

# Screenwise Mobile & Tablet meter app



Screenwise  
**Selectpanel**

Freephone: **0800 015 9920** (Free from UK landlines,  
mobile costs may vary)  
**helpdesk@screenwiseselect.co.uk**  
[www.screenwiseselect.co.uk](http://www.screenwiseselect.co.uk)

## Screenwise Meter App – Weekly Check-In Reminder

- ◆ **Who?** Everyone in the household aged **13 and above**
- ◆ **When?** **Once a week**
- ◆ **Where?** On your **smartphone** or **tablet**

**For Android Users:** 

- ✓ Ensure **your name is displayed** correctly.
- ✓ Check for **pending actions** and complete them.
- ✓ Make sure your **cookies are up to date** for smooth functionality.

**For iOS Users:** 

- ✓ Ensure **your name is displayed** correctly.
- ✓ Check for **pending notifications** and clear them.

 **Pending Notifications & Actions:**  
If you see any alerts, please **take action immediately** to keep the app running properly.

 **Your check-in helps keep everything on track – thanks for staying updated!**

# TV Meter



Screenwise  
**Selectpanel**

Freephone: **0800 015 9920** (Free from UK landlines,  
mobile costs may vary)  
**helpdesk@screenwiseselect.co.uk**  
[www.screenwiseselect.co.uk](http://www.screenwiseselect.co.uk)

 To ensure accurate tracking and a smooth experience, please follow these simple steps:

- ✔ **Selecting Your Assigned Icon or Avatar**
  - Every **household member** must **select their assigned icon or avatar** whenever watching TV.
  - This helps us track individual usage correctly and ensures everything runs smoothly.
- 📶 **Keeping the TV Connected**
  - The TV meter must **stay always connected**, even when not in use or overnight.
  - **Why?** Our meters refresh overnight, and if the TV is disconnected, it won't update properly.

**Keeping the TV connected and selecting your avatar is a quick and easy way to help us keep things running perfectly. Thanks for doing your part! 🙌**

# Screenwise Browser Extension



Freephone: **0800 015 9920** (Free from UK  
landlines, mobile costs may vary)  
**helpdesk@screenwiseselect.co.uk**  
[www.screenwiseselect.co.uk](http://www.screenwiseselect.co.uk)

## ◆ Screenwise Browser Extension

To ensure everything is working correctly, please follow these quick steps:

- ✓ **Install the Screenwise Browser Extension** on your **laptop or PC**.
- ✓ Once installed, **check the top right corner** of your browser.
- ✓ You should see **your assigned icon**; this confirms everything is set up properly.

### ⚠ **Why This Matters?**

- If the extension isn't installed or your icon isn't visible, **your participation won't be recorded properly**.
- Keeping it installed and active ensures **everything runs smoothly** without interruptions.
- 🔄 **If you don't see your assigned icon:**
  - Double-check that the **extension is installed and enabled** in your browser settings.
  - If needed, **restart your browser** to refresh the settings.

**This takes just a minute, but it makes a big difference. Thanks for keeping everything on track!**

# Screenwise Web meter (Router) and activity



Screenwise  
**Selectpanel**

Freephone: **0800 015 9920** (Free from UK landlines, mobile costs may vary)  
**helpdesk@screenwiseselect.co.uk**  
[www.screenwiseselect.co.uk](http://www.screenwiseselect.co.uk)

## ◆ Keep Your Web Meter & Devices Properly Connected

- ✓ **Check Your Web Meter Connection**
  - You should have our **shiny new Nokia web meter** by now.
  - It must **always stay connected** to your **internet service provider**.
  - Look for a **Blue/Green light**—this confirms it's working correctly.
- ✓ **Ensure Your Devices Are Connected to the Right Wi-Fi**
  - When browsing at home, **make sure your devices are connected to the Nokia router's Wi-Fi**.

## Why This Matters?

- If the web meter isn't connected or showing the wrong light, your participation won't be logged.
- 🔄 **If you notice an issue:**
  - give us a call and we can troubleshoot together
  - If the light isn't **Blue/Green**, verify that everything is plugged in properly.

⚡ **A quick check keeps everything running perfectly. Thanks for staying connected!**