



A GUIDE TO UHRS

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Introduction

UHRS stands for *Universal Human Relevance System*. This is a 3rd party platform run by a different company to clickworker. There are a variety of tasks that can be completed on this platform from scoring search engine accuracy to voice recording comparison, validating sections of documents and more. They are known as **micro-tasks**, this means they are usually small and quick to complete but there are usually several on offer.

Access

Many people have access to UHRS including people outside of clickworker. **clickworker cannot fix or change anything on UHRS**. It is not open to all Clickworkers all the time. UHRS decides who they would like to access it at any given time.

Access is dependent on your country of residence and your native language (the language you were brought up speaking, also known as a mother tongue). UHRS will run on most popular browsers, however, some HitApps will require you to use a specific browser, this will be explained in the instructions for the HitApp.

To gain access to UHRS you must take and pass the UHRS I and II assessments. These can be taken via your clickworker account under the “Assessments” section. UHRS I is a test to score your ability to perform certain tasks and follow instructions accurately. **You must gain a score of 85% or more to pass**. UHRS II is where you set up a specific username known as a LiveID to access the platform. If you do not set up the LiveID correctly it can be viewed as a fail for UHRS II.

Neither assessment is repeatable. Verification for the LiveID is usually sent to the email you registered with Clickworker within a few minutes. If you haven't got it after 2 days please contact support. **Make sure to write down or save your LiveID somewhere for future use**.

Working on the Platform

To log in you can must log into your clickworker account and click on the “Start” button for the job named “UHRS (Compare Web Search Results)”. This will start an 8-hour session where you can also log in directly via <https://prod.uhrs.playmsn.com/Judge> doing either will bring you to this screen:



After 8 hours, you will not be able to use a direct URL, you will have to log in via your clickworker account again. Also note that your location will be checked as you cannot log into UHRS when not in the country you live in. If you have difficulties with location checking, please contact support.

When you access the platform you will click on “Sign in with LiveID” a box will pop up for you to enter the email address you created in UHRS II. It will look like this: cw_123456@hotmail.com or cw_123456@outlook.com (depending on which format you chose). Enter this and the password you created. It is important to make sure that you’re not logged into any other Live account or login will fail.

Once logged in you’ll see a screen like the one below. At the top you can see your login name (ignore the “e” at the end), a link to report issues and the “Log Out” link. To the left are links for the “Marketplace” (the current screen), “My Report” and “Settings”. Settings will never be used or changed.

When on this screen you will see “All HitApps”, some move over to the “Favorites” side if you work on them often, they can be removed by clicking the “X” on the particular HitApp.

The screenshot shows the UHRS Web Entry interface. At the top, there is a navigation bar with 'MarketPlace', 'My Report', and 'Settings' links. Below this, the dashboard is divided into two main sections: 'Favorites' on the left and 'All HitApps' on the right. Each section contains a list of HitApps with details such as price, available hits, and a brief description. The 'Favorites' section includes 'Is the Page Adult(V2)? - ENUS', 'BlueDog Location Verification', 'Entity Action and Metadata correctness', and 'Is the Page Adult(V2)? - FR'. The 'All HitApps' section includes 'Dynamics NewsClassification Expanding', 'Entity Relevance V1 (doctor, school, cinema and other) (crowd prod)', 'Junk Labeling', and 'Spam Page'. Each HitApp entry has a 'Start Judging' button and a set of links for 'Guideline', 'Preview', 'Qualification', 'Audit', and 'Training'.

HitApps

A HitApp is a certain type of task or job created by the HitApp owner. In the screenshot above you can see one at the top left. The name of the HitApp is “*Is the Page Adult(V2)? – ENUS*”. In the box it tells you the price per Hit, how many Hits are available, a brief summary of the Hit, and under this are some links:

Guideline – this brings up the guidelines or instructions on how to do the Hits (you

may need a document or pdf reader to read them but most should open in a browser)

Preview – sometimes you can look at what the Hit looks like before attempting it
Qualification – if this is grey it means qualification isn't needed or you've already taken it, click on this to take a test to gain access to the Hit

Audit – this isn't used

Training – sometimes a Hit will let you do dummy Hits to practise

Start Judging – click this to start working on the Hit

You can report any problems with the HitApp to the owner by clicking on the small bug icon in the top right hand corner of the HitApp. Please remember: **clickworker cannot fix broken HitApps.**

Qualifying for a HitApp

Once you click on "Qualification" a pop-up box will tell you how many attempts are left for you to try and gain access, some also tell you how many questions are in the test. The number of attempts, questions and scores to pass will vary for each HitApp. **If you fail all attempts at a HitApp, you cannot gain more.** The only exception to this are if the HitApp owner changes the HitApp so much it requires re-qualification.

