

# Upwork Tips & Resources (Updated July 2023)

## UPWORK RESOURCES

- The Upwork website and help resources are currently in English only. There is no Upwork Resource in French for the time being.
  - You can use Google Translate to translate information from English to French
  - Try to change the language setting on the browser being used from English to French
- Search or google Upwork for the most recent information. Things change all the time.
  - Getting Started Upwork video in English - <https://www.youtube.com/watch?v=MoMzJu81GmU>
  - <https://support.upwork.com/hc/en-us/articles/360016252373-Build-Your-Profile-Essential-Items>
  - <https://support.upwork.com/hc/en-us/articles/211067578-Getting-Started>
  - <https://www.upwork.com/resources/how-to-get-started-on-upwork-as-a-freelancer>
  - <https://support.upwork.com/hc/en-us/articles/360016144974-Enhance-Your-Profile>
  - <https://community.upwork.com/t5/Academy/ct-p/Academy>

## TIPS FOR SUCCESS

- Search Upwork for answers (<https://support.upwork.com/hc/en-us>)
- Join the Upwork Community to get answers ([community.upwork.com](https://community.upwork.com))
- Contact Upwork Support if unable to find answer (chat box 'Get Support')

## YOUR PROFILE

- Your profile is one of your most important tools as a freelancer on Upwork
- It's a place for you to show your skills and accomplishments
- Using it to your full advantage may help you stand out to potential clients and boost your chances of winning jobs
- Set your profile to Public
  - Note that Upwork may change a profile to Private if:
    - You're an established freelancer and don't earn money on Upwork for a period of two years or more
    - You're a new freelancer and don't earn money on Upwork within 90 days of your first proposal, or you choose not to submit a proposal within your first 90 days
  - New freelancers have a 90-day grace period to build up a successful stream of work before the profile visibility restriction begins
    - You can still submit proposals even if your profile is private — you just won't appear in search results

- Freelancer Plus membership is never set to private
- You can try to request that your Profile is reset to Public
  - Go to this page: [https://support.upwork.com/hc/en-us/articles/115003975967?request=t\\_private\\_profile](https://support.upwork.com/hc/en-us/articles/115003975967?request=t_private_profile)

## ENGLISH LANGUAGE PROFICIENCY

- Set Your English Proficiency
- Self-assess your skill level.
- It is important to be honest when assessing your language abilities
- Overstating any skills may make it difficult to satisfy your clients and could adversely impact your reputation on Upwork
- Being upfront helps establish trust with potential clients
- If English is not your native language, you can become English-verified on Upwork to let clients know your English proficiency level

## BUILD YOUR PERSONAL BRAND

- Consistency, integrity and social proof can help build your personal brand and profile on Upwork
- Building a brand can take a long time and requires strength and courage
- Think about your brand as a combination of what you do and how you do it

## COMMUNICATING WITH CLIENTS

- Stay on the Upwork platform for ALL communication
- Do not go off platform (violates Upwork policy, you lose payment protection, usually a scam)
- Responsive, professional and regular email communication with client
- Proactive communication, anticipate and communicate any changes to meeting deadline or completing work as contracted
- Communicate progress
- Set realistic deadlines for completion
- Read the assignment carefully to do exactly what is asked

## BE ALERT FOR SCAMS, STAY SAFE

- Report to Upwork ASAP
- When bidding on a job, look at client status; verified payment and client reviews/history
- Keep all communication on Upwork
- Scammers will ask you to pay to get job and go off platform to communicate

