ACT® WorkKeys® NCRC®

Quick Start Guide

Create a New MyWorkKeys Account

Document Purpose

This document is about how to create a new "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 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 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*. It also applies to viewing your scores for tests taken outside of the NCRC.*

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 creating a new account and managing your ACT WorkKeys NCRCs.

Stage	Procedure
1	Creating a new, personal MyWorkKeys account.
2	Activating and accessing your account.
3	Creating, viewing, printing and sharing a certificate.
4	Closing MyWorkKeys session.

Procedure 1: Creating a New MyWorkKeys Account

Follow the steps below to create your new, personal account for accessing the level of certificate you earned from taking the ACT WorkKeys NCRC tests.

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

   Result: The MyWorkKeys Home "Login" page displays.

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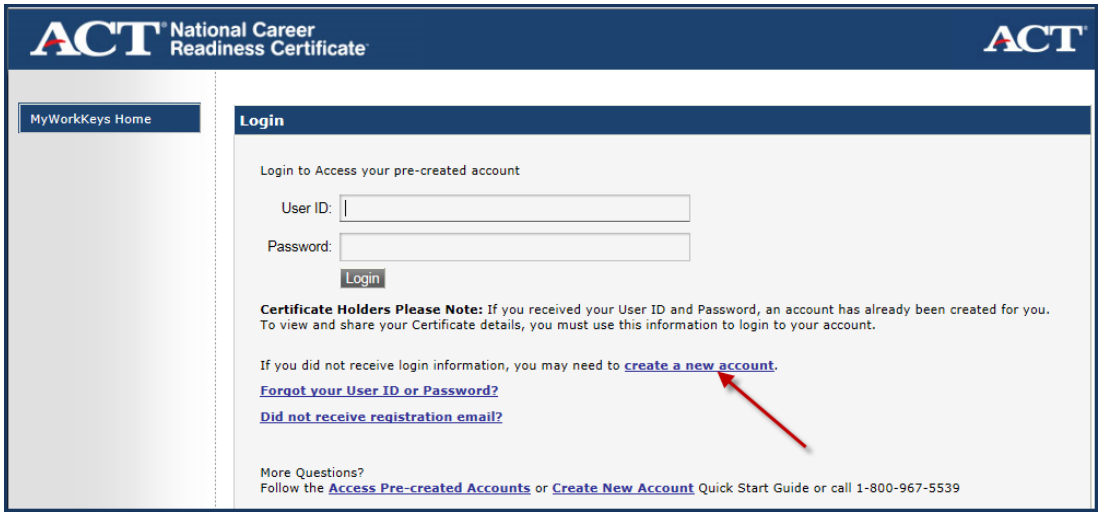
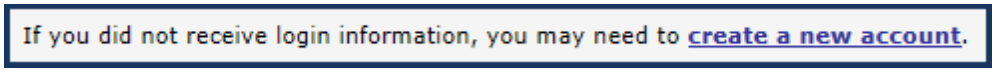


