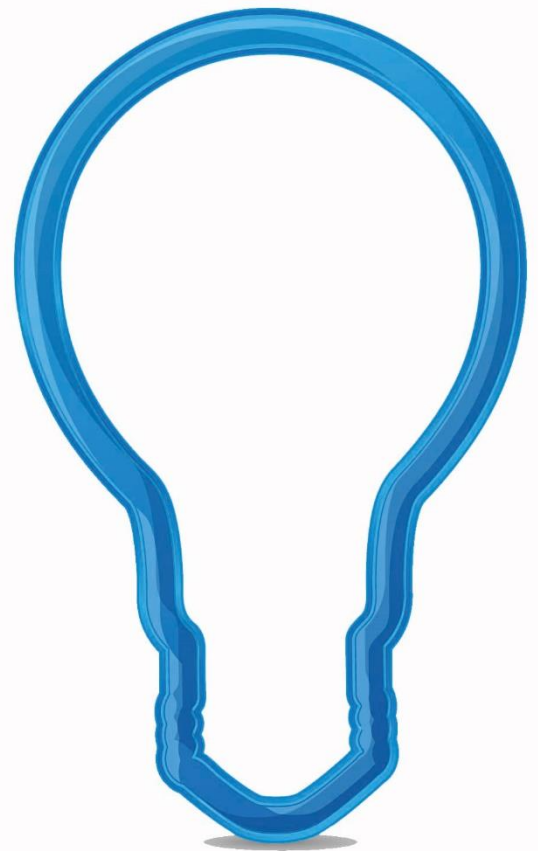


ideas@idox

User Guide



Date: 9th November 2020

Author: Tina Jackson

Version: 2

Commercial in confidence

Document control

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Version	Changes	Author	Date
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What is the ideas@idox hub?

This ideas@idox hub allows Idox customers to log ideas for enhancements to the Idox products they use. These enhancements should benefit the user, their team, directorate or the wider local authority.

The hub replaces the need to register Requests for Change with the Idox Service Desk.

On the hub you can raise ideas, and can view ideas raised by other users, then make comments on their ideas, vote ideas up or down, and track their progression.

Ideas@idox is available at the following address:

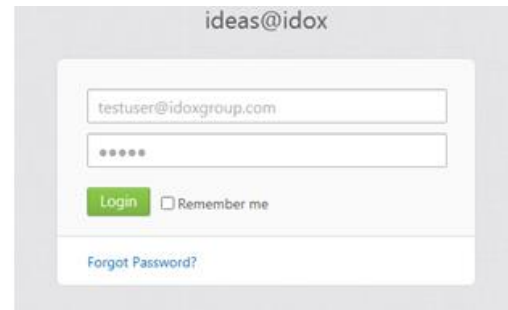
<https://ideas.idoxgroup.com/ideas/>

Logging into ideas@idox

On opening the ideas@idox site, a page will be displayed for you insert the email address and password for your user account.

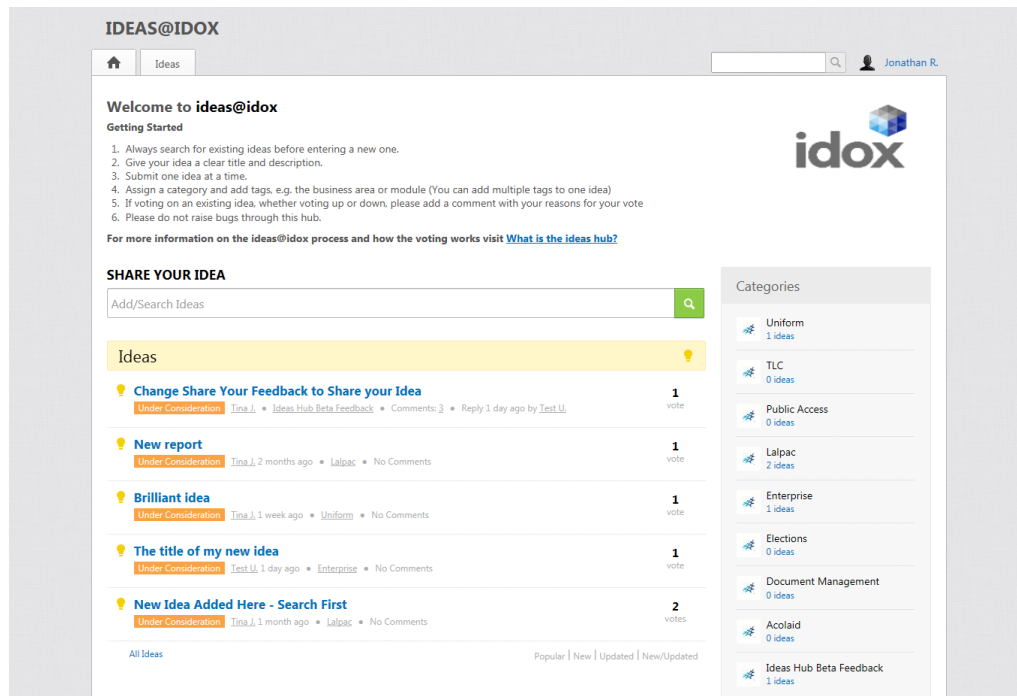
Users accounts will be created by Idox and an email will be sent the registered email address confirming log in information.

