



*Professionally Developed  
and Validated Assessment Systems*

## **User's Guide**

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## Establishing an Account

Using eTest assessment services is easy. Assessments can be conducted either at your company's site, or remotely from the candidate's location. All you need is an Internet-enabled computer, a current web browser, and a candidate you want to hire. If you have any difficulty navigating the website, make sure that your web browser is a current version and upgrade if necessary.

To begin using eTest services, you must first register as a client. (If you already have an account established, you may skip to the next section.) Your company can have as many accounts as you like. Each hiring manager who needs to administer the test and receive results directly should have their own account. To set up an account:

- 1) While connected to the Internet, point your browser to [www.eTest.net](http://www.eTest.net).
- 2) Click on the "Register" button on the navigation bar at the top right of the screen.



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[Free Test Drive](#)

[Register](#)

[Log In](#)

- 3) Fill out the form (see next page). Be sure to include all information to avoid any delays in processing your registration.
- 4) Click the "I'm not a robot" box and wait for a green checkmark to appear.
- 5) Press "Submit" at the bottom of the page.

Within one business day, your Client Code and Password will be emailed to you, allowing you to access the eTest system.

# Establishing an Account

## Sign Up

### Register to use our online services.

Registered clients have access to the full test battery which consists of a written key test, a situational assessment, and a personality inventory. Clients also have access to multiple testing formats. The interview guide is the hiring manager's tool, which includes a detailed analysis of the candidate, targeted interview questions, and scale comparisons. An optional Double check report, which can be provided to the candidate for self-double check, is also available, along with a review of optional additional tests.

If you are interested in becoming a registered client, please fill out the form below. You will receive login information and test administration instructions via email within one business day.

\* Indicates a required field.

### Set Up Your Information

Email Address *	<input type="text" value="Email address"/>	<input type="text" value="Confirm email address"/>
Name *	<input type="text" value="First name"/>	<input type="text" value="Last name"/>
Company Name *	<input type="text" value="Company name"/>	
Title	<input type="text" value="Title"/>	
Country *	<input type="text" value="United States"/>	
Address *	<input type="text" value="Address"/>	
	<input type="text" value="Address line #2"/>	
	<input type="text" value="City"/>	<input type="text" value="State"/>
Phone Number *	<input type="text" value="555-555-5555"/>	
Fax Number	<input type="text" value="555-555-5555"/>	

How big is your company? \*


- 1-50 employees     51-100 employees     101-250 employees  
 251-500 employees     501-750 employees     750+ employees

Are psychological assessments currently used as part of your selection process? \*

- Yes     No     Not sure

Where did you hear about eTest? \*

- Internally (Our Company uses eTest)  
 Search Engine / Internet Surfing  
 Print Advertising  
 eTest Sales Call/Marketing or Trade Show  
 Referred by Friend or Colleague  
 Link From Another Website  
 Other

I'm not a robot  reCAPTCHA  
[Privacy Terms](#)

Submit

# Logging In

## Log Into Your Account

Once you have received your Client Code and Password, you are ready to begin testing candidates.

- 1) Go to [www.eTest.net](http://www.eTest.net).
- 2) Click the orange “Log In” button in the top right corner.



- 3) Enter your Client Code and Password in the fields provided on the next screen.

A screenshot of the eTest.net login form. At the top is a blue header with the text "Log In" in white. Below the header is the instruction "Enter your client code and password to log in." in blue. There are two input fields: "Client code:" and "Password:". Below the input fields are two buttons: "Log In" (orange) and "Forgot Login?" (blue).

- 4) Click “Log In” to continue to the Client Portal.

**Note: It is imperative that candidates not be given your login information to take their test as a shortcut to remote testing. Candidates would not only have access to their own test results, but they could also view the results of any other candidate who has taken the test on your account. All results must be kept strictly confidential.**

## Retrieving Login Information

If your login attempt fails or you have forgotten your client code and/or password, click the “Forgot Password?” link. Provide your email address and you will receive your login information via email.

# Client Portal

You will automatically reach the Client Portal after a successful login. The Client Portal gives you access to and control of your assessments. From here you have the ability to create both in-house and remote assessments, resume tests in progress, manage remote assessments, retrieve results, and rescore completed assessments.

**Client Portal**

HOME  
Client Portal

CREATE  
New Assessment

RESUME  
An Assessment

MANAGE  
Remote Assessments

VIEW  
Assessment Archive

RESCORE  
Completed Assessments

### Welcome to your Client Portal

From here you can create new assessments, resume an in-house assessment in progress, manage remote assessments, and view results. You can also rescore tests to correct the gender, job type, or report type. Click the Create New Assessment button to start a test, or select a tab for other options.

Create New Assessment

A B C

COMPANY

Status of Assessments

Remote Tests To Be Completed:	2
In-House Tests In Progress:	1
Tests Completed Today:	1

The “Status of Assessments” box will show you:

- The number of outstanding remote tests to be completed
- The number of in-house tests actively in progress
- The number of tests that have been completed on the current day

# Client Portal: Create New Assessment

Click on either the orange “Create New Assessment” button or the tab on the left to create both in-house and remote assessments.

## Create New Assessment

**HOME**  
Client Portal

**CREATE**  
New Assessment

**RESUME**  
An Assessment

**MANAGE**  
Remote Assessments

**VIEW**  
Assessment Archive

**RESCORE**  
Completed Assessments

Fill out the fields below to get started.  
\* Indicates a required field.

