

# The Feedback Lab Program Frequently Asked Questions

## General Questions

### **Who can participate in the Feedback Lab Program?**

- Currently we offer this program in the USA for residents 18 years and older.
- You are the owner of the computer you use for this program.
- The automated feedback program is offered to Windows 8.1 (excluding RT), Windows 8 (excluding RT), Windows 7 and Windows 10 customers only.
- The survey feedback program applies to all versions of Windows.

### **Will my personal information be kept private?**

Please see the Feedback Lab Program [Privacy Statement](#).

### **Why does Microsoft need this data? Is this part of an ad campaign?**

This data is not related to or used for advertising or sales. We are looking for information that will help us understand problems you encounter with Windows, Windows Live, and Office, how you have configured your computer and Windows, what hardware you are using, and general information about how you are using Windows, Windows Live, and Microsoft Office products on your computer and your Windows Phone.

### **How do I enroll for the Program?**

The Feedback Lab Program is by invitation only. If you are interested in joining, please send an e-mail to [support@thefeedbacklab.com](mailto:support@thefeedbacklab.com) with the subject "Notify me for future enrollment".

## Survey program FAQ

### **How much work is this?**

You will occasionally be invited to take a survey. If the survey arrives at a time when you are busy, you can skip that one and take the next one instead. You will not receive more than one survey every two weeks on average.

### **How do I opt out of the survey program?**

You can opt out of this program any time by logging into the portal ([www.thefeedbacklab.com](http://www.thefeedbacklab.com)) and update your profile, or e-mail "unsubscribe" to [support@thefeedbacklab.com](mailto:support@thefeedbacklab.com). If you are a member of the automated feedback program, please also uninstall our software.

## Automated feedback program FAQ

### **That's great - I'm all for better software, but will this be a lot of work for me?**

In a word, no. An advantage of this program is that there is really not a lot of work for you to do. When you choose to participate, most of the work is done behind the scenes, with no additional effort, time requirement, or inconvenience to you. Occasionally, we might send you an invitation to participate in a brief survey to get additional information about your use of computers but, in general, you will only hear from us if we make significant changes to our data collection method or if we want to offer another feedback program to you that you might be interested in.

### **What kinds of data will Microsoft collect?**

When you participate in the Feedback Lab Program, three types of data collected from your computer:

#### **1. Windows Customer Experience Improvement Program (CEIP)**

The Windows CEIP is a way for Microsoft to learn how customers are using Windows 8.1, Windows 8, and Windows 7.

If a user participates, a list of statistics is generated from the user's computer at scheduled intervals; that list is later submitted to Microsoft over the Internet when the user's computer is not busy. More information about this program can be found [here](#). Please also review the CEIP disclosure within the [Windows 7](#) and [Windows 8](#) privacy statement.

## **2. Office Customer Experience Improvement Program (CEIP)**

The Office CEIP is a way for Microsoft to learn how customers are using Microsoft Office 2010 or Microsoft Office 2013 products. If a user participates, a list of statistics is generated from the user's computer at scheduled intervals; that list is later submitted to Microsoft over the Internet when the user's computer is not busy. More information about this program and the privacy statement for Office 2010 can be found [here](#). More information about this program and the privacy statement for Office 2013 can be found [here](#).

## **3. Additional data collection**

The following list describes some examples of additional data collection our software performs:

- Windows settings and usage, such as the number of user accounts on the computer and the view settings for Control Panel (that is, if you use the default Category view or the Classic view to display Control Panel).
- Details about your computer hardware, such as processor type and speed (as well as the number of processors), system memory, video memory, and other hardware configuration information.
- File and folder information, such as the number of files and folders located in common places (for example, in Documents).
- Which programs you open (for example, which application you use to read your e-mail).
- Changes you make to your hardware or software.
- Problems you encounter, such as application crashes.
- The information on how customers are using Windows 10.

This type of data collection can provide Microsoft with useful data, such as:

- Top user problems: For example, how often does a computer crash or stop? How often do customers update Windows? How often are problems reported?
- How customers use their computers: For example, how often do customers use their computers? How often do they connect to the Internet? How long do they stay connected?
- How users store files on computers: For example, how much storage space do customers have on their computers? How much storage space is used? Where do customers store their files?

We do not intentionally collect sensitive information, such as the passwords on the user accounts or the contents of any of your personal files.

### **What am I agreeing to do?**

To participate, you will need to agree to allow Microsoft to gather and record information about the use of your home computer on an ongoing basis. By agreeing to voluntarily participate in the Feedback Lab Program, you agree that:

- You will abide by all terms stated and referred to in the Terms of Use and Notices ("Agreement"), including granting Microsoft a license to use your data and feedback.
- You will install software provided to you by Microsoft to facilitate and allow data to be recorded, transmitted, and used by Microsoft.
- You will be invited to participate in occasional online surveys.

