ADAPT account guide

System Requirements

Before you start the test you will need to check that your computer has the following capabilities:

Browser

We recommend that you use Google Chrome to sit this assessment.

Sound

You will need sound capability in order to complete the assessment. We also suggest a headset but this is a matter of choice.
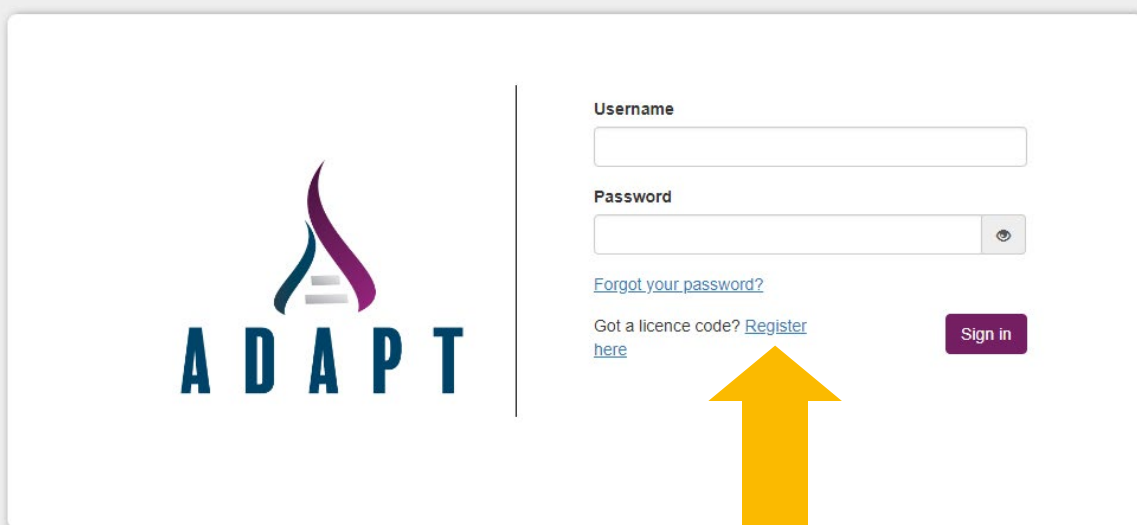
Pop-up Blockers

Pop-up blockers, adware, and virus protection applications can prevent the test functioning correctly.
If you experience technical issues accessing the test, then please disable all such applications and retry.

Smartphones

The software will not work on smartphones.

Create a new ADAPT account

Use the link in your email to access the assessment platform.

Click: Got a licence code? Register here

Enter Licence Code

Registration

Please enter the licence code that you have been provided.

* Indicates required field

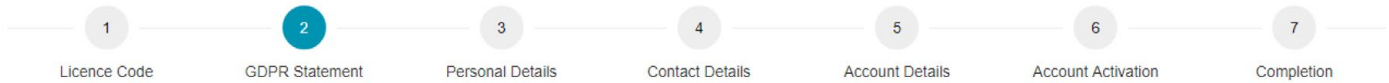**Enter Licence Code** *   [Enter licence code]   ⓘ

Next

Once you enter the registration area you will be required to enter your Licence code which we recommend you copy and paste in if possible and then follow the instructions as provided on each page.

As part of the process when you enter your e-mail address you may separately be mailed with an additional activation code that you will need to enter at step 6 to confirm your acceptance of our data protection policy or you will just be asked to confirm acceptance via a check box. If you are required to have an activation code to do this, you will require access to your e-mail to retrieve this additional code. Otherwise, simply follow the instructions provided on each of the following pages.

General Data Protection policy

1	2	3	4	5	6	7
Licence Code	GDPR Statement	Personal Details	Contact Details	Account Details	Account Activation	Completion

This Assessment programme is being conducted by Symbiotics Ltd (who are based in the UK) on behalf of Service IQ (who are based in New Zealand). The Assessment programme is known as *Service IQ* and this notification is dated 18/03/2019.

This introduction will explain how we (Symbiotics Ltd) will process your personal information on behalf of Service IQ in line with the General Data Protection Regulations (GDPR). You will be asked to give your permission for Symbiotics Ltd to process your information in the ways described and you will have the option to Approve the request or Reject it.

If you Reject the request, Symbiotics Ltd will refer the matter back to Service IQ. In terms of GDPR, Service IQ is the Data Controller and Symbiotics Ltd is the Data Processor. Any requests under GDPR should be made to Service IQ who will contact Symbiotics Ltd with the request. Symbiotics Ltd is registered with the Information Commissioner's Office as No Z2322627

Use of your information

Symbiotics Ltd will only collect and store personal information relating to and pertaining to you for 24 months, as requested by Service IQ.

At the end of this period Symbiotics Ltd will delete all record of you and either delete the data you supplied or will anonymise it. Either way no data in our system will be attributable to you after the retention period defined other than a copy of this introduction and your response.

The reason Symbiotics Ltd keeps data in an anonymised form is for verification purposes.

Firstly, it allows Symbiotics Ltd to verify that the assessments are fair to all groups of people, and this is why we ask some questions about your background. This information is not used in the assessment but allows us to determine that the assessment is not prejudicial to a particular group of people.

Secondly, it allows Symbiotics Ltd to confirm that the comparisons made within the system against the general population remain up to date.

The data you provide through the assessment process will be stored on Symbiotics Ltd secure computers located on our premises in the UK.

