2024 | 2025

Test Accessibility and Accommodations (TAA) User Guide

ACT State and District

Contents

Overview

The Purpose of ACT's Test Accessibility and Accommodations (TAA) System

Welcome to ACT's Test Accessibility and Accommodations (TAA) system.You will use this system to request examinees' accommodations or English Learner (EL) supports and receive Decision Notifications. TAA is used to submit requests for your testing program.

Access TAA

TAA can be accessed at http://success.act.org from any computer via Google Chrome (preferred) or Mozilla Firefox.

1. If this is your first time logging in to http://success.act.org, click **Create Account** and follow the steps to create an account. Use your school email address.
2. After establishing your login credentials, sign in to http://success.act.org.

If you have access to TAA, you will see the widget among the choices listed.

Helpful Tools

ACT Test Scores and Reports

PearsonAccess next

Test Accessibility and Accommodations

Materials Ordering
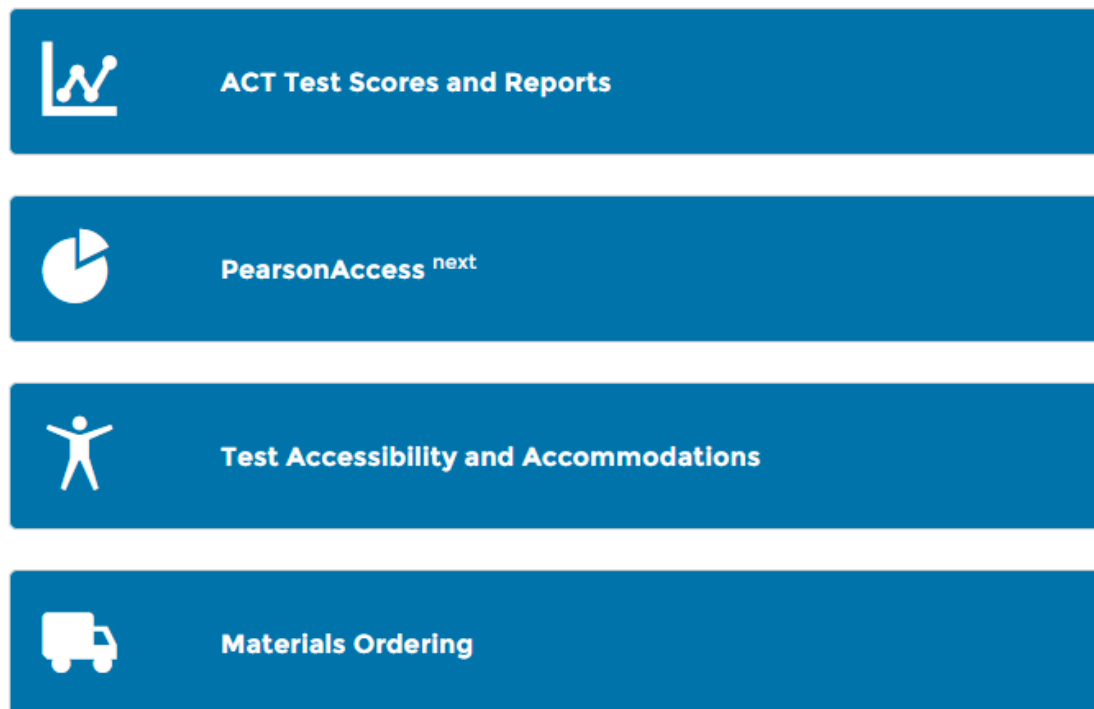
If the TAA widget is not available, you will need to request access to the system. For step-by-step instructions for requesting access, see Request Access to TAA. It is important to request access early enough for it to be approved. Do not request access if you are not a representative of the school.

Requests are directed to the organization's Trusted Agent for approval. The time for a request to process is dependent on the speed with which your Trusted Agent responds to ACT's request.

If no Trusted Agent has been established for your organization (school or district), your request for TAA access will be evaluated by ACT. Ensure you only request TAA access, as requests for other types of access require a Trusted Agent and cannot be evaluated by ACT. Requests for TAA access evaluated by ACT include ensuring you should have access to the system as a representative of the organization. This can take 3-5 business days.

Note: *For technical assistance, you may contact ACT Customer Support at 877.861.3003, option 2.*

Success.ACT.org Role: Trusted Agent

Each organization is associated with a Trusted Agent. The Trusted Agent is typically a school administrator or district-level staff and is responsible for granting accesses within the http://success.act.org environment for their organization. Trusted Agents grant access to TAA as

well as the other systems accessed from this site. They must carefully consider who should have access to the TAA system to protect confidential information. Each person with access to TAA will have access to confidential examinee information and is able to view all of the requests and documentation submitted by their organization. Trusted Agents automatically have access to TAA for their organization(s).

Success.ACT.org Role: Test Accommodations Coordinator (TAC)

Everyone with access to TAA is assigned the role of Test Accommodations Coordinator (TAC). Organizations may have more than one TAC. ACT recommends that all organizations have at least two TACs so there is always a "back-up" user available if needed. TACs are responsible for submitting requests and reconsiderations for examinees who may need accommodations or EL supports to access the ACT.

Responsibilities of the Test Accommodations Coordinator (TAC)

TACs have the responsibility to:

- Submit requests for accommodations and EL supports on behalf of the examinees at their organization
- Upload supporting documentation
- Distribute Decision Notifications to the examinee and/or their parent or guardian
- Submit additional documentation for reconsideration requests as needed
- Associate test dates
- View and participate in training provided by ACT
- Ensure a signed Consent to Release Information to ACT form is on file at their school

Request Access to TAA

After logging in to success.act.org, if you do not see the TAA widget, follow these steps to request access to TAA:

1. Select the **Manage My Access** button.
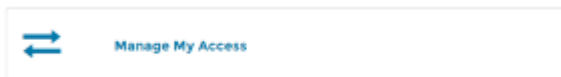
2. Select **Request More Access** from the dropdown menu.
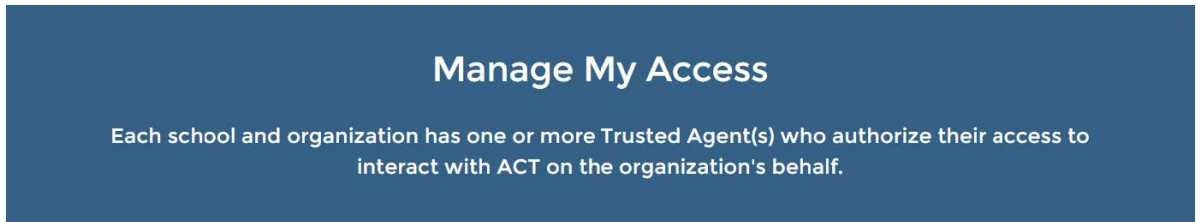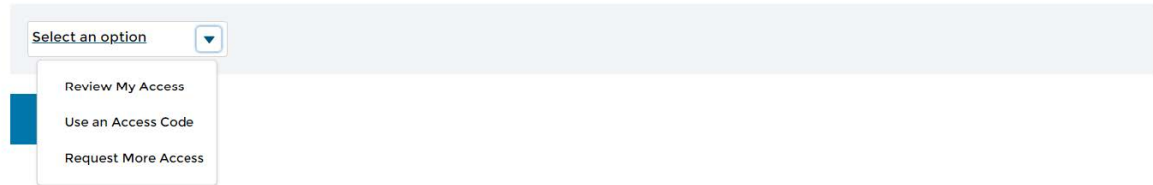
3. Begin typing the name of your organization in the field provided. When you see your school name/address, select it from the list.
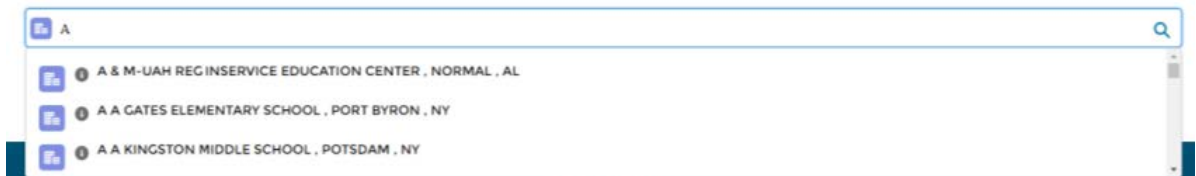
4. Select **Submit** button.
5. Select **Test Accommodations**.

   IMPORTANT: *If you do not select the Test Accommodations role, your access request will not be submitted properly.*

6. Select **Request Access**.

Requests are directed to the school's Trusted Agent for approval. Once the Trusted Agent approves your request the TAA widget will be available on your home screen. If no Trusted Agent has been established for your school or district, your request for TAA access will be evaluated by ACT within 3-5 business days.

Add an Organization (School) to Your Account

If you are responsible to submit requests for multiple schools, you must request access to and be authorized for each one. After selecting the TAA widget, you will see a list of schools you have access to in TAA. To add additional schools to your account, follow the steps in the Request Access to TAA section above.

Change Your Password from success.act.org

If you forget your password, you can reset it by following these steps on success.act.org:

1. Select the **Forgot Password** link.
2. Enter your email address.
3. Select **Send Password Reset Email**.

   You will receive an email with a temporary password.
4. Open the email and select the link.
5. Enter a new password.

   a) Select the **Show Password** box to view what you are typing.
6. Select **Submit**.

   Password Reset Successfully message.

Change Your Account Settings

You may view or change your user account details at any time by following these steps.

1. Log in to success.act.org

2. Select the down arrow in the upper right by your name.
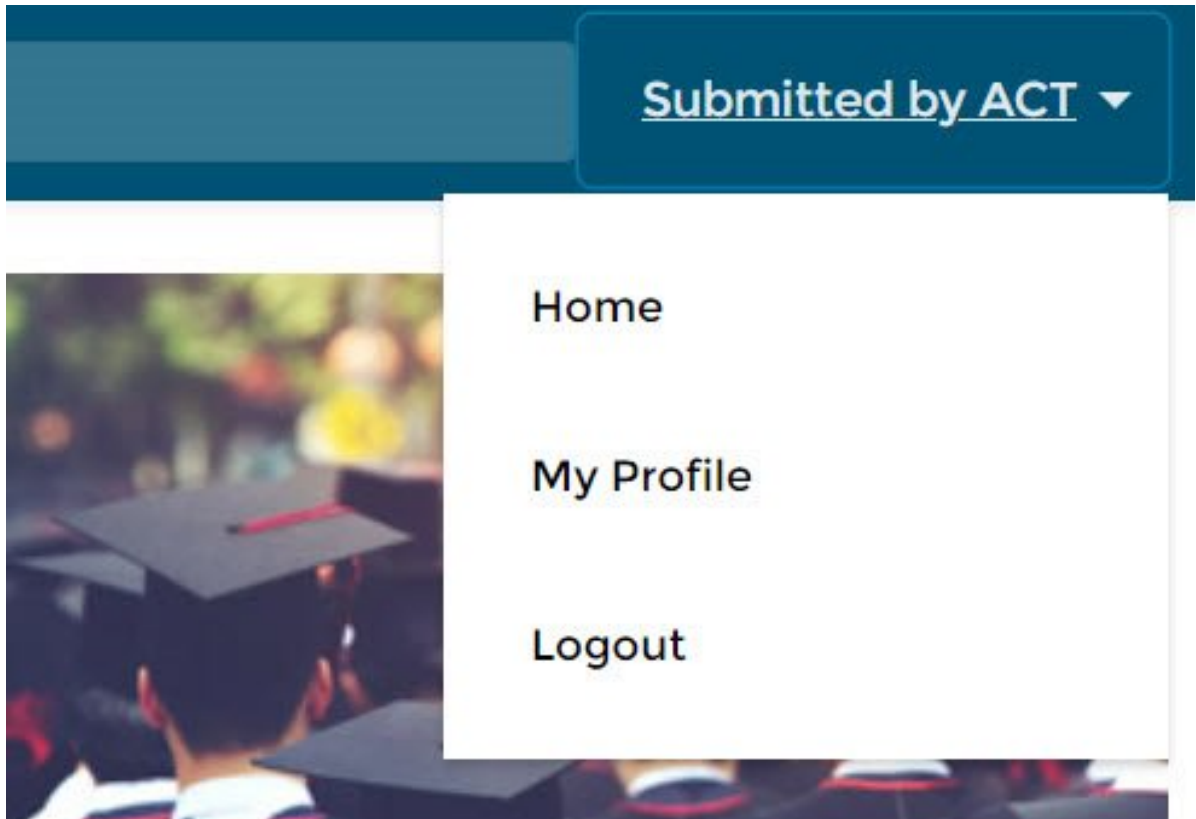
3. Select **My Profile** from the dropdown menu.

