



## SkillsOne Upgrade to Elevate® FAQs

Last update: March 2019

Below you'll find answers to our most frequently asked questions. If you can't find what you're looking for or still have questions, our Customer Support team is happy to help.

[support.us@themyersbriggs.com](mailto:support.us@themyersbriggs.com)

+1 800 624 1765

Monday - Friday

6:00AM - 4:30PM Pacific Time

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## SkillsOne Upgrade to Elevate® FAQs

### 1. When will SkillsOne shut down?

We are actively reaching out to all SkillsOne customers through email, phone calls, invoices, and on-site notifications to ensure that everyone is aware of this shutdown date and no one is taken by surprise.

**All SkillsOne customers must initiate their own upgrade. The Myers-Briggs Company will not upgrade SkillsOne customers' accounts to Elevate when SkillsOne shuts down on May 31, 2019.**

### 2. What will happen to my account after May 31, 2019, when SkillsOne is shut down?

**The Myers-Briggs Company will not upgrade your SkillsOne account to Elevate for you. You must initiate this upgrade yourself. After May 31, 2019, you will no longer be able to log in to your SkillsOne account. If you have not upgraded to Elevate by May 31, you will no longer be able to access your past client report PDFs or inventory.\***

If you later choose to send assessments and generate reports through The Myers-Briggs Company, you can [register for an Elevate account](#) at any time. However, this account will not include your past client report PDFs or inventory unless you upgrade by May 31, 2019.

Upgrade today—the upgrade process is quick and easy. And Elevate is a significantly more secure and robust platform for your assessment delivery needs.

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\*As part of the upgrade process prior to May 31, 2019, your SkillsOne contact information, unused inventory, license renewal date, purchase eligibility, and up to 5 years of client report PDFs will be imported to Elevate automatically.

### 3. Will you automatically upgrade my SkillsOne account to Elevate® after May 31, 2019, if I don't do it myself?

No. If you do not upgrade by May 31, 2019, **The Myers-Briggs Company will not upgrade your account from SkillsOne to Elevate.** You need to initiate and manage the upgrade process yourself, so that you can decide how much of your historical data you want to transition to Elevate.\*

Upgrade today—the upgrade process is quick and easy. And Elevate is a significantly more secure and robust platform for your assessment delivery needs.

### 4. Why are you shutting down SkillsOne?

Change is hard—we get that. Using SkillsOne is likely familiar and easy for you, and learning a new system may feel like an unwelcome chore.

Unfortunately, SkillsOne is old by technological standards and has security issues that cannot be fixed. We built Elevate—a newer, more secure, and more robust platform—to replace it. For the past few years, Elevate has run parallel to SkillsOne so that we could transition users from SkillsOne over time with minimal disruption. But now SkillsOne is nearing its end-of-life shutdown date, after which it will no longer be available. We need you to upgrade to Elevate by May 31, 2019, so that you don't lose access to your data or inventory.\*

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\*As part of the upgrade process prior to May 31, 2019, your SkillsOne contact information, unused inventory, license renewal date, purchase eligibility, and up to 5 years of client report PDFs will be imported to Elevate automatically.

## 5. What is Elevate®?

Elevate is The Myers-Briggs Company's assessment delivery platform that will soon replace SkillsOne.

It has the same functionality as SkillsOne, but it is **more secure**, is **much easier to use**, and has **more features to help save you administration time**.

[Learn more about Elevate here.](#)

## 6. Why should I upgrade to Elevate®?

**Elevate makes the administrative parts of your job simple and easy** so that you can focus on what's really important: helping your clients.

We designed Elevate with your needs in mind, guided by feedback from practitioners. As a result, Elevate is a **much more powerful platform than SkillsOne**—making sending assessments, purchasing inventory, and generating reports easier and more intuitive.

Since February 2016, all of our new customers have been using Elevate. They have provided helpful feedback based on their experiences. We are excited to have SkillsOne customers experience the many benefits Elevate has to offer.

## 7. What are some of the features and benefits of using Elevate®?

- **One-stopshopping:** On Elevate, you can purchase reports, support materials, and more through one easy-to-access catalog.
- **Mobile device optimization:** Elevate's respondent site for taking assessments has been mobile device optimized to give your clients more flexibility when taking their assessments or reviewing post-assessment content.
- **Exceptional data and security privacy protection:** Elevate conforms to strict data and security standards and laws to protect your clients' data.
- **Automated assessment notifications:** Elevate provides numerous project management features that make sending assessments easier. You can schedule automatic reminders for clients who forget to finish their assessments and get automatic notifications, and have reports delivered to your email upon assessment completion.

