Deleting an Account

In this document

This document contains information used by a site administrator to delete a WorkKeys Internet Version (WKIV) account.

When to use this document

Use this document when you need to delete a WorkKeys Internet Version (WKIV) account in the Validus system. For example, an account may need to be deleted if an incorrect User ID was created and saved. This applies to examinee, proctor, and additional site administrator accounts.

IMPORTANT:
- **Once an account includes a test that has been launched, it is NOT to be deleted. If you try to delete the account, you will receive the following message: "ERROR: User cannot be deleted."**
- **If you want to delete an account that has only "Pending" test registrations, the test registrations will need to be deleted (under the Registration tab) before you can delete the account.**

Procedure: Deleting an Account

Follow the steps below to delete a WorkKeys Internet Version account.

1. On the administrator's computer, log in to the Validus VTC (Virtual Test Center) system with your User ID and password. The URL will look similar to the ones shown below. If a login page with a realm drop-down menu appears, you will need to enter your URL again. Only space for a User ID and a password should appear.

    https://vtc.act.org/<your site's realm number>   e.g., https://vtc.act.org/123456789

2. On the left side of the page, click on **User Management**.

   Note: The screens that appear on your computer may appear slightly different than those shown in this Quick Start Guide.
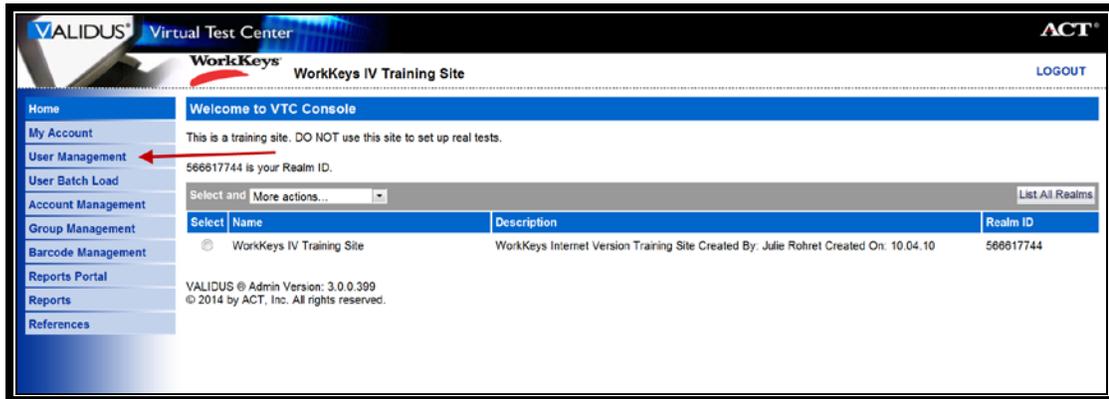
