



CQ PORTAL ADMINISTRATOR GUIDE

TABLE OF CONTENTS

INTRODUCTION

QUICK START

[Register](#)

[Create an Organization](#)

[Purchase Products](#)

[Create a Program](#)

[Invite Participants](#)

CQ PORTAL NAVIGATION

[Navigation Menu](#)

[Navigating Your Organization](#)

[Navigating Your Programs](#)

GROUPS (OPTIONAL FEATURE)

[What Are Groups](#)

[Navigating Groups](#)

HOW TO INSTRUCTIONS

[How to Set Up a New Organization](#)

[How to Purchase Products for a New Program](#)

[How to Redeem Your Activation Code](#)

[How to Set Up a Program](#)

[How to Invite Participants to a Program](#)

[How to Purchase Products for Existing Programs](#)

[How to Activate T2 For Your Pre/Post Assessments](#)

[How to Send Program Invitation Reminders](#)

[How to View Administrator Resources](#)

[How to Download Reports](#)

[How to View E-Learning Statistics](#)

[How to Change the Language on your Programs](#)

[How to Invite Other Administrators](#)

[How to Change Account Settings](#)

TABLE OF CONTENTS CONT.

HOW TO INSTRUCTIONS - WITH GROUPS FEATURE

[How to Set Up Groups](#)

[How to Invite a Group Administrator](#)

[How to Configure Licenses for Groups](#)

[How to Set Up a Program with Groups](#)

CUSTOM REPORTING

HOW TO INSTRUCTIONS FOR CERTIFIED FACILITATORS

[How to Purchase Products in the CF Store](#)

[How to Manage Your CF Resource Subscription](#)

FAQ

INTRODUCTION

If you are reading this, you are probably about to embark on your journey as a CQ Portal Administrator. As an administrator, you want the learning experience of your participants to go as smoothly as possible, and we are here to help ensure that happens.

This guide is meant to be your reference for the CQ Portal and will provide you with tons of information including a Quick Start Guide, FAQ, and How-To sections, and much more.

Use this document as a starting point if you are a first-time administrator. If you are a returning administrator, use this whenever you need a refresher.

We hope you will find this resource useful and helpful, but we are only a phone call away if you have questions!

Call us at +1 616-855-1737 or email admin@culturalq.com. We are standing by and ready to assist you.

Thank you,

Cultural Intelligence Center

QUICK START

This section of your CQ Portal Administrator Guide includes the steps needed for first time registration and quick assessment administration. For more in-depth information on each step and screen shots, please continue to additional sections of this guide.

*If you have entered into a contract or Service Agreement with us, please contact your account manager for set up assistance.

■ REGISTER

If you are already a user on the CQ Portal, then skip this section.

1. Go to the [CQ Portal registration page](#) to create an account (All data is encrypted in transit).
2. Find the confirmation email from Cultural Intelligence Center. This is sent to the email address your registered with. If you do not receive it, go to the [log-in page](#) and click the “Didn’t receive confirmation instructions?” link.
3. Click the link in the email to confirm your account.

■ CREATE AN ORGANIZATION

1. Log in to the [CQ Portal](#).
2. Click the “Options” drop down in the upper right corner.
3. Select New Organization.
4. Fill out the requested information.
5. Click the “Create Organization” button in the bottom right.
6. Now you will see this organization listed in the navigation menu (left side menu), under “Management”.

■ PURCHASE PRODUCTS

1. Click the “CQ Store” link in the navigation menu to be taken to the CQ Store.
 - a. For more details on purchasing in the CQ Store read the below section on [“How to purchase products for a new program”](#).
2. Make your purchase in the store and receive your activation code.
3. In another browser tab go back to the [CQ Portal](#).
4. Click the “Options” drop down in the upper right corner.

5. Select “Redeem Activation Code”.
6. Copy and paste your activation code into the box.
7. Select an organization from the drop-down.
8. Click the “Redeem” button.

■ CREATE A PROGRAM

1. Log in to the [CQ Portal](#).
2. Click on your organization (under Management).
3. Click the Programs tab.
4. Click the “Create Program” button.
5. Select the product you want to set up a program for, then click “Setup Program”
6. Fill in the requested information for your program, such as program name.
7. Click “Create Program”.

■ INVITE PARTICIPANTS

1. Log in to the [CQ Portal](#).
2. Click on your organization (under Management).
3. Click the Programs tab.
4. Click on the program you want to invite participants to.
5. On the program dashboard, select the Participants tab.
6. Click the “Participant Options” drop down menu.
7. Select “Invite New Participants”.
8. Enter in the email addresses of the people you want to invite. Separate email addresses by a comma and space.
9. Click the “Next Step” button.
10. Choose to edit the email invitation or leave the standard template as is. You can also choose to be cc’d on the emails.
11. Click the “Invite Participants” button.

These email invitations are sent by cqaccount@culturalq.com. The email includes a unique link for each participant to join and should not be forwarded.

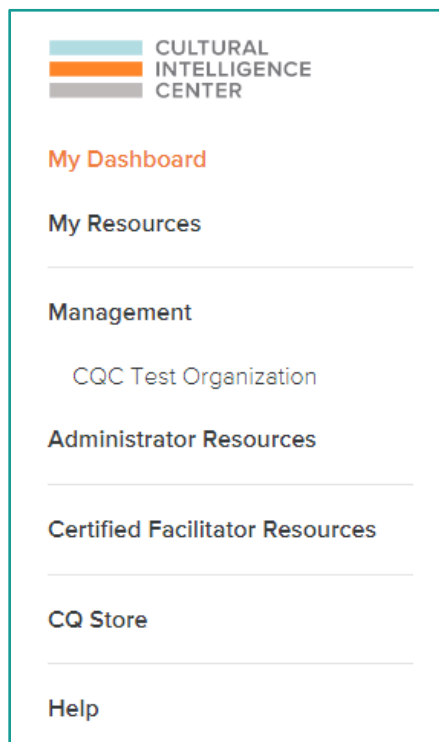
CQ PORTAL NAVIGATION

■ NAVIGATION MENU

The Navigation Menu on the left of your screen allows you to navigate between your Dashboard, your Organizations, Resources, and the CQ Store.

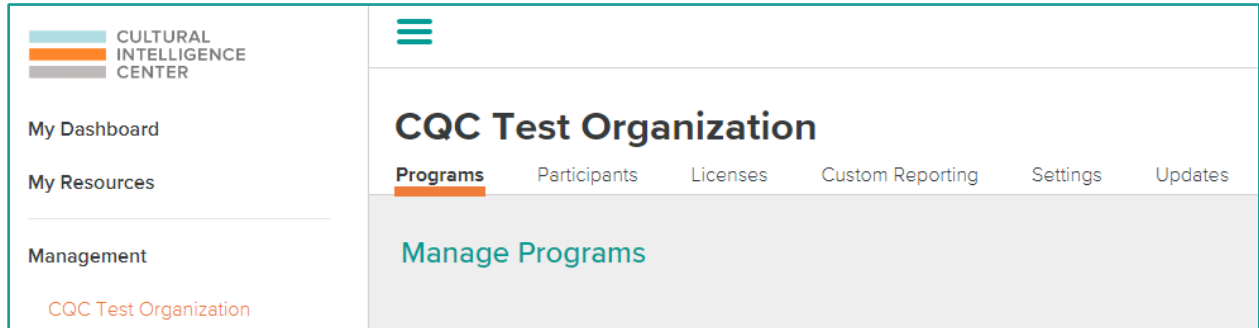
The navigation menu includes the following:

- **My Dashboard:** Where you can view your assessments, personal feedback reports, and e-learnings.
- **My Resources:** Any resources included as part of a program you have joined.
- **Management:** A list of your organizations that you can manage. Click on your organization to go to the organization dashboard and get started.
- **Administrator Resources:** Resources that are given to the administrator of a program. Typically, these are resources that you can assign to your participants or use as teaching resources.
- **Certified Facilitator Resources:** Resources that you get from attending a certification course.
- **CQ Store:** This page allows you to view all CQ offerings and make purchases.
- **[Help](#):** This link takes you to our CQ Portal help page, which can also be used to answer questions anyone has on the CQ Portal.



■ NAVIGATING YOUR ORGANIZATION

Once you have clicked on the specific organization you would like to manage, you can use the tabs across the top to navigate between your organization's Programs, Participants, Custom Reporting, and Settings. This is also called the organization dashboard. Notice how the organization selected turns orange in the navigation menu.



The organization dashboard includes:

- **Programs:** This page displays the programs in your organization. Click on a specific program to invite new participants, download reports, view specific participant information, Learning Statistics, and Program Settings.
- **Participants:** This page lists all participants (and administrators such as yourself). It also lists the person's name, email address, and programs they are part of.
- **Licenses:** This page lists the licenses available to be used within this organization. A license is how you receive the products you purchased. Here you can see how many of a specific product you have remaining.
- **Custom Reporting:** *This is an optional feature, which can be activated by contacting us at admin@culturalq.com. This feature allows you to create combined group reports with any combination of participants in your organization. More information on custom reporting can be found [here](#).
- **Settings:** You can edit your organization name and address on this page. You can also invite or delete organization administrators.
- **Updates:** This page will provide you with new product and portal updates. Learn about new CQ offerings, and releases by clicking on this tab.

■ NAVIGATING YOUR PROGRAMS

On your Programs page, you will see a list of your Programs. Click on a specific program and use the tabs across the top to manage that program. This is also called the program dashboard.

The screenshot shows the 'CQC Test Organization' dashboard. At the top, there are navigation tabs: 'Programs' (selected), 'Participants', 'Licenses', 'Custom Reporting', and 'Settings'. Below the tabs is a 'Manage Programs' section with a 'Create Program' button. It displays 'Showing 1 through 1 out of 1 Programs' and a search bar. A table lists one program: 'CQ Pro Assessment with MyCQ' with 1 participant. Navigation arrows at the bottom indicate '1 of 1' items.

The screenshot shows the 'CQ Pro Assessment with MyCQ' program dashboard. It has a breadcrumb '< CQC Test Organization / Programs' and a title 'CQ Pro Assessment with MyCQ'. Navigation tabs include 'General' (selected), 'Participants', 'Learning Statistics', 'Learning Paths', 'Open Enrollment', and 'Settings'. The dashboard is divided into two columns: 'Basic Information' and 'Program Options'. 'Basic Information' includes 'Group' (Human Resources), 'Start Date' (08/24/2022), 'End Date' (08/24/2023), and 'Product Name' (CQ Pro Assessment & MyCQ e-learning). 'Program Options' includes 'Download All Feedback Reports' and 'Download Program Status Excel'. An 'Open Enrollment' section states: 'Open Enrollment has been moved to the [Open Enrollment](#) tab.'

The program dashboard includes:

- General: View basic program information, such as product name.
- Participants: Here you can invite new participants, view current participants, view assessment completion status, and download feedback reports.

The screenshot shows the 'CQ Pro Assessments' dashboard. It has a breadcrumb '< CQC Test Organization / Programs' and a title 'CQ Pro Assessments'. Navigation tabs include 'General', 'Participants' (selected), 'Learning Statistics', 'Learning Paths', 'Open Enrollment', and 'Settings'. Below the tabs is a 'Manage Participants' section with a 'Participant Options' dropdown. It displays 'Showing 1 through 1 out of 1 Participants' and a search bar. A table lists one participant: 'sara.beaty@culturalq.com' with the name 'Sara Beaty' and 'Assessment Start / End Date' 'Not started'. Navigation arrows at the bottom indicate '1 of 1' items.

