## Purpose

This document describes how to use the Validus Virtual Test Center (VTC) to:

- Create an ACT WorkKeys online testing account for a single examinee; and

- Create ACT WorkKeys online testing accounts for multiple examinees using a batch loading process.

## Important Update

IMPORTANT: All Ohio Schools and Districts must include a student's SSID (9-digit unique student identifier) as the Examinee ID in the employee ID field during the assessment registration process in order to be reimbursed by ODE. To the extent a School or District fails to include a student's SSID, Customer shall be solely responsible for paying ACT.

## System Specifications

For examinee computers, the supported internet browsers to use are **Chrome** (for Windows OS) or **Firefox** (for Windows OS or MACs OS). The ACT WorkKeys assessments will **not** launch from **Internet Explorer (IE)**. The examinee will get the following error message if attempting to launch from the IE browser.

> - Error(4): The browser or operating system you are using does not comply with minimum requirements.

See the *TAO User Guide* for instructions on how to check for these requirements.

Reference the latest *WorkKeys Online Technical Specifications* to confirm that your computers (workstations) meet the minimum technical requirements.

## Process Overview

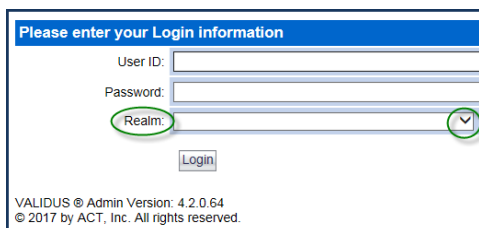| Procedure | Title |
|---|---|
| 1 | Create an Account for a Single Examinee |
| 2 | Create Accounts Using Batch Load |

## Procedure 1: Create an Account for a Single Examinee

Follow the steps below to create a secure examinee account for online testing.

1. On the proctor's computer, enter the url for your testing realm, which will look similar to the example shown below. This can be found in the email you received with realm information.
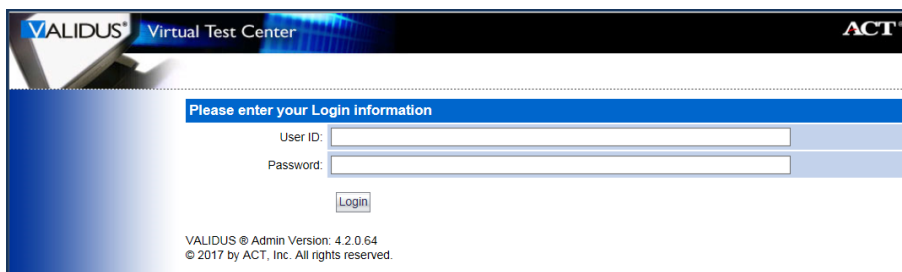
   *https://vtc.act.org/123456789 (The number after the last slash represents your site's realm number.)*

   *Incorrect Results: You will know that the url you used for your desired realm was **incorrect** if you see the **User ID** and **Password** with a **Realm** drop-down menu. Re-enter your correct realm url and try again.*



   *Correct Results: Fields for only entering a **User ID** and **Password** should appear for you to log into the Validus Virtual Test Center (VTC) system.*
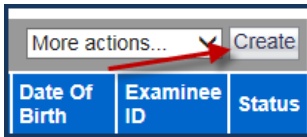


2. Enter your proctor **User ID** and **Password** and then select the **Login** button.

   *Results: Your realm's "Home" page should appear on screen.*

On the left side of the page, select the **User Management** navigation menu item.



On the right side of the page, select the **Create** button.



*Results: A "Create User" page will appear. There are more fields in the form than what is shown below.*

*Note: Required fields are indicated with an asterisk (*).*

3. Fill in **all** required fields for the examinee. Here is information you need to know about certain fields.
   a. **First Name**
      - This needs to be the examinee's actual first name, which may not necessarily be the name the examinee goes by. Use appropriate case so the examinee's name can display correctly on future certificates.
      - Keep in mind that when examinees arrive to take the test, they will need to present a photo ID. The name on the account needs to match the name on the photo ID. Slight variations are allowed, such as "Dave" instead of "David."
      - If an examinee earns an ACT® WorkKeys® National Career Readiness Certificate® (ACT® WorkKeys® NCRC®), the name printed on the certificate will be the same as the name listed on this account.
      - This is **one of the five (5) match criteria** used to produce the ACT WorkKeys NCRC. **It's critical that the same first name be used on all of the examinee's ACT WorkKeys tests**.
   b. **Last Name**
      - As with the first name, the examinee name on the account needs to match the name on the photo ID and should be in appropriate case.
      - If an examinee becomes eligible to earn an ACT WorkKeys NCRC, the name printed on the certificate will be the same as the name listed in this account.
      - This is **one of the 5 match criteria** used to produce the ACT WorkKeys NCRC.
   c. **Examinee ID**
      - IMPORTANT – OHIO POLICY: **All Ohio Schools and Districts must include a student's SSID (9-digit unique student identifier) as the Examinee ID in the employee ID field during the assessment registration process in order to be reimbursed by ODE.**
      - This is **one of the 5 match criteria** used to produce the ACT WorkKeys NCRC.

