SRT Onboarding: VPN setup and SRT Accounts

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⭐ Introduction

This guide is intended for people who are completely NEW to SRT projects. If you already have the VPN installed, an SRT account, and have set up your 2FAs, you're all set and do not need to follow the steps below.

SRT is another tasking platform used for a particular set of projects. It works in parallel with **Outlier** using the following tasking workflow:

A task is served in Outlier
A link is provided to access an SRT task
The task is primarily worked in SRT
A 'mirror' task with the same annotations must be done in Outlier as well after finishing the task in SRT
Submit the task in both SRT and Outlier
Repeat the process

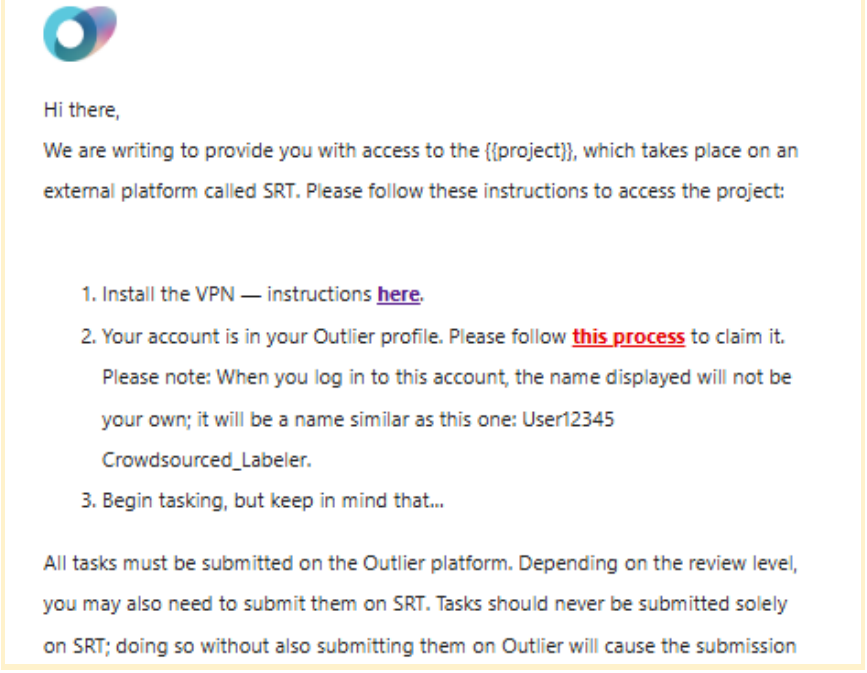
This guide will help you set up everything you need tech-related to be able to work in SRT projects.

🏁 Step I: Getting started

Before setting up SRT, depending on the project you will be working on, you need to pass some courses and tests to make sure you are acquainted with the project instructions and guidelines.

Note: If you are seeing this guide you probably already passed the required qualifications.

You will receive via **email** and **Dashboard Announcement** and a confirmation that you will be provided access to work on the project. ***This email means you can continue with the steps in this document.***



Hi there,

We are writing to provide you with access to the {{project}}, which takes place on an external platform called SRT. Please follow these instructions to access the project:

1. Install the VPN — instructions **here**.
2. Your account is in your Outlier profile. Please follow **this process** to claim it. Please note: When you log in to this account, the name displayed will not be your own; it will be a name similar as this one: User12345 Crowdsourced_Labeler.
3. Begin tasking, but keep in mind that...

All tasks must be submitted on the Outlier platform. Depending on the review level, you may also need to submit them on SRT. Tasks should never be submitted solely on SRT; doing so without also submitting them on Outlier will cause the submission not to be logged for payment. Please pay close attention to the task specifications while you are working to understand how to successfully submit the task.

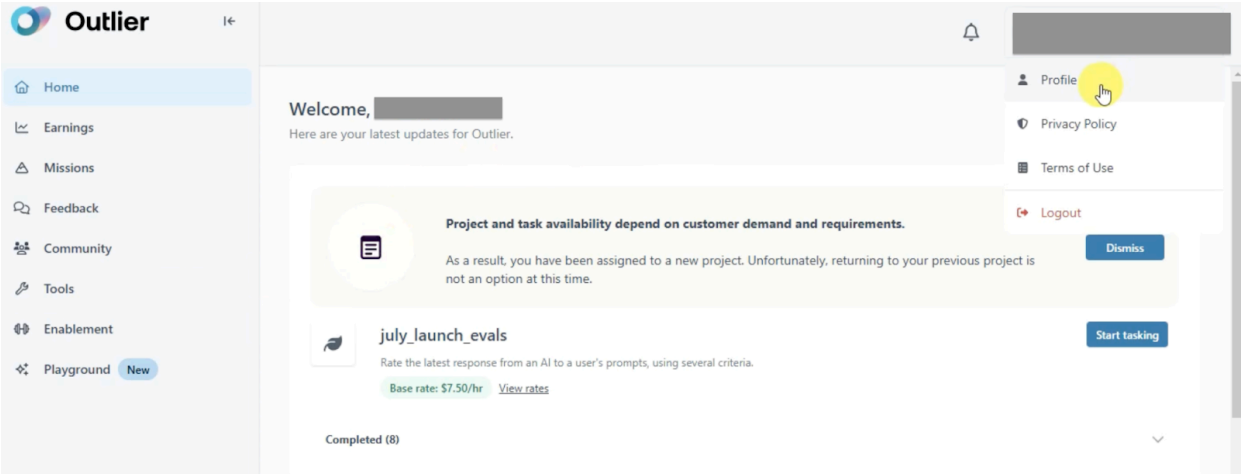
If you need help, please make use of these resources (make sure to first activate your account):

- **Common issues and how to fix them**: To access to this resource, open the Help Center by selecting the "Need Help?" icon in the bottom-left corner of your Outlier dashboard. Click the "Help Center" button, then follow the link to the article.
- **SRT login instructions**

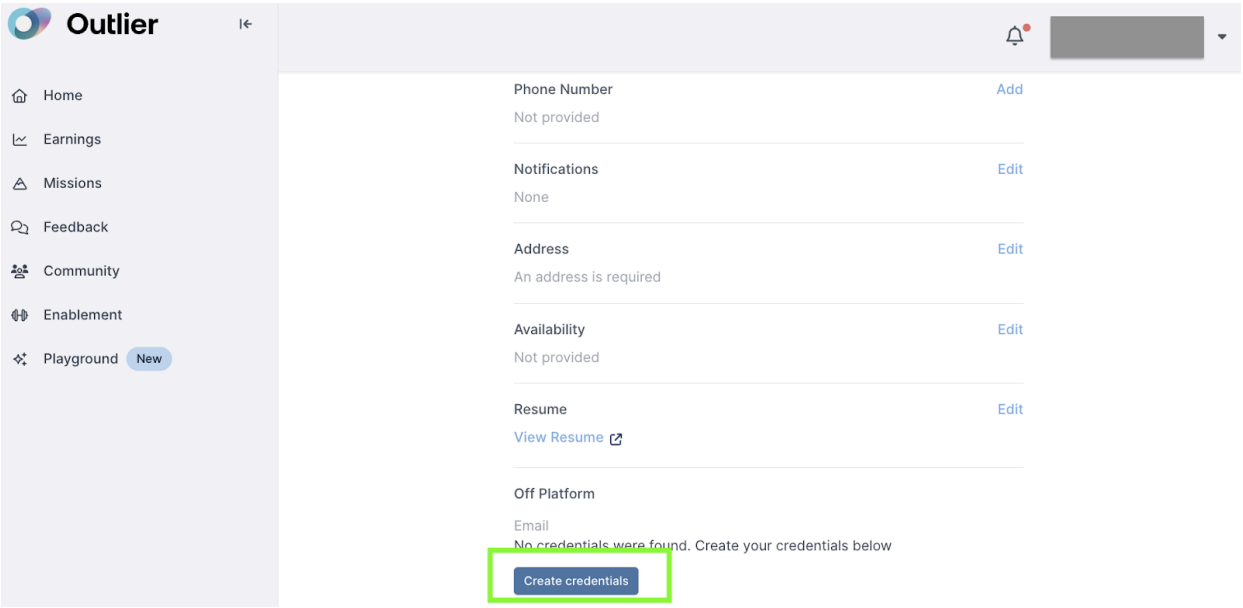
Join one of our twice-weekly video calls so we can help troubleshoot Sessions are held every Tuesday and Thursday from 5 to 5:20 pm Eastern Time, except on holidays. Link to join **here**. If you're still having difficulty, please fill out **this form**.

📔 Step II: Claim your SRT Account

Log in to Outlier. In the top right corner click on *Profile*.



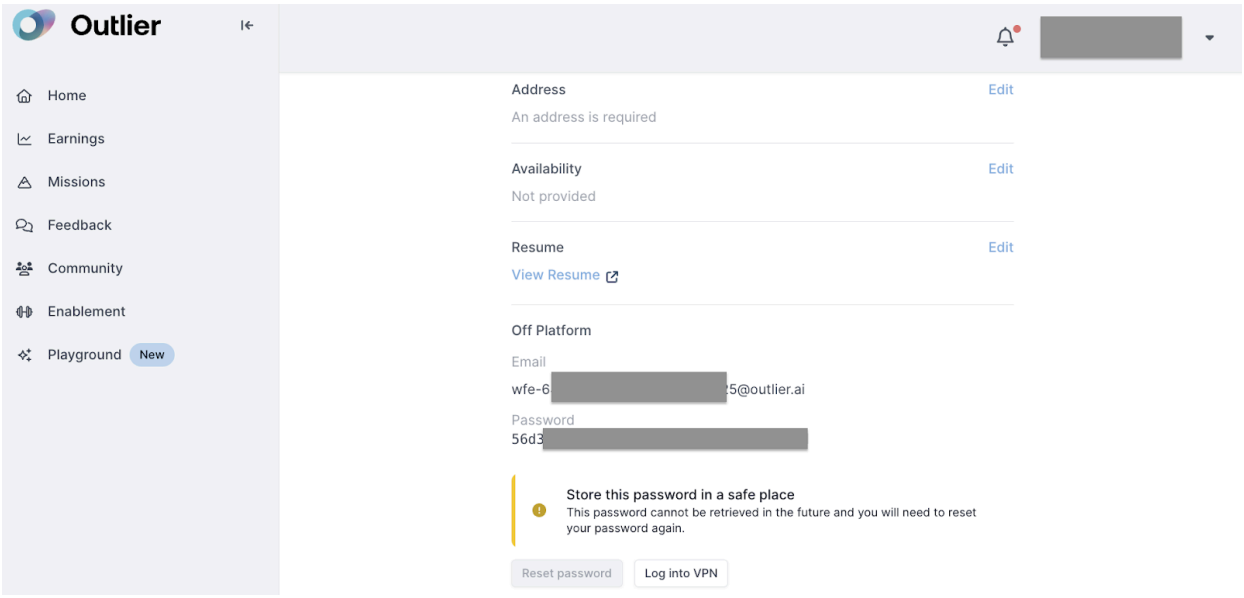
Scroll down and click on Create credentials under the Off Platform section.



