



## SOLO IS FAQs

### **What is the SOLO IS website?**

[www.soloisprofile.com](http://www.soloisprofile.com)

### **How do I upgrade my account from Individual or Invited to Group Admin?**

After completing your survey, login to your account and click the blue 'Upgrade' button in the top right corner. A pop-up will appear confirming you want to upgrade. Click 'Yes Upgrade' and it will take you to an 'Upgrade Successful' page. You will then click on the orange Login button and it will take you to the home page where you can login as a Group Admin using the same credentials.

### **What is the maximum number of participants that can be included in a Bulk Upload?**

You can only load 50 participants at a time using the bulk upload file. If your group is larger than that, you will need to submit multiple bulk upload files.

### **What kind of file can I use for the bulk upload feature?**

You can download the .csv file template from the batch page.

### **How do I correct someone's name or email address after I have added them to a batch?**

In the chart of names, scroll to the right and find the trash can icon that says 'Delete'. Click the button and then click 'Delete' in the pop-up. Then click the 'Add an Employee +' button and enter in the correct information.

### **How do I add someone after a batch has been created?**

Click manage beside the batch name and once you are in the Batch Dashboard, click the orange 'Add an Employee +' button. After you add all the needed information, click submit. If the deadline has already passed, you will need to adjust the deadline first, but clicking the pencil icon beside the End Date. Then, click 'Invite' in the Send Invitation or Reminder column.

### **What email account are the emails sent to participants from?**

Emails are sent to participants from [assessments@pps-synetamericas.net](mailto:assessments@pps-synetamericas.net)

### **When can I generate a group report?**

A group report can be generated regardless of survey status for your group. The group report will only include those who have completed the survey at time of generation.

### **How can I check to see if someone has completed the SOLO IS assessment before?**

If you are a Group Admin, on the dashboard page there is an orange 'Search' button. There you can enter someone's name or email address and see if they are in any of your batches.



### **What language(s) is SOLO IS available in?**

As of now, the online SOLO IS assessment is only available in English. However, the paper version of the assessment (Interaction Style profiles) are available in multiple languages.

### **Can I download all individual reports at once?**

If you are a Group Admin, find the batch you want to download and click manage on the dashboard page. When you come to the dashboard for the batch, there will be an orange button on the right of the page that says 'Download All Reports'. Click that button and a window will pop up showing the time to download a zip file of all completed individual reports. Keep the page open and do not refresh or go back. Once the file has finished downloading, a zip file will be generated to download. The zip file will also be emailed to you.