

Frequently Asked Questions

Online Research Panels

What is an online research panel?

An online research panel is a community 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 MyDrivingPower™ Vehicle Community?

MyDrivingPower™ is an online research community consisting of a select group of energy-efficient vehicle owners. Members have the opportunity to share their opinions and experiences about their vehicles through surveys and interactive online activities.

Why should I join the MyDrivingPower™ Vehicle Community?

Most panelists feel that "making their opinions count" is the number one reason for joining our panel. As a member of MyDrivingPower™, you'll be part of a community of consumers who share valuable insights. Through your anonymous participation you will provide opinions that will help drive the direction of future energy efficient vehicles. Your input makes a difference!

Membership & Participation

How much does it cost to participate in the MyDrivingPower™ Vehicle Community?

Participation in MyDrivingPower™ is completely free and voluntary. There is no charge to participate. Instead, we reward you for your time and insights when you respond to our e-mail invitation and qualify and complete our surveys.

Who is eligible to join the MyDrivingPower™ Vehicle Community?

MyDrivingPower is open to anyone over the age of 18 who is the owner and primary driver of an energy-efficient vehicle – a vehicle that is powered by a diesel engine, a hybrid engine or an electric powertrain.

Can other members of my household become panelists?

Yes, other members of your household may join our panel if they also own and are the primary driver of an energy efficient vehicle – a vehicle powered by a diesel engine, a hybrid engine or electric powertrain. They must have their own e-mail address and maintain their own MyDrivingPower™ account.

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Why do I need to complete a Registration Profile survey?

The Registration Profile survey allows us to locate surveys that are most suited to you. All profile information is used for classification and statistical purposes. We will never release any personally identifiable information to any third party or client.

Why do you need my personal information? Who will see my profile survey answers? How does the MyDrivingPower™ Vehicle Community and its clients use the answers I provide?

The information you provide gives us a better understanding of the types of people that are driving this segment. MyDrivingPower™ reports all of our profile survey results in aggregate. This means that all your information is combined with other panel member's information into similar groupings. Your opinions will help clients address a wide range of business issues, questions and offerings. No personally identifiable information is ever provided to a client or third party organization.

What happens after I join?

Once you have been accepted, you will receive a confirmation e-mail with a link that you must click on to become an active member of the panel. When a survey becomes available, you will receive an invitation e-mail with a link to the survey. You can also access this study and any other active studies through the panel portal site under "Open Studies".

How many surveys do I have to complete?

We encourage participation in as many studies as you are invited to take. In order to be considered an active member of the MyDrivingPower™ Vehicle Community, we ask that you participate in at least three panel studies per year.

Are there any prizes for filling out the survey?

In recognition of your time and contribution to the MyDrivingPower™ Vehicle Community, you will be eligible to participate in a sweepstakes drawing for prizes each time you participate in a study.

Click [here](#) to view the sweepstakes rules.

Do you have a Terms of Use or Privacy Policy? Where can I find this information?

Our Privacy Policy and Terms of Use are online. Please take a moment to review the information by clicking on the links.

How long will I remain on the panel?

You may remain on the panel as long as you choose to participate in at least three surveys per year. Members may remove themselves from the panel by sending an e-mail request to support@mydrivingpower.com.

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Portal Issues

I didn't receive my confirmation e-mail

This may be the result of one of two things:

Depending upon your e-mail provider and your personal e-mail settings, some e-mails sent from an automated system may be diverted directly into your Junk Mail folder. To avoid this, you can add our address to your safe list or address book.

You may have entered your e-mail address incorrectly, which would have sent your confirmation to an invalid address. If you suspect that this has happened, please contact the Help Box at support@mydrivingpower.com for assistance. Always type carefully when you respond to survey questions to avoid this happening.

I can't login with my e-mail address. The message says it is not in the database.

After completing the questionnaire, you should have received an e-mail asking you to confirm your membership. The system will not recognize your address until it has been confirmed by clicking on the link in that e-mail.

Check your Inbox and Junk Mail folder for the confirmation e-mail; depending on your e-mail provider, it may have been directed to your Junk Mail folder.

I didn't receive my password after clicking on the "Forgot password" button.

Depending on the e-mail provider, the e-mail might have been directed to your Junk Mail folder. Some providers automatically divert e-mails sent from an automated system to the Junk Mail folder. To avoid this, add our address to your address book or safe list.

My password is not working when I return to the portal page.

If you have been re-directed to the community portal page after completing the questionnaire, you do not need to login to submit your answers. They are already registered. You are re-directed to the community portal page by default should you wish to update or change any of your account information.

If you have not yet received and clicked the link in your e-mail to confirm your registration, you will not be able to log into the community. Check your e-mail for this confirmation and follow the steps to complete your entrance into the community.

When logging in, make sure you don't enter any unnecessary spaces before or after your e-mail address or password. The system reads blank spaces as extra characters.

I get an "e-mail does not exist" when I try to login.

If you did not complete the first study you were invited to and click the link in your confirmation e-mail, you are not fully registered in the community. If you have completed

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these steps and still cannot login, try closing the welcome page and returning in a few minutes.

I didn't receive my password after clicking on the "Forgot password" button.

Depending on the e-mail provider, the e-mail might have been directed to your Junk Mail folder. Some providers automatically divert e-mails sent from an automated system to the Junk Mail folder. To avoid this, add our address to your address book or safe list.

Technical Problems

The email I receive is all in code

If you are using Microsoft Outlook, check to see if you can switch from Plain Text to HTML. At the top of your e-mail window there is a small field with the words "Plain Text" in it. Click on the down arrow to select HTML.

If you continue to experience problems, please contact our Help Box at mydrivingpower.com.

