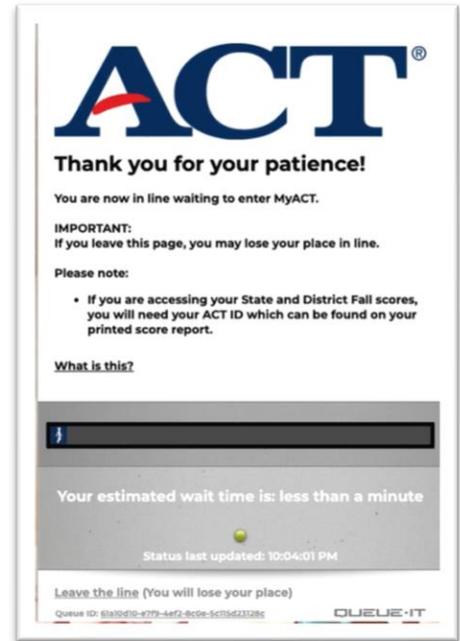


Each student taking ACT State/District testing will need a MyACT account to complete non-test information. Accessing a MyACT account can vary depending on each student's possible prior access to an ACT online account and the student may encounter different scenarios or messages when trying to complete their non-test information. Please refer to this when assisting students and provide this document to them if needed. If school staff has any questions, please contact us using the [contact us form for state and district testing staff](#).

## Queuing

ACT has implemented a queuing system to help with access in MyACT. When students go to MyACT to sign in, if the access threshold has been met, they will receive a pop-up letting them know how many students might be ahead of them and anticipated wait time. The queuing system will allow the next group of students into the system each minute and they will go directly to the sign in screen. Please instruct students not to exit from this page as they may lose their place in the queue. It will be possible for students in the same room to have different spots in the queue.



## Creating MyACT Accounts

- Students creating accounts will need access to text or email for verification purpose.
- Verification emails are sent from [identity-services@act.org](mailto:identity-services@act.org) with the subject *Action Required: Activate ACT Account*. Students should check spam/junk folders if they don't see it in their inbox.
- Students creating MyACT accounts will have 24 hours to use their verification email/code.
- Students who do not have a personal email or cell phone can use a parent account.
- MyACT will time out after 60 minutes of inactivity.

If the student...	Then the student should...
<p>Is creating a new MyACT Account for the first time.</p> <p><i>Note: If using a school email, consider having it updated to a personal email before graduating.</i></p>	<ol style="list-style-type: none"> <li>1. Go to MyACT.org</li> <li>2. Select <b>Create MyACT account</b>.</li> <li>3. Select <b>I'm new! Let's get started</b>.</li> <li>4. Enter the prompted information to create a new MyACT account.</li> <li>5. Use this MyACT account to enter non-test information.</li> </ol>
<p>Had a previous ACT Student web account but does not yet have a MyACT account.</p>	<ol style="list-style-type: none"> <li>1. Go to MyACT.org.</li> <li>2. Select <b>Create MyACT account</b>.</li> <li>3. Select <b>I registered or tested before</b>.</li> <li>4. Select <b>I have accessed my scores online before</b>.</li> <li>5. Enter the user ID and password from the previous account.</li> <li>6. Enter the prompted information to create a new MyACT account.</li> <li>7. Use this MyACT account to enter non-test information</li> </ol>
<p>Is logging in to an existing MyACT account.</p>	<ol style="list-style-type: none"> <li>1. Go to MyACT.org.</li> <li>2. Enter the login credentials to the MyACT account.</li> <li>3. Use this MyACT account to enter non-test information.</li> </ol>