Performance

When working on a HitApp the owner will want to know the quality of the answers given. **Most HitApps will have built-in testing in place**, this comes in a few different formats:

RTA – An RTA (Real Time Audit) is a test question built in, when you answer a Hit you'll see a pop-up box telling you if you got the answer correct or incorrect and why.

SPAM – Spam are questions similar to RTAs except that you do not get a pop-up box telling you if you got it correct or incorrect. The only way to track SPAM is to check your report (mentioned later).

Manual Checks – Owners will often check workers answers, if they are not happy with the results or think the Clickworker isn't paying attention or is clicking buttons randomly then they can remove them from the HitApp. No warning is given, however it can be checked by clickworker support so feel free to ask us. (Please note, if the owner removes you, we **cannot** reinstate you).

Speed Checks – Some HitApps also have speed checks, these come in two formats. One will show a pop-up box telling you to spend more time on the answer. The other will give you a warning or remove you automatically if it thinks you're working too fast to be answering correctly.

Scripts/Bots – These can be detected, anyone caught using them could be banned from UHRS and clickworker without pay.

There may be more hidden checks and tests, but these are the most common ones.

Some HitApps give temporary warnings, these come in the form of a pop-up box telling you to “take a break” and removes your access to that HitApp for 24 hours. These warnings stay on file for that particular HitApp, some will let you have 2, 3 or more warnings before removing you permanently, and some don’t give any warning at all. If you get a Temporary warning, it’s important not to work on that HitApp for a full seven days to let your SPAM score reset. [So, it’s important to always try your best!](#)

My Report

Fortunately, [you can check the quality of your work as you go along](#). By clicking on “My Report” you can see what HitApps you have been working on, how much you have earned and the quality scores of each HitApp. To the right there is a drop down box, it’s best to click on this and choose “Full Report” so you can see everything at once. You can choose the timespan you want to look at by changing the start and end date on the left and clicking “Generate Report”.

The screenshot shows a report interface with the following details:

- Start Date: 2015-11-01
- End Date: 2015-11-07
- Current time: 2015-11-06 09:54:09 AM PST
- Report generated: 2015-11-06 09:27:33 AM PST
- Template: Full Report

Hitapp	Judgments done	Valid judgments	Judging hours	Judgments/hr	Potential earnings	Incentive Earnings	Raffle Tickets	Total	# of audits against me	# of audits pending my review	Avg MIP score	SPAM Correct/Total	Spam Score	RTA Score	RTA Correct/Total	JAFI score
Is the Page Adult(V2)? - ENUS	103	100	0.47	216.9	\$2.00	\$0.00	0	\$2.000	0	0	0.000.89	25/28	N/A	0/0	0.00	
Junk Labeling	13	10	0.08	167.7	\$0.20	\$0.00	0	\$0.200	0	0	0.001.00	1/1	0.70	7/10	0.00	
Rate Camera Selection	2	2	0.05	43.0	\$0.20	\$0.00	0	\$0.200	0	0	0.001.00	1/1	N/A	0/0	0.00	
BlueDog Location Verification	71	66	0.57	125.4	\$1.98	\$0.00	0	\$1.980	0	0	0.000.00	0/0	0.93	66/71	0.00	
Entity Action and Metadata correctness	107	87	0.37	292.3	\$2.61	\$0.00	0	\$2.610	0	0	0.000.88	30/34	0.78	57/73	0.00	

Going from left to right:

Hitapp – The name of the HitApp

Judgements done – How many Hits you have answered

Valid Judgements – How many Hits you answered correctly

Judging hours – How many hours you worked on the HitApp

Judgement/hr – An average of how many Hits you have answered per hour

Potential earnings – How much you have earned on the HitApp

Incentive Earnings – How much you have made from incentives

Total – This is always the same as “Potential earnings”

SPAM score - % score for SPAM questions answered. Eg 0.89 = 89%

SPAM Correct/Total – How many SPAM you got correct out of how many answered

RTA Score - % score for RTAs

RTA Correct/Total - How many RTAs you got correct out of how many answered (Raffle, audit, MIP and JAFI are not used)

It is recommended to check your report section periodically so you can have an idea of how you are performing. **If you see your SPAM and/or RTA score going less than 0.80 it may be best to stop working on the HitApp.** You can wait 7 days and the score will reset. Resetting does not apply to temporary warnings.

