Camms.

Product Feedback Portal
User Guide

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1 Introduction

The Camms Product Feedback Portal is being introduced to help all Camms customers have a common platform for providing suggestions and ideas for features that you would like to see in our products. This portal will allow you to submit your own ideas, view ideas submitted by others, vote and comment on ideas that you like to see implemented.

1.1 When should you use the portal?

This portal should be used for general product feature requests that you like to see in the future, and that you believe will be useful to other users of the product as well.

If you have an issue or query, please feel free to contact our support team via the Customer Support portal. Also, if you believe your request is something specific to your organisation – e.g. a very unique process or any request related to customized reports, please submit that as a modification request via the Support portal as well.

1.2 Using this guide

This user guide will provide you an overview of how to access and use this product feedback portal.

The portal is open to all Camms customers, and you can sign up to create your own account. In the next sections the following areas will be covered:

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2 Signing up for access

The Camms Product Feedback Portal can be accessed in two ways:

1. **Via the link available in our customer support portal:** When you are accessing our customer support portal (https://cammsgroup.freshdesk.com/) there will be links on the homepage and in the header bar to the product feedback portal:
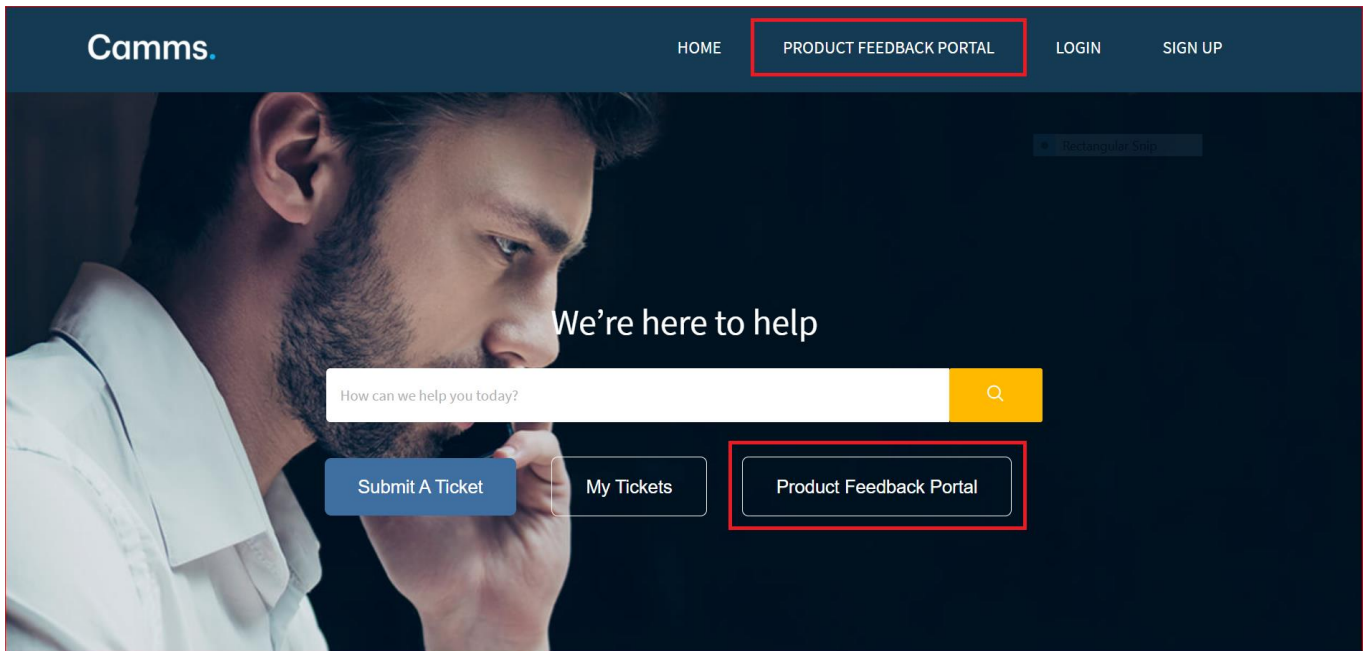
Figure 1

