



A GUIDE TO UHRS

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Introduction

UHRS stands for *Universal Human Relevance System*. This is a third party platform run by a different company to clickworker. There are a variety of tasks that can be completed on this platform from scoring search engine accuracy to voice recording comparison, validating sections of documents and more. They are known as **micro-tasks**, this means they are usually small and quick to complete but there are usually several on offer.

Access

Many people have access to UHRS including people outside of clickworker. It is not open to all Clickworkers all the time. UHRS decides who they would like to access it at any given time.

Access is dependent on your country of residence and your native language (the language you were brought up speaking, also known as a mother tongue). UHRS will run on most modern browsers, however, some HitApps may require you to use a specific browser, this will be explained in the instructions for the HitApp.

To gain access to UHRS you must take and pass the UHRS I and II assessments. These can be taken via your clickworker account under the “Assessments” section. UHRS I is a test to score your ability to perform certain tasks and follow instructions accurately. You must gain a score of 85% or more to pass. UHRS II is where you set up a specific username known as a LiveID to access the platform. If you do not set up the LiveID correctly it can be viewed as a failed assessment.

Neither assessment is repeatable. Verification for the LiveID is usually sent to the email you registered with Clickworker within a few minutes. If you haven’t got it after 2 days please contact support.

Working on the Platform

To log in you must log into your clickworker account and click on the “Start” button for the job named “UHRS” in your workstation. Here you’ll be shown this screen:

Instructions

UHRS

Welcome to UHRS jobs, which are offered on our partner platform of the same name. You may find a variety of different tasks there. This job here will only forward you to the UHRS platform.

All information on UHRS is strictly confidential. This includes general platform information as well as details about individual HitApps, quality management measures, etc. Any unauthorized use, copying, disclosure or (online) distribution of material and information without the prior written consent of UHRS is forbidden.

We would suggest to familiarize yourself first with everything there is to know about UHRS tasks. Here is a small guide especially made for this purpose: [UHRS Guide](#)

Please note: Work instructions will vary depending on each task, so please **follow instructional guidelines carefully** in order to ensure your work is accurate.

The tasks on UHRS may contain explicit adult content, even if not clearly stated in the task instructions. Please do not work in this project, if you feel uncomfortable working with such content.

Saving this job isn't necessary. If you want to stop working, just click on "Cancel".

Getting started

Your Live-ID: cw_581581@uhrs.clickworker.com

In order to allow access to the UHRS website, we need to check your current location. Please click on the "Get my location" button below and grant location access.

Get my location

Here you can find a link to this Guide for your reference and your UHRS LiveID. You need to click on “Get my location” so the platform can check you are in your usual country of residence. You’ll have to have location tracking turned on on both your browser and your operating system. Once your location has been confirmed, you’ll see a reCAPTCHA “I’m not a robot” box to tick. Once ticked you’ll be presented with the link to UHRS. This will start an 8-hour session during which you can also log in directly via <https://prod.uhrs.playmsn.com/Judge> doing either will bring you to this screen:



After 8 hours, you will not be able to use a direct URL, you will have to log in via your clickworker account again.

When you access the platform you will click on “**Sign in with LiveID**” a box will pop up for you to enter the email address you created in UHRS II. Enter this and the password you created. It is important to make sure you’re not logged into any other Live account or login can fail.

Once logged in you’ll see a screen like the one below. At the top you can see your login name (ignore the “e” at the end), a link to report issues and the “Log Out” link. To the left are links for the “Marketplace” (the current screen) and “My Report”.

When on this screen you will see “All HitApps”, some move over to the “Favorites” side if you work on them often, they can be removed by clicking the “X” on the particular HitApp.

Welcome, Clickworker cw_52 | Report a technical issue | Log out

UHRS Web Entry

MarketPlace My Report

Some hitapps you work on may allow you to check your quality statistics. Open the My Report page and check if a hitapp allows you to expand the row.

