2026 | 2027

Test Accessibility and Accommodations (TAA) User Guide

ACT State and District

www.act.org

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Overview

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

Welcome to ACT's Test Accessibility and Accommodations (TAA) system. The TAA system is used to submit requests for accommodations and/or English learner (EL) supports and to receive decisions about those requests for examinees taking the ACT. This TAA user guide will provide guidance to help users successfully perform the many different tasks within the system. Pay close attention to any "**Note**," "**Tips**" and "**IMPORTANT**" call outs within this guide for helpful and vital information.

Note: *None of the images in this user guide contain personally identifying information of actual examinees or users.*

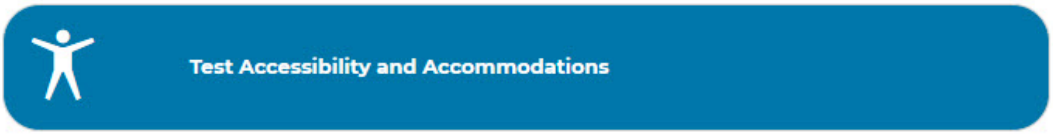
Creating a Success Account

Follow these steps to create a Success account:

1. Go to https://success.act.org.
2. Select **Create Account** and enter your personal information.
3. Enter the main organization you are affiliated with.
4. If you were given an **Access Code**, select the check box next to **I have an access code**. Otherwise, leave this box unchecked.
5. Read both the **Terms and Conditions** and **Privacy Policy** then select the check box to agree.
6. Select **Send Verification Email**.

   Note: *If you do not receive the email, check your Spam/Junk folders. You may also need to check with your IT department to ensure ACT (@operations.act.org and @act.org) is whitelisted.*
7. Once you receive the verification email, select the link that is provided.
8. You will be prompted to enter a password.
9. Once you create your password, you will be prompted to log into Success with your email address and new password.

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

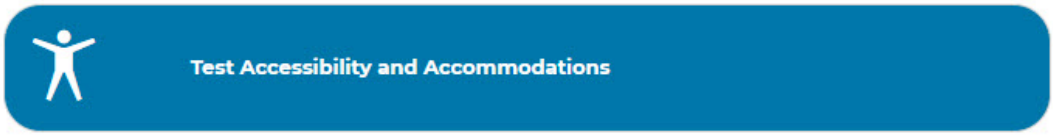


If the TAA widget is not available, you will need to request access to the system. For step-by-step instructions for requesting access, see Request Access to TAA. It is important to request access early enough for it to be approved. Do not request access if you are not a representative of the school.

Accessing TAA

When you have an account with Success, follow the below steps to access TAA:

1. Go to https://success.act.org.
2. At the Sign In screen, enter your email address and password, then select the **Sign In** button.
3. If you have access to TAA, you will see the Test Accessibility and Accommodations widget.
4. Select **Test Accessibility and Accommodations**. The TAA system will open in a new tab. If you do not see the Test Accessibility and Accommodations widget below, then you will need to Request Access to TAA.



IMPORTANT:

- *You must have your own personal account to access TAA. Do not access TAA using another user's account or an account shared by multiple users. Doing so can result in losing access and privilege to all ACT systems.*
- *User email addresses should be organization/school-based emails. Do not request access to TAA with personal domain emails such as Gmail, Yahoo, AOL, etc. This ensures that only authorized users gain access to the TAA system where examinees personal and confidential information is stored. Using a personal domain email can result in your access being removed.*

Success Roles

Trusted Agent

Each organization may be associated with a Trusted Agent. The Trusted Agent is typically a school administrator or district-level staff. The Trusted Agent is responsible for granting access requests within the success.act.org environment for their organization.

If a Trusted Agent is established, they will grant user access requests to TAA as well as the other systems accessed from this site. Trusted Agents must carefully consider who should have access to the TAA system to protect confidential information for the examinees and other Success users associated with their organization. It is important to note that Trusted Agents and users with TAA access can view all examinee requests and confidential documentation submitted by their organization.

Test Accommodations Coordinator (TAC)

Users that have access to TAA are assigned the role of TAC. Organizations can 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.

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TACs are responsible for submitting requests and/or reconsiderations for examinees who may need accommodations and/or EL supports to access the ACT. The TAC will receive an email once ACT has finished reviewing the request.

Note: *If an organization has both Trusted Agent and TAC roles established, only the TAC(s) will receive the accommodation notification emails generated when an examinee registers and indicates a need for accommodations and/or supports on the ACT. It is recommended that users who are responsible for submitting accommodations and/or EL support requests only receive the TAC role and not the Trusted Agent role.*

Test Accommodations Coordinator (TAC) Responsibilities

TACs have the responsibility to:

- Submit accommodations and/or EL supports requests on behalf of the examinees at their organization(s)
- Upload supporting documentation for accommodation and/or EL support requests in accordance with all ACT policies and procedures
- Distribute Decision Notification letters to the examinee and/or their parent/guardian
- Participate in accommodations and/or supports training provided by ACT
- Ensure examinee requests are associated with the appropriate future test date(s)
- Ensure each examinee has a signed Consent to Release Information to ACT form on file at their school

Requesting and Managing TAA Access

Request Access to TAA

Do **not** request access if you are not a representative of the school. Login credentials are user specific and should never be shared with other staff members.

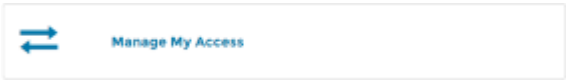
Requests are directed to the organization's Trusted Agent(s) for approval if there is one established. The time needed to process an access request is dependent on the Trusted Agent(s) and how quickly they respond to the request.

Note: *ACT cannot disclose who the established Trusted Agent is at the organization.*

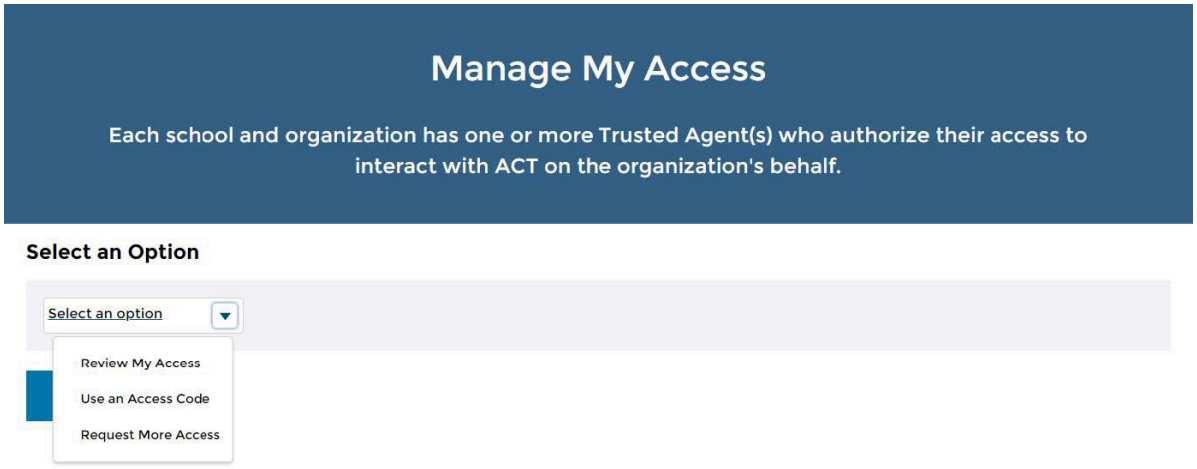
If there is no Trusted Agent established at your organization, ACT will evaluate your TAA access request, provided it is for the Test Accommodations Coordinator role only. Requests for TAC access evaluated by ACT can take 3-5 business days to review and process. You will receive an email when your access request is approved or to notify you if further action is needed before ACT can approve the request.

