## SHL TalentCentral+ Platform "HOW TO" and Best Practice FAQs (formerly Aspiring Minds iAssess)

April 2024 Release

denotes new Q&A

Question	Answer
The TC+ portal looks different from iAssess.	There have been some terminology changes with the new TC+ interface. For instance, the "MY ASSESSMENTS" tab is now the "VIEW ALL PROJECTS" tab. Please see SHL's <u>TC+ Upgrade Guide</u> for other changes.
Where can I find the TC+ user manual or other resource material?	Please visit Talevation's help page for user guides, FAQs and other resources, including recordings of trainings: <u>https://talevation.com/get-help#Plus</u> You may also view SHL's learning portal for the TC+ platform including short topic- specific videos: <u>https://tcplus.learning.shl.com/</u>
Why does the system log me out?	The TC+ interface will require users to log back into the admin portal if there is no activity after a certain amount of time.  Sign in to TalentCentral+  Torgot your session has expired due to Inactivity. Sign in again to continue.  Username Resource Forgot your password?  Sign in
I clicked the login button, but nothing is happening.	There is a slight delay between clicking the green sign in button, and the TC+ interface completing the login process. The sign in button will be greyed out while it is processing.  Sign in to TalentCentral+  Benglish (US)  There is greyed out in the transmission of the sign in button while it is greyed out while it is greyed out while it is greyed out while it is greyed out.

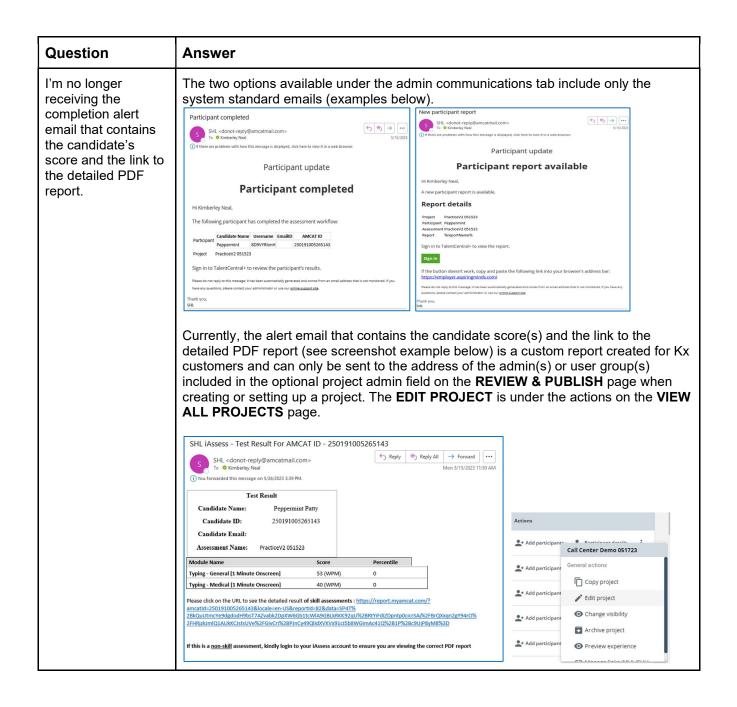


Question	Answer
The system is asking me to reset my PW, but that's never happened before.	SHL implemented a new security feature so that all passwords must now be changed every 90 days. Change your password Pasword details Current password Current password Curr
When creating a new project, what type should I select?	At this time, Talevation customers should select the KENEXA option when creating a new skill-based project. Create project  Select project type          Select project type         Other Solution         Simple assessment workflow with default communications         Chere Solution         Surged assessment workflow with default communications         Next: Select products         Next: Select products



Question	Answer					
Are the test tiles on the dashboard static?		those test categor tCentral+		cked.	Last updated at A Last updated at A Reset	or 2, 2024 6:55:03 PM
		ey@talevation.c	Date added Mar 5, 2024 4:39:37 PM Mar 5, 2024 4:38:12 PM	Deadline ↓ Mar 19, 2024 3:38:00 PM	Download PDF reports   = Download parti Assessment scores • Amazon Web Services (AWS) D • Web Commerce Security • Amazon Web Services (AWS) D	cipant data : Actions :
I tried to edit my project to include new tests, but it's not working.	Currently the removed from Project name ↓ Training 04-24	EDIT PROJECT fu a published proje updated on J Apr 3, 2024, 8:19:15 AM	Ct. Products	Project status Create Published Kimb	Web Commerce Security      Modules to be add      Actions     Training 04-24     General actions     Gopy project	
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Question	Answer
	Edit Project: General Ledger Knowledge_01
I tried to alter the order of tests or add stages in my project, but it doesn't seem to work.	As of March 2024, the stage functionality is not active on Kx projects. This will be a future enhancement of the TC+ interface.



	1						
Is there a way to set the "Assessment Completion Alert" to default to a certain email address, or do	If you enable the completion alert, <b>CONFIGURE</b> the settings to include an email address, and then later schedule another candidate for that same assessment, the email address that's already listed will receive the notification until you turn the feature off or add/modify the alert recipient(s) or edit the assessment.						
we need to enter it in each time we send out an assessment?	candida	ould need to add the email inforr ate if you were not listed as an a <b>W &amp; PUBLISH</b> page when crea	admin in the project a	dministrator field on the			
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	Please	note that the two options availa	ble under the admin	communications tab are			
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	To OK	onot-reply@amcatmail.com> body for the set of the set	<ol> <li>If there are problems with how this message is displayed, click here to</li> </ol>				
			Participant (				
		Participant update	Hi Kimberley Neal,				
		Participant completed	A new participant report is available. Report details				
	Hi Kimberley M	leal, participant has completed the assessment workflow:	Project PracticeV2 051523 Participant Peppermint				
	Participant	didate Name Username EmailID AMCAT ID permint 8D9VYRIonH 250191005265143	Assessment PracticeV2 051523 Report %reportName%				
	Project Prac	ticeV2 051523	Sign in to TalentCentral+ to view the report.				
		ntCentral+ to review the participant's results.	If the button doesn't work, copy and paste the followin https://employer.aspiringminds.com/	ig link into your browser's address bar:			
	have any questions, p Thank you,	lease contact your administrator or use our <u>online support site</u> .	Please do not reply to this message: it has been automatically generated and or questions, please contact your administrator or use our <u>poline support site</u> . Thank you,	nnes from an email address that is not monitored. If you have any			
	SHL		SHL				



Question	Answer
My teammates can't see the projects I created.	The creator of a project can toggle the visibility "ON" (or leave "OFF", if appropriate) for those individual team members or user groups that need to see/have access to a particular assessment:
	Add participant Add participant Add participant Add participant Add participant Add participant
	Project visibility       X         O       Hidden (visible only to you)         Image: Visible to others       Visible to others         Talevation Kenexa       Talevation Demo         Keri Bishop       Visible to others         Samples - Customers       Samples - Prospects         Samples - Customers       Live Tests
	Cancel Save
	The Master login and site login usernames will be able to see anything set up underneath their organization "umbrella". Please note that if toggling visibility for individual users, this will need to be done for each project created. If a new admin user is added to an account later and they need access to a specific assessment, the creator of the project will need to go back into the visibility feature and include them on that new user. If you have toggled visibility ON for a user group, you can add the new admin to that user group and they will see all projects for which that user group have visibility. This is managed under the new <b>COMPANY SETTINGS → MANAGE USERS &amp; GROUPS</b> .



