

Access Pre-Created (or Existing) MyWorkKeys Account

Document Purpose

This document is about how to initially activate a “MyWorkKeys” personal account to access and manage your ACT® WorkKeys® National Career Readiness Certificate® (ACT® WorkKeys® NCRC®).

This document contains information for an *examinee* who has taken these three new tests, known collectively as the ACT® WorkKeys® NCRC® tests:

- ACT® WorkKeys® Applied Math
- ACT® WorkKeys® Graphic Literacy
- ACT® WorkKeys® Workplace Documents

Note: The information provided in this document also applies to the ACT National Career Readiness Certificate™ (ACT NCRC®). The “ACT NCRC” is based on the ACT WorkKeys tests: Applied Mathematics, Locating Information, and Reading for Information.

The level of certificate you earned—Platinum, Gold, Silver, or Bronze—is based on the level scores you achieved when taking those three tests.

Process Overview

The following table shows the overall process for activating a new account and managing your ACT WorkKeys NCRCs.

Stage	Procedure
1	Activating your pre-created (or existing) MyWorkKeys account.
2	Creating, Viewing, Printing, and Sharing a Certificate

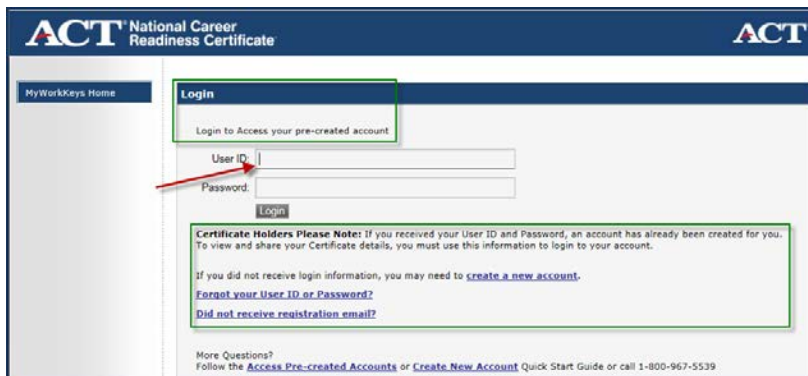
Procedure 1: Activating Your Pre-Created (or Existing) MyWorkKeys Account

Follow the steps below to initially activate your personal MyWorkKeys account for accessing the level of certificate you earned from taking the ACT WorkKeys NCRC tests.

Login

1. Type **myworkkeys.com** into your internet browser and press **Enter**.

Result: The MyWorkKeys Home “Login” page displays.



2. At the “Login” page, use the **User ID** and **Password** that either you created for your account or that you received in an email, report, or letter.

There are two links available on the “Login” screen if you do not have that information.

- a. **Forgot your User ID or Password?**
- b. **Did not receive registration email?**

Note: If you have questions, please contact your test site directly or call ACT WorkKeys Customer Service at 800.967.5539.

Completing Your Account Profile

The **first time you log in to your account**, you will *first* have to complete your user account profile. At the top of the page there will be a message “*Your Profile is incomplete. Update with complete profile.*”

1. At the “Update User Profile” page, fill in **all** of the **required** (*) fields in **all** of the sections. Then choose the **Submit** button.

Note: If you should select Submit before all fields are completed, or if the data is incorrect, you will receive messages at the top of the screen informing you of what specifically needs to be corrected.

ACT National Career Readiness Certificate

My Home
Register for Test
Available Training
Account Management
Update Match Criteria
Update User Profile
Change Password
Candidate Reports
Certificate Management
Test Management
FAQ
Log out

Update User Profile
* = required

Account Information
User ID: UATsco5qqq

Contact Information
First Name: QQQ tester5
Middle Name:
Last Name: UAT 5
* Email Address:
* Date of Birth: MM/dd/yyyy 12/12/1970
* Address of residence, line 1: 500 act drive
Address of residence, line 2:

IMPORTANT!

