

Common FAQs for candidates

Who should I contact if I experience technical issues?

All technical issues should be directed from you (the candidate) to support@imbellus.com

You can email Imbellus directly, or use the live chat function

Imbellus will be able to run diagnostics on your link and help solve any issues directly with you including the graphics not working; tech checks failing etc.

Contact your recruiter if you have non-technical questions

Please note: if you experience technical issues during your assessment and do not contact support, we cannot make any exceptions to allow for a resit

Will I lose time if I contact support during the assessment?

No, Imbellus will work with you to solve the issue you are experiencing and offer you extra time or reset your link depending on the issue. You will need to contact support at the time your technical issue arises

Is the Problem-Solving Game available in multiple languages?

Yes, the Problem-Solving Game can be taken in English, Spanish (Iberia or Latin America), Portuguese (Iberia or Latin America), or Japanese. Please select the language you feel most comfortable testing in.

Do I need specific equipment?

You will be taken through a tech specs check once you click on the link and before starting the assessment, which will inform you on whether your machine meets the minimum requirements.

No sound is needed to take the test

A mouse is optional (you might find it more comfortable to click through the information with a mouse)

Can I complete the assessment on an ipad or phone?

The assessment is only available on PC or Mac

How can I change my timeslot?

You can click back into your link, where you are able to schedule a new time slot.

Common FAQs for candidates

How long do I have to complete the assessment?

Typically, applicants take approximately 60 minutes to complete the assessment
The assessment will not close out after 60 minutes

At the start of each task is a tutorial, the timer will stop whilst you are in the tutorial
If you need to stop taking the assessment midway through, please close out the assessment so that time does not elapse. You can click back into the link within the hour to continue

Do you offer extra time for disabilities?

Yes, if you have a disability, health condition or specific learning difficulty, please speak to your recruiter and we can accommodate your assessment accordingly.

Will you make a decision just on the results from the Problem-Solving Game?

The results from the Problem-Solving Game will be taken into considerations with the rest of your application and any other assessment results

How do you counteract potential cheating?

The assessment uses advanced AI methods to ensure that there is ample variation in each scenario for each candidate. It is designed so that no two candidates have the same parameters and combinations of data. You may also be asked at random to take an additional task in person and/or to explain your logic used. Your recruiter will inform you if this is the case.

How can I prepare for the assessment?

The Problem-Solving Game does not require previous business knowledge or gaming experience to do well within the assessment. You will be provided with a tutorial at the start of each task to help you become familiar with what you are required to do and how to navigate around the assessment.

There is no preparation needed to take the assessment. We are aware external companies offer coaching for the Problem-Solving Game, but it is not required or necessary to do well.