

A GUIDE TO UHRS

V 1.01

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Introduction

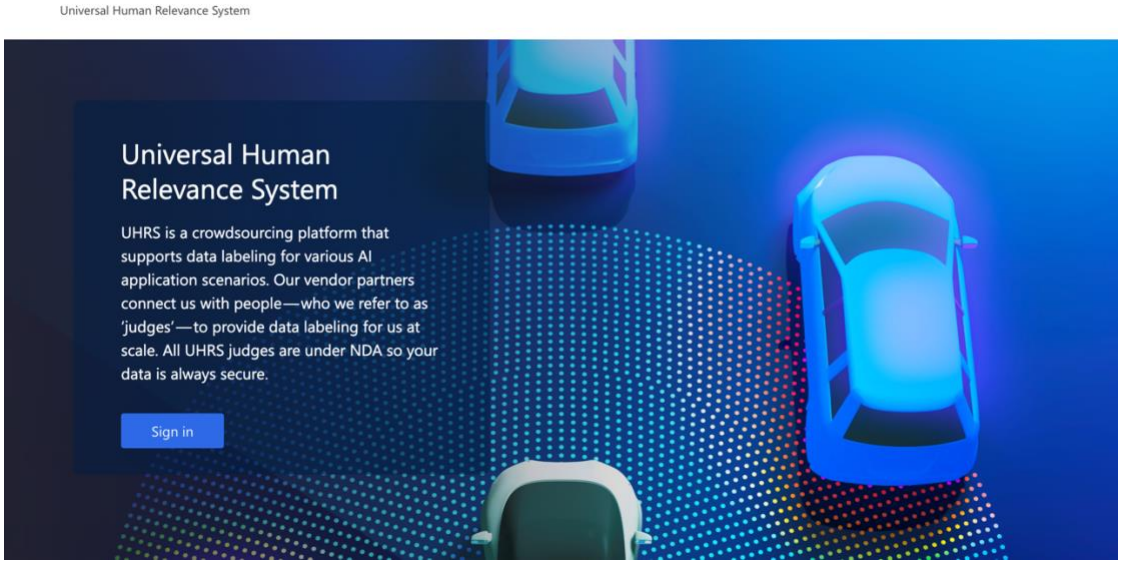
UHRS stands for *Universal Human Relevance System* and is a 3rd party platform run by another company. There is a variety of tasks to be completed on this platform - from scoring search engine accuracy to voice recording comparison and validating sections of documents and more. They are known as micro-tasks, meaning they come in a large number, but each one is usually small and quick to complete.

Access

To gain access to UHRS you must successfully take the UHRS assessment. It can be taken via your Clickworker account under the “Assessments” section and it includes an English language test and a second part where you set up a specific LiveID to access the platform.

