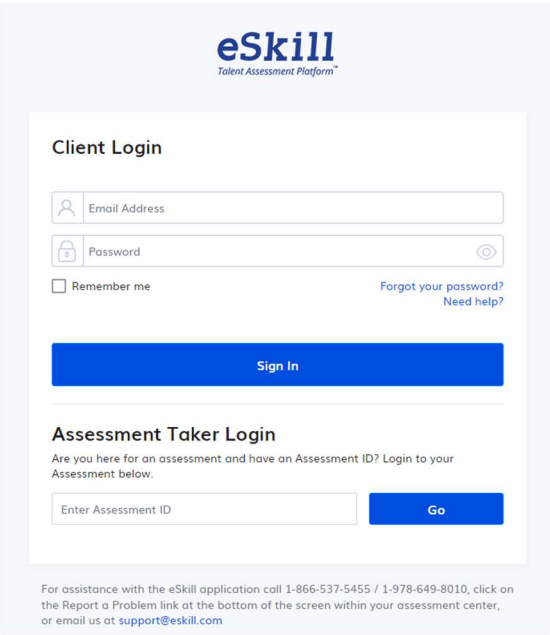
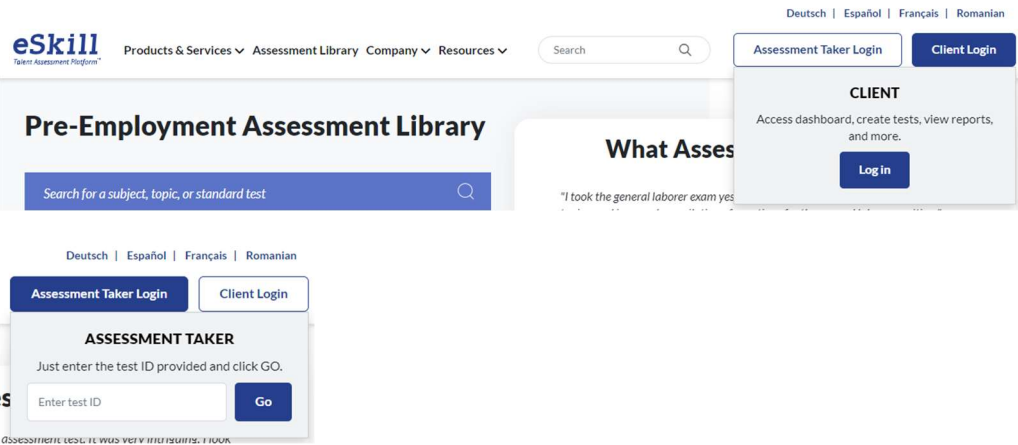
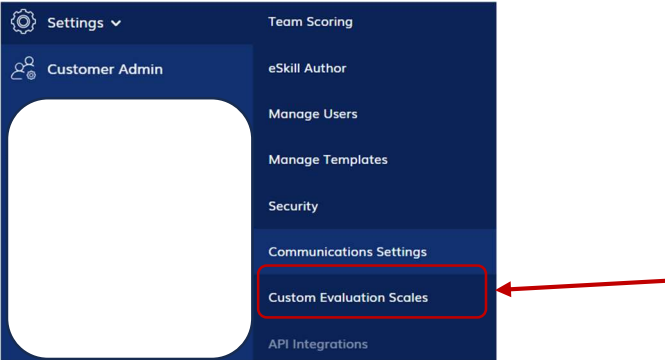
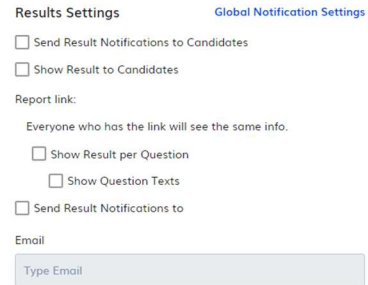


# eSkill Platform “HOW TO” and Best Practice FAQs

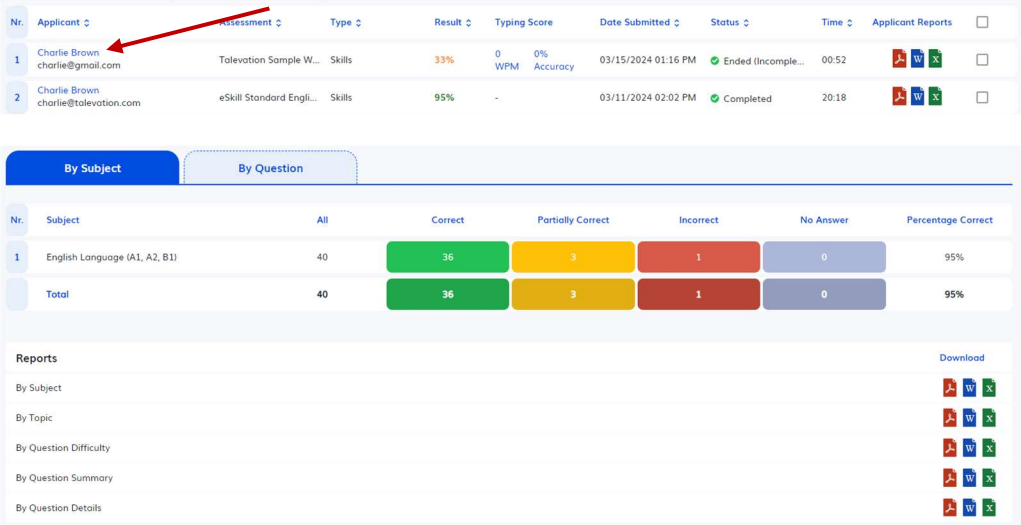
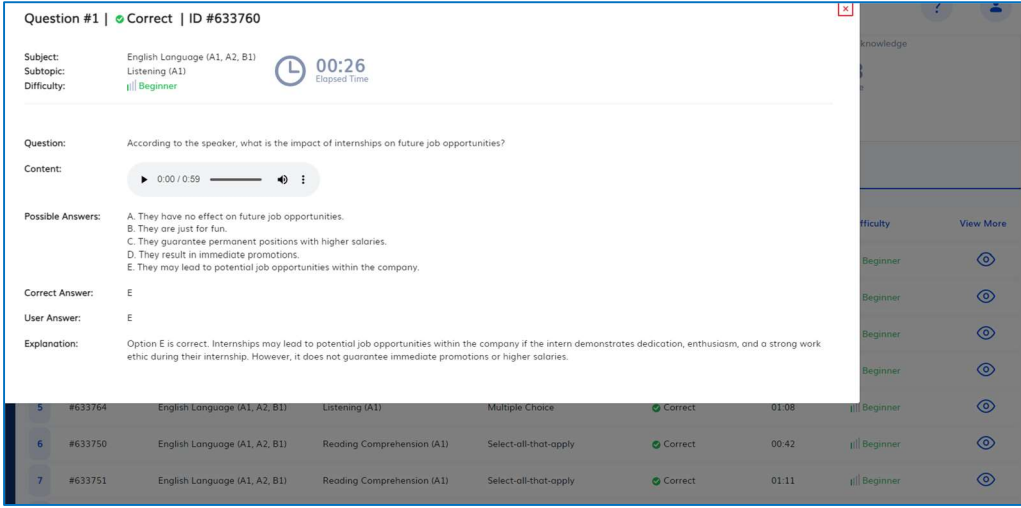