---

### Hiring Manager

**Name:**  First name \*  Last name \* **ABC Company**  
Atlanta, GA

**Contact:**  Phone number \*  Fax number **Client Code: ABC**  
**Site Number: CW2040**

---

### Candidate

**Name:**  First name \*  Last name \*

**Position: \***  Position applied for

**Billing Code:**  Billing code

**Job Type: \***  Select job type ▼

**Assessment Type: \***  Select assessment type ▼

**Report Type: \***  Select report type ▼

**Leadership Report** ◊  
Additional \$25.00  
[See more information and sample report.](#)

**Sales Report** ◊  
Additional \$25.00  
[See more information and sample report.](#)

**Coaching Report** ◊  
Additional \$25.00  
[See more information and sample report.](#)

\* By requesting this report, you agree to any additional charges.

- 1) Enter the Hiring Manager’s name and phone number, the candidate’s name, and the position applied for.
- 2) The Billing Code is optional and can be left blank. It is provided only for internal tracking purposes if needed.

## Client Portal: Create New Assessment

- 3) In the pull-down menu, select the Job Type that best matches the position you are trying to fill (Sales, Customer Service, Technical, Administrative, Supervisor, or Other). If we have developed a customized job type for your company, it will also appear here.

*Note: Selecting "Other" will plot your candidate against a general business population. The Empirical Scales and Success Factors pages will be omitted from the report.*

- 4) Select an Assessment Type from the pull-down menu. The options are: External Candidate (candidate not currently employed by your company), Internal Candidate (current employee being considered for a new position), or Developmental (current employee testing for developmental purposes).

- 5) Select the Report Type you wish to receive (Interview Guide, Development Guide, or Both).

*Note: The Interview Guide is a report scripted for the hiring manager, which includes detailed analysis on the candidate and relevant points to further discuss in the interview, based upon the responses given in the assessment battery.*

*The Development Guide has been written for the candidate, and can be provided as feedback should you choose to do this. We recommend that you do not provide candidates with the development report until all hiring decisions have been made.*

*In most cases the Development Guide alone should not be selected as the Report Type. You should select either the Interview Guide by itself, or Both (the Interview Guide and Development Guide together) if you would like to have feedback available to provide a candidate.*

- 6) The Leadership Report is an optional add-on to the Interview Guide. Click the box if you would like to add the Leadership Report to the results for an additional cost of \$25. If you need more information or would like to see a sample Leadership Report, click the orange link.
- 7) The Sales Report is an optional add-on to the Interview Guide. Click the box if you would like to add the Sales Report to the results for an additional cost of \$25. If you need more information or would like to see a sample Sales Report, click the orange link.
- 8) The Coaching Report is an optional add-on to the Interview Guide. Click the box if you would like to add the Coaching Report to the results for an additional cost of \$25. If you need more information or would like to see a sample Coaching Report, click the orange link.



## Client Portal: Create New Assessment

We recommend administering tests in a proctored setting at your location for valid verbal and deductive reasoning descriptions. However, because we realize that proctoring is not always feasible primarily for candidate location reasons, we also provide a remote testing option.

If your company permits remote testing, a “Testing Location” section will be visible. A radio button must be selected under “Where will candidate be testing?” to distinguish between an in-house test and a remote test.

The absence of the “Testing Location” section indicates that remote testing is prohibited by your company and the test must be administered at a client location.

### Testing Location

*For best results, the candidate should be tested in a proctored environment. However, we do realize that in some situations it is not feasible to test in a proctored setting due to differences in location. When reviewing results of a remote testing battery, we highly recommend that you ignore references to vocabulary and/or deductive reasoning skills (both covered in the "Problem Solving" paragraph and/or Targeted Interview Guide sections of the report), as outside reference materials can affect test results.*

#### Where will candidate be testing?

- At a client location in a proctored environment (Recommended)
- Remotely at their leisure on any computer with internet access

Email: \*

Enter email

Our system will email the candidate instructions for accessing their assessment.

Confirm Email: \*

Re-enter email

Expiration Date: \*

Expiration date within 30 days



Position Description:

Description...

Special Instructions:

Instructions...

BEGIN ASSESSMENT »

## Client Portal: Create New Assessment

### Creating In-House Assessments

If you wish to administer the test in-house, you may skip the “Testing Location” section as the “At a client location in a proctored environment (Recommended)” option is the default selection. Click the “Begin Assessment” button to proceed to the demographic screen.

### Creating Remote Assessments

If your candidate needs to test remotely, click the “Remotely at their leisure on any computer with Internet access” radio button.

*Note: When reviewing results of a remote testing battery, we highly recommend that you ignore references to vocabulary and/or deductive reasoning skills (both covered in the "Problem Solving" paragraph and/or Targeted Interview Guide sections of the report). Although there may be no problems here, we cannot guarantee that a candidate has not made use of outside resources or assistance if the session was not proctored.*

Please enter the candidate’s email address (and confirm it by entering again), and an expiration date within 30 days (which you will have the ability to change or extend at a later time). If you wish to provide your candidate a position description and/or special instructions, please complete those fields.

Click the “Begin Assessment” button. Our system will then email your candidate a link to access their assessment at the demographic screen. A copy of the email will also be sent to the account holder.

