



English Entrance Exam Instructions

Introduction	3
Validity of Registration Information	3
Age Requirement	3
Full Legal Name	3
WorkHub Email	3
Change of Email	4
PayPal Address	4
Official Photo Identification	4
Troubleshooting	4
Fraudulent Activity - Cheating	5
Duplicate Accounts	5
Account Deletion Requests	5
False Names	5
Authenticity of Exam Answers	5
Exam Rules	5
Allowed	5
Not Allowed	6
Consequences of Cheating	6
Account Security	6
Before You Begin	6
Chrome	6
Keyboard Settings	7
Set Aside Plenty of Time	7
Saving Your Exam	7
Final Preparations	7
Helpful Tips	7
Blunders	8
Research	8
Spell-Check	8

English Entrance Exam Interface	8
Copy/Pasting from Outside Sources	8
Instructions	8
Audio Player	9
Hotkeys	9
The Save Feature	9
DON'T Exit Before Completing a Section	10
Can I backtrack and redo part of the exam?	10
Attempting the Exam	10
Number of Attempts	10
Style Guide Questions and Sample Sentences	10
Audio Sections	10
The Results Page	11
Retries	11
When retrying any given section, remember that:	12
The Complete Exam Button	12
After Your First Failed Attempt	12
No Feedback	12
After Your Second Failed Attempt	13
Passing the Exam	13
Being Accepted To TranscribeMe	13
Questions or Concerns	13

Introduction

Note that this document contains information specifically for the English Entrance Exam. Please make sure you are always following the correct documents for the exams and the work you are completing.

Hello, and thank you for your interest in TranscribeMe! This document has been created to guide you through the process of taking TranscribeMe's **English Entrance Exam**, which will open up work opportunities to transcribe chunks of audio files as they are uploaded by our clients around the globe, at rates starting at US\$15 per audio hour.

Please be sure to carefully read each section of this document before attempting the exam. If you run into issues, you are always welcome to send an email to training@transcribeme.com, but note that you will be directed back to this document if your answer lies therein.

Validity of Registration Information

It is imperative that your registration information be valid and correct. Failure to adhere to the following guidelines may put your account status in jeopardy. If you have already registered, carefully read over this information to be sure you have not made any errors in registering.

Age Requirement

You must be **18 years of age or older** in order to work with us.

Full Legal Name

We require that you register with your **full legal name**, that is to say, the name that appears on your government-issued ID which you upload with the exam. **Do not** use a nickname or your initials. If we see that your full legal name has not been used, we will request that you update your information, which will slow down your activation process. We may also **close your account** if you have used a totally fabricated name.

If you have already registered with a name that is not your full legal name, please update your information through the **My Account** tab located at the top of your page before attempting the Exam. Through this tab, you will be able to see all of the information you registered with. Please take a moment to verify that all of this information is correct. All of your information can be edited from there, except for your WorkHub email address.

WorkHub Email

We are only able to contact you by email, so it is very important that you have registered with us using a valid, unrestricted email address. If we receive a message that our correspondence bounces from your account or you are unreachable, we will close your account. That means that if you are using an email filtering service (such as BitBounce), we will not be able to contact you and your account will be closed.

Also please note that our first few emails after your account has been activated may be directed to your **Spam**, **Promotional**, or **Updates** folders. For this reason, please make sure to regularly check all of your email folders.

Change of Email

If you wish to change your email address, please email us at training@transcribeme.com so that we can assist you in updating your email. You will not be able to do it through your profile page.

PayPal Address

Please note that we only process our payments through PayPal and **cannot use any other payment methods**. As such, we are not able to activate an account to receive work if a PayPal account is not listed on your account.

Please make sure you include a PayPal account before completing the exam. If you don't have a PayPal address listed on your account, we will need to request further information from you before we can activate your account to receive work, slowing down the application process.

