



Biz-Fit Challenge Program

Frequently Asked Questions (FAQs)



1. What is the purpose of the Biz-Fit Challenge?

The Biz-Fit Challenge is designed by NuLevel Strategic Solutions, LLC to encourage small business owners to think more critically about business health, performance and value. Many small businesses tend to focus more on day-to-day operations, and less on these fundamentals.

2. Why should I participate in the Biz-Fit Challenge?

The Biz-Fit Challenge is a good way for busy business owners to briefly step away from their business and take a more critical look at their company's overall health and performance.

In most cases, comparative data such as industry and market benchmarks will be utilized as a baseline to measure your business.

3. After receiving access, how long do I have to complete each challenge?

Each challenge is designed to be taken within 30-days of receiving access; however, users will have access to each tool until their NMSDC certification expires or through **August 1, 2012**, whichever comes first.

4. How do I know what information I need to input into each tool?

Each tool has a "Before You Begin" page with specific instructions outlining the required information as well as the source of this data.

- For example, if the tool requests Accounts Receivables then the "Before You Begin" page will indicate that you will need your company's balance sheet.

5. Is the information that I input into the system secure?

Each user is provided with a unique set of encrypted log-in credentials. The holder of these credentials will be the only one able to access the company's data. The Biz-Fit Challenge site uses the highest level of conventional security features, which includes anti-hacking features such as lock-out features and notifications.

- If anyone fails to successfully log in after three attempts, they will be automatically locked out and the administrator will be notified.

6. What type of output is provided after each Challenge?

Each challenge will provide summary output information within the particular online tool.

- A full report (PDF format) will be provided at the bottom of each input page (click/see link).
- Users are able to review/download these reports at their discretion.

7. How do I update my profile information/or change my password?

Users can access and update their profile information after they have been able to successfully log on to the site.

- You will see your company's name (**as a link**) in the upper right-hand corner of the site pages.
- **Click on the link** and you will be directed to your "**profile**" page.
- Once you're on your "**profile**" page ...
 - you can update your personal information and
 - reset/change your password



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8. Will my personal or business information be shared with any outside third parties?

No. Personal and business information will never be shared with any outside parties, unless you direct NMSDC or NuLevel Strategic Solutions to do so.

9. What should I do if I have technical questions regarding my online access to the tools or the Biz-Fit Challenge site?

All technical questions should be directed to NuLevel Strategic Solutions, LLC at info@nulevelsolutions.com. Someone will respond to you within 24 hours.

10. What should I expect at the end of each challenge?

Upon completion of each challenge, you will receive a brief survey to complete. This survey is very important and enables us to improve the overall experience for future challenges. Additionally, you will receive notifications for all subsequent challenges (*if applicable*).

11. Who should I contact in regards to this program?

Please contact the NMSDC office at (212) 944-2430 if you have any questions regarding the Biz-Fit Challenge program.