Digital Reflection Membership Basics

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1. What is the Digital Reflection Panel?

The Digital Reflection Panel is part of an online market research community with millions of participants worldwide. As a member, you'll contribute to the future of the Internet by allowing us to monitor your household's Internet browsing and purchasing activity (which may include the content of web pages visited) as well as your household's network activity, in order to understand how you, your household, and users of your home network interact with the digital world.
2. What's involved in membership?

It’s easy to join! You’ll complete a short questionnaire to determine if your household is eligible. Then we:

- Ask you to review and agree to the panel Privacy Policy and User License Agreement and Patent Notice (similar to what you typically do when you use hardware or software or join other web-based organizations.) We'll also ask you to confirm that the other members of your household and guests using your network agree to participate.
- Ask a few more questions to make sure we have correct information about your household, to obtain your preferences for contact, and to obtain a correct mailing address in order to ship your internet meter to you.
- Ship you an internet meter which you will connect to your wireless router at home. It's a simple process and we'll provide step-by-step, illustrated instructions and all the supplies you need.
- Ask you to complete an online Device Update form and register certain devices your household owns* that access the internet through your home network connection. Device registration involves downloading a Digital Reflection Certificate. It's a simple process, and helps us collect more details about your internet activity to give us a truer picture of how your household uses the internet.

The certificate does not change the behavior of your devices, other than to allow for our measurement. About two weeks after you install your internet meter, we'll send you an email inviting you to complete your first Device Update form and register your qualified devices. About once each month, we'll ask about any new devices using a similar Device Update process.

* Currently, the list of devices we ask you to register includes computers/laptops (Macs and Windows PCs), and any iPads, iPhones, or iPod Touches owned by members of your household. We will add other devices in the future; we'll always give you at least week to complete the Device Updates and register any devices. Plus we provide all the support and information you need.

Each of these tasks take just a few minutes of your time to complete and our support team is available to help (help@digitalreflectioncenter.com).

After each activity, we'll confirm on our end that everything is working properly and award you reward dollars. Then you just use your devices as you normally would and keep the internet meter plugged in. Follow your normal routine, and the internet meter will transmit your internet/device information automatically.

Periodically, we'll send you a survey or an email to check in and ask you for feedback. And we'll send you emails with any panel updates as they occur.
3. **Who gets to be a member of the Digital Reflection Panel?**

   We recruit households across the U.S. to participate so that we have the types of households that can represent the variety of online consumers. Each household must:

   - Have a wireless network router with an open port
   - Have a primary user (the person who agrees to participate on behalf of the household) who is at least 18 years of age and who is the parent or legal guardian of any household members under age 18
   - Agree to the terms of participation
   - Be willing to install the internet meter on their home wireless router, register their respective devices that access the internet through the home wireless router via a simple online process, and keep the internet meter and home wireless router plugged in for the duration of their participation on the panel.

4. **What do we receive for participating?**

   Panel members get reward dollars that can be redeemed for a selection of items. Earn reward dollars for every step of the process, as well as throughout the duration of the program. You earn reward dollars for

   - Installing your internet meter
   - Completing Device Updates and registering all qualified devices about once a month (we'll tell you which devices, when and how)
   - Keeping your meter plugged in – you earn rewards dollars for each full month of daily meter activity
   - Taking occasional surveys

   You'll also earn EXTRA Speed Bonus reward dollars for installing the internet meter within 4 days of receiving it.

   *Because it takes a couple of weeks AFTER meter installation to confirm the qualified devices in your household and provide personalized device registration instructions, it is important that you install your internet meter as quickly as possible.*
5. **What information are you collecting?**

The internet meter monitors all the internet activity on your home's internet connection, including the browsers and search engines you use, the type of device you use to access the web, the pages you visit (including the content), the types of transactions you do online, some cookie information, and the time your spend on each site and overall. We also collect information that you post to the internet.

By collecting this information, Digital Reflection can develop an understanding of how the internet is being used across all devices, including desktops, laptops, tablets, mobile phones, gaming consoles, and any other devices using the home's network connection.

