Ubertesters Guidebook for Prime Testers

Mastering Testing: A Guide to Becoming a Prime Tester and Using Our Bug Management Platform

Dear Prime Tester

Welcome aboard! We are delighted to have you join the Prime Testers community, part of the Ubertesters global community of testers, where you can showcase your talent in testing and earn money for doing so. We strongly believe that Prime Testers deliver Prime Results, which is why we have created a guidebook to help you become the best of the best.

We hope you enjoy your time with us and look forward to seeing the exceptional results you will produce as a member of our team.
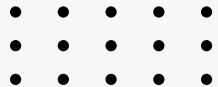
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About Us: Our Mission, Values, and Purpose

Welcome to Prime Testers by Ubertesters! We provide exceptional testing services to our clients, delivering prime results that help improve digital products on a global scale. As a member of our community, you'll have the opportunity to test incredible products with exciting features, provide valuable feedback, and earn extra money in your free time.

Our Core Values

Exceptional Customer Service

We prioritize customer satisfaction and treat our clients with respect.

Creativity & Innovation

We believe in fostering a culture of creativity, invention, and innovation.

Honesty & Integrity

We always conduct business with honesty, integrity, and transparency

Passion

We are driven, committed, and passionate about what we do.

Employee Satisfaction

We value our employees and prioritize their satisfaction and personal growth.

Thank you for joining us on this exciting journey!

We believe that you're in the right place to showcase your talent and help companies launch their products and services to the world. With our guidebook, you'll have access to the knowledge and tools necessary to produce the best results possible.

How to Become A Tester

01
Confirm your email address

02
Sign the testers' agreement

03
Connect all of your devices and pass our testing process

Once you've completed these steps, you'll be ready to start working with us on testing exciting projects!

Project Requirements

Each project has specific requirements that you must meet to be selected. These requirements can include your location, language, devices, operating system, experience, payment methods and more. Each project has specific requirements that you must meet to be selected. The more information you provide in your profile, the more likely you are to be selected for a project quickly.

Glossary

Project Manager (PM)

The person who leads the project and testing process and can answer any questions related to a current project.

Ubertesters Hub

Our mobile (Android and iOS) application.

Community Manager (CM)

The person who notifies testers about new projects, responsible for selecting the testers to the project, and provides information about Ubertesters processes

(not involved in project and testing process).

Ubertesters Platform

Our own unique bug reporting platform and issue tracker.

Build

A version of software in a pre-release format that's used only by the software development company.

Glossary

Test Cycle

A paid testing project with a specific start and end date.

Bug Report

A detailed description of a bug, which includes a summary of the issue, detailed steps to reproduce it, expected and actual results, screenshots, videos, and logs.

By using these terms consistently, we can ensure clear communication and efficient collaboration. Let's work together to deliver prime results for our clients!

Tips & Tricks

We're interested in helping you get more projects, develop your skills with us, and earn more money.

Here are a few tips and tricks to become a 5-star Prime Tester:

- Stay in touch with us and don't miss our invitations. Always check your spam folder to ensure you're getting the latest information from Ubertesters.

- Update your profile regularly and only share truthful information about yourself. If you no longer use an iPhone 12 (as example), please delete it and add your new device. If you move from Italy to the United States, please update your location in your profile. Your location and devices are the most necessary information for clients' requirements.

- Keep in touch with the Project Manager (PM). If you can't complete a test cycle or if you're running late, inform the PM to be removed from the project without losing your rating.

Tips & Tricks

- Be open to opportunities and be ready to accept offerings quickly.

- Be honest if something goes wrong during the test cycle or if you don't fully understand the instructions.

- Prepare quality Bug Reports with detailed information, screenshots, and video recordings.

- Always comment on your job. If you can't find a new bug, comment on other testers' bugs, such as "Hi, I'm in Miami, and my device is iPhone X, and I found the same bug on {date}.

Ubertesters Rating System

At Ubertesters, we provide clear and transparent evaluations for each tester after completing a test cycle. The rating system is based on two main criteria: Bug Report Quality and Tester's Reliability.

You can receive a rating from 1 to 5 stars in each category, and we use a moving average of the last 10 test cycles to calculate your overall rating.

We believe that following the rules and instructions for each task is the best way to improve your rating. By doing so, you can expect to receive at least a 4 or 4.5-star rating, which is highly competitive.

