**Help**

**What is the CrowdExchange community?**

The CrowdExchange community is a market research community brought to you by Chaordix, the world leader in crowdsourcing since 2006. Chaordix provides market research and community management services for many of the world's leading brands. The community is an online research tool and is accessible through a password-protected site on the public Internet. Individuals who agree to participate will be volunteering their time to be involved in moderated, consumer-related discussions and activities over the course of the community engagement.

**How will the community information be used?**

The CrowdExchange community will be used to obtain insights, feedback and idea validation from participants. These insights will provide input to shape the future direction of health and home products. Each week, new activities will be added to the community, such as discussion topics, voting and ranking activities, polls and surveys.

**What's in it for me?**

This is your opportunity to have a voice and share your thoughts, opinions and ideas as they relate to products that affect the quality of life of those around you. It is a chance to contribute to and take part in shaping the future of these products and industry. For your participation, we'll be giving entries into draws for great rewards as a token of appreciation for your assistance. Visit the Rewards Page to learn more.

**How do I join the community?**

The community will be accessed through a password-protected site on the public Internet. You will need to agree to the Terms of Use before you can take part in the initiative.

**How do I use the community?**

When you join, you will be asked to create a display name and password in order to access the community discussions. Each member will have a limited, personal profile displayed that members of the community can see. You will be able to contact other members of the community and see comments, discussions and ideas from other people within the community. Similarly, your contributions will be visible to every other member of the community.

There will be trained moderators in the community. They will be able to talk to members, see their contributions and provide assistance to participants.

New activities will be added each week. Participants will be notified by email as activities become available and will be prompted to provide their thoughts, opinions and ideas. All activities will remain active and accessible in the community for at least two weeks.

Badges of recognition can be earned by all members and reflect different levels of contribution. Other incentives will also be awarded for a high level of participation in the community. To learn more about incentives, visit the Rewards Page.

**What if I forget my log-in information?**

Not to worry, if you've forgotten your login, it's really easy to reset it. Click login and then click on "forgot password" in the bottom right hand corner and follow the steps to reset your password.

**How long does the community run for?**

There will be 12 rounds of activities within the community which will each last approximately 1 week. There will be activities available in the community every week, and ongoing participation is requested. As a community participant, we will send you an email when new activities are posted.

**What if I want to stop participating in the community?**

If you wish to be removed from the community, please email us at support@healthandhome.crowdexchange.com with the subject line: Unsubscribe: Healthandhome.

**How much time will it take?**

Throughout the 3 month span of the community, you are encouraged to provide as much content as possible. New activities will be added weekly and we will prompt you to share your thoughts, opinions and ideas. For regular participation, we expect this will require roughly 10-12 hours in total over the 3 month period, if you participate in all of the activities. You are encouraged to participate as much as possible, as your feedback is extremely valuable.

**Will the information I enter to be visible to others?**

The community is intended to provide an engaging experience to all participants, with collaboration, discussion and idea sharing at its core. Each member will have a limited, personal profile displayed that other members of the community can see. You will be able to contact other members of the community within the community interface and see comments, discussions and ideas from other community participants. Your comments, discussions and ideas will also be accessible to other community participants. Some of this content may be used to help improve products associated with health and home, but will not be associated or attributed back to a personally identifiable individual.

For more information on site regulations, please visit the Terms of Service and Privacy Policy.

If you have technical questions, please contact support@healthandhome.crowdexchange.com.