Official Photo Identification

For the English Entrance Exam, uploading an official photo ID is **NOT required**. However, if you should be asked to provide identification, you can do so through the **My Accounts** tab. Please make sure you are uploading an **official photo ID** - NOT a selfie - such as a:

- Driver's license
- Passport
- National ID card
- Student ID

We require to see your **full legal name** and **birthdate** on this ID in order to confirm your identity and prove you are of our required age limit. You may blot out other identifying information if you wish. Don't forget to scroll down and click **Save** once you have successfully uploaded the ID. If your ID has been successfully uploaded to your account, you will see the image displayed on that page.

Troubleshooting

If you do not see the image, try all of the accepted file formats listed beneath the **Upload** button until your image sticks. If you still have difficulties, you can try **changing the size** of the image or **uploading it via different devices**, such as a phone or tablet.

Fraudulent Activity - Cheating

In our view, there is no valid reason for a user to create more than one account or to use fake information when registering, and so we consider those things to be **fraudulent activity**. If you have accidentally created more than one account and have not yet attempted the exam, **please contact us at training@transcribeme.com**. Failure to contact us before our system flags your account as duplicate will result in all associated accounts being blocked.

Duplicate Accounts

Note that only **one WorkHub account** is allowed per person and also **only one account linked to a PayPal account**. If you wish to share a PayPal account with another TM member, please contact training@transcribeme.com.

If you create more than one account, those accounts will be considered as **duplicate accounts**, which we strictly prohibit. A duplicate account can also be one that **shares any information** with another account, including a PayPal account. That is why we request that you contact us to inform us that you will be sharing a PayPal account with another user.

Account Deletion Requests

Please note that a deleted account is still counted towards the number of accounts that you have created with us. This means that we do not allow you to create a new account after you have requested to have your initial account deleted.

We only allow users to create one account, period. If you decide you are no longer interested in working with us and would like to have your account deleted, then please contact us at training@transcribeme.com. Please also note that once we have deleted your account, it cannot be retrieved. We would ask that you are sure you would like your account to be deleted before you make this request as we cannot retrieve your account and we would not allow you to create a new account if you change your mind.

False Names

As discussed, **real** first and last names are required upon registration. Accounts with false names will result in all accounts involved being blocked.

Authenticity of Exam Answers

Please note that we require all answers you submit to our exam to be your own. We **DO NOT** allow users to share or copy answers across accounts. If we find any of your submitted answers are not entirely your own, **your account and any associated accounts will be blocked**.

Exam Rules

Allowed

- Referring to the relevant Style Guide while completing an exam.
- Referring to this Instructions document while completing an exam.
- Researching any terms you are unfamiliar with that may come up during the exam.
- Using spell-checks to catch errors.

Not Allowed

- Copying someone else's answers and submitting them as your own.
- Getting someone else to help you complete your exam.
- Creating more than one account in order to get more attempts at an exam.
- Submitting answers that are not entirely your own.
- Sharing your answers with anyone else.
- Requesting an account to be deleted so that you may create a new account in order to gain more attempts.

Consequences of Cheating

Violating **any** of the above-mentioned rules can result in your account being blocked, **even if the violation was unintentional**. Please make sure you have read and understood these rules, and don't hesitate to contact us at training@transcribeme.com if you think you may have accidentally broken our rules.

In the case of duplicate accounts, we would request that you contact us before you have attempted the exam across multiple accounts.

Account Security

You are also required to keep your account secure. **DO NOT** share your account or any information relating to your account (log-in details, exam answers, etc.) with anyone else at any time. The security of your account information is entirely your responsibility, and failure to safeguard it, even if unintentionally, may result in your account being closed.

If someone you know is interested in working with us, please direct them to the registration page. Violating any of these requirements will be considered fraudulent activity.

Before You Begin

IMPORTANT: Please read the instructions below carefully **before** beginning your exam to avoid common pitfalls and mishaps that can negatively affect your scores and overall exam experience. If you experience any issues while completing the exam *after* having tried the below tips, feel free to contact us through training@transcribeme.com and we will try to assist you.

