Q&A Expert Answering Guidelines
<table>
<thead>
<tr>
<th>Table of Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Welcome to Chegg</td>
</tr>
<tr>
<td>• How to Login?</td>
</tr>
<tr>
<td>• Your Journey</td>
</tr>
<tr>
<td>• Your Dashboard</td>
</tr>
<tr>
<td>• Question Window</td>
</tr>
<tr>
<td>• Answering Window</td>
</tr>
<tr>
<td>• How to Answer?</td>
</tr>
<tr>
<td>• Uploading Images</td>
</tr>
<tr>
<td>• How to skip questions?</td>
</tr>
<tr>
<td>• Chegg “Honor Code”</td>
</tr>
<tr>
<td>• Payments</td>
</tr>
<tr>
<td>• How to Contact Us</td>
</tr>
</tbody>
</table>
Welcome to Chegg!

We are excited to welcome you as a candidate for our Expert Answering network!

Being an Expert Answerer is a great privilege, and you are responsible for working directly with our student users. Students post questions every single day on Chegg Q&A. You can help them by providing solutions with clear explanations and step-by-step processes.

Our team is committed to providing the best quality solutions to our students with your help as a Subject Matter Expert. Our In House team keeps an eye on the quality of your answers, ensuring that students receive the best answers possible.

This presentation will guide you on how to submit answers on Chegg Q&A board.
How to login?

Visit [http://www.chegg.com/my/expertqa](http://www.chegg.com/my/expertqa)

Enter your Expert Answerer login credentials

Click on “Sign In”
Your Chegg Q&A journey starts the day you get your answering rights.

- **Trial Period**: You are initially put in trial period where:
  - You will have limited answering rights
  - Your performance will be closely monitored
  - Regular feedbacks will be shared with you to help improve your answer quality
  - You will be paid for all valid answers submitted during this time
This part contains the **key tabs** present on your dashboard

This part shows your **performance stats**
Your Dashboard

Key Tabs

- Go to “Start answering questions” to start answering on Chegg Q&A
- The “My Answers” tab gives you details of the answers you have submitted on Chegg Q&A board
- The “FAQ” tab lists answers to your basic queries.

Thanks for being an expert answerer!

Start answering questions
Your Dashboard

Your Performance Stats

This table shows your performance on Chegg Q&A:

- Daily, Weekly and Monthly stats are available in Your Stats table
- “Skipped” count indicates the number of questions you have skipped
- “Answered” count indicates the number of questions you have answered
- “CF Score” is your quality score on Chegg Q&A

These stats reset at the beginning of each month
Question Window

Clicking **Start answering questions** shows the question window as follows

This is your deciding time clock
You get 10 Minutes to decide if you want to answer

Time to answer or skip: 9:47

Sample Question

Sample Question

Exit  Skip to next question  Answer

Click here to exit  Click here to skip the question and move to the next one  Click here to start answering the question

If the expert does not make a decision in the allocated 10 mins, the question gets skipped automatically.
Clicking Answer shows the answering window as follows

This is your answering timer
You get 120 Minutes to submit an answer

Time remaining to complete the answer: 119:24

Sample Question

Sample Question

Skip to next question

Submit answer

Click here to Upload Images

Click here to use symbols, equations, and formulas

Click here to submit your answer

If the expert fails to submit answer in the allocated 120 mins, the question gets skipped automatically without answer submission. Such an answer will not qualify for payment.
How to Answer?

You can submit your answer using the following 2 methods:

1. **Handwritten / Image Based**

   You may write your answer on a plain sheet of paper, click a pic, and upload it as an image. Answers should:
   - Be legible and in clear handwriting
   - Contain step-by-step solution to the problem
   - Be properly formatted

   Images must:
   - Be clear, focused, and properly oriented
   - Be taken on a white and clear background

   **Note:** When you submit handwritten/image based answers, you must TYPE a 3-4 line summary of your answer in the answering editor

2. **Typed (with Proper Formatting)**

   While submitting typed answers, please remember the following:
   - Your answering page contains a built in editor and math type tool
   - Work done in word processors or math tools can be copied/pasted into your editor
   - You can submit screenshots of your work from other tools, spreadsheets, and softwares as supporting
   - You can upload images of diagrams, tables, charts, and graphs to better illustrate your answer
How to Answer?

