

FAQ

Motivation Factor Assessment Management System (AMS)

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The system	
In general	You'll find a Get Started Manual right here..
Can I see the results from my clients, e.g. 6 months after they have completed the assessment?	Yes. You can always find the results from a completed assessment. Just click on "See all completed surveys" on your dashboard and scroll down. After 12 months all personally identifiable informations are deleted (according to GDPR).
Can I see the result before my client see it?	Yes. Just click "Locked" when inviting the client to the assessment. You will receive an email when he or she has completed the assessment, and you'll have the opportunity to "Open the result page" for the client, if you wish.
What's the price of the assessments?	As a certified Practitioner, you'll have the opportunity to buy assessment licenses to a discounted price. You can always find the pricelist in our Dropbox here..
Do you have a customer service, which can help me if I have questions?	Yes – by email. Send us your question by email and we'll answer you ASAP, either by email or by phone. Send your question here..
When my Admin login has "Timed Out", I cannot login again – the login credentials will not be accepted	Close the browser, or clean the cache (or both). Start the MF Admin again, and you are ready to go.
Validation and assessment data	
Are the assessments validated?	Yes. Both the Indicator, Pin Pointer and Survey Plus are validated by Boston Research Group. Read all about it here..
Is there anywhere I can read more about the assessments?	Of course. Read it all about Motivation Factor different assessments here..
Ordering assessment licenses	
How do I order more assessment licenses?	It's easy. Click on the button "Order Pin Pointer Pro Licenses", "Order Indicator Licenses" or "Survey Plus Licenses", fill in how many licenses you need, and press "Order". You can include a message with a Purchase Order Number, etc.. The assessment licenses will immediately be available in your AMS. You'll receive an invoice right after – payable by Credit Card.
Create assessment invitations	
When I make a new assessment invitation, the system will not accept the clients email address	Erase all space-tabs and signs before and after the email address. The system will only accept a "clean email address"