Chrome

Note that **the WorkHub can ONLY be opened using Google Chrome**. You will not be able to access our website using any other browser. Other things to keep in mind before you begin, or if you run into difficulties:

Are you using the **latest version of Google Chrome**? You can check for any available updates by clicking on the menu button to the upper right of your browser page (the three vertical dots) and then navigating to **Help > About Google Chrome**.

Are you using a **private or public network**? We have found that when using a public network, firewalls and permission settings do interfere with hub connections.

Do you have a **new router**? The newer routers now come with their own firewall protection. Are the correct permissions set?

Keyboard Settings

Ensure that your keyboard is set to English if you have a multilingual keyboard. Some punctuation and letters can be different on other keyboards and these will count against you as these are English exams.

If you typically type in another language, you can check your keyboard language settings on a **Windows** computer through the **Control Panel** under **Clock, Language, and Region**. For **Mac**, go to **System Preferences > Language & Region**. From here you can also go to **Keyboard Preferences** to make further adjustments.

Set Aside Plenty of Time

You should strive to **complete our exams in one sitting**. For the English Entrance Exam, we recommend setting aside two to three hours to complete the exam.

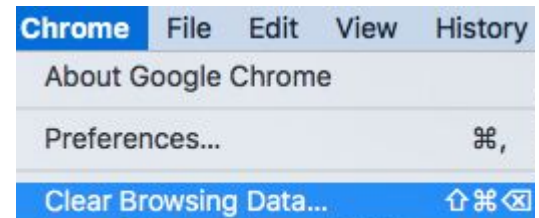
Saving Your Exam

There is a Save option, but it will not save your work until you have **completed a full section**. This means that if you complete **part of an audio, save, then come back, your work will likely be lost**, as the questions may shuffle, or you will find that the work you had done on the audio has vanished. We are unable to retrieve any work done in such cases, as the system does not store it. Attempting to save mid-section has also been known to cause other issues, such as prematurely submitting exam answers. **Always complete a full section** before leaving the page.

Final Preparations

Before beginning any exam, we **strongly** suggest that you:

- **Clear your cache and browser history** (Ctrl + Shift + Del for Windows). Select the time frame **All time**. This can help avoid any little bugs popping up during the exam. It's a good idea to clear your cache on a regular basis, whether you're taking an exam or not.
- **Restart your computer** after clearing your cache. Just like you, your computer performs best when it is well rested and refreshed.
- Open the exam in an **Incognito Window** (Ctrl + Shift + N for Windows).
- **Repeat** the above process for each attempt or retry.



Helpful Tips

Be sure to carefully read the Style Guide before commencing. The most recent Style Guide will always be available for download through the **Check Exam Info** link next to the exam.

Blunders

If you make any mistakes, take a deep breath and hit **Ctrl Z** (**Cmd Z** for Mac). This should undo whatever you just did.

Research

Always google any names or references that you are not familiar with, as that is part of what we expect you to do when completing live work with us.

Spell-Check

Be sure to use US English for this exam. We can suggest using a free grammar checker such as **Grammarly** to assist you. Grammarly offers a free version or an upgraded paid version. Please bear in mind that at TranscribeMe we record what we hear, so we do not change a speaker's words if they used incorrect grammar.

You can access Grammarly [here](#). There will also be a green **Check Grammar** button beneath the text box for each question. Clicking on that will open a new tab where you can sign up for Grammarly.



English Entrance Exam Interface

IMPORTANT: Note that our exams are divided into **sections**. Every time the exam is opened, **the questions in these sections may be shuffled**. To avoid losing progress, especially for the audio portions, we strongly recommend **completing our exams in one sitting**, as mentioned. If this is not possible, at least **complete the section you are working on** before leaving the exam. This will prevent the exam shuffling in a new question when you next log in, or erasing any work you have

completed.

