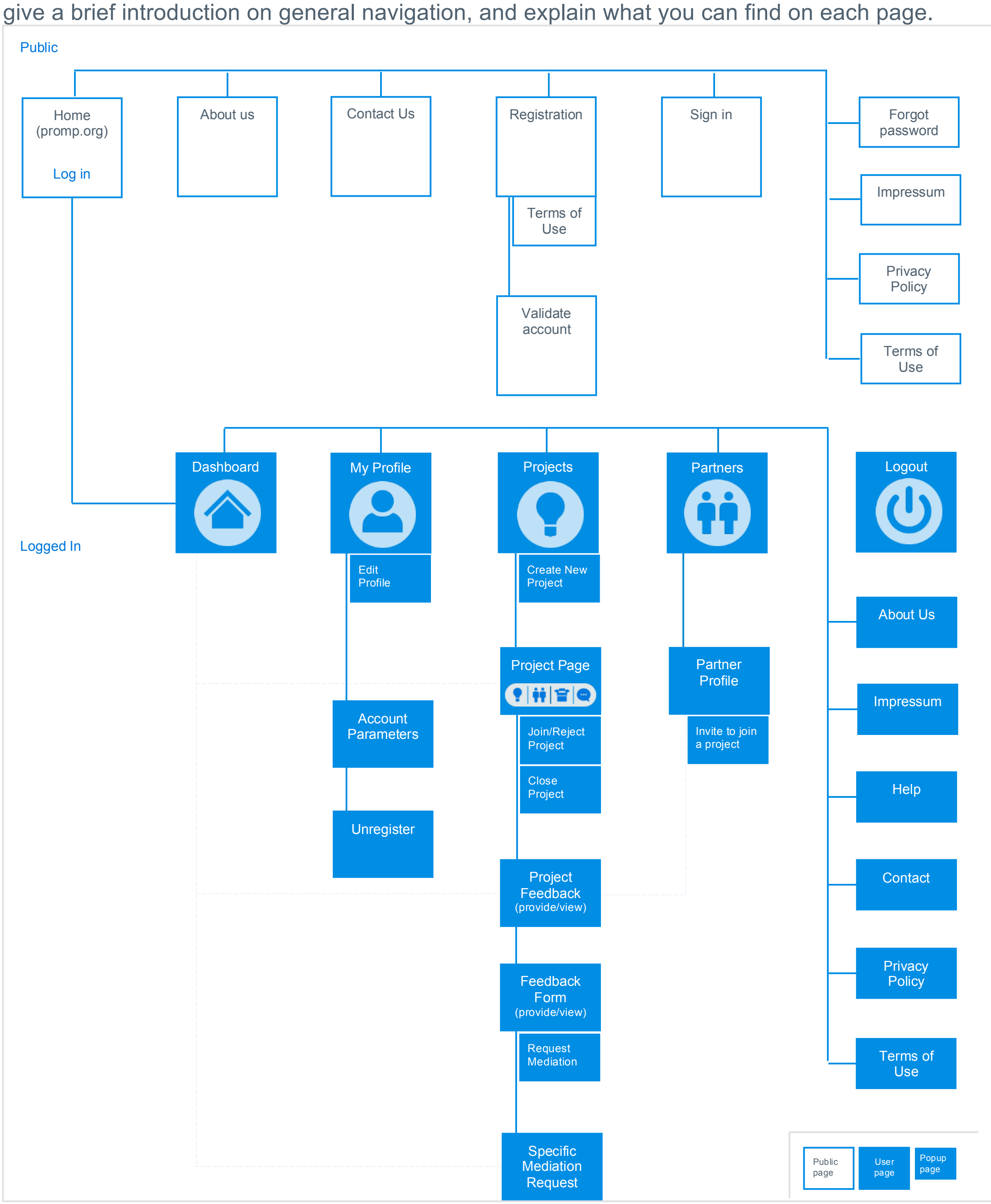
User Guide

A quick guide how to navigate and use the Promp.org platform

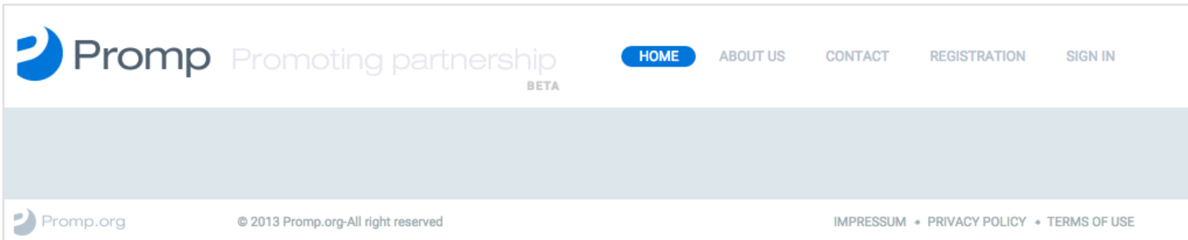
Navigation

Finding your way around promp.org

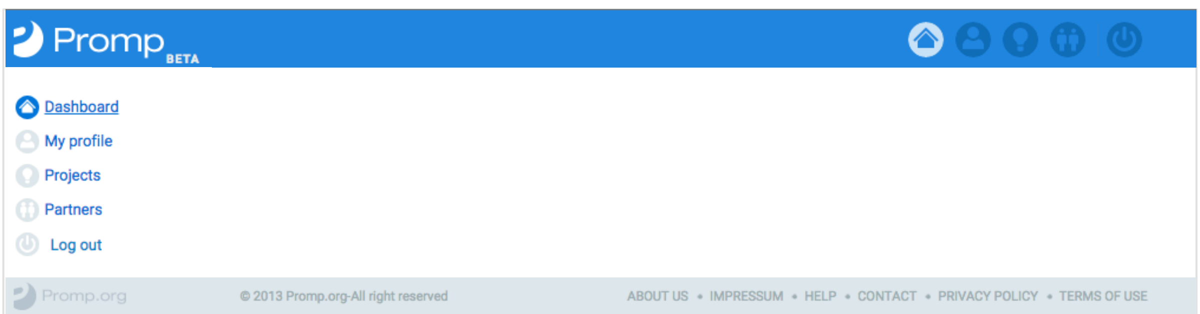
We kept the site as simple as possible, reducing it to a minimum to keep it intuitive to use. It has 9 simple external pages (pages accessible to anyone before logging in) and 19 internal pages (visible only when you are logged in), 5 of which are the same internal and external. The following guide will give a brief introduction on general navigation, and explain what you can find on each page.