## SUBMIT A PROPOSAL (Use your Connects wisely)

- Make sure your profile is up to date and accurately demonstrates your skills and experience
  - After seeing an impressive proposal, clients look at your profile to find more valuable information
  - Know who you are
  - Define your identity, values, goals and priorities
  - Communicate your unique value, strength and talent to your client
- Make sure a match for the type of work you do
  - Read the job description carefully to ensure a match
  - Evaluate your own skills in relation to specific job posted
- Look at the client Upwork profile
  - Is their payment method verified?
  - What do their reviews say about them?
- Read the proposal carefully. What are they looking for? Do you excel at the skills they are looking for?
  - Understand what the job entails before starting a proposal for that project
  - Every client and job are unique
- Write a well-crafted and professional proposal
  - Brief, clean, and concise writing
  - Confirm that you understand the job they are asking you to do
  - A brief straightforward greeting and introduction followed by a concise restatement of the client's core need or problem
  - Write 2-3 sentences, telling the prospective client exactly why you're an excellent fit for the job
  - Highlight how your expertise aligns with the client's project
  - Brief but detailed description of the methods and processes you'll use to approach the project and provide excellent service
  - Personalize your proposal with the name of the client
  - The proposal must be about the client, their problem, and the ways that you can solve their problem
  - A well-written and unique proposal that demonstrates solutions for the client will increase your chances of success
- Edit your proposal for grammar and spelling
- Do not bid too low / too high
- Attach relevant documents that support your proposal for this specific job
- Show them an example of something similar to what you've already done
- Draw attention to past experiences in your portfolio or profile that matches their project needs
- Proposals are a great opportunity to introduce yourself to a potential client and show off some of your skills and experience
- Competition can be challenging, especially for new freelancers just starting out
- Stand out from the competition by writing a well-crafted and professional proposal
- Work hard and build a reputation on Upwork, so that clients come to you.

## INTERVIEW

- Present your best self
- Be on time

## CONTRACT

- Review carefully
- Accept or reject as soon as possible
- Professional communication

## GETTING PAID LINKS / RESOURCES

- YouTube how to get paid - <https://www.youtube.com/watch?v=AYbuX58aLxA>
- Add manual time: <https://support.upwork.com/hc/en-us/articles/211068488-Add-Manual-Time>
- Get paid: <https://support.upwork.com/hc/en-us/categories/360001181014-Get-Paid>
- Hourly: <https://support.upwork.com/hc/en-us/articles/211063668-Get-Paid-for-Hourly-Contracts>
- Fixed Price: <https://support.upwork.com/hc/en-us/articles/211063718-Get-Paid-for-Fixed-Price-Contracts>

## GETTING PAID

- Track your time so you are compensated for your time
- Manual time
  - Track your time accurately and honestly
  - If you have been given permission to enter manual time, be sure to enter on the day and time worked in your Work Diary
    - Select date
    - Select start and end time
    - Add a brief memo describing work
    - Click on submit
    - All time logged in your Work Diary and added as manual time, is automatically invoiced to the weekly.
    - Your Work Diary tracks all your payments
- Upwork auto-tracking
  - Log time with the Upwork Desktop App
- Review all your payment settings
- Hourly contracts
  - Freelancers and agencies include their rate when submitting a proposal to your project. You can further negotiate this rate during the interview process.
- Fixed price contracts

- Freelancers and agencies submit their proposed bid for the entire project and suggest potential milestones. You can further negotiate the price and payment of milestones during the interview process.
- Contact the client if there are missing payments in your Work Diary
- Contact Upwork support with any unresolved questions/issues about payment

## PAYMENT METHOD

- Select how to get paid: <https://support.upwork.com/hc/en-us/articles/211060918-Manage-How-You-Get-Paid>
- Set up Automatic Payment Schedules (optional)
  - If you would like to be paid on a certain schedule without having to request a withdrawal each time, you can set up an automatic payment schedule.
  - First, set up a payment method.
  - Next, choose your payment schedule.
  - Your available balance will be dispersed to your preferred payment method automatically according to your chosen schedule.
- Even after you set up an automatic payment schedule, you can still withdraw your available funds manually at any time.
- Payment schedule feature.
- Earnings are automatically sent to your primary payment method based on the payment schedule you choose.
- You can adjust your automatic withdrawal limit in your Get Paid settings under Edit Schedule.
  - Go to your Upwork Profile > User settings > Get Paid
  - Edit withdrawal schedule
  - Select Preferred withdrawal method from pull-down menu - Quarterly, Monthly, Twice per Month, Weekly
  - Earnings will be released upon your request.
  - Select Minimum withdrawal amount from pulldown menu (minimum is \$100)
- On your withdrawal schedule, we'll only withdraw your payment if your balance is larger than this amount. This may help reduce fees.
- Optional: Set Reserve balance
  - Set aside money each month to use for Connects.
- **IMPORTANT TO KNOW:** Your balance is only withdrawn automatically when it exceeds a specific limit (e.g. \$100 or more) on your scheduled withdrawal date.
- If your available balance never exceeds this limit, you can use the Get Paid Now button to manually withdraw your earnings at any time. It's totally up to you.
- **IMPORTANT TO KNOW:** Balances older than 180 days will be withdrawn automatically, whether they are over your balance limit or not.
- M-Pesa payment option is not currently available in DRC
  - Send a request to Upwork to ask them to offer the M-Pesa payment option (via Feedback link Upwork website)