2. **Via a direct hyperlink:** https://camms.ideas.aha.io

Once you navigate to the portal, you will be able to sign in (if you already have an account) or sign up for a new account. To sign up for a new account, click on the 'sign up' link shown below:
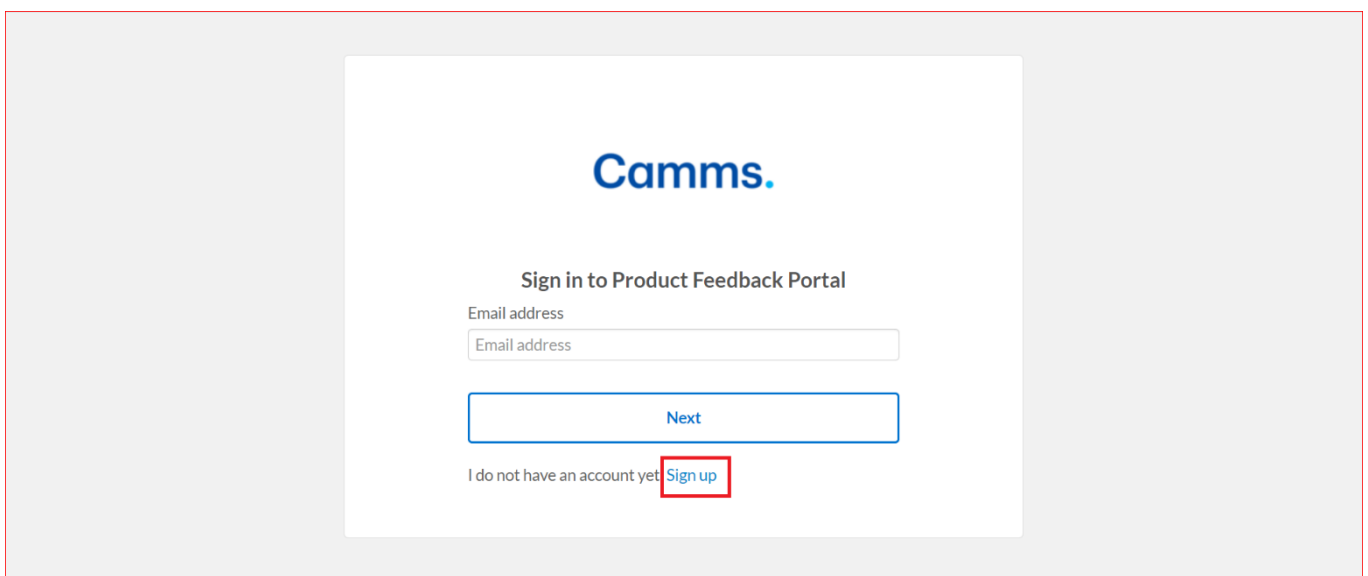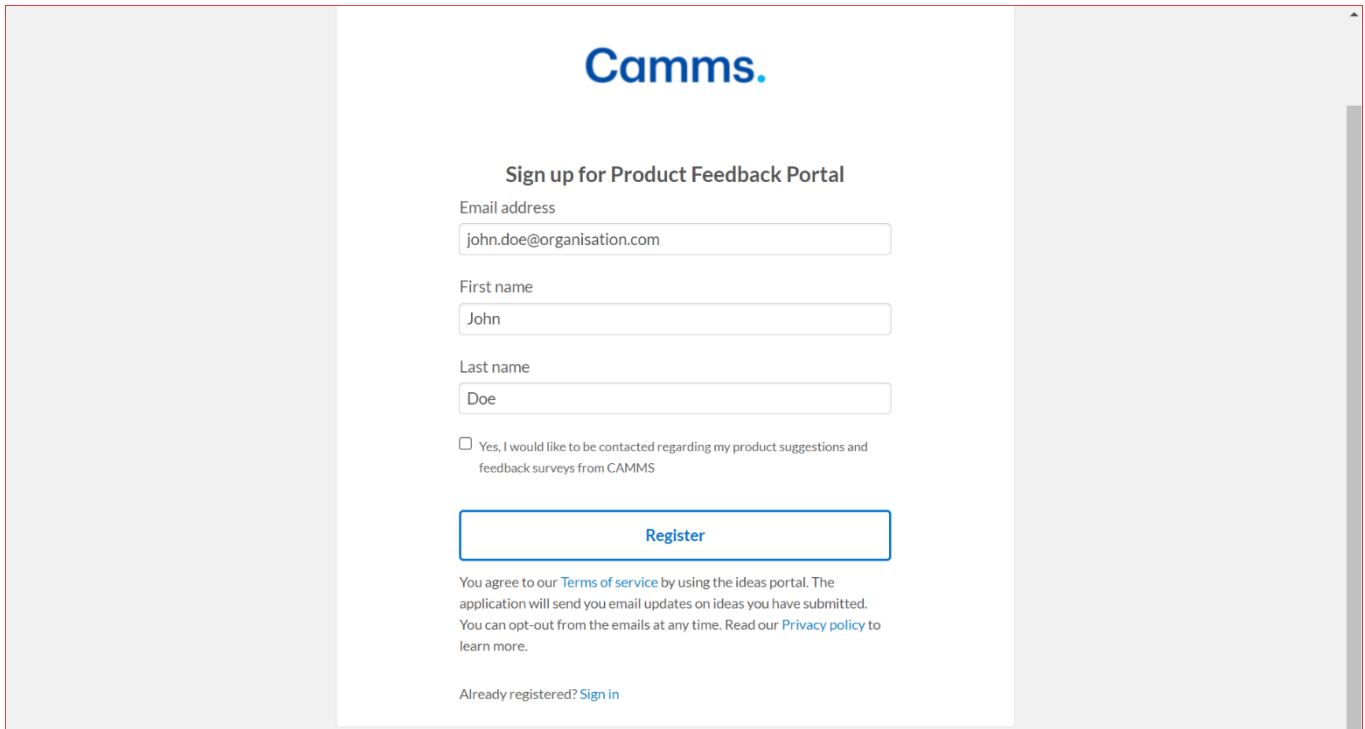