If you have not received your email confirming your log in information, please contact the Idox Service Desk, your Idox Account Manager or email ideas@idoxgroup.com.



to
to

On logging in, the Home tab on the welcome page is displayed. This tab contains a number of areas providing useful links:



From here, you can:

- View and update your user profile – see

- Viewing and updating your user profile on page 4.
- Record an idea – see

- Recording an idea on page 6.
- Search for existing ideas, by browsing the ideas displayed on this page, by entering search terms, or by searching ideas by category – see Searching for existing ideas on page 6.

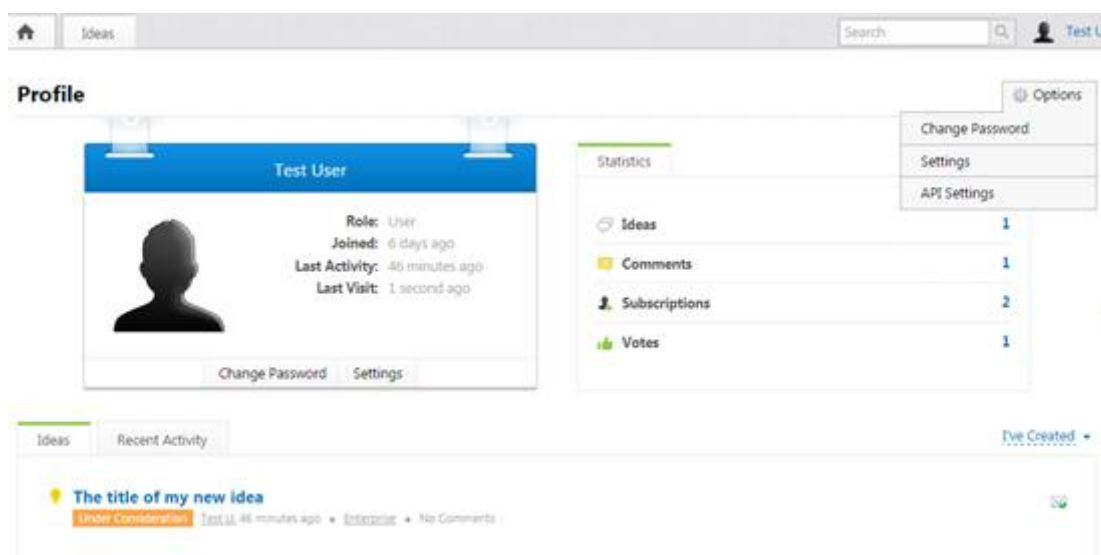
You can also select the Ideas tab at the top of the page to view a summary of existing ideas, or to create a new one.

Viewing and updating your user profile

On any page on the ideas@idox hub, there is a user icon positioned at the top right hand corner.



Clicking on this icon displays an overview of your user account, and statistics on all of your ideas raised, comments made, ideas you are following, and ideas that you have voted for.



