



Account Management Quick Start Guide

Account Management is used to reset a disabled account, lock an account, and to send a new password to an examinee. The term “account” refers to a persons access to WorkKeys Internet Version. If an examinee attempts to log in 5 times in a row incorrectly, the examinee receives an error message stating “Account is Disabled”. An administrator with the Account Management role can enable their account. If an examinee can’t remember their password, an Account Manager can log in and reset the password. An email will be sent to the examinee with the new password. Account Managers can also lock an account if they don’t want a User to have access to WorkKeys Internet Version. The Account Manager role can be assigned by a Site Administrator to a Proctor or another Site Administrator.

Begin on the **WorkKeys Internet Version administrator site**.

Your **Administrator Realm** should be similar to the following URL:

<https://testadministration.org/vtcadmin/goRealmLogin.do?realm=your realm number here>

Only a **Site Administrator** can use the **Account Management** feature.

- **Log In:** User ID: Password:

- Click on the **Account Management** link located in the left-hand navigation menu.

The screenshot shows the WorkKeys Virtual Test Center (VTC) console. The left-hand navigation menu is visible, with the 'Account Management' link highlighted. A red arrow points to this link. The main content area displays a 'Welcome to VTC Console' message and a table with columns 'Select', 'Name', 'Description', and 'Realm ID'. The table is currently empty, with a message below it: '-- Please add favorite realm(s) by listing All Realms --'. The top of the page includes the 'VALIDUS Virtual Test Center' and 'WorkKeys Demo Site' headers, along with a 'LOGOUT' link.

- On the Account Management page, either enter a name(1) and click on the **Search** button or just leave the boxes empty and click the **Search(2)** button.

The screenshot shows the 'Account Management' page in the WorkKeys Virtual Test Center (VTC) console. The left-hand navigation menu is visible, with the 'Account Management' link highlighted. The main content area displays a 'Search Criteria' section with input fields for 'Last Name', 'First Name', 'User ID', and 'Examinee ID'. There is also a 'Status' dropdown menu set to 'Show All'. A red arrow points to the 'Search' button, which is labeled with a red '2'. Another red arrow points to the 'Last Name' input field, which is labeled with a red '1'. Below the search criteria section is a table with columns 'Select', 'Last Name', 'First Name', 'User ID', and 'Status'. The table is currently empty, with a message below it: '-- Please search for a name --'. The top of the page includes the 'VALIDUS Virtual Test Center' and 'WorkKeys Demo Site' headers, along with a 'LOGOUT' link.

- Click in the circle in the **Select** column next to the examinee's name (1).
- Click on the **Enable** button (2).

To Lock or Unlock an Account:

- Click on the **Account Management** link located in the left-hand navigation menu.

- On the Account Management page, either enter a name(1) and click on the **Search** button or just leave the boxes empty and click the **Search**(2)button.

- To lock or unlock an account **Select** the name on the account you want to lock or unlock. Click on **Lock (or Unlock if unlocking)**.

VALIDUS Virtual Test Center WorkKeys Demo Site LOGOUT

Account Management

Search Criteria

Last Name: First Name:

User ID: Examinee ID:

Status:

Use "%" for wild card searches.

Select and

Select	Last Name	First Name	User ID	Status
<input type="radio"/>	Account	Test	Testaccount11	Locked

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To Reset a Password:

- Click on the **Account Management** link located in the left-hand navigation menu.

VALIDUS Virtual Test Center WorkKeys Demo Site LOGOUT

Welcome to VTC Console

Welcome to the WorkKeys Internet Version.

17080732 is your Realm ID.

Select	Name	Description	Realm ID
-- Please add favorite realm(s) by listing All Realms --			

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- On the Account Management page, either enter a name(1) and click on the **Search** button or just leave the boxes empty and click the **Search(2)** button

VALIDUS Virtual Test Center WorkKeys Demo Site LOGOUT

Account Management

Search Criteria

Last Name: First Name:

User ID: Examinee ID:

Status:

Use "%" for wild card searches.

Select	Last Name	First Name	User ID	Status
-- Please search for a name --				

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- To generate a new password **Select** the name on the account. Click on **Reset Password**. A new password will be sent to the examinees' email if the examinee has provided his or her email address in their registration.

The screenshot shows the 'Account Management' section of the VALIDUS Virtual Test Center. The left sidebar contains a menu with options: Home, My Realm, My Account, User Management, Account Management (highlighted), Group Management, Profile Management, Barcode Management, PNP Site Management, Financial Profiles, Assessment Management, Reports Portal, Global User Search, and References. The main content area has a search criteria section with fields for Last Name, First Name, User ID (containing 'Testaccount11'), and Examinee ID. Below these is a 'Search' button and a note: 'Use "%" for wild card searches.' A table below the search section has columns: Select, Last Name, First Name, User ID, and Status. The table contains one row with 'Testaccount11' and 'Locked' status. Above the table, there are buttons for 'Select and', 'Enable', 'Lock', and 'Reset Password' (circled in red). At the bottom, there are pagination controls: 'First', 'Previous', 'Page 1 of 1', 'Next', and 'Last'.