- Learning Statistics: If you assigned e-learning courses to your participants, this tab is where you can check their progress. Check how many modules have been completed.

CQ Pro Assessment with MyCQ

General Participants **Learning Statistics** Learning Paths Open Enrollment Settings

Learning Statistics Download Data

Total Participants: 1

COURSE NAME	PARTICIPANTS STARTED	COMPLETED
MyCQ®: Understanding My Cultural Intelligence ▾	0	0
MODULE NAME	PARTICIPANTS STARTED	PARTICIPANTS COMPLETED
MyCQ® Course Introduction ▶	0	0
CQ Overview ▶	0	0
CQ Drive ▶	0	0
CQ Knowledge ▶	0	0
CQ Strategy ▶	0	0
CQ Action ▶	0	0
CQ Development Plan ▶	0	0
CQ Conclusion ▶	0	0

- Learning Paths: If you assign a learning path course to your participants, this tab is where you can check their progress on each step.
- Open Enrollment: This tab allows you to invite participants to a program using an open enrollment link. More information on open enrollment can be found [here](#).
- Settings: Click on this tab to change program settings, add program administrators, change program language.

< CQC Test Organization / Programs

CQ Pro Assessments

General Participants Learning Statistics Learning Paths Open Enrollment **Settings**

Edit Program: CQ Pro Assessments

Program Settings

Program Default Language:*

English ▾

Who should download individual feedback reports?*

Facilitator & Participants ▾

Please note, we tell participants that the surveys are for their own personal development and no one will have access to their individual responses.

If you choose the "Facilitator Only" or "Facilitator & Participants" option, you will have the ability to print individual feedback reports, but you should not record their scores or use them in any summaries or analysis. You can obtain information on the average scores for your group of participants from the group reports.

Update Program

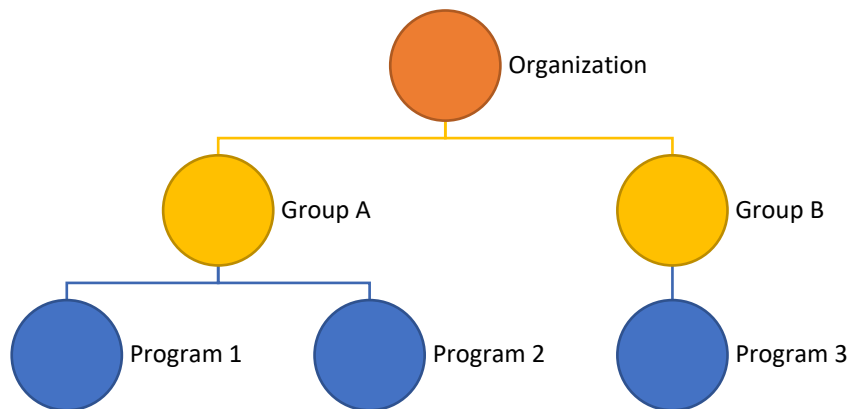
GROUPS (OPTIONAL FEATURE)

■ WHAT ARE GROUPS

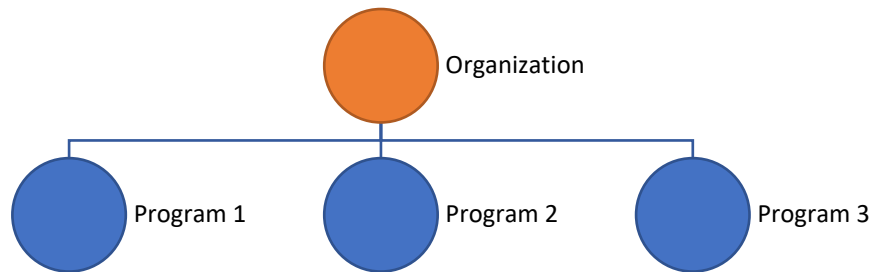
The groups feature is an optional feature that is typically used by organizations and institutions who want to organize their program and participant management at a more granular level.

The groups feature allows you to organize your programs in separate buckets. See chart below for differences between our standard portal layout, and our optional group feature.

***OPTIONAL GROUPS FEATURE**



STANDARD PORTAL LAYOUT (DEFAULT)



When the groups feature is activated, instead of only having programs under your organization, you also have groups that will allow you to store your programs separately. It is comparable to say that groups are like folders to organize your programs into. This can be especially helpful if you plan to have many programs. Some examples include using naming your groups by year or by company departments.

If you are interested in activating the groups feature, please contact us at admin@culturalq.com.

If you are already using this feature or plan to use it, then learn more about how to navigate the groups feature in the next section.

■ NAVIGATING GROUPS

The groups page shows a list of the different groups within your organization and allows you to create new groups. You can have as many folders as you see fit. This could mean having only a couple or having several.

Group Name	# of Programs	# of Participants
Customer Service	0	0
Executives	0	0
Human Resources	1	1
Sales and Marketing	0	0

On this Groups tab, you can view a list of your groups and create new groups. You can also view the number of programs and participants in your groups

Click on a specific group to see more information.

Program Name	# of Participants
CQ Pro Assessment with MyCQ	1

- **Programs:** View a list of programs within the group selected. Clicking on any of these will allow you to manage that program just like in the previous section on [Navigating your programs](#).
- **Settings:** Click on this tab to change the name of the group and add group administrators.

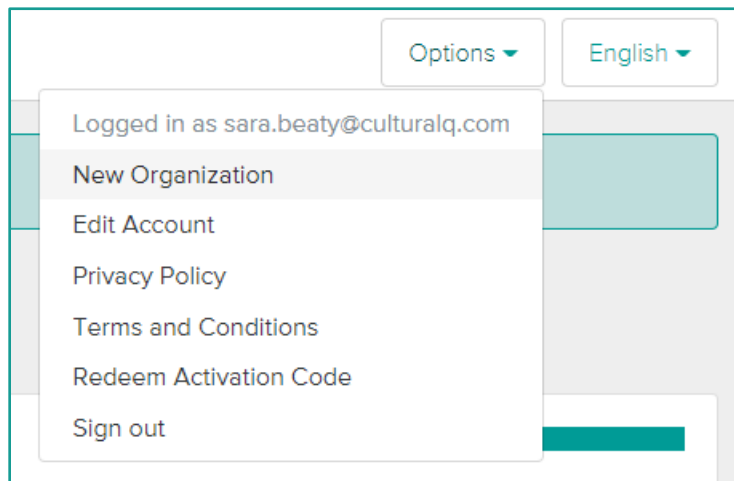
Learn more about using the CQ Portal with groups in the section “[How to Instructions – With Groups Feature](#)”. This is a follow-up sections to the “[How to Instructions](#)” section. If you are using or plan to use groups, then look over both sections.

HOW TO INSTRUCTIONS

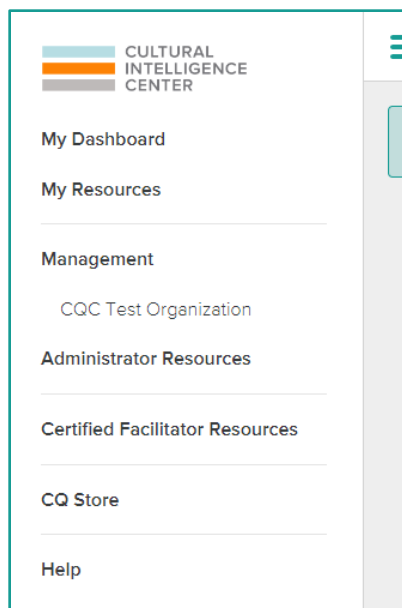
■ HOW TO SET UP A NEW ORGANIZATION

Setting up an organization is the first thing you must do to begin administering assessments, e-learnings, and more. You can register multiple organizations if necessary to suit your needs. Follow these steps to create a new organization:

1. Log in to the [CQ Portal](#).
2. Click the “Options” drop down in the upper right corner.



3. Select “New Organization”.
4. Enter the requested information, such as organization name and address.
5. Click the “Create organization” button.
6. Now you will see your new organization appear under “Management” on your dashboard.



■ HOW TO PURCHASE PRODUCTS FOR A NEW PROGRAM

1. Go to the [CQ Store](#). You can click the CQ Store link in the navigation menu as well.
2. Sort by Products, Audience, or Topic to find the product you want. You can also use the search bar to search for the product.
3. Find a product you are interested in.
4. Click the “Learn More” button.
 - a. This will take you to a new page with more information on the product, including learning objectives, what you and/or your participants will receive, and available languages for the product.
5. Select a payment option and add any additional seats (on the right side of the page) to purchase the product.

Payment Options *

Participant Pay – Participants will each be charged \$25 for their seat before taking the digital course. If you wish to pay for digital courses instead of charging participants individually, please select Administrator Pay. (-100%)

Administrator Pay – All seats and materials are purchased at checkout.

Additional Seats (+\$25)
Add seats to your license here, 1 seat is already included.

1x CQ Pro Assessment: Measure Cultural Intelligence & Cultural Values	\$25
Additional Seats - 0	-
Payment Options - Administrator Pay – All seats and materials are purchased at checkout.	-

Subtotal \$25

Add to cart

6. Click “Add to cart”. You can continue shopping if you want additional products.
7. After adding all desired products to your care, click the cart icon in the upper right corner of the page.

8. Click “View Cart” to go to the cart page.
9. You will see all products you have added and the total cost. Verify everything is correct.
10. Add a coupon code for a discount if you have one.

Product	Price	Licenses	Subtotal
x CQ Pro Assessment: Measure Cultural Intelligence & Cultural Values Payment Options: Administrator Pay – All seats and materials are purchased at checkout. Additional Seats (\$350): 14	\$375	1	\$375

Coupon

Cart totals

Subtotal	\$375
Total	\$375

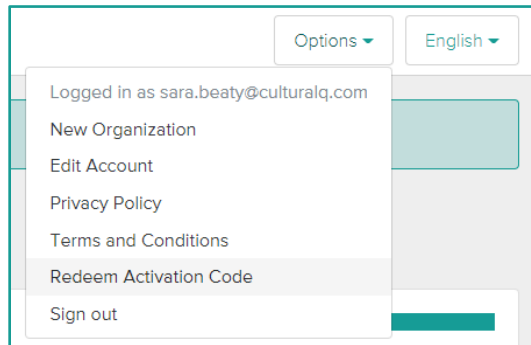
11. Click the “Proceed to Checkout” button to go to the checkout page.
12. Enter all your billing details.
13. Select a payment method.
14. Click “Place order”.
15. You will then be taken to a page that says, “Thank You for Your Purchase”.
16. Scroll down to see your order. Each license you purchased will have an activation code. You should also receive an email receipt with all the same information.

Product	Total
CQ Pro Assessment: Measure Cultural Intelligence & Cultural Values x 1 <ul style="list-style-type: none"> • Payment Options: Administrator Pay - All seats and materials are purchased at checkout. • Additional Seats (\$350): 14 • Activation Codes: 2c412ec0-f638-4169-ade1-9922c73218bd • Total Seats: 15 	\$375
Subtotal:	\$375

■ HOW TO REDEEM YOUR ACTIVATION CODE

After making a purchase in our online store you should receive an activation code. Follow these steps to redeem your purchase in the CQ Portal.

1. Log in to the [CQ Portal](#).
2. Click the “Options” drop down in the upper right corner.



3. Select “Redeem Activation Code”.
4. Copy and paste your activation code into the box.
 - a. You can get your activation code from either the store page or your email receipt. If you do not have a code, see the previous section on [How to Purchase Products for a New Program](#) for more information on getting an activation code.
5. Select the organization you want to use this product within.

