

FAQs

Spectrum Insiders Community– Frequently Asked Questions

What is an online Community?

An online Community is a group of individuals with similar interests, and experiences, who have voluntarily chosen to participate in online research studies about various topics related to their common interests.

What is The Spectrum Insiders Community?

The Spectrum Insiders Community is an online Community created by Charter Communications (Spectrum) and consisting of a select group of Spectrum customers. Members have the opportunity to share their opinions and experiences about a variety of topics in surveys and interactive online activities.

What are the benefits of being a member?

You'll have an opportunity to share your experiences and opinions with Charter. You may be invited to attend community forums or other interactive activities. You may have a chance to propose topics for future surveys that are of interest to you.

How do I apply to be on the Spectrum Insiders Community?

To apply, click on the "Join" button in your e-mail invitation.

How many surveys do I have to complete?

We encourage participation in as many studies as you are invited to take. In order to be considered an active member of the Spectrum Insiders Community, we ask that you participate in at least one survey a month.

How do I complete a survey?

You will be e-mailed a unique URL address for each survey to which you are invited. Simply click on that URL or cut and paste it into a web browser of your choice and complete the survey form online. Survey length is closely controlled to respect your time.

How long will I have to complete each survey?

You will typically have anywhere from 72 hours to two weeks to complete each survey.

What information is required to become the Spectrum Insiders Community member?

A brief member profile is the only information required for joining the community. Your member profile will include basic contact information and demographic data. Members who wish to participate in other programs such as focus groups or other special events may be asked to provide additional information. Your information and responses and any contact information will be kept in accordance with our privacy policy: <https://www.spectrum.com/browse/content/residentprivacy>

How long will I remain in the Community?

You may remain in the community as long as you are an active Spectrum customer and choose to participate. Because membership is limited, members who do not complete at least one survey per month may be removed to allow participation by new members. Members may also remove themselves from the community by sending an e-mail request to support@spectruminsiders.com.

How do members receive information about the survey topics they complete?

Periodically, study results may be posted on Spectrum Insiders Community website.

The Survey is asking for a password on the last page. What do I enter?

Use the password that you registered with; be sure to enter the password carefully as it is case sensitive. Do not enter any unnecessary spaces before or after your password as the system reads them as extra characters. Make sure that you don't accidentally have the "Caps Lock" engaged on your keyboard.

Please note that if you got to the portal page after completing a questionnaire, there is no need to login to submit your responses. Your responses are already registered.

My password is not working when I return to the portal page.

If you have been re-directed to the portal page after completing the questionnaire, you do not need to login to submit your answers. They are already registered. You are re-directed to the portal page by default should you wish to update or change any of your account information.

If you have not yet received and clicked the link in your e-mail to confirm your registration, you will not be able to log into the community. Check your e-mail for this confirmation and follow the steps to complete your entrance into the Spectrum Insiders Community.

When logging in, make sure you don't enter any unnecessary spaces before or after your e-mail address or password. The system reads blank spaces as extra characters.

I get an "e-mail does not exist" message when I try to login.

If you did not complete the first study you were invited to and click the link in your confirmation e-mail, you are not fully registered in the community. If you have completed these steps and still cannot login, try logging out of the page and return in a few minutes.

If you got to the portal page after completing a questionnaire, there is no need for you to login to submit your responses. They are already registered.

I can't remember my password.

To receive a new password, simply click the 'Forgot Password' button on the home page

I can't login with my e-mail address. The message says it is not in the database.

After completing the questionnaire, you should have received an e-mail asking you to confirm your e-mail address. The system will not recognize your address until it has been confirmed by clicking on the link in that e-mail.

Check your Inbox and Junk Mail folder for the confirmation e-mail; depending on your e-mail provider, it may have been directed to your Junk Mail folder.

I didn't receive my password after clicking on the "Forgot password" button.

Depending on the e-mail provider, the e-mail might have been directed to your Junk Mail folder. Some providers automatically divert e-mails sent from an automated system to the Junk Mail folder. To avoid this, add our address to your address book or safe list.

How do I unsubscribe?

To unsubscribe, simply click on the Technical Support link at the bottom of the page and write unsubscribe in the subject line of the email.

I've been disqualified from the survey. Why?

Each community is made up of members in a number of categories with a specific quota for each category to ensure the accuracy of the data. Based on the answers that you have submitted, one or more of the categories that you fall into has already been filled.

My zip code is not being accepted.

There are certain "validations" on each question to ensure that the information is filled out properly. Make sure that there are no blank spaces before, within, or after your zip code; the system reads these spaces as characters. Double check that the order of numbers is correct and that if your code contains zeros, be sure to use the number 0 as opposed to the letter O.

Why do you need my personal information?

The information gathered during registration helps us to select studies that best match your profile. All information provided is kept strictly confidential and is used only for legitimate research purposes.

I'm having trouble creating my password.

Your password must be 6-12 characters long and must include at least one number. Ensure that there are no spaces before, in the middle, or at the end of your password. Here are a few examples:

Dandel1on

April2605

Howareyou2

What happens after I join?

Once you have been accepted, you will receive a confirmation e-mail with a link that you must click on to become an active member of the community. When a survey becomes available, you will receive an invitation e-mail with a link to the survey. You can also access this study and any other active studies through the portal site under "All Surveys".

