



## Helpful tips for completing the Highlands Ability Battery (HAB)



### Setup Recommendations

#### \*Cell phones and other hand held devices not recommended

- Setup Recommendations
- **Close ALL other programs.** Except your web browser, no other programs should be running.
- **Clear your cache** (browsing data/cookies/history).
- HAB requires sound, use headphones or earbuds.

#### \*For Safari Users- Turn on Auto-Play for Sound

1. At Safari menu, upper left, select 'Settings for this Website'
2. At center of window select 'Auto-Play: Stop Media with Sound'
3. From the drop down menu select 'Allow All Auto-Play'
4. **Sound will be turned on for this website only**



### Registration Steps

- Go to [abilitybattery.com](http://abilitybattery.com).
- Register online using your registration key code. Note, this code is case sensitive.
- Select one of the four report options; Student, Adult, Leader, or Lawyer. Check with your Highlands Certified Consultant if you are not sure what to select.
- The system will confirm your username and generate a password. **SAVE this confirmation page.**



### Recommendations for Completing the HAB

- The entire HAB process, including registration, will take an estimated 3 hours.
- **IMPORTANT:** Complete the assessment in a quiet location with no distractions/interruptions.
- You cannot pause or stop during a worksample.
- You can take the assessment in multiple sittings.
- Email tech support at [techhelp@highlandscs.com](mailto:techhelp@highlandscs.com) to reset a worksample or if any technical issues occur, including skipping, stalling and freezing.
- Upon completion of the HAB, your results can be accessed by selecting the Welcome Back link, **\*For NR code users, your results will be sent to you by your Highlands Certified Consultant.**
- Expect to feel a little frustrated when working on some of the subsections. Give each section your best shot, and don't give up on any section since your scores are based on a comparison to other test takers.
- Have FUN! The HAB is not an academic, IQ, or achievement test. You are examining your natural abilities, which is not something you can control.



## HAB Troubleshooting Guide

### **I'm trying to register and the registration key code is not working.**

Your key code is case sensitive. Make sure your caps lock key is turned off. Every code includes an underscore ( \_ ) and the characters following the underscore are always lower case.

### **My code is coming up as INVALID when I try to register for the HAB.**

Email technical support at [techhelp@highlandsco.com](mailto:techhelp@highlandsco.com) to report a problem with your registration key code. **Include the code that you are trying to register with in your email and the name of your Highlands Certified Consultant.**

### **None of my username suggestions are being accepted.**

We recommend you use your first initial and last name as a username. If that is taken, try variations on this, but note that you cannot use any spaces, symbols, or numbers in your username.

### **On the registration page, which type of report should I choose?**

Contact your Highlands Certified Consultant for help in deciding which report to choose.

### **During one of the worksamples my screen froze and I couldn't complete it in time.**

If at any time your screen freezes or skips, email technical support at [techhelp@highlandsco.com](mailto:techhelp@highlandsco.com) to reset that particular worksample.

### **Why can't I access my HAB results?**

It's likely that your Highlands Certified Consultant requested that you only access your HAB results through him or her. Contact your consultant for a copy of your report.

Highlands Technical Support

Available: Mon. – Fri. 8am - 10pm, Sat. – Sun. 9am – 5pm (Eastern)



Email: [TechHelp@Highlandsco.com](mailto:TechHelp@Highlandsco.com)

Phone: 866.528.3069