

Manual

Wide Ideas Admin Center is for you who are responsible for handle challenges, tags, users, roles, announcements etc for your organisation.

If you have any questions or concerns regarding functions in Wide Ideas or this manual, please reach out to us at support@getwideideas.com

In this manual, the word challenge will be used. In the interface to the end user, words like areas or categories may appear instead.

The screenshot displays the 'Challenges' section of the Wide Ideas Admin Center. At the top, there is a navigation bar with 'WIDE IDEAS ADMIN CENTER' on the left and 'Challenges', 'Users', 'Process', and 'Announcements' in the center. On the right, the user profile 'CS Catarina Ström Wide Ideas' is visible. Below the navigation, the 'Challenges' title is followed by a sub-header: 'In this view you can see all of your challenges, edit them, and create new ones.' The main content area features a table with columns for 'TITLE', 'GROUPS', 'TEAMS', 'CREATED BY ADMIN', and 'STATUS'. The table contains six rows of challenge data. Above the table, there are 'Create' and 'Reorder' buttons, and a filter indicator '5 of 5 challenges'. Below the table, there is an 'Import' section with the text 'Import an exported challenge.' and two buttons: 'Choose file' and 'Save'. At the bottom left, the 'WIDE IDEAS' logo is present, and at the bottom right, there is a 'CONTACT SUPPORT FOR HELP' link with a question mark icon.

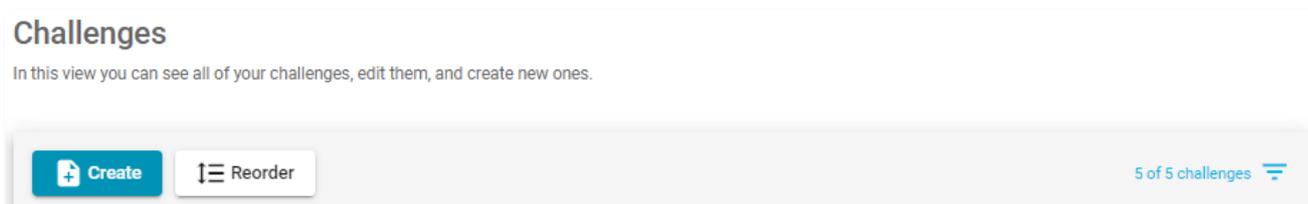
TITLE	GROUPS	TEAMS	CREATED BY ADMIN	STATUS
What Idea Do You Think Of Every Day?	Operations +1	Operations +1	Yes	Published
Renew customer value	Marketing Operations +5	Marketing Operations +6	Yes	Published
Internet of Things – Creating our own fut...	Innovation team +1	Innovation team +2	Yes	Published
Development of our customer relations	Marketing IT +1	Operations +1	Yes	Published
Communicating where our customers are	Marketing	Marketing +1	Yes	Published

1. Challenges

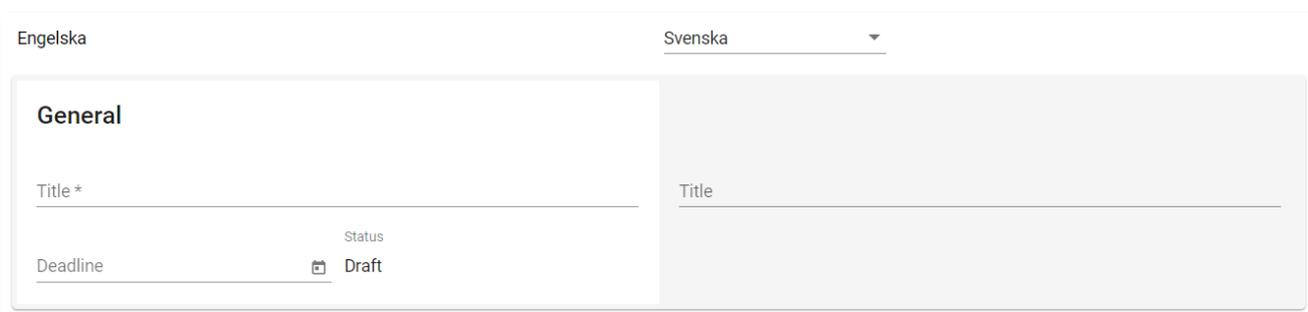
Under the Challenges menu option challenges, challenge tags and challenge types can be added, updated and removed.