Figure 2

STEP 1: Signing up is easy – simply enter your username, preferred first and last names (this is how your name will appear next to ideas you submit and comments you make).

Figure 3

IMPORTANT:

Sign up is restricted to email domains of registered Camms clients, therefore please sign up with your official email address. While we endeavor to keep this list fully updated at all times, if you get an error message on attempting to register saying that your email domain is not registered, please let us know. You can email <u>support@cammsgroup.com</u> *to inform this. We'll then ensure your domain is added to the allowed list and inform you once completed to continue the sign up process.*

STEP 2: Once you have signed up successfully, the following message will be displayed and you will be sent an email to help complete the sign up process.
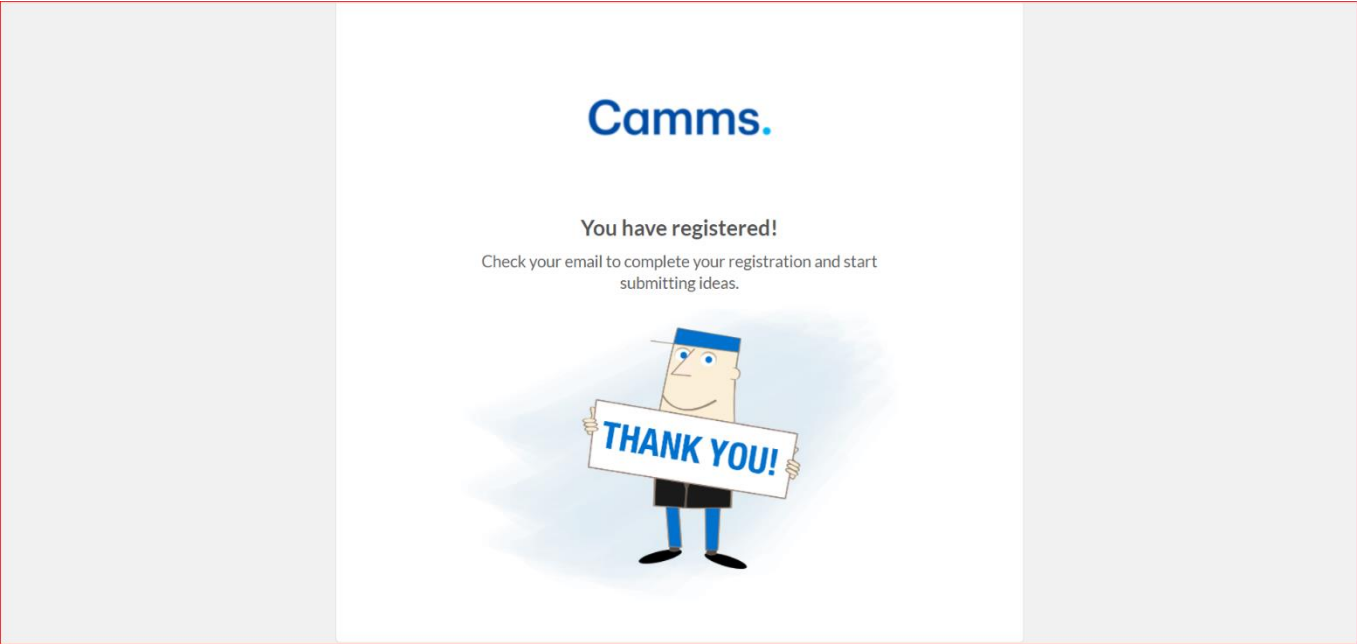

Figure 4

> *NOTE:*
>
> *If you have not received the email, please check your Junk or Spam folders. The email will be from an address 'support@aha.io' – you may also want to check with your IT team that it is not being blocked. If you suspect you entered the email address incorrectly, simply try signing up again.*

