

### How to get my WISE tag?

We have partnered with WISE to distribute rewards in your local currency directly through your bank. To receive your rewards: Create a [personal WISE account](<https://wise.com/register#/email>). Complete the verification process. Obtain your WISE tag. Enter your WISE tag in the payment section of your StackUp Earn account. FAQs How to get my WISE tag? Register for a personal WISE account [here](<https://wise.com/register#/email>). I already have a WISE account. Where can I find my WISE tag? How do I enable my WISE tag? On the WISE platform, go to Payments, click on Your Wisetag and click Get your Wisetag.

### What is the Hackathon App?

StackUps Hackathon App is part of our suite of end-to-end applications for developer talent growth. This app is specially designed to allow users to participate in hackathons and build cool things to solve real-world problems! To check out our hackathon app, sign up for a StackUp account today!

### Hackathon App Beta Testing FAQs

What is the Hackathon App x Beta Testing about? The StackUp team is excited to announce the upcoming launch of our Hackathon app. Designed to advance your dev skills, the new app will feature a variety of higher-level challenges and hackathons where you will get to work on real-work projects, build your portfolio and showcase your capabilities. Before the official launch, a small group of Stackies will be invited to join us in the beta testing phase. As a beta tester, you'll gain early access to the app's features, participate in exclusive bounties, and provide direct feedback to help us refine and improve the app. How do I join the beta testing? As of 15 Jul, the StackUp team has invited a small group of Stackies to join the beta testing via email. If you did not receive the email, you will not be able to join the beta testing at this time of writing. How do I get the bonus \$5 reward? [Only applicable to qualified beta testers] Beta testers can also receive a bonus \$5 reward by completing all of the following tasks: Task 1 Make your submission for the July Coding Challenge in our Hackathon app please note that blank / placeholder / irrelevant submissions will not be considered. Task 2 Fill up our beta testing feedback form [here](<https://forms.gle/U7vKgWkFyGPdwMJX8>). Upon completing the above, you can expect to receive the \$5 reward by mid August. I'm experiencing issues with the Hackathon app. What should I do? During this beta testing phase, you may face certain issues as you navigate through our platform. We would appreciate it if you could reach out to the StackUp team via the [beta testing Discord channel](<https://discord.com/channels/895564164783808523/1255768737156567090>) or leave your feedback in the feedback form to report on these issues. How do I form teams in the Hackathon App? Instead of questing solo, you can choose to work with your peers and make team submissions in the Hackathon App! For more information on how to create a team, follow these steps:

### July 2024 Lucky Draw

Join our exciting July Lucky Draw and stand a chance to win amazing prizes! Here's how you can participate by fulfilling the following three conditions: Join 4 \$0 Quests There is no need for submissions. Simply join the following quests below. These are the first two quests of each campaign: [ABI Encoding & Decoding](<https://earn.stackup.dev/campaigns/solidity-advanced-skills-number-1/quests/quest-1-abi-encoding-and-decoding-67b2>) [Smart Contract Development Tools](<https://earn.stackup.dev/campaigns/solidity-advanced-skills-number-1/quests/quest-2-smart-contract-development-tools-09c5>) Overview of Wallets (Upcoming) More About Wallets (Upcoming) Get 1 Approved Quest Submit and receive an "approved" status for at least one of these quests: [High vs Low-Level Calls in Solidity](<https://earn.stackup.dev/campaigns/solidity-advanced-skills-number-1/quests/quest-3-high-vs-low-level-calls-in-solidity-1441>) dApps and Wallet Modals (Upcoming) The "approved" status does not include the "rewarded" status. Users with "rewarded" status for these two quests are not eligible for the draw. Submit 1 Bounty Make a submission for at least one of the following bounties: [Inspecting On-Chain Functions Involving Calls](<https://earn.stackup.dev/campaigns/solidity-advanced-skills-number-1/quests/bounty-inspecting-on-chain-functions-involving-calls-4ffd>) Build your dApp with a Wallet Modal (Upcoming) Note: The following submissions are not eligible for the draw. Submissions that are rejected for the following reasons: Missing description

and/or attachment that was required for a quest deliverable. Observed submission of unrelated content. This action will be recorded on your StackUp account. Join now and get ready to be 100 lucky users who will win \$3! Winners will be announced in mid-August.

Want to stay updated on campaign drops and quest starts on Discord?

Join this channel on Discord! [campaign-quest-notifications](https://discord.com/login?redirect\_to=%2Fchannels%2F895564164783808523%2F1203961807471906846)

Don't miss out on campaign drops and quest starts!

Join our Telegram here [https://t.me/+yLz1VKd8grk2MGUy](https://t.me/+yLz1VKd8grk2MGUy)

Note: Ensure that you have the Telegram app installed on your device before joining.

### Learn & Earn's New Reward Mechanism

What is Learn & Earn's Reward Mechanism? Since Learn & Earn started, we have always rewarded players on a first-come, first-served basis. This means that the fastest players to submit a quest receive rewards. In response to user feedback highlighting the challenge of earning rewards and the pressure to quickly complete quests, Learn & Earn is trying out a new reward distribution system. This change is intended to ensure that everyone has an opportunity to earn rewards for their effort and hard work, even if they may not be able to participate right away when a quest launches. We want to continue rewarding our very dedicated players who are there at 1200 hrs GMT+8 to start questing, so a portion of the rewards will be reserved for the fastest players. The remaining rewards will be distributed via the new mechanism. For all quests included in this experimental reward mechanism, it will be stated explicitly in the quests introduction. How it works?

Example 1: Random Allocation Mechanism Imagine a scenario where a quest provides 1500 rewards, each valued at \$1, and 2000 players submit their entries. 1000 rewards are reserved for the fastest players. This means that the fastest 1000 players are guaranteed with the \$1 reward. The remaining 500 rewards are randomly distributed among the 1000 approved players who weren't the fastest to submit. Each of these remaining players has a 50% chance of receiving a reward. Example 2: Even Distribution Mechanism Imagine a scenario where a quest provides 1500 rewards, each valued at \$1, totalling a prize pool of \$1500. 2000 players have submitted their entries. 1000 rewards are reserved for the fastest players. This means that the fastest 1000 players are guaranteed with the \$1 reward. After distributing \$1000 to the fastest players, \$500 remains in the prize pool. This remaining amount is then evenly divided among the remaining 1000 approved players who have not received a reward yet. Consequently, each of these players will receive 50 cents. FAQs 1. How will I know if I am one of the fastest players to receive a reward? Your quest status will be rewarded and you can also view your reward in your list of transactions on the "Balance & Request History" page found under "My Balance". 2. How is the random allocation conducted? We will use a seed for a random number generator (RNG). The RNG will then generate a list of numbers which will correspond to a player's submission number. 3. How will I know if I have been rewarded in the random allocation mechanism? As this mechanism is still in the experimental stage, users who are rewarded via the new mechanism will see the approved status. However, you can view transactions on the "Balance & Request History" page found under "My Balance". If you are rewarded, you will see your reward for the quest as a transaction. 4. How can I provide feedback on the new reward mechanism? You can visit our Discord server and head to the [ideas-and-feedback

channel](https://discord.com/channels/895564164783808523/895572257466875924)) channel to share your thoughts. Disclaimer: This initiative is currently in the experimental phase, with potential changes to how it works. It will undergo limited testing for a while and its future implementation is still uncertain. Any updates will be communicated clearly.

