

Welcome to **WorkInConfidence**



Managers Getting Started Guide

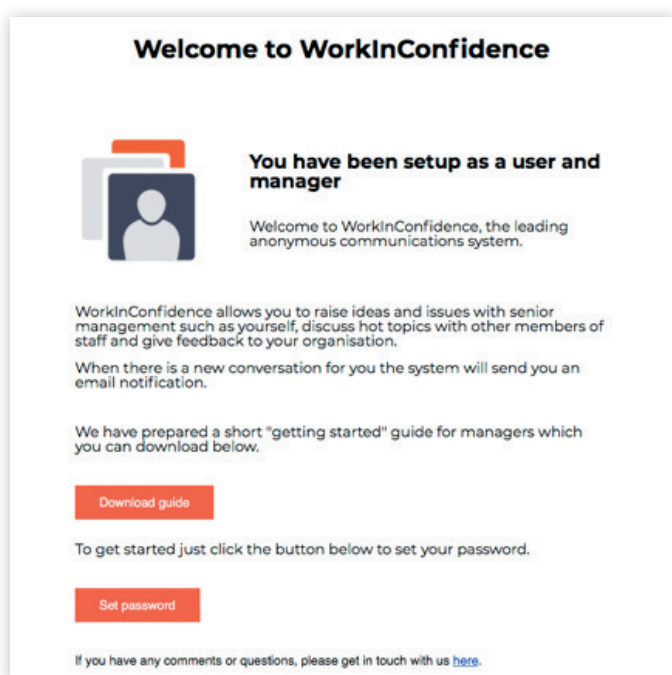


Welcome to WorkInConfidence, the anonymous conversation system. You have been nominated to be a manager on the system which means that members of your organisation can send you messages (known as conversations) with their ideas, issues and concerns for you to address. You can have a two-way conversation with these individuals just like you might on email but their identity remains hidden.

The rest of this guide takes you through how to use the system and how to get the most from the conversations you have.

ACTIVATING YOUR ACCOUNT

You will receive a welcome email like this:



Welcome to WorkInConfidence

You have been setup as a user and manager

Welcome to WorkInConfidence, the leading anonymous communications system.

WorkInConfidence allows you to raise ideas and issues with senior management such as yourself, discuss hot topics with other members of staff and give feedback to your organisation.

When there is a new conversation for you the system will send you an email notification.

We have prepared a short "getting started" guide for managers which you can download below.

[Download guide](#)

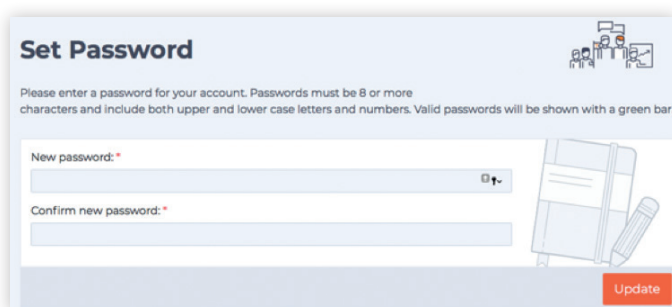
To get started just click the button below to set your password.

[Set password](#)

If you have any comments or questions, please get in touch with us [here](#).

SET PASSWORD

To get started you will need to click on the Set Password link and create your own password. Once you have set your password you will be able to both raise and respond to conversations.



Set Password

Please enter a password for your account. Passwords must be 8 or more characters and include both upper and lower case letters and numbers. Valid passwords will be shown with a green bar.

New password: *

Confirm new password: *

[Update](#)

Your new password must be eight characters long and have at least one upper, one lower case letter and a number.

To make sure you receive notification emails, you may need to add **WorkInConfidence** to your safe senders list. For further information, please go to <https://wic.click/outlook>.