Question	Answer
Question How do I set up or edit a user group?	Answer Customers can click on the Manage User Groups tab under the Company Settings.
	Uter Group name Select user Samples - Customers



Question	Answer							
I do not see the option to change visibility for other	The ability to change visibility on a specific assessment is available only to the creator of that assessment. That information is displayed in the "CREATED BY" column:							
users when I look at	Project name $\downarrow$	Completed/Invited	Updated on $\downarrow$	Project status	Products	Created by	Actions	
an assessment.	Front Office Management wStages	1/2	May 19, 2023, 9:47:04 AM	Published	2	Kimberley Neal	🚉 Add participants 🛛 🛔 Particip	pant details
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	051723	9/9	May 17, 2023, 1:40:44 PM	Published	2	Kimberley Neal	🚨 * Add participants 🖉 💂 Particip	ant dataile
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My project view doesn't include the "Created by" column.	*MANAGE CC Projects ① View and manage all your Project	DLUMNS" I projects start typing to search nat the sys of the accou	tem will also	electing	g the c	columns the		eate project
Can I change the order of the columns in my project view?	Yes. When so and drop" tech Select and order colum	nnique whe		n the va	arious		changed by using a aders.	a "drag
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Question	Answ	/er								
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Question	Answer
How do I know how many credits I have remaining on my order?	Those users with the "Head HR" role, or those using the Master/Site login username will have access to view the credits available on their account. This information in available under the "Account Summary" tab in the header.         Image: Compary setting         56908         Total available credits         Last upd:         Image: Project price and credit information         Account Summary         Project price and credit information         Account Summary         56908         Total available credits         Image: Project price and credit information         Account Summary         56908         Total credits information
I think my account summary shows an incorrect number of credits consumed.	On the account summary – the consumed credits displayed are your complete history since the account was created. If you feel that there is a discrepancy in your data, please contact your Talevation rep to discuss.           Account Summary           824         110         8736
	TOTAL CREDITS AVAILABLE TOTAL CREDITS BLOCKED TOTAL CREDITS CONSUMED



Question	Answer					
Question How do I check what questions a candidate got wrong? How do I preview a test to know if it's the test I want to use?	Answer         SHL normally does not provide the questions outside the candidate testing platform as that is against their test security/integrity guidelines.         You can utilize the "PREVIEW EXPERIENCE" option to preview a test before administering to a candidate.         Actions       Front Office Management         Wistages       Corpy project         Corpy project       Corpy project         Add participant       Corpy project         Add participant       Preview experience         Please note that you do still need to go through the creation process to select that test before you can utilize this feature.         Once the project is created, it'll populate under the "VIEW ALL PROJECTS" tab and you will be able to click the "PREVIEW EXPERIENCE" link and it will open a new tab.					
	and the system opens a new browser window into an email to send to the person. Please note that if needing to send a preview link to multiple people, you will need to					
Does using the Trial Test or "preview experience" option to preview an assessment consume credits?	go through the above process to generate a unique link for each person. No. The system should show them as a zero-credit transaction in the Account Summary under the Trial Test transaction type.  From To Transaction type O4-22-2023  To 5-18-2023  Transaction type Credits User Name User role Assessment Name Transaction date					
	Trial test     0     Kimberley     Head HR     Internet Basics_02     2023-05-18 23:49:58       Trial test     0     Kimberley     Head HR     Internet Ability Simulation_01     2023-05-18 23:42:09					



Question	Answer
Can we change the default time zone to always default to our local time zone when scheduling assessments?	Go to the Profile section (found at top right) and change the time zone to make the specific time zone the default. Also the system recognizes what time zone was used for previous scheduling on an assessment, so it automatically makes that specific time zone as default for the next scheduling for that assessment.
I scheduled my candidate's assessment for a specific time, but they get an error when they click the link to begin.	Please ensure you have selected the appropriate time zone when scheduling as the system does have both Standard Time and Daylight Time options. IMPORTANT: The new interface defaults to starting the time as whenever you begin adding the participant to the project. It is therefore <i>extremely important</i> you have selected the correct time zone for your location and time of year, or the test may not be immediately available for the candidate (ie – it will be one hour "off" if you leave it as EST vs EDT).



Question	Answer
I have the correct time zone, but my candidates are getting an ETA100 error that the test isn't active.	As mentioned above, the TC+ platform currently includes both standard and daylight savings time zones. Please verify you have the correct time zone prior to scheduling. UTC-04:00 EDT (New York)    Daylight UTC-04:00 EDT (Toronto)    Daylight UTC-04:00 EDT (Toronto)    Daylight UTC-04:00 EDT (Toronto)    Daylight UTC-04:00 EDT (Torks and Caicos)    D UTC-04:00 EDT (Turks and Caicos)    D UTC-04:00 EST (Nassau)    Daylight time UTC-05:00 EST (Nassau) UTC-05:00 EST (Nassau)
What are the options if the candidate has an ETA100 error?	The candidates can always wait an hour and take the test when the test window becomes active. If you update the time zone for an existing project, the system should use that as a default when scheduling new participants for that particular project. You can also use the reschedule feature to adjust the dates and times. Once the reschedule page loads, you change the time zone, or change the start time back by an hour (which will default to whenever you started adding the candidate to the project). You can also adjust the start day to the prior day by clicking the calendar and saving the change. Red Baron Cocypart/cpart link Sechedule Reschedule Participart reschedule Ist
	Image: Select all Bulk action: 0 Selected         Image: Delete           Image: Select all Bulk action: 0 Selected         Image: Delete           Image: Select all Bulk action: 0 Selected         Image: Delete           Image: Select all Bulk action: 0 Selected         Image: Delete           Image: Select all Bulk action: 0 Selected         Image: Delete           Image: Select all Bulk action: 0 Selected         Image: Delete           Image: Select all Bulk action: 0 Selected         Image: Delete Bulk action: 0 Selected           Image: Select all Bulk action: 0 Selected         Image: Delete Bulk action: 0 Selected           Image: Select all Bulk action: 0 Selected         Image: Delete Bulk action: 0 Selected           Image: Select all Bulk action: 0 Selected         Image: Delete Bulk action: 0 Selected           Image: Select all Bulk action: 0 Selected         Image: Delete Bulk action: 0 Selected           Image: Select all Bulk action: 0 Selected         Image: Delete Bulk action: 0 Selected           Image: Select all Bulk action: 0 Selected         Image: Delete Bulk action: 0 Selected           Image: Select all Bulk action: 0 Selected         Image: Delete Bulk action: 0 Selected           Image: Select all Bulk action: 0 Selected         Image: Delete Bulk action: 0 Selected           Image: Select all Bulk action: 0 Selected         Image: Delete Bulk action: 0 Selected           Image: Selected action: 0 Selected
	Image: Prist name         Cast name         Email           Image: Prist name         East name         Email           Image: Prist name         East name         Email
	1 participants Rows per page 10
	Set deadline
	Select country and time zone Note: This will be used to time email communications Country United States Country United States Country UTC-04:00 EDT (New York)   _ ~ Set the deadlines of individual participants after the group has been created Country Note: You can edit the deadlines of individual participants after the group has been created Country Note: You can edit the deadlines of individual participants after the group has been created Country Start date Start d



Question	Answer
My candidate took their assessment and exceeded the duration listed in the system. Why were they allowed to complete it?	SHL included a duration when adding the Kx content to a project as this system requires a value in that field. If the test module is timed, it will normally list that fact as part of the module title (excluding typing or data entry, which are timed by their nature). For all others, consider the duration listed as more of an estimated amount of time the average candidate may take to complete that module.
	SHL's standard pre-employment participant and administrator experience offering all assessment content and report         Bookmarked       NIX         All       Suits         Suits       Suits         Hourly Roles       Outres         Professional and Managerial       Suits         Suits       Configure ©         Others       Outrigure ©         Custom       Ford Science         Suits       Mulcholic test that messures the molesplage. The resource for domings and on mice @ 18         Others       Configure @         Outrigure @       Mulcholic test that messures the molesplage. The resource for domines @ 18         Suits       Mulcholic test that messures the molesplage. The resource for domines @ 18         Outrigure @       Norfigure @         Outrigure @       Suits         Mulcholic test that messures the molesplage. The resource for domines @ 18         On mice @ 18       Outrigure @         Outrigure @       Configure @         Outrigure @       Configure @         Outrigure @       10         Outrigure @       11         Custom       18         Mulcholic test that messures the molesplage for a custom is molesplage.         O mine @ 18       15         Configure @ <t< td=""></t<>
How do I change the email that is sent to candidates?	Depending upon your user profile, you can change the template by selecting the communication template:  Projects Communications Communications Communications Communication template Communication template Communication template Communication template Communication template Communication template Communication Company default Template No



