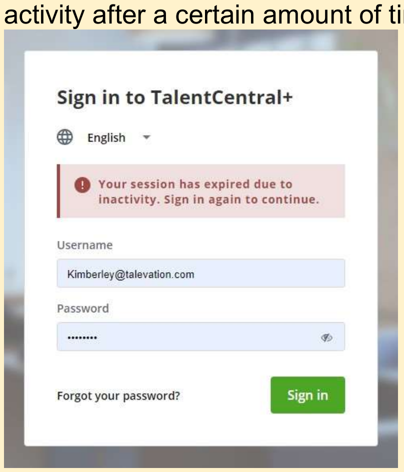
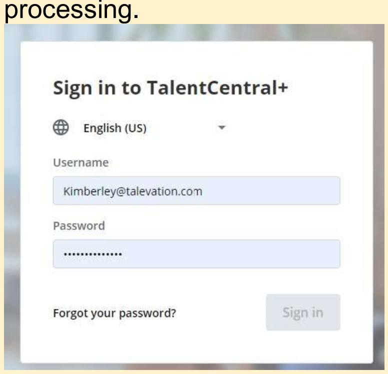
SHL TalentCentral+ Platform “HOW TO” and Best Practice FAQs

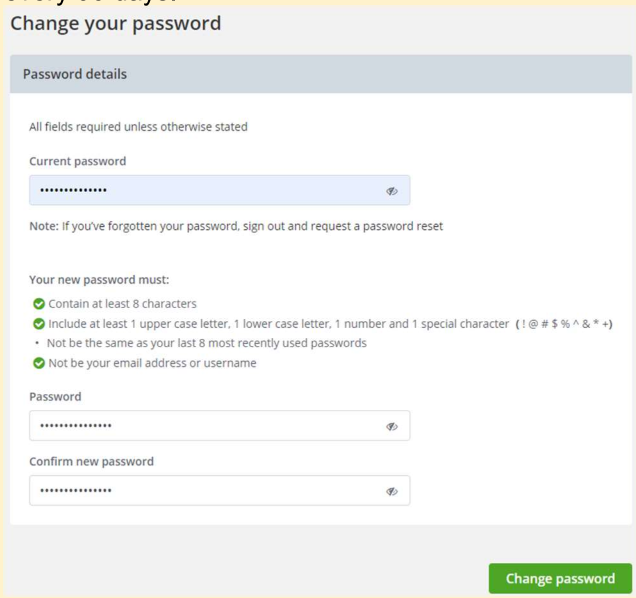
(formerly Aspiring Minds iAssess)

April 2024 Release

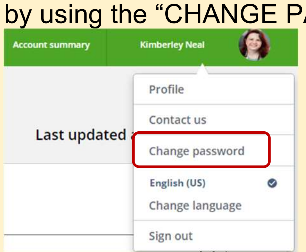
denotes new Q&A

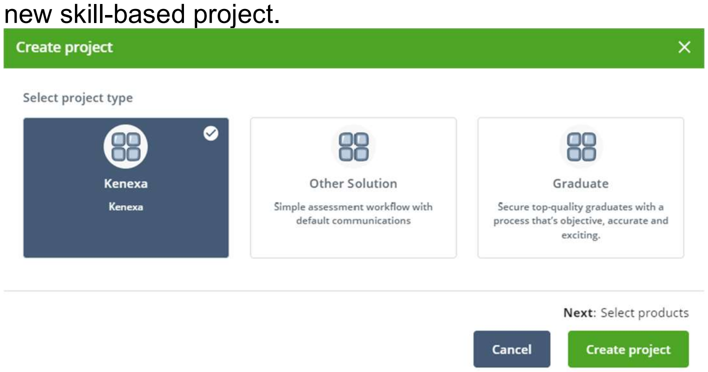
Question	**Answer**
The TC+ portal looks different from iAssess.	There have been some terminology changes with the new TC+ interface. For instance, the “MY ASSESSMENTS” tab is now the “VIEW ALL PROJECTS” tab. Please see SHL’s TC+ Upgrade Guide for other changes.
Where can I find the TC+ user manual or other resource material?	Please visit Talevation’s help page for user guides, FAQs and other resources, including recordings of trainings: https://talevation.com/get-help#Plus You may also view SHL’s learning portal for the TC+ platform including short topic-specific videos: https://tcplus.learning.shl.com/
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. 
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.  Please note that you may get an error if you continue to click the sign in button while it is greyed out.

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>The system is asking me to reset my PW, but that’s never happened before.</td><td>SHL implemented a new security feature so that all passwords must now be changed every 90 days.



Please note that passwords may be changed prior to the mandatory 90-day expiration by using the “CHANGE PASSWORD” option under the user profile menu.


</td></tr>
<tr><td>When creating a new project, what type should I select?</td><td>At this time, Talevation customers should select the KENEXA option when creating a new skill-based project.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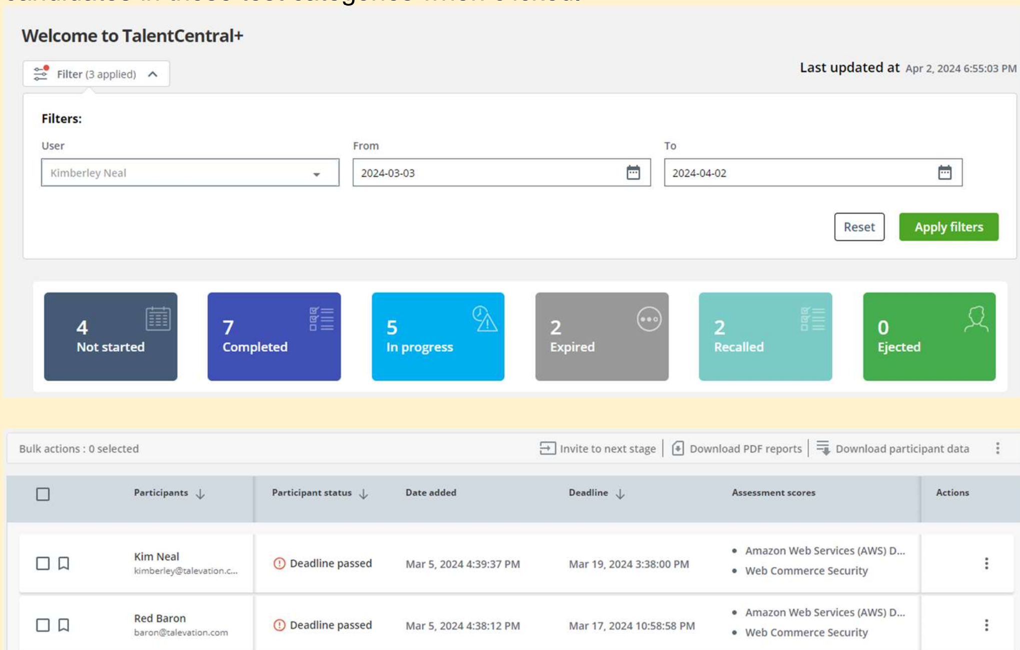
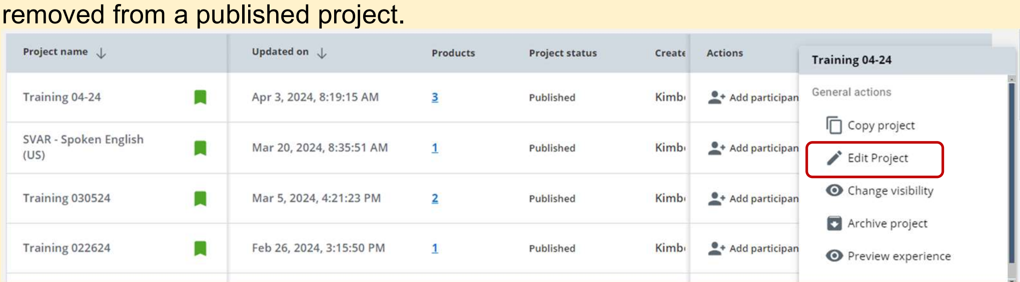
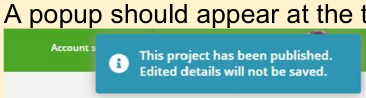
<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>Are the test tiles on the dashboard static?</td><td>The tiles displayed on the main landing page dashboard allow you to view the candidates in those test categories when clicked.

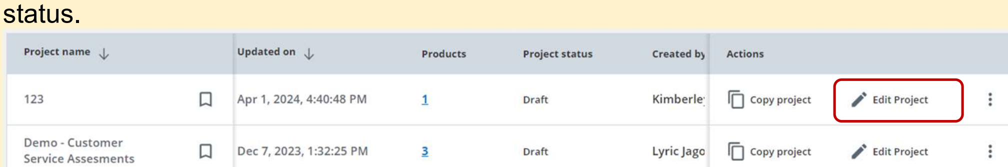

</td></tr>
<tr><td>I tried to edit my project to include new tests, but it's not working.</td><td>Currently the EDIT PROJECT function does not allow test modules to be added or removed from a published project.



A popup should appear at the top right with that message.



Users may use the EDIT PROJECT to make changes to a project that is in draft status.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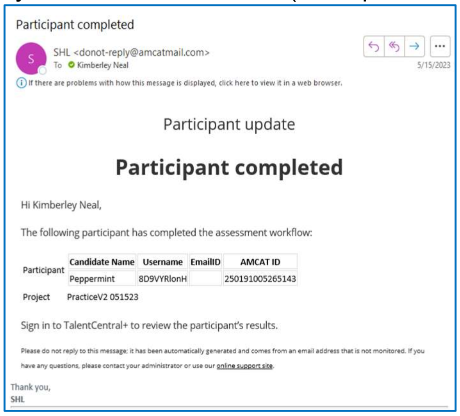
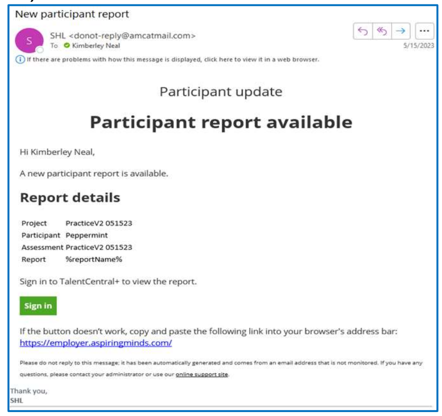
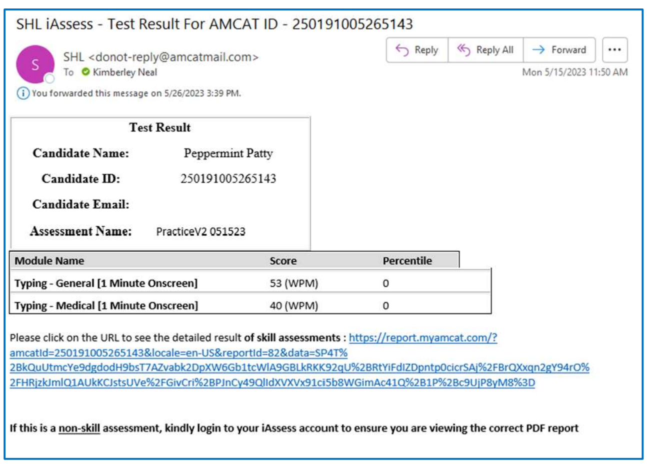
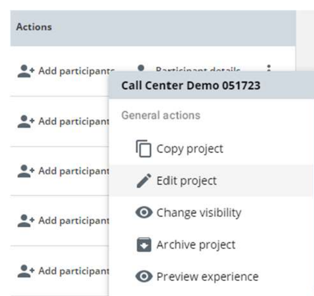
<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>I’m no longer receiving the completion alert email that contains the candidate’s score and the link to the detailed PDF report.</td><td>
The two options available under the admin communications tab include only the system standard emails (examples below).





Currently, the alert email that contains the candidate score(s) and the link to the detailed PDF report (see screenshot example below) is a custom report created for Kx customers and can only be sent to the address of the admin(s) or user group(s) included in the optional project admin field on the **REVIEW & PUBLISH** page when creating or setting up a project. The **EDIT PROJECT** is under the actions on the **VIEW ALL PROJECTS** page.





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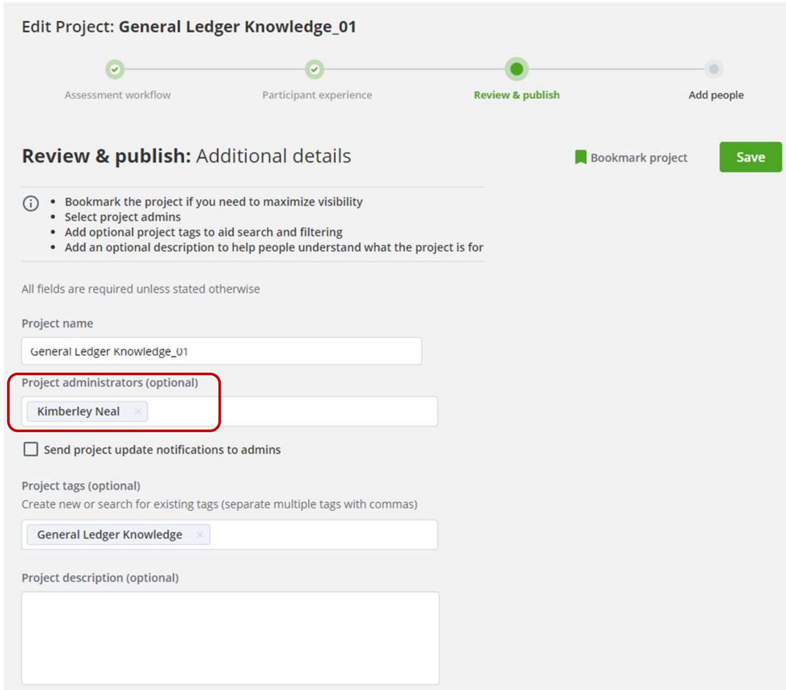
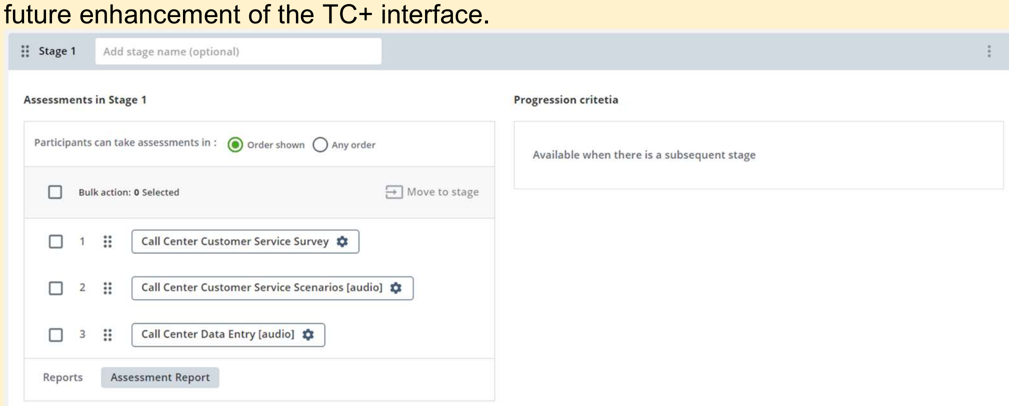


Please note that only admin users may receive the custom completion alert. The system will not allow email addresses to be entered in the project administrator field that are not registered admins on your account.