Off Platform credentials will be generated:

An Email with the format: *wfe-{{user ID}}@outlier.ai*

A password. Store it in a safe place.



Step III: Download and install the VPN

Click on *Log into VPN* to access the portal where you will need to download the application.

Download the version needed according to your OS configuration.

paloalto NETWORKS

GlobalProtect Portal

Download Windows 32 bit GlobalProtect agent

Download Windows 64 bit GlobalProtect agent

Download Mac 32/64 bit GlobalProtect agent

Follow the installation steps.

Any support needed to solve technical errors while installing and connecting to VPN must first be reported to our dedicated **IT helpdesk**:

📲 **888-312-0958**

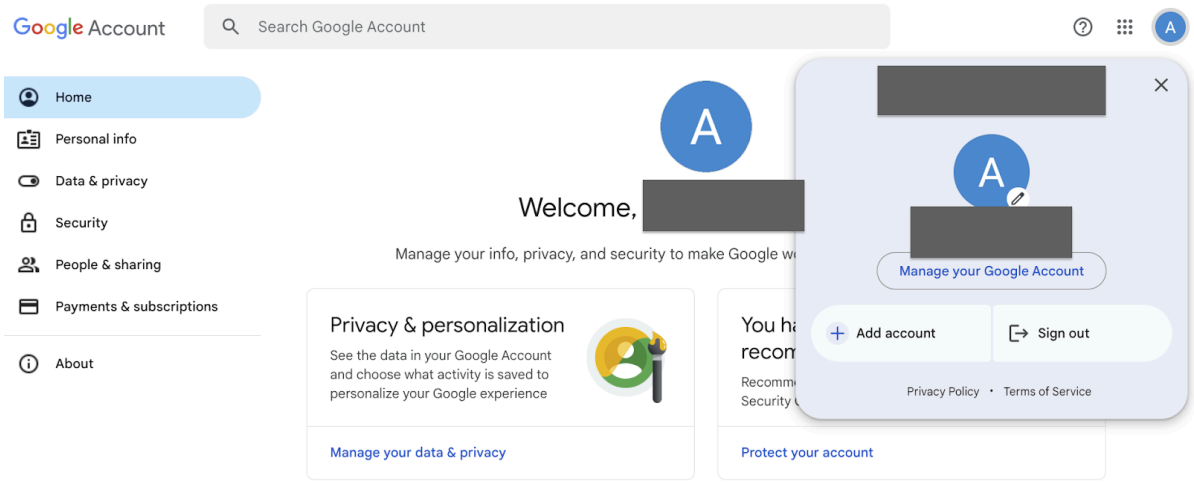
📧 **vpnsupport@darwintcgroup.com**

🔐 Step IV: Enable 2FA for your off platform WFE account (for VPN connection)

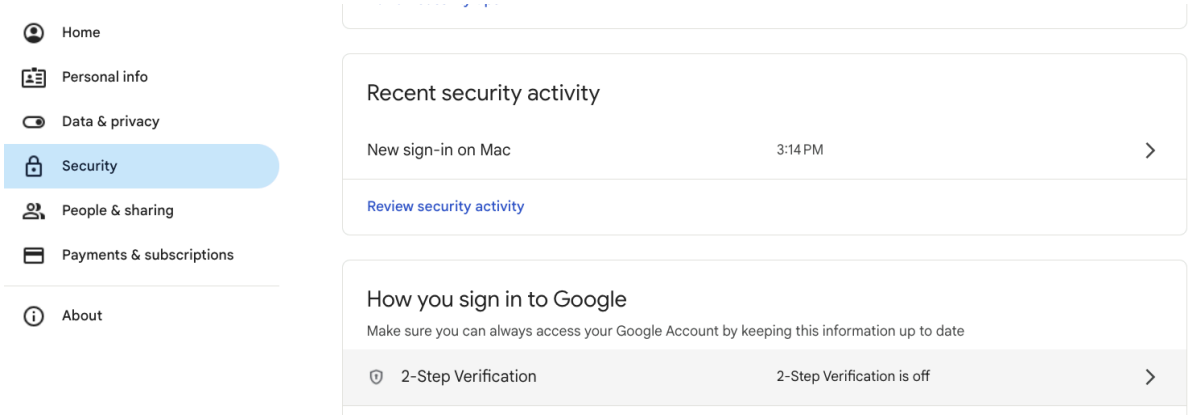
Log in to your WFE account *wfe-{{user ID}}@outlier.ai* via the Google Account Manager.

If you're already logged in to your personal Google Account, click on the top right corner with your name initials and click add account.

Log in to your WFE account with the credentials generated above.



Once logged in, click on the Security tab on the left, then click on *2-Step Verification*.



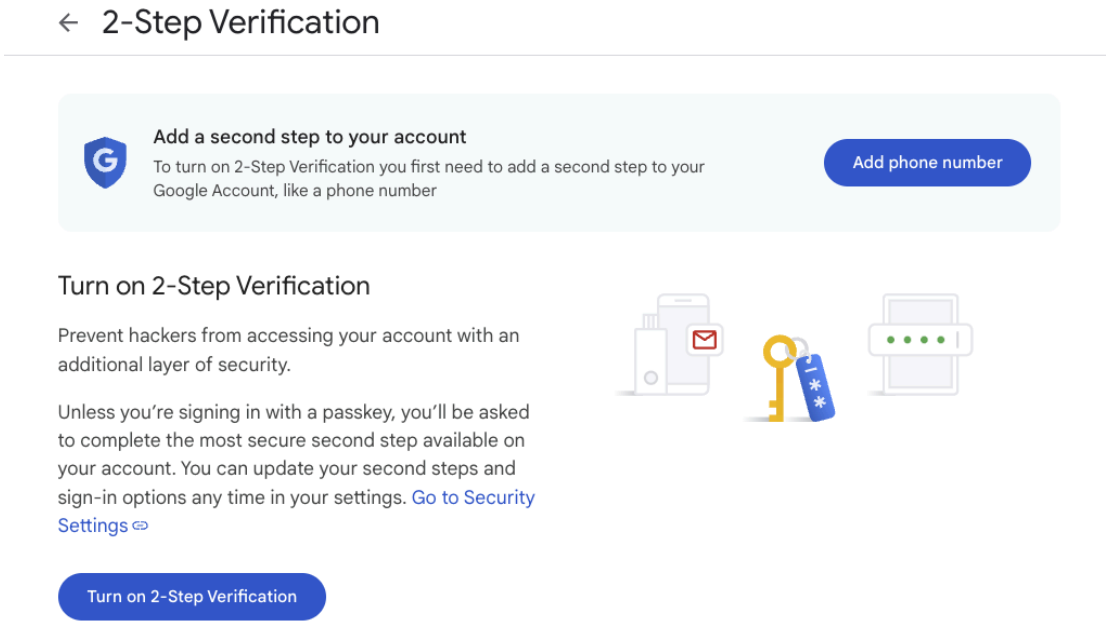
Add a second step to verify your account:

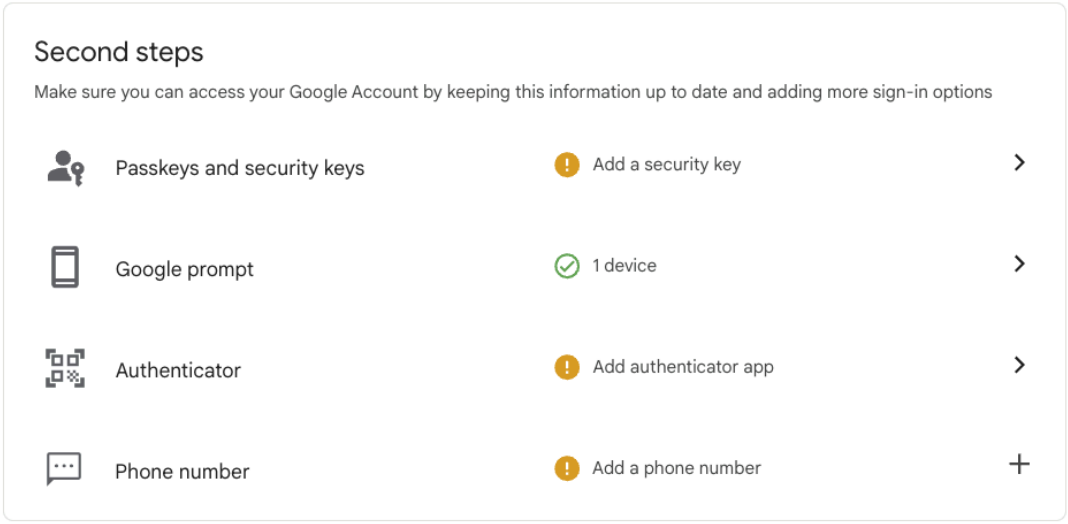
Passkey (multiple options)

Google prompt on a device

Via the Google Authenticator app

Via a phone number (text or call)





Once added, click on *Turn on 2-step verification*.
Important note: To maintain your WFE account active: Log out and log in to your WFE account (Gmail-based account) at least **once a week**.

🛜 Step V: Connect to the VPN

Check your computer clock/time-zone configs.

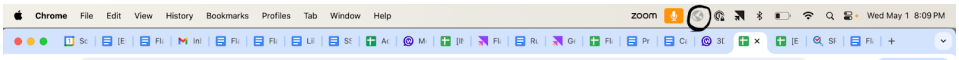
Using a VPN can often lead to your computer's time zone changing to match the server location you are connected to. This can affect your

connection to SRT. Here are some methods to prevent this from happening:

- Manual Time Zone Setting: Ensure your computer's time zone is set to your local time.
  - For Windows:
    - Right-click on the clock in the taskbar and select "Adjust date/time."
    - Turn off "Set time zone automatically" and select your time zone from the drop-down menu.
  - For macOS:
    - Go to System Preferences > Date & Time.
    - Uncheck "Set time zone automatically using current location" and manually select your time zone.
  - Depending on your computer settings and OS these steps may vary. If needed, do a quick online search with your custom details.