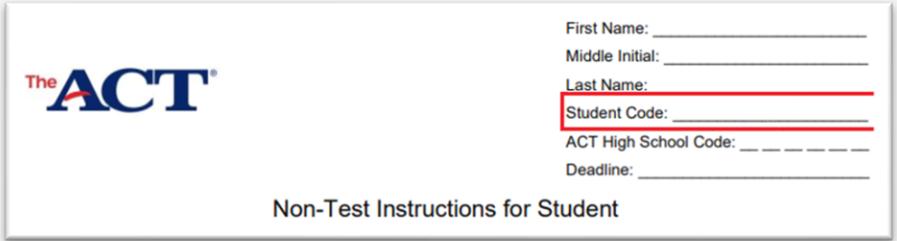
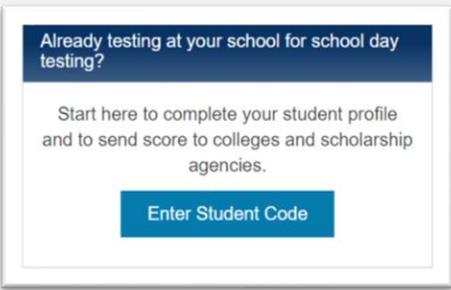
<p>Is wanting to create an account to find their scores.</p>	<ol style="list-style-type: none"> <li>1. Go to MyACT.org.</li> <li>2. Select <b>Create MyACT account</b>.</li> <li>3. Select <b>I registered or tested before</b>.</li> <li>4. Select <b>I have never accessed my scores online</b>.</li> <li>6. Enter the prompted information on the <b>Find Your Scores</b> screen to create a new MyACT account. If they do not know their ACT ID, school official can access this information in success.act.org.</li> <li>7. Select <b>Continue</b>.</li> </ol>
<p>Has a last name on the MyACT account that does not match what the school uses.</p>	<ol style="list-style-type: none"> <li>1. If the name in PearsonAccess<sup>next</sup> is incorrect, contact the student's school test coordinator to update the last name.             <ul style="list-style-type: none"> <li>• The name change in PearsonAccess<sup>next</sup> will occur overnight and be in effect by 8am.</li> </ul> </li> <li>2. Once the last name matches, use this MyACT account to enter non-test information.</li> <li>3. If the name on the MyACT account is incorrect (e.g. misspelling, typo): create a new MyACT account using the correct name that matches the <i>Non Test Instructions for Student</i> form.</li> </ol>
<p>The last name on the student's <i>Non-Test Instructions for Student</i> form is misspelled.</p>	<ol style="list-style-type: none"> <li>1. If the Test Coordinator has corrected it in PearsonAccess<sup>next</sup> after the form was printed, have the student use the correct spelling.</li> <li>2. If the Test Coordinator has not corrected it in PearsonAccess<sup>next</sup>, they need to do so. The update will process overnight and be in effect by 8am. The student should use the correct spelling when creating the MyACT account.</li> </ol>

## MyACT Account Troubleshooting

Below are some scenarios that a student may encounter when trying to access a MyACT account and steps to resolve them.

If the student...	Then...
<p>Enters an email address and receives message "the email [email address] is taken."</p>	<p>An account with that email address currently exists. If the email address belongs to this student, the student should go to the log in screen and click <b>Forgot Password</b>.</p> <p>If the email account belongs to someone else, the student will need to use an alternative email that can be accessed for verification purposes.</p> <p>Students should check spam/junk folders if they do not see the email shortly.</p>
<p>Has tested before but has not accessed a MyACT account.</p>	<p>The student will need their ACT ID. It can be found:</p> <ul style="list-style-type: none"> <li>• On the student's paper score report</li> <li>• In <a href="http://Success.ACT.org">Success.ACT.org</a> by the school counselor</li> <li>• By contacting ACT using this <a href="#">contact us webform for students</a>.</li> </ul> <p><i>Note: the student's ACT ID is not the same as the student's student code.</i></p>
<p>Has a MyACT account but has forgotten the password.</p>	<p>The student will go to the log in screen and select <b>Forgot Password</b>. The student will need access to their email to be able to reset password. If that email address is no longer accessible, contact ACT using this <a href="#">contact us webform for students</a>.</p>

	Students should check their spam/junk folders if they do not see the email shortly.
Has a MyACT account but has forgotten the User ID.	The User ID is the email address used to create the account.
Did not receive the verification email.	Verification emails are sent from <a href="mailto:identity-services@act.org">identity-services@act.org</a> . Whitelist this address and check spam/junk folders.
Already has an account in MyACT.	The student does not need to create a second account. They may use the existing MyACT account to submit non-test information. They should complete step 4 of the <i>Non-Test Instructions for Student</i> and skip step 5.
Mistakenly uses the ACT ID in the <i>Enter Student Code</i> Field.	The student will receive an error saying the student code is not found. The ACT ID is not the same as the student code. The student code can be found in the top right corner of the <i>Non-Test Instructions for Student</i> form.