***Note: It is imperative that candidates be set up with a remote test rather than being given your login information to take their test. Candidates would not only have access to their own test results, but they could also view the results of any other candidate that has taken the test on your account. All results must be kept strictly confidential.***

### Demographic Section

After you log into your account and set up a new assessment at your location, the job candidate should complete the remainder of the assessment. They will be presented with a screen that collects basic demographic data and provides an opportunity to gather optional EEO data.

Remote candidates who have been set up in advance by the hiring manager will be presented with this screen after they click the link provided in the instructions they receive via email.

## Client Portal: Create New Assessment

**Test.net**

### Demographic (EEOC) Data

This screen is to be completed by the individual taking the test.

First Name \*

Legal First Name (if different)

Last Name \*

The following are not required fields but the report will use the default choice if not answered:

Gender

Education

For EEO reporting only - may be omitted at your discretion.

Age

Ethnicity

Language

The candidate must enter his/her first and last name. An extra field is provided for a legal first name if applicable.

The candidate may provide the additional demographic data if they choose to.

*Note: EEOC regulations prohibit gender being a required field. The default selection for gender is male. If female candidates choose not to supply an answer, the results will automatically reflect "He/His" verbiage in the report.*

Clicking the "Next" button will then bring candidates to the beginning of the test.

Progress bars at the top of the screen will provide the candidate with a percentage of completion for both the current section and the entire test.

Candidates are permitted to click the "Previous" button to go back and review and/or change their answers.

Candidates must click the "Finish" button at the end to complete the test.

## Client Portal: Resume an Assessment

Should a candidate testing from your location be unable to complete the assessment for any reason (such as a machine lock-up, power failure, website malfunctions, lack of time, etc.), the test can be resumed where the candidate left off.

Click the “Resume an Assessment” tab in the Client Portal.

Assessment	Created	
<b>Mary Brown</b> Started: Yesterday at 12:20 am Hiring Manager: Bob Smith Job Type: Customer Service	Yesterday 12:19 am	<a href="#">Resume</a> <a href="#">Cancel</a>
<b>David Lawson</b> Started: Yesterday at 12:02 am Hiring Manager: Bob Smith Job Type: Manager/Supervisor	Yesterday 12:01 am	<a href="#">Resume</a> <a href="#">Cancel</a>

Locate the candidate’s assessment in the list and click the “Resume” button. Verify that you wish to resume the test by clicking “OK” on the pop-up screen.

### Resume Assessment?

You are about to resume the selected assessment. Are you sure you wish to continue?

Cancel

OK

*Note: Remote candidates can resume a test simply by clicking on the link which was provided in their login instructions email.*

# Client Portal: Manage Remote Assessments

Hiring managers have control over their remote assessments. The following things can be accomplished by clicking on the “Manage Remote Assessments” tab in the Client Portal:

- Cancel a remote assessment
- Correct a candidate’s email address for a remote assessment
- Extend the expiration date of a remote assessment
- Reset a remote assessment which has expired

Find your incomplete remote assessments listed below.

You can manage remote assessments here for candidates who need to test in a non-proctored environment. If you are looking for an in-house assessment, please click the Resume An Assessment tab.

Assessment	Created	Expires	
<b>Mike Tyler</b> Started: Today at 9:21 pm Email Address: <a href="mailto:mike@etest.net">mike@etest.net</a> Hiring Manager: Bob Smith Job Type: Sales	Yesterday 12:09 am	Sep 4, 2018 11:59 PM (ET)	<a href="#">Change Email Address</a> <a href="#">Change Expiration Date</a> <a href="#">Cancel</a>
<b>Patty Mills</b> Email Address: <a href="mailto:patty@etest.net">patty@etest.net</a> Hiring Manager: Bob Smith Job Type: Administrative	Yesterday 12:07 am	<b>EXPIRED</b> Yesterday 11:59 PM (ET)	<a href="#">Change Email Address</a> <a href="#">Change Expiration Date</a> <a href="#">Cancel</a>

Expired assessments will be available for 30 days from the expiration date.

## Cancel a Remote Assessment

Locate the candidate’s assessment in the list and click the “Cancel” button. Confirm your wish to delete the assessment by clicking “OK” on the pop-up screen.

## Correct a Candidate’s Email Address

Locate the candidate’s assessment in the list and click the “Change Email Address” button. Enter the new email address and click the green button. A new email will be sent to the candidate, with a copy going to the account holder.

## Client Portal: Manage Remote Assessments

### Change Email Address & Resend Assessment Email

Current Email Address:

mike@etest.net

Set the new email address: \*

An email will be sent to the candidate's new email address.

Cancel

Change Email Address & Resend Assessment Email

### Extend the Expiration Date

The account holder will receive a reminder email at approximately 10:00 AM (ET) on the date a remote candidate's test is scheduled to expire. The emails for tests expiring on Saturday and Sunday will be sent on Friday. Candidates will receive a reminder as well.

If a candidate has started a remote assessment, you will be able to see the start date and time under their name in the list.

To extend the expiration date, locate the candidate's assessment in the list and click the "Change Expiration Date" button. Enter a new expiration date and click the green button. A new email will be sent to the candidate, with a copy going to the account holder.

### Change Expiration Date & Resend Assessment Email

Current Expiration Date:

Sep 4, 2018 at 11:59 PM (ET)

Set the new expiration date: \*

An email will be sent to the candidate with the updated expiration date.

Cancel

Change Expiration Date & Resend Assessment Email

### Reset an Expired Assessment

Both the candidate and the account holder will receive an email when a remote assessment has expired. There is no need to set up a new remote test when one expires. Assessments can be reset with a new expiration date for 30 days after they expire. The answers for incomplete remote tests are preserved when the test expires.

Remote assessments expire at 11:59 PM (ET) on the date selected when the test was set up (or extended later). Candidates actively taking the assessment at 11:59 PM will be permitted to complete the test. Should a candidate leave the site after 11:59 PM without completing the test, the test will expire. In this case, the expired notification emails will be sent on a 24-hour delay.

Locate the candidate's assessment in the list (note that "Expired" appears in red in the "Expires" column). Click the "Change Expiration Date" button (see image on previous page). Enter a new expiration date and click the green button. A new email will be sent to the candidate, with a copy going to the account holder.

# Client Portal: View Assessment Archive

## Receiving Results by Email

When a candidate completes an assessment, the account holder and any registered second recipients will receive an email listing the reports that are available. Click on the report link(s) to view them. The reports will open in your web browser. From there you may print them, download them to a PDF, and save the reports to your hard drive. (Note: If you have difficulty printing results from your browser, try downloading and saving them first.) Specific steps may vary by web browser. Feel free to contact us if you need assistance.

## Viewing Results in the Client Portal

You may also view your results by clicking on the “View Assessment Archive” tab in the Client Portal. You can use this to retrieve results when a test is completed or at a later date. You will only be able to view results for tests administered on your own account from the date of the current website launch (September 5, 2018). Please contact us if you need other results.

Assessment	Created	Completed	Reports
<b>Tom Simms</b> <span>In-House</span> Hiring Manager: Bob Smith Job Type: Technical	Yesterday 12:10 am	Yesterday 12:12 am	Job Type: Technical 8/20/2018 12:13 AM <a href="#">Interview Guide</a>

In this list you will be able to see the candidate’s name, whether the test was in-house or remote, the hiring manager’s name, the job type, the date the assessment was created and completed, and the reports that are available to view.

The most recently completed test will be at the top of the list. You can use the search box to locate tests for candidates who tested previously. The search works for first or last name, and the results will narrow as you type.

Click on the orange link for the report you wish to view.



## Client Portal: Rescore Completed Assessments

Account holders have the ability to correct numerous test setup errors made by either the candidate (candidate name or gender) or the test administrator (job type or report type). You also have the ability to receive additional reports, such as a Development Report or any of the optional add-on reports, either at the time you receive results or at a later date. Should you wish to see what your results would look like using a different job type for your candidate, you can do that as well. Rescoring assessments capability is limited to tests administered on your own account.

Click the “Rescore Completed Assessments” tab in the Client Portal.

**Rescore Assessments**

HOME  
Client Portal

CREATE  
New Assessment

RESUME  
An Assessment

MANAGE  
Remote Assessments

VIEW  
Assessment Archive

RESCORE  
Completed Assessments

Rescore your assessments.

You can view and rescore completed assessments here. If you are looking for active assessments, please click the Resume An Assessment or Manage Remote Assessments tab.

Search: Tom

Assessment	Created	Completed	
<b>Tom Simms</b> <span>In-House</span> Hiring Manager: Bob Smith Job Type: Technical	Yesterday 12:10 am	Yesterday 12:12 am	<a href="#">Rescore</a>

The most recently completed test will be at the top of the list. You can use the search box to locate tests for candidates who tested previously. The search works for first or last name, and the results will narrow as you type.

Click the orange “Rescore” button in the assessment list.

**Rescore Assessment**

HOME  
Client Portal

Update the fields below to rescore the assessment.

## Client Portal: Rescore Completed Assessments

### Correct Candidate Name

The candidate name can be corrected in the “Demographics” section (see below). Simply enter the correct name into the “Candidate Name” fields. Scroll to the bottom of the screen and click the “Generate New Reports” button. You will receive an email with new results or can access them from the Client Portal.

#### Demographics

Candidate Name: \*

Tom

Simms

Gender: \*

Male

### Correct Candidate Gender

The candidate gender can be corrected in the “Demographics” section (see above). EEOC regulations prohibit making gender a required field on the candidate demographic screen. The report uses male as the default for pronoun selection in the results. If a female candidate chooses not to answer the gender question, the report will show “He/His” statements in the report. You can correct the report by selecting “Female” in the “Gender” dropdown box. Scroll to the bottom of the screen and click the “Generate New Reports” button. You will receive an email with new results or can access them from the Client Portal.

### Correct an Erroneous Job Type

If you find that the job type was selected incorrectly when the test was set up, click the blue box that reads “Correct an incorrect Job Type or add a new Report Type” (see image on next page). You will not be able to change anything in this section unless you click the blue box.

## Client Portal: Rescore Completed Assessments

Correct an incorrect **Job Type** or add a new **Report Type**.

**Current Job Type:**

**New Job Type:**

*> Leave blank to rescore with same job type.*

**Reports:**

Selected:	Available:
<input type="checkbox"/> Interview Guide	<input type="checkbox"/> Development Report
	<input type="checkbox"/> Leadership Report \$25.00*
	<input type="checkbox"/> Sales Report \$25.00*
	<input type="checkbox"/> Coaching Report \$25.00*

*\* By requesting this report, you agree to any additional charges.*

You will see the current job type in the top field. Select a new job type from the dropdown menu. Scroll to the bottom of the screen and click the “Generate New Reports” button. You will receive an email with new results or can access them from the Client Portal. The job type will be updated in the Client Portal and the database.

### Add a New Report Type

If you find that the report type was selected incorrectly when the test was set up, or you would like to add additional reports either at the time you receive results or at a later date, you have the ability to add new report(s) to your results.

Click the blue box that reads “Correct an incorrect Job Type or add a new Report Type” (see image above). You will not be able to change anything in this section unless you click the blue box.

In the left column of the “Reports” section you will see the report(s) that you have already received. In the “Available” section on the right, you can select the additional report(s) that you wish to receive. Note that by selecting one of the optional add-on reports you agree to the additional charges indicated. Scroll to the bottom of the screen and click the “Generate New Reports” button. You will receive an email with new results or can access them from the Client Portal. The report type will be updated in the Client Portal and the database.

## Client Portal: Rescore Completed Assessments

### View Results Using a Different Job Type

We realize that selecting the correct job type for your candidate's position can sometimes be a struggle. If you would like to also see the results using a different job type, you are welcome to do so.

Click the blue box that reads "Generate new reports with a different Job Type" (see image below). You will not be able to change anything in this section unless you click the blue box.

#### Generate new reports with a different **Job Type**.

**New Job Type: \***

- Select a Job Type -

**Select Reports: \***

Select at least one.

- Interview Guide
- Development Report

Optional Reports

- Leadership Report \$25.00\*
- Sales Report \$25.00\*
- Coaching Report \$25.00\*

*\* By requesting this report, you agree to any additional charges.*

Select the new job type from the drop-down box. The job type in the original results will not appear in the list. You will also need to select the report(s) you want for the new job type (Interview Guide, Development Report, or both). Click any Optional Reports if desired. Note that you will only be charged for Optional Reports if they are new addition(s) and were not received with the original results.

## Getting Results

### Receiving Your Results

Results are available typically within minutes of the candidate completing the test. This provides you with immediate feedback, real-time analysis, and suggested questions to ask during your interview session with the candidate.

When a candidate completes an assessment, an email is sent to the email address specified when the account was set up. It will list the reports that are available. Click on the report link(s) to view them. The reports will open in your web browser. From there you may print them, download them to a PDF, and save the reports to your hard drive. (Note: If you have difficulty printing results from your browser, try downloading and saving them first.) Specific steps may vary by web browser. Feel free to contact us if you need assistance.

You may also retrieve your results from the Client Portal. This is helpful in situations where you do not receive the email or do not have access to your email account. See the “Client Portal: View Assessment Archive” for details.

You will need an Adobe Reader (or other PDF reader) to download and save the results. If you don't have one installed, you can download the Adobe Reader for free from [www.adobe.com](http://www.adobe.com).

### Results to Multiple Recipients

If you find that you need to forward all of your candidate results on to another party (i.e., a supervisor, division head, etc.), we can add a second recipient (or multiple recipients) to your account. All results would then be sent to you and the other individual(s) simultaneously. If you'd like to set up a second recipient, drop us a line at [CustomerService@eTest.net](mailto:CustomerService@eTest.net) with the name(s) and email address(es) of the new recipient(s).

Second recipients will automatically receive remote assessment emails. If they do not need to receive information concerning the remote assessments, just let us know. We can set them up to receive results only.

## Navigating Other Areas of the Site

As an account holder or test administrator, you will spend most of your time on the eTest website in the Client Portal. However, there are some other areas which might be of interest. Should you navigate away from the Client Portal and wish to return, you may click on the eTest.net logo in the top left corner or click the dropdown arrow next to the account holder's name in the top right corner and select Client Portal.

### Report Descriptions and Sample Reports

Report descriptions and sample reports can be viewed by clicking the appropriate icons at the bottom of the home screen, or by clicking on the "Services" tab. The following reports are available:

- Hiring Manager's Interview Guide (for the following job types):
  - Administrative
  - Customer Service
  - Manager
  - Sales
  - Technical
  - Other (General Business Population)
- Development Report
- Leadership Report
- Sales Report
- Coaching Report

### Account Settings

If you need to update your contact information, email address for results delivery, etc., please click the dropdown arrow next to the account holder's name in the top right corner and select Account Settings.

### Other Areas of Interest

Other areas of interest include:

- Pricing (Standard pricing information)
- About (Learn more about us)
- FAQ (Frequently Asked Questions)
- Contact (Contact us for assistance)
- MPG Newsletter (Sign up to get the Management Psychology Group Newsletter)

### ***Guidelines for Interpreting the eTest Interview Guide***

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#### **eTest Overview**

eTest is a standardized personality inventory that measures normal personality. It is a reliable, valid and research-based inventory that was developed for and normed on business people. This test focuses on the five main personality traits (referred to as the “Big Five” personality factors in psychological research on normal adult people):

- Extraversion
- Emotional Reactivity
- Behavioral Control
- Agreeableness
- Complexity

as well as:

- Problem Solving Skills

The results of eTest are presented in five main sections:

- I. Narrative Report
- II. Targeted Interview Guide
- III. Personality Profile
- IV. Empirical Scales
- V. Success Factors

Read the guidelines below to help understand each of these five sections of the eTest Interview Guide.