Follow these steps to request access to TAA:

1. Log into success.act.org.
2. Select the **Manage My Access** button.

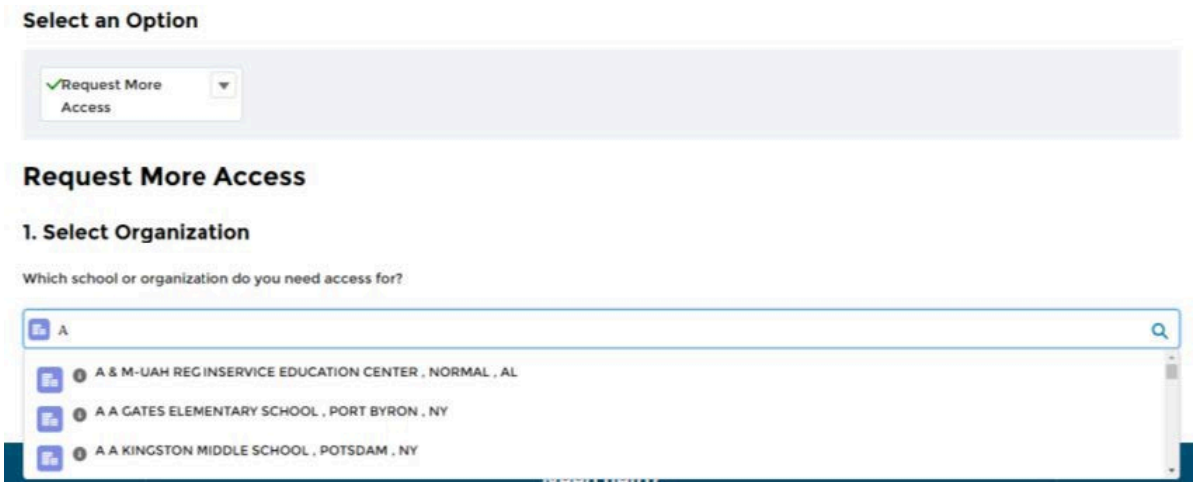


3. Select **Request More Access** from the drop-down menu.



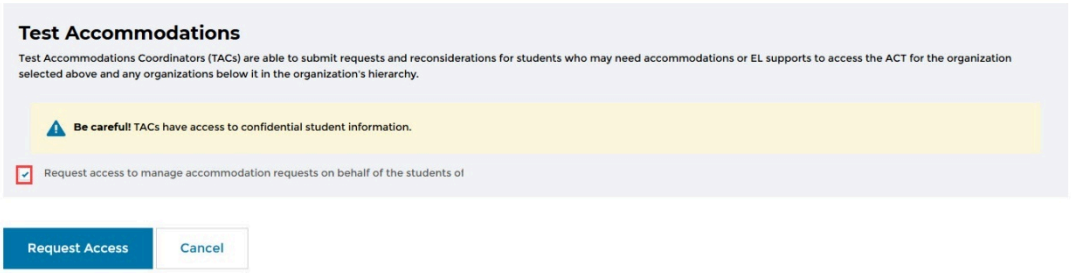
4. Begin typing the name of your organization in the field provided. Select the organization with the correct associated city and state from the list.

   Note: *You must submit an individual access request for each organization needed. Do not request access to districts and/or state level organizations*



5. Select **Submit** button.
6. Scroll down to **Test Accommodations** and select the check box under **Test Accommodations**.

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IMPORTANT: *Do not select the Trusted Agent role if you are responsible for submitting accommodation and/or EL support requests. If you do not select the Test Accommodations role, your access request will not be reviewed by ACT (if necessary) and you will not receive accommodation-related notification emails.*

7. Select **Request Access**.
8. You will receive an email when your request is approved. After logging into Success, the **Test Accessibility and Accommodations** widget will appear.

Change Your Password for Success

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.

   Tip: *Select the **Show Password** box to view what you are typing.*
6. Select **Submit**.
   Password Reset Successfully message once successful.

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 drop-down menu.

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

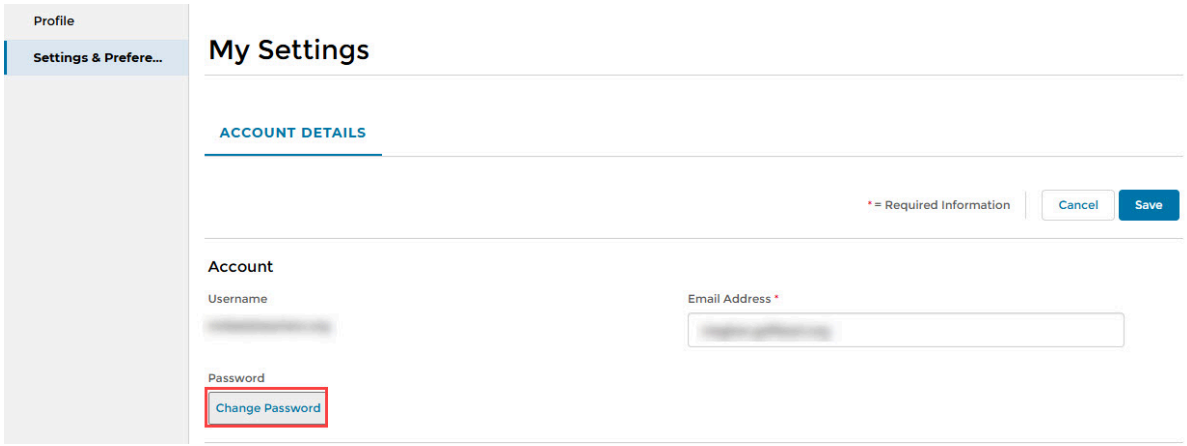
- Details (personal information)
- Email address
- Password

IMPORTANT: *Updating your email address will not update your username.*

Update Your Password from My Profile

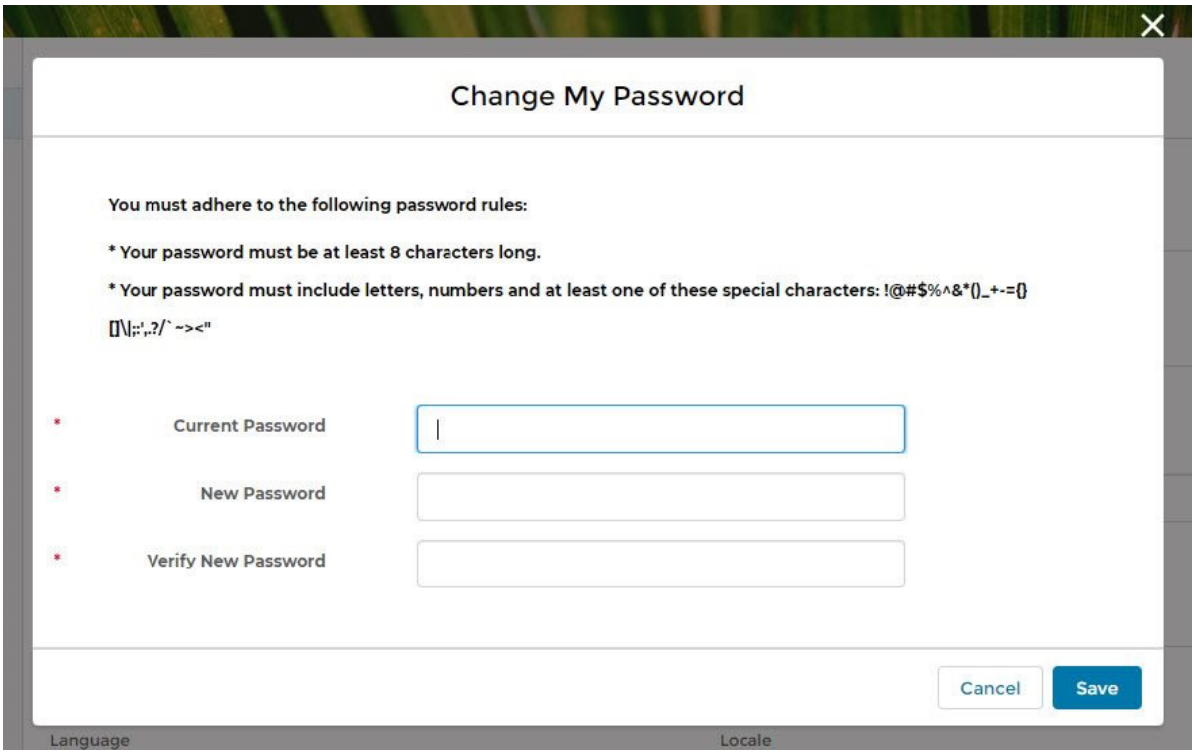
If you want to update your password you can reset it by following these steps:

1. Select the **My Profile** link from the drop-down 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.

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

Add an Organization (School) to Your Account

If you are responsible to submit requests for multiple organizations or 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.

Note: *Do not request district-level access. If you need access to more than one organization, you must request access to each organization individually.*

Trusted Agent Procedures

Invite a Test Accommodations Coordinator to TAA

Only Trusted Agents are authorized to invite existing or new users to act as a TAC for their organization(s). Likewise, they are the only ones able to revoke access for users in Success that are associated with their organization(s).

To invite new or existing users, a Trusted Agent will do the following:

1. Log in to success.act.org.
2. Select **Invite New Users** from the home page after login.



3. Type the organization that the TAC should have access to in TAA.
4. Select **Test Accommodations**.
5. Select existing users or input an email address for each new user who needs an invite (you can input multiple email addresses if needed).
6. Select **Add User(s)**.

Remove a Test Accommodations Coordinator from TAA

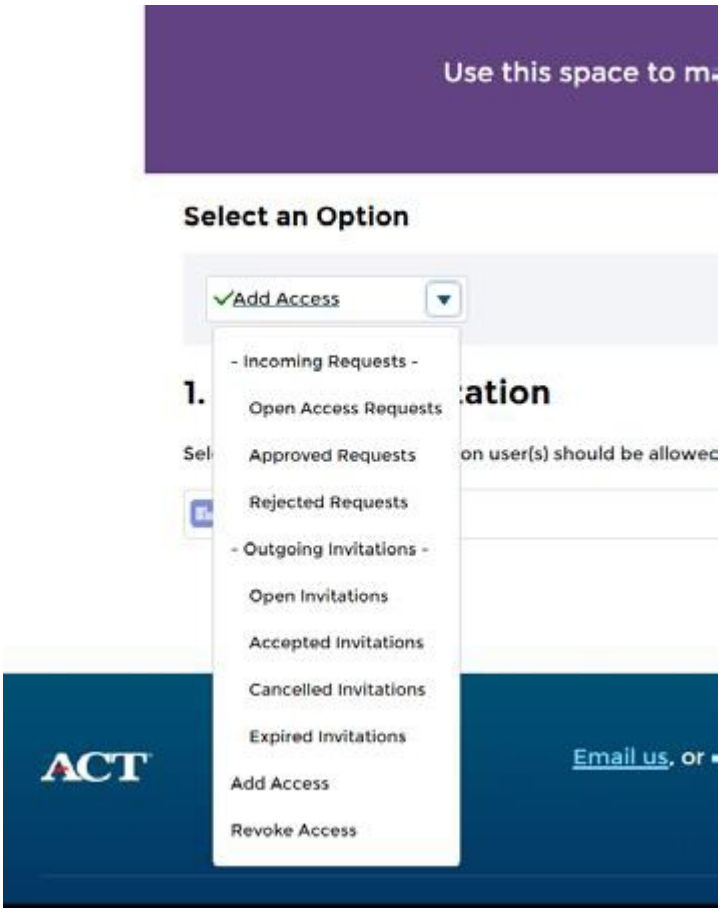
Follow the directions below to remove users once they no longer need access to the organization or are no longer employed by the organization:

1. Log into success.act.org.
2. Select **Manage Users** from the home page after login.



3. Select **Revoke Access** from the drop-down menu.

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4. Select the organization you would like to remove a user access from.
5. Select the user(s) you would like to revoke access for and select **Revoke Access**.

   Note: *Trusted Agent users cannot remove their own access in Success. If you need to remove your own Trusted Agent access at certain organizations, you must work with another Trusted Agent that is established at that organization to remove your access.*

Accommodations and Supports Requests

Parent or Examinee Consent to Release Information to ACT

Without parent or examinee consent to release information to ACT, ACT cannot process requests for accommodations and/or English learner supports. The TAC is responsible for ensuring that the school has consent prior to submitting a request.

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 organization's documentation retention policy. ACT recommends this be on file for at least one year after the request is submitted in TAA.

Note: *ACT does not need this form uploaded to the examinee's request in TAA. The form only needs to be in the examinee's file at school.*

Search for Examinees and Existing Requests

Each examinee should only have one TAA PIN in the TAA system. It is important to check TAA to ensure that the examinee does not already have a request 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.

   Tip: *If you do not see your examinee, try switching their first and last names.*



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

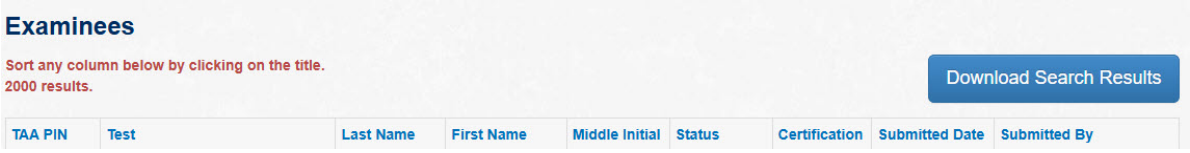
   Note: *If the examinee transferred from another school and already has approved accommodations, this should be transferred to your school. A new request should not be submitted. Contact ACT Accommodations for instructions on how to have the examinee's request transferred to your school in the TAA system.*

Search by Sorting

1. Log in to TAA.
2. Scroll down to the section titled **Examinees** on the home page.

   Any column in the table of requests can be sorted alphabetically by selecting the blue column header.

   - Selecting the column header a second time will put the column in reverse alphabetical order.
   - Selecting the **Clear** button will clear the last sort and return the table to default settings.



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Statuses of Requests

All requests are stored in TAA. The section will define the types of request statuses that you may see in your TAA system.

ACT can access, review, and discuss a request if it is in the following status:

- **Approved –** These requests have been reviewed, and all of what was requested is approved.
- **Partially Approved –** These requests have been reviewed, but only part of what was requested is approved.
- **Not Approved –** These requests have been reviewed, but none of what was requested could be approved.

ACT cannot access or review a request if it is in the following status:

- **Action Required –** A initial and/or reconsideration request has been started but has not yet been submitted to ACT.
- **In Review –** The request has been submitted and is under review by ACT.
- **Reconsider –** These requests have been submitted for reconsideration and are awaiting ACT review. Until a decision has been made, the request cannot be modified.

Action Required Request

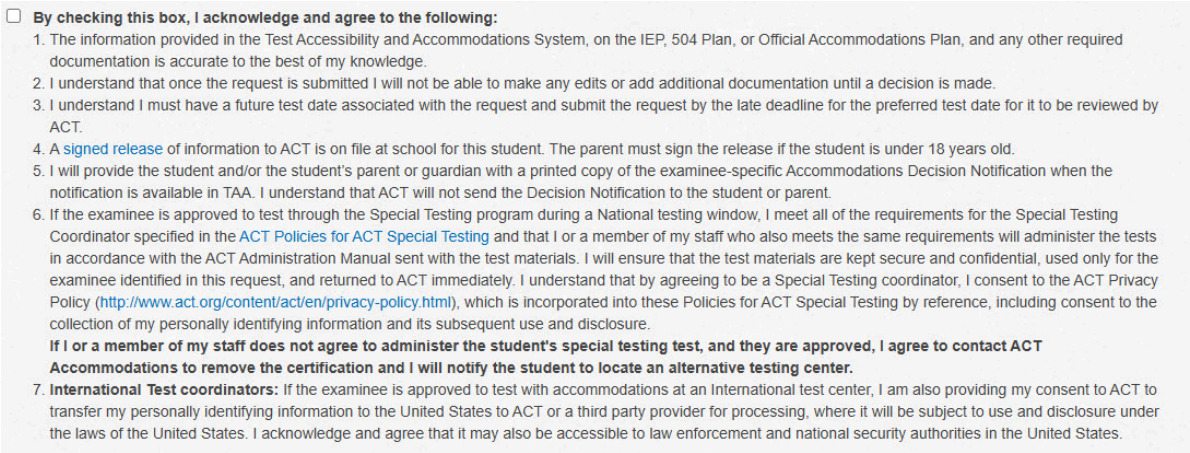
If a request is in an Action Required status, ACT cannot review the request or view any uploaded documents. If the request is not fully submitted by the posted deadline, the examinee will not have accommodations and/or EL supports for their intended test. If you see an Action Required status for any of your examinees, follow these steps to resolve them:

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
SDH3RHVH	ACT State and District Testing				Action Required			
EFWJ1AK3	ACT State and District Testing				Action Required			