April 2024 Release

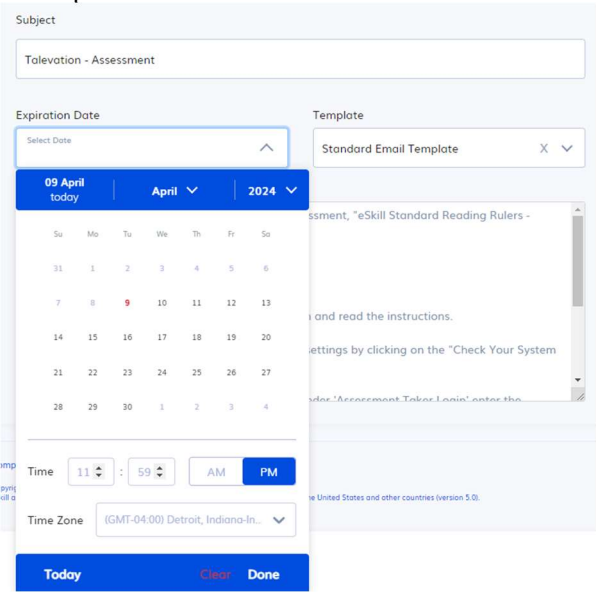

Question	Answer
<p>How do I access the eSkill portal?</p>	<p>Both the admin and candidate portal can be accessed from the <a href="https://app.eskill.com/">https://app.eskill.com/</a> address:</p>  <p>And eSkill’s main website:</p>  <p>Please note that if you have scheduled a candidate with a unique URL, they can also access their test(s) from that unique link.</p>

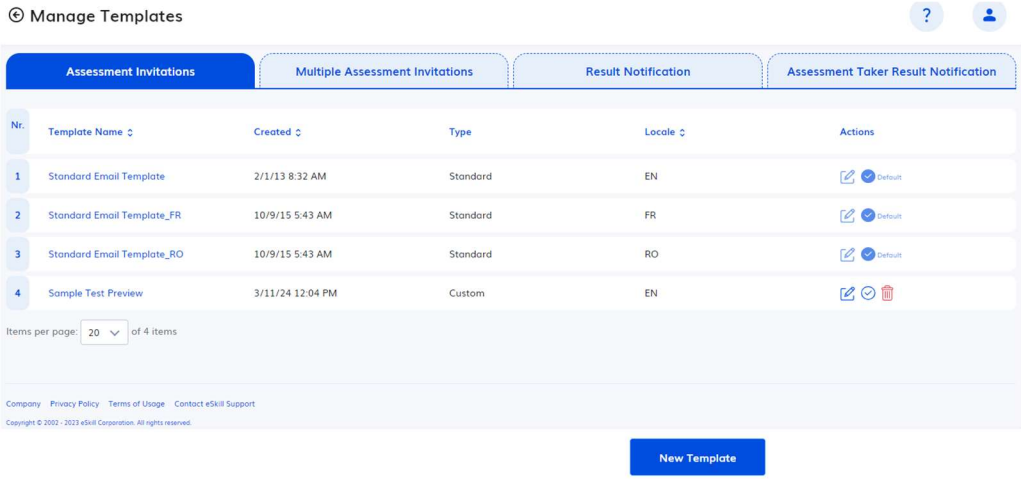
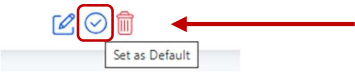
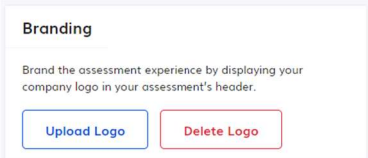

Question	Answer
<p>How do I schedule candidates in bulk?</p>	<p>There are two methods for scheduling candidates in bulk. If you select an assessment and click the SEND button at the bottom, there is an option to import a recipient list.</p> <div data-bbox="440 394 1226 695" data-label="Image"> </div> <p>If you click the GENERATE LINKS button once you've selected your assessment, there is an option to import your file.</p> <div data-bbox="440 787 943 1060" data-label="Image"> </div>
<p>What are the system requirements?</p>	<p>To access eSkill, test takers will need a computer or laptop with an Internet connection. The eSkill web application is compatible with Google Chrome, Microsoft Edge, and Firefox. The test taker should see the system requirements on the login page as well.</p> <div data-bbox="440 1249 1187 1879" data-label="Image"> </div>