### Error Messages in MyACT

Below are common error messages that a student may encounter when trying to enter the student code and steps to resolve them.

Message	Details	Next Steps
This student code has already been matched to your account and cannot be used twice	The student code has already been used by this student.	If a student hasn't completed non-test information, click on the <b>Continue</b> option in the Don't Forget Your Unfinished Registration banner.
Student Code is Already Claimed	This either means: <ol style="list-style-type: none"> <li>1. The code was used by another student.</li> <li>2. The non-test window has closed.</li> </ol>	Contact ACT for assistance by using this <a href="#">contact us webform for students</a> .
Student Code Not Found	This either means: <ol style="list-style-type: none"> <li>1. Last Name and student code do not match ACT data.</li> <li>2. Student code is not in ACT database.</li> </ol>	<ol style="list-style-type: none"> <li>1. Compare data in PearsonAccess<sup>next</sup> information with Non-Test Instruction Student form.</li> <li>2. If data was added or updated in PearsonAccess<sup>next</sup>, wait overnight for ACT systems to update.</li> <li>3. Have student try again.</li> </ol>

Unexpected Error, Please Try Again	An unexpected error has occurred.	Wait and have students try again.
------------------------------------	-----------------------------------	-----------------------------------

### Student Code Usage

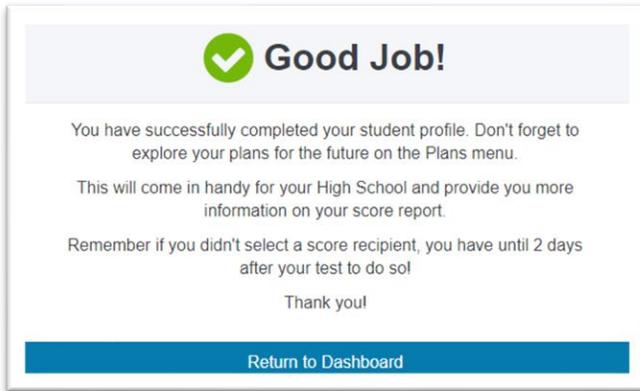
Below are some scenarios that a student may encounter when entering the student code and providing the non-test information.

Scenario	Action	After the Non-Test Window Closes...
Student has NOT used their Student Code	Student can use their Student Code up to 2 days after testing to enter their non-test information	If student attempts to use student code after the 2 days post-testing, they will receive error message “This student code has already been matched to your account and cannot be used twice”. If they do not receive this error message, they can complete the non-test information questions.
Student has ENTERED their student code, but hasn’t completed the non-test and college choices	Student will see the Continue Registration banner at the top of the home page. Student can complete their non-test information. <ul style="list-style-type: none"> <li>• Continue – will take the student back to where they left off.</li> <li>• If student attempts to click on student code, they will receive the message “Student Code is Already Claimed”</li> </ul>	The Continue Registration banner will be removed, and the student will see the <b>Scores Pending</b> or <b>Scores</b> option.
<div style="background-color: #ffe4c4; padding: 5px; border: 1px solid #ccc;"> <span style="color: #a52a2a;">▲</span> <b>Your Student Profile is incomplete!</b>            Complete to provide valuable information to colleges and agencies of your choice. <span style="float: right; background-color: #0070c0; color: white; padding: 2px 5px; border-radius: 3px;">Continue</span> <span style="float: right; font-size: 0.8em;">✕</span> </div>		
Student has FINISHED the non-test information	After submitting non-test information student will have the options to <b>Update Responses</b> or <b>Edit Score Recipients</b> . 	<b>Update Responses</b> and <b>Edit Score Recipients</b> options will be removed, and student will see the <b>Scores Pending</b> or <b>Scores</b> option.



## Non-Test Profile Complete, Interest Inventory Incomplete

Students who completed the non-test profile portion and did not select any college choices will see the following screen. To complete the Interest Inventory, the student will need to click on Plans and complete their Interest Inventory, this is called out in the How to Use Your Student Code for State and District Testing video.



Students who completed the non-test profile portion and selected college choices will see the following screen. Those students will need to click on Launch Interest Inventory to complete their information.

