

# Kickstarter Access Portal - User Guide

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## 1. Accessing the Portal

You should have received a direct link to the Kickstarter Access Portal page on the website. Please navigate to this page using your web browser.

[www.highperformancefreedom.com/kickstarter/dashboard](http://www.highperformancefreedom.com/kickstarter/dashboard)

## 2. Logging In

When you first visit the portal, you will see the "Unlock Your Content" section.

- **Email Address:** In the first field, enter the email address you used when you made your Kickstarter purchase.
- **ActivationKey:** In the second field, enter the unique activation key that was sent to your email after your purchase. This key is specific to you.

### To Log In:

1. Carefully type your email address into the "Your Email Address" field.
2. Carefully type your unique activation key into the "Activation Key" field.
3. You can either click the **"Unlock Now"** button or press the **Enter** key on your keyboard.

### If Login is Successful:

- The login section will disappear.
- You will see a welcome message with your name (or "Valued Backer") and the email address you used to log in.
- The "Your Unlocked Assessments" section will appear, showing the available assessments.
- The portal will automatically check for new results in the background every 30 seconds.

## If Login Fails:

- You will see an error message below the "Unlock Now" button, typically: "Invalid email or activation key. Please check your details and try again."
- **Troubleshooting Login Failure:**
  - Double-check that you have typed your email address exactly as you used it for your Kickstarter pledge.
  - Double-check that you have typed your activation key exactly as it was provided to you. Both fields are case-sensitive.
  - Ensure there are no extra spaces before or after your email or activation key.
  - If you continue to have trouble, please contact support for assistance.

## 3. The Dashboard - Your Unlocked Assessments

Once logged in, you will see the main content area:

- **Welcome Message:** At the top, you'll see "Welcome, [Your Name]! (Logged in as: [your.email@example.com])".
- **Go Back to Login:** If you need to log out or change users, click the "< Go Back to Login" link. This will take you back to the login screen, clear your current session, and stop the auto-refresh.
- **Your Unlocked Assessments Heading & Refresh Button:**
  - The heading "Your Unlocked Assessments" will be on the left.
  - On the right, you will see a **"Refresh Data"** button with a refresh icon. Clicking this button will manually fetch the latest assessment results from the server. A status message will briefly appear below it indicating if the refresh was successful or if there was an error.
- **Assessment List:** Below this, each assessment is listed.

## 4. Taking an Assessment

Each assessment is listed in its own box with a title (e.g., "HPF Enneagram") and a short description.

- **To Start an Assessment:**
  - Find the assessment you wish to take. The button should say, for example, **"Start HPF Enneagram"**.
  - Click this button.
  - A popup window will appear, loading the assessment form (hosted on Tally.so). Your name and email should be automatically pre-filled in the form.
  - Complete the assessment form as instructed within the popup.
  - Submit the form. The popup should close automatically after submission.
- **After Submitting an Assessment Form:**
  - Immediately after you submit the form and the popup closes, the button for that assessment will change to **"Processing results..."** and become greyed out (disabled). This indicates your submission is being processed.
  - You cannot click this button again while it says "Processing results..."

- **Once Results Are Available (via Auto-Refresh or Manual Refresh):**
  - The portal automatically checks for new results every 30 seconds. You can also click the "Refresh Data" button to check manually.
  - When the results for a submitted assessment are available in the system:
    - The button text will change to, for example, **"HPF Enneagram completed"**.
    - The button will remain greyed out and disabled, as you can only take each assessment once.

## 5. Viewing Your Results

For each assessment, there is a "View Results" button.

- **To View Your Results:**
  - Click the "**▼ View Results**" button below the assessment you're interested in.
  - A results display area will open up below the button.
  - The button text will change to "**▲ Hide Results**". Click this again to close the results display.
- **Understanding the Results Display:**
  - **Pending Results (Text-Based Assessments like HPF Enneagram, AOC, FAR):** If your results are not yet ready (either because you haven't submitted the form, or it's still processing), you will typically see a message like: "Your [Assessment Name] results will appear here within minutes of submitting the questionnaire. Please complete the Assessment form first."
  - **Available Text Results:** Once ready, the actual text-based results for the HPF Enneagram, Autonomous Operating Code, or Freedom Alignment Radar will appear in this space.
  - **Pending Results (Personal Deep Dive Questionnaire - PDF):** If your PDF report is not yet ready, you will typically see a message like: "Your Personal Questionnaire PDF report is being processed. Please complete the Questionnaire form first and check back within 24 hours."
  - **Available PDF Result (Personal Deep Dive Questionnaire):** Once ready, you will see a message with a download link for your PDF report: "Your Personal Blueprint is ready: Download Your\_Report.pdf. This will also be sent to your email within 24 hours of submission." Click the link to download your PDF.
  - **If you have a results section open and click "Refresh Data" (or an auto-refresh occurs), the content of that open section will update if new results have become available.**

## 6. Troubleshooting

- **Login Issues:** As mentioned in section 2, double-check your email and activation key for exactness, including case and no extra spaces.
- **Popup Not Opening:**
  - Ensure you are successfully logged in.
  - If a "Start..." button is greyed out and says "completed" or "Processing results...", you cannot open the form again.
  - If the button is active but nothing happens, try a manual "Refresh Data" and then try clicking the assessment button again.
  - Ensure your browser isn't blocking popups for this site.
  - In some cases we experienced a short delay in the pop-up to open. This can be due to connections to our partner, Tally. However, the delay should never exceed 20 seconds.
- **Results Not Appearing or Button Stuck on "Processing results...":**
  - Click the "Refresh Data" button. This will fetch the latest status from the server.
  - For text-based results, allow a few minutes after form submission.
  - For the PDF report, allow up to 24 hours.
  - If results don't appear after a reasonable time, or if you see an error message in the results display after refreshing, please contact support.

We look forward your feedback on these assessments!