To find everything easily and quickly, the site uses a simple navigation structure. For external pages, the logo (Promp - for the time with BETA) in the top left will always bring you back to the 'Home' page. You can find the navigation to other main pages in the top right (Home, About Us, Contact, Registration, Sign in). It will indicate on which page you are on by highlighting the background in blue. At the bottom you will find additional pages (Impressum, Privacy Policy, Terms of Use).



Once you have logged in, the design changes but the basic navigation remains very similar. Click on the logo ( ) on the top left in any of the pages to bring you to the Dashboard. Use the navigation icons in the top right (it shows the destination page name when you hover with the mouse over them) to go to the four main pages Dashboard ( ), Profile ( ), Project ( ), Partner ( ), or to log out ( ) which will bring you back to the external pages). The icon of the page you are on will be highlighted by showing in white. Alternatively, to get to the same pages, you can use the menu to the left under your feedback rating (somewhat on the middle of the page, depending on length of page). When you click on your user name or picture it will always bring you to your profile ('My Profile') page. At the bottom right you will find links to additional pages such as About Us, Impressum, Help, Contact, Privacy Policy, and Terms of Use).



Navigation within the pages is typically done via hyperlinks (you will see them react or highlighted when you hover over them with a mouse), or clearly visible buttons in blue or grey (e.g. VIEW PROJECT, INVITE TO JOIN A PROJECT). In-page navigation options will be explained in detail in the discussion of the respective section.

Note: The design is responsive to the screen size so when you navigate on your smartphone or tablet it may appear slightly different than shown in this guide. The structure and intuition hold just the same.

Registration

Register and get started

Registration is quick and simple. We tried to minimize the amount of information needed, while offering the flexibility to create more elaborate profiles. Follow the steps below.

Register

Go to the registration page (follow the link in the top right corner). Register. For the time being only students from accredited institutions can register. Create a user name (please note you will not be able to change it later, so chose carefully), enter some basic data on your identity: name, date of birth (only those older than 18 can register), etc. Name, data of birth and nationality are for internal use only to make sure you are who you claim and do not try to register several times.

Activate account

Once you have submitted your registration, we will send you an email to the emails address you registered with, which includes a link you need to press to activate your account. Now you can log in to the site.

Log in

When you activate your account it opens a website where you can log in. if you come back later, simply go to the main page and log in. See below on how to create your profile.

If you forgot your password or would like to change it, or if you would like to unregister, see how-to below.

Forgot password

If you forgot your password, please follow the link under the log in box on the external home page. It will ask you for your registered email and send a temporary password to log in. you can then change the password.

Change password

If you want to change your password, please go to your profile page 'my profile' and at the bottom press the ACCOUNT PARAMETERS button. Click it and it will open a popup window. Here you can change your password. Once you changed it you will need the new one to log in again.

Unregister

Should you—for whatever reason—at any time wish to unregister from the project, go to your profile and at the bottom you will find the ACCOUNT PARAMETERS button. It will open a new page where you need to verify that you would like to unregister. Once you have unregistered you will not be able to register again. To re-register you will have to contact us. You cannot reactivate your account yourself. **Please note: unregistering triggers a closing of all your active projects and withdrawal of all partnership requests**. Your profile will remain accessible to all your partners until all feedbacks are completed (30 days). Once you unregister your profile will no longer be visible to participants. After 60 days of unregistering your profile data that you entered on your profile page (not your feedback data) will be deleted. Should you wish to reregister after this you will have to populate your profile anew. Please use the contact us page to request to reactivate your account.

Dashboard

The most important in one place

When you log in it opens the dashboard ( ). The first time you log in there will be nothing there yet. But this is where you will find in one page all recent developments of your projects, requests for partnership, pending feedback, etc. It has three categories:

Recent activity In the first section you will find the most recent activities in your project or by your partners. Which project has close, which has joined a project, etc. By default it only displays the most recent events. To see earlier news, press on the VIEW MORE button under the initial list. In the news, you can click on the ***user name*** to bring you to his/her user profile or the **project name** to bring you to the respective project page.

Partnership requests In this section all pending request to you to join a project are listed. If you accept or decline a request, or if the request is withdrawn, they will no longer show. Click on the **user name** who is requesting you to join a project to bring you to this/her profile page. Click on the VIEW PROJECT button or the ***project name*** to bring you to the project page to see who else is a partner etc.

Feedback requests In this section you will find all pending feedback requests. When a project is closed it triggers a feedback mechanism. You will have 30 days to provide or change your feedback to a project. So long as you can provide feedback, it will be displayed here. Click on the **project name** to bring you to the project page. Click on the ***user name*** of the one who closed the project to bring you to the user profile. When you click on the PROVIDE FEEDBACK button it will bring you to the feedback page of the project. Here you can provide overall feedback on the project and feedback on each of the partners (click on the FEEDBACK button under each of the partners profile picture to bring you to the feedback form.

Mediation requests In this section you will find all pending mediation requests that you made. You can access the ongoing processes here by clicking on REQUEST MEDIATION. Note: Mediation requests by other team members will not show here. You will be notified by email and you can access them via the recent activities notification and comment on them.

