

**From:** ACT State Testing <statetesting@operations.act.org>  
**Sent:** Tuesday, April 8, 2025, 10:28 AM  
**To:** ACT Now User Roles: District Test Coordinator, Test Coordinator  
**Subject:** IMPORTANT: Logging in to TCM



**Spring 2025 Illinois State Testing**  
[act.org/stateanddistrict/illinois](https://act.org/stateanddistrict/illinois)

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To: District test coordinators, and school test coordinators  
Role responsible for this activity: School test coordinator

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We are aware that schools experienced issues either logging in to TCM or with disrupted testing this morning. Server health has improved and schools should attempt to log in and open rooms to administer or resume testing as normal.

If you experienced issues in TCM with:

- **Logging in:** Please log in and open rooms to begin testing
- **Moving rooms forward:** Please log back in to TCM and move to the test room where you left off

For schools who attempted to open TCM test rooms multiple times, rooms may see multiple seal codes for a single subject test. Seal codes allow students to move from one subject to the next. Student authorization tickets are not impacted. **Use the first five seal codes, in order, for students to advance to the next section.**

Please adjust testing times accordingly. You do not need to submit an irregularity if you experienced technical issues.

ACT will provide additional communication about technical issues and specific timing scenarios experienced on April 8 as soon as more information is available.

If you have questions or need support, please contact ACT Customer Support immediately.

Sincerely,  
ACT State Testing Team

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ACT Customer Support  
Phone: Option 1 for ACT with writing, Option 2 for PreACT 9 Secure and PreACT Secure  
[Contact Us](#)

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