Note: Available hits are approximate, and updated every 15 minutes.

Favorites

Question Answering Relevance - En*

Price: \$0.06 Approx. available hits: 8.

For a given query, tell us if given answer is relevant. Thank you. [Quality criteria are updated for this task. Please provide rating as per task guideline].

[Guideline](#) [Preview](#) [Training](#) [Start Judging](#)

*N/A - Not Available

All HitApps

Is the Page Adult(V6)?

Price: \$0.04 Approx. available hits: 191.

HitApp for judging urls, if it is adult, racy, mature or non-adult..

[Guideline](#) [Qualification](#) [Start Judging](#)

Topic Ranking For Entity

Price: \$0.06 20 sec Approx. available hits: 109.

Between 2 urls, decide which is better to recommend for given entity.

[Guideline](#) [Preview](#) [Qualification](#) [Training](#) [Start Judging](#)

Video Collection

Price: \$1.00 90 sec Approx. available hits: 1.

The purpose for this task is to collect webcam video clips for the purpose of building machine learning analysis to estimate video quality. The main scenario for these videos is Skype video calls. You will record a short video clip of yourself reading a few sentences of text, and upload the recording..

[Guideline](#) [Start Judging](#)

Privacy & Cookies | MarketPlace | My Report

HitApps

A HitApp is a certain type of task or job created by the HitApp owner. In the screenshot above you can see one at the top left. The name of the HitApp is “*Question Answering Relevance – En**”. In the box it tells you the price per Hit, how many Hits are available, a brief summary of the HitApp, and under this are some links:

Guideline – this brings up the guidelines or instructions on how to do the Hits (you

may need a document or pdf reader to read them but most should open in a browser)

Preview – sometimes you can look at what the Hit looks like before attempting it

Qualification – if this is missing it means qualification isn't needed or you've already taken it, click on this to take a test to gain access to the Hit

Training – sometimes a Hit will let you do dummy Hits to practice

Start Judging – click this to start working on the Hit, if it's grayed out this means you need to take and pass the qualification

Some HitApps also show a time next to a stopwatch icon. This is an approximation of how long each hit may take to complete. It is not a goal, you may find you work faster or slower than this.

You can report any problems with the HitApp to the owner by clicking on the sad face icon in the top right hand corner of the HitApp. Alternatively, if you really like a HitApp you can click on the happy face. Please remember: **clickworker cannot fix broken HitApps directly but you are welcome to email any screenshots of any serious/universal technical problems to us.**

Qualifying for a HitApp

Once you click on "Qualification" a pop-up box will tell you how many attempts are left for you to try and gain access, some also tell you how many questions are in the test. The number of attempts, questions and scores to pass will vary for each HitApp. **If you fail all attempts at a HitApp, you cannot gain more.** The only exception to this are if the HitApp owner changes the HitApp so much it requires re-qualification.

Performance

When working on a HitApp the owner will want to know the quality of the answers given. **Most HitApps will have built-in testing in place**, this comes in a few different formats:

RTA – An RTA (Real Time Audit) is a test question built in, when you answer an RTA you'll see a pop-up box telling you if you got the answer correct or incorrect and why.

SPAM – Spam are questions similar to RTAs except that you do not get a pop-up box telling you if you got it correct or incorrect. The only way to track SPAM is to check your report (mentioned later).

Manual Checks – Owners can check workers answers, if they are not happy with the results or think the Clickworker isn't paying attention or is clicking buttons randomly then they can remove them from the HitApp. No warning is given, however it can be checked by clickworker support so feel free to ask us.

Speed Checks – Some HitApps also have speed checks, these come in two formats. One will show a pop-up box telling you to spend more time on the answer. The other will give you a warning or remove you automatically if it thinks you're working too fast to be answering correctly. Some HitApps have both.

Scripts/Bots – These can be detected, anyone caught using them could be banned from UHRS and clickworker without pay.

There may be more hidden checks and tests, but these are the most common ones.