A screenshot of the "Redeem Activation Code" form. The form has a title "Redeem Activation Code" and a sub-header "Activation Code". Below this is a text input field containing the code "2c412ec0-f638-4169-ade1-9922c73218bd". Underneath, it says "This code provides:" followed by a bullet point: "CQ Pro Assessment: Measure Cultural Intelligence & Cultural Values (Education)". Below that is a dropdown menu with the text "Which organization would you like to apply your products to?" and the selected option "CQC Test Organization". At the bottom right of the form is a green "Redeem" button.

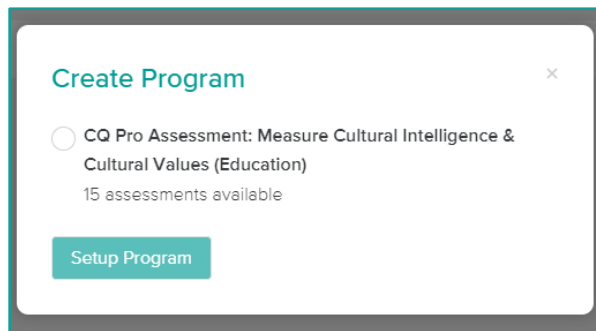
6. Click the “Redeem” button to redeem your product. A message will appear at the top of the page saying, “Code successfully redeemed”.
7. Click on your organization
8. Select the Licenses tab to see your available products/licenses.

A screenshot of the "CQC Test Organization" Licenses page. The page has a header with navigation tabs: "Programs", "Participants", "Licenses" (highlighted), "Custom Reporting", "Settings", and "Updates". Below the header is a "Manage Licenses" section with a "CQ Store" button. There are two license entries:

License Name	Starts On	Expires On
CQ Pro Assessment & MyCQ e-learning Seats Purchased 5 Seats Used 1 Seats Available 4	08/24/2022	08/24/2023
CQ Pro Assessment: Measure Cultural Intelligence & Cultural Values (Education) Seats Purchased 15 Seats Used 0 Seats Available 15	08/31/2022	08/31/2023

■ HOW TO SET UP A PROGRAM

1. Log in to the [CQ Portal](#).
2. Click on the organization you want to create a program for.
3. Select the Program tab.
4. Click the “Create Program” button on the right side.
5. A small window will appear listing all possible licenses/products you can create your program with.
6. Select which license/product you want to use for the program.

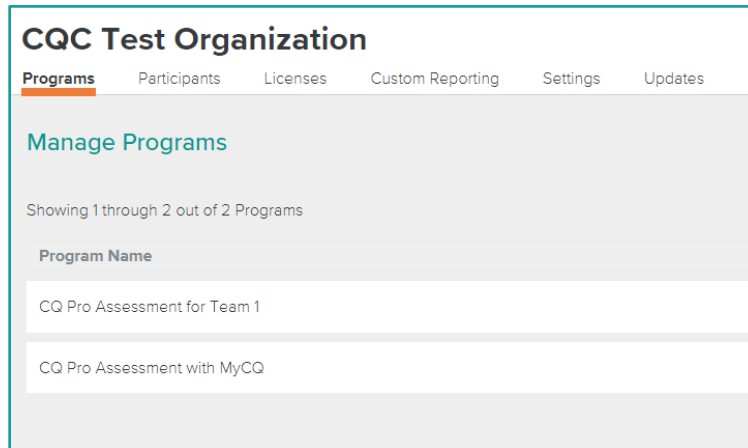


7. Click the “Setup Program” button to go to the setup page.
8. Fill in the requested information.
 - a. The program default language determines the language of the participants’ feedback reports.
 - b. You will have the ability to change the program default language and who can view feedback reports at any time.

A screenshot of a web page titled "CQC Test Organization" with a navigation menu (Programs, Participants, Licenses, Custom Reporting, Settings, Updates). The main heading is "Setup New CQ Pro Assessment: Measure Cultural Intelligence". The form includes three fields: "Program Name*" with a text input field containing "helps you identify this program, e.g. Fall 2015 MBA"; "Program Default Language*" with a dropdown menu showing "English"; and "Who should download individual feedback reports?*" with a dropdown menu showing "Facilitator Only". Below the fields is a note: "Please note, we tell participants that the surveys are for their own personal development and no one will have access to their individual responses." and a disclaimer: "If you choose the 'Facilitator Only' or 'Facilitator & Participants' option, you will have the ability to print individual feedback reports, but you should not record their scores or use them in any summaries or analysis. You can obtain information on the average scores for your group of participants from the group reports." A teal "Create Program" button is at the bottom right.

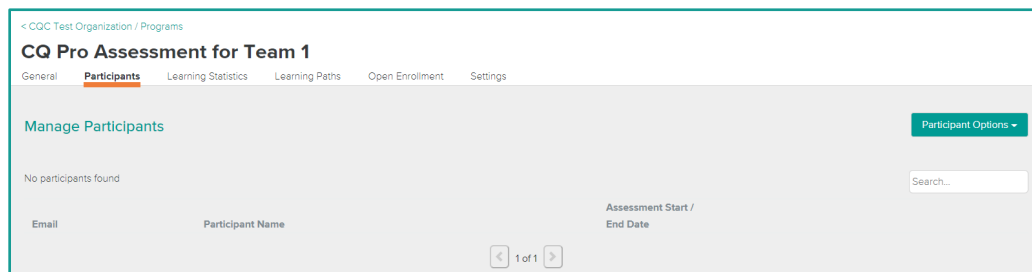
9. Click the “Create Program” button.

10. You will see your new program appear in the Programs tab.



■ HOW TO INVITE PARTICIPANTS TO A PROGRAM

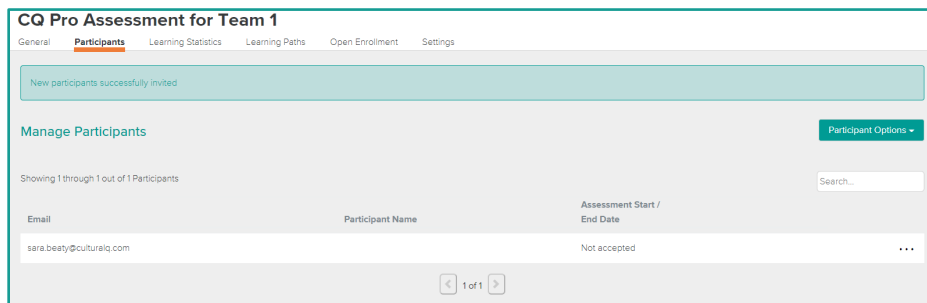
1. Log in to the [CQ Portal](#).
2. Click on your organization.
3. Click the Programs tab.
4. Click on the program you want to invite participants to.
5. Click on the Participants tab.



6. Click the “Participant Options” drop-down menu.
7. Select “Invite Participants”.
8. Enter in the email addresses of all participants you want to invite.
 - a. Separate emails address with a comma or space. If you are trying to invite several participants, you can also click the “Upload .xlsx.” button to upload an excel spreadsheet of emails all at once.
9. Click the “Next Step” button.
10. This next page shows you the standard email invite template. Here you can choose to edit the template or leave it as is. You can also check the “Cc me on emails” box to be included on all email invitations. Here are a couple other important things to note:
 - a. Email customization is not stored in the system.

- b. Invitations are sent from cqaccount@culturalq.com and are unique to each participant. Invitation links should not be shared between participants.

11. Click the “Invite Participants” button.
12. On the Participants tab you should now see all the invited participants.

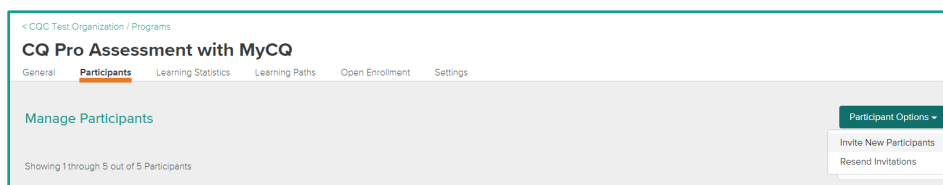


You can look at each email listed to see their status as well. In the screen shot above you can see it shows “Not Accepted”, this means that person has not accepted the email invitation. The next status will say “Not Started”, this means the person has not yet started their assessment, but they have accepted the invitation. The “Not Started” status is strictly for assessments only and not e-learnings.

■ HOW TO PURCHASE PRODUCTS FOR EXISTING PROGRAMS

If you need to invite more people to an existing program (not a new program), but are out of available seats, then follow these steps:

1. Log in to the [CQ Portal](#).
2. Click on your organization.
3. Select the program that you are trying to add participants to.
4. On the program dashboard, select the Participants tab.
5. Click the “Participant Options” drop-down menu.
6. Select invite new participants.



7. Enter the email addresses for all new participants you are trying to add.
8. Click “Next Step”.

- You will then be taken to a new page that explains that you do not have enough seats remaining to invite everyone, but that you can purchase additional seats for a specified amount by credit card.

Add Participants: CQ Pro Assessment with MyCQ

Error: Not Enough Assessments Remaining

One participant was imported. You only have 0 assessments remaining in this program. (Show List)

To continue inviting participants, you may purchase additional seats at the rate of \$60.00 each.

How would you like to pay for your additional seats?

Credit Card

- Select the “Credit Card” option (this is the only option).
- Click the “Continue” button.
- Use the “+” and “-“ buttons to add or remove seats to your purchase. This allows you to purchase as many seats as you need.

Add Participants: CQ Pro Assessment with MyCQ

Error: Not Enough Assessments Remaining

One participant was imported. You only have 0 assessments remaining in this program. (Show List)

To continue inviting participants, you may purchase additional seats at the rate of \$60.00 each.

How would you like to pay for your additional seats?

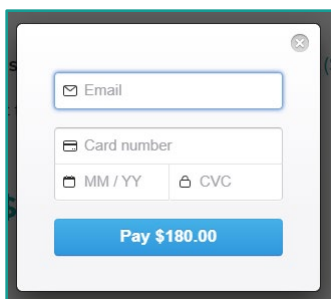
Assessment Quantity: **\$180.00**

We'll gather your credit card information on the next screen.

Your payment will be processed immediately.
All payments are handled on a secure, third-party server.

For help with payment problems, please email: support@culturalq.com

- Click the “Continue” button.
- Then you will see a box that appears requesting payment information.
- Enter the necessary payment information
- Click the “Pay” button.