(TYPED answer)

Example of a good typed answer

**Question:** Calculate the area of the triangle with height 12cm and base 10cm.

**Sol:** The values provided in the question are as follows:

- Height of the triangle = 12cm
- Base of the triangle = 10cm

The formula to calculate the Area of the triangle is as follows:

$$\text{Area of the triangle} = \frac{1}{2} \times (\text{Height of the Triangle}) \times (\text{Base of the Triangle})$$

Using the values provided in the question,

$$\text{Area of the triangle} = \frac{1}{2} \times (12) \times (10)$$

$$= 60 \text{ sq. cm}$$

Hence, the Area of the triangle with Height 12cm and Base 10cm is 60 sq. cm.
How to Answer?

(HANDWRITTEN answer)

Example of a good handwritten answer

Question: Calculate the area of the triangle with height 12cm and base 10cm?

Sol:
The values provided in the question are:
Height of the triangle = 12cm
Base of the triangle = 10cm

The formula to calculate the Area of the triangle is as follows:

Area = \( \frac{1}{2} \times \) (Height) \( \times \) (Base)

Using the values provided in the question:

\[
\text{Area} = \frac{1}{2} \times 12 \times 10
\]

= 60 sq. cm

Hence, the area of the triangle with height 12cm and base 10cm is 60 sq. cm.
How to Upload Images?

- You can upload any number of images as a part of your answer via the **Answering Window**
- Each image should be less than 2MB in size and should be in JPEG/PNG format only
- By clicking on “Image Upload” button, you can upload 1 image at a time. To upload multiple images, you’d have to repeat the process OR
- You can drag and drop multiple images in the answering window for 1-step upload
# How to Answer?

## Dealing with:

- Multi-subpart Qs
- Multiple Choice Qs
- Multiple Qs in a single Question

You may also come across the following types of questions while answering on the Q&A board:

<table>
<thead>
<tr>
<th>Type of Question</th>
<th>How to Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Multiple Sub-parts</strong></td>
<td>Answer the first 4 sub-parts, <strong>unless</strong> the student has asked for specific subpart(s) to be answered, subject to a max. of 4 sub-parts</td>
</tr>
<tr>
<td><strong>Multiple Choice</strong></td>
<td>Provide detailed reasoning for the correct option, <strong>along</strong> with an explanation of why the remaining options are incorrect</td>
</tr>
<tr>
<td><strong>Multiple Questions</strong></td>
<td>Answer the first question, <strong>unless</strong> the student has asked for a specific question to be answered, subject to a max. of 1 question</td>
</tr>
</tbody>
</table>
How to skip questions?

You can choose to skip a question whenever you want, provided you select the correct skip reason. Here’s a summary of what reason you must select while skipping a question:

- **It doesn’t belong to this subject** – Choose this if the question belongs to some other subject and you know the subject it belongs to.

- **I need more Information** - Choose this if the information provided is insufficient to provide a solution to the question (You must specify what additional info is required).

- **This is abusive or spam** - If the question belongs to any Exam, Test or is copyrighted content and belongs to a third party, or if it contains terms like “Final Exam”, “Examinations Institute”, “Div. Ched”, “ACS” or any external website link, select this option. (Exam Review/Test Review/Quiz Review questions can be attempted and are not abusive)

- **I don’t have the subject knowledge** – In any other scenario, please skip the question under this reason.
Chegg “Honor Code”

Our Experts help students with their toughest questions while maintaining the highest standards in academic work. In doing so, Experts must not participate in aiding academic dishonesty.

As an Expert, you must adhere to our “Honor Code” to ensure you can continue working with us. Any violation of our Honor Code would result in revocation of your answering privileges.
Honor Code

Dealing with:

- Exam / Test Qs
- Copyright Qs

Do not answer questions with terms like “ACS Exams”, “Exams Institute”, “Div Ched”, “ACS”, “Sapling Learning”, as these are examination / copyrighted questions.