1.1 Menu Option: Challenges

To create a new challenge, press "Create". A new form will be open up and information on the challenge can be completed.

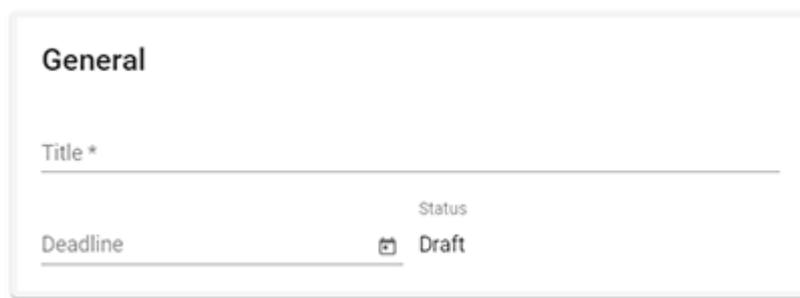


If you have Wide Ideas available in several languages, extra fields will be displayed on the right hand side of the form. The drop-down menu allows you to switch between the available languages.



1.1.1 Menu Option: Challenges – Fill in information – General

The challenge form is divided into seven areas where the first part is General. Fill in the title of the challenge and if the challenge will be time restricted.



1.1.2 Menu Option: Challenges – Fill in information – Content

The next part is Content, which handles the content for the challenge. You can have one or two information tabs on the Web app for the challenge (you can add tabs via the blue plus). In Wide Ideas app the information text will be shown together. The title given here is the title that will appear on the tab in the Web app or as a header in the Teams app. In the content box, you add the description text of the challenge. The text can be formatted in different sizes and style such as bold, italic or underlined. Images, videos and links can also be added.

Content
Describe your challenge. Click on the plus (+) to add extra information.

Description +

Headline *
Description

Content

Rich text editor toolbar: Undo, Redo, Formats, Bold (B), Italic (I), Bulleted List, Numbered List, Link, Image, Video.

The idea form will always be published as the last tab. Below is an example of a challenge in the Web app that has two information tabs and an idea form.

Internet of Things – Creating our own future?

Description Tips and Tricks Publish your idea

1.1.3 Input

If the organisation has activated the possibility to publish subcategories to a challenge, the header Input will appear. Choose here the opportunity to publish and/or subcategories to the challenge.

Input
Choose the kind of objects users can create within the challenge.

Enable opportunity to publish ideas

Enable opportunity to publish subcategories

1.1.4 Appearance

Under the part Appearance, an image for the challenge can be uploaded. The recommended format is 2280 x 760 pixels.

Appearance
Configure how the challenge shall be displayed.

Select type (optional) Challenge color
#97ce79

Challenge image



Recommended image size is 2280 x 760 pixels

Wide Ideas Web app options
The following settings only affect the Wide Ideas Web app

- Display on start page
- Include among active and completed challenges
- Show number of ideas
- Show activity feed on challenge page
- Show recent ideas on challenge page

You can also add a color to the challenge, which will appear on all ideas published within the challenge. This makes it easier to see which ideas belong to the specific challenge.

There are also settings that determine how the challenge should be displayed in the Web app, whether the number of ideas should be displayed, or the latest ideas should be displayed on the challenge page. The recommendation is all these choices should be active.

1.1.5 Contact Information

In Contact Information, you can add the person who should be the contact for the challenge.

Contact information
Enter the contact person for the challenge

Contact name *

Contact email * Phone

Contact image

Select image

or drag and drop here

Recommended size is
200 x 200 pixels

1.1.6 Access

The Access area determines if a challenge should be visible to all users or to one or more specific user groups and if the challenge should be published to Wide Ideas Teams app.

- Wide Ideas Web app

If the challenge only shall be visible to one or more user groups in Wide Ideas Web app, select them under *Search and add groups*.