### How can I update my Email Address and Username?

Email Address Update The update of email addresses will be handled on a case-by-case basis, subject to specific criteria that must be met before the process can commence. You can submit a [ticket](https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket\_form\_id=9094359542041) for assistance. You may request an email address change if your situation aligns with the following criteria:- You are using your school or university's email address, and you are about to lose access to it.- You are using your work email address, and you are about to lose access to

it. However, your request will be rejected if any of the following criteria apply:- You have received a warning email from StackUp regarding suspicious activity observed on your account.- You have received an email indicating that you have shared payment details with other users.- Your account is associated with a suspended account.- Your account is already suspended from the platform.

**Username Update** We regret to inform you that username updates are currently unavailable due to potential complications this feature may entail. Our unique username mechanism serves as an important user identifier, and modifying usernames poses a challenge for our system. We apologise for any inconvenience this may cause. Important note: If you are requesting an email address change, please be aware that this process may require some time due to the complexities involved. Our team is committed to addressing it by the fourth quarter of 2024. We appreciate your patience and understanding.

How does Earn work?

It's designed to enhance your knowledge and refine your skills in different programming aspects. Once you've completed Learn and feel confident with the foundational knowledge required, now is the time to start participating in Earn quests! What can I expect from [Earn](<https://earn.stackup.dev/>) content? Every Campaign consists of multiple quests featuring user-friendly content, offering detailed guidance to assist developers in learning and project building. At the end of each quest, a required deliverable must be submitted promptly within the quest's specified timeframe. Please take note of the quest's start and end dates to ensure timely completion and stay ahead of the game! Furthermore, Earn offers [Bounties](<https://stackuphelpcentre.zendesk.com/hc/en-us/articles/18932072999065-What-is-Bounty->) periodically - a program providing Stackies with additional opportunities for engaging in more advanced learning activities. These activities demand higher expectations for output quality with a larger reward based on the submissions quality. What does Earn feature? Earn features diverse campaigns covering various programming topics and includes content from partnerships with known industry players. Tip: Tune in to our [Telegram channel](<https://t.me/+yLz1VKd8grk2MGUy>) and [Discord announcement](<https://discord.gg/fHasQxteqT>) channel to notify you of new campaigns, quest starts, and bounty opportunities! Related Articles: What can I get from participating in Earn Quests? Stackie's Guide on the StackUp Platform

What can I get from participating in Earn Quests?

You will receive a monetary reward as recognition for your efforts in learning and participating in a quest, as long as you submit a valid deliverable within the set deadline. Please be aware that we reward stackies on a first-come-first-serve basis. Therefore, submitting a valid submission early is an ideal way to ensure you get rewarded. Related Articles: How does Earn work? Stackie's Guide on the StackUp Platform

21 Collyer Quay, Singapore 049320

What is StackUp?

[StackUp](<https://stackup.dev/>) is a platform designed to unite developers interested in forefront technology applications into a single unified platform. It aims to build a strong developer ecosystem. The platform offers a range of applications, including [Learn ](<https://earn.stackup.dev/learn>) and [Earn](<https://earn.stackup.dev/>), which features learning content from the leading industry players. Here, your time and effort spent on learning gives you rewards in return. Additionally, there are upcoming applications in development that will further empower you to build a strong developer community. Stay tuned for exciting new features and updates in the coming months!

Do you want to give us feedback about the platform or customer service?

[StackUp platform Feedback Form]([https://docs.google.com/forms/d/e/1FAIpQLSfz2fkXyWzg3GFYsQivyDPxQBGB0jJrJ80WVA5FKVGfWFW\\_5g/viewform](https://docs.google.com/forms/d/e/1FAIpQLSfz2fkXyWzg3GFYsQivyDPxQBGB0jJrJ80WVA5FKVGfWFW_5g/viewform) target="\_self") [Customer Service Feedback Form]([https://docs.google.com/forms/d/e/1FAIpQLSfr5u6oyakFOGL6KtGY9bv2Skfep\\_31wyLAUhiTMGpmRoEVpg/viewform](https://docs.google.com/forms/d/e/1FAIpQLSfr5u6oyakFOGL6KtGY9bv2Skfep_31wyLAUhiTMGpmRoEVpg/viewform) target="\_self")

Do you have any Quest-specific concern?

Head to

[#quest-help-forum](https://discord.com/channels/895564164783808523/1060491074109456454" target="\_self") on Discord. Select the quest you are participating in and start to communicate with our helpful Stackies and moderators! Related topics: [Which Discord channels should I join or visit?](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19283033948569) [New Stackie Guide to the Discord Community](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19283071014297)

### New Stackie Guide to the Discord Community

Welcome to StackUp's Discord Server Guide! Your go-to reference for exploring the Learn and Earn Discord community. Why Join StackUps Discord Community? Join StackUp's Discord community for: Expert Insights: Learn from experienced Stackies and moderators. Community Events: Engage in exclusive events and activities. Skill Enhancement: Elevate your skills with community backing. Networking: Connect with like-minded developers and find your learning buddies! Lets go and join us on Discord! Follow the steps below to start! New to the StackUp Discord Community? Follow the steps below! Step 1 - Gain Access to our [Discord Community](https://discord.com/invite/wVtcAT9kqU): Take a quick onboarding process. Answer pre-join questions that will determine your first role in our community. (Takes less than 1 minute!) Step 2 - Click on the Channels & Roles: Customise your server experience and unlock various channels by answering some questions. Adjust your channel visibility anytime to suit your preference. Helpdesk channels are available to all Stackies for support and enquiries. Step 3 - Learn to Navigate our Discord Server by reading the following: [Server Guide](https://discord.com/channels/895564164783808523/895565403785408542/1202188916090732584): FAQs about StackUp Learn & Earn platform and Discord server. [Help Centre](https://discord.com/channels/895564164783808523/935061560508956692/1201806374539890758): Guidance on submitting tickets. [Official Links](https://discord.com/channels/895564164783808523/941610949352255508/1193910374752333836): Connect with StackUp on social media. [Server Map](https://discord.com/channels/895564164783808523/895565403785408542/1202189183997714452): Reference of essential channels to check on Discord Step 4 - Review the server rules to maintain a safe and welcoming community.

### Which Discord channels should I join or visit?

For Platform and Policy Updates or New Information such as the Campaign drops, Quests start, or Bounties Opportunities: [policy-updates](https://discord.com/channels/895564164783808523/1029680598765289573) [important-updates](https://discord.com/channels/895564164783808523/895570285800062977) [new-content](https://discord.com/channels/895564164783808523/935075302953058314) [campaign-quest-notifications](https://discord.com/channels/895564164783808523/1203961807471906846) Upcoming Community Events on Discord: [discord-exclusive-initiatives](https://discord.com/channels/895564164783808523/996788955007696986) If you need help or would like to report a bug: [general-help](https://discord.com/channels/895564164783808523/895572289171632148) [help-centre](https://discord.com/channels/895564164783808523/935061560508956692) [bug-error-report](https://discord.com/channels/895564164783808523/968395739619278890) Have some feedback or quest requests? [ideas-and-feedback](https://discord.com/channels/895564164783808523/895572257466875924) [quest-requests](https://discord.com/channels/895564164783808523/896973078284894239) Looking for self-advancement and learning: [learning-resources](https://discord.com/channels/895564164783808523/902366408451698708) Familiarise yourself with your fellow Stackies and introduce yourself: [general-chat](https://discord.com/channels/895564164783808523/895573585484214342) [safe-space](https://discord.com/channels/895564164783808523/1088031556041449542) Kick back, have fun, and relax on these channels: [memes](https://discord.com/channels/895564164783808523/950027550673997906) [guess-again](https://discord.com/channels/895564164783808523/954580826652299295) [mini-games](https://discord.com/channels/895564164783808523/1039812296702169128) Note: If you have questions about quests, refer to the designated campaign channels under HELP & SUPPORT category. Many more channels await you dive in and explore!

### What is Bounty?

The StackUp [bounty](<https://earn.stackup.dev/>) program offers an additional opportunity for Stackies to engage in more advanced learning activities with higher expectations for their output. This program presents a new level of challenge compared to quests, allowing Stackies to tackle more complex challenges in exchange for a larger reward amount. Rewards for bounty submissions are given out based on the submissions quality. Each submission will be thoroughly assessed to determine its merits and alignment with the set criteria. This approach ensures that rewards are awarded to submissions of the highest quality. Tip: Tune in to our [Telegram channel](<https://t.me/+yLz1VKd8grk2MGUy>) and [Discord announcement](<https://discord.gg/fHasQxteqT>) channel to notify you of new campaigns, quest starts, and bounty opportunities! Related Topics: [How are StackUp Bounties different from Quests?]([https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285175808921" target="\\_self](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285175808921))[Can I make more than one submission for the same Bounty?]([https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285153722649" target="\\_self](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285153722649))[Is it necessary to complete a prerequisite quest before joining a bounty?]([https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285174681881" target="\\_self](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285174681881))[Can I edit my work after I've submitted it on the platform?]([https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285220538649" target="\\_self](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285220538649))

#### How does Learn work?

[Learn](<https://earn.stackup.dev/learn>) offers self-paced learning content organised into pathways for Stackies to explore, enabling them to focus on individual goals for advancing as experienced developers. The Learn content is structured in layers: Within each Pathway, there are multiple Skills. Each skill contains Modules, and within each module, we offer Tutorials. What can I get from taking the Tutorials? Each Tutorial allows you to learn at your own pace without any deadlines or submission requirements. However, it doesn't offer EXP or rewards. How does the Learn content in StackUp Learn and Earn relate to Earn quests? The [Learn content](<https://earn.stackup.dev/learn>) includes past Earn campaigns and quests that can be attempted with provided answers or expected outputs. What advantages does Learn offer? Upcoming Earn quests will likely require knowledge from a Learn content, so exploring [Learn](<https://earn.stackup.dev/learn>) pathways will prepare you better and increase your chances of success in learning and earning from the Earn quests! Related Article: Stackie's Guide on the StackUp Platform

#### ■ Platform Integrity Policy

At StackUp, we are committed to maintaining a fair and meaningful learning environment for all of our Stackies. We have a zero-tolerance policy for any form of cheating or exploitation. Our Platform Integrity Policy outlines the expectations, guidelines, and consequences related to maintaining submission, account integrity and user conduct on our platform. User Conduct: We expect all users to treat one another with respect and courtesy. Harassment, hate speech, or any form of discrimination will not be tolerated. Users are required to act ethically and honestly, this includes refraining from cheating, plagiarism, or any form of dishonesty. Cheating: The following is a list of actions that are flagged as cheating on the StackUp platform, including but not limited to: A single user with multiple accounts A single user making multiple submissions using multiple accounts Copying of submissions from other users and/or wholesale content from online sources (e.g Codepen, StackOverflow, GitHub, YouTube, etc.) Sharing of withdrawal information Consequences: Users who are flagged for misconduct or multiple cheating attempts will be suspended and not be allowed back on the platform to protect our community. Users will be informed via their StackUp registered email address of any warnings or actions taken if they are identified for cheating, such as: Current and future submissions will be rejected and not be eligible for submission re-review requests Withdrawal requests will be restricted Clawback of a rewarded quest to rejected as it was gained unfairly through cheating Removal of access to our community on Discord in cases where clear instances of harassment and verbal abuse occur within the community. Account Suspension The above actions are not enforced linearly and may be dependent on one another. The appropriate action will be determined based on the type of cheating involved. These actions are taken after conducting a comprehensive investigation, coupled with thoughtful consideration and robust justification for each decision made. We are committed to ensuring that every action we take is based on a well-founded and justified assessment of the

situation. Abuse Reporting: Users are encouraged to report any form of platform abuse, including cheating, harassment, or violations of this policy through privately messaging our Community Moderators or using the [General Enquiry form]([https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket\\_form\\_id=9094359542041](https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket_form_id=9094359542041)). Your reports play a vital role in maintaining a safe and respectful community. All abuse reports will be treated with utmost confidentiality, we are committed to protecting your privacy and ensuring that you can use our platform without fear of retaliation or exposure when reporting abusive behaviour. Appeal: Our quests are intentionally designed to make it difficult for users who complete the content on their own to submit work that is similar enough to be suspected of being a copied submission. A manual review is also conducted by our team for users who have been flagged for suspicious activity to ensure accuracy. However, users who believe that they have been mistakenly flagged for cheating can submit an appeal through our StackUp Help Centre [Submission-Related-Matters Form]([https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket\\_form\\_id=11733869435673](https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket_form_id=11733869435673)). Appeals will be carefully re-reviewed by our team; however, please note that we cannot guarantee that a second review is done for every case and reserve the right to uphold our decision based on the evidence available.

### Submit a Request Form

Please select the appropriate form: [Account-related Matters]([https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket\\_form\\_id=10970588074137" target="\\_self](https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket_form_id=10970588074137)) [Withdrawal-related Matters]([https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket\\_form\\_id=11749552676121" target="\\_self](https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket_form_id=11749552676121)) [Platform bug Issue]([https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket\\_form\\_id=11733831427737" target="\\_self](https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket_form_id=11733831427737)) [Submission Re-review Request]([https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket\\_form\\_id=11733869435673" target="\\_self](https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket_form_id=11733869435673)) [Quest Submission Bug]([https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket\\_form\\_id=13569353402777" target="\\_self](https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket_form_id=13569353402777))

### What is a Campaign?

The [Campaign](<https://earn.stackup.dev/campaigns>) page introduces the theme or events related to quests, outlining the journey players will experience during their learning journey. No registration for campaigns is necessary; simply jump into the quests and begin your participation!

### How can I update my Country of Residence and Nationality?

Step 1 - Fill in [this]([https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket\\_form\\_id=10970588074137](https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket_form_id=10970588074137)) request form. Step 2 - Please provide the required screenshot of your StackUp Learn and Earn's "My Profile" Page as shown below before submitting the form. Step 3 - Please submit a screenshot or electronic copy of your billing statement along with one form of identification, such as a passport, national identity card, or birth certificate. If you've recently changed your nationality, please include your passport, certificate of citizenship, or certificate of nationality. Important notes: If you are using bank transfers via WISE to receive your rewards, please ensure to provide updated bank details if you wish to change your country of residence. This is important because it will affect the currency that we send to you. Your Country of Residence (COR) and bank details all must match to avoid any delays or future troubleshooting. Additionally, please note that there are countries that our WISE partner may not be able to support. Check it out [here.]([WISE%20Supported%20Countries%20and%20Regions](#)) Failure to provide both the billing statement and one form of identification will result in the request not being processed. Additionally, if the screenshot lacks essential details or if proof of identification and billing information are incomplete, your request will not proceed.