Open the GlobalProtect VPN application

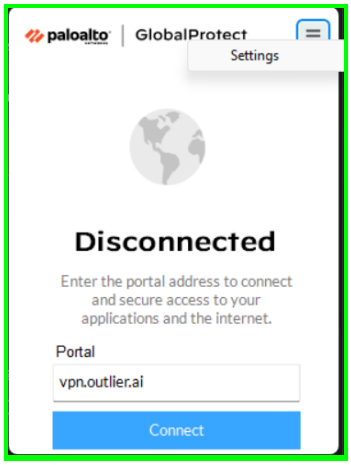
- For Mac users, the VPN launch can be activated with the globe icon as seen here



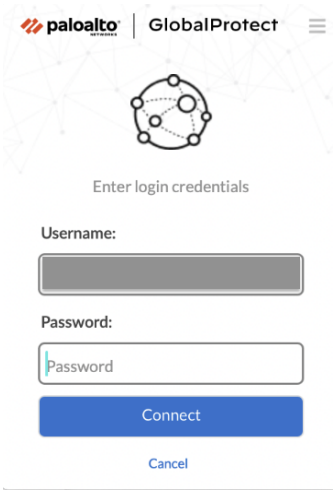
- For PC users, VPN launch can usually be found under applications
  - Windows icon > applications > GlobalProtect
  - Or a globe icon in bottom right hand corner icons

Launch GlobalProtect VPN and login

- Use the portal **vpn.outlier.ai**



- Log in with your WFE credentials created above



Ensure you are connected to the correct Gateway

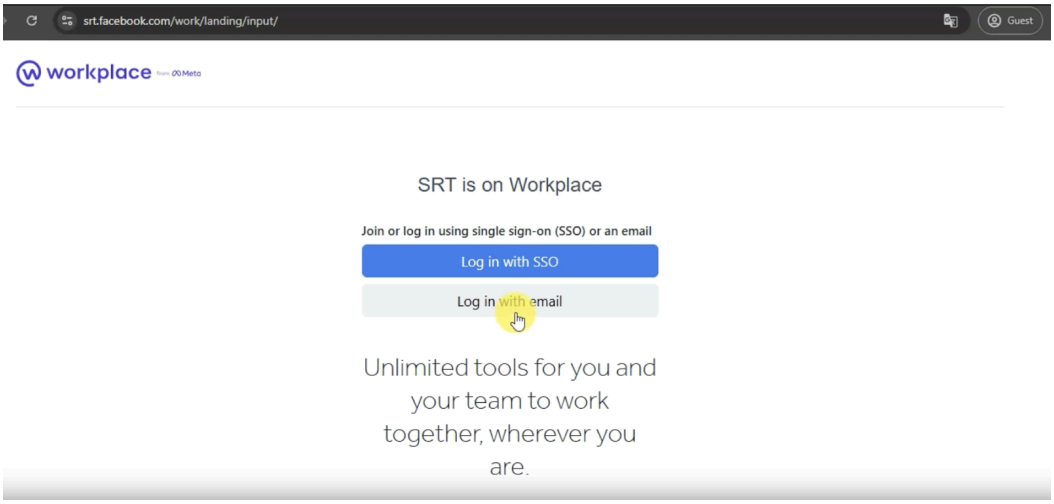
- The VPN will select the best ‘gateway’ available based on your location. If the connection slows down, validate you are connected to the closest available Gateway, or manually switch to it:
  - Americas: Any of the US-based Gateways (1 & 2)
  - Europe, North Africa, Middle-East: Gateway 3 (Frankfurt)
  - India & South East Asia (Middle-east, optional): Gateway 4 (Mumbai)

As you have already set up your 2FA for VPN (Step III), you will be prompted to verify your account using your selected method of 2FA. For example, you will need to approve your login in your Google Authenticator app.

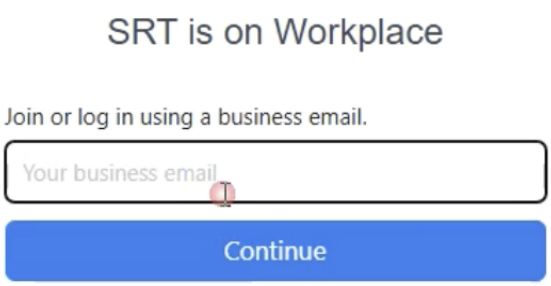
🚀 Step VI: Log in to SRT

Go to srt.facebook.com you will be redirected to this page:

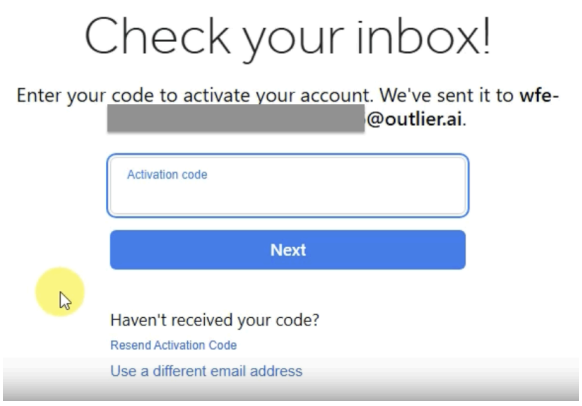
- Click on Log in with email



Paste your WFE email

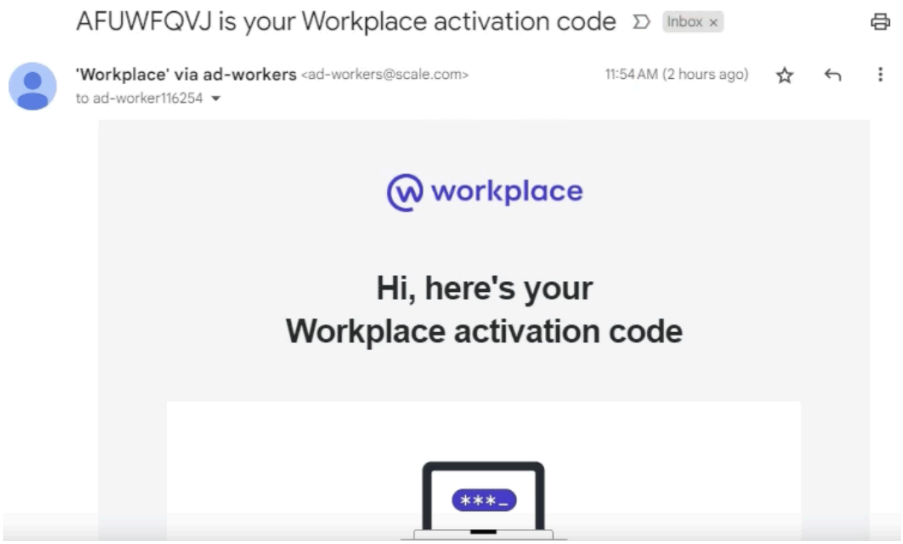


You will receive this message:



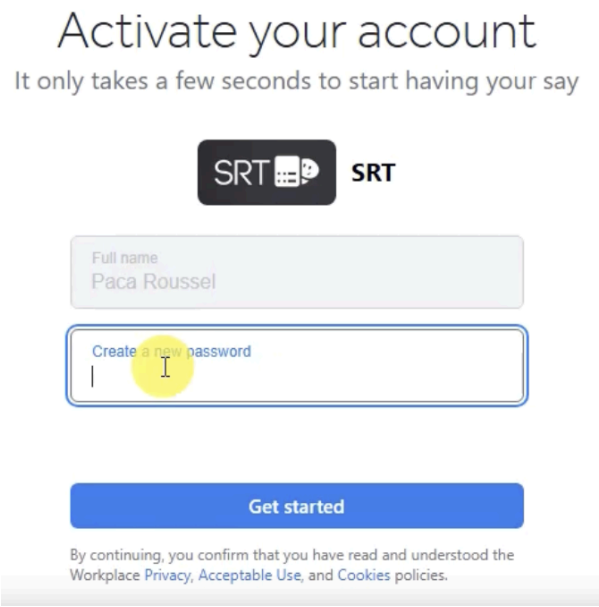
Since you don't have access to the WFE email inbox, the activation code will be automatically forwarded to your personal email (used for your Outlier account).

This is how the email looks like:

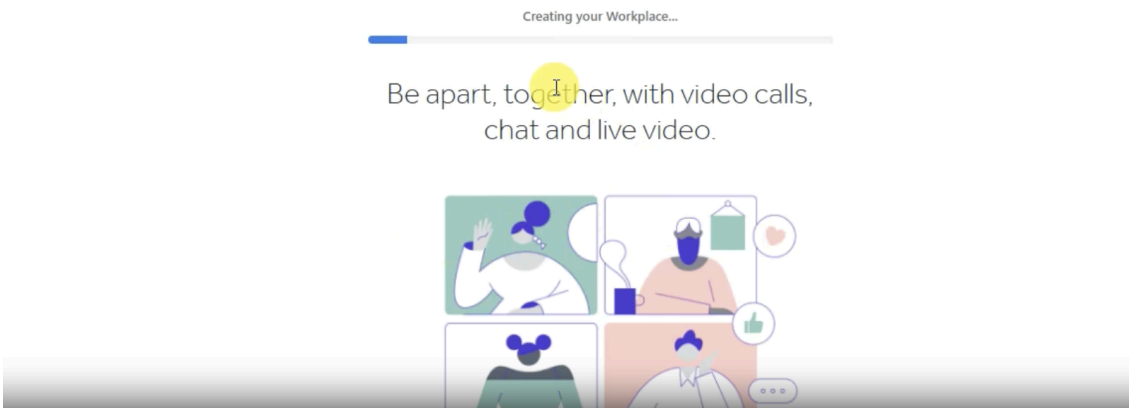


Use the activation code to access your SRT account

Create a new password and click *Get started*.



Be patient while your account activates. Do not leave nor refresh the page.



Now you can log in to SRT with your WFE email and your newly created password.

🔑 Step VII: Set up two-factor authentication (2FA) for SRT Workplace

Once you have your SRT Workplace account, you will be prompted to set up another 2FA process using an **Authenticator application**.
You can choose between a desktop app, mobile app, or browser extension, please skip to the proper section of this course to follow the instructions for your specific choice.

Notes:

The browser extension only supports Google Chrome or Microsoft Edge.