From here you will be able to view and change the following information related to your account:

- Details (personal information)
- Email address
- Password

Update Your Password from My Profile

If you want to update your password you can reset it by following these steps:

1. Select the **My Profile** from the dropdown menu located in the top right of your home screen.

2. Go to the **Setting & Preferences** tab.

3. Select **Change Password**.
4. Enter your current password followed by your new password.

5. Verify your new password.
6. Select **Save**.

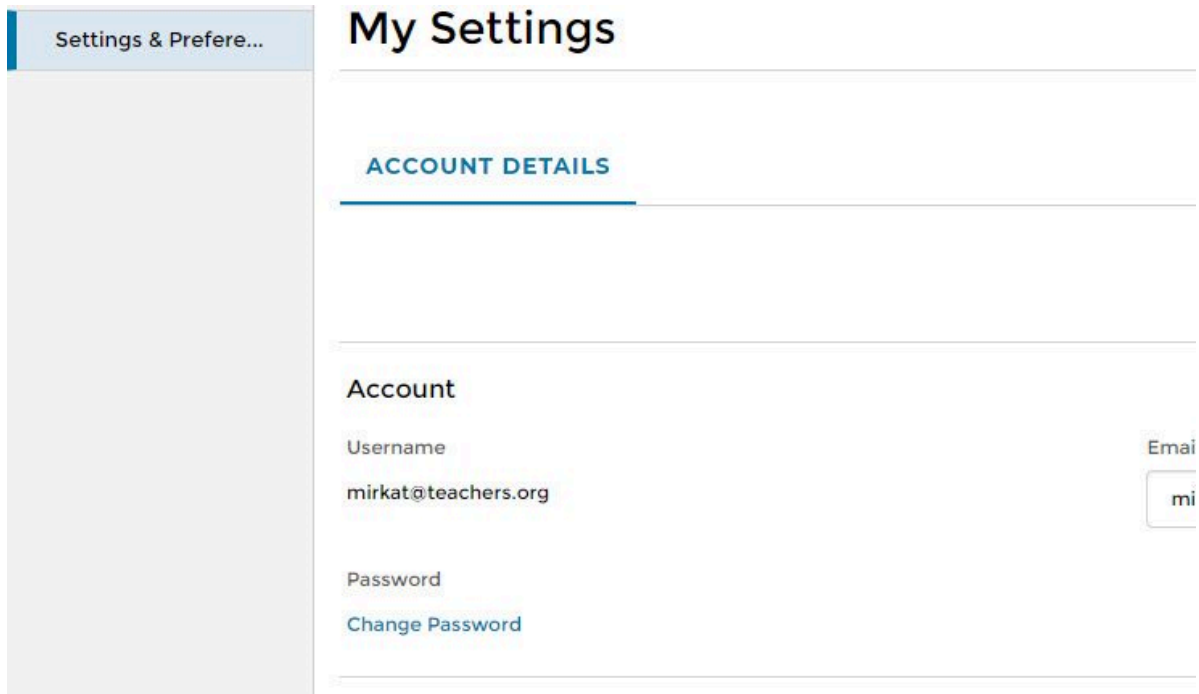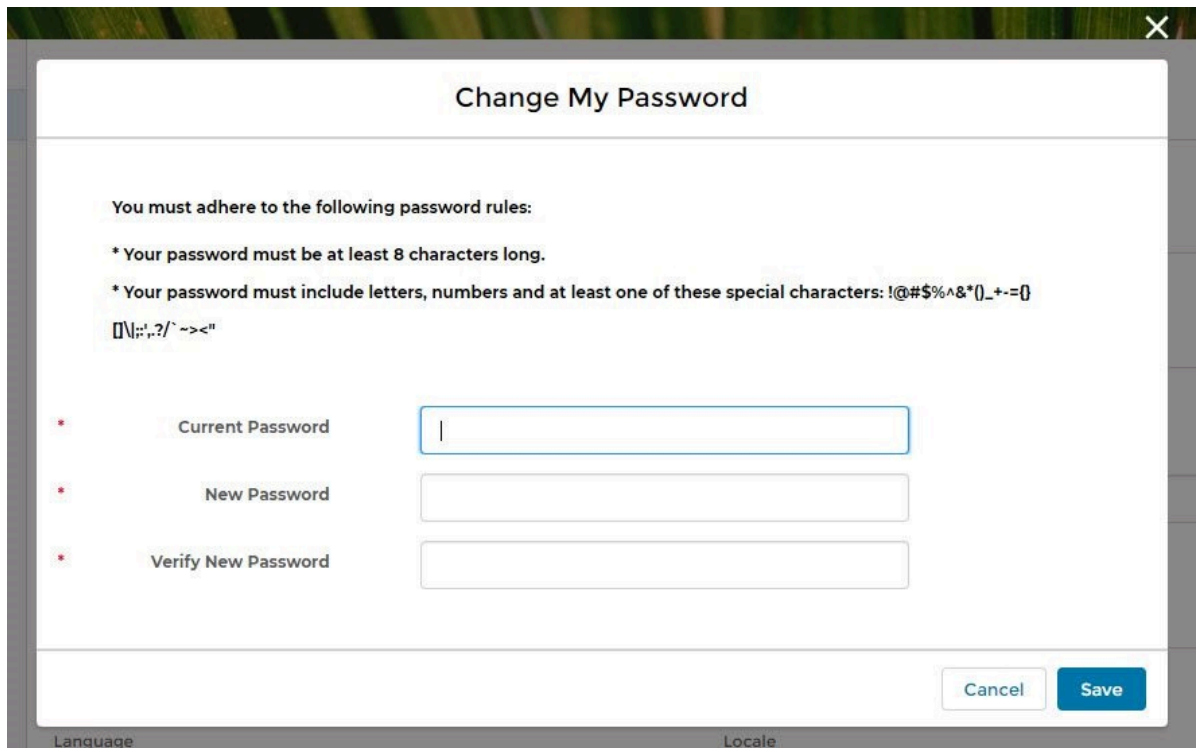# Requesting Accessibility Supports

Parent or Examinee Consent to Release Information to ACT

Ask a parent, or the examinee (if 18 or older), to sign and date the Consent to Release Information to ACT form. The form is available in multiple languages, so that you can choose the one most appropriate for the parent/guardian or examinee. If a physical signature is not attainable, verbal permission may be provided and documented on the form. This release allows you to provide personal and confidential information to ACT on behalf of the examinee. Keep the signed release on file at school according to your school's documentation retention policy. ACT recommends this be on file for at least one year after the request is submitted in TAA. The TAC is responsible for ensuring that the school has consent on file prior to submitting a request.

Search for Examinees and Existing Requests

Each examinee should have only one TAA file, therefore it is important to check if a request has already been started or submitted by following these steps:

1. Log in to TAA.
2. Search for the examinee by entering the examinee's first name, last name and/or TAA PIN.

   Tip: You can also enter a partial first or last name.

3. Select the **Search** button. The results will display on screen.

   Note: To help in locating the examinee, you may sort the results by selecting any of the column headings.

4. Select the TAA PIN from the first column to complete, edit, or associate a new test date to an examinee's request.

   Note: If the examinee transferred from another school and already has approved accommodations, this can be transferred to your school. A new request should not be submitted. See Submit a New Request.

Submit an "Action Required" Request

The Action Required status indicates that the request has not been submitted to ACT. This may be an initial request or a reconsideration request. If a request has not been submitted (i.e., it is in Action Required status) ACT cannot review the request or uploaded documents. The requested accessibility supports will not be available to the examinee on test day.