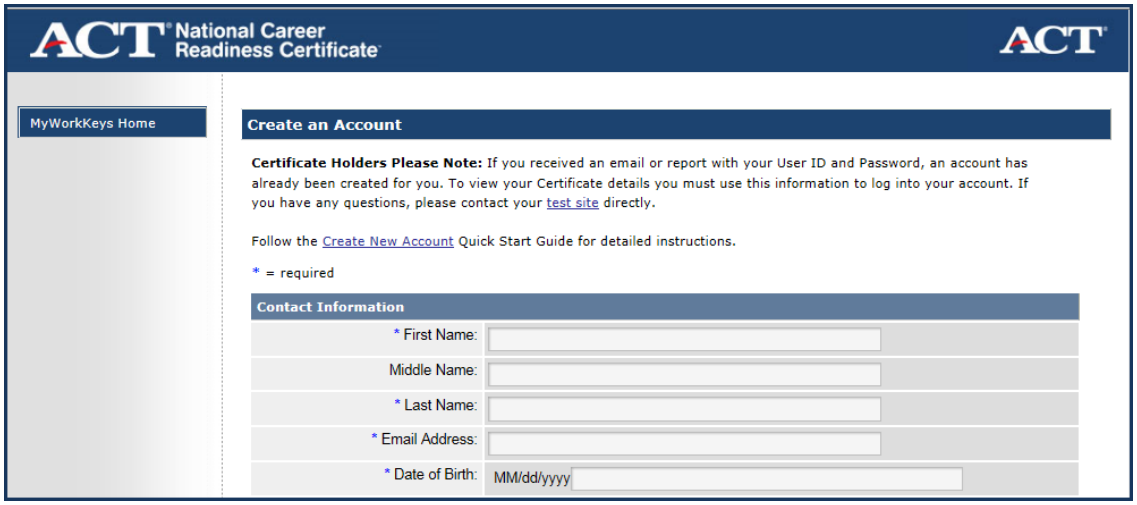
IMPORTANT! *If you received an email or report with a user ID and password, an account has already been created for you. To view and share your certificate details, you must use this information to log in to your existing account rather than creating a new one. Select the link on the login page for Access Pre-created Accounts for help with that. If you have any questions, please contact your test site directly, or the ACT WorkKeys Customer Service at 319.337.1380.*

2. At the "Login" page, in the sentence that reads "*If you did not receive login information, you may need to create a new account.*" select the link that says **create a new account**.



3. At the "Create an Account" page, fill in **all** of the **required** (*****) fields in **all** of the sections.

   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.



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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.*
- *You may have received your examinee ID from the proctor on test day. If you did not, call Customer Support at 319.337.1380. Provide your first and last name and date of birth for the agent to locate the information.*

4. When you have completed the form and finished reading the "Terms and Conditions," select **Agree**, then choose the **Submit** button.

   Result: A message will appear on the "Registration Confirmation" page stating, "Your account has been created. Please check your email for a registration confirmation email." The email will be sent to the address you provided when you created this account.
   *Note: If you select **Disagree** then **Submit**, you'll receive this message on screen, "To continue, you must agree to Terms and Conditions."*

Procedure 2: Activating and Accessing Your Account

Immediately open the registration confirmation email message in your email account. If you do not see it, check your spam or junk folder.

1. There is a link and an activation code provided in the registration confirmation email. Enter the activation code provided in the email into the **Enter Activation Code** field on the "Registration Confirmation" page of MyWorkKeys, in the "Activate Your Account" section.

2. Select the **Submit** button.

   Result: You'll see the "Login" page with a message stating "Your account has been activated. Please log in."

3. Log in using the **User ID** and **Password** you created for your account.
   a. With a successful log in, you should see the "MyWorkKeys Home Page" with your available certificates listed. You may skip to Procedure 3.
   b. But if no certificates are available, you may need to update the match criteria in the next step.

4. If applicable (i.e., if no certificates display), select **Update Match Criteria** from the navigation menu on the left side of the page.

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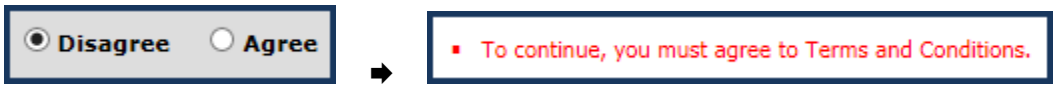
5. Verify that the information displayed next is correct and entered exactly as you entered it when taking the ACT WorkKeys tests. Add information if you took any of the tests under different match criteria. For example, if you used “John” on one test and “Johnny” on another.

6. Select **Agree** after reading the “Terms and Conditions.” Then choose the **Submit** button.

   Result: You’ll receive a message stating your match criteria have been updated and to select the Certificate Management navigation menu on the left side of the page.

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



Procedure 3: 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.

3. 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?”