[Learn more about the benefits of Elevate here.](#)

## 8. Is there anything I need to do before I upgrade?

1. **Make sure that your clients have completed their current assessments on SkillsOne.** Assessments begun on SkillsOne cannot be completed on Elevate. They will need to be resent to clients after you have upgraded to Elevate.
2. **Generate reports for all your clients on SkillsOne.** You can access reports you generate on SkillsOne and import to Elevate, but you cannot generate new reports on Elevate from assessments completed by clients on SkillsOne.

## 9. Do I have to upgrade to Elevate®?

Yes. In order to retain access to your SkillsOne client report PDFs and inventory, you will need to upgrade to Elevate before SkillsOne shuts down on May 31, 2019.

[Learn more about the benefits of Elevate here.](#)

## 10. What will happen to my SkillsOne account after I've upgraded to Elevate®?

Once you have completed the upgrade process, your SkillsOne account will be deactivated and you will no longer be able to log into it.

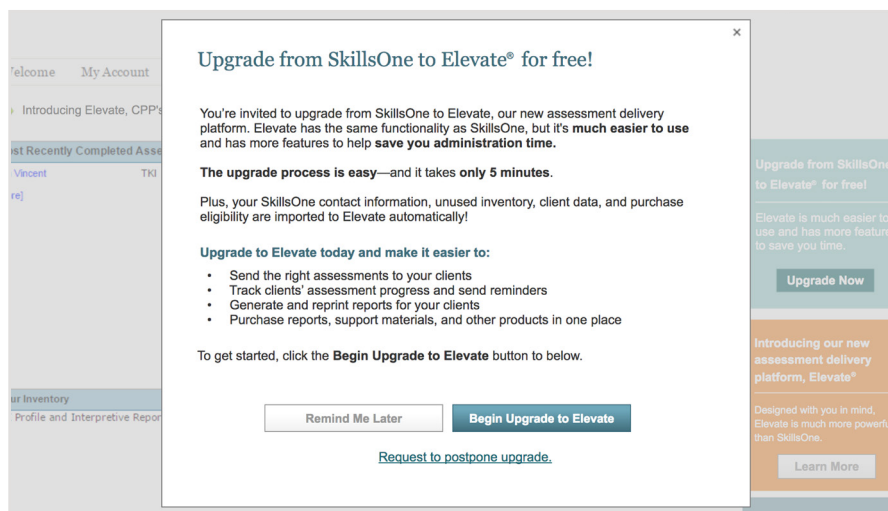
As part of the upgrade process prior to May 31, 2019, your SkillsOne contact information, unused inventory, license renewal date, purchase eligibility, and up to 5 years of client report PDFs will be imported to Elevate automatically — so **you'll have everything you need to continue sending assessments to clients, purchasing inventory, and generating reports through Elevate.**

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*Note:* You can choose which 5-year period of client report PDFs are imported to Elevate as part of the upgrade process.

## 11. How do I upgrade?

When you log into SkillsOne you should see a pop-up window prompting you to upgrade. Click the **Begin Upgrade to Elevate** button to get started.



If you do not see an upgrade prompt, please contact our Customer Support team at [support.us@themyersbriggs.com](mailto:support.us@themyersbriggs.com) or +1 800 624 1765 Monday-Friday, 6:00 AM-4:30 PM PT.

## 12. How can I prepare for my upgrade to Elevate®?

To make sure that all the client report PDFs you select are imported to your Elevate account successfully, **you must do the following before you upgrade:**

- 1. Make sure that all your clients have completed their current assessments on SkillsOne.** Assessments begun on SkillsOne cannot be completed on Elevate. They will need to be resent to clients after you have upgraded to Elevate.

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\*As part of the upgrade process prior to May 31, 2019, your SkillsOne contact information, unused inventory, license renewal date, purchase eligibility, and up to 5 years of client report PDFs will be imported to Elevate automatically.

**2. Generate reports for all your clients on SkillsOne.** You can access client report PDFs you import from SkillsOne\* and reprint them on Elevate, but you cannot generate new reports from assessments completed on SkillsOne.

### 13. When I upgrade, is my SkillsOne account information brought over to Elevate®?

Yes. As part of the upgrade process prior to May 31, 2019, your SkillsOne contact information, unused inventory, license renewal date, purchase eligibility, and up to 5 years of client report PDFs will be imported to Elevate automatically.

### 14. What can I do with my SkillsOne client report PDFs on Elevate®?

Once your client report PDFs have been imported to Elevate, you will be able to reprint these reports as many times as you'd like, free of charge.

If you have more questions, contact Customer Support at [support.us@themyersbriggs.com](mailto:support.us@themyersbriggs.com) or +1 800 624 1765 Monday-Friday, 6:00 AM-4:30 PM PT.

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*Note:* You can choose which 5-year period of client report PDFs are imported to Elevate as part of the upgrade process. For security and privacy reasons, client assessment data are not imported to Elevate.