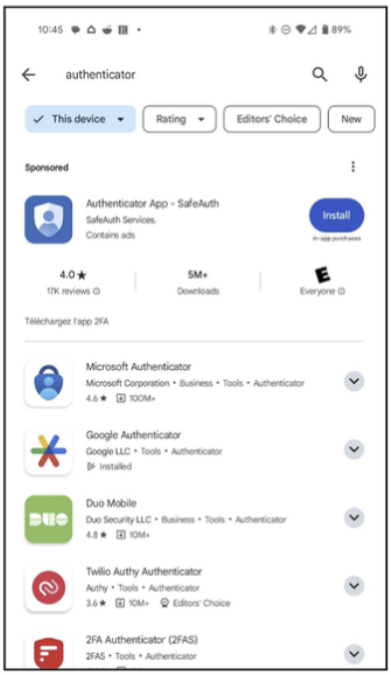
Please ensure the time on the computer you are sending the code matches the time of the device that the code is being sent to.

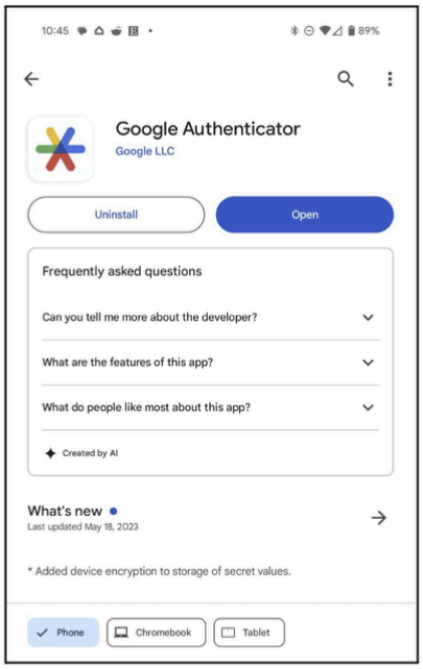
We highly recommend using a mobile app or a desktop app, extension based authenticators can be hard to back up

Option 1: Mobile Apps

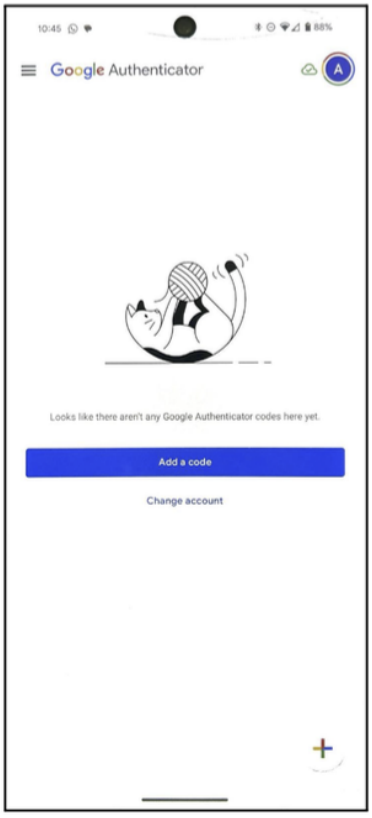
Open the App Store and search for an Authenticator app. We recommend the Google Authenticator app.

Where you download the app will depend on your OS (Android vs iOS/iPhone)





Open the Google Authenticator app. You can log into an existing Google account or continue without (this will not impact 2FA). Select “Add a code” to enroll 2FA for SRT Workplace.

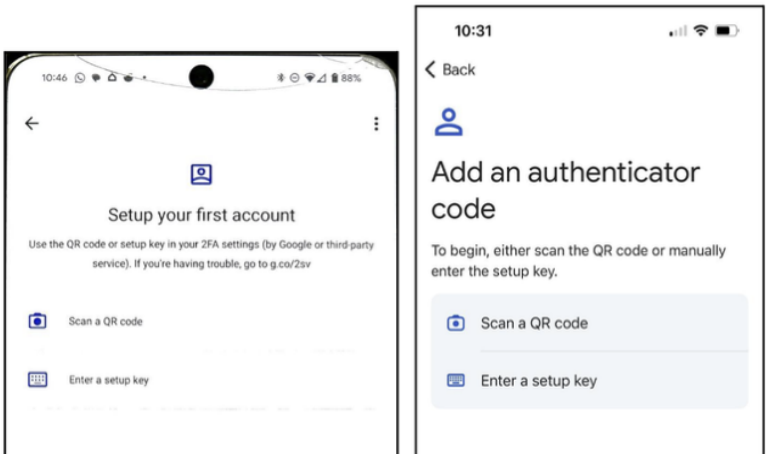


Set up your first account either by scanning a QR code or entering a setup key.

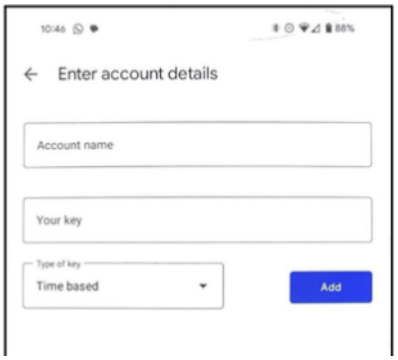
If you’re using an iPhone try scanning the QR code first. Enrollment will be automatic.

(Manual Entry Option): If you choose to enter manually, input any Account Name (e.g. “Workplace”, “SRT”). Type the string of letters/digits from the SRT Workplace. Press “Add.”

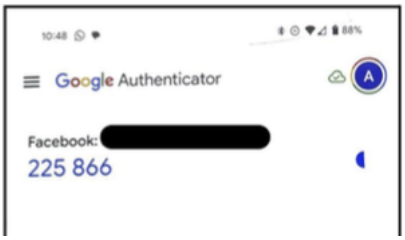
How it looks like in Android and iOS:



If choosing “Enter a Setup Key”, manually input the key provided by SRT Workplace.



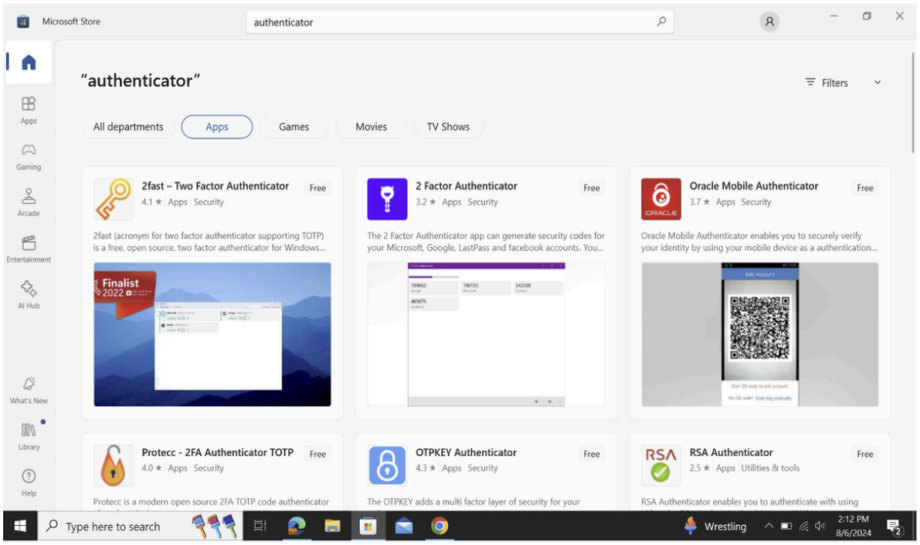
Once it's successful, the 6-digit temporary code will appear on the main screen. Use this code to complete your 2FA.



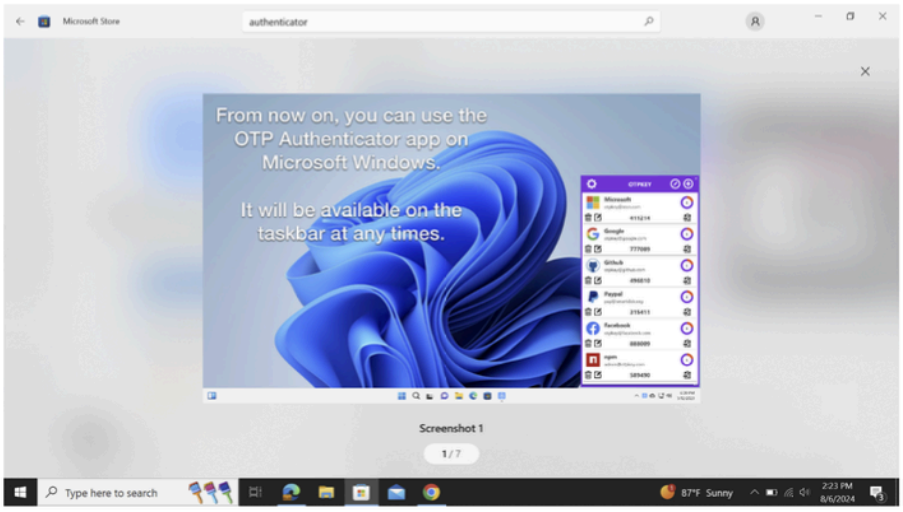
Option 2: Desktop Apps

Windows

Open the Microsoft Store. Search for Authenticator. Choose one, such as "OTPKEY Authenticator.

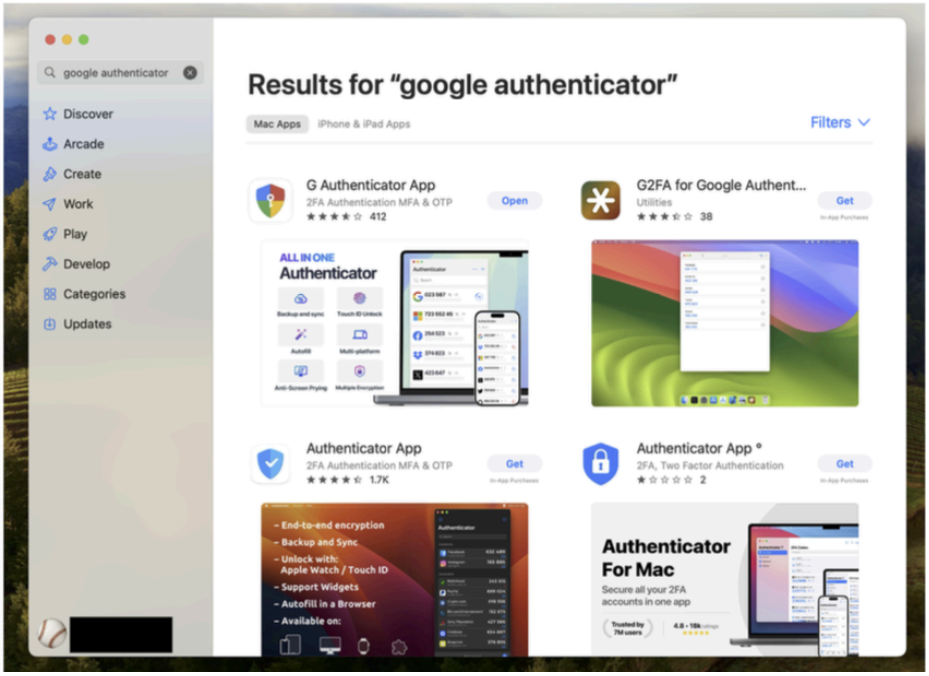


Open the app in the bottom toolbar on the right-hand side. Click on the (+) plus sign at the top right to add a new key. Follow the instructions to enroll in the app as your authenticator.

