Setting up your Stickyworld Room

Customer Success Guide for Organisers No.1

Stickyworld

Welcome

This guide is designed for anyone about to organize a Room on their Stickyworld Portal.

It's a short read and split into easy to digest "How to" chapters taking you through different aspects of the setup.

Each "How to" explains the simple steps to take and provides helpful tips.

If you have any feedback on how we can improve the guide please do let us know. You can contact us at anytime on success@stickyworld.com

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1.1 How-to: create your first Room.

Stickyworld

Introduction

By creating a Room you are setting up a time-limited online activity such as a online forum, consultation or design review.

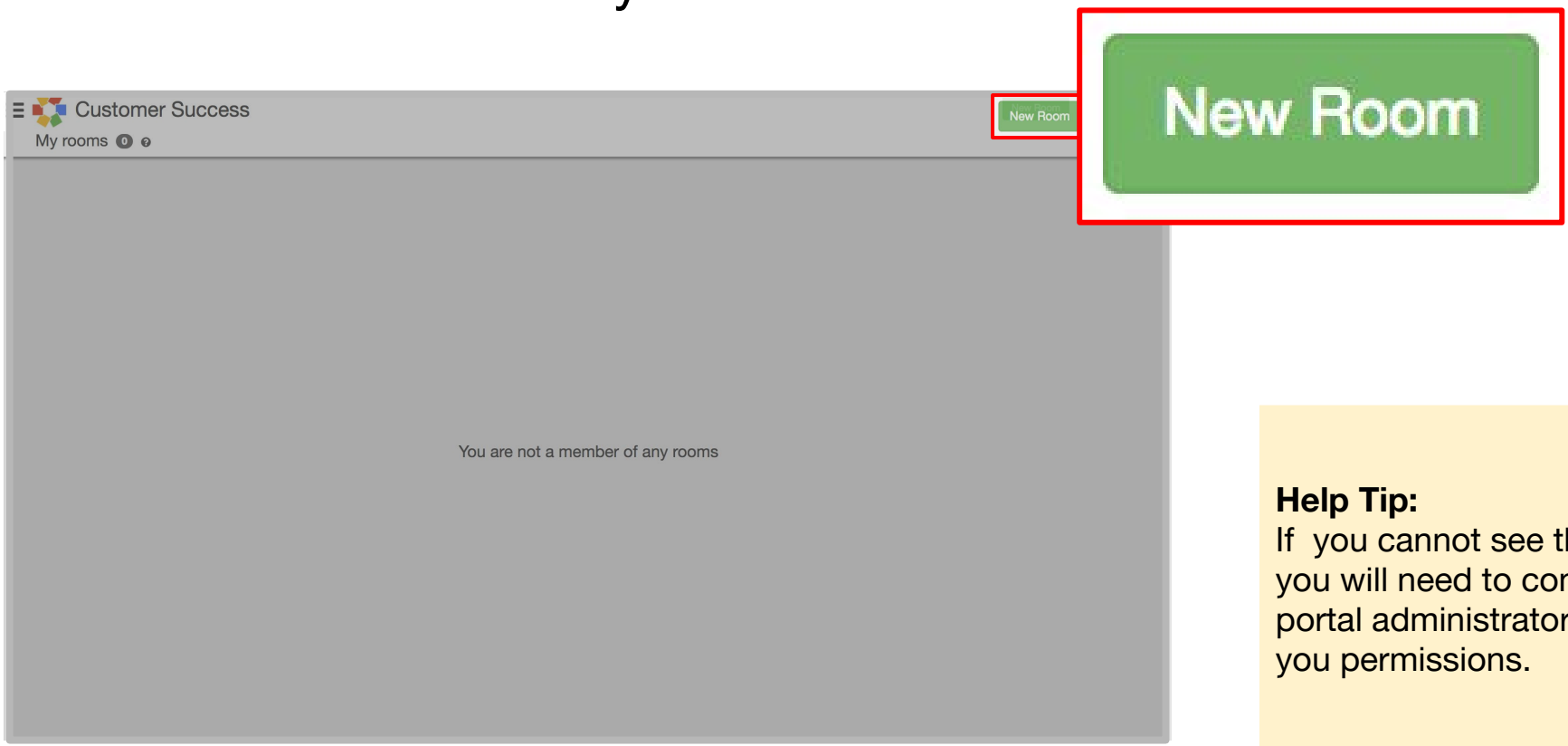
This How-to explains how to create your first Room on your Stickyworld Portal.

With Stickyworld you are always in control. There are different settings and easy to use tools so you can set up your Room to suit your needs.

It’s quick and easy to select what you want, and this ‘How to’ takes you through the simple steps.

Step 1. Select New Room button

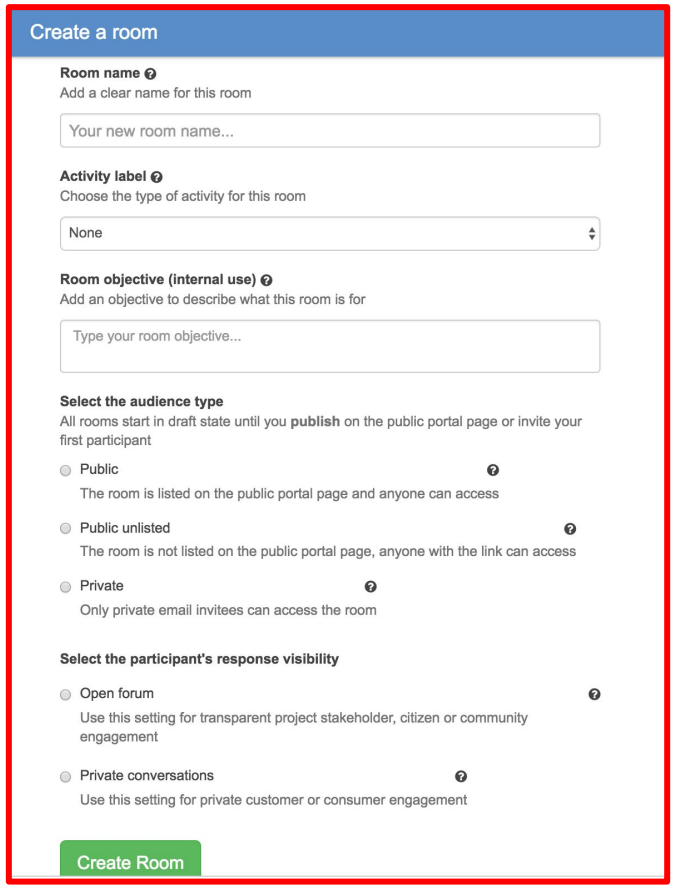
Once signed into a portal, as an organiser, you will see a New Room button at the top of the page. Click on this to open the New Room form which you can edit.



Help Tip:
If you cannot see this button, you will need to contact the portal administrators to send you permissions.

