ESP self-assessment
Frequently Asked Questions (FAQ)

1. What is the ESP self-assessment platform?

All students involved in JA entrepreneurial experience at secondary level (Company Programme) can use the questionnaires available on this platform to reflect on their competences as they progress through the year. After creating an account on the platform, you will be able to take a pre and post-test to reflect on the following competences: creativity, self-confidence, teamwork, resourcefulness, perseverance, taking responsibility, taking initiative. At the end of the process, you will get a Certificate of Achievement that will show how your competences changed during the year. The certificate of Achievement give you the right to access the ESP final exam and officially certify your business, financial and economic knowledge.

2. How do I sign up to the ESP self-assessment platform?

1. Go to https://self.entrepreneurialskillspass.eu/
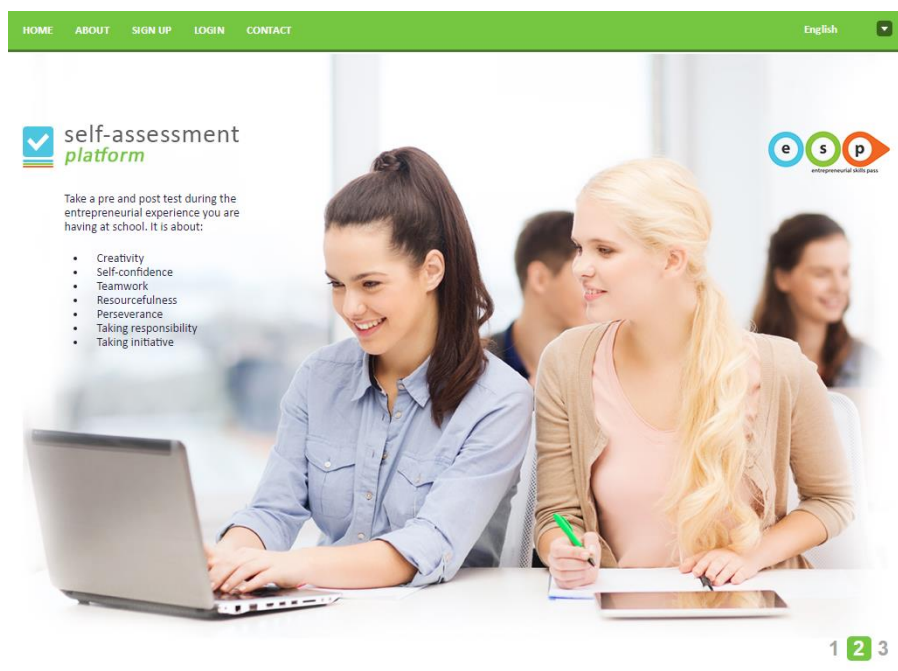
2. Select your language.

   Be careful! The selected language will be the one that will appear on the platform navigation, webpages and emails. The questionnaires language is connected with the Country selection.

3. Go to the "SIGN UP" page, fill in your data and press "Create New Account".
   Be careful! The platform is really case-sensitive, so pay attention on how you type in your email address and Captcha code, if they are wrong or misspelled, the system might deny you the access!

4. The system will redirect you to the landing page
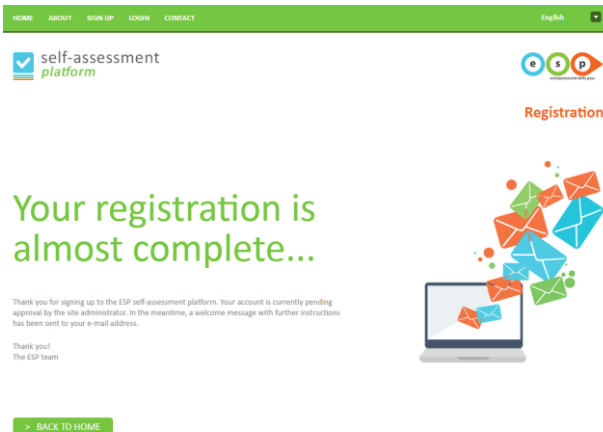
5. Check your inbox, you will receive the 1st email – Registration confirmation + password link. Click on the link to be redirected to the Password Setup page.