You can manage groups via the menu option User groups, see chapter 2.2.

Access
Add those User Groups/Teams that shall have access to the challenge. If you don't choose any groups, the challenge will be available for all users in the Wide Ideas Web app.

You can create or sync groups via [User groups](#)

Wide Ideas Web app

Search and add groups

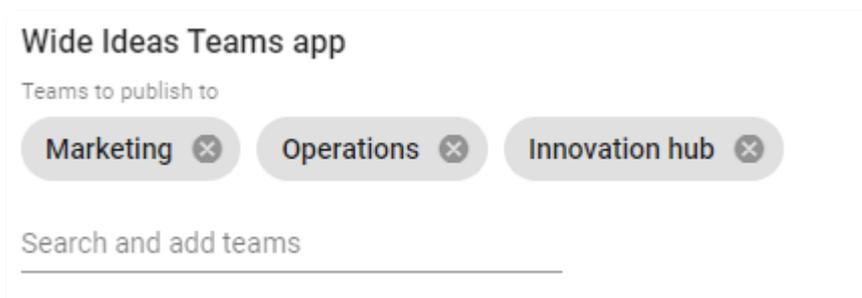
The challenge will be accessible for all users

Only display for users who have signed in

- Wide Ideas Teams app

If you want to publish the challenge into Microsoft Teams, choose the teams you want to publish to under *Search and add teams*.

If you can't find the team you are looking for, please make sure that the team has been synced. For more information see chapter 2.2 User groups.

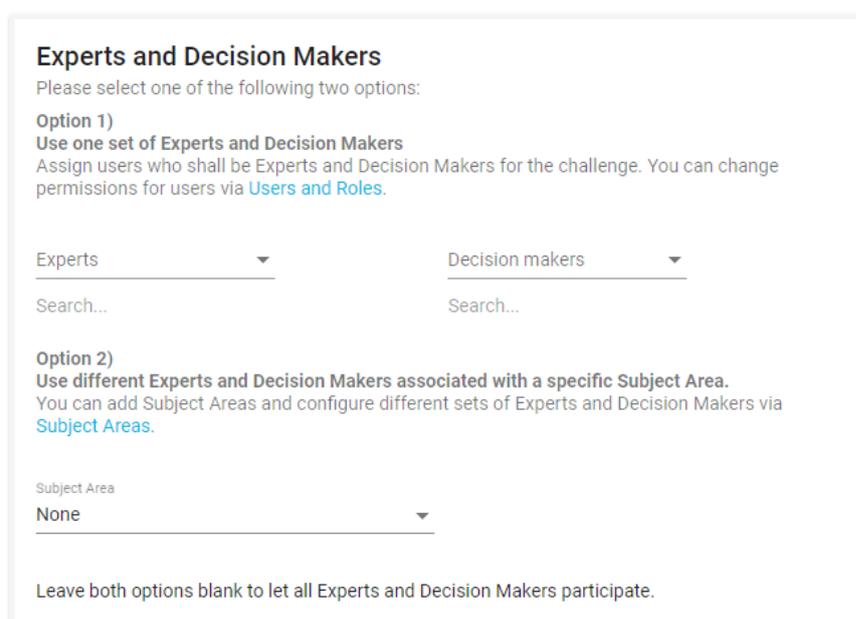


1.1.7 Experts and Decision makers

At the section Experts and Decision makers, you can choose which people who shall be experts and decision makers for the challenge. In order for these people to be included in the dropdown list, users must have the right permission. Users and permissions can be managed under the Users and Roles menu option.

There are two ways to set up experts and decision makers:

- Option 1) One group of Experts and one group of Decision Makers for the whole challenge, regardless of Subject Areas within the Challenge.
- Option 2) Specific Experts and Decision Makers for the different Subject Areas within the Challenge.



1.1.8 Idea form

At the section Idea form you can create your specific idea form for the challenge. Start by typing the heading for the idea form, for example, Add your idea. It may be good to keep in mind that all idea forms in Wide Ideas should have the same heading, to simplify for users reading the challenges.