Please also note that you may have to edit this page to include any project administrators, if the project was created prior to the platform upgrade in May 2023.

Additionally, please note that if you are adding participants using the master ID (ex: your organization’s MIS or CMIS login name) and have that master ID listed in the project admin field – the custom report will be sent to the address associated with the master ID.
</td></tr>
<tr><td>I tried to alter the order of tests or add stages in my project, but it doesn’t seem to work.</td><td>
As of March 2024, the stage functionality is not active on Kx projects. This will be a future enhancement of the TC+ interface.


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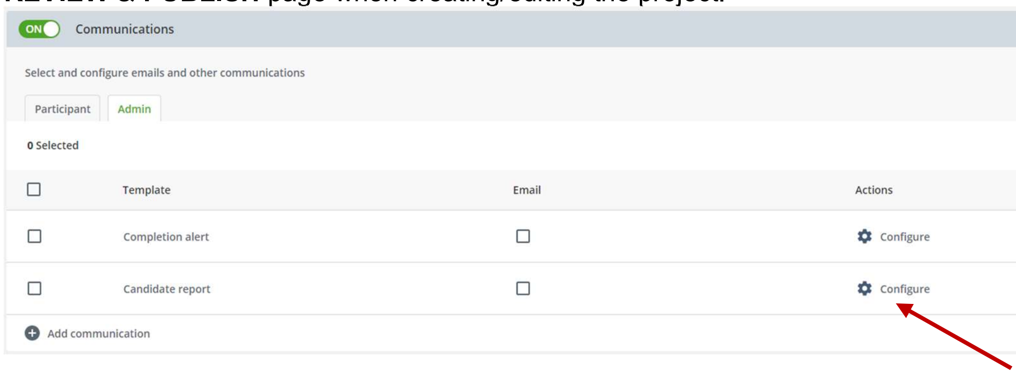
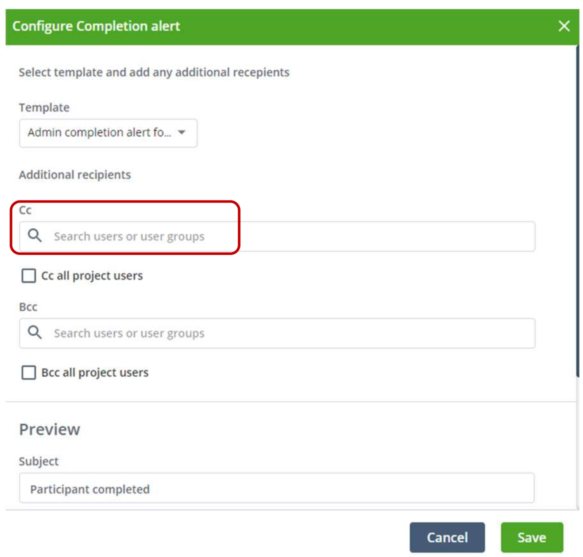
<tr>
<td>Is there a way to set the “Assessment Completion Alert” to default to a certain email address, or do we need to enter it in each time we send out an assessment?</td>
<td>

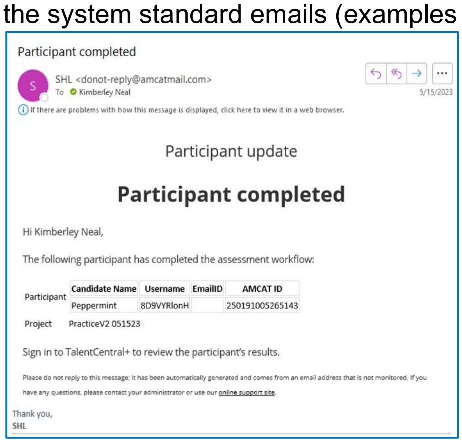
If you enable the completion alert, **CONFIGURE** the settings to include an email address, and then later schedule another candidate for that same assessment, the email address that’s already listed will receive the notification until you turn the feature off or add/modify the alert recipient(s) or edit the assessment.

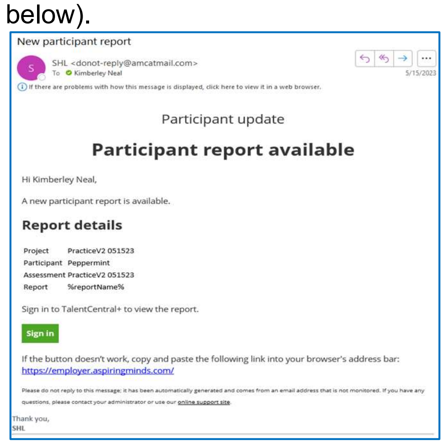
You would need to add the email information initially, when scheduling the first candidate if you were not listed as an admin in the project administrator field on the **REVIEW & PUBLISH** page when creating/editing the project.





Please note that the two options available under the admin communications tab are the system standard emails (examples below).





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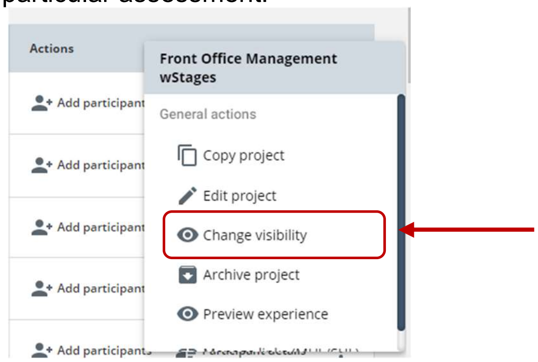
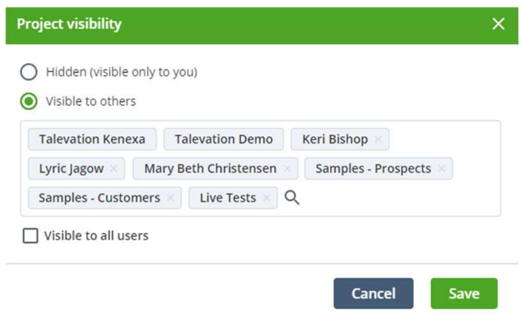
<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>My teammates can’t see the projects I created.</td><td>

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:

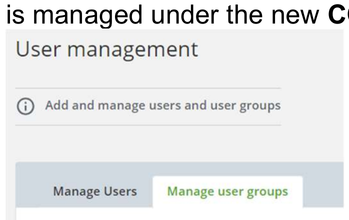




The Master login and site login usernames will be able to see anything set up underneath their organization “umbrella”.

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 **COMPANY SETTINGS → MANAGE USERS & GROUPS**.



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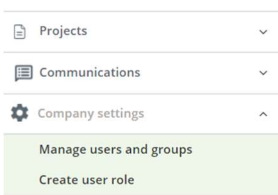
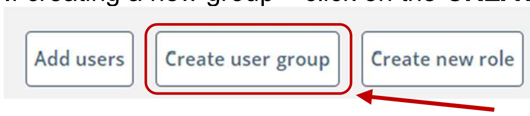
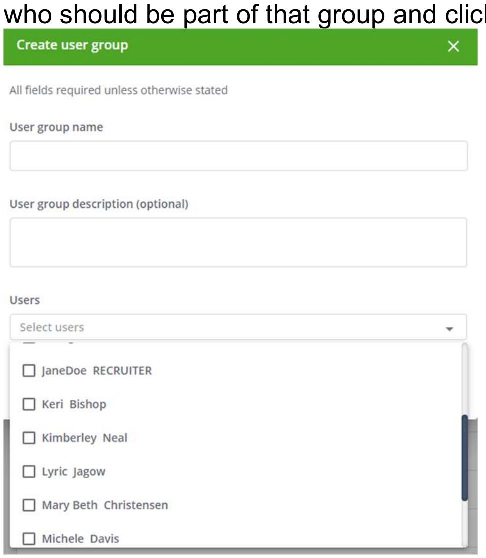
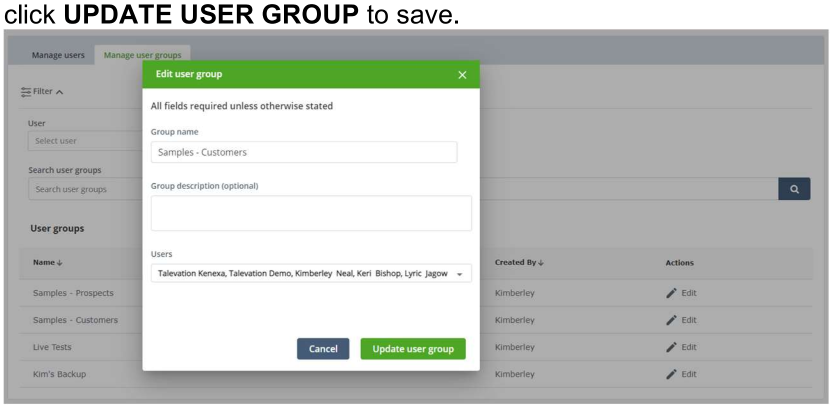
<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>How do I set up or edit a user group?</td><td>
Customers can click on the Manage User Groups tab under the Company Settings.


If creating a new group – click on the CREATE NEW GROUP button.


Input the user group name, check the box next to the users from your organization who should be part of that group and click CREATE USER GROUP to save.


If editing an existing group – click the EDIT icon for the correct user group to change the group name and add/remove users from the group. Once the changes are made, click UPDATE USER GROUP to save.


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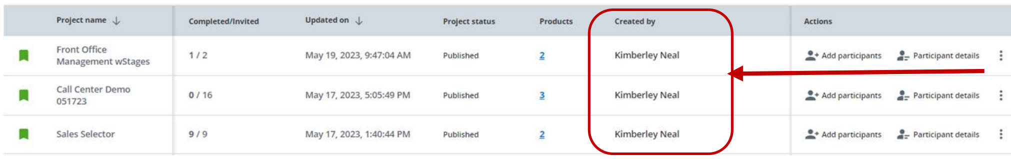
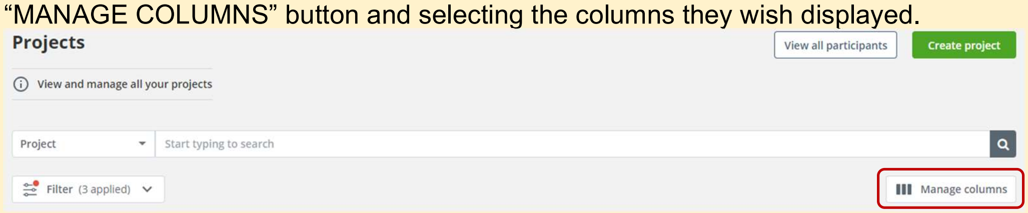
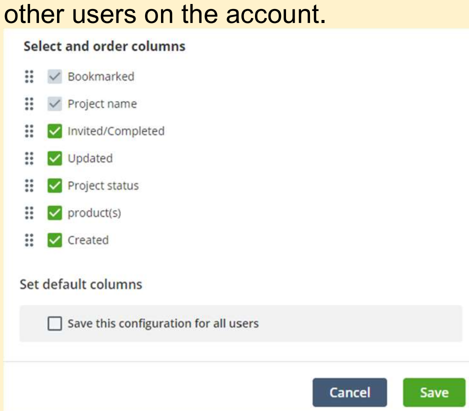
<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>I do not see the option to change visibility for other users when I look at an assessment.</td><td>The ability to change visibility on a specific assessment is available only to the creator of that assessment. That information is displayed in the “CREATED BY” column:



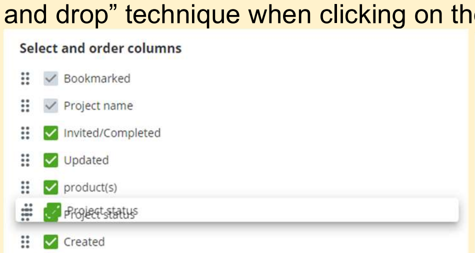
</td></tr>
<tr><td>My project view doesn’t include the “Created by” column.</td><td>Users can alter the columns displayed when viewing projects by clicking the “MANAGE COLUMNS” button and selecting the columns they wish displayed.



Please note that the system will also allow each user to also change the display for other users on the account.



</td></tr>
<tr><td>Can I change the order of the columns in my project view?</td><td>Yes. When selecting the columns, the column order can be changed by using a “drag and drop” technique when clicking on the various column headers.

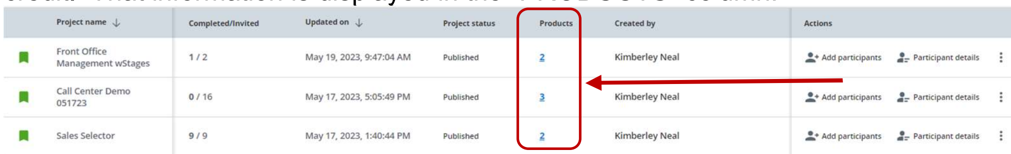


</td></tr>
</table>

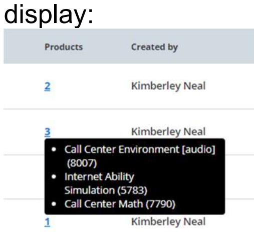
Question	Answer

Question: How do I know how many credits I use when I send an assessment?

Answer: There should be a 1:1 ratio between the assessment module/section and the Kx credit. That information is displayed in the “PRODUCTS” column:



If you click the hyperlink on the number or hover over the number, the test titles will display:



Please note that some non-Kx skill content may have a different credit unit ratio. If you believe your usage is incorrect, please contact your Talevation rep.

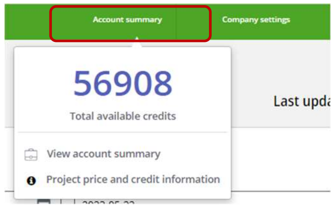
Question: What are “blocked” credits?

Answer: Blocked credits are those that the system has allocated for use with a specific candidate or assessment. It’s a transitional category. The “blocked” credits move to the “Consumed” category once the candidate has clicked the link for their assessment or register using a multi-use or single use link.

If the assessment should expire or a test be recalled, the “blocked” credit(s) would be moved back to the available category and you could then reallocate them for another candidate; these will show as a credit transaction in the account summary.

