

Is my response anonymous?

Responses are confidential for all non-manager Rater Groups. If there is only one evaluator for these Rater Groups (e.g. Peers and Direct Reports), the data will not be presented except for in the overall item ratings and theme scores.

Can I retake my response?

You can review and make changes to your completed response at any time by logging back into the system and clicking on the evaluation again. Your previous response will be presented to you, and you can click through and make any changes as needed. However, please be aware that for your changes to be recorded, you'll need to reach the end of the survey again and click "Submit".

I can't log in.

Please ensure that you are using the username exactly as it is written in your invitation email. If you continue to have issues, please use the password reset form "Forgot your password?" on the log in screen. Be aware that the password reset email may go to your junk mail. If you continue to have access issues, please email support@hogan360degree.com

I've logged in but I can't see the assessment I've been asked to complete.

This typically means that you've been set up with multiple accounts which can happen if you use different email addresses. Please ensure that you are using the correct username as specified in your invitation email.

I'm not receiving the password reset email.

Please check your spam/junk mail as this email can regularly be sent there. The email is sent with the following details:

Subject Line: "Qualtrics Password Reset Request"

Sent from: Qualtrics <updates@notifications.qualtrics.com>

Please also ensure that you are using the correct username as specified in your invitation email. If you continue to have access issues, please email support@hogan360degree.com

My password is omitted [displayed as Your password is:*** (Omitted for Privacy)]**

If your password is being displayed as "***** (Omitted for Privacy)", it means that you've either already used Qualtrics in some capacity (this may not have been related to the Hogan 360 but with a different provider) or your password has been changed at some point in the set-up process. Due to privacy concerns, we aren't able to access your personalised/changed password. As such you'll either need to use your existing password or use the "Forgot your password?" form and reset it.

I don't know this person well enough.

Please email support@hogan360degree.com or the subject themselves and we'll have you removed as an evaluator.

I've received a notification email from the subject however I haven't received an invite.

Please check your spam/junk mail to ensure that the invitation didn't initially end up there. It is also possible that an incorrect email address was provided to us, please reach out to support@hogan360degree.com to confirm.

Verification

Sometimes Qualtrics will need to verify your email before logging in for the first time. If you get this dialogue screen, the system should have sent you an email. Please be aware that this may have gone to your spam/junk mail.

Captcha is not appearing

We recommend using the latest version of Google Chrome on a PC or Mac to access the Qualtrics platform. It can also sometimes help to use Chrome in Incognito (private browsing) mode.

What is Qualtrics and why does the link take me there?

Qualtrics is the survey platform the Hogan 360 uses to collect the evaluations.

What is the recommended browser I should be using?

We recommend using the latest version of Google Chrome on a PC or Mac to access the Qualtrics platform.

How long does it take to complete the Hogan 360 survey?

Each survey takes 15 to 20 minutes to complete.