- For the system to retrieve your test scores, you **must** enter the following fields exactly as you listed them when registering for and taking the ACT WorkKeys tests. These are the five match criteria fields:
 - First Name
 - Last Name
 - Month of Birth
 - Day of Birth
 - Examinee ID
- The User ID and Password for this account should **not** be the same User ID and Password you use to access the testing system.

2. After the form is completed and successfully submitted, a “Welcome to the Site” page will appear. Read the text on the page, then select **Continue** button.

Changing Your Account Password

1. For your security, we highly recommend that you change the password that was initially provided to you. Select **Change Password** from the navigation menu on the left side of the page.

ACT National Career Readiness Certificate

Change Password

Your password must be 6 to 30 characters long. Use letters of the alphabet (A-Z or a-z) and numerical digits (0-9) only. Choose combinations that will be easy for you to remember but hard for others to guess. Your password must contain at least one number.

* Old Password:

* New Password

* Reenter New Password:

* = required

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2. Read the *password parameters*, which are listed in the paragraph before the password fields. It is required (*) that you complete all three of these fields:
 - a. **Old Password**
 - b. **New Password**
 - c. **Reenter New Password**
3. Select **Submit**.

Procedure 2: Creating, Viewing, Printing, and Sharing a Certificate

These are the actions you may take in regards to creating and managing your certificate.

Creating a Certificate

1. Select **Certificate Management** from the navigation menu on the left side of the page. Your available certificate(s) will be displayed.
2. On the “Create Certificate” page, in the “Available Certificate(s)” section, under “Action,” select the **Create Certificate** button.



- Review the “Tests Included in Certificate” information. You may select the **View Test Details** button for each test if you desire to do so. After reviewing the information, select **Yes** to the question, “Correct Test Information?”

ACT National Career Readiness Certificate

Create Certificate

Tests Included in Certificate

Test Type	Test Date/Load Date	Score Type	Results	Details
WorkKeys Applied Math	06/05/2017	Level	7	View Test Details
WorkKeys Workplace Documents	06/05/2017	Level	7	View Test Details
WorkKeys Graphic Literacy	06/05/2017	Level	7	View Test Details

Correct Test Information?

Yes No

Terms and Conditions

You certify that all personal information that you have provided to MyWorkKeys.com (the 'Site') is true and accurate. You should update this site when your personal information changes.

ACT reserves the right to investigate and take action against any individual suspected of providing false information, or otherwise abusing the Site.

Disagree Agree

- Select **Agree** after reading the “Terms and Conditions,” then select the **Submit** button.

Result: You should see a message that states, “Your certificate has been created.”

Your certificate has been created.

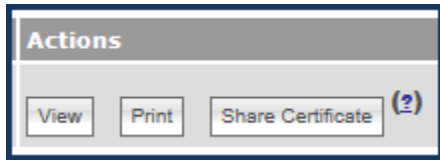
Certificate Management

Current Certificate(s)

Certificate Type	Level	Certificate ID	Actions
ACT WorkKeys NCRC	Platinum	8KW3D7S8ZH39	View Print Stop Public Sharing (2)
ACT WorkKeys NCRC	Gold	32HT1232T99Z	View Print Share Certificate (2)

- Under “Current Certificate(s),” you should see Certificate Type, Level, Certificate ID, and Actions columns.
 - Certificate Type**
 - “ACT NCRC” is based on the WorkKeys tests: Applied Mathematics, Locating Information, and Reading for Information.
 - “ACT WorkKeys NCRC” is based on the *new* WorkKeys tests: Applied Math, Graphic Literacy, and Workplace Documents.

- b. **Level**
 - Platinum
 - Gold
 - Silver
 - Bronze
- c. **Certificate ID** is a unique number assigned to your certificate.
- d. **Actions** – These are explained more fully in sections below.
 - View
 - Print
 - Share Certificate – Once you have shared the certificate, the button changes to “Stop Public Sharing.”