Question	Answer		
I want to use the proctoring but it's showing as locked/off when I try to select it.	Project Proctoring is currently available as an added service. Please contact your Talevation rep if you would like to purchase this feature.		
I purchased proctoring, but am unable to select some of the new proctoring options.	capture features are sel detection and/or suspici be checked. Project proctoring The proctoring options below allow you to verify th Automated proctoring Note: Standard features and media capture selection	ected before adding. For inst ous object detection, the box reidentity of participants and inspect the integrity of assessment e	e that the corresponding Media tance – in order to include face for periodic image capture must nvironments
	† Indicates features that collect sensitive data and re	quire participant consent	
	Standard features	Media capture	Artificial intelligence (AI) features
	Disable copy/paste	Verification image capture†	Face detection
	✓ Print screen lock		☐ Face recognition↑
Does proctoring require consent of the test taker?	marked † and participan Please note that particip sensitive data when usin proceed without being p Note: Standard features and media capture s † Indicates features that collect sensitive data Standard features Browser lock Disable copy/paste Print screen lock	ats will be informed that they a pants will be asked to give cor ng those features marked with roctored even if they do not g elections may affect the artificial intelligence features available	hsent for the collection of in the † and will be allowed to give consent. Artificial intelligence (AI) features Suspicious object detection† Face detection† Face recognition†
What options are available with proctoring?	Section. Project proctoring	ature may be found by clickin	



<u>Standard features</u> Selections you make here may affect which AI features are available.
Browser off-focus lock
Allows you to control how many times participant can switch from the assessment screen to another application or browser tab/window during the assessment. They are shown a warning each time they attempt to do it, and if they exceed the browser off-focus count threshold (controlled in the settings) they are ejected from the assessment.
Print screen lock (ALWAYS ENABLED) Allows you to control how many times a participant can take screenshots during the assessment. They are shown a warning each time they attempt to do it, and if they exceed the print screen count threshold (controlled in the settings) they are ejected from the assessment.
<u>Disable copy/paste</u> Prevents participant from pasting content into responses.
Media capture
Selections you make here may affect which AI features are available.
Verification image capture Participant captures an image of themselves holding their ID before they start the assessment(s). You can use it to manually verify their identity against the images captured during the assessment, or with the face recognition feature.
Periodic image capture Participant's image is captured at regular intervals during the assessment and displayed on the report. Is used by the face detection, face recognition and suspicious object detection features.
Periodic audio capture Ten second audio snippets are captured every 60 seconds. Is used by the multiple voice detection feature.
Periodic video capture Ten second video snippets (with audio) are captured every 60 seconds. Still images are extracted at a rate of 2 per snippet. Used by the face detection, face recognition, multiple voice detection and suspicious object detection features.
Artificial intelligence (AI) features
Face detection
<ul> <li>If this feature is enabled you will see two results in the report:</li> <li>If no faces were detected in the frame at any time</li> </ul>
<ul> <li>If multiple faces were detected in the frame at any time <u>Face recognition</u> Compares participant's image, captured beforehand, with images captured</li> </ul>
during the assessment(s) to verify that it's the same person. Multiple voice detection
Detects whether more than one speaker is present during the assessment. This may indicate more than one person is present.
<u>Suspicious object detection</u> Detects the presence of additional objects like mobile phones, laptops, monitors etc. in the frame.
Live proctoring (Not currently available) Monitoring
A remote proctor (or invigilator) observes participants taking assessments in real time.



Question	Answer			
Can I edit the default auto-proctoring	Yes. Click the Advanced Proctor Settings to see the options available to change.			
settings?	Project proctoring			
	The proctoring options below allow you to verify the identity of participants and inspect the integrity of assessment environments			
	Automated proctoring		Settings 🏚	
	Note: Standard features and media capture selections m † Indicates features that collect sensitive data and require	ay affect the artificial intelligence features available e participant consent		
	Standard features	Media capture	Artificial intelligence (AI) features	
	Browser lock	Periodic image capture†	Suspicious object detection†	
	Disable copy/paste	Verification image capture†	Face detection †	
	🧹 Print screen lock 🔒		Face recognition †	
	Set the thresholds after which participants will be Print screen count threshold 3 Copy paste count threshold 3 Browser off-focus count threshold 10 Interval range for periodic image capture Minimum 90 seconds Maximum 180 s Interval range for periodic video capture Video (including audio) snippets are 10 seconds and ca Interval range for periodic audio capture Video snippets are 10 seconds long and captured even	seconds aptured every 60 seconds		



Question	Answer		
My candidate said their test was terminated and they received a message that they were "off focus". What does that mean?	Off Focus is related to the auto-proctoring features. If you have access to these features and are using the browser lock option, the candidate will receive this kind of message if s/he is toggling between multiple windows during the test and has exceeded the warning limit. However, if this is not the case then pop-ups of window or browser may also affect the same during the test. If needed, we recommend turning the proctoring features "off" at the master proctor feature level:		
	Project proctoring		
	The proctoring options below allow you to verify the iden	tity of participants and inspect the integrity of assessment e	nvironments
	Automated proctoring		Settings 🏚
	Note: Standard features and media capture selections may † Indicates features that collect sensitive data and require p		
	Standard features	Media capture	Artificial intelligence (AI) features
	Browser lock	Periodic image capture†	Suspicious object detection†
	Disable copy/paste	Verification image capture†	Face detection †
	V Print screen lock 🔒		Face recognition †
My candidate is getting an error message about a webcam. What does this mean?	This is also related to the auto of message if the snapshot of the system does not detect a If needed, we recommend tur feature level: Project proctoring The proctoring options below allow you to verify the iden Automated proctoring Note: Standard features and media capture selections may † Indicates features that collect sensitive data and require p Standard features Browser lock Disable copy/paste Print screen lock	r image capture proctoring fea webcam. Thing the proctoring features " tity of participants and inspect the integrity of assessment e affect the artificial intelligence features available	atures are turned "on" and 'off" at the master proctor



Question	Answer
How do I manage branding or add my company logo?	At the moment, customers are not able to brand their portal, though this may be done by support. Please contact your Talevation sales representative to discuss. Additionally, depending upon your user profile, you can change the candidate email template by selecting the communication template under your profile, and add your company logo there:
	Communication templates Once created, the new template can be made the company default, or a template can be created for each recruiter, if desired. Template status User Default Template No Company default status No Please contact your Talevation rep if you need assistance with your templates. Support can also assist with this.



