



Who to Call About The ACT® Test

Website: www.act.org/stateanddistrict/oklahoma

Email: statetesting@act.org

Note: When calling one of the ACT departments below, use the Oklahoma State Code (37).

Department and Phone # (if provided)	District/School Inquiry	Notes
ACT Test Administration 800.553.6244 ext. 2800	General Test Administration Questions	May also refer to ACT OK website (above)
	General Online Testing Questions	
	Technical Online Testing Questions	Caller could be transferred to Level 2 Tech support if needed
	Materials Shipments Questions	Test Coordinators can check tracking and detailed shipment info in PearsonAccess ^{next} ™
	Misadministration or Prohibited Behavior on Test Day	Should contact ACT for next steps as soon as possible, including completing an irregularity report and possibly ordering makeup materials for paper testing
	Weather/School Cancellation on Test Day	N/A
District Test Coordinator (DTC)	School Test Coordinator (TC) Contact Change	TC changes are made by the DTC in PearsonAccess ^{next}
ACT Accommodations 800.553.6244 ext. 1788	Accommodations Requests/English Learner Supports Questions	May also refer to ACT OK website (above)
ACT Academy	Questions about ACT Academy	Online chat via the ACT Academy portal (https://academy.act.org) Or email: support@opened.com
ACT Customer Care 800.553.6244 ext. 1270	Looking for Past Score Reports	Select menu option for Scoring
	Needing Access to Scoring CDs/Reports	
State – OSDE 405.521.3341	School or Student Eligibility Questions	Or email: assessments@sde.ok.gov
	District Test Coordinator Contact Change	
ACT Training @ Professional Learning 888.826.1956	Professional Development Questions	Or email: learning@act.org
Tony Cortez 918.527.9948	College and Career Workshops	Or email: tony.cortez@act.org
	District Purchase of ACT Products	