Viewing a Certificate

Selecting the **View** button in the Actions column of “Current Certificate(s)” section will change the display from “Certificate Management” page to a “Certificate Details” page with “Tests Included in Certificate” section. Since you are in View mode, the buttons remaining to choose from are Print or Share Certificate.

 A screenshot of the ACT National Career Readiness Certificate website. The page title is "Certificate Details". On the left is a navigation menu with options like "My Home", "Register for Test", "Account Management", "Candidate Reports", "Certificate Management", "Test Management", "FAQ", and "Log out". The main content area includes a description of the certificate, a "GOLD" award badge, and a table of certificate details. Below that is a table of tests included in the certificate. A "Back" button is at the bottom with a red arrow pointing to it.

Certificate Type	Level	Certificate ID	Issued Date	Actions
ACT WorkKeys NCRC	Gold	32HT1232T99Z	06/30/2017	Print Share Certificate (2)

Test Type	Test Date/Load Date	Score Type	Results	Actions
WorkKeys Applied Math	06/05/2017	Level	7	View Test Details
WorkKeys Graphic Literacy	06/05/2017	Level	7	View Test Details
WorkKeys Workplace Documents	06/05/2017	Level	7	View Test Details

*Note: Anytime you use the **Back** button, it takes you back to the prior screen.*

When selecting the **View Test Details** button in the Actions column of the “Tests Included in Certificate” section, you will see the following information.

Test Details	
Test:	WorkKeys Applied Math
Test Date/Load Date:	06/05/2017
Score Type:	Level 7
Test Site:	UAT Operations
First Name:	QQQ tester5
Last Name:	UAT 5
Month of Birth:	12
Day of Birth:	12
Examinee ID:	3412542
Actions	<input type="button" value="Share Test"/>

Note: If you haven't yet shared your test details, you will see a “Share Test” button adjacent to the Actions field.

Test Details	
PUBLIC SHARE URL: https://testadministration-stress.act.org/mwk/emTestDetails.do?event=go&realm=17740116&username=UATsco5qqq	
Test:	WorkKeys Applied Math
Test Date/Load Date:	06/05/2017
Score Type:	Level 7
Test Site:	UAT Operations
First Name:	QQQ tester5
Last Name:	UAT 5
Month of Birth:	12
Day of Birth:	12
Examinee ID:	3412542
Actions	<input type="button" value="Stop Public Sharing"/>

Note: If you have already shared your test details, the “PUBLIC SHARE URL” appears at the top of the “Test Details” window. If you share this URL with others, they will have access to the details (i.e., Test Type; Test Date; Score Type [Level]) of all tests you have shared. To share your NCRC certificate details with others (including the “Bronze”; “Silver”; “Gold”; “Platinum” certificate level description), follow the instructions in the “Sharing a Certificate” section of this Guide.

