



# *Quintax*<sup>®</sup> On-line

## A Guide for Users

Includes revisions for March 2009 Software Release

Stuart Robertson & Associates Ltd

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# Introducing Quintax On-line

Quintax has been available for completion on-line via the Internet since 2002, enabling users to assess respondents in remote locations or at a local web enabled PC, with all the associated benefits in terms of speed and efficiency in administering, scoring, and reporting on the assessment.

## How does the basic process work?

- As a user, you first need to obtain a username and password and order some usage credits or units from us to enable you to use the facility. We can arrange this and tell you the current price of units if you call SR&A on 0161-877 3277.
- You can then log into your account by visiting the Quintax User site at [www.quintaxuser.co.uk](http://www.quintaxuser.co.uk) and by typing in your username and password in the appropriate fields. Note that Quintax On-line has been designed to work effectively with Microsoft's Internet Explorer Version 5.5 or later, and with Mozilla Firefox Version 1.5 or later on a Windows based PC. We cannot guarantee the effective operation of all of the site's scripts and programming code with other browsers such as Netscape or Safari, or on Mac based systems. As a result we strongly recommend that you avoid using other browsers and platforms, as they can produce unwanted and unpredictable results.
- From your account, you can create a 'new respondent' by typing in your candidate's name details and email address - this automatically generates an email invitation to complete Quintax which you can send to your respondent. You can tailor the email to include your name and contact details, and save the edited version.
- Your respondent is emailed an invitation and an access code with a link to our Quintax On-line site at [www.quintaxonline.co.uk](http://www.quintaxonline.co.uk) that they can use to complete the questionnaire. They are also emailed with a copy of the Quintax questionnaire taker's guide 'Introduction to Quintax' to read before completion. They can also read this on the first page of the Quintax On-line site. Respondents occasionally have problems navigating the site, depending on their PC and software set up. See the FAQs (particularly 29 and 30) for what these are and how to handle them.
- When they have completed the questionnaire, your account is updated and debited with the unit cost of an administration (15 units). By clicking on the respondent's name you can see a schematic profile against the Quintax Composite Norm, along with the respondent's Social Desirability score and Quintax Type. You can request up to six types of report to use for feedback purposes. You can also re-norm the respondent's profile against any available Quintax Norm Group without any further unit charges.
- A number of Type reports tailored to your respondent's scores are available in Adobe Acrobat format, and an Extended Narrative on the Quintax profile is available in Rich Text Format, for saving editing and printing. You will need to have the Adobe Acrobat Reader (version 4 or later) on your computer for the Type reports - this can be downloaded from [www.adobe.com](http://www.adobe.com).
- Each report is charged for in units on a once-only basis, so that if you want to come back to the respondent at another time and regenerate a report you will not be charged for the service.

## What reports are available?

There are six reports currently available on the site - we intend to add to these in the future and will update users when additional reports become available - they are:

- Full Profile Chart (5 Units) – this is a copy of the detailed profile chart including the respondent main factor raw scores and stens, together with measures of fit (inferred from Quintax) to classic team style models. This 1 page chart is aimed at you the user, and should not be released to the respondent given its complexity, but it could become the basis of a face-to-face feedback if required.
- Record Form and Type Descriptor (5 Units) – this 5 page report incorporates the respondent's raw scores and Quintax Type labels along with the Type designation in its primary (upper case) format as well as its more detailed (combined upper and lower case) format. A Type Descriptor leaflet for the respondent is included with the Record Form.
- Learning Style Type Descriptor (5 units) – this 4 page report includes a general description of the concept of Learning Style and how it relates to personality, along with a description of the specific implications of the respondent's Type for their preferred and un-preferred Learning Styles.
- Extended Narrative Report (15 Units) – this is a detailed narrative description based upon the respondent's scores which first gives a summary of the profile highlights, then a full description of all the respondent's scores, followed by a description of their team role profile. It also provides a commentary on their social desirability score and a one page Candidate Report. The latter can be used as direct respondent feedback, if desired, as can the Type Reports mentioned above. Both the social desirability commentary and the Candidate Report can be included or omitted as desired. The Extended Narrative is 7 or 8 page report (depending on the respondent profile) produced in Rich Text Format. It can be opened, edited, saved and printed in most major word processors including Microsoft Word and WordPerfect.
- Innovation Report (5 units) – this is a 7 page report describing the respondent's score on the Quintax Creative Style Continuum. Scores run from the Creative Improver pole of the continuum to the Innovative Changer pole. A description is provided of psychological perspectives on the dimension, and its impact at work. Advice is provided to the respondent regarding their creative style and problem solving approach.
- Innovation<sup>Plus</sup> Report (10 units) – this is an 18 page report which incorporates the Innovation Report and adds to this an analysis of how aspects of the respondent's type influence their problem solving approach. Advice is provided on how to work most effectively with people of a different creative style, and a learning log is provided to enable respondents to review the report and develop learning objectives relevant to the report output.
- Leadership Styles Report (10 units) – this is a 10 page report which describes the respondent's leadership styles in terms of the concepts of transformational, transactional, and passive leadership. Each style is broken down into components and sten scores are provided for the styles overall and for each individual component. Graphics are presented to show the balance between the three main styles and the internal breakdown in each case. A worksheet is provided for the respondent together with tips on enhancing the primary two active styles.

Once downloaded, you can print the reports in black and white or colour depending upon your printer.

## How can I manage my account on the Quintax User Site?

You can:

- Create folders for different groups of respondents
- Select completed respondents for removal from your account as desired
- Monitor the invitations you have made and whether/when they have been accepted or declined
- Edit and save the content of your invitation email
- Order usage credits or units on-line and monitor your usage
- Monitor the reports you have created for each respondent
- Re-create reports free of additional charges
- Change the password on your account

## What are the step-by-step procedures?

To register:

- you can only use the site independently if you are already a Quintax Authorised User
- to make effective use of the site you will need to have access to a PC with Internet Explorer 5.5 (or later) or Mozilla Firefox 1.5 (or later) and an Internet connection. You will also need Adobe Acrobat Reader so as to be able to receive 5 of the 6 reports
- visit [www.adobe.com](http://www.adobe.com) and click on 'Download Acrobat Reader' if you do not have Adobe Acrobat Reader version 4 or later
- call SR&A on +44 (0)161 877 3277 to place an order and be assigned a username and password
- make an order at the same time for some activity 'units'. These are used when you make use of the facilities on the site. A basic administration and profile chart, for example, costs 20 units. SR&A will tell you what the current pricing is for units and will set up your account with the number you decide to order (the minimum order to register is 100 units).

To log in to the Quintax User site:

- point your web browser at [www.quintaxuser.co.uk](http://www.quintaxuser.co.uk)
- type in your user name and password assigned to you by SR&A and click 'Continue'

To set up a new respondent:

- click on the 'Respondents' menu and click on 'New Respondent'
- enter the name, details and email address of the person you wish to invite to complete Quintax and click 'Continue'
- the name of the person (as you have typed it) will appear in the name list of your 'Main' folder along with a yellow envelope icon (signifying that an invitation has been sent out) and the time at which the invitation was sent. (Notice that you can alternatively set up a new folder (see below) and create the respondent in that folder – this helps to keep your respondents in manageable groups for size)
- a white envelope icon signifies that the mail server has caused an error or stalled in some way and may not have sent out the invitation. This can resolve itself over time, so leave a time delay and then click the respondent name in your main folder name list to bring up the invitation email again; click the 'Send' button at the foot of the invitation
- a unique access code is generated for the respondent which can be used by them to log in to the Quintax On-line site (at [www.quintaxonline.co.uk](http://www.quintaxonline.co.uk)). This access code is embedded in the respondent's invitation email, and appears as a 'hint' if you pass your mouse over the respondent's name in the name list. Note also that the access code and the web link are all that is required for the respondent to complete the questionnaire successfully, and that the access code will appear as a 'hint' when you mouse-over the respondent in your list irrespective of whether they have a yellow or white envelope next to their name