Please note that the system defaults to listing each assessment transaction by transaction date. A sample might look like the following (additional notes added):

Transaction id	Transaction type	No of candidates	Credits	Transaction date	User name	User role	Assessment name	Amcat id	Candidate Name	Add'l Notes:
64447957	Trial Test	0	0	2023-01-31 23:18:11	Kimberley Neal	Head HR	Accting Demo 01-2023	NA	NA	No test units deducted for the preview
64077664	Consumed	1	3	2023-01-25 03:05:21	Kimberley Neal	Head HR	Accting Demo 01-2023	250190928892935	Charlie Brown	Registered via common login link
64077195	Consumed	1	3	2023-01-25 03:04:20	Kimberley Neal	Head HR	Accting Demo 01-2023	250190927596298	Red Baron	Bulk Candidate
64077174	Consumed	1	3	2023-01-25 03:04:17	Kimberley Neal	Head HR	Accting Demo 01-2023	250190927996830		Individually scheduled Candidate
64076431	Consumed	0	0	2023-01-25 02:34:24	Kimberley Neal	Head HR	Accting Demo 01-2023	250190927811497	TRIAL	No test units deducted for the preview
64037850	Credit	1	3	2023-01-24 11:36:10	Kimberley Neal	Head HR	Accting Demo 01-2023	NA	NA	Reimbursement for bulk candidate
64037637	Credit	9	27	2023-01-24 11:35:43	Kimberley Neal	Head HR	Accting Demo 01-2023	NA	NA	Reimbursement for unused common login link
63369105	Blocked	10	30	2023-01-11 02:12:31	Kimberley Neal	Head HR	Accting Demo 01-2023	NA	NA	Common Login Link Scheduling for 10 candidates
63369090	Blocked	1	3	2023-01-11 02:09:38	Kimberley Neal	Head HR	Accting Demo 01-2023	NA	NA	Individual Scheduling
63368270	Blocked	2	6	2023-01-11 02:06:25	Kimberley Neal	Head HR	Accting Demo 01-2023	NA	NA	Bulk Upload w/2 candidates
63368208	Trial Test	0	0	2023-01-11 01:55:13	Kimberley Neal	Head HR	Accting Demo 01-2023	NA	NA	No test units deducted for the preview

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>How do I know how many credits I have remaining on my order?</td><td>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.


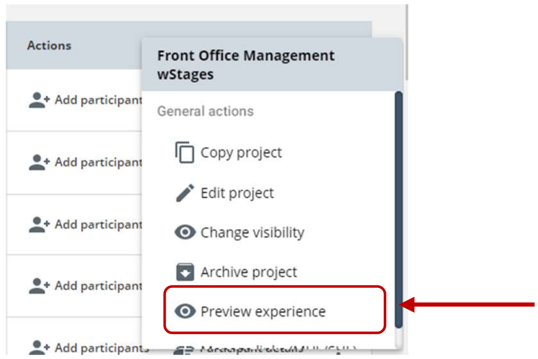

</td></tr>
<tr><td>I think my account summary shows an incorrect number of credits consumed.</td><td>On the account summary – the consumed credits displayed are your complete history since the account was created. If you feel that there is a discrepancy in your data, please contact your Talevation rep to discuss.

</td></tr>
</table>

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>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?</td><td>

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.



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.

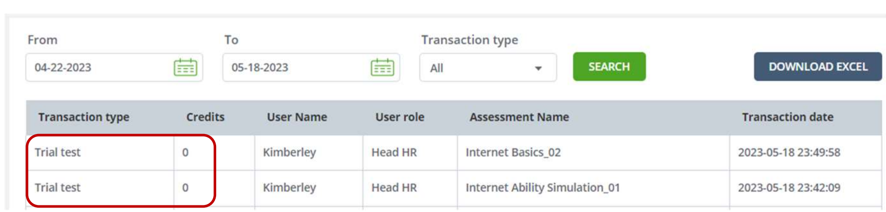
If you have the participant info turned on when you set up the project, the system will ask for the candidate info when using the “preview experience” feature. We suggest listing the name as “trial,” “preview” or “sample” so the entry doesn’t appear as a candidate when you look at the results.

You can forward a sample/trial test to a manager that is not a user on your account by copy/pasting the URL that populates when you click the “preview experience” button, 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 go through the above process to generate a unique link for each person.

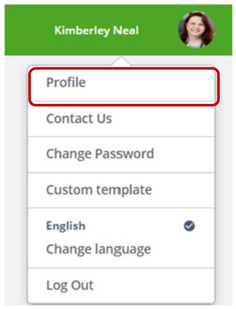
</td></tr>
<tr><td>Does using the Trial Test or “preview experience” option to preview an assessment consume credits?</td><td>

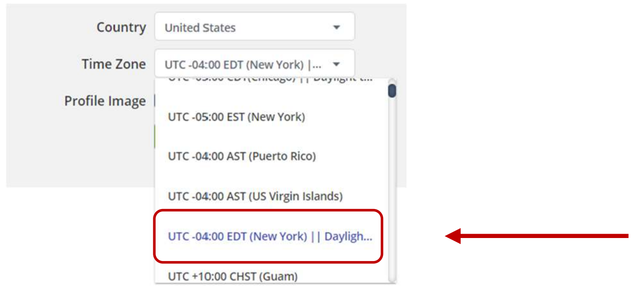
No. The system should show them as a zero-credit transaction in the Account Summary under the Trial Test transaction type.

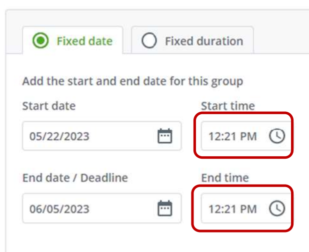


Transaction type	Credits	User Name	User role	Assessment Name	Transaction date
Trial test	0	Kimberley	Head HR	Internet Basics_02	2023-05-18 23:49:58
Trial test	0	Kimberley	Head HR	Internet Ability Simulation_01	2023-05-18 23:42:09

</td></tr>
</table>

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>Can we change the default time zone to always default to our local time zone when scheduling assessments?</td><td>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.



</td></tr>
<tr><td>I scheduled my candidate's assessment for a specific time, but they get an error when they click the link to begin.</td><td>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 extremely important 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).


The above login details are valid from 12:00 am, 02nd March 2021, UTC -05:00, EST (New York) to 11:59 pm, 07th March 2021, UTC -05:00, EST (New York) . You need to begin the test within the specified time interval.

Assessments are available from 08:04 am, 18th May 2023, UTC -04:00, EDT (New York) and you must complete them by 08:04 am, 01st June 2023, UTC -04:00, EDT (New York) .</td></tr>
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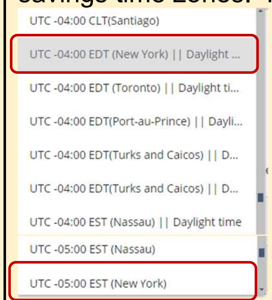
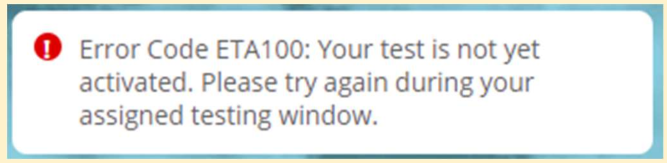
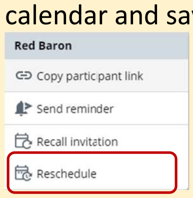
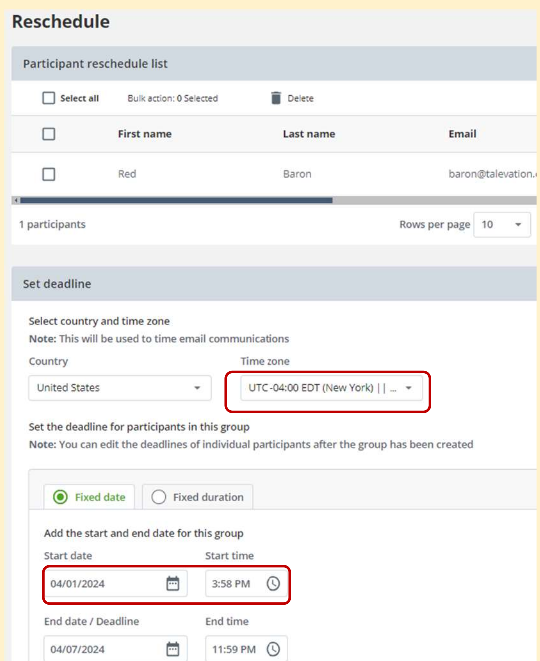
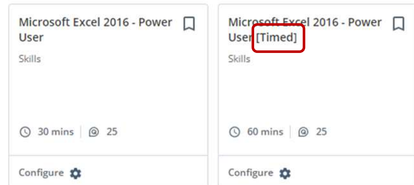
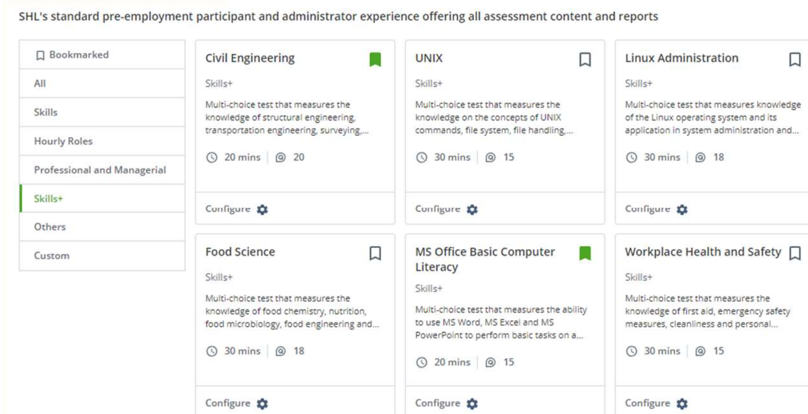
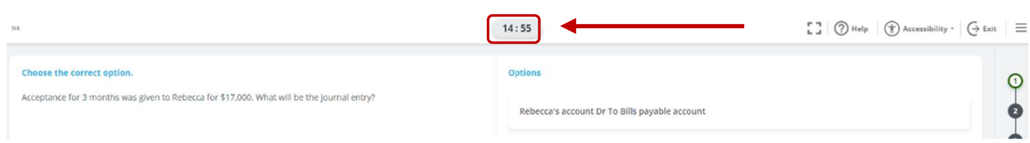
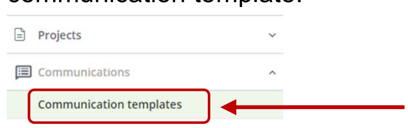
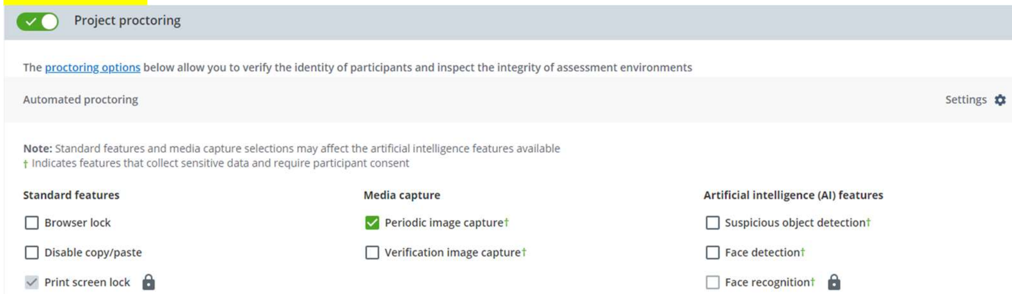
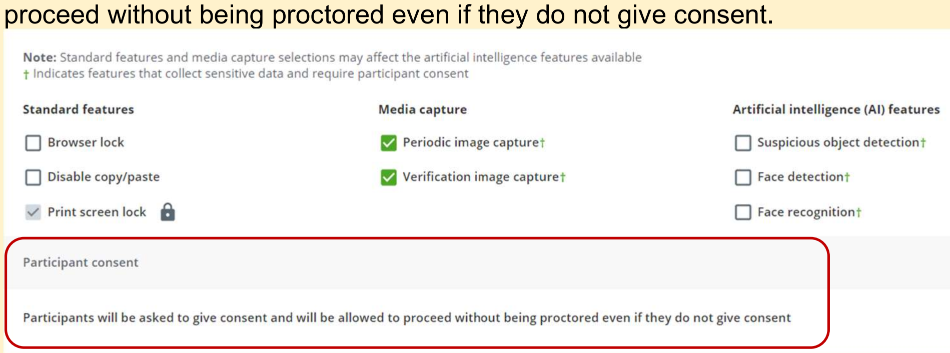
<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>I have the correct time zone, but my candidates are getting an ETA100 error that the test isn't active.</td><td>As mentioned above, the TC+ platform currently includes both standard and daylight savings time zones. Please verify you have the correct time zone prior to scheduling.



</td></tr>
<tr><td>What are the options if the candidate has an ETA100 error?</td><td>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.



</td></tr>
</table>

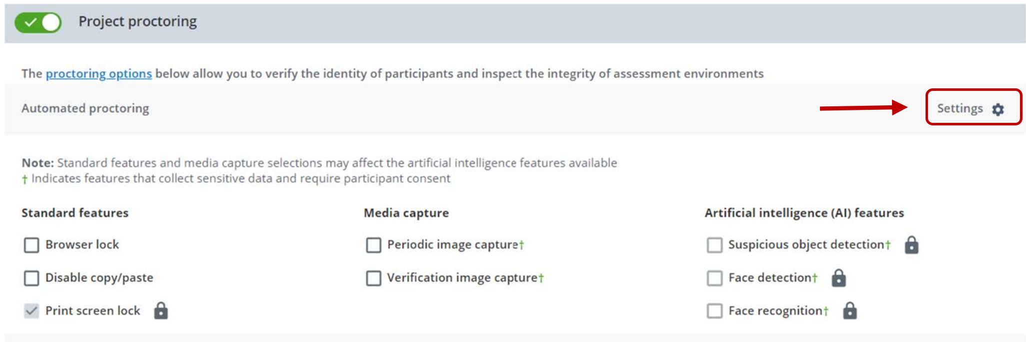
Question	Answer
My candidate took their assessment and exceeded the duration listed in the system. Why were they allowed to complete it?	SHL included a duration when adding the Kx content to a project as this system requires a value in that field. If the test module is timed, it will normally list that 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.  Please note that the majority of the Kx PLUS modules ARE timed, but do not have the word "TIMED" in the title of the test, and a timer will display for the test taker when they begin the test.  
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:  Once created, the new template can be made the company default, or a template can be created for each recruiter, if desired. 

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.	Some of the Artificial intelligence (AI) features require that the corresponding Media capture features are selected before adding. For instance – in order to include face detection and/or suspicious object detection, the box for periodic image capture must be checked. 
Does proctoring require consent of the test taker?	Any of the proctoring features that proctoring features that collect sensitive data are marked † and participants will be informed that they are being proctored. Please note that participants will be asked to give consent for the collection of sensitive data when using those features marked with the † and will be allowed to proceed without being proctored even if they do not give consent. 
What options are available with proctoring?	A description of each feature may be found by clicking the link in the proctoring section. 

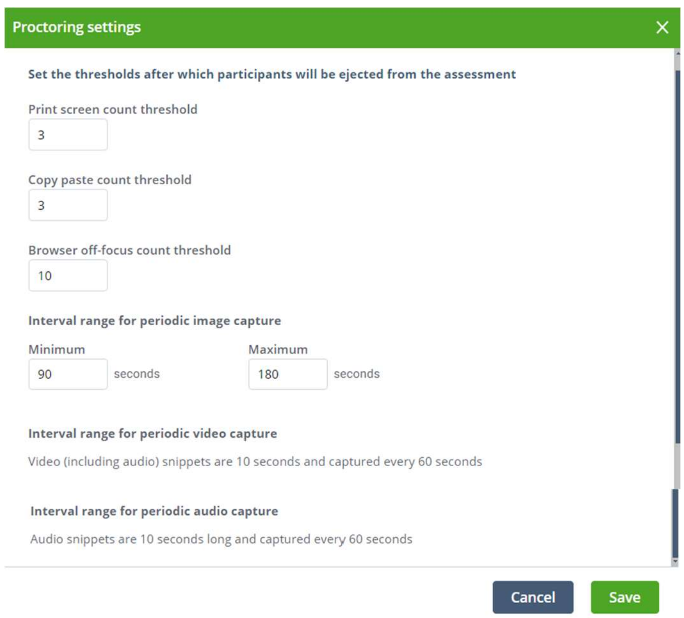
	Standard features *Selections you make here may affect which AI features are available.* Browser off-focus lock Allows you to control how many times participant can switch from the assessment screen to another application or browser tab/window during the assessment. They are shown a warning each time 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. Disable copy/paste 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 If this feature is enabled you will see two results in the report: • If no faces were detected in the frame at any time • If multiple faces were detected in the frame at any time Face recognition Compares participant's image, captured beforehand, with images captured 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. Suspicious object detection 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.