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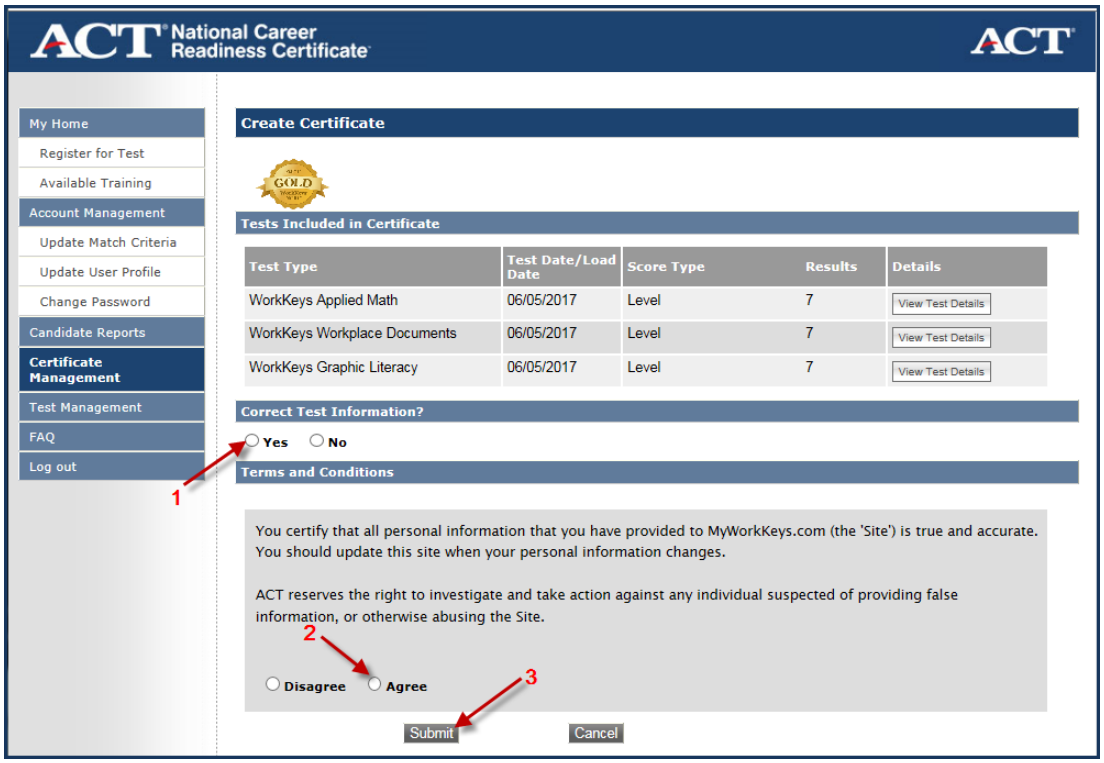

4. Select **Agree** after reading the "Terms and Conditions," then select the **Submit** button.

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

5. Under "Current Certificate(s)," you should see Certificate Type, Level, Certificate ID, and Actions columns.
   a. **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.

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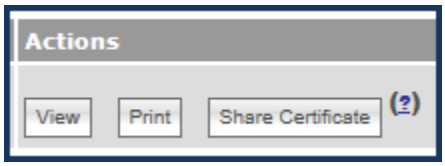
b. **Level**
   - Platinum
   - Gold
   - Silver
   - Bronze