5. Complete the remaining sections of the request.

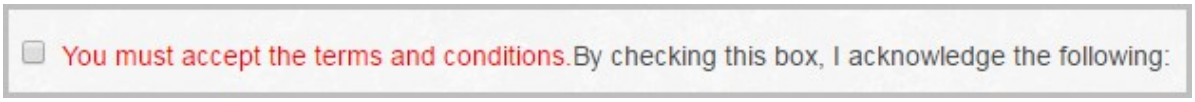
   Note: *If a student's request is in the Action Required status due to an accidental reconsideration trigger, ACT encourages you to submit the request. On* ***Step 7: (Review)****, leave a message in the comment box that states the request was submitted in error.*
6. Review the *Terms and Conditions* and then select the check box that you agree:



☐ **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. I understand that ACT will not send the Decision Notification to the student or parent.
6. If the examinee is approved to test through the Special Testing program during a National testing window, I 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.
   If I or a member of my staff does not agree to administer the student's special testing test, and they are approved, I agree to contact ACT Accommodations to remove the certification and I will notify the student to locate an alternative testing center.
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 an error message requesting that you accept the terms and conditions.*



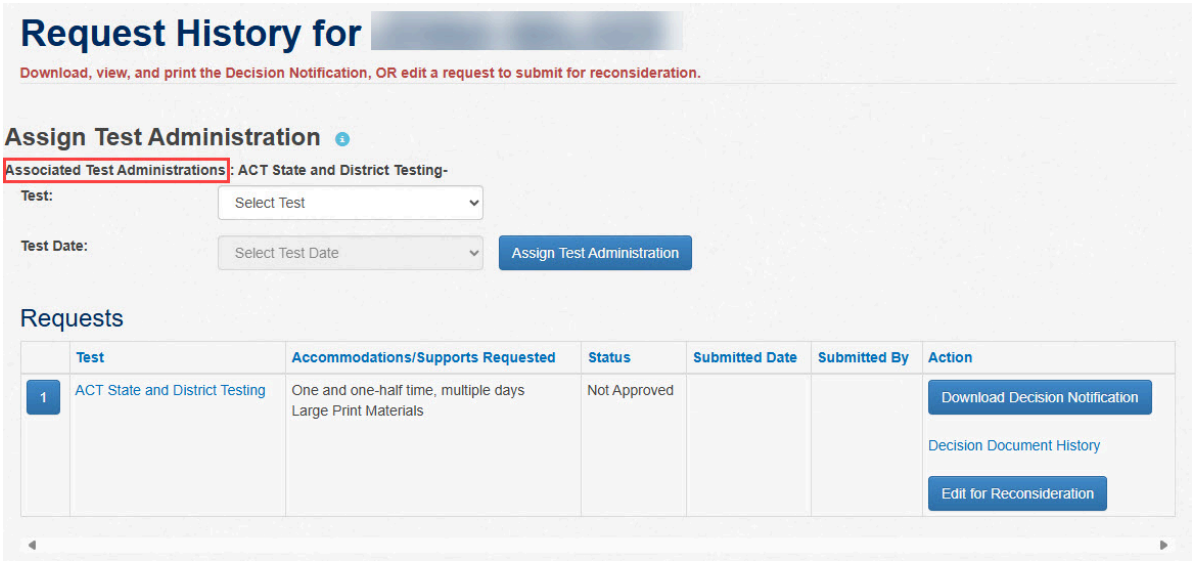
7. Select the **Submit** button to finish the request.

   Note: *Once the request has been submitted, you will not be able to make any changes or revisions until the request has been reviewed by ACT.*

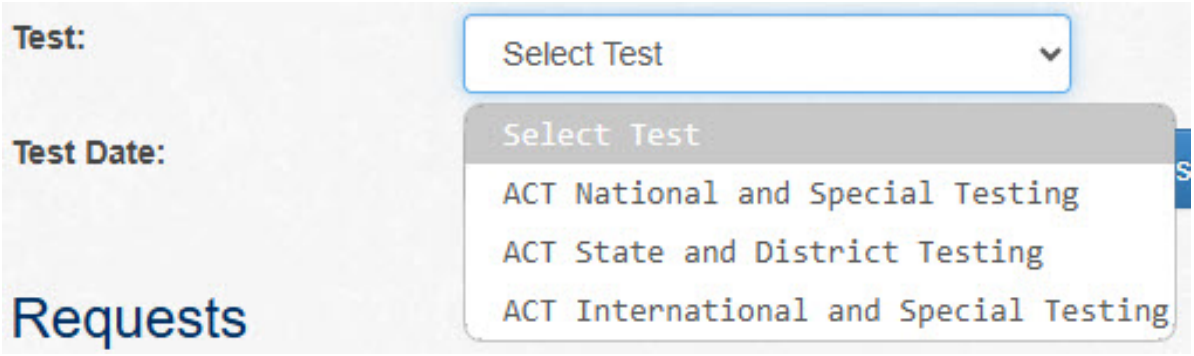
Associate a New Test Date to a Previously Reviewed Request

1. Log in to TAA.
2. Search for the examinee (see Search for Examinees and Existing Requests).
3. Select the TAA PIN from the first column to view examinee's Request History page. Check the Associated Test Administrations, if the test date is already listed, no further action is necessary. Otherwise, proceed to the next step.

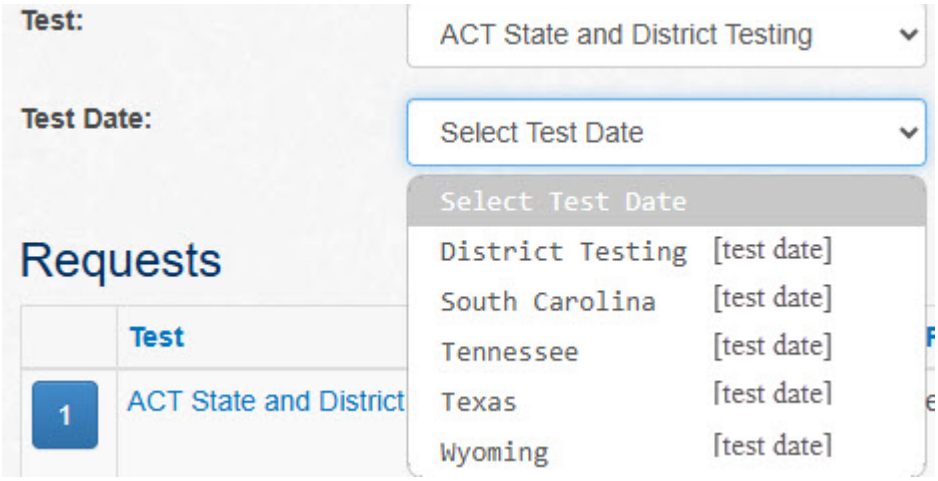
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4. Select the test program **ACT State and District Testing** from the Test drop-down menu.



5. Select the Test Date that your school is participating in from the drop-down menu.



IMPORTANT: *Make sure the test date you select is the correct date for the correct administration. Selecting the wrong date or administration may cause issues in getting the PIN applied for your examinee.*

6. Select the **Assign Test Administration** button.
7. Select **OK**.

Update the State Student ID in TAA

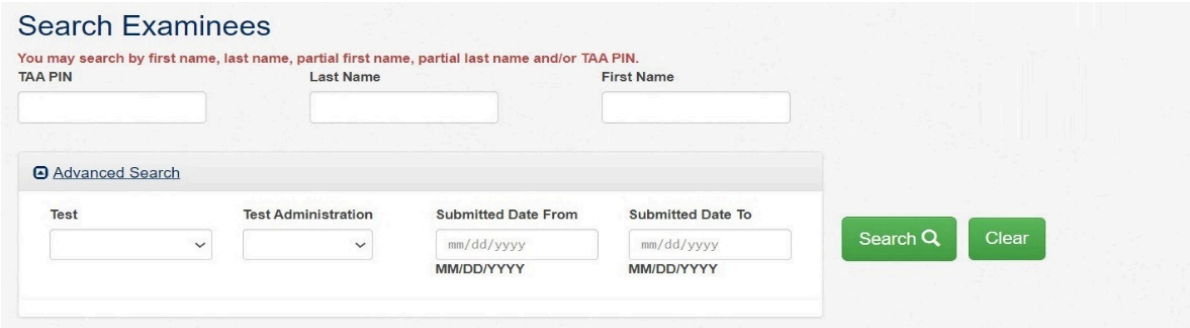
To update the State Student ID (SSID) for an examinee, follow these steps:

1. Log in to TAA.
2. Search for the examinee (see Search for Examinees and Existing Requests).
3. Select the TAA PIN from the first column to view the examinee's Request History page.
4. Located at the bottom of the page is a text box next to **State Student ID**.
5. Enter the SSID associated with the examinee.
6. Select **OK** to update the SSID.