Note that this interpretation guide applies to the standard eTest report. A customized eTest profile can also be developed for a particular company and job. The report format for these customized profiles may have additional report pages, as well as a modified report.

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# Results Interpretation Guide

## I. Narrative Report

### *Overview*

Read the Narrative Report for a description of the candidate's results in the five areas:

- Test Taking Approach
- Problem Solving
- Emotional Factors
- Social Style
- Work Factors

### *Guidelines for Practice*

The Test Taking Approach section is located in the first paragraph of the narrative report. This section indicates whether or not the candidate was open and forthright in his or her self-descriptions or if the profile may be inaccurate due to random responses or other problems.

- More accurate profiles may be indicated by the following phrases:
  - “Read the items carefully”
  - “Responded consistently”
  - “Responded in an open manner”
- Profiles that may not be as accurate may be indicated by the following phrases:
  - “Responded in an inconsistent manner”
  - “Was overly defended”
- While it is normal for most job candidates to be somewhat overly positive, if the candidate was unrealistically positive, the paragraph will make a statement indicating that the results may not be reliable or valid.
- If there are questions regarding the accuracy of the profile, look for confirming or disconfirming information in other parts of the selection process.

Read each of the paragraphs to get an understanding of the candidate's personality and likely behaviors. Look for trends and repeated themes to identify stronger personality characteristics.

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# Results Interpretation Guide

## II. Targeted Interview Guide

### Overview

Read the Targeted Interview Guide to get additional follow-up questions or areas where more information from a candidate may be needed. These areas are based on the most extreme scores, or the strongest personality characteristics, from the eTest profile. For each suggested area, targeted interview probe questions are suggested.

### Guidelines for Practice

- Use eTest results to prepare for your interview with the candidate
- Review the job requirements
- Review the targeted interview probes (TIPs)
- Use the TIPs in your interview
- Write additional questions as needed to address job requirements

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## III. Personality Profile

### Overview

Review the Personality Profile to understand the candidate's eTest scores. The Personality Profile presents the candidate's scores on the five major personality factors, with three or four sub-factors under each of the big factors.

### Guidelines for Practice

Consider the results of the Personality Profile and the Empirical Scales together to get an understanding of the candidate's personality traits. See the **Interpretation Tips** section for hints on how to interpret the scores.

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## IV. Empirical Scales

### Overview

Review the two sets of empirical scales:

- |                            |  |
|----------------------------|--|
| A. Functional Scales:      | the similarity (or lack of similarity) of the person's self-perceptions to the perceptions of people in six different jobs |
| B. Job Performance Scales: | the likelihood that a person with this personality profile will get a high rating on each of six job performance scales    |

Note that Empirical Scales are omitted if "Other" is selected as the job type.

See the **Interpretation Tips** section for hints on how to interpret the scores.

## Results Interpretation Guide

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### V. Success Factors

#### *Overview*

A Success Factors page is included in the report if a particular job type (such as Sales) was selected at the time the candidate completed eTest. (Note that this page is omitted if 'Other' is selected as the job type.)

The Success Factors page lists the eTest scales that are especially relevant to the particular job type selected. Pay particular attention to these scales because they are likely to be important to success in this job type.

Some clients request that the eTest results be customized for their job and company. In these cases, Management Psychology Group (eTest's sister company) works with the client to develop a customized, validated profile that predicts success in the specific job. MPG then includes an additional customized profile page, an overall score and cut-off score in the report.

See the ***Interpretation Tips*** section for hints on how to interpret the scores.

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### Interpretation Tips

#### A word about the scores

- The candidate's scores on the Big Five personality traits (Personality Profile page) are represented by orange squares.
- The candidate's score on each of the sub-factors and the empirical scales is represented by an orange circle.
- The scale ranges from 1 to 10. There is no intended good or bad for each scale. For example, a high score on the Nonconforming/Conforming scale may be good for a job that requires strict following of procedures. But, a low score on the same Nonconforming/Conforming scale may be good for a job that requires creativity in solving problems.
- The area between the blue lines on the scale is where 50% of the general business population falls.
- The more extreme the score (1, 2, 3 or 8, 9, 10), the more likely that the candidate will demonstrate the characteristics of that trait.
- The shaded boxes are where the middle 50% of successful people in a particular comparison job fall.

## Results Interpretation Guide

### How to interpret the scores

- See the eTest Scale Descriptions (attached) for a definition of each scale.
- (1) Review the job requirements. Focus on the competencies and personality characteristics needed to be successful on the job.
- (2) Identify the candidate's highest and lowest scores on eTest. Scores at extreme ends (low or high) indicate that:
  - The candidate has a stronger manifestation of that trait.
  - The candidate has less flexibility, but is likely to respond more consistently across situations.
  - A stronger trait has distinct assets, as well as, possibly, distinct liabilities.

(Note that a person who scores in the middle of a scale is likely to show flexibility in that personality trait. The person may act in different ways, depending on the situation.)