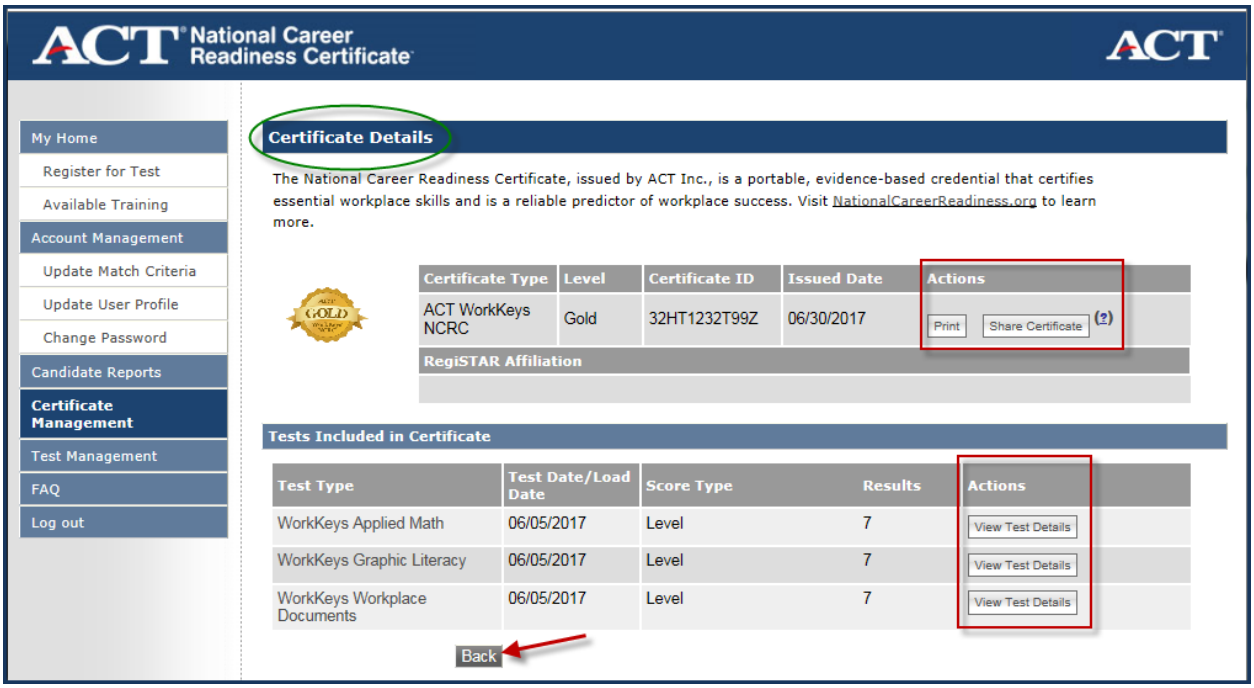
c. **Certificate ID** is a unique number assigned to your certificate.

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.



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

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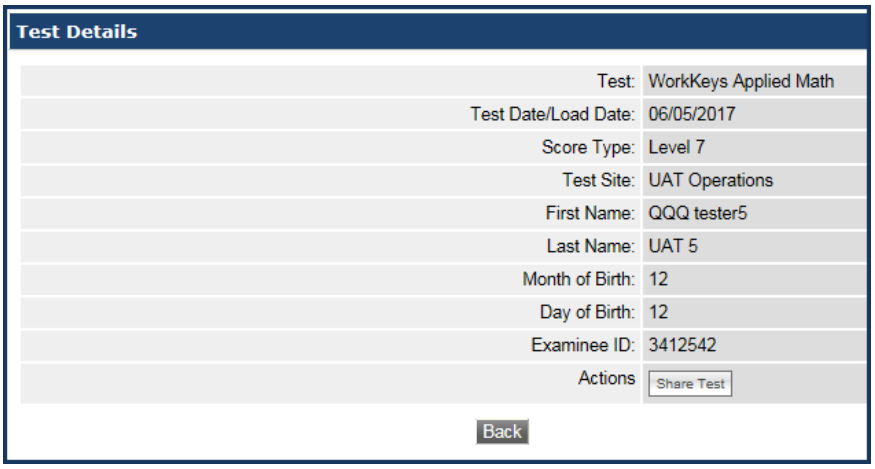
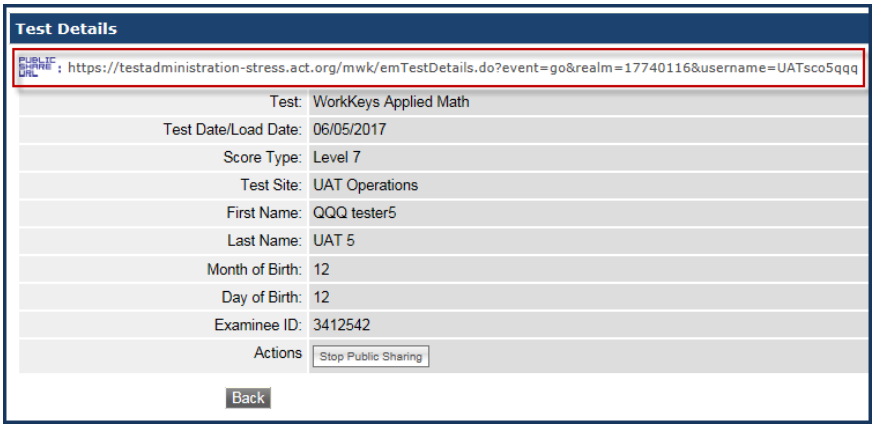
When selecting the **View Test Details** button in the Actions column of the “Tests Included in Certificate” section, you will see the following information.