Wed 23/11/2016 15:34

esp-noreply@jaye-projects.eu

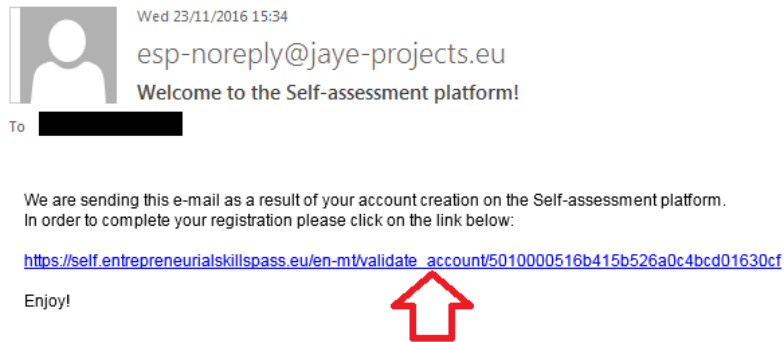Welcome to the Self-assessment platform!

To

We are sending this e-mail as a result of your account creation on the Self-assessment platform.
In order to complete your registration please click on the link below:

https://self.entrepreneurialskillspass.eu/en-mt/validate_account/5010000516b415b526a0c4bcd01630cf

Enjoy!

