



## Frequently Asked Questions

If you've got a question, you're in the right place. Browse through the content below, click on any question to find out the answer. If you can't find what you're looking for here, **[drop us a line](#)**. We'll get back to you within 24-48hrs.

### Popular Questions

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### Participation

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#### **How do I become a watchLAB Community Member?**

Anyone can be a member of the watchLAB community. Joining is a simple process. Go to "join our community," or visit [watchLAB.com/signup](http://watchLAB.com/signup) and register with your primary email address and mobile phone number.

As a community member you will only receive emails with survey invitations to research opportunities.

#### **What is the registration process?**

The registration process is simple. If you have a personal account on any website, you will be familiar with the process. We collect basic data points, such as age, gender, and primary email address. This information is used for market research purposes only. Gathering this information helps us offer you appropriate research opportunities to express your opinion.

#### **How do I participate in research opportunities?**

After completion of the registration process there are two ways to find out about research opportunities, all of which will involve taking a short pre-qualifying survey:

1. Invitations will be sent to you whenever a research opportunity matches the profile information you have provided. The initial email will contain the research topic, the incentive amount and the research methodology (focus group, telephone interview, in person interview, in home interview, etc.). All you have to do is click the link and complete the pre-qualifying survey.



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2. We're social, and we know you are too, so friend us on Facebook and Follow on Twitter to stay up to date with new research opportunities. [Hint: this is also the place to enter our giveaway contests, or just chat with us about what's going on].

### **How do you determine eligibility for research opportunities?**

watchLAB uses a screening process to find the most qualified participants for each research opportunity. Each opportunity that we host has specific profile requirements to ensure that we gather the most accurate information possible for our clients.

## Payment

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### **How do I get paid?**

Depending on the type of research opportunity, our members can receive their payment in person or by having a check sent to their home address.

### **If I do not participate after the pre-qualifying survey, do I still get paid?**

No. Members of our community get paid for their full participation in our research studies.

### **I participated in a study and haven't received my payment yet. What do I do?**

Payment for an in-home, telephone or online interview may take up to 2 weeks to reach you after completion of the project. If it has been more than two weeks, please contact watchLAB and be sure to include your full name, address, phone number and put "Incentive Follow-Up" in the subject line of your email.



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### Privacy

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#### What is your privacy policy?

watchLAB is committed to maintaining the security of the personal information for our respondents and clients. We **DO NOT** sell, rent, or give information to third party organizations for the purpose of directly marketing any products or services. See our full [privacy policy](#) here.

#### Why do you need to collect my personal information?

We need your information to ensure that your profile reflects an honest representation of the type of respondents we need for our research opportunities.

Your information is used for market research purposes only. Gathering this information helps us offer you appropriate research opportunities to express your opinion.

It is important that your personal information is protected, and we at watchLAB will never share this with any third party without your written consent.

To read more about our privacy policies, click the [privacy policy](#) hyperlink.

#### Will I have to give my credit card information?

No way! We will never ask you to provide us with your credit card number, and you will never be asked to purchase anything from us.

#### How can I unsubscribe?

Click the "Unsubscribe" link in any of our study invitation emails, or [contact watchLAB](#) with the subject "Unsubscribe". Note it may take up to 3 business days for your unsubscribe request to take effect.