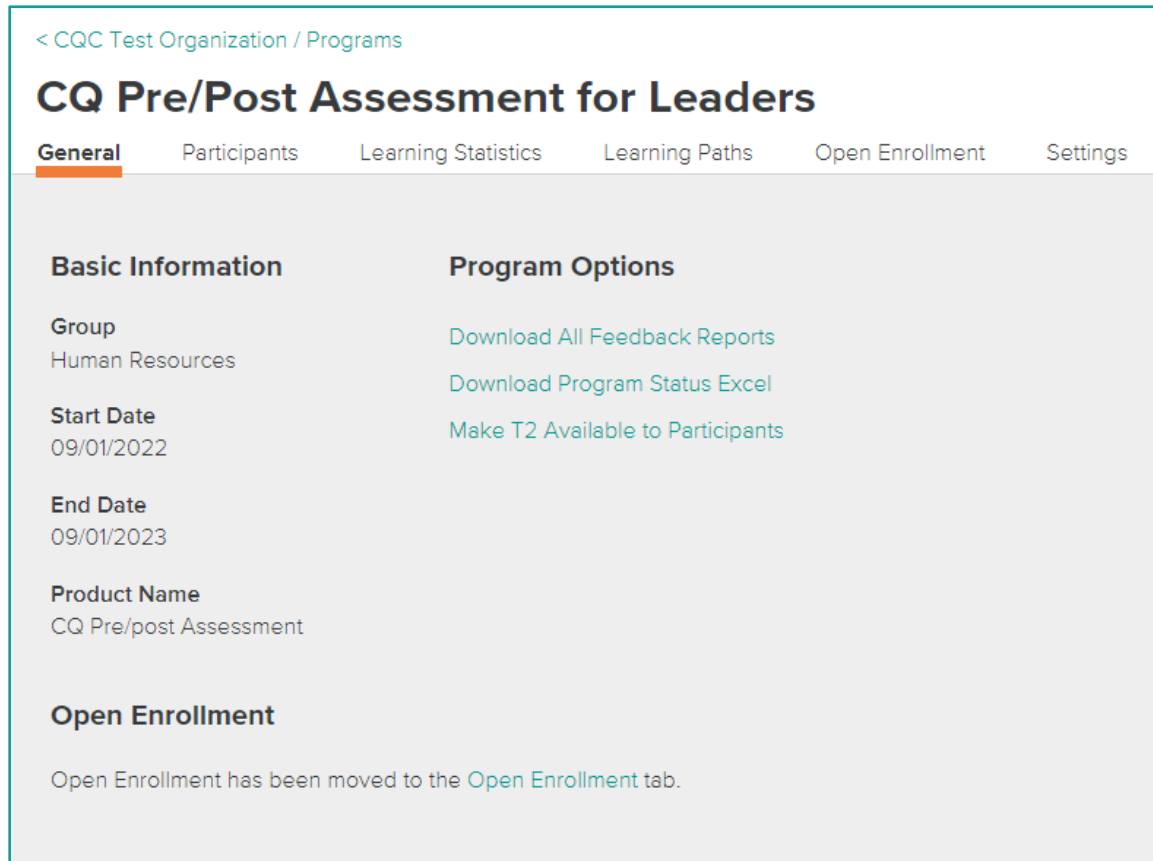
The screenshot shows a payment modal window with a close button in the top right corner. It contains the following elements: an 'Email' input field with an envelope icon; a 'Card number' input field with a card icon; two smaller input fields for 'MM / YY' and 'CVC' with calendar and lock icons respectively; and a blue button labeled 'Pay \$180.00'.

■ HOW TO ACTIVATE T2 FOR YOUR PRE/POST ASSESSMENTS

If you have purchased a Pre/Post assessment, then you should review this section.

When a participant is invited to a Pre/Post assessment, they will receive the email invitation notifying them to go to the CQ Portal and take the Pre assessment. The Post assessment is not available for them to take automatically. When you are ready for your participants to take their Post assessment, follow these steps:

1. Go to the program you want to activate the Post assessment for.
2. Select the General tab.



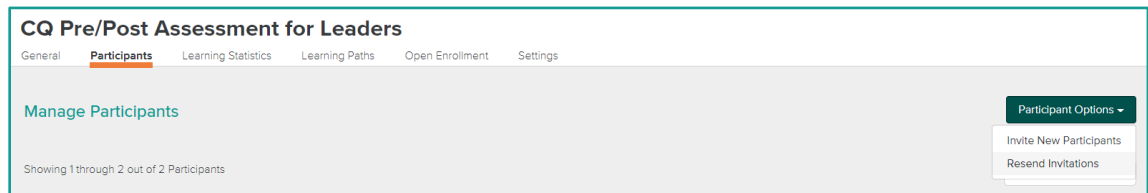
The screenshot shows the 'CQ Pre/Post Assessment for Leaders' interface. At the top, there is a breadcrumb '< CQC Test Organization / Programs'. Below the title, there are navigation tabs: 'General' (selected), 'Participants', 'Learning Statistics', 'Learning Paths', 'Open Enrollment', and 'Settings'. The main content area is divided into two columns. The left column, titled 'Basic Information', contains: 'Group' (Human Resources), 'Start Date' (09/01/2022), 'End Date' (09/01/2023), and 'Product Name' (CQ Pre/post Assessment). The right column, titled 'Program Options', contains three links: 'Download All Feedback Reports', 'Download Program Status Excel', and 'Make T2 Available to Participants'. Below these columns is an 'Open Enrollment' section with a message: 'Open Enrollment has been moved to the Open Enrollment tab.'

3. Click on the option “Make T2 Available to participants” to activate the Post assessment.
4. You will then be prompted with a question, “Are you sure you would like to enable access to T2 assessments? This action cannot be undone”.
5. Click the “Confirm” button if you are ready to activate the Post assessment. Otherwise, you can click the “Cancel” button.
6. After clicking “Confirm” a message will appear saying “Access to T2 assessments is now enabled”.
7. Participants will not be informed by the system that their Post assessment has been made available. It is the responsibility of the program administrator to notify them to log into their CQ Portal accounts and complete their Post assessment.
8. When a participant logs in they will see the ability to start their Post assessment.

■ HOW TO SEND PROGRAM INVITATION REMINDERS

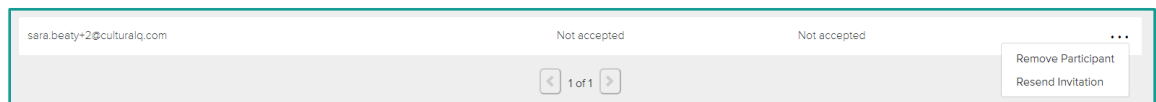
You can send program invitation reminders to participants who have not accepted their invitations yet. Reminders cannot be sent to anyone who has already accepted the invitation, even if they have not completed their assessment or e-learning yet. Follow these steps to send reminders:

1. Click on your organization.
2. Select the program that you are trying to send reminders for.
3. Click on the Participants tab.
4. Click the “Participant Options” drop-down menu.
5. Select “Resend Invitations”. This will send another program invite to all participants in the program who have not yet accepted the invitation.



If you would like to only send a reminder to one or a few participants, then follow these next steps:

1. Go to the Participants tab of the specific program (just like in the steps above).
2. Click the three dots next to the email address of the participant.
3. This will open a drop-down menu.



4. Select “Resend Invitation”.

■ HOW TO VIEW ADMINISTRATOR RESOURCES

As an organization administrator, all administrator resources included with your products purchased will be available under the Administrator Resources section on the navigation menu.

If you are a program administrator, you may only see the resources you have permissions to use.

1. Click “Administrator Resources” in the navigation menu.
2. You will see bold headings that match the license names of the products you purchased. Under each of these headings the included resources will be listed.



3. Click on the name of the resource (blue-green link) to view and download the resource.

■ HOW TO DOWNLOAD REPORTS

This section will explain how to download the following types of reports:

- Individual feedback report
- Batch of individual feedback reports
- Group report (when available)

Individual feedback report:

1. Select the program you want to download reports for.
2. Click on the Participants tab.
3. Find the participant in the list that you want to download their individual feedback report.
4. Click the three dots on the left side next to their email address and name.
5. Select “Download Feedback Report”. If a participant has not completed their assessment yet, then you will not see this option.

Email	Participant Name	End Date	End Date	
sara.beaty@culturalq.com	Sara Beaty	09/01/2022 11:38 AM	Not started	...
		09/01/2022 11:39 AM		Remove Participant
				Download Feedback Report
sara.beaty2@culturalq.com		Not accepted	Not accepted	

6. This will download the person’s individual feedback report as PDF document.

Batch of individual feedback reports:

1. Select the program you want to download reports for.
2. Click on the General tab.
3. Click on the “Download all Feedback Reports” link under Program Options.
4. You will see a message appears say “Your download is being prepared. This process may take several minutes. You will receive an e-mail when the download is ready.”

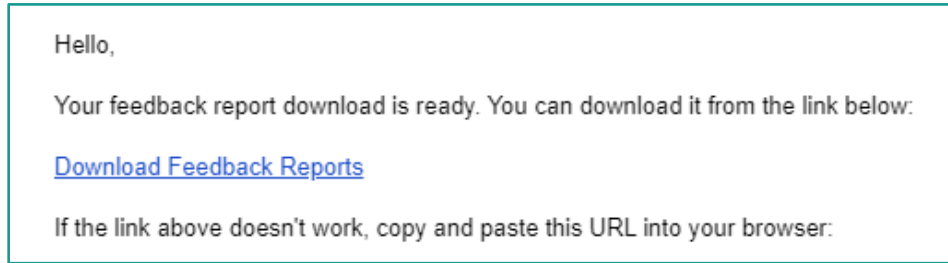
CQ Pre/Post Assessment for Leaders

General | Participants | Learning Statistics | Learning Paths | Open Enrollment | Settings

Your download is being prepared. This process may take several minutes. You will receive an e-mail when the download is ready.

Basic Information	Program Options
Group Human Resources	Download All Feedback Reports
Start Date 09/01/2022	Download Program Status Excel

5. You will receive an email from cqaccount@culturalq.com that looks something like this:



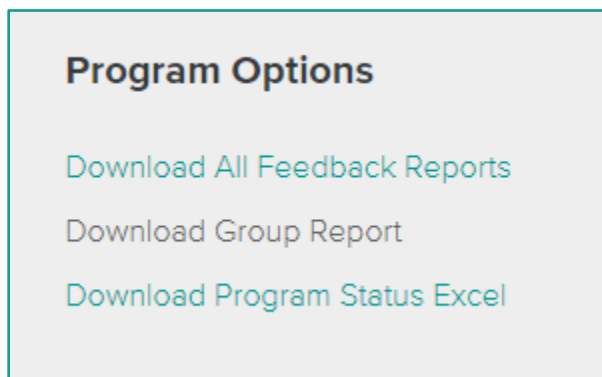
6. Click the link in the email (as instructed in the email).
7. A zip file will then download that includes all individual feedback reports from the selected program.

If you have downloaded the feedback reports for this program previously, then it is possible that you will not get the email after clicking “Download all Feedback Reports”. Instead, the zip file will download right away within your web browser.

Group report (when available):

Not every purchase of assessments includes a group report. You will only see the option to download a group report if it is available to you. Follow these steps to download a group report for your program:

1. Select the program you want to download a group report for.
2. Click on the General tab.
3. Under Program Options, click on the “Download Group Report” link.
 - a. Note: If the “Download Group Report” text is greyed out, you will be unable to select this option. This means that you do not have enough participants who have completed their assessment to view the group report yet. A minimum of 10 completed assessments are required for a group report.

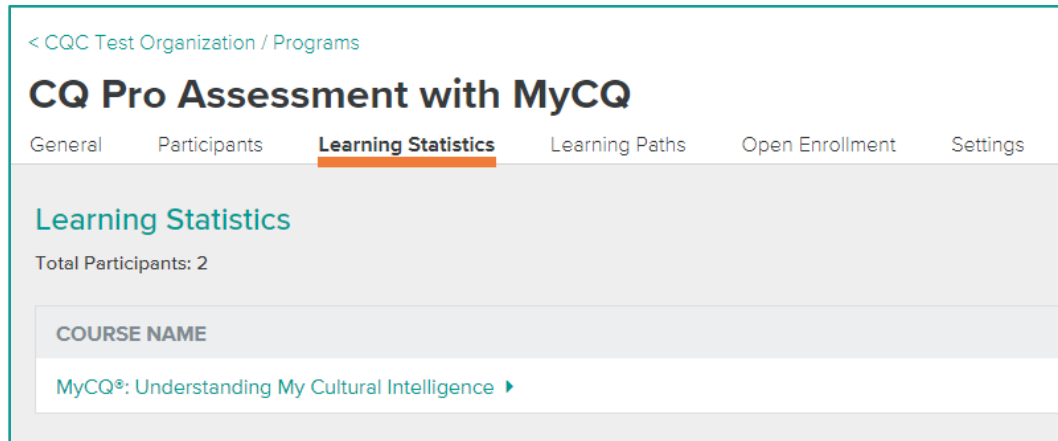


4. After clicking to download your group report, a small window will pop-up while your group report is generating. Wait a minute for your report, then you will see a message saying, “Report was successfully generated”.
5. Click the “Download” link. This will download the group report as PDF document.

