

Looking Up a Password

In this document

This document contains information used by site administrators and proctors to look up a WorkKeys Internet Version user's password.

When to use this document

Use this document when an examinee doesn't remember his or her password to access the RSP system.

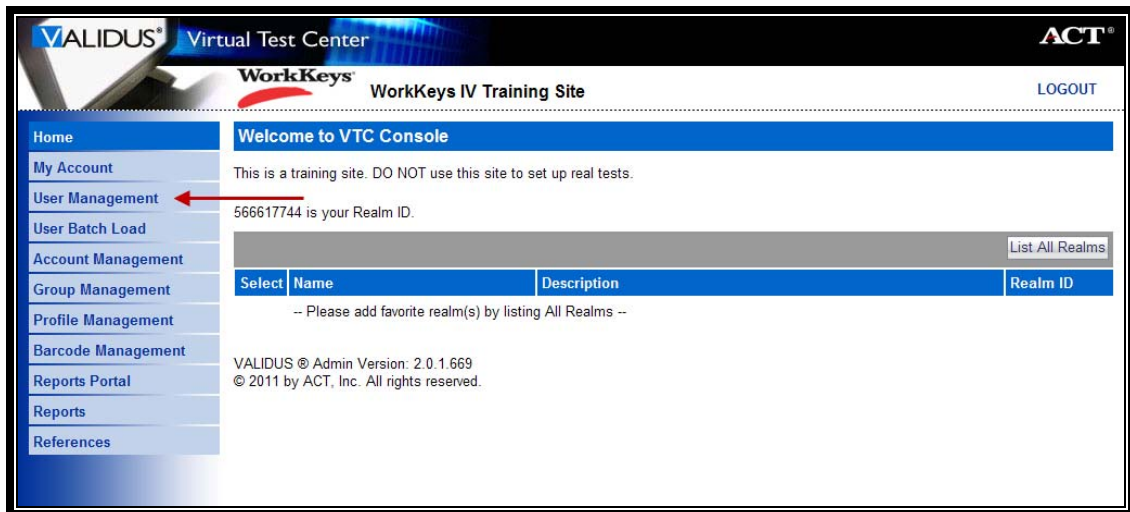
Procedure: Looking Up a Password

Follow the steps below to look up an examinee's password.

1. Log in to the Validus system with your User ID and password. The URL will look something like this:

<https://vtc.act.org/<your site's realm number>>

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



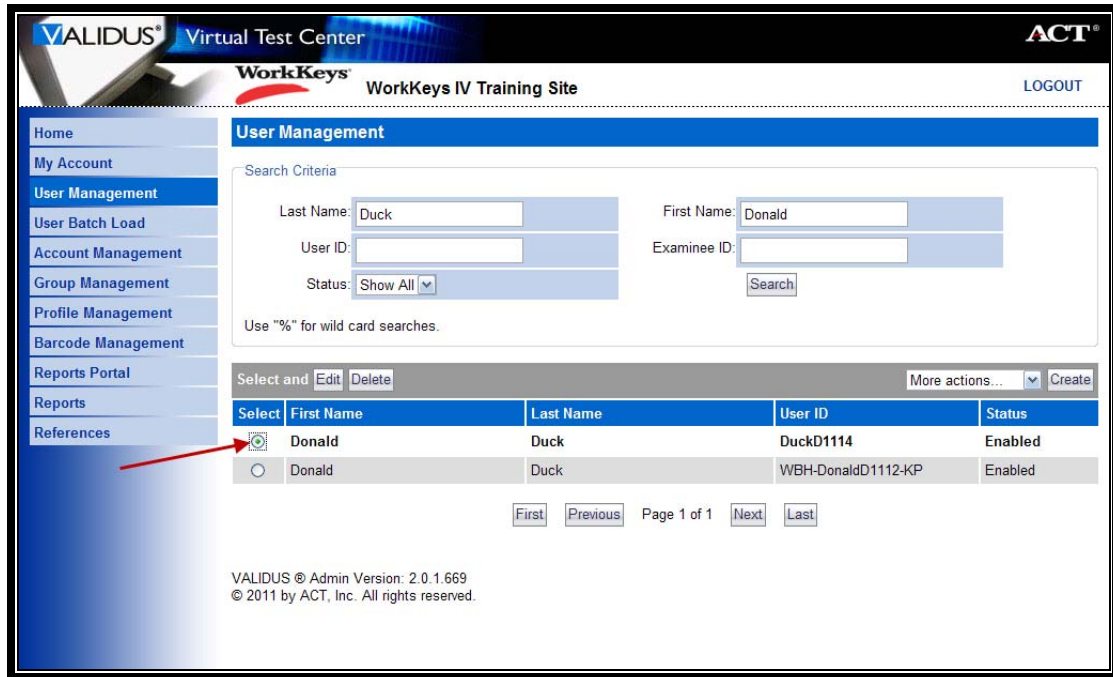
3. Enter the examinee's last name and first name. (If you prefer, you can enter the first few letters of the examinee's name and then the % sign. This will bring up all names that begin with those letters.)