4. Although not marked (with an *) as being required, we *highly recommend* that you enter the following information.
   a. **Date of Birth**
      - The **birth month** is **one of the 5 match criteria** used to produce the ACT WorkKeys NCRC.
      - The **birth day** is also **one of the 5 match criteria**.
   b. **User ID**
      - The User ID you create is what the examinee will use to log in and take the tests.
      - The User ID must be a **minimum** of 3 characters long. It may be a combination of letters and/or numbers and is not case sensitive
      - You may either select the **Generate ID** button or create your own User ID unique to the examinee. The Generate ID button only works if the last name and first name fields have been populated.
      - We suggest creating a User ID that is easy to remember, such as the examinee's email address or the examinee's last name and first initial of the first name, followed by a number.
      - Do **not** use the examinee's driver's license number, Social Security Number (SSN), or any number that contains a portion of the SSN.
      - Once a User ID has been entered into the system, it is **permanent**. It **cannot** be changed or duplicated. This applies to the entire Validus system, not just your site's realm.

CREATE EXAMINEE ACCOUNTS

c. **Password (and Confirm Password)**
  - The system can generate a password for the examinee, but we recommend that you create one. The examinee can change it later if desired.
  - The password is **case sensitive**.
  - The password can be a combination of letters and/or numbers.
  - The password must be a **minimum** of 6 characters and a **maximum** of 30 characters long.

*Note: You may fill in more information if preferred, but it's not required. The examinee will need to review and confirm any information prior to launching the test. But remember, the User ID cannot be altered.*

5. Review your selections and entries. When you are confident that the information is accurate, select the **Submit** button at the bottom of the form.

   *Results: The "Roles" page appears. See the tabs at the top of the page: User, Security, Roles, Registration, and Group. The Roles tab is highlighted after selecting.*



6. ONLY select the box next to the **Examinee** role so that a check mark appears in that box.

7. Select the **Submit** button to save that selection.

   ***IMPORTANT!*** *If you do **not** choose the Submit button, the Examinee role will not become activated and the examinee will not be able to login to take the test. Instead, the examinee will receive an error message trying to login to the testing site. If this occurs, you will need to go back into the Roles tab of the examinee's user account in Validus to add the Examinee role.*

   *Result: The registration page appears.*

## Procedure 2: Create Accounts Using Batch Load

Follow the steps below to create ACT WorkKeys online testing accounts for multiple examinees using a batch loading process. Using the batch load process, not only can you create a batch of examinee accounts, but you can automatically load them into group(s) and/or testing profile(s) as part of the process.

### Prerequisites

To perform this procedure, you must:

- Have your testing realm and login information as previously provided to you by ACT
- Be assigned either the "Batch Load" or "Batch Load Admin" role within Validus VTC
- Have a program or tool that can unzip .zip files (if not built into your operating system)

The following Validus VTC functions may be used in conjunction with batch load, but must be performed before the batch load process:

- Creating a Group: A group is a collection of examinees, used to register and/or authorize examinees all together instead of working with accounts individually. You can include one or several existing Group IDs as a column within your batch load spreadsheet.

  *Note: If used, a Group ID number must be entered for every examinee in the spreadsheet for this function to apply.*

  *IMPORTANT! It is strongly recommended that you limit any Group's size to less than 100 records. Groups over 100 records may run into issues with the batch loading process and with generating reports after testing.*

- Creating a Profile: A profile is a template with a specific list of tests attached; these profiles can be used to assign that series of tests to an examinee upon batch load. You can include a Profile ID as a column within your batch load spreadsheet.

  *Note: If used, a Profile ID number must be entered for every examinee in the spreadsheet for this function to apply.*

## Step 1: Download the Batch Load Header File

1. While logged into Validus VTC, choose **User Batch Load** from the left-side navigation menu.

2. On the right side of the Batch Load Search page, select the **Create** button on the gray taskbar.

3. On the Batch Load Users page, select the **Guide** button. This will provide detailed instructions on working with your batch load file(s) as well as the values and formats that are allowed while entering data into your file.