Having a higher rating means more opportunities to work on awesome projects with Ubertesters, and potential future increase in payment.
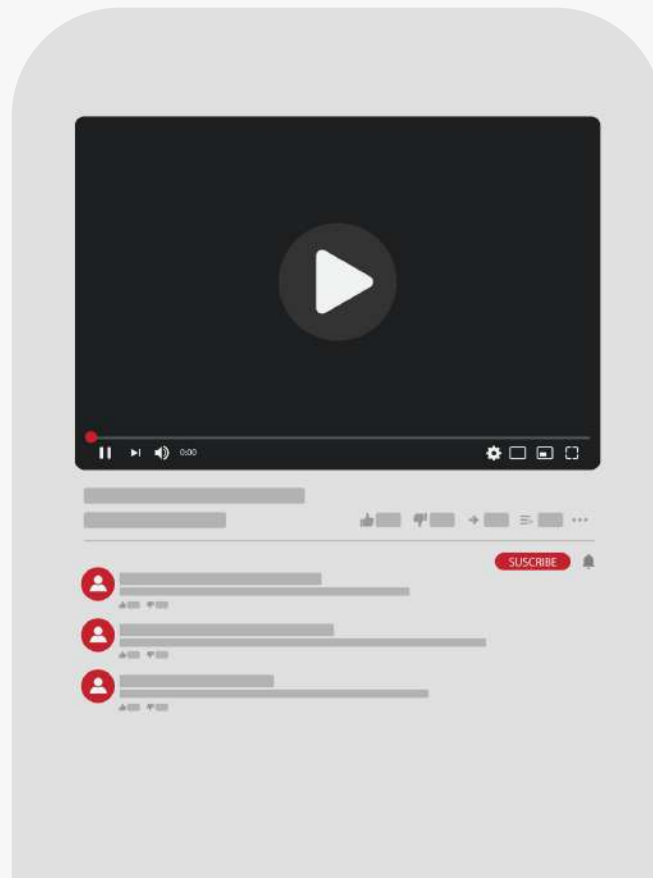
Bug Report

A Bug Report is a tester's main tool to demonstrate their testing results. It's essential for receiving payment and better ratings on our platform. And, of course, this is the most important part for the client.

Follow our short instructional video to create a clear, honest, and responsible Bug Report.

With our guidance, you'll achieve prime results!

Bug report sample

Bug report sample Creating effective bug reports is crucial to the success of any testing project. To help you master this skill, we've prepared a step-by-step guide in PDF sample. Follow our instructions closely and you'll be able to produce high-quality bug reports that will earn you a great rating on our platform, and more importantly, the trust of our clients.
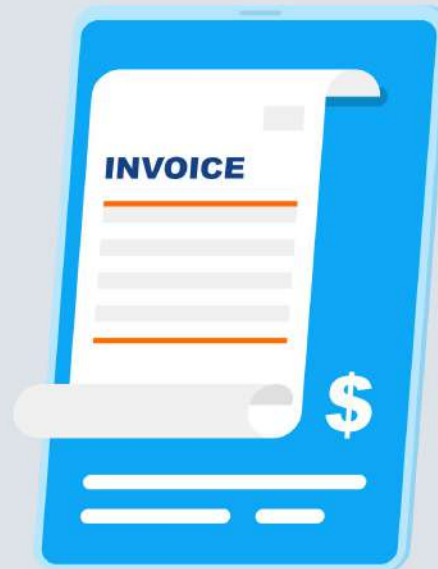
Happy testing!

Payments

At Ubertesters, we value the important role that testers play in the software development process, and we strive to provide fair compensation for their work.
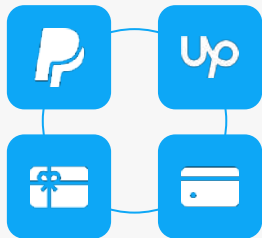
We offer an hourly rate for completed test cycles, which is determined based on a number of factors such as the complexity of the project, the tester's level of experience, and the quality of their work.

Payments

We believe that a professional approach to testing, timely and accurate reporting, and consistent performance are key factors in ensuring high-quality results and fair compensation. Therefore, we encourage testers to always follow the instructions provided by project managers, and to provide clear and thorough reports of their testing activities.

We offer several payment options including PayPal, Upwork, Amazon gift cards, and bank transfers. All payments are made no later than the end of the following month after the successful completion of a test cycle. We believe that our payment system is fair and transparent, and we are committed to maintaining a positive and mutually beneficial relationship with our testers.

