



User FAQs

A collection of common end user queries and their responses

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I. Index

1) Overview

If you are a Wooqer user or a member of the organization's Helpdesk, responsible for assisting other users, you'll find this collection of common Wooqer queries and their responses very useful.

2) Get Wooqer

- > What is the hardware/ software requirement to access Wooqer?
- > I am trying to access Wooqer through the browser. What URL do I need to type in?
- > How do I get the Mobile app?
- > What are the mobile apps supported?
- > What is the requirement for using the Wooqer Mobile app?
- > Can I access Wooqer through a tablet device?

3) Log in

- > How do I log on to Wooqer?
- > What is my User name?
- > What is my password? Can I reset it?
- > I am continuously getting a message indicating incorrect User name/ Password when logging in. What should I do?
- > I just clicked on forgot password and received a link. When I am clicking on it, I am getting the message: 'Your password reset link has expired'. What should I do?
- > I have received the mail for forgot password. On clicking the link, I am getting a message: 'Validation Error'. What should I do?

4) Profile settings

- > How do I update my profile information?
- > What all profile information should I update and why?
- > How can I reset my password?

5) What is?

- > Things to Know
- > My Status
- > My Requests
- > Spotlight
- > Wooq
- > Social
- > Career
- > My Profile
- > Surveys
- > My PI's
- > Go to Producer view/ Go to User view

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6) Complete tasks

- > How to complete the chapter?
- > How do I join the town hall/discussion?
- > I am not able to view my module (when a module is archived)?
- > I am not able to view the content in a chapter
- > I want to download the content in a chapter
- > How do I make my status 100% complete?
- > How do I take the survey?
- > Where do I find my process?
- > When I click on Show Form I see that the data is already filled.
- > I am not able to import a file in 'Import calendar' option
- > Can we delete a talk
- > I have taken my Assessment but could not submit it and I did not score any marks
- > I am trying to fill a process, I need to select a name for further action, how do I do it.
- > I have received few requests where I need to take action. Where do I see it.

7) Received an SMS/ E-mail or Mobile app alert? Learn what it means:

- > A new Module "Module title" has been assigned to you
- > A new Process "Process Name" has been assigned to you
- > Process "Process Name" has been submitted to you for further action
- > A new Survey "Survey Name" has been assigned to you
- > A new Talk has been assigned to you
- > "Person name" has commented on a Talk that you are following
- > Talk owner "Person Name" has concluded the Talk
- > A new campaign "Campaign Name" is now showing on your Wooqer
- > New Spotlight "Spotlight Name" has been launched.
- > A new message titled "Message Title" has been sent to you
- > "Process name" is due on "Date" at "Time"
- > "#" new Chapters are added to the Module "Module Name"
- > Process Group "Code: Group Name" is now changed to "New Code: Group name"

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II. Answers

1) Get Wooqer

- > What is the hardware/ software requirement to access Wooqer?
In order to access Wooqer you need internet connection and a web browser.
You can also use Wooqer on Mobile, [click here](#) to know how.
- > How do I get the Mobile app?
- > What are the mobile apps supported?
- > What is the requirement for using the Wooqer Mobile app?
- > Can I access Wooqer through a tablet device?

2) How do I log on to Wooqer?

Prerequisite: You can logon to Wooqer if your ID has been created by your organization Administrator. Your official email Id is the name for Wooqer. Click here to learn how to find out if your id has been created. You will need an internet connection to login

- > Login through Browser
- > Login through Mobile app

i. Login through Browser

You would have already received e-mail and SMS with the login credentials. To find the e-mail, search using keywords "Welcome to your Knowledge Place". To find the SMS, search using keywords "Welcome to your Wooqer!, Your account to your Wooqer"

Can't find the login credentials? Here's how you can reset the password

ii. Reset Password

Go to URL which you have already received through e-mail and SMS. Click on 'Forgot password' enter your email and click on submit. Below you would see a message saying 'An email has been sent to your id allowing you to change your password', this is also a way to know if the email Id is created on Wooqer or not. In case if the Id is not created you would see a message 'Given email does not exist in our system.' In this case you need to contact your Administrator.

You will receive an email along with a link to reset password. Click on the link 'Click here to change password to reset your password'

While resting the password make sure that it should be between 8 to 12 characters long, there is at least one capital letter one, at least one small letter and one special character like !@#\$\$%^&*().

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Also note when you are requesting for password more than once you would receive several emails. Kindly refresh your inbox and check for the recent and latest mail received for the password reset and then click on the link to reset password.

