

Welcome to Pulse Voices

Pulse Voices is where participants connect with research opportunities through the Pulse Labs Research Exchange. As a Pulse Voices member, you can choose to take part in paid research studies — surveys, recorded evaluations, and interviews — run by research teams on the platform.

This guide walks you through everything from your first sign-in to getting paid.

How it works

1. **Create your account** — Accept the Terms and Conditions and complete a quick identity check. See **Getting Started**.
2. **Complete your profile** — The more complete your profile, the more projects you'll qualify for. See **Profile and Settings**.
3. **Find projects** — Browse open studies in the **Explore** tab, or respond to invitations in your **Inbox**. See **Finding and Joining Projects**.
4. **Apply and qualify** — Most projects start with a short screener survey. Some also require extra verification steps like ID checks or document signatures.
5. **Do the work** — Complete surveys, record evaluations, or join interviews from the **In Progress** section. See **Completing Study Tasks**.
6. **Get paid** — Every project card lists compensation before you apply. Payments are sent as **Tremendous** reward links, which you can redeem for PayPal, gift cards, and other options. See **Payments**.

What you'll need

- A device with a **camera and microphone** — You'll use your camera to complete identity verification. Some study opportunities involve recording your screen, camera, and voice; these requirements will be explained before you decide whether to participate.
- An **active email address** — We deliver invitations, task notifications, and payment links by email.

Quick links

- **Getting Started** — Terms, identity verification, and your first sign-in
- **Your Dashboard** — What each section of the app does
- **Finding and Joining Projects** — Applying, screeners, and enrollment
- **Completing Study Tasks** — Surveys, evaluations, and action items
- **Profile and Settings** — Personal details and profile completion
- **Payments** — How and when you get paid
- **Frequently Asked Questions** — Quick answers about studies, verification, tasks, and payments
- **Support** — Getting help with a study, your account, or a payment

Wondering how your personal data is handled? See the **Pulse Labs Privacy Center**.

Getting Started

Before you can see your dashboard, you'll accept the Terms and Conditions and verify that you're a real person. After those two required checks, you can set up your profile.

Step 1: Accept the Terms and Conditions

When you first log in, you'll see the Terms and Conditions screen.

1. **Read through the terms.** You may need to scroll down before the acceptance controls become available.
2. **Enter your name** if the form asks for it.
3. **Accept all required items.** Required terms are listed at the top and must be accepted before you can continue. Some items listed below may be optional, such as agreeing to receive marketing communications.

Note: You only do this once. If the terms change in the future, we may ask you to review and accept them again.

Step 2: Set up your profile

Once you're verified, your dashboard displays. You can browse available projects right away, but we strongly recommend completing your profile first. A complete profile

helps research teams match you with more relevant studies and is required before you can receive payment. See **Profile and Settings**.

Note: Identity verification happens at the project level. You don't verify your identity when you create your account — instead, individual projects assign verification steps (such as face verification, ID checks, or phone verification) as part of their screening requirements. See Finding and Joining Projects.

Frequently asked questions

Do I have to accept every item on the Terms screen?

You must accept all **required** terms — the system lists them at the top, and you can't proceed without them. Items lower down may be optional, such as marketing communications; you can decline those and still participate.

Will I need to verify my identity?

Not when you create your account. Verification happens per project: depending on the study, you may be asked to complete face verification, government-ID verification, phone verification, or a location check before you can enroll. See Screening and verification steps.

Will I ever see the Terms and Conditions screen again?

Only if the terms change. If they do, we may ask you to review and accept the updated terms before you continue using the platform.

Your Dashboard

The left navigation panel controls the main sections of your dashboard.

Section	What's it for
Inbox	Your project invitations. Open one to review details before applying.
In Progress	Projects you're currently part of, with the action items you need to complete for each one.
Completed	Finished projects and past completions.
Explore	Open studies you can browse and apply to.
Profile Settings	Your profile, personal information, and devices. See **Profile and Settings**.

Inbox

The Inbox collects your project invitations in one place. Use the **Invites** filter to narrow the list. Each entry shows the project image, title, a short description, the approximate start date, and the estimated time commitment.

Select an invitation to see the full details:

- **Overview** — the time commitment (how long, and whether it's a one-time or recurring effort) and the approximate start date
- **Description** — what you'll actually do, including what the study pays
- **Screening Requirements** — the steps you'll complete before you can enroll, such as a screening survey (see **Finding and Joining Projects**)

From the detail view, choose **Apply to Project** or **Decline**.

Note: Messaging is coming soon. A messaging feature will replace the Inbox and let you communicate two-way with research teams directly in the app. Until then, the Inbox holds your invitations, and you can send help requests through **Support**.