1. Log in to TAA.
2. Scroll to the **Examinee** section.
3. Select **Status** in the top row of the table to bring Action Required requests to the top.

4. Select the blue TAA PIN located in the first column.

TAA PIN	Test	Last Name	First Name	Middle Initial	Status	Certification	Submitted Date	Submitted By
SJK5DLT3	ACT National and Special Testing				Action Required			
BMH8A14Z	ACT National and Special Testing				Action Required			

5. Complete the remaining sections of the request.

Note: By checking the terms and conditions box on the screen (shown in step 6), and submitting the request, you agree to either administer, or arrange for the administration of, the ACT if the examinee is approved to test with accommodations and/or supports.

6. Review the terms and conditions and then select the checkbox to acknowledge the following:

☐ **By checking this box, I acknowledge and agree to the following:**
1. The information provided in the Test Accessibility and Accommodations System, on the IEP, 504 Plan, or Official Accommodations Plan, and any other required documentation is accurate to the best of my knowledge.
2. I understand that once the request is submitted I will not be able to make any edits or add additional documentation until a decision is made.
3. I understand I must have a future test date associated with the request and submit the request by the late deadline for the preferred test date for it to be reviewed by ACT.
4. A signed release of information to ACT is on file at school for this student. The parent must sign the release if the student is under 18 years old.
5. I will provide the student and/or the student's parent or guardian with a printed copy of the examinee-specific Accommodations Decision Notification when the notification is available in TAA.
6. If the examinee is approved to test through the Special Testing program during a National testing window, I personally meet all of the requirements for the Special Testing Coordinator specified in the ACT Policies for ACT Special Testing and that I or a member of my staff who also meets the same requirements will administer the tests in accordance with the ACT Administration Manual sent with the test materials. I will ensure that the test materials are kept secure and confidential, used only for the examinee identified in this request, and returned to ACT immediately. I understand that by agreeing to be a Special Testing coordinator, I consent to the ACT Privacy Policy (http://www.act.org/content/act/en/privacy-policy.html), which is incorporated into these Policies for ACT Special Testing by reference, including consent to the collection of my personally identifying information and its subsequent use and disclosure.
7. **International Test coordinators:** If the examinee is approved to test with accommodations at an International test center, I am also providing my consent to ACT to transfer my personally identifying information to the United States to ACT or a third party provider for processing, where it will be subject to use and disclosure under the laws of the United States. I acknowledge and agree that it may also be accessible to law enforcement and national security authorities in the United States.

Note: If you select the Submit button without first checking these terms and conditions, you will receive this message.

☐ You must accept the terms and conditions.By checking this box, I acknowledge the following:

7. Select the **Submit** button to finish the request. Please note that once the request has been submitted, you will not be able to make any changes or revisions to it until it has been reviewed by ACT.

Submit a New Request

IMPORTANT:

- *Before starting an accommodations and/or supports request for an examinee, you must first have the consent form on file, signed by the parent, or examinee (if 18 or older). This allows the TAC to release the examinee's personal information to ACT.*
- *Wherever you see a blue information icon, you may hover over it for more detailed information.*
- *Please use the **previous** button when navigating in TAA. Do **not** use your browser's Back button.*

- *TACs should not submit requests via TAA on behalf of their own children, especially if they do not attend the organization under which the accommodations being requested.*

1. Log into TAA.

   Note: If you are a TAC for more than one school, please make sure you submit requests under the correct school. Your name and the organization you selected will always display at the top right of each screen in TAA.

   a) To change the organization (school), please return to the **Home** page and select **Choose another organization**.
   b) Once you have selected the new organization, select **Continue** and request accommodations and/or supports for examinees who attend that school.

      IMPORTANT: If you do not see your name or the correct school, log out, sign in, and select the correct school. If needed, submit a request to Add an Organization to Your Account

2. Search for the examinee (see "Search for Examinees and Existing Requests) and verify they do not already have a request in TAA.

   Note: if a request is already in TAA, edit that request (see "Reconsideration Requests"). Do NOT start a new request. If you begin a new request in error, it may be deleted if it has not yet been submitted to ACT.

3. On the Examinees page select **New Request**.

Submit a New Request—Tab 1: Examinee

1. Enter examinee's demographic information.

   Note: Demographic information must match the information in your school data system so the examinee will match with the test administration platform.

   a) State Student ID - up to 13 alphanumeric digits that can be found in your school data system.
   b) First Name
   c) Middle Initial
   d) Last Name
   e) Date of Birth (MM/DD/YYYY) - the calendar icon allows selection of a date.

2. Enter the examinee's address.

   a) Select the examinee's Country from the drop down list

   b) Enter the examinee's street address in the first Address field

   c) Enter the City and State/Province in the second Address field

   d) Enter the ZIP code/postal code - numeric digits only

     For US addresses:

      • If the ZIP code is recognized by the system, the City and State fields automatically will be completed. If multiple cities are associated with the zip code, select the city from the drop down menu.

      • If the ZIP code is not recognized, the City and State fields will not be completed.

      • Try entering the zip code again, and if this does not work, contact ACT.

3. Select the **Save and Continue** button.

Submit a New Request—Tab 2: Test

1. Select the radio button next to ACT State and District Testing. .
2. Select the radio button next to your state or district testing program.

Note: After the initial deadline for your program a new test event will appear to be used for students who meet the requirement for Qualified Exceptions to the Deadline (QED). This test date must only be used for students who qualify. Additional documentation is required. Refer to your State or District web page for deadlines and requirements for this option. The required QED form is linked on your TAA landing page.

3. Select the **Save and Continue** button.

Submit a New Request—Tab 3: Reason

1. Select the radio button next to **Yes** if requesting accommodations for an examinee with a diagnosed disability. If the examinee does not have a diagnosed disability, select the radio button next to **No**.

2. Select the radio button next to **Yes** if the examinee is currently receiving supports at school due to limited English proficiency. Select the radio button next to **No** if the examinee is not designated as an English learner.

   Note: Examinees who are designated as an English learner with a disability may have a Yes indicated for both questions.

3. **Diagnosed Disabilities:** A list of possible disabilities appears when **Yes** is selected to "requesting ACT-approved accommodations."

   a) Select all check boxes that apply to the examinee, or enter a specific diagnosis in the "other" box.

   Note: An examinee's disability can be found in their IEP or 504 plan.

   IMPORTANT: Only use the 'Other Disability" window for a diagnosis that is not listed with a check box. Do not use this window to provide clarifying information.

4. **English Learner Status:** A list of first languages appears when **Yes** is selected to "requesting English learner supports."

   a) Select the radio button next to the examinee's first language or enter the first language in the "other" box.

   Note: Translated instructions are only available in languages provided on the list.