Question	Answer			
In the scheduling email template, it lists this as a note: "Upon completing registration for these assessments, your 15-digit <b>AMCAT ID</b> will appear. Please write it down and save it." What is the AMCAT ID and what	The AMCAT ID is the unique Candidate ID in the TC+ system. It is always recommended to a candidate to copy and save the AMCAT ID in case the candidate would encounter any issue during the test, s/he can share this AMCAT ID with the recruiter/technical support team to track details. Though support can also track candidate details with other information as well, the AMCAT ID makes it easier. Please note that the system may use the terms AMCAT ID, Candidate ID or Test ID interchangeably.  Test Results of Red Baron (AMCAT ID: 250190579982823)  admin@aspiringminds.in To • Kimberley Neat. • Kerl Bishop  Tue 2/23/2021 358 PM			
good does it do for	Test Result			
candidates to save it? Will they need to	Candidate Name: Red Baron			
use it again? And if	Candidate ID: 250190579982823 Candidate Email: noemail@talevation.com			
so, what will they	Module Names Score Percentile			
use it for?	Following Written Instructions 18.00 1.00			
	Basic Industrial Skills 25.00 1.00			
	.SHL.			
	Red Baron Test ID: 250190579982823 Test Date: Feb 23, 2021			
	Name: Charlie Brown			
	Test ID: 250190580169019			
	Language: English (US)			
	English (US) 📀 中文			
	مربی Español			
	Français Deutsche			
	Italiano 日本語			
	हिन्दी Português			
	HELP			
Is there any way to send one test or a group of test modules to a candidate without "creating a project"?	At this time, it is necessary to create a project to assign a test module or group of test modules to a candidate.			



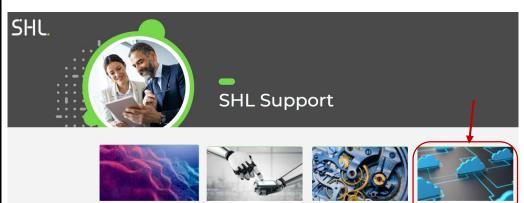
## Question

Answer

In the template scheduling email it says: "IE 11, Edge, and Safari may be used but are not preferred. Autoview (Video Interview) should not be used with IE. It is much easier to change camera and microphone settings in Chrome and Firefox." If we are not going to be using proctoring tools, are Safari, Internet Explorer and Edge acceptable browsers for candidates to use?

Yes, those browsers can be used but they are not preferred. In order to have seamless experience, SHL recommends the candidate always use the preferred browsers.

More information about supported operating systems and browsers may be found here by using the Browser Check link on SHL's support page: https://support.shl.com/index.html?hl=en



Candidate FAQs about preparing for, or sitting, an assessment

Client FAQs about system navigation and troubleshooting tips

Practice Site sessment advice, practice tests and Talent with disabilities

Browser Check Verifies if your computer settings are compatible with the test



Question	Answer
My candidate isn't able to load the assessment on their device.	<ul> <li>SHL's Kx assessments are currently supported on the following browsers and operating systems:</li> <li>Supported Internet browsers <ul> <li>Google Chrome Version 50 and higher (Windows, Mac)</li> <li>Mozilla Firefox Version 50 and higher (Windows, Mac)</li> <li>Safari Version 11 and higher (Windows, Mac)</li> <li>Microsoft Edge Version 18 and higher (Windows)</li> <li>Internet Explorer Version 11 (Windows, excluding Aspiring Minds tests)</li> </ul> </li> <li>Supported operating systems <ul> <li>Apple Mac OS 10.x (up to Mac OS X v10.8 - Mountain Lion)</li> <li>Microsoft Windows 10, 8, 7, Vista</li> </ul> </li> </ul>
	More information about supported operating systems and browsers may be found here by using the Browser Check link on SHL's support page: <u>https://new.support.shl.com/categories.html?hl=en&amp;c=10_91_12</u> Candidate Support
	Home > Candidate What can we help you with?
	Search by Topic:         Image: Search by Topic:         Statewill Legging in and Accessing Tests         Accessing Tests         In rund Assessments         Audity Webcam and Screen Issues         Imade Assessments         Imade Assessments         Imade Assessments         Imade Assessments         Imade Assessments         Image: Search Departments         Image: Search Depart<
	Data Questions
Can I recall or cancel a candidate's test, after	Administrators can use the "RECALL TEST" feature prior to the candidate starting the assigned project.
scheduling?	This is located in each project under the Action Column after clicking the three dots.
	Great Pumpkin
	C Copy participant link
	Recall invitation



Question	Answer
Can we delete a project?	At this time, the new interface will not allow projects to be deleted, though they can be ARCHIVED. This is found under the three dots in the Action Column. Add participant Copy project Add participant Copy project Copy project Add participant Copy project Copy Provide Copy Project Copy Provide Copy Project Copy Provide Copy Provide Copy Project Copy Provide Copy P
When sending a new assessment to a candidate who was previously sent another project, do we have to re-input the candidate in the system?	The new interface uses emails to differentiate candidates in a project when scheduling individually. You may get an error if you try to re-use an email address in the same project (for example – if you were emailing to yourself rather than the test taker). In that scenario, use of a multi-use or single use links would be suggested.
Is there a way for us to arrange our assessments on the "VIEW ALL PROJECTS" page in a set order?	Currently assessments can be arranged alphabetically or by date updated. Projects that have been bookmarked will appear at the top. You can also change the filters, though they do have to be re-set if you navigate away from the page or log out.  Filtered by: Project status Products Created by Project type (solution) Project tags  Project type (solution) Project atus Date created Last updated All  Created by Create



Is it possible to view results of individual tests within a project as they have been completed? For example, if a candidate is being tested for Typing and Word, and has only completed the Typing assessment, is there a way to see just that data before they complete the Word assessment?

If two modules or tests are being used in a single project, then the PDF containing results for both modules would be available when the project is completed by the candidate and will be combined into one report. The reports are only generated when the candidate status turns into "Completed".

Please note that it is possible to see the scores for modules that are completed, while waiting for the other tests in the project to be finished.

Bulk actions : 0 sele	cted		→ Invite to next stage	e 🛛 🚺 Download PD	0F reports   🗮 Download
	Participants $\downarrow$	Participant status 🔱	Date added	Deadline $\downarrow$	Assessmen
	Peppermint Patty peppermint@talevatio	🔿 In progress	Mar 27, 2024 10:52:44 AM	Apr 3, 2024 10:52	Office I 2:44 AM     Basic S
Stage 1					
Office Filing Skill		Basic Spelling			
Status Score Started	Done 17 Mar 27, 2024 10:55:02 AM	Status Score Started	In progress  Apr 1, 2024 5:07:56 PM		
Completed Allotted time	Jan 11, 2030 12:00:00 AM 25 mins to have a sepa est module, you				
Completed Allotted time	25 mins to have a sepa est module, you atch. Red Baron (AMCAT ID: spiringminds.in	arate email n would need	notification and to set each u		dual project
Completed Allotted time	25 mins to have a sepa est module, you atch. Red Baron (AMCAT ID:	arate email n would need 250190579982823	notification and to set each up )	p as individ	dual project All $\rightarrow$ Forward
Completed Allotted time	25 mins to have a separation est module, you atch. Red Baron (AMCAT ID: spiringminds.in erley Neal; • Keri Bishop	arate email n would need 250190579982823 Test F	notification and to set each up )	p as individ	dual project All $\rightarrow$ Forward
Completed Allotted time	25 mins a to have a separation atch. Red Baron (AMCAT ID: spiringminds.in erley Neal; • Keri Bishop Candidate Name:	arate email n would need 250190579982823 250190579982823 Test F Red Baron	notification and to set each up )	p as individ	dual project All $\rightarrow$ Forward
Completed Allotted time	25 mins to have a separation est module, you atch. Red Baron (AMCAT ID: spiringminds.in erley Neal; • Keri Bishop	arate email n would need 250190579982823 Test F	notification and to set each up )	p as individ	dual project All $\rightarrow$ Forward
completed Allotted time you wish or each te roup or b cest Results of admin@a	25 mins a to have a separation of the separatio	arate email n would need 250190579982823 Test F Red Baron 250190579982823	notification and to set each up )	p as individ	dual project All $\rightarrow$ Forward
completed Allotted time you wish or each te roup or b cest Results of admin@a	25 mins a to have a separation of the separatio	arate email n would need 250190579982823 	notification and to set each up )	P as individ	dual project All $\rightarrow$ Forward



Question	Answer
	.SHL.
	Red Baron Test ID: 250190579982823 Source noemail@talevation.com Test Date: Feb 23, 2021
	Assessment Details         Project Name / ID       :       DEMO - Warehouse Rep       Total Questions       :       53         Start Date / Time       :       23-February-2021 / 03:54pm       End Date / Time       :       23-February-2021 / 03:57pm         Total time       :       01:15:00       Response Time       :       00:03:11
	Following Written Instructions     Basic Industrial Skills       1     %tille       Score: 18/100     Score: 25/100
Does the new platform require passwords to be changed?	Yes, users must now update their password every 90 days. Users can proactively update passwords by selecting the "Change Password" option under their user profile.