### Which countries are not supported by StackUp?

To ensure StackUp complies with all applicable laws and regulations, we are updating the list of countries supported by our platform, effective from November 9, 2022. Unfortunately, we will no longer be able to support Stackies residing in or citizens of the following regions/countries: Democratic Peoples Republic of Korea (North Korea) Republic of Sudan Russia Islamic Republic of Iran Republic of Cuba Ukraine Syrian Arab Republic State of Libya Federal Republic of Somalia Republic of Yemen Democratic Republic of the Congo Why are these countries not supported? StackUp, along with our campaign partners and payment providers, must adhere to legal obligations. Upon review, we have determined that supporting Stackies from these countries is

restricted by applicable laws. This includes challenges in awarding quest rewards and processing payments through our payment providers. Despite our best efforts, we regret that we are unable to facilitate rewards for Stackies in these countries. Additionally, due to system limitations and complexities, residents of the following countries may also face challenges joining our platform: Afghanistan Pakistan Palestinian Territory Iraq We appreciate your understanding as we work to uphold legal compliance while striving to support as many Stackies as possible.

#### How WISE Bank Transfer works

Players will provide StackUp with their bank account details, allowing StackUp to use WISE to send the reward money direct to the players' bank accounts. Players will receive the reward money in their local currency. The currency exchange rate is provided by WISE. Please note that StackUp can only ensure that withdrawal requests are successfully sent to the provided payment details. Regrettably, we are unable to provide any assurances about any events that occur after the successful transaction.

#### ■ StackUp's Payment Methods

StackUp currently supports two payment methods. A. Bank transfer StackUp uses WISE to do bank transfers, with players receiving the reward in their local currency direct in their bank account. B. USDC stablecoin (cryptocurrency) via AVAX StackUp sends USDC and it maintains a 1:1 ratio with USD. So the amount of USD withdrawn = the amount of USDC received. Important: Some countries may not be supported by each payment method. Related articles: [Step-by-step Guide for Personal Wise Account Creation](#) [WISE Country/Region Availability](#) [How USDC Withdrawal \(AVAX\) Works](#) [USDC \(AVAX\) Country Availability](#)

#### ■ How does Quest review work?

I've submitted a quest/bounty. What's next? Our team will review your work within 1-2 weeks. Once the review is complete, we will update your submission status, which will be either rewarded, approved, or rejected. While waiting for your submission result, you may want to check out other available campaigns. We typically launch new campaigns every Friday, at 12PM GMT+8. What does rewarded / approved / rejected means? In summary, Quest rewards are distributed on a first-come, first-served basis to users with valid submissions. As such, you're highly encouraged to join our [Discord](<https://discord.com/invite/wVtcAT9kqU> target="\_blank" rel="noopener noreferrer") & [Telegram, ](<https://t.me/+yLz1VKd8grk2MGUy> target="\_blank" rel="noopener noreferrer") to avoid missing out on our announcements when new campaigns/quests are released! Bounty rewards are distributed to users with the best quality submissions When will my submission result be released? Your submission result will be released after the campaign ends. For more information, check out the quest or bounty page as shown: [How do I check my submission result?](#) Simply visit the quest/bounty page to check if you have been rewarded, approved or rejected for your submission.

When will the WISE Tag field be available for viewing and use on the platform?

The WISE tag will be available on 31 July 2024. If you already have your own WISE account and WISE tag ready, please hold off using it until the specified date.

Can I join the new StackUp Learn & Earn if I'm a suspended user from the old platform?

We strongly advise against joining the new StackUp Learn & Earn as the suspension on the old StackUp platform also extends to the new platform. While you can participate in quests, earn rewards, and perhaps be able to submit a withdrawal request on the new platform, there's a high risk of cancellation or failure, and StackUp will not be held responsible for any accumulated reward amounts affected by observed suspension records from the old platform.

#### Stackie's Guide on the StackUp Platform

Welcome to StackUp Learn & Earn! It's a place to learn, earn rewards, and connect with a community of developers. Not sure where to start yet? be guided by the steps below! Step 1: Create Your Account on [Stackup](<https://stackup.dev/>) Step 2: Head to the [Learn](<https://earn.stackup.dev/learn>) page to start your learning journey where you can browse tailored learning pathways. a. Select a pathway b. Choose a skill to explore c. Click on a module to

begin your tutorial d. Complete the Tutorial This will prepare you to participate in quests that offer rewards. Step 3: Ready to take the quest and earn rewards? Head to the [Earn](<https://earn.stackup.dev/>) page and browse the ongoing Campaigns. Choose the campaign that piques your interest! Enhance your programming skills with user-friendly, step-by-step instructions tailored to support learning and project development. Step 3: Join your first quest by participating in the initial quest of a campaign. Discover new and fascinating learning content! Step 4: Apply what you've learned and test your understanding of the quest by completing the practical tasks. Carefully follow the submission guidelines for a successful deliverable. TIP! Review the expected output before submission. Step 5: Continue your learning journey! Advance your skills and accumulate rewards by participating in more campaigns! Step 6: Feeling like a pro now? you can participate in our periodic bounty programmes. This requires higher quality output and offers a larger reward based on submission quality. Bounty programmes can give you a competitive edge in the coding field. Tune in to our Telegram channel and Discord announcement channel to notify you of new campaigns and bounty opportunities! Step 7: Make sure to join our developer's community on [Discord](<https://discord.com/invite/wVtcAT9kqU>) to learn from experienced Stackies and moderators, attend exclusive events, receive support from like-minded developers, and build meaningful connections for invaluable networking opportunities in the industry. Check out the [New Stackie Guide for joining our Discord Community](<https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19283071014297-New-Stackie-Guide-to-the-Discord-Community>). Need Help? For platform questions, visit our [Help Center](<https://stackuphelpcentre.zendesk.com/hc/en-us>) or contact Customer Support to [create a ticket](<https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new>) Need help during a quest? Head to the [#quest-help-forum](<https://discord.com/channels/895564164783808523/1060491074109456454>) on Discord for immediate assistance. To stay updated on new campaign drops and increase your chances of rewards, subscribe now to our [Telegram channel](<https://t.me/+yLz1VKd8grk2MGUy>) and [Discord announcement channel](<https://discord.com/channels/895564164783808523/1203961807471906846>)! Earning Rewards & Recognition At Stackup, we celebrate your learning achievements with rewards and recognition: Quest Rewards: It's all about speed! Rewards are given out on a first-come, first-served basis. Make sure your submission is spot-on and follows all guidelines to get rewarded. [Bounty Rewards](<https://stackuphelpcentre.zendesk.com/hc/en-us/sections/19132202428441--Bounty>): Impress us with top submissions to win rewards! No rushtake your time for the best work until the deadline. This comes with an enticing reward amount, too! [Battle Royale Leaderboard](<https://stackuphelpcentre.zendesk.com/hc/en-us/articles/27883255989145-Battle-Royale-StackUp-Discord>): Monthly showdown for all Stackies. Compete for leaderboard spots! Top 70 users to earn special role icons on Discord for recognition.

What will happen to my old StackUp wallet balance?