To delete respondents:

- check (by clicking) the selection box beside each of the respondents you wish to remove
- each selection box should now contain a tick - click a respondent again if you wish them to be de-selected
- when you have identified and checked the respondents you want to remove, click the 'Respondents' menu, followed by 'Remove Respondents' and confirm
- *note*: you can 'Select All' or 'Deselect All' respondents by clicking specific menu items and then confirming

To set up a new folder:

- you may want to place some of your respondents together - perhaps because they are relevant to a particular workshop, or selection exercise, or department/company
- click on the 'Folders' menu
- click on 'New Folder'
- insert a name for the folder (and a description if desired) and click 'Continue'
- you can now create new respondents in this folder
- notice that it is *not* currently possible to move respondents between folders or to manage them as if they were typical of other Windows folders

To generate a report:

- when a respondent has replied to your invitation and completed Quintax, their name on the respondent list will be accompanied by an icon representing a completed profile
- *note*: if the respondent has declined the invitation (as recorded in the name list) you may need to contact them again to discuss the situation, so as to determine if they should be invited again – declining an invitation effectively invalidates the original access code
- *note*: a respondent recorded as 'Incomplete' may have started their administration but have been forced to break off for some reason. Again you may need to contact them to discuss things, as they will need to start the administration again and finish it off so as to have a full scoreable data set on the site
- **click on the respondent's name** to bring up a schematic representation of their Quintax profile based on the Composite Norm Group along with their Quintax Type
- click on 'Norms' and select the norm you would like to use - the schematic profile regenerates based on the new norm selection
- *note*: the 'Record Form and Type Descriptor' and 'Learning Style Description' reports are based upon the Type approach to Quintax, and as such are always based on the Composite Norm, just as is the Quintax Type, which ever norm group selection you make. The 'Full Profile Chart' and 'Extended Narrative Report' are both norm dependent and are based on the norm you have selected at report generation time. The Innovation and Innovation<sup>Plus</sup> Reports are based upon raw scores and in the latter report inferences are also made based upon the respondent's Quintax Type. In the Leadership Styles report, inferences about the respondent's styles are made using sten scores based upon the Composite Norm group. As a result it is effectively raw score dependent and not sensitive to norming changes.
- click on the type of report you would like - your 'Units Remaining' will be reduced depending upon the report choice and the report will be generated
- all of the reports apart from the 'Extended Narrative Report' are generated as Adobe Acrobat files based upon your respondent's scores and are downloaded to your PC in a separate window from which they can be saved or printed - this can take some time depending upon the speed of your Internet connection
- when the report has been generated the Report menu will show a zero cost for *this* report on *this* respondent, so you can then generate it again without unit cost if you need to do so
- if you have selected the 'Extended Narrative Report', you will receive, depending upon your Internet browser, its settings *and* the word processor you have on your PC either
  - a copy of the report *on screen* all ready for editing, printing, and/or saving; or
  - a panel will be presented enabling you to either open or save the report file - if you do not use Microsoft Word® you may be asked to stipulate an application to use for opening the file, and you should select your default word processor for this purpose
- *note*: the Extended Narrative Report is generated in 'Rich Text Format' which can be opened for editing in virtually any of the major Word Processors



To order more Units:

- go to the 'Account Information' menu and click on 'Usage credits'
- select the number of units you wish to order and insert an order number or reference
- your account will be replenished appropriately and SR&A will raise an invoice which will be sent to you by post quoting the order number/reference
- *note*: if you leave the user site with less than 5 'Units Remaining', you will be asked to order more units when you next attempt to log in – you will not be able to use the site without doing so
- if your 'Units Remaining' run out while you are on site, you may generate a debt (negative units) when requesting reports etc. – this will be counted against your next order when you make it

To change your Password:

- go to the 'Account Information' menu and click on 'Change password'
- type in your old password, your new password, and repeat your new password to confirm its accuracy
- click the 'Change Password' button
- your change of password will be confirmed

To change your Invitation Email:

- go to the 'Account Information' menu and click on 'Edit invitation email'
- this brings up the email which the site will send to your respondents when you request them to complete Quintax - you may edit it freely
- *note*: be sure to leave the references in double curly brackets untouched, (e.g. {{references}}), as otherwise your respondents may not be able to navigate successfully to the Quintax On-line site
- the invitation email is sent with a copy of the 'Introduction to Quintax' respondent's guide. This is sent as an attachment in Adobe Acrobat format - hence there is a warning of this in the invitation itself. Respondents not having Acrobat on their computers can read the introduction when they actually visit the Quintax On-line site, as it is presented there in a specific window accessible from the first page of the site
- to save changes you make to the invitation email click on 'Save'. The saved version will now come up as the default invitation when you create your next respondent
- we recommend that you add your contact details to the invitation email (eg by overwriting 'Quintax Administrator' with your own name and by adding your telephone number) in the event that respondents wish to raise any queries with you directly before they complete the questionnaire
- *note*: with the January 2007 release of the Quintax On-line web site, we have implemented a process by which the invitation email is sent by the server from a post only email address, namely [quintax\\_administrator@quintax.net](mailto:quintax_administrator@quintax.net). As a result the default invitation includes a request to the respondent NOT to reply directly as the address is not monitored or checked for reply emails. The final text in the email asks respondents to contact you if there are any queries, and the **account** email address you provide is used for this purpose. It is important, therefore, not to change the details given at the foot of the email, as it may well impact on a respondent's ability to contact you.

To log out:

- click the 'log out' command on the main menu
- alternatively, close your browser (or browser tab), either from the File menu ('Close') or from the close button in the top right hand corner of the browser window (or tab)
- or click in the browser address bar at the top of the screen and type in a new web address to which you can navigate

## Frequently Asked Questions

Number	Question	Answer
1	Can I edit the reports available through Quintax On-line?	You can edit the Extended Narrative, but the other reports are in Acrobat pdf format and are not intended to be opened for editing. The pdf files can be printed and saved.
2	How do I get a report?	Click on the completed respondent's name (a red and blue icon shows Quintax has been completed) and click on the left 'Report' menu item.
3	Do I have to send my invitations to complete Quintax by email?	No. You generate an email automatically by creating a new respondent, but you don't have to send it. Provide you give your respondent the access code it contains and the web address <a href="http://www.quintaxonline.co.uk">www.quintaxonline.co.uk</a> they will be able to visit the site and complete the questionnaire.
4	Is there anywhere I can see all the access codes and email addresses for my respondents?	If you run your mouse cursor over a respondent name, their access code and email address will appear as a 'hint' and can be noted down.
5	On my PC, when I ask for an Extended Narrative, it fills my browser window. How do I get back to the Quintax User site?	At the moment the advantage of getting the Extended Narrative downloaded and placed directly on screen goes with a disadvantage which is that you lose your browser 'context'. The answer is to close your browser window, open up the browser again and navigate to the Quintax User site ( <a href="http://www.quintaxuser.co.uk">www.quintaxuser.co.uk</a> ) again. All you have to do is to select the Quintax user site from the drop down list on the address bar at the top of your browser. You could also add it to your 'favourites' list. We hope to find some way of resolving this in the future.
6	There is a yellow envelope icon beside one of my respondents in the name list, but s/he claims not to have received the invitation email. Can this happen?	Yes. The yellow icon means that the server has sent the invitation, but it does not guarantee that it has arrived. The Internet does not provide a perfect medium for communication and there could be a number of reasons for non-arrival. It is a good idea to check with respondents that they have received the email if you don't get confirmation within a reasonable period that they have completed the questionnaire. You could re-issue the invitation, or send it by other means (see FAQ 3 above).

