eSkill
Online Skills Assessment

eSkill Test Center User Guide

How to Use Your Account on the eSkill Application

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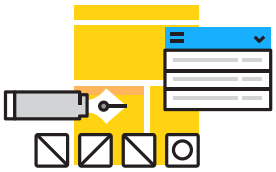
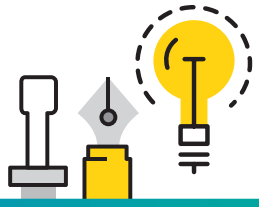
2 Dashboard Overview



3 Create a new test



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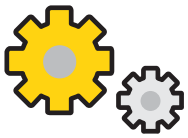
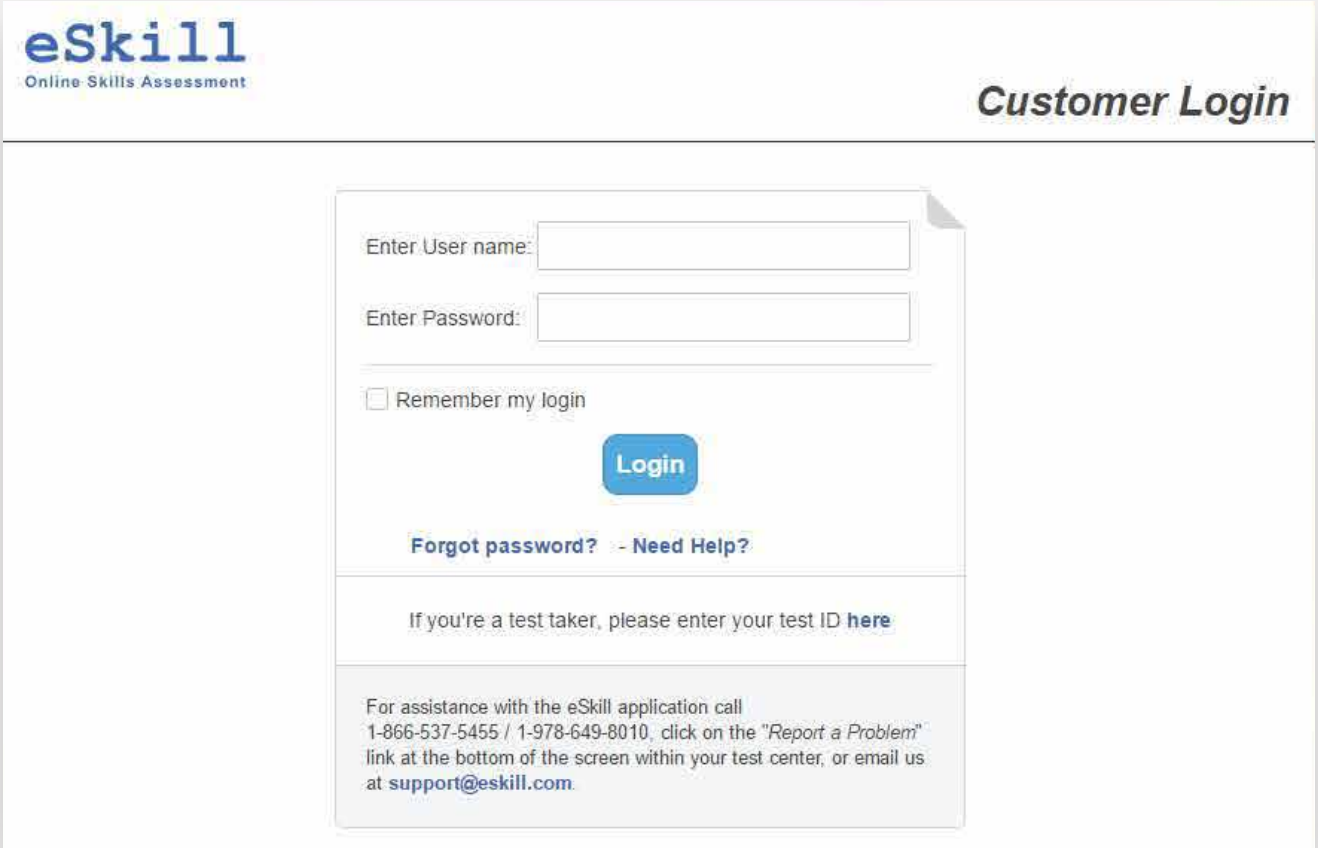


7 Account settings

1. Account login

- Access Customer **login** page: https://es.eskill.com/es/Portal.do
- Enter your username and your password
- Click the Login button.

NOTE: If you have forgotten your password, please use the 'Forgot Password' feature on the login page. The password reset email will be sent directly to the key contact associated with your account.



2. Dashboard Overview

This is your Test Center Dashboard, which provides an overview of your eSkill account. It contains the following sections:

- **Latest Tests**

  Lists the 10 most recent tests you have created. To view all of your tests, click the All Tests button at the bottom of this section.

- **Latest Score Results**

  This table keeps you up-to-date on the latest results for your test takers.

- **My Account**

  Hosts your Customer ID#, Account Type, Renewal Date, and Current package. You can also click on the Configuration panel setting (Click option) to view more options regarding special features, and Global Score Notifications.

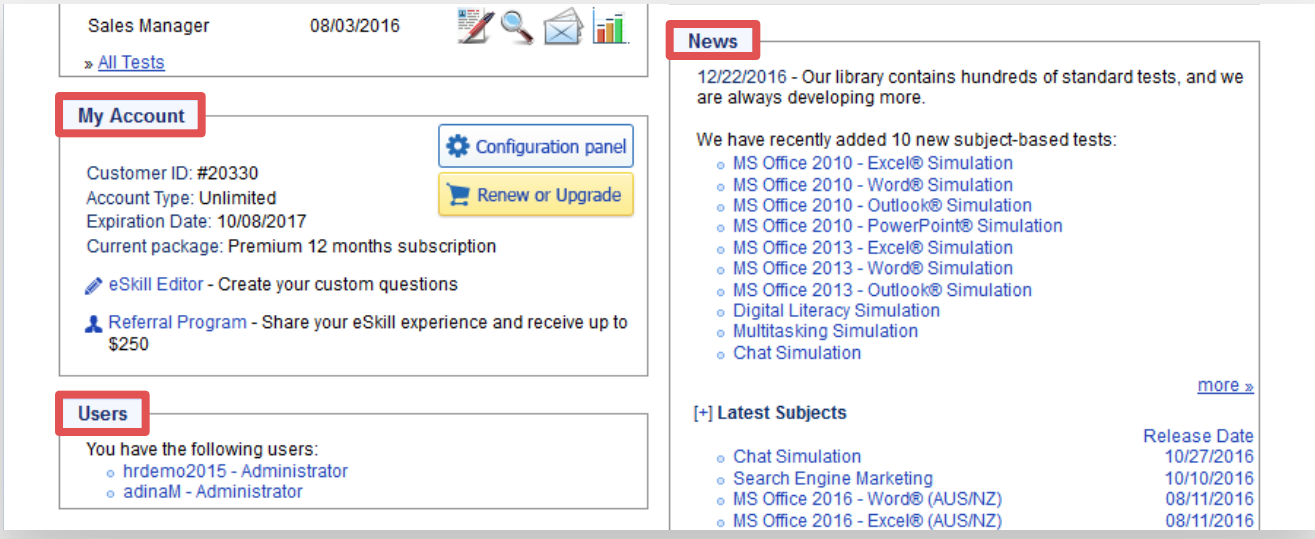
- **Users**

  Lists the authorized users for your account.

- **News**

  This section contains information on the following:

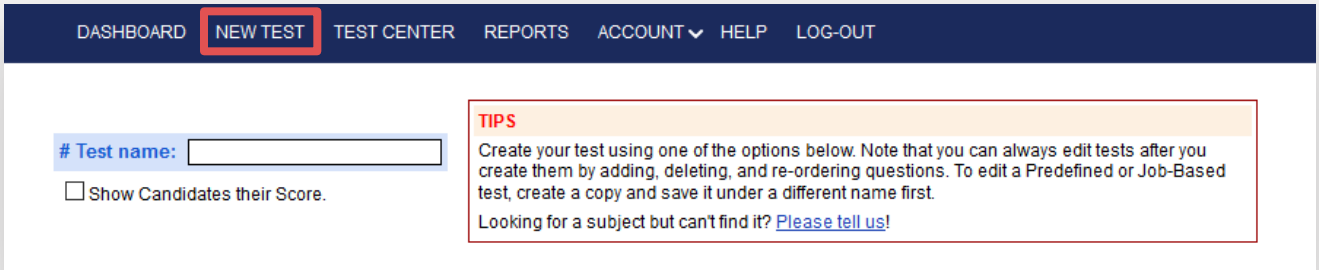
  - the Latest Subjects added to the eSkill database;
  - a list of Subjects in Development, and their release dates;
  - the Latest Features that have been added to the eSkill interface.



3. New Test

The New Test tab (outlined in red below) opens the page that allows you to create a new test.

1. First, if you are customizing an assessment, you have to fill in the **Test Name.**
   - Test name should reflect the position name, job family, location name, job description or any other common reference for a position in your organization.
   - The test name should include the version # of the test, if the test is modified annually or if there are hiring cycles and each candidate group should be kept separate.
2. Clicking the Show Candidates their Score checkbox is optional. If this box is checked, it will allow the candidate to see their results on screen. A test results email is never sent to the candidate.