Payment

As mentioned, pay is shown on each HitApp per task, this means each time you click the “submit” button and you got the Hit correct, you will be paid that amount.

Sometimes HitApps will have incentives such as getting a bonus for doing so many Hits over a certain quality score. This will be shown on the HitApp with a small “i”.

Pay goes over to clickworker account once a week usually on a Monday but it can sometimes take until Wednesday. Weeks are calculated from Sunday to Saturday. The pay will stay in your Account Balance for 21 days while UHRS check the work. You can look at the work sent over in your “Account History” on clickworker. It will have a “Payable On” date, it will be paid on the Wednesday-Friday following that date.

Tips and Advice

- **Take training** on any HitApp that offers it, it will help you to understand it and get feedback.
- **Always look at the guidelines**, have them open on another tab or monitor if possible or print them out to have them handy.
- **Don't go too fast**, even if you think you're getting the answers right and especially if you're new to the HitApp. Double check your answers before hitting the submit button.
- **Join the clickworker official forum** linked at the top of your clickworker account. Here there is a list of HitApps known to be broken but still showing on the platform. You can also join in discussions about HitApps or ask questions if you're not sure on anything.
- **Be wary of doing adult HitApps**, many will lead you to sites that have viruses or malware on them. Because of this they are always considered broken, however many work on them with little or no issues.
- **If you think there's something wrong with a HitApp always report it** using the bug icon. This is your only link to the owner. If you see an RTA that is incorrect you can also take a screenshot, attach it to an email and send to support via help@clickworker.com. This can then be passed on to UHRS.

Set Up

Although UHRS isn't an intensive platform to run on your PC, it will be helpful to have a decent internet speed and at least **2GB of memory and running Windows 7 or above**. Speakers and a good sized monitor helps as well. As you may be looking at several websites showing various media to you, it's advisable to have the following installed on your PC:

- Adobe Acrobat Reader
- Adobe Flash Player

- Adobe Shockwave Player
- Java

These programs are free and can be easily downloaded by Googling them. Make sure to keep them updated as well.

Your browser ideally shouldn't be on the highest security setting (try medium-high) as it may block many sites you need to look at. Make sure you have a good anti-virus and that the language setting on your browser is correct.

Troubleshooting

- If you log on and there are **no Hits, it could just be a quiet period**. However, if you'd like your account checked please email support.
- If you get the message **"All Hits Leased"** this means that there's no Hits left on the HitApp. This also applies to qualifications, even if Hits show, it means there's not enough test questions loaded for you to take the test. Also note that **"Available Hits"** isn't always in real time so it's not always accurate.
- If a **HitApp you work on frequently isn't appearing** and others have access then you may have been banned or removed. To find out which and for a possible reinstatement, please email support.
- The **"Allow Content"** message shows on some HitApps, select yes to show content on the HitApp.
- Some pages don't load if you have a **pop-up blocker or advert blocker** installed.
- If you get the error message saying **"You attempted to log into UHRS using cw_123456@hotmail.com. UHRS does not have a judge account associated with this Microsoft account"** please email support. If it shows a different email address then it means you're logging on with the wrong email address.
- **"Only secure content is displayed"** this may show when looking at certain sites. Google how to allow this for the browser you're using.
- If you have passed the assessments and cannot see the UHRS "job" on your clickworker workstation then please click on "Show All Jobs" just in case you have hidden it by accident. If you're in the US you will have to have entered an SSN to see the job. If neither of these steps help please email us.
- For **other login issues** please follow the following steps:
 1. Clear cache and cookies. Please note this will delete stored login info.
 2. Check Windows Time. Make sure the clock is set to the right date, time and time zone.
 3. Log out of any Live.com accounts and make sure any auto login for them is disabled.
 4. For Windows 8 and 10 make sure you remove your LiveID from Windows. (Control Panel>User Accounts and Family Safety>User Accounts>Make Changes to Account>Sign In Options. Choose "Sign in with a PIN"). Perform step 1 again and try to log in.
 5. If 1-4 don't work and you are still having problems, please email support.

Frequently Asked Questions

Q: The UHRS task on the clickworker dashboard says it's timed out! Will I not get paid?!

A: Fear not! This doesn't matter at all, it's just a feature of the clickworker dashboard. Your work is recorded on UHRS regardless.

Q. I'm trying to log in via the URL but it just takes me back to the login screen, why?

A. This is probably because your session has timed out and you need to log in via your clickworker account instead.

Q: I can see UHRS (Compare Web Search Results) on my clickworker account but when I click on it and log into UHRS it says there's no HitApps available! Is my account broken?