   *Note: A large portion of this guide is a collection of the allowed values for FIPS State/County of Residence—which is filled out by the examinee, not you—so this section may be ignored.*
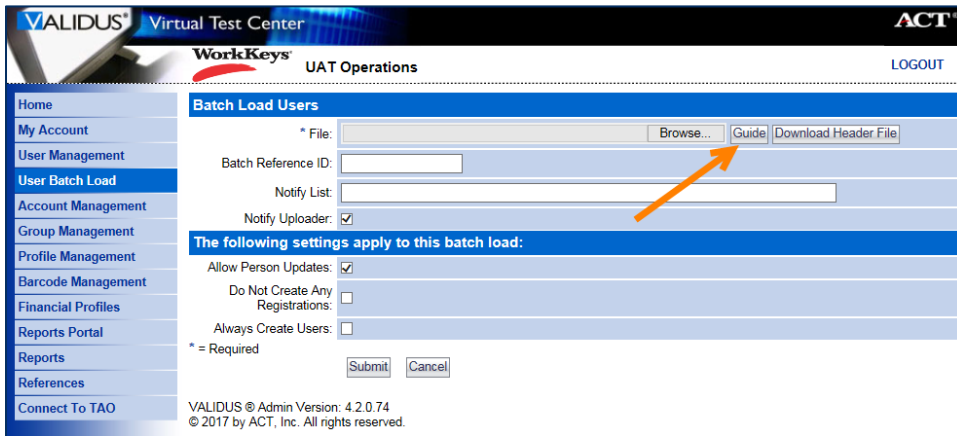


4. On the same page, now choose the **Download Header File** button.

5. Select **Save As** on the download pop-up and navigate to the location on your computer where you would like to save and work with the file.

   *Note: The file should show as a comma-delimited (.csv) spreadsheet; this must stay the same, though you are free to change the file name to something more meaningful than its default.*

6. Find the file's location on your computer and **Open** it.



*Result: The Header File is simply a spreadsheet (Excel) document with column headings, referred to as the header row. These will guide you in entering your examinee data. Field names will automatically match up to Validus VTC when uploading the file later.*

## Step 2: Prepare the Batch Load Data File
*IMPORTANT!*

- *The file must remain a comma-delimited (.csv) file in order to be uploaded.*
- *All cells of the data file must be formatted as "Text" regardless of contents.*

1. Format all cells of the data file to be "Text".

   a. **Ctrl+A** to select the entire spreadsheet.

   b. Right-click anywhere within the spreadsheet, then select **Format Cells**.

   c. On the **Number** tab, highlight **Text** from the Category list, then **OK**.

2. Enter data into the four required fields, at minimum:

   *IMPORTANT! It is critical that all five values for ACT WorkKeys NCRC "match criteria" be used consistently over all of an examinee's ACT WorkKeys tests (online or paper).*

   - First Name, Last Name
     - Must match the photo ID the examinee presents when they arrive for testing
     - If earned, will be printed on the examinee's ACT® WorkKeys® National Career Readiness Certificate® (ACT® WorkKeys® NCRC®)
     - Two of the five "match criteria" used for the ACT WorkKeys NCRC

   - Examinee ID
     - Column labeled "employeeId" in the data file's header row
     - IMPORTANT – OHIO POLICY: **All Ohio Schools and Districts must include a student's SSID (9-digit unique student identifier) as the Examinee ID in the employee ID field during the assessment registration process in order to be reimbursed by ODE.**
     - Third of the five "match criteria" used for the ACT WorkKeys NCRC

   - Group ID
     - Required only if using the Groups function (see "Prerequisites" on page 6)
     - Must have at least one Group already created (in order to have a Group ID value)

3. Enter data into the four suggested fields, if applicable:

   - User ID
     - Column labeled "userName" in the data file's header row
     - A combination of letters, numbers, and some symbols, 3–100 characters long
     - White (blank) space is prohibited
     - These three symbols are prohibited characters: > < "
     - **Do not use** an examinee's driver's license number, Social Security number (SSN), nor any number that contains a portion of the examinee's SSN

*Note: Once a User ID is in the system (entered or uploaded) it cannot be changed or duplicated. This is a unique identifier for that person's account, across the entire Validus system (not just your site's testing realm.)*

- Password
  - o Though the system can generate passwords, we recommend that you create them first; examinees can change them later, if desired
  - o Case-sensitive
  - o A combination of letters, numbers, and some symbols, 6–30 characters long
  - o White (blank) space is prohibited
  - o These three symbols are prohibited characters: > < "

- Date of Birth
  - o An 8-digit birth date with slashes; e.g., 06/20/2000
  - o Business sites should enter "9999" for the birth year
  - o Birth day and birth month are the last two "match criteria" used for the ACT WorkKeys NCRC

4. Fill in any additional optional fields, following the allowed values and formats as stated in the Batch Load Guide.

   *Note: Examinees will be required to review all information you are assigning to their account (as well as complete any missing information) prior to launching a test.*

5. Delete any unused columns (without entered values) within the spreadsheet; your .csv file will not load if it contains any unused columns.