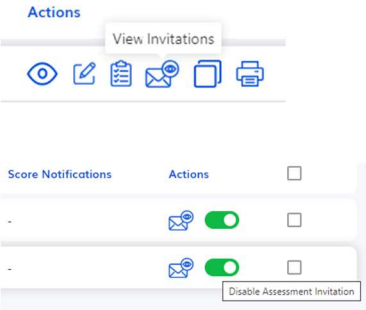

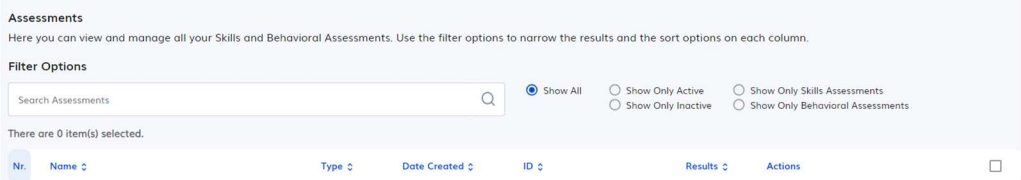
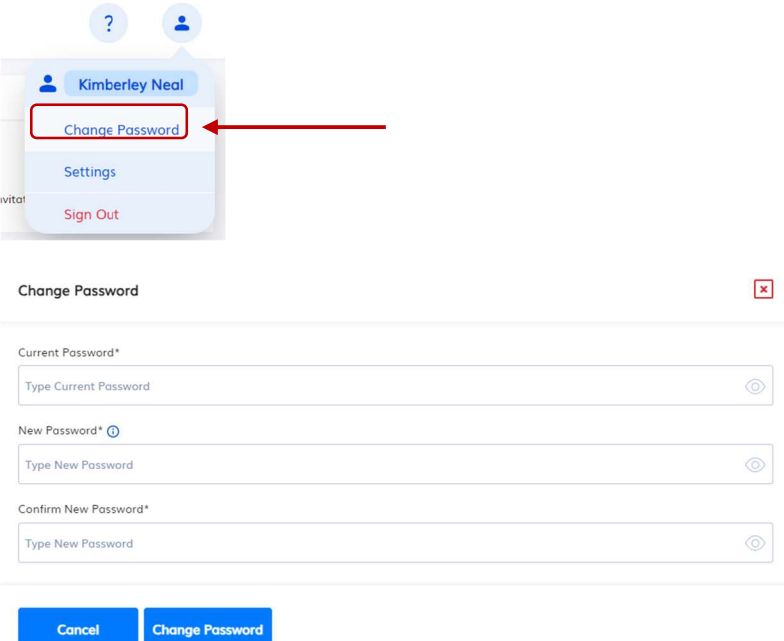
Question	Answer																								
<p>What is the standard color-coding for scores?</p>	<p>The values for each scale are shown below and can be customized in the Custom Evaluation Scales area of each customer's settings. Please note, they apply to the entire account and not individual assessments.</p>  <table border="1" data-bbox="440 743 1455 1003"> <thead> <tr> <th>Nr.</th> <th>Name</th> <th>Color</th> <th>Interval</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Little or no knowledge</td> <td>Red</td> <td>0 - 25</td> </tr> <tr> <td>2</td> <td>Limited knowledge</td> <td>Orange</td> <td>26 - 40</td> </tr> <tr> <td>3</td> <td>Moderate knowledge</td> <td>Yellow</td> <td>41 - 65</td> </tr> <tr> <td>4</td> <td>Strong knowledge</td> <td>Light Green</td> <td>66 - 80</td> </tr> <tr> <td>5</td> <td>Very strong knowledge</td> <td>Dark Green</td> <td>81 - 100</td> </tr> </tbody> </table>	Nr.	Name	Color	Interval	1	Little or no knowledge	Red	0 - 25	2	Limited knowledge	Orange	26 - 40	3	Moderate knowledge	Yellow	41 - 65	4	Strong knowledge	Light Green	66 - 80	5	Very strong knowledge	Dark Green	81 - 100
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<p>How do I receive a completion notification?</p>	<p>When creating or editing an assessment, click the appropriate results setting and input the needed email(s).</p>  <p>Results Settings <a href="#">Global Notification Settings</a></p> <p><input type="checkbox"/> Send Result Notifications to Candidates</p> <p><input type="checkbox"/> Show Result to Candidates</p> <p>Report link:</p> <p>Everyone who has the link will see the same info.</p> <p><input type="checkbox"/> Show Result per Question</p> <p><input type="checkbox"/> Show Question Texts</p> <p><input type="checkbox"/> Send Result Notifications to</p> <p>Email</p> <p><input type="text" value="Type Email"/></p>																								

Question	Answer				
<p>How can I share assessments with users who have been assigned the role of "individual"?</p>	<p>Once the assessment has been created, a user with the administrator role can copy the assessment to someone who is an individual user.</p> <div data-bbox="443 367 1458 741"> <p>Copy "Talevation Sample Weather-Clouds Question Upload Test" Assessment <span style="float: right;">✕</span></p> <p>Copy To <span style="float: right;">As (New Name)</span></p> <p>Select User <span style="float: right;">Assessment Name</span></p> <p style="text-align: center;"> <span>Cancel</span> <span>Copy</span> </p> </div> <p>Please note that it is recommended to keep the same name of the assessment and add a number or modifier after, such as "Sample Assessment" would be copied as "Sample Assessment+1" or "Sample Assessment-1", or similar. Once copied, the individual user can then edit and update the assessment name as needed.</p>				
<p>How do I know how many tests/credits I have administered?</p>	<p>The dashboard will display a summary of your assessment status.</p> <div data-bbox="443 993 803 1226"> <p>Summary</p> <table border="1"> <tbody> <tr> <td style="text-align: center;"><b>35</b> Total Assessments</td> <td style="text-align: center;"><b>54</b> Total Invitations</td> </tr> <tr> <td style="text-align: center;"><b>22</b> Finished Results</td> <td style="text-align: center;"><b>9</b> In Progress Results</td> </tr> </tbody> </table> </div>	<b>35</b> Total Assessments	<b>54</b> Total Invitations	<b>22</b> Finished Results	<b>9</b> In Progress Results
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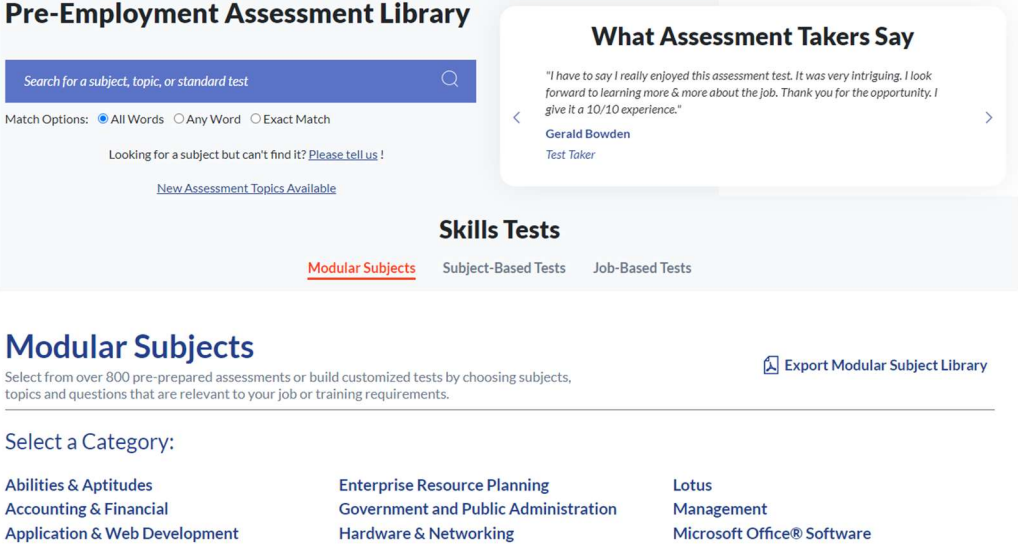

Question	Answer
<p>How do I check what questions a candidate got wrong?</p>	<p>On the Results page, admins can click the hyperlink in the applicant's name to see more details by subject or question.</p>  <p>Admins can also click the <b>VIEW MORE</b> to see the details on a specific question, or download the details.</p> 
<p>How do I preview a test to know if it's the test I want to use?</p>	<p>When creating an assessment, an admin may click the <b>PREVIEW</b> button to review the test.</p>  <p>Assessments may also be viewed after being saved as well.</p> 
<p>Does previewing an assessment consume credits?</p>	<p>No.</p>