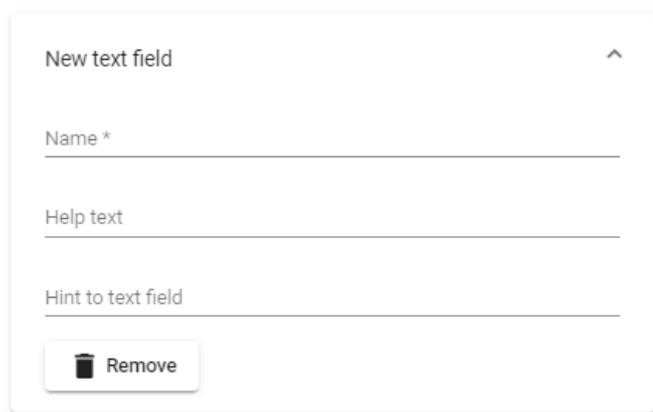


Idea form headline *
Add your idea

Under the section *Idea form fields*, the text fields to be included in the idea form are determined. The Title and Description text fields are two text fields that are fixed (but can be renamed) and in addition to this, several text fields can be added. This is done via the button "Add text field".

Each text field displayed on the idea form has three input fields, these fields are also represented for the title and description:

- Name - the header of the text field (this is a required field)
- Help text - Help text that appears when the mouse pointer is over the text field question mark
- Hint - help text for the text field displayed in the text field



New text field

Name *

Help text

Hint to text field

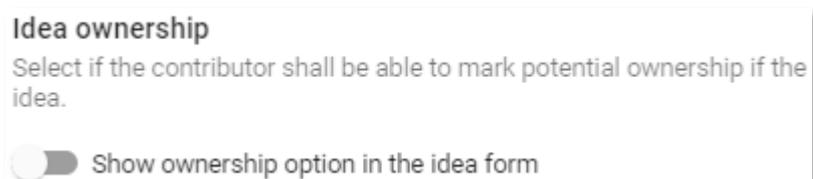
Remove

The Idea visibility determines to which people the idea shall be visible:

- Ideas are public to all users who have access to the challenge - The idea is open to anyone who can see the challenge.
- Ideas are only public for experts, decision makers and admins for the challenge - The idea is closed and can only be seen by experts, decision makers and admins.
- The contributor can select if their idea shall be public or private when the user publishes the idea - The contributor can choose whether the idea shall be open or closed. A closed idea is only visible to the users who have the role of expert, decision maker or admin.

- Ideas are public to all users who have access to the challenge
- Ideas are only public for experts, decision makers and admins for the challenge
- The contributor can select if their idea should be public or private when the user publishes the idea

Under Idea ownership, there is an option to let the user state ownership of the idea. This function is primarily aimed for innovation environments.



If the feature is enabled, the contributor can choose alternatives:

- I will take ownership of this idea
- I will leave the ownership to [customer name]
- I have appointed another person

When saving a challenge, there are the following options:

- Draft - saves the challenge but does not publish it.
- Published - The challenge is published and visible at Wide Ideas.
- Closed - the challenge is published but does not appear on the first page of Wide Ideas. The challenge will appear during completed challenges.

1.2 Menu Option: Challenges Tags

Tags are a tool for categorising and clustering ideas. The function can occur in several ways depending on how you choose to do the configuration.

Step 1 is to create a tag group. You can have as many different tag groups as possible. For example, a tag group can be "Departments" "Receiving units" "Keywords" "Strategic areas" "Geographical connection" etc.

To create a new tag group, press Create and enter Title for what the tag group should be called in the Customer Portal.

Then fill in what you want the tag group to be called in the idea bank (Tag group header). Each tag group gets its own drop-down menu under "Search ideas" so you easily can filter ideas on each tag.

You also fill in what you want the tag group to be called in the Idea form heading. This will only appear if you choose to have the tag group available at the contributor level.

The tag options are then added under Options. To add more tags, select Add option.

Example:

Under “Search ideas”, the drop-down menu is called: Department

The idea form will say: Choose your department.