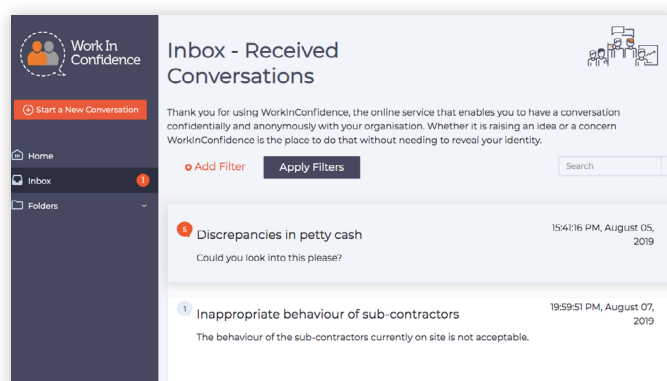


FINDING YOUR WAY AROUND THE INBOX

You will be sent an email when a new conversation is waiting for you to respond to and you will then need to sign in to **WorkInConfidence** to access your Inbox.

Your Inbox holds details of all conversations that you have sent or received. The number in the orange bubble against the Inbox shows you how many new conversations (or responses to existing conversations) you have received.

If you click on the Inbox, you can click anywhere on a conversation row to open it and respond.



Inbox - Received Conversations

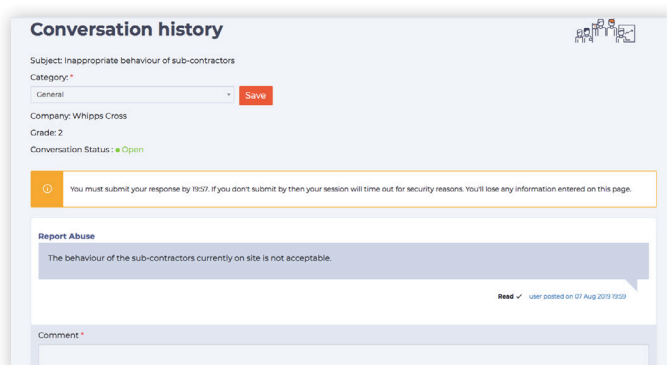
Thank you for using WorkInConfidence, the online service that enables you to have a conversation confidentially and anonymously with your organisation. Whether it is raising an idea or a concern WorkInConfidence is the place to do that without needing to reveal your identity.

[Add Filter](#) [Apply Filters](#)

| Conversation | Time | Date |
|---|-------------|-----------------|
| Discrepancies in petty cash Could you look into this please? | 15:42:16 PM | August 05, 2019 |
| Inappropriate behaviour of sub-contractors The behaviour of the sub-contractors currently on site is not acceptable. | 19:59:51 PM | August 07, 2019 |

RESPONDING TO A CONVERSATION

Click anywhere on the row of the conversation you wish to open and you will be able to see all the detail that the sender has entered. However, you won't be able to see their identity unless they have chosen to self-identify.



Conversation history

Subject: Inappropriate behaviour of sub-contractors
Category: *
General [Save](#)

Company: Whipps Cross
Grade: 2
Conversation Status: [Open](#)

Report Abuse

The behaviour of the sub-contractors currently on site is not acceptable.

[Read](#) ✓ user posted on 07 Aug 2019 19:59

Comment: *

At this point you can compose your response. If this is the first response, then you might want to go back to the individual to ask for more information to help you understand the issue better.

Conversation history

Subject: Emerging market

Category: *

Strategy

Save

Company: Whipps Cross

Grade: 2

Conversation Status: ● Open

You must submit your response by 19:43. If you don't submit by then your session will time out for security reasons. You'll lose any information entered on this page.

Report Abuse

I think there is a lot of potential in Germany that we should be looking at.

Read ✓ User posted on 17 Aug 2019 19:37

Comment *

There is no limit on the amount of information that can be entered into the Comment box so feel free to make it as comprehensive as you need. At the top of the page you will see how much time you have to complete your response.