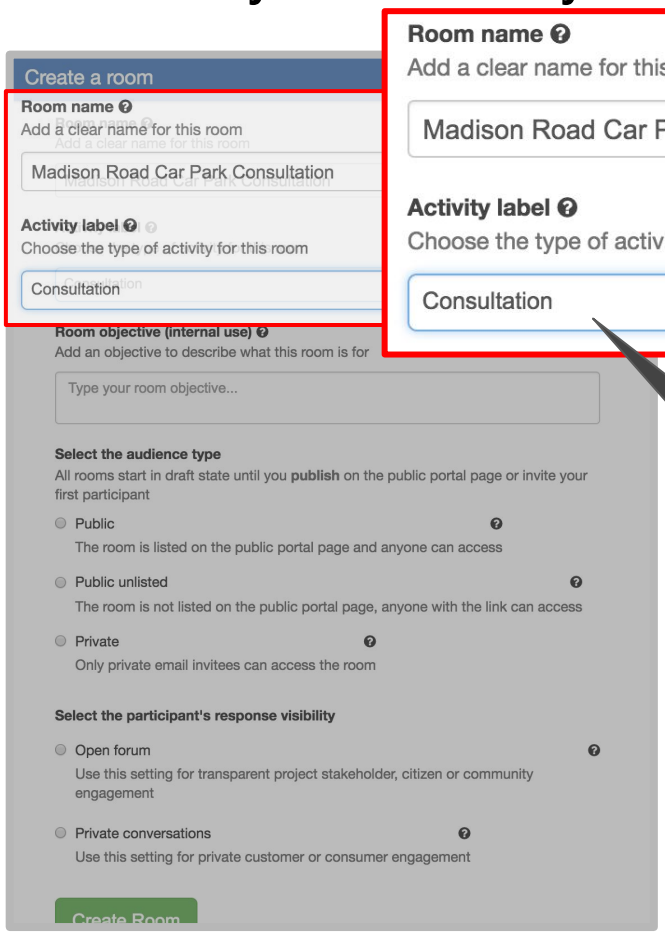
Step 2. Understand New Room form

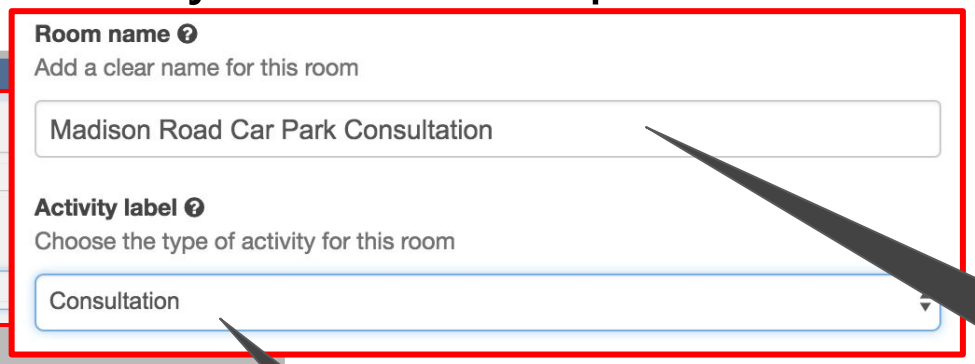
For every new Room you create, Stickyworld asks you some basic questions so the Room is setup correctly.



Step 3. Add Room name and activity

Add a succinct and clear name for your Room.
Choose your activity from the drop down menu under Activity label



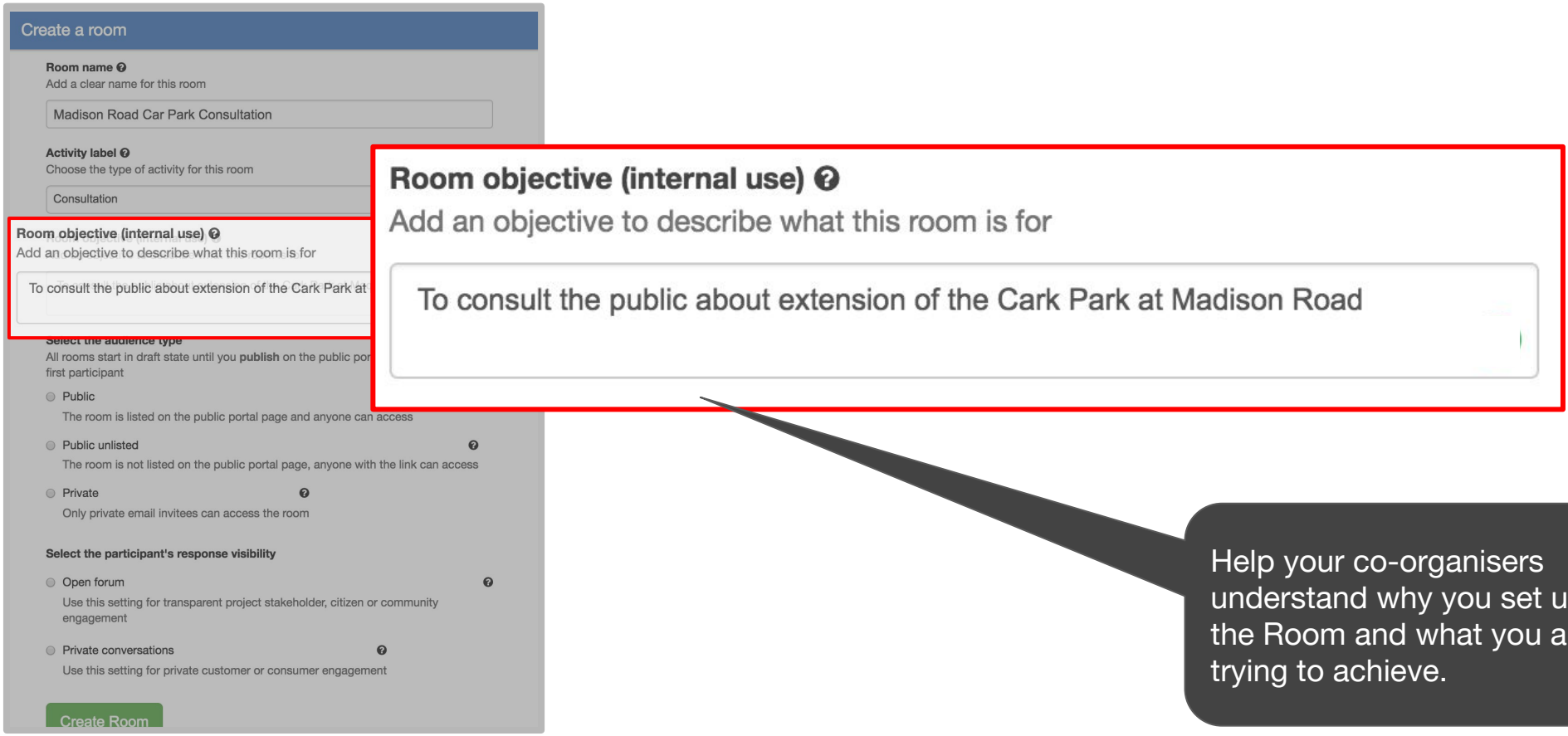


Give a clear short name that makes sense to both participants and organisers. If left blank a Room id will be assigned.

Decide if your activity is a Forum; Consultation; Design Review; Focus Group; Tour; Workshop or listed as Other.

Step 4. Add Room objective

In Room objective add what you want to achieve with your engagement.



