



Q-interactive®

## **Chapter 2**

# Getting Started—Accessing Q-interactive® Central & Assess

Q-interactive® User Guide

**May 2018**

## Introduction

Q-interactive has two components, Central and Assess. Central is web-based and is your first and last stop when using Q-interactive. It's a home base, where you will:

- Create and manage client profiles.
- Select, customize, and archive assessment batteries.
- Create practice assessment sessions.
- Search and save subtests.
- Review scores and item-captured data.
- Print and export scores.

Assess is the app you'll use to administer all of the assessments. The two iPads provide all of the administration instructions and stimuli needed for testing.

This chapter walks you through how to access Q-interactive Central and Q-interactive Assess, and steps for resetting your Q-interactive User Name or Password.

### Other Resources:

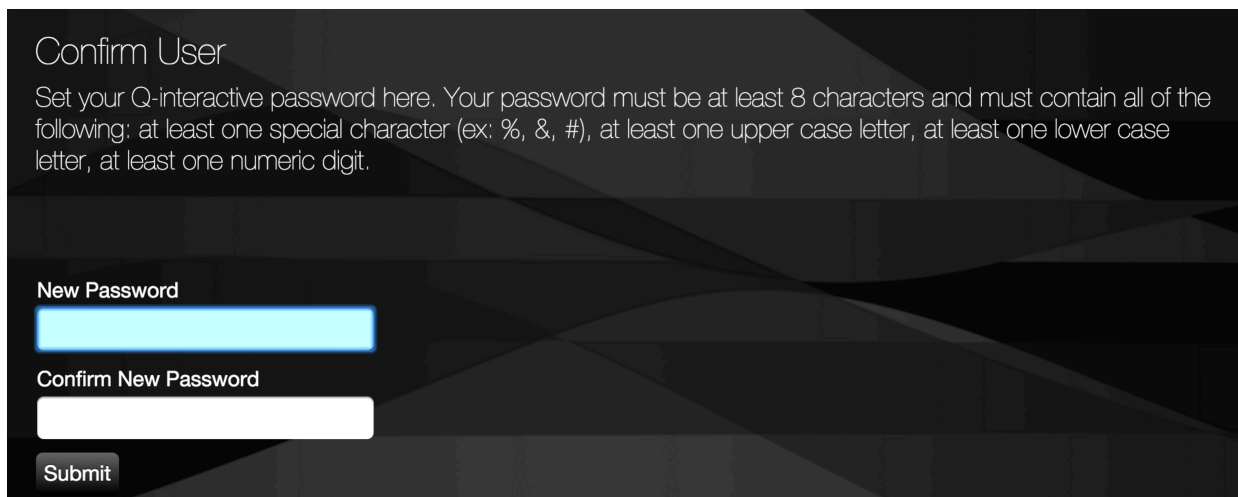
The information in this chapter is also presented in a series of tutorial videos found under the Support tab on Central (i.e. [qinteractive.com](http://qinteractive.com)). You can also sign up for the *Onboarding Webinar Series* [here](#).

## Accessing Q-interactive Central

After you have received your Welcome email containing your Q-interactive User Name, use the following steps to finish setting up your account:

**Step 1:** Click the Click here link within your welcome email.

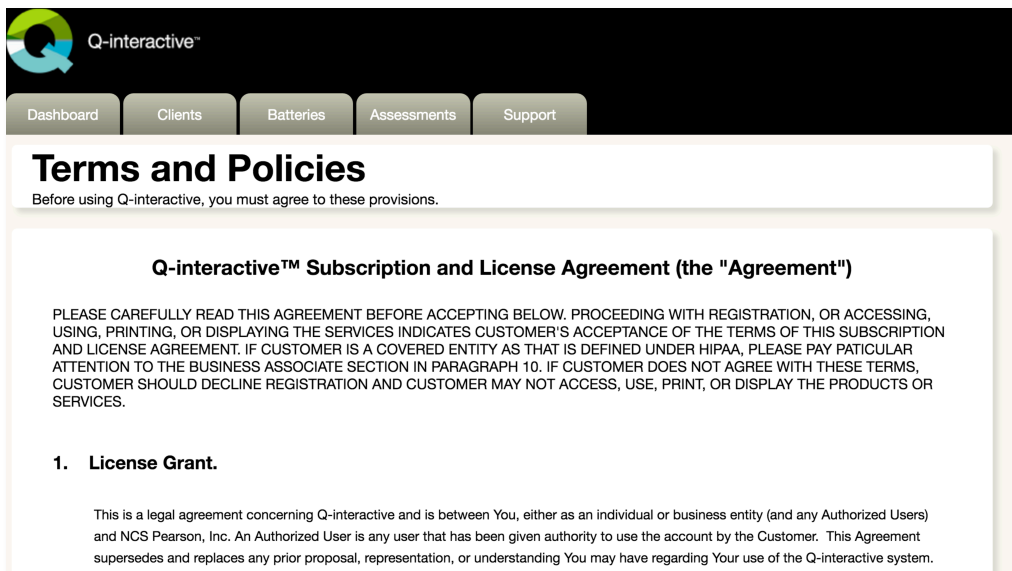
**Step 2:** Set your password by adhering to the criteria shown on screen.



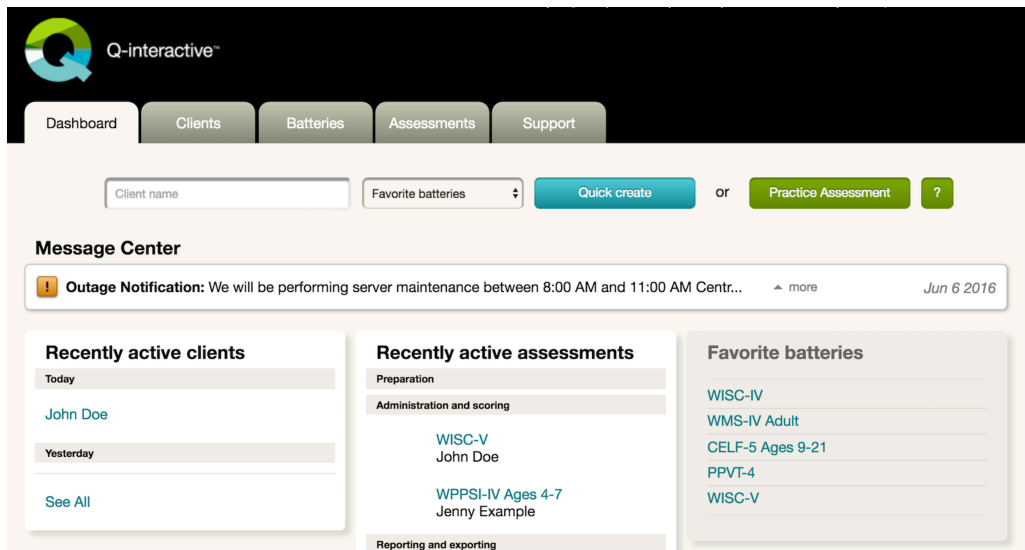
The screenshot shows a dark-themed web interface for creating a password. At the top, the heading "Confirm User" is displayed. Below it, a paragraph of instructions states: "Set your Q-interactive password here. Your password must be at least 8 characters and must contain all of the following: at least one special character (ex: %, &, #), at least one upper case letter, at least one lower case letter, at least one numeric digit." There are two input fields: "New Password" and "Confirm New Password". The "New Password" field is currently empty and highlighted with a light blue border. The "Confirm New Password" field is also empty. At the bottom left, there is a "Submit" button.

**Step 3:** Review the Q-interactive Subscription and License Agreement, Terms of Use, and Pearson’s Privacy Policy. If you are identified as a “Covered Entity” under HIPAA, please carefully review Paragraph 10 of the Subscription and License Agreement for information pertaining to Pearson’s Business Associate Agreement.