Question	Answer			
Where can I see a description of the test?	The online catalog may be found here: <u>https://www.shl.com/c/global/ibm-kenexa-catalog/</u> We do suggest selecting the appropriate dropdown under the test type as SHL has other content available in addition to the Kx packages.			
	Search by keyword Keyword Q Search by keyword Search by choosing one or more Job Function Select Select	Search	Catalog	Search
			Job-Focused Assessments - SHL	
	Name	Job Function	Personality - SHL Professional and Managerial (Behavioural) - Kx Catalog	Catalog
	.NET Framework 2.0	IT	Simulation - SHL	Skills - Kx Catalog
	.NET Framework 3.0	IT	Skills - Kx Catalog Skills - SHL	Skills - Kx Catalog
	.NET Framework 4.0	IT	Skills - SHL + Kx Plus Catalog 🚽	Skills - Kx Catalog
	You may click on the hyper description page will open. .NET Multithreading Description Multi-choice test that measures the knowledge of ex pooling and synchronization. Job Function Information Technology Languages English (US) < Back to Kenexa Catalog	xception handling, thread prior	ity, thread	
	Please note that access to specific content may be dependent upon your organization's license and entitlement. Please contact your Talevation rep if you wis to discuss adding content that is not part of your current contract.			vation rep if you wish



Question	Answer		
Can I see a description of a module in the admin portal?	During the project creation process, the summary description of the module will be displayed when selecting, configured and adding to a project.		
Why is the mobile option greyed out or noted with a locked icon?	Descriptions can also be easily found using the online catalog as mentioned in the prior answer. Options on the mode of delivery will be dependent on what test modules you've selected. If a test has no limitations (for instance – typing requires a physical keyboard) there will be no lock and you can toggle the setting on or off.  Participant experience Configure how the assessment workflow is delivered to participants Devices participants can use to take assessments Note: Not all assessments are available on all devices. Configure how be Config		
My candidate said they didn't receive their email. How can I resend it?	There is an icon under the dots in the Actions Column in each project that will allow you to send a reminder, or you can copy the participant link and forward that directly.		



Question	Answer				
How do I know if the candidate received the system email with their assigned	When adding participants, there is field on the participant communications configuration page to edit the email (and change the email template, if a new one has been created) to include a CC or BCC to yourself or a teammate.				
assessment(s)?	Communications Select and configure emails and other communications Participant Admin 0 Selected				
	Template	Email	SMS	Actions	
	Project invitation			Configure	
	Completion alert			Configure	
	Candidate report			Configure	
	Project reminder 3 days after assessment validity starts			🅸 Configure	
	Project reminder 3 days before assessment validity ends			Configure	
	Add communication				
	Configure Project invitation Select communications format Email SMS	×			
	Select template and add any additional recepients Template Invitation Additional recipients				
	CC Q Search users or user groups C Cc all project users				
	BCC Q. Search users or user groups BCC all project users				
	Preview				
		ancel Save			
The test link expired. How do I reschedule for my candidate?	There is an icon under the dots in the you to reschedule if the link has expi				
	GD Copy participant link				
	Reschedule				



How will I know if the candidate has completed their assigned test(s)? Can I have results sent to the candidate?	and add th sent to and Commu Select and configu	e appropriate email a	ent, toggle the assessment o addresses under the "configu he project creator/admin em	ure" action, if it needs to be
	🗹 т	emplate	Email	Actions
		Completion alert		🎝 Configure
		Candidate report		🅸 Configure
	input user the accour Configure Completed Select template an Template Additional recipien Cc C C C all project u Bcc C C call project u Bcc Bcc all project Preview Please not detailed Pl	groups. Please note t. stion alert d add any additional recepients h alert fo_ * ts s or user groups sers s or user groups users te at this time that the DF report for Kx skill	e separated by a comma, no that alerts can only be sent to	to authorized admins on ary score and a link to the stering behavioral or other



Question	Answer		
	Aspiring Minds - Test Result For AMCAT ID	- 250190716433179	
I received an alert that my candidate's assessment was completed but there's no score.	SHL <donot-reply@amcatmail.com> Test Result Candidate Name: Red Baron Candidate ID: 250190716433179 Candidate Email: noemail@talevation.com Assessment Name: Typing - General (1, 3 min) Module Name Score Typing - General [1 Minute Onscreen] 61 (WP Typing - General [3 Minutes Onscreen] 55 (WP Please click on the URL to see the detailed result of skill asses IN&amp;reportid=82&amp;data=SP4T%2BkQuUtmcYe9dgdodHzYDBqfP 2F7UcE[OIBuQa7WrSyYFcumEBUJ9hL]P1olQdak/twvzxcHh%2I If this is a <u>non-skill</u> assessment, kindly login to your iAssess a Please also note that only the Hirin If the test window expires or the ca anomalies/infractions and you've set</donot-reply@amcatmail.com>	Image: Septy Septy All → Forward       Image: Septy All → Forward         Image: Septy Septy All → Forward       Image: Septy All → Forward         Image: Septy Septy All → Forward       Image: Septy All → Forward         Image: Septy Septy All → Forward       Image: Septy All → Forward         Image: Septy Septy All → Forward       Image: Septy All → Forward         Image: Septy Septy All → Forward       Image: Septy Septy All → Forward         Image: Septy Septy All → Forward       Image: Septy Septy All → Forward         Image: Septy Septy All → Forward       Image: Septy Septy All → Septy Se	
	Test Result         Candidate Name:       Red Baron         Candidate ID:       250190558626931         Candidate Email:       noemail@talevation.com         Module Names       Score         Network Security       Not Attemp         Wireless Networking       29.00	pted NA NA	
Can I have a candidate re-take one module from a project, if they scored poorly?	Currently the TC+ interface does no of a project that contained multiple	ot allow for a single test to be re-taken, if it was part tests.	



Question	Answer			
How do I conduct testing onsite?	Use of the mulit-us Invite participants Upload a list or add people individual Bulk upload Add indivi One link that many people can use, u Link usage limit Select company users to send links to Add rimits name	idually Single-use link Single-use links	commended for ons	ite testing.
	option to start a ne	*		
	Answer Please note at this	s time if a candidate shoul ny additional active candid		
	Test ID 250190583749623 250190583917912	Email ID n*****I@talevation.com	Name C*****e B***n L**v V*****t	5
			- g t	



Question	Answer
How do I create a multi-use or single use link?	The multi-use and single use link options are available when adding participants to a project. First, click on the appropriate tab on the <b>ADD PEOPLE</b> page.          Invite participants         upload a list or add people individually         @ Multiple-use link         Invite participants         upload a list or add people individually         @ Multiple-use link         Invite participants         upload a list or add people individually         @ Multiple-use link         Invite participants         Invite partic