6. Set your password.
    Remember! The platform is case sensitive, so make sure to note down your password.
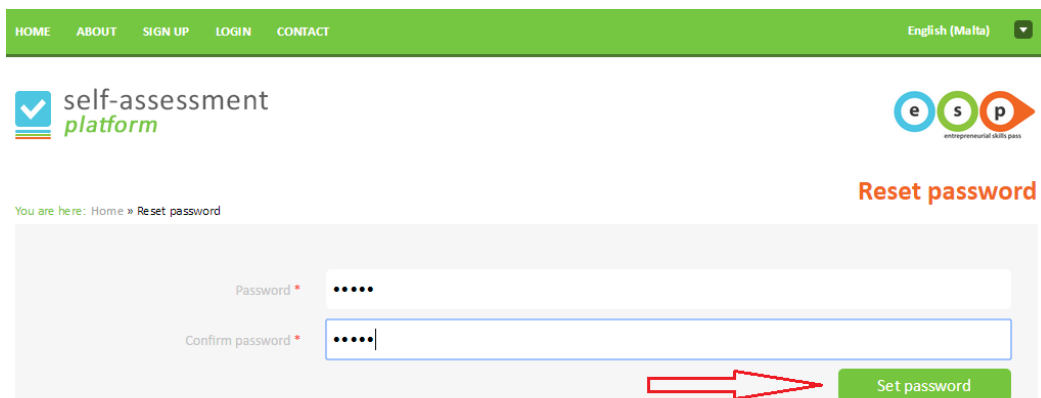
7. The system will redirect you to the landing page
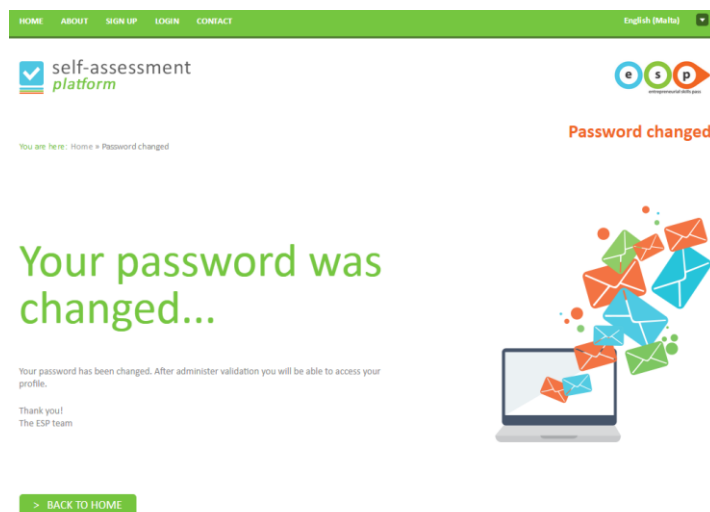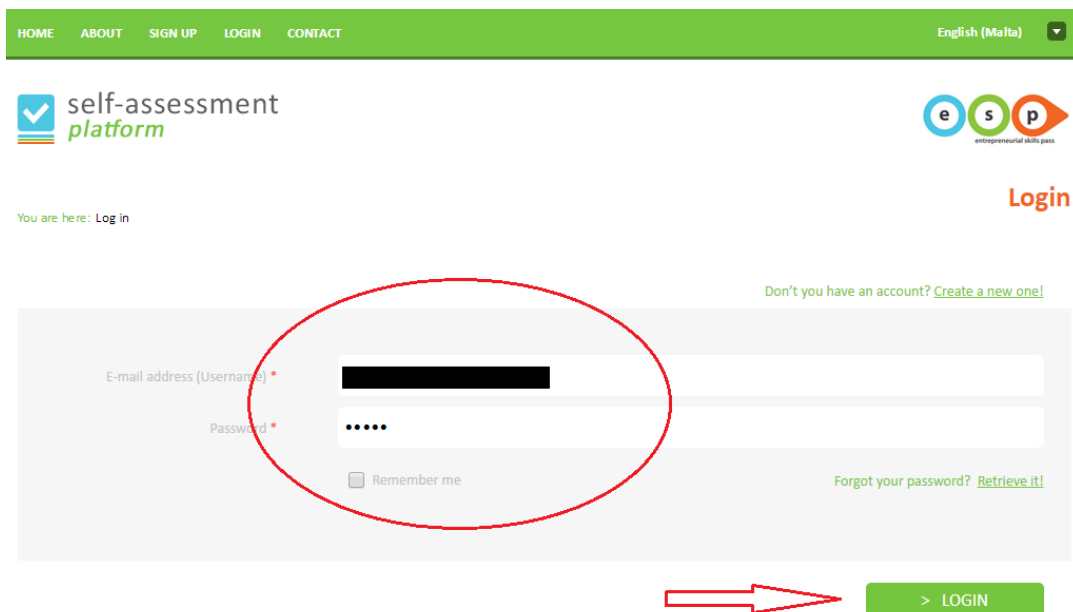
8. Check your inbox. You will receive the account approval email
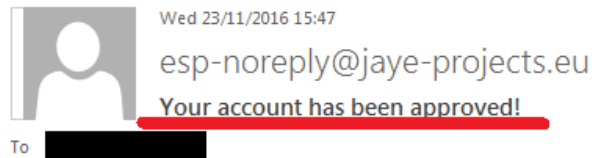
> Wed 23/11/2016 15:47
> esp-noreply@jaye-projects.eu
> Your account has been approved!
>
> To
>
> We are sending this e-mail as a result of your account activation on the Self-assessment platform.
> A country administrator has activated your account!
>
> Enjoy!

9. Go to the "LOGIN" page, enter your email and password and click "Login"
Remember! The platform is case-sensitive, be careful in entering your email and password. If you miss-type them, the system will deny you the access.

