



neurozone[®]
HIGH PERFORMANCE ORGANIZATIONS
Unlock high performance

FREQUENTLY ASKED QUESTIONS

Category	Question	Answer
App Access	How do I access my Neurozone® App?	<ol style="list-style-type: none">1. Download from the App Store2. Ensure you enter your Email address correctly3. Check your inbox and click on the confirmation link4. Create a password5. Return to the App and login6. Complete your assessment
App Download	Where can I find the Neurozone® App?	You can download the Neurozone® App from the Google Play Store or Apple App Store.
App Reinstall	I accidentally deleted the app—how do I continue?	Just reinstall the app and log in with your existing credentials. If you forgot your password, tap “Forgot Password” and follow the steps to reset it. Your progress will be saved.
Access to Journey Track	I can’t access the Journey Track my company purchased	<ol style="list-style-type: none">1. Ensure you are using the correct email to sign in. Check with your company which email they provided to Neurozone.
Assessment	I can’t move on or finish all questions	<ol style="list-style-type: none">1. Scroll through the screen to ensure all questions are answered.2. If you can't see the “Next” arrow, your font size might be too large - adjust it in your device settings.
Assessment	I can’t enter a time duration	Tap on the field to activate it and enter your response.
Assessment Results	My results aren’t loading	Wait a few minutes while the system processes your results. A strong internet connection helps. You can exit and re-enter the app if needed.
Company Account Access	Can my company provide	Yes. If your company purchased access, use your

	access to the app?	company-provided email when logging in and setting up your account.
Course Visibility	I can't see the Microlearning Course	<ol style="list-style-type: none"> 1. Ensure you are using the correct email to sign in. 2. Make sure the Microlearning Course has been assigned to you by your company/buyer. If you're still having issues, contact support.
Free Version	Can I access the Neurozone® App for free?	Yes , a free version of the app is available.
Free Version	What can I do with the free version?	The free version includes access to the basic feature of a short 3 minute assessment , this can be completed monthly to view your Neurozone Resilience Score
Huawei Devices	Does the app work on Huawei phones?	The Neurozone® App is currently not available on the Huawei App Gallery.
Learning Access	I can't see the Learnings tab at the bottom	The Learnings tab is only available to users subscribed to the Journey Track .
Leaving Company	If I leave my company, will I still have access?	You'll still have access as long as you don't need to reset your password. If you lose access to your company email, you may not be able to receive password reset emails.
Login & Profile	Can I use the same login for the Web Assessment and the App?	Yes. Once you create an account on the website or app, you can use the same login credentials for both platforms.
Login Details	Do my login details expire after setting my password?	No, your login details remain active. Your access to specific products may expire, but once a new product is assigned to you, you can use the same login - so keep your credentials safe.
Login Issues	I can't log in	<ol style="list-style-type: none"> 1. Make sure you've installed the latest version of the app. 2. Use the correct email address (especially if provided by your company). 3. Remove any extra spaces or punctuation from your email or password.
Micro Learning Course	When does my Microlearning Course start?	Microlearning activities are scheduled for Monday, Wednesday, and Friday .
Micro Learning Course	Where do I see my Microlearning Course?	You can find it at the bottom right tab in your App .

Notifications	I'm not getting notifications for my journey Track	<ol style="list-style-type: none"> 1. Check your phone's notification settings and enable notifications for the Neurozone® App. 2. Inside the app, go to Menu → Settings → Notifications and make sure the relevant options are enabled.
Notifications	How do I turn off in-app notifications? (Journey Track only)	In the app, go to Menu → Settings → Notifications and untick the notifications you'd like to stop.
Notifications	How do I stop all app notifications?	Go to your phone's settings → Notifications → Neurozone® App, and disable notifications entirely.
Password Email Not Received	I didn't get my password reset email	<ol style="list-style-type: none"> 1. Check your spam/junk folder. 2. Ensure your email address was entered correctly. 3. Ask your IT team to check if your company firewall is blocking the email. 4. If you use Gmail, check under "All Mail."
Password Reset	How do I reset my password?	On the login screen, tap "Forgot Password." Enter your email, check your inbox, and follow the link to set a new password.
Report Access	I can't download my report from the web	<ol style="list-style-type: none"> 1. Try using a private/incognito browser. 2. Ensure you're logged in with the same credentials. 3. Ask your IT team if a firewall is blocking downloads.
Report access	I cannot download my report from the web console	<ol style="list-style-type: none"> 1. Log in via a Google Chrome Browser. 2. Select the results tab at the top of your profile 3. Select the PDF report you would like to view and download. 4. If you are still unable to download it, check with your IT department if the company firewall is blocking it.
Self-Purchase	Can I buy the app myself?	Yes. You can purchase a monthly subscription to the Journey directly in the app. The Microlearning Course is not yet available as an in-app purchase. To buy it, please email our sales team.
Subscription	How do I cancel my subscription?	Open your App Store account (Google Play or Apple), go to your subscriptions, and cancel from there.