Number	Question	Answer
7	How can a respondent decline to complete the questionnaire?	Respondents are given an opportunity to accept or reject our terms and conditions. If they reject, the completion of Quintax is terminated and they are recorded in your account as having declined. It may be worth discussing things with them so as to see if an agreement can be reached to enable completion. They may simply have made a mistake. If they decline, their access code becomes invalid, and if they subsequently decide to complete the questionnaire you will have to generate a fresh invitation to allow this to happen.
8	Is there any limit on the number of respondents I have?	Not in practice.
9	Are all the access codes unique?	Yes.
10	Can an access code be used more than once?	No, but see the exception in 11. When a respondent either completes or declines Quintax, their access code becomes invalid. In some cases you may need to re-invite a respondent if their code is invalid, and this effectively creates a new code. Similarly, if you 'remove' a respondent their access code becomes invalid.
11	What does the 'incomplete' icon mean?	It typically means that the respondent has accepted the terms for completing Quintax, and has probably begun completing the questionnaire, but has broken off before the end of the process. They can re-use their access code, but they have to start again from question 1. Some 'incomplete' respondents report being stuck at the terms screen because their screen resolution will not let them see screen controls such as the 'Continue' button. Pressing the 'Tab' key to move from field to field normally fixes this, although changing the resolution to 800 x 600 or higher by visiting the 'Display' setting on 'Control Panel' also works well and is a better general option for the site.
12	Can I invite myself?	Yes. Create yourself as a respondent, and insert your own email address. It is useful to do this to see exactly how the Quintax On-line site works.
13	Are there any terms and conditions for my use of the Quintax On-line and Quintax User sites.	Yes. They are reproduced below, in a slightly different form from those presented in the Quintax On-line site as they are specifically relevant to users or account holders. Permission to use the sites is conditional upon your acceptance of these terms.

Number	Question	Answer
14	Is there anything I should do before inviting my first respondent?	Yes. We recommend that you edit the invitation email so as to include your name and contact details in the email (perhaps by overwriting 'Quintax Administrator' with your name and adding your 'phone number'). This is helpful if the respondent wants to talk to you or ask questions before completing the questionnaire.
15	Do I get charged each time I select a different norm group for the Quintax profile?	No. Once the charge for administration has been made you can change the norms to see the effects without further charge.
16	Do I really only pay for reports once?	Yes. The 'Reports' panel indicates the unit cost of each report. As soon as you have generated a particular report (e.g. the Full Profile Chart) its unit cost for that respondent is set to 0 so you can regenerate it without charge - even if you decide to change the norm selection!
17	The Quintax Type does not change even when I re-norm. Why?	The Quintax Type is always based on the Composite Norm, as it has to be based on the broadest possible comparison. Hence it is stable even when you re-norm.
18	The Social Desirability score does not appear on the Full Profile Chart. Why not?	You can read the SD score from the initial schematic profile. The SD score is for you to use to determine aspects of your feedback style, question probes etc. As the Full Profile Chart may be used in a face-to-face feedback we have left SD off (as with the pre-printed card version of the profile) so that it does not cause unwanted distraction and so that you have the choice as to how to deal with it.
19	Can I give other people access to my account?	Yes, if you share your username and password with them, but remember that this will give them the potential to generate respondents and order units on your behalf. If you arrange for them to have a separate account then you can track (through us) who is ordering what. You may even find it useful to have different user accounts for different Quintax functions, although folders may be just as helpful here. The fact that another person accessing your account will be able to access individual reports on your respondents also imposes an ethical obligation upon you to ensure that the other person is test qualified and preferably a Quintax user.
20	Do the folders work like other Windows folders?	No, they are more limited. You can define different folders for different groups of people, but you can't copy respondents from one folder to another. Also, at present you can't delete folders, so it pays to think carefully about your naming strategy.

