Paid Project Handbook
Welcome to uTest!

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# Paid Project Handbook

Let’s Get Started!

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Getting Started with Paid Projects Checklist

Completing the following steps will ensure that you are on the road to success:

☐ Read and understand the topics covered in this Handbook

☐ Complete your Expanded Tester Profile (and remember to update once a month)


☐ Visit uTest University http://university.utest.com/
Introduction

Welcome!

NOTE: This handbook is for those with an Expanded Profile, who are eligible for paid projects. If you are interested in expanding your profile, click here.

We hope this Handbook will guide you through what you need to know to begin successfully working as a freelance software tester with uTest. As essential as this handbook is, it is important to know that it is not all inclusive. This resource is here to get you up and running but there are many more helpful tips available within uTest University’s Paid Project Essentials and our uTest Forums. Links are provided in each section to bring you to the particular uTester Basic Course that further elaborates on that topic.

“Once you join uTest, make an effort to learn and get comfortable with the uTest platform. Utilize the uTest forums by reviewing and participating in various discussions and raising your hand for upcoming opportunities. You will become known within the community when you start contributing and helping other testers in various discussions.”

- Elena Houser Gold uTester since

Please be sure to read through this handbook in its entirety and check out all the great resources we have to offer. You will also find a handy checklist to make sure you completed the most important action items to get you on your way.

We are excited to have you in our global community of software testers and we look forward to your future participation.

Regards,

The Community Management Team
About uTest Inc.

uTest is an open community that exists solely to promote and advance the disciplines that comprise QA and the people who do this work. As the tester facing brand of Applause, uTest provides in-the-wild testing services – including functional, security, load, localization and usability testing – that span the entire software development lifecycle. The company's community of 150,000+ professional testers from over 200 countries put web, mobile and desktop applications through their paces by testing on real devices under real-world conditions.

Paid Project Essentials

Paid Project Essentials are designed to get you up-and-running in the most efficient way possible. These courses include a number of topics such as Getting Started, Invitations, Participation, Payments and Resources.

A link to Paid Project Essentials can also be found in the lower left corner on the platform. So help is never more than a click away!

http://university.uteast.com/category/paid-project-essentials/

Tester Forums

The uTest Forums provide members of our community with a place to discuss all things related to uTest, as well as software testing in general. Discussions include testing tips and resources; uTest best practices; platform updates and much more. Discussions are moderated by the uTest Community Managers, as well as Global Moderators - who are select members of the uTest community.

The Forums are by far the easiest way for new testers to acclimate themselves to the uTest platform, and to get assigned their first test cycle. Here, you'll be notified of new uTest projects from some of the most exciting software companies in the world. If you have further questions, you can simply ask another member of the uTest community by posting a new topic.

In order to access the Forums, simply use the same login credentials that you use for your uTest Profile.

http://forums.uteast.com
Basic Terminology

- **Community Manager (CM)** – Manages the community of uTesters, including the Forums, uTest University and projects. Assists testers with various topics and questions. Helps to build test teams. Provides learning and engagement experiences for testers.
- **Project Manager (PM)** – Manages the test cycles and maintains the relationship between customers and testers.
- **Test Manager (TM)** – the point person who manages test cycles on the customer side
- **Test Team Lead (TTL)** – select members of the uTest community who contribute in certain test cycle activities that are usually reserved for project managers
- **Platform** – uTest web property where test cycles are managed. This is also where testers log bug reports, test cases and surveys
- **Test Cycle** – Paid project with a specific start and end date
- **Continuous Test Cycle** – Paid project with multiple builds. Each build has a specific start and end date
- **Build** – A version of a program or application. As a rule, a build is a pre-release version and as such is identified by a build number, rather than by a release number
- **Test Case** – Guided testing document
- **EPR (Exploratory Path Report)** – EPR or Exploratory Notes are a self-guided test case where testers document the steps they take in their exploratory testing efforts
- **Issues** – Synonymous with bugs (functional testing), surveys (usability testing), vulnerabilities (security testing). On our platform, the ‘Issues’ tab is where you can submit all of these types of reports. Test cycles that have test cases will have a separate tab for those
- **Chat** – Real time, customer facing, chat room that can be found on the testing platform. Each individual test cycle has its own chat room and gives you the ability to add testers within a cycle to your contacts list for 1-on-1 conversations
Who Does What?

