

What is METRO?

METRO is a content development and data services platform powered by CNET Content Solutions, a CBS Interactive company. METRO's intuitive platform provides the tools, features, and functionalities to a global workforce comprised of countless freelancers—accessible anytime, from anywhere, we make it easy for you to **hop on, work, and get paid** on all approved work.

How do I sign up for METRO?

Visit [METRO](#) and click on the “[GET STARTED](#)” to create your new account. You'll need to provide some basic information, including your full name and a valid email address. Next, agree to METRO's Terms of Use to complete your signup.

I signed up on METRO, but can't remember my password. How can I retrieve/reset my password?

Click [Sign In](#). Once the Sign In pop up box appears, click on [Forgot Password](#). You will be prompted to enter your email address to receive a link and reset your password. If you have trouble with your email address, please [contact support](#).

How much and how often can I work on METRO?

As much and as often as you want! METRO is accessible to you 24/7, 365 days a year. You may hop on METRO anytime, from anywhere, and work at your convenience.

When do I get paid for my work?

Payments are made via PayPal on Monday, Wednesday, and Friday each week, except on holidays listed below. Should a payment date fall on a holiday, payments will be processed on the next scheduled payment date.

The following holidays may impact the payment schedule:

Martin Luther King, Jr. Day
President's Day
Independence Day
Labor Day
Friday after Thanksgiving
Christmas Eve through New Year's Day

*** Christmas Eve through New Year's Day is seven business days. ***

Why do I need to provide my PayPal account?

METRO pays members via PayPal. Providing a verified account allows METRO to verify your identity and make payments directly to your PayPal account.

Why am I getting an error message when trying to update my PayPal account on METRO?

- You may have entered an incorrect email address. Please check and resubmit.
- You provided an unverified PayPal account. Visit [PayPal.com](https://www.paypal.com) to verify.

You may [click here](#) for additional info on how to verify your PayPal account.

How much money can I realistically expect to make on METRO?

That depends on a few factors, including your experience, efficiency, skill level, and time you commit to working on METRO. There is definitely a learning curve for all members, however we find that most earn between \$18-\$25/hour, while higher skilled, experienced members may earn above \$30/hour.

What types of work/projects are made available on METRO?

METRO is your gateway to a variety of projects, including content development, research, and data services.

What types of work/projects will I have access to on METRO?

Great question! As part of the onboarding process, you will need to take one (or more) assessment(s) (i.e. English Comprehension; General Writer, etc.). Assessments are meant to gauge your skill level. You earn a Credential each time you complete and successfully pass an assessment. Each credential unlocks certain projects that match your qualifications, based on your credential(s), level(s), and score(s).

How do I access the assessments on METRO?

Once signed in to METRO, simply click on the Assessment tab. Available assessments will be listed on the page.

What if I fail an assessment test?

If/when METRO allows multiple attempts for an assessment, you will be notified of a waiting period between each attempt. If available, review any feedback provided, review all associated documents (under Support tab) prior to your next attempt. If you disagree with a rejected submission, please [contact support](#).

What is a Credential?

A Credential is earned by successfully passing an assessment (i.e. English Comprehension, General Writer, Editor, etc.). Each project/task has a prerequisite (i.e. Credential and associated Level/Score). To gain access to a specific project/task, you must have earned a credential associated with that project/task (e.g. an English Comprehension Credential gives you access to writing tasks that require English language proficiency).

What do “Level” and “Score” mean and how are they assigned to a specific credential?

Each credential is marked with a specific *Level* and *Score*. These numeric values are assigned based on a number of factors, including your skill level as identified by your completed assessment(s), the number of projects/tasks you complete/submit, and quality of your work as determined by the grades received (i.e. “Approved,” “Rejected”).

What is a Badge?

METRO provides you the opportunity to specialize in certain projects/subject matters by successfully completing certain tasks in a specific category. As you begin working on METRO, you may find that you are highly efficient and skilled at completing writing tasks (i.e. Product Descriptions) related to “Electronics.” Our system analyzes your work history, the average time of completion for tasks in a specific category, etc. METRO's will automatically award a Badge once you have proved to excel in a specific category.

When does METRO award the Member badge?

You are awarded the Member badge upon the completion of your onboarding, which includes:

- Signing up on METRO
- Providing your verified PayPal account
- Completing/Passing assessment
- Completing and submitting your first task

How do I access available work on METRO?

After signing in to METRO, click on the Available Work tab. You will see (Write, Edit, Review, etc.), project/topic types, and associated prerequisite(s) (Credential(s)/Score) required to access each task. Simply click on a desired category, and choose a project/task from the table and proceed.