The page timed out

If you leave your computer or leave the survey on the same page for an extended period of time, the page can time out. Although the page has timed out, your previous answers are not lost. To finish the survey, click on the link again and it will take you right to where you left off.

I can't see the video

Please make sure you have the correct software installed to view the videos, which is Flash Player. If you already have the correct software, check the privacy setting on your browser:

Click the "Advanced" option (from the Tools – Internet Options – Privacy).

Make sure that "Override Automatic Cookie Handling" is NOT selected.

If you continue to experience problems, please contact Support with as many details as possible (i.e. what type of platform and browser you are using).

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How do I copy and paste?

To copy an item, move your cursor to the beginning of the word or sentence you want to copy. Left click and drag your mouse to the end of it to highlight the selection. Right click anywhere on the highlighted selection and select Copy. You can then right click on the spot where you wish to paste the selection and click on "Paste."

If you want to replace something with your copied selection, simply highlight what you want replaced and then right click and select "Paste".

Why can't I get past the login page?

Be sure that your browser's "cookies" are enabled. Here's how to enable them:

If you are using Internet Explorer as your browser:

Open a browser window - in the tools menu, go to 'Internet Options'

Go to the 'privacy' tab

Set your privacy settings to medium or lower

Go to the 'advanced' screen

Make sure 'override automatic cookie handling' is NOT checked

Click 'OK'

If you are still experiencing problems, it might be your security settings or a conflict with another software application on your system.

Please check the Privacy tab of your Internet Options to ensure that the "Override Automatic Cookie Handling" is NOT selected. If this doesn't help, check to see if you have any security software installed such as Norton Internet security, personal firewall software, pop-up blockers, or spam blockers. Any of these might be blocking the page load.

If you continue to experience problems, please e-mail us at support@mydrivingpower.com with as much detail on the problem as possible (i.e. what platform you are using – PC or MAC and what type of browser – Internet Explorer, Google Chrome, Safari, etc.)

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How do I add this panel to my safe list?

Here are the steps to ensure that your survey invitations are not sent to your Junk Mail folder:

Open your Mailbox.

Click on "Mail" tab.

Click on "Options" (It is located on the top right of the page, on the same level as the four tabs labeled Today, Mail, Calendar and Contacts).

Click on "Junk E-mail Protection".

Click on "Safe List".

Type "admin@scionlab.com" and click "Add".

If you use Hotmail, Yahoo or another e-mail retrieval program or web-based e-mail provider your e-mail provider or program 'help' menu will be able to give you specific instructions on adding an e-mail address to your safe list or address book.

The link on my e-mail invitation is not working

Depending on your service provider, or the size of your e-mail window, the link to the study may be broken onto two or more lines. You may also have a link that is not completely underlined or active. You must select the entire link in order to access the study correctly. If necessary, copy and paste the entire link into a web browser address bar to access the survey.

I'm having trouble creating my password

Your password must be 6-12 characters long and must include at least one number. Ensure that there are no spaces before, in the middle, or at the end of your password. Here are a few of examples:

Dandel1on

April2605

Howareyou2

Panel Questions

I've joined, but, there are no open studies on the site.

Studies are launched periodically. If there are no studies listed under the "Open Studies" area of the panel site, there are no studies currently available. An e-mail invitation will be sent to you when a study is launched and it will also become accessible through the "Open Studies" area on the portal page.

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Am I still registered in the panel? I haven't received a survey invitation for a while.

Surveys are often sent depending on region, age group, gender, or other criteria. When a survey matching your profile is launched, you will receive an e-mail invitation. If you have not received an invitation, it is most likely because there have not been any studies released that match your profile.

If you have never received a survey invite, please check your Spam E-mail or Junk E-mail folders to ensure invites have been sent, but not received.

The survey I am taking asks me for information that I previously provided in my registration profile. Why do I need to provide that information again?

We want to be sure that we have the most accurate and correct information about you and your household. Additionally, the information contained within our profiles is combined with other member's information and reported in summary. Occasionally, a client will request data on a question-by-question basis. This is why you are sometimes asked the same or similar questions in surveys.

How long does it take to complete a survey?

Each survey length varies from project to project. Your e-mail invitation will state the estimated length of each survey. Some factors, such as connection speed, can affect the time it takes to complete each study. For your reference, a status bar is provided at the top of each screen to let you know where you are at in the duration of the survey.

How long will I have to complete each survey?

You will typically have anywhere from 72 hours to one week to complete each survey.

Why was the survey so short?

Each survey contains "screener" questions. These questions allow our clients to ensure they are receiving ONLY those panelists that match their demographic requirements. Screener questions usually only take a minute or two to complete before you are disqualified from the survey.

I do not feel this survey is appropriate for me.

All surveys are optional. If you do not wish to complete a particular survey, there will be other opportunities for you in the future.

How do I cancel my account?

To unsubscribe, simply click on the Technical Support link at the bottom of the home page and write unsubscribe in the subject line of the email.

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Miscellaneous

Who is Morpace?

Morpace is a market research and consulting firm that helps clients large and small get the information they need to make strategic decisions. Headquartered in Detroit with offices in Los Angeles, London and Shanghai, Morpace conducts research throughout Asia, Europe, the Middle East, North and South America and provides a strong international presence in multi-cultural and multi-lingual qualitative and quantitative research.

For more information about Morpace, please visit:

www.morpace.com

Who is VisionCritical?

Vision Critical provides the software for the MyDrivingPower Vehicle Community and stores the information collected. They will not use the information for any purpose other than analyzing and reporting survey results to Morpace. They have strict security measures in place to protect your information.

For more information about Vision Critical, please visit:

www.visioncritical.com

Who do I contact if I am unable to find an answer to my question?

If you cannot find an answer to your question, we will be happy to help. Please send an email to our Help Box and someone from our panel will assist you shortly.

support@mydrivingpower.com