

ACT SUPPORT GUIDE

Using ACT from sign-in to feedback report

Follow the full ACT guide from account access, role setup and interview practice to progress review and PDF report download.

Online guide

<https://alleviatecoach.com.au/support/articles/using-act-from-sign-in-to-feedback-report>

Download link

<https://alleviatecoach.com.au/support/act-user-sop.pdf>

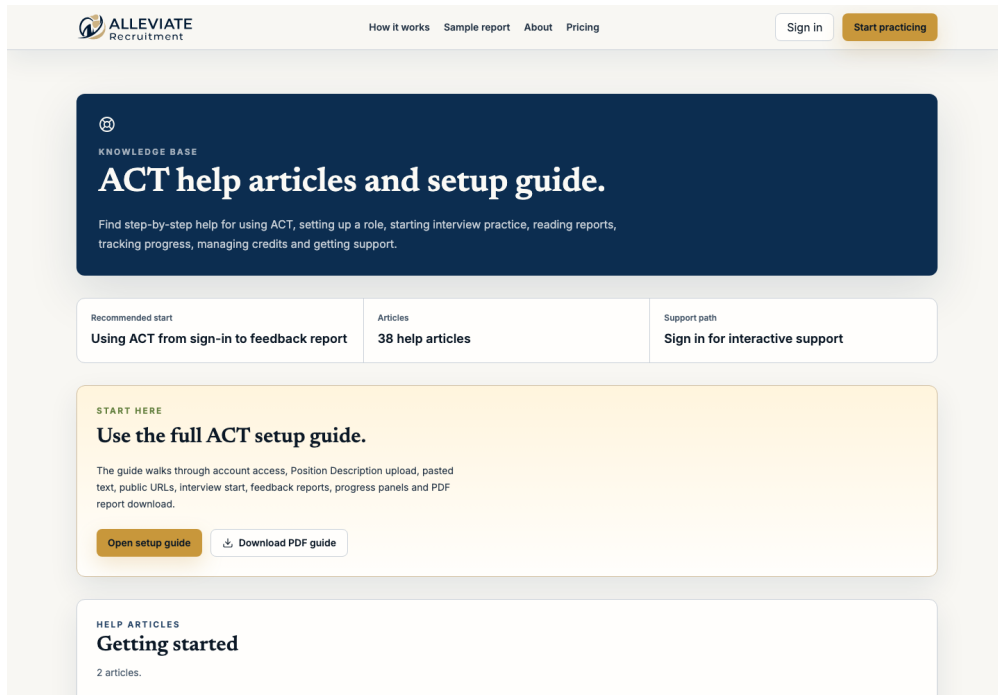
STEP 1

Open the help centre or sign in

Use the support centre when you want to browse help before signing in. If you have already bought a practice pack, sign in with the same email address used at checkout.

The full setup guide is public. Signed-in users also get app links that open the support assistant and highlight supported controls.

- You can read help articles without signing in.
- Interactive help, guided links and support tickets are available after sign-in.



ACT support knowledge base catalogue.

