



FAQs ABOUT USING PREPARE/ENRICH

■ **What is the cost of scoring?**

One scoring credit starts at \$35.00 each per couple. You can buy more than one credit at a time and receive a discount, see the discount table below:

1 - 9	scoring credits	\$35.00 each
10 - 24	scoring credits	\$31.50 each
25 - 49	scoring credits	\$28.00 each
50 - 99	scoring credits	\$26.25 each
100 or more	scoring credits	\$24.50 each

To buy scoring credits, log into your account and click on 'purchase scorings'.

■ **How does a couple use my prepaid scoring credits?**

When you add a couple to take the assessment, you will be asked to select a payment method. You may choose to have the couple pay by credit card when they take the assessment online, or you may choose to purchase and apply a prepaid credit to their assessment.

■ **How do I set up (add) a couple to take the assessment?**

For a short video clip on how to add a couple to take the assessment, click here:
<http://www.youtube.com/watch?v=qLtxkHTeFiI>

■ **I entered a wrong email address for my couple-what do I do?**

You can easily modify email addresses and re-send the login code and instructions to your couple. Just click the "Manage Couples" button. Click the "Couple Status" button to the right of the couple's names (This tab will be either green or red and will say something such as "select the payment method" or "login code sent"). Upon clicking that tab, you will see the option to modify email and then "Re-send Login Code."

■ **My couple has not received their email with log-in information.**

First, make sure their email addresses were entered correctly. To do this, click on the "Manage Couples" button, as described in the previous question response. If the email addresses are correct, have the couple check their junk mail or spam filters. Each email system has unique settings that might be blocking the delivery of our email. You may always give the couple their login code (found on Manage Couples page, or in email copy you received) and direct them to the couple link <http://www.prepare-enrich.com/pecouple.html>, or forward to the couple a copy of the email you received which contains their log code and link.

■ **How can I delete a couple?**

Delete them by clicking on the "Couple Status" button to the right of their names. You will then click on the "Delete Couple" tab. When a pre-paid scoring was used from your account, it will be credited to your account. If the couple has already purchased their scoring but not completed the assessment, they will need to contact our office for the refund.



■ **Modify Payment Option**

From your Manage Couple's page, click on the button next to your couple's name. If you have successfully sent the login code there will be a Green Button that reads "Login Code Sent month/day/year." Click on the Green Button, and select "Modify Payment Option." **Please note: Payment option cannot be modified after they begin.*

■ **Help! I cannot view my Facilitator's report.**

If you cannot view your Facilitator's report, here is a link to the Adobe website with helpful tips: <http://kb2.adobe.com/cps/328/328233.html>

■ **How will I know when my couple has completed the assessment?**

When both people have completed the assessment, you will receive an email that their report is ready. You may also log in to your account at any time and click on the "Manage Couples" page where you can check on their progress.

■ **What information is needed to add a couple in the system?**

When adding a couple, you will need their first names, email addresses, and knowledge of which Faith Based Version to choose for them. **Please note: If a couple shares the same email address, let them know that they will only receive one notification and link to take the assessment.*

■ **How does the assessment get customized for the couple?**

The online format automatically customizes itself to fit the unique stage (i.e. dating, engaged, married) and structure (i.e. cohabiting, raising children, or creating a stepfamily) of the couple's relationship based on background questions that will pre-select which scales (sets of questions) related to their situation. The first partner to log in will be the one to answer these questions.

■ **Where do I find the Workbook for Couples?**

From the page where you "View or Print Reports," there is a link that says, "Print Feedback Materials." Here you may download the entire Workbook for Couples (or select Exercises), Six Core Exercises, and Feedback Guide. There is also a "Feedback Materials" button on your logged in Facilitator's Page for quick access to the Workbook for Couples.

■ **What are the benefits of working with PDF files?**

The Facilitator Report, Couple Report, and Workbook for Couples are all produced as PDF files. You have several options when working with PDF files: print in color or black and white; print selected pages or the entire document; save the file to your computer; and send the file as an email attachment.

■ **How long will a report be available in my account?**

The Facilitator and Couple reports are available for one year from the date of completion.