Number	Question	Answer
21	How do I get a full screen view?	Press the function key marked F11. It works as an on-off switch or toggle for a full screen view of the site.
22	Do I need to have any particular screen resolution to use the Quintax sites?	No. It works fine at the typical resolutions of 800x600 and 1024x768. There is a minor problem with the schematic profile in the positioning of sten scores if you have set your display to 'large fonts' rather than the Windows default of 'small fonts'. This problem doesn't affect the reports or other aspects of the site use, so we don't intend to try to resolve it at the present time.
23	Do I need any special computer or web browsing software?	The site has been designed for use on Internet Explorer 5.5 or later and on Mozilla Firefox 1.5 or later running under Windows on PC platforms. You are likely to experience problems if you are using an unusual or non-standard web browser – e.g. Netscape, or Safari, or a different computer or operating system. These can produce unwanted and unpredictable results.
24	Did you use outside people to help construct the site?	Yes. We used programmers from Psytech Ltd – not to be confused in any way with Psytech International which is a wholly different test publishing company.
25	Do you sell the reports on this site in other forms?	Yes. We sell blank Record Forms for one-to-one and workshop use, along with Profile Charts, Type Descriptor and Learning Style leaflets. We also sell a version of the Extended Narrative Report Writer that can be used on a stand alone PC. The Innovation reports are only available on-line.
26	How do I pay for units?	When you request units on-line, we record your order and invoice you subsequently. At the present time we cannot accept payment on-line.
27	Can I undelete respondents?	No. We can recover data under some circumstances, so call us if the difficulty arises.
28	What do I do if I forget my password or username?	Call us at SR&A on +44 (0)161 877 3277 or email <a href="mailto:mail@sr-associates.com">mail@sr-associates.com</a> and we will give you a reminder or let you reset them.
29	Can I change the email address used to originate invitations?	No, but we can. Call us or email as for FAQ 28, and tell us what the new email address is to be.

Number	Question	Answer
30	One of my respondents says they have got stuck at the terms screen and can't get any further. What do I do?	Less common now, this problem typically occurs when the respondent is working on a very low resolution monitor (640 x 480 will often cause it to occur). Get them to try the F11 key. Another fixit is to have your respondent press the 'Tab' key repeatedly on the terms screen. This allows them to cycle around all the screen controls from which they can select and then press the 'Continue' button. Failing this, get them to reset their resolution (by visiting the 'Display' settings on 'Control Panel') to 800 x 600 or higher. The Quintax On-line site was designed to work at 800 x 600 or above. As it may also be a browser/platform issue, see FAQ23.
31	What can I do if a respondent simply can't manage the computer administration process, or their computer or software is old or incompatible with the Quintax On-line site?	Let's face it, not everybody is computer literate or possessed of the finest technology! It may surprise Bill Gates, but some people don't even have Internet Explorer, or know what it is! If all else fails, the simplest approach is to ask your respondent to complete Quintax manually, using a Quintax questionnaire booklet and answer sheet. When you have the answer sheet completed you can log into the Quintax On-line site using the respondent's Access Code and key in their responses from the answer sheet. You can then generate reports as for your other respondents.
32	Can I enter a respondent's sten scores on the Quintax On-line site and generate reports?	Unfortunately, you can't enter sten scores (or raw main scale scores) on the Quintax On-line site at present. You can of course enter the respondent's 72 questionnaire responses, as in FAQ 31, and this may sometimes be helpful.
33	I can print Acrobat reports from the 'File' menu on Acrobat Reader, but I can't save them. How do I do this?	Click on the save icon on Acrobat Reader (it is a disk icon beneath the File menu) and this will generate a save dialogue box. We recommend that if you save a report, you should add the respondent's name or other coded identifier to the file name. This prevents e.g. 'recordform.pdf' from overwriting previous versions of 'recordform.pdf'. Delete reports regularly when you have finished with them.
34	Are you going to keep updating the sites and FAQ list?	You bet. We are always thinking about new reports and other facilities.

Number	Question	Answer
35	One of my respondents says they can't make the On-line site work using the Netscape browser. Is there a problem?	Yes. Our site has been designed for use on Internet Explorer (5.5 or later) and has now been upgraded to also run on Mozilla Firefox (1.5 or later). Some other browsers (e.g. Netscape, and Safari) do not allow all of our code to function. Ask your respondent to close Netscape and run Internet Explorer – it is normally pre-loaded on most PCs (just this once, thank you Microsoft!). Failing this, Firefox can be downloaded free from <a href="http://www.mozilla.com">www.mozilla.com</a> .
36	What do I do if a white envelope appears next to an invited respondent instead of a yellow envelope?	This may mean that the Microsoft mail server has caused an error or stalled – give it a little time and click on the white envelope. This should bring back the invitation on-screen and you can click 'send' as before. If this doesn't work, check that the email address you have given for your respondent is 'well formed' – ie it follows typical email address conventions, using '@' etc. It may be that you have spaces padding out to the right of the address – delete these and try a further send. Remember that the access code generated in the invitation email is valid even if the envelope is white – the code can be forwarded to your respondent by 'phone or other email to enable them to complete Quintax.
37	Just how great are you guys?	Absolutely fantastic – even on a bad day.