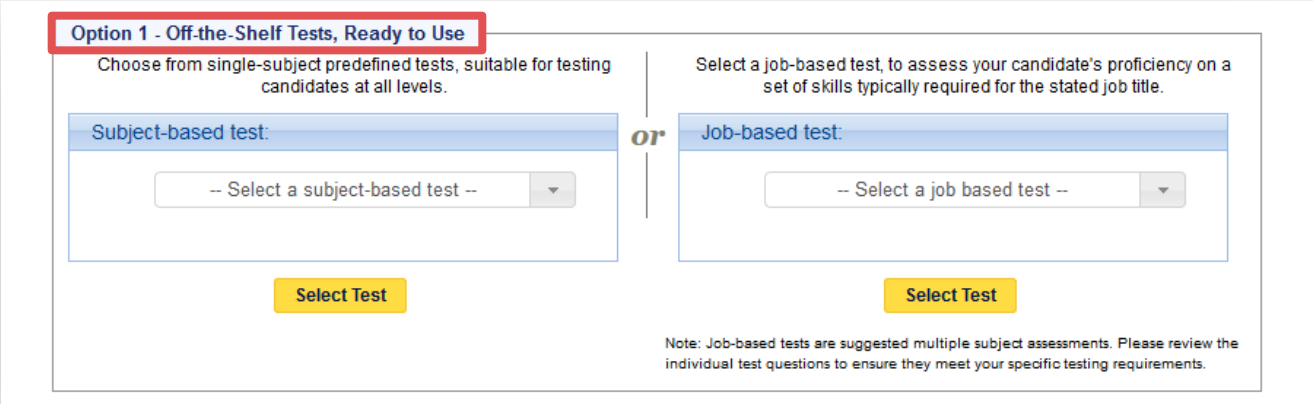


Option 1: Off-the-Shelf Tests, Ready to Use

Here you can select from two types of tests:

1. **Subject-based tests:** typically contains 40 questions, ranging from Beginner to Advanced level.
2. **Job-based tests:** multi-subject tests, consisting of 40 questions that cover a wide range of skills required for specific job titles.

Once you identify the test type, then click the "SELECT TEST" button below the dropdown menu. This will add the test to your TEST CENTER, making it available for you to access.

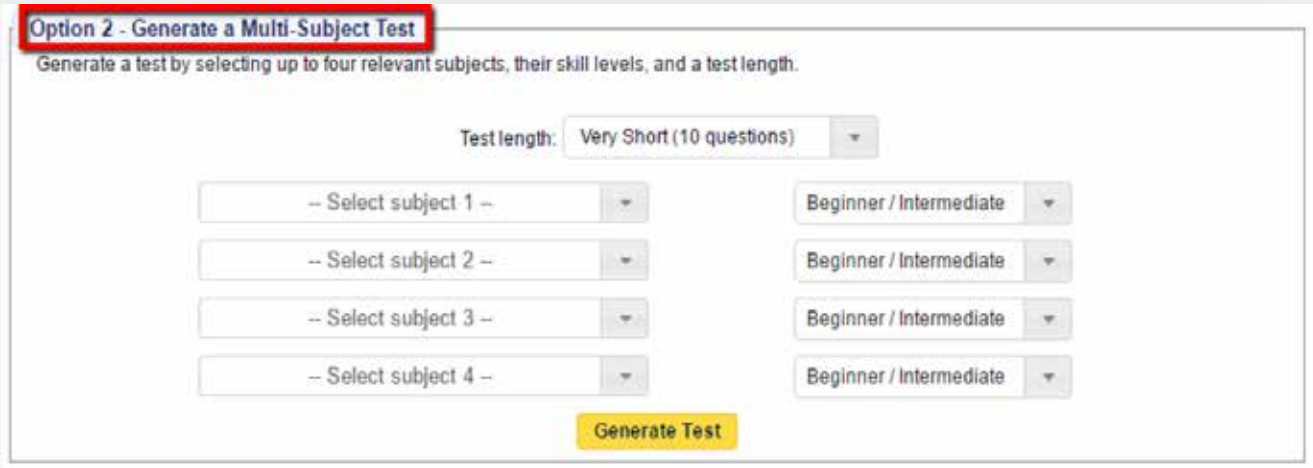


Option 2: Generate a Multi-Subject Test

Search Complete subject list here: https://es.eskill.com/es/Subjects.do

1. Select the **Test Length** from the dropdown menu. Select custom, if you are requesting a number that does not appear in the dropdown. The number of questions can be as little as 1 question and up to 200 questions on a single test.
2. Next, select up to four (4) **subjects** for the system to randomly select questions for those subjects of interest. Note, Typing is not available in the drop-down, however typing questions can be added to the test once it has been generated.
3. You can select the level of difficulty **(Beginner/ Intermediate or Advanced/ Expert)** for the questions picked from each subject.
4. To complete the test process and add your new test to the testing center, click the Generate Test button.

The questions will be selected automatically by the application. If you want to add or delete certain questions, or to set time limits per question or per test, you can edit your test in the Test Center.



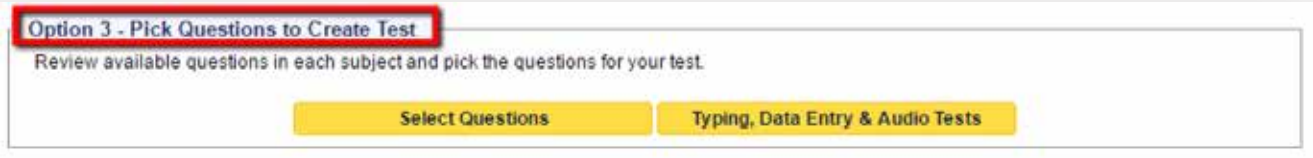
Option 3: Pick Questions to Create Test

This option allows you to create your own test and/or create your own Typing and Free Response questions.

- Click the **Select Questions** button to select and add questions from any of our subjects, including Typing, Data Entry & Audio Tests, as well as creating your own Typing and Free Response questions. Next enter or choose a Subject from the drop-down and select the **Pick Questions** button. You will now be able to select any of the available questions from that Subject. Each column can be sorted by Topic, Description, Type or Difficulty by double-clicking the column header.
- Click on the **Typing, Data Entry & Audio Tests** button to select only questions from our Typing and Data Entry subjects, or create your own Typing/Free Response questions.

  NOTE: by selecting this option, you will only be able to access these subjects and you will be unable to add other subjects to the test.

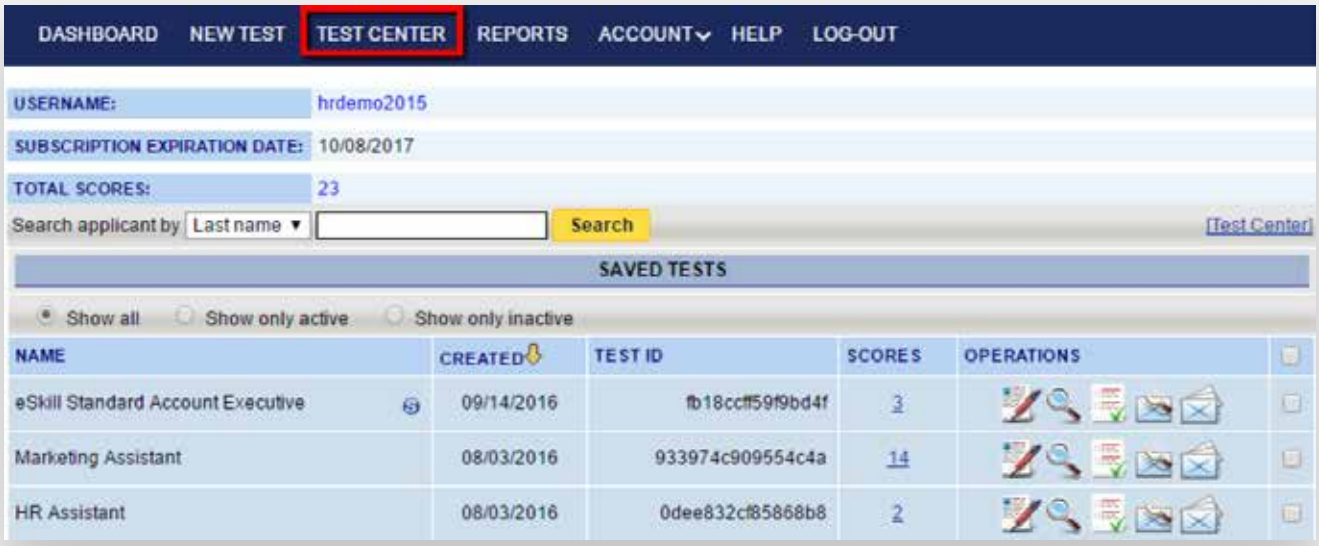
- Before exiting, always remember to SAVE your test.



4. Test Center

Test Center contains a list of the tests available in your testing center, access to candidate scores, features to manage your tests and candidate invitations. You can also use it to:

- **Search** for an applicant with results in any test.
- Control the display of tests listed on your site by selecting the radial button:
  - **Show all**
  - **Show only active**
  - **Show only inactive**
- Sort the tests by clicking on any of the columns (sort by **Name**, **Date Created**, **Test ID**, etc.)