Some HitApps give temporary warnings, these come in the form of a pop-up box telling you to “take a break” and removes your access to that HitApp for several hours. These warnings stay on file for that particular HitApp, some will let you have 2, 3 or more warnings before removing you permanently, and some don’t give any warning at all. If you get a temporary warning, it’s important not to work on that HitApp for a full seven days **as many HitApp owners take the past seven days into account when looking at temporary bans and your spam score.**

My Report

Fortunately, **you can check the quality of your work as you go along.** By clicking on “My Report” you can see what HitApps you have been working on, how much you have earned and the quality scores of each HitApp. Choose “FullReport” next to “Template” so you can see everything at once. You can choose the timespan you want to look at by changing the start and end date on the left and clicking “Generate Report”.

UHRS Web Entry

MarketPlaceMy Report

Start Date: 2017-01-01End Date: 2019-06-08Generate Report

Judgment Total2,840Judgment Valid2,800Judging Hours9,748Incentive EarningsTotal Earnings\$117.29Spam Accuracy0.780RTA AccuracyRTA CountSpam Count

1 - 16 of 16 items

20 items per page

Column auto-widthTemplate: FullFilter Results:Show Filters:

	HitApp Name	Judgment Total	Judgment Valid	Judging Hours	Judgments / Hour	Potential Earnings	Total Earnings	Spam Accuracy	
	Voice Comparison Test - English (United Kingdom) - 5	125	125	0.814	153.58	\$6.25	\$6.25	1.000	▲
	Junk Labeling	159	159	0.266	597.89	\$3.18	\$3.18	0.000	
	Is the Page Adult(V3)? - EN	2	2	0.010	207.02	\$0.08	\$0.08	1.000	
	Entity Linking - Entity or mention detection	35	31	0.124	282.19	\$1.75	\$1.75	0.800	
	Video conference quality judging	16	16	1.139	14.05	\$16.00	\$16.00	0.000	
	TranscribeMe_enGB	17	14	0.078	217.68	\$0.68	\$0.68	0.667	
	Tell digital assistant to organize your life!	21	21	0.544	38.63	\$9.24	\$9.24	0.000	
	Entity Stamping - Topic Precision	9	2	0.052	172.63	\$0.36	\$0.36	0.222	
	Crowdsourcing-Utility-v3-en-GB	16	4	0.070	227.89	\$0.64	\$0.64	0.250	
	OD labeler	2,319	2,319	5,665	409.34	\$70.97	\$70.97	1.000	

Going from left to right:

HitApp Name – The name of the HitApp

Judgement Total – How many Hits you have answered

Judgement Valid – How many Hits you answered correctly

Judging hours – How many hours you worked on the HitApp

Judgements / Hour – An average of how many Hits you have answered per hour

Potential Earnings – How much you have earned on the HitApp

Total Earnings – This is always the same as “Potential Earnings”

Spam Accuracy - % score for Spam questions answered. E.g. 0.89 = 89%

It is recommended to check your report section periodically so you can have an idea of how you are performing. **If you see your SPAM and/or RTA score going less than 0.85 it may be best to stop working on the HitApp.** It's best to wait seven days to work on it again as this is the time period many owners take into account when looking at quality.

Payment

As mentioned, pay is shown on each HitApp per task, this means each time you click the "submit" button and you got the Hit correct, you will be paid that amount. Sometimes HitApps will have incentives such as getting a bonus for doing so many Hits over a certain quality score. This will be shown on the HitApp with a small "i".

Pay goes over to clickworker account once a week usually on a Monday but it can sometimes take until Wednesday **or later but will always be before the date it is due to be paid.** Weeks are calculated from Sunday to Saturday. The pay will stay in your Account Balance for 28 days while UHRS check the work. You can look at the work sent over in your "Account History" on clickworker. It will have a "Payable On" date, it will be paid on the Wednesday-Friday following that date.