Copy/Pasting from Outside Sources

DO NOT paste your answers into the exam's text box from an external formatting program, for any question. Outside formatting can be present in text that comes from external sources (such as Word), which can interfere with our platform and wreak havoc on your accuracy percentages. In particular, watch out for **curly quotes**, a.k.a Smart Quotes, which *will* lower your scores if pasted into the exam. Even programs such as Notepad and TextEdit may contain smart quotes if you do not change the program's default settings.

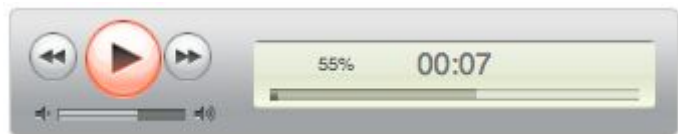
To avoid potential mishaps, always type your answers directly into the box provided. You are welcome to copy/paste your work into a program such as Word or Grammarly to check for errors - we highly recommend this, actually - but be sure to make changes directly into the text box, not by copy/pasting the change from the outside source.

Instructions

At the very top of the screen you will see a set of instructions. Each question contains detailed information as to how to properly complete the question and section as a whole. Read each question carefully so that you know how to properly format your answers.

Audio Player

The audio player contains the following features:



[Hotkeys](#)

- **Play/Pause:** This button pauses or plays the audio. Hotkey: **Ctrl + /**
- **Forward/Rewind:** These buttons will cause the audio to jump forward or back **5 seconds**. Hotkeys **Ctrl + .** and **Ctrl + ,**
- **Volume:** Control the hub's volume from here. Hotkeys are **Ctrl +]** to increase the volume, **Ctrl + [** to decrease.
- **Time Bar:** You can jump to a specific part in the audio by clicking on the time bar. The given time - in this screenshot, 7 seconds - shows how far you are into the audio.

Hotkeys

Clicking the blue [Hotkeys](#) button next to the Audio Player will open a box showing the hotkeys' functionalities. They do the same as described above, with the addition of **Ctrl + '** and **Ctrl + ;** which speed up or slow down the audio. Remember that both Windows and Mac use Ctrl as the hotkey; Cmd will not work.

Please note that these are **two-key** hotkeys. The plus symbol (+) is used only to indicate that both keys need to be pressed in conjunction with each other.

If you hit the key combination of Ctrl and the plus key (+), you will zoom in your screen. This can be reversed by hitting the Ctrl key and the minus (-) key at the same time.

Ctrl + .	Forward
Ctrl + ,	Backward
Ctrl + /	Play/Pause
Ctrl +]	Volume Up
Ctrl + [	Volume Down
Ctrl + '	Playspeed Up
Ctrl + ;	Playspeed Down

The Save Feature

Again, although we recommend completing the exam in one sitting, if you do need to save your attempt to come back later, it is **CRUCIAL** that you first **complete a full section** before leaving the exam. Otherwise, you risk losing all your work.

**You Have Finished
Section "Correct-A-Sentence"**

When you have completed a section, a large orange banner will appear telling you that you have finished the section, then you will immediately be directed to the next section. At that point, once you see the first question of the next section, you will be able to save and exit the exam - hit Save and then either close out the tab or hit the **Cancel** button - and come back to it later, picking up where you left off.



When you do come back to the exam, be sure to **repeat the steps outlined in the Before You Begin section** before beginning, to avoid any glitches.

DON'T Exit Before Completing a Section

If you do NOT follow the above advice of completing the full section before saving and exiting, be prepared to have to **redo that full section** before proceeding. For the audio sections, this means having to retranscribe each audio or possibly transcribing entirely different ones. When returning to complete the exam, repeat the steps outlined in the **Before You Begin** section.

Can I backtrack and redo part of the exam?

No. Once you have hit the **Next** button for a question, you will no longer be able to go back to that question again. If you accidentally skip past a question or you know you have answered a question incorrectly, you will have the opportunity to amend your mistake by using a **retry** for that section once you have completed the whole exam.