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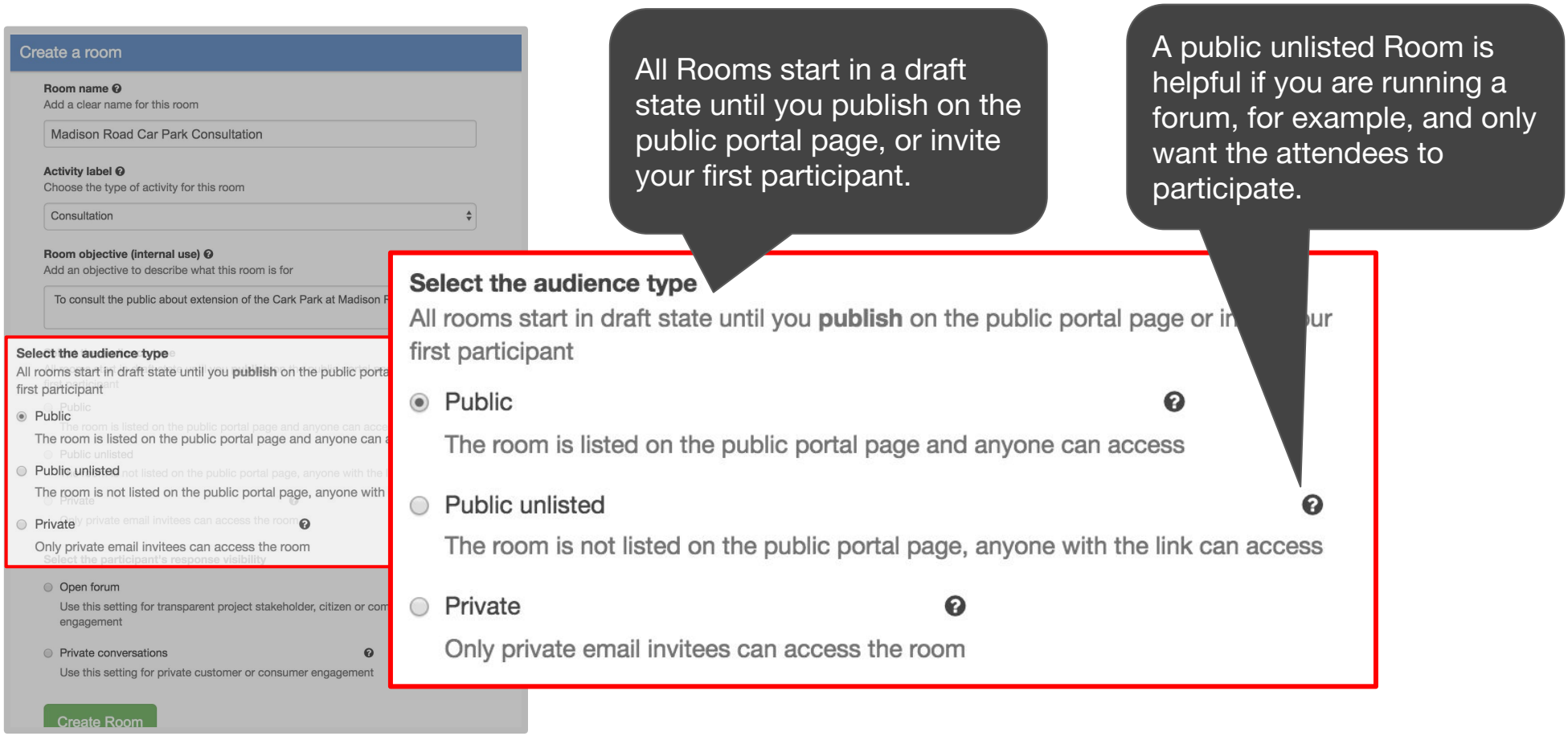
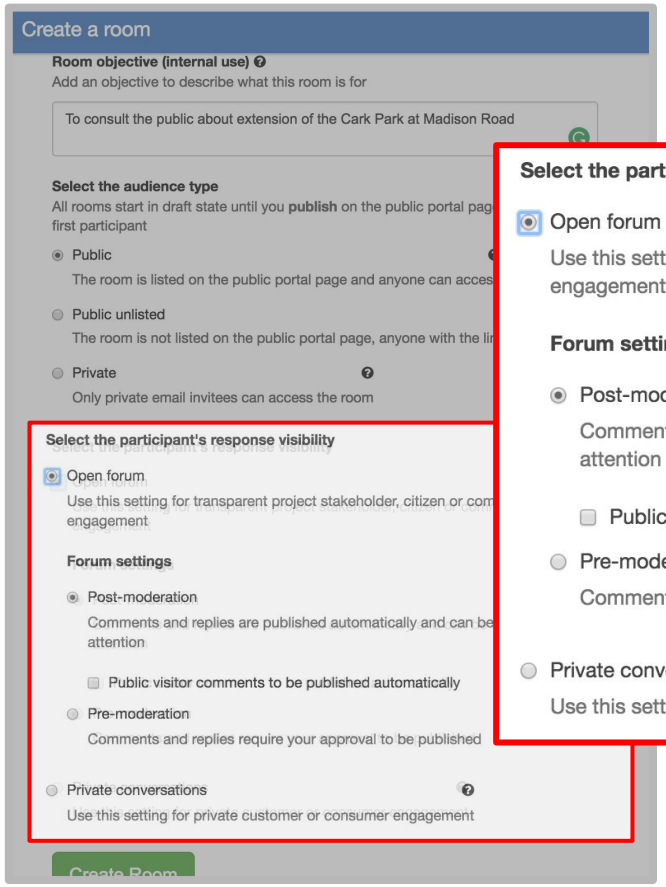
Step 5. Select audience type

Choose who you want to engage. Do you want your Room to be public, public but not listed on your portal, or private?



Step 6: Select response visibility.

Response visibility controls whether participants can see each other's comments/ responses. Choose what's right for your project.



"Open Forum" means each participant can see and possibly reply to other participant comments. There are moderation settings you can apply.

"Private conversations" mean that participant conversations are never shown to other participants.

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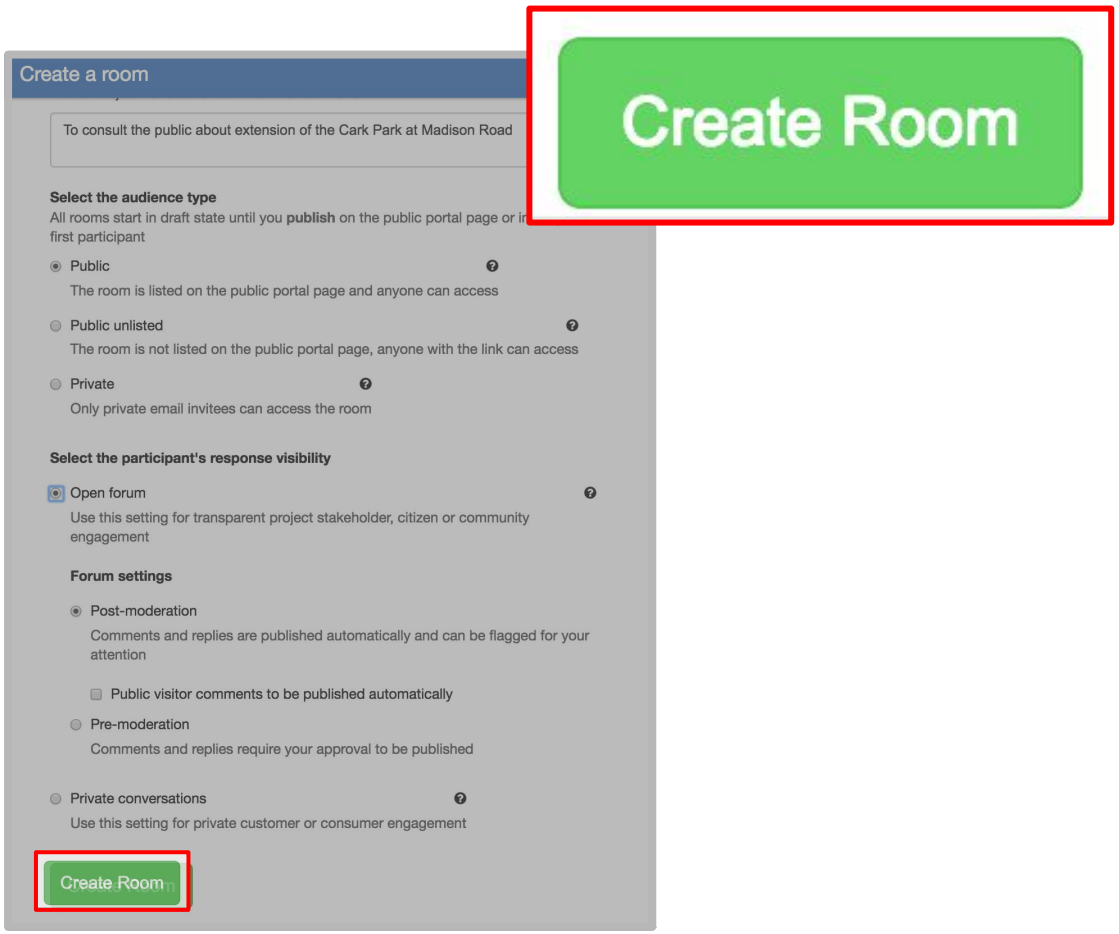
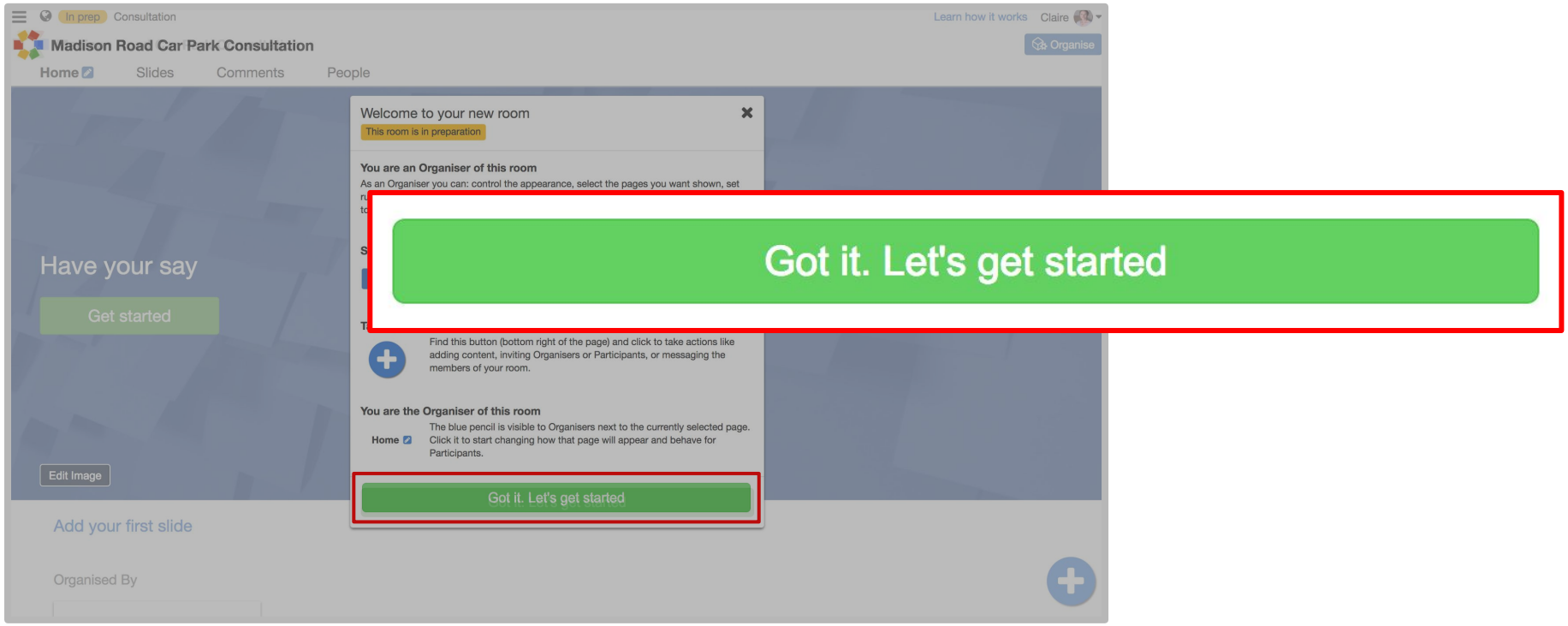
Step 7: Create your Room

