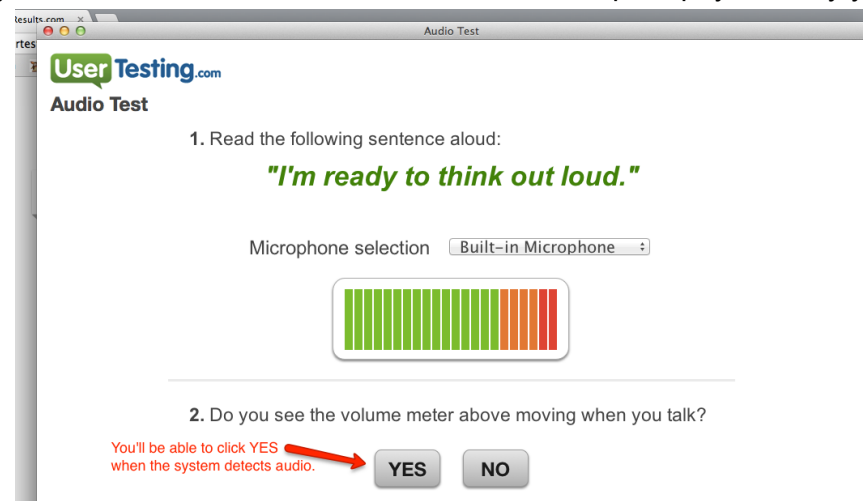


WE ARE SO EXCITED TO GET YOUR FEEDBACK! To participate, please click on the link provided and take the following steps:

1. Enter your email address to get started.
2. **We need to hear your thoughts!**
 - Do you have a headset or laptop with a microphone? If so, select **"Use my computer's microphone"**.
 - If you do not, select **"Use my telephone"** and you'll be provided with a toll-free number to call in on the following screen.
3. Download and install the screen recorder for Windows or Mac. System requirements:

Windows	Mac
Operating system: Windows XP or newer (e.g., Windows 7 or 8) Memory: At least 1 GB of total RAM and 0.5 GB of available RAM Free disk space: At least 5 GB of free disk space Browser: Internet Explorer 8 or higher, Firefox 3.5 or higher, Safari 4 or higher, or Chrome	Operating system: OS X 10.7 or higher Memory: At least 1 GB of total RAM and 0.5 GB of available RAM Free disk space: At least 5 GB of free disk space Browser: Internet Explorer 8 or higher, Firefox 3.5 or higher, Safari 4 or higher, or Chrome

4. **Audio test!** (We really, really want to hear your thoughts!) Depending on the audio path you chose (headset / microphone or telephone), be sure to pass the audio test before starting the test:
 - Telephone: please call 1-888-779-2782 (US toll-free) [UK: (020) 3137-2817] and enter the meeting code provided on the screen; listen to the voice on the telephone to the end before proceeding.
 - Headset / Microphone: when you Start Screen Recorder, a little window will prompt you verify your microphone's operation:



PRO-TIPS FOR OUTSTANDING PARTICIPATION:

1. Please think out loud! Tell us what you're doing, why you're doing it, and if something is not to your liking, tell us all about it! (But also if there's something that you love, don't be shy about it either.) We really, really, *really* want to hear your thoughts!
2. Try to perform the tasks as best as you can until the last task. Your best effort is all we can ask.

Thank you for helping to improve the Internet!

If you need any help, please reach out to the User Testing Support Team:

- Chat! Click on the green Chat widget (on the right) on the URL you were provided or at this URL:
<http://www.usertesting.com/about-us/contact-us>
- Call! 1-800-903-9493
- If you have a question after hours, please feel free to email support@usertesting.com

User Testing Support is available Monday - Friday, 8 AM to 5 PM Pacific Time

SOME SCREENSHOTS, SO YOU KNOW WHAT TO EXPECT!

STEP 1:

Your feedback is much appreciated

To get your feedback, our software will record your computer screen and spoken comments while you use our site.

YOUR EMAIL ADDRESS *

HOW WOULD YOU LIKE US TO RECORD YOUR AUDIO? *

☐ Use my computer's microphone

☐ Use my telephone

Continue

By clicking continue you are confirming that you are 18 or over and that you agree to the [Terms of Use](#).