STEP 3: Open the email that you receive, and click on the button to verify your email address and create your account password:
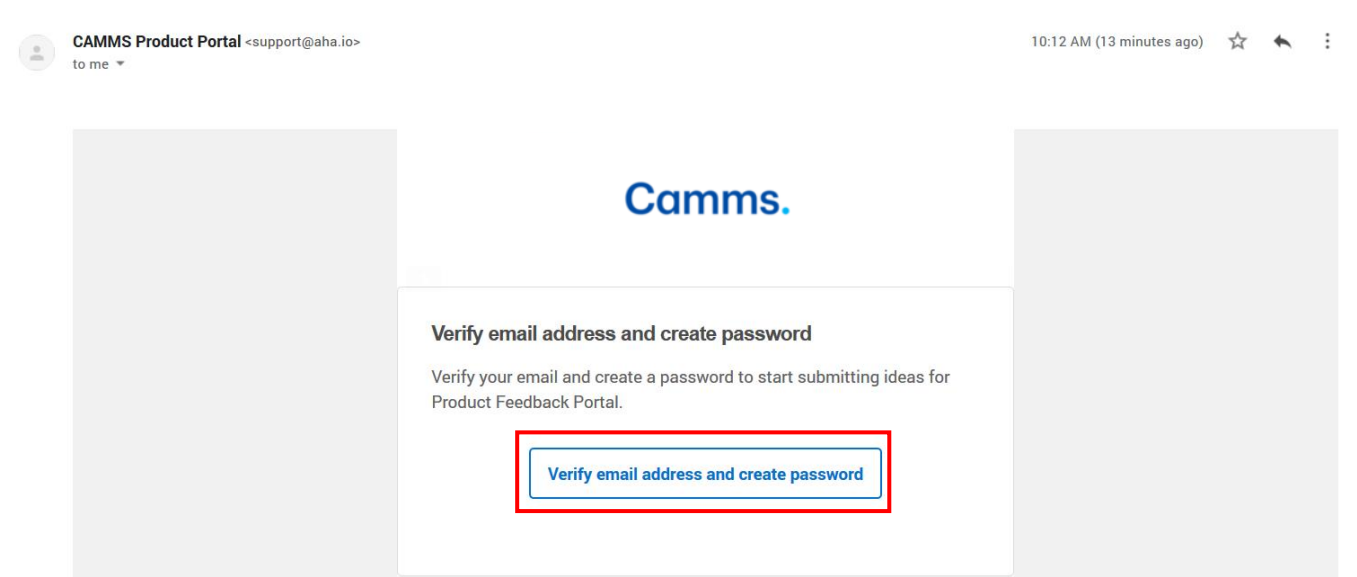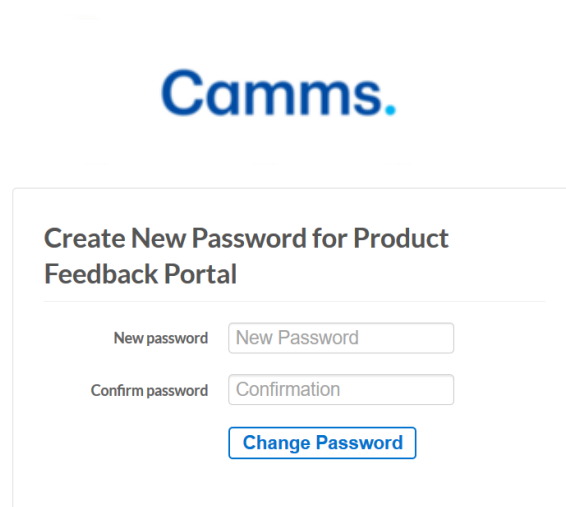

Figure 5

STEP 4: You will then be asked to create your password and re-enter the same password as a confirmation:

Figure 6

STEP 5: Click 'Change Password' once you are done and that's it! You will then be taken into the Product Feedback Portal. Next time you access the portal URL, you can enter your email address and password to gain access to the portal.