Once you have selected your options, click the green button Create Room.



Step 8. Read welcome pop up

You will receive a welcome pop up. Read this through and click the green button Got it. Let's Get Started.



You've created your first Room

Congratulations! You have now created your first Room on your portal customising it to your exact requirements.

What's next?

Next, have a look at 'How-to: set the timeframe for your engagement'.

1.2 How-to: set the timeframe for your engagement.

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Introduction

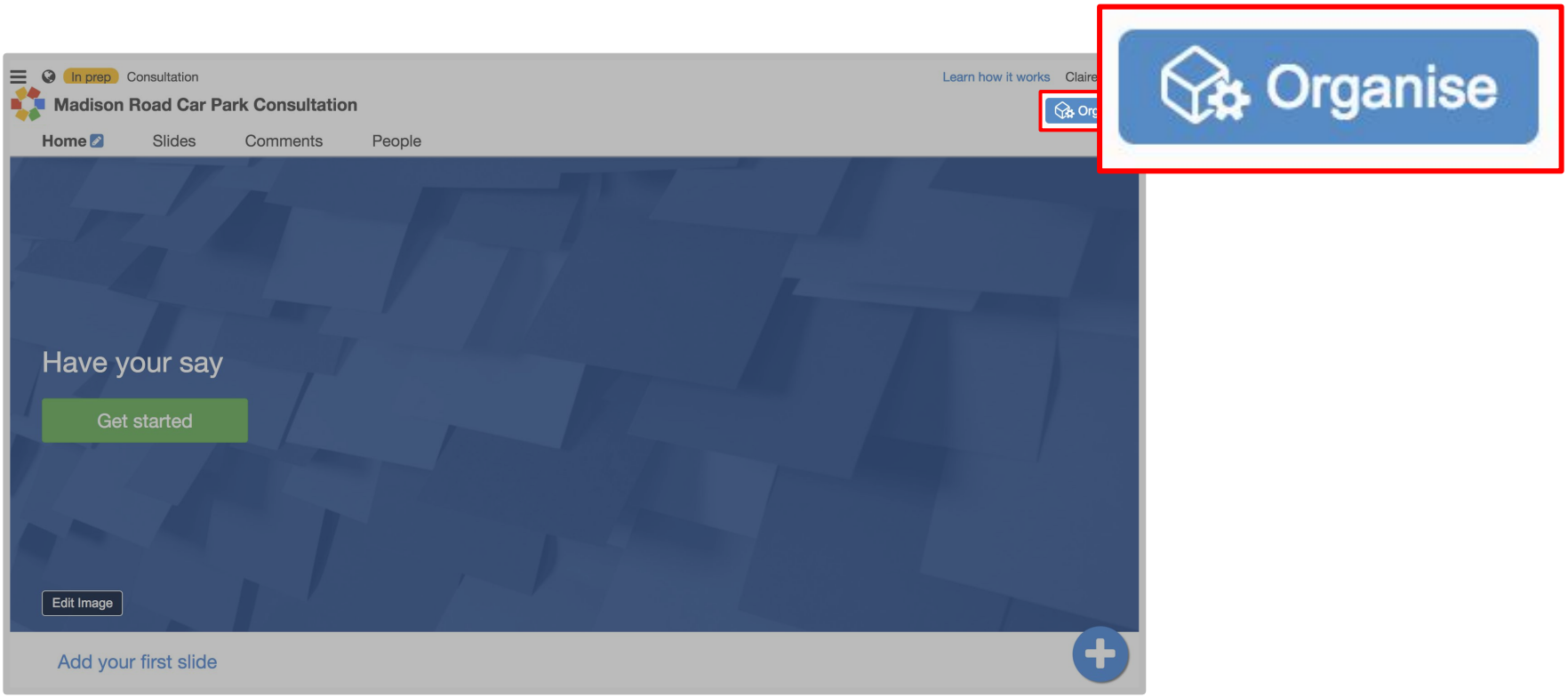
Setting a timeframe for when your Room opens/closes gives you control over when your engagement starts/finishes.

This How-to explains how to set the timeframe for your engagement.

The yellow In Prep tag indicates you are currently in preparation. Only you and your invited co-organizers can see this Room.