Powered by **User** Testing

Annotations:

- Enter your email address (points to the email input field)
- Select how you would like to record your audio (points to the radio buttons)
- Encounter any issues? Have any questions? Click here to engage the UserTesting Support Team! (points to the help button)

help

STEP 2A - YOU'RE USING THE TELEPHONE:

Please follow the steps below

Record Page

1. Please download and install the screen recorder

[Install Screen Recorder for Windows](#)

[Install Screen Recorder for Mac](#)

2. Call **1-888-779-2782** (toll-free), when prompted, enter this test code: **1626071#**

3. Start the screen recorder

[Start Screen Recorder](#)

4. When you are finished with the test

[Done](#)

STEP 2B - YOU HAVE A COMPUTER MICROPHONE OR HEADSET:

Please follow the steps below

Record Page

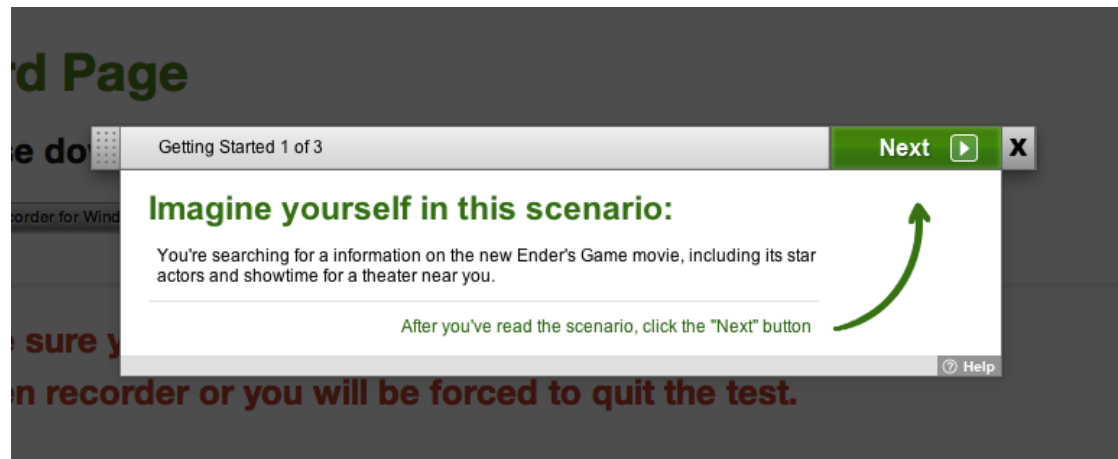
- 1. Please download and install the screen recorder**

[Install Screen Recorder for Windows](#)[Install Screen Recorder for Mac](#)
- 2. Make sure your microphone is plugged in before you start the screen recorder or you will be forced to quit the test.**
- 3. Start the screen recorder**

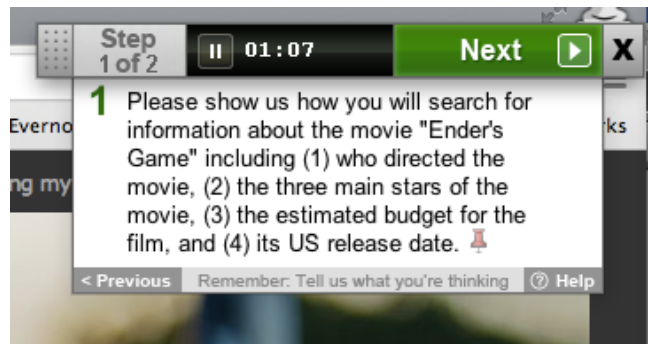
[Start Screen Recorder](#)
- 4. When you are finished with the test**

[Done](#)

STEP 3 - WHAT IT LOOKS LIKE AFTER YOU "START SCREEN RECORDER":



STEP 4 - WHAT THE SCREEN RECORDER LOOKS LIKE WITH THE TASK ON THE UPPER RIGHT HAND CORNER OF YOUR SCREEN:



STEP 5 - WHEN YOU'RE AT YOUR LAST TASK AND ARE READY TO CLICK "DONE" AND UPLOAD THE VIDEO:

