

Introduction

Welcome to this iSoftStone training program which aims to get you set on the path to becoming a Web Judge. Included in this program are the project Guidelines (supplied by the client), a project-specific training video and access to hands-on toolbar training which replicates the live production environment seen by judges.

1. Getting Set up

Please note the following key points:

-Live ID address. In order to access your training account you must have a Microsoft Live ID address (live.com/hotmail.com/outlook.com). As part of the application process you would have already supplied a Microsoft Live ID address, so please do use that in order to login to your training account. Before attempting to login, however, please check the following:

- Your Live ID address is a Microsoft Live ID address. Please note that Gmail/Yahoo/Other addresses are not applicable here. Your Live ID address must be in the form show above.
- There are no aliases attached to your Live ID address or your Live ID address is an alias of another email address belonging to you. The system is very sensitive to aliases and, as such, it will not allow you to successfully login if you have one associated with your Live ID.
- If you have trained/worked for another company on the client's system please note that you will need to provide an alternative Live ID address as that original one will no longer work.

-Toolbar. The toolbar has been provided by the client. The file is contained within a Zip file meaning you will need to have a program capable of 'unzipping' Zip files (such as WinRAR). Once unzipped the toolbar file can be easily installed.

-Software updates. Please be sure to check that you have Microsoft NET Framework 4 (or above) installed on your system. In order to experience the optimal judging environment please make sure you have the latest updates installed for both Java and Flash.

-Internet Explorer. You must use Internet Explorer (10 or above) – other browsers are not applicable for use with the toolbar. Please note that if you are a Windows 8/8.1 user, you need to select the Desktop version of Internet Explorer, not the app version.

2. The login process

In order to commence training you must first of all login to the toolbar in order to gain access to your Marketplace where you will find the training 'hitapp'. The hitapp contains the project Guidelines and the training queries you are required to judge prior to the test set.

Install the toolbar – You must first of all download the toolbar from the link provided and install the file once unzipped.

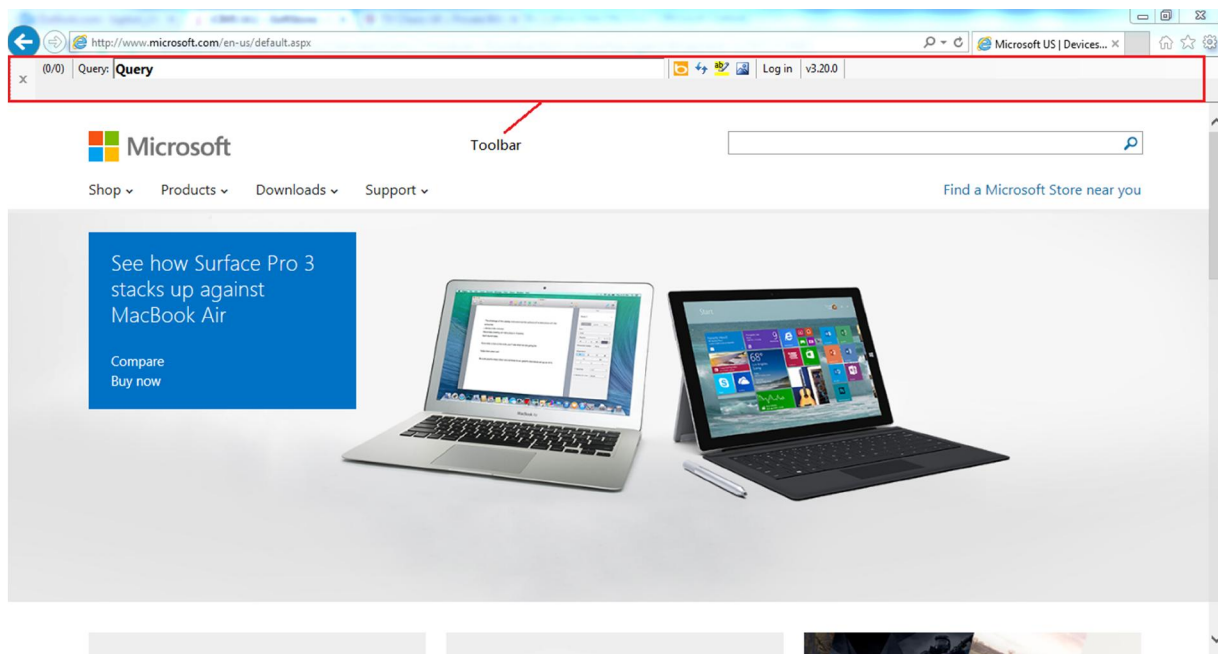
Once installed the toolbar should automatically associate with Internet Explorer (IE), but on occasion it might not appear as it should. In another scenario, it might attach itself to IE but when you click 'login', the following error message may appear:

"SuggestedSites registry doesn't exist. Make sure you run Bing HRS Toolbar from the Start menu."

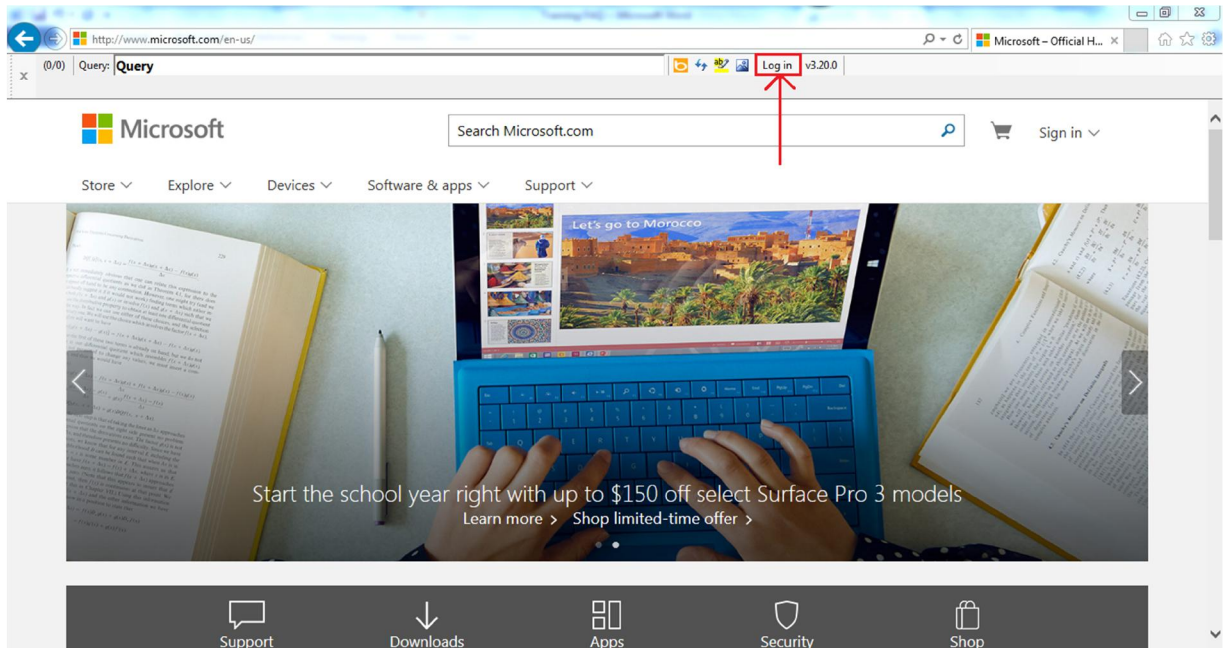
If you encounter the message above, please use the following method:

Type in 'HRS' to the search field in 'programs' or at the Start menu (though Windows 8 is slightly different) then the toolbar program should be visible – if you click this it should prompt you to accept changes at which point it will open IE and associate itself with Internet Explorer (please make sure you have admin rights) you should then be able to log in.

