can authorize the test when ready.

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

It may be a problem with bandwidth. Ask a representative from your IT department to review the Technical Checklist available at <http://www.act.org/workkeys/tech/index.html>.

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

If it is less than one hour since the interruption, **always** authorize the test again and have the examinee refresh their screen to relaunch the test. If you need to start a new test the site will be charged for both tests. See the **Launching an Interrupted Test Guide** for more information.

How do I set up extra time for a test?

Extra time can be set by a User Manager.

- Select User Manager from the Navigation Screen
- Search for the examinee
- Click Edit
- Select the Registration tab at the top of the page
- Select the test
- Click Edit
- Select the time. Your choices are standard time, time and a half, double time, or three hours.
- Submit

Extra time can also be set up when creating a profile. See the **Profile Management Quick Start Guide**.

Does Barcode Management work with Express Score?

Not at this time.

What report should I give to the examinee?

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

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, however, reports from the Reports Portal will not be available until approximately 24 hours after testing. Occasionally Business Writing will take longer to score. If there is anything unusual about the test response it will be selected for hand scoring which could take more than 24 hours.

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 by group and access reports from the Reports Portal by group.

Activities using Groups	Description	Related Quick Start Guide
Create a group	Once a group is created you can add examinees to the group as you create a registration or search for examinee registrations to add to the group.	Group Management
Add tests to group	Add tests to all examinee registrations in the group by adding tests to the group instead of searching for each individual. You can also set the Financial Profile by group instead of by individual.	Group Registration
Authorize the group	Authorize the group to take a test instead of authorizing each individual.	Group Authorization
Request reports by group	Group reports are available for: Individual Score Report Group vs. Profile Roster Report	Reports Portal: Individual Report, Reports Portal: Group vs. Profile, Reports Portal: Roster Report

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

Activities using Batch Load	Action	Description	Related Quick Start Guide
Entering Information	Follow the Guide to enter the required criteria, enter more information if desired	First name, last name, month of birth, day of birth, and ID must be entered. You may enter information in any of the other columns as desired.* If you have information already in a spreadsheet you can cut and paste that information into the Batch Load Header File. Always follow the formatting directions in the Guide that you can access from the Batch Load screen.	Batch Load
Groups	Create a group and enter the Group ID	Enter the Group ID number on the spreadsheet and the individual registrations will be listed in the group when loaded. The ID number must be entered for each examinee for the desired function to apply.	Group Management Group Registration Group Authorization
Profiles	Create a Profile and enter the Profile ID	When you create a profile you are creating a template with a specific list of tests. Adding the Profile ID to the spreadsheet will assign the tests in that profile to the individual. The ID number must be entered for each examinee for the desired function to apply.	Profile Management

*It is helpful to create the passwords before loading. Due to security measures regarding personal information, it is difficult to get a specific list of passwords. By entering passwords on the spreadsheet you will have a file with all of the passwords available to you if needed. (See **Password Management**)

Batch Load tip: When preparing an Excel file for Batch Load be sure to format all of the cells as TEXT and save the entire file as a .csv file.

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

The test session will be terminated. If the first live item was seen, your site will be charged for that test. The examinee will need to start a new test.

Always call 800/967-5539 (available 24 hours a day) if you have any questions or problems while testing.