Customized Version
Frequently Asked Questions - Australia

What is the cost of scoring?
The scoring fee is US$33 (inc GST) per couple. Please see the *'Purchase Scorings'* tab for quantity discounts. You can purchase and/or use a scoring credit from your account, or you can select to have the couple make the payment when they take the assessment online.

How does the couple get set up to take the assessment?
Each Facilitator will need to set their couple up in the system. Directions for administration can be found on the *'Learn More'* Tab after you have logged in. There is a PDF document with step by step instructions, or watch our Training Video (a one minute video clip) that takes you through the process.
**Please note: Facilitators should never give their personal login information to a couple to set themselves up.*

What information is needed to set up a couple in the system?
When setting up a couple you will need their first names, email addresses, and knowledge of which Faith Based Version to choose for them.
**Please note: Both partners can share the same email address and you may enter "male/female" if you are uncomfortable entering their names.*

What are the Faith Based Versions available for the Facilitator to select?
You have the option of choosing a Standard Non Faith Based Version (Research-based Spiritual Beliefs scale), *Protestant*, *Catholic*, or *Jewish* adaptations. If a couple has different faith backgrounds, the facilitator can also pre-select the *Interfaith/Interchurch* version.

How does the couple access their assessment?
After the couple has been set up in the system you click *"Send the login information"* and the system sends an email to the addresses you entered when adding the couple. Your couples will need to click on the link in the email, and login using the Code provided. **Please note: Each couple will share the same code.*

What should I do if one (or both) partners have not received their email?
First you should make sure you entered the email address correctly. If incorrect, see the next item for making modifications to an email address. If the email address is correct have them check their Junk Mail or Spam Filters. Each email system has unique settings that might be blocking the delivery of our email. You can 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 the copy of the email you received with their login to the couple.

How do I make modifications to an email address or payment option?
Modify Email Address:
From your Manage Couple's page click on your couple's status (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 then select *"Modify Email Address"*. Once you have made the changes you will need to click the "*Resend Login Code"* button to send another email.

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.*

How come I was not asked to choose an 'inventory type' for the couple?
When using the Customized Version, facilitators do not need to make any customizations, or select an inventory type (besides selecting a Faith Based Version). Facilitators trained in Version 2000 were accustomed to choosing from one of the five assessment types.

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. cohabitating, raising children, or creating a step family) of the couple's relationship based on background decision tree questions that will pre-select which scales (questions) relate to their situation. The first partner that logs in to take the assessment will be the one to answer these questions.

How will I know when my couple has completed the assessment?
When both partners are complete, you will receive an email that their report is ready. You can also go to your Manage Couple's page to check on their progress. Once the couple is complete, you can login to the Manage Couple's page and click on the green *"View or Print Reports"* button next to your couple's names.

How do I find the Couple's Workbook?
From the page where you "*View or Print Reports"* there is a button that says "*View or Print Feedback Materials"*. You can download the Couple's Workbook (30 pages), Six Core Exercises, and Feedback Guide.

Can I give the Couple's Report to the couple?
Yes, the Couple's Report was designed to be given to the couple. It is a subset of pages taken from the detailed Facilitators report. Previous versions of PREPARE/ENRICH did not include a Report that was available for the couple to keep.
**Please note: the Couple's Report is only available when they take the Customized Version assessment.*

What is the benefit of working with PDF files?
The Facilitator's Report, Couple's Report, and Couple's Workbook are all produced as PDF files. You have several options when working with PDF files; print in black and white, print selected pages or the entire document, save the file to your own computer, and send the file as an email attachment.

Couple Status Options/Buttons & what they mean:
Login Code Sent (Green): Shows the date the code was sent to the couple View or Print Reports (Green): The Couple is complete – Click here to obtain Reports Last Login (Green): Shows the date of the last login by the couple

Action required by Facilitator:
Customize Inventory (Red): The Faith Based Version has not yet been selected,
Select Payment Option: Payment option has not been selected Send Login Code: The login code has not been sent
**After finishing these prompts, make sure you Send Login Code*

What can I do if the couple does not want to take the assessment?
If you have entered a couple that no longer wants to take the assessment you can delete them by clicking on the Status Button next to their names. You will then need to select the *"Delete Couple"* button. When a prepaid scoring was used from your account it will be credited to your account. If the couple has already purchased their scoring, but not completed, they will need to contact our office for the refund.

What does the Hide/Unhide option mean on my Manage Couple's page?
The hide/unhide option gives you the ability to hide your couples from the main list. This is helpful when you are working with a large amount of couples, and don't want to see the couple records you've completed. There are instructions on the page after choosing the option "*Hide/Unhide"*

Is there an option to sort my Couples?
Couple's can be sorted by Date added, Login Code, Partner 1 or 2. Clicking on the title will allow you to sort accordingly.

How long will a report be available on the website?
The reports are only available for one year from the date of completion.

I was trained in Version 2000; do I need to be certified to use the new version?
Recertification is not required to use the Customized Version.

Why does the Couple Workbook apparently use some different category labels compared to the sample Facilitator Report?

On page 2 of the **Couple Workbook** the couple are asked to identify their strengths/growth areas in the areas of *Personal Style & Habits* and *Sex & Affection*. Different labels are used in the **Facilitator Report** on page 4 (*Partner Style & Habits* and *Sexual Expectations* in the case of the Daniel & Maria sample premarital couple). The **Couple Workbook** exercise uses different labels since it is a general exercise that the couples do irrespective of their specific situation for which their inventory was customized and are intended to be more general, less threatening and more useful for purpose of the exercise on page 2. The **Facilitator Report** labels vary depending on the customization and are more descriptive of the specific item content rather than being designed for the couple exercise.

Why, in the sample Facilitator Report, has the facilitator has chosen 'standard non-faith based' but in the couple have identified Protestant in the background question?

There are two separate issues: (1) in the discussion with the couple the Facilitator selected the "Standard-Non Faith Based version" since that was their preference to do so, but (2) when answering online the couple chose to select that they were Protestant denomination (possibly just nominal). The Facilitator could have selected Protestant if the couple had wanted to do so. It is a matter of preference/suitability for the set of spiritual belief questions as distinct from a denominational affiliation (which might just be nominal for some couples).

Can there be a problem with partners colluding in their on-line responding and what can we do about this?

The key to preventing collusion is to be open with couples and to work with their motivation. Discuss what is the purpose and value of responding independently. Discuss the dangers associated with collusion and answering dishonestly. Help the couple to see how honest and uninfluenced personal responding is going to be a benefit them as individuals and as a couple. If you are really concerned about a couple, maybe it is best to get them to respond independently on your own computer system (simply provide your email in place of the couple's emails).