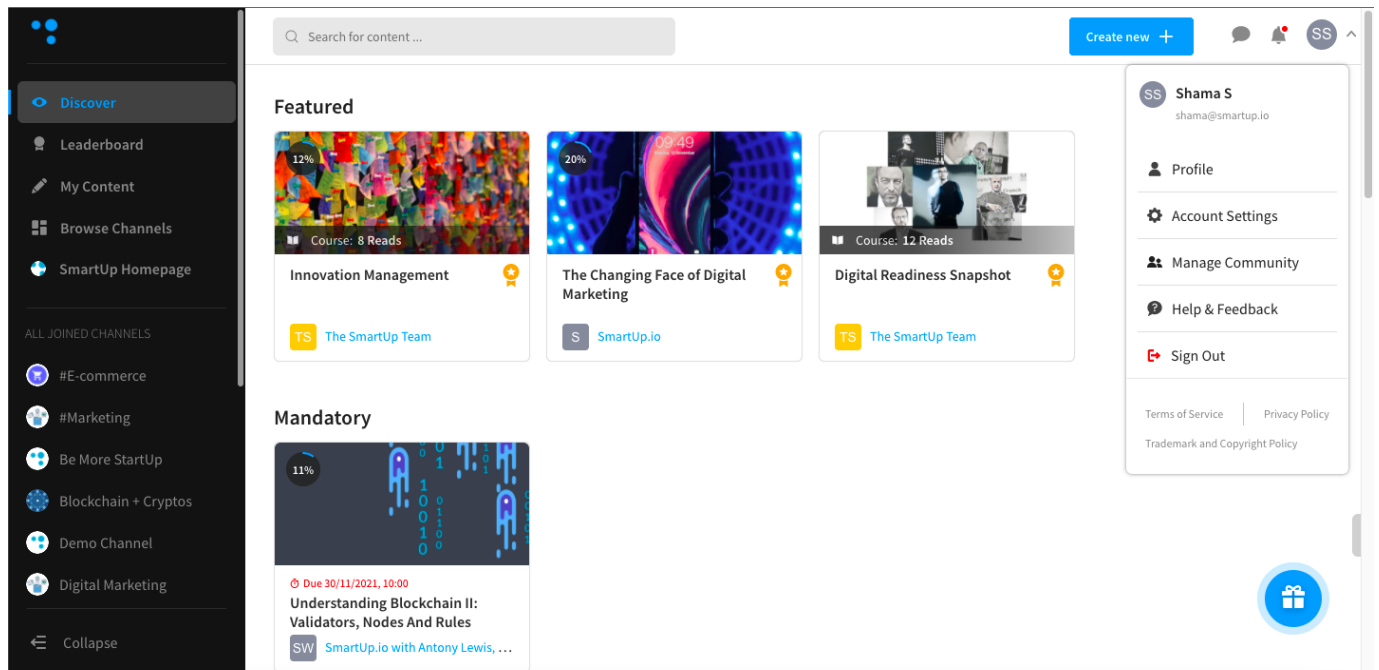


User Manual

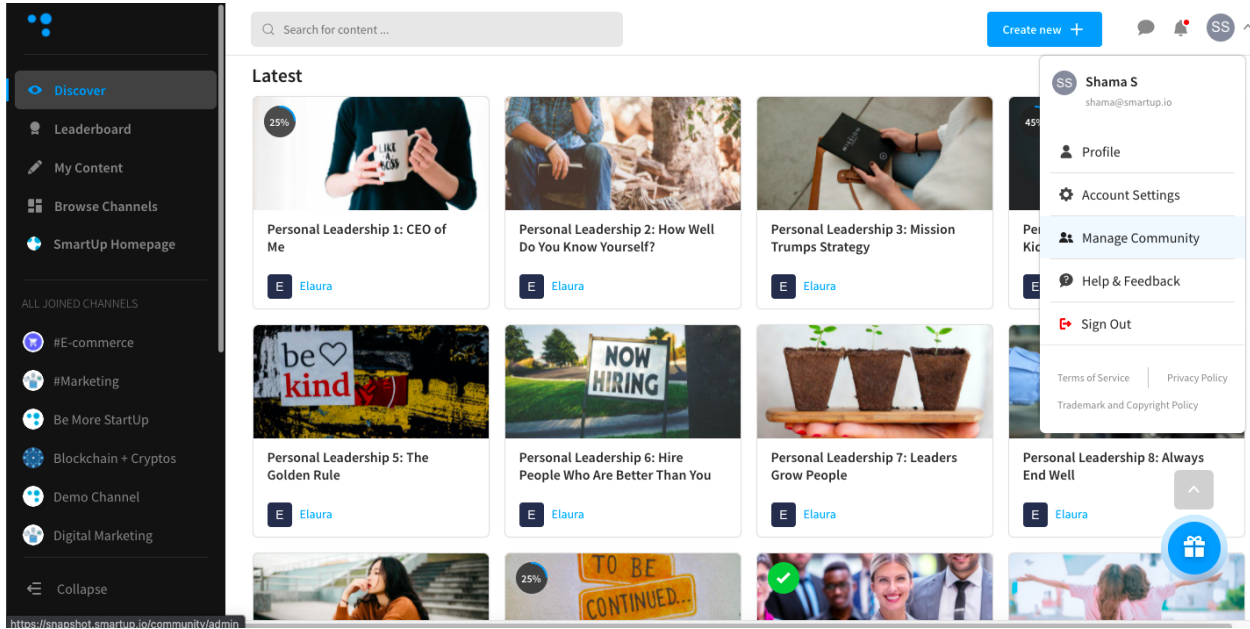
SmartUp Administrative Functions

This user manual provides an overview of the administrator functions available on the SmartUp platform. If you require any further help, please access the Help & Feedback section on the web platform.

