

What will I need to do?

screenwise
selectpanel

STEP 1 – About the app and installation



About the app

The app works on personal devices such as mobile phones and shared devices such as tablets. Occasionally you may be asked by the application to “Check-in” to make sure that the correct person is selected when using the device. Simply tap your name/symbol to continue to participate via the app.

We understand there may be times when you specifically don't want to share your browsing information. For these circumstances there is the 'Guest' symbol/name. On the main app screen simply tap the “Switch to guest mode” text and your browsing data will not be collected. To resume metering simply tap the “Resume metering” text.

Some devices in your household may be used by multiple users for browsing the internet. For these instances we would require the new user to switch to their own username. To do this, the household member has to add their own Gmail or Screenwise.co.uk account to the device. Simply tap on the account name which is currently logged in and tap “Add account” and select ok. Follow the on-screen instructions to add this account to the device.

If you have any difficulties adding new accounts to a device, please contact a member of the Screenwise panel team on the number provided at the bottom of the page. If for some reason you closed the app, you will need to re-open it again via your home screen to continue participating.

Installing the app



You will have received an email invitation to download the Screenwise application for your mobile and tablet devices 2-3 days after the initial interview. Each member of the household aged 13+ will be provided with their own unique link to install the app. Please remember no data is collected for household members aged under 13. Their name will not be listed but the symbol they use will be shown and this symbol will need to be selected.

Tapping the link will take you to a screen where you can choose the operating system of your phone and begin the download of the app.

Please turn over for more information on how to install the app on Android & iOS →

If you have any queries or require any help installing the apps, please contact us on >

✉ helpdesk@screenwiseselect.co.uk

☎ +44 (0) 8000 159 920

KANTAR
Google



Android

Installing the app on Android

- 1 Once you have tapped your symbol/name, you will be prompted to connect to a Google account. You can use a personal Gmail account if you already have one or create a Screenwise.co.uk account by selecting "I do not have a Google account". This account will only be available to use with the Screenwise app.
- 2 Simply follow the on-screen instructions to create your new account. If you have any difficulties, please contact a member of the Screenwise panel team on the number provided at the bottom of the page. If you are creating a new Screenwise account, please note down the details of this account to use later, once the app is installed.
- 3 Now that your accounts are linked please start the download process by tapping on "Install Android meter" and start the download process.
- 4 Once you open the app, you'll need to select your account. Please tap on the "No Account Selected" text. You will then have the option of signing in using either your existing personal Gmail account or the Screenwise.co.uk account you just created. Enter the correct details and tap "ACCEPT".
- 5 A prompt may appear at the bottom of the screen informing you that you will be agreeing to the Terms of Service and Privacy Policy by signing in. To complete the installation simply tap "Accept".
- 6 Once you have successfully signed in, you may need to alter certain settings on your phone to enable the app to function correctly. If this is necessary, you will be notified on the main application screen with a prompt stating "Required Actions". Please tap on the "Required Actions" text to view the required changes. If you have difficulties or require any further information regarding the application, please contact a member of the panel team on the number at the bottom of the previous page.



iOS

Installing the app on iOS

- 1 Once you have tapped your symbol/name, you will be prompted to connect to a Google account. You can use a personal Gmail account if you already have one or create a Screenwise.co.uk account by selecting "I do not have a Google account". This account will only be available to use with the Screenwise app
- 2 Simply follow the on-screen instructions to create your new account. If you have any difficulties, please contact a member of the Screenwise panel team on the number provided at the bottom of the page. If you are creating a new Screenwise account, please note down the details of this account to use later, once the app is installed.
- 3 Now your accounts are linked please start the download process by tapping on "Install iOS meter" and start the download process.
- 4 Once you open the app, you'll need to complete the application set-up. You will have the option of signing in using either your existing personal Gmail account or the Screenwise.co.uk account you just created. Enter the correct details and tap "Accept"
- 5 Follow the on-screen instructions to finish the application set up. A prompt may appear on the screen informing you that you will be agreeing to the Terms of Service and Privacy Policy by signing in. Simply click to continue.
- 6 If you have difficulties or require any further information regarding the application, please contact a member of the panel team on the number at the bottom of the page.