Step 1. Select Organise button

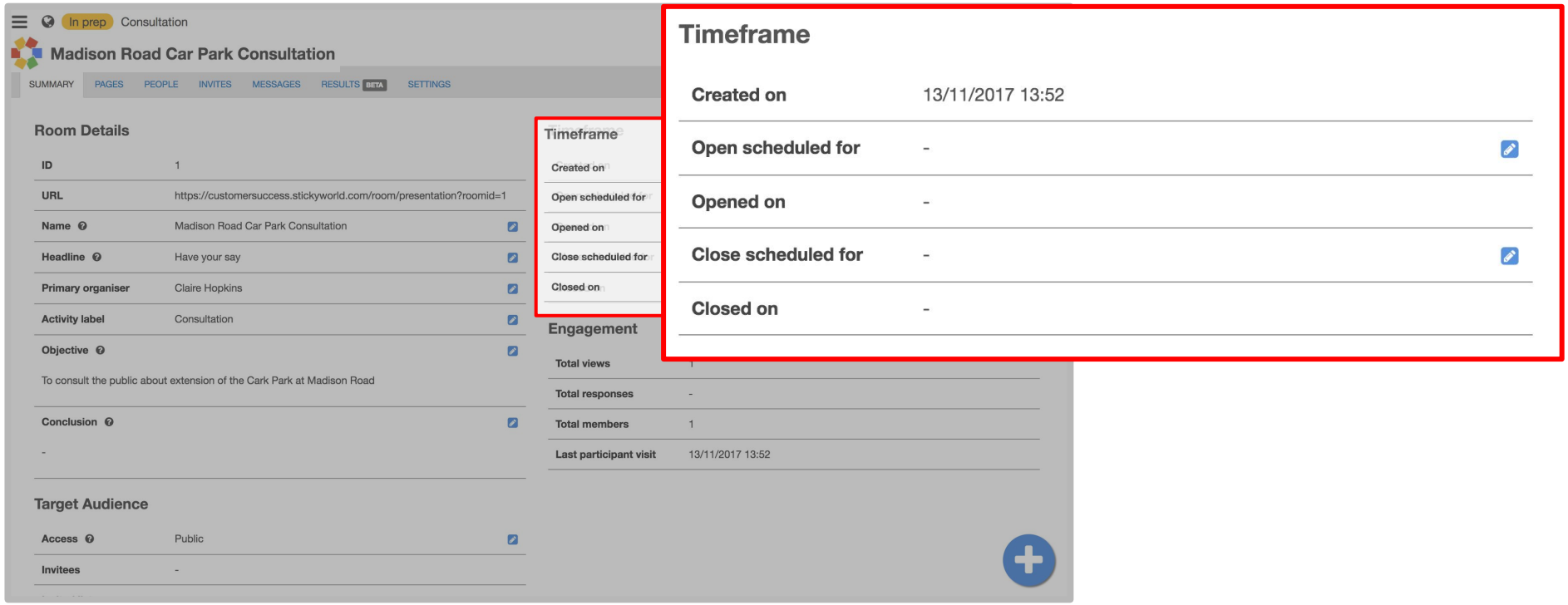
Click the blue Organise button in the header.
This opens a Summary page you can edit.



Step 2. In Summary find Timeframe

How to: set the timescale for your engagement

In your Summary page look for the Timeframe which you can then edit.



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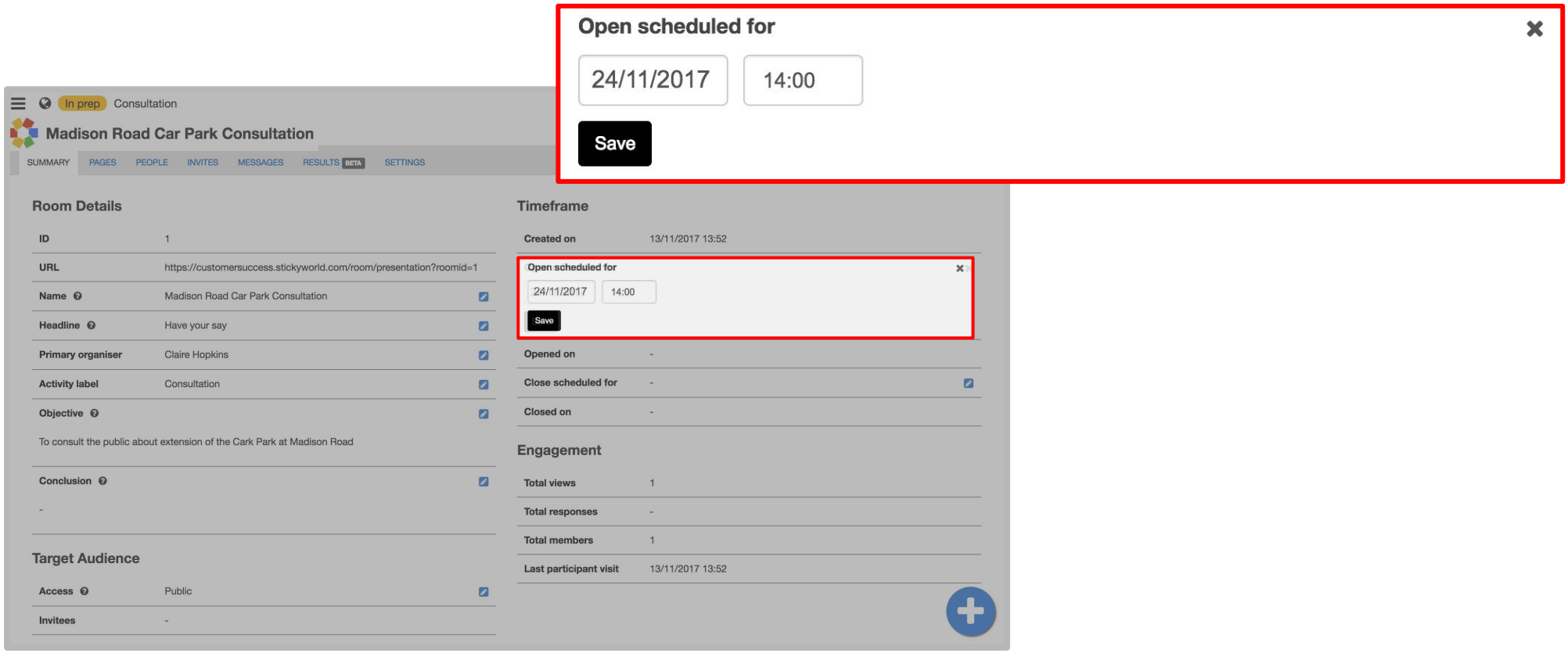
Step 3. Add the start date

How to: set the timescale for your engagement

In Timeframe, click on the blue pencil next to Open scheduled for to edit your Room's opening date and time. Click Save.



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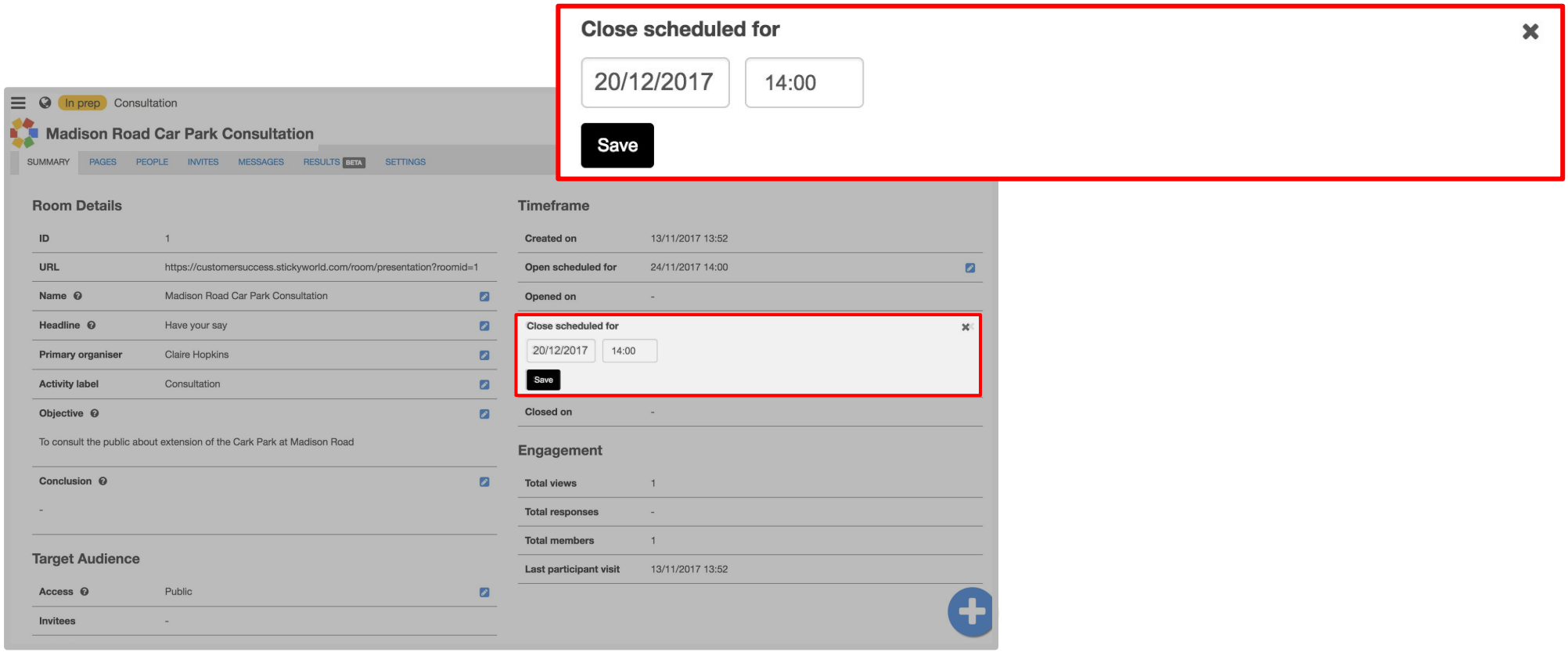
Step 4. Add the closing date

How to: set the timescale for your engagement

Follow the same process for editing when you want to close your Room. Remember to click Save.



