

Myers-Briggs® App FAQ

App content

Who is the Myers-Briggs® App for?

The Myers-Briggs® App is a resource MBTI® Certified Practitioners can provide to respondents and clients following an MBTI feedback session or workshop. Ideally, users of the app will have completed an MBTI assessment and verified their best-fit type, but the app can also be useful for those who are still unsure of their type.

Is the Myers-Briggs® App subscription-based?

No. The app is available for MBTI Certified Practitioners to buy as single-use licences for their respondents, clients, or for themselves. Once the app is activated with an access code, each user will have permanent access to the app content.

Will there be updates or enhancements to the app?

Yes. To deliver the best possible experience to users, we're updating the app over time based on customer and user feedback.

Is the Myers-Briggs® App available in other languages?

No. The app is currently available in English only.

Does the app include MBTI® Step II™ content?

No. While the app will be useful for anyone who knows their MBTI type, it doesn't currently include any MBTI® Step II™ content.

Buying the app

How can I buy the Myers-Briggs® App?

In Europe, the Myers-Briggs App is available to buy from [The Myers-Briggs Company online shop](#).

If you have any questions about app purchases, please contact your local The Myers-Briggs Company representative or email our Customer Support team at support.eu@themyersbriggs.com.

Can someone who isn't an MBTI® Certified Practitioner buy the Myers-Briggs® App directly from the Apple App Store or Google Play?

No. The Myers-Briggs App is a resource MBTI Certified Practitioners can buy for their respondents and clients to use following an MBTI feedback session or workshop to encourage real-world use of type.

While anyone can find and download the app on the Apple App Store or Google Play, they won't be able to activate the app content without a licence purchased by a practitioner on their behalf.

Can I buy the Myers-Briggs® App for users in other countries?

Yes. When a user is assigned an app licence, they'll receive an email with a unique access code and links to download the app from the Apple App Store or Google Play. After installing the app, the user simply needs to register their email address and access code to start using the app content.

Please note: the Myers-Briggs app is currently available in English only.

What is your refund policy?

Unfortunately, we're unable to offer refunds or exchanges for the Myers-Briggs App. This is our standard policy for digital products. Before purchase, please make sure that intended users of the app have the following:

- An Apple iPhone 7 or above running iOS 10 or later
- A smartphone running Android 6.0 or later

What app bundles are available?

The Myers-Briggs App is available as a standalone product. We've also created money-saving bundles that combine the app with popular MBTI reports. Here are some of the available bundles. Each bundle includes one (1) report licence and one (1) single-use licence for the Myers-Briggs App.

- MBTI® Personal Impact Report + Myers-Briggs® App
- MBTI® Interpretive Report for Organisations + Myers-Briggs® App
- MBTI® Communication Style Report + Myers-Briggs® App
- MBTI® Stress Management Report + Myers-Briggs® App
- MBTI® Conflict Style Report + Myers-Briggs® App
- MBTI® Decision Making Style Report + Myers-Briggs® App
- MBTI® Team Report + Myers-Briggs® App
- MBTI® Step II™ Interpretive Report + Myers-Briggs® App

Please note: While the app will be useful for anyone who knows their MBTI® type, it doesn't currently include content specific to the MBTI® Step II™ assessment.

App license management

How do I assign access codes to users?

To assign purchased app licences:

1. Sign in to your account at themyersbriggs.com.
2. Choose **My account** (top right).
3. Scroll down to **Myers-Briggs® app licences management** and choose **Manage licences**.
4. On the **Assign licences** tab, type the first name, last name, and email address of each user into the boxes. You can assign licences one by one or in bulk.
5. Click **Assign licences**. An email will be sent to each user with their access code for the app.

Can I retrieve a licence I've previously assigned if the user hasn't used it?

Yes. Follow these steps to retrieve assigned licences:

1. Sign in to your account at themyersbriggs.com.
2. Choose **My account** (top right).
3. Scroll down to **Myers-Briggs® app licences management** and choose **Manage licences**.
4. On the **Manage assigned licences** tab, tick the user(s) you want to retrieve licence(s) from.
Note: You can only retrieve licences that have a status of **Not active**.
5. Click the **delete** icon to remove the user(s) and retrieve the assigned licence(s).

You can then reassign these licences to other users whenever you're ready to do so.

Do licences for the Myers-Briggs® App expire?

No. App licences don't expire and can be assigned to a user at any time.

Other

What happens if one of my users experiences a technical issue with the app?

Our Customer Support team are happy to help with any activation problems. Users can contact the Customer Support team directly using the details in their activation email.

If users have any issues with the app functionality, they can contact us using the support information in the app.