We are not interested in any sensitive information, such as personal medical history, bank account numbers, or financial information and we have mechanisms in place that look for and attempt to obscure such information before it is transmitted to us. However, some information from transactions, such as shopping, banking or joining an online group can provide us with valuable research information when combined with the transactions of other members.

We may collect information that helps us identify which member of the household is using a particular device for the purpose of understanding the type of user and his or her associated online behavior. For example, it is valuable to know that a 25 year old female or a 50 year old male is using a certain type of device or doing a particular activity online so we can differentiate the behaviors of one group of consumers from another. Our Panel Support team also uses this information to provide the best support and instructions for completing Device Updates and registering your devices so you can earn more reward dollars.

*The information collected will never be associated with you or members of your household personally in any of the reports that are available to business clients.*

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6. **Besides the information being collected by the internet meter, is there any other information you are collecting about me or my household?**

When you joined the panel, we collected demographic information about the members of your household, such as age and gender. This information helps us put your household's internet behaviors in the appropriate context. For example, a household with small children will likely show different internet use behaviors than a home with a retired couple with no children in the home.

We may also collect information about your household from television and mobile providers and from businesses that have additional information about your household’s purchase behavior or demographic information. We collect this information to ensure we have an accurate picture of your household for research purposes. We have data protection agreements in place with these providers. This information is used to ensure we characterize your household correctly when combining it with your internet behaviors.

7. **Why are you interested in this information?**

If you've used the internet for more than year or so, you may have noticed how it has improved in recent years. Many online entities have made changes in the way they function in order to make your experience as a consumer better. It's now easier, faster, and often more fun for consumers like you to find the information you need, to access sites you visit frequently, to make a purchase transaction, to find a great affordable vacation, to pay your bills and so on, than it was a year or two ago.

The information you provide by participating on this panel provides a greater understanding of how households use the internet and supports ongoing improvements to benefit consumers like you.
8. Who will you share this information with? Who wants to know this stuff?

First, a reminder about what we WON'T share:

- The data we collect through your participation will never be associated with you or any member of your household personally in any of the reports that are available to our clients or the public.
- We will not provide businesses who use these reports with your name address or ANY information that could identify you or your specific household.
- None of the information collected will be used by us, or by any company who provides services to us, for the purpose of marketing or advertising to you or your household.

By finding out how consumers like you use the internet, we can share the information we collect with interested businesses who provide products and/or services via the internet. They use this data to help improve the ways they do business, to improve their current products and services, and/or to plan for future ones. We may also share information with select partners to help them understand internet behavior, and those partners are required to adhere to the same restrictions under which this panel operates. What will be shared with interested businesses is:

- In most cases, we will share combined information from this panel and other panels about how households use and access the internet. This combined information might be broken down by type of household, such as households with children vs. those with no children, but will still be combined with many other households.

- In some instances, individual household data might be shared to show details about how certain types of households use the internet. Again, sharing will be done in such a way to ensure that no one can identify any particular household.

Only the Digital Reflection team and those working with us to run the panel will have access to your personal information so we can give you reward dollars, let you redeem your reward dollars for gift cards and other rewards, and help resolve any problems you are having related to participation.
9. **How are you going to make sure my personal information stays private?**

The security of the data we collect is of paramount importance to us. We take every possible precaution to ensure that your data is safe, including physical and digital security mechanisms and encrypting selected confidential data elements.

To show our commitment to your privacy, we have a detailed privacy policy that we provide for you to review before we finalize your membership and get you started. The privacy policy is also available on the anytime you’d like to review it via the Privacy link on the Digital Reflection Panel website.

10. **Does everyone in my household need to participate?**

The internet meter will collect information from any device using your home network to connect to the internet. This includes all your household members and any guests who use your network connection. To obtain an accurate picture of how your household uses the internet, it's important to register all qualified devices your household owns and uses to access the internet via your home network. Therefore, everyone in your household must agree to participate.

We also ask that you let any visitors know that their information about their internet use is being collected while they are in your home using your home's network connection (visitors do not need to register their devices).

