



# Frequently asked questions

IT-platform



humaninsight

# New platform

## *Why do you have a new platform?*

Since 2014, we have been updating and improving our IT platform with the aim of increasing the user-friendliness for our business partners. The possibilities expand every year and we try to stay contemporary. Although we can supply all products in a reliable and safe manner with the current platform, we strive to offer more options, flexibility and efficiency.

## *What are the benefits of the new platform?*

Good customer service and project management are very important to Human Insight. Our account and project managers do their utmost to provide our partners with all the necessary support. Despite the fact that they like to do this, in recent years we have been hearing from partners that they want to perform more of these tasks themselves. This means that projects can be run more quickly, more direct and more efficient and that there is more room for customer service from our account managers. Therefore, this is one of our basic principles for the new IT platform.

## *What does the new platform offer me?*

The new IT platform offers our partners the opportunity to set up and manage all projects from start to finish. For instance, they can invite participants themselves, send e-mails and reminders, assign reports (including the desired content and colours of pillars), etc..

## *Why did the construction of the new IT platform take longer than expected?*

A large-scale IT project often requires more time and is often more complex than previously thought, which is also the case here. In addition, the global corona pandemic has caused a delay.

# Transition

*Will my current data be transferred to the new platform? If so, do I need permission for this?*

All data, not older than 24 months, will be transferred from the old to the new platform. No permission is required for this.

*Will my data remain accessible on the storefronts?*

The stored data of participants will remain accessible for the administrators of the platform for download until the old platform is taken offline on July 14th 2022. The data that is less than two years old can be requested to be placed in the new platform on your organisation page. Data older than two years will be anonymised and will be no longer available.

*Can I still download my old reports?*

Yes, that is possible. Please note that access to this data will be limited on this old platform. After July 14th 2022, the data won't be accessible anymore. Therefore, we recommend downloading this data to your own environment in accordance with GDPR guidelines.

*Do the links for the questionnaires still work after the transfer?*

The questionnaire links will be supported until July 14th 2022. We recommend completing current projects and contacting Human Insight to discuss the next steps to set up follow-up projects.

# Costs

*What are the costs of the platform?*

79.95 euros per year. This investment is used for data storage and online security.

*What are the costs for the products on the platform?*

In our product catalogue, you will find the costs for the products on the platform, but you can also find out what else we have to offer: <https://bit.ly/HIProductCatalogue>

# Payment

## *How do I pay for the questionnaires?*

The questionnaires that are administered via the new platform will be billed digitally at the end of the month via e-mail.

## *What are the costs and when will it be billed?*

The invoicing is per questionnaire. However, a questionnaire won't be immediately invoiced after it has been made available on the platform, this only happens when a participant opens the questionnaire. When this happens, it is tracked on the usage screen. Human Insight takes a look at this at least monthly and will prepare the invoices based on this.

## *How does the billing work?*

At least once a month, Human Insight will check how much you have used via the usage screen and will prepare an invoice based on this.

## *When do I pay for a questionnaire?*

The questionnaires that are not started are not charged, but the questionnaires that are opened but not completed are, just like questionnaires that are completed.

## *When is a questionnaire settled in the system? When creating or when filling in?*

The questionnaire is settled in the system when it is opened and/or completed.

# Customers

## *How can I add participants?*

Click on Participants in the left menu. Then click on Create in the overview screen to add a participant. Click on Save if you want to go back to the overview or on Save and add next to add another one. Alternatively, you can click Upload CSV on the overview screen to add multiple participants at once. Then click on Download sample file (if you haven't downloaded it before) and fill in the columns (make sure you leave the header at the top). Save this file as a CSV file. You can then upload this to add all participants to the platform. All participants that have been entered incorrectly will not be added but will be marked so that they can be corrected. Names of participants will be overwritten, all other data (such as questionnaires, reports, etc.) remains unaffected.

## *Who sees the data of my customer(s)?*

Our IT platform has different security levels and access protocols. The data of participants always remains with the participants and can be deleted upon request. In addition, to send questionnaires and link them to participants, our system needs an email address and first and last name to correctly link them together. The data entered by you is only accessible to the participant, the company that collects the data on behalf of the participant and Human Insight employees. Human Insight will assist you if anything goes wrong when managing a project, delivering certain reports or sending out questionnaires. To this end, Human Insight has access to your account and can only assist with this with the approval of the client. Human Insight adheres to the GDPR guidelines and removes the data based on the guidelines also used by the Dutch Institute of Psychologists (NIP). Here, we refer to a deletion period of two years.