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



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.

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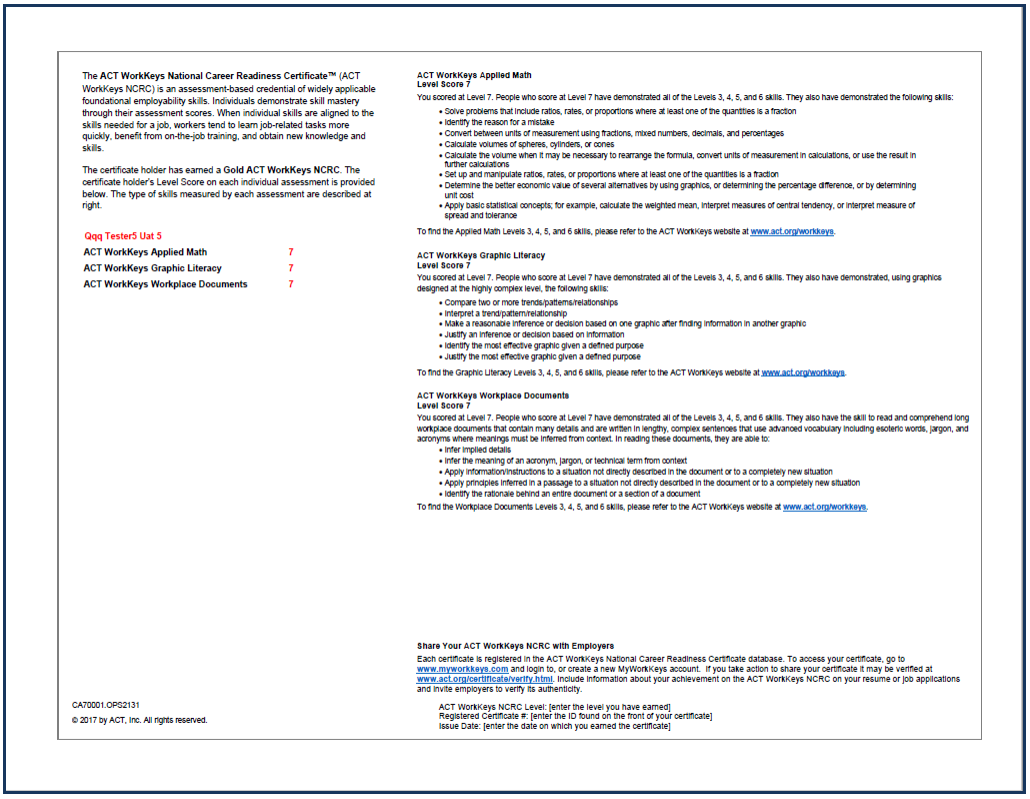
(First page, Front view)



The **ACT WorkKeys National Career Readiness Certificate™** (ACT WorkKeys NCRC) is an assessment-based credential of widely applicable foundational employability skills. Individuals demonstrate skill mastery through their assessment scores. When individual skills are aligned to the skills needed for a job, workers tend to learn job-related tasks more quickly, benefit from on-the-job training, and obtain new knowledge and skills.