11. **What about my kids?**

If your children go online, their internet activity will be collected, too and their qualified devices need to be registered.

**PLEASE NOTE:** The primary participant in the home must be at least 18 years of age, and must be the parent or legal guardian of any minor who will be using any of devices that use your home's network connection.

12. **How long do I need to stay on the panel?**

Your participation on the panel is ALWAYS voluntary, and very much appreciated! Our goal is to make membership easy and enjoyable so that you'll stay on the panel indefinitely.

Should you decide that you would prefer to discontinue participation for any reason, please contact us to let us know. Our support email address and other contact information is on the Contact Us page of our website-[http://www.digitalreflectioncenter.com](http://www.digitalreflectioncenter.com)

If you just need to take a short break from participating, we can temporarily suspend your participation so you can resume at some future point if you decide to do so. You may also choose
to be permanently removed from the panel at any time.

If you no longer want to be on the panel, we’ll follow up with you to assist you in uninstalling and returning the internet meter. And of course, we pay all shipping fees for returning your equipment.

13. What if I have other questions about the panel, what’s involved, or the information being collected?

Please contact us. We’re here to answer your questions.
Email: help@digitalreflectioncenter.com  Phone: 877-574-1789

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Internet Meter & Internet Meter Installation

1. **What is the internet meter? How big is it and what does it do?**

   Digital Reflection’s internet meter is small piece of hardware. It is only about 3 ½ inches square and an inch high. It has a small antenna on one side which you can aim in any direction you like.

   When the internet meter is installed, it will collect information about your household’s internet activity. The internet meter collects information from all devices that use your home’s network - including any devices used by guests on your network - and sends that data to Digital Reflection. Digital Reflection’s research team uses the information to better understand how consumer households use the internet. (Please see the Membership Basics FAQs for more on what information is collected.)

   In addition to sending your internet activity information to Digital Reflection, the meter receives software and maintenance updates so that it continues to operate properly. The internet meter updates itself automatically, so once you’ve installed the internet meter, you shouldn't need to do anything else except keep it plugged in and connected to your home wireless router and continue to use the internet as you normally do.

2. **How much time does it take to install? What does it involve?**

3. **Where should I aim the internet meter’s antenna?**

4. **Can the internet meter be installed on a router extender/secondary router? What if there is no free port on the home main wireless router?**

5. **What happens if the power cord is not long enough? Can I use an extension cord?**

6. **How will I know when the internet meter is working? How will I know when it has been successfully installed?**

7. **What if the internet meter appears not to be receiving power?**

8. **I’ve followed all the steps, but when I click on the INSTALL METER link, I see a message that installation is pending. What should I do?**

9. **Will the internet meter slow down my internet connection at all?**

10. **How much electricity does the internet meter use?**

11. **Can we use the extra ports on the internet meter?**

12. **Does the meter emit any signals? Will it harm anyone in my household?**

13. **What happens if I drop the meter or spill something on it?**

14. **If I receive the meter at work or a location other than home, can I pretest it there?**

15. **What happens if there is a power outage?**

16. **What do I do after the internet meter is installed?**

17. **How do I get help with meter installation? What if I have other questions?**

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2. How much time does it take to install? What does it involve?

It takes about 5 minutes to install the internet meter. We send easy step-by-step instructions – with diagrams- to guide you through the process. (You can also download a copy of the instructions from the Useful Links page of the panel website- log in at www.digitalreflectioncenter.com)

We provide everything you need – the internet meter, Ethernet cable and power cord. All you need to do is:

- Connect the internet meter to your main home wireless router using the Ethernet cable provided.
- Connect the power cord to the internet meter and plug it into an electrical outlet.
- From a computer or device that is connected to the internet via your home's network: Click on the INSTALL METER link we sent you via email.

The INSTALL METER Link is also available when you log into the panel website (www.digitalreflectioncenter.com). Just click on “Install Meter Link” located on the Getting Started portion of the home page when you log in. You can also access the INSTALL METER link on the Useful Links page which is available after you log in.

- After clicking the link, follow the screen prompts. (This step is important because it links your household with your internet meter.)