5. Select the **Save and Continue** button.

Submit a New Request—Tab 4: Plan

1. Select the type of formal educational plan for the examinee.

   a) For **IEP or 504 plans**, select IEP or 504 plan then indicate if the accommodations requested are on the plan.

   b) For **Official Accommodation Plan**, indicate how long the examinee has been on the plan. Indicate if the requested accommodations are on the plan.

   c) Select **Exceptions Statement** for examinees without a formal educational plan.

2. Select the **Save and Continue** button.

Submit a New Request—Tab 5: Accoms/Supports

1. Select all accommodations or EL supports that the examinee needs to access the ACT from the list provided.

2. Check the drop-down menu for a list of standard accommodations. Select accommodations or supports as needed. Only use the 'other' box to request accommodations not available on the check list and drop-down menu provided.

   Note:

   - *Accommodations available on this screen are what is typically requested based on the selected disabilities (Tab 4)*
   - *Do not use any symbols or special characters in the 'other' box. Use only letters and numbers (0 through 9).*
   - *Do not use the other box for EL requests. All available EL supports are available via the choices provided.*

3. Select **Save and Continue**.

   Note: Some accommodations may not be compatible. You will receive an error message if you choose a setting or timing accommodation that is incompatible with another selected accommodation.

   Note: Some accommodations codes have timing codes automatically assigned and you will not be able select a different timing code.

Submit a New Request—Tab 6: Documentation

IMPORTANT: All file names for documentation must be alphanumeric only. Including special characters will prevent the file from opening in TAA.

Note: See the ACT's Criteria for Diagnostic Documentation *for more information. When a test event includes "QED" in the name is selected a completed QED form must be submitted in addition to the other required documentation. TAA will not prompt you for this documentation.*

1. Select the **Choose File** button to locate documentation for any of the categories that display.

   Some examples are:

   - Psychoeducational/Neuropsychological Evaluation/Qualified Professional Diagnosis
   - IEP or 504 plan
   - Official Accommodations Plan
   - English Learner Documentation
   - Other Documentation
   - Exception Statement

2. Navigate to and select the document from your computer for the appropriate evaluation, diagnosis, and/or plan. Select the **Open** button.

3. Select the **Upload** button.

4. Repeat the steps above to attach more documents, as needed.

   Note: Use the Other Documentation area to submit completed QED forms.

5. When a document has been uploaded, View and Delete options appear.

   A. Select the **View** link to review the uploaded document to ensure it is accurate and correct.
   B. Select the **Delete** link to delete an incorrectly uploaded document.

6. Select the **Save and Continue** button for selections you made on the Documentation page. You may encounter the following messages:

- If you did not upload a required document, you will see the message "1 (or more) error(s) on the page. Please correct and save." The category that requires a document will appear in red text.

- Please make sure that the file name contains no special characters or punctuation marks.
- If you try to upload a required document and the system does not allow it, you will see the message "Having difficulty loading the document, try again later." Select the **Save** button to finish the request later.

IMPORTANT: The system has a 10 MB size limit per file. If you try to upload a document larger than that, this message will appear in red text: "The upload file size cannot be

more than 10 MB. You can try to split the document into multiple parts and upload them separately or check with your IT staff if you need assistance decreasing the file size."

Submit a New Request—Tab 7: Review

Carefully review what is listed in each of these sections.

1. Examinee Details (You will not be able to edit this section from this page.)

    a) If edits are necessary, select the **1. Examinee Details** tab.

2. Testing Information

    a) If edits are necessary, select the **Edit Test for Request** button.

    b) To return to the Review page, select the **Save and Continue** button.

3. Reason for Request

    a) If edits are necessary, select the **Edit Reason for Request** button.

    b) To return to the Review page, select the **Save and Continue** button.

4. Plan Details

    a) If edits are necessary, select the **Edit Plan Details** button.

    b) To return to the Review page, select the **Save and Continue** button.

5. Requested Accommodations/Supports

    a) If edits are necessary, select the **Edit Requested Accommodations/Supports** button.

    b) To return to the Review page, select the **Save and Continue** button.

6. Required Documentation

    a) If edits are necessary, select the **Edit Required Documentation** button.

    b) If needed, you may delete the documentation that was uploaded and upload different documentation.

    c) To return to the Review page, select the **Save and Continue** button.

7. Review the terms and conditions and then select the checkbox to acknowledge the following:

    *   Information is accurate
    *   Once submitted, no additional documentation may be added until a decision is made
    *   There is an associated test date and deadlines are met
    *   A signed release form is on file
    *   You will provide the decision notification to the examinee and/or their parent guardian
    *   You meet the qualifications for the Test Coordinator role and the tests will be administered in accordance with ACT policies

    Note: *If you select the Submit button without first checking these terms and conditions, you will receive this message.*

☐ You must accept the terms and conditions. By checking this box, I acknowledge the following:

8. Select the **Submit** button.

   IMPORTANT: *Your request is not complete until you select the Submit button in the pop-up window to transmit the information to ACT.*

   A confirmation will appear on screen and an email will be sent to you. To print the confirmation select the **Print** button.

9. To submit requests for additional examinees, return to the **Home** screen by selecting the **Home** tab in the upper-left corner of the screen.

Request the Same Accommodations and/or English Learner Supports on a Future Administration

Examinees who are authorized for accommodations and/or supports on the ACT test may use their authorization to streamline a request for the same accommodations and/or English Learner (EL) supports on a future administration of the test, whether this is for National, Special, State, or District testing.

Note: *EL status is determined annually and for that reason EL supports on the ACT expire on July 31 of the current school year. For example, EL status for the 2023- 2024 school year will correlate with EL supports on the ACT that expire on July 31, 2024. Once EL status is determined and documented for the following school year (e.g. Individual Score Report (ISR), Parent Notification), the updated documentation may be submitted for continuation of ACT EL supports eligibility. Thus, an ISR from Spring 2023 may be submitted now for previously authorized or expired EL supports to be extended through the 2023 – 2024 school year.*

Examinees who are in monitor year 1 or year 2 status are proficient in English and do not qualify for EL Supports on the ACT.