From late December 2023 to the end of January 2024, we offered a balance transfer feature in the old StackUp platform for users with an account balance below \$10 while encouraging those with balances exceeding \$10 to withdraw their funds from the old platform. However, the deadline for this transfer was set on January 30, 2024. Please be aware that the old StackUp platform ceased its operations completely. Access to your old account, including transaction history and wallet balance, will no longer be available. If you encounter any issues following the platform's closure, please contact our support team by creating a [ticket]([https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket\\_form\\_id=9094359542041](https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket_form_id=9094359542041)). FAQ: Q: What happens if I don't withdraw my balance over \$10 from the old StackUp Platform? Effective January 30, 2024, the old StackUp platform has been sunsetted. If you have balances exceeding \$10 remaining on the old platform, we strongly urge you to utilise the [Balance Transfer Feature](<https://stackuphelpcentre.zendesk.com/hc/en-us/articles/26697294432153-The-Balance-Transfer-Feature-to-Learn-and-Earn-v2-0-is-now-Available>)-found on your old platform's profile page. Failure to transfer your balance to the new StackUp Learn & Earn platform before the complete cessation of the old StackUp platform (anticipated shortly after January 30) may result in the loss of access to your funds. Q: What happens if my balance is below \$10 in the old platform and I'm unable to make a withdrawal? On January 30, 2024, the old StackUp platform has been sunsetted. If you have balances below \$10 remaining on the old platform, please contact our support team by creating a



[ticket])(<https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new>). Failure to transfer your balance to the new StackUp Learn & Earn platform after the complete cessation of the old StackUp platform on January 30 may result in the loss of access to your funds. Q: Why was my balance transfer request rejected? Rejected requests typically occur when we can't locate your registered email address from the New StackUp Learn & Earn. To proceed, please sign up for a new account on the [StackUp Learn & Earn platform](<https://stackup.dev/>) and ensure it is verified.

I am previously an old StackUp platform user, what Email and Payment details should I use for the new StackUp Learn & Earn?

Should I use the same email address that I use for the StackUp Early Access v1.0 to sign up for the StackUp Learn & Earn? While it is not mandatory, we highly recommend using the same email address for StackUp Learn and Earn so that you do not have to create a new Zendesk account for our customer support and we can view the ticket history consistently across the old and the new platform. Do I need to enter the same payment details that I used for StackUp Early Access? No, it is not mandatory to use the same payment details that you used for StackUp Early Access. However, it is important to note that sharing withdrawal details with another user is a violation of StackUps [policy](<https://stackuphelpcentre.zendesk.com/hc/en-us/sections/14693360046233-Platform-Integrity>). Where can I provide my feedback? If you encounter a bug, have suggestions and ideas or have any other related questions about the new platform, kindly send us a [request form]([https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket\\_form\\_id=23846606328857&utm\\_source=ActiveCampaign&utm\\_medium=email&utm\\_content=%5B%F0%9F%8E%89+Exclusive+Invite%5D+You+ve+been+selected+for+our+first+wave+of+Beta+testing+for+our+new+StackUp+platform%21&utm\\_campaign=A+Sneak+Peak+into+Learn+++Earn+2+0+%28Edited%29](https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket_form_id=23846606328857&utm_source=ActiveCampaign&utm_medium=email&utm_content=%5B%F0%9F%8E%89+Exclusive+Invite%5D+You+ve+been+selected+for+our+first+wave+of+Beta+testing+for+our+new+StackUp+platform%21&utm_campaign=A+Sneak+Peak+into+Learn+++Earn+2+0+%28Edited%29)) through our [Help Centre](<https://stackuphelpcentre.zendesk.com/hc/en-us>). If you're keen on joining the discussions & contributing to potential improvements please head to the [ideas-and-feedback](<https://discord.com/channels/895564164783808523/895572257466875924>) channel on Discord.

Do you have any Bounty-specific concern?

Head to [#bounty-helpdesk](<https://discord.com/channels/895564164783808523/1097765745808646145>) on Discord. Select the bounty you are participating in and start to communicate with our helpful Stackies and moderators!

Is it possible to work with a group on a bounty project?

Yes, collaborative efforts can be valuable, especially for intricate challenges that require diverse expertise. It's permissible to collaborate with colleagues while working on a bounty. However, please bear in mind that when it comes to reward distribution, the reward will be credited to the account responsible for submitting the deliverable. If you wish to distribute the reward among group members, that decision is entirely yours. It's important to note that once the reward is disbursed to the designated account, StackUp holds no responsibility for any arrangements regarding the division of the reward among the group members.

How does USDC withdrawal on Avalanche (AVAX) work?

Players will provide StackUp with their AVAX wallet address for receiving tokens on the C-chain. StackUp will send USDC(AVAX C-chain) tokens directly to the wallet address provided. Stackies must ensure that their wallet address can receive C-chain tokens. USDC maintains a 1:1 ratio with USD. So the amount of USD withdrawn = the amount of USDC received. Important notes: StackUp will send USDC tokens to the provided addresses. If players wish to convert USDC tokens to USD or other tokens, they need to secure their own AVAX tokens for transaction fees and find an online token exchange that serves their region and performs the conversion themselves. Please note that StackUp can only ensure that withdrawal requests are successfully sent to the provided payment details. Regrettably, we are unable to provide any assurances about any events that occur after the successful transaction.

What do I get from completing Learn content?

While completing tutorials and modules in [Learn](https://earn.stackup.dev/learn) does not currently offer EXP or monetary rewards, remember that [Learn content](https://earn.stackup.dev/learn) serves as valuable preparation for future Earn quests, particularly the more advanced ones. Engaging with Learn enhances your chances of successfully learning and earning from our Earn quests and campaigns!

How to delete my account?

Step 1 - Click [here](https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?request\_from\_search=true&ticket\_form\_id=10970588074137" target="\_blank" rel="noopener noreferrer) to fill in a request form for account deletion. Step 2 - Attach the screenshot of your StackUp Learn & Earn "My Profile" Page as shown below. If the screenshot is not provided or does not display all the required details, your request will not be processed. Important: Immediate account deletion isn't supported on the new platform at the moment. Instead, we will "Close your Account," which disassociates your details from our system. Rest assured, your deletion request is noted, and we'll remove your records promptly once the feature is ready. Thank you for your patience and understanding.

What does "can't support certain countries" or limited platform access mean?

Users from these countries, whether residing in the region or citizens of it, will not be able to perform certain actions, including but not limited to submitting quests, earning monetary rewards, and making withdrawal requests. However, the affected Stackies will still be able to interact with other Stackies on Discord community channels.

#### ■ StackUp's Payment Policy

StackUp allows players to withdraw their rewards, with the following conditions: Players must be willing and able to accept rewards by at least one of our two payment methods (see below for more information). There is a minimum withdrawal sum of \$10 USD, and users can only withdraw their entire balance at one time. There is a withdrawal fee to cover the transaction cost. Please note that StackUp can only ensure that withdrawal requests are successfully sent to the provided payment details. Regrettably, we are unable to provide any assurances about any events that occur after the successful transaction.

How to participate in a Campaign or Quest?