■ HOW TO VIEW E-LEARNING STATISTICS

When a program includes an e-learning you can view the e-learning statistics.

1. Select your organization.
2. Click on the Programs tab.
3. Click on the program you are trying to view statistics for.
4. Click on the Learning Statistics tab.



5. Click on the e-learning name to drop-down learning statistics on that e-learning course.
6. Click on each module name to view participant completion of each module within the e-learning course. If a participant completed the last module, this means they completed the whole e-learning course.
7. You can also view this information in an excel spreadsheet. To do that, click on the "Download Data" drop-down menu.
8. Select "Download Learning Statistics Excel".
9. A message will appear saying, "Learning statistics report was successfully generated".
10. Click the "Download" link.
11. Then the excel spreadsheet will download within your web browser.

■ HOW TO CHANGE THE LANGUAGE ON YOUR PROGRAMS

1. Select your organization
2. Click on the Programs tab.
3. Click on the program you want to change the language for.
4. Click on the Settings tab.
5. Use the “Program Default Language” drop-down menu to change the language. Some programs may only be available in English.
6. After selecting a different language, click the “Update Program” button.

General Participants Learning Statistics Learning Paths Open Enrollment **Settings**

Edit Program: CQ Pre/Post Assessment for Leaders

Program Settings

Program Default Language*

Spanish

Who should download individual feedback reports?*

Facilitator & Participants

Please note, we tell participants that the surveys are for their own personal development and no one will have access to their individual responses.

If you choose the "Facilitator Only" or "Facilitator & Participants" option, you will have the ability to print individual feedback reports, but you should not record their scores or use them in any summaries or analysis. You can obtain information on the average scores for your group of participants from the group reports.

Update Program

Here is a list of what the Program Default Language impacts.

- Most importantly, the language selected will be the language that the participants' individual feedback reports will download in. Participants do not have any ability to change the feedback report language.
- The default email invite message will also be in the language that is selected, but you can still edit the message before sending the invite. See more about program email invitations in the section "[How to Invite Participants to a Program](#)".
- The default language selected will be the default language a participant sees when they start their assessment. Participants can always change the language of an assessment to any language that is available by using the language switcher on the assessment page. This only works for assessments.

■ HOW TO INVITE OTHER ADMINISTRATORS

There are a few different administrator types: organization administrator, program administrator, and group administrator. This section covers adding organization administrators and program administrators. Group administrators are only available to those who have groups enabled. For more information on enabling groups, review the section “[Groups \(optional feature\)](#)”. To learning how to add a group administrator, view the section “[How to Invite a Group Administrator](#)”.

Organization Administrators:

Inviting another organization administrator will give them the same access and permissions you do within your CQ Portal organization. This includes making purchases, changing organization/program settings, setting up programs, and inviting participants. Here are steps for adding an organization administrator:

1. Select the organization from the navigation menu.
2. Click on the Settings tab.
3. Scroll down the page to the “Organization Administrators” section.
4. There is a column that will list email addresses of existing organization administrators and a column for inviting another organization administrator. To invite an organization administrator, enter their email address into the box. You can only add one at a time.

Organization Administrators

Organization administrators have broad authority over the organization. They will be able to create new groups and programs, add additional organization administrators and group administrators, add facilitators and participants to programs, buy additional licenses (where applicable), and access all user information within the organization.

If you would like to grant permission for a user to administer and monitor a specific group or program only (not the entire organization), go to that group or program's dashboard and edit it via its Options button.

Existing Organization Administrators	Invite Another Organization Administrator
sara.beaty@culturalq.com - Invited remove	Email <input type="text"/> Invite Admin

5. Click the “Invite Admin” button.
6. An email invite to become an administrator will be sent to the email listed. The email will look something like this:

Welcome to the CQ Assessment Portal!

You are invited to become an administrator for CQC Test Organization.

[Join CQC Test Organization](#)

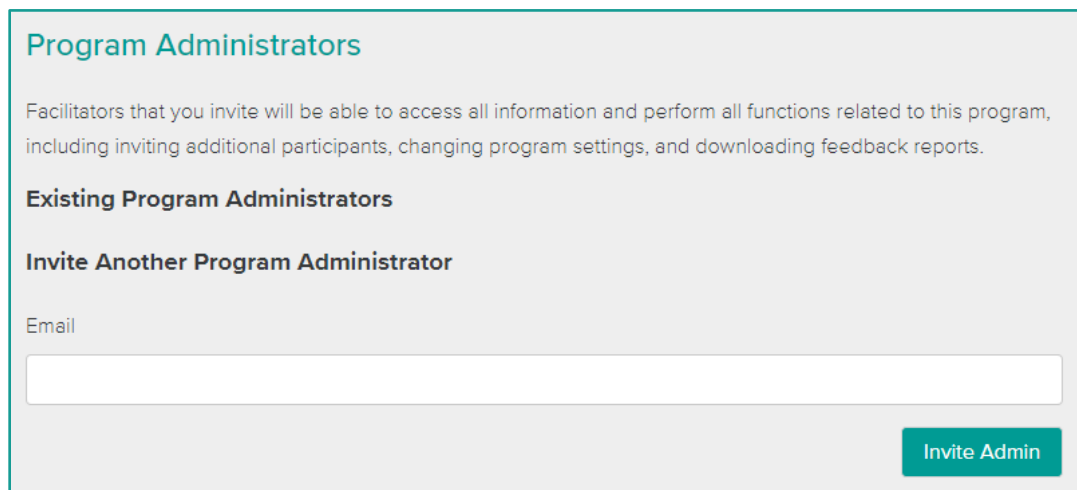
If the link above doesn't work, copy and paste this URL into your browser:

7. The person you are adding as an organization administrator will need to click the link in the email and then log into their CQ Portal account. Then they will also see the organization listed under management in the navigation menu.

Program Administrators:

Inviting a program administrator will give them access and permissions to only that specific program. If you want a person to have access to multiple programs, consider using a different administrator type. Program administrators can change program settings and invite participants to that program. Here are steps for adding a program administrator:

1. Select the organization from the navigation menu.
2. Click on the Programs tab and select the program you want to add an administrator to.
3. Click on the Settings tab.
4. Under the heading “Program Administrators” there is list of email addresses of existing program administrators and the option to invite a new program administrator. To invite a program administrator, enter their email address into the box. You can only add one at a time.



Program Administrators

Facilitators that you invite will be able to access all information and perform all functions related to this program, including inviting additional participants, changing program settings, and downloading feedback reports.

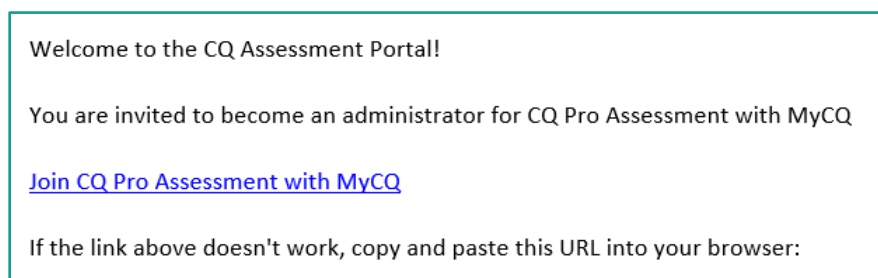
Existing Program Administrators

Invite Another Program Administrator

Email

Invite Admin

5. Click the “Invite Admin” button.
6. An email invite to become an administrator will be sent to the email listed. The email will look something like this:



Welcome to the CQ Assessment Portal!

You are invited to become an administrator for CQ Pro Assessment with MyCQ

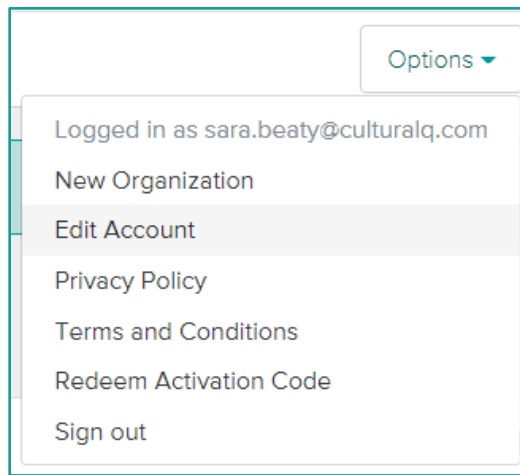
[Join CQ Pro Assessment with MyCQ](#)

If the link above doesn't work, copy and paste this URL into your browser:

7. The person you are adding as a program administrator will need to click the link in the email and then log into their CQ Portal account. Then they will also see the organization listed under management in the navigation menu, but they will only see this specific program under the Programs tab. They will also not see the other organization dashboard tabs.

■ HOW TO CHANGE ACCOUNT SETTINGS

1. Click on the “Options” drop-down menu in the upper right corner of the home page.



2. Select “Edit Account”.
3. When you edit your account, you can change the following:
 - First and last name
 - Email address (this means the email address you log in with will be updated)
 - Preferred language
 - Password
4. Type in your current password in the “Current password” field.
5. Click the “Update” button at the bottom of the page.

HOW TO INSTRUCTIONS - WITH GROUPS FEATURE

■ HOW TO SET UP GROUPS

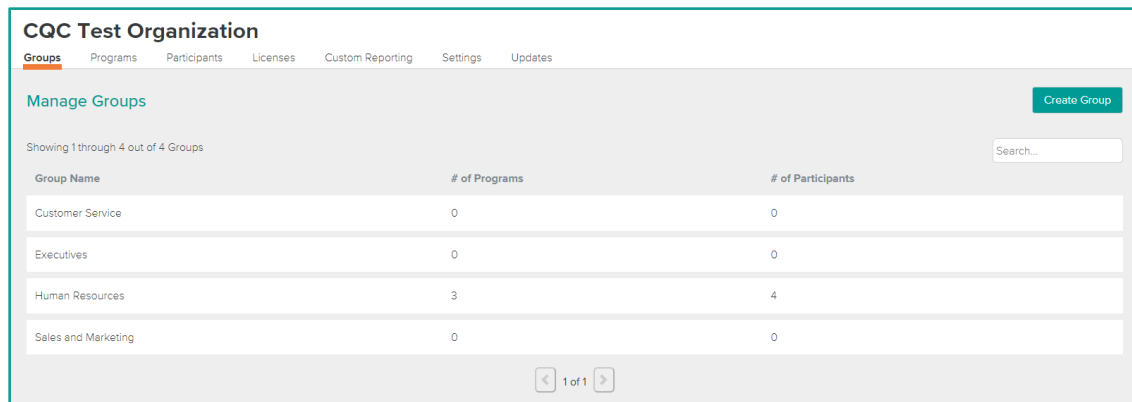
The groups feature is an optional feature that is typically used by organizations and institutions who want to organize their program and participant management at a more granular level.

If you have not already, read the first section on groups, “[What are Groups](#)”.

If you are interested in getting groups enabled for your organization, please contact us at admin@culturalq.com. If you already have groups enabled, please continue reading this section.