The options that the idea creator can choose from are:

- HR
- IT
- Business Development

Tag group header
Department

Idea form heading (optional)
Choose your department

Options

HR

IT

Business Development

1.2.1 Additional settings for tag groups

Multi select

If Multi select is activated, one or more tags can be selected. Otherwise, you can only select one tag.

Required access level

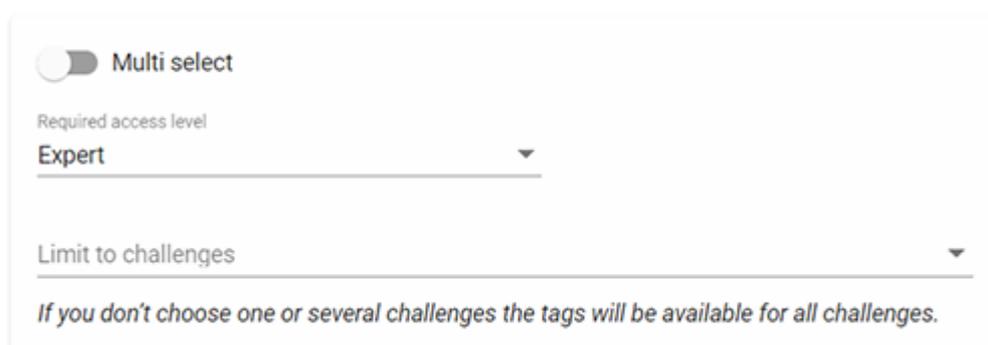
You can choose which permission is needed to be able to tag an idea.

- Contributor - The tag group is shown in the idea form, which means that the contributor selects tags before publishing the idea. This can then be adjusted by experts and decision makers.
- Expert - the tag group appears in the right-hand side of the idea card after the idea has been published. Tags can be added and adjusted of users who have at least Expert permission.
- Decision maker - The tag group appears in the right-hand side of the idea card after the idea has been published. Tags can be added and adjusted of users who have at least Decision maker permission.

Limit to challenges

All tag groups are available for all ideas unless otherwise stated.

If the tag group only shall be used on ideas published in a specific challenge, the challenge (s) shall be specified under Limit to challenges.

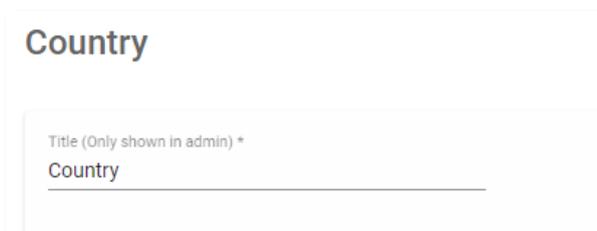


The screenshot shows a settings panel for a tag group. At the top, there is a toggle switch labeled "Multi select" which is currently turned on. Below this is a dropdown menu labeled "Required access level" with "Expert" selected. Underneath is another dropdown menu labeled "Limit to challenges" which is currently empty. At the bottom, there is a note in italics: "If you don't choose one or several challenges the tags will be available for all challenges."

1.3 Menu Option: Subject Areas

Create a Subject Areas to send the ideas to a specific expert / decision maker depending on a selected value. This function will appear on the idea form as a tag group with a dropdownlist and will also be searchable in the idea bank.

Create a new Subject Area by press Create and enter Title for the Subject Area. For example; "Departments" "Business units", "Strategic areas" etc.



Country

Title (Only shown in admin) *

Country

Then fill in what the Subject Area shall be called in the idea bank and if you want another name on the idea form.

Subject Area Name

Country

Idea form heading (optional)

Please select your country

Add the different options to the subject area. To add more options, click on the button "Add options". To each option add the persons that should be Experts and Decision makers.



Options	Experts	Decision makers
Sweden	Carolina Johansson (+2 ... ▼)	Carolina Johansson (+1 ... ▼) X

Example:

Under "Search ideas", the drop-down menu is called: Business units

The idea form will say: Please select your country.