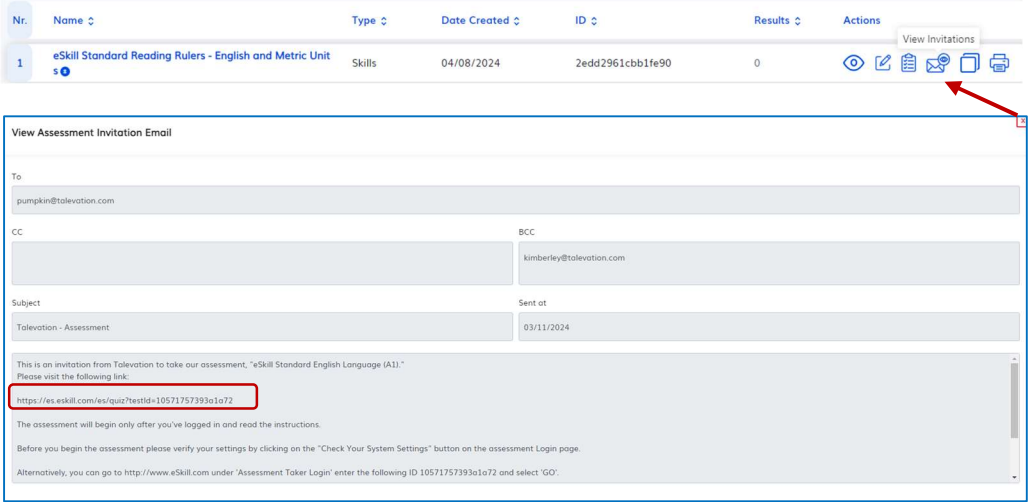
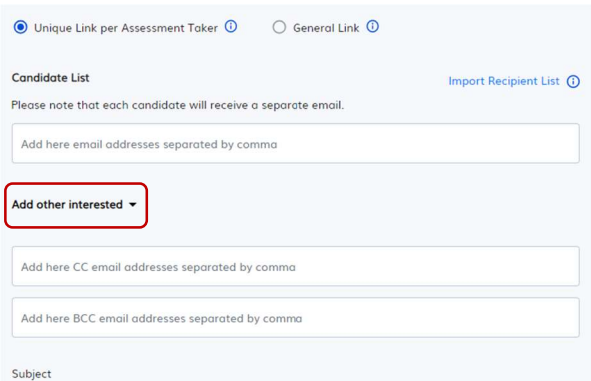
Question	Answer
<p>How long does a participant have to complete a test.</p>	<p>Assessments may be sent to candidates with no expiration, or a date may be input on the expiration date field.</p>  <p>Assessments may also have an activation and expiration date set when creating.</p> 

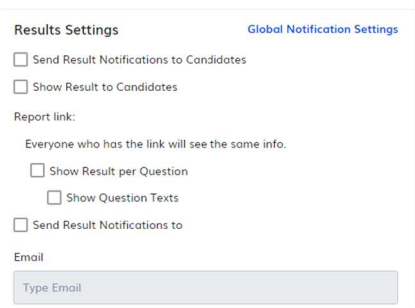
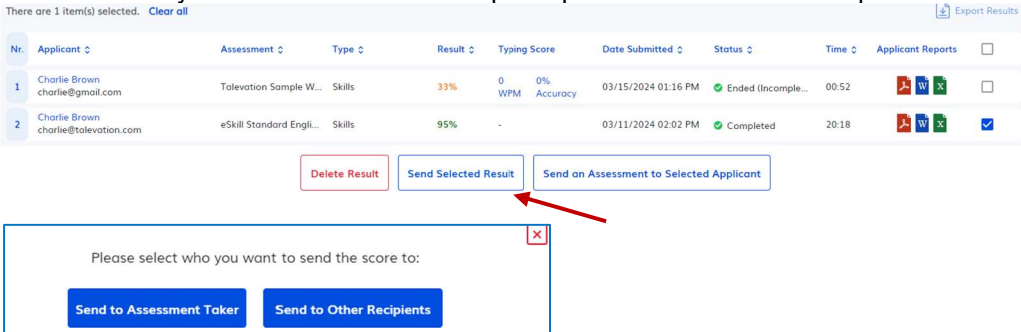


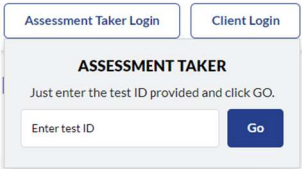
Question	Answer																														
<p>How do I change the email that is sent to candidates?</p>	<p>Depending upon your user profile, you can change the email template by selecting the appropriate template under the settings.</p>  <p>☰ Manage Templates <span style="float: right;">? 👤</span></p> <p>Assessment Invitations   Multiple Assessment Invitations   Result Notification   Assessment Taker Result Notification</p> <table border="1"> <thead> <tr> <th>Nr.</th> <th>Template Name</th> <th>Created</th> <th>Type</th> <th>Locale</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Standard Email Template</td> <td>2/1/13 8:32 AM</td> <td>Standard</td> <td>EN</td> <td>  Default</td> </tr> <tr> <td>2</td> <td>Standard Email Template_FR</td> <td>10/9/15 5:43 AM</td> <td>Standard</td> <td>FR</td> <td>  Default</td> </tr> <tr> <td>3</td> <td>Standard Email Template_RO</td> <td>10/9/15 5:43 AM</td> <td>Standard</td> <td>RO</td> <td>  Default</td> </tr> <tr> <td>4</td> <td>Sample Test Preview</td> <td>3/11/24 12:04 PM</td> <td>Custom</td> <td>EN</td> <td> </td> </tr> </tbody> </table> <p>Items per page: 20 of 4 items</p> <p><a href="#">Company</a> <a href="#">Privacy Policy</a> <a href="#">Terms of Usage</a> <a href="#">Contact eSkill Support</a> Copyright © 2002 - 2023 eSkill Corporation. All rights reserved.</p> <p style="text-align: right;"><a href="#">New Template</a></p> <p>You may also add a new template, and set that as the default by clicking the checkmark icon.</p> 	Nr.	Template Name	Created	Type	Locale	Actions	1	Standard Email Template	2/1/13 8:32 AM	Standard	EN	Default	2	Standard Email Template_FR	10/9/15 5:43 AM	Standard	FR	Default	3	Standard Email Template_RO	10/9/15 5:43 AM	Standard	RO	Default	4	Sample Test Preview	3/11/24 12:04 PM	Custom	EN	
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<p>Does eSkill offer proctoring?</p>	<p>Proctoring is currently available as an added service. Please contact your Talevation rep if you would like to purchase this feature.</p>																														
<p>How do I manage branding or add my company logo?</p>	<p>Branding is found under the Settings. Depending on your user role, you may have the ability to upload your organization's logo.</p> 																														
<p>Is there any way to send a test to a candidate without going through the creation process?</p>	<p>At this time, it is necessary to create a test before assigning it to a candidate. Once available in the assessment list, additional participants can be added.</p> 																														

