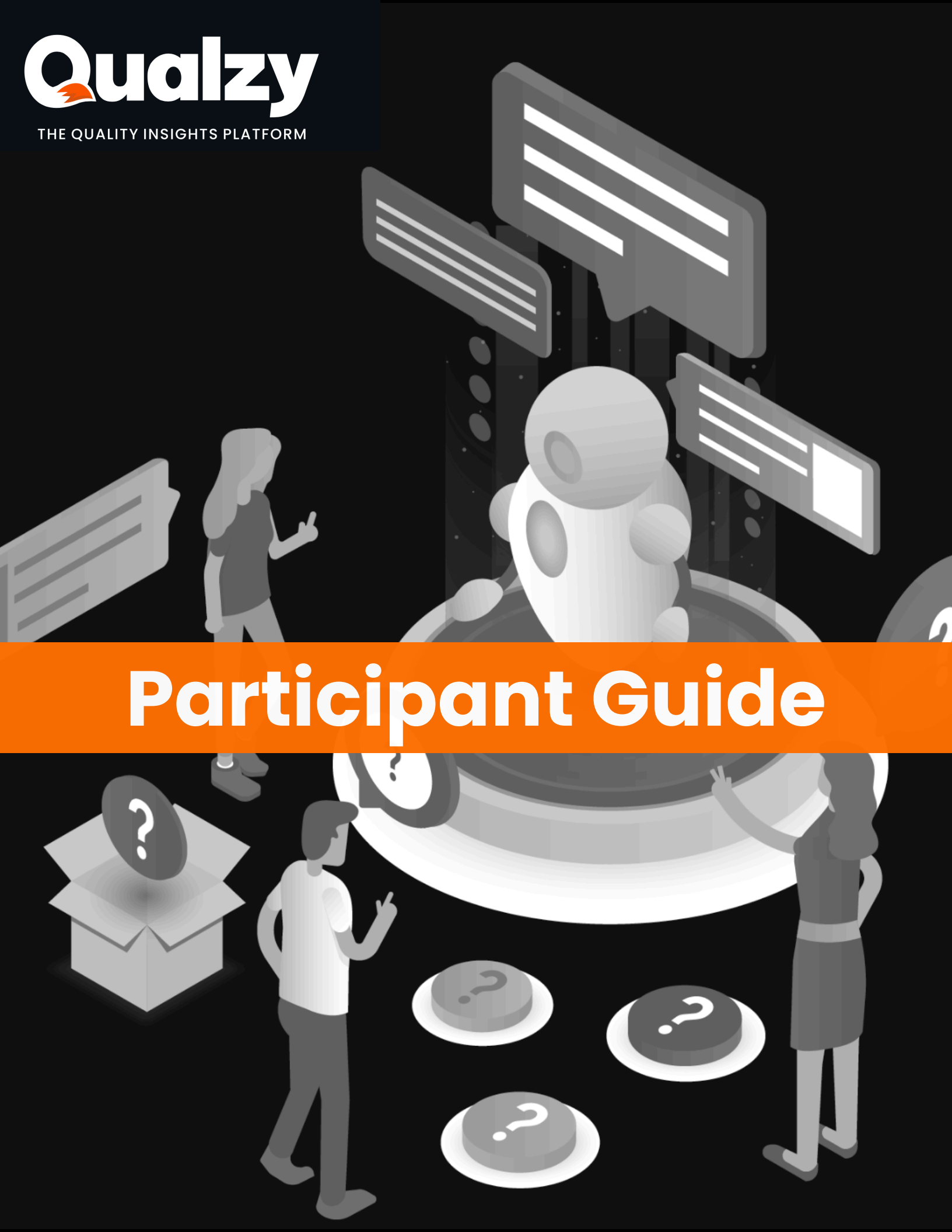


An isometric illustration on a dark background. In the center, a large, stylized white robot with a spherical head and a rounded body stands on a circular platform. Several floating speech bubbles of various sizes surround the robot. To the left, a woman in a dark top and light pants stands with her back to the viewer, gesturing. In the foreground, a man in a light shirt and dark pants stands with his back to the viewer, gesturing. To the right, a woman in a dark dress stands with her back to the viewer, gesturing. In the bottom left, an open cardboard box has a question mark icon on its lid. In the bottom center, three circular platforms, each with a question mark icon, are arranged in a triangular pattern. The overall theme is user experience and quality insights.

Participant Guide

Participant Help Guide

Welcome to the Qualzy Platform, this guide will go through the key areas of the platform to help you navigate your way through your project.

Qualzy is a web-based qualitative research platform, therefore you will be able to access the platform and your project from most devices including mobile phone, desktop and tablet. Once your project has gone live, you will receive an email containing a link to enter the platform. You will not need a username or password, and clicking on this link within your email will take you straight into the platform.