## *How do I remove participants from the database?*

To do this, click on Participants in the left menu. You will see a list of all participants in the database. Click on the participant you want to remove and you will be taken to the personal page of this participant. Click on Edit, and you will be directed to a page where you can remove the participant.

## *When do you have access to which assessments in the platform?*

Your accessibility to certain assessments depends on what you are certified for. Once you are certified, a Human Insight employee will also certify you on this platform, enabling you to use this assessment within the platform. If this has not been done yet, please contact Human Insight.

# Data

*Who has access to the data?*

The project owner, the Organisation Owner, and the possibly added project managers and employees of Human Insight.

*For how long is the data stored?*

The data is stored for 24 months.

# Project groups

## *How do I create project groups?*

Within the environment of your project, you will find the Groups button in the horizontal menu. If you go here and click on Create, you will arrive at a screen where you can create a project group. Here, you can give the project a name and an optional description. Then click on Save.

Once the group has been saved, you can add participants to the project group via Manage participants. To add participants to the group, you will see all participants in the project on the left of the screen, and all participants who are already in the group on the right. By clicking on the arrows, you can add or remove participants from the group.

## *How do I delete project groups?*

Within the environment of your project, you will find the Groups button in the horizontal menu. If you go here and click on the group you want to delete, you will be taken to a page where you can see more information about this project group. Click on Edit, and here you can delete the project group.

# Questionnaires

*How can respondents view/find their questionnaire/report?*

Respondents/participants can no longer view their questionnaires after completing them. When they receive their report, it is up to their project manager. This person can generate the reports and share them with the respondent/participant.

*Can a participant also invite the feedback respondents themselves?*

Not at the moment, this is a functionality that will be added later on.

*The questionnaire is empty or the questions are not visible, what can I do?*

The language selected is not yet available in the system. Change this to British English and/or Dutch to ensure a visible questionnaire.

# Privacy

## *What is the privacy policy?*

For the entire general privacy policy, see our document in the storefront. The key points of this policy are that no one has access to the data except the participant, the project manager who invited the participant and is running the project, and Human Insight project managers. The personal data is retained in the system for 24 months, unless it is deleted by the project manager or a Human Insight project manager. (The participants can submit a request at any time, a Human Insight project manager will respond within 48 hours.) The personal data is never used for any purpose other than the delivery of projects. The non-personal data is retained for longer and can be used for statistical research to improve the tools and solutions.

## *How do we deal with GDPR?*

We follow GDPR legislation and will immediately notify the GDPR and our customers and partners in the event of any violation.

## *Do participants have to give permission to share their data with the organisation/consultant/applicant?*

Yes, this is required by law. But within this platform, we place the responsibility with the user. As a participant, you can always check whether this is being handled lawfully.

# Languages

*In which languages is the platform available?*

Now the platform is only available in English. The platform will also be available in Dutch in the near future. Languages can be added at the request of several persons.

*In which languages is the AEM-Cube report available?*

English (UK and US) and Dutch. Languages can be added at the request of several people.

*In which languages is the questionnaire available?*

This depends on the assessment that you use. Most assessments are available in Dutch and English (UK). Other languages will be communicated through the newsletters and the platform. Other languages can also be requested.

# General

## *What tasks can I perform on the platform?*

The main functions of the platform are sending out questionnaires, collecting their results and converting them into reports and data visualisations. There are also many tasks related to organising the participants, managing projects, managing your own organisation within the platform, viewing consumption, etc..

## *What if I forgot my password?*

You can indicate that you have forgotten your password via the login page. This will take you to the forget password flow in which you can reset your password.