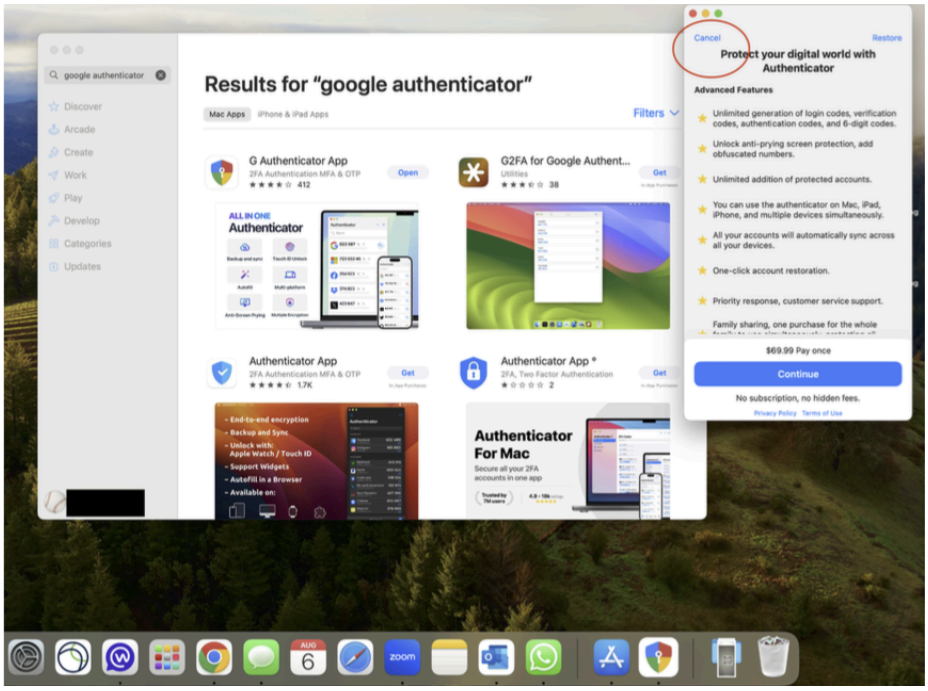


iOS (Macbook)

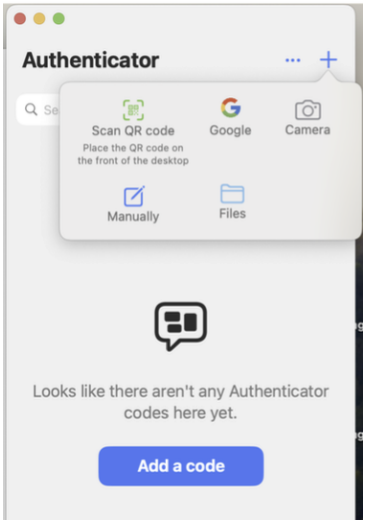
Open the Apple App Store. Search for “Google Authenticator.” Select “Get” and download the app.



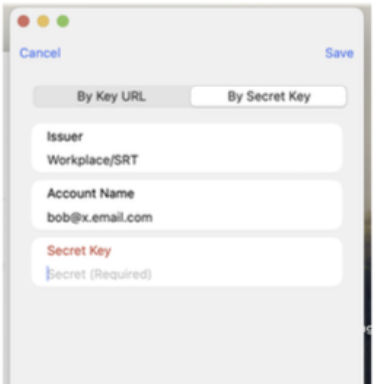
Open the Google Authenticator app and click “Cancel” at the top left. You do not need to pay for the service.



Open the Google Authenticator app. Select “Add a code.” Choose “Manually.”

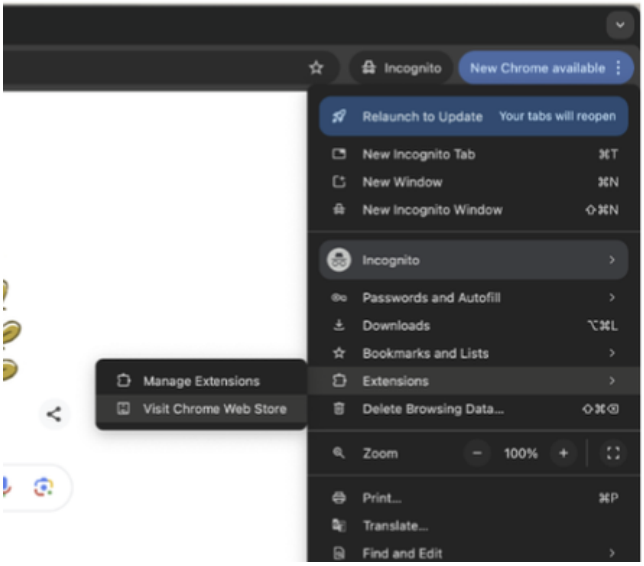


Select “By Secret Key.” Insert an Issuer's name (e.g. SRT or Workplace).
Input your SRT Workplace email as your Account Name. Add the string of letters/digits provided by SRT Workplace as the “Secret Key.” Click “Save.”

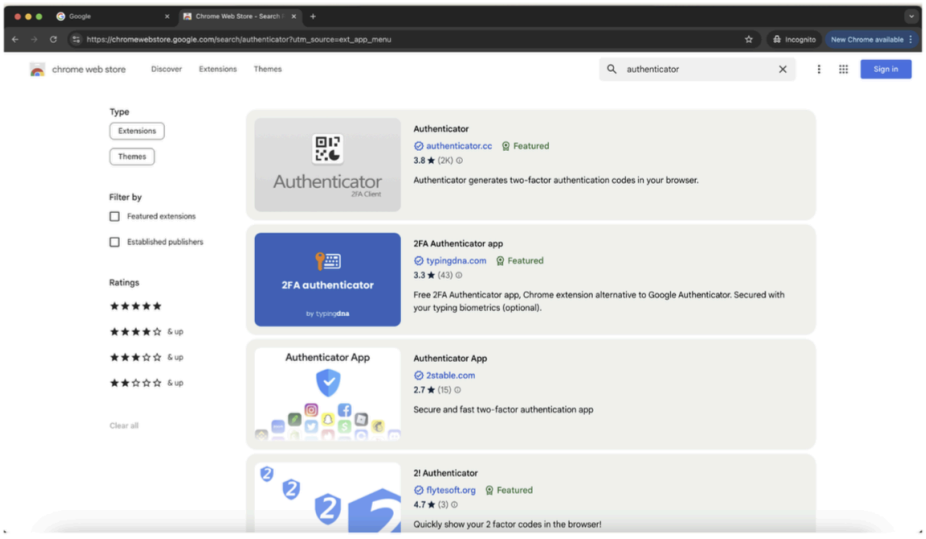


Browser-based Extension - Google Chrome

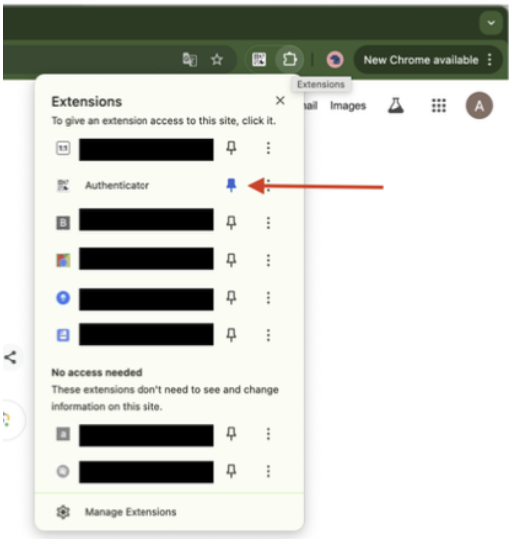
Open Google Chrome and select the “...” in the top right corner. Select “Extensions” and “Visit Chrome Web Store.”



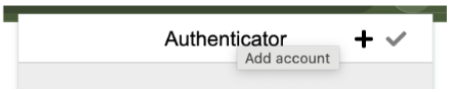
Search for “Authenticator” and select an app. We recommend the first (authenticator.cc).



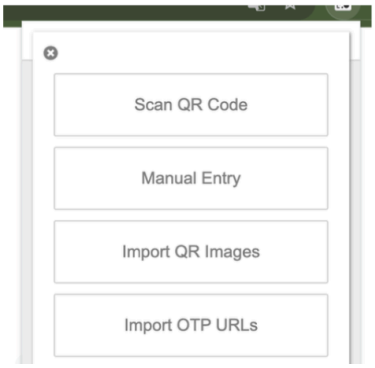
After installation, click on the extensions icon. “Pin” the authenticator to stay in the browser bar.



After opening the extension, select the “plus” (+) button to add an account.



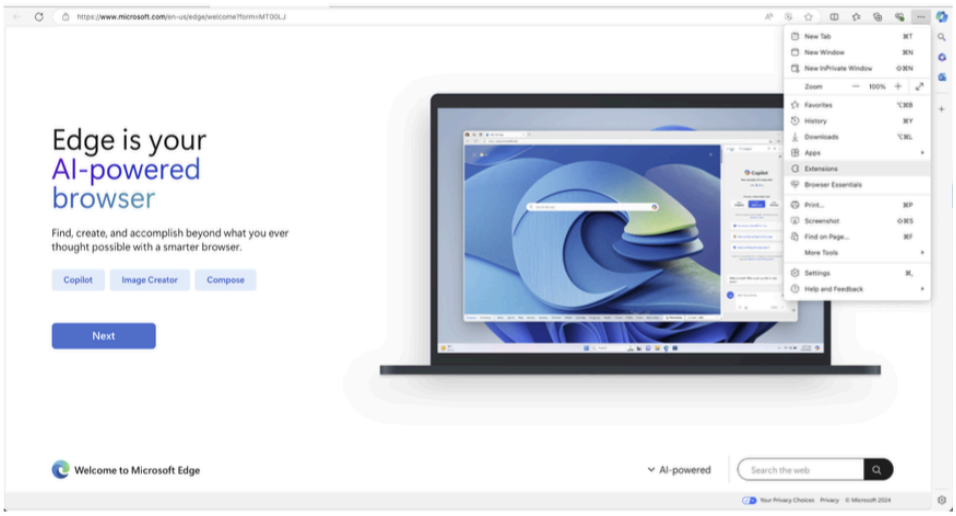
Choose how you’ll enroll in the account. Please choose “Manual Entry.”