Action *

☐ Keep conversation open * ☐ Close conversation *

[Add Notes](#) [Save as PDF](#)

Transfer to

Select Manager

When you have completed your comment, remember to select the required option from the bottom of the page and press the Send button.

ADDING NOTES

If the option has been enabled by your **WorkInConfidence** Administrator, then you may also be able to enter notes along with your response. These notes aren't seen by the individual who initiated the conversation and can be useful to keep of record of what went on in the background before you responded. You will be prompted to click the Add Notes button and a new pop-up will appear allowing you to enter a description of the actions taken and upload up-to five associated files.

SAVE AS PDF

This is an additional feature that can be enabled by your administrator and gives you the opportunity to save the conversation history as a .pdf document. Please speak to your organisation's administrator if you do not see this option.

SOME HINTS AND TIPS ON TEXTUAL CONVERSATIONS

When having a face-to-face conversation, you get extra indications about the message the individual is trying to convey. This could be the tone of voice or their body language. You get none of this with textual messages. Instead there are a whole separate set of considerations.

Here is a short list of things to consider when you are next working your way through your inbox:

- Text slang. There has built up a whole new vocabulary of abbreviations that can be used to add meaning and expression to text messages.

LOL

It is important to know exactly what these mean. It can be embarrassing to discover that you thought lol stood for "**lots of love**" as former PM David Cameron discovered.

- Autocorrect. The person sending the message may very well have been sending it from a mobile phone in which case some words may have been automatically corrected by the "**helpful**" phone. This may very well change the context and meaning of the sentence away from what the author had intended.



- Tone. The tone that an individual takes in written form can be quite different to what is said when spoken. In fact it can be quite difficult to determine the true meaning of some written words. They could be taken in a number of different ways depending on the emotion and expression applied to them by the reader. Better to read several times to see if a different viewpoint could have been expressed than sending an inappropriate response.

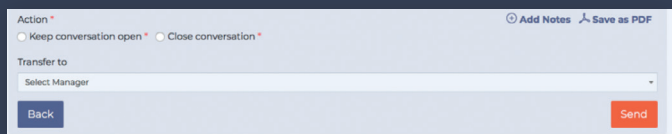
- Emojis. These are the pictures that are popular in instant messaging that are used to convey meaning in a single icon. Similar to text slang each has a meaning that could be subjective (Check out Emojipedia for a handy ready reckoner).



TRANSFERRING A CONVERSATION

There may be times when you receive a conversation and you think you aren't the best person to answer. On these occasions, you can request that the conversation be transferred to another of your organisation's Managers that are setup on **WorkInConfidence**.

Once you have selected the Manager from the dropdown list, you need to click Send. Your request will then be sent to the person who initiated the Conversation for their agreement.

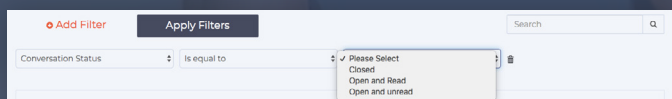


The screenshot shows a user interface for managing conversations. At the top, there's an 'Action' section with two radio buttons: 'Keep conversation open' (selected) and 'Close conversation'. To the right are links for 'Add Notes' and 'Save as PDF'. Below this is a 'Transfer to' section with a dropdown menu labeled 'Select Manager'. At the bottom are two buttons: 'Back' and 'Send'.

FILTERING AND SEARCHING YOUR INBOX

Filters allow you to change what conversations are shown in your Inbox. Click Add Filter and then select a Filter Type. A second drop down will appear where you can select a criteria, such as 'is less than'. Finally, an option will appear where you can enter your selection, such as a start date or closed. Once you have finished, click on Apply Filters.

Alternatively, you can enter a key word in the Search box and this will check the content of all conversations.



The screenshot shows the 'Add Filter' and 'Apply Filters' interface. It includes a search bar at the top right. Below it, there's a section for 'Conversation Status' with a dropdown menu. A second dropdown menu is open, showing options: 'Please Select', 'