

Purchasing and Managing your Strengths Profiles

Help Guide

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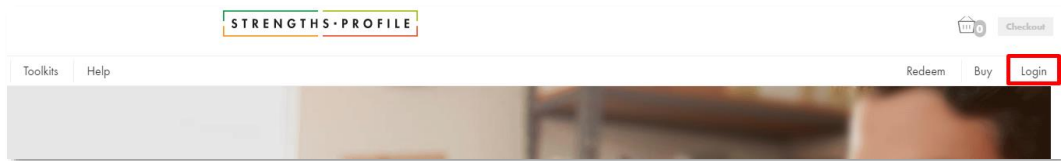
Getting started

How do I register and login?

To buy, view or take a Strengths Profile, firstly you will need to create a new account for Strengths Profile. This also will include existing R2 account holders.

To register for a new Strengths Profile account, you will need to:

1. Go to www.strengthsprofile.com and click on the 'Login' button that is displayed in the top navigation bar.



LOGIN TO CREATE AN ACCOUNT FROM THE STRENGTHS PROFILE HOMEPAGE

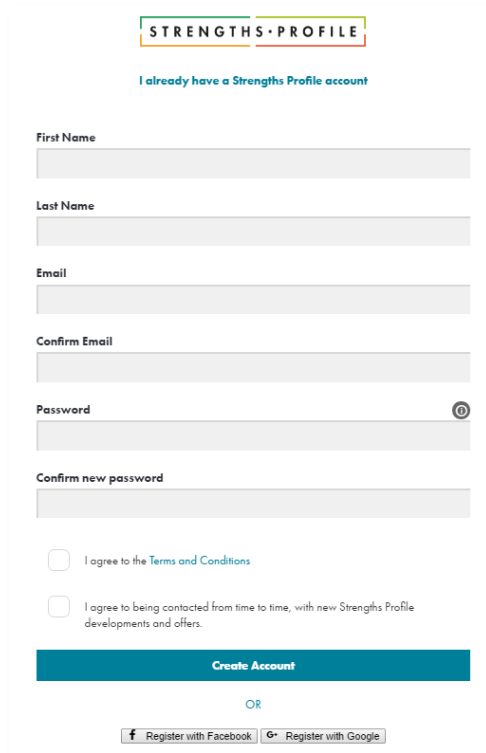
2. You will be shown a login window. If you are registering for the first time click on the 'Create Account' button. Alternatively, if you already have an account please click on the 'Login' button.

A screenshot of a login and registration window for Strengths Profile. The window has a close button (X) in the top right corner. It features the Strengths Profile logo at the top. Below the logo are two input fields: 'Email' and 'Password'. A link 'Forgotten your password?' is located below the password field. At the bottom, there are two buttons: 'Create Account' (light blue) and 'Log in' (dark blue). Below these buttons is a section titled 'OR CONNECT WITH' with two options: 'Login with Facebook' and 'Login with Google'.

CREATE OR LOGIN TO YOUR STRENGTHS PROFILE ACCOUNT

Note: existing R2 account holders will need to create a Strengths Profile account

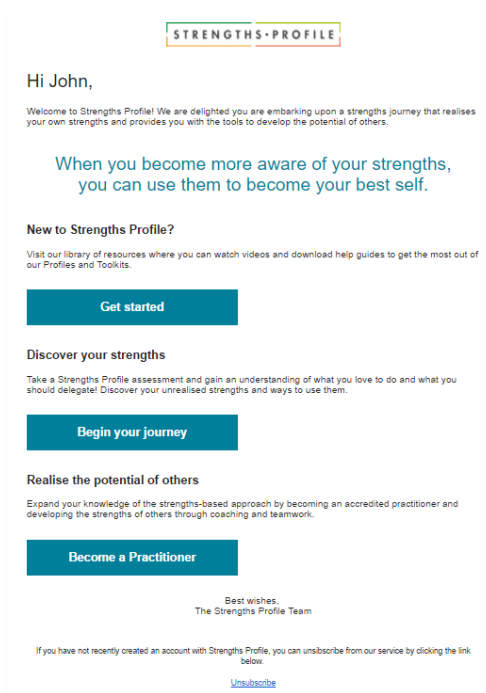
- After selecting 'Create Account' you will be shown a registration window in which you will be required to enter your details, read and accept the terms and conditions, and select 'Create Account'.



The screenshot shows the 'STRENGTHS • PROFILE' registration page. At the top, there is a link 'I already have a Strengths Profile account'. Below this are input fields for 'First Name', 'Last Name', 'Email', 'Confirm Email', 'Password' (with a strength indicator icon), and 'Confirm new password'. There are two checkboxes for terms and conditions: 'I agree to the Terms and Conditions' and 'I agree to being contacted from time to time, with new Strengths Profile developments and offers.' At the bottom is a large blue 'Create Account' button, followed by an 'OR' separator and two social login buttons: 'Register with Facebook' and 'Register with Google'.

ENTER REQUIRED DETAILS TO CREATE AN ACCOUNT

- You will then be directed to the homepage as a logged in user and receive a welcome email from Strengths Profile to your registered email account.

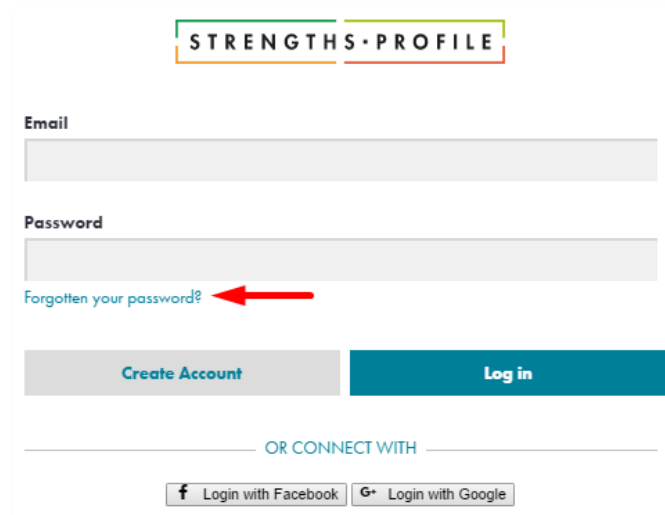


WELCOME EMAIL SENT TO EMAIL ACCOUNT

I've forgotten my password?

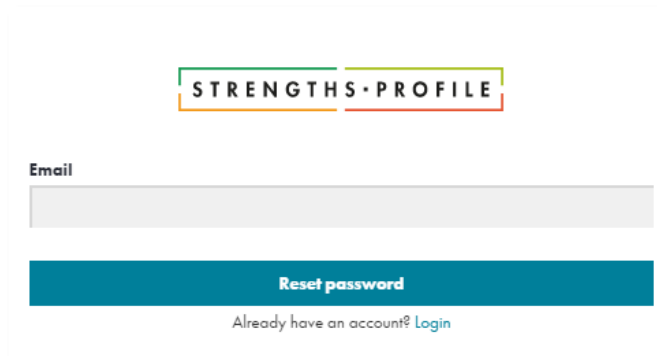
If you have forgotten your password (it happens to us all!) you will need to:

1. Select Login from the main navigation bar
2. You will be shown a login window
3. Click on 'Forgotten your password?'



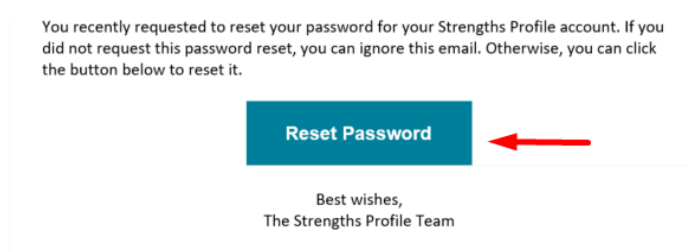
SELECT THE FORGOTTEN YOUR PASSWORD LINK DISPLAYED ON THE LOGIN WINDOW

4. You will be shown a password reset window, please enter the email address of the account that you have forgotten the password to



PASSWORD RESET WINDOW

5. You will then receive a password reset email, select 'Reset Password' and follow instructions



RESET PASSWORD EMAIL

Purchasing Strengths Profiles

How do I get my own profile?

To get started in discovering your unique strengths, you will need to purchase a Strengths Profile.

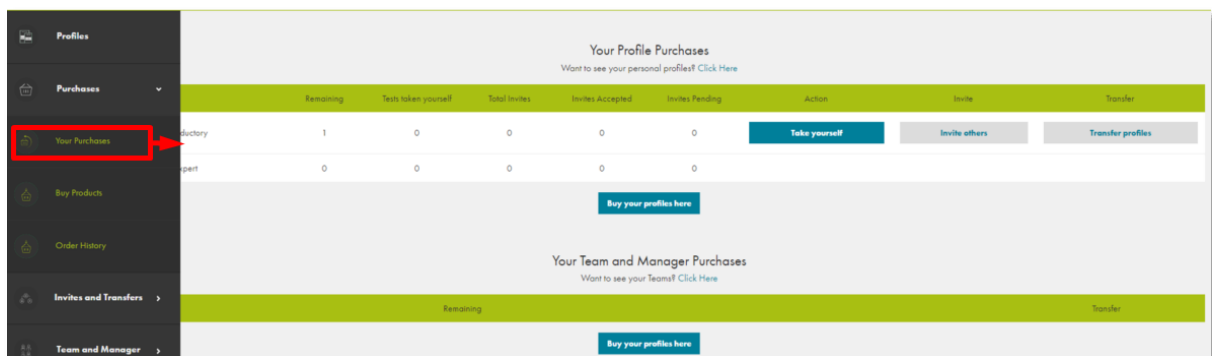
To get your own Strengths Profile, you will need to:

1. Click 'Profiles' from the navigation bar displayed on the Strengths Profile homepage



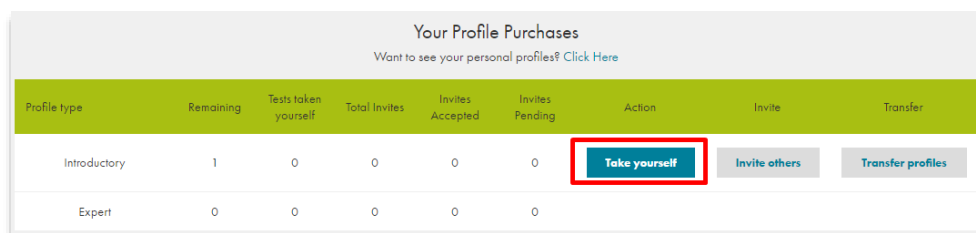
PROFILES AS DISPLAYED ON THE MAIN NAVIGATION BAR ON THE STRENGTHS PROFILE HOMEPAGE

2. Select a Profile (Introductory or Expert)
3. Add your chosen Profile to the basket and buy
4. If you haven't already, you will need to Register or Login to your Strengths Profile account
5. Complete your purchase
6. Once you have completed your purchase you will be directed to the 'Your Purchases' screen on your dashboard where you will see a summary of your Purchases



YOUR PURCHASES SUMMARY SCREEN

7. Click on 'Take yourself' button

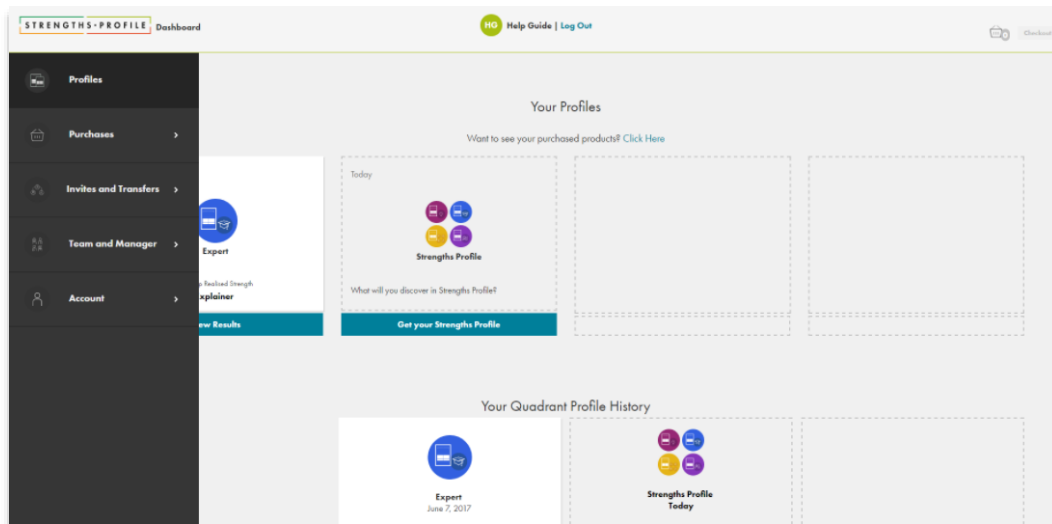


SELECT 'TAKE YOURSELF' TO BEGIN YOUR STRENGTHS PROFILE

8. You will be directed to take the Strengths Profile
9. Complete the assessment
10. See your results on screen
11. Download your results, print and keep!

Where can I find my completed profiles?

Your completed and incomplete profiles are stored in your Dashboard/Your Profiles section. If you completed the assessment you will see 'View Results'. If you purchased a Profile but have yet to complete the assessment you will see 'Continue Assessment'.



INDIVIDUAL STRENGTHS PROFILES ARE STORED IN THE 'YOUR PROFILES' SECTION IN YOUR DASHBOARD

How do I invite others to take a Strengths Profile?

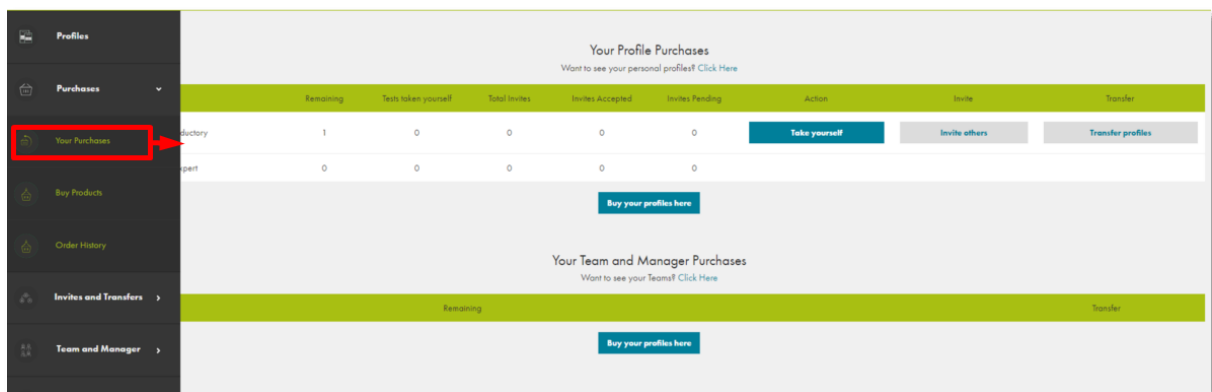
To invite others to take a Strengths Profile for which you would like to view their results you will need to:

1. Click 'Profiles' from the navigation bar displayed on the Strengths Profile homepage



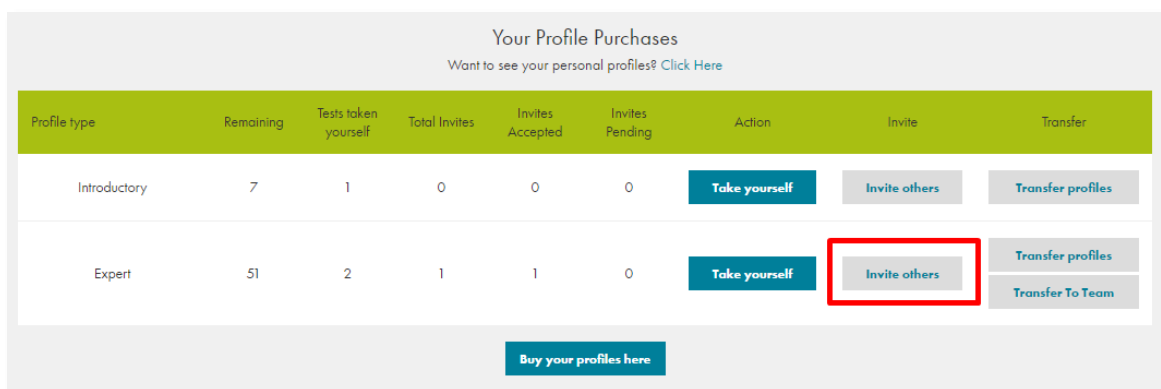
PROFILES AS DISPLAYED ON THE MAIN NAVIGATION BAR ON THE STRENGTHS PROFILE HOMEPAGE

2. Choose the relevant number of Profiles (Introductory or Expert)
3. Add your chosen Profiles to the basket and buy
4. If you haven't already, you will need to Register or Login to your Strengths Profile account
5. Complete your purchase
6. Once you have completed your purchase you will be directed to the 'Your Purchases' screen on your dashboard where you will see a summary of your Purchases



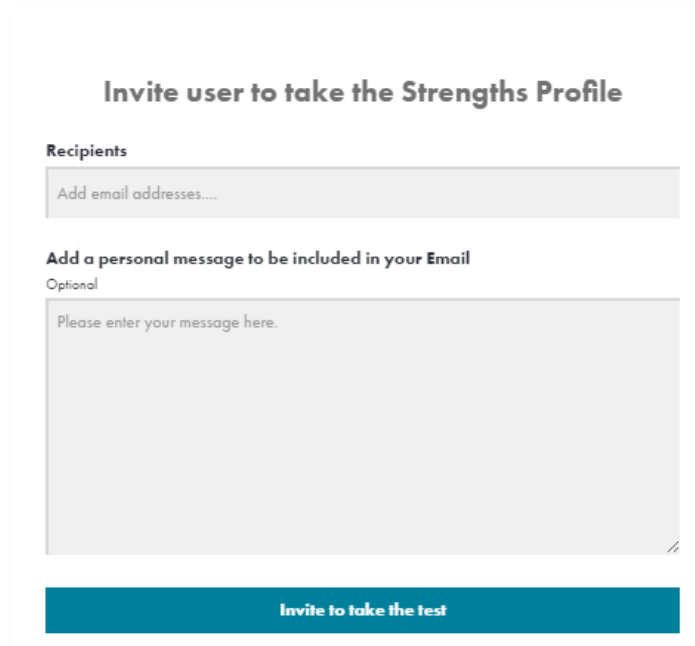
YOUR PURCHASES SUMMARY SCREEN

7. Click on the 'Invite others' button for the profiles that you would like your invitees to complete



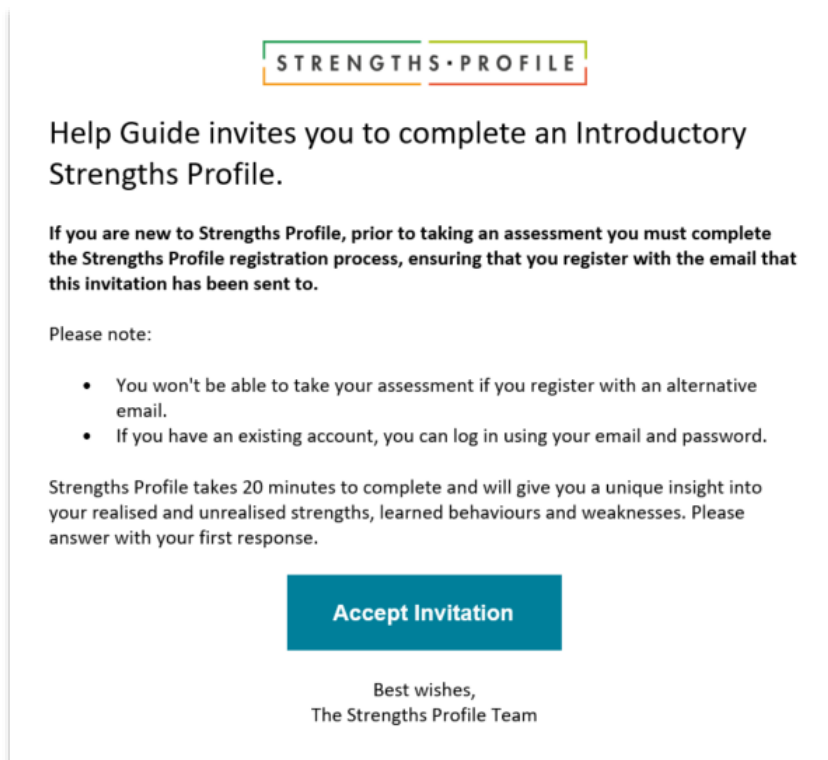
'INVITE OTHERS' TO TAKE EXPERT PROFILES DIRECTLY FROM YOUR PROFILE SCREEN

8. You will then be shown an invite window in which you can enter the email addresses of your invitees and an optional custom message



INVITE USERS TO TAKE A PROFILE FROM THE INVITE WINDOW

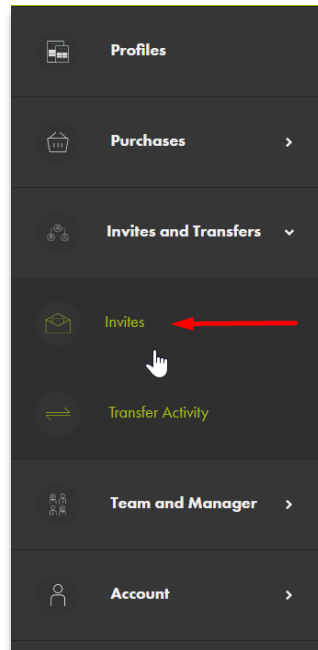
9. Once you have confirmed the invitations, the profiles will be successfully sent to your invitees as shown in the example below:



INVITATION SENT TO USERS

How do I view the results of the people I have invited?

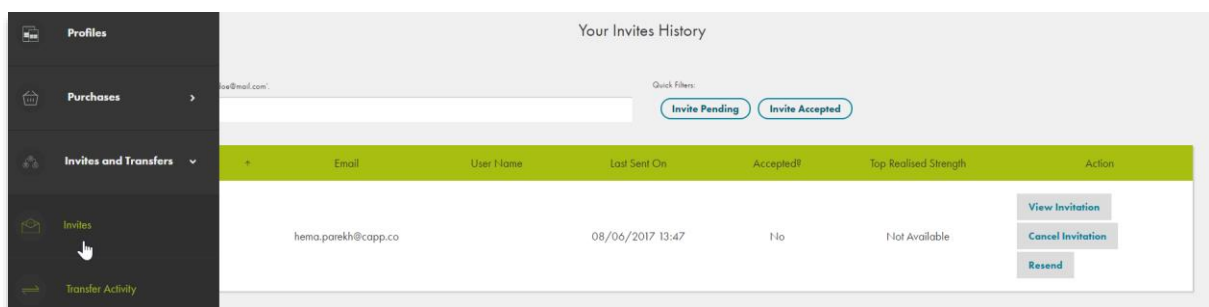
You will be able to see whether your invites have completed their Profiles by going to the 'Invites and Transfers' tab on the left navigation menu in 'Your Dashboard'.



SELECT 'INVITES AND TRANSFERS' TO VIEW YOUR INVITES HISTORY
FROM THE MENU ON YOUR DASHBOARD

You will then be shown 'Your Invites History' which will display a list of users that you have sent an invite to. From here you will also be able to do the following:

1. Monitor the progress of your invitation
2. Cancel/resend the invitation
3. View your invitees completed profile
4. View your invitees' top strengths



MONITOR AND MANAGE YOUR INVITES FROM 'YOUR INVITES HISTORY' SCREEN

How do I transfer Strengths Profile uses to another account?

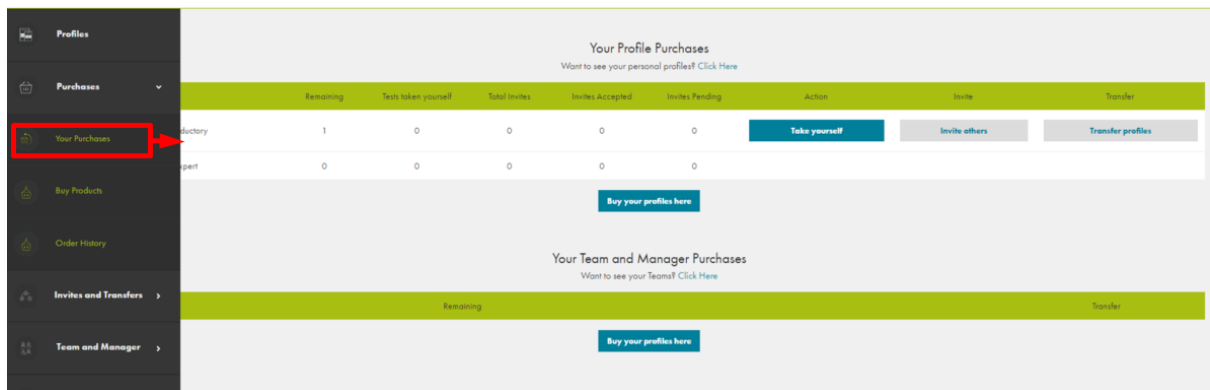
To transfer Strengths Profile uses to another account you will need to ensure you have enough profiles purchased. Once you have enough profiles required to make the transfer, you will need to do the following:

1. If you haven't already, you will need to Register or Login to your Strengths Profile account
2. Go to 'Your Dashboard'



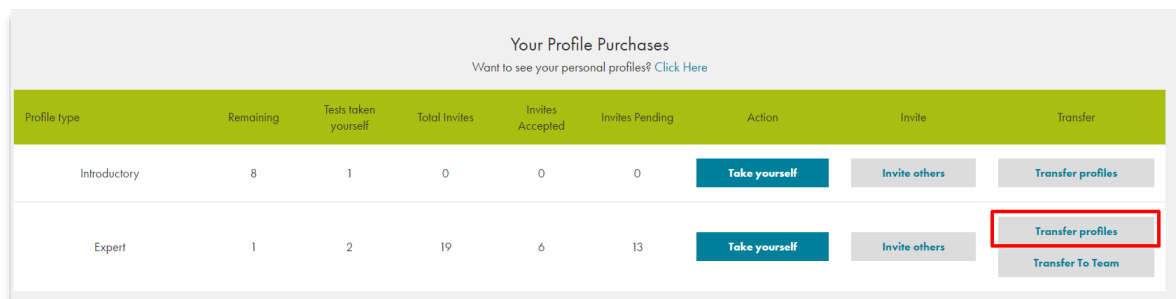
LOG IN TO YOUR ACCOUNT AND SELECT 'YOUR DASHBOARD'

3. You will be directed to your dashboard homepage and from here select 'Your Purchases' tab from the left navigation menu bar



YOUR PURCHASES SUMMARY SCREEN

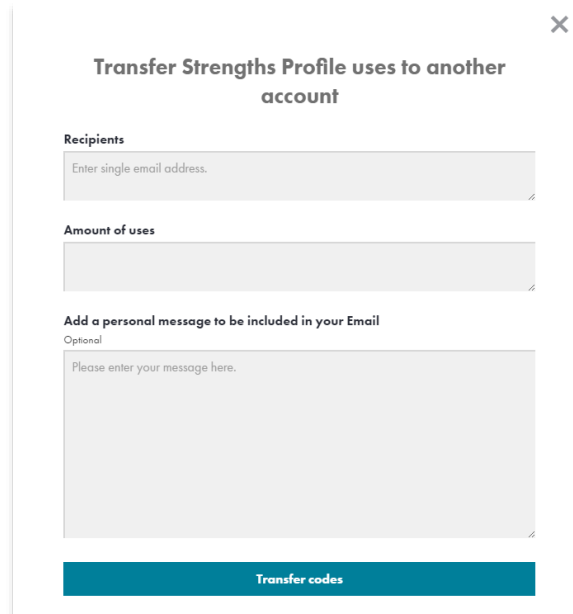
4. You will then be shown the 'Your Purchases' screen
5. Click on the 'Transfer profiles' button for the Profiles that you would like to transfer to another account



TRANSFER PROFILE USES TO OTHERS BY SELECTING 'TRANSFER PROFILES' DIRECTLY FROM 'YOUR PURCHASES' SCREEN

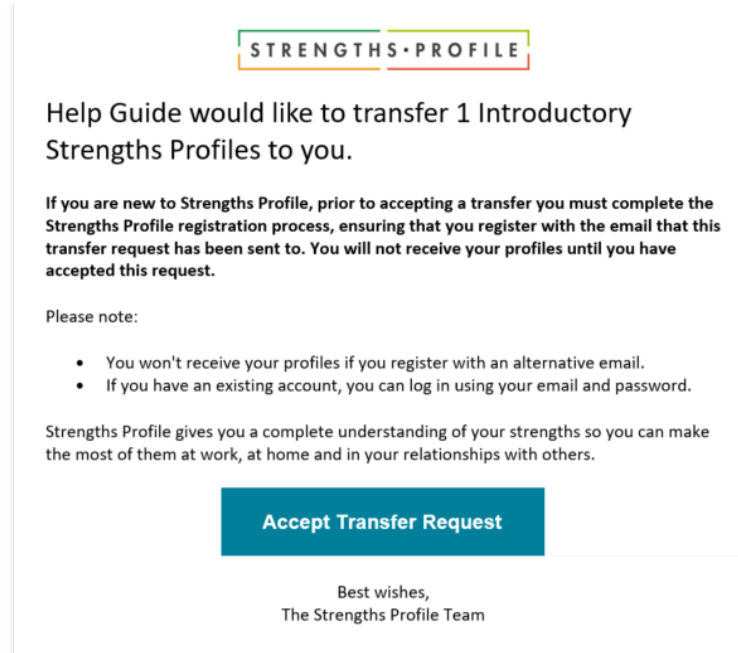
Note: Transferred profiles will not allow you to view the users profile results (please refer to: [How do I invite others to take a Strengths Profile?](#))

6. You will then be shown a transfer window in which you can enter the email address, the amount of uses you would like to transfer, and an optional message



TRANSFER PROFILE USES WINDOW

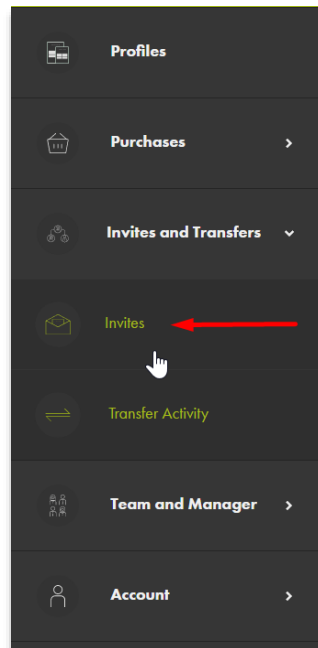
7. Once you have confirmed the transfer, the profiles will be transferred and an email will be sent to the email account entered for them to accept the transfer as shown in the example below:



TRANSFER MESSAGE REQUEST SENT TO USER TO ACCEPT

Can I see who I have transferred Profiles to and how many?

Yes, you will be able to see a history of your transferred profiles by going to the 'Invites and Transfers' tab on the left navigation menu in 'Your Dashboard' and selecting Transfer Activity'.



SELECT 'INVITES AND TRANSFERS' TO VIEW YOUR INVITES HISTORY
FROM THE MENU ON YOUR DASHBOARD

You will then be shown 'Your Transfer Activity' which will display a list of users that you have transferred uses to. From here you will also be able to do the following:

1. Monitor the progress of your transfer
2. View number of transfer uses sent
3. View who you have sent the transfers to
4. Cancel/Resend the transfer
5. View type of Profile transferred

Your Transfer History						
Search for a transfer <small>by member's email address e.g. 'john.doe@mail.com'</small>			Quick Filters:			
<input type="text"/>			Transfer Pending		Transfer Accepted	
Profile type	Amount Transferred	Transferred to	Transferred On	Accepted?	Action	
Introductory Profile	1	hema.parekh@capp.co	08/06/2017 15:22	No	<div>Cancel Transfer</div> <div>Resend</div>	

MANAGE AND MONITOR YOUR TRANSFER ACTIVITY FROM 'YOUR TRANSFER HISTORY' SCREEN

How do I transfer uses to a team?