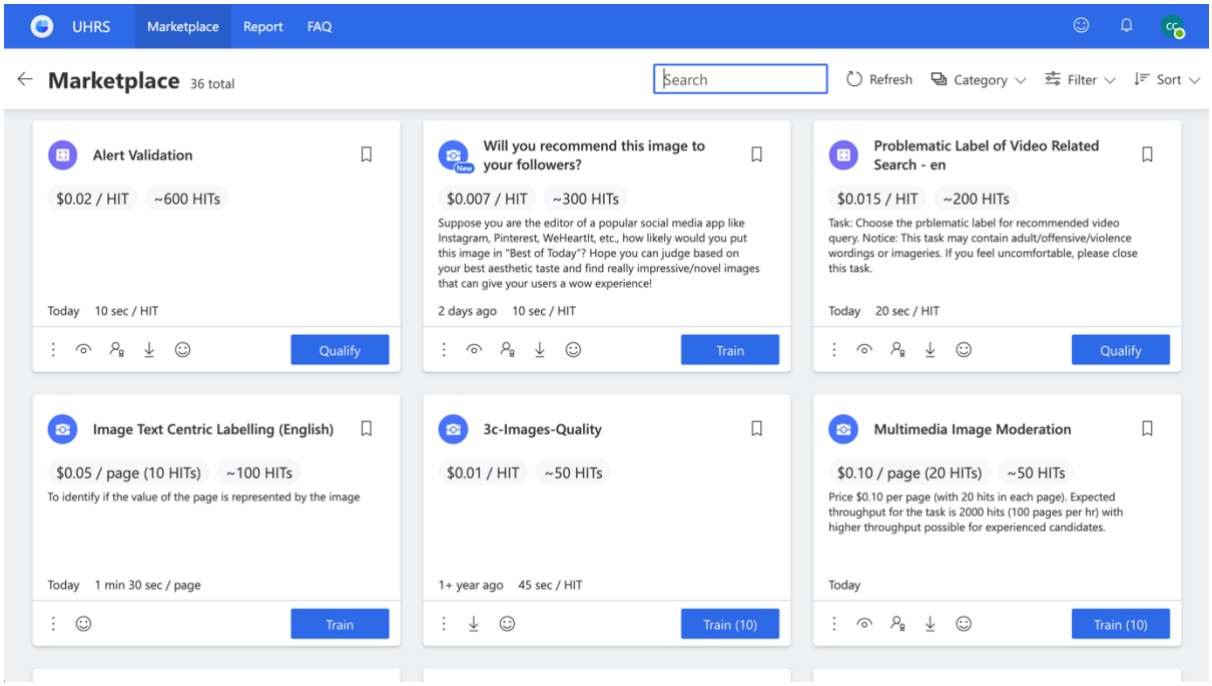
Working on the Platform

To log in, log into your Clickworker account first and click on the “Start” button for the job named “Click here for more tasks on UHRS!” You can also just click on the UHRS banner in the top row of your workplace. Doing either will bring you to a screen that shows the link to UHRS. Clicking it then forwards you to this screen:



Here you will click on “Sign in”- a box will pop up and you need to enter the email address and the password you created during the UHRS assessment. It is important to make sure that you’re not logged into any other Live account or login will fail. At later login attempts, this step might be automatically skipped if your login information is still stored in your browser cookies.

Once logged in you’ll see a screen like the one below.



HitApps

A HitApp is a certain type of task or job created by the HitApp owner. In the shot above you can see a few of them listed in a grid. In each tile, it tells you the price per Hit, how many Hits are available, a brief summary of the Hit and a button to either train, qualify or start working.

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 exceptions to this are if the HitApp owner reopens qualifications or 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).

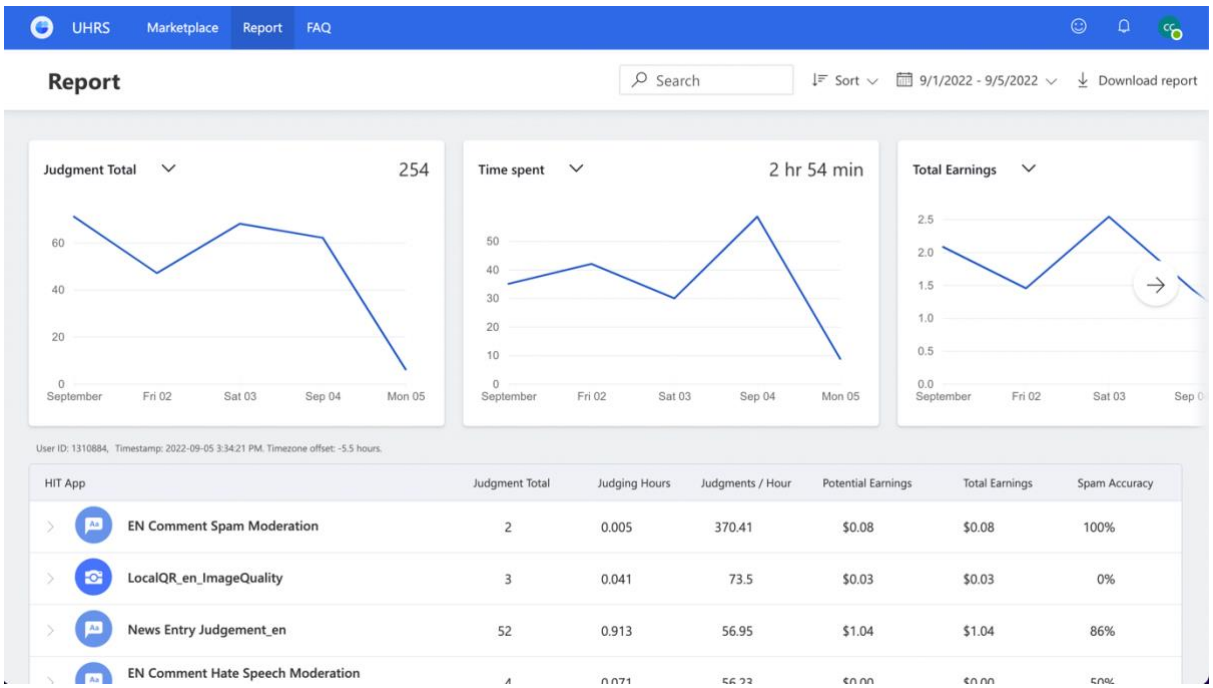
Speed Checks – Some HitApps also have speed checks, these come in two formats. One will show a pop-up box telling you to spend more time on the answer. The other will give you a warning or remove you automatically if it thinks you're working too fast to be answering correctly.