The certificate holder has earned a **Gold ACT WorkKeys NCRC**. The certificate holder's Level Score on each individual assessment is provided below. The type of skills measured by each assessment are described at right.

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ACT WorkKeys Applied Math	7
ACT WorkKeys Graphic Literacy	7
ACT WorkKeys Workplace Documents	7

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ACT WorkKeys Applied Math
Level Score 7

You scored at Level 7. People who score at Level 7 have demonstrated all of the Levels 3, 4, 5, and 6 skills. They also have demonstrated the following skills:

- Solve problems that include ratios, rates, or proportions where at least one of the quantities is a fraction
- Identify the reason for a mistake
- Convert between units of measurement using fractions, mixed numbers, decimals, and percentages
- Calculate volumes of spheres, cylinders, or cones
- Calculate the volume when it may be necessary to rearrange the formula, convert units of measurement in calculations, or use the result in further calculations
- Set up and manipulate ratios, rates, or proportions where at least one of the quantities is a fraction
- Determine the better economic value of several alternatives by using graphics, or determining the percentage difference, or by determining unit cost
- Apply basic statistical concepts; for example, calculate the weighted mean, interpret measures of central tendency, or interpret measure of spread and tolerance

To find the Applied Math Levels 3, 4, 5, and 6 skills, please refer to the ACT WorkKeys website at www.act.org/workkeys.

ACT WorkKeys Graphic Literacy
Level Score 7

You scored at Level 7. People who score at Level 7 have demonstrated all of the Levels 3, 4, 5, and 6 skills. They also have demonstrated, using graphics designed at the highly complex level, the following skills:

- Compare two or more trends/patterns/relationships
- Interpret a trend/pattern/relationship
- Make a reasonable inference or decision based on one graphic after finding information in another graphic
- Justify an inference or decision based on information
- Identify the most effective graphic given a defined purpose
- Justify the most effective graphic given a defined purpose

To find the Graphic Literacy Levels 3, 4, 5, and 6 skills, please refer to the ACT WorkKeys website at www.act.org/workkeys.

ACT WorkKeys Workplace Documents
Level Score 7

You scored at Level 7. People who score at Level 7 have demonstrated all of the Levels 3, 4, 5, and 6 skills. They also have the skill to read and comprehend long workplace documents that contain many details and are written in lengthy, complex sentences that use advanced vocabulary including esoteric words, jargon, and acronyms where meanings must be inferred from context. In reading these documents, they are able to:

- Infer implied details
- Infer the meaning of an acronym, jargon, or technical term from context
- Apply information/instructions to a situation not directly described in the document or to a completely new situation
- Apply principles inferred in a passage to a situation not directly described in the document or to a completely new situation
- Identify the rationale behind an entire document or a section of a document

To find the Workplace Documents Levels 3, 4, 5, and 6 skills, please refer to the ACT WorkKeys website at www.act.org/workkeys.

Share Your ACT WorkKeys NCRC with Employers

Each certificate is registered in the ACT WorkKeys National Career Readiness Certificate database. To access your certificate, go to www.myworkkeys.com and login to, or create a new MyWorkKeys account. If you take action to share your certificate it may be verified at www.act.org/certificate/verify.html. Include information about your achievement on the ACT WorkKeys NCRC on your resume or job applications and invite employers to verify its authenticity.

ACT WorkKeys NCRC Level: [enter the level you have earned]
Registered Certificate #: [enter the ID found on the front of your certificate]
Issue Date: [enter the date on which you earned the certificate]

(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 are 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 publically.

*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.

