

General FAQs

1. What are the system requirements to take the online tests?

Guidelines to taking the online tests: When you access an SHL assessment via SHL On Demand, the computer you use needs to meet the following recommended system requirements:

Connection speed

You should use a **56Kb**, or faster, Internet connection to get the best experience.

For video based assessments please use a **1Mb per second** or faster Internet connection.

Pop-up windows

Before attempting the tests please disable any pop-up blocking software that may prevent the test from downloading. If you are attempting the test on a company network or computer, please consult the IT department for any PC/browser settings that may need to be changed prior to taking the test.

Supported Internet browsers

- Internet Explorer Version 9.0 and higher
- Firefox Version 32 and higher
- Safari Version 5.1.10 and higher
- Google Chrome Version 37 and higher

Supported operating systems

- Apple Mac OS 10.x (up to Mac OS X v10.8 - Mountain Lion)
- Microsoft Windows 10, 8, 7, Vista, XP, Server 2003, 2000, NT4.0, Millennium Edition, 98, 95

Supported display applets

- The latest version of Adobe Flash Player
- Active Scripting (or JavaScript)
- ActiveX Controls and Plug-ins
- Java Runtime Environment (virtual machine)

Before you start your assessment please check if the browser settings on your computer are compatible with the assessment system. To do this you can visit the [CEB's SHL Browser Analyzer](#) page, which will check your settings and provide easy-to-follow instructions if a change is required.

2. I have received a message saying I need to download Adobe Flash player.

Click on the link below to download and install Flash on your Apple computer.

http://www.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash&P2_Platform=MacOSX

Click on the link below to download and install Adobe Flash on other computers.

<http://get.adobe.com/flashplayer>

3. I have received a message saying I need to download Java.

Some tests require Java to run. Please use the following link to download Java:

<http://www.java.com/en/download/>

4. What happens if I leave a questionnaire or assessment half-finished?

The tests are all timed and need to be completed in one sitting. You will not be able to continue from where you left off should you accidentally leave the assessment before you have completed it.

5. I am presented with a response string. What should I do?

Please ensure you save the entire response string before closing the browser window; you may be required to manually enter it when attempting to upload your responses.

You must have completed your assessment in order for the system to generate a response string. A response string is a long sequence of numbers separated by hyphens, which holds the responses you have given during your assessment.

You may have lost connection to the internet during your assessment, due to which the SHL assessment system presents you with this sequence of numbers to allow you to upload your given responses once the connection has been re-established.


Example: 23424-65757-34234-67878-54566-45354-56757-45646-45645-45645-12112 ... and so on. This number can be fairly long. An incomplete, incorrect or randomly chosen sequence of numbers will not be accepted by the SHL assessment system.

How to upload your responses:

Check you are connected to the Internet and access the assessment system using the same login details as before. You will find your assessment shows in progress. Please click on **Continue assessment**. When presented with a notification window informing you There was a problem last time you took this assessment. If you want to fix this problem now, click Fix. please choose **Fix** and answer Do you have a response string? by clicking **Yes**. Continue following the onscreen instructions to upload your responses.

Verbal Reasoning test	Practice again	Practised
	Continue assessment	In progress

Once you have successfully uploaded your responses, your assessment status will change to Completed. This indicates SHL has received your responses and the results will be sent to the company that has invited you to complete the assessment/s.

 Verbal Reasoning test	Practised	Practised
	Completed	Completed

SHL is the assessment provider only and we cannot provide you with your results or steps to take following completion of your assessment/s. Please directly contact the company that has invited you to complete the test/s.

If you do not have a response string please [click here](#) to receive further instructions.

The Verbal Assessment has been used as an example in these instructions; you may follow the same steps for other SHL Verify Ability Assessments.

6. My assessment is stuck in loading and does not proceed to the questions.

Please ensure you are using one of our supported browsers to complete your assessment. You can find a list of supported browsers and further information on our [System Requirements](#) page.