In Progress

The In Progress section shows every project you're currently enrolled in or applying to, **grouping action items by project** so you can see exactly what we expect of you and where.

- **Action items** are the tasks a project needs from you — a survey to fill out, an evaluation to record, a document to sign. Open the action item and complete it.
- Use the **Enrolled** and **Enrollment Pending** filters to switch between projects you're actively in and projects where you've applied and are still in the screening funnel.

See **Completing Study Tasks** for what each type of action item involves.

Completed

The Completed section holds your history: projects you've finished and the completions you submitted for each. Use it to confirm work was submitted and review what you've participated in.

Explore

The Explore section lists open studies you can apply to — matches for your home

location plus projects open to all locations. You can sort the list and apply filters to narrow it. See **Finding and Joining Projects** for how applying works.

Profile Settings

Profile Settings in the left navigation panel is where you edit your profile — your account details, payment info, personal info, and study-matching information. Your avatar in the top right corner allows you to view your profile or sign out at any time. See **Profile and Settings** for complete details.

Frequently asked questions

Where do my project invitations appear?

In your Inbox — and we also send each invitation to your account email address. Open the invitation to review the details, then choose Apply to Project or Decline.

What's the difference between Enrolled and Enrollment Pending?

Enrollment Pending means you've applied and are still working through screening and verification steps, or waiting for the research team to review your application. **Enrolled** means you're in — the project's tasks appear as action items under **In Progress**. See Finding and Joining Projects.

Can I message a research team from the Inbox?

Not yet. The Inbox currently holds invitations only. A messaging feature that allows two-way communication with research teams is coming soon; until then, send questions through Support.

Finding and Joining Projects

You can reach a project in two ways: you find it yourself in **Explore**, or a research team invites you as a BYO Participant, causing the project to appear in your **Inbox** (we will also send you an email).

What if I am added as a BYO (Bring Your Own) participant?

If a research team invites you directly to a specific study:

- **Direct access:** You'll receive an email with a direct link or see the study automatically added to your **Inbox** or **In Progress** section.
- **Single-project visibility:** During the duration of that project, you won't see other open projects on the platform.

- **Setup required:** You will still need to complete basic account setup (accepting terms, profile creation, verification checks if requested) before starting tasks or receiving payment.

Reading a project card

Before applying, open the project card and check the details:

- **Title, image, and overview** — what the study is about
- **Time commitment** — the estimated time the study takes, and whether it's a one-time or recurring effort
- **Start date** — when the study is expected to begin
- **Description** — what you'll actually do, including **compensation**: the description states what the study pays before you apply, and that is what the research team will actually pay out
- **Screening Requirements** — the steps you must complete before you're enrolled

Some projects also show the name of the company (workspace) running the study on the card; others choose to run unbranded, so you won't always see who the research is for.

Note: Use the card to confirm the study is a good fit *before* applying — we provide realistic time estimates and clear descriptions so you know exactly what you're signing up for.

Applying to a project

1. Open the project from **Explore** (or from your **Inbox** if you received an invitation).
2. Review the details, then select **Apply to Project**. (If you were invited and the study isn't for you, you can choose **Decline** instead.)
3. If the project includes a **screener**, complete the screener and submit your responses. Most projects include one.
4. If there's no screener, you may move directly into the next project stage.

Enrollment status

After you apply, your project shows one of two statuses:

- **Enrollment Pending** — You've applied and are still in the application funnel: working through screening and verification steps, or waiting for the research

team to review your application.

- **Enrolled** — You're in. The project is active for you, and its tasks appear as action items under **In Progress**.

You can see which of your projects are pending versus enrolled from the In Progress section (see **Your Dashboard**).

Screening and verification steps

Each project chooses its own requirements. Depending on the study, you may be asked to complete one or more of the following:

Step	What it involves
Screener survey	A short questionnaire that checks whether you match the study's criteria. Answer honestly — screeners exist to match you with studies where your feedback counts.
ID verification	Photograph your government-issued ID and take a selfie from a few angles. **Persona**, an industry-standard identity verification partner, runs this verification. Once you complete this, many future studies won't ask again. See About ID verification.
Face verification	Face verification is a biometric check used to confirm a human is operating your device and that you are a unique user not associated with another account. You'll need to explicitly consent to this verification step. See About face verification.
Phone verification	Enter your phone number and confirm a one-time code sent by text message.
Location verification	Confirms your current location or permanent address matches the study's target region.
Document signature	Review and digitally sign documents such as consent forms or NDAs through the integrated e-signature system. See **Signing documents**.