Attempting the Exam

Note: We are **NOT** able to provide feedback as to what your errors were. You are expected to study our guide and use your skills and judgment to create a high-quality transcript in live files, and it is the same with the exam. Also note that you cannot view a side-by-side comparison of your results with the correct answers, as that would entirely defeat the purpose of our exams. **You will see only the percentage earned.**

When you feel you are adequately prepared for the exam, go to your Exams tab and click the **Attempt Exam** button to begin.

Number of Attempts

For the English Entrance Exam, you will be provided with **two attempts** at the full exam at a time. For each attempt, you will have **one available retry** *per section* of the exam. If you fail *both* attempts and its associated retries, there is a 30-day waiting period before you can try again, where you will gain **two new attempts**, again with one available retry per section. This means that you effectively get four attempts at the exam before the prescribed 30-day wait.

If you fail, simply take a break from the exam, review the style guide thoroughly, and come back to it later. Remember that you must complete the **entire** exam again, i.e., every question in each section, for each new attempt.

Style Guide Questions and Sample Sentences

The Style Guide Questions and Sample Sentences sections contain a series of questions pertaining to the **Basic** portion of TM's Style Guide. Be sure to carefully study the Style Guide, taking notes and highlighting as appropriate, before beginning the exam. **You must score 100% for each question** in order to pass that section.

Audio Sections

For the English Entrance Exam, you will be tested on **accuracy of text and your adherence to the Basic Style Guide**. The pass rate varies for each audio, but they are all set in the **high 90s**.

The Results Page

Once you have completed each section of the exam, you will be directed to the **Exam Results page**. Here you will be able to see your **accuracy percentages** and access your available **retries** for any sections with which you have been unsuccessful.

The results for the questions you answered will be listed under the Result heading. Please note that **there is no correlation between the order in which you answered the questions from a section and the order in which your results will be displayed**. We do this to avoid our applicants taking a trial-and-error approach to our exams.

Also remember that the audios **have different pass rates**, all in the **high 90s**. You could feasibly fail an audio that you got a higher percentage on than one that you passed!

Please rest assured that the same text will always return the same result. If you are expecting the results to be listed in the order in which you completed the questions, there can be the appearance of a glitch in the grading. However, once you know that the order in which you answer the questions has nothing to do with the order of the results page, it should become clear why there is this apparent discrepancy in marking. This is true for all of our exams that you will attempt on our platform.

In order to pass an exam, **you must pass every question and audio within the same attempt**. If you pass a question in your first attempt but fail that same question in your next attempt, we cannot transfer the pass from your first attempt over to your second. **They all must be passing within the same attempt**.

Retries

The number of *tries* you've used will be listed under the **Retries of Maximum Possible** heading, and you will see this for each section of the exam.

For the English Entrance Exam, you will have two *tries* for each section of the exam, i.e., your first *try* and one *retry*. This means you will have access to **one Retry** per section once you have reached the Results page. Therefore, if you experience technical difficulties and/or accidentally submit your results for a section prematurely during your initial attempt, don't despair! You will be able to try that section again once you have completed the rest of the exam.

Retries of maximum possible	Retry
1 of 2	Retry

If you have not yet used your second try for a section, a link labeled [Retry](#) will be displayed under the Retry heading. Clicking this link will return you to that section of the exam.

There is no way to retry only one question from a section. You will always be presented with **all of the questions** from that section again, and so you will have to answer each question again. They may be presented to you in a different order, or you may get different questions entirely. Do not submit any blank or gibberish answers, because the answers provided on your retry will override your previous answers and will therefore result in a failing result for that question.

Do not retry sections that are displayed in green/passing in an effort to get a higher percentage score overall. We only look to see that you've passed every question on the exam within an attempt, in which case you've passed the exam as a whole!