As you will see each test cycle at uTest is unique and many of the tasks in a cycle can be done by various different people. Here is a general list who does what at uTest.

<table>
<thead>
<tr>
<th>Who Does What</th>
<th>PM</th>
<th>TM</th>
<th>TTL</th>
<th>CM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensures scope is in line with Customer needs</td>
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<tr>
<td>Creates test cycles</td>
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<tr>
<td>Interprets and triages bugs for customers</td>
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<tr>
<td>Answers questions on behalf of customer</td>
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<tr>
<td>Marshalls the community</td>
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<td>Reviews test case results</td>
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<td>Approves test cases</td>
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<td>Approved bugs</td>
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<td>Approves tester reviews</td>
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<td>Engages with community on forums</td>
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<tr>
<td>Provides testers training opportunities</td>
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Uncommon Sense

Standard uTest Project procedures that may not be obvious.

- No emulators or simulators (unless specified in the scope or Chat)
- No OS beta versions or jail broken phones (unless specified in the scope or Chat).
- Bugs in a second environment and permutations of a single defect [i.e. found on a second page of a site] are assumed duplicate unless otherwise specified
- Testers cannot be removed from a test cycle once they have logged a bug or claimed a test case.
- Issues accessing the testing site, download or application are not considered bugs. If you cannot log in, download the app to test or if the testing site is down, etc. please use Chat in the test cycle or email the Project Manager.
Rules and Agreements

Code of Conduct

Our testing community is a vital part of what uTest is and does. This Code of Conduct serves to sustain a level playing field and advance the uTest experience for all parties – customers, testers and partners.

You are expected to...

1. **Never publicize customer information outside the uTest Platform** – including customer/product name or any information revealed in a test cycle. This includes testing a competitor's application and sharing information in any way. A recommended practice is to disable all applications with sharing functionality while you test. Due to the severity of this violation, infractions will result in the permanent suspension of your account
2. **Never use file sharing sites to host any information from your testing sessions** - instead, always attach relevant files directly onto the uTest platform (30MB limit per file; up to five files per report)
3. **Never discuss or question payouts in front of customers**, whether via bug reports, disputes, Tester Messenger or Chat. All comments related to payouts should be directed to the project manager privately
4. **Never contact customers outside of the uTest platform**. Additionally, never contact project managers unless it is related to a specific test cycle that is pending, active or locked
5. **Always be professional and polite** when communicating with other testers, project managers, and especially customers (via reports, disputes, Tester Messenger and Chat). The uTest project manager is available to review your comment before you share with a customer
6. **Always follow test cycle instructions** and complete each assigned task thoroughly. You may utilize the test cycle’s Chat to clarify any questions (however, do not post a bug to the Chat to request if it is valid or not)
7. **Never create more than one uTest account** or payment account or share your uTest account or payment account with anyone else
8. **Never falsify information in your tester profile** (e.g. legal name, location, hardware) and never use emulators, simulators, and beta software for testing, unless otherwise instructed by a uTest employee
9. **Never create a “placeholder” bug report**, only to alter its content later
10. **Never ask, whine or beg the customer or Project Manager to approve your testing work, remove you from a test cycle or make you a Favorite Tester**. If you believe your bug was rejected mistakenly, [dispute the rejection](http://university.utest.com/resources-best-practices/#coc) directly from the test cycle or contact the [Project Manager](http://university.utest.com/resources-best-practices/#coc) if you have more than five rejected bugs

http://university.utest.com/resources-best-practices/#coc
Bill of Rights
When you are participating in a paid project, you have certain rights in your engagement with uTest and its customers. These serve to protect you from unfair treatment, ensure consistency across our community and enable you to be productive.

