

EPIC Learner Registration: Frequently Asked Questions

Audience: EPIC Sub Account Administrators

What is the change?

Wiley Workplace Learning Solutions is committed to excellence in everything we do, and staying current with industry best practices in the ever-changing digital landscape is no exception. Today, the EPIC respondent site is among a very small minority of web-based applications that still allows unrestricted access. Therefore, on **November 8, 2018**, Wiley will introduce an EPIC Learner Registration process that adds a step to the learner experience. It requires learners to create an account using an email address and password prior to taking their assessment. This login will be required for future access to learner profiles or MyEverythingDiSC.

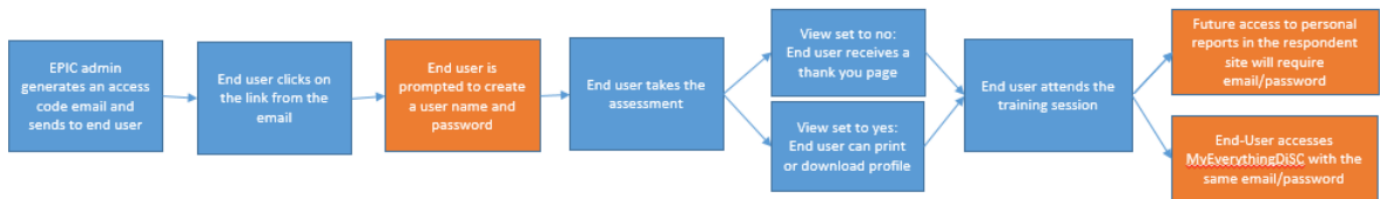
Why is there a change?

There are several key benefits associated with this change:

- 1) Conforms to industry best practices around data protection and privacy
- 2) Aligns with GDPR regulations
- 3) Simplifies account creation for MyEverythingDiSC
- 4) Is the first step toward an enhanced digital, learner-centric future

How will this change impact individual learners within client organizations who complete assessments?

Individual learners within client organizations will need to create an account using an email address and password prior to taking their assessment. This login will be required for future access to learner profiles or MyEverythingDiSC. The learner experience is shown below, with the new steps in ORANGE:



What if a learner forgets their email and password?

There will be a “forgot password” action available, which will require email ID authentication prior to being reset by the learner. Access to the original email address selected by the learner as an account username will be required to authenticate. There will not be a “forgot email” action available. If a learner forgets their email username, they will need to follow up with the EPIC administrator who assigned the access codes. Within the EPIC “search results” page, there will be a “learner account email” field associated with each individual’s access code.

<input type="button" value="Select"/>	Name: John Doe Respondent Name: John Doe Email: johndoe@gmail.com	Product: Everything DiSC Workplace Profile Language: English Account: Profiles Training	Assigned: 7/20/2018 Completed: 7/20/2018 Folder:
	Learner Account Email: johndoe@gmail.com	Access Code: VLGHM78ZEC	Last Generated: Sub Folder:

How will this change impact Sub Account administrators?

This change will not impact Sub Account administration. Again, it requires learners to create an account prior to taking the assessment, so the change is to the learner experience rather than the administrator experience.

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How does this affect people who have taken an assessment before November 8, 2018?

If a past learner wishes to access their profile through the original emailed link, they will be prompted to create an account. The learner will need to authenticate their learner account ID (email username), which will generate an email authentication to that email. If there is no email attached to the profile, they will need to contact the EPIC administrator and obtain the access code link to create an account.

What if a client's employees do not have an email address?

An email address is now a requirement for taking an EPIC assessment. We encourage learners to either use a personal email address OR set up a new email using a free email service (e.g., Gmail).

How does this change impact MyEverythingDiSC?

A learner will have one registration connecting both the EPIC assessment environment and MyEverythingDiSC. With the EPIC Learner Registration process, completed Everything DiSC profiles will be automatically added to MyEverythingDiSC once the learner activates their MyEverythingDiSC account.

What if a learner already has a MyEverythingDiSC account and is adding a profile?

The learner will be prompted to create an account before taking the assessment. If a learner enters an email address that is already associated with a MyEverythingDiSC account, that learner will receive a pop-up message notifying them that the email address is already in use. These learners should choose the "already have an account" option and log in using their MyEverythingDiSC credentials. From there, they will be prompted to take the assessment.

What happens if the email address entered by the learner for authentication differs from the email entered by the EPIC administrator?

The learner will get a warning to let them know the email they've entered does not match the email in the system. The learner will be given the option to correct or ignore. If the learner chooses to ignore the warning, they will continue to create their account by selecting their own email username and will take the assessment through the normal process.

What if a learner uses a personal email address instead of a work email address?

This is allowed and is not a problem. If the EPIC administrator used the learner's personal email address in the EPIC system to generate and send the access code email, the learner will proceed through the assessment-taking process normally. If the administrator used a different email address in the EPIC system than the personal email address, the learner will get a warning letting them know the email they've entered does not match the email in the system. The learner will be given the option to correct or ignore.

Can I, as the EPIC Administrator, help the user reset their password in any way?

No. There is a "forgot password" function within the system that manages password resets. There won't be a need for the EPIC administrator to intercede. The administrator will, however, need to assist learners who forget their email username, as there is not a system function that can reset the email username. The EPIC administrator can see the learner's email username in EPIC when searching for that access code.

What if the user continues to have difficulty with receiving the password reset emails for their learner account? Why might this be occurring? What can I do to assist with troubleshooting this scenario?

The password reset may be sent to junk or spam. It could also get caught in organizational firewalls. We recommend the learner first check the email spelling/characters closely. If the email is correct, advise the learner/client to check their junk or spam folders. The EPIC troubleshooting document in EPIC Help (click on "Technical Documents") can also be used in this instance.

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If a learner creates an account and gets “kicked out” of their assessment (due to internet failure, computer crash, other interruption), when they click on the link in their assessment, will they be required to enter their credentials?

Yes. In most cases, they will be able to pick up where they left off, but they will need to re-enter the credentials. There may be a few rare cases where they need to start the assessment from the beginning.

How can a user change their email address associated with their learner account (e.g., from personal to work email)?

This is only possible if the profile is associated with a MyEverythingDiSC account, where the learner can change their email address via existing MyEverythingDiSC functionality. This requires an email that is not already associated with an existing account.

I am preparing for a session involving multiple assessments for the same group of users. Should I be alerting my learners to use the same email address across their own assessment experiences?

Yes. This will also ensure that all reports are brought into the same MyEverythingDiSC account (if MyEverythingDiSC is enabled).

The learner lives in the EU and has concerns about providing their email address/personal information. What response or reassurance can I provide them?

One purpose of this process change is to ensure better security for their data. This system is compliant with GDPR.