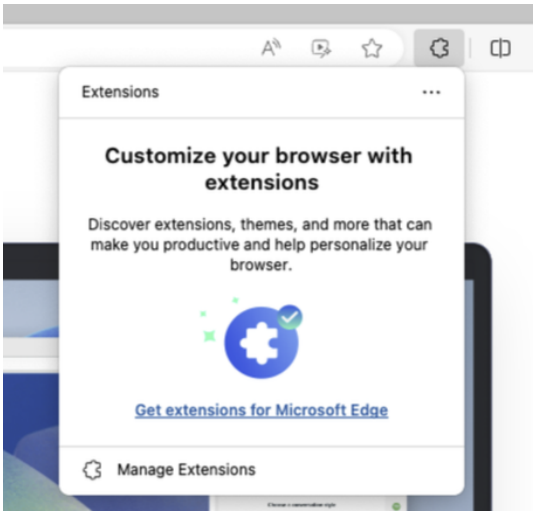
Input any name to the “Issuer” (e.g. Workplace, SRT) of your choice. Add the setup code (a string of letters/digits) from SRT Workplace to "Secret".

Browser-based Extension - Microsoft Edge

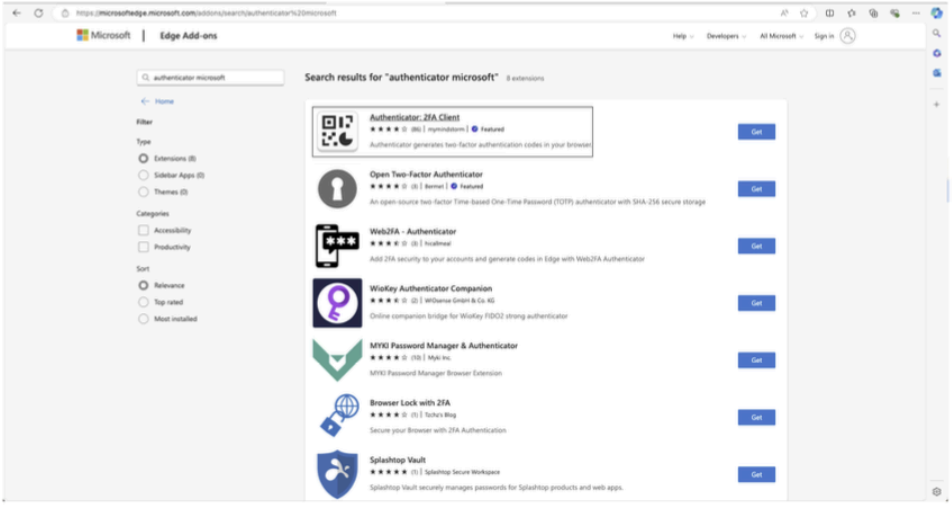
Open the Microsoft Edge browser and click “...” in the top right corner. Select “Extensions.”



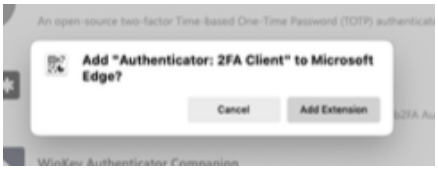
Select “Get extensions for Microsoft Edge.”



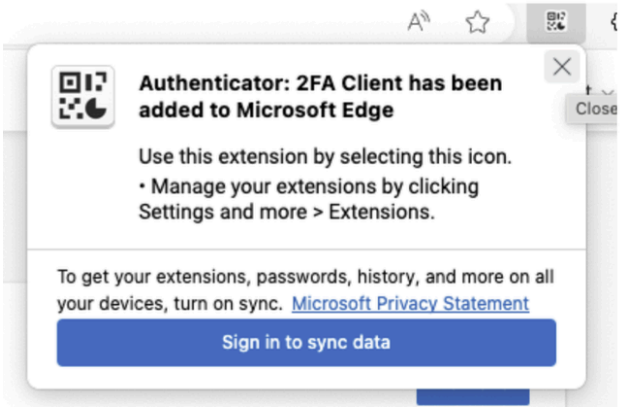
Search for “Authenticator Microsoft” and download one of the options. We recommend the first one (Authenticator: 2FA Client).



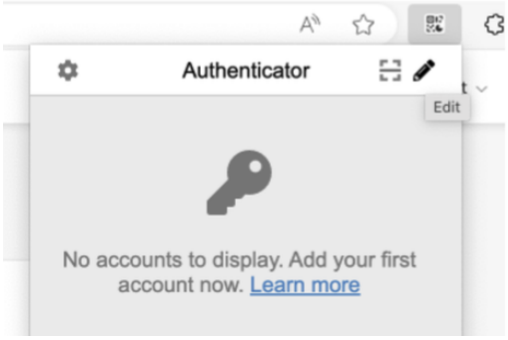
Confirm “Add Extension.”



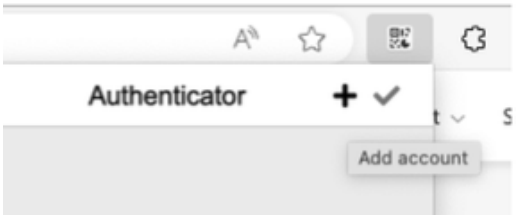
Beside the search bar, you'll see the extension added. You can sign in (or not) to an existing Microsoft account.



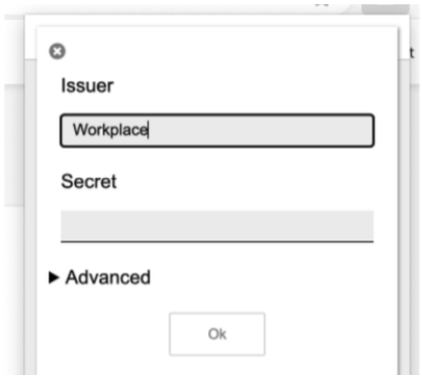
Open the Authenticator app select the pencil icon and "Edit."



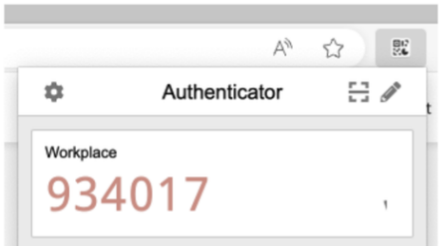
Select the (+) plus icon to add an account.



Input any name to the "Issuer" (e.g. Workplace, SRT) of your choice. Add the setup code (a string of letters/digits) from SRT Workplace.



A timed 6-digit passcode will show up if successful. Use the extension to generate a passcode for 2FA when prompted.



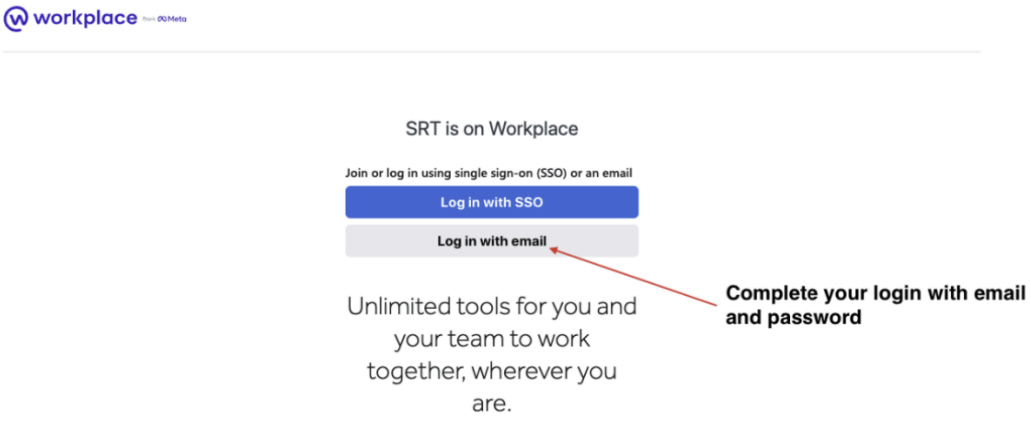
Once you have your 2FA authenticator set up:

SRT - 2FA Enrollment User Guide

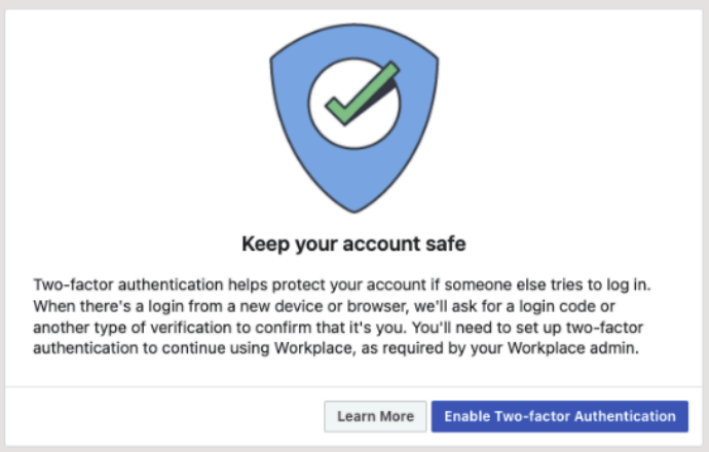
Log in to SRT again:

Navigate to the normal link you use to access the Single Review Tool (SRT). Typically this is: https://srt.facebook.com/