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>Can I edit the default auto-proctoring settings?</td><td>

Yes.   Click the Advanced Proctor Settings to see the options available to change.



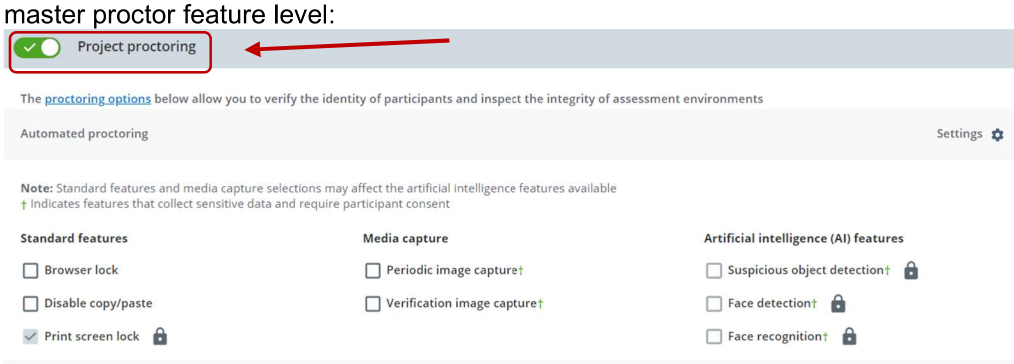
Please note only the advanced settings for proctoring features that were selected for that project will be displayed.

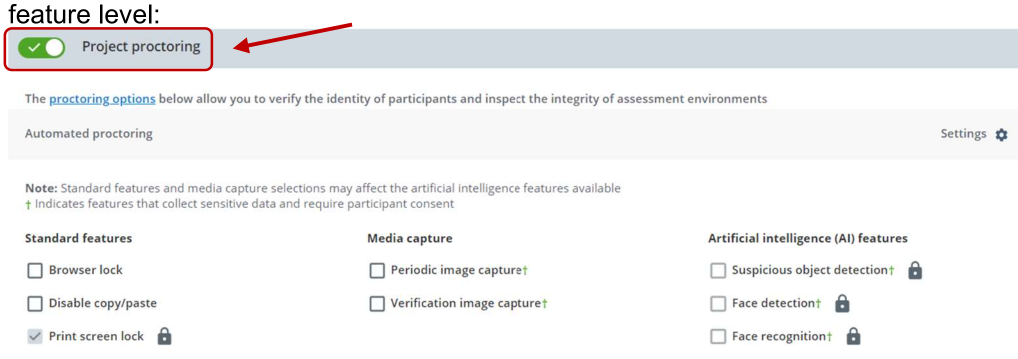


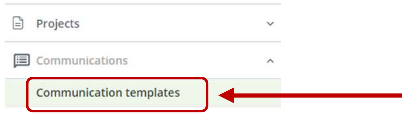
</td></tr>
</table>

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>My candidate said their test was terminated and they received a message that they were “off focus”. What does that mean?</td><td>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.

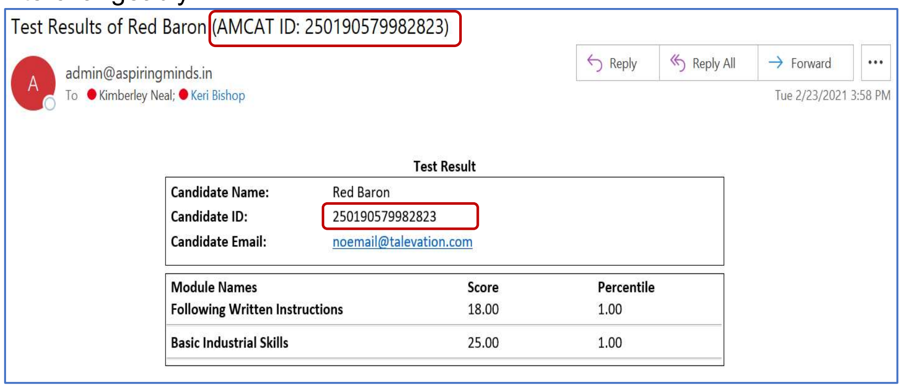
However, if this is not the case then pop-ups of window or browser may also affect the same during the test.

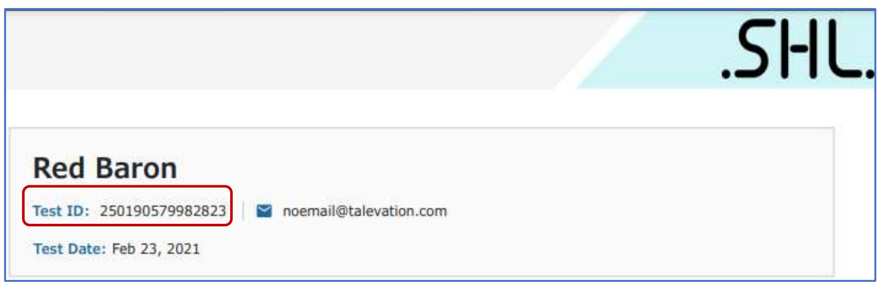
If needed, we recommend turning the proctoring features “off” at the master proctor feature level:

</td></tr>
<tr><td>My candidate is getting an error message about a webcam. What does this mean?</td><td>This is also related to the auto-proctoring features. The candidate will receive this kind of message if the snapshot or image capture proctoring features are turned “on” and the system does not detect a webcam.

If needed, we recommend turning the proctoring features “off” at the master proctor feature level:

</td></tr>
</table>

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:  Once created, the new template can be made the company default, or a template can be created for each recruiter, if desired.  Please contact your Talevation rep if you need assistance with your templates. Support can also assist with this.

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>In the scheduling email template, it lists this as a note: “Upon completing registration for these assessments, your 15-digit AMCAT ID will appear. Please write it down and save it.” What is the AMCAT ID and what good does it do for candidates to save it? Will they need to use it again? And if so, what will they use it for?</td><td>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.



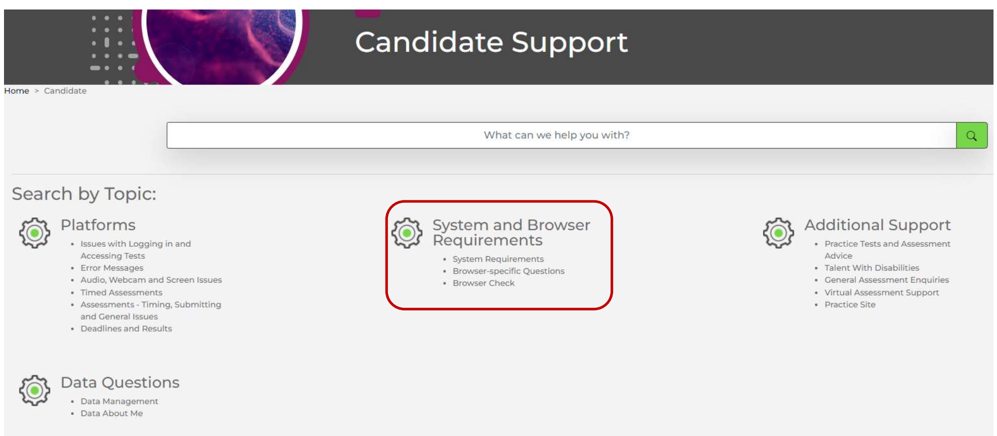


</td></tr>
<tr><td>Is there any way to send one test or a group of test modules to a candidate without “creating a project”?</td><td>At this time, it is necessary to create a project to assign a test module or group of test modules to a candidate.</td></tr>
</table>

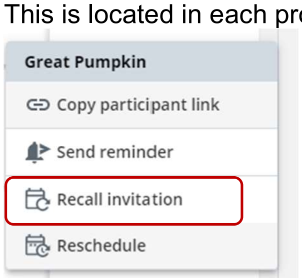
Question	Answer
In the template scheduling email it says: *"IE 11, Edge, and Safari may be used but are not preferred. Autoview (Video Interview) should not be used with IE. It is much easier to change camera and microphone settings in Chrome and Firefox."* If we are not going to be using proctoring 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 

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>My candidate isn’t able to load the assessment on their device.</td><td>
SHL’s Kx assessments are currently supported on the following browsers and operating systems:
Supported Internet browsers
- Google Chrome Version 50 and higher (Windows, Mac)
- Mozilla Firefox Version 50 and higher (Windows, Mac)
- Safari Version 11 and higher (Windows, Mac)
- Microsoft Edge Version 18 and higher (Windows)
- Internet Explorer Version 11 (Windows, excluding Aspiring Minds tests)

Supported operating systems
- Apple Mac OS 10.x (up to Mac OS X v10.8 - Mountain Lion)
- Microsoft Windows 10, 8, 7, Vista

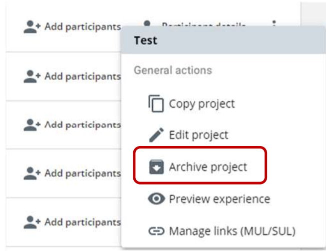
More information about supported operating systems and browsers may be found here by using the Browser Check link on SHL’s support page:
https://new.support.shl.com/categories.html?hl=en&c=10_91_12_


</td></tr>
<tr><td>Can I recall or cancel a candidate’s test, after scheduling?</td><td>
Administrators can use the “RECALL TEST” feature prior to the candidate starting the assigned project.

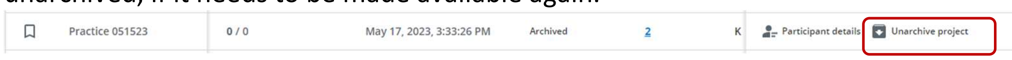
This is located in each project under the Action Column after clicking the three dots.


</td></tr>
</table>

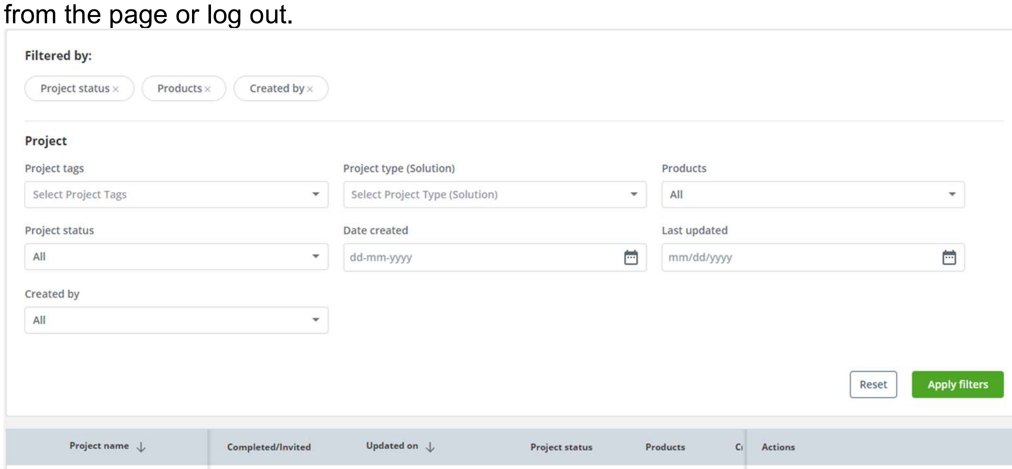
<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>Can we delete a project?</td><td>At this time, the new interface will not allow projects to be deleted, though they can be ARCHIVED. This is found under the three dots in the Action Column.



Please note that new candidates cannot be added to an archived project. It can be unarchived, if it needs to be made available again.


</td></tr>
<tr><td>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?</td><td>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.</td></tr>
<tr><td>Is there a way for us to arrange our assessments on the “VIEW ALL PROJECTS” page in a set order?</td><td>Currently assessments can be arranged alphabetically or by date updated. Projects that have been bookmarked will appear at the top.

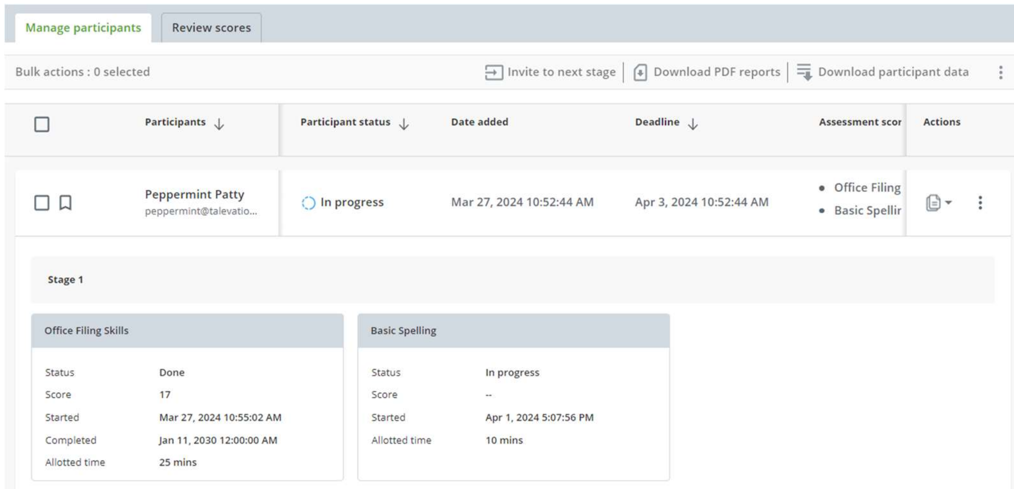
You can also change the filters, though they do have to be re-set if you navigate away from the page or log out.


</td></tr>
</table>

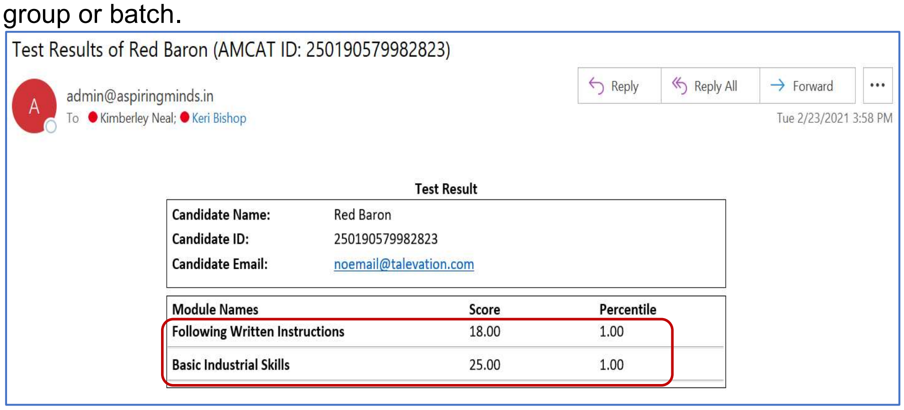
<table>
<tr>
<td>Is it possible to view results of individual tests within a project as they have been completed? For example, if a candidate is being tested for Typing and Word, and has only completed the Typing assessment, is there a way to see just that data before they complete the Word assessment?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

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.