Each organization will have their first group created for them. It will match the name of your organization. To change the name of a group, follow these steps:

1. Click on your organization.
2. Select the Groups tab.



The screenshot shows the 'Manage Groups' interface for 'CQC Test Organization'. The interface includes a navigation menu with tabs for Groups, Programs, Participants, Licenses, Custom Reporting, Settings, and Updates. A 'Create Group' button is visible in the top right corner. Below the navigation, there is a search bar and a table listing groups. The table has columns for Group Name, # of Programs, and # of Participants. The groups listed are Customer Service, Executives, Human Resources, and Sales and Marketing. At the bottom of the table, there is a pagination control showing '1 of 1'.

Group Name	# of Programs	# of Participants
Customer Service	0	0
Executives	0	0
Human Resources	3	4
Sales and Marketing	0	0

3. Click on the name of the group you would like to update.
4. Click on the Settings tab.
5. There will be a box labeled “Group name”. Edit this to what you would like to rename the group.
6. Click the “Update” button that appears below this box.

You can create as many groups as you need to stay organized. Follow these steps for creating a new group:

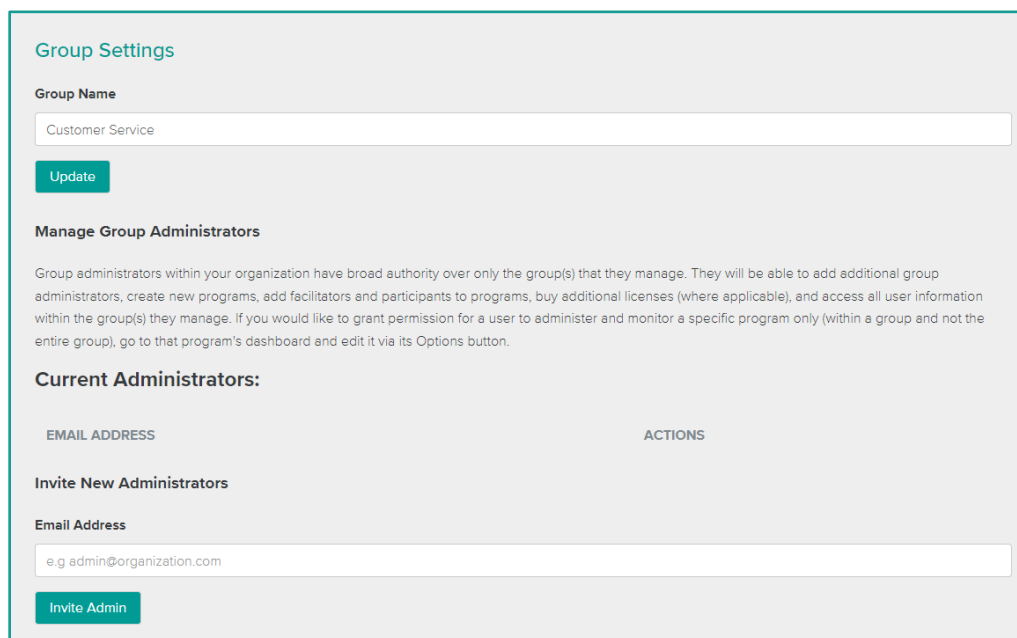
1. Click on your organization.
2. Select the Groups tab.
3. Click the “Create Group” button on the right side.
4. Enter in a name for your group. You can change this at any time by following the previous steps.

5. Click the “Submit” button.
6. Then the new group will be listed in your Groups tab.

■ HOW TO INVITE A GROUP ADMINISTRATOR

Inviting a group administrator will give them access and permissions to only that specific group. Program administrators can manage programs and invite participants for program within the group. Here are steps for adding a group administrator:

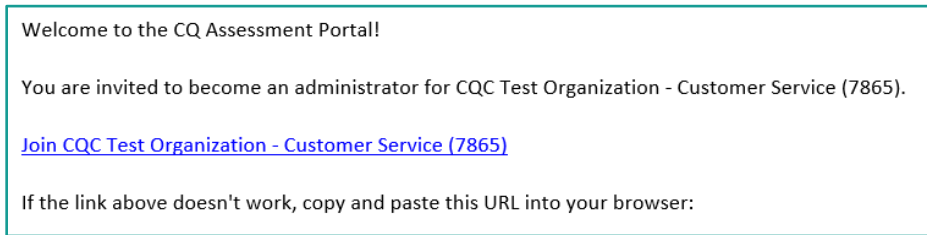
1. Select the organization from the navigation menu.
2. Click on the Groups tab.
3. Select the group you want to add an administrator to.
4. Click on the Settings tab.
5. Under the heading “Manage Group Administrators” there is list of email addresses of existing group administrators and the option to invite a new group administrator. To invite a group administrator, enter their email address into the box. You can only add one at a time.



The screenshot displays the 'Group Settings' page. At the top, there is a 'Group Name' field containing 'Customer Service' and an 'Update' button. Below this is the 'Manage Group Administrators' section, which includes a descriptive paragraph about group administrators' authority. Underneath is a table for 'Current Administrators' with columns for 'EMAIL ADDRESS' and 'ACTIONS'. At the bottom of the screenshot is the 'Invite New Administrators' section, featuring an 'Email Address' input field with the placeholder 'e.g admin@organization.com' and an 'Invite Admin' button.

6. Click the “Invite Admin” button.

- An email invite to become an administrator will be sent to the email listed. The email will look something like this:

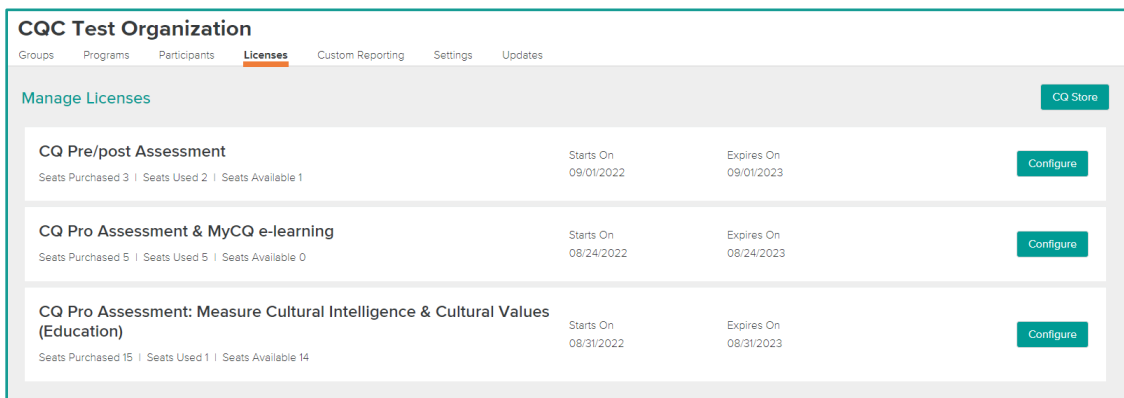


- The person you are adding as a group administrator will need to click the link in the email and then log into their CQ Portal account. Then they will also see the organization listed under management in the navigation menu, but they will only see this specific group under the Groups tab.

■ HOW TO CONFIGURE LICENSES FOR GROUPS

When groups are enabled, a new step is needed after before you can create programs with your product (license). No matter how you purchased your products, you will have a license assigned to your portal organization. When groups are enabled, you will need to follow these steps to “configure your license”:

- Select the organization from the navigation menu.
- Click on the Licenses tab. With groups enabled you will now see a “Configure” button next to each license (combination of products).



3. Click the “Configure” button for the product you would like to use. You will see a new page with all of your groups listed.

Group Name	Consumed – 1	Available – 14
Customer Service	0	0
Executives	0	0
Human Resources	1	0
New Hires	0	0
Sales and Marketing	0	0

4. Next click the “+” button (or type a number into the box) to assign seats from your license to the group you want to use them in. When you assign seats to a group, you can use that specific number of seats within the group. This allows you to manage your remaining seats between different groups. You can always come back and change the configuration.
5. Once you have assigned the seats to your needs, you can click the “Confirm” button. You do not need to assign all of your seats right away. You will then see a message appear saying, “Successfully updated license seats”.

Group Name	Consumed – 1	Available – 0
Customer Service	0	0
Executives	0	0
Human Resources	1	14
New Hires	0	0
Sales and Marketing	0	0

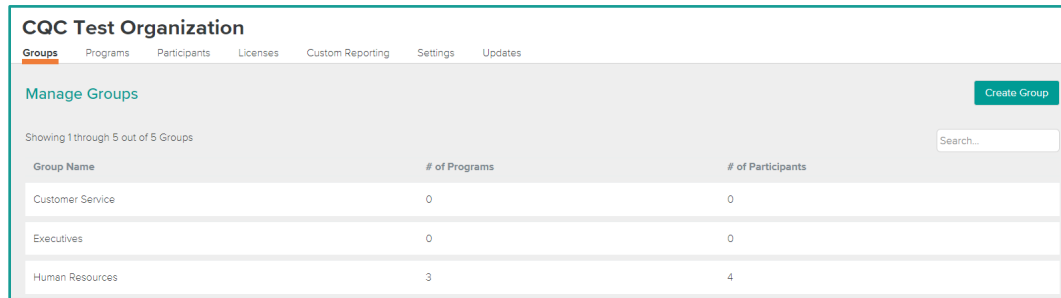
6. Then you can click the breadcrumb link at the top of the page to take you back to the licenses tab. You can also click on your organization in the navigation menu.

■ HOW TO SET UP A PROGRAM WITH GROUPS

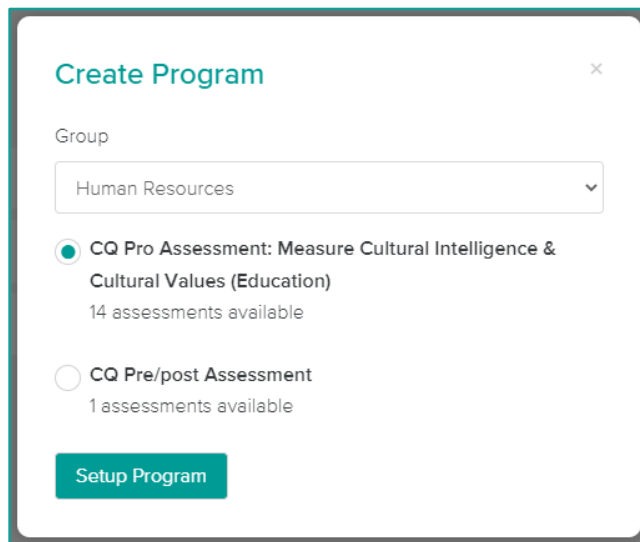
After confirming your license is configured correctly to a group (see [How to Configure Licenses for Groups](#)), then you can set up a program in that group.

1. Select the organization from the navigation menu.

2. Click on the Groups tab.



3. Select the group you want to create a program within.
4. Click the “Create Program” button on the right side.
5. A small window will appear with a list of possible licenses to create your program with. These options are based on how the licenses are configured on the Licenses tab. Click on the license you would like to use to select it.



6. Click the “Setup Program” button to go to the setup page.
7. Enter in a program name, select the program default language, and select who can view feedback reports.
 - a. The program default language determines the language of the participants’ feedback reports.
 - b. You will have the ability to change the program default language and who can view feedback reports at any time.
8. Click the “Create Program” button.
9. View your new program appear in the Programs tab.

CUSTOM REPORTING

Our Custom Reporting feature allows you to generate customized group reports from programs in your organization. This allows you to create group reports with any combination of participants. There is still a minimum of 10 participants required to create a report.

