


Completing Tasks in LDP

Overview  Completing tasks in LDP is how you will get paid so it's important that you understand what is expected of you and how to use the platform correctly.

Review the process below. There are questions on the quiz that relate to the information you must enter in LDP.

1. Find Valid Assets

In your email and/or text messages, search for valid assets that [meet the criteria we just reviewed](#). Use our [recommended search terms](#) to help you quickly filter your data.

2. Save Valid Assets

Once you've identified valid assets, you'll need to save them in order to upload to LDP. Follow the instructions below based on the asset type.

Emails

Save as .eml

Actual steps vary based on your email client. Note that most mobile apps do not allow this functionality and you may need to download the email directly on a computer.

Gmail: Open the email you wish to include, select the three dots to the right of the reply button and click “Download message”

Outlook: Open the email you wish to include and select File → Save As

Email Attachments

Save/download as .pdf

Save/send the file to someplace you'll be able to access it from a computer to upload.

SMS/Text Messages

Screenshot to save as image file, making sure to include the timestamp.

Save/send the file to someplace you'll be able to access it from a computer to upload.

3. Click on LDP project link

If you pass the quiz and are accepted into the project, you will receive a link to sign up to LDP. Once you have confirmed registration, the project manager will assign you to a project. You will receive an email confirmation with a link to that project.

Use a **computer** (desktop or laptop) to access LDP as this is not well-supported on mobile.

4. Upload Assets to LDP

Select the appropriate asset type: **Text Message**, **Email**, or **Attachment**. Each type requires you to include additional metadata about the asset, described in detail below.


Asset Type*

What type of asset are you contributing? Note that you can only upload one asset per task.

- ☒ Text Message^[1]
- ☐ Email (without an attachment asset)^[2]
- ☐ Attachment (a PDF asset attached to an email)^[3]

File Upload*

Upload 1 file only: A screenshot of the text message in .jpg, .jpeg, or .png format

 Click to Upload

Min 1 file(s) required / Max 2 file(s)

Text Message Contents*

Copy and paste the contents of the text message asset here





Text Messages

1. Click to upload the screenshot.
2. Add the contents of the text message to the box on the right in the language in which it was received. You can either copy/paste (recommended) or type out the message.

Asset Type*

What type of asset are you contributing? Note that you can only upload one asset per task.

- ☐ Text Message^[1]
- ☒ Email (without an attachment asset)^[2]
- ☐ Attachment (a PDF asset attached to an email)^[3]

File Upload*

Upload 1 file only: The email in .eml format

 Click to Upload

Min 1 file(s) required / Max 2 file(s)

Email Domain*

Enter the email domain the asset was sent TO, e.g., @gmail.com

Message Subject*

Enter the title or subject of the email

Emails

1. Click to upload your .eml file
2. Enter the domain that the email was sent to. The domain is the content after the "@" in an email address, i.e., XXXX@gmail.com = gmail.com as the domain.

3. Type or copy/paste the **subject of the email** in the language in which it was received.

If your email has an attachment that includes event/booking information, use the "Attachment" option instead to upload both together as one task.

Asset Type*


What type of asset are you contributing? Note that you can only upload one asset per task.

- ☐ Text Message^[1]
- ☐ Email (without an attachment asset)^[2]
- ☒ Attachment (a PDF asset attached to an email)^[3]

File Upload*

Upload 2 files:

- 1. The attachment in .pdf format**
- 2. The email it is attached to in .eml format**

 **Click to Upload**

Min 1 file(s) required / Max 2 file(s)

Email Domain*

Enter the email domain the asset was sent TO, e.g., @gmail.com

Message Subject*

Enter the title or subject of the email



Email Relevance*

Is the email also a valid asset? If so, this submission will count as two assets.

- ☐ Yes, both email and attachment are valid assets^[4]
- ☐ No, only the attachment is a valid asset^[5]

Email Attachments

Attachments require you to upload both the attachment and the email it is attached to.

1. Click to upload your .pdf file.
2. Enter the domain that the email was sent **to**. The domain is the content after the "@" in an email address, i.e., [XXXX@gmail.com](#) = gmail.com as the domain.
3. Type or copy/paste the **subject of the email** in the language in which it was received.
4. If the email is also a valid asset (contains reservation or event information), click the "Yes" option under **Email Relevance** and be sure to provide information relevant to **both** assets.

NOTE: Emails with attachments should be uploaded together as **ONE** task.

5. Enter Timestamp Info

You must provide two types of timestamps:

Original: The time and/or date you received the asset. Type **EXACTLY** how it appears in the asset. Copy/paste is recommended, if available.

Standardized: The **day, month and year** you **RECEIVED** the asset. Should correspond to the original timestamp.

Click below for examples:

Timestamp Examples

Original Timestamp*

Type the timestamp of the message or email **EXACTLY** as it appears (or use copy-paste if applicable).

Examples: Today at 08:22 AM, Monday, 29 Mar, 5 days ago, etc.

Standardized Timestamp*

Enter the timestamp from above in the format **YYYY-MM-DD**. This should reflect the date the asset was **RECEIVED**.