Please contact us if you'd like us to re-send the INSTALL METER link or need help with any aspect of the internet meter installation.

3. Where should I aim the internet meter's antenna?

You may position the antenna any way you like. The antenna currently does not serve any function.

4. Can the internet meter be installed on a router extender/secondary router? What if there is no free port on the home main wireless router?

The internet meter must be installed directly onto your home's main wireless router. If you have no free ports on your home main wireless router, you may use a port extender.

5. What happens if the power cord is not long enough? Can I use an extension cord?

You absolutely may use an extension cord if you need to do so, but please be safe!

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6. How will I know when the internet meter is working? How will I know when it has been successfully installed?

In addition to the onscreen confirmation that you see when you click on the INSTALL METER Link, you'll receive an email within a few minutes of successful installation. We'll send you another email within a day of your successful installation to re-confirm that the internet meter is working and to tell you that your reward dollars for installing the internet meter have been deposited in your rewards account.

The internet meter is fully operational when you've completed ALL the installation steps in the Step-by-Step Guide: connecting it to your wireless router, plugging it into an electrical outlet, clicking the INSTALL METER link (from your email or obtained via the Get Install Meter Link on the panel website), and following any onscreen prompts to finish the internet meter installation process. When you see the Installation Complete screen, then you've completed the installation process.

If you see an Installation Pending screen when you click on the INSTALL METER link and/or if you don't receive an email confirming that your internet meter is successfully installed, please make sure that the device you used to click the INSTALL METER link is connected to the home wireless network and click the link again. If you still see the Installation Pending screen, please contact us.

NOTE: Although a blue light appears under the meter when it is receiving power, your internet meter is not fully operational until you complete all the steps including clicking the INSTALL METER link from a device that is connected to the internet through your home's router.

7. What if the internet meter appears not to be receiving power?

If no blue light appears under the internet meter when you plug it in, contact us and we'll work with you to resolve the issue.
8. I've followed all the steps, but when I click on the INSTALL METER link, I see a message that installation is pending. What should I do?

It's important that you follow the steps in the order as they appear in the step-by-step guide. If you did not follow the steps in order, disconnect the Ethernet cable and power cord, and try again, following the steps in order.

If you followed the steps in order, try the following:

- Check that each end of the Ethernet cable is securely connected to both the home wireless router and the internet meter (it should click into place in both ports).
- Make sure that the power cord is securely connected to both the internet meter and an electrical outlet. A blue light appears under the internet meter when it is receiving power.
- Be sure you click the right link in the email - click the INSTALL METER link from a device connected to your home network.

If none of these tips work or if you'd like for us to walk through these steps with you, please contact us. We're here to help and want you to be successful in order to earn your reward dollars.

9. Will the internet meter slow down my internet connection at all?

The internet meter has been extensively tested, and we don't expect it to have any effect on your internet connection.

10. How much electricity does the internet meter use?

The internet meter uses very little electricity - only a couple of cents each month.

11. Can we use the extra ports on the internet meter?

No. Please use only the ports needed to install the internet meter: the ones for the Ethernet cable and power cord. Using the other ports can interfere with the way the internet meter works.

12. Does the meter emit any signals? Will it harm anyone in my household?

The meter doesn't emit any signals at all, other than communications with your wireless router. It is not harmful.

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13. **What happens if I drop the meter or spill something on it?**

If something happens, let us know—just contact us. Generally, the internet meter is quite tough, but like all devices, it can break. We do ask that you not submerge it in liquid of any kind, but otherwise it's quite durable.

Also, if we see the internet meter is no longer transmitting information, we'll get in touch with you and work with you to resolve any issues. When in doubt, contact us.

14. **If I receive the meter at work or a location other than home, can I pretest it there?**

Your internet meter MUST be installed on your home's wireless router. **Please do not install it at work or test any elements at any location other than your home.** If you attempt to do so, you may not be able to install the internet meter at home.

15. **What happens if there is a power outage?**

Just leave the internet meter and your home wireless router plugged in. The internet meter should come back on when power is restored. If we see the internet meter is no longer transmitting, we'll get in touch and work with you to resolve any issues.