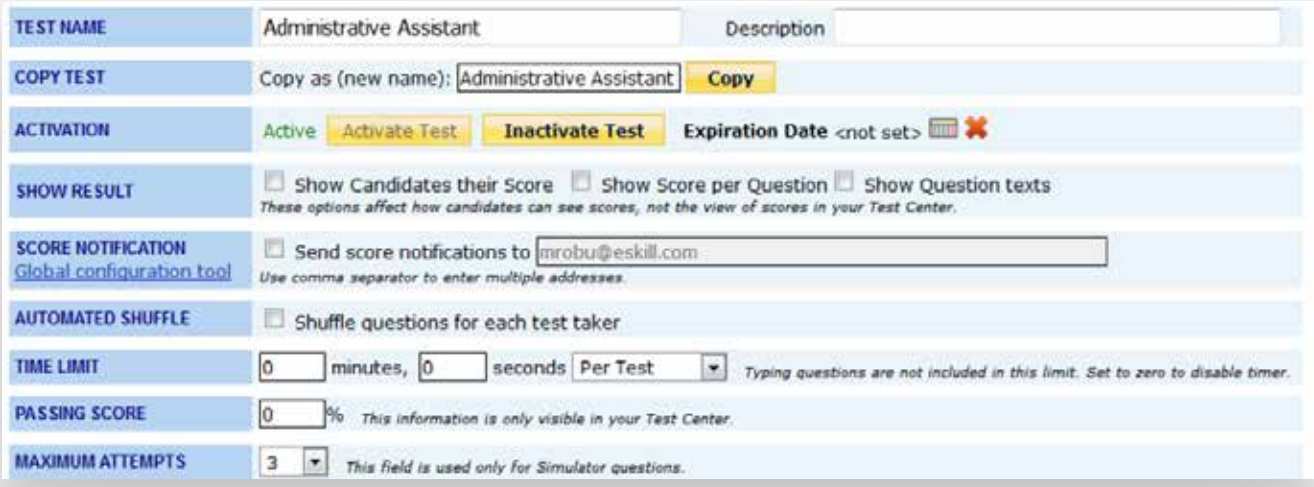


You can also perform the following six Operations on your tests, indicated by the icons in the Operations column:

1. Edit Test
2. Preview Test
3. Take Test
4. View Test Invitations
5. Email Test
6. Delete Test

1. Edit a Test

- Clicking on the Edit Test button opens the Edit Test screen.
- The test dashboard opens and allows you to set up test configurations and modify the test questions.



Test settings

TEST NAME/Description allows you to modify a test name and a description that will be visible only in your Test Center when you mouse over the test name.

COPY TEST allows you to create a copy of the test. This feature is useful in making modifications to standard tests and creating a new version.

ACTIVATION allows your to disable and enable testing in a specific period of time.

SHOW RESULT allows you to show test results to the candidates. To show the second two options, the first one MUST be selected.

REDIRECT URL allows you to send candidates to a specific website, upon completion of their test.

SCORE NOTIFICATION allows you to enter email addresses for those you wish to receive the results of the evaluation.

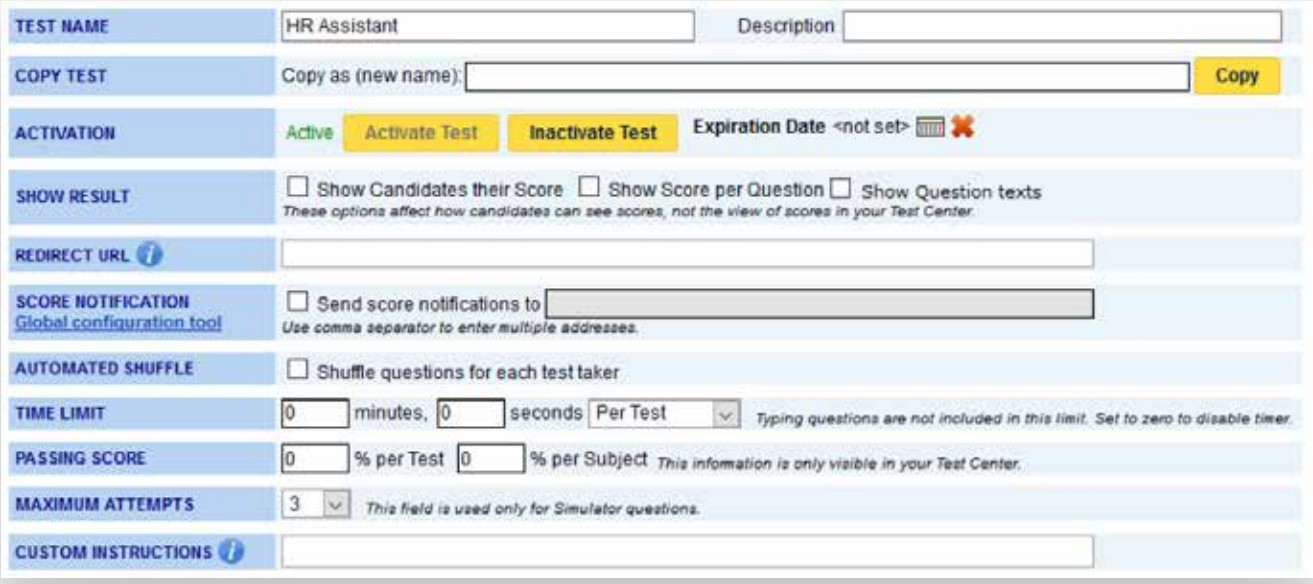
AUTOMATED SHUFFLE reorders the test questions for each test taker, to reduce any chance of copied answers.

TIME LIMIT allows for a limit to be set either per question or per test. Typing questions are not included in these limits as they have a separate timer.

PASSING SCORE specifies the minimum score a test taker must obtain to pass the test. Only test takers who achieve this score will have their scores e-mailed to those designated in the score notifications section.

MAXIMUM ATTEMPTS limits the number of times a user can try to answer a question (only valid for Simulator questions).

CUSTOM INSTRUCTIONS: Allows the client to add any custom instruction to the candidate on the test instruction page.



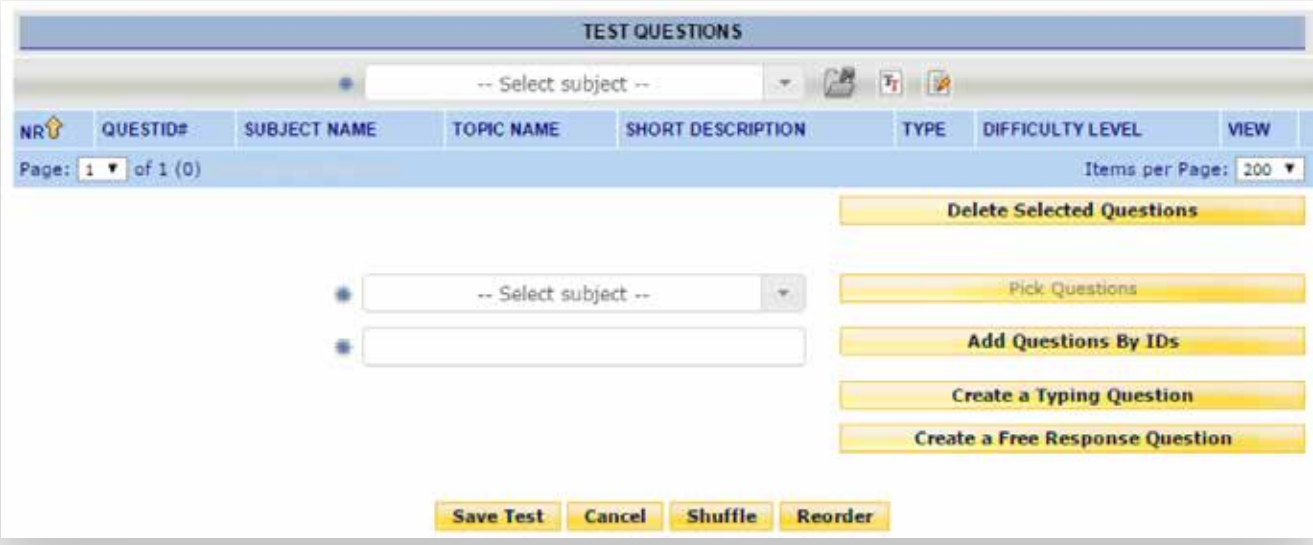
Use the drop-down list to choose a subject, and then click the **Pick Questions** button. Here, you can preview and select any question from the chosen subject.

Click the **Add Selected Questions** button to add the questions to the test and return to the Test Questions section.

Back in the Test Questions section, you can do the following:

- **Delete Questions** you do not want
- **Pick Questions** from another subject.
- **Add questions** you already know the ID for, by entering their ID numbers.
- Create a **Typing** or **Free Response Question.**
- **Reorder** or **Shuffle** the selected questions.

When you are done, click the **Save Test** button to save your changes.