You have the right to…

- Be treated fairly and professionally by uTest and its customers
- Be paid accurately and in a timely manner, twice per month via PayPal or Payoneer
- Receive clear scope, instructions and payouts for each test cycle before you accept or decline
- Decline a test cycle if you do not wish to participate
- Receive timely updates about changes to test cycle scope or payouts
- Ask questions about the scope of a test cycle via the Chat
- Have your reports reviewed within 35 days of the test cycle becoming locked
- Dispute a rejected report within the stated rules and monthly limits
- Contact a project manager about any pending, active or locked test cycle, so long as the question is professional
- Contact a community manager if you have questions that are not answered on the forums or Paid Project Essentials at testers@utest.com

http://university.utest.com/resources-best-practices/#coc

Three-Strike Policy
The goal of the Three-Strike policy is not to unfairly police and punish people, but rather to hold our testing community to a high standard. By improving the caliber of our testing community, we improve the value that we bring to our customers and fellow testers who abide by these policies.

Any infractions to the Code of Conduct will be reported by the TTL or PM to the CM Team. Please note that this policy is in regards to testers conduct, not their testing abilities. All infractions will count as strikes on the tester’s record; each strike has the following effects:

1. The first infraction will be Strike One, which counts as a First Warning on the tester’s file and an email will be sent to the tester from the CM Team
2. The second infraction will be Strike Two, which counts as a Second Warning and will result in a temporary suspension of the tester’s account for a time period of the CM Team’s discretion (minimum suspension of one week)
3. The third and final infraction will be Strike Three, which will result in the closing of the tester’s account permanently

http://university.utest.com/resources-best-practices/#threestrikes
Confidentiality and Non-Disclosure FAQ

Can I talk about a uTest customer or app?

No. uTest’s terms and conditions prohibit talking about any uTest project by name (customer name or application name) on any media outside of uTest’s platform, uTest Forums or that cycle’s Chat.

Can I talk about a customer or app that I am testing on Twitter, Facebook, blogs or message boards?

No. Our customers require absolute privacy relating to past, current and future projects. For this reason, uTest’s terms and conditions prohibit talking about any uTest test cycle by name (customer name or application name) on any media outside of uTest’s platform, forums (private sections only) or Chats. This includes personal sites, blogs, forums, message boards or social media sites such as Twitter, Facebook and LinkedIn. We don’t do this to be harsh or stifle our testers, but rather to protect the all-important privacy of our customers.

Can I talk about the fact that I am a uTester or that I am working on a uTest project?

Yes. You can state less specific details like the following: that you’re testing a "uTest project,” a “web application through uTest,” or even “an iPhone app on uTest.” These examples are fine as long as you leave out specific customer or application names.

uTest Terms & Conditions can be found here:

http://www.утест.com/terms-of-use

http://university.утест.com/resources-best-practices/#nondisclosure
Expanded Profile

Updating Your Profile:

In order to be matched with incoming projects, you will need to keep your profile complete and up-to-date. Be sure to update your profile as you pick up new gadgets (mobile devices, laptops, etc.) and update your software. In addition to updating the hardware/software section of your profile, removing outdated items you no longer own is also very important. Therefore in order to update your profile, navigate to Account & Settings where you will find the following:

- **Account Information**: The account information tab contains most of the basic details used to match you with projects. Apart from your account details, location, and language, you can also specify the number of hours per week that you are willing to dedicate to projects and schedule any dates that you will be unavailable.
- **Testing Expertise**: The testing expertise tab is where you will go to specify which testing types you are willing to participate in cycles for. Depending on your choices, you can then provide more detailed information on your relevant level of expertise in each category.
- **Experience & Skills**: The experience & skills tab is where you can enter which industries, hobbies and social networks you belong to.
- **Hardware & Software**: The hardware & software tab of your account & settings is where you can select which application types you wish to test as well as where you'll go to add any devices you might own or have access to for testing.

**Important**: Be sure that you have the appropriate Application Types selected under Hardware & Software. For example, if you want to participate in mobile app testing but don’t have mobile selected you will never receive any mobile projects (even if you have a mobile device added to your profile). This also applies to the testing types.