Assign a New Test Administration in TAA

1. Log into TAA.
2. Find the examinee's request.(see Search for Examinee or Existing Request)

3. Select the **TAA PIN**. The examinee's Request History screen appears.
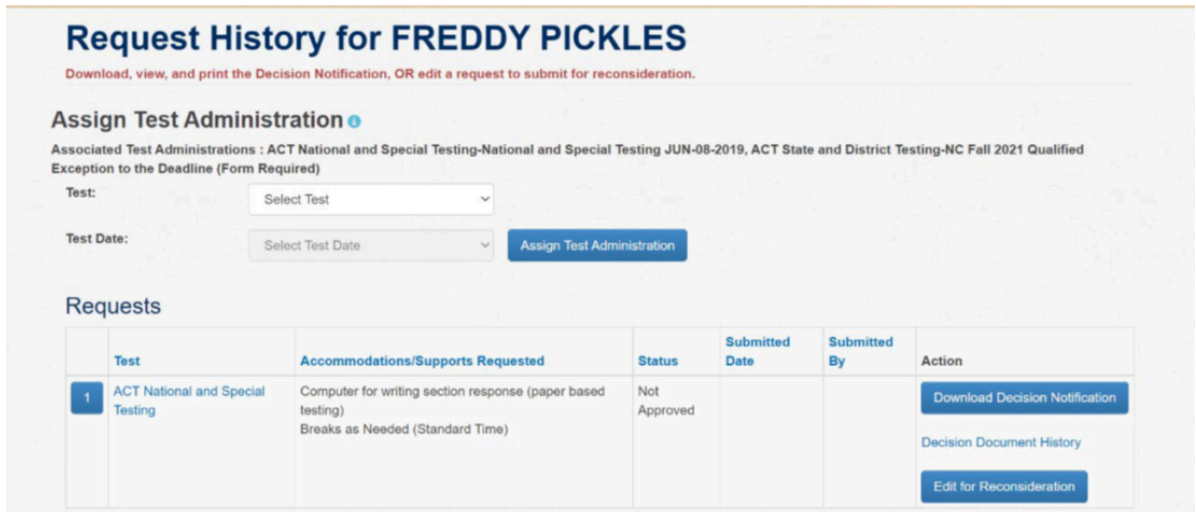
4. Review the associated test administrations. If the preferred test administration is associated, no further action is necessary. If the test administration is not associated, continue to step 5.

5. Select the correct test administration type (e.g., ACT State and District Testing) and test Administration from the drop-down menus.
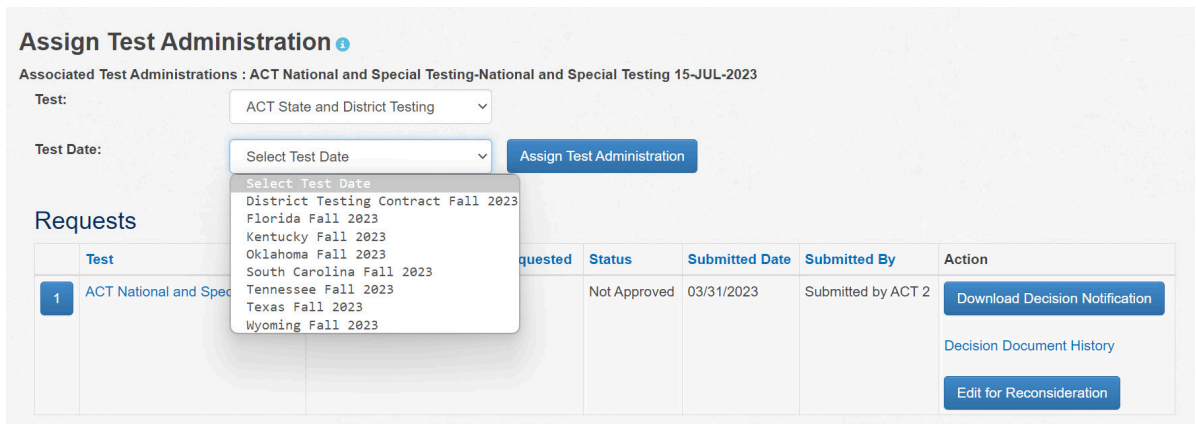
6. Select the **Assign Test Administration** button.

7. Select the **OK** button when the "Confirmation" pop-up message appears.

Confirmation   X

By clicking ok below, I certify that if the examinee is approved to test through the Special Testing program during a National test window, I personally meet all of the requirements for the Special Testing coordinator as specified in the ACT Policies for ACT Special Testing and that I, or a designated qualified member of my staff as specified in the ACT Policies for ACT Special Testing, agree to administer tests in accordance to the policies and guidelines stated in the ACT Special Testing Administration Manual included with the test materials shipment. I will ensure to maintain security and confidentiality of all testing materials; materials will only be used for the examinee identified in this request and all materials will be returned to ACT within 24 hours upon completion of the test administration. I understand that by agreeing to be a Special Testing coordinator, I consent to the ACT Privacy Policy (http://www.act.org/content/act/en/privacypolicy.html), which is incorporated into these Policies for ACT Special Testing by reference, including consent to the collection of my personally identifying information and its subsequent use and disclosure.

[cancel] [ok]

Reconsideration Requests

Reconsideration of Accommodations/Supports Not Approved

ACT will reconsider requests for accommodations authorized by ACT or EL supports that were not initially approved. If you would like ACT to reconsider a request, you may use TAA to submit additional documentation.

Note: Editing a request, including adding additional documentation, can happen only prior to submission or resubmission to ACT.

IMPORTANT: Requests for reconsiderations must be submitted prior to the published deadline in the Schedule of Events. Accommodations requested, including reconsideration requests, after the published deadline will not be available for any test date in the current State and District cycle.