Examples: 2024-03-29, 2023-09-13, etc.

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6. Select Action Type

Select the type of action the asset is communicating about:

- **Confirmation**
 - Confirms a reservation, ticket, booking, attachments containing tickets, etc.
 - Example: email receipt with flight itinerary and payment, text message confirming doctor appointment.
- **Cancellation**
 - Communicates a cancellation to a reservation, booking, show, etc.
 - Example: email confirming cancellation of a hotel reservation.

■ Modification

- Communicates a change in details to your reservation, booking, or ticket.
- Example: a text message stating "Flight UA1234 originally scheduled to depart at 12:30pm at gate B3 is delayed by 1 hour and now scheduled to depart at 1:30pm out of gate B7."

■ Invitation

- Invites you to an event (wedding, party, etc.) and **contains the event details**
- A text message asking you to click a link to view the event details and/or RSVP **does not qualify**.
- This can only be used for Party Invitation assets.

NOTE: If your asset doesn't fall into one of these categories, it is not a valid asset. Reminders and status updates do not qualify as valid assets (i.e. "Your table is now ready!", "This a reminder that you have an upcoming appointment at 3:00pm with Dr. Good", "Check-in for your flight now!")

Action Type*

What type of action does the asset relate to?

- ☐ Confirmation^[6]
(asset confirms a reservation or event)
- ☐ Cancellation^[7]
(asset communicates a cancellation to your reservation or event)
- ☐ Modification^[8]
(asset communicates a change in details to your reservation or event)
- ☐ Invitation^[9]
(asset invites you to an event - only applicable to Party Invitation assets)

Provider Type*

Does the asset come directly from the provider or from a third party (i.e., a reservation platform)?

- ☐ Direct from provider (e.g., Renfe, easyJet, Pizza Hut, etc.)^[10]
- ☐ Third party (e.g., Trainline, Expedia, Paperless Post, etc.)^[11]
! Show and Party Invitation assets are only accepted if they come from a show ticket provider or invitation provider/event organizer (i.e., third party) !

Provider Name*

Type the EXACT name of the provider or third party who sent the asset (or use copy-paste).

Examples: Airbnb, Ticketmaster, LATAM Airlines, etc.

Enter the provider name here

7. Enter Provider Info

To the right of Event Type, select whether the asset was from a direct or third party provider.

Then, enter the name of the Provider **EXACTLY** as it appears in the asset (ex: Airbnb, Renfe, LATAM Airlines, etc.). Copy/paste is recommended, if available.

Direct Provider

Communications come directly from the source of the booking, reservation, or ticket:

- Airlines (LATAM Airlines, United Airlines, etc.)
- Hotels (Marriott, Hilton, etc.)
- Restaurants
- Doctor or other provider offices

Third Party Provider

Communications come from another source used to make or manage a reservation or organize an event:

- Travel sites that allow for multiple types of reservations (car, flight, hotel) or from multiple direct providers: Expedia, Airbnb
- Electronic invitation providers: Evite, Shutterfly
- Ticketing sites than manage the sale of event tickets: Ticketmaster, Live Nation, Eventbrite, etc.

8. Select Event Type

Select the event type your asset is communicating about. You can select multiple event types if needed.

For example, if your asset communicates about multiple event types, such as a flight, hotel, and car rental booking from a third party provider like Expedia, select all relevant event types. You will populate the metadata for each event type.

Event Type*

*What event type does your asset relate to?
Select all options that apply.*

- ☒ Flight
- ☐ Hotel
- ☐ Restaurant
- ☐ Rental Car
- ☐ Train
- ☐ Bus
- ☐ Ferry
- ☐ Movie
- ☐ Show
- ☐ Party Invitation
- ☐ Appointment

Flight

*Is it a one way trip, round trip, or multi-stop trip?**

- ☒ One way
- ☐ Round trip
- ☐ Multi-stop
- ☐ N/A (it's not possible to tell from the asset)

Party Size

*How many people is the reservation or invitation for?**

- ☐ Exact number (e.g., 4 people)
- ☐ Range (e.g., 3-5 people)
- ☒ N/A (it's not possible to tell from the asset)

9. Enter Event Metadata

For each event type, you'll be asked to provide details related to the event or communication. You can see the info required for flights in the image above. You should be able to find this information within the contents of the asset. However, there may be times when the information isn't explicit or communicated.

For example, you may receive an email about a change to only one flight segment of a round-trip itinerary, but the asset doesn't indicate that it was originally purchased as a round-trip ticket. In that instance, you would select "N/A" for the trip type.

If any of the requested information is not included in the asset, select N/A for "not applicable"

10. Redact PII

Mark the PII type and type any [PII](#) in the asset into the text box provided to ensure it is replaced in the asset.

Refer to the [project specific redaction list](#) for a complete list of data that must be redacted.

Personally Identifiable Information (PII) *

Carefully review the asset. Does it include any of the below? Select all that apply or select 'There is no PII in this asset'.