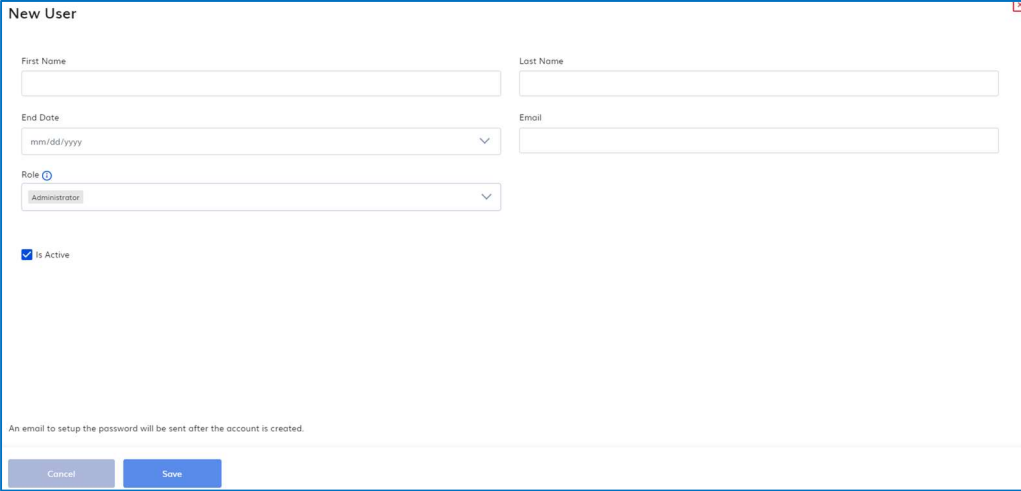
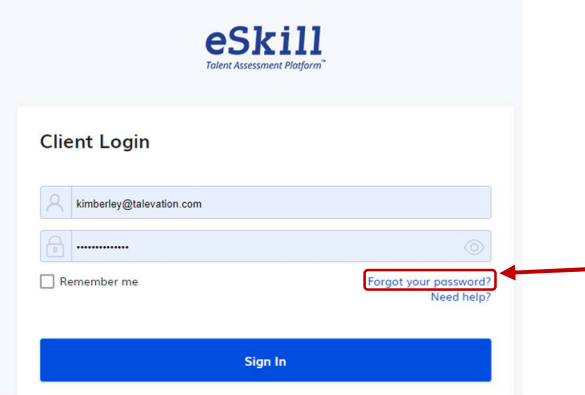
Question	Answer
<p>Can I recall or cancel a candidate's test, after scheduling?</p>	<p>When viewing the invitations sent, there is an option to disable an invitation.</p> 
<p>Can I delete an assessment?</p>	<p>There is an option to delete an assessment.</p> 
<p>Is there a way to arrange assessments in a set order?</p>	<p>Currently assessments can be arranged by name, type, date created, ID or results. You can also change the filters, though they may need to be re-set if you navigate away from the page or log out.</p> 
<p>Does the new platform require passwords to be changed every 90 days (or another timeframe)?</p>	<p>While changing passwords to help maintain account security is encouraged, there is no mandatory requirement to do so at this time. Users can update passwords by selecting the "Change Password" option under their user profile.</p> 


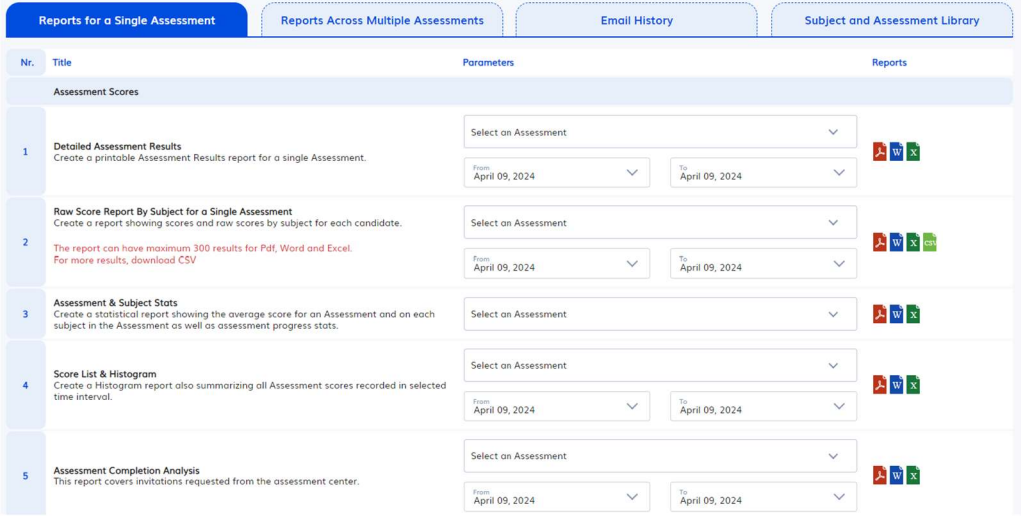
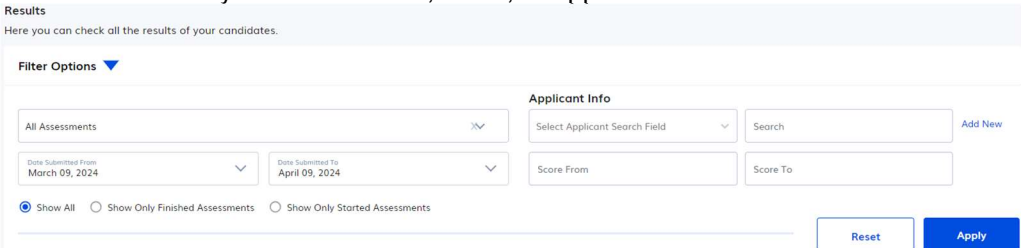