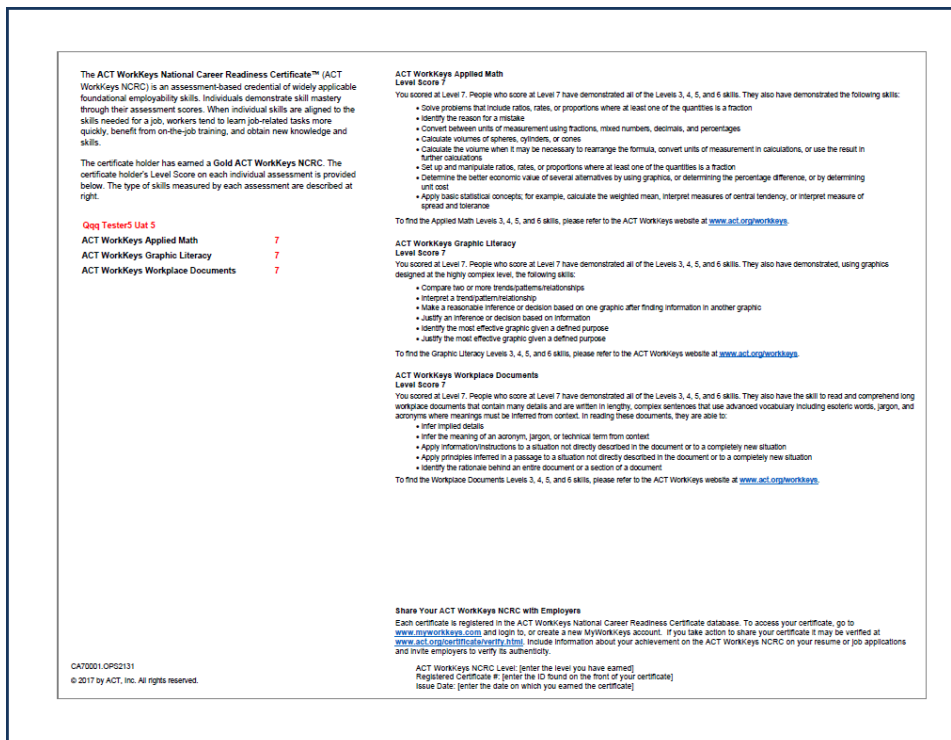
Select the **Back** button to return to the prior, “Certificate Details” screen.

Printing a Certificate

Selecting the **Print** button in the Actions column of either “Certificate Details” page or “Certificate Management” page will open a pdf of the certificate.



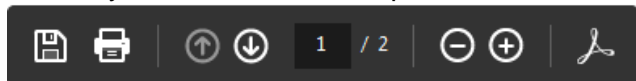
(First page, Front view)



(Second page, Back view)

Note: Details on the second page include the benefits of earning this certificate, your level scores for each test, and the type of skills measured by each test at that skill level. It also includes information on how to “Share Your ACT WorkKeys NCRC with Employers.”

You may **Save** the certificate pdf and/or **Print** it.

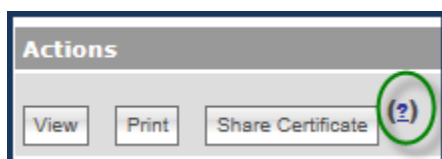


When you have finished saving or printing the certificate, **Close** the pdf browser tab. You will be returned to the page from which you selected the Print button.

Sharing a Certificate

ACT does not release any information until you have authorized it. You control this access through your MyWorkKeys account. Potential employers will not be able to confirm the authenticity of your certificate details until you have shared your certificate publicly.

Note: Selecting the question mark (?) next to “Share Certificate” button results in the pop-up message, explaining what Share Certificate means.



Selecting the **Share Certificate** button under Actions column of either “Certificate Details” page or “Certificate Management” page takes you to the “Share Certificate with PUBLIC” page. This page allows you to make your certificate public for potential employers to view.

Share Certificate with PUBLIC

When your certificate is made public, you are provided a **Public Share URL** link. Send this link with electronic resumes or applications for certificate verification.

Making your certificate public allows employers to verify your certificate by using the **Employers Login** and entering your Certificate ID number.

Certificate ID	32HT1232T99Z
Certificate Type	ACT WorkKeys NCRC
Level	Gold

Terms and Conditions

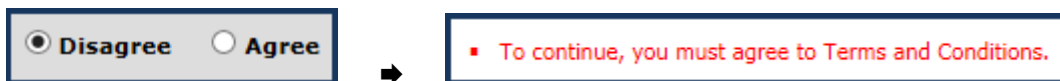
You certify that all personal information that you have provided to MyWorkKeys.com (the 'Site') is true and accurate. You should update this site when your personal information changes. ACT reserves the right to investigate and take action against any individual suspected of providing false information, or otherwise abusing the Site.

