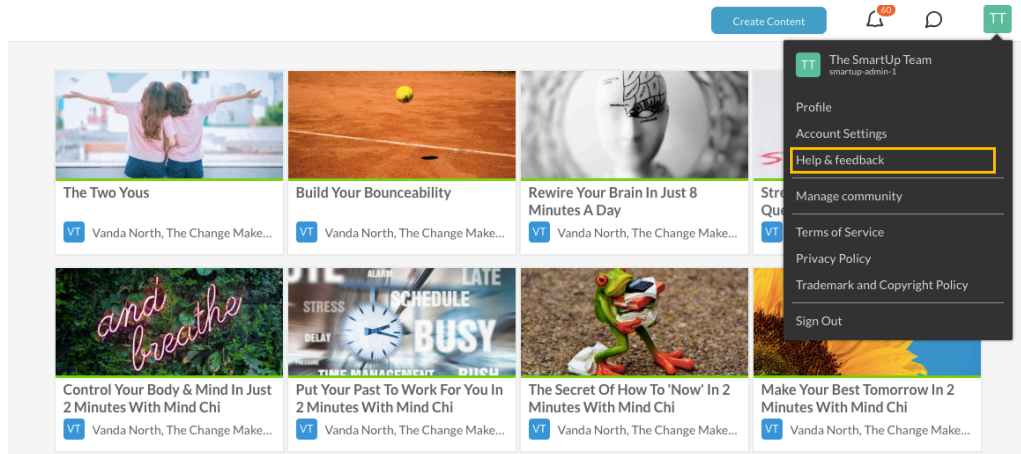


User Manual

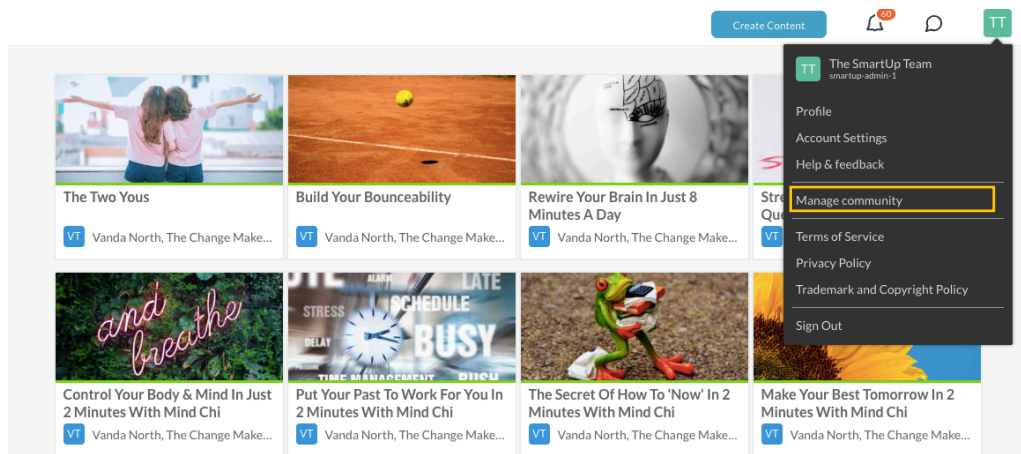
SmartUp Administrative Functions

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.

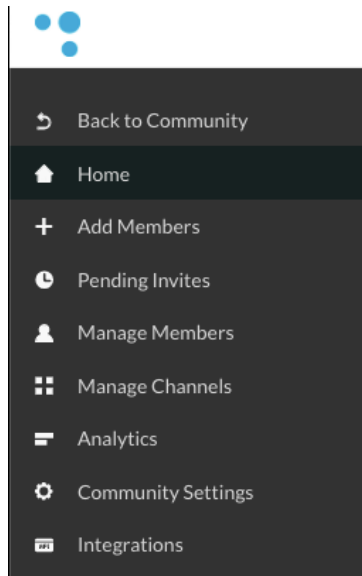


The Admin Panel

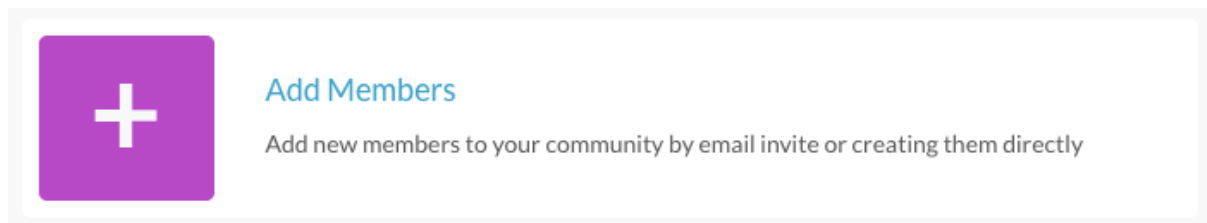
Upon logging in, you will be able to view the admin panel by click on your profile at the top right (to the right of the chat box), followed by **Manage community**.



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



Pending Invites
View invites that have been sent by email and not yet accepted


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.

Pending Invites [Invite members](#)

Email address	Status
There are no pending invites.	

Manage Members




Manage Members
Manage existing members in your community

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



Manage Channels
Manage existing channels, and create new channels in your community

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/360015551853-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:

Community Settings

Discoverability Community can be discovered in community directory	On <input checked="" type="checkbox"/> Off
User Details Change Allow users to change their name and email/username	On <input type="checkbox"/> Off
Enable Email Notifications Users will be notified by email	On <input checked="" type="checkbox"/> Off
Social media sharing Handle the visibility of the social media sharing toolbar. This does not restrict the user from sharing the content url.	On <input checked="" type="checkbox"/> Off
Chat Enable of the chat functionality for community members.	On <input checked="" type="checkbox"/> Off
Sign Up via Email Enable people with whitelisted email domains to sign up to your community	Configure Disabled
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
Access via OpenID Connect Enable people to access the community using your community's OpenID Connect	Configure Disabled

Integrations



Integrations

Manage application 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](#).