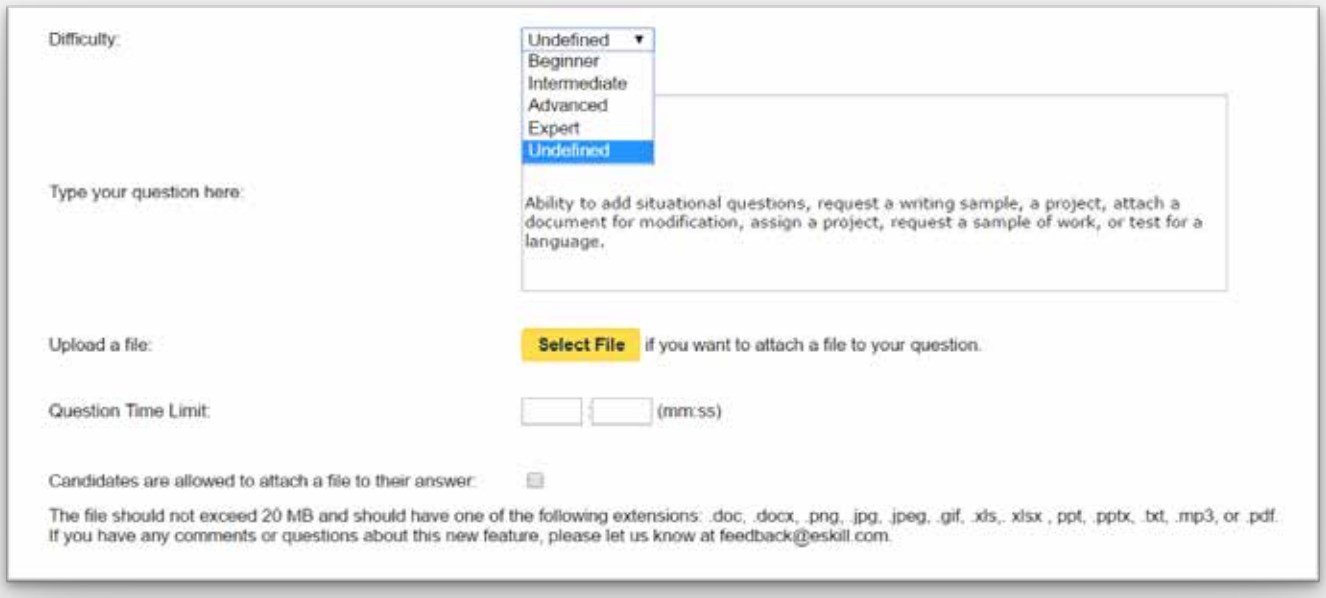


Test questions

Free Response

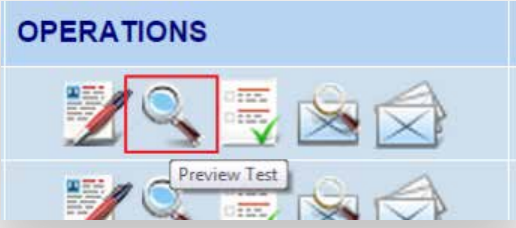
Clients ability to add an open-ended questions to each test as needed. These questions are not scored by the eSkill system.

- **Set the level of difficulty:** Define the level of the difficulty of the test question
- **Type your question here:** Outline the question / project / situational judgement / interview
- **Upload a file:** A candidate can download a document, make changes, modify and develop
- **Candidate are allowed to attached a file:** Provides candidate the ability to attach a complete file.
- **Question Time Limit:** Set a time limit for this question only.



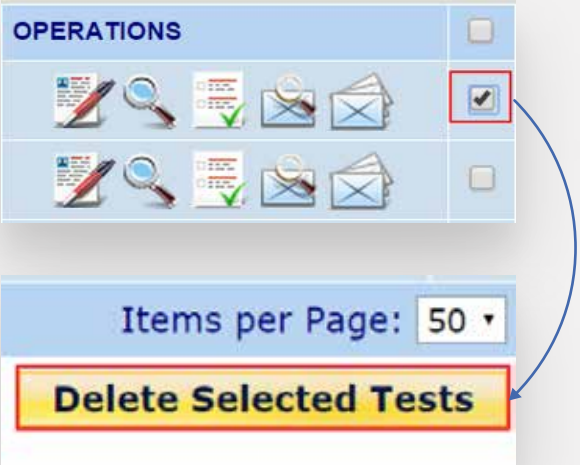
2. Preview a Test

The **Preview** button in the **Test Center** allows you to see a preview of how the test will be displayed to the candidates.



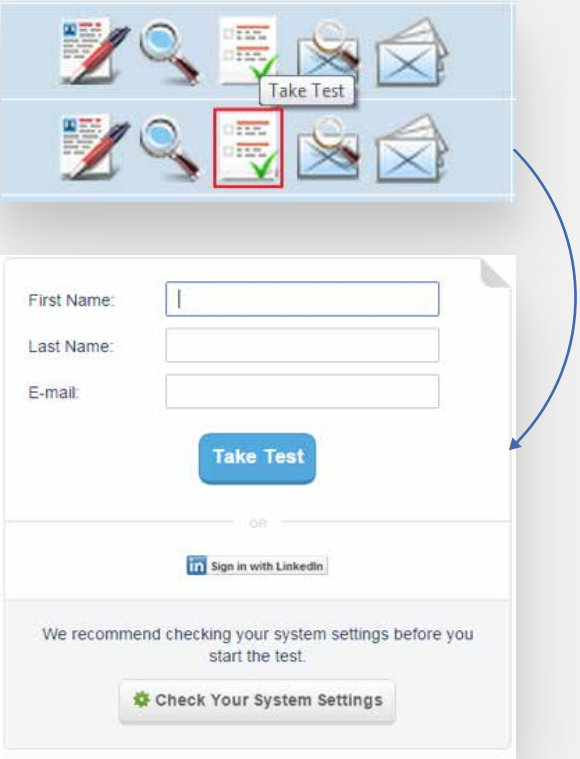
3. Delete a Test

To delete a test, click on the checkbox corresponding to the test. Then, click the **Delete Test** button at the bottom of the list in the **Test Center**. This will also delete all scores associated with this test.



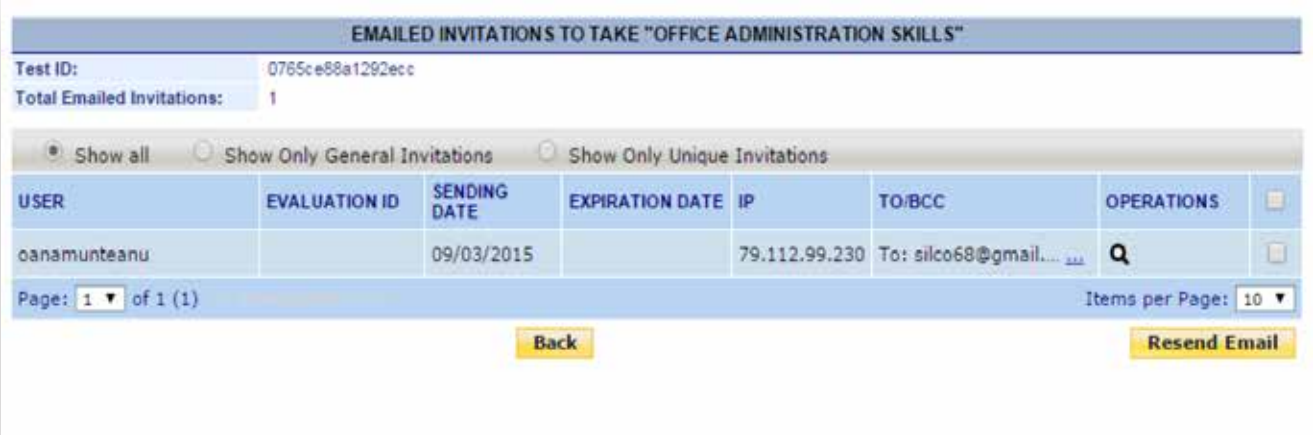
4. Take a Test

Clicking on the **Take Test** button in the **Test Center** will open a new page, where the First Name, Last Name and E-mail fields are mandatory. After filling in the required information, you can take the test.



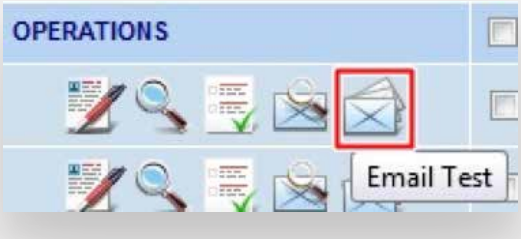
5. View Test Invitations

Clicking on the **View Test Invitations** button will open a page that displays the history of emails sent for a specific test, including the date sent, the expiration dates (for unique links), and the email addresses of those who received the links



6. E-mail a Test

In order to send an invitation to take a test, click on the E-mail Test button in the Test Center section. A window will be displayed with the following two options:



Unique link per test taker

Sending a unique link per test taker ensures that each test taker will receive a link which can be used **only once**, thus allowing the test taker to take the test only once. For optimal security and control, this option is recommended for accounts based on credits (and not for unlimited ones), since a credit is deducted each time a test is used.

