

## How to “Re-register” a Student

Re-registration occurs when a student can log onto TestNav but is unable to complete the test. Schools wishing to give the student another opportunity to test must call ACT customer care to re-register the student. Schools should mark the test complete and refrain from making any other changes to the student event and room assignment. Schools should not close rooms containing students to be re-registered.

1. **School staff must call ACT customer care to re-register students: 855-730-0400.**
2. ACT will send a message informing the school that new registrations have been created, and the students will need to be assigned to a new room to test. If students taking the ACT with Writing will test in Test Event 3 (April 22-May 2), they must be assigned to Test Event 3 in ACT Now before they are assigned to a new room. Students taking PreACT Secure or PreACT 9 Secure can remain in Test Event 2 since it has been extended to end on April 25 or can remain in Test Event 3 (April 14-25).
3. Log into ACT Now.
4. Update the Test Event, if applicable, under the “Students” tile in ACT Now. If a student will test in the next Test Event, check the box to the left of the student’s name, and update the event assignment.

Student Name	Assigned Event
David, Levi D.	May 6, 2025
Raymond, Henry A.	May 6, 2025
Stevens, Alice B.	May 6, 2025
Thompson, Akile C.	May 6, 2025

5. Launch TCM.
6. Create a new test room. If you plan to use a previously created room for a retest, add “retest” or the test date when adding the new room in TCM.

Test date
May 6, 2025

7. Students must be removed from any previous testing rooms before being assigned to the new test room.
8. Print new authorization tickets for the new rooms and impacted students.

Examinee	Room assigned
Muri, Alice	NOT YET IN HS

9. On test day, the Room Supervisor selects Monitor Rooms, selects the room, and completes the Open Room step, as instructed in TCM.
10. Examinees login to TestNav using the credentials on the new authorization tickets.