Tips and Advice

- **Take training** on any HitApp that offers it, it will help you to understand it and get feedback.
- **Always look at the guidelines**, have them open on another tab or monitor if possible or print them out to have them handy.
- **Don't go too fast**, even if you think you're getting the answers right and especially if you're new to the HitApp. Double check your answers before hitting the submit button.
- **Join the clickworker official forum** linked at the top of your clickworker account. You can join in discussions about HitApps or ask questions if you're not sure on anything.
- **Be wary of doing adult HitApps**, many will lead you to sites that have viruses or malware on them. There is also a small risk of seeing illegal content. If you do see anything like this please make sure to report it to the HitApp owner via the sad face or the link at the top of the platform.
- **If you think there's something wrong with a HitApp always report it** using the sad face icon. This is your only link to the owner.

Set Up

Although UHRS isn't an intensive platform to run on your PC, it will be helpful to have a decent internet speed and at least **2GB of memory and running Windows 7 or above.** Speakers and a good sized monitor helps as well.

Your browser ideally shouldn't be on the highest security setting (try medium-high) as it may block many sites you need to look at. Make sure you have a good anti-virus and that the language setting on your browser is correct.

Please note that UHRS cannot be accessed via our App.

Troubleshooting

- If you log on and there are [no Hits](#), it could just be a quiet period. However, if you'd like your account checked please email support.
- If you get the message "[All Hits Leased](#)" this means that there's no Hits left on the HitApp. This also applies to qualifications, even if Hits show, it means there's not enough test questions loaded for you to take the test. Also note that "Available Hits" isn't always in real time so it's not always accurate.
- If a [HitApp you work on frequently isn't appearing](#) and others have access then you may have been banned or removed. To find out more please email support.
- Some pages don't load if you have a [pop-up blocker or advert blocker](#) installed.
- If you get the error message saying "*You attempted to log into UHRS using [cw_123456@hotmail.com](#). UHRS does not have a judge account associated with this Microsoft account*" please email support. If it shows a different email address then it means you're logging on with the wrong email address.
- If you have passed the assessments and cannot see the UHRS "job" on your clickworker workstation then please click on "Show All Jobs" just in case you have hidden it by accident. If you're in the US you will have to have entered an SSN to see the job. If you're using a VPN/proxy you'll have to turn this off. The job also won't show if you're not in your usual country of residence.
- For [other login issues](#) please follow the following steps:
 1. *Clear cache and cookies. Please note this will delete stored login info.*
 2. *Check Windows Time. Make sure the clock is set to the right date, time and time zone.*
 3. *Log out of any Live.com accounts and make sure any auto login for them is disabled.*
 4. *For Windows 8 and 10 make sure you remove your LiveID from Windows. (Control Panel>User Accounts and Family Safety>User Accounts>Make Changes to Account>Sign In Options. Choose "Sign in with a PIN"). Perform step 1 again and try to log in.*
 5. *If 1-4 don't work and you are still having problems, please email support.*

Frequently Asked Questions

Q: The UHRS task on the clickworker dashboard says it's timed out! Will I not get paid?!

A: Fear not! This doesn't matter at all, it's just a feature of the clickworker dashboard. Your work is recorded on UHRS regardless.

Q: I'm trying to log in via the URL but it just takes me back to the login screen, why?

A: This is probably because your session has timed out and you need to log in via your clickworker account instead.

Q: When I log into UHRS it says there's no HitApps available! Is my account broken? Am I banned?

A: Fortunately, your account is fine. As clickworker and UHRS are two totally separate platforms we cannot remove the link on clickworker when there's no work on UHRS. It stays on there all the time, regardless of the amount of work on the UHRS platform. Please note that there are times when some countries may not have work, if you can log into your account then you have not been banned or removed from UHRS entirely.

Q: Why does it say my account is disabled when I try to log in via my clickworker account?

A: This is likely to happen if you're using a VPN/proxy. Some workplaces and public Wi-Fi spots use these so it may be best to avoid them and only use a connection you know is using a standard IP address. Please contact us if you get this message.