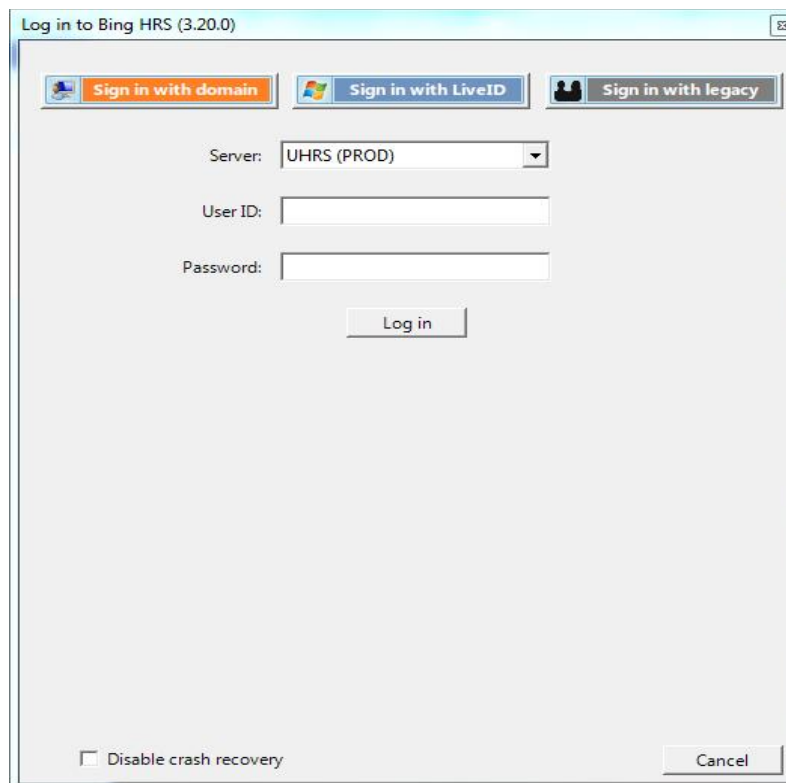
Your Internet Explorer window should now look like this:



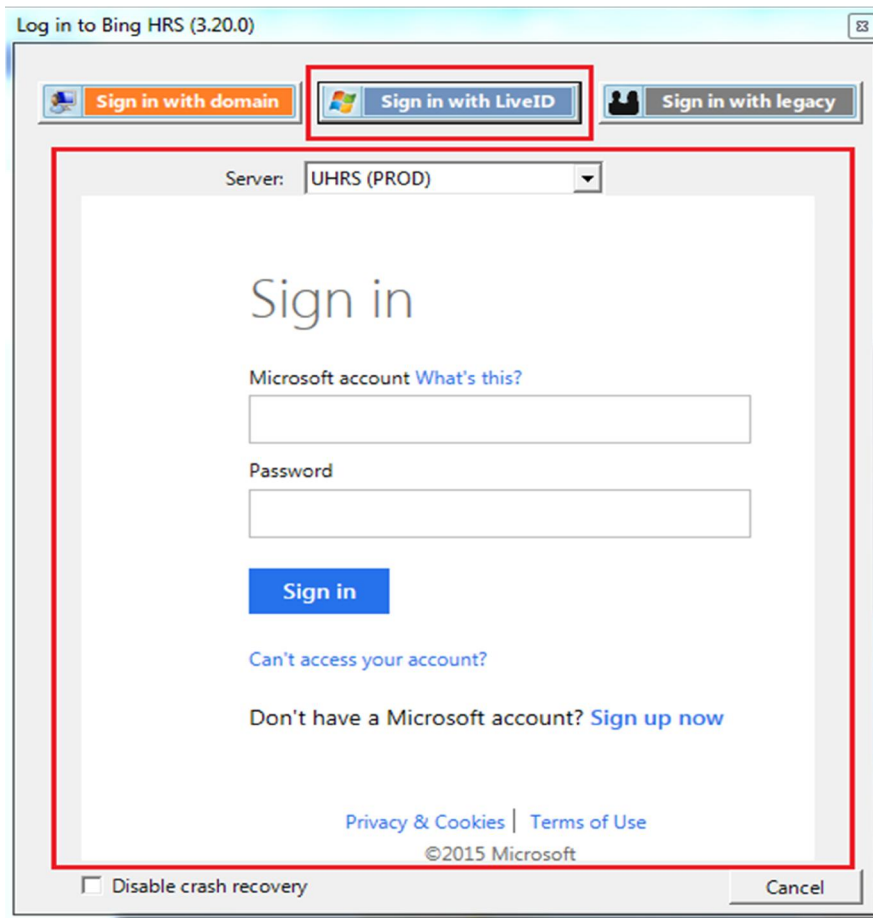
Login to the toolbar – You are now in a position to login to the toolbar. Please select the 'login' icon on the toolbar to proceed (as shown below):