When retrying any given section, remember that:

- You will not know which question/audio you failed, as the Results Page does not display the answers in the same order that you answered them.
- You will have to answer **each** question of that section again.
- You may not get the same questions/audios as you had answered on your first try.
- The answers you give on your retry will override your previous answers; therefore, **do not skip any questions** or type something like, "I already answered this."
- We are **NOT** able to provide any additional retries. If you pass all but one section of the exam and have already used your retry for that failed section, **you will need to complete the entire exam over again** in order to pass.

The Complete Exam Button

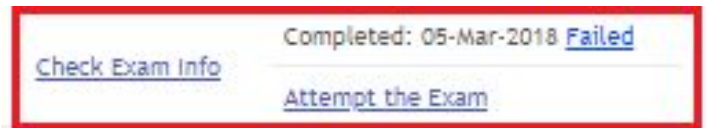
Please make sure to **use your retries**, should you need them, **before hitting the Complete Exam button, since hitting the Complete Exam button on your result page will submit your attempt** through to the system. You will not be able to access your retries once your exam has been submitted.

When you have finished your attempt, please hit the **Complete Exam** button to submit your results fully to our system. Once you have done so, you will be able to access your second attempt, or if you have completed your second attempt, this will start the timer over for your next two attempts after a 30-day wait.

After Your First Failed Attempt

As previously stated, you will be provided with **two attempts** at the exam as a whole. Once you have used all of your available retries, please hit the **Complete Exam** button to submit your attempt fully to our system.

If you have failed after submitting your first attempt, you will be presented with a message letting you know that you have not been successful with the exam at this time.



If you navigate back to your Exams tab at the top of your page, you will now see a new **Attempt the Exam** link located below your first attempt. Clicking this new link will direct you to your next attempt.

Please remember that when using a new attempt, you will have to complete **all sections of the exam again** and answer each question presented to you. The questions on the exam are shuffled, so you may receive questions and/or audios with which you were not previously presented. Be sure to also repeat the steps outlined in the **Before You Begin** section.

In order to receive a passing result for the exam, **you must pass every question on the exam within an attempt**. If you pass a section of the exam on your first attempt but fail that same section on your second attempt, you are not able to combine both attempts in order to pass the exam.

No Feedback

To maintain the integrity of our exam, we are not able to provide any direct feedback with regards to how you can improve on your exam if you have received a failed attempt.

After Your Second Failed Attempt

If you do not pass the exam, don't despair! You can return to us after a 30-day period to try again. The exam will then be reset and you will have two more attempts at that time.

Passing the Exam

Once you have passed **each question** of the exam within the same attempt (seeing all green results), you will have passed the exam!

IMPORTANT: Make sure that you hit the **Complete Exam button** so that your passing grade can be registered in our system.

Being Accepted To TranscribeMe

At this stage, one of our training officers will review your application. It is at this point that a photo ID may be requested if one is not currently present on your account.

Once your application is fully processed, your account will be activated within 2-3 business days of taking the exam, so there is no waiting around on a waiting list.

Please note that if ID has been requested, it can take between 2-3 business days from the time you notify us that your ID has been uploaded successfully. More instructions will be provided in the email

sent requesting the ID.

Once your account has been activated, you will see the **Jobs** tab on your WorkHub account. clicking this tab will direct you to the next available job, and it will start to play right away. If you are unable to complete the job for any reason, you can cancel out by hitting the **Cancel** button to send it back to the pool to be transcribed by another user. You will only be compensated for fully completed files that you submit through to the system.

Please be sure to review the Style Guide again before beginning your first assignment, and refer to it as you complete your work.

Questions or Concerns

If you have any questions or concerns while completing an exam that are not addressed in this document, please don't hesitate to contact us at our HelpDesk or training@transcribeme.com. From there, we will try to assist you in any way we can.

Please note, however, that if your question is addressed in this document, we will refer you back here for the answer.

Best wishes on your exams at TranscribeMe!