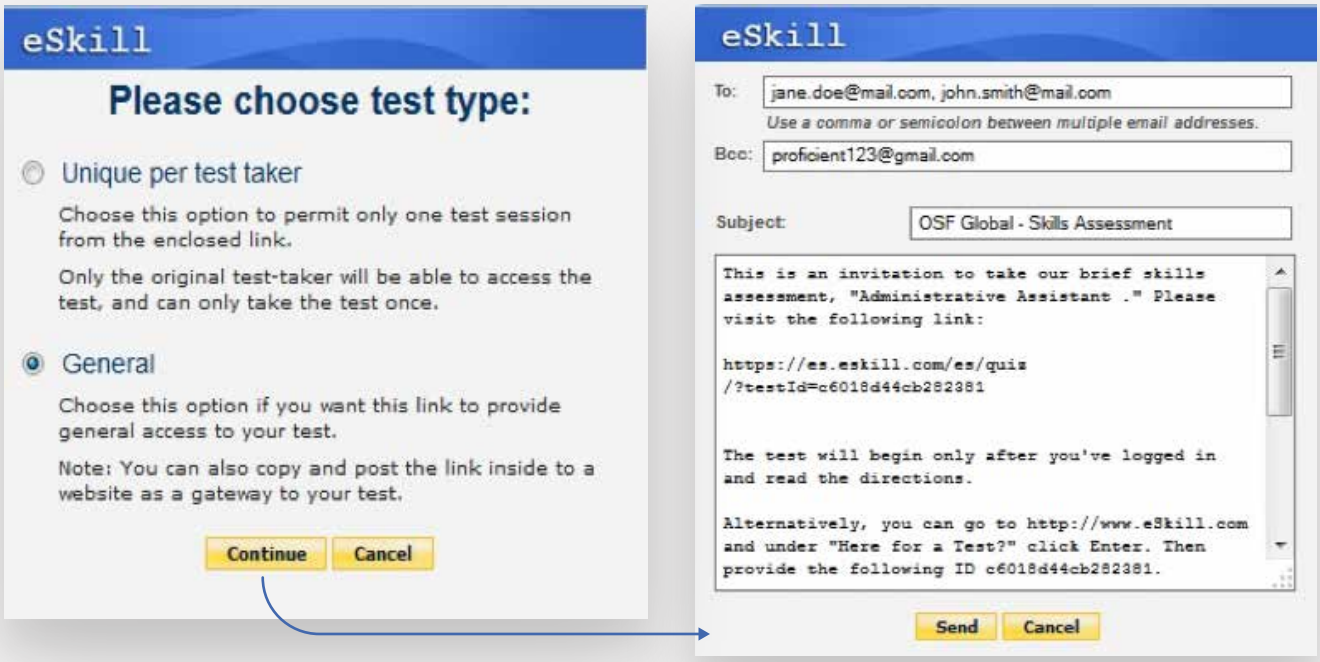
General

A general link is an invitation to a test that can be used several times by the same test taker. The results for each test session will be recorded and displayed in your account, but this may result in a crowded list of results. Unlike the unique links, general links have the advantage of being able to be embedded on a website.

Please pay special attention to the type of link you are sending. The General option is selected by default.

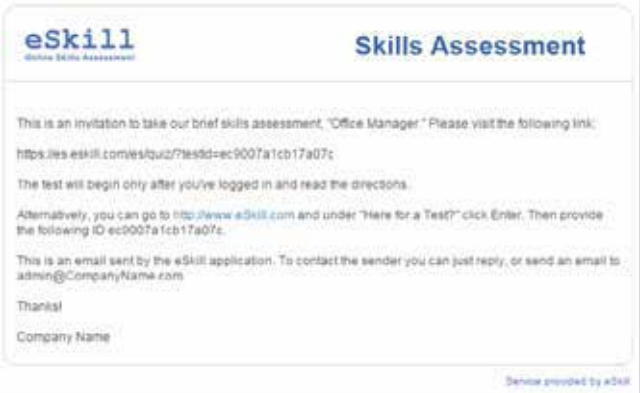
After selecting the type of link, click **Continue**, enter the recipient(s) e-mail address(es) (separated by commas). You can modify the message body if you like, however be sure to not remove the instructions on how to access the test or the Test URL.

Click **Send** to finish sending the test. A pop-up window will appear, notifying you that the test has been successfully sent.

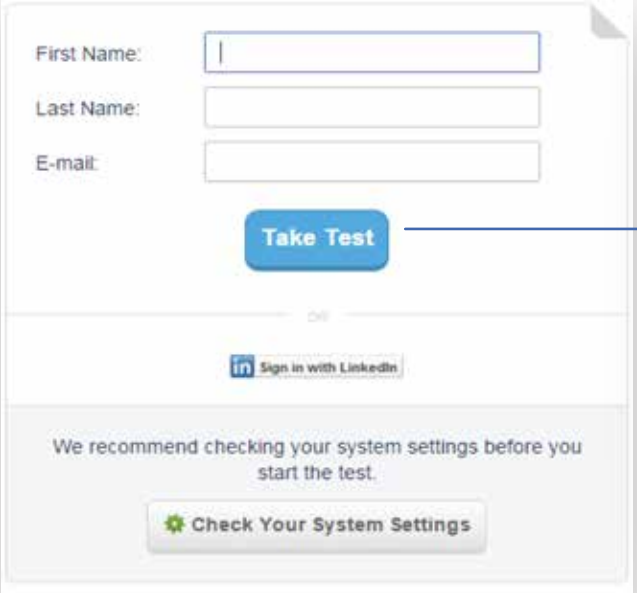


Receiving and Taking a Test

The test takers will receive an e-mail like the one shown to the right.



Clicking on the link provided in the e-mail message will direct the test taker to the test login page. Before entering their credentials, it is recommended to run the "System Check" to ensure their system meets all requirements. After filling in the required information and clicking on the **Take Test** button, the test taker will be directed to the instruction page. After reading the instructions, they will select the button to begin the test.



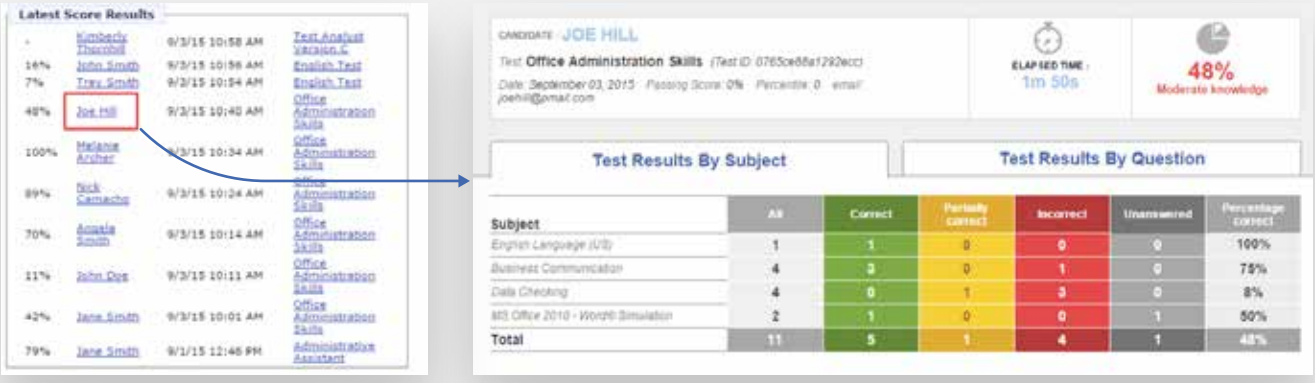
5. Test Results

There are several ways to view the results from your test takers:

1. The **Latest Tests** section in the **Dashboard** has a **View Test Scores** button (outlined in red in the image below). Clicking on this button will open the **Score Summary** window, where you can see the results of all the applicants who have taken the test.
2. **Search** for a test taker.
3. **E-mail** the results to the test taker.
4. View the **Details** about the test taker's results on the test.

5. The **Latest Score Results** section in the Dashboard also displays score results. Clicking on the name of the test will open the **Score Summary** window.

Clicking on the test taker's name will open the **Test Results** window, where you can see the results by subject or by question.

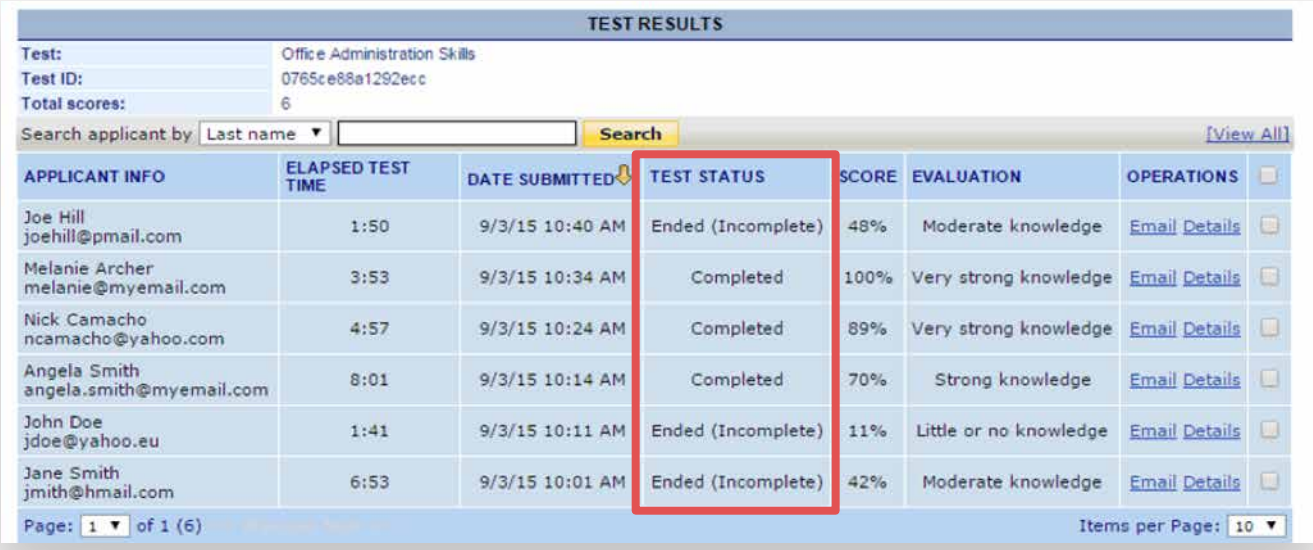


6. The **Test Center** section allows you to view the test results by clicking on the number displayed in the **Scores** column.