The following IE window will pop-up upon clicking the login icon:



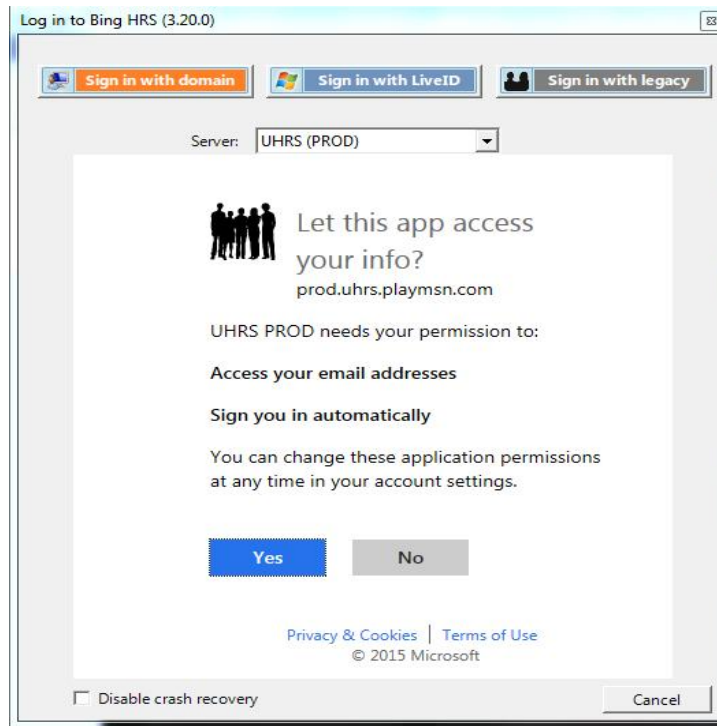
Please note that at this point you need to select the 'Sign in with Live ID' tab as shown below:



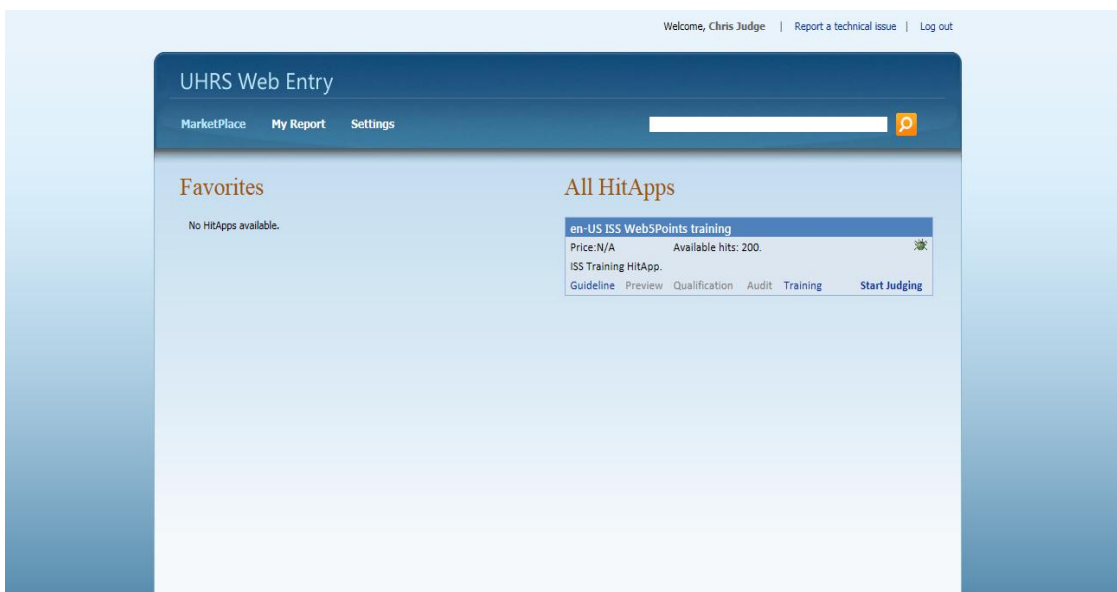
Once you have entered your Live ID credentials, you will proceed to the following screen shown on the next page.

