

## Step by step process to registering as an Mystery Shopper on ISecretShop

Intouch Insight uses the ISecretShop platform to publish all our available shopping opportunities. This document explains the necessary steps to complete in order to register.

### **Step 1:**

If you are using a computer, click on the following link in order to reach the registration page:

<https://go.intouchinsight.com/sign-up/>

You can also register by downloading the iSecretShop app on any tablet or mobile device.

No matter which way you register, we recommend that you download the app so that you can complete your shops while on site and avoid doing the data entry at a later time. You will also be able to navigate available opportunities when you are on the road!

### **Step 2:**

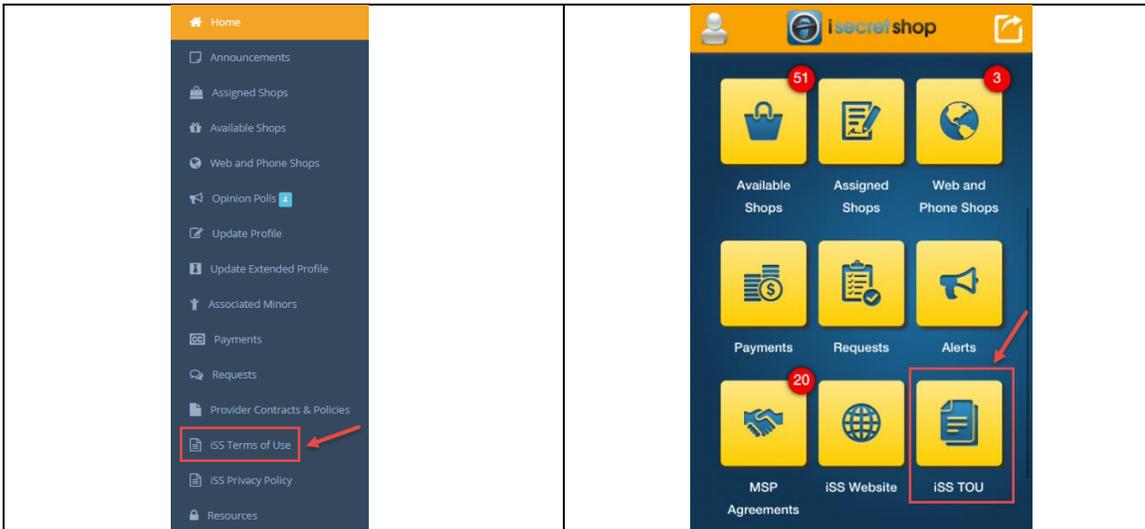
- Input your information into the Shopper Information fields.

Note that the PayPal e-mail address is required in order for you to get paid for your completed shops. If you do not yet have a PayPal account set-up, we recommend that you use the same e-mail address as your shopper registration and create your PayPal account afterwards.

### **Step 3:**

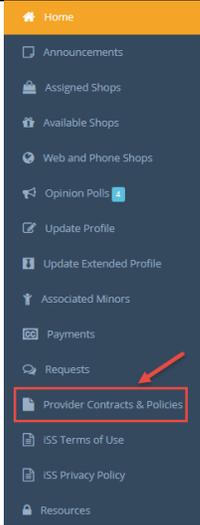
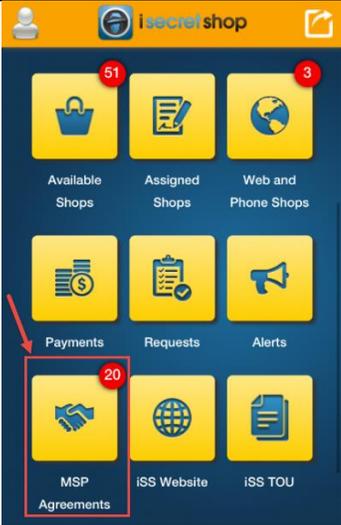
- You must agree to iSecretShop (ISS) terms of use.

| <b>On the website:</b>   | <b>On the Mobile App:</b>                               |
|--|---|
| This is located on the left-hand toolbar " <b><i>ISS Terms of Use</i></b> ". | This is displayed as an icon " <b><i>ISS TOU</i></b> ". |



**Step 4:**

- You must now agree to the **Intouch Insight** contract. Note that several Mystery shopping providers (MSPs) use the iSecretShop platform. We therefore recommend that you agree to all of the contracts in order to maximize the number shops available to you.

| On the website:   | On the Mobile App:   |
|---|--|
| <p>This is located on the left-hand toolbar “<b>Provider Contracts &amp; Policies</b>”.</p>  | <p>This is displayed as an icon ‘<b>MSP Agreements</b>’</p>  |

View/Accept Contract !