By choosing to share your National Career Readiness Certificate with others, you understand and agree that those persons to whom you have provided your unique certificate URL will have access to your personal certificate information. The information provided when sharing access to a certificate includes your name and the level of your certificate. Any

Disagree Agree

On the “Share Certificate with PUBLIC” page, read the “Terms and Conditions” and select **Agree**. Then select the **Submit** button.

*Note: If you select **Disagree** then **Submit**, you will receive this message on screen, “To continue, you must agree to Terms and Conditions.”*



Or if you decide that you’re not ready to share your certificate yet, select the **Cancel** button, which returns you to the prior “Certificate Management” page.

Note: Once you have shared the certificate, the “Share Certificate” button changes to “Stop Public Sharing” plus a Public Share url is displayed for your use.

Certificate Management (2)

Current Certificate(s) (2)

	Certificate Type	Level	Certificate ID	Actions
	ACT WorkKeys NCRC	Platinum	8KW3D7S8ZH39	<input type="button" value="View"/> <input type="button" value="Print"/> <input type="button" value="Stop Public Sharing (2)"/>
	https://testadministration-stress.act.org/mwk/emCertDetails.do?event=go&realm=17740116&certId=8KW3D7S8ZH39			
	ACT WorkKeys NCRC	Gold	32HT1232T99Z	<input type="button" value="View"/> <input type="button" value="Print"/> <input type="button" value="Stop Public Sharing (2)"/>
	https://testadministration-stress.act.org/mwk/emCertDetails.do?event=go&realm=17740116&certId=32HT1232T99Z			

If you decide to choose the **Stop Public Sharing** button, you will see this “Restrict Certificate from PUBLIC” page. Read the “Terms and Conditions,” then select **Agree** and then **Submit**. The Action button will then return to Share Certificate and the Public Share url is gone.

Restrict Certificate from PUBLIC

You have previously shared this certificate information with job banks, prospective employers or other agencies. When you restrict this certificate, those organizations will no longer be able to retrieve information on the certificate and will not be able to confirm that the certificate ID is valid.

Certificate ID	32HT1232T99Z
Certificate Type	ACT WorkKeys NCRC
Level	Gold

Terms and Conditions

You certify that all personal information is true and accurate. You should update this site when your personal information changes. ACT reserves the right to investigate and take action against any individual suspected of providing false information, or otherwise abusing the Site.

By choosing to restrict the access to your previously shared National Career Readiness Certificate information, you understand that prospective employers or other agencies that were granted access will no longer be able to retrieve your certificate information. If you so choose, you may share your certificate information at a future time.

Disagree Agree

How Others May Validate Your Shared Certificate

There are two ways for others to access your certificate information.

Note: public sharing of your certificate must be enabled prior to validation/verification.

1. You may provide them with the “Public Share url.” When they use it, they will be taken directly to a page that looks like this. There is a **Print** button if they desire to print the information.

ACT National Career Readiness Certificate
ACT

MyWorkKeys Home

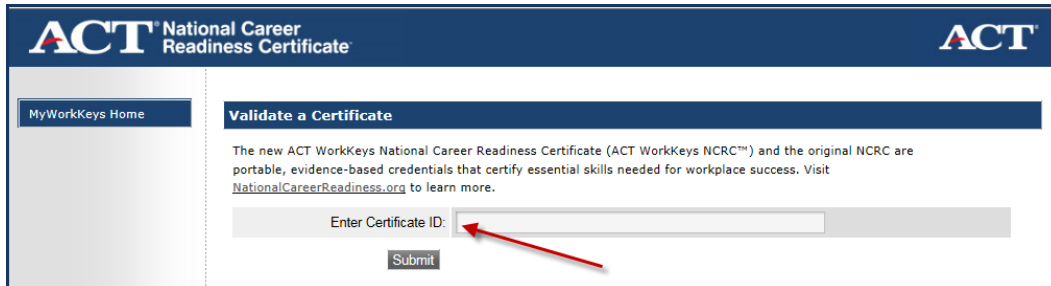
Certificate Details

The new ACT WorkKeys National Career Readiness Certificate (ACT WorkKeys NCRC™) and the original NCRC are portable, evidence-based credentials that certify essential skills needed for workplace success. Visit NationalCareerReadiness.org to learn more.

