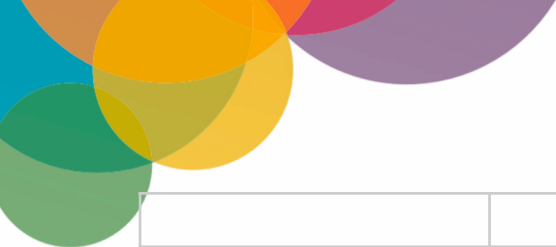


FREQUENTLY ASKED QUESTIONS

Category	Question	Answer
Assessment Access	How do I access my Neurozone® Personal Assessment	1. Check your inbox and click on the invitation link 2. Create a password 3. Complete your assessment
Invitation	I didn't receive my invitation email.	1. Check your Junk or Spam folder. 2. Check with your IT if they are blocking emails from info@neurozone.com 3. If you still cannot find it, contact your administrator or Neurozone Support.
Set Password	How do I set my Password	1. Click on the invitation email 2. Create a password and enter the same password in both fields. 3. Ensure there are no spaces behind the last letter/number 4. Click set password
Set Password Error	I receive an error saying password is incorrect or user has no password	1. Clear your browser cache 2. Open your invitation email 3. Click set password 4. Enter the same password twice 5. Complete within 2 minutes
Assessment	I cannot move on or finish all questions	Make sure every question on the page has been answered. If you still cannot continue, reset your browser zoom to 100% (Ctrl+0).
Assessment	I cannot enter a time duration	Click inside the field , then enter the number of hours.
Assessment Results	My results aren't loading	Please wait a few minutes while your results are generated. A stable internet connection is



		recommended.
Leaving Company	If I leave my company, will I still have access?	Yes, unless you lose access to your company email. Without it, you may not be able to reset your password.
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	1. Make sure you've already set your password. 2. Check your email address 3. Remove any extra spaces or punctuation from your email or password.
Password Reset	How do I reset my password?	No. Keep the same email and password. You can use them again if another Neurozone product is assigned to you.
Report access	I cannot download my report from the web console	1. Use Google Chrome. 2. Open the Results tab. 3. Download your PDF. 4. If it still fails, try an Incognito window. 5. Contact your IT department if your firewall blocks downloads.
Platform	Can I complete the assessment on my phone?	No. We recommend you use your laptop device for the best experience.
Duration of assessment	How long does the assessment take?	Approximately 20-25 minutes
Completion instruction	Can I save and continue later?	No. Please complete the assessment in one sitting.
Browser	Which browser should I use?	We recommend using the latest version of Google Chrome.