3 Submitting an idea

STEP 1: To submit a new idea, click on the 'Add a new idea' button on the top left-hand side:
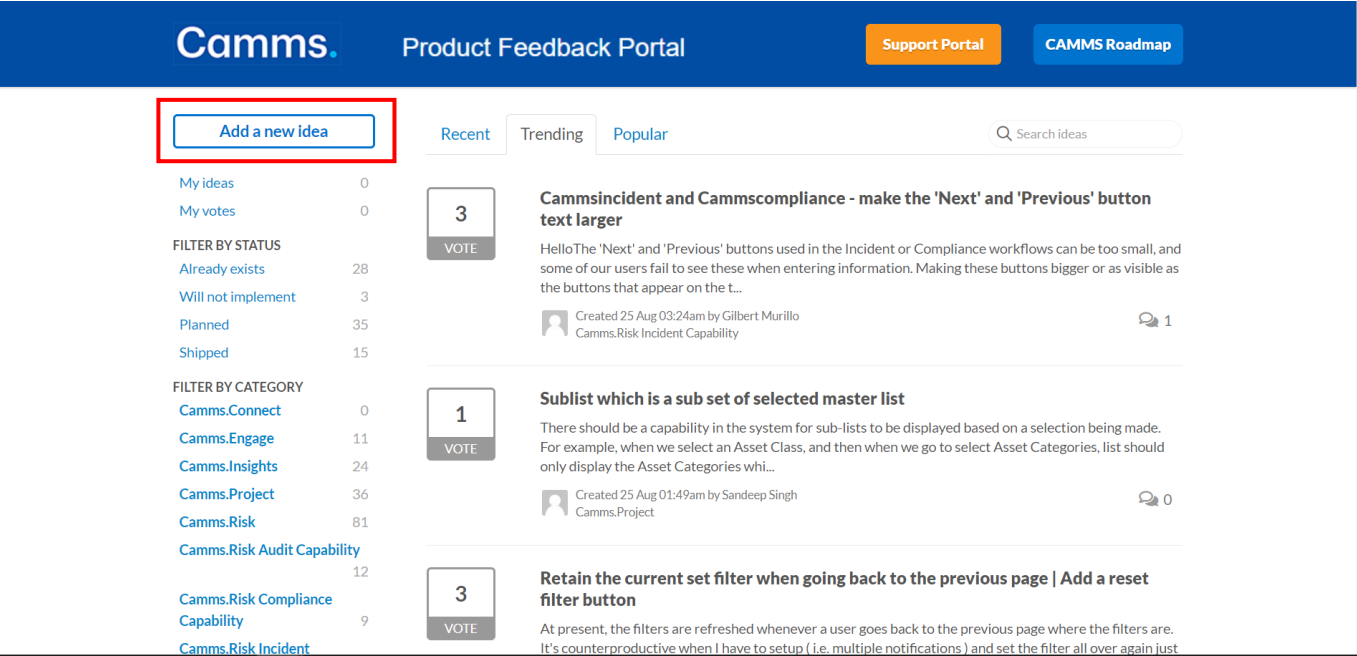

Figure 7

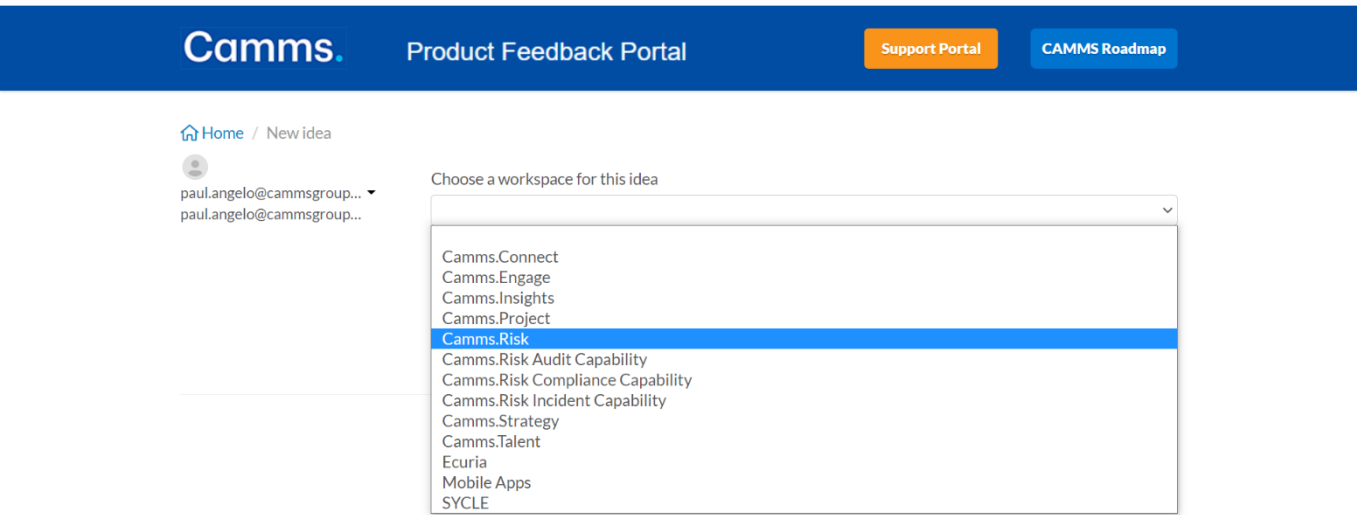STEP 2: Next, select the product to which your idea relates to:

Figure 8

STEP 3: Thereafter, enter a brief one-sentence title and a more detail description of what you would like, who would likely benefit from that and any preferred way of how it works. Try to be as descriptive as possible, to help us and others that may see your idea understand what you are proposing and why. The more people that like and vote for your idea, the more likely that it will prioritized in our future roadmap.