If you would like to transfer uses to a team, please refer to the Team Help Guide available on the [help](#) page.

What is the difference between transfer uses and invite users?

When you invite users, you are asking your invitees to complete one of your purchased Profiles. You will be able to see your invitees results on your Dashboard.

You would Transfer Profiles if you wish to pass on a purchased use to another person for them. They can then invite users or transfer uses from these uses. You will not see any results from users who complete Profiles through transferring them.

You may want to Transfer Profiles by sharing larger purchases with other members of your organisation. For example, you have purchased 100 Profiles on behalf of your organisation and you want to split the uses amongst your department heads, who will then invite their team to take the uses.

I have been transferred Profiles and cannot see them

Once you have been transferred Profiles, you will be sent a link from Strengths Profile. You will need to click on the link to accept the Profiles.

Please refer to: [How do I transfer Strengths Profile uses to another account?](#)

I have transferred Profiles to a colleague, how can I be sure they have been sent?

In your Dashboard, go to the 'Invites and 'Transfer' tab on the left-hand navigation menu bar and select Transfer Activity.

What if I've transferred profile uses to the wrong email by mistake?

If you have transferred profile uses to the wrong email address or the wrong amount of profile uses, provided the user has not accepted the transfer request you can go to 'Your Transfer Activity' and cancel the invitation. Your profile uses will be transferred back into your account.

Please refer to: [I have transferred Profiles to a colleague, how can I be sure they have been sent?](#)

How do I redeem a code?

If you have been sent a code to redeem you will need to:

Go to the navigation bar on the Strengths Profile Homepage



REDEEM CODE CAN BE FOUND ON THE MAIN NAVIGATION BAR

1. Enter the redeem code which will contain characters only
2. If you haven't already, register or login to your Strengths Profile account
3. You will then be directed to complete your Profile.

If you have any difficulty please contact enquiries@strengthsprofile.com

My Redeem code is not being recognised

Ensure the code is identically typed with no additional spaces before or after

Ideally copy and paste the code into the redeem code box

If you have been sent a code which displays: <https://strengthsprofile.com/Codes/Redeem?code=>

Do not enter the section of the code in the redeem box.

If you have any difficulty please contact enquiries@strengthsprofile.com

Can I redeem a code from my dashboard?

Currently that feature is not available, you will need to go to the main Strengths Profile site and Redeem your code from there.

FAQ's

The link in my invitee's email confirmation didn't work

Your invitee must register and confirm their email address before completing Strengths Profile. When they click on the link they will be asked to register. Ensure your invitee is registering with the email address that the link was sent to.

I have made a purchase and I can't see my Profiles

Go to your Dashboard and view 'Your Profiles'. You will see your purchase here and you can either 'Take Yourself' or 'Invite Others'.

Why can't I see the Strengths Profile site properly on my machine?

If you are having difficulty accessing emails that have been sent to you, you may need to:

1. Check you spam or junk mail
2. Check with your IT Department in case our emails have been blocked by their firewall or antivirus
3. Ensure you are using the latest versions of Google Chrome or Internet Explorer

What happens if I've invited a user by mistake?

If you have invited or entered the wrong email address to take a profile, provided the user has not accepted your invitation, you can go to 'Your Invites History' and cancel the invitation. Your profile use will be transferred back into your account.

Please refer to: [How do I view the results of the people I have invited?](#)

My invitees have said they have not received my request

You will need to check 'Your Invites History' to ensure that the invites have been sent. You will be able to see if the invitees have accepted your invitations. If they haven't, you will be able to resend the invitations to them. Additionally ensure:

1. The email addresses are correct
2. Your invitees have checked their junk /spam
3. The invitee is registering using the email address that the invitation was sent to

Can I view my order history?

Yes, you can find your order history and download your order by going to:

1. Your Dashboard
2. Go to your left-hand side navigation menu and select 'Purchases/Order History'

R2 Users

I used to use R2 Strengths Profiler. What's the difference?

The fundamentals of the tool remain the same but we have introduced simpler language. You can download our overview of the changes in the [resources](#) section. You will be able to continue to purchase R2 Profiles [here](#) until the end of 2017. You will not be able to download your existing R2 Profile results in the new Strengths Profile format as Strengths Profile is a completely different platform. You would need to complete a new assessment should you need the Strengths Profile format.

I still have R2 codes, can I transfer them onto Strengths Profile?

We can transfer across unused codes purchased within the last 12 months. Please contact enquiries@strengthsprofile.com with your request.

Can I create a Team Profile from reports within R2 and Strengths Profile?

No. All the individuals will need to have completed on the same platform of either R2 or SP for a Team Profile.