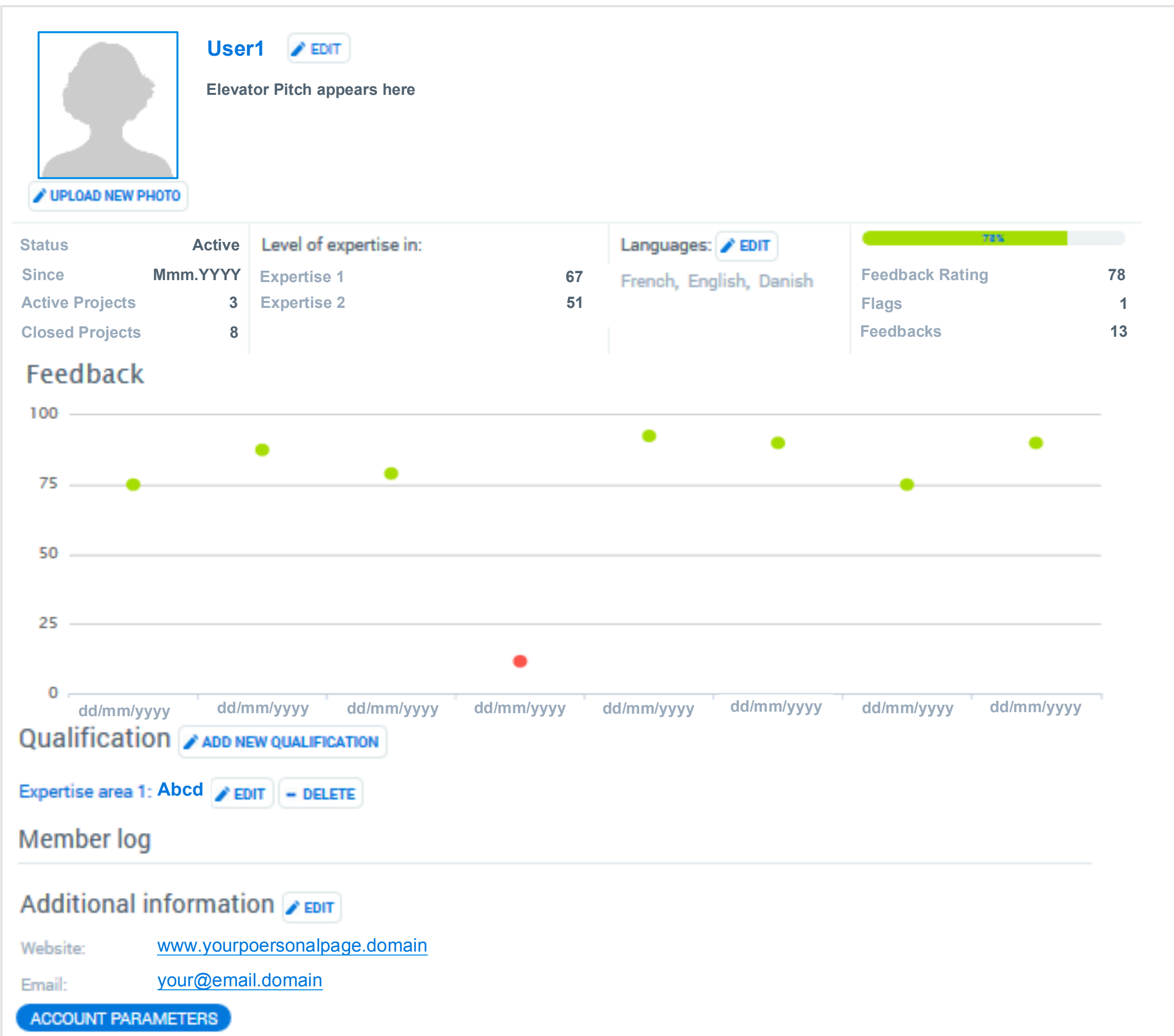
This page will always be the one that opens when you log in. You can always come back to it by clicking on the Promp logo in the top or bottom left (Promp), on the first of the four icons in the top right ( ), or on the dashboard menu in the left navigation pane (Dashboard).

Profile

Create an appealing and honest profile

To be an appealing partner to others you will need a strong profile, showing your strength, where you can be helpful to others in realizing an idea. If you yourself have an idea your profile may be less important but to attract a partner you need some solid information. If you would like to be a partner to someone else you need to be appealing. Don't overdo it. Part of the feedback will be on assessing your claim of expertise. The higher the disconnect between what you claim and what you actually how good you actually are the worse feedback will be. The profile you see of yourself is the same others will see of you. It is the same structure of what you will see of any other participants profile also. The only difference, you can edit yours.

To get to the profile page ( ) either click on your **user name** in the top left, on the second icon in the top right , which reads my profile when you move the mouse over it, or click on the link in the left menu My profile. In the following see all the elements of the profile in detail, what you can find where, and what and how you can edit.



Profile Photo On the top you will find the space to put in a photo –of you preferably, or of anything you think best reflects you. This picture will accompany your profile. You will always see it when you are logged in in the top left corner. You can always click on it to bring you to the profile page. It will also show as part of your profile snapshot in the partner search results and on project pages you are part of. To upload or edit the picture press the UPLOAD NEW PHOTO button. It will open a ‘File upload’ window that lets you browse through your files on your computer to select a location of a photo you would like to upload. Press open or double click picture file to upload, or cancel to return to profile page. Please note: the system accepts .jpg, .gif, .png.

Elevator Pitch The elevator pitch is a short paragraph that you believe best captures your abilities you have to offer as a partner. It should be short and snappy to attract interest in your full profile. It can be up to 400 characters long, including spaces. When you press the EDIT button next to your user name on top of the profile it will open a popup window. Here you can enter the elevator pitch. To return to the profile page, press the SAVE button to return after saving, or press CANCEL or the button on the top right of the popup box to return without changing any further change.

Status The status of your participation in the project is displayed automatically together with the date you joined. If you un-register, your status will turn ‘inactive’ (see above under Registration). The status will also show the number of active projects you are working on to provide a sense of how busy you are and how many things you plan to do at the same time. It also displays automatically the number of closed projects to provide a sense of experience—good or bad—with innovation projects.

Level of expertise in: The level of expertise is displayed automatically. It draws from data you enter under the Qualification section (see below).

Languages Here your proficiency in working in a language is displayed. Please only select languages you are sufficiently proficient in to implement an innovation project in. To add or edit the languages, click on the EDIT button. It will open a pupup window. To add a language select the language from the dropdown menu. Once you have selected a language press the ADD button at the bottom of the popup window. The language will now appear in the list of languages. If you wish to remove a language, simply press the - DELETE button next to the language. The langue will disappear from the list. To close the popup window and return to the profile page, press CANCEL at the bottom of the popup window or the button at the top right.

Feedback rating Next to the languages on the right you will find the feedback rating. This data is generated automatically drawing on the feedback provided so far. By default, if you do not yet have any feedback received it will show 75 out of 100 (i.e. quite good). The bar is colour coded. If your feedback level is 75 or above it will be green, yellow when in-between 50 and 75, and red under 50. Underneath you will see the number of flags received during feedback—a sign of warning, and the number of feedbacks provided on you so far that have been taken into account in your feedback profile.