If at any point throughout the duration of your project, you have any technical issues or need any assistance to complete the activities you can contact the platform at support@qualzy.co.uk .

NOTE: The platform will look slightly different if you are completing your project on a mobile compared to desktop, throughout this guide we will go through the key areas of the platform for both mobile and desktop users.

Changing your Profile Picture

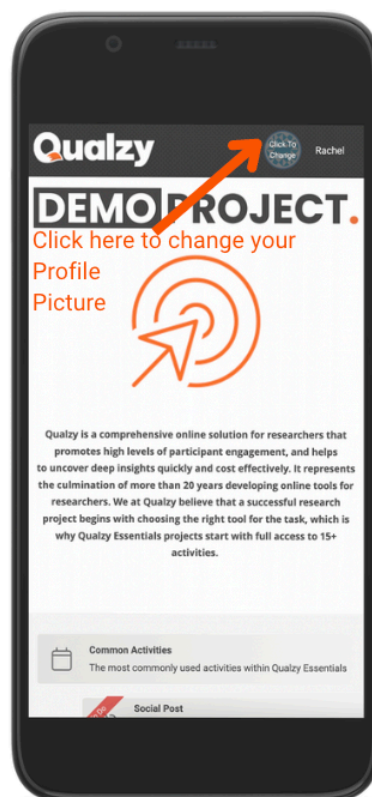
You can update your profile picture by clicking on the patterned circle in the top right of your screen. *Please note this is optional and not something you need to do unless explicitly asked.*

DESKTOP

You can click on the patterned circle in the top right of your screen to update your profile picture.



MOBILE



Project Homepage

The Project Home Page is usually the first page you land on when you click on your link to enter project.

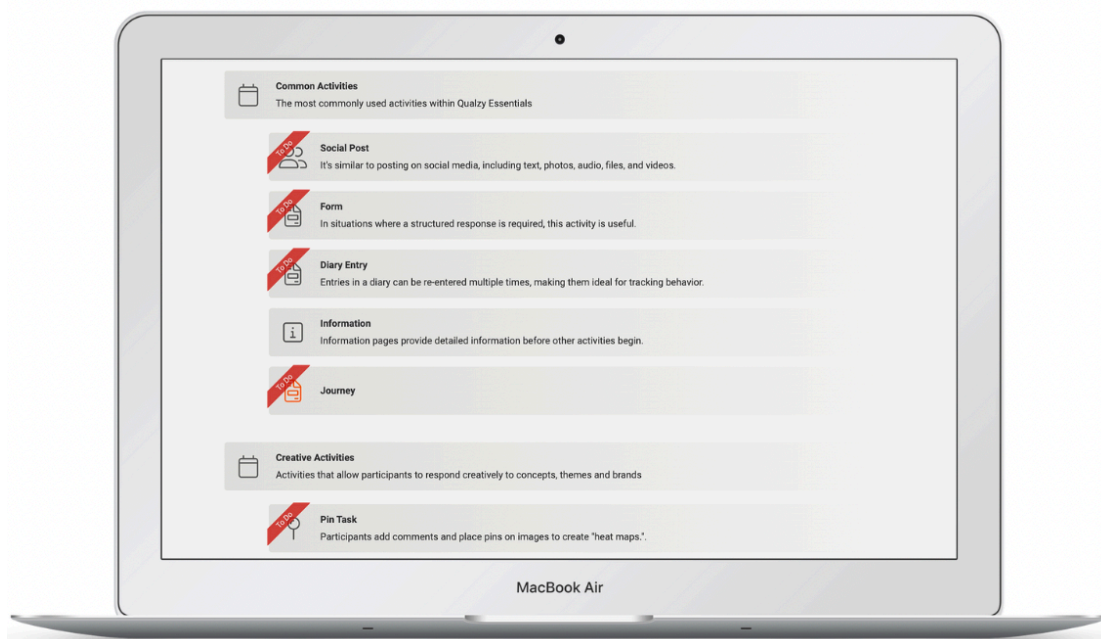
Most often, you should find some type of introduction or information regarding the project you are participating in. It may contain things like information on the Moderator(s) running the Project, an introductory video, and a plan of activities you will be asked to complete.



Activities List

Your Activities list will be one of the most important parts within the study. It houses all of the Activities that are currently available for you to complete. Most Activities can be completed at your own pace, but some might need to be completed on certain days.

TIP: If an activity still needs to be completed there will be a to-do banner to notify you it still needs to be done. This will disappear once the activity has been completed.



Navigating between activities

You can navigate between activities using our activities menu as well as the activities list on the project landing page.

