

## WorkKeys Internet Version FAQs

Why did this message appear?	Answer	WKIV Solutions
<b>“Account Disable” or “Incorrect User ID/Password”</b>	Your account has been inactivated, and this usually happens when a User unsuccessfully logs in three times in a row.	The site administrator or the ACT Administrator can enable the account via Account Management.
<b>“You are not authorized to access this application”</b>	The system does not have the examinee registered to take the WorkKeys assessments.	Check to be sure the “examinee” role has been selected for this registration.
<b>“Session expired”</b>	The term “session” refers to the Internet connection session which has been stopped (i.e. the testing workstation and the ACT server are no longer communicating with each another). It does not mean that the test itself cannot be restarted.	Instruct the examinee to exit the browser. Then the proctor can re-register and re-authorize the test. The examinee will be able to continue the test where he or she left off if the test is re-authorized within 60 minutes. If the test was not re-authorized within 60 minutes, a new test must be purchased.
<b>“We have detected network connection problems between your site and our servers, at this time the error is not critical.”</b>	There is a communication problem occurring.	The examinee may be able to continue their test. If he or she is unsuccessful, re-authorize the test as described above. The testing clock will be credited with the time lost.
<b>“Sorry, we have detected that your computer is consistently having trouble communicating with our servers. It is probably because of general networking errors. We apologize for this inconvenience but given this situation we cannot guarantee the timing of this assessment or the validity of the results and have no choice but to stop at this point. Please leave this message on the screen and contact your proctor for assistance.”</b>	The workstation and server are no longer in communication with each other.	Instruct the examinee to exit the browser, then re-authorize the test for launching, within 60 minutes. 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.

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Why did this message appear?	Answer	WKIV Tips
<p><b>“Sorry, we have detected that the system clock on your computer is out of synchronization with the clocks on our server computers. This situation could arise in several ways, your computer’s clock is not working correctly or some program running on your computer is changing clock settings. We recommend that you determine if there is a process on this computer that is changing clock times alternately you can re-start the assessment on a different computer.”</b></p>	<p>Clock issues may be occurring because of communication issues between the workstation and the server. It also may occur when a test-taker uses the Back, Forward, Refresh, F5 or selecting a URL from the browser history.</p>	<p>Verify that the examinee understands he or she cannot use those keys, then re-authorize the test and allow the examinee to launch and continue where he or she left off (if within 60 minutes). If the problem recurs, attempt to move the examinee to a different computer.</p>
<p><b>“Session terminated OR failed to pass launch security.”</b></p>	<p>This may be the result of using the browser navigation commands: Back, Forward, Refresh, F5, or selecting a URL from the browser history.</p>	<p>Re-authorize and launch test as mentioned above.</p>
<p><b>“We have detected an unrecoverable network communication problem between your site and our servers, at this time we have no choice but to stop your testing session.”</b></p>	<p>This message is the result of a communication problem occurring somewhere between the workstation and the server.</p>	<p>Re-authorize and launch the test as mentioned above. If more than 60 minutes elapse, a new WorkKeys test must be created for the examinee. If the test does not launch in less than 60 minutes, call Technical Support at 800/WORKKEY (967-5539).</p>

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Questions	Answers	WKIV Tips
<b>Why can't the examinee see a "launch" button?</b>	The site administrator or proctor must authorize a test up to 30 minutes before the examinee launches the test. The examinee probably did not attempt to launch during that 30-minute period.	The administrator or proctor can register and authorize the test again as needed. There is no charge for restarting the same test.
<b>What if I click on "Instant Report" and nothing happens?</b>	If an Instant Report screen didn't open, you may have pop-up blockers on.	Go to "Tools" on the Internet Explorer toolbar and click on "turn off pop-up blockers."
<b>What should I put in the "ID" field on the Edit User page?</b>	The ID field in the Personal Information Section on the Edit User page refers to the ID number of the examinee (e.g., student ID).	User is to input his or her student ID number in this field.
<b>What if I click on "Instant Report" and nothing happens?</b>	If an Instant Report screen didn't open, you may have pop-up blockers on.	Go to "Tools" on the Internet Explorer toolbar and click on "turn off pop-up blockers."

## Tips for WorkKeys Internet Version

Activity	Tip
<b><i>Searching for Users</i></b>	To show all records in your realm, go to User Management, leave all boxes empty and click Search. % is the wild card for all searches. For example:  "%Mc" in the Last Name field will bring up a list of all Users with Mc at the beginning of their last names.
<b><i>List All Realms</i></b>	On the home page, "List All Realms" will show all realms (sites) to which your account has access. You may link to those realms from this page.
<b><i>Creating User IDs</i></b>	There are two ways to create User IDs. You can: (1) create the User yourself by typing it in the field or (2) select the "Generate ID" button and the system will create it.
<b><i>Edit User Fields</i></b>	There are five fields mandatory fields on the Edit User page when setting up any user account. They are User ID, Password, First Name, Last Name, and Examinee ID. The "Security Question" is never required at any point during the interface.
<b><i>Roles</i></b>	An Administrator can create Users with roles (access) equal to or less than the roles/access the administrator has. (See the Users Guide for more information about the different levels of access that can be assigned.)