Feedback chart The Feedback chart is a quick and easy way to get an overview of the feedback you have received so far. Each dot provides the feedback you received for a particular project. They are sorted by data, oldest to the left, newest to the right. The colour and vertical position of the dot is determined by the feedback received (green 75 and over, yellow 50 to75, and red below 50)

Qualification This is where you can state your expertise you can offer to others to contribute to innovation projects. This is just as important to those that wish to be found and chosen as a partner, as those with an idea looking for a partner. You should try to show what you can do and how you will be able to contribute. What are you an expert in? Please note you can only enter three qualifications. Keep them as targeted as possible to help others find you for a specific task. Use whatever keywords you think others may be searching for.
Click on the ADD NEW QUALIFICATION button to enter a qualification. It will open a pupup window. Provide a short label of your expertise, something that best reflects your area of expertise. This is limited to 25 characters. It will show in your profile snapshot in the partner search results. Indicate your level of expertise, between 1 (very little to no expertise) to 100 (leading expert, able to work on any degree of complexity in your field). And indicate your years of experience in this area of expertise. Please be honest. Your partners will be asked to provide feedback on your degree of qualification. The higher the mismatch between what you claim and they are saying will drive your feedback. In the description field you can elaborate on your expertise. Here you have more space (between 5 and 1000 characters). Try to use specific keywords others may be looking for in your area so they can find you when using the search partner keyword search.
When you are done, press the SAVE button to save the qualification and return to profile, or press CANCEL at the bottom of the popup window or the button at the top right to return without saving. To edit a stored qualification press EDIT. To delete press the DELETE button next to the qualification title.

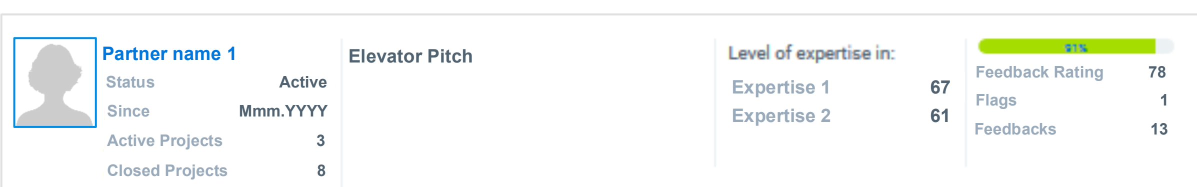
Member log The member log is generated automatically displaying all your logged activity (when you were invited to join which project, when you joined, when a project closed, etc.).

Additional information In this section you have plenty of space (up to 5000 characters) to elaborate on your qualification, what you are looking for, who you are, and the possibility to link to an external page where anyone interested could find additional information (a project you successfully realized, your own webpage, a social media profile, etc.).
See the EDIT button to open the popup window to enter your information. Press SAVE to save the changes, or press CANCEL at the bottom of the popup window or the button at the top right to return without saving.

Email: At the bottom of the page your email is displayed for anyone registered to get in contact with you. This is the email you registered with. You cannot change it.

Account Parameters At the very bottom of the page you will find a button called ACCOUNT PARAMETERS. Here you can change some parameters governing your account, such as notifications. Here you can also change your password or unregister (see section above on registration).

Based on your profile, a shorter snapshot of your profile is generated that includes only the most important elements of your profile to give a quick overview. The profile snapshot will surface in the partners search and on the project pages.

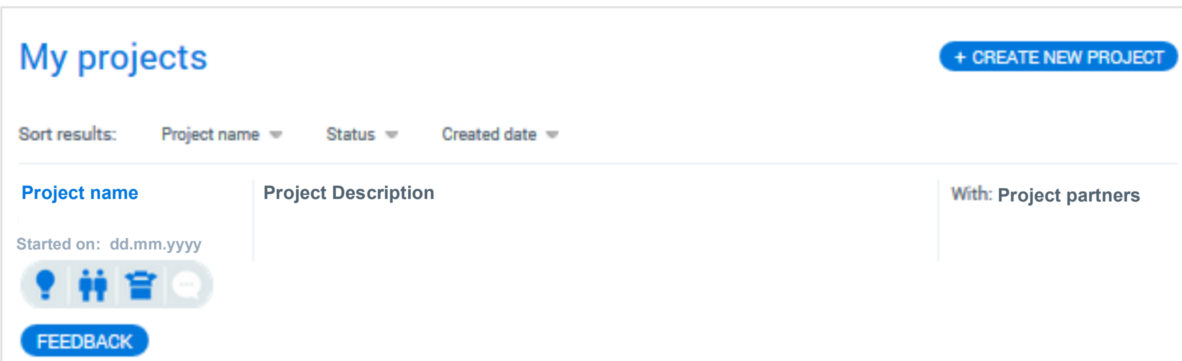


Projects

Turning an idea into an innovation

We have produced a separate project guide that lays out in eight detailed steps how best to realize your idea, walking you through the different steps from inception to hopefully successful implementation—with or without a partner (you can access the Project Guide on any project page and under the help page). The following will simply discuss the navigation how to set up, join, close, and provide feedback on a project.

The 'Projects' page ( ) lists all projects you are or have participated in—your own, and all those you have joined. Use the sorting option ion the top to sort project list by name, status, and date when the project was started. To get to a specific project page, simply press on the Project name. To go to a partner profile, click on the project partner name. If the project is closed and requires feedback, for those project a FEEDBACK button will be displayed under the project status symbol, that when you click on it, will bring you to the feedback form for the project. To create a new project use the + CREATE NEW PROJECT button at the top right of the page (see details below).



The symbol underneath each project name and start date shows the status of the project to help you navigate quickly through the list. They are also displayed on the project page. It distinguished four stages (see Project Guide for details). These change automatically as the project progresses.

When you start a project it will display a first stage: idea. The little light bulb symbol will be blued instead of white. Next step will be to find a partner

When a partner joins the project, the little partner symbol will turn blue. Next step will be the implementation phase, realizing the project together.

When you close a project the implementation symbol, a little box, will turn blue. If you did not have a partner, both partner and implementation will turn blue at once. Next you should provide feedback on the project.

Once feedback is provided and the project is locked (after 30 days after closing the project), all four symbols will be blue.

You can either start a project yourself or join someone else's innovation project. See the steps below, first on how to create a project and invite a partner, and second, how to join someone else's project, and then how to close a project, provide feedback, and request a mediation if needed.