If you wish to have a separate email notification and/or separate PDF detailed report for each test module, you would need to set each up as individual project rather than a group or batch.



</td>
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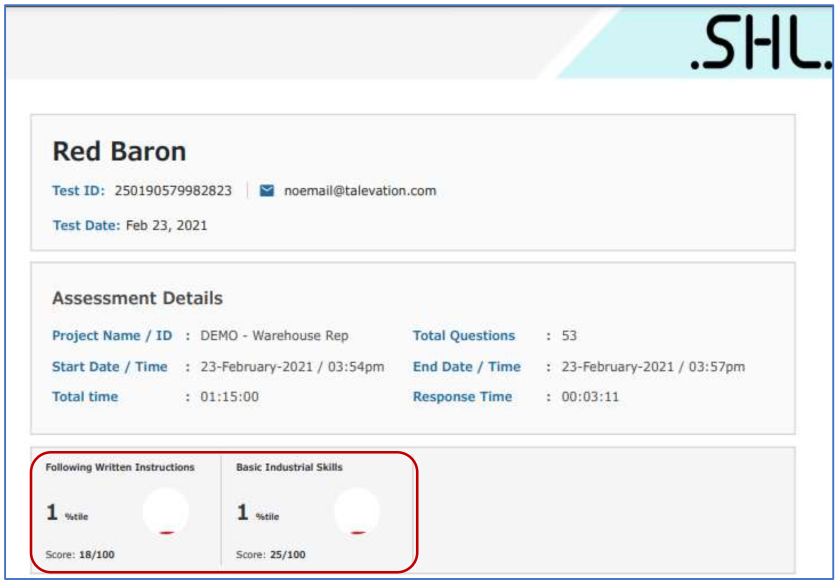
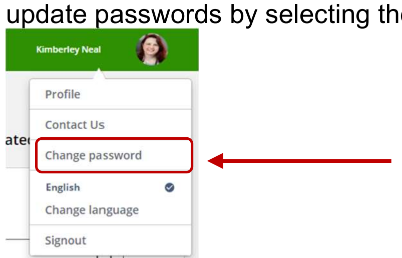
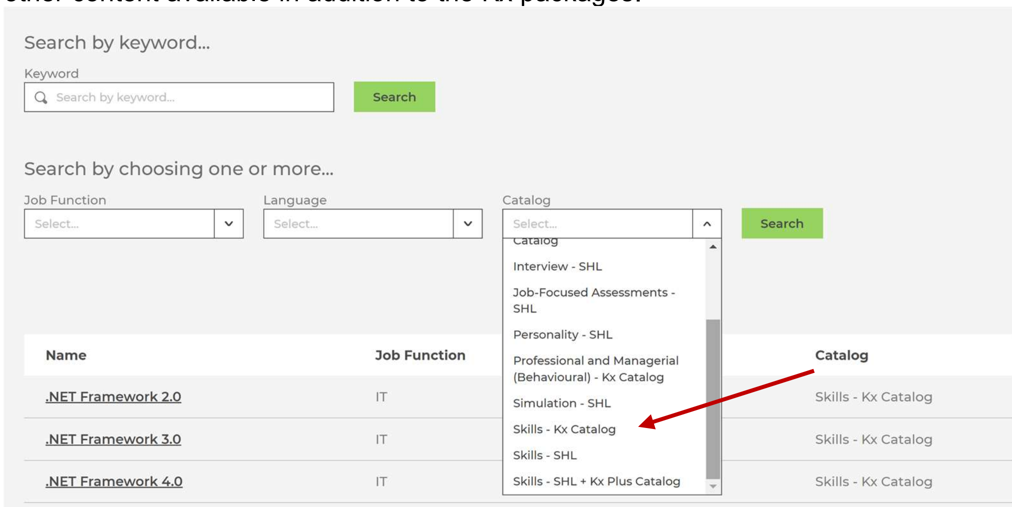
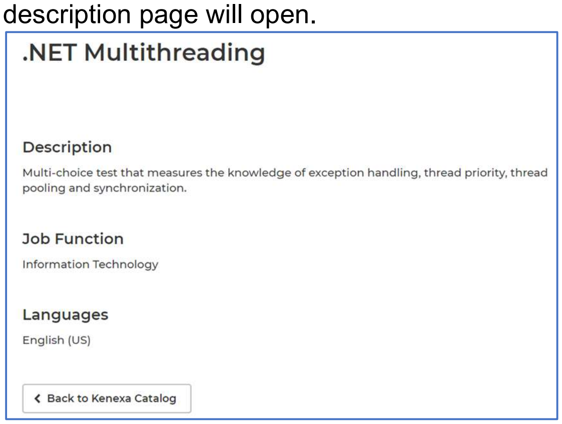
</table>

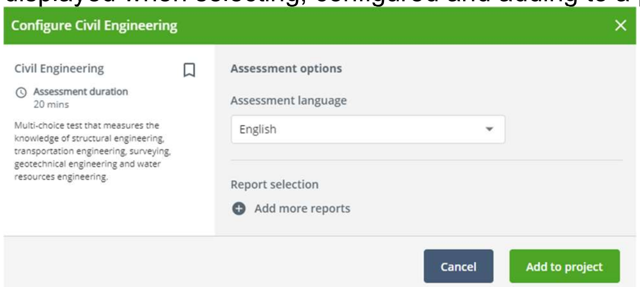
<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td></td><td>
</td></tr>
<tr><td>Does the new platform require passwords to be changed?</td><td>Yes, users must now update their password every 90 days. Users can proactively update passwords by selecting the “Change Password” option under their user profile.

</td></tr>
</table>

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>Where can I see a description of the test?</td><td>The online catalog may be found here:
https://www.shl.com/c/global/ibm-kenexa-catalog/

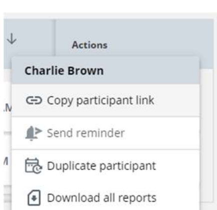
We do suggest selecting the appropriate dropdown under the test type as SHL has other content available in addition to the Kx packages.


You may click on the hyperlink for the specific test title you need to review, and the description page will open.


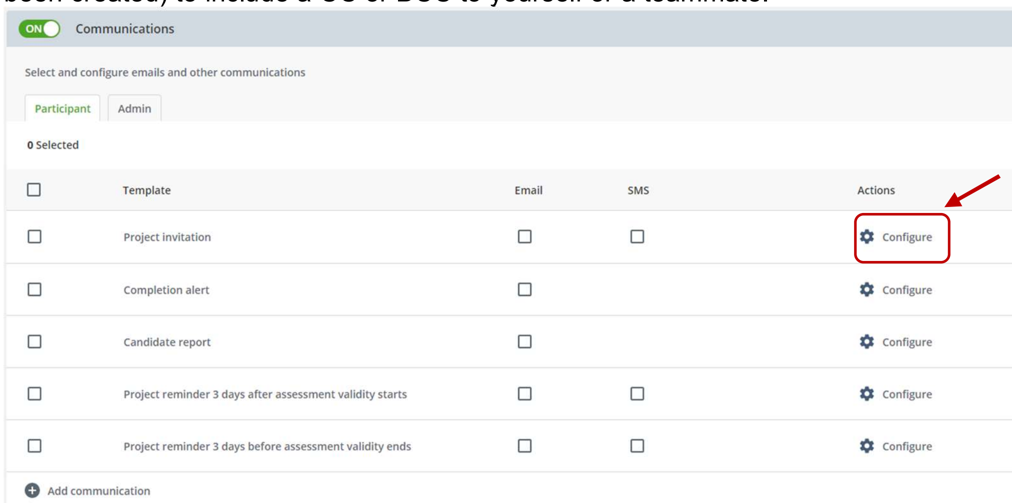
Please note that access to specific content may be dependent upon your organization's license and entitlement. Please contact your Talevation rep if you wish to discuss adding content that is not part of your current contract.</td></tr>
</table>

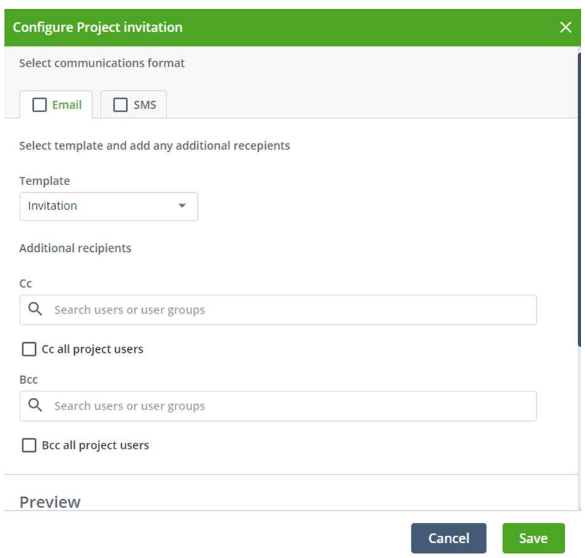
<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>Can I see a description of a module in the admin portal?</td><td>During the project creation process, the summary description of the module will be displayed when selecting, configured and adding to a project.


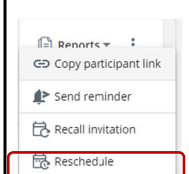
Descriptions can also be easily found using the online catalog as mentioned in the prior answer.</td></tr>
<tr><td>Why is the mobile option greyed out or noted with a locked icon?</td><td>Options on the mode of delivery will be dependent on what test modules you’ve selected. If a test has no limitations (for instance – typing requires a physical keyboard) there will be no lock and you can toggle the setting on or off.


Please note that the Mobile Web option is predominantly available only for the Kx PLUS content at this time.</td></tr>
<tr><td>My candidate said they didn’t receive their email. How can I resend it?</td><td>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.

</td></tr>
</table>

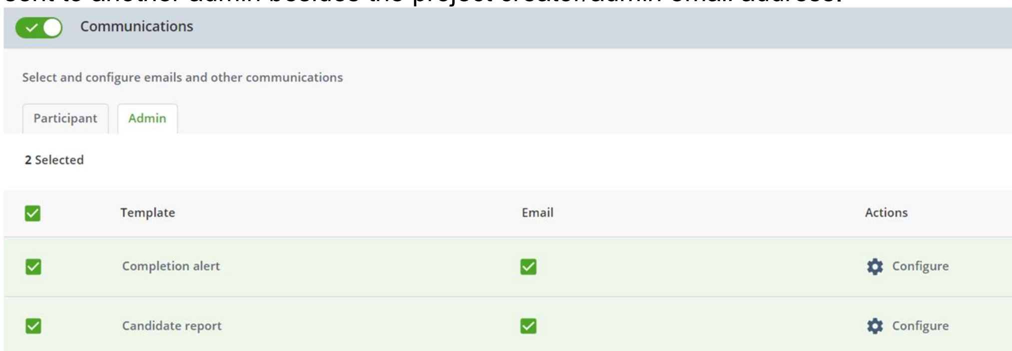
<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>How do I know if the candidate received the system email with their assigned assessment(s)?</td><td>When adding participants, there is field on the participant communications configuration page to edit the email (and change the email template, if a new one has been created) to include a CC or BCC to yourself or a teammate.



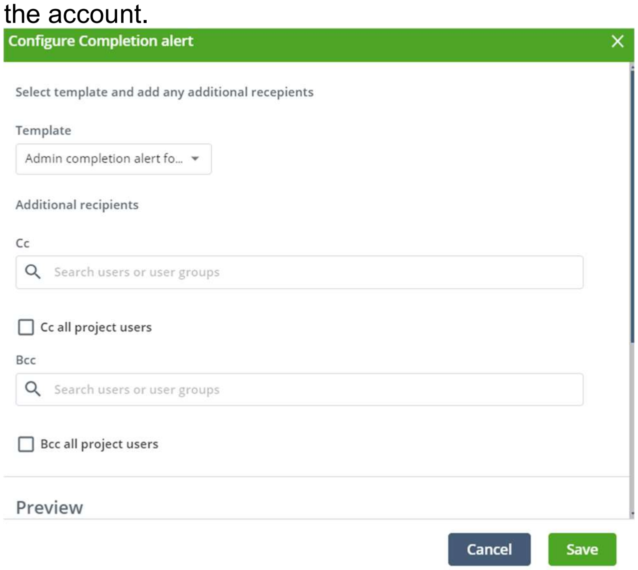

</td></tr>
<tr><td>The test link expired. How do I reschedule for my candidate?</td><td>There is an icon under the dots in the Actions Column in each project that will allow you to reschedule if the link has expired or if they haven't started the project.


</td></tr>
</table>

<table>
<tr>
<td>How will I know if the candidate has completed their assigned test(s)? Can I have results sent to the candidate?</td>
<td>When scheduling the assessment, toggle the assessment completion alert to “ON” and add the appropriate email addresses under the “configure” action, if it needs to be sent to another admin besides the project creator/admin email address.



Multiple admin emails should be separated by a comma, no space. You may also input user groups. Please note that alerts can only be sent to authorized admins on the account.