Test Status

1. **Completed** indicates that all questions were answered.
2. **Ended (Incomplete)** means that some questions were left unanswered.
3. **Time expired** indicates that the time set for the test expired, so the score was calculated based on the questions completed.
4. **Started** means that the test-taker accessed the test and entered his or her credentials.
5. **Started** with all other fields Hidden indicates that the candidate has accessed, but not submitted and closed their test. This status only shows for Test Credit accounts. If needed, the test administrator can 'force end' the test, which will use 1 test credit.

NOTE that if a browser is closed or redirected during a test, or if the Internet connection is broken, the test-taker is able to resume the test session (without losing the answers already provided) if he or she logs in using the same credentials.



TEST RESULTS

Test: Office Administration Skills
Test ID: 0765ce88a1292ecc
Total scores: 6

Search applicant by Last name Search [View All]

APPLICANT INFO	ELAPSED TEST TIME	DATE SUBMITTED	TEST STATUS	SCORE	EVALUATION	OPERATIONS
Joe Hill joehill@pmail.com	1:50	9/3/15 10:40 AM	Ended (Incomplete)	48%	Moderate knowledge	Email Details
Melanie Archer melanie@myemail.com	3:53	9/3/15 10:34 AM	Completed	100%	Very strong knowledge	Email Details
Nick Camacho ncamacho@yahoo.com	4:57	9/3/15 10:24 AM	Completed	89%	Very strong knowledge	Email Details
Angela Smith angela.smith@myemail.com	8:01	9/3/15 10:14 AM	Completed	70%	Strong knowledge	Email Details
John Doe jdoe@yahoo.eu	1:41	9/3/15 10:11 AM	Ended (Incomplete)	11%	Little or no knowledge	Email Details
Jane Smith jmith@hmail.com	6:53	9/3/15 10:01 AM	Ended (Incomplete)	42%	Moderate knowledge	Email Details

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Overall Test Scores

The Overall Test Score represents the weighted arithmetic average of every subject included in the test, taking into consideration the number of questions for each subject.

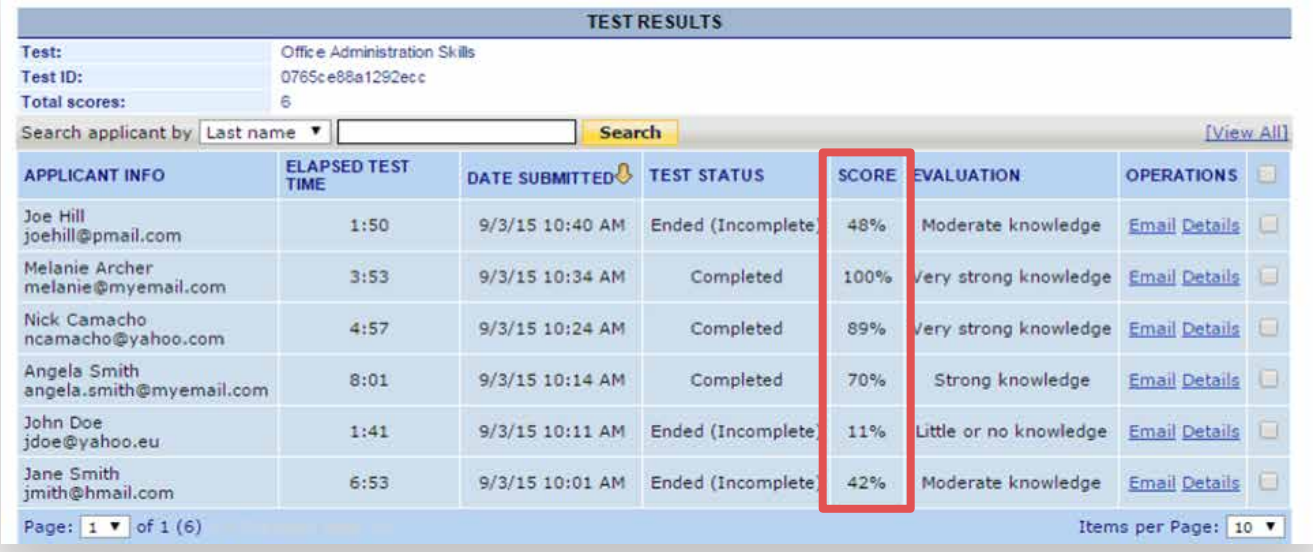
The formula used to calculate the Overall Test Score is as follows:

$$\text{Overall test score} = \frac{a \times Percentage_a + b \times Percentage_b + c \times Percentage_c \ldots\ldots + x \times Percentage_x}{a+b+c..x}$$

Where…

- a, b, c,...x = the number of questions from each subject
- Percentage a, Percentage b, Percentage c, ..., Percentage x = the percentage obtained by the candidate on each subject

(Please note that the Overall test score does not include Typing & Data Entry Questions, which are calculated separately. See the Score Calculations for Typing & Data Entry Questions section for more information).



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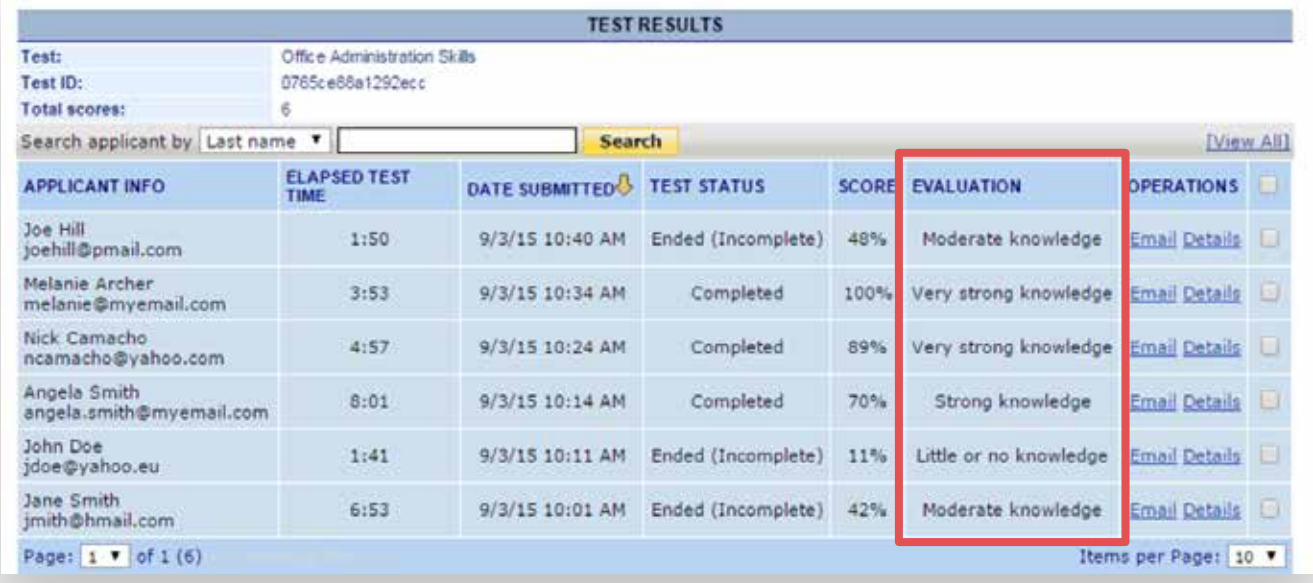
Melanie Archer melanie@myemail.com	3:53	9/3/15 10:34 AM	Completed	100%	Very strong knowledge	Email Details
Nick Camacho ncamacho@yahoo.com	4:57	9/3/15 10:24 AM	Completed	89%	Very strong knowledge	Email Details
Angela Smith angela.smith@myemail.com	8:01	9/3/15 10:14 AM	Completed	70%	Strong knowledge	Email Details
John Doe jdoe@yahoo.eu	1:41	9/3/15 10:11 AM	Ended (Incomplete)	11%	Little or no knowledge	Email Details
Jane Smith jmith@hmail.com	6:53	9/3/15 10:01 AM	Ended (Incomplete)	42%	Moderate knowledge	Email Details

Page: 1 of 1 (6) Items per Page: 10

Evaluation

Scoring scale of appreciation:

- 0% to 25% = Little or no knowledge
- 26% to 40% = Limited knowledge
- 41% to 65% = Moderate knowledge
- 66% to 80% = Strong knowledge
- 81% to 100% = Very strong knowledge