Note that if you are not given the opportunity to enter your Live ID credentials in the above box (i.e. you are taken straight to the window as shown on the next page after clicking the 'Sign in with Live ID' tab), then that means an issue has arisen. In order to solve this you must clear your IE cache/cookies/form and password data. If you are a Windows 8/8.1 user there could be an email address associated with your Windows user account which you must either delete or switch to a user account that has no email address associated – the reason being that IE will automatically select the user account email address, so if this is different to your Live ID it essentially means the wrong credentials are being used and you will not be able to login to your training account.

This is the screen you should see after successfully inputting your Live ID credentials and corresponding password:

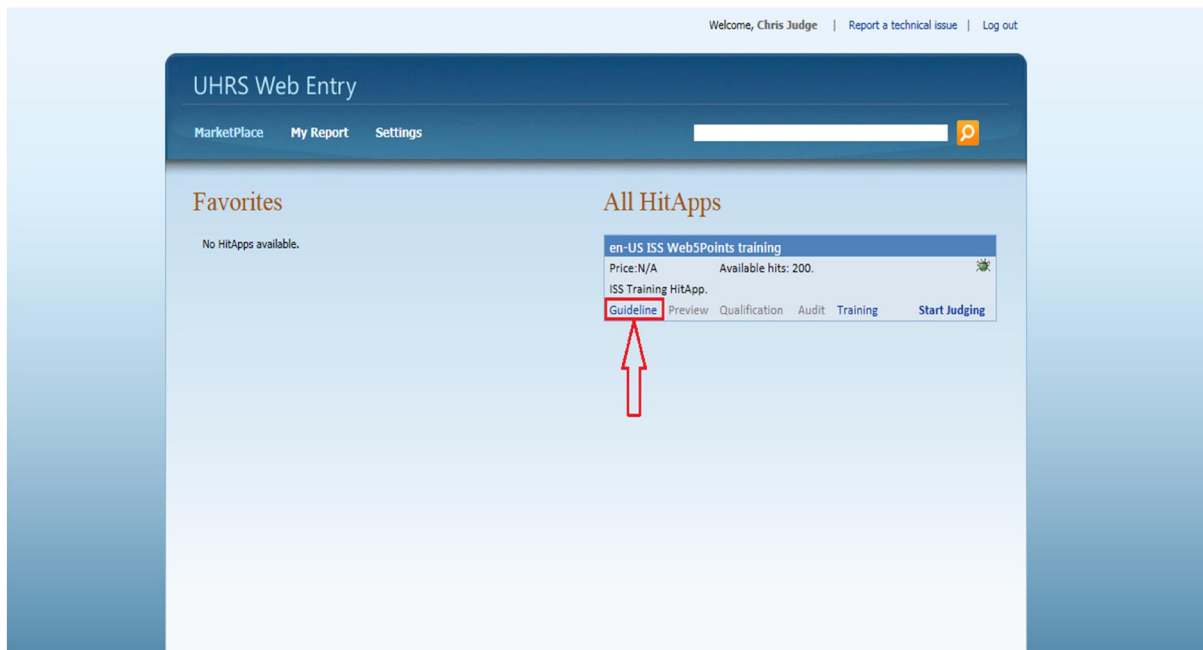


At this point please select 'Yes' and you will be taken to the next screen which is the Marketplace (as seen below):



