**infodesk**

5 TIPS TO GET THE MOST FROM YOUR PLATFORM

## Defining Super-users and End-users

- **Super-users** have access to all features in the InfoDesk platform, including Inboxes, Newsletters, Reporting, Benchmarks, Report Library, and Statistics.
- **End-users** have access to the Dashboard, Search, Contribute, Workspaces, and Subscription modules, and have the ability to comment, share and like posts.
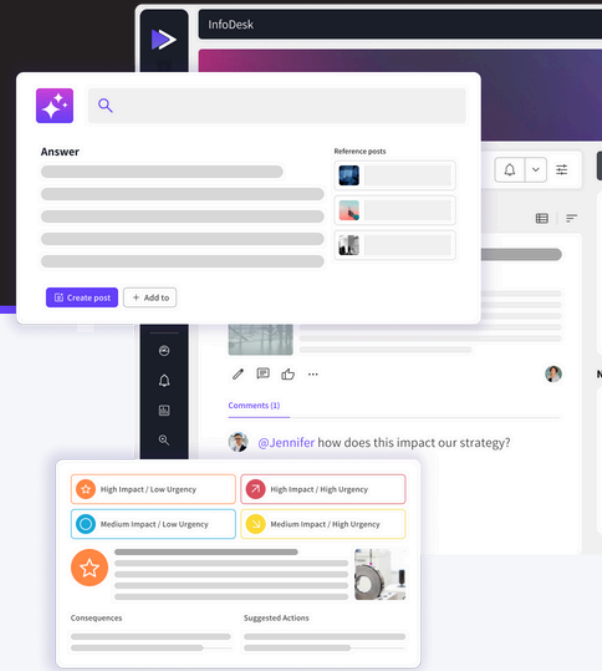
Using widgets to drill down dashboard content

The platform landing page is called the **Dashboard**. Most Dashboards present updates curated by Super-users, so that End-users can easily monitor the latest news. The Dashboard is composed of widgets, almost all of which are clickable.

The **Post list widget** shows qualified information. Here, End-users can like, comment, translate and summarize posts. The output of the Post list can be altered using the **Chart widget**. Simply click on either the bar in a bar chart, or the relevant slice in a pie chart, and the Post list will change to show posts matching your selection.
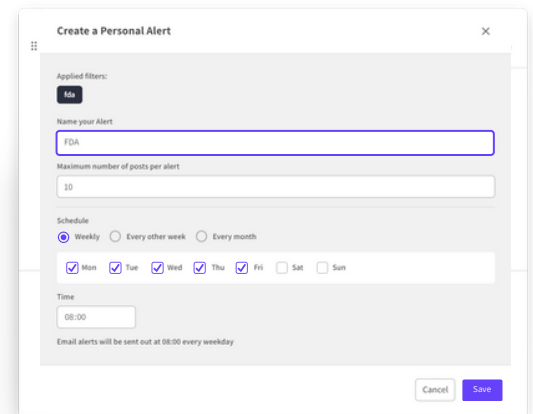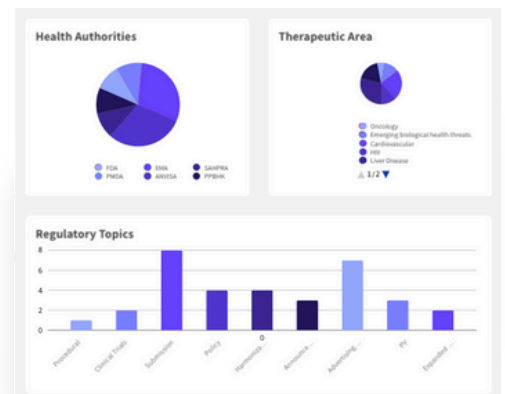
Managing alerts and other subscriptions

Within a dashboard there are two main ways for End-users to quickly subscribe to pre-defined alerts or newsletters.

1. The **Newsletter subscription widget** is a simple radio button which you can toggle on or off.
2. Meanwhile, the **Category subscription widget** enables End-users to hand-pick specific topics to receive alerts on, and at what frequency these should arrive in your email inbox.

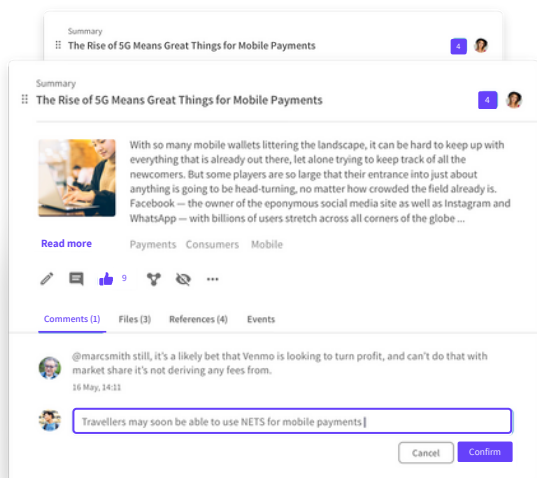## Creating your own personal subscriptions

Click the **Filter** button and use the various categories in the **Filter menu** to drill down your search. Once you've tailored your search query, you can subscribe to this personal saved search. And that's it – you've now very quickly created a unique alert, just for you.

Remember, you can view and amend **Saved searches** and **Alerts** in the **Subscription area**.

Collaborating in Workspaces

A **Workspace** is a shared workspace with a variety of functions. Please note, if you cannot see the Workspace module, your Admin has decided not to display Workspaces for End-users in your portal.

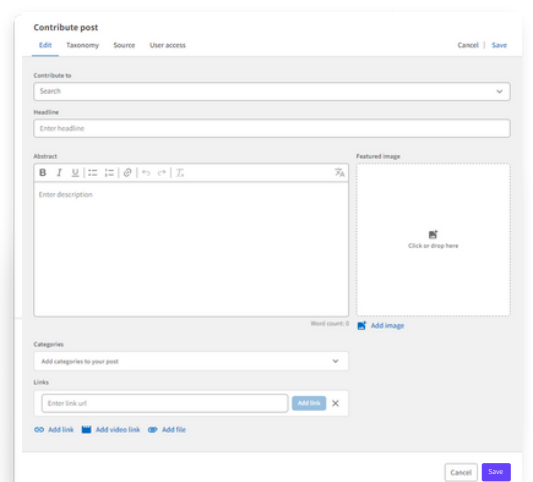As an End-user, you can invite other End-users to join a Workspace to:

- Follow trends or topics over time
- Save interesting articles you have found in **Search**
- Collaborate with other users, sharing information within or between teams
- Utilize as a **Project place**
- Leverage smart functions, such as summarizing a Workspace's content into **Summaries**.

Optimizing your platform experience

Contribute to your team's portal by using the **Contribute** function or by sending an email to the portal, helping foster an information-sharing culture that is free of silos.

Simply click the **Contribute button**, paste a link from the source you want to share, and the system will create a post automatically.

Alternatively, click to open the **Contribute form**, add any text, image or file to share with your colleagues, and a post with all attached content will be created once you click **Save**.