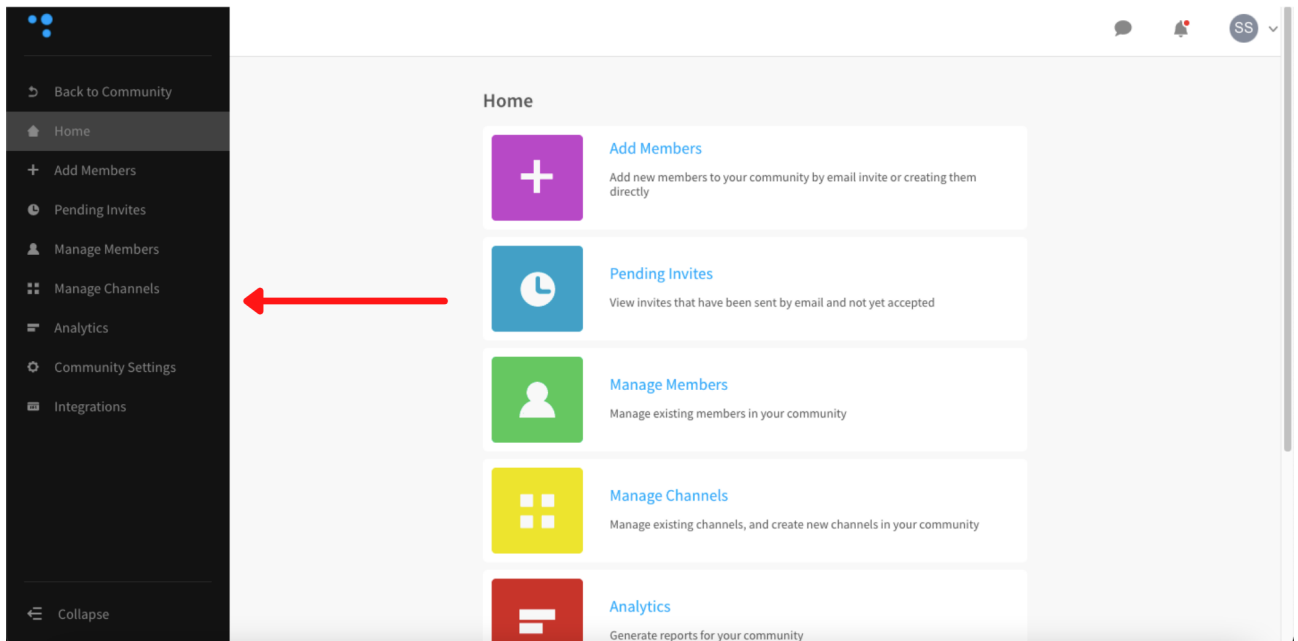


The Admin Panel

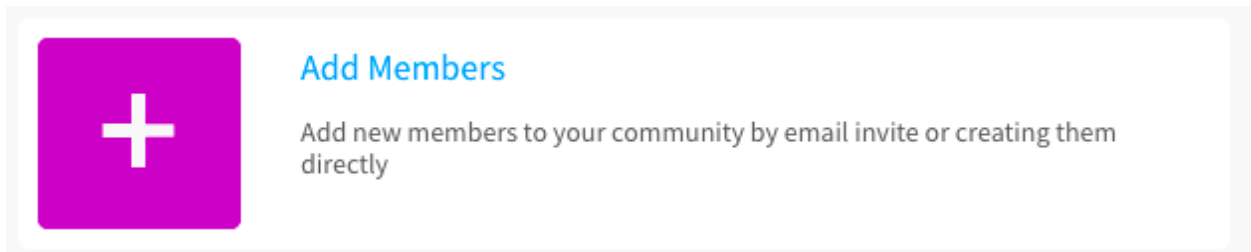
Upon logging in, you will be able to view the admin panel by clicking on your profile at the top right (to the right of the chatbox), followed by **Manage community**.



This brings you to the main admin page, where you will find all available administrative functions. Quick access to all available functions can be found in the toolbar to the left of the page.



Add Members