## Terms for use of the Quintax On-line and Quintax User Sites.

Please read these terms carefully. Permission to use the Quintax On-line and Quintax User web sites is conditional upon your acceptance of these terms and conditions.

### DEFINITIONS

- Quintax is a personality questionnaire designed, developed and published exclusively by Stuart Robertson & Associates Ltd (otherwise referred to as SR&A in these terms), based at the Empress Buildings, 380 Chester Road, Manchester M16 9EA, UK (Tel: +44 (0)161 877 3277; Fax: +44 (0)161 877 4500). As business psychologists, SR&A specialise in the assessment and development of people and provide a range of training, consulting, and product options for professionals working in this area.
- Quintax On-line is the Internet based version of the Quintax questionnaire, and comprises an automated system for administering, scoring, and generating interpretive reports via a network of related web sites including [www.quintaxonline.co.uk](http://www.quintaxonline.co.uk) and [www.quintaxuser.co.uk](http://www.quintaxuser.co.uk).
- Quintax Authorised Users are those people who have been trained and/or assessed as competent in the professional and ethical use of Quintax by SR&A, and who have thereby been granted the right to use Quintax on an independent basis.
- Quintax Authorised Users are permitted to invite individuals (referred to as respondents in these terms) to complete Quintax On-line for relevant purposes (for instance in selection or development of staff, or for occupational or career counselling purposes).

### TERMS OF USE

- By entering the Quintax On-line ([www.quintaxonline.co.uk](http://www.quintaxonline.co.uk)) and Quintax User ([www.quintaxuser.co.uk](http://www.quintaxuser.co.uk)) sites (hereafter referred to as 'the sites') you certify that you have a legitimate and valid reason for entry, and that you are a Quintax Authorised User.
- SR&A expect Quintax Authorised Users to employ the highest ethical and professional standards when utilising the services available through this site. This includes giving an appropriate pre-assessment briefing to respondents so that they know what to expect of the assessment process. It also includes the provision of relevant feedback to respondents so as to validate the assessment and/or to develop its other purposes. SR&A will investigate any evidence that Users are utilising the site in an unprofessional or unethical manner, and will take appropriate action (e.g. by terminating use of the site and/or the Authorised User status of the person concerned) where necessary.
- The content, information, displays, programs, processes, systems, products, and services in this website (referred to in general as the content of the site) are exclusively owned by SR&A and are protected by copyright, trademark and other intellectual property laws. All intellectual property rights in the content of the site belong to SR&A. You may not copy, reproduce, modify, distribute, republish, download (except where specifically allowed in the production of Quintax On-line reports), publicly display, transmit or create derivative works from the content by any means, including but not limited to electronic, mechanical, photocopying, recording or otherwise. You may not reverse engineer, de-compile or disassemble any of the products or services herein for any purpose, and you may not mirror any material contained in the content of this site.
- Other than SR&A, no person using this site may sell, rent, lease or otherwise transfer the services of this site to another person or organisation. Quintax Authorised Users gain use of the site by purchasing Units from SR&A in order to employ its services. The cost of Units, and

their value in terms of the Quintax administration, scoring, and reporting services they provide access to, are dealt with in a separate agreement between SR&A and Authorised Users.