Can't find the Reset password mail? Wait a little as it might be. If you still don't receive it, it might have gone into your Spam folder. Still can't find it? Check with your IT Helpdesk to find out if it has been blocked by your Firewall.

I have received an e-mail and text message along with the user name and password

- Wooqer URL is mentioned in all the communication mails sent from Wooqer
- Your company email Id is usually the username for Wooqer
- Enter the email Id and password to log into Wooqer
- You can change your password to your preferred choice after logging in for the first time
- Place your cursor on 'My Profile' (top left hand side of the screen), select 'Edit'
- Click on 'Change Password' here you can change your password

3) Log in through Mobile App

i. Requirement for Mobile app

- Compatible with iPhone and Android device only
- Android version 4.0 and above
- IOS version 7.0 and above
- Also compatible with tablet, iPhone, iPad, and iPod touch
- Google Play (Android) link :
<https://play.google.com/store/apps/details?id=com.wooqer.woogertalk&hl=en>
- iTunes (iPhone) link : <https://itunes.apple.com/in/app/wooqer/id793752902?mt=8>

ii. How do I log in on Mobile app

You need to install the Mobile App on your devices and enter your user name and password to log in.

You can reset password by tapping on 'Forgot Password' enter your username and tap on 'Retrieve password' where you will receive a mail to reset password.

4) Profile settings

After Log in on the top right hand side you would see your email id, when you keep your cursor on that you would see a information saying 'My Account' once you click here you would see a drop down. From the drop down select 'Edit Profile'

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Once you have clicked on this option, here you can update your profile. You can change all the details except for email. Since email Id is unique and is the username for Wooqer it cannot be changed.

On the right hand side you would see an option called as 'Change password', you can change your password here. Click on this option, you need to first enter the existing password and then enter the password you desire twice and click on 'Submit' to confirm the password.

5) What is?

i. Things to Know

This option is found on the top right hand side of the screen.

Here you can find all the Modules assigned to you. Module contains various information for the learning of the user. Module would contain set of chapter (on the left hand side of the screen of current Wooqer page), where each chapter would have a content updated.

The content in a chapter can be a video or a image or a document or a excel sheet. In order to view the content select the chapter from the Modules, first select the Module. On the top left hand side you will find 'Select content' under that you will find the chapter names. Once you click on the chapter you will find the chapter name.

In case if you want view the other pages of the chapter you can use the navigation keys which you find on the top right hand side of the screen. [Click here](#) to know how to complete chapter.

When you have look at the end of the chapter, you would see two icons at end of the chapter, at times you can also see 'Comments if the comments are enabled. [Click here](#) to know how to comment. The two icons which look like Thumbs up and Thumbs down are called as wow and low in Wooqer. Thumbs up icon is used when you find the content relevant to you and you use thumbs down icon when the is not relevant.

ii. My Status

My status would indicate the completion of chapters, assessments and survey. [Click here](#) to know how to complete your status.

iii. My Requests

Every time you select a name while submitting a process, the request would be sent to that user for further action. All these requests would be under 'My requests'. Every time the users actions your request the progress of 'My status' would improve.

iv. Spotlight

Spotlight is the important considered to be important Module on Wooqer which is relatively important than other modules.

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v. Wooq

When you want to comment on the content on Wooqer, you would see a box (right hand side of the screen) and a Wooq option. You can enter your comments here and click on 'Wooq'.

vi. Social

Social is a feature where you can do the following things. You will find this option on the bottom of the screen.

➤ Talks

Here you can start a new talk. There are two types of talk, Private and Public. To send a talk enter the message in the box(at the beginning of the Page), click on Wooq to send a public talk where all the users of that account would receive the Talk and click on Private and select the people who would like to see your Talk.

Once a talk is create you would generally see six options.

Comment – When you want to add a comment on that talk.

Endorse – When you see the talk is relevant or when you like it

Context – When you see the talk is irrelevant or when you dislike it

Follow/Un Follow – You would see either one of the option where you can Follow or un follow the talk

Block user – When you don't want to receive any more talk from the talk owner and then you use this option.

You can also un-block the user, on the same screen right hand side you would see an option called as 'Blocked' here you can unblock if you have blocked the user earlier.

Report Abuse – In case if you find the content or offensive then you can use this option. Note that this option would not block the user.

➤ My messages

Here you can find all the messages which are sent to your Id.

➤ Notification

Any notification, in regards to Wooqer you can find under this option

➤ Change password

You can also change your password from here

➤ Profile

Here you can view and update your details. Except for Email Id you can change all the other details. You can also change your profile picture here.