3. Marketplace

Now you have successfully logged in to your Marketplace, what are the next steps? First of all, you need to download the Guidelines which can be found attached to the hitapp as indicated in the screenshot below:

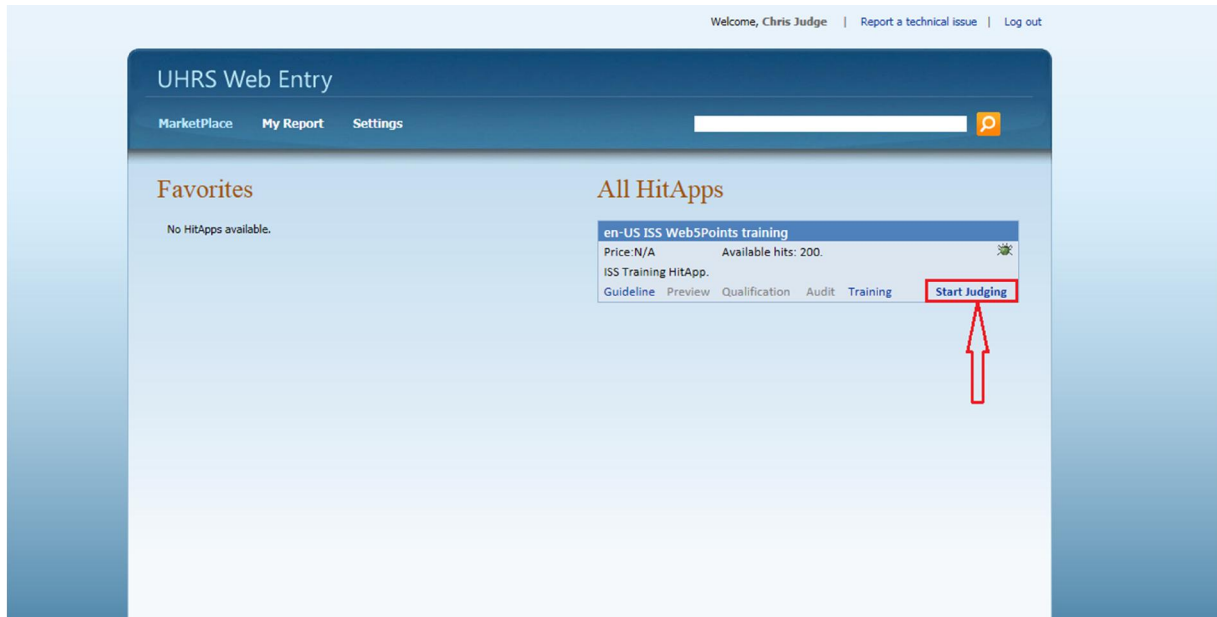


You are welcome to download the Guidelines once they have loaded in the pop-up window as they are specific to each trainee (watermarked). Please store these in a folder of your choice so you can access them at regular intervals during training – this saves you the trouble of having to download them every time you need to check them for reference.

If you have issues trying to view the Guidelines this could be due to an outdated version of Adobe PDF viewer on your system. Please make sure you have the latest Adobe (or equivalent) PDF viewer, as old versions aren't necessarily supported.

The training video will give you further information on the Guidelines and their application, so that won't be discussed here, but please ensure that you read them thoroughly before proceeding to the next step.