## *What are your general contact details?*

You can find these at [www.human-insight.com](http://www.human-insight.com)

## *Where can I find the platform manual for technical questions?*

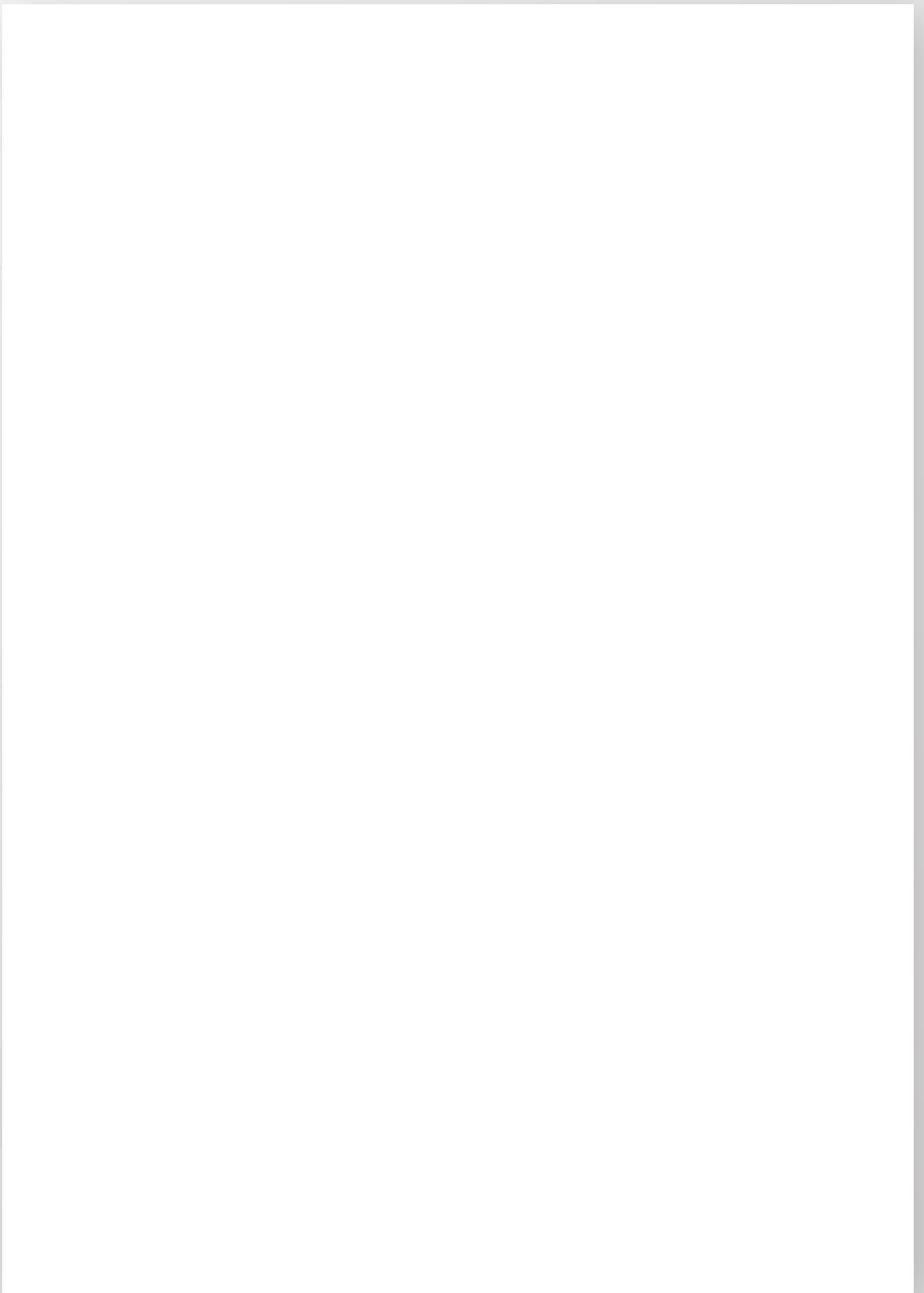
Upon request via [info@human-insight.com](mailto:info@human-insight.com). The platform manual will also be available on the platform soon.

## *How do I adjust my contact details?*

Contact details of Organisation Owners and/or Project Managers can be edited by using the Edit button in your own profile. To do this, go to Organisation, then Project Managers, click on the name of the project manager and then on Edit. The contact details of participants can only be changed by the project managers. They must first go to Participants, then click on the name of the participant and then click on Edit. They can also click on the email at the top right and then go to Profile.

## *Where should I go if my question is not listed here?*

Please contact Human Insight via [info@human-insight.com](mailto:info@human-insight.com) or call 085-8229827.





The Hague - Spaces Rode Olifant  
Zuid Hollandlaan 7 - 2596 AL The Hague  
*Netherlands*  
+31 (0)85 8229827  
[info@human-insight.com](mailto:info@human-insight.com)  
[www.human-insight.com](http://www.human-insight.com)