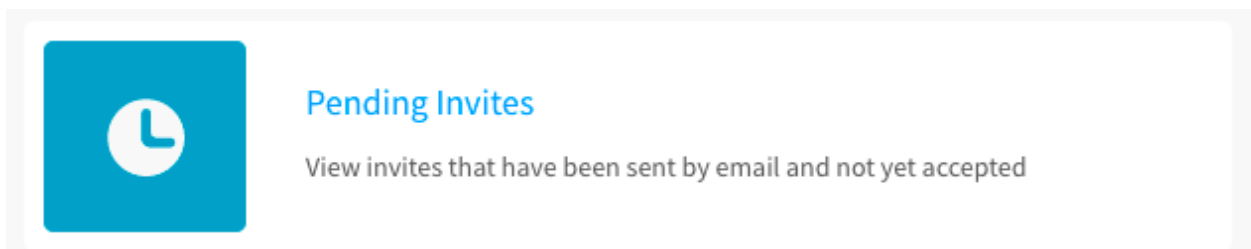
The first administrative function is adding members. This can either be done via email invite (not recommended) or direct account creation. [At this stage, we strongly recommend **direct account creation**](#) so that it is not user-dependent.

For more information, please refer to the following page:

<https://smartup.zendesk.com/hc/en-us/articles/115002335313-Create-a-new-user> OR

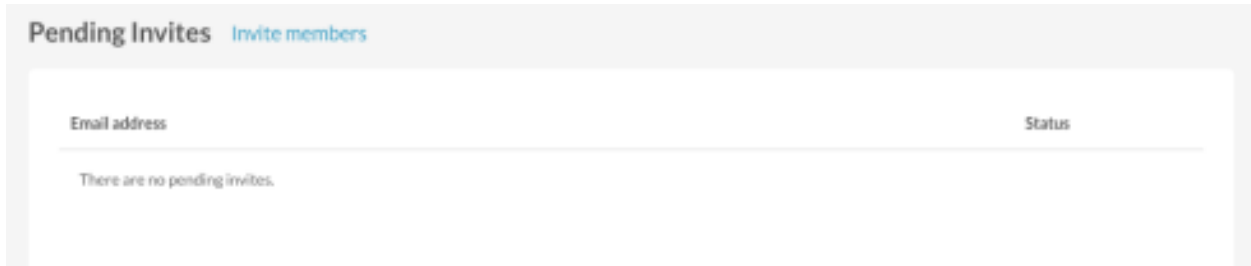
watch the user creation [video here](#).