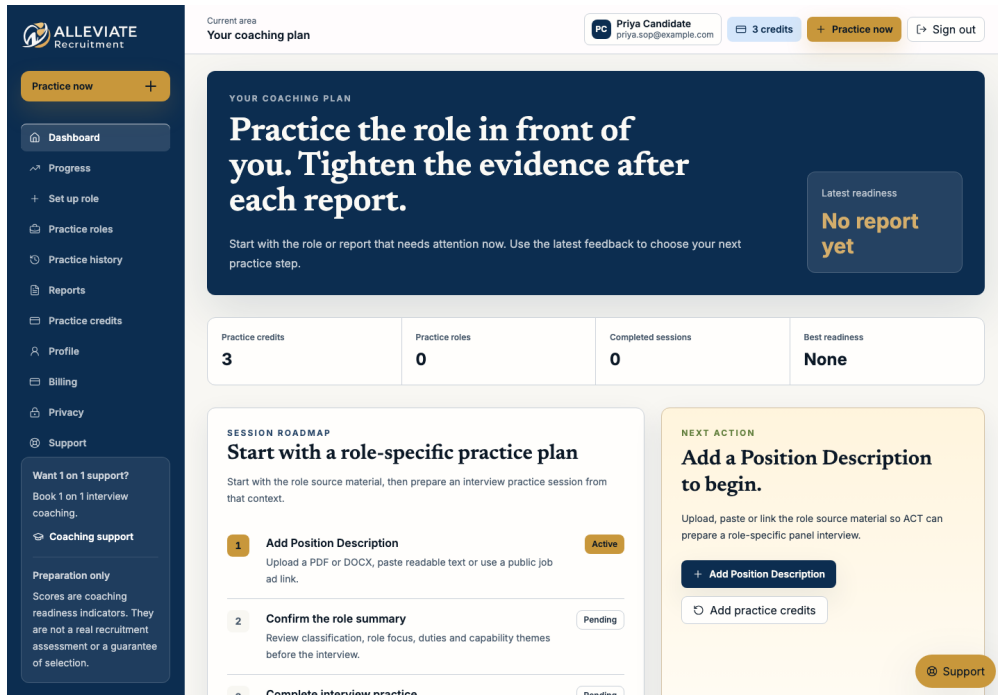
STEP 2

Start a new practice role

From the dashboard, choose Practice now or Add role. This starts role setup for the interview you are preparing for now.

Role setup does not use a practice credit. A practice credit is used when the interview starts.

- You should see the role setup screen.
- The screen should show your practice credit balance and the Position Description options.



ACT dashboard showing the Add role action.

STEP 3

Upload the Position Description file

Choose Upload when you have a PDF, DOCX or text file. Use the Position Description where possible, or use the Job Description or job ad if that is the material you received.

After choosing the file, select Prepare interview. Keep the tab open while the role summary and interview preview are prepared.

- PDF, DOCX and text files are supported.
- If the file is scanned, locked or too short, use the paste option instead.

Current area
Set up a practice role

Priya Candidate
priya.sop@example.com

3 credits

Practice now

Sign out

Practice now +

Dashboard

Progress

Set up role

Practice roles

Practice history

Reports

Practice credits

Profile

Billing

Privacy

Support

Want 1 on 1 support?
Book 1 on 1 interview coaching.

Coaching support

Preparation only
Scores are coaching readiness indicators. They are not a real recruitment assessment or a guarantee of selection.

ROLE SETUP

Add the Position Description for the role being applied for now.

The role summary is prepared from the source material first. You review the classification, role title, agency and themes before starting the interview.

SOURCE MATERIAL

Position Description

Upload a file, paste readable text or provide a public role URL. You have 3 practice credits.

A practice credit is used when the interview starts, not while you are adding the role source.

Use the Position Description or job ad for this role. ACT uses it to prepare your practice interview and report.

Upload

Paste

URL

Upload file

Drag and drop the role file
PDF, DOCX or text.

Choose file

Paste the Position Description or job ad text below if the file is scanned or locked.

Paste Position Description or job ad text

Paste duties capabilities selection criteria and classification details here

INTERVIEW LENGTH

4 substantive questions

The interview also begins with one warm-up question. Choose 3 to 5 substantive questions; the default is 4.

Substantive questions

3 4 default 5

Choose 3 to 5 substantive STAR questions to answer after the warm-up.

HOW ACT WORKS

A guided practice programme

The questions stay hidden until the interview so the practice remains realistic.

1 Add the role source

Use a Position Description, Job Description or job ad.

Active

Support

Role setup upload option for a Position Description file.

STEP 4

Paste readable role text

Choose Paste when upload or URL reading cannot continue. Copy the readable duties, capabilities, classification, organisation and selection criteria into the text box.

Pasting readable text is also the best recovery path for scanned or locked files.

- The pasted text should be at least a few paragraphs.
- Do not paste passwords, private links or unrelated personal information.

Role setup paste option for Position Description or job ad text.

STEP 5

Use a public role URL

Choose URL when the role page or public document is available online. The URL must start with http or https and must not require sign-in.

Public job pages and accessible public document links can work. If the page blocks access or cannot be read, paste the readable role text instead.

- Use public URLs only.
- Do not use private, password-protected or expiring document links.

Current area
Set up a practice role

PC Priya Candidate
priya.sop@example.com

3 credits

Practice now

Sign out

Practice now +

Dashboard

Progress

Set up role

Practice roles

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A practice credit is used when the interview starts, not while you are adding the role source.

Use the Position Description or job ad for this role. ACT uses it to prepare your practice interview and report.

Upload Paste URL

Position Description URL

https://...

Use a public page or document link that does not require sign-in.

Paste Position Description or job ad text

Paste duties, capabilities, selection criteria and classification details here.

Prepare interview

INTERVIEW LENGTH

4 substantive questions

The interview also begins with one warm-up question. Choose 3 to 5 substantive questions; the default is 4.

Substantive questions

3 4 default 5

Choose 3 to 5 substantive STAR questions to answer after the warm-up.