To help us make sure the PII you identify is protected in the asset (replaced with a generic tag), make sure the information you enter EXACTLY matches what is present in the asset. Use copy and paste where possible

- ☐ a photo of a person's face
- ☐ a signature
- ☐ a person's name
(given name(s), family name(s), initials)
- ☐ relationship terms
(e.g., mother, son, partner, etc.)
- ☐ contact details
(email address - always for email and attachment assets, phone number, residential address)
- ☐ personal demographic information
(age, gender, ethnicity)

Note: This can also occur in party invitations, e.g., You're invited to Sara's 12th birthday!

- ☒ date of birth

Copy and paste (or type) any date of birth referenced in the asset here (must include year of birth)

Note: Press ENTER to place each PII on a separate line.

- ☐ ID document numbers
(e.g., passport number, national identity number, driver's license, etc.)
- ☐ social security number
- ☐ banking information
(bank account information, credit card number, transaction ID/order number)
- ☐ reservation information
(reservation ID or code, individualized link, individualized QR code)
- ☐ login details
(e.g., username, account ID, PNR, password, PIN, etc.)
- ☐ healthcare or personal care appointment details
(type of procedure, date of appointment)
- ☐ any other information that might pinpoint an individual person
(e.g., unsubscribe link, ZIP or post code, religion, etc.)
- ☐ There is no PII in this asset

11. Confirm and Declare Authenticity

For each asset you upload, you must:

- Declare that the asset you uploaded is a genuine document received in within the last 2 years (on or after September 1, 2022).
- Confirm the asset meets all required criteria.
- Provide any additional comments or context about your asset.

REMINDER: All assets are reviewed for quality and authenticity. Falsified, fake, or otherwise altered assets will be identified and discarded and payment will not be made.

Declaration of Authenticity*

Confirm that the asset provided is authentic. Note that only a genuine text message, email, or email with attachment that you received within the past 2 years will be accepted.

- ☐ I hereby declare that this asset is a genuine document that I received within the last 2 years.

Confirmation of Validity*

Are you confident that your asset meets the acceptance criteria defined in the Pentas guidelines (see Guidelines tab at the top of this page)?

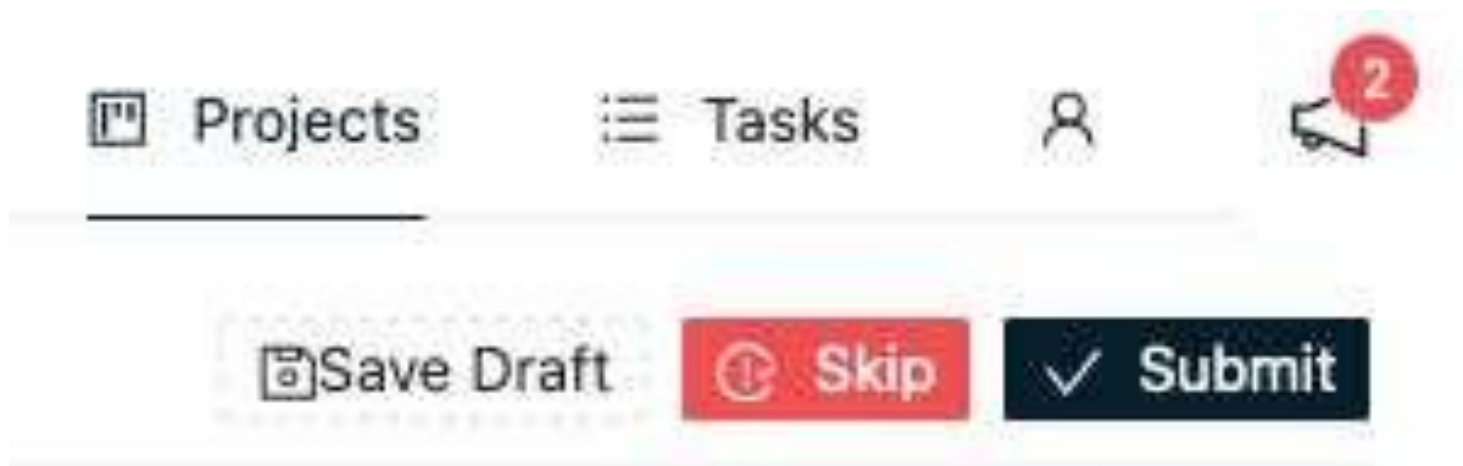
- ☐ Yes, I'm sure.
- ☐ No, I'm not sure.

Optional Comment

If you'd like to leave a comment about this asset, add it here

12. Review and Submit

Review the task to confirm it meets all quality requirements and once confirmed, click **"Submit"** in the top right to submit the task.



Repeat for All Assets

After submitting, a blank submission form will appear for you to continue to upload additional assets. Repeat the steps above for all assets.

Examples

Click the button to review some examples of different asset types and events and see how they would be annotated in LDP.

[Detailed Examples](#)

Video Demo

The video below demonstrates how to contribute a text message asset in LDP.



LDP Pentas Demo.mp4

Test Your Understanding

Continue to review these guidelines until you feel confident in your understanding of the project requirements. When ready, click the link below to continue to the Quiz.

[Continue to Quiz](#)