



Highlands Ability Battery (HAB)

HAB ASSESSMENT PREP TIPS & CHECKLIST

Setup Recommendations



- **USE DESKTOPS & LAPTOPS ONLY.** Mobile devices and tablets aren't suitable for taking the HAB.
- The HAB requires the use of **headphones or earbuds.**
- Be sure you have a dependable internet connection.
- Before starting the assessment, reboot your computer and be sure that ALL other programs are closed.
- Make sure your computer's sound is turned on and at an adequate level (strong, without being painful).
- **"PRE-FLIGHT" SPECIAL INSTRUCTIONS:**
 - Clear your browser's data, cookies, and history. This is done in your browser's "Settings" tab.
 - For *Chrome* and *Edge* users, ensure your browser is updated to version 123 or higher (also done in "Settings").
 - For *Safari* users, follow the instructions posted on the home page (abilitybattery.com) to "TURN ON AUTOPLAY" for sound.

Registration Steps



- Go to abilitybattery.com.
- Register using your *registration key code*. NOTE: The code provided by your consultant is case sensitive.
- Select one of the four report options: Student, Adult, Leader, or Lawyer. Check with your Highlands Consultant if you're unsure of which report to select.
- The system will confirm your username and generate a password.
Save this confirmation page.





Highlands Ability Battery (HAB)

Completing the HAB



- The entire HAB process, including registration will take an estimated 3 hours. Give yourself adequate time, so you don't feel rushed.
- **IMPORTANT:** Take the assessment in a quiet location, free from distractions and interruptions (put your phone on silent, too.).
- While not recommended, you can complete the assessment in multiple sittings. However, once individual worksamples are started, they must be complete.
- In the event of technical issues (skipping, stalling, freezing, etc.), email *Highlands Tech Support* at techhelp@highlandsco.com to reset worksamples, if necessary.
- Upon completion of the HAB, your results can be accessed by selecting the “[Welcome Back](#)” link.

HAB Troubleshooting



- **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 all lower case. Check to be sure there is **not a space** inadvertently entered **before** the X in the key code.
- **My code is coming up as INVALID when I try to register for the HAB.**
 - Email technical support at 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 for your username. If that is taken, try variations on this, but note that you cannot use any spaces or symbols.
- **Which type of report should I choose when registering?**
 - 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 to reset that particular worksample.
- **I have no sound during the audio worksamples.**
 - The browser that you are using is blocking the audio. Recommend switching to using Firefox with autoplay enabled (see how to allow autoplay above). Email tech support at techhelp@highlandsco.com should the issue persist.
- **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.