3. Enter the examinee's last name and first name. (If you prefer, you can enter the first few letters of the examinee's name and then the % sign. This will bring up all names that begin with those letters.)
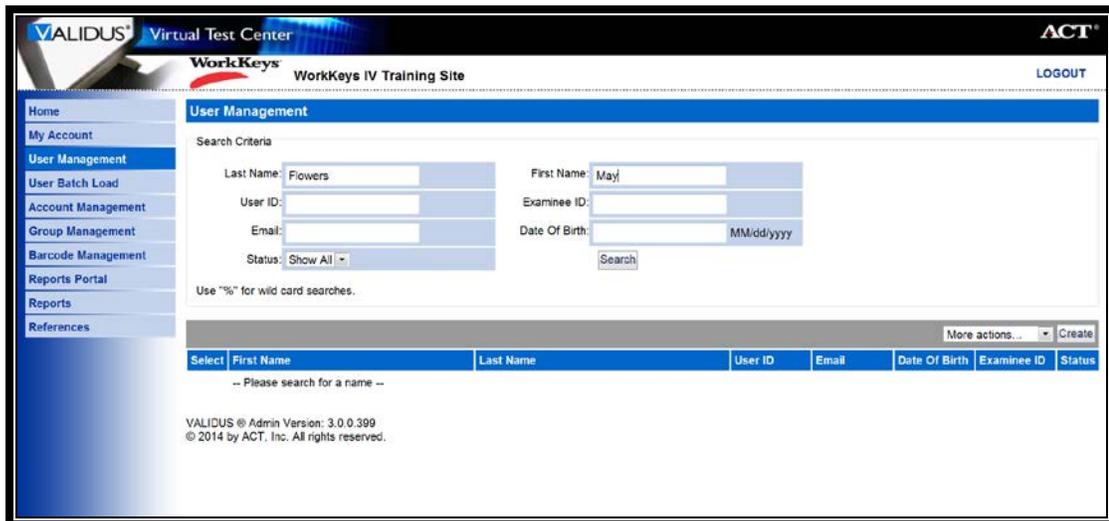
4.   Click the **Search** button.
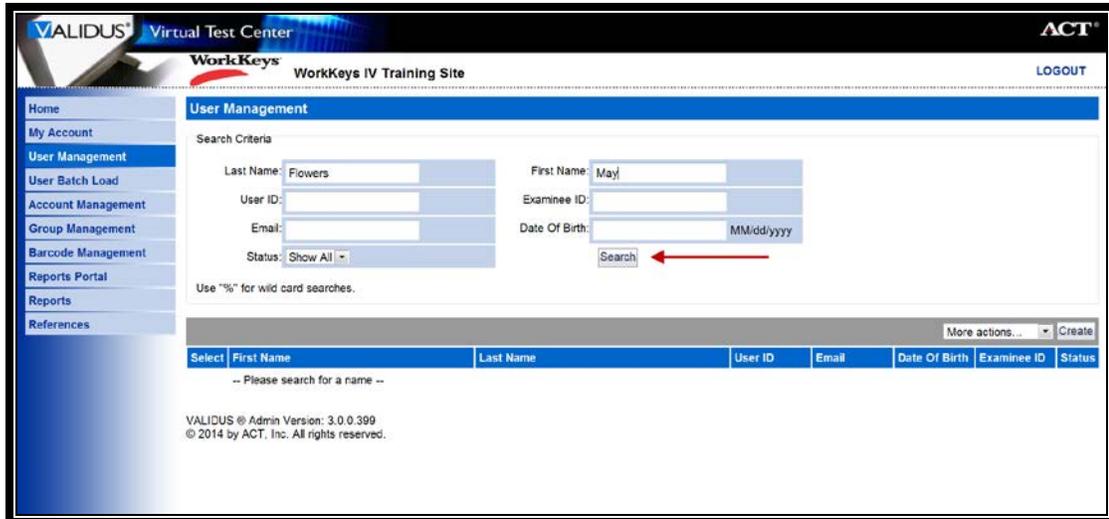
5.   Click the radio (circle) button to the left of the examinee's name. If there is more than one name shown, make sure you select the correct record.
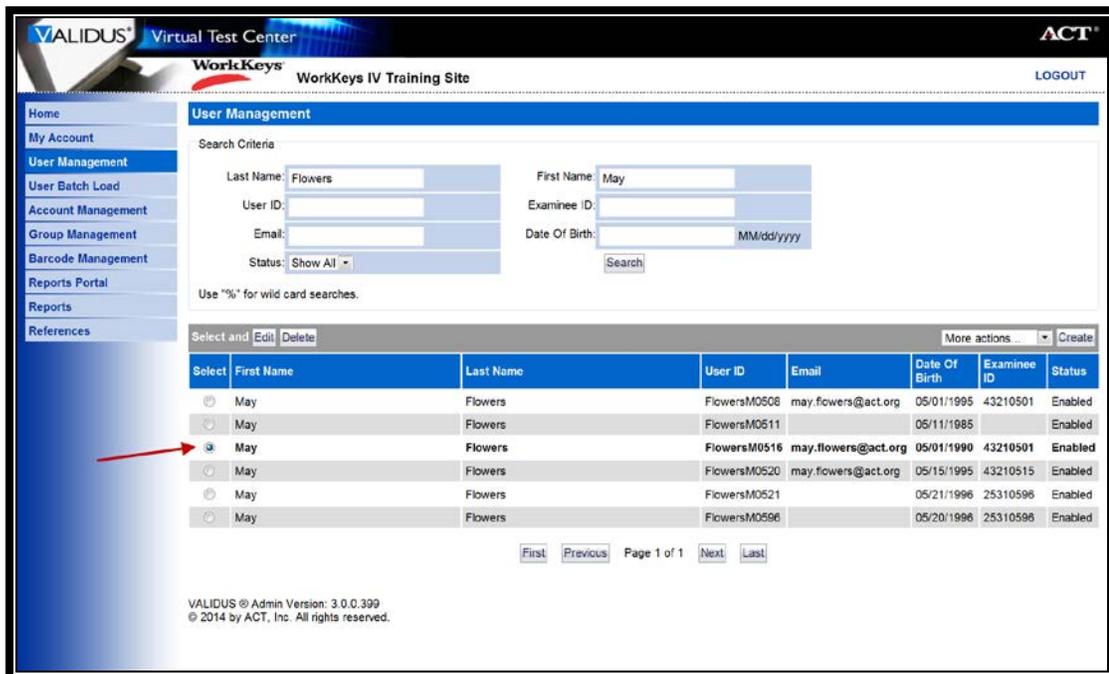
6.   Click the **Delete** button.
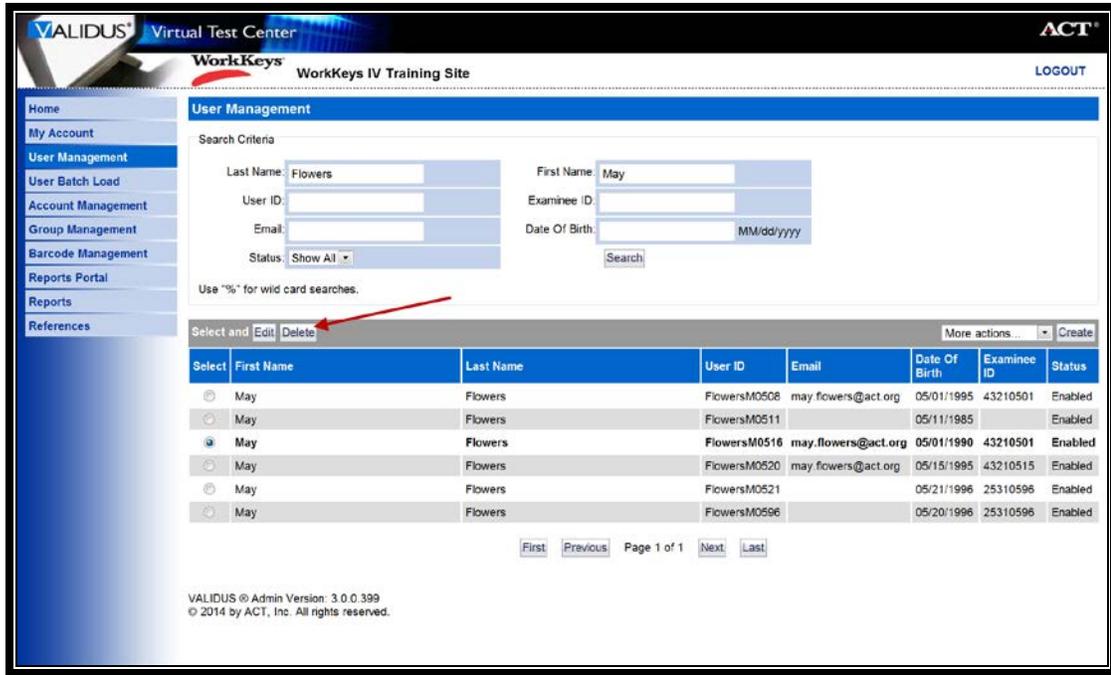
7.   You will see a pop-up window with a question about deleting the selected item(s).
      Click the **OK** button. (If you do not want to delete this account, click the **Cancel** button.)
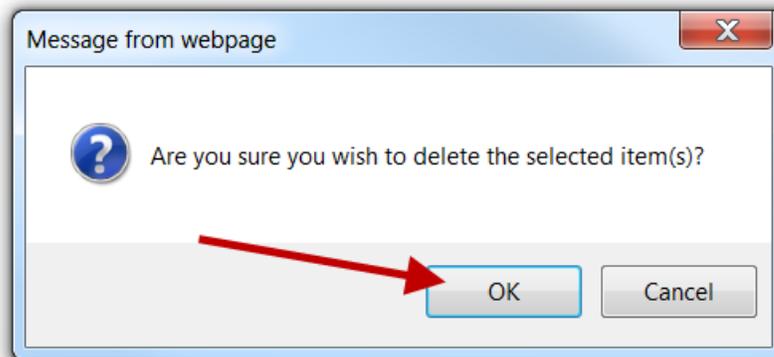
8.   The account has now been deleted. If you are finished, click **Logout** at the top right-hand corner
      of the page.