



8 HOW TO RESET AN EXAM KEY

Resetting an exam key allows the Primary Administrator to remove candidate information that has been previously pre-assigned. The key may then be used for a different candidate.

This process is also used if an error (misspelled name or incorrect SSN) occurred on pre-assigning an exam key, allowing the key to then be re-assigned under the correct name/SSN.

To reset an exam key:

1. Open Arkiv
2. Go to **My Inventory > Find/Reset Keys**
3. Enter exam key into the field
 - a. If copy/pasted from an excel spreadsheet, make sure to delete the leading apostrophe
4. Click **Find Assigned Key**
5. Confirm the results display the key to be reset
6. Click **Reset Key**

At this point, you may reassign the key or maintain the assessment in Key Created status.

Enter Exam Key Info

Search Filters

To view all records, press the Find Assign Key button. Otherwise, enter in information below to filter your results. Note: It is not necessary to enter information in all or any of the search filter fields to return your data.

Exam Key:

Exam Serial #:

Email Assigned:

Find Assigned Key