The screenshot shows the 'User Management' interface. On the left is a navigation menu with options: Home, My Account, User Management (highlighted), User Batch Load, Account Management, Group Management, Profile Management, Barcode Management, Reports Portal, Reports, and References. The main content area has a 'Search Criteria' section with the following fields: Last Name (Duck), First Name (Donald), User ID (empty), and Examinee ID (empty). A 'Status' dropdown is set to 'Show All'. A 'Search' button is located to the right of the Examinee ID field. Below the search criteria is a table with columns: Select, First Name, Last Name, User ID, and Status. The table currently contains the text '-- Please search for a name --'. At the bottom, there is a footer with the text: 'VALIDUS © Admin Version: 2.0.1.669 © 2011 by ACT, Inc. All rights reserved.'

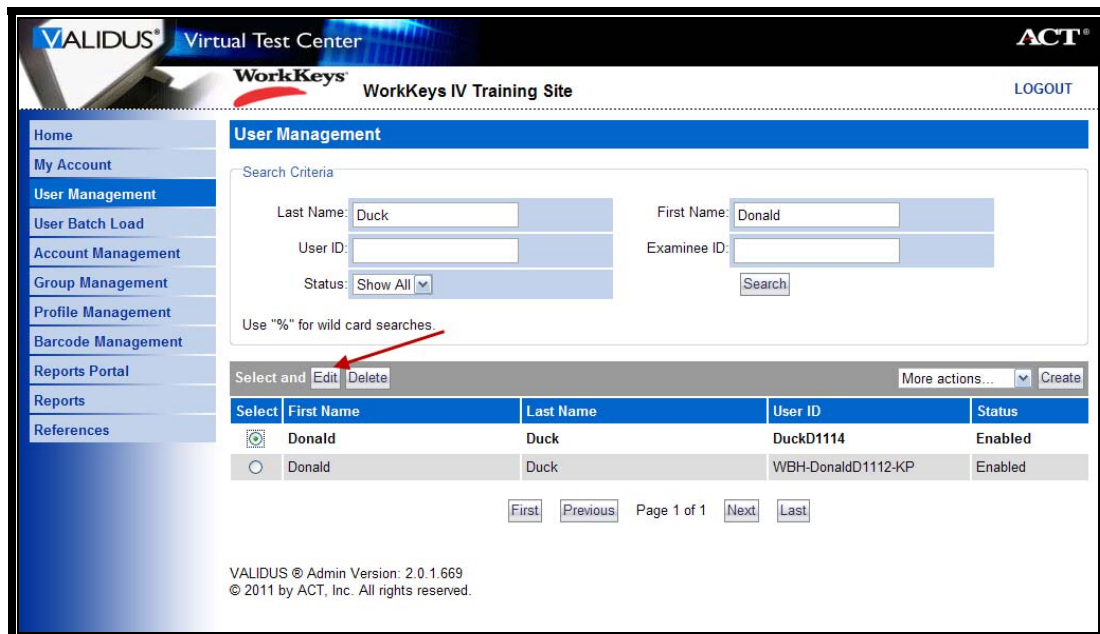
4. Click the **Search** button.

This screenshot is identical to the previous one, showing the 'User Management' page with the search criteria 'Duck' and 'Donald' entered. A red arrow points to the 'Search' button, indicating the next step in the process.

- 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.



- Click the **Edit** button.



7. Click on the **Security** tab.

VALIDUS® Virtual Test Center
WorkKeys® WorkKeys IV Training Site
ACT® LOGOUT

Home Edit User: DuckD1114
My Account User Security Roles Registration Group
User Management
User Batch Load
Account Management
Group Management
Profile Management
Barcode Management
Reports Portal
Reports
References

Personal Information
* First Name:? Donald
Middle Name:
* Last Name:? Duck
Date of Birth: MM/dd/yyyy
* Examinee ID:? 2468

Permanent Mailing Address
Address1:
Address2:
City:
State/Province:
ZIP Code:
Email:

8. Type in the same User ID and Password that you use to log in to Validus.

VALIDUS® Virtual Test Center
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ACT® LOGOUT

Home Edit User: DuckD1114
My Account User Security Roles Registration Group
User Management
User Batch Load
Account Management
Group Management
Profile Management
Barcode Management
Reports Portal
Reports
References

Please enter your Login information
User ID: Training234
Password: ●●●●●●●●
Submit Cancel

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9. Click the **Submit** button.

VALIDUS® Virtual Test Center
WorkKeys® WorkKeys IV Training Site
LOGOUT

Edit User: DuckD1114

User Security Roles Registration Group

Please enter your Login information

User ID: Training234

Password:

Submit Cancel

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You will now be able to see the examinee's password.

10. Click the **Cancel** button when you are finished.

VALIDUS® Virtual Test Center
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LOGOUT

Edit User: DuckD1114

User Security Roles Registration Group

Login Information

User ID: DuckD1114

Person ID: 836390562

Encryption Key:

Password: Mickey01 Generate

Confirm Password: Mickey01

* = Required

Submit Cancel

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