- (3) Look for groups or patterns of scores that suggest a personality trend or theme. For example, if a person has high scores on the Behavioral Control sub-factors, the Administrative Profile scale, and the Good Organizing Habits scale, you might predict that the person is likely to be disciplined, systematic, procedural, and organized in most circumstances.
- (4) Compare the main personality characteristics of the job candidate with the requirements for the job.

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### Additional Reports Available

#### *Development Report (no additional charge)*

- This additional report is similar to the eTest Interview Guide, but is designed to be shared with the candidate.
- It contains a Narrative Report, Developmental Suggestions, and Personality Profile.
- You can request this report at the time you set up testing (by selecting 'Both' for Report Type). It can also be requested at a later date. There is no additional charge for the Development Report.

#### *Leadership Report (additional charge of \$25)*

- This additional report can provide valuable insights into leadership style and influence for individuals who may have the potential for leadership positions or who are already functioning as leaders.
- It contains General Observations, Probable Assets, and Probable Derailers.
- You can request a Leadership Report at the time you set up testing for an additional charge of \$25. It can also be requested at a later date.

#### *Sales Report (additional charge of \$25)*

- This additional report can help predict general fit for various sales environments, interpersonal style, motivational factors, problem-solving approach, and potential for management/leadership.
- It contains Sales Type Scales, Big Five Personality Factors, General Observations, and a Development Summary (Probable Assets and Potential Liabilities).
- You can request a Sales Report at the time you set up testing for an additional charge of \$25. It can also be requested at a later date.

#### *Coaching Report (additional charge of \$25)*

- This additional report is a tool for use by managers, coaches and mentors to help people reach their full potential. It is a practical guide for helping the person focus on his or her goals for growth, and for developing strategies to reach those goals by fully leveraging strengths and working around gaps or limitations. While it is focused primarily on job success, it can also provide insights and suggestions for the individual's growth as a person.
- It contains Strategies for Coaching, Probable Assets & Strengths, Areas for Development, and Coaching Guidelines.
- You can request a Coaching Report at the time you set up testing for an additional charge of \$25. It can also be requested at a later date.

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### Contact Us

The *Guidelines for Interpreting the eTest Interview Guide* is also available as a stand-alone document for easy reference or for distribution to hiring managers as needed. A version is also available for the Development Report (*Guidelines for Interpreting the eTest Developmental Guide*). If you would like us to forward you either of the stand-alone interpretation guides, please contact us.

Please feel free to contact one of the psychologists at Management Psychology Group (404-237-6808; 800-700-1313) to assist with the interpretation of your first report or to help answer any questions you have about candidate results.

# Results Interpretation Guide

## EEST SCALE DESCRIPTIONS

**PERSONALITY FACTORS.** These dimensions are likely to reflect long-term, enduring and consistent behavioral and psychological characteristics that will affect a person's behavior and attitudes over time in a wide range of settings. The more extreme the score, the more likely the dimension is a central component of basic personality makeup.

**Extraversion.** A large component of extraversion is the need for social contact versus a preference for solitary pursuits. High scorers on this measure describe themselves as *sociable, gregarious, extraverted, group-oriented* and *expressive*. Low scores are often indicative of a mild, reserved and relatively unexpressive social style.

**Persuasive.** High scorers describe themselves with such terms as *leader, role model, persuasive, politically skilled, socially astute, convincing* and *optimistic*.

**Talkative.** High scorers do not see themselves as *quiet, reserved, silent, soft-spoken, shy, subdued, mild, inhibited* or *restrained*.

**Actively Friendly.** High scores on this facet are obtained by people who describe themselves as *sociable, witty, charming, outgoing, gregarious, lively* and *humorous*.

**Bold.** People with high scores on this facet see themselves as *daring, adventurous, spontaneous, bold, driven, energetic* and *aggressive*.

**Emotional Reactivity.** This scale reflects the tendency to be tense, anxious, emotional or high-strung. People scoring high on the primary factor of emotional reactivity describe themselves as *tense, anxious, easily upset, impulsive, emotional* and *reactive*. Low scorers see themselves as *relaxed, calm, stress-tolerant* and *complacent*.

**Insecure.** People getting high scores here describe themselves as *nervous, worrying, insecure, preoccupied, moody, uncomfortable, stress-prone, anxious, suspicious* and *self-punishing*.

**Expressive.** People scoring high here see themselves as *status-seeking, attention-seeking, power-oriented, pleasure-seeking, ego-driven, excitable, extreme, impulsive, loud* and *emotional*.

**Frustration-Prone.** High scorers describe themselves as *hard-headed, argumentative, controlling, impatient, stubborn, intimidating, hot-tempered, moody, brusque, agitated* and *headstrong*.

**Behavioral Control.** This dimension is related to discipline, focus, tenacity and organization. High scorers describe themselves as *disciplined, conscientious, tenacious, stubborn, inflexible* and *controlled*. Low scorers see themselves as *spontaneous, adaptable, undisciplined, careless* and not as *detail-oriented*.

**Disciplined.** People with high scores on this facet choose terms such as *timely, prompt, prioritizer, follow-through, disciplined, organizer, advance planner, steady* and *task-focused* in describing themselves.

**Conforming.** High scorers here see themselves as *conventional, traditional, conforming, conservative, by-the-book, rule-following, cautious, obedient* and *structured*.

**Detail-Oriented.** People who describe themselves as *precise, detail-oriented, exacting, inspecting, methodical, perfectionistic, procedural, monitoring, structure-seeking* and *technical* will get a high score on this facet scale.

