Neurozone Portal

Frequently asked Questions

For Buyers - Coaches, Consultants & Organizations

July 2026

Getting Started

How do I access the Portal?

Neurozone will share a direct link to the Portal with you. Once there, select Create Account to begin registering.

What account type should I choose?

Select the option that matches you - Coach or Organization. Choosing the wrong type can affect how you're invoiced, so if you're unsure, log a support ticket before proceeding.

What happens after I register my organization?

Once you register, Neurozone receives a notification of your registration. Neurozone then allocates your assessments and notifies you via email once they're ready.

Assessments & Billing

Why is my assessment balance empty after I sign up?

This is expected. New accounts start with no assessments loaded. Neurozone raises an invoice based on your enquiry, and once payment is confirmed, the assessments are allocated to your account and you're notified by email.

How do I see my purchased assessments?

Log back into the Portal - your purchased balance will appear on your dashboard, ready to allocate to a group.

Where can I view my full purchase history?

Open the account menu (three lines, top right) and navigate to your purchases and balances. Select any entry to expand its full details.

Creating & Managing Groups

What is a "group"?

A group is how you organize participants for an assessment project - you'll set a name, project dates, time zone, and whether participants receive their own report. If you'd rather load participants one at a time as they come on board, you can use an Ad Hoc group instead of a standard group. Keep in mind that once a group's start date has activated, any participant you add will receive their assessment link immediately.

Can I change the report setting later?

No - the participant report setting cannot be changed once a group is finalized, so confirm it carefully during setup.

What if I want to add participants on an ongoing basis?

Create a single rolling (ad hoc) group with an end date set well into the future, then add participants as they come on board - rather than creating a new group each time. Note that anyone added to an already-started group receives their assessment link immediately.

How do I add participants?

Either one at a time using Enter Participants, or all at once using Import Participants with the format: email,firstname,lastname,countrycode. Double-check every line - errors can cause failed imports or invitations sent to the wrong address.

What if a participant already exists on the system?

You'll see a red alert during the review step. Log a support ticket to notify Neurozone - you can still continue to Product Assignment in the meantime. Note that Neurozone currently needs a blank group (one with no participants added) to transfer an existing participant into — so even if it's just this one person, you'll still need to create that group first.

How do I remove a participant?

Select the red bin icon next to their name. This works both before finalizing a new group and later from within an existing group.

How do I send a reminder to participants who haven't completed their assessment?

Open the group and select Send Assessment Reminder. This emails everyone who hasn't completed the assessment yet - you can't select individuals, and anyone already completed won't receive it.

How do I view or download a participant's report?

Once completed, select Open next to their name in the Report column. The report opens in your browser, where you can view, download, or print it.

A participant's report won't open — what should I do?

This is sometimes blocked by company network settings. Ask your IT department to whitelist the site.

Getting Support

How do I log a support ticket?

Via your Portal Dashboard or the Neurozone website. Keep your group name and participant details on hand to help the team resolve your query quickly.