



FREQUENTLY ASKED QUESTIONS

Pre-recorded Audio

■ PROGRAM: NATIONAL ■ PRODUCT: ACT TEST ■ AUDIENCE: SCHOOL OFFICIALS

Q1: Why did I receive an email from ACT with a URL and access credentials for pre-recorded audio?

A: Pre-recorded audio was requested in Test Accessibility and Accommodations (TAA) and was approved for one or more of your students. The provided access credentials enable secure access to the pre-recorded test. The test will no longer be administered using a USB drive.

Q2: Who does ACT send the URL and access credentials to?

A: The credentials will be emailed to the school official who submitted the initial request in TAA, or if the student tested previously, the school official who completed the certification in TAA for the new test date.

Q3: Why is the Audio Assessment section blank when I log in?

A: The Wednesday before the test event the Audio Assessment section will contain the link to the test event. If the link is not visible on Wednesday before the test event, make sure you are using one of the recommended web browsers, and then log out and clear the cache/cookies from your history. When you log back in, you should see the link to the test event.

Q4: What do I do if I cannot locate the email that ACT sent?

A: Search your email folder for @act.org to see if you can locate the email. The subject line will read "ACT, Inc. Secure Audio Test Assigned Access." The email will be sent from donotreply@act.org. Also, check your junk/spam folder.

If you cannot find the email, contact ACT at 319.337.1332 between 8 AM – 5 PM CT or email

actacom@act.org and request a new link. The new email's access credentials will refresh and override any previous emails sent.

Q5: My school email address has changed, should I contact ACT?

A: Yes. If your email address has changed, contact ACT at actacom@act.org and provide your contact information, including the name of your school, your old email address, and your new email address.

Q6: Can ACT forward the email with the URL and access credentials to another school official?

A: No. ACT can only send the URL and access credentials to the school official who completed the certification in TAA.

Q7: Can the school official who received the email forward the access credentials to another school official who will administer the test?

A: Yes. If the school official that receives the email will not be administering the test, they must forward the email to the school official who will be administering the test.

Q8: On test day, who logs in and enters the access credentials?

A: The school official must enter the login information. The login information should not be shared with the student, nor should it be saved on the device(s).

Q9: Is the login information case sensitive?

A: Yes. Enter the login information exactly as it appears in the email you received.

Q10: One or more of my students were approved for both a human reader and pre-recorded audio. What format will I receive?

A: If both options are approved in TAA, ACT defaults to pre-recorded audio.

ACT defaults to the pre-recorded audio to allow for group testing. Students who test in the same room are required to wear headphones.

Q11: If students test together, can they test at their own pace?

A: Yes. Although the room supervisor starts and stops each test section for a group testing together, individual students advance through each test section of the pre-recorded audio at their own pace.

Q12: Can more than one student test at the same time using the URL?

A: Yes. The provided access credentials are specific to the test event, not the student.

Q13: Can I use Apple's Safari browser to administer the test?

A: Yes. The URL is now compatible with the Safari web browser.

Q14: Can the student use an IPAD or other tablet device for testing?

A: No. The platform is not compatible with IPADs or other tablet devices.

Q15: Can the student bring their own device for testing?

A: No. The student must test on a school-managed device.