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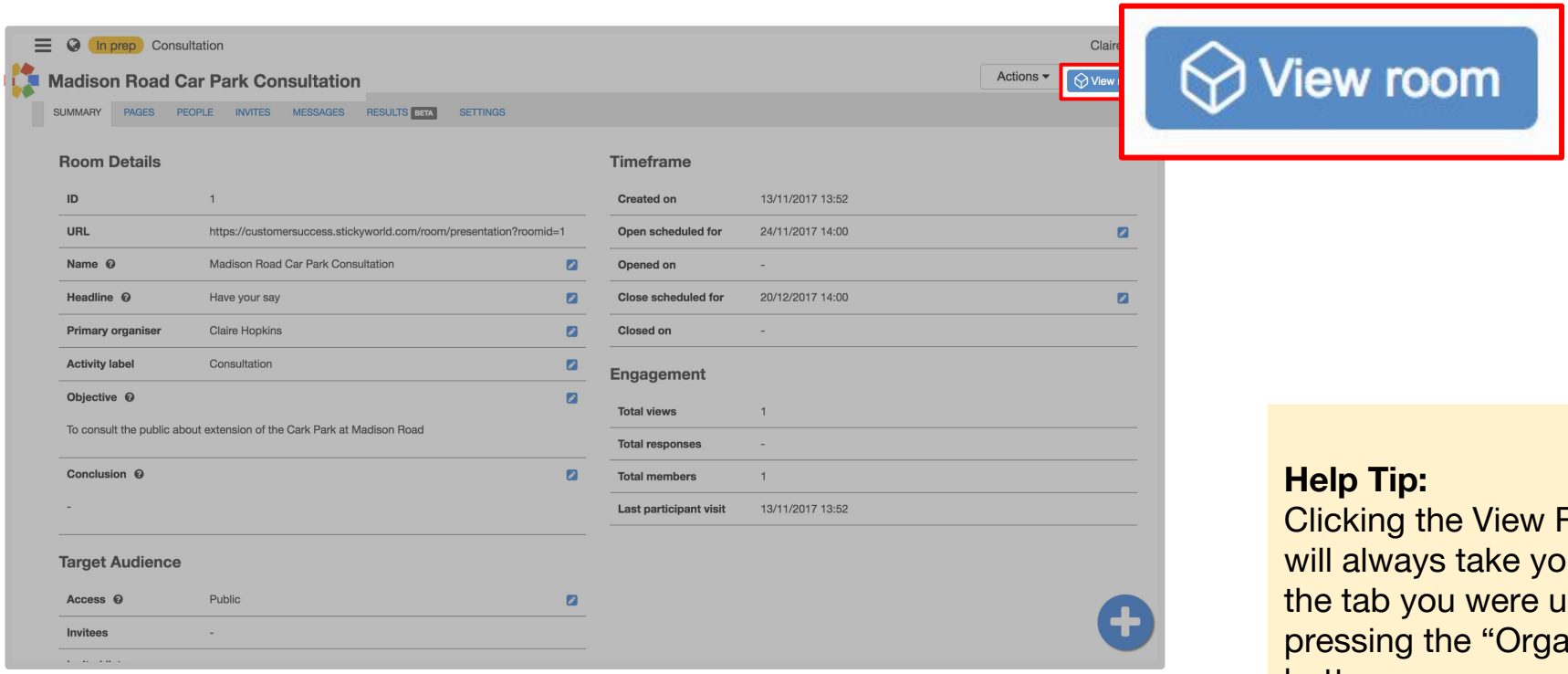
Step 5. Select View Room button

Click 'View room' in the header to return to your Room's landing page.



Help Tip:
Clicking the View Room button will always take you back to the tab you were using before pressing the "Organise" button.

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You’ve set the timeframe for your Room

Great. You have now set when you want to start and finish your engagement.

What’s next?

Next, have a look at ‘How-to: invite a co-organiser’.

1.3 How-to: invite a co-organiser.

Stickyworld

Introduction

Having a co-organiser means you'll have help in managing your Room.

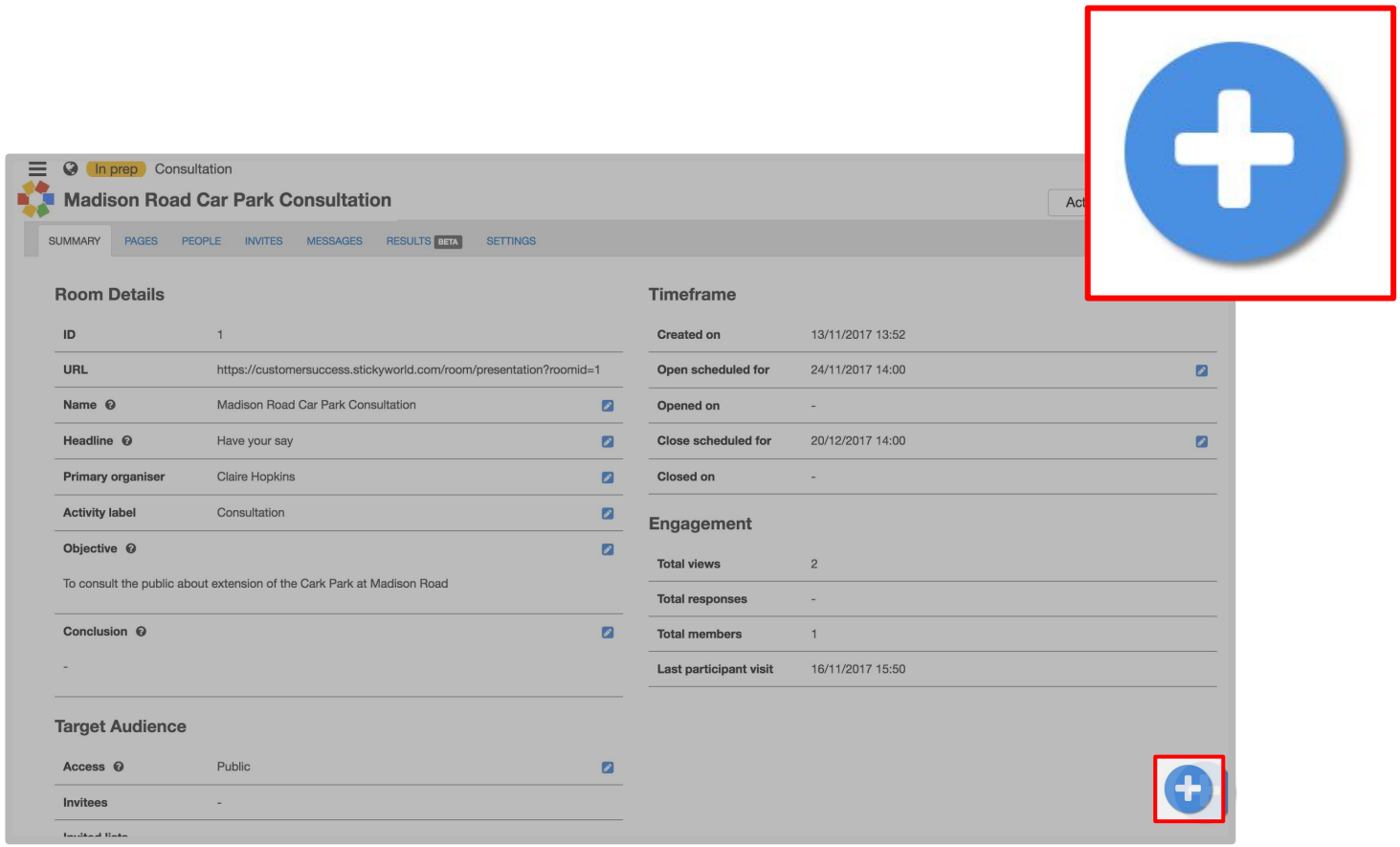
This How-to explains how to invite a colleague to help you set up and organize your Room.