Payments. Hourly rate

At Ubertesters, we strive to provide a fair and equitable profit sharing model for our testers. We charge our clients a very competitive and cost effective hourly rate for the testing hours, which covers the cost of testers' work, the project managers, , the community managers, and other stakeholders. And part of this payment is shared with our testers in a form of a competitive hourly rate paid to our testers for their efforts.

We guarantee timely payment for all completed test cycles, and to ensure that, we request testers to submit their testing hours as soon as possible after finishing the test cycle. This helps us to accurately track the progress of the project and ensure that we pay our testers on time.

Remember, if you don't report your actual testing hours in our platform as soon as you are done with the testing cycle, we won't be able to pay you for the test cycle. Payment is done automatically through our platform, thus, without the proper reporting, the system won't recognize the work performed.

What We Recommend Not to Do

If you want to become a productive 5-star Prime Tester, avoid doing the following:

- Missing details from the instruction for the test cycle.

- Ignoring Community Managers or Project Managers after agreeing to test.

- Taking a test cycle if you don't have the time, necessary devices, or willingness to do it.

- Making promises you can't keep

- Forgetting to regularly update your personal information

- Not submitting a good bug report and doing it on time

These are just a few useful rules to help you on your path to success. Keep up the good work!

Prohibited direct contact with clients

Direct communication between clients and testers is prohibited to ensure a high level of professionalism and prevent any potential conflicts of interest. It is also part of the tester's agreement that you signed upon joining our community of Prime Testres.

If a client reaches out to a tester, it is important for the tester to promptly inform the Project Manager or Community Manager so that the situation can be handled appropriately.

Prohibited direct contact with clients

Also, please inform the client that you are prohibited from such a direct communication and that they should contact Ubertesters for further details.

Client feedback is valuable to us as it helps us evaluate the performance of our testers and improve the overall quality of our services. We encourage clients to share their feedback with us so that we can continuously improve our processes and provide the best possible experience for our clients and testers.

Security Rules while performing payment testing

As part of the testing process, there may be instances where you will be asked to perform payment testing. This will involve simulating a payment transaction to ensure that the client's payment system is functioning as expected.

Should you agree to join project, we guarantee the following rules to ensure your safety and security:

- We guarantee that personal information will not be disclosed.

- We understand that your privacy is important and care about how your personal data is used. We respect and value your privacy and data.

- We ensure every tester on this project that any personal data given by the tester will not be used outside of the planned test and will be deleted from our servers after the test is finished.

Security Rules while performing payment testing

- Please verify that you have signed the testers' agreement during the registration process. If for some reason you have not signed it, please contact a Community Manager on this project to sign the testers' agreement. You can check whether you have signed the testers' agreement in your Ubertester profile.

- Any person who has access to the servers or personal data of the testers on the project is highly trained in data privacy and security and will follow the specific regulations of Ubertesters. No data will leave the project scope.

- We ensure every tester on this project that any personal data given by the tester will not be used outside of the planned test and will be deleted from our servers after the test is finished.

- After the test cycle, we will remove all personal information that was used during the test session.

Security Rules while performing payment testing

- You can delete all your payment information from your account after the test cycle, but we recommend you to leave basic information like the bank name. This will increase your chances of being selected for the next project if we see this information in your profile during team selection.

- We guarantee a 100% refund of the amount spent during the test session, including additional expenses such as fuel and taxi fees. After the test, testers must attach the approved receipts for additional expenses to their profile when submitting their worked hours.

GDPR – Your data protection and privacy

At Ubertesters, protecting your personal data is our top priority. We fully support the General Data Protection Regulation (GDPR) and have implemented technical and organizational measures to ensure that your personal information is collected, processed, and stored in accordance with GDPR standards.

We have updated our Privacy Policy to provide you with more detailed information about the personal data we collect, how it is used, and with whom it is shared.

You have the right to know about your personal data and how it is processed under GDPR, and we are committed to ensuring that your rights are respected.

If you have any questions or concerns about our GDPR compliance or your personal data, please contact us at privacy@ubertesters.com We value your participation in our community and appreciate your ongoing support.

Great job!

You are now well on your way to becoming a Prime Tester, delivering prime results.

Keep up the good work, follow instructions carefully, and always strive to be clear, honest, and responsible in your testing.

We appreciate your dedication to our community of testers and look forward to working with you on exciting testing projects in the future.

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