- Data recorded and produced by the site is stored by SR&A securely under the terms of the Data Protection Act (1998) and is not released, copied or otherwise transferred to any third party. Our use of this data is governed by our privacy policy which may be read by following the appropriate link on the home page of [www.sr-associates.com](http://www.sr-associates.com), our corporate web site.
- SR&A reserve the right to conduct research on stored data so as to improve the validity, fairness, and usefulness of the Quintax On-line assessment system for both respondents and Quintax Authorised Users. Such research is conducted with all personal identifying information removed from the data so as to guarantee the anonymity of respondents and to ensure that attention is focussed on group statistics rather than individual results.
- Age data is collected routinely from respondents for purposes of monitoring and research as described above. Information we collect regarding the ages of respondents via the Quintax On-line web site is not used or recorded in a form that is accessible to Quintax users, i.e. those who are authorised to invite respondents to complete the questionnaire, generate reports, etc.
- SR&A consultants are responsible for managing the site and its User accounts, the creation of new accounts, usernames and passwords, the allocation of Units ordered by users and related invoicing, and in general for the efficient operation of the site to ensure user satisfaction. All information regarding individual accounts obtained by SR&A consultants in discharging this responsibility is treated in confidence with respect to individual users and is not released to any third party.
- In certain cases SR&A may agree to set up group based accounts in which a variety of individual Quintax users from one client organisation or company may be grouped together for purpose of monitoring usage and invoicing arrangements. In these cases statistics related to unit consumption and account usage may be released for management purposes to the relevant resource manager in the client organisation. No release of other information regarding respondent profiles or general results will be permitted under such arrangements.
- In some of the cases mentioned above, SR&A may agree to the appointment of administrators within a client organisation who will have the role of supporting users in the day-to-day management of their account activity. Their role will involve generating invitations, following up incomplete assessments with respondents, and producing reports for consultant use. They will not be allowed to become involved in independent assessment of people (for example in creating invitations not specifically requested by consultants) or in any aspect of report feedback or interpretation. The administrators so appointed will be trained in the ethical and professional aspects of the account administration by SR&A, and their conduct will be kept under review both by the resource manager in the client organisation and by SR&A.
- SR&A reserve the right to disable and close accounts which have become disused for a period of at least 24 months since the previous last unit usage. In such cases any remaining units in the account will be cancelled against the administration costs incurred by SR&A in maintaining the availability of the account during the previous period. A closed account may only be re-opened by contacting SR&A with an appropriate request and unit order.
- SR&A warrants to the original purchaser of the Quintax On-line service that it will provide a means of administering and scoring the Quintax questionnaire to respondents via the Internet, and that it will provide, where complete and accurate data have been obtained, a range of

report outputs summarising the scores of the respondent assessed. This warranty is void if a service failure occurs because of accident, abuse, misapplication, inappropriate use of the service, or because of Internet failures outside the responsibility of SR&A. Where a service failure has been demonstrated to be the responsibility of SR&A, the exclusive remedy shall be, at SR&A's option, either (a) replacement of the service via the provision of additional purchasing Units or (b) a refund of the price paid for the Units lost in the service failure (if any). (Notwithstanding the above, in certain circumstances SR&A may additionally make a goodwill offer of the use of paper and pencil completion of Quintax, Bureau scoring and report generation etc., in order to mitigate the effects of a service failure.)

- For the above warranty and remedy to apply the service failure must be reported within the Warranty Period of 10 business days. Under no circumstances will SR&A be liable for any consequential or incidental damages whatsoever arising out of the use or inability to use the content or services of this site, including without limitation local computer failure, work stoppage or any other damages, even if SR&A has been advised of the possibility of such damages. Either as a respondent or as a Quintax Authorised User, you assume full responsibility for your specific use of the site and you expressly acknowledge that SR&A disclaims any and all liability for your use of its content and services.
- SR&A's total liability following any service failure shall in no event exceed the actual price paid for the Units lost (if any).
- This agreement is governed by the laws of Great Britain and Northern Ireland. If any provision of this agreement is found to be invalid by any court having competent jurisdiction, the invalidity of such provision shall not affect the validity of the remaining provisions of this agreement, which shall remain in full force and effect.
- Quintax is a registered trademark of Stuart Robertson & Associates.

These terms were last updated on 4<sup>th</sup> January 2007.

## Contact Details

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