10. After login, you will be prompt to the "MY PROFILE" page, where you can change your details (password or misspelled name) and start the questionnaires.
Be careful! Do NOT change your email address, otherwise you will not be recognised by the platform anymore!
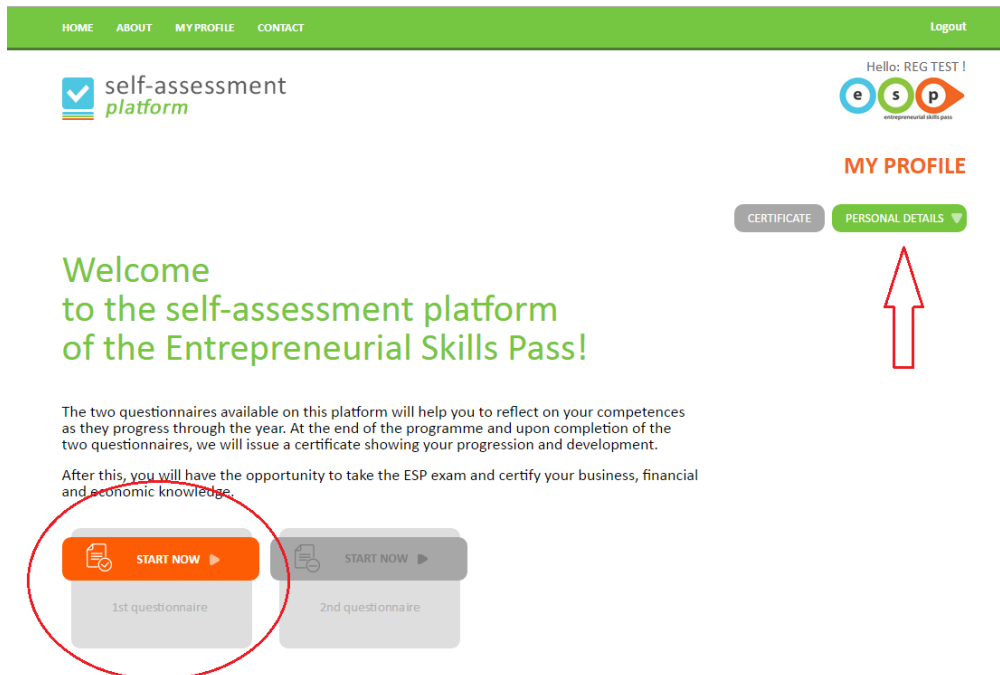
3. What if I don't succeed to sign up to the ESP self-assessment platform?

Please check one of the sections below to find out how to solve the problem:

3.1 My country appears inactive in the registration page

If your country appears inactive, this may be for two reasons:

- The assessment period for your country has not yet started
- The assessment period for your country has ended

To get more information, get in contact with your Country Administrator.

3.2 I did not receive the confirmation email

If you signed up for a new account but you did not receive a verification email within a few minutes, it is possible that any one of the followings occurred:

- The verification email was sent directly to your Spam Folder.
- You may have misspelled your email address while signing up.

To resolve this issue please try the followings:

1. Check your spam folder for any email that you may have received from esp-noreply@jaye-projects.eu (please check your filters or Trash Folder as well).
2. If the email is not in your spam folder, re-do the sign up by re-entering your email address.
3. If this still does not work, re-do the sign up but using a different email address.

If the issue is not resolved after all these steps, please send an e-mail to your Country Administrator for further assistance and include the following information:

1. E-Mail address that you entered during sign up.
2. Date and time when you tried to sign up.

3.3 The confirmation email was in another language

If the confirmation email was in a different language, it means that you did not selected the correct language during the sign up process.

Please get in contact with your Country Administrator for support.

3.4 I cannot set my password

If you received the verification email with the password setup link but it does not work:

1. Refresh your browser and try again.
2. Copy-paste the link in a different browser and try again.
3. Delete your browser cache, then refresh and try again.

If you accessed the Password setup page but you are not able to login, check the spelling of your password, you might have made a mistake while re-entering it.

Suggestion: use a strong-style password for your account (include capital and lowercase letters, numbers, symbols) and write down your sign-in details for future access!

3.5. I registered and set my password but I cannot login

If you managed to setup your password, but you cannot login:

1. Check the spelling of your email address (username)
2. Check the spelling of your password
3. Delete your browser cache, then refresh and retry

Be careful! The Platform is case-sensitive, so you have to enter your data with the exact characters you used for the sign up and password setup!