16. **What do I do after the internet meter is installed?**

Once you complete your internet meter installation, watch for an email confirmation from us immediately after installation and another email up to a day later confirming your reward dollars have been placed in your account.

After that, just leave your internet meter plugged in and continue to use the internet as you normally do.

The next step after installing your meter is completing your first Device Update and registering your qualified devices. We need a couple of weeks of information from your meter in order to provide appropriate personalized instructions for your first Device Update. The online Device Update form provides step by step guidance for identifying which devices need to be registered.

Device registration involves downloading and installing a Digital Reflection Certificate on qualified devices. Qualified devices are those devices that are owned by members of your household and that use your home network to connect to the internet. Currently, the qualified devices list includes computers/laptops (Macs and PCs), and any iPads, iPhones, or iPod Touches.

When it's time for your first Device Update, we'll contact you via email.

Each month we'll ask you to complete a Device Update for any new devices we see since the last update. We'll contact you via email when it's time to complete a monthly update and we'll give you at least a week to complete it.
We may also ask you to complete occasional feedback surveys.

You earn reward dollars for completing each Device Update and for each full month you keep your meter plugged in.

17. How do I get help with meter installation? What if I have other questions?

Please contact us. We’re here to help.

Email: help@digitalreflectioncenter.com  Phone: 877-574-1789
Device Updates & Device Registration

1. **What is a Device Update? What does device registration mean? Why do we need to register our devices?**

   A Device Update is an online process that helps you identify which devices need to be registered and provides support for registering devices including instructions. The Device Update form shows devices that are connecting to your home network and asks you some simple questions about the devices. Completing the form generally takes 10 minutes or less.

   We need a couple of weeks of information from your meter after it is installed in order to provide appropriate personalized instructions for your first Device Update. After your first Device Update, we ask you to complete a Device Update once each month to tell us about any new qualified devices we see using your home network and to provide support to register those devices. Device registration means downloading and installing a Digital Reflection Certificate on your device. Device registration takes about 5 minutes per device.

   Currently, qualified devices that need to be registered are Windows computers, Mac computers, iPhones, iPads and iPod Touches that your household owns. More device types will be added to the list in the future.

   We email you whenever it's time to do a Device Update and give you at least a week to complete it. You earn rewards for completing each Device Update and registering any qualified devices by the deadline date.

2. **What is the Digital Reflection Certificate? What does it do?**

3. **How many reward dollars will we receive for Devices Updates and device registration? When will we get our reward dollars?**

4. **My internet device is used for work. Will I need to register it?**

5. **Do visitors to my home need to register their devices? What about someone who is living here temporarily - like our child who is home from college for the summer?**

6. **Some of the devices used by our household are rarely used at home or rarely used at all. Do we need to register those devices if they aren't on the qualified device list?**

7. **What if I stop using one of my devices?**

8. **What if I get a new or replacement device?**

9. **How do I get help with Device Updates or device registration? What if I have other questions about device registration?**
2. **What is the Digital Reflection Certificate? What does it do?**

The Digital Reflection Certificate is a "Trusted Certificate". Trusted certificates have many uses. Generally, they are used by browsers for secure connections to a server over the Internet, in order to assure that the browser can authenticate users, web sites, or both. For more information about the uses of trusted certificates, see https://en.wikipedia.org/wiki/Certificate_authority.

Specifically, the Digital Reflection certificate allows the Digital Reflection internet meter to collect details about activity on secure sites because the certificate tells those sites that you have agreed we should be part of the interaction. By being a part of your secure and non-secure browsing, we are able to obtain a truer picture of how your household uses the internet. The certificate does not change the behavior of your devices, other than to allow for our measurement.

To see which trusted certificate are installed on your computer (including the Digital Reflection Certificate when we ask you to install it), follow these steps. The steps vary by type of computer and browser you use.