Starting your own innovation project

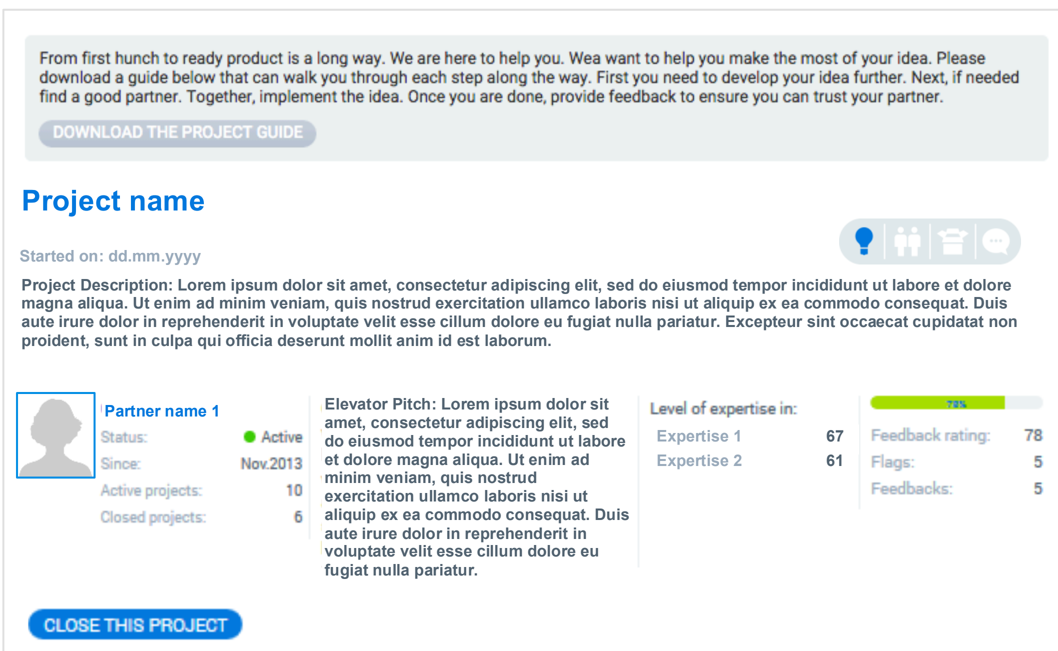
If you have a great idea you would like to realize, and are looking for a partner, follow the simple steps below to set up a project, find a partner, and provide feedback at the end:

Create new project

It is easy to create a project space. Go to the 'Projects' page ( ) and in the top right corner you will find a button called + CREATE NEW PROJECT. It will open a popup window where you can give it a short project name (max 50 characters) and a basic description (up to 1000 characters). Don't share your idea. This is more to set up a project space. It should remind you of the idea, but don't share the actual idea here. When you are done, press the SAVE button to create the new project and return to profile, or press CANCEL at the bottom of the popup window or the button at the top right to return without saving.

Project Page

Now that you have created a project it will appear in your list of projects. When you click on the project name it will bring you to the specific project page where you will find a guidance document on how to realize an idea (DOWNLOAD THE PROJECT GUIDE), a step to step guide from inception to completion), you will see your partners, and where you can close the project when you are done (CLOSE THIS PROJECT)



Find Partner

Go to the 'Partners' page ( ). Here you will find all available partners (see next section on how to best search for a partner).

Invite partner to join project

Please see the project guide for more guidance on how to approach a partner and what you should consider. Once you are sure, and you have decided on a potential partner and want to ask him/her to join your project, then on the top right corner of active profile pages you will find the INVITE TO JOIN A PROJECT button. When you press it a popup window opens where you can select any of your active projects and write a short message (up to 1000 characters) to send to this potential partner. When you are done, press the SEND INVITATION button and return to his/her profile, or press CANCEL at the bottom of the popup window or the button to return without sending the invitation.

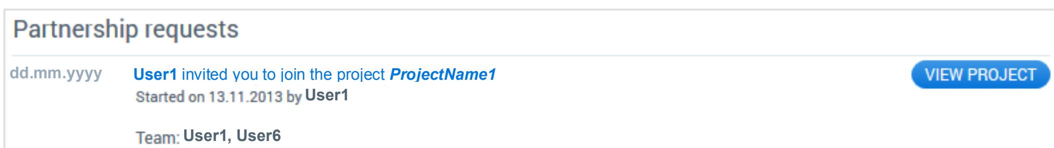
The partner has to accept or reject the invitation to the project. A request to join the project will appear on his/her dashboard when he/she logs in, and—if not disabled—an email will be sent to him/her notifying him/her on the invitation to join your project. Please: do not share your idea before your partner has pressed the accept button. If you share before your partner accepts to work with you on the project, the feedback mechanism does not apply. You will not have the chance to provide feedback when the project closes.

Join someone else’s innovation project

If you are an expert, looking for an idea, you need an appealing profile to be found. Once someone identifies you as a prospective partner they will contact you. At some point you agree that it would be a good idea to cooperate. The following will walk you through the steps:

Accept a project invitation

When someone invites you to join a project, you will be notified. If you did not turn of the notification, an email will be sent to you registered email. And on your dashboard page a project request will appear. Click on the VIEW PROJECT to bring you to the project page.



On the project page you can see a short description of the project, and the partners who have so far joined. Please note that before accepting a project you should first discuss with the partner that invited you about availability, expectations, etc. Please see the Project guide for more details of how you should contact and be contacted as a potential partner (you can find a DOWNLOAD THE PROJECT GUIDE button on top of the project page to download the user guide in a new tab).

Once you agree to cooperate, press the Join button on top of the project page you wish to join. Otherwise press reject.