Please note at this time that the email will provide a summary score and a link to the detailed PDF report for Kx skill modules. If you are administering behavioral or other SHL content, the user would need to log into the admin portal to see the detailed PDF report.</td>
</tr>
</table>

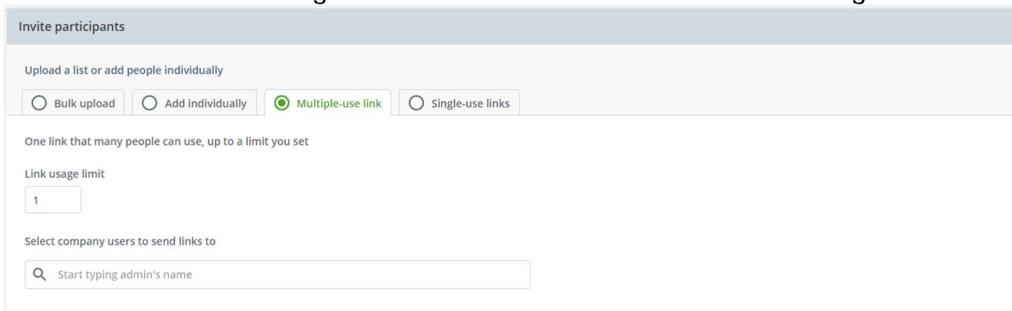
<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td></td><td>
Aspiring Minds - Test Result For AMCAT ID - 250190716433179
S SHL <donot-reply@amcatmail.com>
To Kimberley Neal
Reply Reply All Forward
Tue 1/25/2022 12:17 PM

Test Result
<table>
<tr><td>Candidate Name:</td><td>Red Baron</td></tr>
<tr><td>Candidate ID:</td><td>250190716433179</td></tr>
<tr><td>Candidate Email:</td><td>noemail@talevation.com</td></tr>
<tr><td>Assessment Name:</td><td>Typing - General (1, 3 min)</td></tr>
</table>
<table>
<tr><th>Module Name</th><th>Score</th><th>Percentile</th></tr>
<tr><td>Typing - General [1 Minute Onscreen]</td><td>61 (WPM)</td><td>0</td></tr>
<tr><td>Typing - General [3 Minutes Onscreen]</td><td>55 (WPM)</td><td>0</td></tr>
</table>
Please click on the URL to see the detailed result of skill assessments : https://report.myamcat.com/?amcatId=250190716433179&locale=en-IN&reportId=82&data=SP4T%2BkQuUtmcYe9dgdodHzYDBqfPyCPIGcphwemybEy3O%2BGZwn1ff2lUF36HAWhOZaOmxo%2F7UcEjQl8uQa7wYsyYFcumEBvU9hLjP1olQdakYtwvzxxHh%2FERPZoVq3FB%2Bo3nRwUp7TPzirVwTjeg1rFl7HY3DOuqhAc%2BFyykdV8%3D

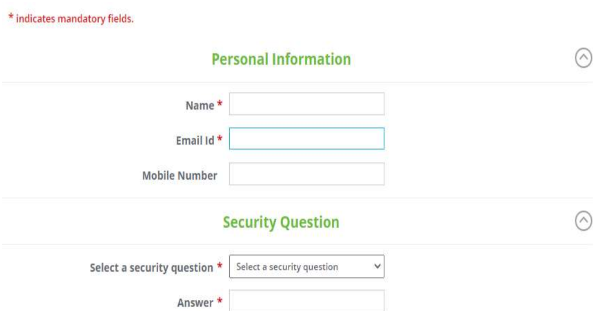
If this is a non-skill assessment, kindly login to your iAssess account to ensure you are viewing the correct PDF report

Please also note that only the Hiring Manager PDF report is available at this time.
</td></tr>
<tr><td>I received an alert that my candidate's assessment was completed but there’s no score.</td><td>
If the test window expires or the candidate is ejected for proctoring anomalies/infractions and you’ve selected to receive the completion alerts, the system will generate the email, but the details will show any module that was not actually finished or wasn’t attempted.

Test Result
<table>
<tr><td>Candidate Name:</td><td>Red Baron</td></tr>
<tr><td>Candidate ID:</td><td>250190571893593</td></tr>
<tr><td>Candidate Email:</td><td>noemail@talevation.com</td></tr>
</table>
<table>
<tr><th>Module Names</th><th>Score</th><th>Percentile</th></tr>
<tr><td>Basic Office Skills</td><td>19.00</td><td>1.00</td></tr>
<tr><td>Computer Literacy - Basic</td><td>Did Not Finish</td><td>NA</td></tr>
</table>
Test Result
<table>
<tr><td>Candidate Name:</td><td>Red Baron</td></tr>
<tr><td>Candidate ID:</td><td>250190558626931</td></tr>
<tr><td>Candidate Email:</td><td>noemail@talevation.com</td></tr>
</table>
<table>
<tr><th>Module Names</th><th>Score</th><th>Percentile</th></tr>
<tr><td>Network Security</td><td>Not Attempted</td><td>NA</td></tr>
<tr><td>Wireless Networking</td><td>29.00</td><td>NA</td></tr>
</table>
</td></tr>
<tr><td>Can I have a candidate re-take one module from a project, if they scored poorly?</td><td>Currently the TC+ interface does not allow for a single test to be re-taken, if it was part of a project that contained multiple tests.</td></tr>
</table>

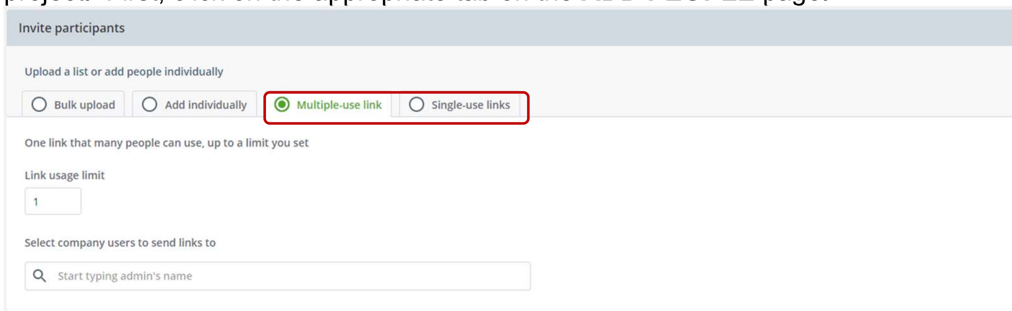
<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>How do I conduct testing onsite?</td><td>Use of the mulit-use or single use links is recommended for onsite testing.


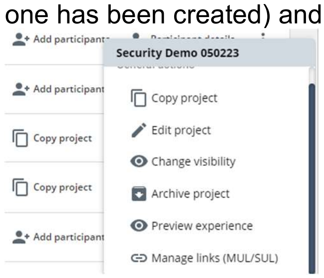
Once the link is generated, the admin can log into the candidate portal and select the option to start a new test, and then complete the candidate registration.

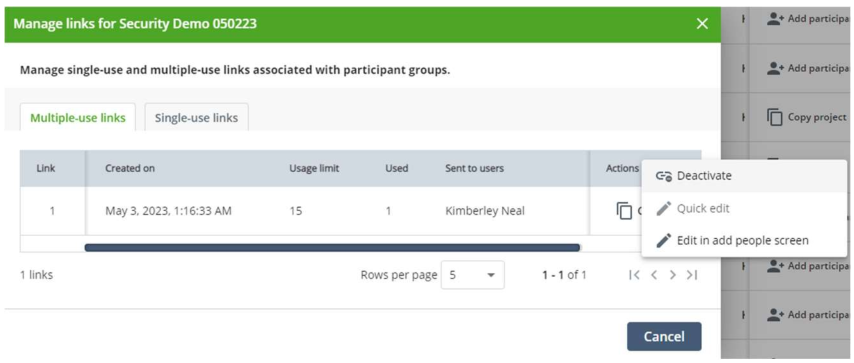



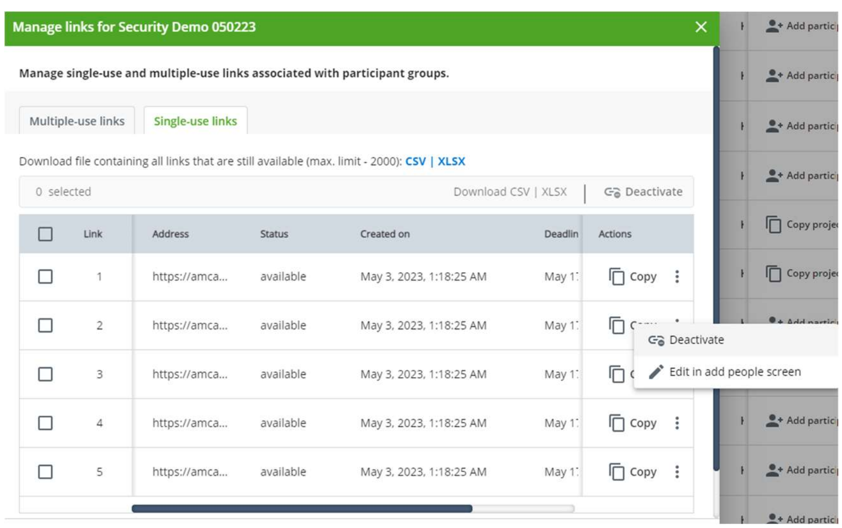
Please note at this time if a candidate should select the “Resume Test” button, they will see a list of any additional active candidates who have registered but not yet completed the test(s).

</td></tr>
</table>

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 **ADD PEOPLE** page.  Please note that credits are blocked for the specific number of candidates for the timeframe selected (if setting the expiration further into the future than the standard 2 week window). For example, if a multi-use link is set for 100 candidates for three months and there are 3 modules included in that assessment – 300 credits would be blocked for that three month time frame and could not be used elsewhere without editing the link.

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>Can I edit a multi-use or single use link?</td><td>Yes. Once a link has been created for a project, the system will provide the ability to MANAGE LINKS (MUL/SUL) 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.


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.



</td></tr>
</table>

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>I have the role of “Head HR” but am unable to edit other users.</td><td>

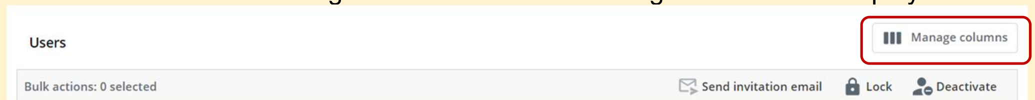
The hierarchy feature works on the TC+ platform such that an admin can only edit/remove users that they have added to the account.

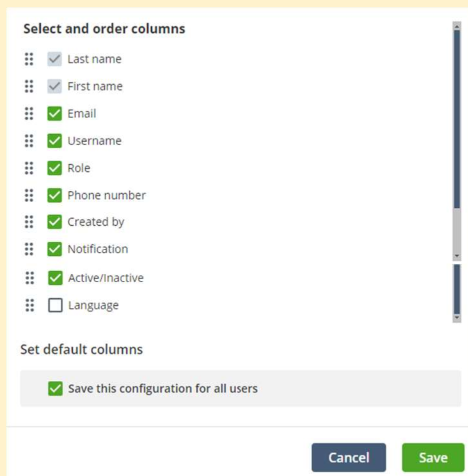
When created by another admin, there will no actions available to other admins to edit that particular user.

We suggest using your organization’s Master or Site ID to add/modify users to your organization’s account as a best practice.

</td></tr>
<tr><td>I can’t see who added a particular admin to our account.</td><td>

You can click on the “Manage columns” button to change the columns displayed.

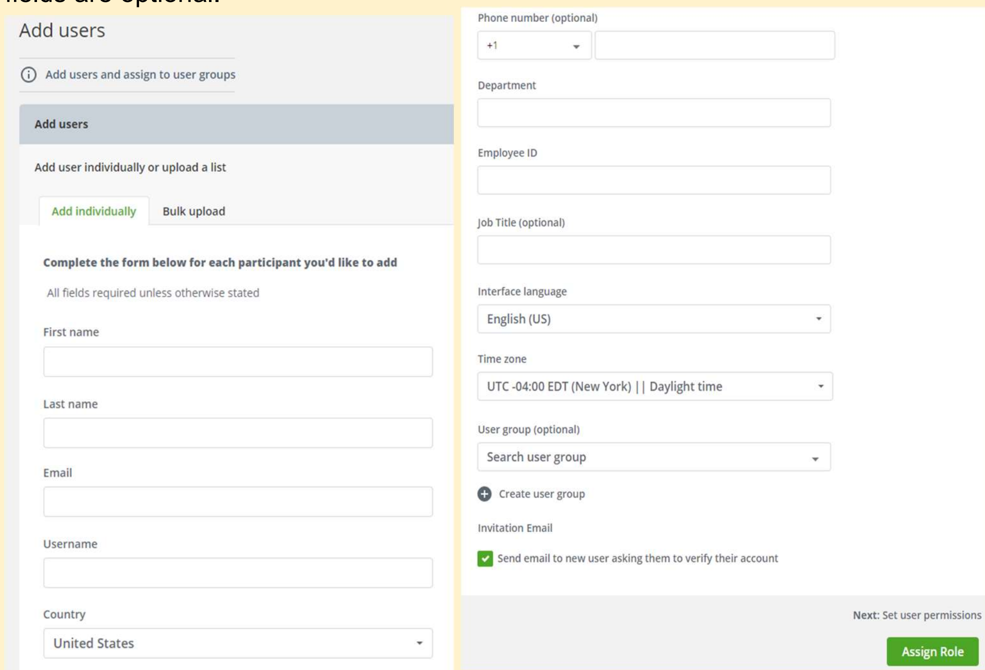


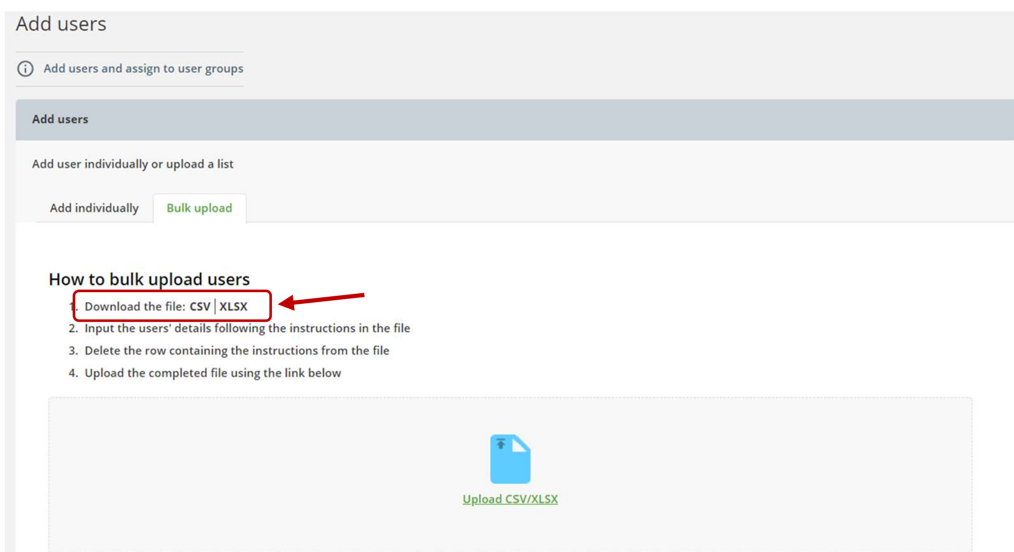


Please note that each user can modify the view for other users.

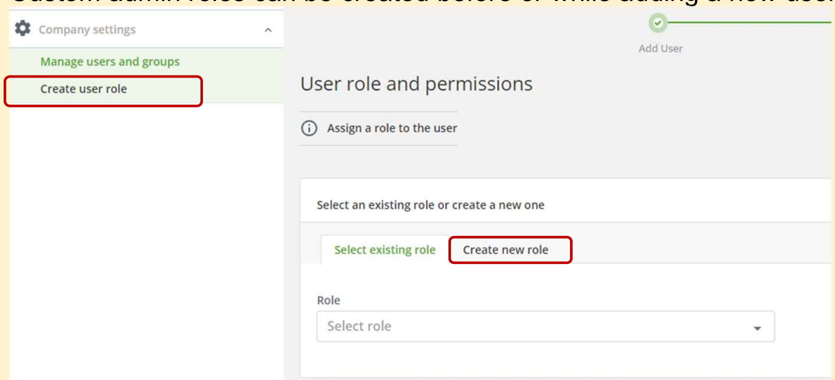
</td></tr>
</table>

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>What information is needed when adding a new user?</td><td>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.