After you review the Subscription and License Agreement, Terms of Use, and Pearson’s Privacy Policy, scroll to the bottom of the screen to accept the terms. Note that any time one of these legal documents are modified, you will be prompted to review and accept the revised terms.

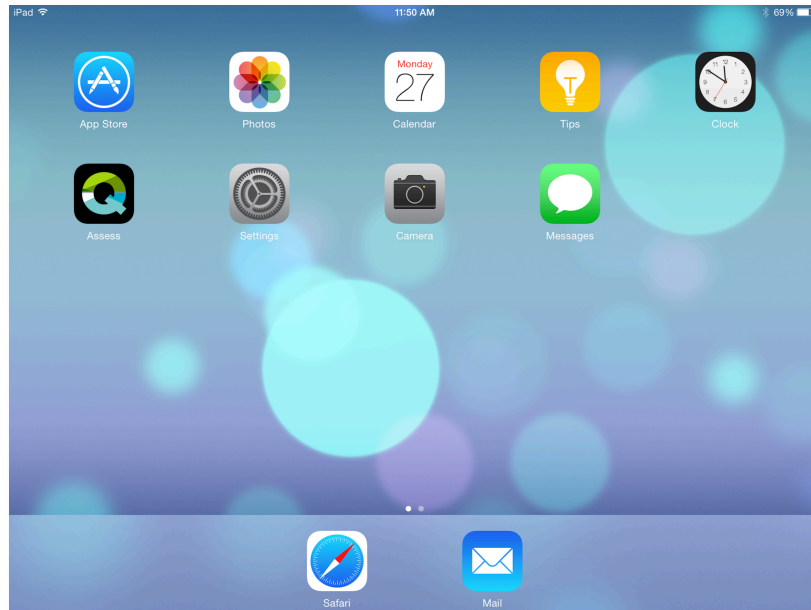


After accepting the terms, your account setup is complete, you will have access to all functional tabs—Dashboard, Clients, Batteries, Assessments, and Support.

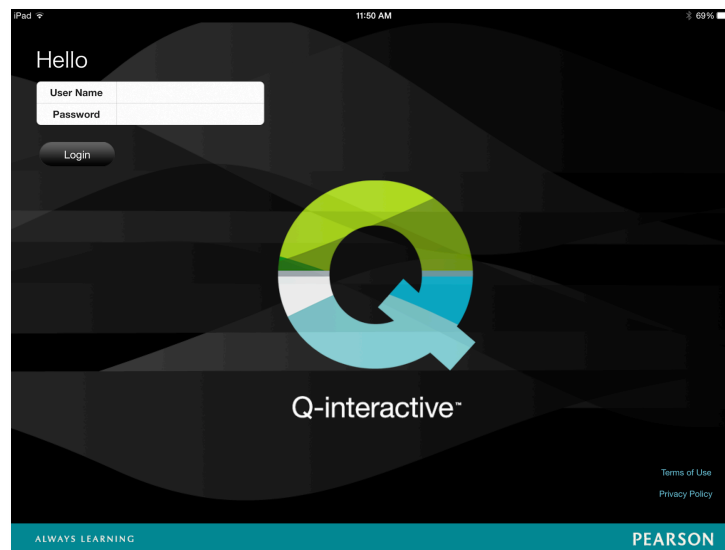


## Accessing the Q-interactive Assess App

After installing the Q-interactive Assess app on both iPads (see Chapter 1 for detailed instructions), you can access the app by tapping the Assess icon on the iPad home screen.



Type in your unique user name and password (they are the same user name and password you use to access Central).