How to find a quest that you are interested in? Step 1 - [Campaign Page](https://earn.stackup.dev/campaigns" target="\_blank" rel="noopener noreferrer)- The Earn page provides an overview of ongoing, upcoming, and past campaigns. Click on a campaign to view the quests involved and participate in the ones that interest you. Step 2 - [Joining a Quest](https://earn.stackup.dev/campaigns) - Here, you'll find a list of quests within a Campaign, displaying the reward amount and the number of players. Click on any quest to begin participating! Once you click on a quest's page, you may click on the Join quest button to participate. You can participate in any quest between its start date and end date. You can see your joined quests in the "[My Learning Journey](https://earn.stackup.dev/my/journeys/quests)" under your Account Profile icon. Related Article: How can I track my progress in the Platform?

What will happen to the bank details I previously provided to StackUp?

Effective 31 July 2024, your bank details will be removed from StackUp's system. From that date forward, bank transfers will no longer be available for withdrawals, and you will need to create a personal WISE account.

Do I need to create a new StackUp account to participate in the Hackathon if I already have an existing one?

You don't need to create a new account. Just sign in with your existing StackUp account to access the Hackathon app. You can find it in the sidebar when you're on the StackUp homepage.

How to see your Account Details on StackUp platform?

My Profile - This is your StackUp Learn and Earn account details page, where you can view the following account information; Username, mobile number, nationality, career level, role/expertise area(s), and tech stack. Account Settings - Here are your main account details on StackUp. You

can access your registered email address and Username, as well as utilise tools to modify your password, adjust your timezone to match your location, and subscribe to our email list for updates on the latest products and developer opportunities. Related article: [How can I track my progress in the Platform? ](<https://stackuphelpcentre.zendesk.com/hc/en-us/articles/27353723091609-My-Learning-Journey-a-great-new-feature-to-see-your-Progress->)

What happens after you are flagged with suspicious activity?

Stackies flagged for suspicious activity will receive email notifications and submission reason codes based on the type of cheating involved. Expect an email within 1-5 working days regarding actions taken on your account. Below are two scenarios you might encounter when flagged, along with their implications and suggested actions. Scenario 1: Your quest submission has been flagged for suspicious activity, and you have received a warning email. However, your account has not been suspended. StackUp Platform Rejection Feedback: "Your account has been flagged for suspicious activity. Please see the Guide for more info." Email Notifications Regarding Your Recent Submission (Warning) If you receive this email, your account is not suspended. This indicates that the warning pertains only to a specific quest and will not affect your future quest submissions. However, your account will be closely monitored and may be suspended if the team observes or identifies other suspicious indicators. Scenario 2: Your quest submission has been rejected because your account is suspended and is currently under investigation. StackUp Platform Rejection Feedback: Your account is currently under investigation for suspension. We will not be considering your deliverable. Email Notifications Your Account is on Temporary Suspension: Duplicated Bank Details Detected Your Account is on Temporary Suspension: Duplicated Wallet Details Detected Account Suspension Notification Your account may be suspended due to a violation of our policy, and the specific reason may constitute the below: 2.1 Your account has been temporarily suspended due to duplicated withdrawal details detected. As sharing withdrawal details constitutes cheating under our policy, your account may be temporarily suspended and withdrawal features will be restricted until this is resolved. Stackies should follow the email notification for instructions on updating their withdrawal details and having their features resumed. If our investigation determines that your account can be lifted from the temporary suspension, please note that any past submissions submitted during the suspension will not be reviewed again. However, rest assured that future submissions will not be affected unless another suspicious activity is observed. 2.2 Your account has been suspended due to flagged suspicious activity. Our policy follows a zero-tolerance approach towards Stackies who engage in cheating and/or exploitative measures to gain an unfair advantage towards the prize pool money. Stackies who are found to have breached StackUp's policy multiple times will have their account suspended, rewards revoked, withdrawals restricted, and you will no longer have access to your Learn & Earn account. Suspended users will also not be allowed to create a new account on our platform.

How to setup USDC (AVAX) payments for StackUp

To begin, Stackies should follow the steps below: Step 1 - Set up a wallet compatible with the Avalanche network. We will recommend using the Core Wallet as it has been tested and used by the StackUp team. For guidance, Stackies can find more information on the Core Wallet [[here](<https://support.avax.network/en/articles/6066926-core-mobile-how-do-i-create-a-new-wallet>)]. Step 2 - Ensure that the wallet is capable of receiving tokens on the C-chain. Obtain the C-chain wallet address, beginning with "0x," and enter it into the cryptocurrency field on the platform. Step 3 - Once you have your public address on the C-chain, navigate to "My Balance" by clicking the menu icon at the top right of your platform screen. Then, click on "Manage Account," followed by "Add Crypto Wallet" to add a new wallet, or click the pencil icon to edit an existing wallet address, and finally click "Save." If unsure, please approach the StackUp team for support by submitting a [request form]([https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new" target="\\_self](https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new)).

#### ■ How do Quest submissions work?

To have a chance at earning the quest reward, you must ensure both: Submit your quest submission before the quest end date. Your submission fulfills all the criteria/requirements. Illustration on how the submissions are reviewed: Take note of the following: Total # of submissions allowed per quest: No limit Take note that resubmissions are not allowed. So please check your work before making your submission. Also, rewards are given out on a first-come-first-serve basis -

so try to submit as soon as you can! Related articles: [Can I resubmit my submission?](#) [I accidentally missed the submission deadline, what can I do?](#)

When will my submission be reviewed and rewarded?

When will my submission be reviewed? Submission review will commence after the quest concludes. The quest master will evaluate your submission and provide the result within 10 days after the quest ends. When will I know if I get the reward? You will be able to know if you get the reward at the point when your submission review result is out. You can check this by finding the respective quest on the "[My Progress]"([https://community.campus.dev/web?sid=space\\_16a69442-cb83-4027-85b0-ca5f1d7e650b&target\\_path=%2Flearners%2Fmy%2Fjourneys%2Fquests](https://community.campus.dev/web?sid=space_16a69442-cb83-4027-85b0-ca5f1d7e650b&target_path=%2Flearners%2Fmy%2Fjourneys%2Fquests)))" page.

#### ■ Step-by-step Guide for Personal Wise Account Creation

On the Wise Platform

Step 1 - Head over to [Create your Wise account](<https://wise.com/register/#/email>)

Step 2 - Kindly use the same email address you used for your StackUp account when creating a Wise Personal account.

Step 3 - Once your WISE account is created and verified, click on the profile icon and click Your Details.[]([https://s3.amazonaws.com/appforest\\_uf/f1650530103192x622864085129981300/Wise%20steps%201%20-2.png](https://s3.amazonaws.com/appforest_uf/f1650530103192x622864085129981300/Wise%20steps%201%20-2.png))

Step 4 - Fill in the details of your "Personal Information" and "Personal Address".[]([https://s3.amazonaws.com/appforest\\_uf/f1650530112267x155367402160549120/Wise%20step%203.png](https://s3.amazonaws.com/appforest_uf/f1650530112267x155367402160549120/Wise%20step%203.png))

Step 5 - Navigate to the "Recipients" tab located on the left-hand sidebar. Then, click on "Add your Bank Account" and fill out all the necessary fields with your local bank account details. Please ensure that your intended bank account is marked as your primary account to receive your currency. Additionally, you will not be able to reach this stage if you have not updated your details in Step 4.[]([https://s3.amazonaws.com/appforest\\_uf/f1651057846282x998030049259597300/Wise%20step%205.png](https://s3.amazonaws.com/appforest_uf/f1651057846282x998030049259597300/Wise%20step%205.png))

Step 6 - Please ensure that the bank email address you provided during your StackUp account setup matches the one you registered when creating your Wise account. Verify that the email contains no typos, as we will use it to process your reward payout.

