# FAQ - Clients

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***1. What Tools Do You Recommend for Setting Up Test Batteries?***

*When setting up a test battery, we recommend considering the project goals, position requirements, or participant group specifics. Simply send us a job description for the position you plan to test for or provide any additional relevant details. We will be happy to advise you and assist with optimal setup.*

***2. What Should Be Specified When Organizing Larger Projects?***

*When organizing larger projects, it's important to specify:*

- *The number of participants and the planned testing schedule.*
- *Types of tests and their combinations within test batteries.*
- *Project goals and desired outputs (e.g., analyses or reports).*
- *Expectations regarding result interpretations or additional consulting services.*

***3. How Are Interpretation Appointment Dates Scheduled?***

*Ideally, contact our team when assigning the testing to candidates. This approach speeds up the process and ensures availability. If you haven't scheduled a date in advance, contact us as soon as you receive the results. We recommend proposing several possible dates and times to align with our consultants.*

***4. What to Do If a Candidate Reports an Issue with Testing?***

*If a candidate encounters an issue, follow these steps:*

1. *Determine the exact nature of the issue (e.g., technical failure, closed browser window, forgotten login-ID).*
2. *Contact our support team at* ***hotlinka@yellowcouch.eu*** *or ask the candidate to do so if it appears to be a technical issue.*
3. *Inform the candidate of the next steps (e.g., arranging a replacement test or restoring access).*

***5. Why Is the Admin Account Locked After 90 Days, and How Can It Be Restored?***

*Admin accounts are automatically locked after 90 days of inactivity for data security reasons. To restore access, contact our team, and we'll reactivate your account. The process is quick and requires no additional actions from the user. We recommend logging in as soon as possible after reactivation.*

***6. What Are the Steps for Purchasing Credits and Checking System Status?***
***To purchase credits:***

*Contact our team with the required number of credits.*
*Once credits are added, an invoice will be sent to your email.*
*To check the current status of your credits, navigate to* ***ACTIONS -> Account****, where you'll find a table showing the credit balance. For any questions, contact our support team.*

***7. How Are Credits Deducted in the mapTQ System?***

*Upon ordering, a set number of credits—typically corresponding to the number of test participants—is added to your mapTQ account.*
*Each credit equates to a specific number of internal "units" in the system:*

- ***Standard Credit****: 44 units (most commonly used).*
- ***Expert Credit****: 32 units.*
- ***Screening Credit****: 20 units.*
- ***Premium Credit****: 68 units.*

***Example:***
*If a client is credited with 86 Standard Credits, this equals 86x44 internal units (3,784 units). Units are only deducted when final reports from tests and questionnaires are generated—this is the moment you receive tangible "added value" as a client.*

| Level | Units | Available candidates |
|---|---|---|
| Screening | 20 | 190 |
| Expert | 32 | 119 |
| Standard | 44 | 86 |
| Premium | 68 | 56 |

*Units are deducted at the moment the final reports from tests and questionnaires are generated. In other words, only when the "added value" is created for you as the client.*

*However, to help our clients save costs, the system includes several pricing tiers:*

- ***Standard Tier**: Includes all common outputs from tests and questionnaires, as well as the most frequently used competency report from the shapes questionnaire. (Reports are most often generated at this level, making it the default. At this level, 44 internal units are deducted per report.)*
- ***Expert Tier**: More cost-effective, including only test outputs and basic outputs from questionnaires. (At this level, only 32 internal units are deducted instead of 44.)*
- ***Screening Tier**: Typically includes only Excel summary outputs without additional details and all participant/candidate reports. (At this level, only 20 internal units are deducted.*
- ***Premium Tier**: Primarily includes a comprehensive assessment report and some outputs from the highest level of the shapes executive questionnaire. (Using this level deducts a slightly higher amount—68 internal units.)*

*The **Expert** and **Screening** tiers were created to help clients testing large volumes or using only tests reduce their costs.*
*For example:*

- *The **Expert Tier** deducts approximately 0.7 of a credit (32 units instead of 44).*
- *The **Screening Tier** deducts less than 0.5 of the standard credit (20 units instead of 44).*

***Example from Above:***

- *A client with 86 participants for standard testing likely ordered 86 standard tests.*
- *At the **Expert Tier**, the same resources could accommodate testing for up to 119 participants.*
- *If results are shown only in Excel format, output could be generated for up to 190 participants.*
- *On the other hand, if the client opts for assessment and development center-level outputs, they can generate only 56 full assessment reports.*

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***Important:***
*If you first generate reports at the **Expert Tier** and later at the **Standard Tier**, the system will deduct the remaining units accordingly.*
*(For example, 32 units are deducted initially, and then an additional 12 units to reach the total of 44. You don't need to worry if the system asks for confirmation to deduct units after a prior deduction—it will never deduct more than the maximum value of the generated report, ensuring you never pay twice for the same outputs.)*