6. Make sure the file format remains a comma-delimited (.csv) file when you save and close, else your file will not load into Validus VTC.

## Step 3: Upload the Batch Load Data File

1. On the Batch Load Users page, select the **Browse** button.



2. Find your .csv data file and **Open**.

3. Back on the Batch Load Users page, check the applicable boxes under "The following settings apply to this batch load":

- Allow Person Updates: Check.

- Do Not Create Any Registration: Leave unchecked.

- Always Create Users: Check **if** you created your own User IDs in the spreadsheet; **else**, leave unchecked for the system to automatically create unique User IDs.

4. Select the **Submit** button.

5. On the Batch Load Search page, the file you just loaded is at the top of the list. Continue to select the **Refresh** button until the Status of your file shows as "Processed".



*Result: Your examinee records are uploaded. The value under "Total Success" indicates the number of accounts created. If "Total Received" and "Total Success" values do not match, continue to Step 4.*

## Step 4: Access the Load Reports Files

If "Total Received" and "Total Success" values do not match, this means that some records in your batch load file did not upload and result in created accounts. You will need to download and access the load reports files (the Invalid Rows and Log files) to determine why.

- The Log file will indicate the type of errors the system encountered with your file.
- The Invalid Rows file will contain only those records (rows) that did not load. You will need to correct the errors found (per the Log file), resave this file under a different name, then repeat the upload process.

*Note: Since both load reports files contain Personally Identifiable Information (PII), they are both encrypted and compressed. To unzip and open the files, you will need a program or tool on your computer that can unzip .zip files (if not built into your operating system).*

1. Select the radio button to the left of your recently uploaded file, then choose "Download Invalid Rows File" from the **More Actions…** drop-down menu.
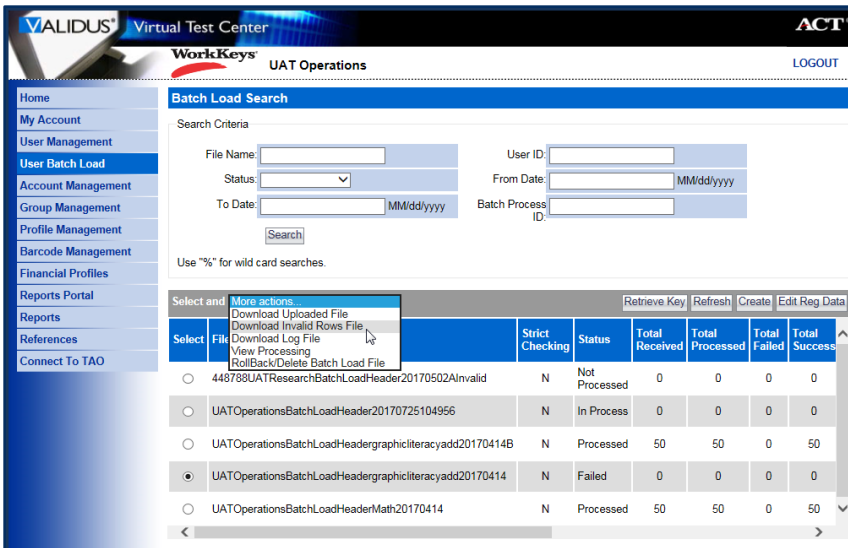
2. Save this file to your computer when prompted, then open it from its saved location.