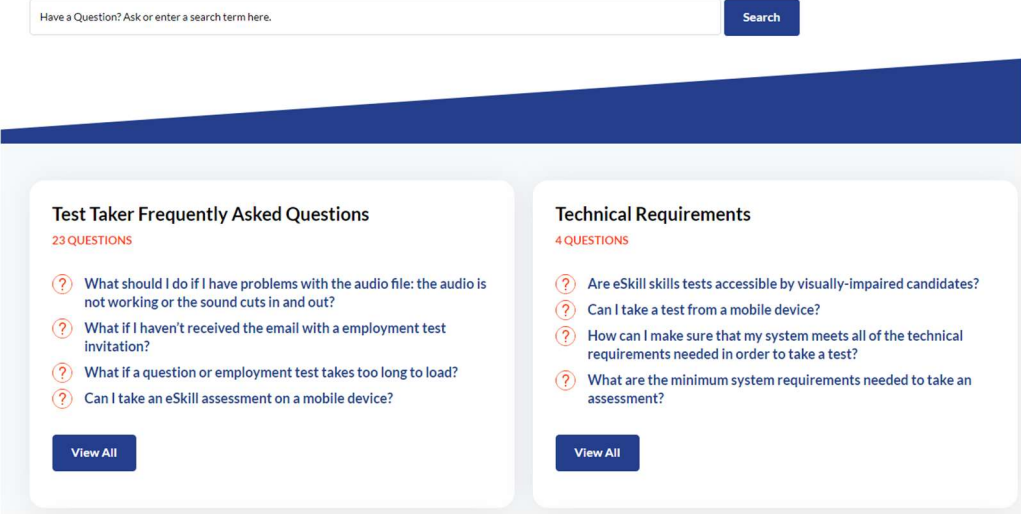
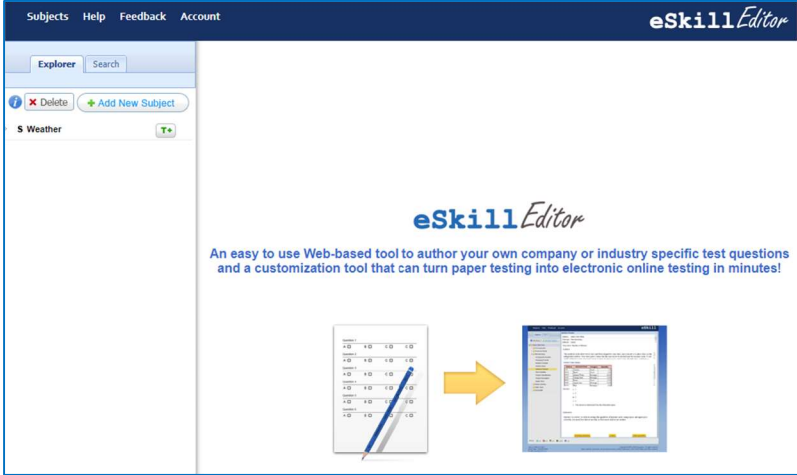
Question	Answer
<p>Where can I see a description of the test?</p>	<p>The online catalog may be found here:  <a href="https://eskill.com/subjects/">https://eskill.com/subjects/</a></p> <p>You may do a key word search.</p>  <p><b>Pre-Employment Assessment Library</b></p> <p>Search for a subject, topic, or standard test</p> <p>Match Options: <input checked="" type="radio"/> All Words <input type="radio"/> Any Word <input type="radio"/> Exact Match</p> <p>Looking for a subject but can't find it? <a href="#">Please tell us!</a></p> <p><a href="#">New Assessment Topics Available</a></p> <p><b>What Assessment Takers Say</b></p> <p>"I have to say I really enjoyed this assessment test. It was very intriguing. I look forward to learning more &amp; more about the job. Thank you for the opportunity. I give it a 10/10 experience."</p> <p>Gerald Bowden Test Taker</p> <p><b>Skills Tests</b></p> <p><a href="#">Modular Subjects</a> <a href="#">Subject-Based Tests</a> <a href="#">Job-Based Tests</a></p> <p><b>Modular Subjects</b></p> <p>Select from over 800 pre-prepared assessments or build customized tests by choosing subjects, topics and questions that are relevant to your job or training requirements. <a href="#">Export Modular Subject Library</a></p> <p>Select a Category:</p> <ul style="list-style-type: none"> <li>Abilities &amp; Aptitudes</li> <li>Accounting &amp; Financial</li> <li>Application &amp; Web Development</li> <li>Enterprise Resource Planning</li> <li>Government and Public Administration</li> <li>Hardware &amp; Networking</li> <li>Lotus Management</li> <li>Microsoft Office® Software</li> </ul>
<p>How do I see a description of a module?</p>	<p>During the creation process, the summary description of the module can be displayed when selecting.</p>  <p><input checked="" type="radio"/> English Language (A1)</p> <p><b>Description:</b> This test measures the candidate's knowledge of English Language (A1). The test covers several topics, including Grammar (A1), Listening (A1), Reading Comprehension (A1), and Vocabulary (A1).</p> <p><b>Number of Questions:</b> 50</p> <p><b>Questions Types:</b> Multiple Choice, Select-all-that-apply</p> <p>Descriptions can also be easily found using the online catalog as mentioned in the prior answer.</p>

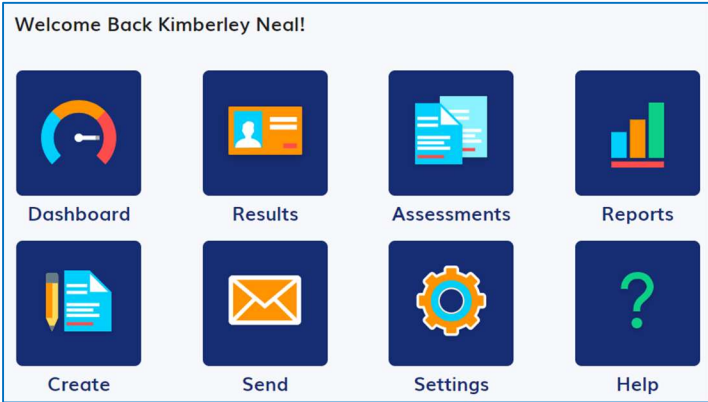
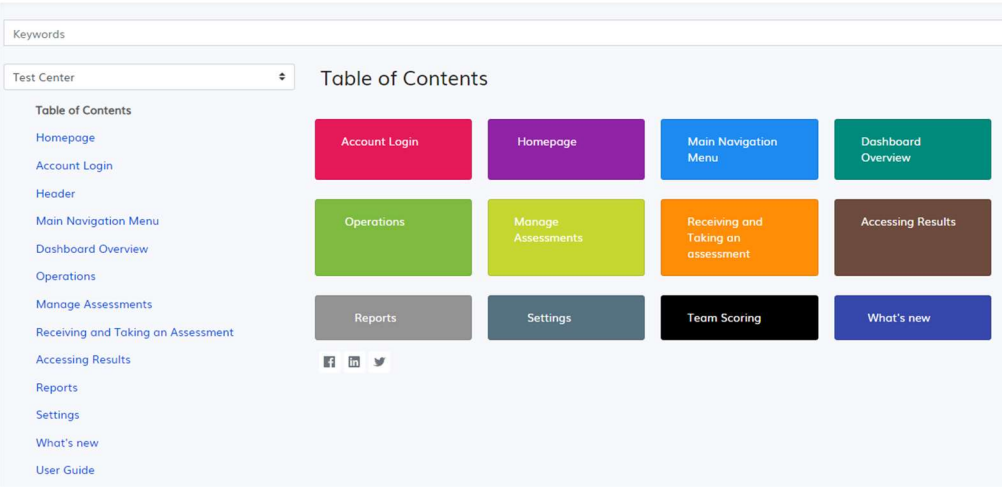
Question	Answer
<p>My candidate said they didn't receive their email. How can I resend it?</p>	<p>There is an option under the <b>VIEW INVITATIONS</b> action that will allow you to resend a the invitation, or you can view the original email, copy the participant link and forward that directly.</p>  <p>The screenshot shows a table with columns: Nr., Name, Type, Date Created, ID, Results, and Actions. The first row contains: 1, eSkill Standard Reading Rulers - English and Metric Unit, Skills, 04/08/2024, 2edd2961cbb1fe90, 0. The Actions column includes icons for view, edit, resend, and print. A red arrow points to the 'View Invitations' button. Below the table is a preview of an email titled 'View Assessment Invitation Email'. The email content includes a subject line 'Talevation - Assessment', a date '03/11/2024', and a URL: <a href="https://es.eskill.com/es/quiz?testid=10571757393a1a72">https://es.eskill.com/es/quiz?testid=10571757393a1a72</a>, which is highlighted with a red box.</p>
<p>How do I know if the candidate received the system email with their assigned assessment(s)?</p>	<p>When adding participants, there is field to include a CC or BCC to yourself or a teammate.</p>  <p>The screenshot shows a form for adding participants. At the top, there are two radio buttons: 'Unique Link per Assessment Taker' (selected) and 'General Link'. Below this is a 'Candidate List' section with a text input field and an 'Import Recipient List' link. A red box highlights a dropdown menu labeled 'Add other interested'. Below the dropdown are two more text input fields for 'Add here CC email addresses separated by comma' and 'Add here BCC email addresses separated by comma'. At the bottom, there is a 'Subject' label.</p>