Question	Answer
Can I edit a multi- use or single use link?	Yes. Once a link has been created for a project, the system will provide the ability to <b>MANAGE LINKS (MUL/SUL)</b> under the three dots in the Action Column when viewing the projects. Users can edit the link by selecting the appropriate Link (if more than one has been created) and making any needed changes. Add participant Copy project Copy project Copy project Copy project Add participant Copy project Manage links (MUUSUL) With the QUICK EDIT, the usage limit can be changed; the EDIT IN ADD PEOPLE SCREEN allows the date period and notifications to be changed as well.
	Manage links for Security Demo 050223 X I 🕰 Add particips
	Manage single-use and multiple-use links associated with participant groups.
	Multiple-use links Single-use links
	Link Created on Usage limit Used Sent to users Actions Co Deactivate
	1 May 3, 2023, 1:16:33 AM 15 1 Kimberley Neal 🔽 🖍 Vuick edit
	1 links     Rows per page     5     ✓     1 - 1 of 1       < < > >       ▲* Add particips
	E Add particips
	Manage links for Security Demo 050223 X I Add partice
	Manage single-use and multiple-use links associated with participant groups.
	Multiple-use links Single-use links Add partici Download file containing all links that are still available (max. limit - 2000); CSV   XLSX
	0 selected Download CSV   XLSX GG Deactivate
	Link Address Status Created on Deadlin Actions
	1 https://amca available May 3, 2023, 1:18:25 AM May 1: Copy : Copy proje
	2 https://amca available May 3, 2023, 1:18:25 AM May 1:     Ga Deactivate
	3 https://amca available May 3, 2023, 1:18:25 AM May 1: 🚺 🗸 🎤 Edit in add people screen
	□ 4 https://amca available May 3, 2023, 1:18:25 AM May 1: [□ copy : Add period
	□ 5 https://amca available May 3, 2023, 1:18:25 AM May 1: 1 Copy :
	t Add partici



Question	Answer					
I have the role of "Head HR" but am unable to edit other users.	The hierarchy feature edit/remove users the Users First Name 4 Last Name 4 George User		d to the acco		Created By	Actions
	Janeboe RECRUITER When created by an that particular user. Users Butk actions: 0 selected	kimberley@talevation.com	- 100 - 000 000 000 - 000 - 000 - 000 - 000 - 000 - 000 - 000 - 000 - 000 - 000 - 000 - 000 - 000 - 000 - 000 -	nedoe≌talevation.com		Manage columns
	Untranse First name invalid Sue Sally ally We suggest using you organization's account	sally@talevation.com sally@talevation	Aaster or Site	ting Manager	Keri Bishop	terions to actions available s to your
l can't see who added a particular admin to our account.	You can click on the Users Bulk actions: 0 selected	"Manage columns	" button to cł	nange the col ₨ Send invita		Manage columns
	Select and order columns ii 🖌 Last name ii 🖌 First name ii 🖉 Email ii 🖉 Username ii 🖉 Role ii 🖉 Phone number ii 🖉 Created by ii 🖉 Notification ii 🖉 Active/Inactive ii 🗌 Language Set default columns	с				
	Save this configuration for all use Please note that eac	Cancel Save	the view for	other users.		



Question	Answer		
What information is needed when adding a new user?	When adding users, the system requires their name, email and a username (which is often their email). It will populate their country, language and time zone. The other fields are optional.		
	Add users		
	Add users and assign to user groups		
	Department		
	Add users Employee ID		
	Add user individually or upload a list		
	Add individually Bulk upload Job Title (optional)		
	Complete the form below for each participant you'd like to add		
	All fields required unless otherwise stated Interface language		
	First name English (US)		
	Time zone		
	Last name		
	User group (optional) Search user group		
	Email  Create user group		
	Invitation Email		
	Username Send email to new user asking them to verify their account		
	Country Next: Set user permissions		
	Assign Role		
Can I add multiple	Yes. SHL has added a Bulk Upload feature, if you need to add multiple users to your		
admin users at the	organization's account. We do suggest downloading the sample format before		
same time?	attempting to upload your new user data.		
	Add users		
	Add users and assign to user groups		
	Add users		
	Add user individually or upload a list		
	Add individually Bulk upload		
	How to bulk upload users		
	Download the file: CSV   XLSX     Input the users' details following the instructions in the file		
	3. Delete the row containing the instructions from the file		
	4. Upload the completed file using the link below		
	Upload CSV/XLSX		



Question	Answer			
Can I customize the admin roles?	Create user role  Wheen creating a new then modify as apport Create user role  Create multiple-use participant inks Create multiple-use participant inks Create multiple-use participant inks Create participant re-attempt check Add/rolev/wee Branding Create single-use participant ink	Nuser role and permit Select an existing role or creat Select existing role or creat Select existing role or creat Select existing role Crole, it is suggester Orrole, it is suggester Define ustor before savin Recruiting Manager Select existing role as a temple Recruiting Manager Select existing role as a temple Define custom excel Download reports Download excel		a new user to the account.
My new user didn't receive their verification email to set up their account.	recommend new use their inbox.	ers check their SPA new users can now	M/Junk folders for th re-send this email, the three dots in the	2amcatmail.com. We his message if it's not in though support can assist e Action Column. talevation.com



Question	Answer	
I tried to add a new user but received an error that they already exist.	We normally see the error that a username already exists if that person was deleted of if they were perhaps sent something (like a sample assessment) using their email as the username. We would recommend that you just change the username – perhaps using the person's full name or put a period as part of it when setting up the username (you car keep the other personal info like name and email the same). For example, alternate usernames for janedoe@talevation.com might be: jane@talevation.com jdoe@talevation.com jdoe@talevation.com jdoe(no email domain)	
	Username Already exist ×	
	Add User	
	Personal Information Permissions	
	First Name * Jane	
	Last Name Doe	
	Email * janedoe@talevation.com	
	User Name * janedoe@talevation.com	
	Contact Number * 1 3175550000	
	Department	
	Designation	
	Country United States	
	Time Zone UTC -05:00 EST (New York)	
	Interface Language English (en-us)	
	Status Active	
	SAVE AND NEXT	



Question	Answer
When I log in, I don't see the option to create assessments.	If a user does not have the appropriate permissions or has been assigned an incorrect role, they may not have access to all the features in the system. Please note the default "Recruiter" role only allows those users to schedule candidates for assessments another team member has created and shared with them.
	It is is the case, the person who added them to the account can edit their profile to the appropriate role (or create a custom role) as needed. Support can also assist with this upon request and approval by the primary company admin or another user who has been assigned the role of "Head HR".
l forgot my password.	On the admin portal login page, there is a link to reset forgotten passwords if needed. https://employer.aspiringminds.com/ SHL. Login to your account Login to your account Login to your account Login Enter password Login If you do not receive the email to complete the password reset, please contact support to assist.



Question	Answer
How do I view the candidate results?	You can also select the assessment report icon under the actions to display the report, which will open in a new browser tab.
	Bulk actions: 1 selected   Registrate to next stage   Perticipant data   Perticipant completion  Actual Company Name & email   Perticipant Status  Perticipant status  Perticipant completion  Actual Company Name & email   Perticipant completion  Actual Company Name
	🗌 Select all Name & email U Participant Status U Added date Participant start date U Participant Completion V Actions date
	Charlie Brakevadion.com ⊘ Completed May 19, 2023 10:56:20 AM May 19, 2023 10:56:38 AM May 19, 2023 10:56:38 AM 🕞 Reports 🔻 :
How do I export all my candidate reports for my	We recommend using the Master Login for your organization if all reports need to be exported.
account?	Please note that the system now has a landing page where users can view and download bulk downloads requests.
	Projects Create project Wew all projects Wew downloads Use wond manage participant data and report downloads Wew downloads Communications Co
	Implementations     Implementation       Implementatio
	Download status: All 🔹
	Project Download status Started Ended Actions
	Sales Selector     Oropheted     Mar 27, 2024 9:26 AM     Mar 27, 2024 9:33 PM     Mar 27, 2024 9:33 PM     Download