You can view your pending verification steps from within the project page — complete them all so the research team can approve your enrollment.

Important: The research team reviews some steps manually, so a delay may occur between finishing your screener and learning whether you're enrolled. We will notify you by email when your status changes.

About ID verification

- **Is it safe to upload my ID? Persona**, an industry-standard identity verification service, handles verification in partnership with Pulse Labs. For how we handle your data, see the **Pulse Labs Privacy Center**.
- **What if I don't live in the US?** We accept IDs from any country where we run — or have run — studies, and we are always expanding the Panelist Geographic Eligibility List found in the Pulse Labs Panelist Agreement.
- **Why is my verification pending?** A pending status means our team must **manually review** your submission. We will notify you when we finish the review.
- **Why was my ID rejected?** An ID may not be approved if our automated or manual review determines that it does not meet the verification requirements or raises concerns about its authenticity. To protect the security and integrity of the platform, these decisions are generally final.

About face identification

This confirms you're a real, and unique, person — it keeps the panel trustworthy for research teams and protects your account from unauthorized access, ensures a fair testing environment, and guarantees that research rewards go directly to our legitimate community members.

1. Select **Continue** to begin.
2. Review the information screen explaining what the verification does.
3. **Agree to the verification consent** before starting.
4. **Allow camera access** when your browser or device prompts you.
5. Follow the on-screen guidance to complete the face scan.

The result is saved to your account so research teams can see that you're verified. Verification currently runs at sign-up, and whenever required to validate each submission. The Pulse Labs team may occasionally ask you to re-verify later.

If verification fails

- **Check camera permissions first.** A blocked camera is the most common cause of failure. Make sure your browser or device has granted camera access to the app, then retry.
- **Retry the scan.** You can attempt the verification again — good lighting and a plain background help.
- If you're still stuck, contact **Support**.

Important: This face check is the default for all accounts and doesn't replace **government-ID verification** — some projects assign that as a separate task before you can enroll. See **Screening and verification steps** for the project-level verification types.

Ongoing account checks

Beyond the face check, Pulse Labs also runs **passive device and network checks** in the background to keep the panel trustworthy — for example, monitoring signals like VPN, proxy, or Tor usage, or identifying when the same device appears across multiple accounts.

If the face check or the passive device and network checks flag your account, our team **manually reviews** it. We will usually ask you to complete a **government-ID verification through Persona** to unlock your account.

Frequently asked questions

Are screeners paid?

No — screeners are short qualification steps, not paid tasks. Compensation applies to the study itself once you're enrolled. See Payments.

I completed a screener but didn't get into the study. Why?

A screener invitation doesn't guarantee enrollment. Research teams select participants from the pool of people who qualify, and a project may fill before we can enroll every eligible person.

How long will it take to hear back after a screener?

Timing varies by project. Some screeners and verification steps require manual review, so a delay may occur. You'll receive an email when your enrollment status changes.

How many studies can I take?

There's normally no limit — apply to as many studies as you qualify for. The exception is an **exclusive study**: while enrolled, that may be the only study you can take.

Is this a full-time job?

No. Pulse Voices provides paid research participation, not employment. Studies offer occasional opportunities and you shouldn't treat them as a replacement for regular income.

Tips for getting selected

- **Complete your profile.** Research teams search for participants by demographics, devices, household, and AI usage. Empty fields mean you miss out on potential matches. See **Profile and Settings**.
- **Answer screeners accurately.** Inconsistent answers across studies can affect your eligibility.
- **Respond to invitations promptly.** Studies often fill on a first-qualified basis.

Completing Study Tasks

Once you're enrolled in a project, everything the research team needs from you appears as an **action item** under **In Progress**, grouped by project. Open an action item to complete it. This page explains what each type of task involves.

Note: On projects with face verification enabled, you may be asked to re-verify your face with each submission — a quick camera scan confirming it's still you. See About face verification.

Surveys

Surveys are questionnaires you complete at your own pace. They can include multiple-choice questions, ratings, rankings, free-text answers, and file uploads, and may show or hide questions based on your earlier answers.

- **Required questions** must be answered before you can continue.
- Multi-page surveys show your progress as you go.
- When you finish, your response is submitted to the research team for review.

Response review and revisions

After you submit, the research team reviews your response. Most of the time it's approved and you're done. Occasionally a team may send a response back with a **revision request** — We will notify you automatically and ask you to resubmit. Open the action item again, update your answers, and resubmit.

Evaluations

Evaluations are recorded, self-guided tasks: you work through a set of activities on your own time while the app records what you do and say. A research team member isn't present — the recording *is* the session.