Advanced Search and Deleting Requests

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 drop-down menu under **Test**, select the applicable testing program.
   b) Using the drop-down menu under **Test Date**, select the applicable test date. Test must be selected prior to a drop-down 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.



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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 or to compare what is approved in TAA versus what is listed on the Accommodations and Supports roster.*

2. Select the *ExamineeDetails.csv* file that downloads to view the file.

   The Excel file from the search results will show the following:

   - Examinee's TAA PIN
   - First Name
   - Last Name
   - Middle Name
   - List of **Approved** Accommodations, if approved

     Note: *For English learner examinees, any ACT-authorized EL supports will have the expiration date for those supports listed.*
   - List of **Not Approved** Accommodations, if not approved
   - List of **In Review** Accommodations still being reviewed by ACT
   - List of **Incomplete** Accommodations if the request has not been submitted
   - All Associated Test Dates for each examinee

Cancel a New Request

A request can only be canceled **prior** to its initial submission to ACT. If the request has not yet been submitted, follow the steps below to cancel the request:

1. Select the **Cancel** button on the final tab.

   a) You will be directed to the examinee's Request History screen.

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 an initial submission to ACT. Any **Action Required** reconsideration requests cannot be deleted.

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 **OK** button when the confirmation message pops up.

Requesting Accommodations

Starting an Accommodations Request

IMPORTANT:

- *Before starting an accommodations request for the examinee, you must first have the consent form on file signed by the parent (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, a lowercase letter "i" within a circle , you may hover over it for detailed information.*
- *To go back a previous step, 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 are being requested.*
- *Pay attention to the published deadline listed on the **Schedule of Events** that can be found on your state or district's ACT-hosted web page. All ACT deadlines are in Central time. If a request is submitted after midnight of the published deadline, ACT will not review the request.*

1. Log in to TAA.

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

   a) To change the organization, select **Choose another organization** which is displayed under the organization name at the top-right corner of your screen.
   b) Once you have selected the appropriate organization, select **Continue** and request accommodations and/or EL supports for examinees who attend that school.

      ***Note:** If you do not see your name or the correct school, log out of the account and sign in then select the correct school. If needed, submit a request to* Add an Organization (School) to Your Account.

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

   ***Note:** If a request was already submitted in TAA, edit that request for reconsideration. Do NOT create a new request. If you begin a new request in error, it may be deleted if it has not yet been submitted to ACT. See* Delete an Action Required Request.

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a) If you find the examinee, follow the same procedure in Action Required Requests by selecting the examinee's blue TAA PIN.
b) If you do not see any results for the examinee you searched for, select **New Request** located at the bottom of the page.

Submitting a Request—Step 1: Examinee

1. For Action Required requests, the examinee's demographic information may already be filled in. Ensure the information is accurate and proceed to the next step.

   For new requests, you are required to enter the examinee's demographic information. Demographic information must match the information in your school's data system for that examinee and match the testing platform your school is using.

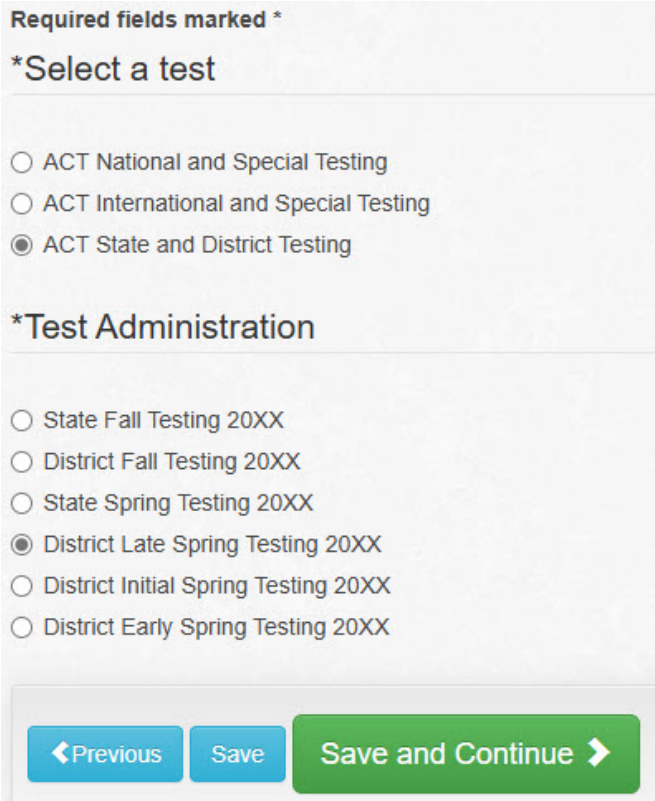
   - ACT ID (can be found on the examinee's MyACT account)
   - State Student ID (SSID) - Found in your school data system
   - First Name (must use examinee's legal name)
   - Middle Initial (optional; do not put middle name with first name)
   - Last Name
   - Date of Birth (MM/DD/YYYY)

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 ZIP code/postal code - numeric digits only
      - If the ZIP code is recognized by the system, the City and State fields will auto-populate. If multiple cities are associated with the zip code, select the correct city from the drop-down menu.
      - If the ZIP code is not recognized, the City and State fields will not populate. Ensure the Zip code is correct.
3. Select the **Save and Continue** button.

Submitting a Request—Step 2: Test

For requests in Action Required status, the examinee's test date may already be selected in TAA. If the deadline has passed, TAA will require you to select a future test date as ACT will no longer review the request for the intended test date.

1. If the date is not already selected, or for New Requests, select the radio button next to ACT State and District Testing.



2. Select the radio button next to the intended test administration. If a test date is greyed out, that means it has already been selected and you can continue on to Step 3.

   Note: *Make sure the test date you select is the correct date for the correct administration. Selecting the wrong date or administration may cause issues in getting the PIN applied for your examinee.*

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

Submitting a Request—Step 3: Reason

1. To request accommodations for an examinee with a diagnosed disability, select the **Yes** radio button option for the question "Are you requesting ACT-authorized accommodations for the examinee?"
2. A list of diagnosed disabilities appears when **Yes** is selected to request accommodations for the examinee. Select only the check boxes that apply to the examinee that is referenced on their plan.

   IMPORTANT: *Only use the 'Other Disability' text box for a diagnosis that is not listed in TAA on the standard menu. Do not use this text box to provide additional information. Using the 'Other Disability' box may cause a delay in the review process.*

3. Select the **No** radio button option for the question "Are you requesting English learner supports for the examinee?" if the examinee is not designated as an English learner.

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Note: *Examinees who are designated as an English learner with a disability may have 'Yes' indicated for both questions. For guidance on how to request English Learner supports, see the Requesting English Learner Supports section of this guide.*

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

Submitting a Request—Step 4: Plan Detail

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

Plan Type	Steps
IEP or 504 plans	**A.** Select if the examinee has a current and valid IEP or 504 plan. **B.** Indicate if the accommodations being requested are on their IEP or 504 Plan.
Official Accommodation Plans	**A.** Select if the examinee has a current Official Accommodations Plan at school. **B.** Indicate how long the examinee has been on the plan (more than 12 calendar months or less than 12 calendar months). **C.** Indicate if the accommodations being requested are on their plan.
Exceptions Statements	**A.** Select if the examinee does not have a formal plan at school or has another type of plan such as a Student Intervention Plan, Behavioral Intervention Plan, Health Care Plan or another type of informal support plan **B.** The Exception Statement form should be completed fully prior to submitting it to ACT.

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

Submitting a Request—Step 5: Accoms/Supports

1. Select only the accommodations listed on the examinee's plan and/or accommodations that they receive at school.

   Some accommodations (such as Text-to-Speech/Pre-Recorded Audio and Human Reader) are automatically paired with triple-time, and you will not be able to select a different timing option. The *Accessibility Supports Guide (ASG)* will indicate which test presentation/formats require triple-time. The ASG can be found on your ACT-hosted web page.

2. If an accommodation that the examinee receives at school is not available to select in TAA, select the **Other Accommodations** drop-down box.