Pending Invites

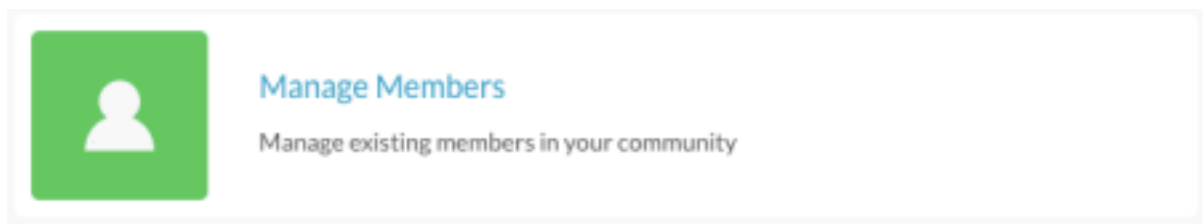


The second administrative function section viewing pending invites.

If you have sent out email invites, this section allows you to review all invitees who have yet to create their account.



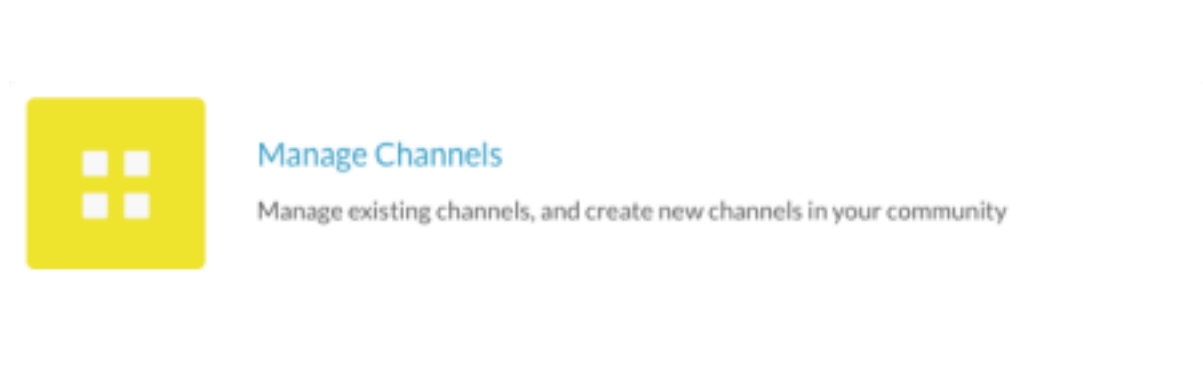
Manage Members



You will be able to manage your members in this section. You can [add Members to Channels](#), [Reset Member Passwords](#), [Deactivate Members](#), and [View/ Edit Member Profiles](#).

For more information about Managing Members, please refer to the following link: <https://smartup.zendesk.com/hc/en-us/articles/115002338314-Manage-community-members>

Manage Channels



In the Manage Channels section, you will be able to manage your existing channels or create new ones.

For more information about Channel Management, please refer to the following link:

<https://smartup.zendesk.com/hc/en-us/articles/115002451273-Managing-a-channel>

For more on the functions available at the individual channel level, please have a look at these links:

1. [Managing Content](#)
2. [Managing Channel Members](#)
3. [Editing Channel Settings](#)

Analytics



Analytics

Generate reports for your community

The analytics section of the admin dashboard gives you access to statistics regarding user interaction in your community e.g. popular pieces of content, completion rate etc.

For more information regarding the **Analytics functions** (please take note of the difference between Admins and Channel Managers), please refer to the following link: <https://smartup.zendesk.com/hc/en-us/articles/36001551853-Navigating-the-analytics-dashboard>

The last section of the Analytics page is the **Reports dashboard**, which allows you to generate various detailed reports e.g. [Content Interaction Report](#), [Quiz Question Report](#), etc., to be used for more detailed analyses. For more information on the different report types available and how to download these reports, please refer to the following link:

<https://smartup.zendesk.com/hc/en-us/articles/360002160733-Downloading-Reports>

Once you have selected and downloaded the report you want, you will need to analyse the raw data. This would involve cleaning up the data in Excel for further analysis. For more information on how to [clean up and analyse report data](#), please refer to the following link:

<https://smartup.zendesk.com/hc/en-us/articles/360004520853-Understanding-and-Analysing-reports>

