

ABC YourSpace FAQ

What is an online research community?

An online research community is a group of individuals with similar interests and experiences who have voluntarily chosen to participate in online research studies about various topics related to their common interests.

What is ABC YourSpace all about?

ABC YourSpace is an online research community where people from all walks of life can come together to take part in online surveys and discussion forums about the programs they know and enjoy. ABC YourSpace is brought to you by the ABC and is powered by Vision Critical Communications Inc.

Tell me more about the ABC

The **Australian Broadcasting Corporation (ABC)** is [Australia's](#) primary state-owned and funded national [public broadcaster](#). Although funded and owned by the government, the ABC remains [editorially independent](#) as ensured through the Australian Broadcasting Corporation Act 1983.^[3] Providing a high quality service to all Australians is at the heart of the ABC's purpose. From the hyper-local to national and international, the ABC provides a platform for Australian voices and Australian stories from all parts of the community to be heard and shared.

The ABC's vision is to be the independent home of Australian conversations, culture, and stories. In pursuing that vision, the ABC places audiences at the centre of its activities and strategies for the future.

As the nation's primary public broadcaster, the ABC has a unique opportunity to share Australian stories. Across our TV, Radio and Digital stations, the ABC provides content that informs, educates and entertains, and is freely available to all Australians.

How do I register to become a member?

Membership is open to all Australian's. In order to join ABC YourSpace, you must visit www.abcyourspace.net.au and click the Join Now link.

How many activities will I be asked to do in a month?

It will vary, but typically, you will be invited to one or two survey or discussion activities per month.

How do I complete a survey?

You will be e-mailed a unique URL address for each survey. Simply click on that URL or copy and paste it into a web browser of your choice and complete the survey online. Survey length is closely controlled to minimize the use of your time.

How long will I have to complete each survey?

This will depend on the survey. Typically you will have anywhere from 48 hours to one week to complete each survey.

What are the minimum browser requirements required for completing community activities?

Our community site has the following minimum requirements for members:

Desktop Browser:

BROWSER	Operating System			
	Windows	Mac OS X	Linux	iOS for iPad
Internet Explorer (IE)	8 or higher	N/A	N/A	N/A
Firefox	4.0 or higher	4.0 or higher	4.0 or higher	N/A
Safari	5.0 or higher	5.0 or higher	5.0 or higher	4.2 or higher
Chrome	7.0 or higher	7.0 or higher	N/A	N/A

Mobile Devices – Touch:

Operating System	Requirements
Apple iOS	iOS 3.0 or higher with default browser
Android	Version 2.2 or higher with default browser
Blackberry	OS 6.0 or higher with default browser
Windows Phone	OS 7.5 or higher with default browser

Mobile Devices – Non-touch:

Operating System	Requirements
Apple iOS	iOS 3.0 or higher without default browser
Android	Version 2.2 or higher without default browser
Blackberry	OS 4.6 or higher
Windows Phone	OS 7 or higher

I posted in a forum, but my contribution has been removed?

From time to time we may be required to remove posts or replies from a forum, if they are deemed inappropriate or offensive. It is at the moderator's discretion to remove posts if they don't fit the business/research need and/or are inappropriate and/or offensive.

In the event that a post/reply is removed from the forum, the forum moderator will replace it with a friendly message informing you and the rest of the community of the situation. In some cases, participants will be sent an email stating the reason why the post/reply was deleted.

What prizes or incentives are available for being a member of the community?

Each month we will offer 5 prizes worth up to \$100 each – prizes will vary each month. Visit the member page and click on 'Terms and Conditions' in the footer link to see current trade promotions.

What do I do if I am a competition winner but I do not get my prize?

If it has been 28 days since the relevant draw and you still have not received your prize, you can contact support at support@abcyourspace.net.au.

How do members receive information and feedback as a result of the survey topics they complete?

Certain study results may be made available to all members via periodic newsletters.

What happens to my personal information that you collect?

Please refer to our [Privacy Collection Statement](#) and [Privacy Policy](#).

How will my responses to discussions and surveys be used?

Your responses, along with responses from other community members, will be grouped together and serve as key inputs into decision-making at the ABC.

Will anyone look at my individual responses to a survey?

Yes. However the main use of your answers will be in aggregate form for statistical purposes. It is not about linking individuals with their responses but getting a group view.

Our [Privacy Collection Statement](#) and [Privacy Policy](#) explains how your personal information may be used and disclosed.

What do I do if I forget my password?

Simply click the "Forgot Password" link under the sign in button on the member login page. If you have any issues, click the technical support link found at the bottom of the member login page.

How do I change my email address?

You can change your email address by logging into the portal at www.abcyourspace.net.au and updating your profile information by clicking on "My Profile" in the upper right corner of the members' page.

I'm not receiving email notifications from ABC YourSpace. What can I do?

Some Internet Service Providers have recently implemented new Spam Filtering Systems. As a result, some e-mails, including survey invitations, may be getting filtered to your Junk E-Mail folder. In order to continue receiving surveys, you may need to adjust your settings to allow emails from the domain support@abcyourspace.net.au. Please take a few minutes now to add us to your Safe List.

Specific Instructions for Hotmail® or MSN® users: To ensure that your survey invitations are not sent to your Junk E-Mail folder, you will need to follow the steps below to add support@abcyourspace.net.au to your Safe List:

1. Open your Mailbox.
2. Click on "Mail" tab.
3. Click on "Options" (located on the top right of the page, on the same level as the tabs labeled Today, Mail, Calendar and Contacts).
4. Click on "Junk E-mail Protection".
5. Click on "Safe List".
6. Type "support@abcyourspace.net.au" and click "Add".

Once you've completed these steps, you should be able to receive survey invitations from the ABC YourSpace. Please send us an email to support@abcyourspace.net.au if you don't receive any e-mail messages from us within a few weeks.

Thank you for taking the extra time to make sure our e-mails get through to you. If you use Hotmail®, Yahoo® or another email retrieval program or web-based email provider, your email provider or program "help" menu will be able to give you specific instructions on adding an email address to your safe list or address book.

What if I don't want to be a member anymore?

Members may remove themselves from the community using the "My Profile" function on the members page, or by clicking the 'Unsubscribe' link present at the foot of each email you receive from ABC YourSpace.

I am experiencing a technical problem not covered in the FAQs.

For all other technical support questions, please email support@abcyourspace.net.au.

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