Step 7 - If needed, reply to the email or ticket addressing this concern to inform the team that you have successfully created your WISE account. Otherwise, you can disregard this step.

Notes:- If the StackUp team identifies any additional issues after your initial attempt to rectify the situation, your recent withdrawal will remain on hold until our team resolves the bank details discrepancy with you.- If you have a "secondary mode of withdrawal" (e.g., UPI/PayNow, etc.) and assign it as a primary account, you still need to enter/ provide your bank account details on StackUp. This will serve as an alternative method for us to process the transaction if the secondary mode of transfer fails. Do you need assistance updating your bank details? Read this [article](<https://stackuphelpcentre.zendesk.com/hc/en-us/articles/25059764738329-Updating-Bank-Account-Details-in-StackUp-Learn-Earn>) before creating a ticket.

Does the email address associated with my WISE account need to be the same as my StackUp email address?

Not necessarily, but it is highly preferred to avoid any potential issues during withdrawal.

I am a Stackie residing in and a national of a country not supported by StackUp. Can I utilise the hackathon app?

You might still be able to use the hackathon app, as the supported countries for Learn and Earn may differ from those for the hackathon app. We suggest signing up for events that match your skills, experience, and interests. The registration page will indicate any eligibility criteria and available countries.

How to obtain your StackUp username?

To retrieve your StackUp username, please log in to your StackUp account and then click on the Menu icon > My Profile > Username

How can I avoid being flagged with suspicious activity?

To ensure a seamless learn-and-earn experience on the platform and avoid being flagged for cheating, below are some guidelines recommended for Stackies to follow: Attempt the quest on

your own. Never send your screenshot or your code to someone else. Delete your screenshots immediately if you are sharing a workstation. Do not copy sections of code wholesale from internet resources, but instead edit and refine your code as necessary. Discussion within the community is encouraged when faced with difficulties. However, do not ask for direct yes/no or correct/incorrect answers on the help channels. Do not share same withdrawal details. Having multiple accounts on the platform is not allowed

#### ■ Need help for a quest?

Our StackUp team believes in Stackies finding their solution by constructive collaboration. To better facilitate this process, we have created a forum in our Discord server, in [quest-help-forum](https://discord.com/channels/895564164783808523/1060491074109456454" target="\_blank" rel="noopener noreferrer). Please read through the rules template for easier navigation of the space. Moreover, you can stay updated by tuning in to our [Telegram channel](https://t.me/+yLz1VKd8grk2MGUy" target="\_blank" rel="noopener noreferrer) and [Discord announcement channel](https://discord.gg/fHasQxteqT" target="\_blank" rel="noopener noreferrer). These channels will notify you of new campaigns, quest starts, and bounty opportunities. Additionally, the [Discord announcement channel](https://discord.gg/fHasQxteqT" target="\_blank" rel="noopener noreferrer") will post the appropriate and dedicated help desk channel per campaign nearing its launch date. These help desk channels will be expected to have tailored responses and discussions solely about a specific campaign/ quest.

#### USDC (AVAX) Country Availability

Due to regulatory requirements, StackUp is unable to process withdrawal requests from Stackies with incorrect country information or those residing in the following regions: Afghanistan The Democratic Peoples Republic of Korea (North Korea) The Republic of Sudan Russia The Islamic Republic of Iran The Republic of Cuba Ukraine (Crimea Region) The Syrian Arab Republic The State of Libya The Federal Republic of Somalia The Republic of Yemen The Democratic Republic of the Congo Nepal Iraq Pakistan (Temporarily unavailable until further notice) Palestinian Territory

#### How fast will I get my withdrawn rewards?

In the case where the player provides the correct information to the StackUp team, the team targets to perform the transfer of rewards within 5-7 working days for both FIAT and Crypto payment methods. If it has been more than 7 days, do check your inbox, including the spam/junk folder. Follow the instruction in the email and respond accordingly. If you have not received an email please submit a request using this[form.](https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket\_form\_id=11749552676121" target="\_blank" rel="noopener noreferrer)

#### WISE Supported Countries and Regions

Check if your country is supported by WISE WISE has specific country support limitations. Please verify if your country or region is supported by checking this link [WISE Country Support](https://wise.com/help/articles/2571942/what-countries-can-i-send-to?origin=topic-5bVKT0uQdBrDp6T62keyfz" target="\_blank" rel="noopener noreferrer). However, it's important to note that the list provided in the link does not guarantee that your country is supported by StackUp, as there may be technical difficulties affecting certain regions. If you are from one of the countries listed below, please verify whether you can withdraw your rewards using cryptocurrencies. List of countries provided by WISE that we are currently unable to support: South Africa (displayed as Africa on WISE) Afghanistan Bangladesh Brazil Chile Columbia Cyprus Israel Iran Iraq Ghana Pakistan Palestinian Territory Myanmar Nigeria Togo Tanzania Uganda United Arab Emirates Important note: This condition applies if the Stackie lives in a country not supported by WISE or holds citizenship in a country not supported by WISE. Related articles: [USDC (AVAX) Country Availability](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/14833991210393" target="\_blank" rel="noopener noreferrer") [USDC (Solana) Country Availability](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/14834266791321" target="\_blank" rel="noopener noreferrer")

Does the personal WISE account need to be in my name, or can I use someone else's WISE account?

It is highly recommended to use your own personal WISE account to avoid any potential issues during withdrawal that may cause a delay in receiving your reward.

I was suspended from another StackUp app. Can I still join a Hackathon?

Suspended users are not permitted to join the Hackathon. Upholding integrity is paramount to us, and our fraud policies are strictly enforced. Users found engaging in fraudulent activities will be barred from participating in all StackUp apps.

How can I track my progress in the Platform?

Click on the Menu icon, then select "My Progress," and you will see the "My Learning Journey" page, to view your learning and participation journey. Track your progress to monitor quest deadlines. View submitted quests awaiting review. Keep track of the number of quests you've been rewarded for. Additionally, you'll have access to your participation history, showing past quests you've joined.

Updating Bank Account Details on StackUp Learn & Earn

To update your bank account details, please follow these steps: Step 1 - Click [here](https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket\_form\_id=11749552676121) to submit the form titled "Withdrawal-Related Matters". Step 2 - Please input this ticket subject: Bank Details Edit Request Step 3 - Input the description following the template below: 1. Name of the bank detail field to edit (e.g. Bank account number) a. Current input in the field b. New input in the field Step 4 - Choose "Bank Transfers" from the dropdown menu labelled "Type of Withdrawal." Step 5 - Choose "Bank details update" from the dropdown menu labelled "What is your bank withdrawal enquiry about?". You may also choose to fill out the optional field titled "Bank Details to Update."

How can I find out who I am suspected of cheating with?

We understand that Stackies may want some visibility as to why they have been suspended or flagged, however our internal processes and data privacy considerations prohibit us from sharing specific evidence or details related to individual cases. Please understand that this measure is in place to protect not only the privacy of the users involved but also the integrity of our detection methods. While we are unable to provide details that would include other users' personal data, submissions or other sensitive processes, we will still outline the steps that we took as due diligence so you are aware of the steps that have been taken. Our decisions are not taken lightly and are based on a careful review of available information, a commitment to maintaining fairness for all users, and a strong commitment to user privacy. We appreciate your understanding and support as we continue to strive for a positive and secure platform experience for all users.

