

From: ACT State Testing <statetesting@operations.act.org>
Sent: Tuesday, April 8, 2025 3:15 PM
To: ACT Now User Roles: District Test Coordinator, Test Coordinator
Subject: Completing the April 8 test event



Spring 2025 Illinois State Testing

act.org/stateanddistrict/illinois

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

ACT would like to express our deepest apologies for the technical issues that schools experienced on April 8, 2025. We know a test disruption puts unnecessary impact and burden on students and educators.

What You Need to Know

If you were not impacted by the issues on April 8, no action is needed.

If you faced disruption on the ACT with Writing test or did not finish testing at the time of this April 8 communication, choose one of the options outlined below to resume or start testing.

If you faced disruption on the PreACT 9 Secure or PreACT Secure assessments or did not finish testing at the time of this April 8 communication, see "PreACT 9 Secure and PreACT Secure Test Event Extension" for more details.

Option 1: Resume the test in this Test Event

Students may resume testing at the same place they were when the interruption occurred. For students testing with standard and double time, TestNav will pick up where the student left off with all remaining time available. For students testing with all other non-standard timing (e.g., 1.5 timing), the room supervisor will need to manually manage the students' remaining time.

- Schools can schedule students to complete ACT with Writing testing on any school day through **April 18, 2025**.
- Students must complete ACT with Writing testing **by the end of the school day on April 18, 2025**.

Note: Students who started testing the ACT with Writing but are unable to complete testing during Test Event 2 will need to contact ACT to be reregistered and **retake the entire test** in Test Event 3 (see Option 2).

Follow the chart below to prepare student tests to complete testing in this test event.

If student test status is...	Then...
Ready	Start test as usual and complete testing.
Resume or Resume Upload	Resume and complete testing.
Active	Change student test status to Resume Upload , then complete testing.
Exited	Change student status to Resume , then complete testing.
Marked Complete	<p>Contact ACT using one of the methods below. ACT will resume student's test. Once resumed, complete testing.</p> <p>Note: If you placed a request on April 8, 2025, to reregister students, ACT did NOT complete those requests. However, ACT will be able to open those student tests so they can complete testing.</p>
Completed	No action required. Student has already completed ACT testing.

Option 2: Start the test over in this or a later Test Event

A school may choose to start ACT with Writing testing over entirely in Test Event 2 (April 8–April 18, 2025) or Test Event 3 (April 22–May 2, 2025). However, **this option requires the student to retake the ENTIRE test.**

IMPORTANT: Any student that is reregistered MUST complete a new test to receive a score.

For students logged into TestNav on April 8, email ACT at statetesting@act.org to request these students be reregistered to test. See the sample below for what to cover in your email, including:

- The words “Reregister Illinois” in the email subject line
- The requested assessment (ACT with Writing) in the email body
- The requested test window (Test Event 2 or 3) in the email body
- Affected students in the email body by the room name (if all in a group were affected) or by individual State Student ID

Subject: Reregister Illinois

Body:

Please reregister for the ACT with Writing, in Test Event 2 (April 8 – 18). Impacted students are:

- All students in TCM Room: Library – 104
- Individual students with state student ID:
 - 123456789
 - 987654321

PreACT 9 Secure and PreACT Secure Test Event 2 Extension

ACT is extending the PreACT 9 Secure and PreACT Secure Test Event 2 to overlap with Test Event 3. ALL PreACT 9 Secure and PreACT Secure assessment testing may continue now through **April 25, 2025**, regardless of students' assigned test events. Students assigned to a PreACT 9 Secure or PreACT Secure assessment in either Test Event 2 or 3 may stay assigned to those test events and either start or resume testing.

Students may resume testing at the same place they were when the interruption occurred. For students testing with standard and double time, TestNav will pick up where the student left off with all remaining time available. For students testing with all other non-standard timing (e.g., 1.5 timing), the room supervisor will need to manually manage the students' remaining time.

- Schools can schedule students to complete PreACT 9 Secure and PreACT Secure testing at any point through **April 25, 2025**.
- Students must complete PreACT 9 Secure and PreACT Secure testing **by the end of the school day on April 25, 2025**.

Follow the chart below to prepare student tests to complete testing in this test event.

If student test status is...	Then...
Ready	Start test as usual and complete testing.
Resume or Resume Upload	Resume and complete testing.
Active	Change student test status to Resume Upload , then complete testing.
Exited	Change student status to Resume , then complete testing.
Marked Complete	<p>Contact ACT using one of the methods below. ACT will resume student's test. Once resumed, complete testing.</p> <p>Note: If you placed a request on April 8, 2025, to reregister students, ACT did NOT complete those requests. However, ACT will be able to open those student tests so they can complete testing.</p>
Completed	No action required. Student has already completed testing.

The issues impacting TestNav and TCM on April 8 have been resolved. Again, ACT sincerely apologizes for the disruption these issues caused. Please contact ACT Customer Support at the number below if you need additional support.

Sincerely,

ACT State Testing Team

ACT Customer Support

Phone: 855.730.0400, Option 1 for ACT with writing, Option 2 for PreACT 9 Secure and PreACT Secure

[Contact Us](#)

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