## Results Interpretation Guide

**Agreeableness.** People scoring high on this factor are likely to try to get along with others and to maintain harmonious relationships. They are typically approachable and cooperative, tending to describe themselves as *cooperative, likable, approachable, soft-hearted, easygoing* and not as *blunt, intense, driven, abrupt* or *direct*.

**Tolerant.** People who get high scores here describe themselves as *flexible, good-natured, warm, praising, generous, forgiving, tolerant, gentle, humorous* and *trusting*.

**Easygoing.** High scorers are likely to use such terms as *laid-back, patient, leisurely, easygoing, mild, too nice, easy-to-know, good follower, accepting, peaceable* and *humble* in describing themselves.

**Sympathetic.** People scoring high on this facet describe themselves as *feeling-oriented, sentimental, affectionate, soft-hearted, sensitive, sympathetic, pleaser, warm, gentle*, etc.

**Complexity.** This factor is related to intellectual curiosity, openness to information, independence of thought and the ability to keep long-term objectives in mind. High scorers describe themselves as *strategic, free-thinking, dogged, reflective, imaginative, unconventional* and *intellectual*.

**Strategic.** People with high scores here choose terms such as *unflagging, dogged, unwavering, staunch, non-conforming* and *unconventional* to describe themselves.

**Planful.** High scoring people on this factor describe themselves as *intellectual, reflective, thinking-oriented, methodical, precise, analytical, scholarly* and *deliberate*.

**Divergent Thinking.** People with high scores on this dimension choose terms such as *creative, imaginative, inventive, visionary, free-thinking, innovative, resourceful, curious* and *insightful* in their self-descriptions.

### EMPIRICAL SCALE DEFINITIONS

**Job Function Scales.** These scales were derived empirically by correlating BCL profile patterns with demographic job function data. These scales indicate the similarity in self-perceptions between the candidate and people in several broad job function categories. These scores are not measures of aptitude or proficiency in the job function.

**Manager.** People scoring high here are typically more similar, at least in self-perception, to people who are in managerial roles than to those who operate as individual contributors. They typically choose such terms as *expert manager, delegator, forceful, leader, mentor, nervy, impatient* and *demanding* to describe themselves.

**Sales.** High scorers describe themselves as *assertive, public speaker, bold, easy-to-know* and *attention-seeking*. They do not choose such self-descriptors as *shy, social discomfort, reserved, overloaded, private* or *mild*.

**Customer Service.** High scorers are similar to people in customer service and support jobs. They are likely to describe themselves as *flexible, peaceable, good-natured, generous, unselfish, patient, mild, soothing* and *bending*.

## Results Interpretation Guide

**Technical Orientation.** High scorers describe themselves with such terms as *technical, scientific interest, analytical, precise, methodical, thinking-oriented, reserved, investigative, detail-oriented* and *procedural*.

**Creative.** High scorers describe themselves in such terms as *inventive, creative, honest critic, leader, energetic, follow-through, wide interests, reflective, warm, role model* and *intuitive*.

**Administrative.** High scorers are similar to people in general administrative roles and describe themselves with such terms as *administrative, reserved, mild, conservative, good-natured, timely, conscientious* and *good follower*.

**Job Performance Scales.** The following scales were developed by researching the statistical relationships between BCL score patterns and actual job performance as rated by supervisors and managers. The higher the score, the more likely the candidate will receive a favorable rating on the particular job performance dimension described below.

**Dependability.** People scoring high on this scale have profiles similar to those of people who are rated high by their supervisors/managers on dependability, conscientiousness, meeting deadlines and living up to commitments. They describe themselves in such terms as *conscientious, perfectionistic, persevering* and *deferent*.

**Motivation.** High scorers have results similar to those of people who are rated positively on being motivated and visibly demonstrating energy, effort and drive. They choose terms such as *driven, leader, expert, tenacious* and *energetic* in describing themselves.

**Interpersonal Skill.** Individuals with high scores here have similar profiles to those of people who are seen by their superiors as having good interpersonal skills. They tend to describe themselves as *deferent, rapport-building, secure, contented, warm* and *affectionate*.

**Organizing Habits.** People scoring high on this dimension have similar patterns of responses to those of people who are rated by their managers/supervisors as having good administrative, organizational and planning skills. They describe themselves with such words as *equitable, insecure, conscientious, perfectionistic, stress-prone, unwavering* and *committed*.

**Stress Tolerance.** This scale indicates the similarity of the person's profile with those of other people who are rated high on measures of confidence and stress tolerance. They describe themselves as *politically sensitive, unstructured, power-oriented, intimidating, stress-loving* and *non-conforming*.

**Leadership.** People with high scores here have similar results to those of people who are given high marks by their superiors on having a positive influence on others (both formal and informal). They typically see themselves as *complicated, intense, tenacious, insightful, astute, demanding, assertive* and *power-oriented*.



## That's It!

Should you have any questions about your account, test administration, results interpretation, psychological assessments and testing in general, or any other matter where we can be of service, please feel free to contact us.

Via email: [CustomerService@eTest.net](mailto:CustomerService@eTest.net)

By phone: 404-832-0999 from the Atlanta, Georgia area; or toll-free at 800-700-1315.

Thanks for using eTest!