I've joined, but there are no open studies on the site.

Studies are launched periodically. If there are no studies listed under the "All surveys" area of the portal site, there are no studies currently available. An e-mail invitation will be sent to you when a study is launched and it will also become accessible through the "All Surveys" area on the portal page.

I didn't receive the confirmation e-mail.

This may be the result of one of two things:

Depending upon your e-mail provider and your personal e-mail settings, some e-mails sent from an automated system may be diverted directly into your Junk Mail folder. To avoid this, you can add our address to your safe list or address book.

You may have entered your e-mail address incorrectly, which would have sent your confirmation to an invalid address. If this has happened, you will need to fill out the questionnaire again. Always type carefully when you respond to survey questions to avoid this happening.

Why am I not receiving the e-mail notifications?

Some Internet Service Providers have recently implemented new Spam Filtering Systems that will automatically direct e-mails sent from an automated system directly into the Junk Mail folder. To ensure the receipt of your survey invitations, it is best to add the portal site address to your safe list or address book.

How do I add this website to my safe list?

Here are the steps to ensure that your survey invitations are not sent to your Junk Mail folder:

Open your Mailbox.

Click on "Mail" tab.

Click on "Options" (It is located on the top right of the page, on the same level as the four tabs labeled Today, Mail, Calendar and Contacts).

Click on "Junk E-mail Protection".

Click on "Safe List".

Type "support@spectruminsiders.com" and click "Add".

If you use Hotmail, Yahoo or another e-mail retrieval program or web-based e-mail provider your e-mail provider or program 'help' menu will be able to give you specific instructions on adding an e-mail address to your safe list or address book.

The link in my e-mail invitation is not working.

Depending on your service provider, or the size of your e-mail window, the link to the study may be broken onto two or more lines. You may also have a link that is not completely underlined or active. You must select the entire link in order to access the study correctly. If necessary, copy and paste the entire link into a web browser address bar to access the survey.

If this solution doesn't work, you can also find the study under "Open Studies" on the portal page.

Why can't I get past the login page?

Be sure that your browser's "cookies" are enabled. Here's how to enable them:

If you are using Internet Explorer as your browser:

Open a browser window - in the tools menu, go to 'Internet Options'

Go to the 'privacy' tab

Set your privacy settings to medium or lower

Go to the 'advanced' screen

Make sure 'override automatic cookie handling' is NOT checked

Hit 'ok'

If you are still experiencing problems, it might be your security settings or a conflict with another software application on your system.

Please check the Privacy tab of your Internet Options to ensure that the "Override Automatic Cookie Handling" is NOT selected. If this doesn't help, check to see if you have any security software installed such as Norton Internet security, personal firewall software, pop-up blockers, or spam blockers. Any of these might be blocking the page load.

If you continue to experience problems, please e-mail us with as much detail on the problem as possible (i.e. what platform you are using – PC or MAC and what type of browser – Internet Explorer 6.0, Netscape, safari, etc.)

I can't see the video.

Please make sure you have the correct software installed to view the videos, which is Flash Player. If you already have the correct software, check the privacy setting on your browser:

Click the "Advanced" option (from the Tools – Internet Options – Privacy).

Make sure that "Override Automatic Cookie Handling" is NOT selected.

If you continue to experience problems, please contact Support with as many details as possible (i.e. what type of platform and browser you are using).

The e-mail I received is all in code.

If you are using Microsoft Outlook, check to see if you can switch from Plain Text to HTML. At the top of your e-mail window there is a small field with the words "Plain Text" in it. Click on the down arrow to select HTML.

If you continue to experience problems, please contact Support.

How do I copy and paste?

To copy an item, move your cursor to the beginning of the word or sentence you want to copy. Left click and drag your mouse to the end of it to highlight the selection. Right click anywhere on the highlighted selection and select Copy. You can then right click on the spot where you wish to paste the selection and click on "Paste."

If you want to replace something with your copied selection, simply highlight what you want replaced and then right click and select "Paste".

The page timed out.

If you leave your computer or leave the survey on the same page for an extended period of time, the page can time out. Although the page has timed out, your previous answers are not lost. To finish the survey, click on the link again and it will take you right to where you left off.

Am I still registered in the community? I haven't received a survey invitation for a while.

Surveys are often sent depending on region, age group, gender, or other criteria. When a survey matching your profile is launched, you will receive an e-mail invitation. If you have not received an invitation, it is most likely because there have not been any studies released that match your profile.

If you have never received a survey invite, please check your Spam E-mail or Junk E-mail folders to ensure invites have been sent, but not received.

Did you get my responses?

If you would like confirmation that your responses have been received, you can click on the survey link when you are done. A message stating that you have already completed the survey will appear.

Who is Qualtrics?

Qualtrics provides the software for the Spectrum Insiders Community and stores the information collected. They will not use the information for any purpose other than analyzing and reporting survey results to Charter. They have strict security measures in place to protect your information.

Spectrum Customer Service complaint information

If you have specific Spectrum product related questions or comments, please call the Charter Communications customer service line 7 days a week, 24 hours a day at: 1-855-757-7328

If you have specific Spectrum Insiders Community related questions or comments, please send an email to support@spectruminsiders.com.