

# Upwork Tips & Resources May 2023

## UPWORK RESOURCES

- 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.

## ENGLISH LANGUAGE PROFICIENCY

- Set Your English Proficiency
- You should self-assess your skill level; however, it's 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 also 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.

#### COMMUNICATION 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 PROPOSAL

- Make sure a match for the type of work you do
- Edit your proposal for grammar and spelling
- Do not bid too low / too high

#### 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>

## 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

## CONNECTS

- Helps reduce spamming
- Establishing an excellent profile, spending connects wisely, and bidding selectively can win jobs and good reviews and can get freelancers on the road to building up connects over time.
- <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!).
- 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

- Has 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

Duolingo has free English classes

To get certified there is a certificate that costs \$49

<https://www.coursera.org/articles/duolingo-english-test>

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 new English Certification test by Duolingo. You can take the test on Duolingo and add it to your profile by clicking Share Certificate > Upwork.

Practice for free

1-hour English proficiency exam

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.