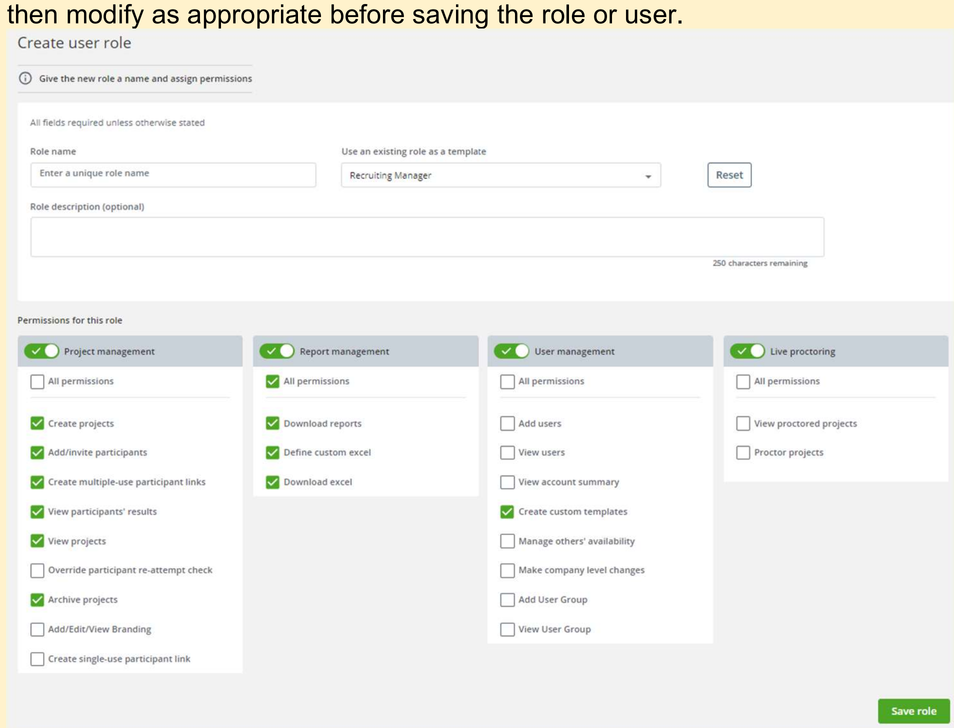

</td></tr>
<tr><td>Can I add multiple admin users at the same time?</td><td>Yes. SHL has added a Bulk Upload feature, if you need to add multiple users to your organization's account. We do suggest downloading the sample format before attempting to upload your new user data.


</td></tr>
</table>

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>Can I customize the admin roles?</td><td>Custom admin roles can be created before or while adding a new user to the account.



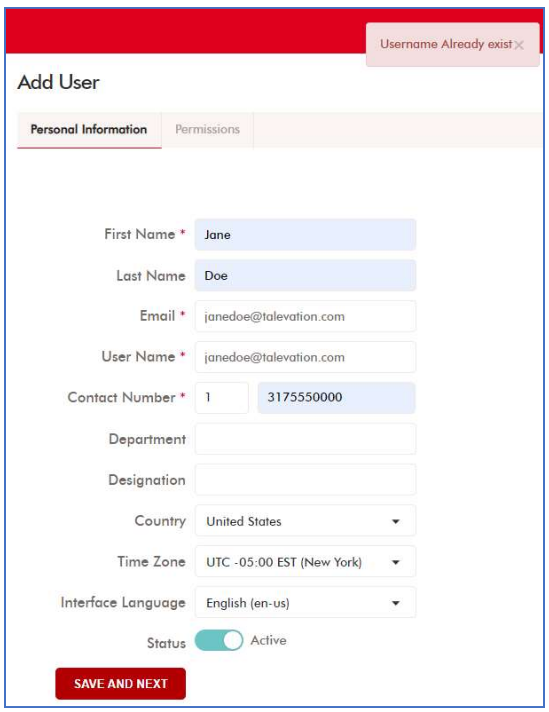
When creating a new role, it is suggested to use an existing role as a template, and then modify as appropriate before saving the role or user.


</td></tr>
<tr><td>My new user didn't receive their verification email to set up their account.</td><td>The system default login email will come from donot-reply@amcatmail.com. We recommend new users check their SPAM/Junk folders for this message if it's not in their inbox.

Whoever added the new users can now re-send this email, though support can assist as well, if needed. This is located under the three dots in the Action Column.

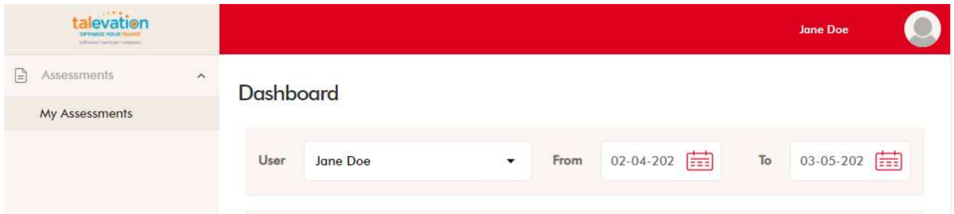

</td></tr>
</table>

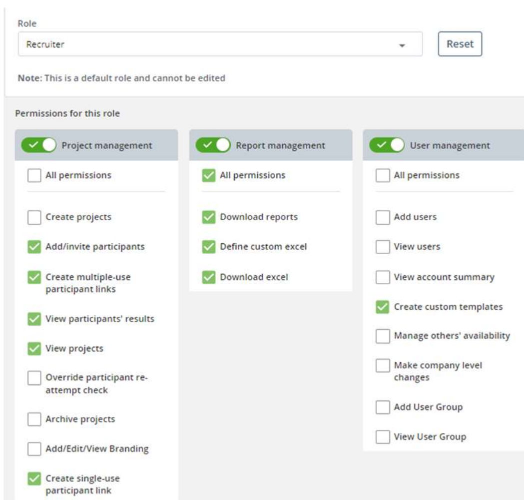
<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>I tried to add a new user but received an error that they already exist.</td><td>We normally see the error that a username already exists if that person was deleted or if they were perhaps sent something (like a sample assessment) using their 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 can keep the other personal info like name and email the same). For example, alternate usernames for janedoe@talevation.com might be:
jane@talevation.com
jane.doe@talevation.com
jdoe@talevation.com
jdoe2@talevation.com
jdoe (no email domain)



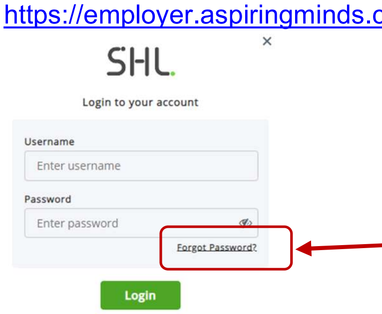
</td></tr>
</table>

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>When I log in, I don’t see the option to create assessments.</td><td>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.

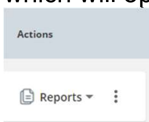


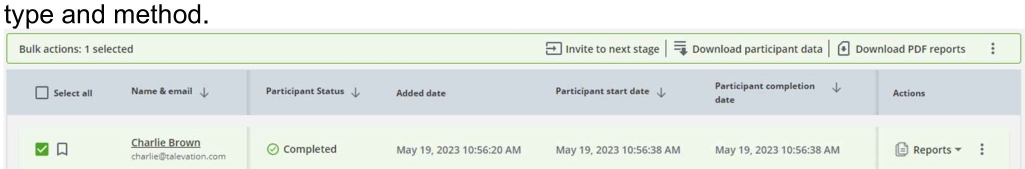


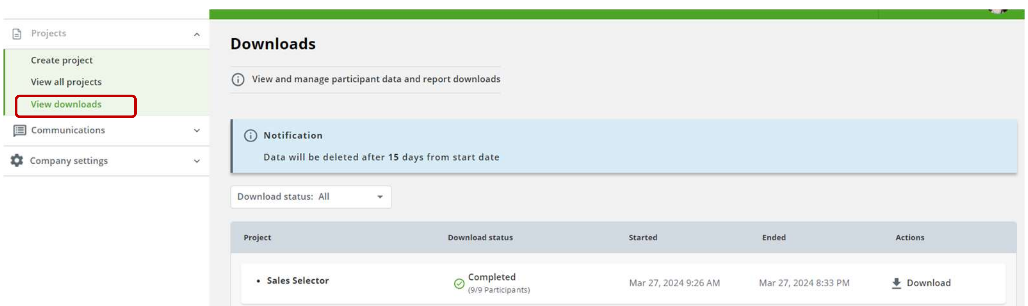
If this is the case, the person who added them to the account can edit their profile to the appropriate role (or create a custom role) as needed. Support can also assist with this upon request and approval by the primary company admin or another user who has been assigned the role of “Head HR”.</td></tr>
<tr><td>I forgot my password.</td><td>On the admin portal login page, there is a link to reset forgotten passwords if needed.
https://employer.aspiringminds.com/



If you do not receive the email to complete the password reset, please contact support to assist.</td></tr>
</table>

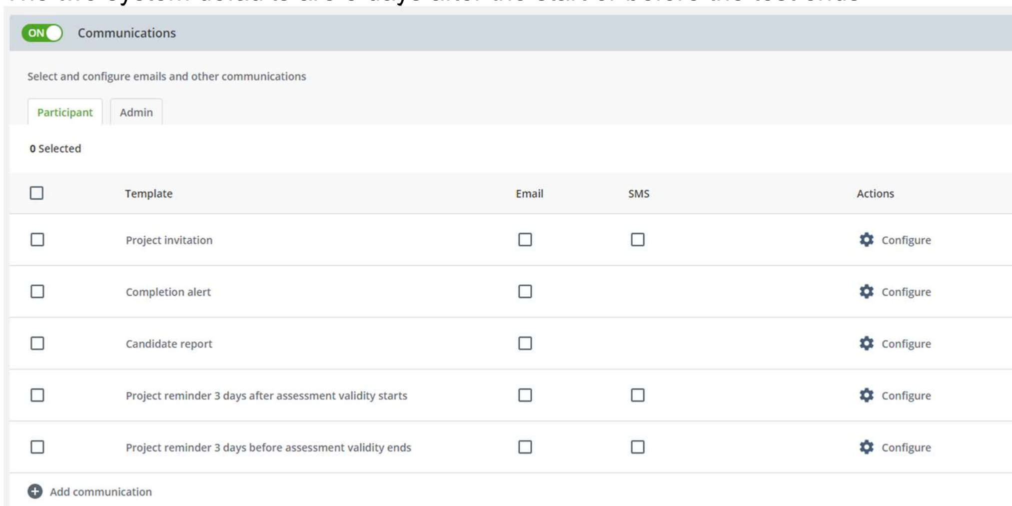
<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>How do I view the candidate results?</td><td>You can also select the assessment report icon under the actions to display the report, which will open in a new browser tab.


You can also download the PDF or the Excel summary by selecting the appropriate type and method.

</td></tr>
<tr><td>How do I export all my candidate reports for my account?</td><td>We recommend using the Master Login for your organization if all reports need to be exported.

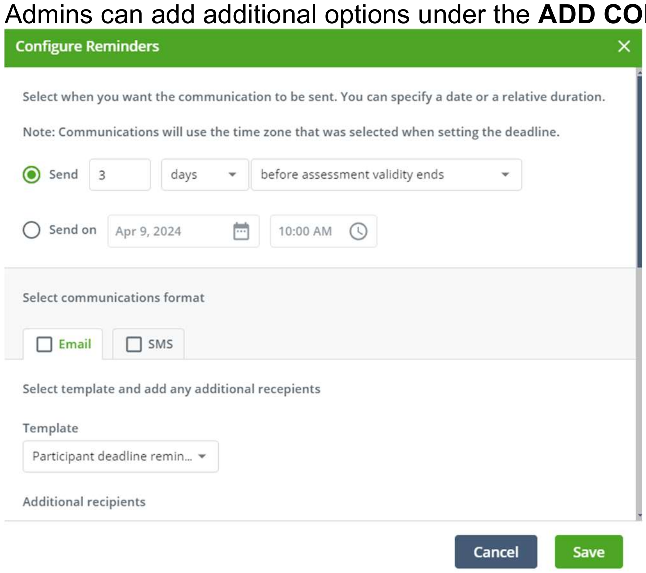
Please note that the system now has a landing page where users can view and download bulk downloads requests.

</td></tr>
</table>

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr>
<td>Can I set a reminder for my candidates to complete their assessments?</td>
<td>

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



Admins can add additional options under the **ADD COMMUNICATIONS** button.

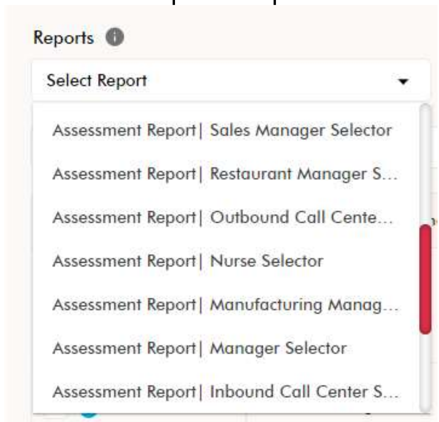


Please note that the reminder notification cannot be used when scheduling with a multi-use or single use link at this time.

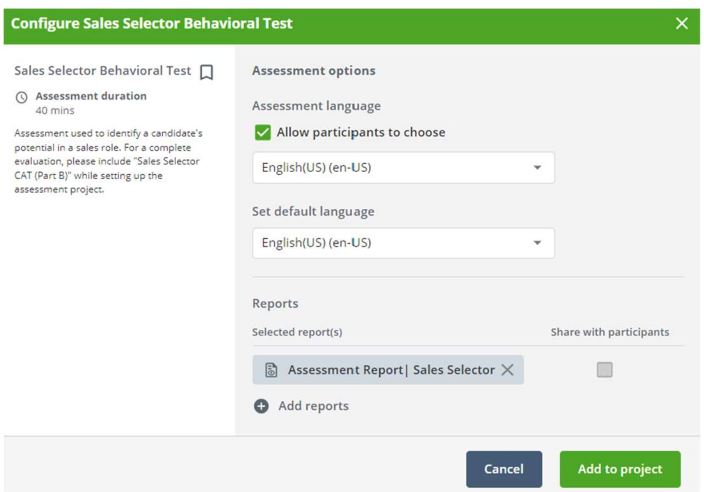
Reminders are not a standard feature on all accounts currently. If you do not have access to this, support can assist with manually adding to your account upon request.

</td>
</tr>
</table>

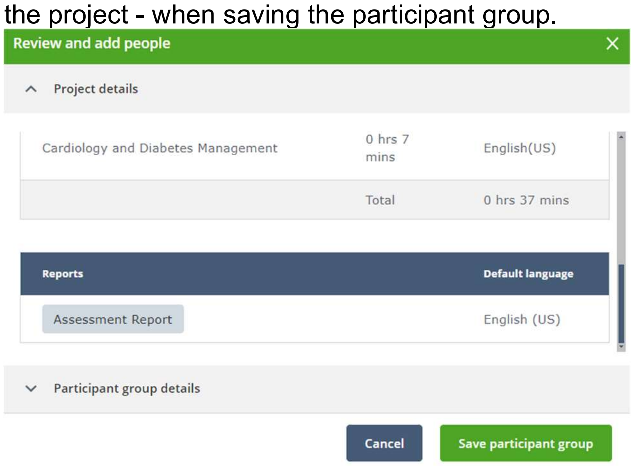
<table>
<tr>
<td>My candidate has completed a behavioral assessment but the PDF report isn't displaying correctly.</td>
<td>
Some behavioral assessments include specialty assessment PDF reports. Please review the dropdown options and select the appropriate version, as needed.