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vii. Career

Here you can see your Role details and job description

viii. Surveys

Surveys are assigned for you to take to gather important information regarding the organization. The surveys are always anonymous. You can find this option on the top right hand side of the screen after log in.

ix. My PI's

In case if your id is created on more than one account you would see this option. Here you can switch between accounts and we term PI's on Wooqer.

x. Go to Producer view/ Go to User view

This option would give you can switch between Producer and User site of Wooqer. In case if you can't see the option 'Go to Producer view' then it indicates that the Producer rights are not given.

6) Complete tasks

i. How to complete the chapter?

- log onto Wooqer
- search for the Module name which contains the chapter, in 'Things to know' (top right hand side of the screen)
- click on the module name
- on the left hand side of the screen all the chapters of that module will appear
- click on the chapter which you would like to complete
- click on the right arrow navigation key above chapter to go to next page
- once you go to the last page of the chapter, the next page which you see is 'Mark complete' and 'View chapter again'
- click on mark complete to complete the chapter
- in case if there are questions in the chapter, make sure you answer all the questions right to complete the chapter

ii. How do I join the town hall/discussion?

- Log onto Wooqer



*Note: its generally the latest module/chapter assigned, on which the discussion would be happening

- Click on the chapter
- Select comments in the chapter (find it under bottom right hand screen of the chapter content) or you can enter your comment on the box next to chapter and click on 'Comments'

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- Click on comment to start commenting
 - Click on view post to view what others have commented
 - You can click on reload to see new comments else the screen would be refreshed every two minutes
- iii. I am not able to view my module (when a module is archived)?
- log onto Wooqer
 - search for the module under Things to know (top right hand side of the screen)
 - check if the module is archived, you would see Archive option at the end of the drop down, click on plus icon next to it
 - you would see your 'Module' under Archive, click on the icon next to it to un-archive it
- iv. I am not able to view the content in a chapter
- check what is the message the user is viewing on the screen
 - if the content is taking time to appear on the screen, suggest the user to wait for a few minutes
 - suggest to also refresh the page
 - if the user is still unable to view, advise to delete the cache memory of the browser
 - if user sees a message saying adobe flash player is required, advise to click on the link to install it
 - if user does not have the access, suggest to get in touch with the content owner of the Module
 - also the user may not be able to view the content as the content is not active any more
- ❖ ***Note:** Following are the steps to delete the cache and cookies of various browsers
- Internet Explorer 8 & 9 (Windows) - Clearing Cache and Cookies
 - ✓ Select Tools > Internet Options.
 - ✓ (IE 9: In the upper right corner, click the small gear icon (to the right of the star icon) and choose Internet Options)
 - ✓ Click on the General tab and then click the Delete button.
 - ✓ Make sure to uncheck Preserve Favourites website data and check both Temporary Internet Files and Cookies then click Delete.
- Internet Explorer 9, 10 and 11 (Win) - Clearing Cache and Cookies
 - ✓ Select Tools (via the Gear Icon) > Safety > Delete browsing history
 - ✓ Make sure to uncheck Preserve Favourites website data and check both Temporary Internet Files and Cookies then click Delete.

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- Google Chrome
 - ✓ In the top-right corner of Chrome, click the Chrome menu Chrome Menu .
 - ✓ Select More tools > Clear browsing data.
 - ✓ In the dialog that appears, select the checkboxes for the types of information that you want to remove.
 - ✓ Use the menu at the top to select the amount of data that you want to delete. Select beginning of time to delete everything.
 - ✓ Click Clear browsing data.
- Firefox
 - ✓ Click the menu button  Menu and choose Options.
 - ✓ Select the Advanced panel.
 - ✓ Click on the Network tab.
 - ✓ In the Cached Web Content section, click Clear Now.

- v. I want to download the content in a chapter
- inform the content can be downloaded only if the chapter is made downloadable
 - place your cursor/mouse on the chapter
 - you would see pink color downward arrow
 - right click on that icon and select save link as or save target as to save the file
- vi. How do I make my status 100% complete?
- You need to complete all you chapters, surveys and assessments assigned to you
 - You can view the status by clicking on 'Name' (top right hand side)after you have logged in or you can click on 'My Status' after clicking on 'Things to Do'
 - You will find the survey under Spotlight (on the page which you see after log in)(right hand side)
 - You can complete the assessment under 'Things to Do'
- vii. How do I take the survey?
- After log in you would see the Survey below Spotlight (right hand side of the screen). Click on the Survey name to take the survey. In case they are several surveys you will find the list of surveys on the top left hand side of the screen under 'Survey title'.
- viii. Where do I find my process?
- Once you log onto Wooqer, click on the option 'Things to do'
 - You would find the process on your screen
 - If you are not able to view the process, check under a different group