Profile Completion Percentages (not exhaustive):

- Personal Info (city, postal code, phone, birth year, gender) entered: 2%
- Avatar Photo uploaded: 3%
- "About Me" completed: 5%
- At least one computer entered: 10%
- At least one mobile device entered: 10%
- At least one experience & skill selected: 10%
- At least one testing type selected: 3%
- At least one application type selected: 2%
- Testing expertise completed (if you selected functional on the Project Preferences page, you need to rate at least one functional activity on the Testing Expertise page): 25%

For more information on keeping your profile up-to-date, as well as information on Profile Settings and your Public Profile review the uTester Basic Course here: [http://university.utest.com/getting-started/#updateprofile](http://university.utest.com/getting-started/#updateprofile)
How am I rated?

All testers who participate in paid projects are rated against other active members of the community based on their quality and activity level (tester rating calculations are performed on a daily basis). There are a total of five rating tiers: Gold, Silver, Bronze, Proven and Rated (if you do not have a badge/tier, this simply means that you have not filed enough "activity" points - this threshold equates to approximately five "Exceptionally Valuable" bugs). Testers can be Gold in Functional testing, and be lower or even unrated in testing types they are less interested in.

Detailed Ratings per Testing Type

Instead of earning one overall rating, testers earn one rating per testing type, based on their activity level and quality of work for test cycles of that testing type. The thresholds for tester ratings differ across testing types. For Functional, the breakdown of ratings among the tester population is as follows: Gold represents the top 4% of rated testers in the community; Silver represents the next 5%; Bronze represents the next 6%; Proven represents the next 35%. This breakdown may vary from each testing type, please refer to your tester snapshot for more details.

Additionally, Gold/Silver/Bronze testers receive higher payout rates than other members of the testing community: Gold testers receive a 10% premium on all approved reports, while Silver and Bronze testers receive a 5% and 2.5% premium, respectively.

Payout increases are determined by the rating that applies to the test cycle's testing type. For example: If a tester is a Silver Security tester but a Rated Usability tester, he gets 5% extra for Security bugs but not for Usability.

Your overall rating is made up of several factors called sub-ratings. Your profile shows two of them: Activity Level and Quality of Participation.

Activity Level

- Lifetime participation level: # reported bugs, # approved bugs, etc. (see “Quality of Participation” below)
- Recent participation level (prior 3,6,12 months)
- Reliability: Reporting bugs and test cases for those in which the Test Cycle Agreement was checked and vice versa
- Declining a test cycle has higher positive weight than Accepting a test cycle without submitting at least one report
Quality of Participation

- Approval percentage takes into account Exceptionally Valuable and Very Valuable approved reports. For example: a tester with an average (75%) bug approval percentage, who finds mostly “Exceptionally” valuable bugs will be have a higher rating than a tester with a very high (95%) bug approval percentage who finds mostly “Somewhat” valuable bugs. (Please note that your approval percentage is not your rating it is simply part of what we use to determine your rating.)
- Approval percentage for all types of reports (surveys, test cases, usability reports, etc) that also take into account tiered value.
- Rejected disputes have more negative weight than an initial rejected report.
- Accuracy of your initial bug report/severity classification. If your bug is reclassified it will hold more negative weight.

http://university.utest.com/resources-best-practices/#ratingsystem
Project Participation

Test Cycle Status
Depending on when you access a test cycle that you have been invited to, it may be in one of the following phases:

Pending Activation:
Test cycles with a Pending Activation status aim to recruit and prepare the testing team ahead of the formal project launch (not all test cycles will go through this phase). When you receive a test cycle in this phase, please accept or decline the opportunity as soon as possible because there are typically limited slots available on the testing team. When you accept the test cycle, you will receive an email notification when the test cycle activates. If you decline the test cycle, you will no longer receive notifications about the test cycle (nor will you be able to participate in it). For pending activation test cycles, please do not perform any testing until the test cycle is in Active status.

Active:
Test cycles with an Active status are ready for testing. To participate, you will first need to accept the test cycle (read through Scope & Instructions carefully before committing to participate). Once accepted, you will be able to submit bug reports and/or test case results.

Locked:
Test cycles with a Locked status are no longer available for bug reporting and test case submission (you may claim available test cases, but cannot submit them unless the test cycle reactivates). There are special cases in which the customer may reactivate a locked test cycle, so please view the test cycle Chat for this information. Remember, test cycles may lock well before the stated "End Date" listed in the platform. The various reasons for this include the customer temporarily locking to adjust the scope and instructions, or the test cycle had a high participation rate that resulted in the bug limit being reached early, just to name a few.

Closed:
Test cycles with a Closed status are permanently unavailable for testing.

http://university.utest.com/participation-test-cycle-primer/#tcstatus
Accepting & Declining a Test Cycle

When you receive a test cycle invitation, via email, you have the option to either Accept or Decline the project opportunity. If you accept the test cycle, you must view this as a binding decision and make every effort to participate in the specified timeline (you must accept a test cycle to be able to report bugs and test cases). On the other hand, if you’re not available for testing or perhaps you are not interested in a particular test cycle, you have the option to decline. For test cycles that you decline, you will no longer be able to view them in your Test Cycles list.

Occasionally, you will be invited to a test cycle with a status marked "Pending Activation." The purpose of these test cycles is to gauge interest and assemble members for the testing team. If you are invited to such test cycles, please remember to either accept or decline – if you accept the test cycle, you will receive another email notification when the test cycle activates, whereas if you decline, you will not receive further notifications from said test cycle. If the test cycle requires you to email a project manager to further qualify you for the project, go ahead and accept the test cycle (if there are no slots available to you on a Pending Activation, your rating will not be affected). For pending activation test cycles, please do not perform any testing until the test cycle is activated.

http://university.utest.com/invitations/#acceptdecline

Why Can’t I See The Test Cycle I Was Invited To?

Occasionally you will receive an email invitation for a test cycle that you are unable to find in the platform. This situation could be caused by one of two situations:

- The most common is due to a feature of the platform called “Team Max.” When a customer creates a test cycle, they are able to set a predetermined maximum number of testers that will be allowed to accept and participate. Therefore, if a test cycle has a Team Max of 20 testers, but the customer has invited 100 testers, only the first 20 testers to log in and accept the test cycle will be allowed to view the test cycle and participate in it. Therefore, if the Team Max is reached before you log in, you will not be able to see the test cycle.
- The other reason that you may not be able to see a test cycle you were invited to is because you were manually removed from the test cycle by the Project Manager. This happens infrequently so please do not email the project manager to verify if this is the case (i.e., you can safely assume that you did not accept the test cycle before the “Team Max” limit was reached).

http://university.utest.com/invitations/#invitefaq
How do I Submit Test Cases?

If a test cycle contains test cases to be completed, you will first need to claim them from the test case library. To do so, accept the test cycle agreement and proceed to "My Test Cases." On this screen, you will be presented with the test cases associated with this particular test cycle. Under "Available Test Cases," you can view which test cases are available for you to claim based on your testing environment and predetermined rules set by the customer (e.g. limited number of testers per environment, limited number of pending test cases per tester). If a test case is available for you to claim, you will see a "Claim" button under the 'Action' column; if unavailable, you will see "Not Claimable" instead. To preview each test case, click on the test case name. To claim an available test case, click on the 'Claim' button to the right of each test case. When you claim a test case, you will need to select the testing environments you are able to test against. Only claim one testing environment per test case unless otherwise noted under 'Scope and Instructions'.

Remember, you may not claim any test cases once you have reached the predetermined limit per tester and/or the limit of pending test cases per tester (this limit is based on the test case level, as opposed to the test case and testing environment combination level). Once you have completed one or more test cases, check back under "My Test Cases" to see if you’re eligible to claim more test cases. Additionally, you can still claim test cases if the test cycle is in the locked status, but you cannot submit results unless the test cycle reactivates.