What is a Task?

A task is one specific unit of work and associated with a specific project.

How will I know if I have the required Credential to work on a specific task?

Each project/topic listed on the Available Work page will include the prerequisite(s) required to access that task. METRO will notify you (via pop up message), should you not have the required credential, level, and or score to access a specific task selected.

Why can't I access some of the projects/tasks listed on the Available Work page?

- You may not have the required prerequisite (credential/level/score).
- You may have previously skipped through the task(s).

If you are unable to identify the issue, please [contact support](#).

Why is my credential score declining?

Your credential score's decline is due to the quality of work submitted and grades received, including "Rejections."

My credential score has dropped, and I can no longer access work. What do I do now?

Please [contact support](#). You will receive a response within 24 hours.

Am I able to increase my credential level and/or score?

Your credential level and score increase through time and contingent on a number of factors, including the number of tasks submitted and grades received.

Ex: The higher number of "Approved" grades will result in an increase of score.

What are the different grades I can receive on my submitted tasks?

This may be specific to the type of project/task. As an example, possible grades for Writing tasks are: "Approved," "Approved with Corrections," and "Rejected."

What happens when my task is Rejected?

For writing tasks, you will have an opportunity to review the feedback provided and edit/resubmit that task.

How long do I have to edit a rejected task?

24 hours from the time your task is graded.

Why was I paid less than the base pay amount for a submission?

Submitted tasks are subject to review by an editor/reviewer. Should the task require extended review/feedback by an editor, a nominal percentage of the original task's base pay is allocated to compensate the editor.

Am I able to see why my work was rejected on METRO?

Yes. Please visit your Dashboard page to access your "Submitted Tasks" section. You will be able to click on a "Rejected" (submitted) task to review any feedback provided by the editor/reviewer.

Why was my submission initially graded as "Approved with Correction," but then rejected by another editor?

Each task is subject to multiple reviews. There is always a possibility that the first reviewer missed a critical mistake on a submitted task, which is then identified by the next reviewer, updating the grade. Please note that there's a learning curve for all members on the platform, and editors are also susceptible to mistakes. We will soon launch a new feature, enabling you to appeal a grade should you disagree with the editor's decision.

What do I do if the product URL provided is invalid?

Per Task instructions, you are encouraged to conduct a Google search for the product and use reputable/trusted sites to access information related to the product. If unable to find any (or enough) info to write about that specific product, you should skip that task and move on to the next product.

What can I do if my task submission is rejected, and I don't agree with the decision or the editor's feedback?

METRO will soon enable an "Appeals" feature, allowing member to appeal grades if they do not agree with the editor's decision/feedback. Members will be notified once the feature becomes available. In the meantime, please feel free to use the Support should you wish to discuss a specific task/grade.

How do I gain access to higher level/pay projects/tasks on METRO?

Your submitted work is continuously analyzed by METRO's algorithm, which considers the number of submitted tasks, grades received, etc. Throughout the process, you will notice your credential score increase (or decrease) based on these factors. In short, you will "level up" by submitting quality work and achieving certain milestones (number of units submitted).

Do I need to pass an assessment to become an editor on METRO?

Yes. An Editor assessment is currently unavailable on METRO. This assessment will be part of a future release. You will be notified once it is available.

How do I set my email and notification preferences?

Once signed up on METRO, you have the option to select how you wish to receive notifications/email. You may make these selections on the Settings page.

I have a question that is not covered in the FAQ. How can I get assistance?

Should you have a question/concern not covered in our FAQ, please feel free to [contact support](#). Please expect a response from a METRO Community manager within 24 hours. Although we make our best attempt to respond to your messages in a timely fashion, please allow additional time during weekends and holidays.

Is there a member community forum for METRO?

We are currently working on developing the Community Forum and will launch it in the near future. Members will be notified when it becomes available.

Aside from the Support contact feature, can I connect with someone on METRO if I have questions or want to provide feedback?

You may request to connect with a METRO Community Manager by submitting a support ticket. Please use the Support feature to submit your request. A Community Manager will contact you directly and may offer time to connect via email, phone, and or Skype chat. We do our best to respond to your requests within 24 hours.

Why can't I find much information about METRO online?

METRO is a newly launched platform. We launched the Beta version in early 2018, with the intention of having our first group of members hop on, work, and provide us with valuable feedback to improve the platform. Marketing the platform has been limited, hence you won't find much info on the platform. We plan on marketing and recruiting many more members once we launch our next release, which will include many new features and functionalities.