Submit a Request for Reconsideration
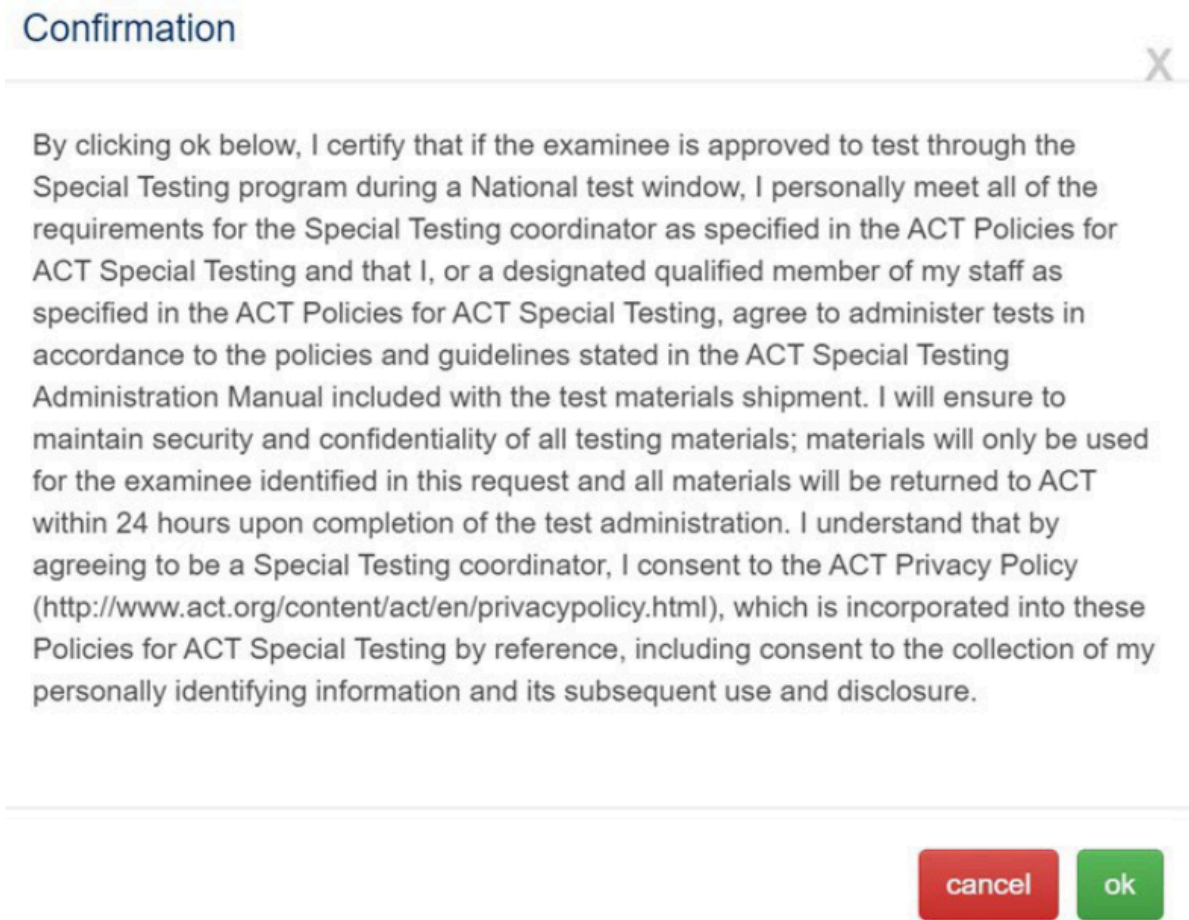
1. Log in to TAA.
2. Find the examinee's request.(see [Search for Examinee or Existing Request](#))
3. Select the **Edit for Reconsideration** button.
4. Provide additional documentation as indicated in the decision notification, or update/change requested accessibility supports listed on the examinee's plan.

   IMPORTANT: Reasons for the request and accommodations/supports selected in the original request are not available to select again when requesting reconsideration. To request the same accessibility supports with additional documentation to support the request, edit the request for reconsideration but do not select additional reasons or accommodations/supports.

5. Select the **Save and Continue** button.
6. Enter the reason you're requesting reconsideration in the **Comments** window.
7. Select the checkbox to acknowledge that the information is accurate and that a signature is on file.
8. Select the **Submit** button. You will receive a confirmation message on-screen and via email.

   Note:

   - *The individual who submitted the request will receive another email when reconsideration by ACT is complete and an updated decision notification is available.*
   - *If a request for reconsideration is started but not submitted, the status will be "Action Required."*

Statuses and Searches of Requests in TAA

Statuses of Requests

All saved requests are stored in TAA. On the Home page of TAA, the status possibilities are:

- **Action Required**: These requests have not yet been submitted.

  Note: ACT cannot access or review a request while it is in Action Required status.
- **In Review**: These requests have been submitted and are under ACT review.

  Note: ACT cannot discuss requests in In Review status.
- **Partially Approved**: These requests have been reviewed, but only part of what was requested is approved.
- **Approved**: These requests have been reviewed, and all of what was requested is approved.
- **Not Approved**: These requests have been reviewed, but none of what was requested could be approved.

- **Reconsider**: These requests have been submitted for reconsideration and are under ACT review.

  Note: ACT cannot discuss requests in Reconsider status.

Search by Sorting

1. Log in to TAA.
2. Scroll down to the section titled **Examinees** on the Home page.
   a) Any column in the table of requests can be sorted alphabetically by selecting the blue column header.
   b) Selecting the column header a second time will put the column in reverse alphabetical order.
   c) Selecting the **Clear** button will clear the last sort and return the table to default settings.

Examinees

Sort any column below by clicking on the title.
36 results.

Download Search Results

TAA PIN	Test	Last Name	First Name	Middle Initial	Status	Certification	Submitted Date	Submitted By

Search Using "Search Examinees"

1. Log in to TAA.
2. Scroll down to the section titled **Examinees** on the Home page.
3. In the Search Examinees section enter one or more of the following:
   a) Examinee's TAA PIN
   b) Examinee's last name (or partial last name)
   c) Examinee's first name (or partial first name)
4. Select the **Search** button.
5. Select the **Clear** button before starting a new search.

Conduct an Advanced Search

1. Log in to TAA.
2. Scroll down to the section titled **Examinees** on the Home page.
3. Select the **Advanced Search** link. Enter one or more of the following:
   a) Using the dropdown menu under **Test**, select the applicable testing program.
   b) Using the dropdown menu under **Test Date**, select the applicable test date. Test must be selected prior to a dropdown menu appearing.
   c) Enter the beginning month, day, and year of your search in the **Submitted Date From** field.
   d) Enter the ending month, day, and year of your search in the **Submitted Date To** field.
4. Select the **Search** button.

5. Select the **Clear** button before starting a new advanced search.

Download Search Results

1. Select the **Download Search Results** button to create a comma-separated values (.csv) file of your search results.

   Note: This is recommended if the list spans more than one page.

2. Select the *ExamineeDetails.csv* file in the lower-left corner of the screen to view the file.
3. **Save** the file as an Excel (.xls or .xlsx) file.

Cancel a New Request

A request can only be canceled **prior** to initial submission to ACT.

1. Select the **Cancel** button on the final tab. A Request History screen appears.
2. Select **Delete Request** under the Action column.
3. Select the **OK** button when the confirmation message pops up.

Delete an "Action Required" Request

A request can only be deleted **prior** to initial submission to ACT.

1. Find the request.

   *Note: Sorting the **Status** column will move all "Action Required" requests to the top of the table.*

2. Select the TAA PIN to go to the Request History page.
3. Select **Delete Request** in the Action column.
4. Select the **Status** column to sort the "Action Required" requests to the top of the table.
5. Select the **OK** button when the confirmation message pops up.

Update the ACT ID or State Student ID in TAA

To update the State Student ID or ACT ID for an examinee, follow these steps:

1. Locate the examinee, either by:

   A. Sorting the table by selecting one of the table column headings
   B. Entering the examinee's information in the fields under "Search Examinees"

2. Select the **Search** button.

3. Locate the specific examinee record you want to update and then select the **Edit** button. A Request History screen appears.

4. Select the State Student ID field, then select the Update State Student ID button.

   Note: ACT cannot arrange for accommodations/supports or ship secure materials without a State Student ID . If a request is submitted without the required ID, the examinee may not be able to test on the preferred test date.