This feature includes a tagging feature as well, which allows you to create tags for organizing and grouping your participants. After creating tags, you can filter and manage tags to help stay organized. It is strongly discouraged to tag people by demographics. You are not required to use the tags feature to use custom reporting.

*Custom Reporting is an optional and paid feature that can be added to your account on a request basis only. Please contact us if you wish you add custom reporting or tagging to your Portal organization.

■ HOW TO CREATE AND ASSIGN TAGS

Tags are designed so that you can easily categorize your participants. To begin tagging your participants, you must first create your tags.

1. Select the organization from the navigation menu.
2. Click on the Tags tab.
3. Click on the “Create Tag” button.
4. Name your new tag.
5. Click on “Create Tag” to save.
6. You will now see your new tag listed in the Tags tab. Click on the tag name.
7. On this page you can edit the tag name and assign participants this tag. To assign a participant, click the “Add Participants” button on the right side.

< CQC Test Organization / Tags

Marketing Tag

Edit Tag

Tag Name

Cancel Save

Participants

	Participant Name	Groups	Programs
<input type="checkbox"/>			

Add Participants

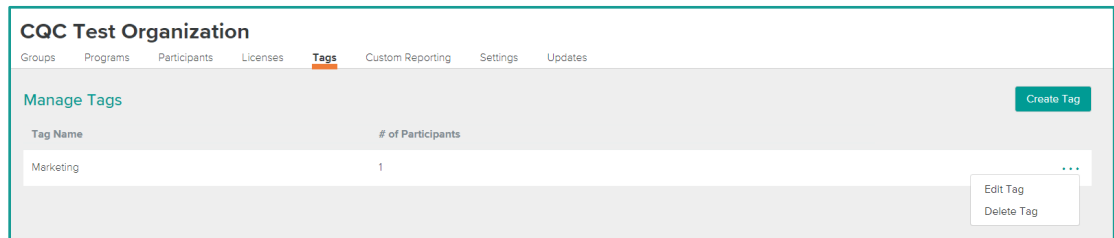
8. Check the box next to the participants you want to have this tag.
9. Scroll down and click the “Add Participants” button to save.

* It is strongly discouraged to tag people by demographics.

■ HOW TO REMOVE OR EDIT TAGS

Tags can easily be removed or edited. If you would like to change an existing tag, follow the steps below.

1. Select the organization from the navigation menu.
2. Click on the Tags tab.
3. Next to each tag name are three dots on the right side, click on those.



4. Select “Edit tag” to be able to change the tag name, assign participants to the tag, or remove existing participants.

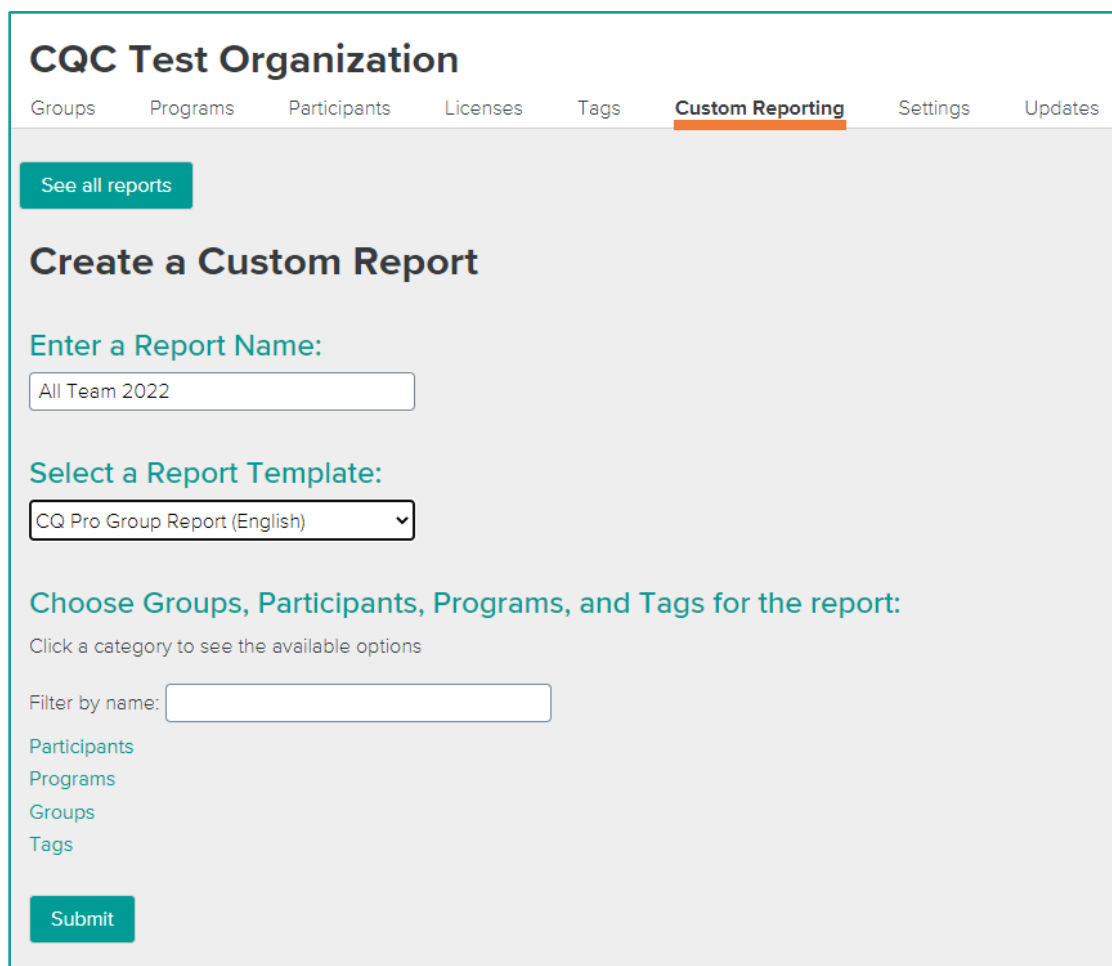
OR

Select “Delete tag” to completely remove the tag. There is no way to undo this action so be sure before clicking delete. Participants will have the deleted tag removed.

■ HOW TO CREATE A CUSTOM REPORT

1. Select the organization from the navigation menu.
2. Click on the Custom Reporting tab.
3. Click the “New Report” button.
4. Enter in the name of the report. This can be anything you would like. It just needs to make sense to you, so you know what group of participants this report is.
5. Select a report template from the drop-down. The report template will be the type of group report you want to create. For example, do you want to create a CQ Pro Group Report, which shows scores on cultural intelligence and cultural values? Or do you want to create a Cultural Values Profile Group Report, which shows scores on only cultural values. The report templates listed are based on products you have already purchased.

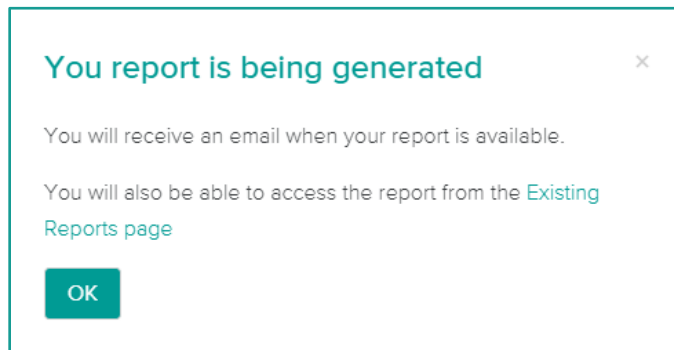
*As long as a participant has taken an assessment that results in the necessary scores, then they can be added into the custom group report.



The screenshot shows the 'CQC Test Organization' interface. At the top, there is a navigation bar with tabs for Groups, Programs, Participants, Licenses, Tags, Custom Reporting (highlighted), Settings, and Updates. Below the navigation bar is a 'See all reports' button. The main heading is 'Create a Custom Report'. Underneath, there is a section 'Enter a Report Name:' with a text input field containing 'All Team 2022'. Below that is a section 'Select a Report Template:' with a dropdown menu showing 'CQ Pro Group Report (English)'. The next section is 'Choose Groups, Participants, Programs, and Tags for the report:', which includes a sub-instruction 'Click a category to see the available options' and a 'Filter by name:' input field. Below the filter field are four category links: Participants, Programs, Groups, and Tags. At the bottom of this section is a 'Submit' button.

6. Select from participants, programs, groups, or tags. Selecting one of these will list all possible options.
 - a. Clicking on Participants will list all participants within your organizations that have compatible scores with the selected Group Report Template.

- b. Clicking on Programs will list all programs within your organization that can be added. Adding a program will add all participants within that program.
 - c. Clicking on Groups (if available) will list all groups within your organizations that can be added. Adding a group will add all participants in all programs that are within that group.
 - d. Clicking on Tags will list all tags within your organization. Adding a tag will add all participants who have been assigned that tag.
7. Click the “Submit” button. At least 10 people are required.
 8. You will then see a small window appear, like this:



9. Click the “OK” button.
10. Go back to the Custom Reporting tab.
11. See that your report name listed, click the “Download” link on the right side.
12. This will download a PDF of your custom group report within your web browser.
13. You cannot edit who is included in these custom group reports, but you can create an unlimited number of them. Create a new report at any time.

■ HOW TO DOWNLOAD EXISTING CUSTOM REPORTS

1. Select the organization from the navigation menu.
2. Click on the Custom Reporting tab.
3. You will see a list of all previously created custom group reports. Click the “Download” link next to any reports you would like to view again. You can do this at any time.

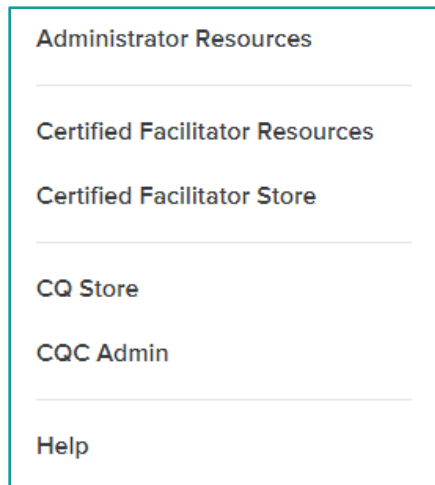
Existing Reports			
NAME	REPORT TYPE	INCLUDES	CREATED AT
testing 9-6-22	Custom Group Report	24 Participants	2022-09-06 09:03 PM

[Download](#)

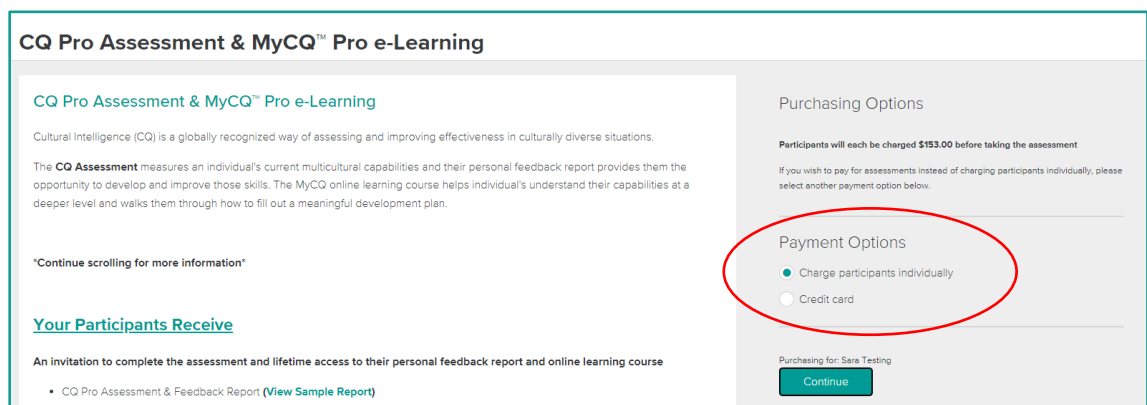
HOW TO INSTRUCTIONS FOR CERTIFIED FACILITATORS

■ HOW TO PURCHASE PRODUCTS IN THE CF STORE

1. Click on the “Certified Facilitator Store” link in the navigation menu.
 - a. It should appear above the CQ Store link. If you do not see it, be sure you have created an organization with a certified facilitator organization type.