Certificate Information	
Certificate ID: 32HT1232T99Z	This credential is based on ACT's world-renowned WorkKeys® assessments which remain the only proven system for linking job skills with workplace success. Knowledge and skills related to job tasks are the strongest predictors of work performance. By earning the NCRC, this individual has demonstrated the following skills at the Certificate Level indicated on this screen. <ul style="list-style-type: none"> Problem solving Critical thinking Reading and using written, work-related text Applying information from workplace documents to solve problems Applying mathematical reasoning to work-related problems Setting up and performing work-related mathematical calculations Locating, synthesizing, and applying information that is presented graphically Comparing, summarizing, and analyzing information presented in multiple, related graphics
Certificate Level Description: National Gold Certification	
Certificate Type: ACT WorkKeys NCRC	

Certificate Holder Information	
First Name:	QQQ test5
Last Name:	UAT 5
Middle Name:	

2. Or you may provide them with this url: www.act.org/certificate/verify.html and when they use it, they will be taken to a “Validate a Certificate” page that looks like this. Then they would **enter your unique Certificate ID** that you provided to them and then select the **Submit** button.



ACT National Career Readiness Certificate

MyWorkKeys Home

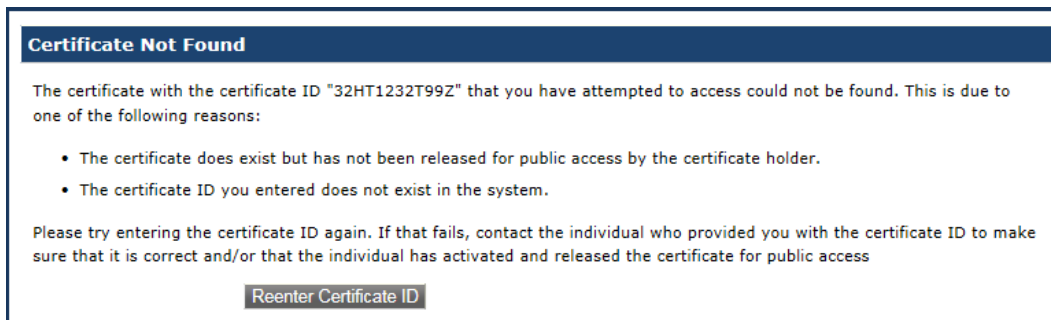
Validate a Certificate

The new ACT WorkKeys National Career Readiness Certificate (ACT WorkKeys NCRC™) and the original NCRC are portable, evidence-based credentials that certify essential skills needed for workplace success. Visit NationalCareerReadiness.org to learn more.

Enter Certificate ID:

Submit

*Note: If they should happen to enter the incorrect ID, they will receive this “Certificate Not Found” message. They will need to select the **Reenter Certificate ID** button and try again.*



Certificate Not Found

The certificate with the certificate ID "32HT1232T99Z" that you have attempted to access could not be found. This is due to one of the following reasons:

- The certificate does exist but has not been released for public access by the certificate holder.
- The certificate ID you entered does not exist in the system.

Please try entering the certificate ID again. If that fails, contact the individual who provided you with the certificate ID to make sure that it is correct and/or that the individual has activated and released the certificate for public access

Reenter Certificate ID

Procedure 4: Closing MyWorkKeys Session

When you are finished with your MyWorkKeys session, select the **Log out** navigation menu on the left side of the MyWorkKeys page, which will take you back to the “Login” page. You may now close the internet browser tab.

Congratulations on earning your certificate! If you have any questions, call **ACT WorkKeys Customer Service** at **800.967.5539**.