Java and Flash Player must be installed and enabled

You can download these for free from the distributors' websites at <http://www.java.com/en/> and <http://get.adobe.com/flashplayer/> should you not have them already installed.

To check your settings you can visit [CEB's SHL Browser Analyzer](#)

You may need to add SHL to your trusted sites to allow the assessment to download

When adding SHL to the trusted sites of your browser please ensure the box 'only allow server verification https' is unticked. Then add:

http://ondemand.shl.com
http://myassessment.ondemand.shl.com
http://player.ondemand.shl.com

Please delete your temporary Internet files and cookies.

Once you have made all necessary changes please restart your test.

7. I am trying to log into my assessment but my password disappears and I don't see any error messages.

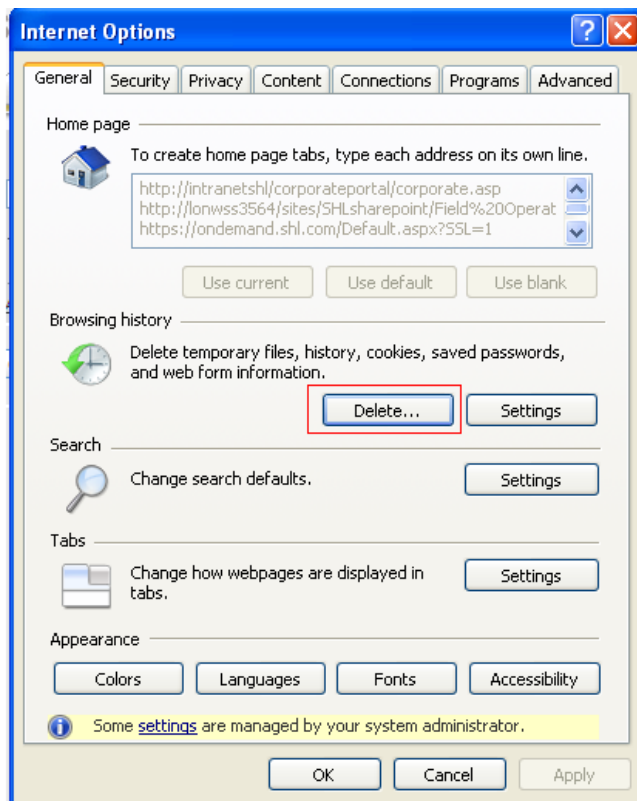
This issue can occur if the system has saved an Incorrect cookie in your browser. Please delete your browser cache and cookies, and try again.

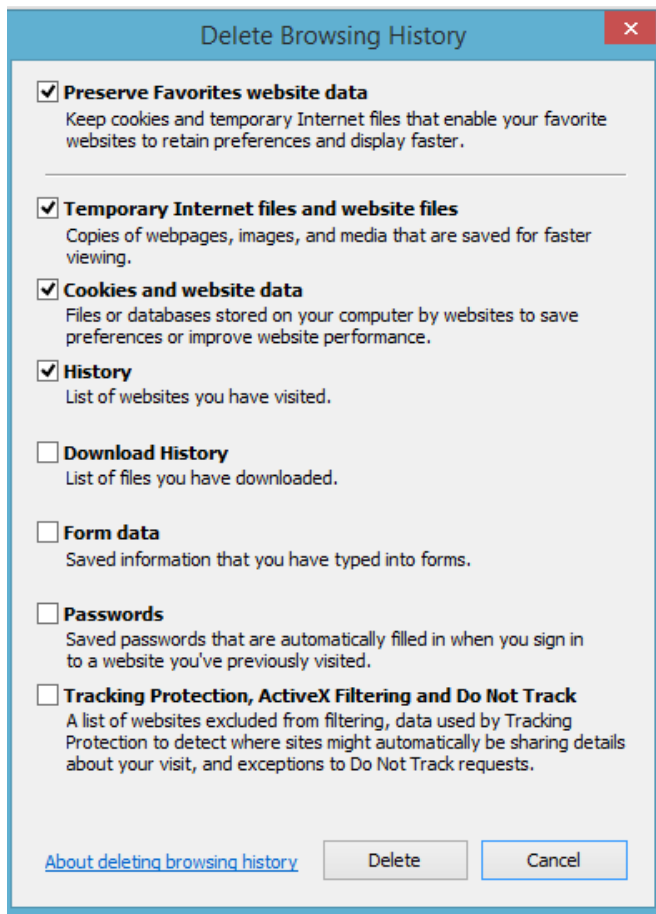
Instructions on how to delete cookies in browsers supported by SHL can be found below:

Internet Explorer

Go to **Tools > Internet Options**.

Click on the button marked **Delete...**

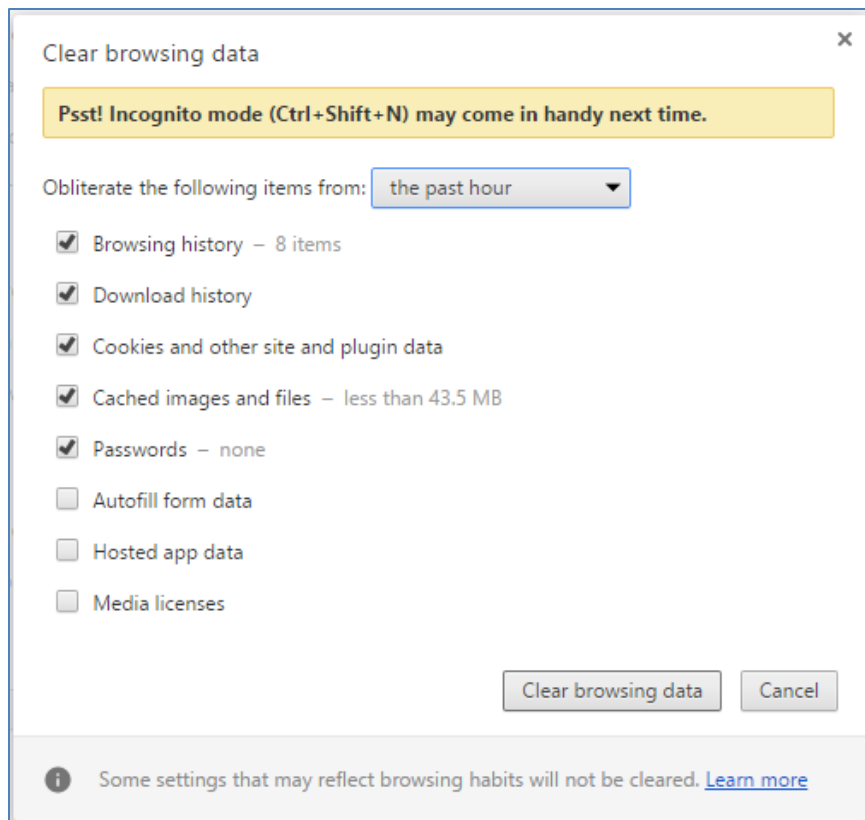




Then close down Internet Explorer, restart it, and try to log in again.