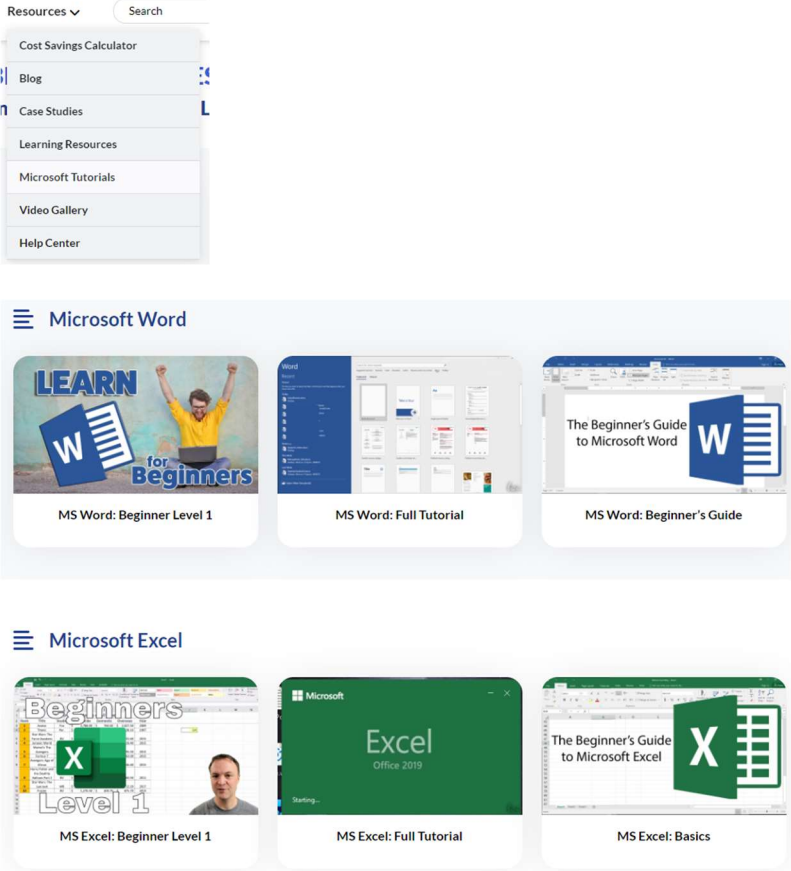
Question	Answer
<p>How will I know if the candidate has completed their assigned test(s)? Can I have results sent to the candidate?</p>	<p>When creating the assessment, toggle the appropriate options on the results settings.</p>  <p>The results may also be forwarded to the participant once the test is completed.</p> 
<p>How do I conduct testing onsite?</p>	<p>Admins may click the TAKE icon to open a window for a participant to begin testing immediately.</p>  <p>Entering a test ID into the field will also allow the participant to being the assessment.</p>  

Question	Answer
<p>Can I add multiple admin users at the same time?</p>	<p>Admin users can currently be added one at a time.</p> 
<p>I forgot my password.</p>	<p>On the admin portal login page, there is a link to reset forgotten passwords if needed.</p>  <p>If you do not receive the email to complete the password reset, please contact support to assist.</p>
<p>Can I set a reminder for my candidates to complete their assessments?</p>	<p>Reminders are not currently available.</p>