When you are ready to begin executing the test case, please click on the "Start" button of the relevant test case. You then have the ability to click Pass/Fail next to each step until all steps have been completed. If you are unable to complete the steps, you may click the "Submit" button and select a reason (e.g. invalid test case, unable to complete). Doing so will result in a "Skipped" test case, and no payments will be issued. After you have submitted your test case, you may click on 'My Test Cases' at any time to view the status of your submitted test case (approved/rejected).

http://university.utest.com/participation-submitting-reports/# testcase

Writing Quality Bug Reports

Writing quality bug reports is essential to success at uTest. The following points are just a few aspects of a quality bug report. For a more detailed explanation you can view the webinar and .pdf of our presentation on Writing Quality Bug Reports.

- Title – a concise summary of the issue
- Reproduction steps – detail the quickest and clearest route to the issue
- Attachments – these are not a replacement for writing up the full reproduction steps. Please use .png ,.jpg or .swf files. Do not paste screen shots into PowerPoint or Word documents.

When do I Dispute a Rejection

You should only dispute a rejected bug if you are certain that you are correct. Perhaps you did not elaborate enough in your first attempt, and now have additional information for the customer to properly understand the bug. You may use the Chat to clarify any misunderstandings centered around the scope of the test cycle (do not use the Chat for difference of opinions on how things should work or post a bug to the Chat to request if it is valid or not). If you determine that you need to dispute the bug, please click on your rejected bug and then click the Dispute Rejection button; you will be provided one chance to provide more information to the customer for further review. Be sure to communicate professionally and provide further evidence, such as screenshots and video captures (you can upload new attachments after you dispute the bug by clicking on the "Edit" button of the report). This will increase the likelihood of your dispute to be accepted.

One note of caution: Do not overuse this feature. If your bug is a duplicate, works as designed, out of scope, or not reproducible, it may be rejected completely - even if you dispute it. On the other hand, if you were misunderstood, then you may re-explain concisely (you will have limited space for your dispute explanation). Additionally, never ask the customer to approve your testing. Testers who violate these rules may be subject to temporary or permanent account suspensions.

Additionally, do not use the Tester Messenger or Dispute feature to negotiate with the customer in any way. In other words, do not ask the customer not to reject your bug or bring up your tester rating as a reason for not rejecting the bug. We monitor all disputes and tester messenger discussions; testers in violation of this rule will be subject to further review and possible suspension of their accounts. We recommend that you state the issue professionally, clearly and concisely in the first place so that you will not need to dispute a valid bug. And because testers are allotted a limited number of total disputes per month, we advise that you use this feature sparingly and accordingly.

[Link](http://university.utest.com/participation-submitting-reports/#disputereject)

How Long is The Bug Review Process?

The review timeframe will vary. There are some customers who consistently review reported bugs as they trickle in. For example, the test cycle may still be active, but the customer is already approving or rejecting bugs as they are being reported. On the other hand, there are also customers who wait until the test cycle is complete before reviewing the reported bugs. As a general rule of thumb, please allow 35 days after the test cycle locks before sending a request about why your report has not been reviewed yet. You may request this information by emailing testers@utest.com.

[Link](http://university.utest.com/participation-submitting-reports/#bugreview)
Communication During Test Cycles

If you have questions about a particular test cycle, please utilize the Chat. However, do not use this feature for disputing your bugs or requesting the customer to review your bugs for validity. Furthermore, do not ever mention anything about payout rates and bug approval in the Chat or Tester Messenger.

Keep in mind that the customer reviews all Chat messages, so please keep your communication professional at all times. If you are concerned about privacy or perhaps the nature of your question is complicated, you may email the project manager directly and include the name and i.d. number of the test cycle in the email subject line (the project manager’s email address is typically found under the Scope & Instructions tab, if you cannot find it you can then email testers@utest.com).

For more information on what to do if you need help, see the Frequently Asked Questions section of this handbook or visit the forums.