HOW ACT WORKS

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1 Add the role source

Use a Position Description, Job Description or job ad.

Active Support

Role setup URL option for a public role page or document.

STEP 6

Review the interview preview

Review the role summary, organisation, classification, role focus and interview settings before you start.

Choose 3 to 5 substantive questions. The default is 4. The interview also begins with one warm-up question.

- Correct important role details before starting.
- Start only when you are ready, because a credit is used when the interview starts.

ACT provides preparation-only coaching feedback. It is not a recruitment assessment or a guarantee of selection.

Current area
Your coaching plan

Priya Candidate
priya.sop@example.com

3 credits

Practice now

Sign out

Practice now +

Dashboard

Progress

Set up role

Practice roles

Practice history

Reports

Practice credits

Profile

Billing

Privacy

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YOUR COACHING PLAN

Practice the role in front of you. Tighten the evidence after each report.

Start with the role or report that needs attention now. Use the latest feedback to choose your next practice step.

Latest readiness
No report yet

Practice credits	Practice roles	Completed sessions	Best readiness
3	1	0	None

SESSION ROADMAP

Assistant Director, Grants Assurance practice

Progress follows the interview structure, then loops back into report actions.

W	Warm-up and role motivation Question content remains hidden until active.	Hidden
Q1	Substantive response 1 Question content remains hidden until active.	Hidden

NEXT ACTION

Start the interview for this role.

The role summary is ready. Start the interview when you are ready. A practice credit is used when the interview starts.

Check your microphone

Not checked

Check microphone

Check your microphone before starting a new interview. This does not use a practice credit.

Support

Practice role area showing the interview start action.

STEP 7

Check microphone or use typed answers

Use Check microphone before starting if you plan to speak. If microphone access is blocked or speaking is not practical, choose the typed-answer option.

If microphone trouble prevents a substantive first answer, use Start again for free from the interview room.

- The panel asks the question first, then ACT listens after the panel audio finishes.
- Typed answers are assessed in the same preparation-only way as spoken answer transcripts.

ACT provides preparation-only coaching feedback. It is not a recruitment assessment or a guarantee of selection.

Current area
Your coaching plan

PC Priya Candidate
priya.sop@example.com

3 credits

Practice now

Sign out

Practice now +

Dashboard

Progress

Set up role

Practice roles

Practice history

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Practice credits

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Practice the role in front of you. Tighten the evidence after each report.

Start with the role or report that needs attention now. Use the latest feedback to choose your next practice step.

Latest readiness
No report yet

Practice credits 3	Practice roles 1	Completed sessions 0	Best readiness None
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SESSION ROADMAP

Assistant Director, Grants Assurance practice

Progress follows the interview structure, then loops back into report actions.

W Warm-up and role motivation
Question content remains hidden until active. [Hidden](#)

Q1 Substantive response 1
Question content remains hidden until active. [Hidden](#)

NEXT ACTION

Start the interview for this role.

The role summary is ready. Start the interview when you are ready. A practice credit is used when the interview starts.

Check your microphone

Not checked

Check microphone

Check your microphone before starting a new interview. This does not use a practice credit.

Support

Interview recovery controls for microphone and typed answers.

STEP 8

Complete the interview and open the report

Answer the warm-up and substantive panel-style questions using specific examples and clear results where possible.

After the final answer, keep the tab open while ACT prepares the practice report.

- The report shows readiness, score bands, strengths, gaps, answer feedback and next-practice actions.
- Readiness is coaching feedback for practice, not a recruitment assessment or guarantee.

ACT provides preparation-only coaching feedback. It is not a recruitment assessment or a guarantee of selection.

The screenshot displays the ALLEVIATE Recruitment Practice report interface. The sidebar on the left includes links for Dashboard, Progress, Set up role, Practice roles, Practice history, Reports, Practice credits, Profile, Billing, Privacy, and Support. The main content area features a 'GOVERNMENT INTERVIEW PRACTICE FEEDBACK' section with the headline 'Your readiness is on track.' and a sub-message: 'Your response is becoming clearer, with stronger role alignment and a sharper result still needed before the real interview.' Below this, a 'Completed session' card shows 'Level 6', 'Department of Social Services', and '22 June 2026'. Action buttons include 'Practice again', 'Start with typed answers', 'Download report', and 'View progress'. A 'Check your microphone' section indicates it is 'Not checked' with a 'Check microphone' button. A 'Readiness breakdown' section shows 'Result clarity' with a progress bar and a 'Support' button. The 'CANDIDATE PROFILE' section identifies 'Priya Candidate' as 'Assistant Director, Grants Assurance' at 'Level 6'.