Question	Answer																																																																				
<p>How do I view the candidate results?</p>	<p>You can view results on the Results page.</p>  <table border="1"> <thead> <tr> <th>Nr.</th> <th>Applicant</th> <th>Assessment</th> <th>Type</th> <th>Result</th> <th>Typing Score</th> <th>Date Submitted</th> <th>Status</th> <th>Time</th> <th>Applicant Reports</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>Charlie Brown charlie@gmail.com</td> <td>Talevation Sample W...</td> <td>Skills</td> <td>33%</td> <td>0 WPM 0% Accuracy</td> <td>03/15/2024 01:16 PM</td> <td>Ended (Incomple...</td> <td>00:52</td> <td> </td> </tr> <tr> <td>5</td> <td>Peppermint Patty peppermint@talevation.com</td> <td>Talevation Sample W...</td> <td>Skills</td> <td>100%</td> <td>45 WPM 91% Accuracy</td> <td>03/13/2024 03:09 PM</td> <td>Completed</td> <td>01:42</td> <td> </td> </tr> <tr> <td>6</td> <td>Charlie Brown charlie@talevation.com</td> <td>eSkill Standard Engli...</td> <td>Skills</td> <td>95%</td> <td>-</td> <td>03/11/2024 02:02 PM</td> <td>Completed</td> <td>20:18</td> <td> </td> </tr> </tbody> </table> <p>You can also review a variety of report options on the Reports page.</p>  <p>Reports for a Single Assessment   Reports Across Multiple Assessments   Email History   Subject and Assessment Library</p> <table border="1"> <thead> <tr> <th>Nr.</th> <th>Title</th> <th>Parameters</th> <th>Reports</th> </tr> </thead> <tbody> <tr> <td colspan="4"><b>Assessment Scores</b></td> </tr> <tr> <td>1</td> <td><b>Detailed Assessment Results</b> Create a printable Assessment Results report for a single Assessment.</td> <td>Select an Assessment From: April 09, 2024 To: April 09, 2024</td> <td> </td> </tr> <tr> <td>2</td> <td><b>Raw Score Report By Subject for a Single Assessment</b> Create a report showing scores and raw scores by subject for each candidate. <i>The report can have maximum 300 results for Pdf, Word and Excel. For more results, download CSV</i></td> <td>Select an Assessment From: April 09, 2024 To: April 09, 2024</td> <td> </td> </tr> <tr> <td>3</td> <td><b>Assessment &amp; Subject Stats</b> Create a statistical report showing the average score for an Assessment and on each subject in the Assessment as well as assessment progress stats.</td> <td>Select an Assessment</td> <td> </td> </tr> <tr> <td>4</td> <td><b>Score List &amp; Histogram</b> Create a Histogram report also summarizing all Assessment scores recorded in selected time interval.</td> <td>Select an Assessment From: April 09, 2024 To: April 09, 2024</td> <td> </td> </tr> <tr> <td>5</td> <td><b>Assessment Completion Analysis</b> This report covers invitations requested from the assessment center.</td> <td>Select an Assessment From: April 09, 2024 To: April 09, 2024</td> <td> </td> </tr> </tbody> </table>	Nr.	Applicant	Assessment	Type	Result	Typing Score	Date Submitted	Status	Time	Applicant Reports	4	Charlie Brown charlie@gmail.com	Talevation Sample W...	Skills	33%	0 WPM 0% Accuracy	03/15/2024 01:16 PM	Ended (Incomple...	00:52		5	Peppermint Patty peppermint@talevation.com	Talevation Sample W...	Skills	100%	45 WPM 91% Accuracy	03/13/2024 03:09 PM	Completed	01:42		6	Charlie Brown charlie@talevation.com	eSkill Standard Engli...	Skills	95%	-	03/11/2024 02:02 PM	Completed	20:18		Nr.	Title	Parameters	Reports	<b>Assessment Scores</b>				1	<b>Detailed Assessment Results</b> Create a printable Assessment Results report for a single Assessment.	Select an Assessment From: April 09, 2024 To: April 09, 2024		2	<b>Raw Score Report By Subject for a Single Assessment</b> Create a report showing scores and raw scores by subject for each candidate. <i>The report can have maximum 300 results for Pdf, Word and Excel. For more results, download CSV</i>	Select an Assessment From: April 09, 2024 To: April 09, 2024		3	<b>Assessment &amp; Subject Stats</b> Create a statistical report showing the average score for an Assessment and on each subject in the Assessment as well as assessment progress stats.	Select an Assessment		4	<b>Score List &amp; Histogram</b> Create a Histogram report also summarizing all Assessment scores recorded in selected time interval.	Select an Assessment From: April 09, 2024 To: April 09, 2024		5	<b>Assessment Completion Analysis</b> This report covers invitations requested from the assessment center.	Select an Assessment From: April 09, 2024 To: April 09, 2024	
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<p>How do I search for a specific candidate?</p>	<p>Admins can filter by the assessment, score, or applicant.</p>  <p>Results Here you can check all the results of your candidates.</p> <p>Filter Options ▼</p> <p>All Assessments ▼</p> <p>Date Submitted From: March 09, 2024   Date Submitted To: April 09, 2024</p> <p>Applicant Info</p> <p>Select Applicant Search Field ▼   Search   Add New</p> <p>Score From   Score To</p> <p><input checked="" type="radio"/> Show All <input type="radio"/> Show Only Finished Assessments <input type="radio"/> Show Only Started Assessments</p> <p>Reset   Apply</p>																																																																				

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<p>My candidate is having technical issues. Where can I direct them for support?</p>	<p>Candidates can access eSkill's <a href="#">help center</a> for initial assistance.</p> <p><b>Help Center</b></p> 
<p>How can I request a test be added, or request enhancements?</p>	<p>Please send your requests to your Talevation sales representative. We welcome your input and assistance in improving the user and candidate experience for everyone.</p>
<p>Can I create a custom test?</p>	<p>The eSkill Editor feature is an added service.</p>  <p>Please contact your Talevation representative to discuss.</p>

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<p>Where can I find the eSkill user manual or other resource material?</p>	<p>Please visit Talevation’s help page for user guides, FAQs and other resources: <a href="https://talevation.com/get-help#Scale">https://talevation.com/get-help#Scale</a></p> <p>Information can also be found on eSkill’s internal <a href="#">help center</a> for customers. Please note that this will require access to the eSkill admin portal. This page can also be reached from the main admin home landing page, by clicking the help icon.</p>  <p>Welcome Back Kimberley Neal!</p> <p>Dashboard Results Assessments Reports</p> <p>Create Send Settings Help</p> <p>© eSkill Help Center</p>  <p>Keywords</p> <p>Test Center</p> <p>Table of Contents</p> <p>Account Login Homepage Main Navigation Menu Dashboard Overview</p> <p>Operations Manage Assessments Receiving and Taking an assessment Accessing Results</p> <p>Reports Settings Team Scoring What's new</p> <p>Facebook LinkedIn Twitter</p> <p>Table of Contents</p> <p>Homepage</p> <p>Account Login</p> <p>Header</p> <p>Main Navigation Menu</p> <p>Dashboard Overview</p> <p>Operations</p> <p>Manage Assessments</p> <p>Receiving and Taking an Assessment</p> <p>Accessing Results</p> <p>Reports</p> <p>Settings</p> <p>What's new</p> <p>User Guide</p>
<p>Can I give a candidate a practice test?</p>	<p>Please note that each assessment completed by a candidate will consume a credit unit, regardless of whether it was assigned as a practice or “live” test.</p>

Question	Answer
<p>Are there tutorials available?</p>	<p>Tutorials are available for the MS Office products. A link to those may be found on the eSkill home page under resources. The direct link is <a href="https://eskill.com/microsoft-tutorials/">https://eskill.com/microsoft-tutorials/</a></p>  <p>The screenshot displays the eSkill website's resource page. At the top, there is a 'Resources' dropdown menu with a search bar. The menu is open, showing options: Cost Savings Calculator, Blog, Case Studies, Learning Resources, Microsoft Tutorials (highlighted), Video Gallery, and Help Center. Below the menu, there are two main sections: 'Microsoft Word' and 'Microsoft Excel'. Each section contains three tutorial cards. The 'Microsoft Word' section includes 'MS Word: Beginner Level 1', 'MS Word: Full Tutorial', and 'MS Word: Beginner's Guide'. The 'Microsoft Excel' section includes 'MS Excel: Beginner Level 1', 'MS Excel: Full Tutorial', and 'MS Excel: Basics'.</p>



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Does eSkill offer behavioral testing?	The eSkill behavioral content can measure a person's:		
	<table border="1"> <tr> <td data-bbox="430 302 727 373"><b>Agreeableness</b></td> <td data-bbox="727 302 1425 373">Tendency to be cooperative and accommodating to others.</td> </tr> </table>	<b>Agreeableness</b>	Tendency to be cooperative and accommodating to others.
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