Question	Answer						
Can I set a reminder for my candidates to complete their assessments?	Where available, you should be able to select the appropriate option for the reminders. The two system defaults are 3 days after the start or before the test ends						
	ON Communications						
	Select and configure emails and other communications						
	Participant Admin						
	0 Selected						
	Template	Email	SMS	Actions			
	Project invitation			Configure			
	Completion alert			🍄 Configure			
	Candidate report			🍄 Configure			
	Project reminder 3 days after assessmen	nt validity starts		Configure			
	Project reminder 3 days before assessme	ent validity ends		Configure			
	Add communication						
	<ul> <li>Send on Apr 9, 2024  ☐ 10:00 AM</li> <li>Select communications format         <ul> <li>Email</li> <li>SMS</li> </ul> </li> <li>Select template and add any additional recepients</li> <li>Template         <ul> <li>Participant deadline remin▼</li> <li>Additional recipients</li> </ul> </li> <li>Please note that the remind multi-use or single use link and and and and and and and and and and</li></ul>	ras selected when setting the deadline. ssment validity ends * Cancel er notification cannof at this time.	Save t be used when sche	-			
	Reminders are not a standa access to this, support can a						



My candidate has	Some behavioral as	sessments include specialty assessment PDF reports. Please
completed a		n options and select the appropriate version, as needed.
behavioral assessment but the	Reports 🚯	
PDF report isn't	Select Report	•
displaying correctly.	Assessment Report   Sale	is Manager Selector
	Assessment Report   Rest	aurant Manager S
	Assessment Report   Out	bound Call Cente
	Assessment Report   Nur	se Selector
	Assessment Report   Mar	iufacturing Manag
	Assessment Report   Mar	lager Selector
	Assessment Report   Inbo	und Call Center S
		pe should automatically be associated with the module when octing the test during the creation stage. You can verify the report to the project.
	Configure Sales Selector Behavio	ral Test X
	Sales Selector Behavioral Test 🔲	Assessment options
	<ul> <li>Assessment duration 40 mins</li> <li>Assessment used to identify a candidate's</li> </ul>	Assessment language
	potential in a sales role. For a complete evaluation, please include "Sales Selector CAT (Part B)" while setting up the	English(US) (en-US)
	assessment project.	Set default language
		English(US) (en-US)
		Reports
		Selected report(s) Share with participants
		Assessment Report   Sales Selector ×  Add reports
		Cancel Add to project
	The system will also	display the project information - including the report included with
		aving the participant group.
	Project details	
	Project details	
	Cardiology and Diabetes Manage	ement 0 hrs 7 English(US) *
		Total 0 hrs 37 mins
	Reports	Default language
	Assessment Report	English (US)
	nosessment report	
	<ul> <li>Participant group details</li> </ul>	
		Cancel Save participant group
	1	



Question	Answer						
How do I search for a specific candidate?	If you know the assessment a scheduled candidates for tha	t particular project.	ou can search under the				
	You can also use the advanc		ptions.				
	Participants View All Projects						
	Review your participants' progress by clicking on the name and take relevant actions     Last updated on: Jun 5, 2023 8:48:20 PM						
	Participant email 👻 Start typing to search Q						
	Status Select Status 🔹 🚔 Filter (1 applied) 🔨		Manage columns				
	Filtered by:						
	Project	Product	Bookmarked participants				
	Select projects 👻	Select products 👻	All participants				
	Evaluators assigned	Date added	Start date				
	No evaluators found	mm/dd/yy, 00:00 - mm/dd/yy, 00:00	05/06/2023, 11:20 AM - 06/05/2023, 11:20 AM 🗎				
	Completion date	Deadline					
	mm/dd/yy, 00:00 - mm/dd/yy, 00:00	mm/dd/yy, 00:00 - mm/dd/yy, 00:00					
			Reset Apply filters				
	Please note that the system	will default to filtering the dat	e range to the last 30 days.				
	You may click the filter to dis		<u> </u>				
L	,	, , , , , , , , , , , , , , , , , , , ,					

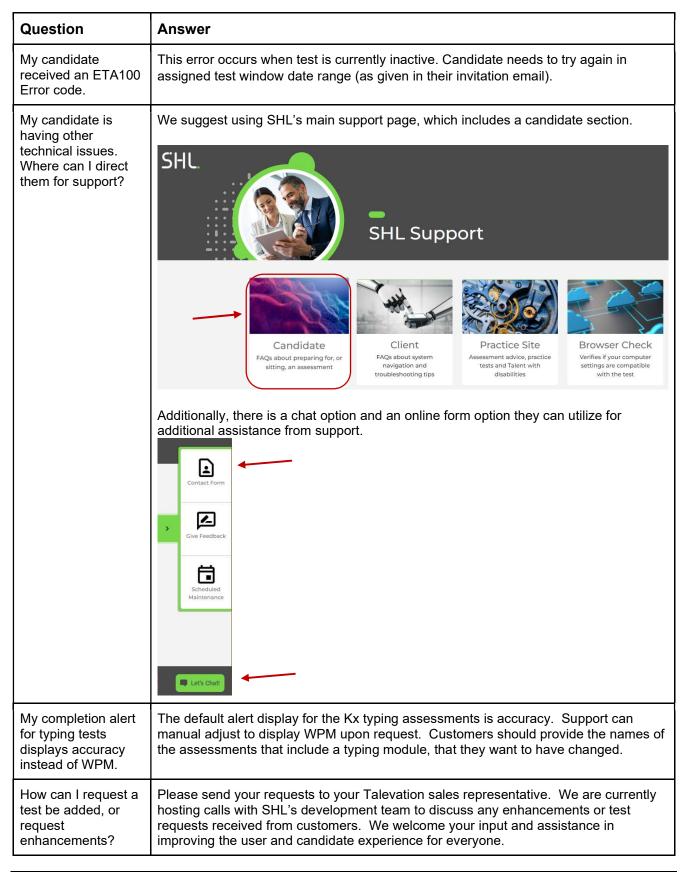


Question	Answer							
How do I search for a specific candidate,	Under the "VIEW ALL PROJECTS" tab you will see an option to VIEW ALL PARTICIPANTS.							
if I don't know what assessment they were assigned?	Projects	status of projects that are ava	ilable to you.				View all participants	Create project
		he last mont		g all candi	dates who	have atte	mpted an ass	essment
	Search by :	MAIL ID AMCAT ID Iame	Enter EM.	AIL ID				SEARCH
	Reports 🚯	- -	Excel	<b>0</b> It Excel	• P <sub>0</sub>			Actions
	Attempt Dat	e: 8 days						0 Status Key
	Status	Assessment Name	Name & AM	ICAT ID	Contact	Test Score	1	Action
		Typing - General (1, 3 min	) Red Baron 2501907164	33179	noemail@talevation.com	Typing - Ge Onscreen] Typing - Ge Minutes O	eneral [1 Minute eneral [3 nscreen]	
	advanced f Please also	ilter to searc	h by other ou may ha	criteria. ve multiple	by name as e entries re	eturned in	eviously or us your search r	
		gress by clicking on the name and take i	relevant actions				Last upd	lated on: Jun 5, 2023 8:54:15 PM
	Participant email  red t Status Select Status	aron						Q III Manage columns
	Bulk actions: 0 selected	Hilter (1 applied)				Invite to next stage	🗟 Download participant data   🖲 Do	
	Select all Name & er	nail 🔶 🦳 Participant Status 🖕	Added date	Participant start date 🔱	Participant completion $\psi$ date	Deadline U	Assessment scores	Actions
	D C Red Baro	2 O In progress	Jun 2, 2023 4:56:57 PM	Jun 2, 2023 5:02:24 PM		Jun 16, 2023 4:55:00 PM	Data Entry 10 Key [Onscreen]     Typing - General [1 Minute Ons	I
	D D Red Baron	3 ② Completed	May 17, 2023 3:49:19 PM	May 17, 2023 3:51:34 PM	May 17, 2023 3:51:34 PM	May 31, 2023 3:46:00 PM	Call Center Environment [audio]     Call Center Math     Internet Ability Simulation	🕞 Reports 👻 🚦
	2 candidates				Rows per page 25 👻		1 - 2 of 2	اد د ۲۰