Practice report showing readiness and report actions.

STEP 9

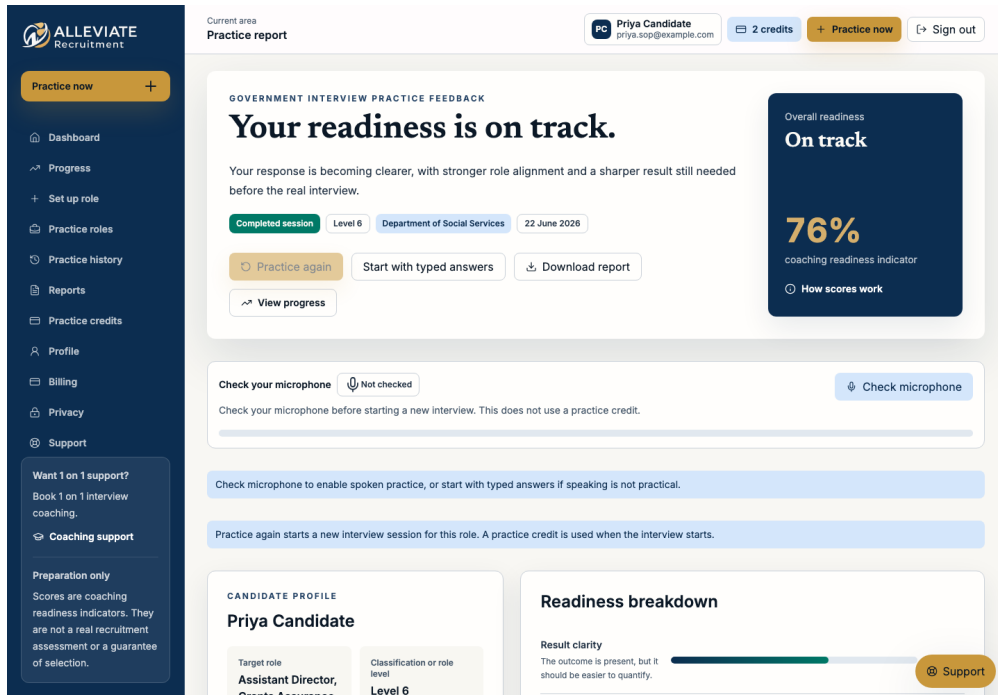
Download the PDF feedback report

Open the report and choose Download report. The PDF is generated from the saved report and role state.

Use the PDF when you want to review the feedback beside your real interview preparation notes.

- The report downloads as a PDF file.
- If the download does not start, refresh once and create a support ticket if the problem continues.

ACT provides preparation-only coaching feedback. It is not a recruitment assessment or a guarantee of selection.



Practice report page with the Download report action.

STEP 10

Use Progress and support when needed

Open Progress to compare readiness movement, report scores, question feedback and focus actions across completed reports.

Use This role for repeat attempts on one Position Description, or Portfolio view for broader practice history. If you are stuck, open the support assistant and ask one question before creating a general ticket.

- Progress appears after the first report.
- Support tickets should describe the screen, action, expected result, actual result and deadline impact without sensitive role or answer text.

Practice now +

Dashboard

Progress

Set up role

Practice roles

Practice history

Reports

Practice credits

Profile

Billing

Privacy

Support

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Book 1 on 1 interview coaching.

Coaching support

Preparation only

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Current area

Progress

PC Priya Candidate
priya.sop@example.com

2 credits

Practice now

Sign out

PROGRESS

Your readiness trend across practice reports.

Compare attempts, review the questions you practiced and use the report feedback to aim for the next readiness band. Portfolio view spans roles; this-role view tracks repeat practice for one role.

Latest readiness

76%

On track

Baseline

Portfolio view

This role

Assistant Director, Grants Assurance

Practice again

Start with typed answers

+ Add role

Check your microphone

Not checked

Check your microphone before starting a new interview. This does not use a practice credit.

Practice again starts a new interview session. Check microphone to enable spoken practice, or start w

Reports compared	Roles covered	Average readiness
1 report	1 role	76%

READINESS TREND

Score movement

Latest report: 22 June 2026 for Assistant Director, Grants Assurance.

100

76%

ACT support

Guides, links and tickets

What do you need help with?

How do I compare progress?

What changed between reports?

How do I run the latest role again?

Ask how to do something...

Do not paste passwords, card details, role text, report price or transcripts.

Create ticket

On track

Support

Progress page and support assistant guidance.

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