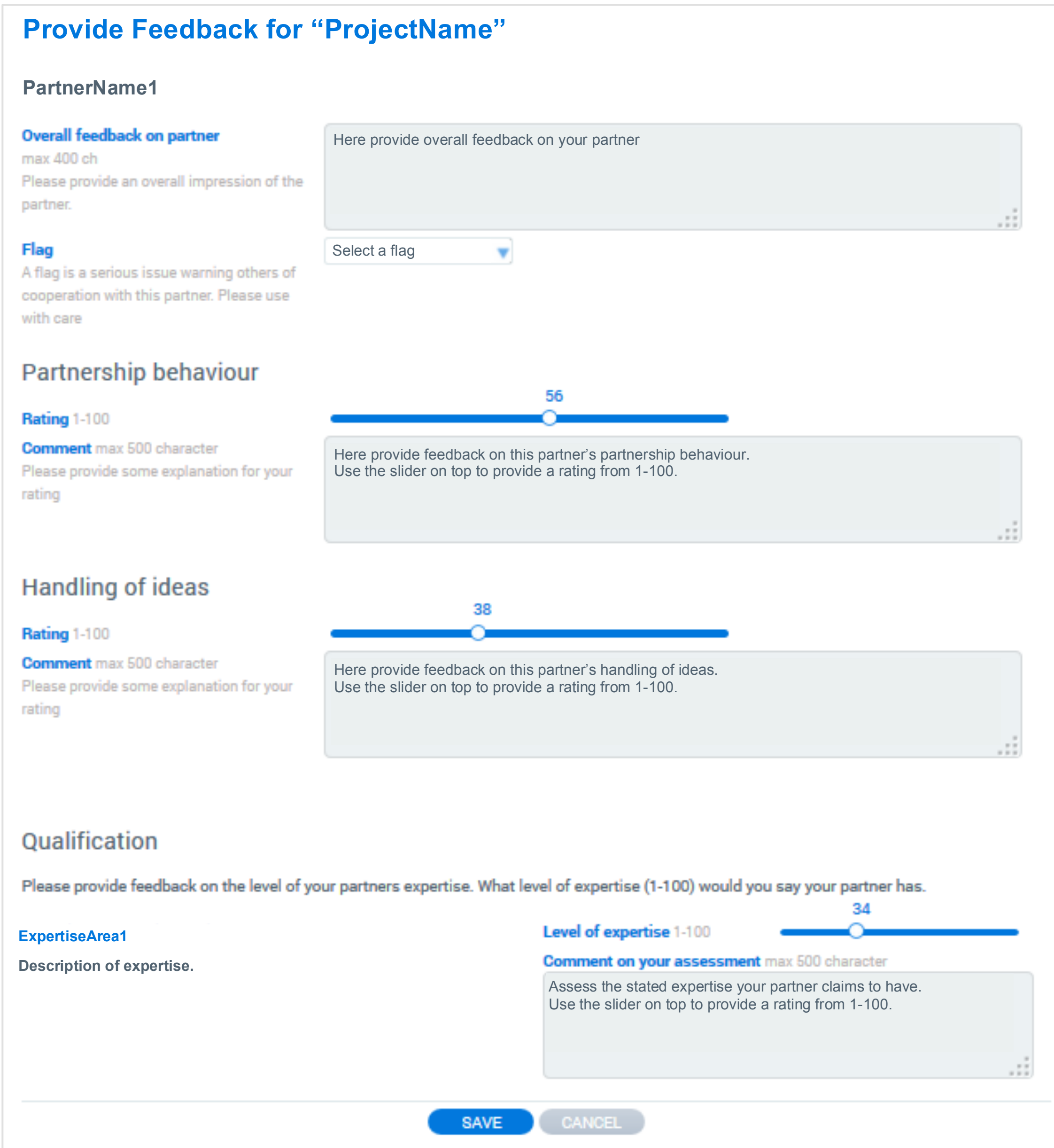
Close a project

At any time, you or any of any of your partners in that project can close it. At the bottom of the project page you will find a CLOSE THIS PROJECT button. It opens a popup window where you can write a message that will be sent to all partners. Be sure you really want to close the project! Once the project is closed it will be closed for all partners and trigger the request for feedback. You cannot reopen the project. To close the project, press the CLOSE button and return to profile, or press CANCEL at the bottom of the popup window or the button at the top right to return without closing. Note, if you or any of your partners unregisters from the platform, all active projects this person is involved in will automatically be closed.

Provide feedback

Once the project is closed it triggers a feedback mechanism. All partners have 30 days to provide feedback on the project. Partners will be notified. A feedback request will appear (i) on your dashboard, (ii) a feedback button will appear under the respective project in the project list, and (iii) a feedback form button will show on the respective project page. When you click on the FEEDBACK button on either of these pages, it will bring you to the project feedback page.

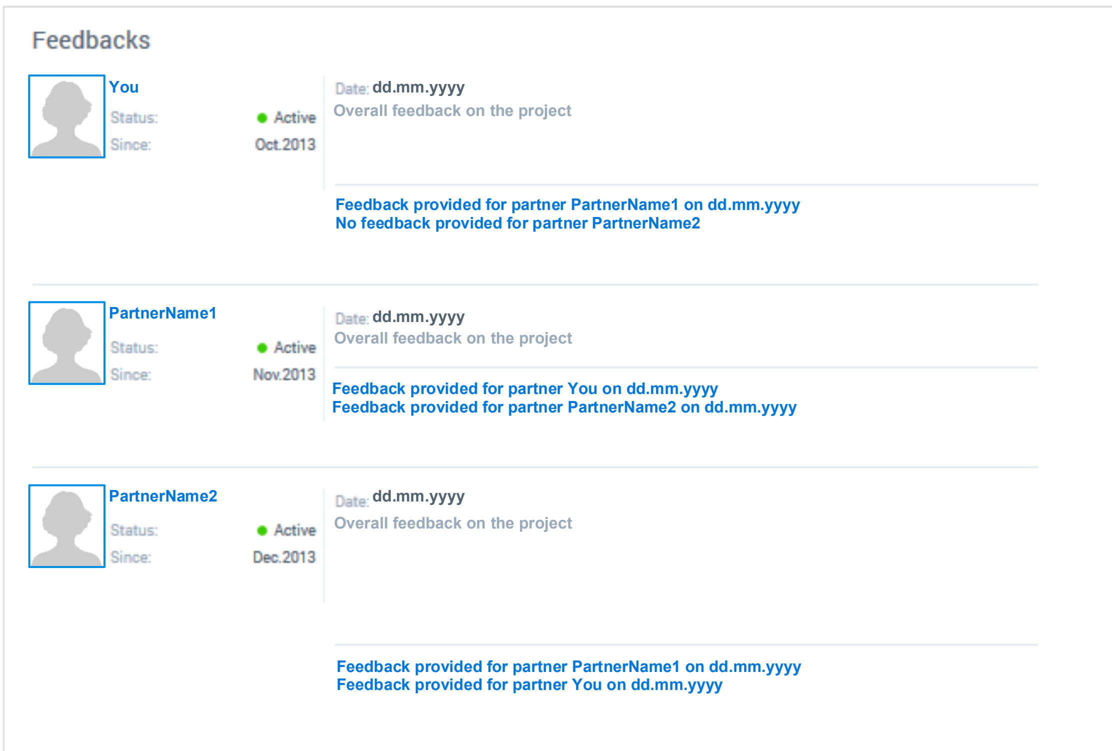
On the feedback page you can provide feedback on the overall impression of how the project went. Use the SAVE or CANCEL button to complete. Below each of the partners you will find again a FEEDBACK button. It will bring you to the individual feedback from.