The data will be used via determinist algorithms to provide Service IQ with a report on how you have performed in the assessment tests

No other third party (other than if demanded by a UK court of law order) will have access to this report or the raw data you supply.

Additionally, within Symbiotics Ltd only staff with a valid reason to process will have access to your data and this will be kept to a minimum number of people.

Updating and removal of your information

You have the right for incorrect, out of date or misleading information relating to you to be corrected.

You should email DataController@SymbioticsLtd.co.uk with your request and it will be actioned provided it is a legitimate request.

Right to be forgotten

You have the right to "be forgotten", the right to request that we stop processing your data and the right to object to the method by which we are processing your data.

All these requests should be made to DataController@SymbioticsLtd.co.uk who will inform Service IQ of the request. These requests will be actioned provided a) we do not have a legal requirement to retain your data or b) Service IQ has a contractual agreement with you that requires that we retain the data for the specified retention period.

If either of these are the case you will be notified of the reason why we cannot remove your data at this time.

Consent

I authorise Symbiotics Ltd to collect, process and retain my data for 24 months for the Assessment program being run on behalf of Service IQ as defined in the above paragraphs.
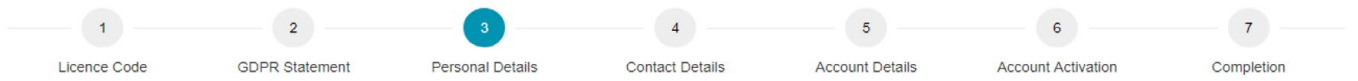
Please retain a copy of the above statement for your reference.

Accept   Reject

Personal Details & Contact Details

Registration

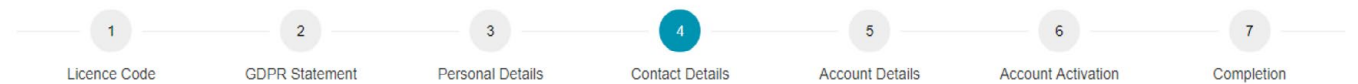Please provide the following details so that we can create your profile.

*Indicates required field

First Name/Given Name*	Enter First Name
Middle Name	Enter Middle Name
Last Name/Family Name*	Enter Last Name

Previous Next

Complete all fields

Registration

Please provide an email address that we can use to contact you.

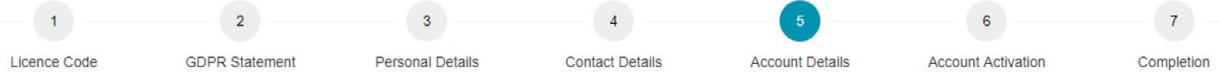* Indicates required field

Email Address *

Previous Next

Account Details

Create a username and password to access the assessment platform.

Account Activation

Registration

1	2	3	4	5	6	7
Licence Code	GDPR Statement	Personal Details	Contact Details	Account Details	Account Activation	Completion
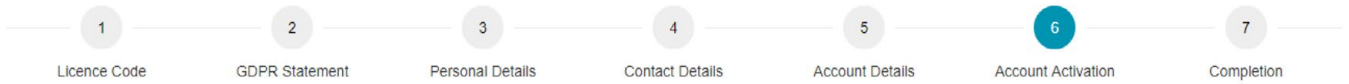
Please review the information you have submitted below, before proceeding to the next stage

First Name:

Middle Name:

Last Name:

Email:

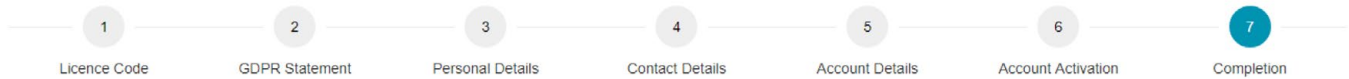**User Name:** ServiceIQTest

Previously on stage 2 you have chosen to accept the General Data Protection Regulation statement.

By clicking the Confirm & Next button below you confirm that you have retained a copy of the General Data Protection Regulation statement for your reference.

Previous   Confirm & Next

Registration

1	2	3	4	5	6	7
Licence Code	GDPR Statement	Personal Details	Contact Details	Account Details	Account Activation	Completion

Submit your details to complete the registration process.

Previous   Submit

Login

Login using the Username and Password you created

Candidate Assessments Menu

Welcome to ADAPT, ServiceIQ ServiceIQ

Below you will find a list of the assessments that you are enrolled on. Click the action button next to an assessment to get started.

Client	Assessment Name	Licence Code	Start Date	End Date	Status	Action
Service IQ	Service IQ	EZ9B-Y9R6-SDVD-YECH-NDSQ	01/03/2019	01/03/2020	Not Started	Start

Assessment not shown? Click here.

You will be shown the assessments for you to complete

ServiceIQ

The table below shows the tests that you are required to undertake and the status of each test.

Click the **Launch** button next to a test to start that test.

Test Name	Location	Duration(Minutes)	Status
FAST - Variant A	Online	15	Launch
Advanced PQ	Online	60	Launch

Return to your assessments

Click launch to start each assessment

When you have finished each of the tests you will see a screen displaying the specific list of tests that you are undertaking, highlighting which ones are complete.

Once a test has been completed, click on the "Return to your assessments" link to access your next test (if there are others to be completed). When you have completed all the tests, please click on "Logout" at the top of the web page. This will upload your results to Symbiotics Ltd.

Symbiotics Ltd. will email the results directly to you or your organisation's designated representative, subject to the organisation's requirements. '