## PAYMENT FEES - Upwork and payment platform

- Review all bank and payment vendor fees carefully when setting up your payment method

## UPWORK SERVICE FEES

- <https://support.upwork.com/hc/en-us/articles/211062538-Freelancer-Service-Fees>

## WORK HISTORY & REVIEWS

- Reviews are public, most recent review on top
- If you get a bad review, learn from the experience and work to get more positive reviews that will rise to top of your reviews

## BADGES

- ID Verification badge – blue checkmark verifies you are who you say you are
- Profile badges - <https://support.upwork.com/hc/en-us/articles/360056309633-Profile-Badge-Display>
  - Rising Talent - When you are new to Upwork, the Rising Talent badge will let clients know you are among the best new freelancers in the Upwork marketplace.
  - Top Rated - You can earn a Top Rated badge if you have built a strong reputation on Upwork by getting positive feedback from your clients, time after time. If you become Top Rated, you will represent the top 10% of talent on Upwork.
  - Top Rated Plus - To earn a Top Rated Plus badge, you must display proven success on large or long-term contracts. You will have built a strong reputation on Upwork by getting positive feedback time after time, including work on high-value contracts
- Availability badge – must pay with connects
  - We do not recommend paying Connects for new freelancers just starting out
  - Best for freelancers who have established themselves and get more invitations than they have time for
  - The weekly price of the badge may fluctuate
  - <https://support.upwork.com/hc/en-us/articles/4403673074707>

## CONNECTS

- Helps reduce spamming
- Establishing an excellent profile, spending connects wisely, and bidding selectively can win jobs
- Good reviews can get freelancers on the road to building up connects over time
- Connects are an investment toward your freelance business
- <https://support.upwork.com/hc/en-us/articles/211062898-Understanding-and-Using-Connects>

There are three ways to get Connects on Upwork.

- No Connects are needed
  - When a client invites you to bid
  - When a client sends you an offer
  - When a client purchases your Project Catalog project
- Monthly FREE Connects
  - Each month, freelancers receive free Connects to help reach out to more clients.
  - Freelancer Basic accounts receive 10 free Connects each month, and Freelancer Plus accounts receive 70 Connects each month (including 10 FREE!).
  - Freelancer Plus plan for \$14.99 USD a month
- Buy Connects
  - Connects cost \$0.15 (USD) each and are sold in bundles or a custom amount of your choice.
- Earn Connects
  - To help freelancers succeed on Upwork
  - Reward free Connects. While we can't share all the details of when Connects are given out (we don't want dishonest people to "game" the system), here's what we can share:
    - You'll receive 40 free Connects when you register for Upwork for the first time
    - You'll receive 30 free Connects if you earn a Rising Talent badge
    - You'll receive free Connects (the number can vary) when you win an interview with an established client on Upwork. (To prevent gaming, we aren't sharing all the details of what we consider "established." In general, it's a client who has hired and spent on Upwork in the past.)
    - You'll get a one-time Connects bonus if you complete an Upwork Skill Certification

#### AFRICAMUPYA.COM RESOURCES

- <https://africamupya.com/blog/>

#### COURSERA

- Duolingo has free English classes
- Some free courses by respected academic institutions
- Certificate courses generally have a fee
- Some courses have subtitles in other languages
- 100% online, flexible deadlines, has videos, readings and quizzes
- Example: <https://www.coursera.org/learn/business> (lists French subtitles as option)
  - Welcome to English for Business and Entrepreneurship, a course created by the University of Pennsylvania, and funded by the U.S. Department of State Bureau of Educational and Cultural Affairs, Office of English Language Programs.
  - To enroll in this course for free, click on "Enroll now" and then select "Full Course. No certificate."

## ENGLISH PROFICIENCY EXAMS / TESTS

- Certifications that you can add to verify your English level: Duolingo Proficiency Exam in English
- You can get English verified as Native/Bilingual by taking the English Certification test by Duolingo.
- You can take the test on Duolingo and add it to your profile by clicking Share Certificate > Upwork.
- To get certified there is a certificate that costs \$49 <https://www.coursera.org/articles/duolingo-english-test>
- Test online anytime, anywhere
  - Finish in 1 hour and get results in 2 days
  - The Duolingo English Test costs \$49 plus applicable taxes at the time of writing, and you can send your scores to up to 40 institutions for no extra cost.
- Practice the test for free