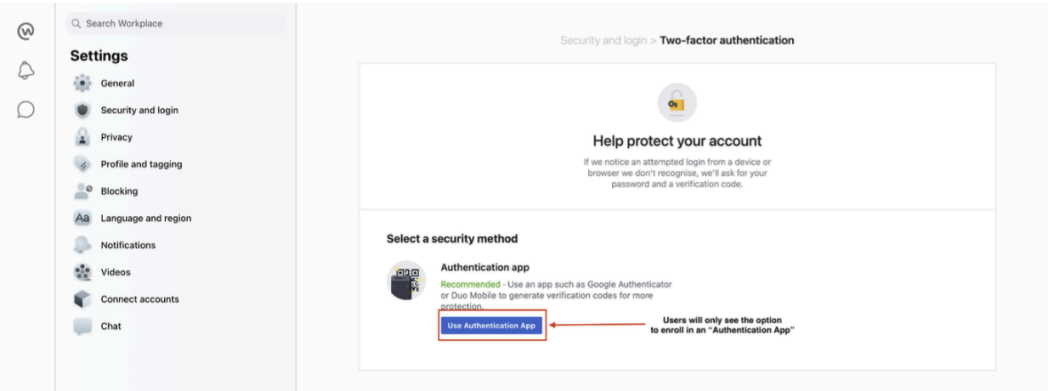
Complete login when prompted using your standard SRT username and password. (Remember to have the VPN on for this process)



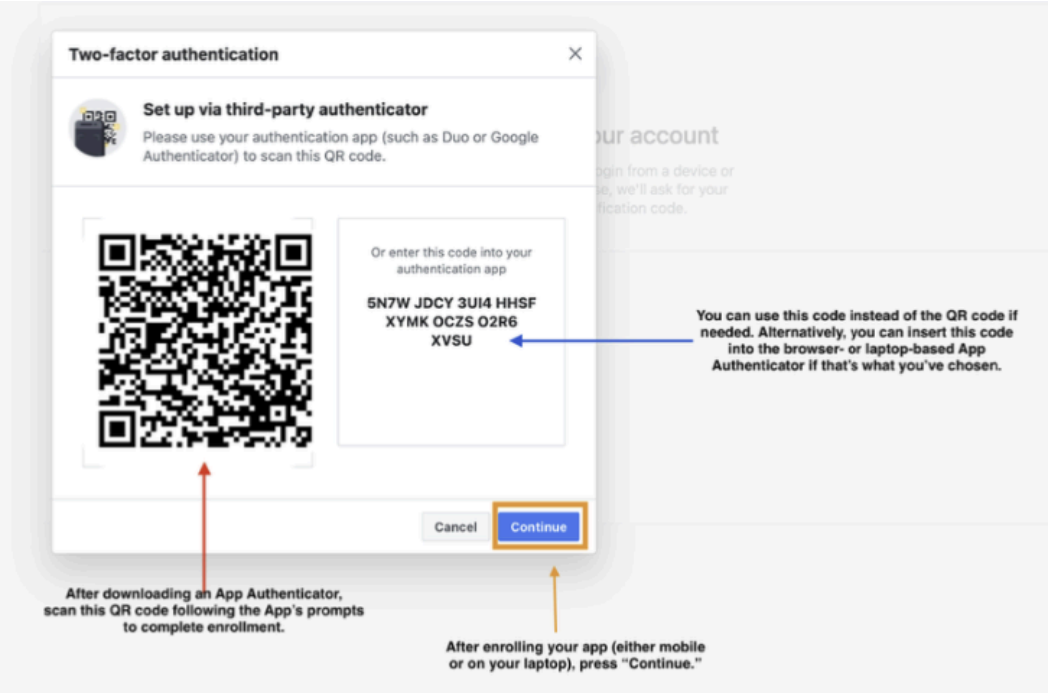
After successfully logging in, users will see the link below. Click “Enable Two-factor authentication.”



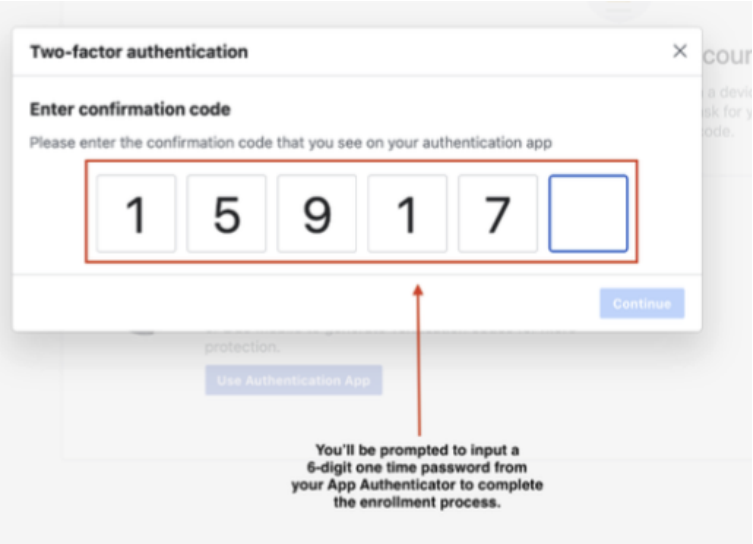
Select “Use Authentication App”. Follow the prompts to either enroll a mobile device via a QR code or a browser-based extension or desktop app with the provided code. Click “submit” and input the 6-digit code that your new Authenticator App provides.



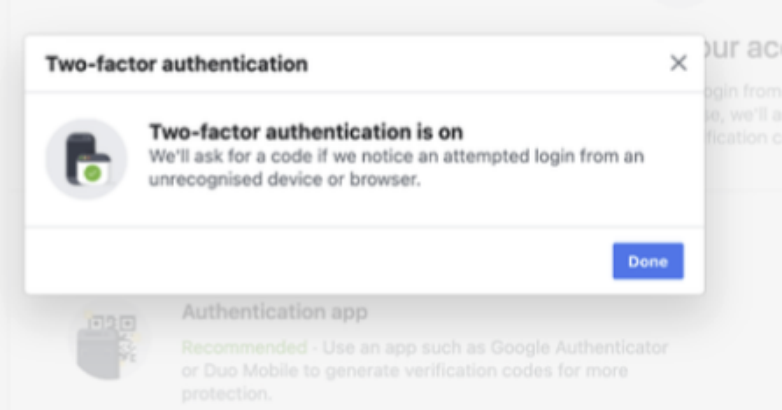
If using a Mobile app, follow the instructions to scan the QR code on your phone. If using a browser-based or desktop-based app, use the Manual Entry feature and input a string of letters/digits where required, following the instructions on your extension or desktop app.



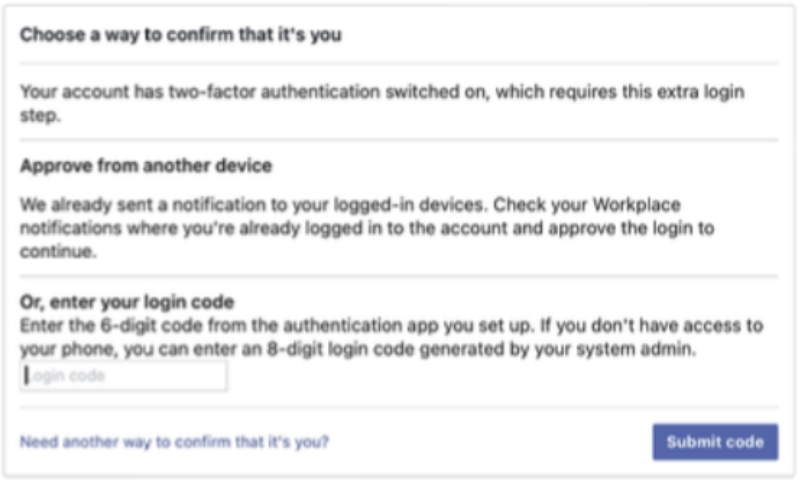
Complete your enrollment in the SRT Workplace by inputting the 6-digit code after you successfully enroll 2FA on your mobile, browser, or desktop.



See the confirmation message that “two-factor authentication is on.”



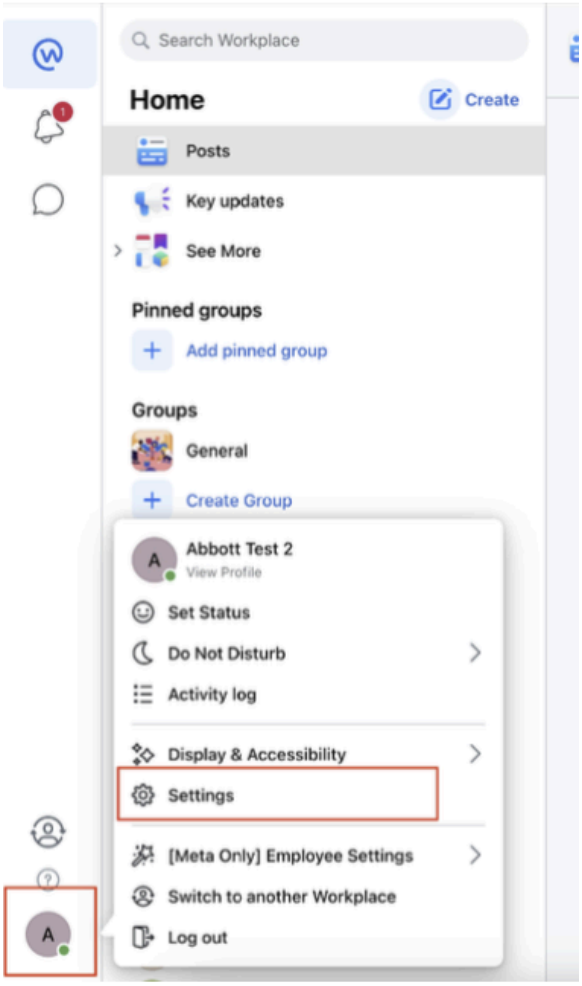
Once you have enabled 2FA, you will be able to log in with your username and password. You will be prompted to insert a 6-digit temporary one-time password from their Authenticator App.



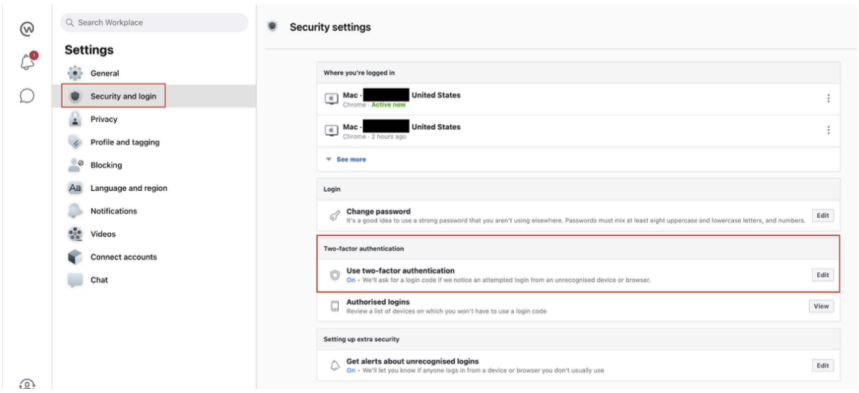
Updating or re-enrolling an authenticator app: If a user loses access to their Authenticator App, they can add a new app.