You can also attach a file or mockup if you wish, however please take care not to upload anything with sensitive data since this is an open portal for all Camms clients.

Figure 9

STEP 4: Once an idea is submitted, you will receive an email notification confirming it as well.

4 Viewing, voting, and commenting on ideas

You can view existing ideas by clicking through any of the categories, recent/trending/popular registers or by searching for a specific idea by keyword:
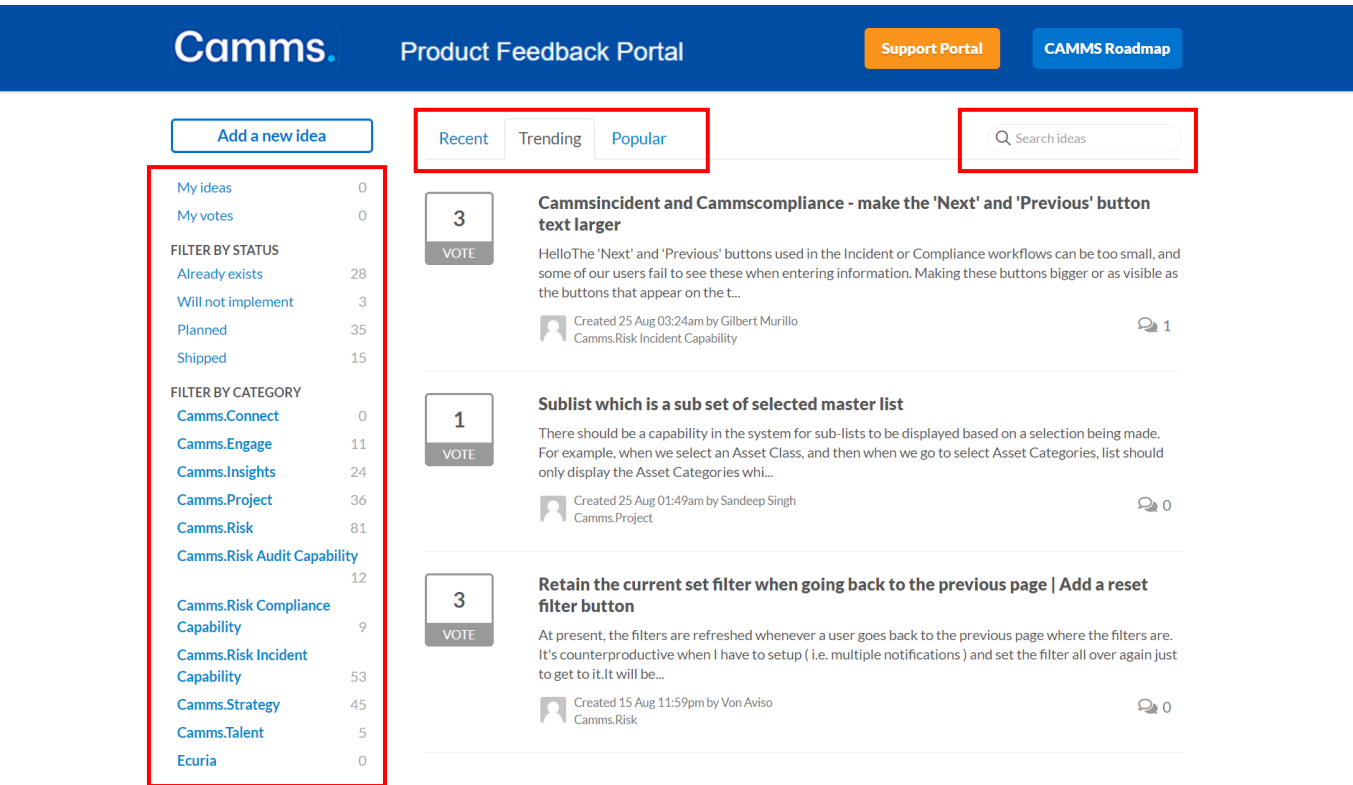