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- To select a different group, click on 'Things to do' on the top right hand side of the screen
- ix. When I click on Show Form I see that the data is already filled.
The report is already filled by you or a different person for the same coverage and periodicity, hence you see that the data is already filled
- x. I am not able to import a file in 'Import calendar' option
- Currently Wooqer supports only '.ics' format file to be uploaded
 - You can use an online tool to convert from .csv to .ics format
- xi. Can we delete a talk
- A talk can be deleted only by the administrator when the talk is been reported as abuse Note : administrator won't receive any notification when a talk is reported as abuse, he needs to be informed
 - You can delete a talk until the talk is not concluded
- xii. I have taken my Assessment but could not submit it and I did not score any marks
Inform user that since he did not click on 'Submit' after finishing the assessment, the user did not score any marks
- xiii. I am trying to fill a process, I need to select a name for further action, how do I do it.
- When you are filling the process, at the beginning of the form you would see an option called 'Please type person name responsible to act on your request.'
 - Next to it you see an option called ' Select'.
 - By clicking on this option, you will find a list of all names from which you can select one name.
 - Sometimes you can select a name from a predefined set of names
- xiv. I have received few requests where I need to take action. Where do I see it.
- After logging onto Wooqer click on 'Things to do' (bottom left hand side of the screen)
 - Search for the process for which you have received the requests
 - Here you would see an option called '#Requests' (# is the number of requests received)
 - Once you click on that, you will see a page popping up
 - Here you would see details of the request, click on 'Take Action' to complete the request

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7) Received an SMS/ E-mail or Mobile app alert? Learn what it means:

i. A new Module "Module title" has been assigned to you
You will receive this as a message on your phone or as a notification on your Wooqer App when a new module has been assigned to you for reviewing.

- [Wow and low](#)
- [Comments](#) and [downloads](#)
- [Where do I see the module that has been assigned to me ?](#)

ii. A new Process "Process Name" has been assigned to you
You will receive this as a message on your phone or as a notification on your Wooqer App when a new process has been assigned to you for review.

- [Where do I see the process that has been assigned to me ?](#)

iii. Process "Process Name" has been submitted to you for further action
You will receive this as a message on your phone or as a notification on your Wooqer App when a process has been assigned to you for further action. In this scenario you are required to take action on the tasks that has been submitted to you.

- [How do I submit the process for further action?](#)

iv. A new Survey "Survey Name" has been assigned to you
You will receive this as a message on your phone, as a notification on your Wooqer App and as an email when a new survey has been assigned to you.

- [Where will I see my survey?](#)

v. A new Talk has been assigned to you
You will receive this as a message on your phone, as a notification on your Wooqer App and as an email when a new talk has been assigned to you.

- [Can I comment a talk that has been assigned to me? How?](#)

vi. "Person name" has commented on a Talk that you are following
When a talk is assigned to multiple persons, and when they comment on the talk, you will receive this as a message on your phone, as a notification on your Wooqer App and as an email.

[Can I initiate a talk and how?](#)

Click on the option 'Social' on the screen. [Click here to know how to start a talk](#)

vii. Talk owner "Person Name" has concluded the Talk
When a talk is concluded you would see that talk as concluded. [Click here](#) to know more about Talk.

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- viii. A new campaign "Campaign Name" is now showing on your Wooqer
When a retrospective is assigned, you will get a Notification regarding the same.

A retrospective is a video which you see once you have logged into Wooqer. Below the video you would see a bar where can play pause and you can also stream from your end. Here you would see few icons. A thumbs up icon is used when you see that the content was relevant to you, and you use the thumbs down icon when the content is not relevant. You can see a 'HD' icon, once you place your cursor you would see a pop-up. Here you can adjust the bit rate(quality of video). You can see a small box next to 'HD' option, clicking on this would enable the full screen, where you can view the video.

- ix. New Spotlight "Spotlight Name" has been launched.
A spotlight is a module, which is the most important and essential content of the organization. You will find the spotlight on the right hand side after log in.
- x. A new message titled "Message Title" has been sent to you
When you receive a talk you will get a notification. [Click here](#) to know where to find more information
- xi. "Process name" is due on "Date" at "Time"
In case if the process is due you would receive a reminder for it. [Click here](#) to know how to fill the process.
- xii. "#" new Chapters are added to the Module "Module Name"
When a new chapter is added to existing module you would receive a notification.
- xiii. Process Group "Code: Group Name" is now changed to "New Code: Group name"
When a group name is changed you would get a notification regarding it. [Click here](#) to know where to find it.

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