

1. How can I change my password?


- Please log into your account and click on “Account Information” on the right side of the home screen. Please scroll down until you see the “Change password” field. You will be prompted to enter your current password followed by your new password. Click on the blue link to the right and hit “Send Updated Information”.

Consultant Referral Program?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Birkman Agreement:	View/Print Your Agreement
Change Password	click here
About Me:	<div style="border: 1px solid #ccc; height: 80px; width: 100%;"></div> <p style="color: red; font-size: small;">(max. characters: 2000)</p>
My picture	Add/Edit/Remove

[Send Updated Information](#)

2. Why can't I see a report?

- If the questionnaire was not authorized from your account, it will have to be transferred in using the Birkman Release form which can be found [here](#).


Birkman Report Release Authorization
Please complete as many blanks as possible.

My Full Name: _____
My Birkman Report Number: _____
Company I took the Birkman for previously: _____
Company the results should go to now: _____
Attention: _____

Where can Birkman reach you if we have questions?
Email: _____
Phone Number: _____

I hereby authorize Birkman International, Inc. to release my Report information to the abovementioned company.

Signature (required) _____ Date _____

SCAN / EMAIL TO: support@birkman.com	MAIL TO: Birkman International, Inc. 6000 Katy Freeway Bldg. 400 Houston, TX 77024 (713) 623-2700
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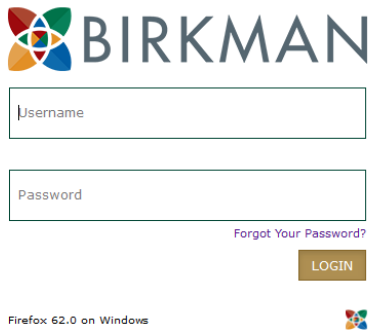
Birkman takes data privacy and security seriously. We have maintained a level of security that either meets or exceeds data privacy and security regulations in the US and abroad. To learn more about our commitment to your data privacy please visit:
<https://www.birkman.com/data-privacy>

- The report might have been held for review, if this is the case you will receive an email with the verbiage “A Birkman report has been processed. The report was held for review due to possible scoring pattern issues. After reviewing this report it has been found to not be reliable. If you have any questions, please feel free to contact us at Support@birkman.com.“

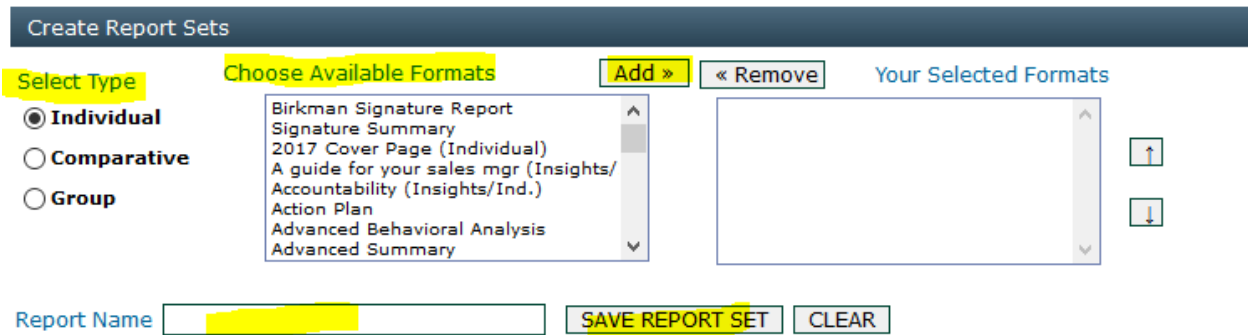
3. When will I be charged for questionnaires?

- Questionnaires will be billed the month after they were completed. Ex. If completed in July, you will receive a bill August 1st. Bills will go out via email to the billing email address on file. If you need a copy, please email support@birkman.com

4. How do I create a report set and run it?
- To create a report set, you will log into the Bdirect account



- click the link “Report Sets” on the home screen on the left-hand side.
- Select the type (Individual, Comparative, or Group)
- Select the available reports you want and click “Add”.
- Create a name for the report sets and click “Save Report Set”



5. I can't login, can you help me?
 - What error message are you getting?
 - i. "User authentication failed"
 1. This can mean that either your password or username is incorrect. If you do not know the username please contact support@birkman.com
 2. Please click on "forgot password" to reset the password if you know what your username is.
 - ii. "No such user"
 1. Please contact support@birkman.com so we can better assist.
 - iii. "Birkman Privacy" notice
 1. Your password will need to be updated to the new security standards. A minimum of 8 characters, one number, upper case letter and special symbol.
6. Do you have to take the questionnaire in one sitting?
 - You do not have to, but it is recommended. If you need to resume at a later time you can go back to the link that was sent to your email and it will start you off where you left off. If you need further assistance, please contact support@birkman.com
 - The questionnaire request will look like the email below.
7. What happens if my power goes out?
 - Your work is saved and will be able to start where you left off. Please click on the link that was sent to you.

A request has been made that you complete The Birkman Method® Questionnaire. To access this Questionnaire, please follow the link below.

PLEASE DO NOT FORWARD THIS EMAIL TO OTHER PEOPLE WHO MAY WANT TO COMPLETE THE QUESTIONNAIRE! Instead, contact your Birkman consultant, who can arrange for e-mails to be sent to those people.

<https://my.birkman.com/q/D504A4D6-409E-D9AF-910C-680C26DA698A>

Your data privacy and security are very important to Birkman. As of May 25, 2018, if you reside in or are a citizen of the EU, you have certain data privacy rights under the EU's General Data Protection Regulation (GDPR). Please visit our GDPR Compliance Page to learn more about what data we collect, how it is used, and how you are able to exercise your data privacy rights.

<https://www.birkman.com/data-privacy>

8. What is my current pricing?
 - Please contact support@birkman.com
9. My questionnaire is frozen, are my answers saved?
 - Please exit out of the browser and relaunch the questionnaire via the link that was sent to you via email. You will be started where you left off.
10. How do I update my contact information?
 - Please email support@birkman.com with any changes