Please fill in the feedback from as to the best of your knowledge. Be fair. Please also see the Code of conduct of what that means when it comes to ideas. You can find the code of conduct in the comments box on top of the page. Press DOWNLOAD THE CODE OF CONDUCT to open a new tab to view or download the code of conduct. Press SAVE when you complete or want to save the feedback provided so far, or press CANCEL to return without saving. You can go back and change or complete the feedback within the 30 days period after the project was closed. Afterwards it will be locked. During the feedback phase you cannot see anyone else's feedback. It will only show once the feedback period is completed.

If you fail to provide feedback on a partner within the 30 days (i.e. if you never save a feedback – not if you save an incomplete feedback. please make sure it is complete), by default the feedback will be rated as 75/100. i.e. a 'good' score to be taken into consideration when calculating the overall score. In the project feedback it will read: "No feedback provided on Partner"

When you go to the project page of a locked project the completed feedback will show at the bottom of the page (see below). You can access each individual project feedback form.

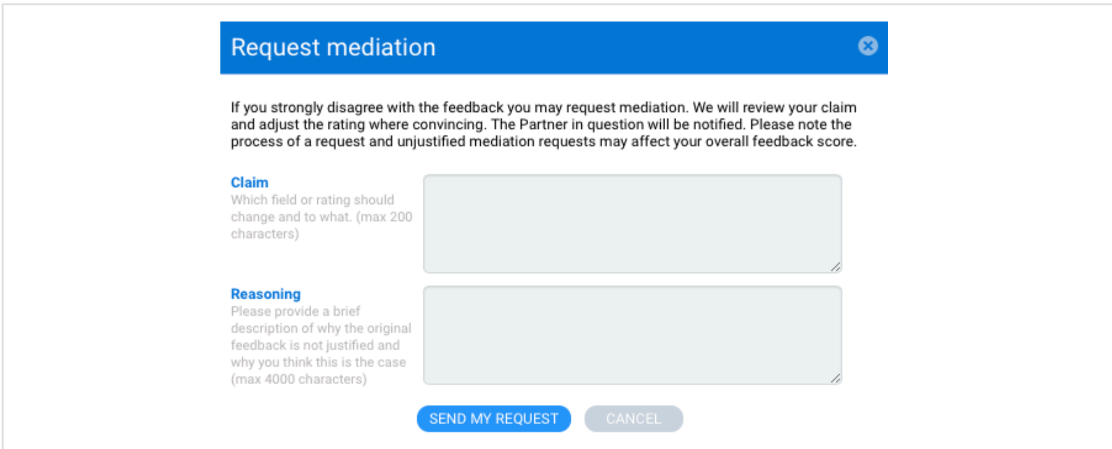


Once the feedback is locked it will also feed into your and your partners overall feedback score and appear on each partners profile and in the feedback chart—to be accessed and viewed by any other potential partner.

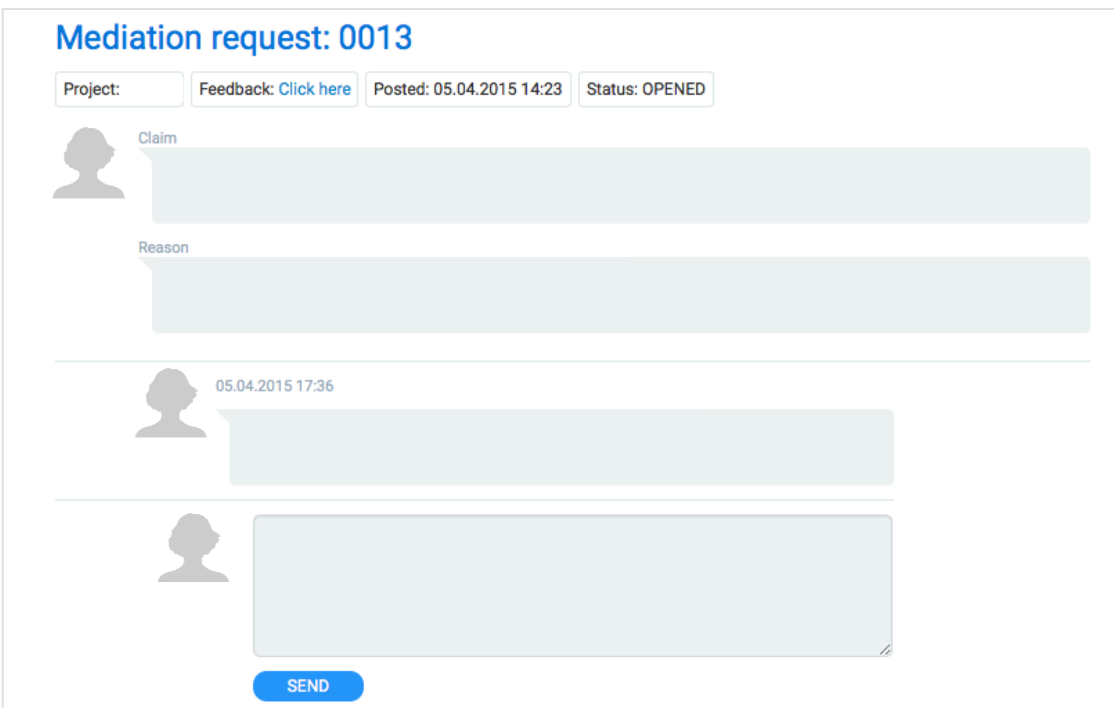
Request mediation

Once the feedback is locked, and you think it utterly unfair you are free to request mediation. Any user can request mediation on any feedback he received or provided. Note however, this is only possible once! You cannot request a second time once the mediation process is completed. Use with care.

When you are on the individual feedback page where you see the feedback received by you from a partner, or the feedback you provided to a partner, use the button REQUEST MEDIATION at the bottom to launch a feedback request. A popup window will open where you are asked to (i) succinctly state your claim (max 200 characters) and (ii) provide a more detailed reasoning (max 4000 characters). Once completed press the SEND MY REQUEST button to initiate the mediation process, or click or CANCEL to return to the feedback page.



Once you have submitted your mediation request a case will be created and sent to the administrators/mediators to consider and take action at their discretion. At the same time an email is sent to the one who wrote the feedback and/or the one who the feedback is on. All team members can see the mediation request under their recent activity log and access the mediation request and may provide comments throughout the process.



The administrator/mediator will gather information as needed and take appropriate action ranging from no changes, to substantial changes of the rating, or in severe cases even deactivation of an account if abuse is apparent.