Navigate to “Settings.” Select “Security & Login.” Under “Use two-factor authentication”, select “Edit.” Choose “Add a new app” to go through the enrollment process again with a new app.

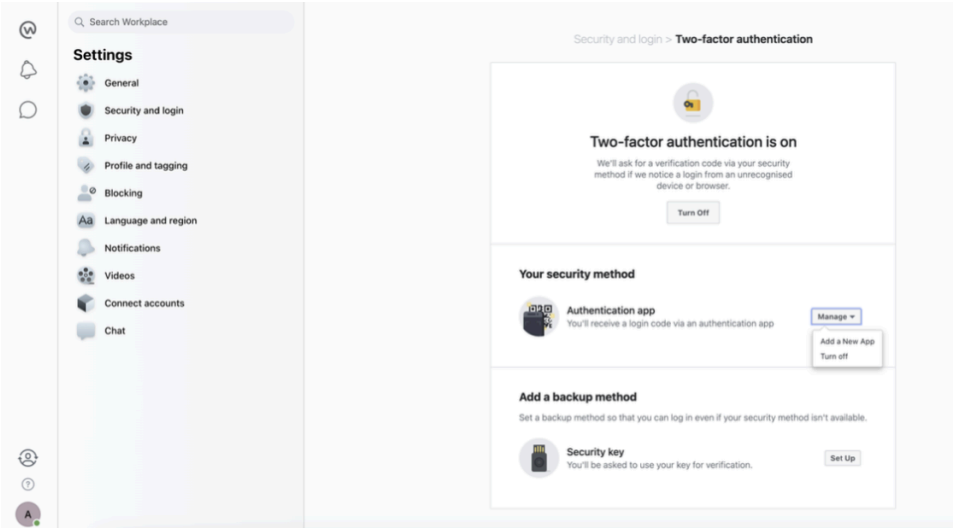
Step 1: Open SRT Workplace and log in. Select “Settings.”



Select “Security and login” and find “Use two-factor authentication.” Select “Edit.”



Select “Manage” and “Add a new app.” Follow the same process above for initial enrollment to enroll in a new app.



⛳ Additional Action Items

[If needed] If you lose access to your web extension authenticator: [Video tutorial on how to get backup file for web extension authenticator]

❓ FAQ

[FAQ for SRT account](link)
FAQ for VPN installation:

I received a "403 error" from Google, what do I do?

Make sure you are logging in with the proper credentials and try again
Check this video to help troubleshoot (link here)
[If the above fails] Please uninstall and reinstall GlobalProtect and then try again

If I already have a VPN that I use, do I need to install GlobalProtect?

Yes, this VPN is specific to SRT projects and must be used at all times when working.

How do I turn off GlobalProtect?

Access the Global Protect application just like you did to turn it on and there should be a button to disconnect

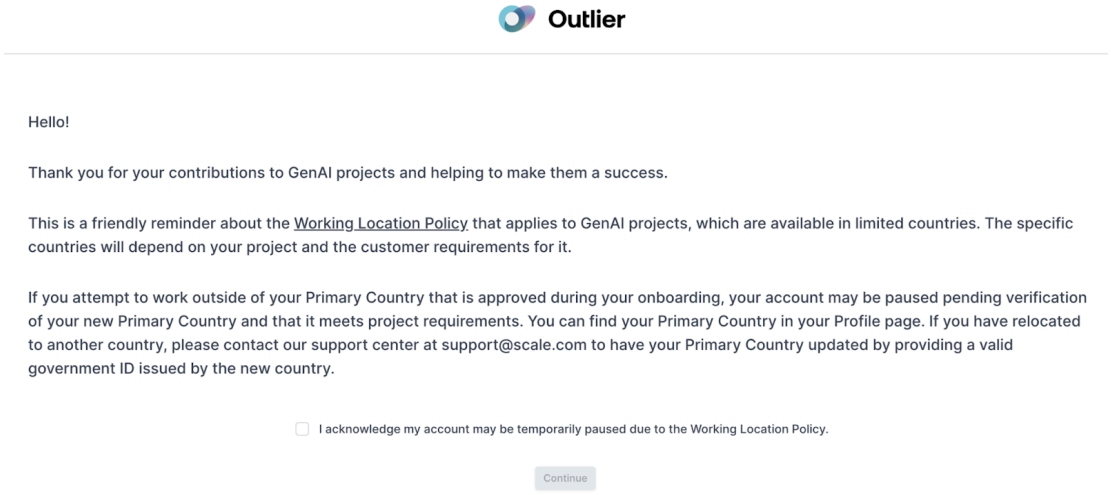
When logging into VPN with my WFE account (Google profile) it says "Couldn't sign you in" or "Account deleted". What do I do?

Your WFE account was deleted due to it not being logged into frequently enough. You will need to create a new account following the steps of this guide.

Help. I cannot see the images on the instructions.

This is a known issue. We're working on fixing this for you to be able to see the full instructions linked on Outlier/Remotasks.

[When working outside the US] I'm receiving this message about the Working Location Policy and a warning about my account being paused. What do I do?



The VPN is 'whitelisted' (will not cause your account to be paused). We are still working on preventing this message from being shown to you. Please check the "I acknowledge box" and click "continue". This will not cause any issues to your account and it will not be paused nor flagged.

[When working outside the US] I'm asked to re-verify my account multiple times when connected to VPN. What should I do?

Re-verifications will be asked every time the IP changes a lot, this is expected. Apologies for the inconvenience, but you will need to submit a selfie if requested.

[I use Linux OS and I'm having issues downloading VPN. What can I do?]

Try these direct download links for two versions of the Linux VPN client for GlobalProtect:

https://jamf-storage.s3.us-west-2.amazonaws.com/PanGPLinux-6.1.5-c3.tgz
https://jamf-storage.s3.us-west-2.amazonaws.com/PanGPLinux-6.2.0-c10.tgz

Frequent Q&A for SRT

Please, before submitting your ticket/forms, check this section for the most common issues a Contributor may face using their SRT account that can be solved without a report:

Account name

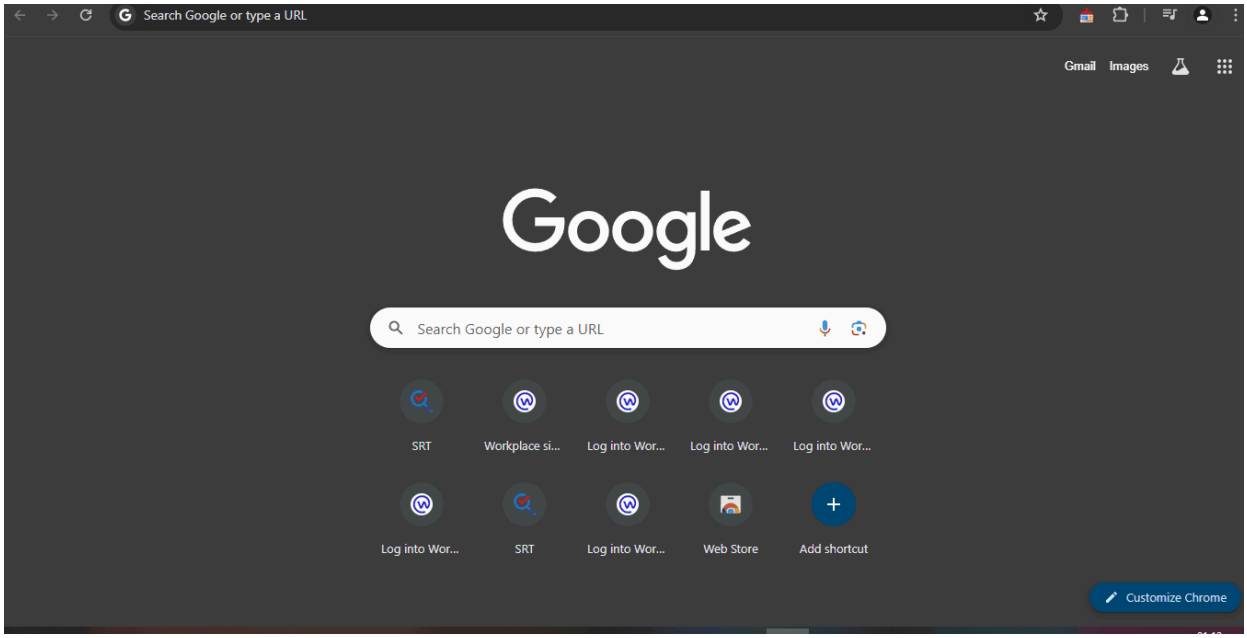
Question: The name in my SRT account is not my name.

Answer: This is something normal and expected. Since May 6th, we no longer assign accounts under your name. But don't worry! This doesn't mean we don't know who is assigned to a particular account or that anyone else has access to your assigned account. Each account is unique and assigned to one person. This doesn't affect your payment either, just make sure to submit your work in Remo/Outlier since that's how pay is tracked.

I can't access the queue (Invalid JSON error or You cannot access SRT Halo Admin UI because you are not an admin/auditor)

Question: When I try to launch the queue, I see a red/pink message saying, "*Response contained invalid JSON*" or "*You cannot access SRT Halo Admin UI because you are not a SRT admin or a SRT auditor,*" what can I do?

Answer: This is an error that happens when you click on queues; to correct it, you need to access your queue from the option **home**. There, you must click on the blue button **View Queues**, and then search the queue:



You can't sign in with this email address error.

Question: I tried to log into https://srt.facebook.com/work/landing/input/ and I got the error "*you can't sign in with this email address error.*"

Answer: This error happens when you try to access the option *Log in with email* using a different email than the wfe-id email provided. Remember, you'll be able to access using this email only.

Watch out for blank spaces before or after the email, these may cause that error too.

SRT password is not working

Question: The password is not working.

Answer: This error does not always require a report. The password is case-sensitive, and if you copy and paste the password sometimes you may be copying blank spaces before or after the password. Confirm you're using the exact same password without blank spaces before or after the password.