A: Fortunately, your account is fine. As clickworker and UHRS are two totally separate platforms we cannot remove the link on clickworker when there's no work on UHRS. It stays on there all the time, regardless of the amount of work on the UHRS platform. Please note that there are times when some countries may not have work, if you can log into your account then you have not been banned or removed from UHRS entirely.

Q. When I try to log in via clickworker it can't get my location. Why is this?

A. This could be because you're not in your home country. Another reason may be that the settings on your device aren't allowing your location to be tracked. Make sure your browser and your operating system are allowing tracking. If you have done this and you're still having issues, please contact support, preferably showing a screenshot of the settings set to "allow" for your browser and OS.

Q. Why does it say my account is disabled when I try to log in via my clickworker account?

A. This is likely to happen if you're using a VPN/proxy. Some workplaces and public Wi-Fi spots use these so it may be best to avoid them and only use a connection you know is using a standard IP address. Please contact us if you get this message.

Q: Why does it say my account is expired when I try to log in?

A: Expiry usually happens when you haven't done a Hit for a month or more. Email support to get your account reactivated.

Q: Why does it say "potential earnings"? Does this mean I might not get that amount?

A: This may be an old label, you will get what you have earned in this section.

Q: I failed the UHRS I assessment because [insert any reason here], can I take it again?

A: Sorry, the assessment isn't repeatable. The only exception is if we were having some kind of technical issues. Take a screenshot and send it in if you get an error message.

Q: I failed the assessment. Can I just open another clickworker account to take the UHRS assessment again?

A: No. This is a serious violation of our terms and conditions and you could be banned from clickworker.

Q: I was banned from a HitApp but don't think it's fair, can I get it back?

A: Yes and no. If you think you were banned from a HitApp unfairly please email us. Let us know your UHRS LiveID, the full, exact name of the HitApp, the last date you worked on it and why you think you were banned unfairly. We can then consider reinstatement but cannot guarantee it.

Q: How much money can I make on UHRS?

A: This is very hard to answer, it depends on the work available, how many correct answers you give, how long you want to work on the platform each day. It is best not to rely on micro-work to pay bills, rent etc

Q: My report doesn't show the work I did! Is it broken?

A: My Report can sometimes take a while to update. It's normally done in 20 minutes or so but it can take an hour and occasionally sometimes longer especially at the weekend. It does, however, always catch up eventually.

Q: I've forgotten my UHRS login, how can I find it again?

A: You can look at a previous invoice, open it and look for your Clickworker# on the top right. Put this number in this address [cw #####@hotmail.com](mailto:cw#####@hotmail.com) or outlook.com. If you don't have any invoices, go to your clickworker profile, the number will show at the end of the URL in your browser. If stuck, please email support.

Q: I can't remember my UHRS password, how can I reset it?

A: You will need to go to live.com and request a reset code for your UHRS login email. The code will be sent to the Hotmail or Outlook account you created, you can then set a new password.

Q: I saw a HitApp where the pay said "N/A". Why is that?

A: Although this is rare, it's very important you DO NOT work on a HitApp that says this. It means you may not get paid. This may have been loaded in error or is on there for testing.

Q: I'm working on a HitApp, it's obviously broken as it's paying me for wrong answers/giving the same question all the time/[other glitch]. Is it ok to keep working on it?

A: No. If you can see a HitApp is obviously broken or glitched, please do not take advantage of it. UHRS can remove pay or even ban anyone who intentionally takes advantage of an obvious glitch. Always report using the bug icon.

Q: I heard you can only use IE to take assessments and/or work on UHRS, is that true?

A: This used to be true but is no longer the case.

Q: My friend can see [name of HitApp] but I can't, why not?

A: This may be because your language/country combination is different to your friends, you have been banned from the HitApp or, in rare cases the owner has closed the workforce for the task.

Q: If I put English as my native language/say I live in the UK or US can I get access to the UHRS assessments?

A: Not necessarily, UHRS accepts people who speak an official language of the country they reside in to take the assessments. Your location will also be checked by the system to make sure it is correct.

DISCLAIMER

All information on UHRS is strictly confidential. This includes general platform information as well as details about individual HitApps, quality management measures, etc. Any unauthorized use, copying, disclosure or (online) distribution of material and information without the prior written consent of UHRS is strictly forbidden.

We hope you enjoy working on UHRS! If you have any questions, please contact us at help@clickworker.com

-Clickworker Support-