Can I resubmit my submission?

Currently, our platform does not allow for re-submission of quests. So we urge users to be careful and double-check before you make your submission. The StackUp team is constantly looking into how we can alleviate this issue as we continue to develop StackUp further, so we humbly request for your patience.

I've previously created a WISE account and informed StackUp. Do I still need to input my WISE tag into the system again?

Yes, you must input your WISE tag to update your StackUp withdrawal details.

Is it possible to participate in a hackathon individually, without team members?

Participation guidelines vary depending on the hackathon. Please review the instructions provided in the individual hackathon listing to determine if participating as an individual is permitted. If this information is not available, we recommend contacting the hackathon organiser directly for clarification.

How does StackUp identify cheating?

StackUp employs various advanced detection software, as well as AI and machine learning models, to identify suspicious user behaviour, submissions, and other activities on our platform. These automated systems alert us to certain high-risk signals and indicators for investigation, which are

then complemented by human intervention for a thorough review to ensure that our checks are comprehensive and multi-layered. Below briefly outlines the steps that we use to detect on cheating users and submission, which includes but not limited to: Identification of highly suspicious activity (submissions and user behaviours) through system detection against various resources, users' platform behaviour, and account history. Manual human intervention for further investigation and review of flagged users and/or activity before concluding that suspicious activity has taken place.

How are StackUp Bounties different from Quests?

StackUp Quests require Stackies to follow a specific set of learning instructions to achieve the same outcome. [Bounties](<https://earn.stackup.dev/>) are more open-ended. Bounty hunters may use different code, or choose to build different features depending on the Bounty. Since Bounties are more complex, they will also generally include higher reward sums. If you have been disappointed because Quest rewards have run out before your submission, you'll love Bounties! Bounties are rewarded on quality. During the review period, our reviewers will go through all submissions to select and reward only the best ones. So don't rush to submit! Make sure you work hard to deliver the best quality work within the Bounty availability period. Related topics: [What is Bounty? ](<https://stackuphelpcentre.zendesk.com/hc/en-us/articles/18932072999065>" target="\_self") [Do I receive EXP for a Bounty submission?](<https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285165271577>" target="\_self") [Is it necessary to complete a prerequisite quest before joining a bounty?](<https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285174681881>" target="\_self") [Can I make more than one submission for the same Bounty?](<https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285153722649>" target="\_self") [Can I edit my work after I've submitted it on the platform?](<https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285220538649>" target="\_self")

Why can't I withdraw my reward balance?

If you are unable to withdraw your reward balance, there are a few likely reasons for this. 1. You have not yet linked any payment methods on StackUp. The withdrawal button is only available for users who have added a payment method to our system. 2. Your reward balance is below \$10. Our current minimum sum for withdrawal is USD 10. This is primarily to combat the high transaction fees involved in sending money to our players. We hope for your understanding on this matter as we strive to deliver StackUp's service sustainably. 3. Your account has been suspended. Related articles: StackUp's Payment Methods StackUp's Payment Policy Platform Integrity Policy

Why am I only approved even if I joined before reaching the max. no of participants?

We understand your frustration that you were only approved for the quests despite your best efforts. Our quests are in high demand and highly competitive as our Stackies seek to be rewarded for their efforts. We receive a large number of submissions and we reward submissions based on a first-come-first-served basis. Once the rewards have been given out, the rest of the submissions are approved. If you wish to be rewarded, we would advise you to attempt the quest and submit it as early as you can. Generally, our Stackies who submit on the day of the quest start date have a very high likelihood of being rewarded. Related article: [ How do Quest submissions work?](<https://stackuphelpcentre.zendesk.com/hc/en-us/articles/14693625140633>" target="\_self")

I want to use someone else's WISE account, is that possible?

It will be subject to StackUp's review. Please [submit a ticket]([https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket\\_form\\_id=11749552676121](https://stackuphelpcentre.zendesk.com/hc/en-us/requests/new?ticket_form_id=11749552676121)) explaining your reason for using someone else's account.

I was initially rewarded/ approved but got rejected and flagged with suspicious activity

StackUp's commitment to fairness is backed by a robust cheating detection system. This involves advanced analytics with human intervention and reviews to ensure that our developers have a maintained fair environment where efforts are recognised and rewarded fairly. If a submission is initially approved or rewarded but is later found to be unfairly graded, StackUp takes action by clawing back the rewards gained unfairly. This is essential to maintain the integrity of our platform.

Please read our [Platform Integrity Policy](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/14693329082649--Platform-Integrity-Policy" target="\_self") to gain a better understanding.

Is it necessary to complete a prerequisite quest before joining a bounty?

No, you do not need to complete prerequisite quests before joining a [bounty](https://earn.stackup.dev/). However, some bounties build off of the material taught in past quests. If you haven't participated in the relevant quest, not to worry! For bounties that build off of quests, we will link the relevant quest directly in the bounty to direct you to the appropriate learning content. Here, you will find step-by-step instructions starting from the basics to gain sufficient knowledge to participate and submit a high-quality bounty deliverable. Related Topics:[What is Bounty? ](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/18932072999065" target="\_self") [How are StackUp Bounties different from Quests?](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285175808921" target="\_self") [Do I receive EXP for a Bounty submission?](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285165271577" target="\_self") [Can I make more than one submission for the same Bounty?](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285153722649" target="\_self") [Can I edit my work after I've submitted it on the platform?](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285220538649" target="\_self")

What are pre-requisite and repeated Quests?

What are pre-requisite Quests? There might be special conditions to join certain quests. Some quests may have pre-requisite quests. In such cases, you need to have at least joined the pre-requisite quest, before you can join the next quest. What are the repeated Quests? Some quests may be repeated quests of previous quests. In such cases, if you ever submitted AND got a reward for the previous quest, you will be unable to join this new repeated quest, to give other players a fair chance.

Why can't I join a quest?

1. You might be attempting to join a quest that has a pre-requisite Some quests may have pre-requisite quests. In such cases, you need to have at least joined the pre-requisite quest, before you can join the next quest. 2. You might be attempting to join a repeated quest If you already participated in a repeated quest and got rewarded, you will be unable to join this new repeated quest, to give other players a fair chance. Check out this article on [What are pre-requisite and repeated Quests?](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/10826189979417" target="\_self") 3. The quest has not started yet Quests are only available for registration on the start date and time indicated.

Can I edit my work after I've submitted it on the platform?

Submissions to the platform cannot be edited. However, if you have submitted a link to your GitHub repository, you may continue to edit the contents of the repository until the Bounty deadline. Any submissions with changes made after the deadline will be disqualified. Related topics:[What is Bounty? ](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/18932072999065" target="\_self") [How are StackUp Bounties different from Quests?](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285175808921" target="\_self") [Do I receive EXP for a Bounty submission?](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285165271577" target="\_self") [Can I make more than one submission for the same Bounty?](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285153722649" target="\_self") [Is it necessary to complete a prerequisite quest before joining a bounty?](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/19285174681881" target="\_self")

Can I make more than one submission for the same Bounty?

No, each person can only make one submission for one [Bounty](https://earn.stackup.dev/).

Related Topics:[What is Bounty?

](https://stackuphelpcentre.zendesk.com/hc/en-us/articles/18932072999065" target="\_self") [How



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