2. Select your organization from the “Purchase For” drop-down menu.
 - a. If you only have one certified facilitator organization, then there will be only one in the list.
3. Search through the different product tabs (Program Bundles, Assessments, eLearning, and Resources) for the product you want.
4. Click the “More Info” button on the product you would like to purchase.
5. Select your Payment Option on the next screen.



- a. If you select the “Charge Participants Individually” option, then some of the next steps will not apply.

6. Enter in the quantity you would like to purchase. You can also use the “-“ and “+” icon buttons.

The screenshot shows a 'Purchasing Options' form. At the top, there is a 'Quantity' section with a minus button, a text input field containing '1', and a plus button. Below this, it states 'Facilitator price per additional seat: \$153.00.'. There is a section for 'Have a discount code?' with a text input field and an 'Apply' button. The 'Payment Options' section has two radio buttons: 'Charge participants individually' (unselected) and 'Credit card' (selected). At the bottom, it says 'Purchasing for: Sara Testing' and 'Total charges \$153.00'. A 'Continue' button is located at the bottom left.

7. Enter in a discount code (if you have one).
8. Click the “Continue” button.
9. Enter in your payment information in the Checkout window that appears.

The screenshot shows a 'Checkout' window with a close button (X) in the top right corner. It contains several input fields: 'Credit Card Number' (with placeholder '1234 1234 1234 1234'), 'Postal Code' (with placeholder '12345'), 'Expiration Date' (with placeholder 'MM / YY'), and 'Security Code' (with placeholder 'CVC'). A 'Submit Payment' button is located at the bottom.

10. Click the “Submit Payment” button.
11. Click either the “Continue Shopping” button or the “Setup” button after making your payment.

The screenshot shows a 'Purchase Complete!' confirmation screen. It features two buttons: 'Continue shopping' and 'Setup'.

- a. Clicking “Continue Shopping” will take you back to the store.
- b. Clicking “Setup” will take you to your organization where you can set up your program(s).

■ HOW TO MANAGE YOUR CF RESOURCE SUBSCRIPTION

Purchasing your CF Resource Subscription:

1. Click on the “Certified Facilitator Store” link in the navigation menu.
2. Select your organization from the “Purchase For” drop-down menu.
3. Click on the “Resources” tab in the store.
4. Click the “More Info” button on the Certified Professional Resources product that is listed.
5. Select your Purchase Option.
 - a. Do you want to pay \$10 every month or \$99 once a year?

The screenshot shows a form titled "Purchasing Options" with two radio buttons: "Renew subscription monthly" (selected) and "Renew subscription yearly". Below this is the text "Pay \$10.00 per month, or \$99.00 per year." A horizontal line separates this from the "Payment Options" section, which has a single radio button labeled "Subscription" (selected). Below that, it says "Purchasing for: Sara Testing". At the bottom left, it shows "Total charges" and a green button labeled "Continue". At the bottom right, the price "\$10.00" is displayed in green.

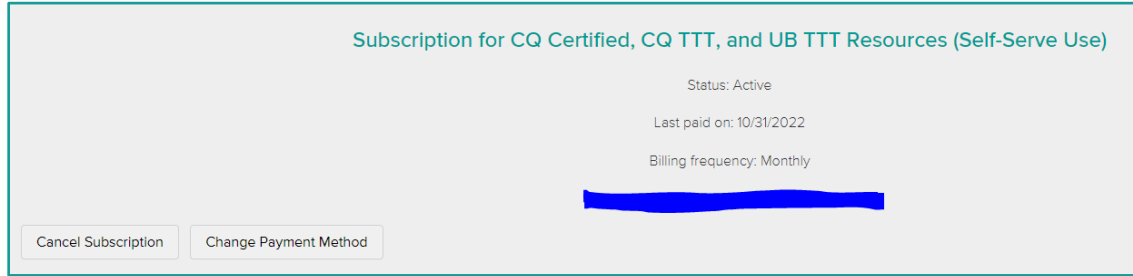
6. Click the “Continue” button.
7. Enter in your payment information for your subscription purchase.
 - a. This will be the credit card charged every time unless you update it.
8. Click the “Submit” button.
9. Click the “Certified Facilitator Resources” section in the navigation menu to view the CF Resources you just purchased.

How to update your credit card for your CF Resources subscription:

1. Click on your organization from the navigation menu.
2. Click on the “Licenses” tab.
3. Find your CF Resources license in the list.

CQ Certified, CQ TTT, and UB TTT Resources (Self-Serve Use) Subscription	Starts On 10/31/2022	View
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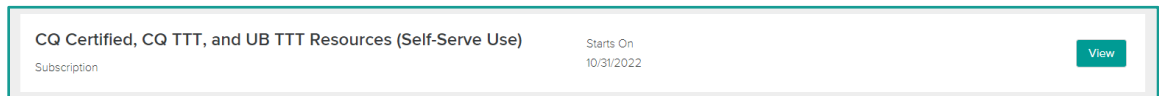
4. Click the “View” button next to your license.
5. Click the “Change Payment Method” button.



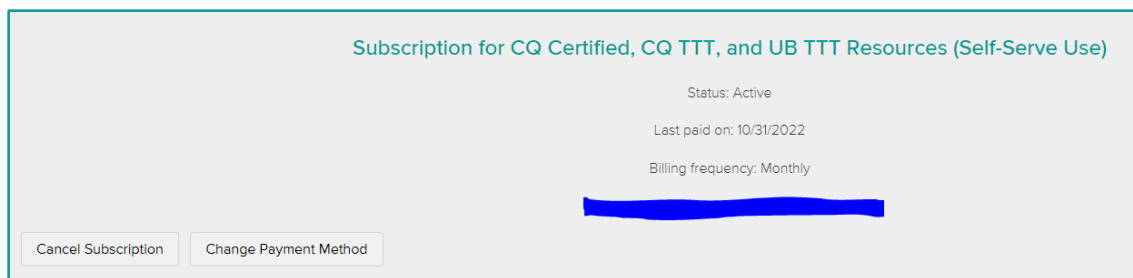
6. Click the “Change” button in the window that appears.
7. Enter in your updated payment method.

How to cancel your CF Resources subscription:

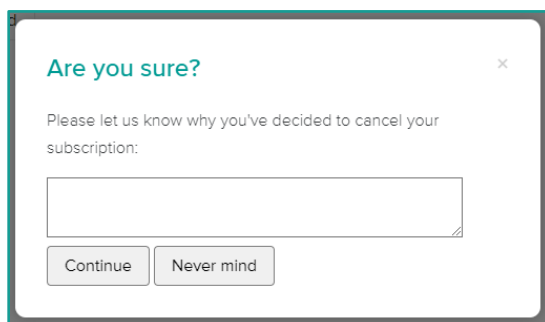
1. Click on your organization from the navigation menu.
2. Click on the “Licenses” tab.
3. Find your CF Resources license in the list.



4. Click the “View” button next to your license.
5. Click the “Cancel Subscription” button.



6. Type in the reason why you are cancelling your subscription.



7. Click the “Continue” button.

8. Once your cancellation has been processed the previous screen will load and show the Status of your subscription is Canceled.

Subscription for CQ Certified, CQ TTT, and UB TTT Resources (Self-Serve Use)

Status: Canceled
Last paid on: 10/31/2022
Billing frequency: Monthly

[Cancel Subscription](#) [Change Payment Method](#)

CQ Certified, CQ TTT, and UB TTT Resources (Self-Serve Use)	Starts On 10/31/2022	Canceled On 10/31/2022	View
Subscription - Canceled			

FAQ

As an administrator, you can use the FAQ section of this document to help troubleshoot administrator and participant questions.

■ PARTICIPANT QUESTIONS:

Q: I did not receive email confirmation instructions.

A: First, ask the participant to check their spam/junk folder. If the email is not there, then please have them click this link: https://cqcenter.com/users/sign_in and select “didn’t receive confirmation instructions”.

Q: I forgot my email address, can you help?

A: Participant information can be searched and found by clicking on the specific Program and then on the Participants tab. Once you have found the participant’s name and email in the list, you can send them their email address so that they may log in.

Q: How can I take the T2 assessment?

A: Once T2 is available, the participant can log into their CQ Portal account by clicking this link: https://cqcenter.com/users/sign_in. Their T2 assessment will be on their dashboard.

■ ADMINISTRATOR QUESTIONS:

Q: What do I do if someone has not accepted the invite?

A: You can send a reminder by clicking the Participants tab on the Program page and then on Resend Invitation in the dropdown next the participant email.

Q: How do I know if someone has registered or not?

A: Under the Participants tab on your program page, there will be a “start/end” column. This will indicate whether a participant has accepted an invitation, started, or completed the assessment.

Q: How long do I have to use the assessments I purchase?

A: Licenses are typically good for 12 months. Go to the Licenses tab to see the expiration dates on each license.

Q: How long can I access my additional resources?

A: Resources such as debrief guides, PowerPoint slides, videos, etc. are to be used in accordance with the purchased license. Resources should be used only within the limits of the license, and permission to use ends when the license expires.

Q: My participants cannot view or download their reports. How can I give them access?

A: As the administrator you can give your participants access to their feedback reports by changing a setting in your program. Simply go to the specific program, click on the Settings tab, and then change the “Who should download individual feedback reports?” setting to “Facilitator and Participants”.

Q: I am a Certified Facilitator. How do I access my Certified Facilitator Resources?

A: If you already have access, you can just click on the Certified Facilitator Resources section in the navigation menu. If there are no resources listed, click on Certified Facilitator Store and then on the Resources tab across the top. Complete your purchase. Then your resources will be located under the Certified Facilitator Resources button on the portal’s navigation menu. If you were given free resources as part of a program, it is also possible those resources will be listed under the “My Resources” section.

Q: What if I do not use all the assessments that I purchased in a package?

A: Any unused seats can be used with new or existing programs. You can create new programs to use up the assessments or invite new participants to existing programs.

Q: What if my participant does not receive an email invitation?

A: Sometimes, emails go to spam/junk folders. Please have your participant check there first. If the email is not there, then the invitation may have been caught up in an email server. Contacting your company IT department can typically verify this. We recommend sending IT the information below in bold:

****All assessments and portal communication are sent from SendGrid.net and uses the IP address 168.245.76.226. When participants receive communication, it will show cqaccount@culturalq.com as the sending address.****

Q: I purchased a product that does not include a group report, can I upgrade?

A: The technical limitations of the system do not allow for a license upgrade. However, contact us directly at admin@culturalq.com so that we can manually add the group report to your program.

Q: What does the CQ 360 Assessment (also known as the CQ Multi-Rater) look like to my participants?

A: Participants will be invited to take the assessment and then add observers to rate on their behalf. Although we will not share the identity of those who have completed, we do provide a full list and number of completed observers.

