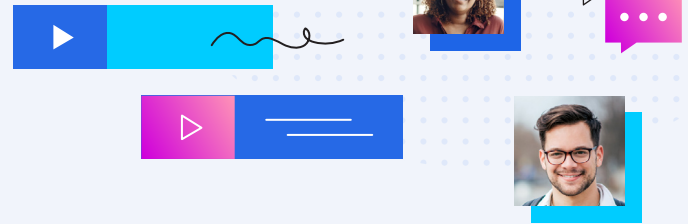


# My Panel Participant Guide



You either have received or will soon receive a URL inviting you to join a panel from a company interested in getting your feedback. The company will send you tests, so that they can receive your honest feedback on experiences, products, and more. Your insights help the company continue to provide the best products, services, and experiences to people like you.

## How it works

### Joining a panel

To participate, first, you'll need to join the company's panel.

1. Click on the URL you received where you'll be asked to provide your email address.

A screenshot of a registration form. At the top, there is a dashed box labeled "Company Logo". Below it, the text reads "Insights powered by User Testing". The main heading is "You're invited to join the Loyalty Customers Panel by Demo Company." Below this, there is a numbered list: "1. Complete your profile", "2. Take tests", and "3. Influence products you use". There is an "Email" label above a text input field containing "name@company.com". At the bottom, there is a line of text: "By clicking 'Sign Me Up!' I agree to the Privacy Policy and Terms of Use." and a blue "Sign Me Up!" button.

2. Check your email for a message from UserTesting Support confirming your registration with the company's panel.
3. Click on the **Create Account** button in the message.

A screenshot of a confirmation message. The text reads: "Thanks for your interest in joining the Demo Company panel. To confirm your email address and create your account, click Create Account." Below the text is a blue "Create Account" button.

You'll then be asked to provide a little information about yourself to join the panel.

**Create your account**

The information you provide below is used to match you with appropriate user testing opportunities. We will not use this information for any other purpose.  
[See our privacy policy.](#)

Please fill out this form to finalize your account.

**First name**

**Last name**

**Username**

Your UserName hides your identity from our customers. Please choose a name that does not include elements of your first name, last name, or payment email address.

**Password**

 [Show](#)

Min 8 characters. Must contain one lower case letter, one upper case letter, one digit.

**Zip/Postal code**

**Payment Information**

I do not wish to receive payments for my participation in this panel or am unable to receive payments based on my employment restrictions.

**PayPal email address**

We send your gratuities to your PayPal email account.  
[Create a personal PayPal account.](#)

**Country**

United States ▼

By clicking "Continue" I agree to the [Privacy Policy](#) and [Terms of Use](#). [Continue](#)

- Once you've joined the company's panel you're eligible to receive tests, so be on the lookout for emails notifying you of test opportunities to share your thoughts.

[Check out this video](#) to learn more about what to expect.

Note: Your information will never be used for promotional reasons or added to any marketing database by UserTesting.

## Receiving test opportunities

Whenever the company would like your feedback, they'll send you an email request. Simply click the **Give Feedback** button to get started.

Chances to give feedback go quickly, so don't miss out!

[Give Feedback](#)

Keep in mind that these opportunities go quickly.

Keep in mind:

- Tests are on a first-come, first-served basis. If you log into your account and a test is no longer available don't worry, there will be more opportunities!
- Note that some tests may require you to answer a few questions to qualify. Some companies are looking for specific people to take certain tests. If you qualify, you'll then be given access to the test. You won't be given access to the test if you don't meet the qualifications.

Types of test you can take:

- **Self-guided tests** are done on your own time and have a series of prompts, tasks, and questions throughout the duration of the study. You'll be given guidance on what you should do at every step.
- **Live Conversation tests** are live, one-on-one interviews with a researcher from the company using a third-party video conferencing tool called Zoom.

## Taking a test

In both types of tests, everything that you view on your device and your verbal feedback is recorded. So before you can begin a test, you'll be asked to install a recorder. [Please visit our FAQ on recorders.](#)


Tips before you begin:

- Make sure you're in a quiet place with enough time to complete the test. Tests will typically take 15-30 minutes.
- Plug in a microphone or headset with a microphone into your computer before you begin. If you're on a mobile device, please be aware of where your microphone is located.
- Since we're recording your screen, please hide or remove any personal information or anything you don't want to be recorded.
- Connect to a strong network, preferably via a wired connection. You'll need an upload speed of at least 3mbps for us to receive your completed tests.
- Speak in a loud, clear voice, and be open and honest as you talk about your experience and answer the questions that are presented.

Remember, the company is conducting this test to improve their products and services, so don't hold back in sharing your honest reactions. Please visit our [FAQ on getting started.](#)

## Finding help

We have several resources available to help.

- In your account, you'll find a [support center where you can find answers to your questions.](#)
- You can also access our Virtual Assistant, Edison, for immediate help right from your dashboard or the support center. Just click on the  icon in the bottom right of your screen and ask Edison for help.
- If you need to submit a ticket to our support team, you can do so through Edison. Ask him a question to get started, and he'll direct you on how to proceed.
- For more information on how to take a test and what kind of tests you'll see, check out the customized lessons available to you in the Help Center tab on your dashboard.

## Securing your privacy

Because you're entrusting us with your honest feedback, we want you to rest assured that we take your security and privacy seriously.

### How your information is used

By participating in a test, you agree to have your voice and screen recorded only during the session. We cease collecting any information as soon as the session ends. We don't access your files or monitor anything from your device.

You were contacted to join a customer research panel because a company is interested in learning more about how you use their products, as well as any challenges you may experience and preferences you have when using their products. They aren't assessing you and your feedback is used solely for research purposes. However, if in the context of the test you feel uncomfortable, you have the option of pausing the test. You can also opt to stop the test and nothing will be processed.

Upon completion of the test, your recording is sent to the customer who may then want to review the test, highlight certain parts of the feedback that you provided, and share this with their teams. Videos are stored in encrypted form and can't be viewed by the public.

For more information, please [review our help center article](#) and the [UserTesting privacy policy](#).

### ABOUT USERTESTING

UserTesting is an on-demand human insight platform that quickly gives companies a first-person understanding of how their target audience behaves throughout any experience and why. To learn more, visit [www.usertesting.com](http://www.usertesting.com)



#### HEADQUARTERS

690 5th Street  
San Francisco, CA 94107

#### CONTACT US

1-888-877-1882