### **What will Microsoft provide?**

We will provide to you the software and necessary licensing to accomplish the data collection. Specifically Microsoft will provide you with:

- All software, including documentation, required to gather data regarding your home computer use.
- In consideration of your participation, a license covering the software provided, under the terms and conditions that accompany that software. Please note, except as expressly licensed to you in those Licenses, Microsoft retains all right, title, and interest in and to the Microsoft software provided under the Feedback Lab Program.

### **Does the software impact the performance of my PC?**

We have gone to great lengths to design the Feedback Lab Program software to limit the amount of computer resources it uses to collect data. You may see a minor change in performance when you first log in to Windows; however, this typically only occurs during the first few minutes after login while we are collecting basic configuration information.

### **Can I install the Feedback Lab Program software on more than one Windows computer?**

Yes, the software can be installed on multiple computers and registered using the same e-mail address you provided.

### **What are the system requirements to run the Feedback Lab Program software?**

Your PC needs to run Microsoft Windows 7, Windows 8 (excluding RT), Windows 8.1 (excluding RT) or Windows 10 Technical Preview and have the Microsoft .NET Framework (Version 3.5 or higher) installed. A compatible version of the .NET Framework should already be installed if you are running Windows 7, Windows 8, or Windows 8.1. To download and install the latest release of the .NET Framework, please visit the [Microsoft .Net download page](#).

### **Troubleshooting tips if your PC does not send data (inactive or not registered)**

If your PC is inactive or not registered, please perform the following three steps:

#### **Step 1: Un-register using our feedback tool**

Open the tool and select the option to un-register.

#### **Step 2: Register using feedback tool**

Open the tool and select the option to register.

### **How often will Microsoft collect data?**

How often you will share data depends on how actively you use your computer and how often your computer is connected to the internet. In general, the data is shared once per day.

### **This sounds good, but I'm still concerned. Is this anything like the "spyware" I've heard about?**

No, this is not spyware. You choose to participate in the Feedback Lab Program and you can easily withdraw from the Program at any time with no penalty whatsoever. Microsoft is committed to protecting customers' privacy and any information collected in the program will be kept confidential (see the Feedback Lab Program [Privacy Statement](#)). In addition, unlike spyware applications, we provide a clear way for you to unregister for the Feedback Lab Program software if you choose to withdraw from the Feedback Lab Program.

### **Will I be able to see what data I'm sharing with you?**

The data collection process is optimized to be processed by computers. Therefore, the data is in a format which cannot be easily interpreted by humans.

### **Does my shared data have a unique identifier?**

Yes, we have a unique identifier for your data. This allows us to tell between one customer having an error 100 times and 100 customers having the same error once. Being able to make that distinction is very valuable in prioritizing how we improve our products.

### **If I decide to stop participating, how do I opt out?**

Your participation is entirely voluntary, so you may withdraw from the program at any time, with no consequence. If you decide to withdraw from the program, please log into the portal ([www.thefeedbacklab.com](http://www.thefeedbacklab.com)) and update your profile, or e-mail "unsubscribe" to [support@thefeedbacklab.com](mailto:support@thefeedbacklab.com). You should also un-register using our software.

### **How do I uninstall the software?**

If users on your PC were already enrolled in Customer Experience Improvement Programs (CEIP) for Windows, Office, or Internet Explorer, they will remain enrolled. If users were not enrolled prior to installing our software, de-registering using our software may not remove all users on your computer from those CEIP programs. Please follow these steps to manually remove yourself and all other user accounts on your computer from the CEIP programs:

#### **Microsoft Office 2013 Instructions:**

1. Visit the [Privacy Statement for Microsoft Office 2013](#).
2. Scroll down to the section **Customer Experience Improvement Program**
3. Follow instructions for each Office application you have installed on your PC.

#### **Microsoft Office 2010 Instructions:**

1. Visit the [Privacy Statement for Microsoft Office 2010](#).
2. Scroll down to the section **Customer Experience Improvement Program**
3. Follow instructions for each Office application you have installed on your PC.

#### **Windows 8 Instructions:**

1. Click **Search**, enter **Control Panel**, click **System and Security**, and then click **Action Center**.
2. In the upper left of the next screen, click **Change Action Center settings**.
3. Next, click **Customer Experience Improvement Program settings** under "Related settings."
4. If you would like to stop participating in the program, select "No, I don't want to participate in the program." and then click **Save Changes**.

#### **Windows 7 Instructions:**

1. Click **Start**, click **Control Panel**, click **System and Security**, and then click **Action Center**.
2. In the upper left of the next screen, click **Change Action Center settings**.
3. Next, click **Customer Experience Improvement Program settings** under "Related settings."

If you would like to stop participating in the program, select "No, I don't want to participate in the program." and then click **Save Changes**.