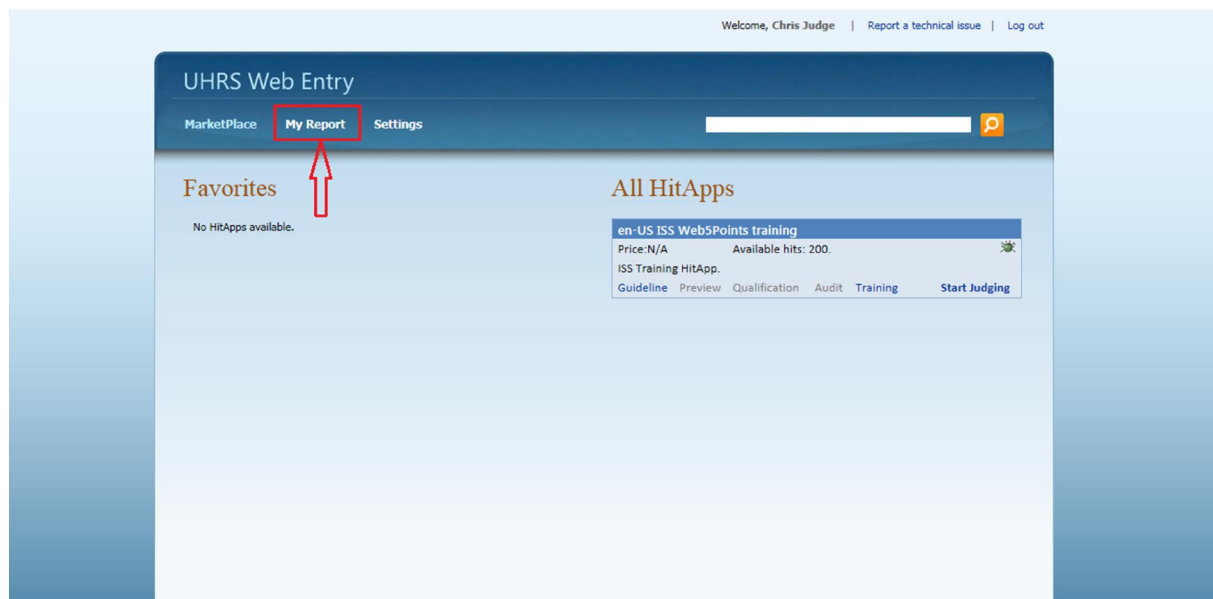
Once you have read through the Guidelines the next step is to take the training queries. You will notice that the 'hitapp' contains 200 of these queries (hits) which provide you with a simulated judging environment. In order to access the hits you need to select the 'Start Judging' link located on the hitapp – please see the screenshot that follows:



3.1. Training hits

Before you commence the hands-on training (training hits), there are a few details that you need to be aware of in order to give yourself the chance of completing the set to the best of your ability:

- **Download the Alex toolbar.** This is not mentioned in the Guidelines but the Alexa toolbar is an invaluable tool that helps you determine popularity of sites – this is crucial on those borderline queries where figuring out the popularity of a given site will make the difference between a Good/Excellent rating. You can download the toolbar from the following link: www.alexa.com/toolbar
- **Divide the set into two.** As previously mentioned, the training set is comprised of 200 queries. The mistake some trainees make is to power through all the queries as quick as they can, which generally leads to a poor score. The best practice is to split the training into two by taking 100 queries then analyzing the mistakes you made or the areas you found particularly difficult, then, after reviewing the Guidelines, take the remaining 100 queries. This will allow you to fully absorb the feedback provided with the first 100 queries and apply it to the remaining 100 queries.
- **Review your judgements.** This is linked to the point above – you can not only review the Guidelines to improve your score going forward, you can also review the judgements you have already made. Once you have rated a number of pages (it's your choice as to when you would like to look back) head back to your Marketplace and click the 'My Report' tab as indicated below:



You then select the small 'Training' link on the right hand side of the page as below:



The following page will then pop-up at which point you click on 'Past RTAs'