From here, you can also:

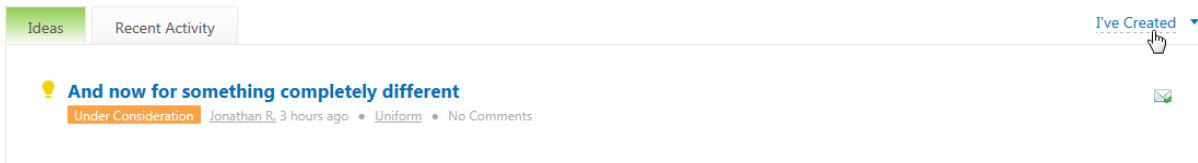
- Change your password.
To do this, click the Change Password button, type and confirm your new password, and click Submit.
- Update your personal details and load your avatar.
To do this, click the Settings button. You can then change your name and email details if required, and can load your avatar from a file or using Gravatar. Click Submit once you're done.
- Use the tabs in the bottom half of the page to display details of ideas you have recorded, and your recent activity on any ideas on the system, as described in the following section.

Viewing your ideas and recent activity

As well as providing access to your personal settings, your profile also allows you to view a history of Ideas that you have been involved in. This could be ideas you have created, or ideas you have commented on or voted for.

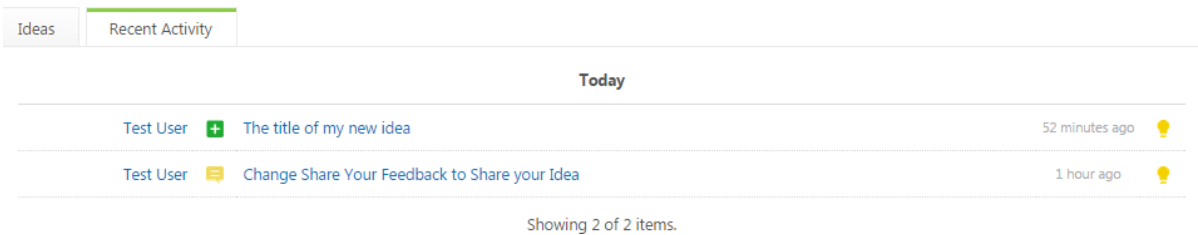
By default, the Ideas tab lists the idea that you have created. By selecting the "I've Created" link on the right above the tab, you can change this to display ideas you are responsible for, are following, have commented on, or have voted on. For information about doing any of these for an existing idea, see

Working with existing ideas on page 8. To view full details of an idea, click on it in the list.



The screenshot shows the 'Ideas' tab selected. At the top right, there is a dropdown menu labeled 'I've Created'. Below it, a single idea card is displayed. The card has a light blue header with a lightbulb icon and the text 'And now for something completely different'. Below the header, there is a status label 'Under Consideration' in an orange box, followed by the author 'Jonathan R.', the time '3 hours ago', a tag 'Uniform', and 'No Comments'. A green checkmark icon is visible in the top right corner of the card.

The Recent Activity tab lists the activities against ideas you have done something to. As on the Ideas tab, to view full details of an idea, click on it in the list.



The screenshot shows the 'Recent Activity' tab selected. The activities are listed under the heading 'Today'. There are two items in the list:

User	Activity	Time	Icon
Test User	+ The title of my new idea	52 minutes ago	Lightbulb
Test User	Change Share Your Feedback to Share your Idea	1 hour ago	Lightbulb

Below the list, it says 'Showing 2 of 2 items.'

Recording an idea

Searching for existing ideas

There are a number of ways to review existing ideas, in addition to selecting them from the automated search list displayed when you record a new idea. You can:

- Search using the search field next to the user profile icon at the top right of every page.



On searching in this field, a list of matching ideas is displayed. You can then click on an idea to open it.

- View and then filter the ideas within a specific category – see Viewing ideas by category on page 6.
- Browse and then filter the ideas on the Ideas tab on the welcome page – see Browsing and filtering ideas on page 7.

Viewing ideas by category

On the Home tab on the welcome page, on the right hand side there is a

To view and filter ideas by category:

1. Click on the relevant category. A summary of all ideas raised against category, regardless of their status, is displayed.
2. Using the options displayed above the list, you can filter the ideas by whether the ideas are new or updated. You can also change the ideas displayed.