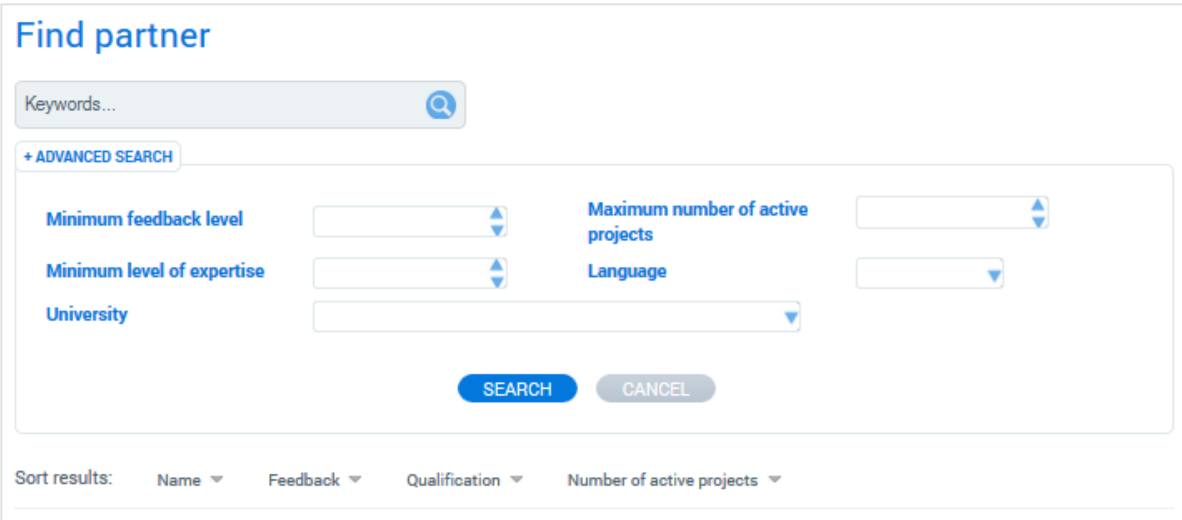
While the mediation request is active you will see the status on the Dashboard under mediation requests. The one requesting the mediation and the partner concerned will be notified when the mediation is closed and the new mediation will be posted instead (if changed) of the previous one.

Note: Requesting mediation may affect your overall rating and discourage partnership as it will be visible to others as part of your profile that you requested mediation (possibly indicating problems). Also, again, you may request mediation only once. Be sure it is really needed and worth it.

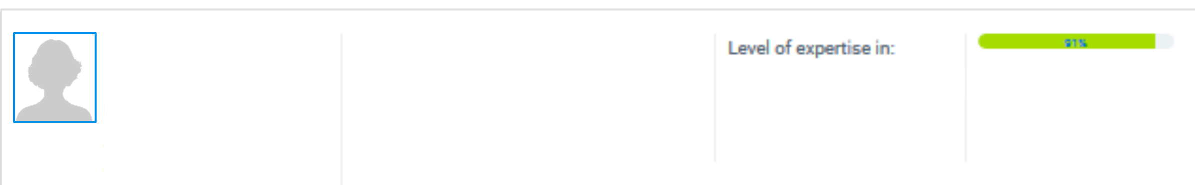
Partners

Find a great partner to realize your ide with you

On the ‘Partners’ () page you will find all available partners. Use the search field to search through participants profiles for a certain keyword. You can use the advanced search button (+ ADVANCED SEARCH) to show more search options to filter the results. Use the sorting option on top of the results to sort results by name of the partner, current feedback level,

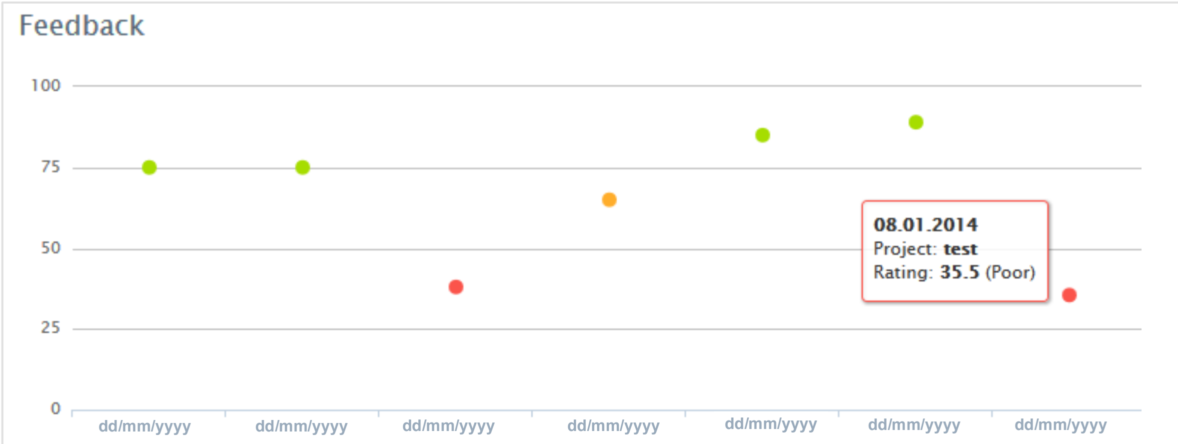


In the list of partners you will only get a short overview of the profiles. The snapshot gives you some basic information on the status, a brief description of qualifications (Elevator pitch), the areas and level of expertise, and the snapshot of the feedbacks received.



When you click on someone picture of user name, it will bring you to this person’s full profile. The full profile looks exactly the same as your own. It has all the same fields (only that of course you cannot edit it, or change settings).

Use the information on the profile page to find a good partner. Consider the qualifications, languages spoken, how many projects they are working on, etc. Most of all, consider the feedback others have provided. Use the feedback history chart (see below) to get a quick overview of the feedback each partner received. To see the project name, data and exact score hover over the dot. To get to the details of this feedback and who provided it, click on the dot in the chart and it will bring you to the respective project page where you can see who the partners were, the history of the project, and where all feedbacks on that project can be accessed. If no feedback has yet been provided the chart will be empty and by default the overall feedback rating will be 75 (i.e. fairly good – to give everyone a fair chance).



Use the BACK button on top of the project page to get back to the profile. Again, use the BACK button on top of the profile to get back to the search results where you left off. Search and explore as much as you like. It is up to you to find the ideal partner.

When you find a suitable partner, get in touch. If you want to cooperate, invite him/her to join the project (see details above under projects on the process).