Summary
 Judge ID: [REDACTED]
 Judge alias: [REDACTED]
 Report date: from 2015-07-19 to 2015-07-25
 Judging rate: 41.5 hits/hour
 Total time: 2.24 hour
 (Refreshed every 20 minutes)
[Show/Hide Details](#)

Start Date: End Date:

Current time: 2015-07-21 11:14:55 AM
 PDT
 Report generated: 2015-07-21 10:48:46 AM
 PDT

Template:

HitApp	Judgments done	Valid judgments	Judging hours	Judgments/hour	# of audits against me	# of audits pending my review	Avg MIP score	SPAM Score	Spam Correct/Total Score	RTA Correct/Total Score	RTA	JAFI
en-US ISS Web5Points training												

Training

Training **Past RTAs**

Could not load training data from server.

Clicking on said tab will then take you to the following view:

MarketPlace My Report Settings

Favorites
 No HitApps available.

All HitApps

en-US ISS Web5Points training
 Price: N/A Available hits: 200.
 ISS Training HitApp.
[Guideline](#) [Preview](#) [Qualification](#) [Audit](#) [Training](#) [Start Judging](#)

Training hits have been reset and ready.

Training **Past RTAs**

Start Date: End Date:

My Rating	
Perfect	<input type="text"/>
Excellent	<input type="text"/>
Good	<input type="text"/>
Fair	<input type="text"/>
Bad	<input type="text"/>
NJ: PageDidNotLoad	<input type="text"/>
Detrimental	<input type="text"/>
NJ: Login	<input type="text"/>
NJ: Foreign	<input type="text"/>

Summary

% RTA Correct
N/A

Average RTA OffBy Score
N/A

No. RTA Judgments
0

Note: The list below includes only expired RTAs, while summary statistics include all RTAs in selected

Once on this page you can simply input the relevant dates and click 'Apply' – all of the judgements you have previously made will be shown along with the feedback comments for you to read through.

On completion of the training hits, contact your Project Manager who will let you know the next steps. As outlined in the Welcome Email, trainees must score 0.65 (65%) in training in order to be setup on the qualification test that follows, though there is a small degree of flexibility to account for pages that are no longer loading or ratings that have expired since the set was created. Whilst every effort is made to ensure the examples are as fresh as possible, the dynamic nature of the internet means that it is unfortunately inevitable that a few LPs will not be as described in the feedback.

3.2. Qualification Test

Your Project Manager will set you up on the qualification test provided you have reached the 0.65 (65%) requirement, or close to that figure. Please read below for the expectations, requirements and conditions of the test set:

- **There are 50 queries.** These follow exactly the same format as those examples you saw in training. There will be a mix of every rating category, including the NJ and PDNL ratings stated in the Guidelines. There is no speed limit on the test so you are welcome to take your time to complete the 50 ratings.
- **0.75/75% pass mark.** The client has set the pass mark at 0.75/75% which is reasonable given that judges on production are expected to reach a good level each and every week. Given the addition of NJ and PDNL ratings, one could say that these are relatively straightforward and therefore pushes up the overall score, so 75% isn't so onerous.
- **Tests are not to be taken on Tuesdays.** Irrespective of when your Project Manager sets you up on qualification, please do not start your test on a Tuesday – likewise, if you start on a Monday, please make sure you have finished before Tuesday. The reason for this is that the client refreshes all test sets on Tuesdays meaning all progress would be lost at the point at which the client switches the tests over. For trainees this could mean losing valuable time spent on a test that cannot be retaken.
- **There's a second chance.** If nerves get the better of you or you don't quite make the cut on the first test set there is a second test set available. Please contact your Project Manager after completing test set one and they will be more than happy to set you up on the second test if your score didn't quite reach the requirement.

Summary

At this point, all that's left to say is good luck with training and the qualification test that follows. Whilst this training manual is not exhaustive, it contains all of the information required in order to get started on training. You are welcome to contact your Project Manager if and when you have questions about the project but please read through this document first before asking questions that may have already been answered in this manual as their time should be used for providing constructive feedback on ratings or other project-related matters.