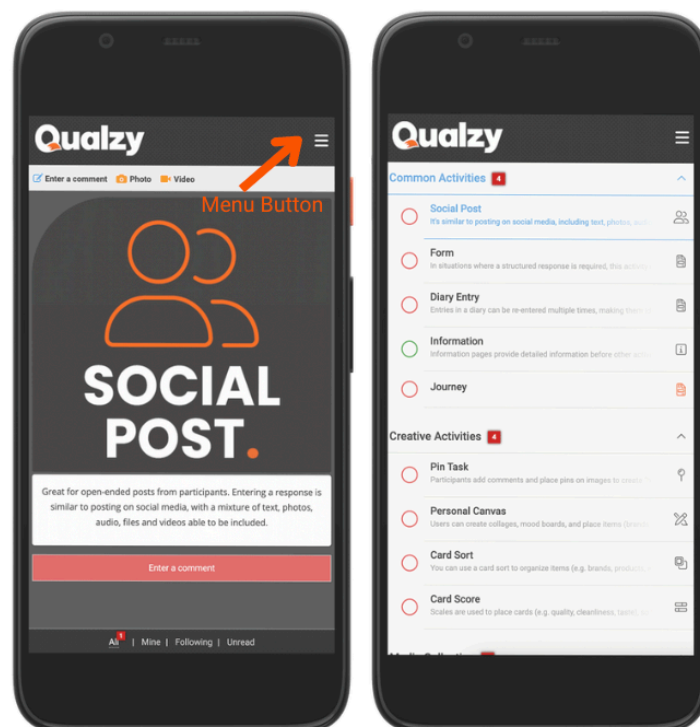
DESKTOP

On a desktop you will be able to navigate between activities by using the activities menu along the top of the screen, use the arrows to navigate through the days and select the activity you wish to complete or review.



MOBILE

On a Mobile device you will be able to navigate through the activities using our dropdown menu. Select the menu icon in the right hand corner of your screen to bring up the menu and select the activity you wish to complete or review.



Activity Instructions

The activity instructions will give you more specific information about the activity you are about to complete. There may also be some technical support instructions so you can be confident you are completing the activity the right way.

It is important that you read these instructions before completing the activity.

DESKTOP

On a desktop, your activity instructions will appear on the left of your screen.



MOBILE

On a mobile, your activity instructions will be shown on the screen before you enter the activity.



Completing Activities

Completing activities couldn't be easier on the Qualzy platform. As mentioned in our activity instructions section, you will find some extra instructions that should help you complete activities such as canvas, pin task, card sort and card score. When completing activities please remember to include as much as information as possible. And most importantly have fun and enjoy yourself. Once you have answered all of the questions and completed the activity, you can select post to submit your answers.

DESKTOP

On a desktop, your activity will appear to the right of the activity instructions.



MOBILE

On a mobile, you can click the red 'enter a comment / complete the activity box' to take you to the activity.



Qualzy Technical Support - General Tips

The best browser to complete all activities on is **Google Chrome**, if you are using an alternative browser we highly recommend switching to Google Chrome, Firefox, or Edge.

When completing activities on a Mobile Phone, make sure you have a strong enough data connection to upload videos.

If you think something isn't working as it should, please refresh your page first to see if that solves it, before contacting your moderator or the platform.

Uploading Video - Tips & Tricks

Make sure you **read all of the instructions** in the activity, before you begin recording your video. You may wish to make a note of all of your questions before you begin recording.

You will find it easier to record on your mobile. Whilst recording make sure the area in which you are in is **quiet, spacious and light AND that you are recording in landscape**.

Try to be patient during the upload process, especially on a slower network connection. The larger the file size, the longer it will take to upload. Remember if the video is being filmed in HD, this will mean the size of the file is larger and will therefore take longer to upload.

Make sure the file type you're attempting to submit is the correct file type. Video uploads should be file types such as .mp4, .mov, .avi etc.

If you believe your video file to be large, you can first try and send the video file to yourself on WhatsApp, this will compress the file to a perfect upload size.

Troubleshooting - Media Uploads

We know when you are trying to upload a video, having trouble can be frustrating. When running into issues you can try the following troubleshooting steps:

Firstly, try an alternative browser, we recommend *google chrome, Mozilla Firefox, and Edge*.

Secondly, if it is available to you, please try a different device. For example, if you are uploading a video on a tablet, you can try using a mobile phone.

Thirdly, make sure you have a strong and stable connection when uploading your video. Video files can take a little while to upload depending on their length and file size. So please be patient.

If you are receiving an error message pop up on the platform whilst completing activities please screenshot this and send it to your moderator for further assistance. You can also contact the platform on support@qualzy.co.uk

Qualzy

THE QUALITY INSIGHTS PLATFORM