The yellow In Prep tag indicates you are currently in preparation. Only you and your invited co-organizers can see this Room.

Step 1. Select organizer action button

How to: invite a co-organiser

Click on the organizer action button.
A menu will appear.



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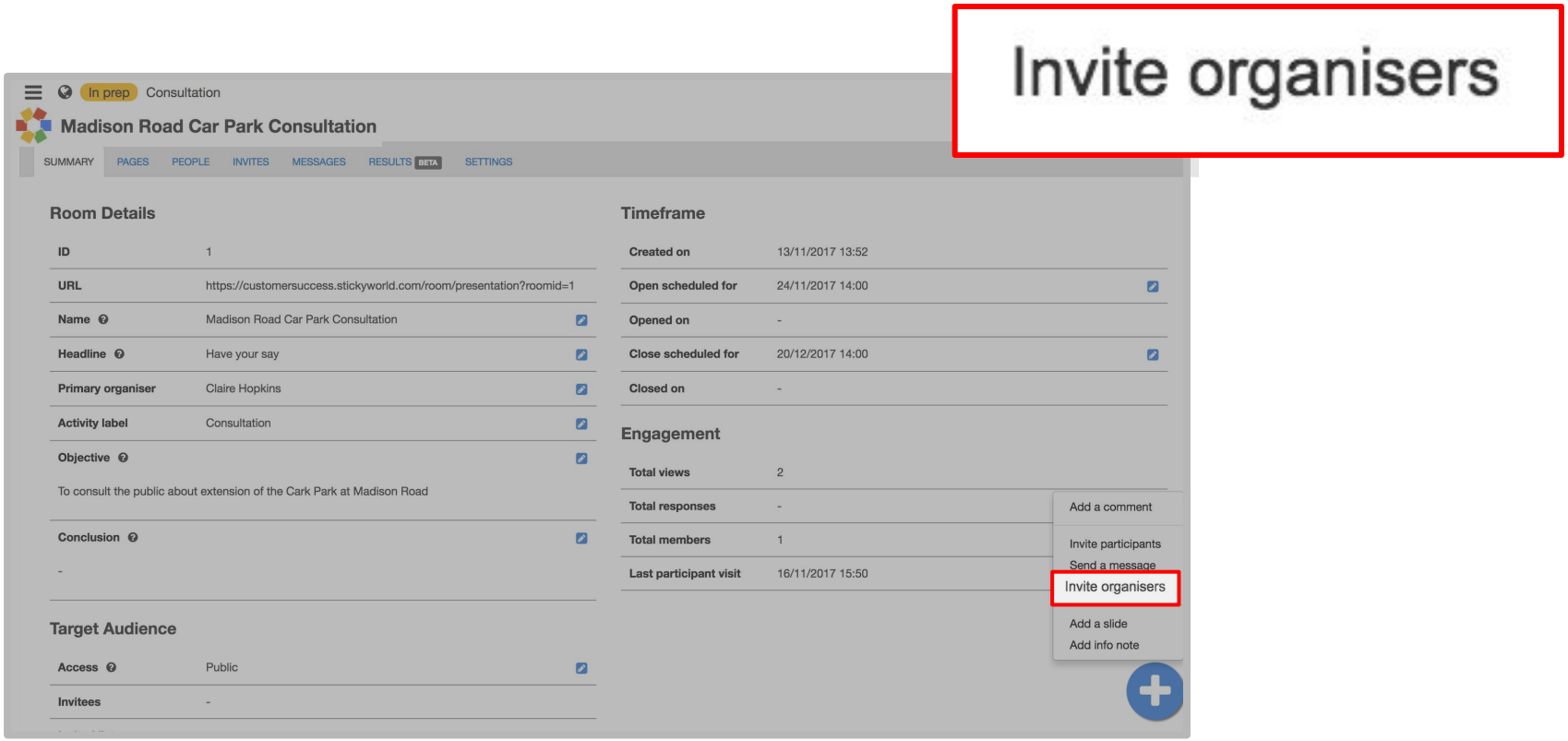
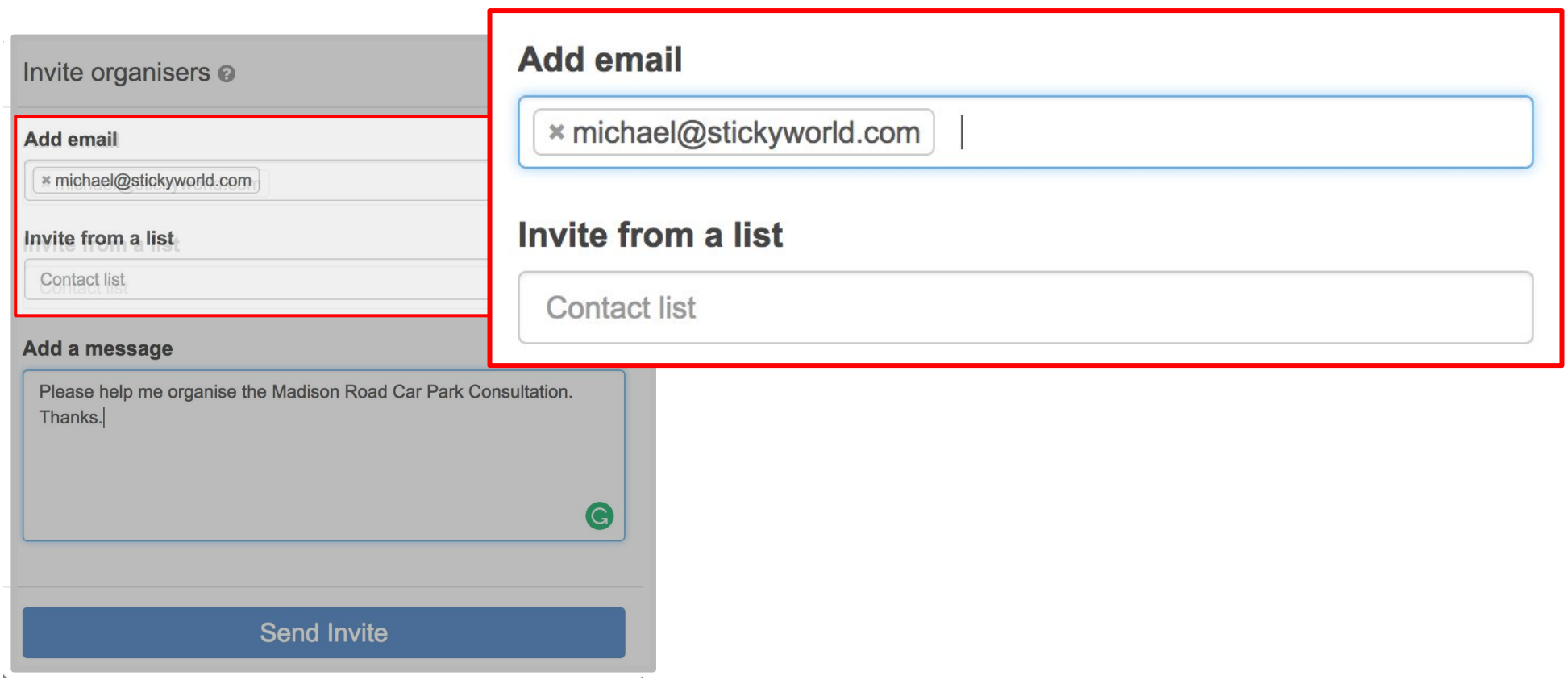
Step 2. Select Invite organisers

In the menu, you will see Invite organisers.
Click on this to open the Invite organisers form.