Q: Why does it say my account is expired when I try to log in?

A: Expiry usually happens when you haven't done a Hit for a month or more. Email support to get your account reactivated.

Q: Why does it say "potential earnings"? Does this mean I might not get that amount?

A: This may be an old label, you will get what you have earned in this section.

Q: I failed the UHRS I assessment because [insert any reason here], can I take it again?

A: Sorry, the assessment isn't repeatable. The only exception is if we were having some kind of technical issues. Take a screenshot and send it in if you get an error message.

Q: I failed the assessment. Can I just open another clickworker account to take the UHRS assessment again?

A: No. This is a serious violation of our terms and conditions and you could be banned from clickworker.

Q: I was banned from a HitApp but don't think it's fair, can I get it back?

A: Unfortunately, we are unable to go against the decision made by the HitApp owner whether they manually banned you or their automatic settings banned you. However, in extremely rare cases where there has been some kind of technical error we will reinstate you.

Q: How much money can I make on UHRS?

A: This is very hard to answer, it depends on the work available, how many correct answers you give, how long you want to work on the platform each day. It is best not to rely on micro-work to pay bills, rent etc.

Q: My report doesn't show the work I did! Is it broken?

A: My Report can sometimes take a while to update. It's normally done in 20 minutes or so but it can take an hour and occasionally sometimes longer especially at the weekend. It does, however, always catch up eventually. Also make sure you have the correct dates selected and note that the platform runs on the PST/PDT time zone.

Q: I can't remember my UHRS password, how can I reset it?

A: You will need to go to live.com and request a reset code for your UHRS login email. The code will be sent to the Hotmail or Outlook account you created, you can then set a new password. When you set up your LiveID it is important for you to enter backup information in case you ever need to do this.

Q: I saw a HitApp where the pay said "N/A". Why is that?

A: Although this is rare, it's very important you **DO NOT** work on a HitApp that says this. It means you may not get paid. This may have been loaded in error or is on there for testing.

Q: I'm working on a HitApp, it's obviously broken as it's paying me for wrong answers/giving the same question all the time/[other glitch]. Is it ok to keep working on it?

A: No. If you can see a HitApp is obviously broken or glitched, please do not take advantage of it. UHRS can remove pay or even ban anyone who intentionally takes advantage of an obvious glitch. Always report using the sad face icon and send us a screenshot via email.

Q: I heard you can only use IE to take assessments and/or work on UHRS, is that true?

A: This used to be true but is no longer the case. In fact IE is now so old and unsupported that our site isn't compatible with it.

Q: My friend can see [name of HitApp] but I can't, why not?

A: This may be because your language/country combination is different to your friends, you have been banned from the HitApp or, in rare cases the owner has closed the workforce for the task.

Q: My Spam score is 0.00 does this mean I'm getting everything wrong?

A: It's unlikely that you're getting everything wrong. What is most likely is that you haven't encountered a Spam hit yet so there's nothing to score you on.

Q: I'd like to tell everyone about UHRS through my website/video channel/public forum, is this ok?

A: Whilst UHRS isn't a secret, it does contain confidential information. You are welcome to tell others publically about UHRS and clickworker. However, you cannot share copyrighted information such as screenshots, videos, guidelines etc. You also can't share specific information about HitApps, their pay, quality measures etc. If you're unsure you're welcome to ask us first.

Q: Can I contact UHRS? Why hasn't the HitApp owner replied to my report?

A: UHRS do not have a direct connection with workers of the companies who provide access to their platform. Their clients (HitApp owners) also don't have this connection, there is also no way for them to reply to reports.

Q: When will more Hits/HitApps be loaded? Is there a set time?

A: Work is loaded randomly, there is often no pattern or set time for any activity on the platform.

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We hope you enjoy working on UHRS! If you have any questions, please contact us at help@clickworker.com

-Clickworker Support-