

# A GUIDE TO CRYSTAL'S CHROME EXTENSION

The image shows a screenshot of the Crystal Chrome Extension interface. On the left, there is a placeholder for a social media profile with a circular profile picture of a man and several lines of text. On the right, a dark blue sidebar displays the predicted profile for Drew D'Agostino. The sidebar includes a header with the name and a 'Predicted Profile' label, a paragraph of text describing communication style, a list of personality traits (Type, Likes, Avoids), a 'PERSONALITY GRAPH' with a circular diagram, and 'PERSONALITY TRAITS' with two horizontal scales.

**Drew D'Agostino**  
Predicted Profile

Drew likes to communicate with casual language, bold statements, and a focus on the big picture

- | **Type:** Influencer (Id)
- | **Likes:** innovation
- | **Avoids:** rigid structure

PERSONALITY GRAPH

Diagram showing personality traits: Dominant, Influential, Steady, Conscientious.

PERSONALITY TRAITS

Risk Tolerant | Risk Adverse

Trusting | Skeptical

*The ultimate guide to using Crystal's Chrome Extension to predict anyone's personality*

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# GET TO KNOW OTHERS

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It can be stressful and difficult to communicate effectively with someone you don't know. Everyone has their own unique way of thinking, acting, and communicating, which can make it challenging to adapt to each person's style. But what if there was a tool that could help you overcome these issues?

Crystal's Chrome Extension speeds up the get-to-know-you process by offering insights into anyone's personality, making it easier for you to work, communicate, and build relationships with other people. Without the need for a full personality assessment, Crystal can generate personality insights by using AI to predict someone's personality type based on other data, like:

- **Social media profiles**
- **Online bios and articles**
- **Resumes**

This technology is ideal for improving communication with people you don't know yet, like sales prospects, job candidates, new partners and more.



## HOW IT WORKS

Crystal's Chrome Extension uses AI and machine learning to predict someone's personality by analyzing a text-sample written by them, or about them (e.g. a bio on LinkedIn). Just as an assessment requires someone to make intentional choices to identify their personality type, people with different personalities use different patterns, words, and phrases when they write. With an ever-improving personality analysis algorithm, Crystal is able to predict personality with approximately 80% accuracy.

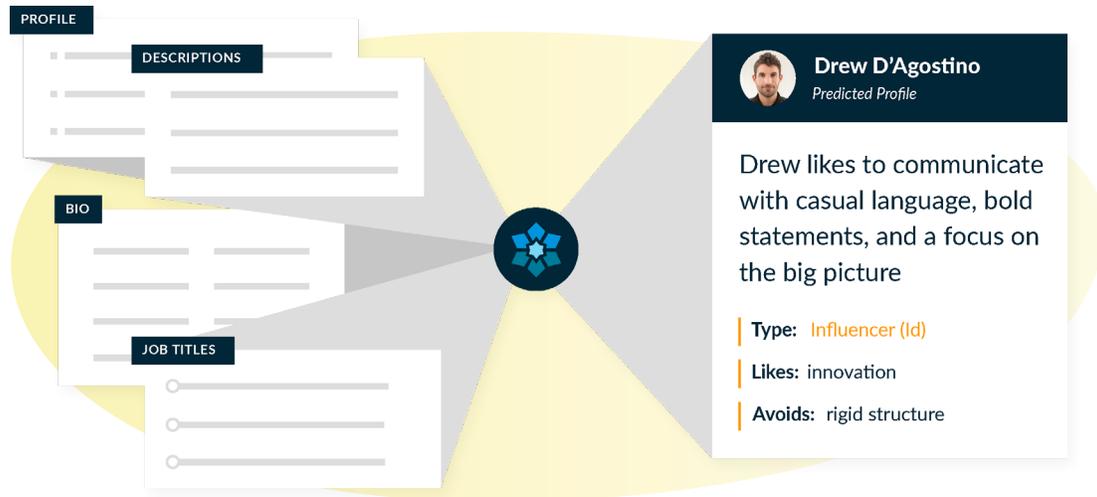
The Chrome Extension works exclusively in Google Chrome; it is not available in Firefox or Safari at this time.

Crystal's Chrome Extension offers a thorough personality overview, as well as suggestions for how to best communicate with the person. This guide will teach you how to use Crystal's Chrome extension and how to troubleshoot any problems you may encounter.

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**Quick tip: If you have any questions about the Chrome Extension, please feel free to email us at [hello@crystalknows.com](mailto:hello@crystalknows.com).**