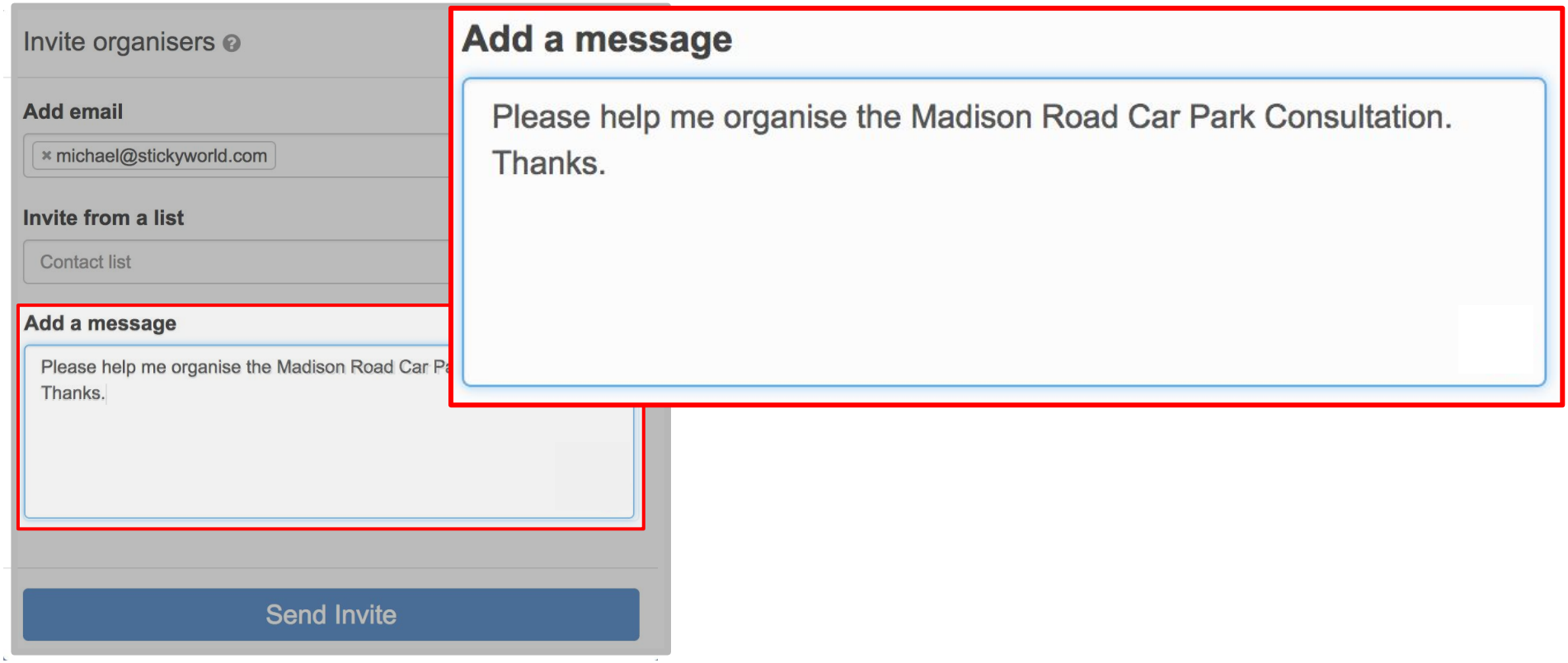
Step 3. Add email address

Type in the email address of the person you want to invite and click enter. Or, you can issue invitations to a pre-prepared list. We explain how to prepare this list in another How-to Guide.



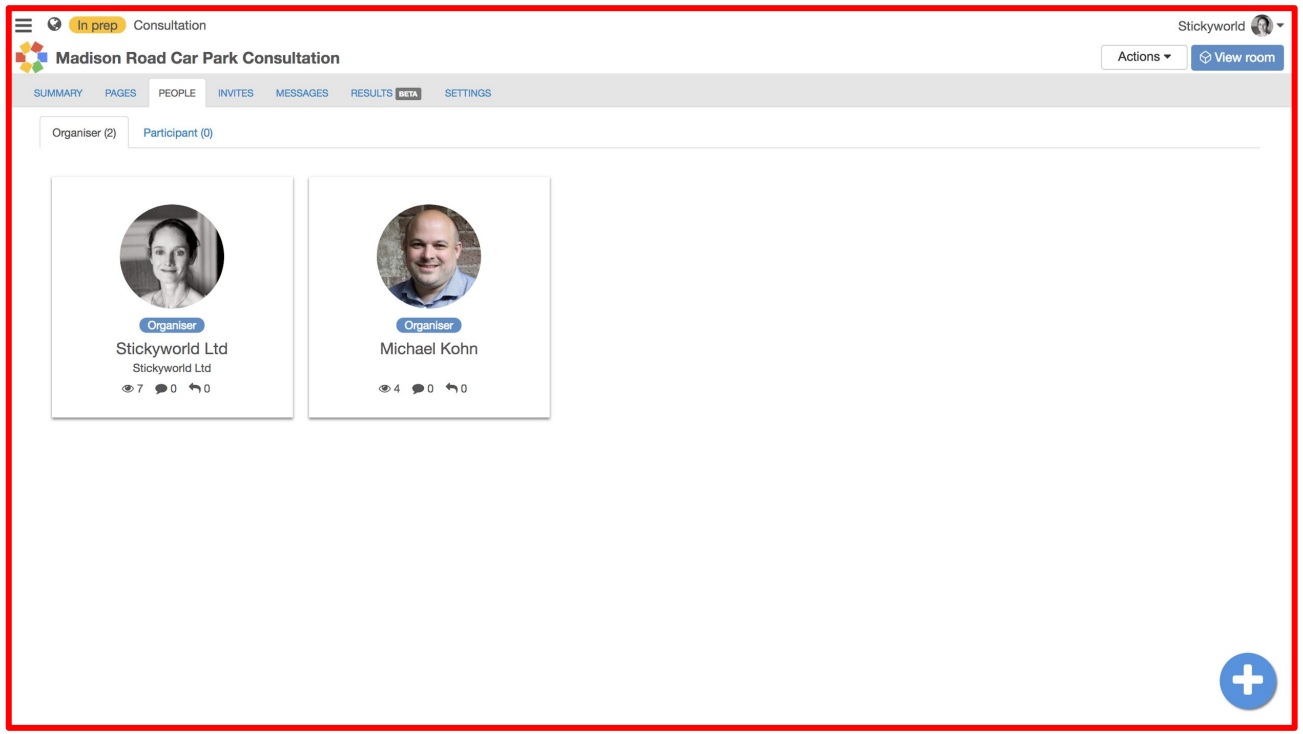
Step 4: Include a message

Customise the message you want to add to your invitation. Then click the blue Send invite button.



Step 5. Check your People page

After a few seconds you will receive a message to say that the invite was sent successfully. Your invitees will be notified by email. Once they accept they will be listed on the People page.



You've invited a co-organiser for your Room

That's it. You have now invited someone else to organize your Room with you.

What's next?

Next, have a look at the Customer Success Guide No 2: 'Creating content in your Stickyworld Room'.

Meet the Stickyworld team who can help you

You'll always find one of the team is available in the in-app support channel and able to help you.

Click the Help button which you will find under your profile, and then Contact Support.

Michael

Chris

Claire

Karsh

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Thanks for reading

We hope this guide on how to set up your Stickyworld Room has been helpful.

If you have any feedback on how we can improve the guide please do let us know. You can contact us at anytime on success@stickyworld.com

Get in touch with your questions:

success@stickyworld.com

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