



TERAPAGE **BASIC** SERVICES

 **TERAPAGE**

www.terapage.ai



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What basic services are included?

Each Terapage study includes comprehensive support from our dedicated Services team. Studies may differ in size, duration, scope, and the features utilized, but certain services and support are always available to you:

1. Early Access for Study Setup
2. Training & Platform Expertise
3. Pre-Study Launch Review
4. Technical Assistance
5. Post-Study Access

Early platform Access (Before study launch)

Once you purchase a Terapage package, we set up a dedicated, secure platform where you can build and design your study. You will receive secure access credentials, allowing you to fully customize your Terapage environment well before the study officially begins.

Custom Branding

Our platform includes all the tools needed for personalization. If you'd like extra support with specific branding requirements, our team is readily available to assist.

Flexible Subscription Dates

Study timelines often shift, and Terapage offers the flexibility to adjust both your license start date and activity schedule as needed, ensuring a smooth study launch.

Training and platform expertise



Every Terapage customer has access to a wide range of training resources. Whether you are independently building a study or working with our Quick Launch service, you are welcome to join any of our Terapage training webinars. Personalized training sessions with a member of our Services team can also be arranged through our premium service packages.

Webinars

Our pre-recorded Terapage Training webinars are available on-demand, covering all aspects of building, launching, moderating, and analyzing a study. Topics are organized into separate sessions on:

- Site Administration Setup
- Study Setup & Launch
- Moderation & Data Analysis
- Client / Observer Walkthrough

We also offer live Questions and Answers webinars every weekday (excluding Canadian holidays), where you can consult with a specialist and ask any follow-up questions.

Knowledge Base

Beyond webinars, our knowledge base offers a comprehensive library of tutorials and articles on Terapage features—from basic activity creation to advanced topics like participant screening or panel integration. The knowledge base also includes best practices for designing effective tasks and activities.

In-App Access

Within Terapage, a “?” icon is available at the bottom right of the Terapage platform page, providing quick access to relevant knowledge base articles and a search function for locating specific tools or features.

Website

These resources link directly to a comprehensive website that covers everything from setup to moderation, data analysis, and device requirements.

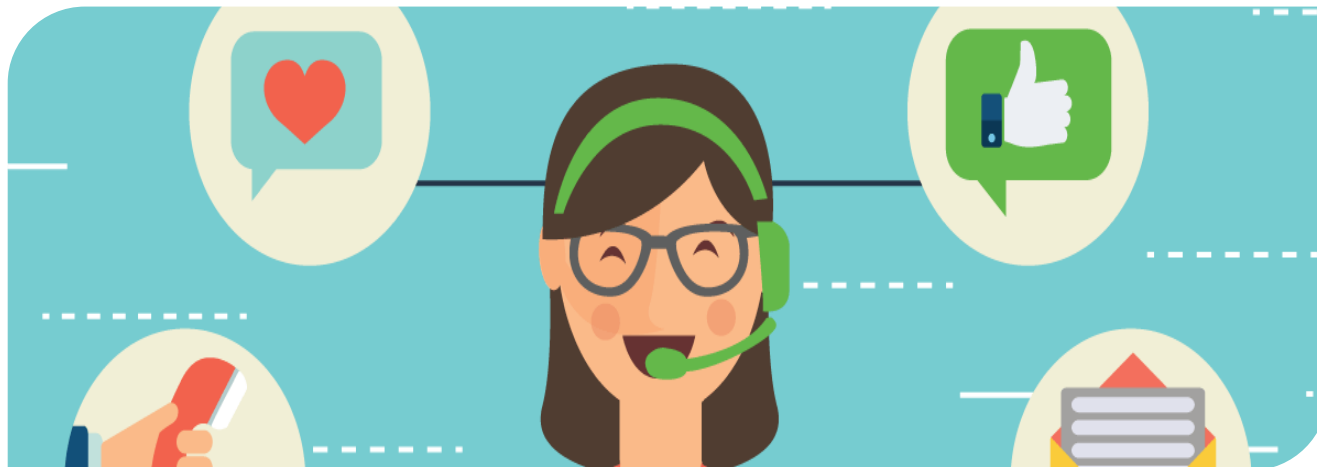
Pre-Launch Review

For each study, you are eligible for one complimentary Pre-Study Launch Check (PPLC). Notify us at least a day before your study’s launch, and a member of our Services team will review your site and study setup. After the review, you will receive a report with recommendations on settings, setup, and any improvements for your study design. If any errors are found, we’ll identify them and provide instructions for corrections, along with suggestions to further optimize your study.

For additional clarity on our review process, here’s a brief overview of what we assess:

- Site subscription details and scheduled study launch dates
- Privacy settings and social interaction configurations
- Alignment of programming logic with your research objectives
- Consistency across participant segmentation
- Final recommendations on study readiness for launch

Technical support



Every Terapage study includes standard technical support. Our skilled Services team is here to help with any technical issues or research-related questions at any stage of your study, from setup to post-study data analysis.

With years of expertise in research and study setup, our team can also assist you in optimizing exercises on the platform—simply reach out.

You can contact our team directly through:

- The “?” button within the Terapage web application
- Email at contact@terapage.ai

Our support team is available Monday to Friday, 6am - 10pm United Kingdom time (excluding UK Bank Holidays). Outside of these hours, support is available but may have longer response times.

Post study access



After participant access concludes, you will retain access to your Terapage site for an additional eight weeks, allowing ample time to complete data analysis and export your assets.

Throughout this period, all standard support options remain available to you. If you have any questions regarding data analysis or privacy-compliant exporting, our team is here to help.

Should you require extended admin access beyond the standard four weeks, an archive license can be purchased for \$200 USD, providing 16 additional weeks of access.

Getting in touch with us

Terapage help firms understand the trends and insights that matter to them, in the ways that matter to their respondents. We believe that great things happen when people really understand each other. That is why we offer an innovative way to research human needs, their behaviours, journeys, and personal experiences. Understand the humans behind the pie charts, the sentiments behind the analytics, the why behind the what, who, when and where. We help you experience what they feel at work, online, at home, and in store in a way that's not just innovative, but real, raw, rich, and very human.

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