5. Select the **OK** button when the applicable Confirmation question appears. "Are you sure you want to update this State Student ID?" Then the applicable confirmation message of "State Student ID is updated" appears.

Decision Notifications and History

Decision Notification

After ACT reviews a request, an examinee-specific *Decision Notification* is created in TAA. The notification contains the:

- Examinee's name
- Examinee's Personal Identification Number (PIN) for TAA
- Accommodations and supports approved including additional information about the administration of the accommodation, if needed.
- Accommodations and supports not approved if applicable, and the reason they are not approved. Additional supporting documentation suggestions may be provided.
- Reason accommodations and supports are not approved, if applicable

Note: When the Decision Notification is available to view online, the individual who submitted the request will receive an email. Please review the notification. Print two copies, providing one to the examinee and keeping one for your records.

IMPORTANT: The examinee will NOT receive a copy of the Decision Notification directly from ACT. You must provide it to them.

View the Decision History

1. Log into TAA.
2. Locate the request.
3. Select the TAA PIN.

4. Select the **Decision Document History** link to see all notifications for this examinee.

Requests					
Test	**Accommodations/Supports Requested**	**Status**	**Submitted Date**	**Submitted By**	**Action**
1 ACT National and Special Testing	One-to-one testing One and one-half time, single day	Not Approved	02/16/2022	Submitted by ACT	Download Decision Notification Decision Document History Edit for Reconsideration

A pdf of any decision notification for his examinee may be downloaded by selecting the **Download Decision Notification** button.

5. Close the history screen by selecting the "X" to close the pop-up window.
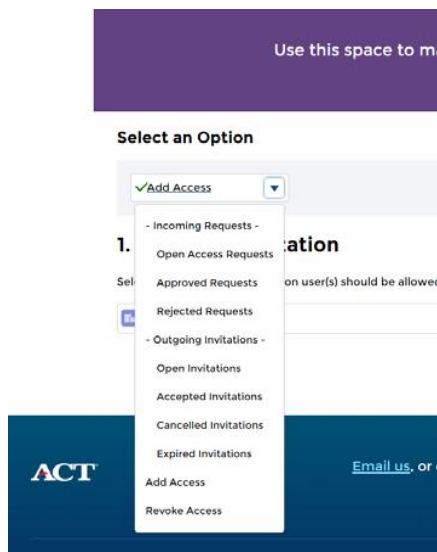
Trusted Agent Procedures

Invite a Test Accommodations Coordinator to TAA

Only Trusted Agents are approved to invite users to act as a TAC in the system. Follow the Trusted Agent directions below to invite new users.

1. Log into https://success.act.org.

2. Select **Invite New Users** from the home page after login.
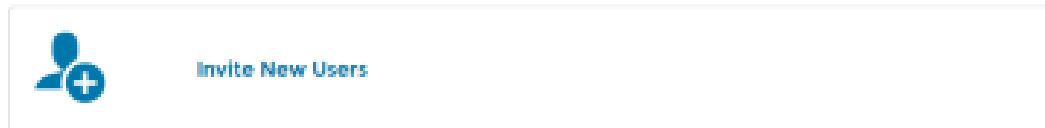
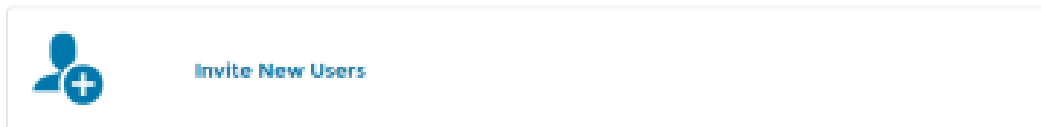

3. Select **Add Access** from the dropdown menu.

4. Find the organization that the TAC should have access to in TAA.

5. Select **Test Accommodations**.

6. Select existing users or input the email address(es) for the user(s) you want to invite.

Remove a Test Accommodations Coordinator from TAA

Trusted Agents are responsible for removing user access to TAA. Follow the directions below to remove users once they no longer need access to the organization or are no longer employed by the organization.

1. Log into https://success.act.org.
2. Select **Invite New Users** from the home page after login.

3. Find the organization that the other users should not have access to TAA.
4. Select **Revoke Access** from the drop down menu.
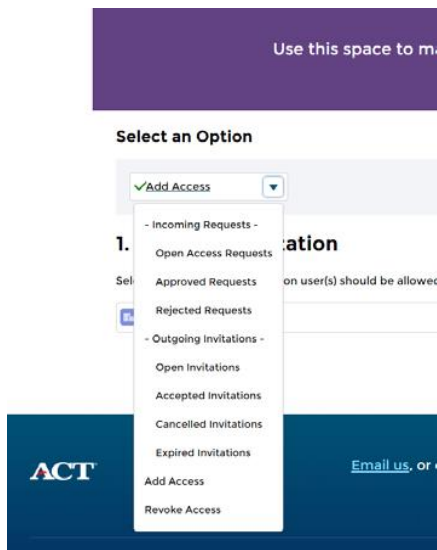
5. Select **Select Users** to remove access.

TAA System Errors

Common Reasons for TAA System Errors

TAA system errors may occur for several reasons. Below are common problems that may cause system error messages and information about how to resolve them.

• **Your bookmark to TAA may be out of date**. All access to TAA is through success.act.org. Please go to this site as any previous bookmarks will not work.

• **Your Internet browser may be incompatible**. We recommend using Google Chrome or Firefox whenever possible while using TAA. Internet Explorer is not supported.

- **Your browser may be trying to access information from a previous TAA session after the session has already timed out**. To fix this, please clear your browsing cache and cookies, then close the browser and re-open it. Opening an Incognito Tab in Google Chrome has the same effect.
- **Scripting on the site may be blocked by your Internet settings**. If this is the case, there will be a small shield icon in your address bar, which gives you a message stating that a script was blocked on this page for being potentially unsafe. If this occurs, please contact your local IT department for assistance.

If none of the above options work, we recommend calling 319.337.1332 for immediate assistance from one of our Customer Support agents.

Contacting ACT

Examinee Name and TAA PIN

Protecting each examinee's privacy and keeping personal information confidential is important to ACT. Therefore, TAA creates a unique Personal Identification Number (PIN) for each examinee, as a security precaution to maintain their privacy, known as the TAA PIN.

Please be prepared to provide the following information when contacting ACT so ACT Customer Support agents can access the examinee's information in TAA more quickly. You will need to provide the examinee's:

- TAA PIN
- First and last name
- Date of birth
- Address (city, state, zip)

How to Contact ACT

If you have technical questions about TAA or need to have your school's shipping address updated in TAA, you may:

- Call ACT Customer Support at 877.861.3003, option 2

If you have questions regarding accommodations or EL supports for ACT State testing or ACT District testing, you may:

- Call us at 800.553.6244, ext. 1788
- Email us at ACTStateAccoms@ACT.org