attempt. This can normally be resolv 2. Candidates may have minimized the will impact the screen resolution and	n Desktop/Laptop but their system case, the system considers it as a mobile ved by increasing the screen resolution. ir browser while attempting the test. This the system will consider it as a mobile be resolved by maximizing the browser on on <u>https://whatismyviewport.com</u> n 992px is considered a mobile device. ment that the correct mode(s) of delivery			
Configure how the assessment workflow is delivered to participants				
Delivery settings				
Devices participants can use to take assessments Note: Not all assessments are available on all devices.  Desktop web SHL app	Participant experience language This is all the default language for all on-screen text and communications, not the assessments Language English (U5)			
Please also note that depending on the test( will be available. We recommend checking SHL's website for https://support.shl.com/				
Please note that the complete list of codes m section (not under the "Search by Topic" sec page.				
View our Frequently Asked Questions:				
Category FAQ				
I have been invited to complete an assessment. How do I access my test?	~			
What do I do if I am getting an error code?				
I'm getting an error on my Aspiring Minds test, how can I fix it?	^			
The test has been invalidated due to multiple must assign a new test to the candidate. We recommend checking SHL's website for https://support.shl.com/				
	<ul> <li>will be available.</li> <li>We recommend checking SHL's website for https://support.shl.com/</li> <li>Please note that the complete list of codes m section (not under the "Search by Topic" sec page.</li> <li>View our Frequently Asked Questions:</li> <li>Category FAQ</li> <li>I have been invited to complete an assessment. How do I access my test?</li> <li>What do I do if I am getting an error code?</li> <li>I'm getting an error on my Aspiring Minds test, how can I fix it?</li> </ul>			







Question	Answer
Can I create and upload a custom test?	This is not currently available on the TC+ platform by customers. Please contact your Talevation rep to discuss options.
Can I modify an existing skill test?	This is not currently available on the TC+ platform by customers. Please contact your Talevation rep to discuss options.
Can SHL integrate with my ATS?	SHL has partnerships with over 80 ATS (applicant tracking system) vendors. There is a fee for new integrations. Please contact your Talevation rep to discuss options.
Can I give a candidate a practice test?	Each assessment module assigned to a candidate from the TC+ portal will consume a credit unit. SHL does offer a practice site with testing tips for candidates, if you wish to share that site with them. SHL SHL SHL SHL SHL SHL SHL SHL
	Please note that the test content on SHL's practice portal is predominantly SHL content, which may not match what they'll see with the Kx modules.
The MS Office simulation assessments have multiple versions as well as timed options. Which one should I use?	Most of the Kx MS Office product assessments (versions 2013 to 2019) contain a mix of basic, intermediate and advanced questions; the difference is the ratio. The Normal User version is considered the most "basic" of the options as it contains the most questions on that category (versus intermediate or advanced). Power User focuses on more advanced features (like pivot tables, macros and V-LOOKUP for Excel) and Whole Test which combines the questions from the other two. If your position doesn't require advanced knowledge immediately, the Normal User version may be the best choice. Please remember that you can use the "PREVIEW EXPERIENCE" feature to review the tests, as needed.



Question	Answer				
Are there tutorials available?	If you search fo		en creating a ne		016 Office simulations. you should see all the
	Product catalog				
	tutorial				٩
	Experience templates	Assessment products			
	SHL's standard pre-employme	nt participant and administrator experie	nce offering all assessment content an	d reports	
	Bookmarked	Microsoft PowerPoint 2013	Microsoft Internet Explorer 10.0 Tutorial Solits S	Microsoft Access 2013	Microsoft Word 2013 Tutorial
	All Skills				
	Skills Hourly Roles				
	Professional and Managerial				() 60 mins () 55
	Skills+	Configure 🏚	Configure 🏚	Configure 🏚	Configure 🏚
	Others				
	Custom	Microsoft Word 2016 Tutorial	Microsoft Outlook 2016	Microsoft Access 2016	Microsoft Excel 2013 Tutorial
		() 60 mins () () 55	() 30 mins () 30	() 30 mins () 30	⊙ 60 mins   @ 55
		Configure 🏟	Configure 🏚	Configure 🏚	Configure 🏚
		Microsoft Excel 2016 Tutorial	Microsoft Outlook 2013	Microsoft PowerPoint 2016	Microsoft Windows 7 Tutorial



Question	Answer
Can the Kx Office simulations be taken on a Mac?	Yes. Please note that some Mac-specific keys may not function, or cause a question to be scored incorrectly. ASSESSMENT DESCRIPTION
	Microsoft Excel 2016 - Power User [Timed] 25 Questions in 60 Minutes
	Your assessment is a simulation of a computer program. Use the appropriate steps to answer each question while working as accurately and as quickly as you can. Most questions can be answered in more than one way. It is important to follow any and all on-screen directions. Whether your answer was correct or incorrect, you will be asked to confirm your response to each question before you can proceed to the next question. If you think you have made an error, click on the Repeat Question button. If you want to accept your answer, click the Next Question Button. If you are unsure as to the correct answer, please submit your best guess.
	The following assessment has a time limit of 60 minutes. The timer will start when the first question loads. You will be allotted three attempts to leave and return to your session. If you leave the session more than three times your assessment will be marked as abandoned.
	This simulation was developed using the Windows version of the software but can be taken on a Mac. Scenarios may be answered using the majority of Mac shortcuts such as the Apple key, but not all functionality of the Mac version of the software may be supported. You should take this assessment as if you are using a PC.
	The use of reference materials or other assistance is not allowed unless you are directed otherwise by your assessment administrator. Also, you are authorized to take this assessment only once unless directed otherwise. Failure to comply with these instructions may result in disqualification.
	The Kx Office simulations (2013 to 2019) always ask the test taker if they want to repeat the question or proceed to the next one (regardless of whether their answer was "right" or "wrong"), so the test taker does have the option to try answering differently. If they proceed to the next question, the system will notate whether the answer was correct at that time.
	Please note that the O365 test modules allow only two attempts to answer a question.



Question	Answer
What accommodations are available for test takers with disabilities?	Most of the tests will have some accommodations that can be found at the top right in each assessment, which can vary depending on the type of test (multiple choice would have more options than a test containing a simulation, for example).
Can I use the Occupational Personality Inventory (OPI) in our pre-hire testing?	The OPI was designed by IBM for a development use case and does not have the evidence necessary for transported validity – so it should not be used for selection without a local validation study. It is possible to have a local validation study specifically for your organization (or your end customer's organization) if you would like to use the OPI, but that would take a few months, require 300+ individuals to help with the validation, and have a financial impact as well (please contact your Talevation sales representative for a budgetary cost). We could consider alternative tools that are more appropriate for a selection use case. As you may know, we have recently partnered with SHL who has the market leading OPQ (Occupational Personality Questionnaire) which the OPI design was based on, but SHL's OPQ has hundreds of validation studies – with the most relevant being a study of over 8,000 leaders across 80 organizations. The OPQ can be used to support multiple aspects of talent management – from selection, to development, to succession. That would be a much better tool to use for decision making purposes. General guidance around the OPI or any personality tool (including the OPQ) is to identify what is critical to the job and use those to develop the leader appropriately. Other assessments that might be of interest would include SHL's various Job Focused Assessments (JFAs). Some suggestions may be based on the specific job the end customer is selecting for.