All Ideas

All Statuses | Uniform | Updated

<p>Brilliant idea</p> <p>Under Consideration Tina J. Uniform Comments: 2 Reply</p>	<p>Under Consideration</p>	<p>2 votes</p>
<p>And now for something completely different</p> <p>Under Consideration Jonathan R. 17 minutes ago Uniform N</p>	<p>In Progress</p>	<p>1 vote</p>
	<p>Planned</p>	
	<p>Completed</p>	
	<p>Rejected</p>	

Categories

- Uniform 1 ideas
- TLC 0 ideas
- Public Access 0 ideas
- Lalpac 2 ideas
- Enterprise 1 ideas
- Elections 0 ideas
- Document Management 0 ideas
- Acolaid 0 ideas
- Ideas Portal Beta Feedback 1 ideas

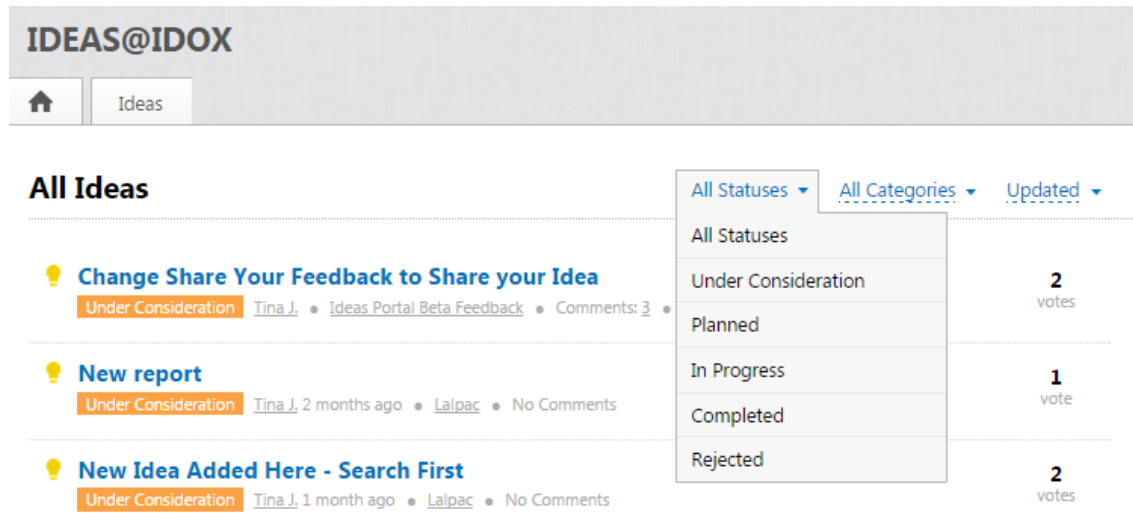
count of
that
status, or
category of

3. To open an idea, click on it in the list.

Browsing and filtering ideas

To browse and filter all ideas:

1. Select the Ideas tab from the welcome page. This will give an overview of all ideas logged on the hub.



The screenshot shows the IDEAS@IDOX interface. At the top, there is a navigation bar with a home icon and an 'Ideas' tab. Below this, the 'All Ideas' section is visible. A dropdown menu is open, showing filter options: 'All Statuses', 'All Categories', and 'Updated'. The list of ideas includes:

- Change Share Your Feedback to Share your Idea** (Under Consideration, Tina J., Ideas Portal Beta Feedback, Comments: 3, 2 votes)
- New report** (Under Consideration, Tina J., 2 months ago, Lalpac, No Comments, 1 vote)
- New Idea Added Here - Search First** (Under Consideration, Tina J., 1 month ago, Lalpac, No Comments, 2 votes)

2. Using the options displayed above the list, you can filter the ideas by status, by category, or by whether the ideas are new or updated.
3. To open an idea, click on it in the list.

Working with existing ideas

If you find any ideas raised by other people which you have an interest in, you can:

- Vote on the idea – see How does voting work? on page 8.
- Comment on the idea – see Commenting on an idea on page 9.
- Follow or subscribe to the idea, by clicking Follow this Idea or the RSS button at the bottom right of the idea, respectively.

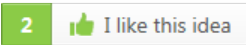



If you follow an idea, updates will be sent to your email account. If you subscribe, you will receive an RSS feed of updates.

How does voting work?

Everyone can vote an idea up if they think it is a good idea, or down if they think it is a bad idea.

You can vote on any idea, but can only vote once per idea. This stops someone voting 200 times for their own idea. You can vote the idea up or down, but not both.

- To vote an idea up, click the thumbs up button  .
- To vote an idea down, click the thumbs down button  .

If you vote an idea down we recommend that you leave to comment to explain why you feel this idea is not a good idea. For more information, see Commenting on an idea on page 9.

The voting section at the bottom of an idea shows how people many have voted the idea up and how many have voted it down. If, as in the following example, one person votes the idea up and one votes it down, both will be shown – a vote down will not reduce the number of positive votes that have been registered.



