



## Frequently Asked Questions

Below you will find some of our most frequently asked questions. If you can't find what you are looking for feel free to contact us at: [info@qbtech.com](mailto:info@qbtech.com).

## 1. What is QbCheck?

QbCheck is an FDA/TGA cleared and CE marked online ADHD test that supports early identification, assessment and treatment of ADHD, for individuals aged 6-60 years old. It is a computer-based test that objectively measures the core signs of ADHD: Hyperactivity, Impulsivity and Inattention.

QbCheck combines a computer task with breakthrough facial recognition technology by use of a web camera. During the test an individual uses the spacebar to respond to targets and his or her motor activity is registered by the web camera. No images are captured during the test. The test will take either 15 or 20 min depending on the individual's age, and it is advised to allow additional preparation time (e.g. set up, instructions, etc).

QbCheck is based on the same principle test structure as QbTest and therefore benefit from the same documentation as QbTest including peer-reviewed studies showing improvements in diagnostic precision, differential diagnosis and clinical outcomes when used in addition to other relevant clinical information.

## 2. Who can sign up for QbCheck?

QbCheck is intended for qualified educational and healthcare professionals. The test provides qualified professionals with objective measurements of hyperactivity, impulsivity, and inattention to aid in the assessment of ADHD and in the evaluation of treatment interventions in individuals with ADHD.

Please note: QbCheck results should be interpreted only by qualified professionals and always in combination with other clinically relevant information.

## 3. What do I need for QbCheck?

### Technical requirements

To sign up for QbCheck and to ensure smooth and successful testing, you need:

- 1) A laptop or MAC with a built-in webcam and an Intel 3 processor (or higher).
- 2) An internet connection (either Wi-Fi or cable)
- 3) An installed Firefox or Google Chrome web browser
- 4) To maximise the speed of your processor by ensuring that:

- All other programs and browsers are shut down
- The laptop is on mains power
- The power settings are on high performance and not on ultra-power save mode

*\*Surface and Tables are not compatible for use*

Please note: When signing up, you should use the room, lighting, internet connection and device you intend to test with: to ensure their suitability a computer check will be conducted. See additional room requirements below.

## Room requirements

The room used for testing should have:

- A stable table suitable for your device
- Blinds or curtains that block out direct/bright sunlight and any outside distractions
- A stool without back or arm support and not on wheels that cannot be locked for individuals aged 6-11 years - A chair with back-support but no arm support and not on wheels that cannot be locked for individuals aged 12-60 years

## Other requirements

Other requirements to take into consideration are:

- Consent: if an individual is under the age of 18, parental / guardian consent is mandatory to start the test. If an individual is 18 years or above, he or she should provide consent.
- It is advised that a test administrator observes the individual during the test, where possible. Interaction, during the test, however, should be avoided as this could affect the quality and validity of the QbCheck result.

## 4. What costs are involved with QbCheck?

A 'One-time start fee' is charged when signing up for QbCheck, which depends on your country of origin. Please visit [www.qbcheck.com/public-info/pricing](http://www.qbcheck.com/public-info/pricing) to find out more or contact us via [info@qbtech.com](mailto:info@qbtech.com).

The 'One-time start fee' includes a security key (YubiKey), access to online training modules and three free tests. Please note that these tests are only valid within the **first month of purchase**.

After this a pay-as-you-go model will apply and a 'Per test fee' will be charged for each subsequent test. QbCheck is billed automatically on test completion by credit card. You will not be charged for an aborted test and there are no additional monthly or fixed fees.

QbCheck is insurance reimbursable in some States in the United States, please contact us via [info@qbtech.com](mailto:info@qbtech.com) to find out more.

Please note: if no tests are performed for a period of **nine months**, a data retention fee shall be charged. For more information, visit [www.qbcheck.com/public-info/terms-of-use](http://www.qbcheck.com/public-info/terms-of-use).

## 5. How (quickly) can I start with QbCheck?

Once you have completed the QbCheck sign up, you will receive a Welcome Box via FedEx within **2-5 working days**. This box includes information to activate your account and a Yubikey, which is a security key needed to access your account.

After receiving the Yubikey, you can login via [www.qbcheck.com](http://www.qbcheck.com) by selecting the option "LOGIN", upon which you will be prompted to enter your username, password and a Yubikey "One Time Password". To generate the Yubikey password, please follow the three steps below:

1. Insert the Yubikey into a USB port with the sensor facing up
2. Select the option "One Time Yubikey Password"
3. Gently touch the sensor on the Yubikey

A long code should be generated automatically, taking you to the QbCheck Portal. If you experience issues logging in, please contact us at [technical.support@qbtech.com](mailto:technical.support@qbtech.com).

Using a Mac computer? Read more about how to set up the Yubikey at <https://support.yubico.com/support/solutions/articles/15000006478-getting-started-with-the-yubikey-on-macos>.

Once you have logged in via [www.qbcheck.com](http://www.qbcheck.com) and activated your account, you can test instantly. If desirable, other staff members can be added to your QbCheck account, for which they require an individual Yubikey to comply with data protection regulation. For more info, please contact us at [info@qbtech.com](mailto:info@qbtech.com).

Please note: to ensure the validity and quality of test results, it is advised to enrol in the free online training modules, prior your first test. The training modules are accessible from the QbCheck Portal at your convenience.

## 6. How can I access and share QbCheck results?

After a successful test completion, a 2-page QbCheck report will be made available instantly in PDF format and can be printed and shared at your own discretion. Test data is always anonymised, and you will only have access to results that are linked to your service by using your Yubikey.

Results may also be accessed at your earliest convenience via the QbCheck Portal on [www.qbcheck.com](http://www.qbcheck.com).

Please note: QbCheck results should always be interpreted and shared in combination with other clinically relevant information.

## 7. What if I forgot my QbCheck password?

When selecting the option "LOGIN" on [www.qbcheck.com](http://www.qbcheck.com) you may find a link "Forgot password?" below the Password field. After selecting this link, step by step instructions will be provided.

If you are still unable to access your account, please contact us via [technical.support@qbtech.com](mailto:technical.support@qbtech.com).

## 8. Other Questions

If you did not find the answer to your question, please contact us via [info@qbtech.com](mailto:info@qbtech.com).

We are continually updating our products and striving to provide high quality service, so please feel free to share any feedback as well.

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