Study Participant Guide
How to prepare for a self-guided study

You either have received or will soon receive a URL inviting you to participate in a user study for a company interested in getting your feedback. Providing honest feedback will help the company better understand what people are looking for and what they are experiencing on a website, app or other digital product.

This insight in turn helps the company continue to provide the best products, services and experiences to customers like you.

How it works

To participate in the study, you’ll be asked to install a browser extension, or an app if you’re completing the test on a mobile device. The UserTesting platform supports “talk out loud” studies, which means that everything that you are viewing on your device and everything you provide as verbal feedback is recorded.
Start the study

Tips before you begin:

• When you’re ready to begin the study using the URL you were provided, make sure you’re in a quiet place.
• If you’re completing your session on a laptop, make sure you have a mic plugged into your device. A mic must be plugged in to start the study, to ensure that the recording is clear and audible. (You will receive an error message if a mic is not detected.)
• However, it’s better not to use a headset when doing your session on a mobile device.
• Disable anything that might disrupt the recording process, including ad blockers, corporate firewalls or anti-virus software.
• It’s a good idea to exit out of any other app or program you may have running in the background before beginning.
• Make sure your browser is not in full screen mode.
• Close down any tabs or background materials that you do not want recorded.

Finally, studies will typically take 15-30 minutes. Make sure you have enough time to complete the study uninterrupted from start to finish. (If completing the study on a mobile device, you should have at least 20% battery life at the start of the test.)

Step 1: Submit your email address

When you visit the site using the URL, you’ll first be prompted to enter your email address. This is used to start the process and once you have entered your email address, you have 30 minutes to install the recorder and start the session. (If you are unable to complete these two items within 30 minutes, your session expires. You’ll have to restart the process using the starting URL and re-entering your email address.)

Please note that your email is used for identification purposes for this study. It will not be used for promotional reasons or added to a marketing database (neither for UserTesting nor the company who shared the study link).

Step 2: Install the recorder

You’ll then be prompted to install the browser extension or app so that you can record your feedback.
Tips to ensure successful installation:

• You’ll need to install either a Chrome browser extension for desktop or the UserTesting Engage app for mobile.
• Make sure you have the latest version of Chrome.
• If you don’t have the Chrome browser, you will be directed to download and use a different recorder.
• As a reminder, make sure you have a mic connected to your laptop following download, before you open the recorder.
• If you run into issues with the installation process, refresh your browser or shut down and then reopen the browser (or shut down and restart your phone if on a mobile device). If this doesn’t work, try to uninstall and reinstall the recorder.

Step 3: Start the session

• When you’re ready to start the session, you must click the “Start Recording” button.

Tips to help you complete your session:

• You’ll see prompts, tasks and questions throughout the duration of the study that will tell you what you should do at every step. Just follow the directions and click the green “Next” or “Start” button to progress through the study.
• Speak loudly, clearly and honestly as you answer the questions that are presented. Remember: the organization is conducting this study to improve their products and services, so don’t hold back in sharing your honest reactions.
Once you've finished the test, the recording will be sent to the company that requested it. Please keep the recorder app open on your desktop or mobile device until you see the confirmation that the upload has been completed.

**What is being recorded and how it is used**

If you are unfamiliar with participating in research studies, you may have questions and concerns about how the information is being used and your privacy.

By participating in the study, your voice and screen will be recorded only during the session. We cease collecting any information after the session ends. We do not record your mouse clicks or keystrokes. We do not access your files or monitor anything from your device.

You were contacted to complete the study because a company is interested in learning more about how you use their products, as well as any challenges you may experience and preferences that have not been addressed. They are not assessing you and your feedback is used solely for research purposes. However, if in the context of the study you feel uncomfortable, you have the option of pausing the study. You can also opt to stop the session and nothing will be processed.

After the test you can easily uninstall our software. However, if you leave it installed it won’t do anything. And leaving it installed makes it easier for you to participate in a future study session, if you are asked or choose to do so.

Following completion of the session, a recording is made available to the researcher who may then want to review the session, highlight certain parts of the feedback that you provided, and share this with their teams to spark discussion, support new ideas and also validate some ideas they may already have. Videos are stored in encrypted form and can't be viewed by the public.

The contact information that you provided when selecting and confirming your identity are for communication purposes, including the confirmation email you received.

Additional questions? See our participant blog post with a video.
Or you can contact us or chat in via the prompt on the My Recruit landing page during applicable hours.