2 dms privacy mark 2
votes

when the idea isn't marked as private but the category is...

1 I like this idea 1

Under Consideration

Top Normal Down Edit Move to Trash Lock Comments Merge with

Every idea will have at least one vote, because the user who enters the idea automatically votes for it when they enter it.

The Idox Product Team will use the votes cast to decide which ideas should be included in future product releases. Please bear this in mind when casting your votes. If in doubt the following sections might be useful.

When should an idea be voted up?

You should vote an idea up when you agree that you would find value in the idea.

That means that if the idea were to be implemented then you, your team, your directorate, or the wider local authority would benefit.

There are lots of good ideas, and we will never be able to implement all of them, so we advise that you save your votes for the ideas that will deliver real benefits.

When should an idea be voted down?

You should vote an idea down when you feel that the idea wouldn't deliver value.

This may be because you feel that there may be a better way to solve the problem, or that a way of achieving what is being asked for already exists.

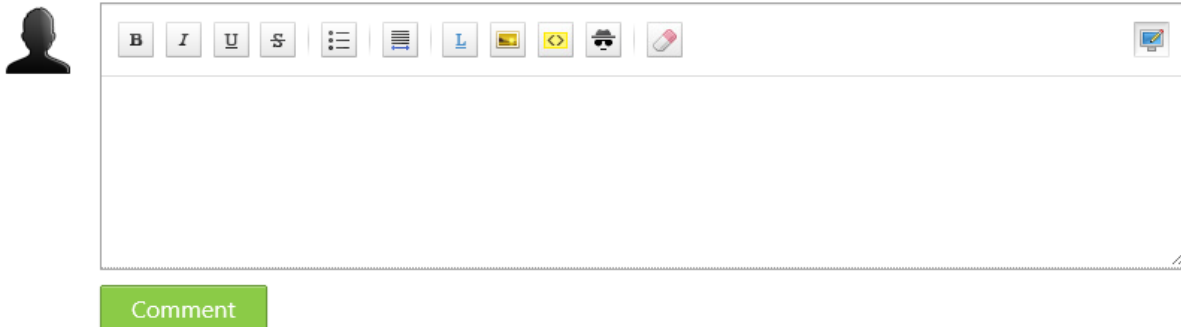
When an idea is voted down you are not currently forced to leave a comment, but we do suggest that you leave a comment to explain why you think the idea should not be progressed.

Commenting on an idea

If you vote an idea down, you should leave a comment explaining why. Likewise, you can leave a comment supporting or suggesting a slight change to an idea you have voted up. To leave a comment on the idea displayed:

1. Type your text in the Leave a Comment field. On clicking into the field, buttons are displayed at the top of the field. If required, you can use these to format the text, or add links, images, code, or hidden text.





Leave a Comment



2. Once you have finished making the comment, click the Comment button. Your comment is displayed under the idea.

Change Share Your Feedback to Share your Idea Under Consideration

I don't have access to change the source data - but loads still needs looking at

2  I like this idea 0    Follow this Idea

Comments (3)



Leave a Comment



[Tina Jackson](#) • 4 months ago



comment

 Reply  URL

What does the Idox Product Team do with these ideas?

The Idox Product Team will review and respond to all ideas logged on the ideas@idox hub.

The best ideas will be selected for implementation in a future release of the product.

Idox will give customers the chance to review and vote ideas up or down before considering the idea to go further.

The status of the idea will change once it has been considered. The statuses are:

This status	Is used for
Open	Any new idea that is waiting review and is open for votes and comments
Pending – Further information required	Any idea that has been reviewed by a the Product Team but more information is required before it can be considered further
Under Consideration	Any new idea or idea that has been reviewed by the Product team but is still open for comment or consideration
Reviewed – Awaiting Votes	Any new idea that has been raised and the Product Team have decided that more votes are required before being considered further
Planned	Any idea that has been selected by the Product Team for inclusion within a future release.
In Progress	An idea that has moved from "Planned" and has now been allocated to a future software release.
Completed	An idea that has been implemented and the software version released.
Rejected	An idea that has been rejected by the Product Team.

Dealing with bugs

Please do not log bugs in the ideas@idox hub. This hub is for ideas to provide enhancements to Idox products only.

If you raise a potential bug in the hub then this will be closed, and you will need to contact Service Desk to inform them so that it can be properly investigated.

Contact us

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