**Confirming Certificate on Windows, with Internet Explorer as your browser:**
1. Select Tools
2. Select Internet Options
3. Click the tab Contents
4. Select Certificates
5. Select Trusted Root Certification Authorities
6. To find Digital Reflection Certificate, scroll down

**Confirming Certificate on Windows, with Firefox as your browser:**
1. Select Tools
2. Select Options
3. Select Advanced
4. Under Certificates, select "View Certificates."
5. Authorities
6. To find Digital Reflection Certificate, scroll down

**Confirming Certificates on Windows with Chrome as your browser:**
1. Select Settings.
2. Select Advanced Settings.
3. Under HTTPS/SSL, select "Manage certificates..."
4. Under the tab "Trusted Root Certification Authorities scroll down to find Digital Reflection certificate
Confirming Certificates on MAC with Safari as your browser:
1. Go to Finder
2. Select Applications
3. Select Utilities
4. Select Key Chain Access and double-click it
5. Select System and then select Certificates from the list in the lower pane under Category
6. Digital Reflection certificate will be included in the list of certificates

3. How many reward dollars will we receive for Devices Updates and device registration? When will we get our reward dollars?

You earn $25 for your first Device Update, including registration of all qualified devices identified via the update process. After the initial month, you earn $5 for each Monthly Device Update; monthly updates are generally much quicker because typically we ask about fewer devices. Currently, qualified devices that need to be registered are Windows computers, Mac computers, iPhones, iPads and iPod Touches that your household owns. More device types will be added to the list in the future.

We notify you via email when it’s time for an update and give you at least a week to complete it. You earn your reward dollars if you complete the update and register any qualified devices by the deadline date.

4. My internet device is used for work. Will I need to register it?

Some companies do not allow secure certificates to be downloaded on devices used for work, even if you own the device. Please check your company's policies. If you are not able to register your work device, you will be able to let us know via the Device Update process and we will work with you to make sure it does not impact the rewards you receive.

5. Do visitors to my home need to register their devices? What about someone who is living here temporarily - like our child who is home from college for the summer?

No. Visitors to your home or those living with you temporarily do not need to register their devices.

However, your internet meter will collect information from any device that accesses the internet via your home’s network. Through the Device Update process, we’ll ask you about any new qualified devices we see and help you identify which need to be registered. Currently, qualified devices that need to be registered are Windows computers, Mac computers, iPhones, iPads and iPod Touches that your household owns. More device types will be added to the list in the future.

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6. **Some of the devices used by our household are rarely used at home or rarely used at all. Do we need to register those devices if they aren’t on the qualified device list?**

We will ask you to register any qualified devices owned by your household that we see connecting to the internet via your home's wireless router, even if you use the device rarely. To get an accurate understanding of how households use the internet at home, it's important to know how all devices are being used, even those used infrequently.

If you never use a device at home, then it will not appear in the meter data.

7. **What if I stop using one of my devices?**

If you stop using or get rid of a device, that's fine. Periodically, as part of the Device Update process, we may ask you about devices for which we no longer see activity.

8. **What if I get a new or replacement device?**

If you get a new qualified device and use it to connect to your home's network, we will ask you about the new device in your next monthly Device Update. Currently, qualified devices that need to be registered are Windows computers, Mac computers, iPhones, iPads and iPod Touches that your household owns. More device types will be added to the list in the future.

9. **How do I get help with Device Updates or device registration? What if I have other questions about device registration?**

Please contact us. We're here to help.

Email: help@digitalreflectioncenter.com  Phone: 877-574-1789

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Digital Reflection Panel Rewards

1. **How do we earn reward dollars?**
   
   You earn reward dollars for:

   - Installing your internet meter. You earn EXTRA Speed Bonus Reward Dollars for installing the internet meter within 4 days of receiving it.
   - Keeping the internet meter plugged in all the time – Earn reward dollars for each full month your internet meter is plugged in.
   - Completing Device Updates & Registering your qualified devices
     - Your first Device Update occurs about 2 weeks after you install your internet meter.
     - Then we ask you to complete a Device Update each month for new qualified devices we see being reported by your meter
   - Completing occasional surveys

   We may have other opportunities for you to earn reward dollars. We'll let you know about all opportunities via email.