Figure 10

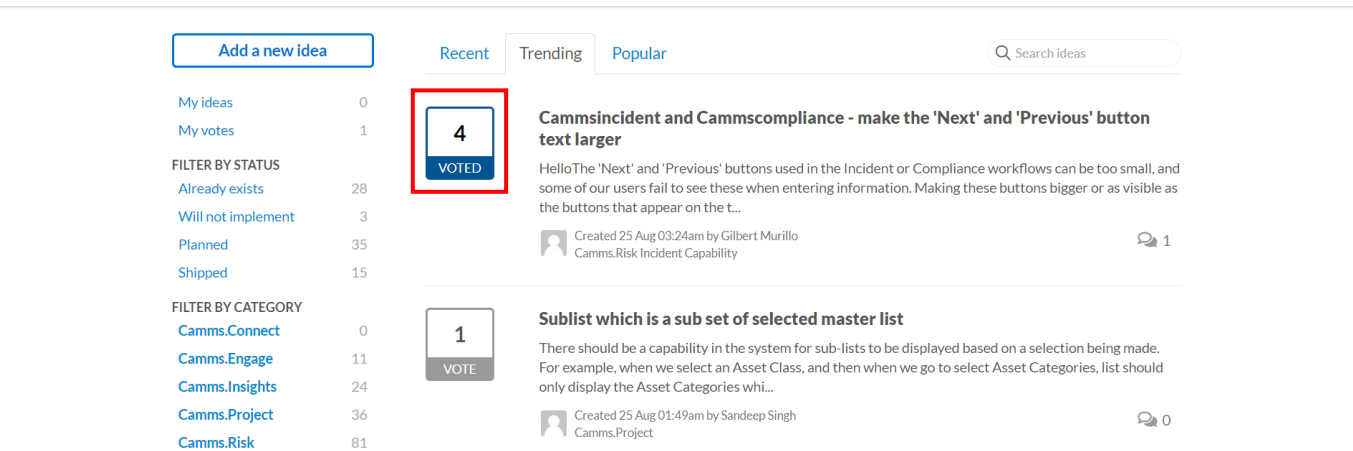To vote on an idea, simply click on the 'vote' box and it will change to indicate you voted:

Figure 11

If you vote by accident, simply click on the voted button again, and it will undo your vote.

You can also click on the title of the idea to view it in more detail, including comments made by others. For some, you may see an 'admin response' which is a response from Camms regarding that item. When Camms team have reviewed an item, its status will be changed to one of the following:

1. **Planned** – That this item has now been added to our roadmap for a future sprint. You can view our public roadmap at http://tiny.cc/cammsproductroadmap

2. **Already Exists** – That this feature already exists in some form, and hence will not be separately considered for development

3. **Will Not Implement** – This indicates the feature has been considered but has not been decided to be implemented, could be due to a variety of reasons – it's extending to an area that's outside the product's scope, there's an alternate workaround, it is covered off in a different planned requirement or in a different idea

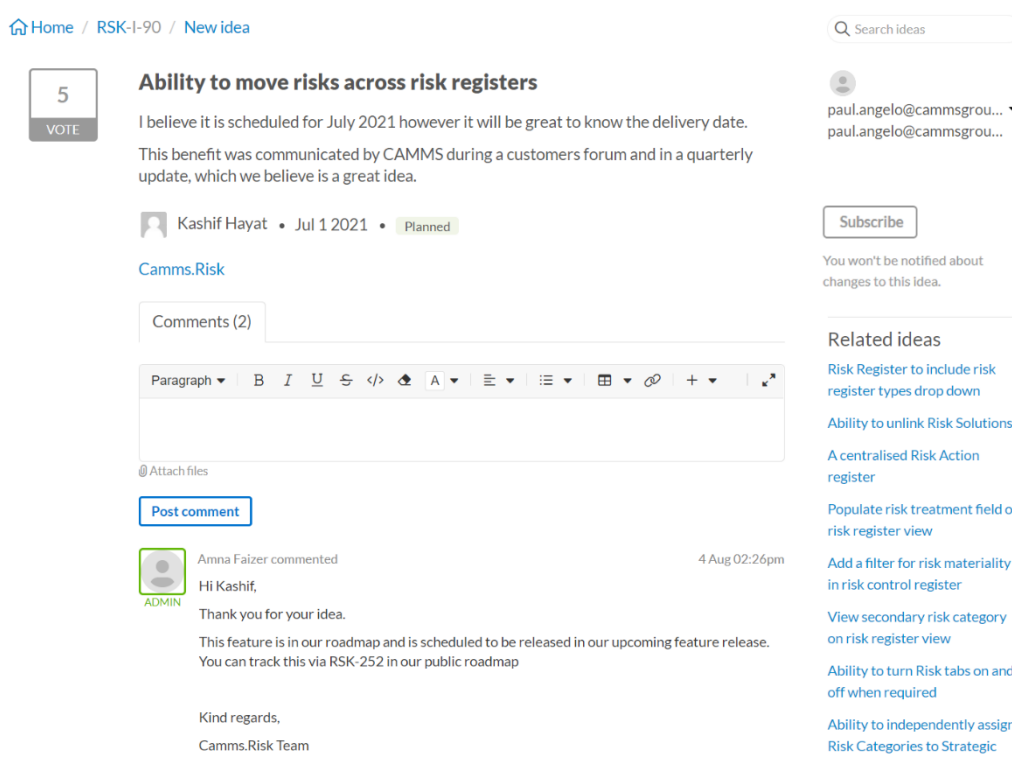4. **Shipped** – Item has been developed and released to our Cloud environment

Figure 12

You can also use the above detail view to add your own comments to other ideas. Simply type in the comment and click 'Post Comment'.