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Search applicant by Last name Search [View All]

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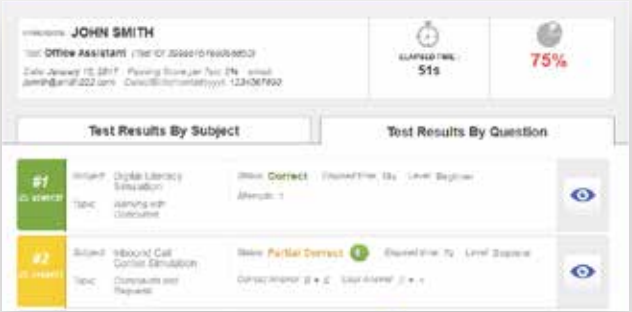
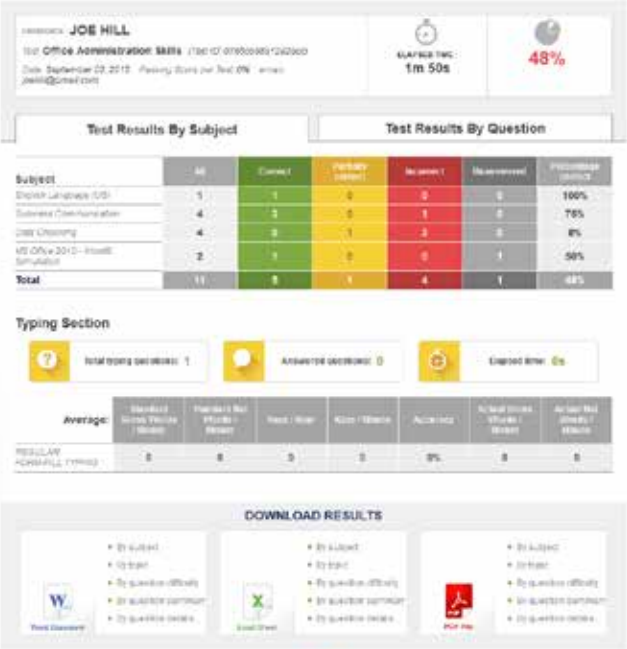
Nick Camacho ncamacho@yahoo.com	4:57	9/3/15 10:24 AM	Completed	89%	Very strong knowledge	Email Details
Angela Smith angela.smith@myemail.com	8:01	9/3/15 10:14 AM	Completed	70%	Strong knowledge	Email Details
John Doe jdoe@yahoo.eu	1:41	9/3/15 10:11 AM	Ended (Incomplete)	11%	Little or no knowledge	Email Details
Jane Smith jmith@hmail.com	6:53	9/3/15 10:01 AM	Ended (Incomplete)	42%	Moderate knowledge	Email Details

Page: 1 of 1 (6) Items per Page: 10

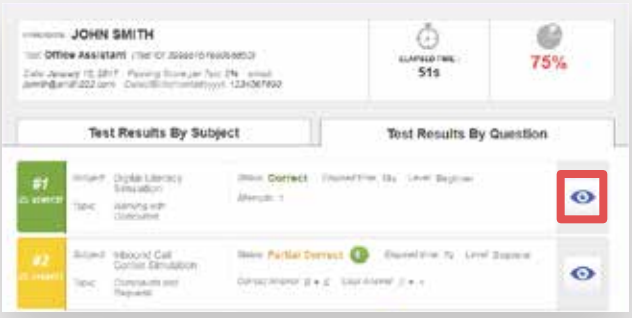
To review results on an individual candidate, click on the **DETAILS** link to the far right.

At the bottom of the results window, you will also be able to print or download the candidates results.





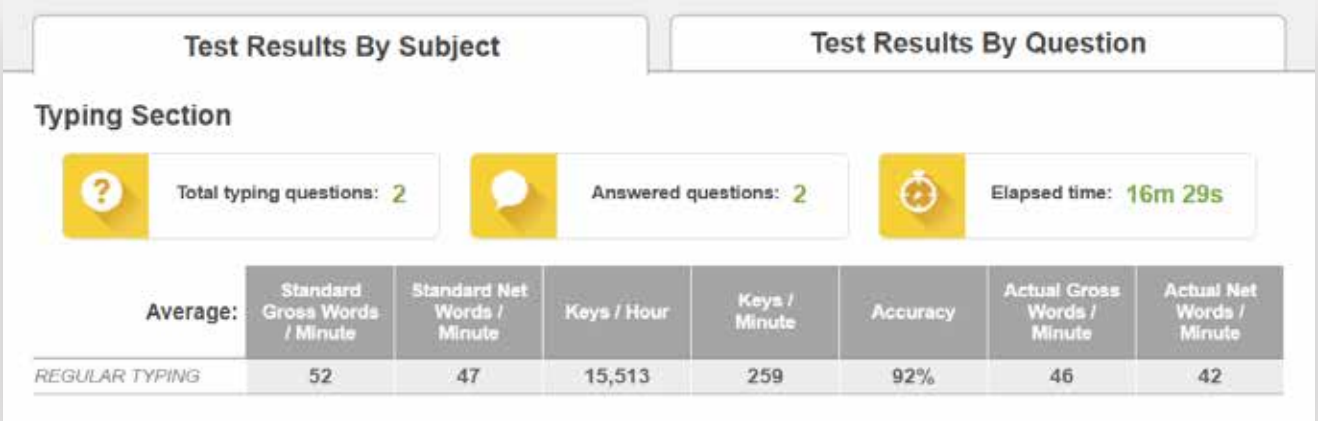
To view the question text and explanations for each individual question, click on the **icon** to the far right.



Reading your Typing Results

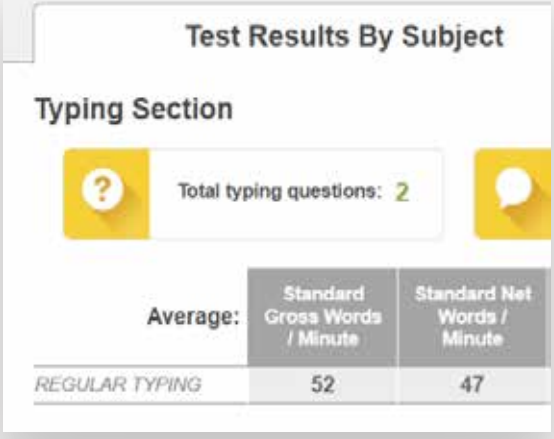
The scoring engine recognizes four types of errors:

1. **Capitalization errors** — for example, typing "As“ instead of "as";
2. **Inserted words** — extra words inserted between the question's original words;
3. **Misspelled words** — for example, typing "wrod" instead of "word";
4. **Missing words** — word(s) that were not typed.



Average:	Standard Gross Words / Minute	Standard Net Words / Minute	Keys / Hour	Keys / Minute	Accuracy	Actual Gross Words / Minute	Actual Net Words / Minute
REGULAR TYPING	52	47	15,513	259	92%	46	42

Typing Results



Average:	Standard Gross Words / Minute	Standard Net Words / Minute
REGULAR TYPING	52	47

Standard Gross words / Minute:
Average Standard Gross WPM = 5 keystrokes = 1 word (including spaces) Industry Standard

Standard Net Words /Minute:
Standard Net WPM is calculated by multiplying the Standard Gross WPM by Accuracy.

**The WPM *(words per minute)* parameter is calculated by counting the number of words typed in the time elapsed between selecting the Start Typing button and either selecting the Finished button or the time limit expiration This is a real parameter.

Keys / Hour:
The KSPH (key strokes per hour) parameter represents an approximation of the number of keys the test-taker would strike during an hour if they were to continue at the same speed.

Keys / Hour	Keys / Minute
15,513	259

Keys/ Minute:
The KSPM (key strokes per minute) parameter represents an approximation of the number of keys the test-taker would strike during a minute if they were to continue at the same speed.

Accuracy:
The Accuracy gives the percent of wrong words in a given text.
Accuracy is calculated by taking the number of correct actual words typed, divided by the number of actual words typed, and then multiplied by 100 to provide a percentage.
30 actual words typed
3 actual words typed in error
*accuracy = ((30 - 3)/30) * 100 = 90%*

Actual Gross words / Minute:
By counting how many actual words are typed and dividing that figure by the number of minutes of the test, an actual gross words per minute score is obtained.
30 actual words typed
2 minute test
30 divided by 2 = 15 wpm

Actual Net words / Minute:
Actual net WPM is calculated by multiplying the actual gross WPM by accuracy
30 actual words typed
2 minute test
actual gross WPM = 15
3 actual words typed in error
accuracy = 90%
*actual net WPM = (15 * 90)/100 = 13.5%*

Elapsed time: 16m 29s

Accuracy	Actual Gross Words / Minute	Actual Net Words / Minute
92%	46	42

6. Reports

This section can be accessed by clicking on the **Reports** button on the menu on the top of the page. It allows users to create **22** different types of reports, including the following:

- Printable versions of tests;
- Statistical reports on questions
- Reports of score summaries;
- Reports of tests taken in a specific time interval;
- A history of the tests sent via e-mail;
- A list of all subjects or a list of all job-based tests.

Reports can be downloaded in the following formats:

- **PDF**
- **MS Excel Worksheet** (including .csv files)
- **MS Word documents**

To download a report, select the test or the dates, depending on the type of report, and click on the icon corresponding to the desired format.