2. **How many reward dollars can we earn?**

   You can earn $50 reward dollars in the first month of participation. You earn the MOST reward dollars if you install your internet meter with 4 days of receiving it and by completing your first Device Update and registering all your qualified devices as soon as we ask you to do so.

   If you keep your internet meter plugged in all the time and complete all Device Updates by the deadline date (including registering all qualified devices), you can earn more than $170 each year.

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3. **How do we check how many reward dollars we have earned?**

Log into the Digital Reflection panel website – www.digitalreflectioncenter.com. Your recent rewards earned are shown on the home page when you log in. A complete history of your rewards earned is displayed on the Rewards page (also available after you log in).

It may take a few days after your reward dollars have been earned to see them in your account.

4. **How much is a reward dollar worth?**

A reward dollar has a cash value of one dollar ($1.00).

5. **How long does it take for reward dollars to be placed into our account?**

Reward dollars for installing your internet meter, including Speed Bonus reward dollars, appear in your account within a day of our confirming that your internet meter is installed completely– usually within one day of installation.

Device Update reward dollars are awarded within a few days of completing the Device Update form. To earn reward dollars for Device Updates, you must complete the update by the deadline date, (including registration of any qualified devices.

Reward dollars for other activities, such as surveys, are deposited in your account within a few days of activity completion.

6. **How many reward dollars do we need to have before we can redeem them?**

You can cash in your reward earnings for an item in the Rewards Catalog when your reward balance is $50 or more. You can accumulate more prior to redeeming. It’s up to you. To review the Rewards Catalog, log into the Digital Reflection Panel website (www.digitalreflectioncenter.com) and go to the Rewards page.

Reward dollars in your account have no redeemable or actual value if less than the $50 redemption minimum.

NOTE: If you resign from the panel, any the remaining dollars left in your account are not redeemable and will be forfeited.

7. **What kind of rewards can we get?**

We offer Visa gift cards, Pay Pal credit and charitable donation options in our Reward Catalog. To see the options, take a look at the Rewards page, available when you log into the website.

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8. **How do we cash our reward dollars in for an item in the Reward Catalog?**
   Log in to the Digital Reflection Panel website-[www.digitalreflectioncenter.com](http://www.digitalreflectioncenter.com). Go to the Rewards page. Click on the item you want to redeem and follow the instructions provided. Your reward will be emailed or shipped to you. Please allow up to 3 weeks for delivery.

   Be sure that we have your correct email and shipping address on file. Just click on the My Profile page and provide any updates before you purchase something with your reward dollars.

9. **What if I don’t think my rewards account is correct?**
   It may take a day or two after internet meter installation or Device Update completion to credit your award account.

   If more time has passed, please contact us and we’ll figure it out together. We want to be sure you receive all the reward dollars you have earned.

10. **What happens if we stop being panel members? What happens to our reward dollars?**
    When you resign from the panel, you forfeit all reward dollars remaining in your account.

    If you have $50 or more reward dollars in your account, we suggest you redeem them prior to resigning. If your reward balance is less than $50 at the time of resignation, it has no redeemable value and also will be forfeited.

11. **Where can I find additional information about Digital Reflection Panel rewards?**
    - For questions about rewards offered, go to the panel website-[www.digitalreflectioncenter.com](http://www.digitalreflectioncenter.com)
      Log in and go to the Rewards page.
    - Please also see the Reward Rules, available on the Rewards page of the website, which provide information about the reward program and the circumstances under which your rewards may be forfeited.
    - You can also contact our Panel Support Team for answers to any questions you might have. Email: help@digitalreflectioncenter.com Phone: 877-574-1789

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Digital Reflection Panel Website

1. **Where is the Digital Reflection Panel website? How can I access it?**

   The website address for the Digital Reflection Panel is [www.digitalreflectioncenter.com](http://www.digitalreflectioncenter.com). You can log in to the website as soon as you complete the New Members Survey.

   Log in with your email address (the one we have on file) and the password you selected when you joined.