The options that the idea creator can choose from are:

- Sweden (Experts: Åse Lindvall, Decision makers: Carolina Johansson)
- Finland (Experts: Catarina Ström, Decision makers: Jakob Lindvall)
- Norway (Experts: Erik Davidsson, Decision makers: Stina Eriksson)

2. Users

All users are managed under the Users menu option.

Available roles:

- Contributor - Can publish ideas, comment, like and rank each other's ideas
- Expert - Can evaluate ideas via the spider diagram
- Decision Maker - Can make decisions and a follow-up on implemented ideas
- Admin - Can manage challenges, users, permissions, tags etc.

2.1 Menu option Users and Roles

Under the menu option Users and Roles, you can find all users who have logged in to Wide Ideas.

2.1.1 Manage users

By clicking on the user's name in the list, an edit window with information about the user will be displayed. Here, names can be updated, the role can be changed, and users can be added or removed from specific groups.

The screenshot shows the user management interface for Carolina Johansson. At the top, the user's name "Carolina Johansson" is displayed with a "Back" button. Below this, there are two sections: "User details" and "Group access".

User details:

Last active	Invitation status
Never	Invited

User details (continued):

Name *	Role
Carolina Johansson	Contributor

Email identifier: carolina.johansson@getwide

Group access:

To manage users within your Microsoft Teams groups, please use Microsoft Teams or contact your IT department.

Add user to group: Search group...

User is member of: 1 of 1 groups

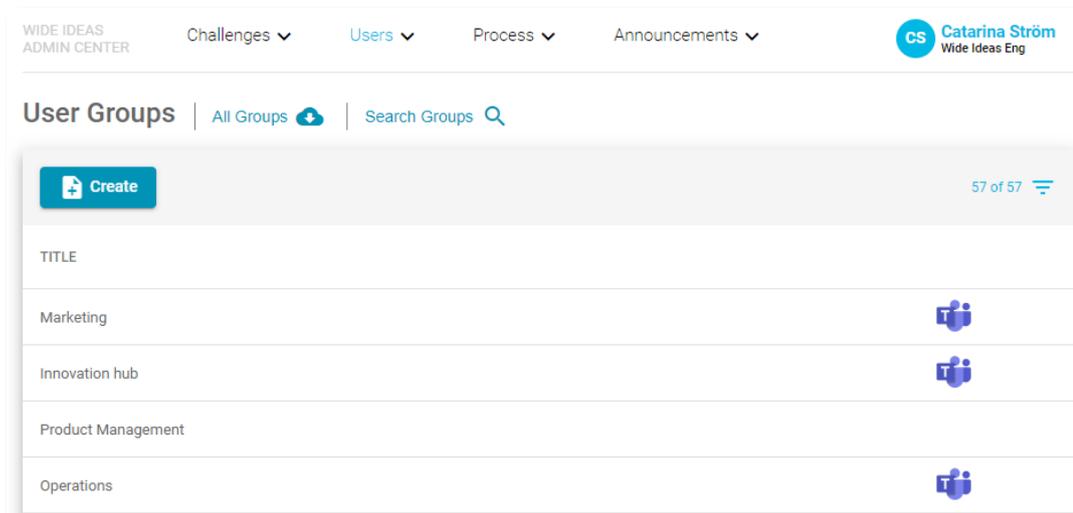
GROUP	USER MAY PUBLISH	REMOVE USER FROM GROUP
Marketing	<input type="checkbox"/>	

2.2 Menu option User Groups

User groups make it possible to create groups of users. If an SSO connection is established, you can manage groups from your Azure AD as well.

Create new groups for Wide Ideas Web app

It is possible to create new groups for Wide Ideas Web App. Groups are a way of controlling the visibility of the challenges, which means that you can choose that the challenge only shall be visible to one or several specific groups. A user can belong to one or more groups.

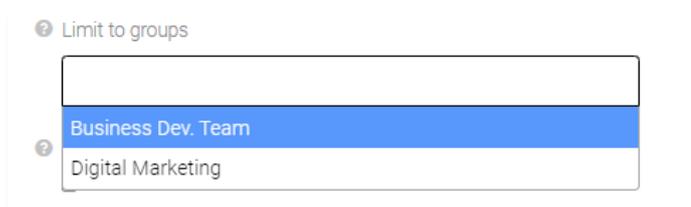


To create new groups, select Create and fill in a heading for the new group and then save by pressing Save.

