

ACT® WorkKeys® Online

Frequently Asked Questions

Getting Started

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

Follow the instructions to complete all of the required WorkKeys Proctor Training.

I want to practice proctoring a test, etc. How can I do this?

To practice the procedure for administering a test, you may use the training realm provided in the training information. [Contact Catalyst Learning](#) for information about gaining access to the training realm.

How do I confirm the testing computers /workstations are ready before starting testing?

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?

Catalyst Learning will create and register all users for your organization.

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

A 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://rsp.act.org/#####>.

If the URL is correct, go to the proctor'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 Catalyst Learning at (502) 584-7337 or ACT at 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 re-enable the account. The Account Manager role can also have a new password emailed to an examinee that can't remember their password.

As Proctor, you should have permission to reset a disabled account. If you have any problems, contact Catalyst Learning at (502) 584-7337.

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. Catalyst Learning will create your groups, register your examinees, and provide you with all the information. You will then authorize tests by group, instead of individually.

Activities Using Groups	Description	Related Quick Start Guide
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>

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 you are offering.

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 launch 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?

Contact Catalyst Learning at (502) 584-7337 for information on additional testing.

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, re-authorize the test for launching. If this is done, the examinee should be able to continue the test where they 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 they 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 FS 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 FS button, or uses browser navigation commands (Back, Forward, or Refresh.)

Verify that the examinee understands they cannot use those keys, then reauthorize the test. Allow the examinee to launch and continue where they 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.

Catalyst Learning will provide all test results and reports to you.

The examinee has completed their test on TAO but they are still showing as "processing" in Validus.

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

Contact Us

Always contact Catalyst Learning if you have any questions or problems while testing

Phone: 502.584.7337

Email: support@catalystlearning.com

If Catalyst Learning cannot resolve your issue, you may be referred to ACT Customer Care:

Phone: 800.967.5539

Email: workkeys@act.org