- After finding “Intouch Insight” in the list of providers, click on the
- After reading the agreement details, you must type your name in the field and click on the “agree” button.

**Shopper Agreement**

I agree to the above agreement. Signed:

**Step 5: Start Shopping!**

- Login to your account regularly in order to check the available shops:

| <b>On the website:</b>   | <b>On the Mobile App:</b>                             |
|--|---|
| This is located on the left-hand toolbar <b>“Available Shop”</b> . | This is displayed as an icon <b>“Available Shops”</b> |
|  |   |

- In your profile, under “Notification Settings” you can set yourself to receive notifications of available shops (based on a set radius from your home or shop specialty). We recommend that you toggle all these fields to “yes”.

**Notification Settings**

Email Notifications of Available Shops  No  Yes  
\*approximately every 10 days

What distance do you want to be alerted for opportunities?  Km

Please select the specialties you would like to receive notifications for:

Health Care ×
Alcohol/Tobacco Age Verification ×
Gas Station/C-Store ×
Casino/Gaming ×
Retail ×
Transportation ×
Insurance ×
Entertainment ×

\*You have received badges for the following specialties. Because you have received these badges, you can receive push notifications when new opportunities are released.

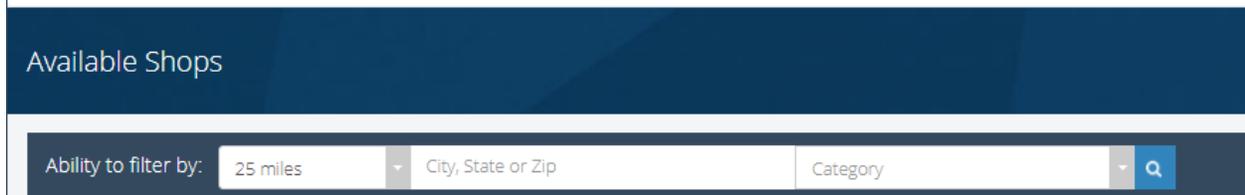
Participate in Leader Board  No  Yes

Check back often as your list of badges grow!

Receive Notification for Declined Requests  No  Yes

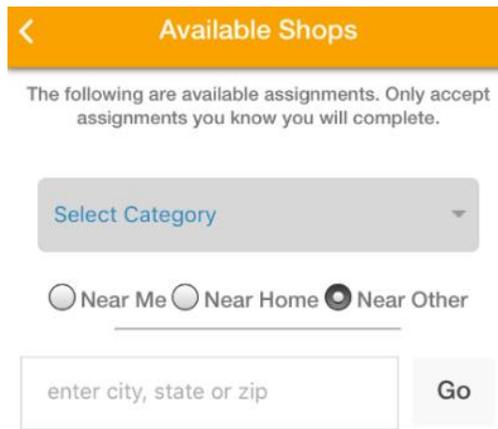
- When in the available shops window, you can also type in the name of the city, state or zip if ever you anticipate travelling and wish to complete shops outside of your usual radius.

### On the website:



The screenshot shows a dark blue header with the text "Available Shops". Below it is a filter bar with the following elements: "Ability to filter by:" followed by a dropdown menu set to "25 miles", a text input field containing "City, State or Zip", and another dropdown menu labeled "Category" with a search icon to its right.

### On the Mobile App:



The screenshot shows a mobile app interface for "Available Shops". At the top is an orange header with a back arrow and the text "Available Shops". Below the header is a message: "The following are available assignments. Only accept assignments you know you will complete." This is followed by a "Select Category" dropdown menu. Below that are three radio button options: "Near Me", "Near Home", and "Near Other" (which is selected). At the bottom is a text input field with the placeholder "enter city, state or zip" and a "Go" button.

Available shops always display the location to be evaluated, the allowed date range to complete the shop, the compensation and reimbursement amount (if applicable).

An overview of the shop is provided in order for you to know the scope of work before assigning the shop.

In order to assign yourself a shop, you must enter the date that you plan on completing the shop. In certain cases, the shop will automatically be placed into your account and a confirmation e-mail will be sent to you. However, some shops are set-up to be assigned by request. You must once again enter the date that you would complete the shop and your request will be submitted. Once your request is approved, you will receive a confirmation e-mail.

Once the shop has been assigned to you, you will have access to full guidelines and questionnaire. You are required to read these documents prior to conducting your shop in order to make sure that you do not miss any key elements to performing the shop.

The contact information of the dedicated scheduler is listed on each shop if ever you have questions or require assistance.

Happy Shopping!