   The accommodations listed in this drop-down box are the standard accommodations that ACT most commonly allows/authorizes. Multiple accommodations may be selected in the drop-down menu at one time.

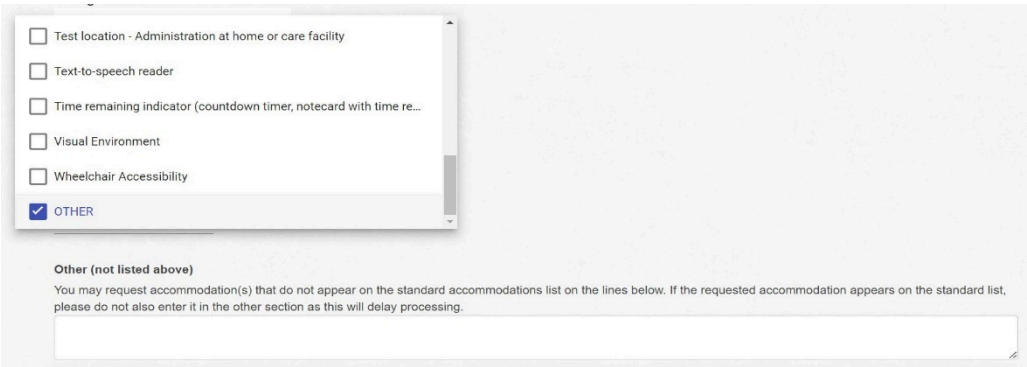
Note:

- *ACT may use a name or term for an accommodation which is different than what your school or state uses. Always refer to the ASG to understand each accommodation, who it is generally intended for, and how it is implemented in the test environment. This ensures that you select the correct and/or appropriate accommodations and that there is no delay in the review process.*
- *The Accessibility Supports Guide will also indicate if an accommodation needs to be authorized by ACT or if it can be locally authorized. For example, all examinees are allowed to use a calculator for the math section of the ACT. This is not considered an accommodation, so it should not be requested. No examinee is allowed to use a calculator for the Science section or any other sections, even if requested. All examinees are allowed to take breaks during the test. Do not request breaks unless the examinee requires stop-the-clock breaks.*
- *Do not request Designated Supports or Universal Supports as defined in the Accessibility Supports Guide. Only request accommodations and/or EL supports that require ACT authorization.*

3. If, after referring to the ASG, a desired accommodation is not listed on the standard menu, select **OTHER** in the **Other Accommodation** drop-down box.

   A text box will become visible to type the accommodations and/or supports the examinee requires.

   - Do **NOT** use this text box to request supports that do not require ACT authorization.
   - Using the **OTHER** box may cause a delay in reviewing the request.
   - Do not use any special characters in the text box.



4. Select **Save and Continue**.

   Note: *If you receive an error, please refer to the TAA System Errors section.*

Submitting a Request—Step 6: Documentation

IMPORTANT: *All file names for documentation must be alphanumeric only. File names should not include special characters or spaces. This ensures files do not become corrupted. In those cases, ACT is unable to download the documentation to review it. If ACT is unable to open/download any files, the request will be denied.*

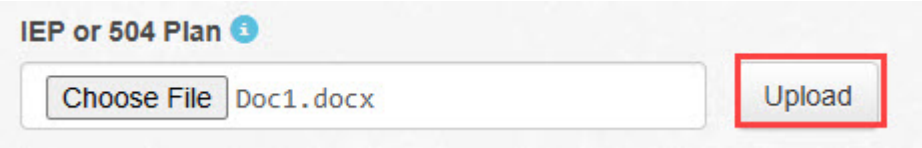
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1. Select the **Choose File** button to open and view your computer's File Explorer box to locate documentation for any of the categories that are displayed.

   Note: *The examinee name within the file being attached must match the name entered in TAA.*

   Categories you may see are:

   - Psychoeducational/Neuropsychological Evaluation/Qualified Professional Diagnosis – Full evaluation or diagnosis is required.
   - IEP or 504 plan – Full IEP or 504 plan is required.
   - Official Accommodations Plan – Full plan with all required information is required.
   - Other Documentation
     - Typically used for additional supporting documentation or to provide a document with passwords to password protected files (optional).
     - Used to upload completed Qualified Exception to the Deadline (QED) forms when submitting requests for a QED window.
   - Exception Statement – Complete form filled out and signed.
2. Find and select the document from your computer for the required documentation. Select the **Open** button.
3. After selecting the documentation from your computer, select the **Upload** button in TAA.



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

   Note: *Use the Other Documentation to upload completed QED forms.*
5. When a document has been uploaded, **View** and **Delete** options appear above the category you uploaded the document for.
   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 once you are finished uploading all the examinee's documentation.

Note: *If you encounter any issues when trying to proceed, refer to the* TAA System Errors section.

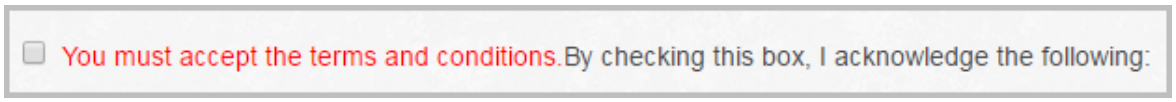
Submitting a Request—Step 7: Review

Carefully review what is listed in each of these sections.

1. Examinee Details
   a) If edits are necessary, select the **Examinee Details** tab.
   b) Select **Save and Continue** for each step until you return to the **Review** page.
2. Testing Information
   a) If edits are necessary, select the **Edit Test for Request** button.
   b) Select **Save and Continue** for each step until you return to the **Review** page.
3. Reason for Request
   a) If edits are necessary, select the **Edit Reason for Request** button.
   b) Select **Save and Continue** for each step until you return to the **Review** page.
4. Plan Details
   a) If edits are necessary, select the **Edit Plan Details** button.
   b) Select **Save and Continue** for each step until you return to the **Review** page.
5. Requested Accommodations/Supports
   a) If edits are necessary, select the **Edit Requested Accommodations/Supports** button.
   b) Select **Save and Continue** for each step until you return to the **Review** page.
6. Required Documentation
   a) If edits are necessary, select the **Edit Required Documentation** button.
   b) Select **Save and Continue** for each step until you return to the **Review** page.
7. Review the *Terms and Conditions* and select the check box to acknowledge the following:

   - Information is accurate.
   - Once submitted, no additional documentation may be added and other information on the request may not be changed until a decision is made.
   - There is an associated upcoming test date and deadlines are met.
   - A signed Consent to Release Information 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: *You must accept the Terms and Conditions to submit the request.*

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. Once a request has been submitted, it cannot be modified until a decision has been made in TAA.*
9. A confirmation will appear on screen and an email will be sent to you if the request is successfully submitted. To print the confirmation, select the **Print** button.

   Note: *ACT recommends printing or saving the confirmation screen. To do so, select the **Print** button.*

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

Requesting English Learner Supports

Starting an English Learner Supports Request

IMPORTANT:

- *Before starting an EL support request for the examinee, you must first have the consent form on file signed by the parent (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, a lowercase letter "i" within a circle , you may hover over it for detailed information.*
- *To go back a previous step, 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 supports are being requested.*
- *Pay attention to the published deadline listed on the Schedule of Events on your state or district's ACT-hosted web page. All ACT deadlines are in central time. If a request is submitted after midnight of the published deadline, ACT will not review the request.*

1. Log in to TAA.

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

   a) To change the organization, select **Choose another organization** which is displayed under the organization name at the top-right corner of your screen.
   b) Once you have selected the appropriate organization, select **Continue** and request accommodations and/or EL supports for examinees who attend that school.

      Note: *If you do not see your name or the correct school, log out of the account and sign in then select the correct school. If needed, submit a request to* Add an Organization (School) to Your Account.

2. Search for the examinee (see Search for Examinee or Existing Request) to verify they do not already have a request in TAA.

   Note: *If a request was already submitted in TAA, edit that request for reconsideration. Do NOT create a new request. If you begin a new request in error, it may be deleted if it has not yet been submitted to ACT. See* Delete an 'Action Required' Request.

   a) If you find the examinee, follow the same procedure in Action Required Requests by selecting the examinee's blue TAA PIN.
   b) If you do not see any results for the examinee you searched for, select **New Request** located at the bottom of the page.