5 Email notifications and subscribing to ideas

For ideas that you submit, you will be updated on progress automatically. There are four types of email alerts you will receive:

1. Confirmation that the idea was received

2. Notification if the Status of the idea is change

3. Notification if an Admin Response is added to the idea

4. Notification if a Comment is added to the idea

Apart from email notifications for ideas that you submit, you can also 'subscribe' to other ideas that you like to be update on. For example, if you see another idea that you quite like, go into the detail view of that idea and click 'Subscribe' on the right-hand pane:
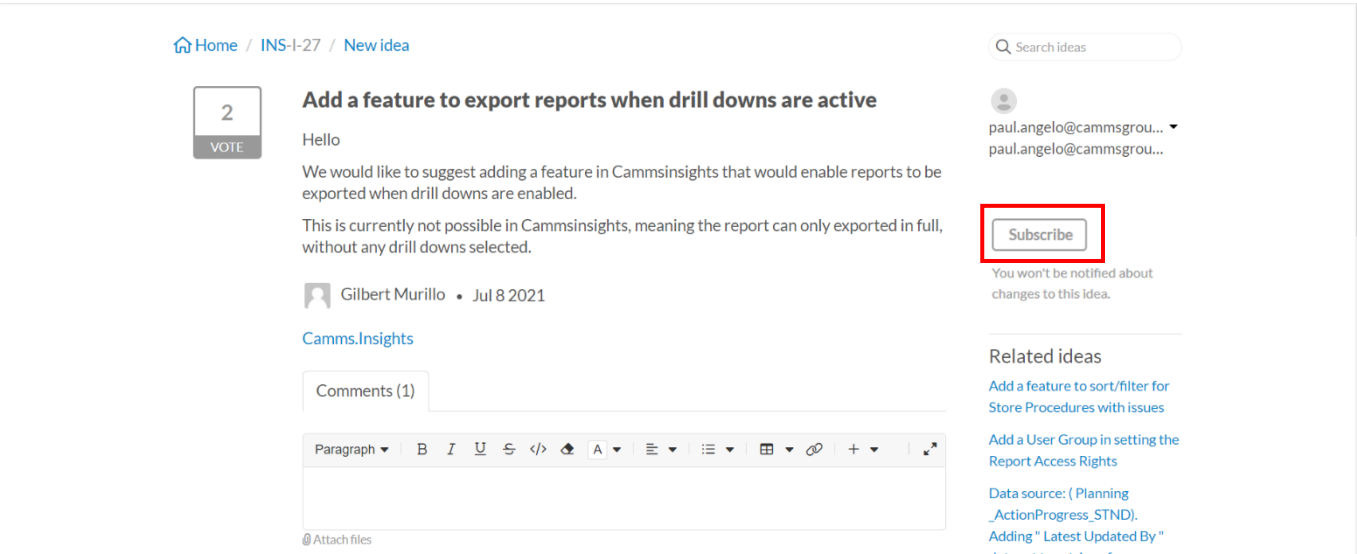

Figure 13

Once you subscribe to an idea, the button and description with change to indicate you are already subscribed. If you wish to stop receiving updates, click on 'Unsubscribe' within that idea:
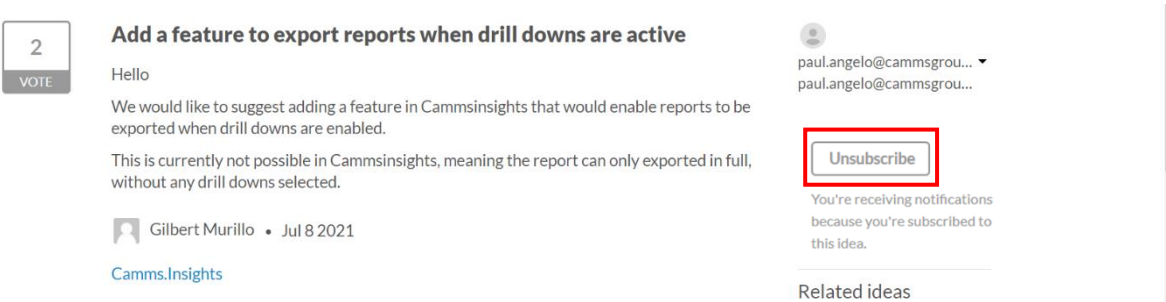

Figure 14