

A&E ACCESS

FAQ's

Q. What is this panel about and who is the panel sponsor?

A. The A&E Access panel is a members-only community made up of loyal fans like you who love to watch A&E. As a panelist we are looking for your input and perspective, on our network's content, advertising partnerships, and more. We are also curious about your outlook and opinions, shopping habits, and your experiences of brands and products.

Participation in community activities are voluntary and you should feel free to participate in those that are of interest to you.

A&E® leads the cultural conversation through high quality, thought-provoking original programming with a unique point of view. Whether it's the network's distinctive brand of award-winning disruptive reality or groundbreaking documentary, A&E® always makes entertainment an art.

Q. What kind of rewards are panelists eligible to receive?

There is a Quarterly Sweepstakes. Each quarter, five winners will receive a \$100 Amazon gift card. To enter, complete at least one A&E Access study per Quarterly Sweepstakes period. You'll receive one entry for each survey you complete. For more information, please refer to the Sweepstakes Rules link located in the footer of the A&E Access panel hub home page <https://www.aetvaccess.com/hub>.

Sometimes, specific surveys will provide the opportunity to enter additional sweepstakes. Those details will be included in the study invitation (e-mail) or within the study itself. Be sure to read the information provided so you are familiar with the terms and procedures for the prize fulfillment.

Q. How will my information be used? Will my personal information be shared?

A. We use your input and perspective to:

- Gain a better understanding of our viewers
- Understand how to improve content on our networks, including our advertising partnerships
- Help our advertiser partners understand viewers' responses and reactions to their partnerships with A&E.

When working with our partners data is shared in an aggregated form.

You can also visit the [Research Panel Agreement](#) for more information on how information may be collected and used.

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

A. If you have been re-directed to the panel 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 panel hub by A&E Access should you wish to check out recent posts, 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 panel. Check your e-mail for this confirmation and follow the steps to complete your entrance into the panel.

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.

Q. I can't remember my password.

A. If you cannot remember your password, simply click on the "Forgot password" button on the panel login page and enter your email address into the required field to have it e-mailed to yourself. If you continue to experience problems you can click on the "Technical Support" [link](#), and ask for assistance.

Q. I can't login, I get an "e-mail does not exist" message when I try to login.

A. 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 panel. If you have completed these steps and still cannot login, try closing the portal page and returning in a few minutes.

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.

Q. Are there any prizes for filling out the survey?

A. Most of the time, filling out a survey will enter you into our A&E Access Quarterly Sweepstakes. Each quarter, five winners will receive a \$100 Amazon gift card. To enter, complete at least one A&E Access study per Quarterly Sweepstakes period. You'll receive one entry for each survey you complete. For more information read the [Sweepstakes Rules](#).

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Q. I was notified that I won a prize, but haven't received it. What should I do?

A. Depending on the sweepstakes rules and nature of the prize, it may take up to a few weeks to finalize legal details and send you your prize. Please refer to the official sweepstakes rules for additional information.

Q. I am not needed to complete this study. Why?

A. Each panel is made up of a number of categories with a specific quota to ensure the panel distribution is accurately represented. Based on the answers that you have submitted, one or more of the categories that you fall into has been filled.

Q. Why didn't I receive the confirmation e-mail?

A. This may be the result of one of two things:

1. 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.
2. You may have entered your email address incorrectly, which would have sent your confirmation to an invalid address. If this has happened, you will need to fill out the questionnaire again. Always type carefully when you respond to survey questions to avoid this happening.

Q. How do I unsubscribe?

A. You may click on any of the "To unsubscribe click here" link found at the bottom of any of our email communications. An unsubscribe confirmation page will launch, please click on the 'unsubscribe' button to confirm.

Q. How do I update my e-mail address?

A. You may change your e-mail address anytime by simply logging into the panel and clicking "change e-mail" under the "User Profile Information" section.

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Q. How do I log back into the A&E Access panel?

A. If you wish to log back into the A&E Access panel, save the login page URL: <https://www.aetvaccess.com> in the favorites tab of your browser or in a place where it is easily retrievable.

When on the login page, you will need your login details: the email* and password that you set most recently (or when signing up as a member).

*Please note that you can check the "Remember Me" box on the login page so that your login email is saved for the next time you wish to sign in to A&E Access.

If you are having trouble remembering your password, you may click "Forgot password?" and login details will be sent to your email address.