Submitting a Request—Step 1: Examinee

1. For Action Required requests, the examinee's demographic information may already be filled in. Ensure the information is accurate and proceed to the next step.

   For new requests, you are required to enter the examinee's demographic information. Demographic information must match the information in your school's data system for that examinee and match the testing platform your school is using.

   - ACT ID (can be found on the examinee's MyACT account)
   - State Student ID (SSID) - Found in your school data system
   - First Name (must use examinee's legal name)
   - Middle Initial (optional; do not put middle name with first name)
   - Last Name
   - Date of Birth (MM/DD/YYYY)

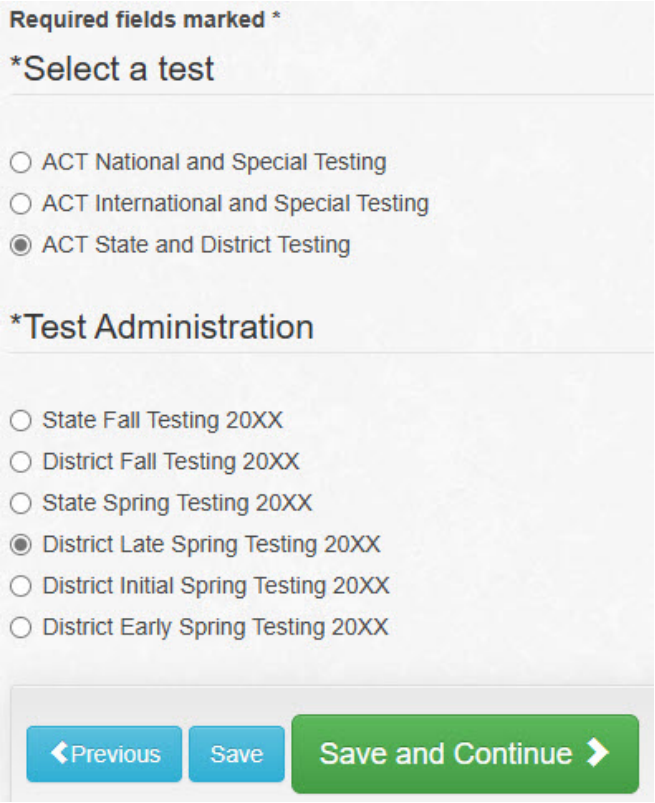
2. Enter the examinee's address.
   a) Select the examinee's country from the drop-down list
   b) Enter the examinee's street address in the first Address field
   c) Enter the ZIP code/postal code - numeric digits only
      - If the ZIP code is recognized by the system, the City and State fields will auto-populate. If multiple cities are associated with the zip code, select the correct city from the drop-down menu.
      - If the ZIP code is not recognized, the City and State fields will not populate. Ensure the Zip code is correct.
3. Select the **Save and Continue** button.

Submitting a Request—Step 2: Test

For requests in Action Required status, the examinee's test date may already be selected in TAA. If the deadline has passed, TAA will require you to select a future test date as ACT will no longer review the request for the intended test date.

1. If the date is not already selected, or for New Requests, select the radio button next to ACT State and District Testing.

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2. Select the radio button next to the intended test administration. If a test date is greyed out, that means it has already been selected and you can continue on to Step 3.

   Note: *Make sure the test date you select is the correct date for the correct administration. Selecting the wrong date or administration may cause issues in getting the PIN applied for your examinee.*

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

Submitting a Request—Step 3: Reason

1. Select the **No** radio button option for the question "Are you requesting ACT-authorized accommodations for the examinee?" if the examinee does not have a diagnosed disability.
2. Select the **Yes** radio button option for the question "Are you requesting English learner supports for the examinee?" if the examinee is 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. For guidance on how to request accommodations, see* Requesting Accommodations.

3. A list of first languages appears when **Yes** is selected to request English learner supports for the examinee.
   a) Select the radio button next to the examinee's first language or enter their first language in the **Other** box if it is not listed to select. Do not use any special characters.

Note: *Translated instructions are only available in certain languages provided by ACT and are locally printed at the testing center.*

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

Submitting a Request—Step 4: Plan Details

1. Use the radio button option to select **Yes** or **No** to the question "Are the requested accommodations on the plan?"

   Note: *ACT does not require EL examinees to have a support plan at school nor do the requested supports need to be documented on a plan to qualify. If an examinee is not proficient in English, they may qualify for EL supports for the ACT.*
2. Use the radio button option to select **Yes** or **No** to indicate if the examinee scored below proficient on an English language proficiency test within the past 12 months or the examinee is an active participant in the school's English language acquisition program.
3. Select the **Save and Continue** button.

Submitting a Request—Step 5: Supports

1. Select only the supports that the examinee requires and those that require ACT authorization (i.e., One and one-half time, single day).

   Translated test directions and ACT-authorized bilingual word-to-word dictionaries do not require ACT approval.

   Note: *Small group and standard time in combination is not an available support for National tests. Small group must be requested in conjunction with One and one-half time, single day.*
2. Select the **Save and Continue** button.

Submitting a Request—Step 6: Documentation

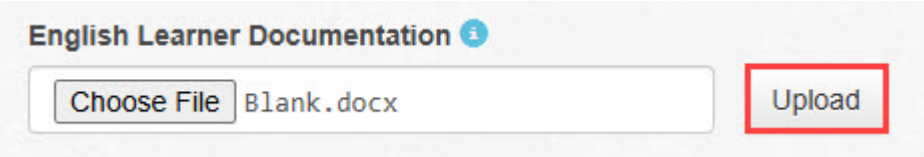
IMPORTANT: *All file names for documentation must be alphanumeric only. File names should not include special characters or spaces. This ensures files do not become corrupted. In those cases, ACT is unable to download the documentation to review it. If ACT is unable to open/download any files, the request will be denied.*

1. Select the **Choose File** button to open and view your computer's File Explorer box to locate documentation for any of the categories that are displayed.

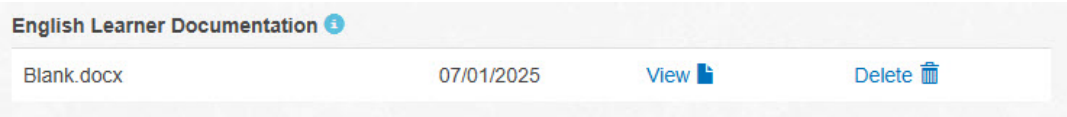
   Categories you may see are:

   - English Learner Documentation – Required.
   - Other Documentation – Typically used for additional supporting documentation or to provide a document with passwords to password protected files (optional).
2. Find and select the document from your computer for the required documentation. Select the **Open** button.
3. After selecting the documentation from your computer, select the **Upload** button in TAA.

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4. Repeat the steps above to attach more documents, if needed.
5. When a document has been uploaded, **View** and **Delete** options appear above the category you uploaded the document for.
   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.



   c) Select the **Save and Continue** button once you are finished uploading all the examinee's documentation.
6. Select the **Save and Continue** button once you are finished uploading all the examinee's documentation.

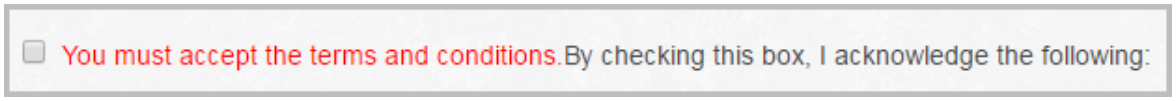
Submitting a Request—Step 7: Review

Carefully review what is listed in each of these sections.

1. Examinee Details
   a) If edits are necessary, select the **Examinee Details** tab.
   b) Select **Save and Continue** for each step until you return to the **Review** page.
2. Testing Information
   a) If edits are necessary, select the **Edit Test for Request** button.
   b) Select **Save and Continue** for each step until you return to the **Review** page.
3. Reason for Request
   a) If edits are necessary, select the **Edit Reason for Request** button.
   b) Select **Save and Continue** for each step until you return to the **Review** page.
4. Plan Details
   a) If edits are necessary, select the **Edit Plan Details** button.
   b) Select **Save and Continue** for each step until you return to the **Review** page.
5. Requested Accommodations/Supports
   a) If edits are necessary, select the **Edit Requested Accommodations/Supports** button.
   b) Select **Save and Continue** for each step until you return to the **Review** page.
6. Required Documentation
   a) If edits are necessary, select the **Edit Required Documentation** button.
   b) Select **Save and Continue** for each step until you return to the **Review** page.