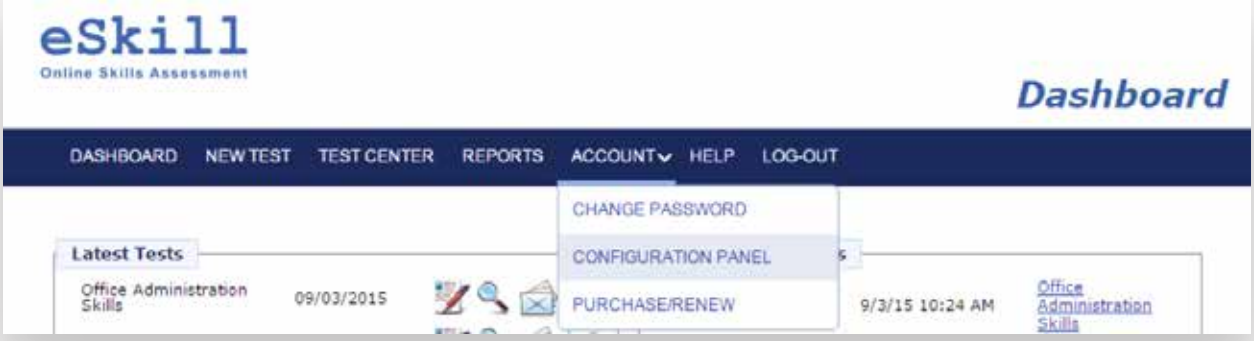
7. Account Settings

The Account tab located in the menu at the top of the page allows you to do the following:

- Change your password.
- Access your **Configuration Panel**, where you can:
  - Manage your users.
  - Display your company logo and choose a color scheme that will better reflect your brand identity.
  - Manage a list of e-mail addresses to which score notifications from all your tests will be sent.
  - Set up API Integration.
  - Customize your e-mail invitation template.
  - Find information about who to contact for a personalized discussion about your testing needs.
- Purchase a new package, or upgrade or renew your existing one.

NOTE: Some features may not be available with your current testing package or can be purchased as an add-on. Please contact your eSkill representative for further details.

For more information on how to use all of the functions in your eSkill account, please see the **Help** section in the menu at the top of your account pages.



Managing Your Account

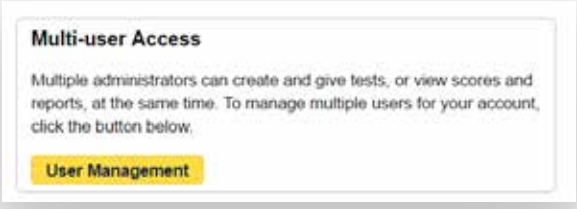
System Users

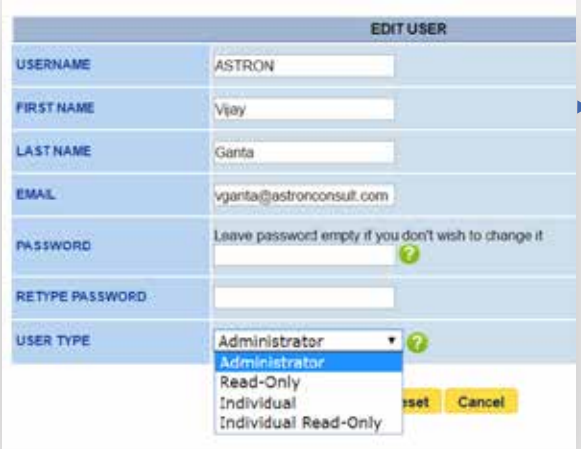
Administrator: This role has unlimited power in using the eSkill product and all of its features. This type of user can access the full customer portal (Dashboard), update the account subscription, manage users, create/view/edit/delete all tests, and can view/delete scores.

Individual: This user type can manage (create/view/edit/delete) only his or her tests and associated scores.

Read-only: This user type has access to a limited version of the Dashboard, and cannot make any change to the tests, scores, subscription, or users. He or she can see all the tests and scores but cannot edit/delete any of them.

Individual Read-Only: This user type can only view his or her tests and associated scores. He or she has access to a limited version of the Dashboard and cannot make any changes to the tests and scores, or edit/delete any of them.

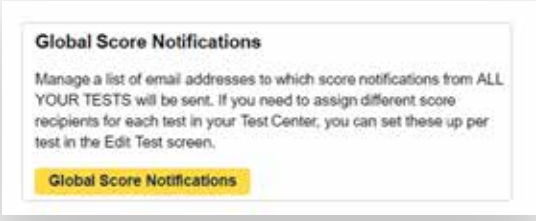


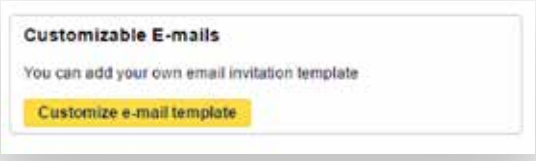


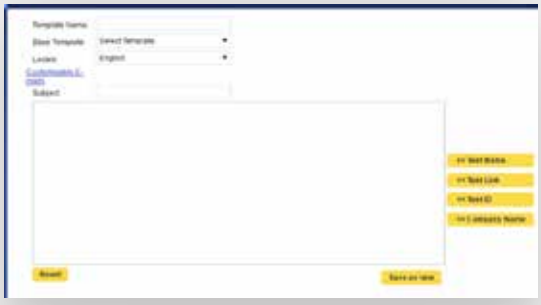
Configuration Panel

Global Score Notifications

1. Add an email address, to which scores from ALL existing tests will be sent
2. Add an email address, to which scores from tests WITH NOTIFICATIONS ON, will be sent
3. Update an email address already included in your score notifications list
4. Delete an email address from your score notifications.

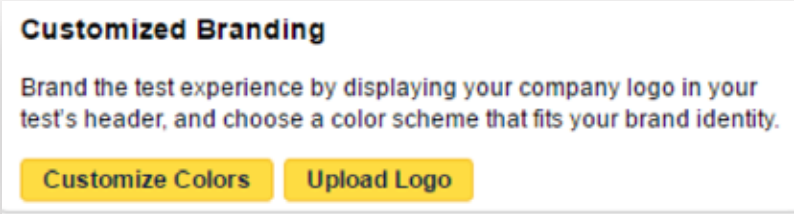
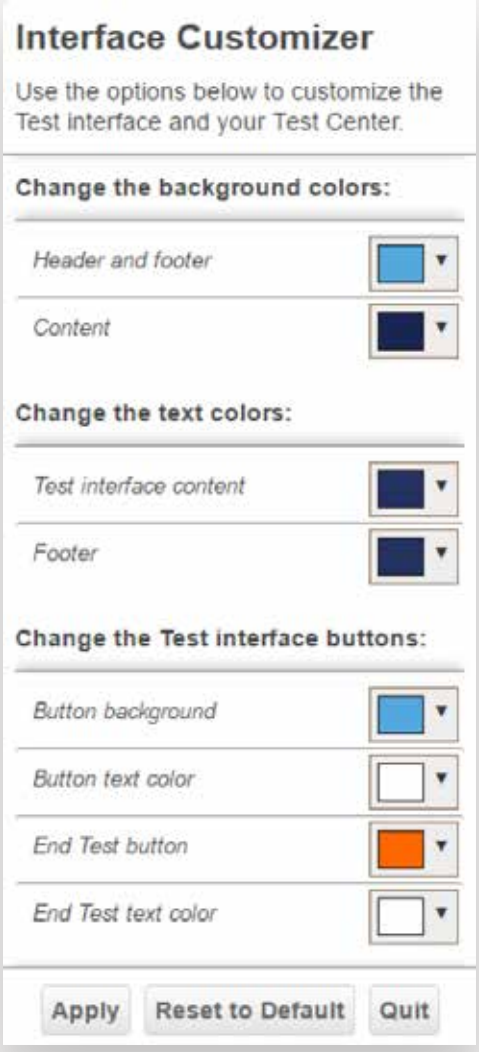
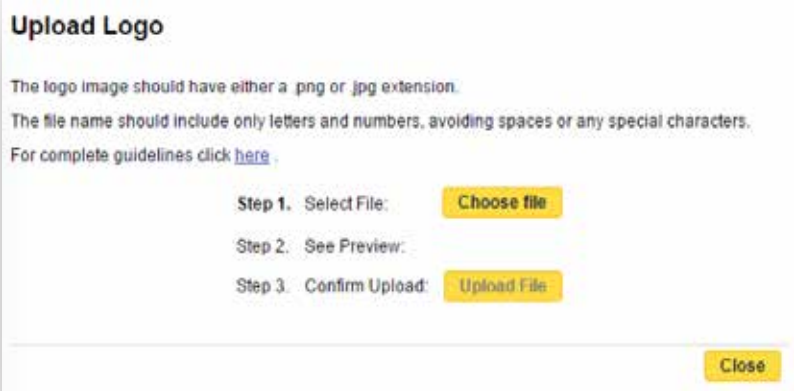






Customize E-Mails to Candidates

1. Create a template for candidate messaging
2. Add custom messaging related to selection process that is specific to your company
3. Custom Invitations can be saved and set as the default template for test invitations.

Customized branding

1. Company Logo
2. Customize Colors