The correct report type should automatically be associated with the module when configuring and selecting the test during the creation stage. You can verify the report option before adding to the project.

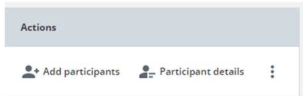


The system will also display the project information - including the report included with the project - when saving the participant group.

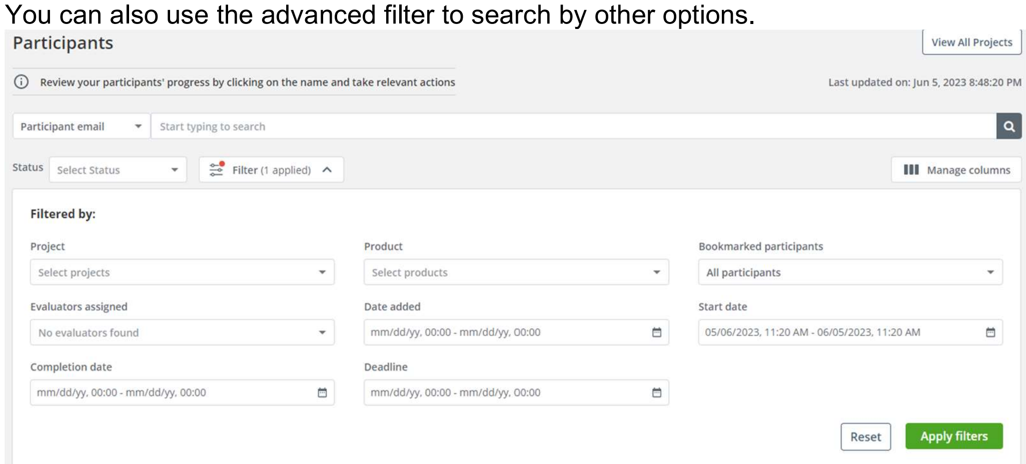


</td>
</tr>
</table>

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>How do I search for a specific candidate?</td><td>If you know the assessment assigned to that candidate, you can search under the scheduled candidates for that particular project.



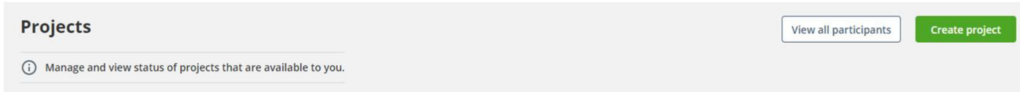
You can search by email, participant ID or by name.
You can also use the advanced filter to search by other options.



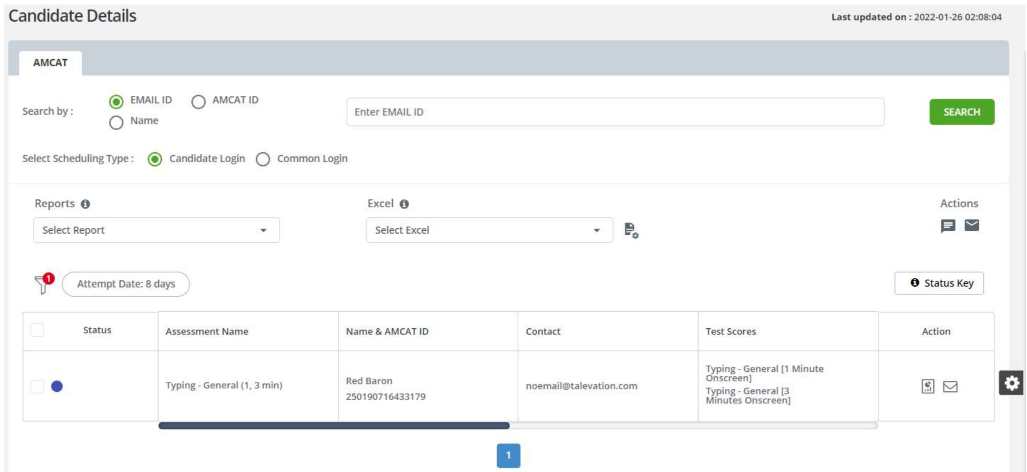
Please note that the system will default to filtering the date range to the last 30 days. You may click the filter to display and adjust the options.</td></tr>
</table>

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>How do I search for a specific candidate, if I don’t know what assessment they were assigned?</td><td>

Under the “VIEW ALL PROJECTS” tab you will see an option to VIEW ALL PARTICIPANTS.

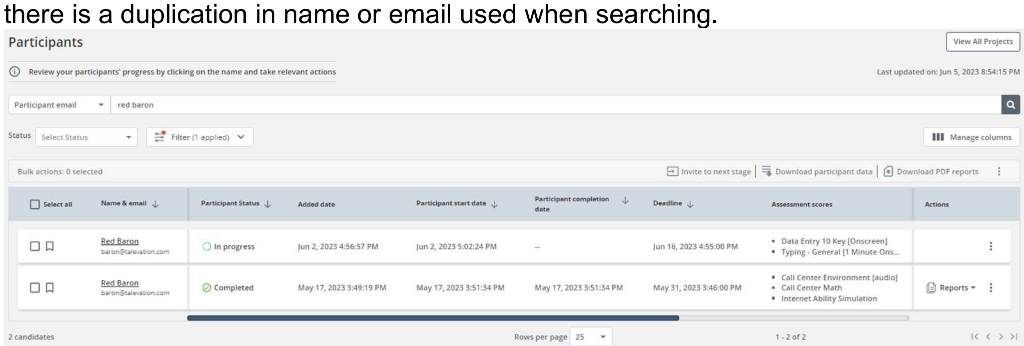


The system will default to showing all candidates who have attempted an assessment module in the last month.



You can search by email, participant ID or by name as noted previously or use the advanced filter to search by other criteria.

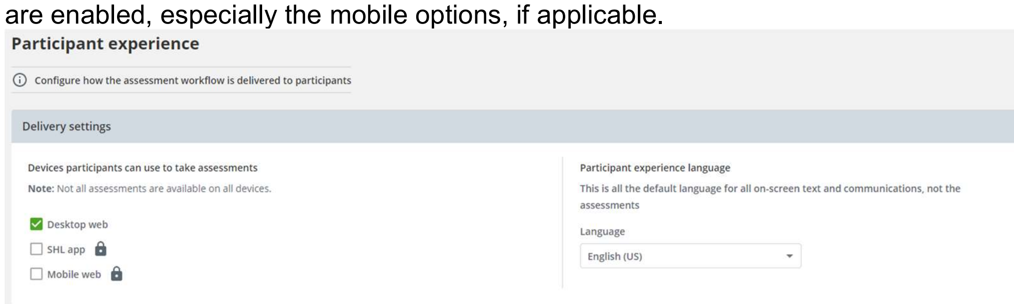
Please also note that you may have multiple entries returned in your search results if there is a duplication in name or email used when searching.



</td></tr>
</table>

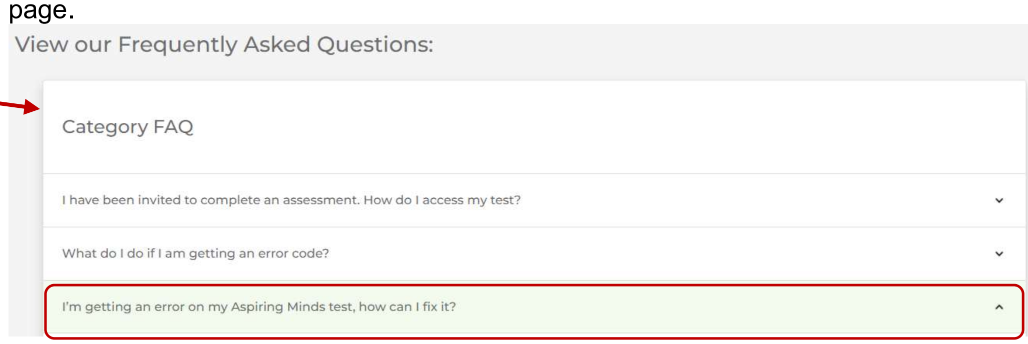
<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>My candidate is getting a PNS100 error. What does this mean?</td><td>Generally in this kind of scenario there could be two possibilities which are causing an error:
1. Candidates are attempting the test on Desktop/Laptop but their system screens resolution is too low. In this case, the system considers it as a mobile attempt. This can normally be resolved by increasing the screen resolution.
2. Candidates may have minimized their browser while attempting the test. This will impact the screen resolution and the system will consider it as a mobile attempt as well. This can normally be resolved by maximizing the browser window when testing.

Candidates can check their Viewport resolution on https://whatismyviewport.com
As a global best practice, any width less than 992px is considered a mobile device.

Please also verify when creating the assessment that the correct mode(s) of delivery are enabled, especially the mobile options, if applicable.


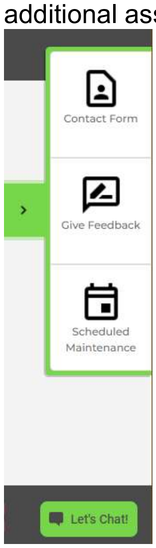
Please also note that depending on the test(s) being used, not all modes of delivery will be available.

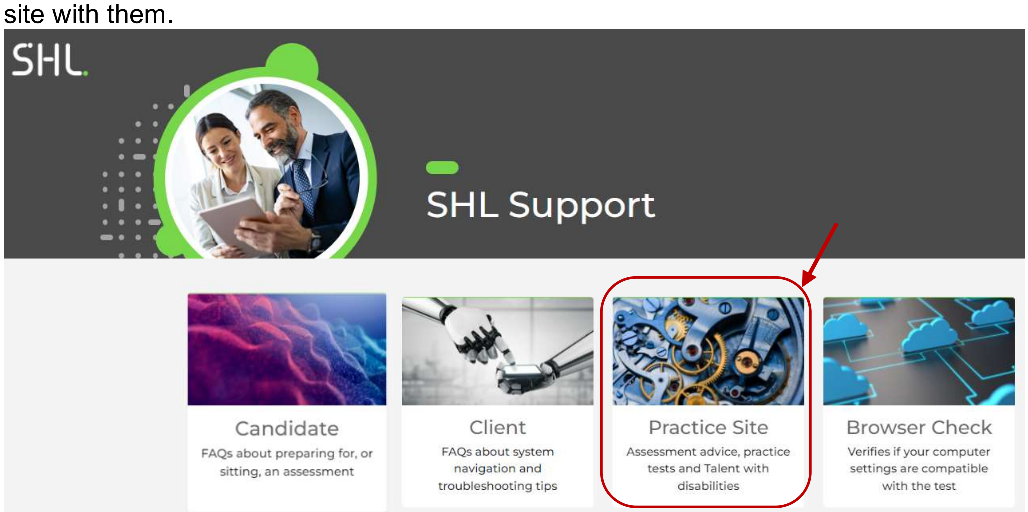
We recommend checking SHL’s website for troubleshooting other error codes: https://support.shl.com/

Please note that the complete list of codes may be found under the FAQ category section (not under the “Search by Topic” section), if reviewing from SHL’s support page.

</td></tr>
<tr><td>My candidate received this: “Error Code LEX200 - Test has been invalidated”.</td><td>The test has been invalidated due to multiple print screen instances. The administrator must assign a new test to the candidate.

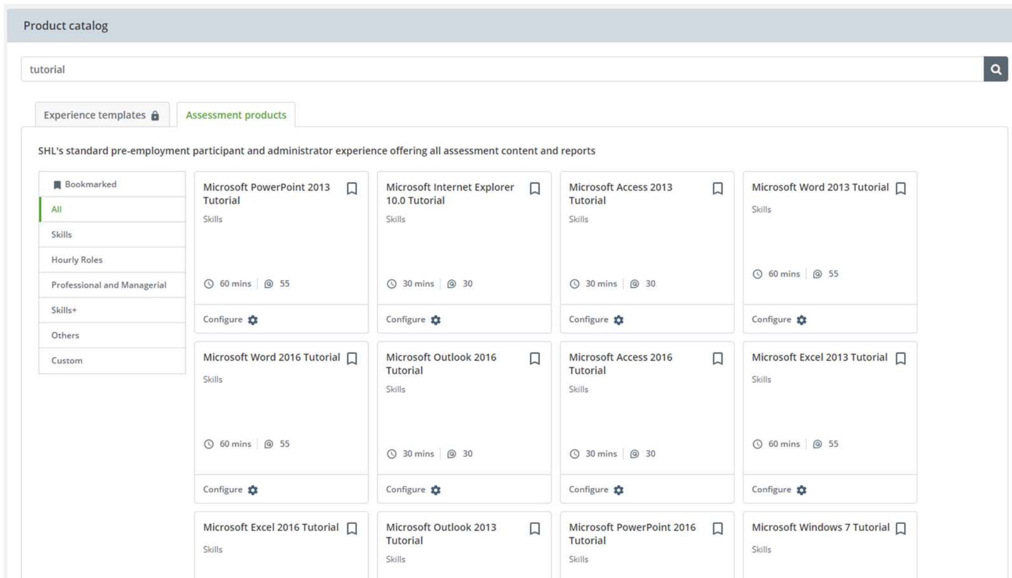
We recommend checking SHL’s website for troubleshooting other error codes: https://support.shl.com/</td></tr>
</table>

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>My candidate received an ETA100 Error code.</td><td>This error occurs when test is currently inactive. Candidate needs to try again in assigned test window date range (as given in their invitation email).</td></tr>
<tr><td>My candidate is having other technical issues. Where can I direct them for support?</td><td>We suggest using SHL’s main support page, which includes a candidate section.

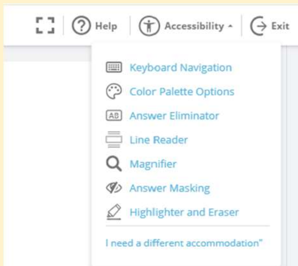

Additionally, there is a chat option and an online form option they can utilize for additional assistance from support.

</td></tr>
<tr><td>My completion alert for typing tests displays accuracy instead of WPM.</td><td>The default alert display for the Kx typing assessments is accuracy. Support can manual adjust to display WPM upon request. Customers should provide the names of the assessments that include a typing module, that they want to have changed.</td></tr>
<tr><td>How can I request a test be added, or request enhancements?</td><td>Please send your requests to your Talevation sales representative. We are currently hosting calls with SHL’s development team to discuss any enhancements or test requests received from customers. We welcome your input and assistance in improving the user and candidate experience for everyone.</td></tr>
</table>

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.  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.

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>Are there tutorials available?</td><td>Currently there are only tutorials available for the 2013 and 2016 Office simulations. If you search for “tutorial” when creating a new assessment – you should see all the options displayed in the results.


</td></tr>
</table>

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).  You can review [SHL's Disability Guidelines] for more information and recommendations.
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 for the role and then to review the output of the OPI to identify the 5-7 factors most 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. We can facilitate a call with our partner at SHL, Dr. Shane Fuhrman, to further discuss the options. Please note that customers wanting to utilize SHL's JFAs or OPQ would be required to transition their account from the TC+ platform to TalentCentral. If you would like more information about SHL's TalentCentral admin portal, please contact your Talevation sales representative.