Google Chrome

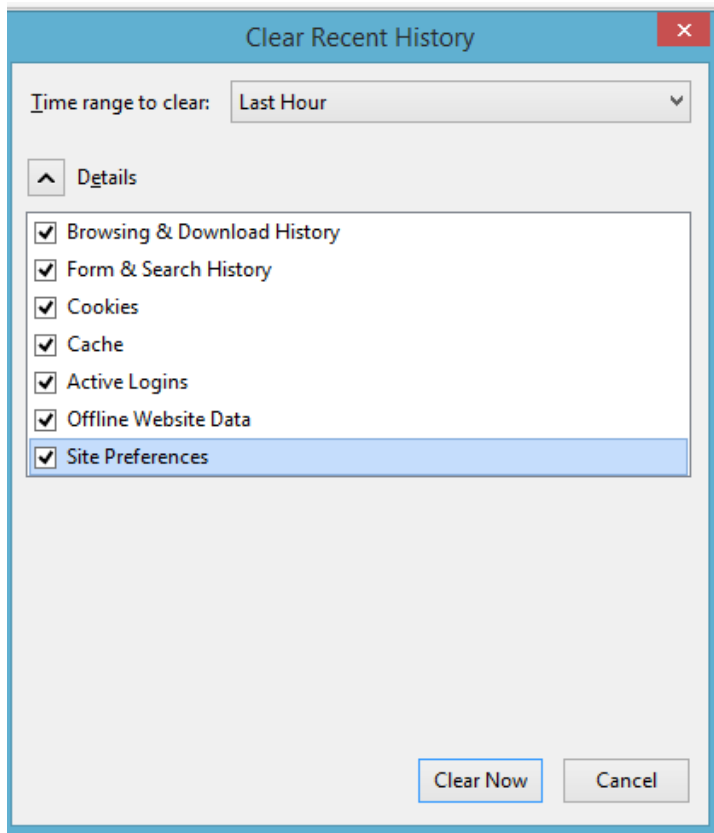
- 1) Go to the Settings icon (3 horizontal lines)
- 2) Select History
- 3) Click on Clear browsing data...
- 4) Choose the beginning of time from the drop-down and make sure Browsing history, Download history, Cookies and other site and plug-in data and Cached images and files are ticked
- 5) Click on Clear browsing data



Tick the boxes marked **in above image** and then click on the button **Clear browsing data**. Then restart Google Chrome and try to log in again.

Mozilla Firefox

- 1) On your menu bar, click on **History**
- 2) Choose the option **Clear Recent History**
- 3) Select everything from the drop-down and make sure that Browsing & Download History, Form & Search History, Cookies, Cache and Active Logins are ticked
- 4) Click on **Clear Now**



8. I am trying to log into my assessment but receive an 'Invalid username and/or password' message.

If you cannot log in to <http://myassessment.ondemand.shl.com/> and receive an 'Invalid username and/or password' message, please ensure:

- you are using the correct username and password
- when you type the password make sure Caps Lock on your keyboard is not turned on
- if you are copying and pasting the username and password make sure not to include any spaces
- if you have forgotten your password, request a new one by using the 'Forgotten password' link and entering your username or e-mail address

9. How do I enable cookies on my PC?

Internet Explorer:

- 1) On your menu bar, click on **Tools** (if you do not see the menu bar, press and release the ALT key)
- 2) Click on **Internet Options**
- 3) Click on the **Privacy tab** in the pop-up window and click on **Advanced**

- 4) Select the box **Override Automatic Cookie Handling** and ensure that the **First and Third Party Cookies** are enabled

Please restart your browser and log in again.

Firefox:

- 1) On your menu bar, click on **Tools** (if you do not see the menu bar, press and release the ALT key)
- 2) Click on **Options**
- 3) Click on the **Privacy tab**
- 4) Under the History section select **Use Custom Settings for History** from the drop-down menu
- 5) Make sure the box **Accept Cookies From Sites** is selected

Please restart the browser and log in again.

Google Chrome:

- 1) Go to the Settings icon (3 horizontal lines) and click Settings
- 2) Click on **Show Advanced Settings** at the bottom of the page
- 3) In the Privacy section, click **Content Settings**
- 4) Ensure the option **Allow Local Data to Be Set** is selected

Please restart the browser and log in again.

10. How do I check my test has completed successfully?

Once you have completed your assessment you will see a green tick next to the assessment type and the status will change to **Completed**.

In the below example you can see that the Personality questionnaire has not been started and the link is still available.

The Verbal Reasoning test has been completed.

Personality questionnaire	Take assessment	Not started
✓ Verbal Reasoning test	Practised	Practised
	Completed	Completed

Please note this is an example only and the assessments you have been invited to complete may be different.