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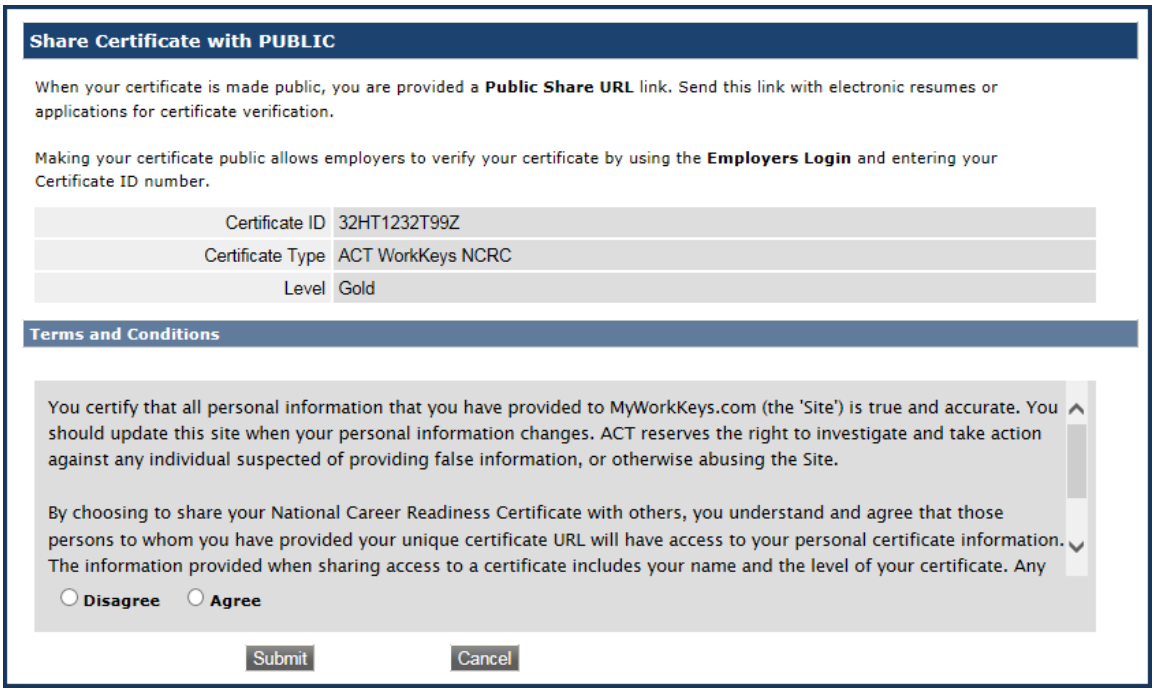

On the “Share Certificate with PUBLIC” page, read the “Terms and Conditions” and select **Agree**. Then select the **Submit** button.

*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.

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.