To rename a group or delete a group, press the group name and the same edit window will be opened as when creating a new group. You will also find the option to delete a group through Delete.

Availability

Under the header Availability you can choose if the user group should be available as an option in the dropdown list “Limit to groups” on form for adding subcategory.



Sync teams from Microsoft Teams

You can synchronize one or more teams that you want to use to publish challenges to. If you are a small organization, you can via the link All Groups find your teams. If you are a larger organization, we recommend that you search for the teams you want to synchronize via the Search groups link.

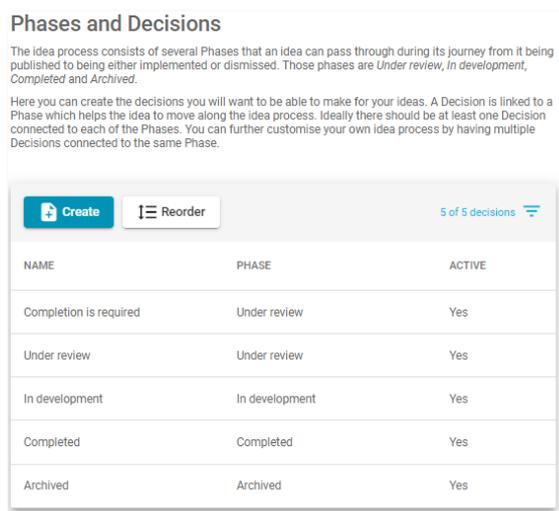


3. Process

Under the menu option Process you can manage your decisions and the value and effects for implemented ideas.

3.1 Phases and Decision

All available decisions for an idea are handled under the menu option Phases and Decisions, this is also where the decision is linked to the different phases; New, Under review, In development, Completed and Archived.



When adding a new decision or updating a decision, you need to fill in the Title and choose which phase the decision shall be linked to. You can also create a default comment that will be sent to the

contributor when the decision is made. You can also choose to disable a decision that you no longer want to use.

Settings

Title *
Completion is required

Default comment
Hey! Thank you for your idea. In order for us to move forward with your idea, we need more information. Please complete your idea with XXX.

Connect to:
Phase *
Under review

Hide this decision to make it unavailable for selection.
 Active

3.2 Value

Which value has the idea resulted in? When an idea has been implemented you can follow up on the result and add which value the idea has created for the organisation. Under the menu option Value, you can manage which questions you want to use to ensure the value of the idea.

Value

Some time after an idea has been marked as Completed, there is an opportunity to follow up on the implementation of the idea and to estimate the Value that the idea has brought the organisation.

Here you can define the questions you want to use for this follow-up. When answering the questions the user will be asked to estimate a Value on a scale between 'Don't agree at all' and 'Fully agree'.

Create Reorder 3 of 3 follow-up questions

NAME	ACTIVE
Did we save money?	Yes
Did we become more efficient?	Yes
Have we reduced our climate footprint?	Yes

To create new questions, select Create and fill in your new question.

Settings

Title *

Did we save money?

Making this setting inactive will hinder ideas from receiving this question in the future. Ideas which have already answered this question will retain their answer.

Active

3.3 Effects

Except which value the idea has result in, you can also add specific effects. This is also a way of finding ideas that has results in requested effects in the organisation. Add the effects that you want to use. Each effect will be connected to an effect type; good, neutral and bad.

Effects

Some time after an idea has been marked as Completed, there is an opportunity to follow up on the implementation of the idea. In this follow-up process you can mark the effects of an idea that the idea has contributed to or achieved. It is recommended to create several effects for each effect type *Good*, *Neutral* and *Bad*.

6 of 6 follow-up effects

NAME	EFFECT TYPE
Best known working methods	Good
Goal fulfillment business plan	Good

You can create new effects by choose to create and then fill in the title of the effect and what type it is.

Settings

Title *

Best known working methods

Type *

Good