2. **What kind of information is available on the Digital Reflection Panel website?**

   When you log in, the website provides:
   - A personalized home page with a dashboard that shows your progress on reward-earning activities.
   - Access to any available Device Updates or surveys.
   - Your reward dollars earned, your current reward dollar balance, and a link to redeem rewards.
   - Access to your personalized Install Meter link.
   - A way to update your personal information (address, contact, etc.) so if you ever need to change or update any of this information during your panel participation, you can do so easily.
   - Links to the Privacy Policy and User License Agreement and Patent Notice, if you wish to review them.
   - Links to useful documents, such as the Step-by-Step Guide for Internet Meter Installation

   You can also access to these FAQs via the website and get the contact information for the Digital Reflection Panel Support Team if you have any questions or problems.

3. **What happens if I forget my password for the Digital Reflection Panel website?**

   Go to the website [www.digitalreflectioncenter.com](http://www.digitalreflectioncenter.com). Click on the Forgot Password link. Follow the instructions and the password will be sent to the email we have on file for you.

   If you need additional help, please contact us.
   
   Email: help@digitalreflectioncenter.com  Phone: 877-574-1789

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Ongoing Participation

1. **How long do I need to stay on the panel?**

   Your participation on the panel is ALWAYS voluntary, and very much appreciated! Our goal is to make membership easy and enjoyable so that you'll stay on the panel indefinitely.

   BUT, should you decide that you would like to discontinue participation for any reason, please contact us to let us know you'd like to stop participating.

2. **What should I expect about ongoing participation after installing the internet meter?**

   Ongoing participation is easy. Mostly it involves leaving your internet meter plugged into an outlet and connected to your home's wireless router and completing Device Updates about once each month (including registration of any qualified devices). Please continue to use the internet as you normally do.

   Expect us to contact you via email when:

   - There is a Device Update for you to complete. You'll be invited to complete your first device update about 2 weeks after you've installed your meter to get you started on registering your qualified devices. Registering a device involves downloading and installing a Digital Reflection Certificate on the device. Currently, qualified devices include Windows computers, Mac computers, iPhones, iPads and iPod Touches that your household owns.

     After your first Device Update, we'll email you about once a month to complete Device Updates for new qualified devices we see connecting to your home network. Once a device is registered, you don't need to register it again.

   - There are new opportunities to earn reward dollars, such as taking surveys to give us feedback.

   - We add new device types to our list of qualified devices- so you'll know what to expect in your next Device Update. We always provide any instructions you need.

   - We see that your internet meter is not transmitting information for an entire day we will contact you. We want to assist you in resolving any issues and help you earn the maximum reward dollars for keeping your meter plugged in.
3. **What if our household takes a vacation?**

Just leave your internet meter plugged in. If you plan to turn off your internet router during your vacation, please contact us. If we don’t see any device activity, we’ll also contact you to make sure there is no technical issue.

4. **What if we move?**

Contact us to let us know. If you’d like to continue your membership after you move, that’s great. We’ll work with you to make that happen. Since each home move is different, we’ll work with you personally to accommodate your situation.

5. **What if I no longer want to participate?**

We value your contribution and we recognize your participation is always voluntary. If you no longer wish to participate, please contact us. We will help you take the necessary steps to uninstall the internet meter and return it to us at no cost to you in a way that is convenient. We’ll promptly send a return shipping package and a prepaid label.

At your request, we will also provide instructions if you wish to remove the Digital Reflection Certificate from your devices. This step is up to you. The Digital Reflection Certificate will not affect the behavior of your device and no information can be collected after you uninstall the internet meter.

We will ask you for your reasons for resigning from the panel to help us improve the panel experience for our other members. We appreciate your providing this information, but this too is voluntary.

If you have at least $50 balance in your reward account, please redeem them prior to resigning. Your account will be locked and any reward dollars will be forfeited upon resignation. Balances under $50 have no redeemable value and will also be forfeited.

6. **What if I have other questions about participation?**

Please contact us. We’re here to help.

Email: help@digitalreflectioncenter.com  Phone: 877-574-1789