Account Management Quick Start Guide

Account Management is used to reset a disabled account, lock an account, and to send a new password to an examinee. The term “account” refers to a persons access to WorkKeys Internet Version. If an examinee attempts to log in 5 times in a row incorrectly, the examinee receives an error message stating “Account is Disabled”. An administrator with the Account Management role can enable their account. If an examinee can’t remember their password, an Account Manager can log in and reset the password. An email will be sent to the examinee with the new password. Account Managers can also lock an account if they don’t want a User to have access to WorkKeys Internet Version. The Account Manager role can be assigned by a Site Administrator to a Proctor or another Site Administrator.

Begin on the **WorkKeys Internet Version administrator site.**
Your **Administrator Realm** should be similar to the following URL:
https://testadministration.org/vtcadmin/goRealmLogin.do?realm=your realm number here
Only a **Site Administrator** can use the **Account Management** feature.

- **Log In:** User ID**:** Password**:**

- Click on the **Account Management** link located in the left-hand navigation menu.

- On the Account Management page, either enter a name(1) and click on the **Search** button or just leave the boxes empty and click the **Search**(2)button.

- Click in the circle in the **Select** column next to the examinee's name (1).
- Click on the **Enable** button (2).

To Lock or Unlock an Account:

- Click on the **Account Management** link located in the left-hand navigation menu.

- On the Account Management page, either enter a name(1) and click on the **Search** button or just leave the boxes empty and click the **Search**(2)button.

- To lock or unlock an account **Select** the name on the account you want to lock or unlock. Click on **Lock (or Unlock if unlocking).**

To Reset a Password:

- Click on the **Account Management** link located in the left-hand navigation menu.

- On the Account Management page, either enter a name(1) and click on the **Search** button or just leave the boxes empty and click the **Search**(2)button

- To generate a new password **Select** the name on the account. Click on **Reset Password.** A new password will be sent to the examinees' email if the examinee has provided his or her email address in their registration.