

A large graphic featuring the letters 'FAQ' in a bold, white, sans-serif font. The letters are centered and have a slight drop shadow. They are surrounded by a cluster of overlapping squares in various shades of blue, ranging from light sky blue to a darker navy blue. The squares are of different sizes and are arranged in a way that creates a sense of depth and movement, with some appearing to be in front of others.

FAQ

TALENT ASSESSMENT PORTAL

FREQUENTLY ASKED QUESTIONS

The following FAQ's are based on the MHS Online Assessment Center + (MAC +) portal and covers a variety of questions that have been compiled to provide our clients with answers to questions related to the security of the portal.

PRODUCT DESCRIPTION

The MHS line of Talent Assessments specialize in emotional intelligence, entrepreneurship, risk tolerance, and meeting facilitation. These range of tools measure and manage talent and are ideal for use in coaching, organization and leadership development, selection, and succession planning.

APPLICATION TYPE

- What kind of solution is the Talent Assessment Portal (T.A Portal or TAP)?
 - It is a web portal service and can be accessible from any location.
- What cloud computing service does it run under? If any?
 - While MHS manages the portals, the infrastructure supported to operate these portals is managed by our vendor (Rackspace) via Infrastructure-as-a-Service (IaaS).
- What does the T.A Portal contain?
 - The portal contains assessments, certification process for various products, ancillary products, and information on becoming training partners and new products, and upcoming events.
- Is the TAP site capable of operating in all browsers?
 - For best user experience, the TAP site works best with all current browsers for example, Google's Chrome, Firefox, Microsoft's Edge, Apple's Safari, and Opera.
- Does the solution include a mobile app?
 - No, currently, there is no mobile app available for Talent Assessment Portal (TAP).

ACCESS CONTROLS

- How do you access the TAP sites resources?
 - You can use the site once your credentials have been authenticated by inserting your username and password.
- What is the password criteria for the TAP site?
 - A complex password that is 8 or more characters with at least three of the following:
 - Upper case letters
 - Lower case letters
 - Special characters (<>~!@#\$%^&*()-=_+|[]{}'":",./\?)

– Numbers (0-9)

- o Password expires every 90 days.
- What is the limit of passwords to use in a year?
 - o With a 90 day limit for each password, a minimum of 4 unique passwords can be used in one year and there is no set maximum.
- How are passwords provided to clients? Are they communicated in a secure manner?
 - o User credentials are communicated to clients in a secure manner via separate emails. A user is required have to change the password at first login.
 - o When distributors are creating child accounts via the portal, a password is automatically sent to the child accounts email on file. The child account will be prompted to change their password after their first log-in.
- How are TAP's users' passwords stored?
 - o Passwords are hashed and stored in the Talent portal's database.
- Is a Single-Sign-On feature available on TAP?
 - o The Single-Sign-On (SSO) feature is not available on with MHS's TAP site or any other MHS affiliated sites.
- Are user IDs uniquely assigned using a standard naming convention (i.e., no duplicate user IDs or shared IDs)?
 - o Yes, TAP site ensures all user ID's are unique, and each user will have their own unique identifier linked to their user ID to differentiate users with duplicate names accessing their own accounts or assessments.
- Does the TAP site require the use of additional authentication such as a 2FA or MFA?
 - o No. The TAP site does not require a two-factor authentication to access the site, only a username and password to log in.
- Can a user account be disabled? How?
 - o Yes. Account can be disabled within 24 hours by contacting MHS Client Services during regular business hours.
- After how many attempts does the TAP site log out a user?
 - o All user accounts are locked out for a 30-minute time period after 3 failed login attempts and can only be unlocked by contacting a site administrator. Some users with enhanced security are locked out indefinitely and must contact a site administrator to restore access to the account.
- Does the product provide functionality and set to disable user accounts & privileged accounts (after 90 days of inactivity or sooner) and service accounts (after 365 days of inactivity or sooner)?
 - o In the event of account inactivity that lasts for a period of one (1) year, account will be automatically deactivated.

- o An account can be closed at any time by calling MHS Client Services.
- Does the product require to change password upon initial login?
 - o Yes. The temporary password provided will require to be changed after initial log-in.
- How long can the TAP site sessions be up and running during inactivity?
 - o Sessions are ended when the user closes the browser, or after 20 minutes of inactivity, applies to both the administration access and the assessment web page.

SECURITY / ENCRYPTION

- How is the TAP site protected?
 - o The site uses HTTP Secure connection (HTTPS), port 443.
- Are end user devices connecting to the solution protected via a firewall?
 - o Yes, TAP site is protected behind a firewall.
- How does MHS encrypt client's data?
 - o MHS uses the encryption services of its service provider to encrypt our client's data in-transit and at-rest.
- What cryptography algorithm or protocols are used to secure clients data?
 - o The databases use the standard AES-256 bit encryption for data-at-rest and the browsers use TLS 1.2 protocol for data-in-transit encryption for secure communications.
- How is the data segregated from other clients?
 - o Data is segregated at the application level, where only authorized users have access to their data.

DATA STORAGE

- Does the TAP site use cookies?
 - o Yes, the TAP site does store cookies.
- Where is the client data stored?
 - o All client data, North American or international clients, are stored in our 3rd party vendor's datacenter premises, which is located in the United States.
- Does the datacenter have security measures in place to protect the data?
 - o Our vendor has numerous security measures in place by providing 24/7/365 security in the form of physical and technical security controls.
- Does a disposal policy exist for data stored electronically? If so, how is data disposed after use?
 - o MHS stores client's de-personalized raw data indefinitely, unless a formal request is received from a client to destroy the data, or until an administrator deletes it. However, MHS does make a request to its 3rd party datacenter to destroy the data, who provides several options for data

destruction in case of a server failure, or decommissioning of a server, or its replacement.

INTEGRATION

- Does TAP site support Active Directory integration or any other authentication protocols?
 - No, currently there is no such capability which exists to integrate Active Directory with TAP.

AUDITING

- What does the TAP site keep track of?
 - The TAP site keeps track of all log attempts made such as the successful and unsuccessful attempts, capturing logs on web page crashes, creation and deletion of end-user assessments accounts, and all such information are captured via event logs.
- Is the audit log available to the customer for on-demand viewing?
 - No, audit logs are not available for viewing to the client and are for internal review only to assist MHS in any security issue.

PRODUCT UPDATE

- How often is the TAP site updated?
 - TAP site upgrades are implemented when available. Any upcoming upgrades are scheduled during off-peak hours and a notice is placed on the website prior to any maintenance that could potentially impact client's access to the portal.

SUPPORT

- Does MHS use any subcontractors to support the service? This would include any hosting/data storage sub-services?
 - MHS utilizes the vendor services for its datacenter located in Virginia, United States. All application-level support is performed by MHS directly
- What kind of support is available by MHS to assist its clients?
 - MHS support is available via the following methods:
 - Client Services via email: customerservice@mhs.com for client inquiries
 - Technical Support via support@mhs.com for technical inquiries.
 - If you are in the United States, or outside of North America, please contact
 - Tel: 1-800-456-3003 or +1-416-492-2627
 - In Canada, please contact,
 - Tel: 1-800-268-6011 or 416-492-2627

– For Technical Support, please contact

- Tel: 1-800-456-3003 or +1-416-492-2627
- What are the hours available for support?
 - o For Customer Service it is between 8:00 am to 6:00 pm EST.
 - o For Technical Support it is between 9:00 am to 5:00 pm EST.