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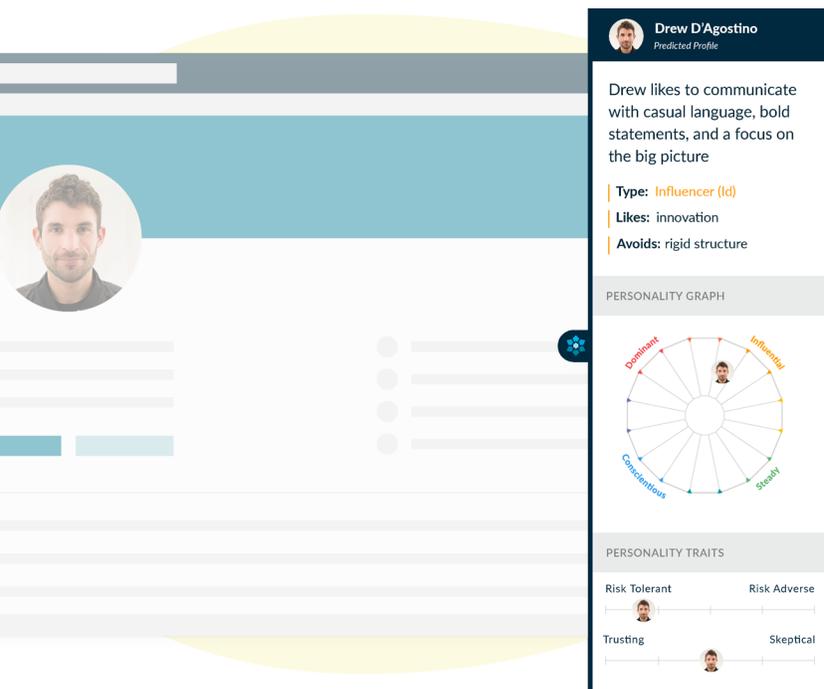
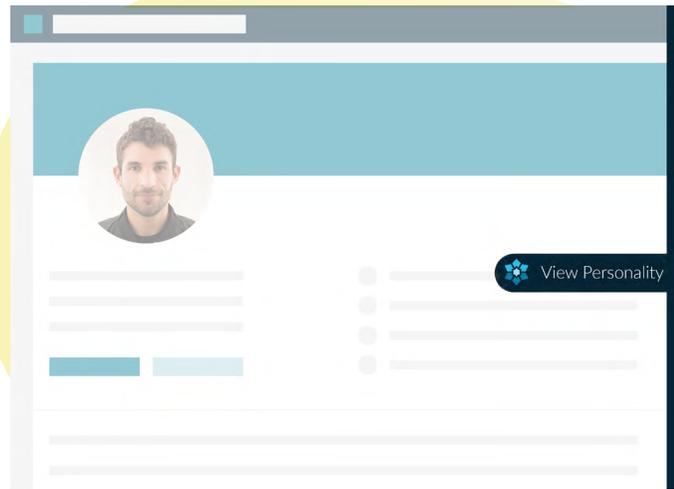
*Section 1* \_\_\_\_\_

# How to use the Chrome Extension

# HOW TO USE CHROME EXTENSION IN LINKEDIN

Once you have the Chrome Extension installed, do the following:

1. In your Chrome browser, open LinkedIn
2. Navigate to someone's profile



3. Click the Crystal Icon on the right side of the page that says "View Personality."
4. View sidebar containing an overview of your contact's personality

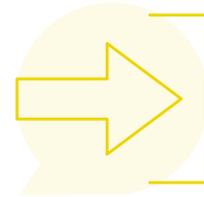
*Section 2* —————

# Troubleshooting

# TROUBLESHOOTING

## LOGGING IN

If you are unable to login, try resetting your password. This can be done easily by clicking the “Forgot Password” link in the extension, entering your email when prompted, and clicking “send password reset email”. You will receive an email shortly that prompts you to follow a link and enter a new password. By resetting your password, you’re likely overcoming any blocks, related to your current password, that are preventing you from logging in.



### Site access

Allow this extension to read and change all your data on websites you visit:

- On click
- On specific sites
- On all sites

If your current password works on the website, but not on the Chrome Extension, it’s likely an issue with the Extension’s permission; make sure the permissions are set to “all sites.” You can do this by checking within the Details section of the Crystal extension by typing “chrome://extensions” into your browser, finding Crystal’s extension, clicking “details”, and making sure “site access” looks like this:

If these solutions don’t work for you, please feel free to reach out to us at [hello@crystalknows.com](mailto:hello@crystalknows.com)

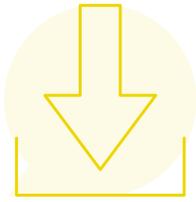


## ERROR MESSAGES AND PROFILE LOADING

If you’re experiencing problems loading profiles on LinkedIn or you are receiving error messages, there are a few simple steps you can follow to help troubleshoot the problem.

1. Try refreshing the page that you’re using Crystal’s Chrome Extension on.
2. Make sure you’re using Google Chrome as your web browser.
3. Confirm that the extension has downloaded properly. You can check easily by [clicking here](#). If Crystal has downloaded, the button on the right of your screen should say “remove from Chrome”. However, if it still says “Add to Chrome,” the extension was unable to download in the past. You can easily download it [here](#).





## DOWNLOAD CHROME PROMPTS

If you receive multiple prompts to download Google Chrome while trying to download Crystal's Chrome Extension, make sure you're downloading the extension within Chrome. You can also copy the link to install the extension and paste it into the search bar of your Chrome browser.

## EMAIL US

If you have any questions while using Crystal, please feel free to email us. We look forward to hearing from you and making the Chrome Extension as effective and easy-to-use as possible. Contact us at [hello@crystalknows.com](mailto:hello@crystalknows.com).



# Understand anyone's *communication style*

Thousands of professionals globally use Crystal to communicate more effectively, write more persuasively, and build trust faster with new people.



**MAKES QUICK DECISIONS**



**APPRECIATES DETAIL**



**TRY IT TODAY**

*Click to learn more*

**UPGRADE TO PREMIUM**