4. What if I can login to the ESP self-assessment platform but my personal data are not correct?

If you made a mistake in entering your date of birth, city, school or teacher/coordinator, you can change them in the "My Profile" page:

- Go to "Login" page, enter your username & password, and login
- In the "My Profile" page, click on "Personal Details" and correct your data
- Click on SAVE
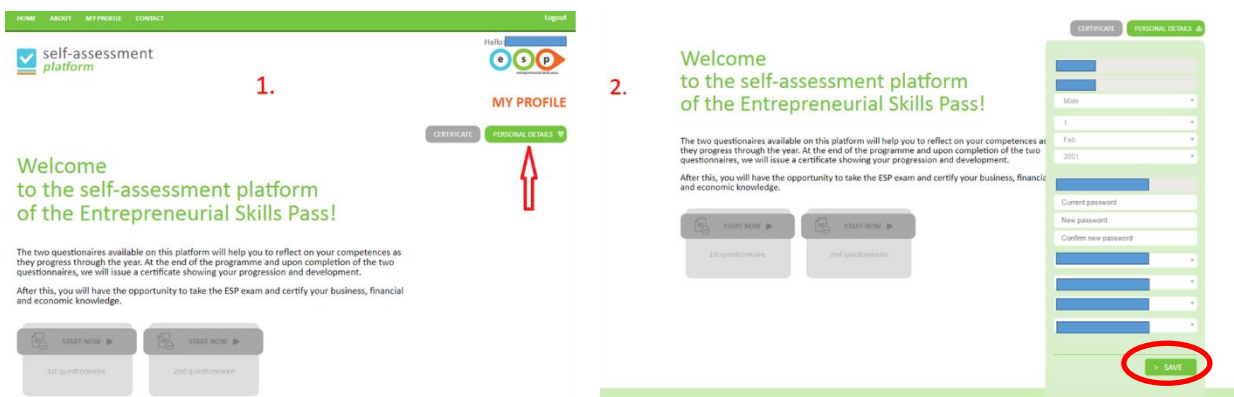
If you don't manage to correct your details through the "Personal Details" menu, please get in contact with you Country Administrator.

5. What if I can login to the ESP self-assessment platform but I cannot access the questionnaires?

Please check one of the sections below to find out how to solve the problem:

5.1 The questionnaires buttons appear inactive

If the questionnaires buttons appear inactive in your "My Profile" page, it means that your Country Administrator did not activate them yet.

Please get in contact with your Country Administrator to get more information.

5.2 I tried to access the second questionnaire, but it is not available

If you tried to access the second questionnaire, but you get the "Questionnaire not available!" message, it means that you did not complete the first one.

Please go back to the first questionnaire and complete it to be able to access the second one.

5.3 I completed the first questionnaire, but I cannot access the second one

If you completed the first questionnaire but you cannot access the second one, it might indicate that you did not save correctly the first questionnaire. You might have clicked the button "SAVE AS DRAFT".

Go back to your first questionnaire, click until the last page and click the button SAVE to save your answers to the first questionnaire.

If after that you are still not able to access the second questionnaire, it main indicate that the second questionnaire was not activate. Please get in contact with your Country Administrator to get more information.


6. What if I cannot download my Certificate of Achievement?

If you completed the two questionnaires but your certificate option is inactive, it means that your Country Administrator did not activate the downloading option yet.