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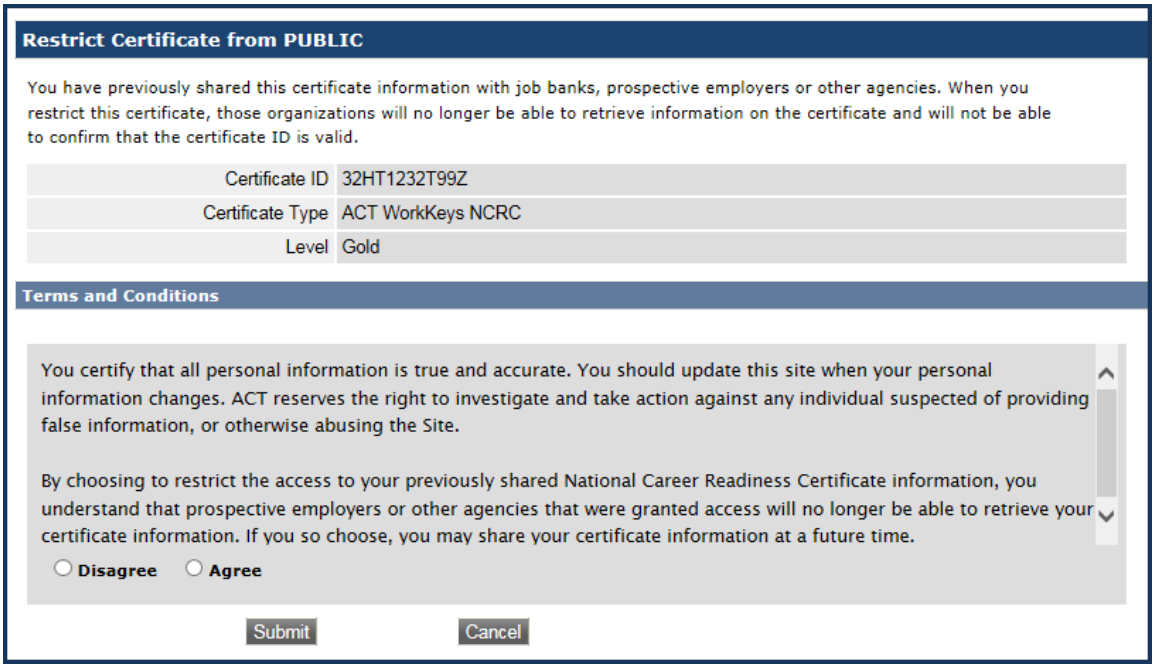
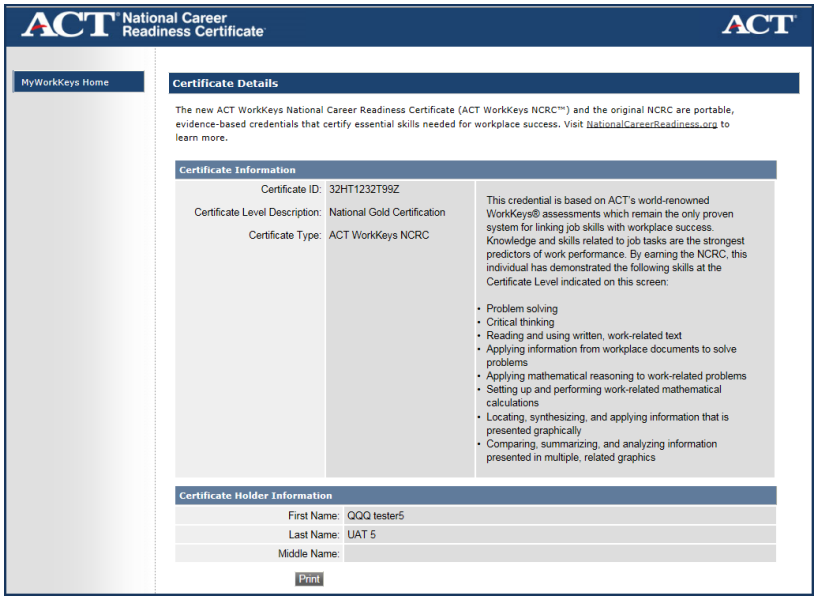


How Others May Validate Your Shared Certificate

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.



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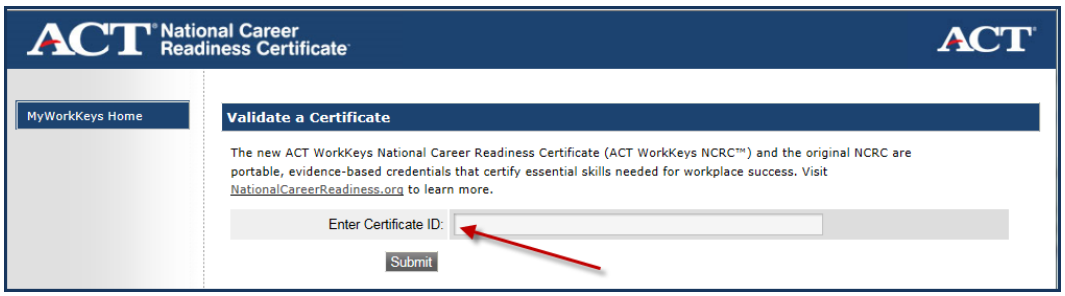
2. Or you may provide them with this URL: www.act.org/certificate/verify.html and when they use it, they will be taken to a “Validate a Certificate” page that looks like this. Then they would **enter your unique Certificate ID** that you provided to them and then select the **Submit** button.



*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.*

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 **319.337.1380**.

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