# Frequently Asked Questions

**What is the purpose of these online assessments?**
For certain jobs, relevant assessments are administered to assess candidates' technical skills. Please refer to the Test Batteries by Job Family to see the skills test which apply.

**Will my application be considered if I do not take the test/assessment?**
No, all applicants are required to take the assessment/test as part of their application. Applicants who do not take the test will not be considered.

**Do I have to take the test?**
Applicants who do not take the test will not be considered for the job which they applied. In order to move forward in the application process, you must complete the test(s) assigned to you.

**If I am a current employee do I test? Will my results count toward my consideration for the position for which I applied? Will my test scores impact my current job?**
Current employees will be required to take the same tests that external applicants are required to take if they are moving from one job family to another (Please see the Test Batteries by Job Family). The same requirements will be applied. Current employees who do not meet the requirements will not be considered in the selection process. These results will not impact their current position.

**What tests do I have to take?**
For a list of job families and titles within these job families and applicable tests, refer to the Test Batteries by Job Family (pdf). All applicable tests must be completed to be considered for one of these jobs.

**Once I take the test(s) as part of the online application, will I have to take any additional tests?**
For those individuals who continue in the screening process beyond the online application, they may be assessed when brought into Human Resources. If you continue in the screening process, your recruiter will advise you of any additional testing requirements.

**What's the difference between an assessment and a test?**
There is no difference between an assessment and a test. The terms assessment and test are used interchangeably in the process.

### How long do I have to take the test?
You must take the test within 7 days of completing your application. If you do not take the test within this time period, your application will be closed.

### How long do the tests take to complete?
The average time for each battery is approximately 30 minutes.

You may want to allot yourself more time so that you do not feel rushed during any of the assessments.  For the average time for a specific test battery of tests, please refer to Test Batteries by Job Family (pdf).

### If I apply to multiple jobs, will I have to retake the same test multiple times?
No, you only have to take the assessment(s) once. The score(s) are applied to each job that you apply for within a six month period

### Will I get the results of my test?
No, test results are not released to anyone. They are held confidential by Human Resources. Candidates are told only whether they meet or do not meet the requirements for a position.

### Can I retake the test if I do not meet the requirements?
Applicants who do not meet the requirements may only retest after six months.

### What are the System Requirements?
Please ensure your pop-up blocker is turned-off.

Flash Player: Some tests require the Adobe Flash Player version 8 or higher. If you see the CEB animation on the right then your Flash player is installed. If not, please click here for information on installing the Flash player.

Please use the System Check to verify the compatibility of your browser.

### Who do I contact if I have technical problems while I am testing?
If you experience technical issues with the assessment, CEB's SHL Technical Support team is available weekdays 8:00 am - 8:00 pm EST.

- Visit http://service.shl.com/s2p-candidates/
- Email helpdeskUS@shl.com
- Call 800.899.7451, Option 1 for Technical Support