7. Review the *Terms and Conditions* and select the check box to acknowledge the following:
   - Information is accurate.
   - Once submitted, no additional documentation may be added and other information on the request may not be changed until a decision is made.
   - There is an associated upcoming test date and deadlines are met.
   - A signed Consent to Release Information 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: *You must accept the Terms and Conditions to submit the request.*

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. Once a request has been submitted, it cannot be modified until a decision has been made in TAA.*

9. A confirmation will appear on screen and an email will be sent to you if the request is successfully submitted. To print the confirmation, select the **Print** button.

   Note: *ACT recommends printing or saving the confirmation screen. To do so, select the* ***Print*** *button.*

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

Previously Approved Accommodations and English Learner Supports

Using Previously Approved Accommodations and/or EL Supports on a Future Test Administration

If an examinee has accommodations and/or EL supports authorized by ACT in TAA, the accommodations/supports can be used for all future test dates for which the examinee registers provided they do not expire prior to the intended test date. ACT does not require TACs to submit a new request for each test date. A request only needs to be resubmitted if an examinee requires additional accommodations and/or supports not previously requested or if the previously approved temporary accommodations/EL supports have expired. If they have expired, a reconsideration request with updated information must be submitted in TAA by the posted deadline.

ACT recommends that examinees check their Admission Ticket in advance to ensure the Accommodations label is visible on their ticket. If the future test date is not associated with

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the request in TAA, follow the steps in Associate New Test Date(s) to Previously Reviewed Requests.

Decision Notifications and History

Decision Notification

After ACT reviews a request, an examinee-specific Decision Notification is uploaded in TAA. The TAC who submitted the request will receive an email once it is available. Please review the notification. Print two copies, providing one to the examinee and keeping one for your records.

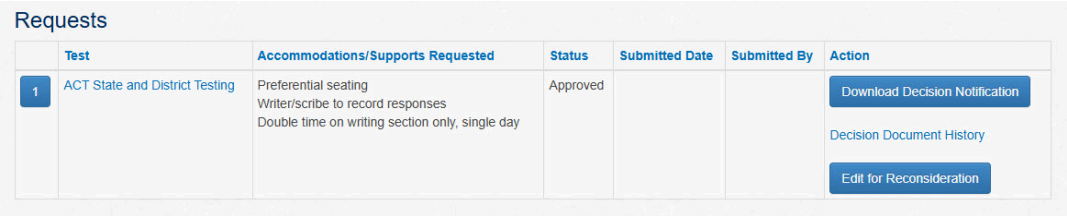
The Decision Notification contains the:

- Examinee's name
- Examinee's TAA Personal Identification Number (TAA PIN)
- Accommodations and/or supports approved including additional information about the administration of the accommodation, if needed. For EL supports approved, an expiration date for each support will be listed on the Decision Notification.
- Accommodations and supports not approved if applicable, and the reason they are not approved. Additional supporting documentation suggestions may be provided.

IMPORTANT: *The examinee and/or parent/guardian will NOT receive a copy of the Decision Notification directly from ACT. The TAC is responsible for supplying it to them.*

View the Decision Notification and Decision History

1. Log in to TAA.
2. Locate the request.
3. Select the TAA PIN.
4. There are two ways to download Decision Notifications in TAA.
   a) To download the most recent Decision Notification for the examinee, select **Download Decision Notification**. A pdf format of the Decision Notification will download.
   b) To view a list of the examinee's Decision Notifications, select **Decision Document History**.



5. Select the Decision Notification date you wish to download
6. Once the Decision Notification you selected has downloaded, select the X to close the Decision Document History prompt.

Reconsideration Requests

Reconsideration of Accommodations and Supports

ACT will reconsider requests for accommodations and/or EL supports that were not initially approved (or expired) if the accommodations request deadline for the intended test event on the Schedule of Events has not passed. A reconsideration request may also be submitted if any additional accommodations are needed that were not previously requested.

An examinee's request can only be edited if it has not yet been submitted to ACT. If the request has already been submitted, a decision must be made before the request can be edited or revised.

IMPORTANT: *ACT will not review any accommodation and/or EL support requests if it was submitted after the posted deadline indicated on the Schedule of Events. All ACT deadlines are in Central time.*

Submit a Request for Reconsideration

1. Log in to TAA.
2. Search for examinee (see Search for Examinee or Existing Request)
3. Ensure the Test Date the school is participating in is associated with the examinee's request. If not, see Associate New Test Date(s) to Previously Reviewed Requests.
4. Select the **Edit for Reconsideration** button.



5. To request additional accommodations and/or supports that were not previously requested, go to **Step 5: Accoms/Supports**.

   If requesting a reconsideration for previously denied/expired accommodations and/or supports, they will not be available to select again as they are already associated with the examinee's request.

   ACT will review all denied/expired accommodations and/or supports along with any additional accommodations and/or supports requested.
6. For denied accommodations and/or supports, refer to the examinee's Decision Notification which explains the reason the request was not approved and for instructions on submitting additional supporting documentation. Upload the documentation on **Step 6: Documentation**.

   For expired EL supports, documentation for the current school year must be uploaded.
7. Select the **Save and Continue** button until you get to **Review** page.

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8. Review all information for accuracy. You may input additional information in the Comments box.

   Note: *Do not use any special characters in the* ***Comment*** *box.*
9. Select the check box to acknowledge and accept the *Terms and Conditions*.
10. Select the **Submit** button. You will receive a confirmation message on-screen and via email.

Note:

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

TAA System Errors

TAA system errors may occur for several reasons. This section will go over the common errors you may face in TAA along with basic troubleshooting steps to resolve them. If none of the troubleshooting solutions work, we recommend calling 800.553.6244, ext. 2800 for immediate assistance from ACT.

Note: *If you encounter an issue, it is helpful to provide full-page screenshots displaying all of the webpage content along with any error messages. Send screenshots to ACTStateAccoms@act.org along with a description of the error so that ACT can best assist.*

Accessing TAA System Errors

- **Your bookmark to TAA may be out of date**.
  - All access to TAA is through success.act.org. If you have previously bookmarked this site, revisit success.act.org and save a new bookmark.
- **Your Internet browser may be incompatible**.
  - ACT recommends using Google Chrome or Mozilla Firefox when using TAA.
- **Your browser may be trying to access information from a prior timed out session**.
  - Log out of TAA and clear your browsers cache and cookies. Close and re-open your browser and access TAA through Success.ACT.org.
- **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.

TAA Request Errors

- **Examinee is already associated with a test administration.**
  - The test date has already been associated to the examinee's request, and you do not need to associate the date. No further action is required.

- **Invalid characters used.**
  - Remove special characters from the text box.
- **Selected accommodations and/or supports cannot be used together during the test administration.**
  - Ensure that there are not multiple timing codes selected for the examinee. Any audio formats, braille format, and screen reader requires Triple Time to be requested with these accommodations. Any accommodation that requires an individual room cannot have Small Group requested. Refer to the ASG for assistance on what accommodations and/or supports should/can be requested together.

File Upload Errors

- **File will not upload.**
  - Shorten the file name to 30 characters.
- **"One or more errors on the page. Please correct and save."**
  - Make sure to upload the file and ensuring you see the View and Delete option for all files you intended to upload. Ensure all required documentation has been uploaded under each category (the category will change red if it is required). TAA only accepts PDF, PNG, JPEG, or DOC file formats.
- **"Document already exists. Please upload a different document."**
  - You do not need to submit the same file that was previously uploaded, including reconsideration requests. If the file contains the same name as a previously uploaded file, rename the file.
- **File will not upload due to special characters or spaces.**
  - Rename the file so that it only contains alphanumerical characters.
- **"Having difficulty loading the document, try again later."**
  - Select the Save button, close out of TAA, and retry the request later.
- **The upload file size cannot be more than 10 MB.**
  - Make sure the file you are attempting to upload is under 10 MB. You can try to split the document into multiple parts and upload separately. Check with your IT staff if you need further assistance on decreasing the file size.

Contacting ACT

Examinee Name and TAA PIN

Protecting each examinee's privacy and keeping personal information confidential is important to ACT.

Please be prepared to provide the following information when contacting ACT:

- TAA PIN
- First and last name

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- Date of birth
- Full Address

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. 2800
- Email us at ACTStateAccoms@ACT.org