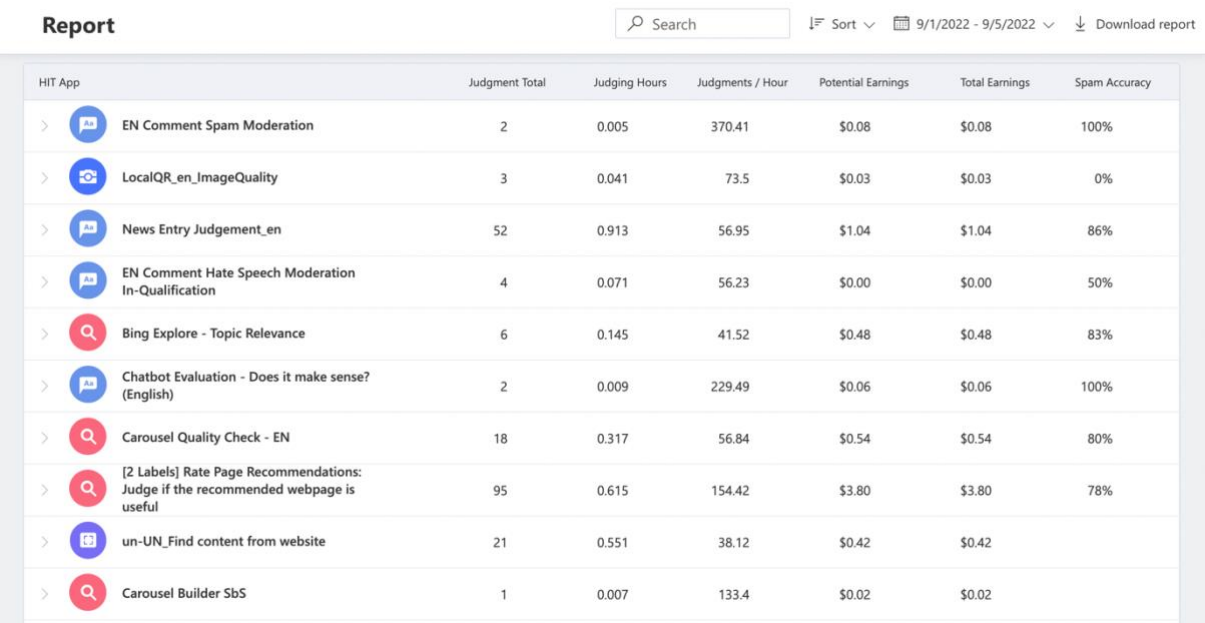
Scripts/Bots – These can be detected, anyone caught using them will be banned from UHRS and Clickworker without pay.

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. So, it's important to always try your best!

Report

Fortunately, you can check the quality of your work as you go along. By clicking on "Report" you can see what HitApps you have been working on, how much you have earned and the quality scores of each HitApp. You can choose the timespan you want to look at by changing the start and end date on the left and clicking "Generate Report".





HIT App	Judgment Total	Judging Hours	Judgments / Hour	Potential Earnings	Total Earnings	Spam Accuracy
EN Comment Spam Moderation	2	0.005	370.41	$0.08	$0.08	100%
LocalQR_en_ImageQuality	3	0.041	73.5	$0.03	$0.03	0%
News Entry Judgement_en	52	0.913	56.95	$1.04	$1.04	86%
EN Comment Hate Speech Moderation In-Qualification	4	0.071	56.23	$0.00	$0.00	50%
Bing Explore - Topic Relevance	6	0.145	41.52	$0.48	$0.48	83%
Chatbot Evaluation - Does it make sense? (English)	2	0.009	229.49	$0.06	$0.06	100%
Carousel Quality Check - EN	18	0.317	56.84	$0.54	$0.54	80%
[2 Labels] Rate Page Recommendations: Judge if the recommended webpage is useful	95	0.615	154.42	$3.80	$3.80	78%
un-UN_Find content from website	21	0.551	38.12	$0.42	$0.42	
Carousel Builder SbS	1	0.007	133.4	$0.02	$0.02	

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 over a certain quality score. This will be shown on the HitApp with a small “i”.

Pay goes over to Clickworker once a week, usually (but not always!) on Mondays. Weeks are calculated from Sunday to Saturday. The pay will stay in your Account Balance for 39 days while UHRS checks 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.

Troubleshooting

- If you log on and there's 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.
- Getting the "Allow Content" message shows on some HitApps, always let it always 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. On IE11 click on the cog on the top right-hand corner then: Internet Options>Security Tab>Custom>scroll down to "Miscellaneous, under "Display Mixed Content" change it to "Enable" to show secure and unsecure pages or "Prompt" if you'd like the browser to warn you in advance. There's usually no risk by viewing all content.

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 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.

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.

Q: 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 will you be banned from Clickworker without pay.

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!

Q: I've forgotten my UHRS login, how can I find it again?
A: Just start the UHRS task, it will be shown to you right below the link to UHRS.

Q: I can't remember my UHRS password, how can I reset it?
A: You will need to go to live.com and use the password recovery option.

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 will remove pay of anyone who intentionally takes advantage of an obvious glitch. Always report using the bug icon.

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.

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

-Clickworker Support-