You must skip these under “This is abusive or spam” reason.
Honor Code

Dealing with:
- Exam/Test Qs
- Copyright Qs
- Activity based Qs

Do not answer questions with terms like “Final Exam”, “Test”, “Exam”, “Quiz” etc. We do not aid students in cheating. Please skip them under “This is abusive or spam” reason.

Do not answer questions which require you to mandatorily perform an activity OR experiment in order to arrive at the final answer. Such questions should also be skipped under “This is abusive or spam” reason.

Note: Questions with terms like “Exam Review”, “Practice Test”, “Practice Exam” are not abusive and can be attempted.
Honor Code

Dealing with:
- Exam / Test Qs
- Copyright Qs

More examples of questions you shouldn’t answer (to be skipped under “This is abusive or spam”)

Illegal to copy; photograph, or post on the internet

Copyrighted Content

 Exam / Copyrighted Content
Honor Code

Dealing with:

- Third party links

Do not answer questions containing any third party links

You must skip such questions under “This is abusive or spam” reason
Honor Code

Dealing with:

- Essay Qs

**Do not answer** questions which ask you to write an **essay**.

You must skip such questions under “This is abusive or spam” reason.
Honor Code

Plagiarism

Copying content from any source, whether fully or partially, is considered as plagiarism. At Chegg, we follow a zero tolerance policy against plagiarism. **DO NOT:**

- Copy/paste answers from any third party sources
- Copy/paste answers from chegg.com
- Copy/paste screenshot or photos of any work that isn’t yours
- Provide any links to external sources / websites / cloud as a part of your answer
- Attempt to pass off someone else’s work as your own by making slight changes to a copied solution
Honor Code

Dealing with:

- Other points to be kept in mind

The following Questions Can be Attempted:

Questions with

- Points/Marks alone mentioned
- Homework/Assignment/Experiment/Lab(Pre,Post) with or without Points/Marks mentioned
- Logo of a Laptop / Mobile device visible (like Dell, Apple etc.)
- Camscanner / any other image scanner Logo
- Practice/Sample + Test/Quiz/Exam mentioned
- Exam Review / Quiz Review / Test Review mentioned
- “Spring” / "Fall" or "F" for any previous year
Honor Code

Dealing with:

- Other points to be kept in mind

The following Questions **Should be Marked as Abusive:**

Questions with

- Exam/Test/Quiz with Points/Marks mentioned
- Exam/Test/Quiz Without Points/Marks
- External Website URL (Even half URL)
- Company Name/Logo/Copyright/External Reference to book/website
- “Spring” / "Fall" or "F" with or without points/marks for the current / future year
- Take Home Exam / Take Home Test / Take Home Quiz
Avoid:

• Use of improper language in the answering window or any of the communication channels
• Sharing any personal details
• Blaming a student
• Arguments / conversations via. series of comments
• Submitting incomplete/incorrect answers
• Posting irrelevant comments / suggestions instead of an answer
• Posting answer to an invalid questions
• Saving questions using a placeholder
Payments

Payment for answers submitted during a month are processed on 15th day of the following month.

Terms of our payment policy:

• You are paid only for the answers that are correct and conform to Q&A answering guidelines

• You must submit your OWN bank details (jointly held bank accounts are not allowed) in order to get paid for your work

• Payments are processed for only those Experts whose bank details, PAN and mobile number are updated with us

• In line with Income Tax guidelines, Chegg is required to deduct 10% TDS on all payments made to Experts who have submitted their PAN card details. In such a case, you will be provided a form-16 mentioning the deduction

• In case you fail to submit your PAN card details, Chegg will deduct 20% TDS from the eligible payment amount. No form-16 will be provided for such cases

• In case payment is not processed in a particular month due to missing / incorrect bank details, they will be processed in next month’s payment cycle only if the required details are provided in time.

• Any misuse of Expert answering rights will lead to immediate account revocation and forfeiture of any payments due
In case of any query, feel free to get in touch with us through any of the following modes:

• You can visit our self-help section at https://support.cheggindia.com/portal/kb

• Submit a support ticket at https://support.cheggindia.com/portal/newticket

• Reach out to us on your respective Chegg official WhatsApp group
Thank You