Community Settings

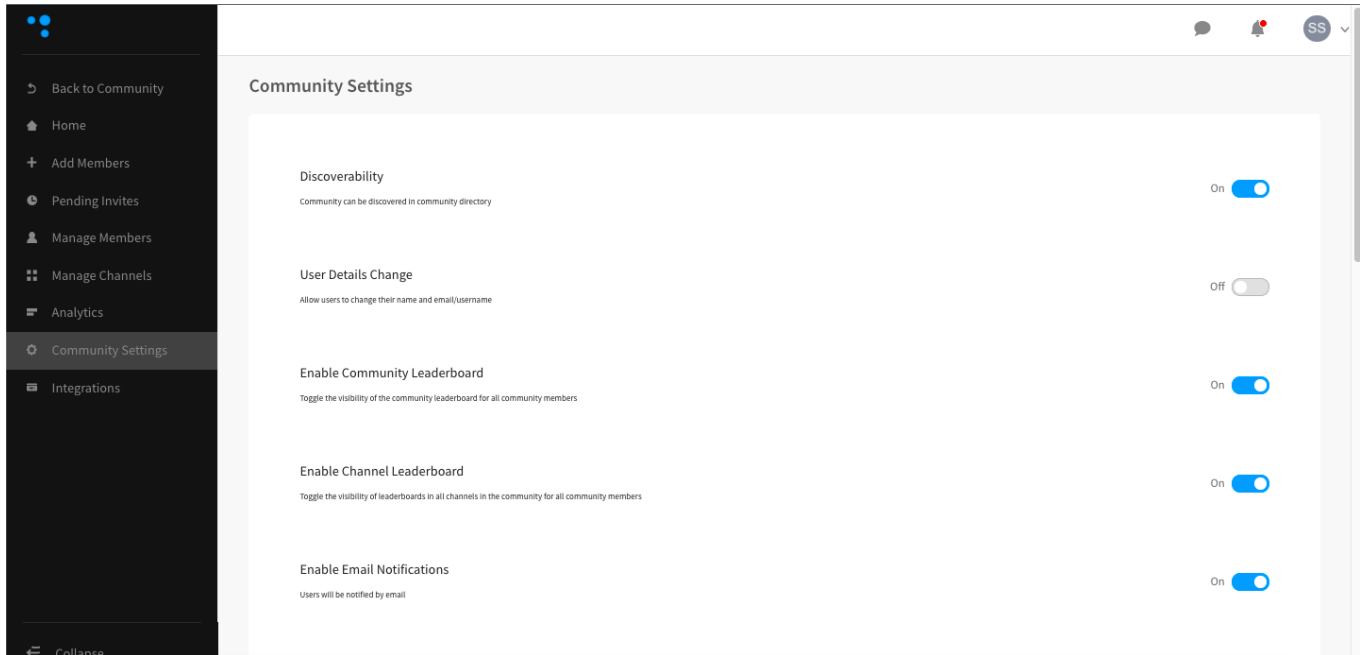


Community Settings

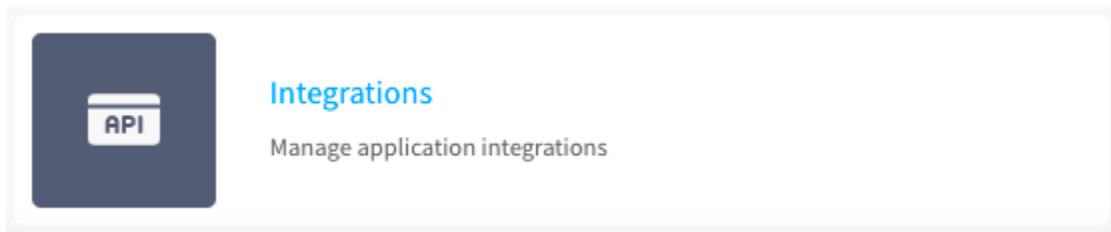
Change the settings for your community

Community Settings allows you to manage configurable features in the Community. This ranges from having email notifications to enabling sharing. Please refer to the images below for the full list of setting options:

Setting	Description	Action	Status
Rewards	Enable the rewards program for community members.	Configure	Enabled
Sign Up via Email	Enable people with whitelisted email domains to sign up to your community	Configure	Enabled
Cover image	Change the cover image for the community. We suggest at least a 1024 x 800 image	Browse	
Logo	Change the logo for the community	Browse	
Password Expiry	Enable password expiry for your community	Configure	Disabled



Integrations



We currently have a Data API for extracting records to your internal Learning Management Systems or Human Resource Management Systems.

You can find our API specs [here](#).