Test Team Leads (TTL) may also be present in a Test Cycle. TTLs are select members of the uTest community who contribute in certain test cycle activities that are usually reserved for project managers. Because of their special role, you may interact with them in future test cycles via the Tester Messenger or Chat. Ultimately, their role is to facilitate the process of approving and rejecting bugs, so please treat TTLs with the same level of respect as you would customers or project managers.

Below are a few ways in which TTLs facilitate test cycle activities:
- Send recommendation for bugs and other reports (report status will change from New to Pending Approval)
- Request more information via the Tester Messenger
- Communicate with the customer via Customer Notes (not visible to testers)

http://university.utest.com/participation-communication-guidelines/

Rules for When and How to Contact a Project Manager

- **Format**: Always include the test cycle name and the test cycle ID in the subject of an email. All communication should be as concise as possible.
- **Payout**: For questions about payouts always email PM directly.
- **Scope**: To clarify questions about the scope use Chat.
- **Request a testing slot**: Follow instructions in scope and do not email the PM to request a slot unless requested to do so.
- **Disagree with a rejection**: Dispute the bug, unless there are greater than 3 disputes – in which you may email the PM to avoid excessive disputes that may annoy the customer.
Frequently Asked Questions

What Do I Do if I Need Help?
If you need help or have questions there are several things you can do. Below are the steps you should take to find an answer.

- Check this Handbook for the answer
- Read the uTest Checklist, the answer to many common questions can be found there
- Browse uTest University. There is a wealth of information here to answer your questions.
- Search the forums, chances are you are not the first person to have this question. uTest Related Discussions can be found here and Platform related discussions can be found here
- If you still have not found an answer to your questions you can post it in the appropriate forum. Please be sure to post your questions in the correct forum, have a clear and concise title and be professional in your communication
- If you have questions regarding a specific test cycle that you are participating in, please use the test cycle Chat or email the PM. Try to avoid posting specific information about test cycles in the forums. Please do not use the Chat or email the PM to ask if something you found while testing is a bug. It is up to you to determine whether or not to submit the report
- If you still need assistance please email the Community Management Team at Testers@utest.com

How Do I Get Projects?
Projects are available based on a match between customer demand and tester supply. For example, if many of our customers require testers in Iceland, and you’re one of 10 testers in Iceland, you will naturally receive many project invitations. In addition, testers who have a solid track record with previous uTest projects will likely receive more testing projects compared to new uTesters.

Oftentimes, customers require a specific set of skills and experiences for their projects. Therefore, projects are matched to testers whose profile and testing experience information meet the requirements set forth by our customers.

When you are selected to participate in a test cycle you will receive an email notification. Please view the test cycle and review the scope and instructions very carefully before accepting or declining the project.
Also, to learn more about current and upcoming projects in need of more testers, please visit the Project Board.

http://university.utest.com/invitations/

How Do I Get Paid?
In order to receive payments, you need to select and set up one of two payment options: PayPal or Payoneer. Sign in to your uTest account. Click on “Account & Settings” > “Payments.” If you have earned less than $10 with uTest, you will only be able to link your uTest account with your PayPal account (if you do not have a PayPal account, please visit PayPal's public website to learn more).

Important: Be sure to verify that you are able to withdraw money from your PayPal account to your bank account, as PAYPAL IS NOT FULLY SUPPORTED IN ALL COUNTRIES. If not, you will need to set up a Payoneer account instead.

Payments are generated on the 15th and the last day of every month. During these payment generation dates, funds in your Pending Payment field (as of 4pm GMT on that day) are transferred to your default payment method, so please be sure to set up your payment method before your first payment date. If the 15th or last day of the month falls on a weekend, your pending payment will be noted in the platform under the payment table, but paid out on the following Monday.

http://university.utest.com/payments/

I Found a Bug in the uTest Platform
If you come across a bug in the uTest platform please submit a bug report, with all the required information, to bugs@utest.com. This is the best way to get the information to our development team so the issue can be solved as quickly as possible.

Contact Us
You can reach the Community Management team in a variety of ways:

- Email: testers@utest.com
- Twitter: @uTest
- LinkedIn: uTest Group
- Facebook: uTest Page