Please get in contact with your Country Administrator to get more information.
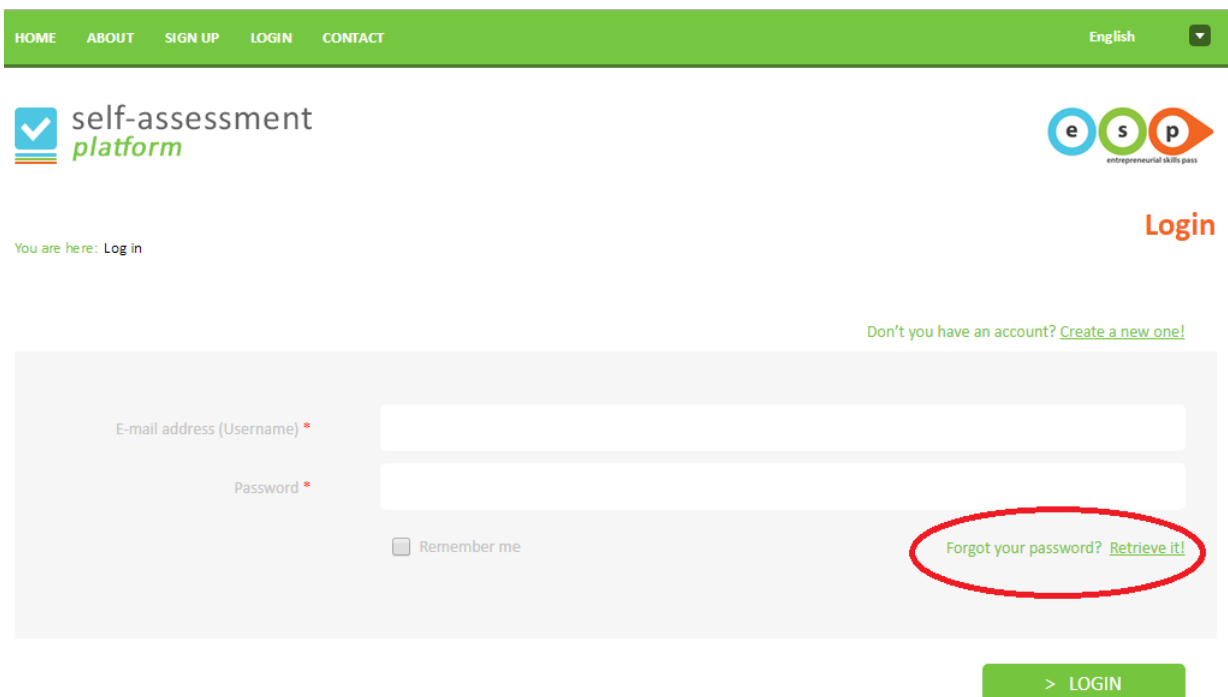
7. How do I contact the Country Administrator?

If you need to contact your Country Administrator, you can do it by clicking the tab "CONTACT" in the Platform main menu.
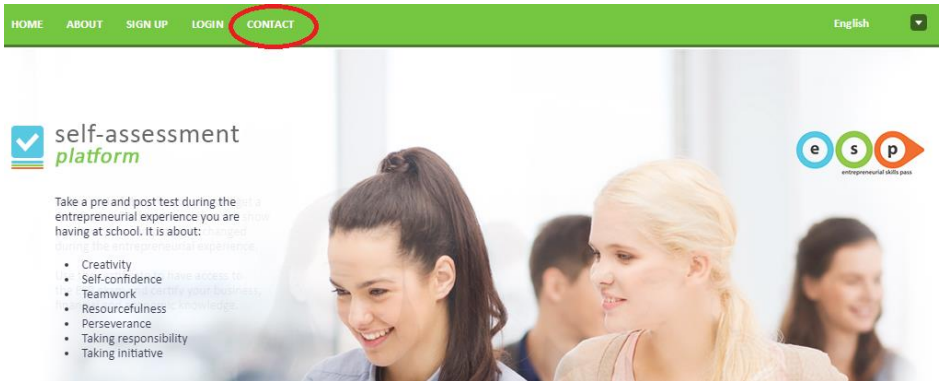
8. What if I forgot my username or my password?

8.1 How do I recover my password?

If you forgot your Password, you can recover it in the "LOGIN" page, by clicking "Forgot your Password? Retrieve it!" tab and follow the instructions via email.

8.2 How do I recover my email username?

If you forgot your email username, you should get in contact with your Country Administrator indicating:

- First and Last name
- City, School and Teacher/Coordinator's name
- Date of registration

Your Country Administrator will resend you your email Usename.

9. Other

Please get in contact with your Country Administrator for any further question, clarification or request of support.