3. Unzip the file using the zip tool or software installed on your computer. Starting this process should prompt a pop-up to ask for a password.
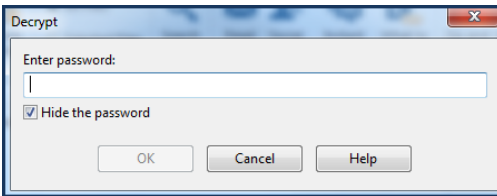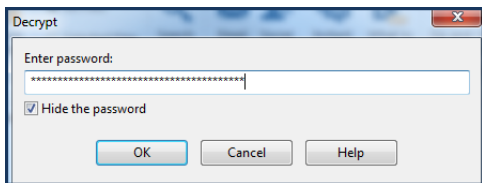


4. Back on the Batch Load Search page, with the radio button for your active file still selected, select the **Retrieve Key** button.
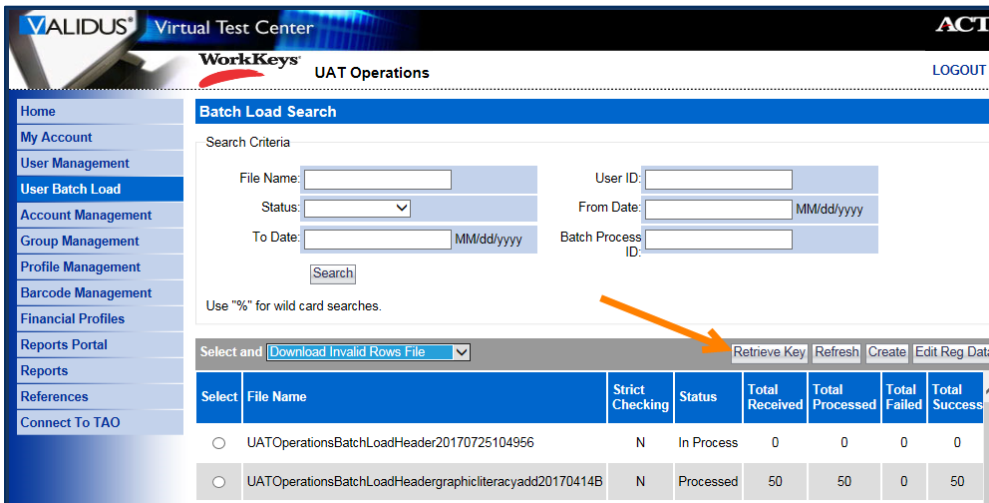


5. Enter your personal login password for Validus VTC when prompted.

6. Copy the "Current Key" that appears.

   *Note: This key changes every month.*

7.  Paste the key into the "Enter password" field of the pop-up box and select **OK**.



8.  Continue unzipping and opening the Invalid Rows file. The file displayed will contain only those rows that have not loaded to Validus VTC.



9.  Repeat steps 1 through 8, instead choosing the "Download Log File" from the **More Actions…** drop-down menu.

Reference the errors outlined in the Log file to correct the records in the Invalid Rows file.

> *Note: The LINE NUMBER of the Log file corresponds to the row number in the Invalid Rows file.*
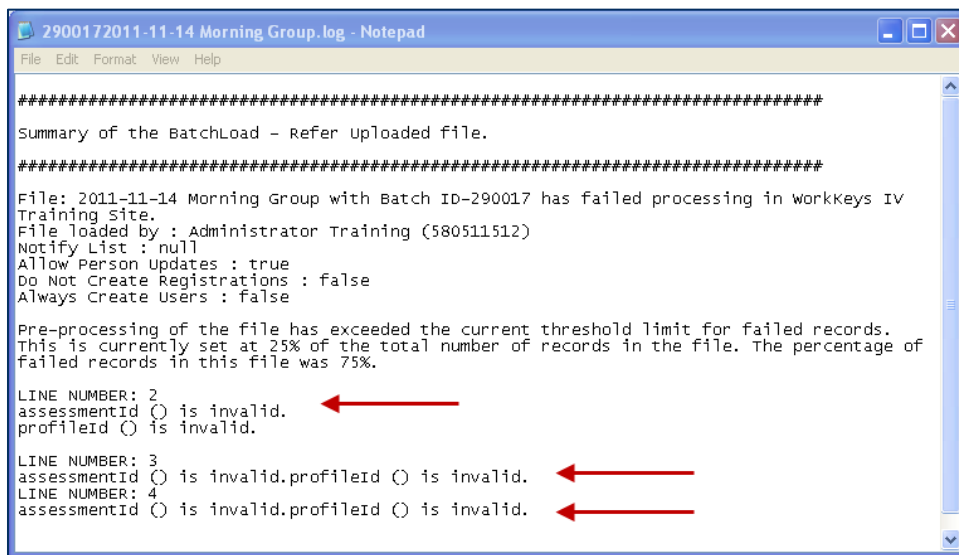


10. Once you have addressed all errors, save the Invalid Rows file under a different file name.

> *IMPORTANT! Make sure that you save this supplemental batch load file in .csv file format, while following all other steps and rules under Step 2: Preparing the Batch Load File.*

Using this new .csv file, follow the steps of Step 3 once more to upload your remaining examinee records and create their accounts.

## 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*.