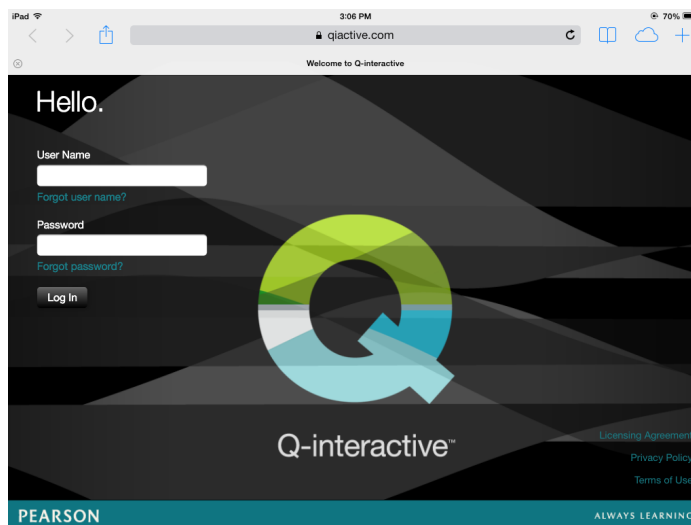


**Note:** The first time you log in to the app on each iPad, all of the tests within your license will be downloaded to the iPad. This download can take up to 10-20 minutes depending on your wireless signal and the number of assessments associated with your license.

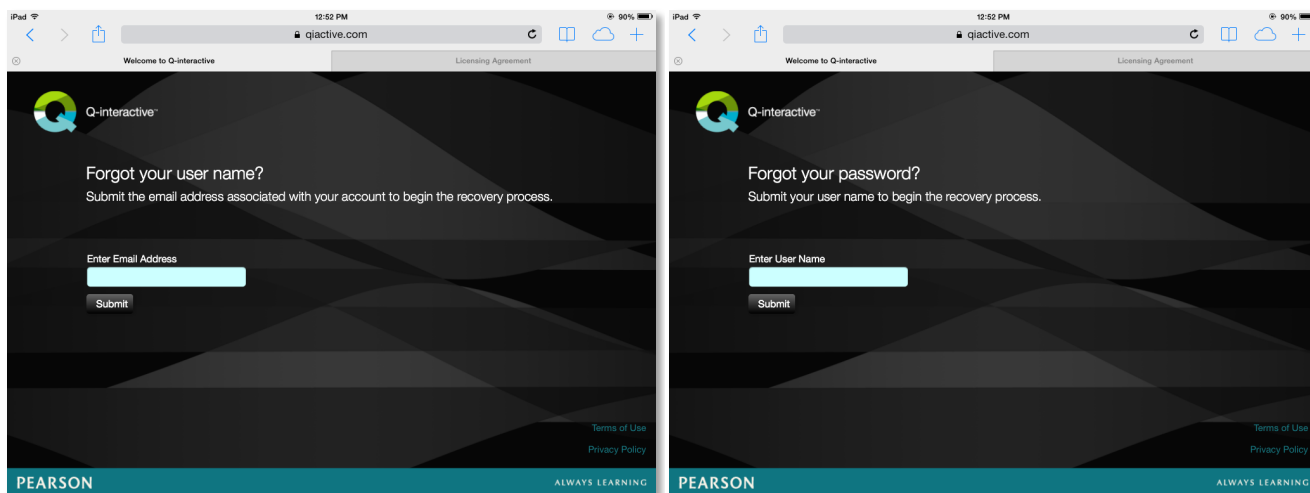
## Troubleshooting—Reset User Name or Password

You are allowed five attempts to log in to either the Assess app or Central. For security reasons, after the fifth attempt, your account locks for five minutes before you can attempt again. You are **only** able to recover login credentials on the Q-interactive Central Login page, not through the Assess app. You can reset your login credentials using the following steps:

**Step 1:** Click Forgot user name? or Forgot password? on the Q-interactive Central login screen.

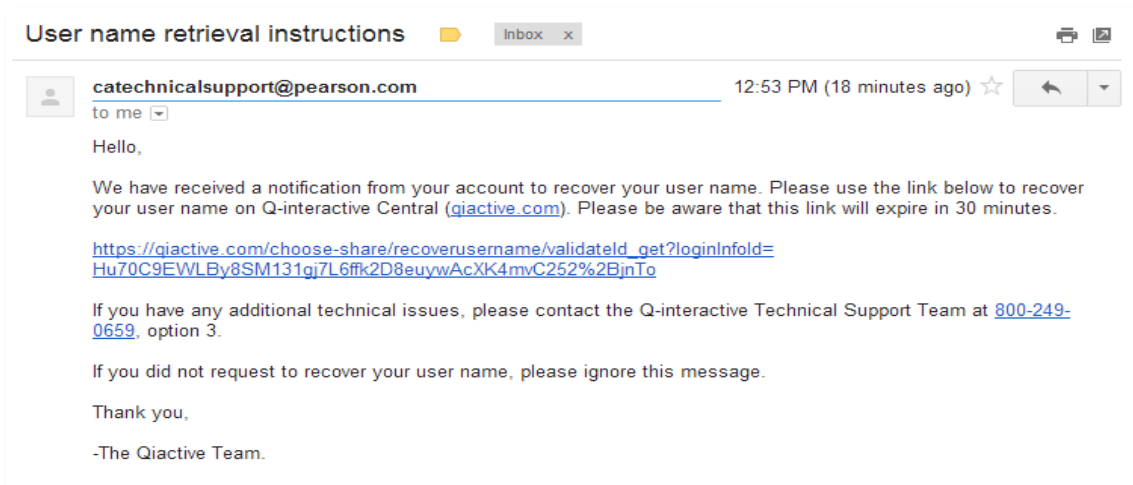


**Step 2:** You will be prompted to provide specific information to verify your access to the account.

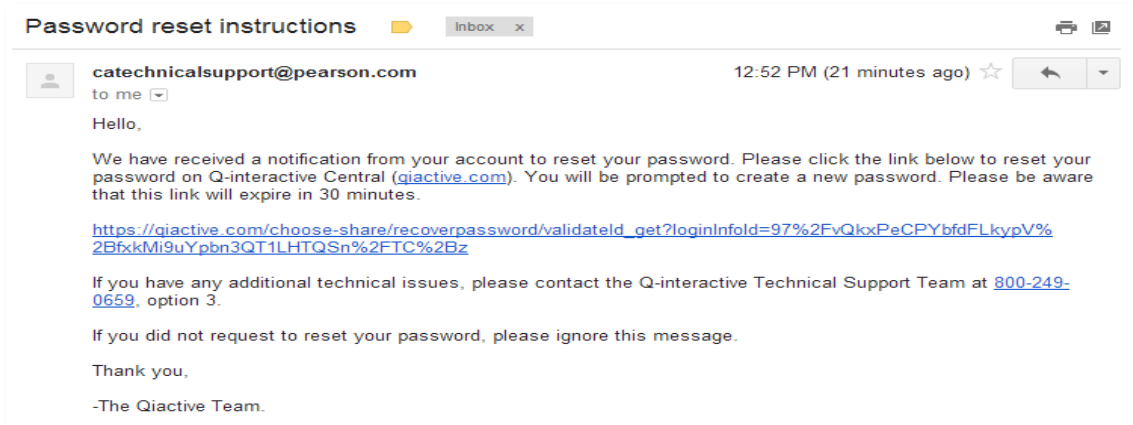


**Step 3:** Open the email sent by the system and click the embedded link. The link uses your default browser, so if your default browser is different than the one you used to access Central, paste the URL into the same browser you used to log in to Central (i.e., qinteractive.com). This link expires after 30 minutes.

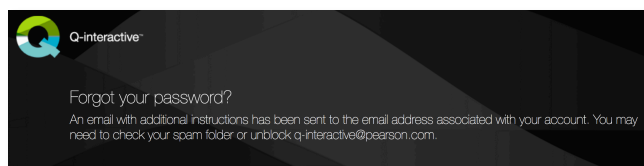
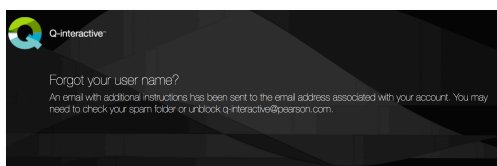
Here's an example of the User Name recovery email:



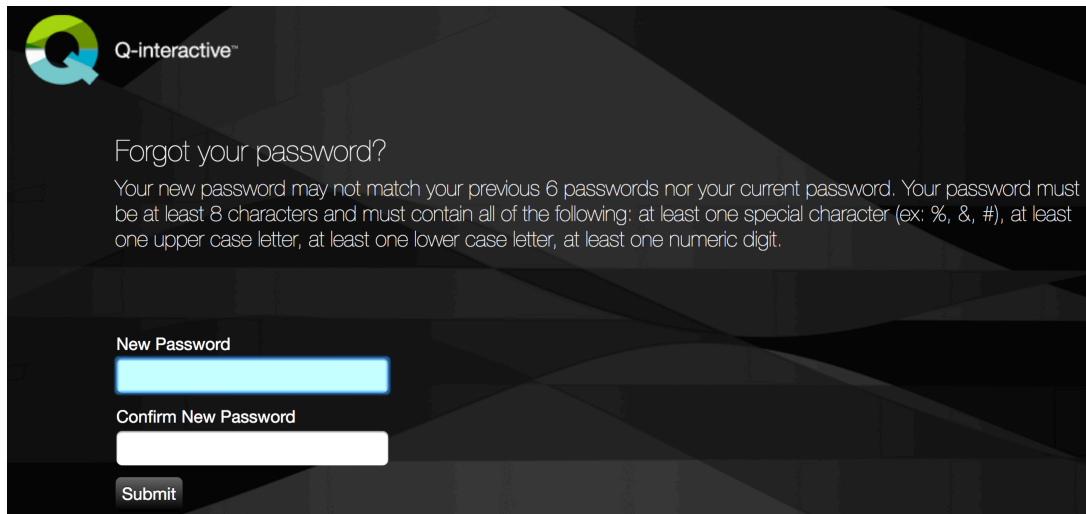
Here's an example of the Password reset email:



**Step 4:** After you click the link within the email, confirm the request by clicking the “Submit” button.

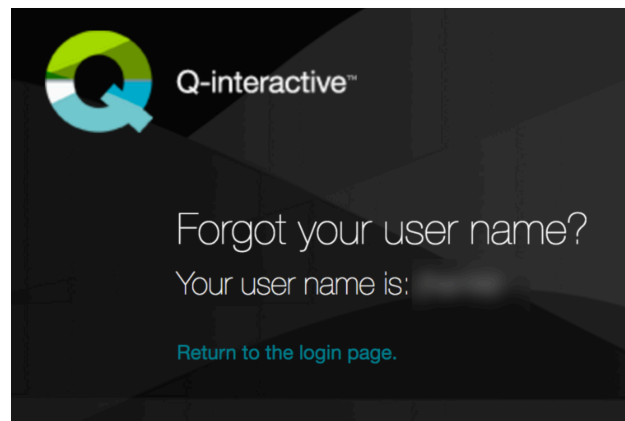


**Step 5:** Create a new Password and confirm it.



The screenshot shows the Q-interactive password reset interface. At the top left is the Q-interactive logo. The main heading is "Forgot your password?". Below this is a paragraph of instructions: "Your new password may not match your previous 6 passwords nor your current password. Your password must be at least 8 characters and must contain all of the following: at least one special character (ex: %, &, #), at least one upper case letter, at least one lower case letter, at least one numeric digit." There are two input fields: "New Password" (highlighted in cyan) and "Confirm New Password" (white). A "Submit" button is located at the bottom left.

If recovering your user name, it will display on-screen.



The screenshot shows the Q-interactive user name recovery interface. At the top left is the Q-interactive logo. The main heading is "Forgot your user name?". Below this is the text "Your user name is:" followed by a blurred area where the user name is displayed. At the bottom, there is a cyan link that says "Return to the login page."

After your new User Name or Password has been verified, you will be redirected to the Q-interactive login screen where you will enter the new credentials to access the system.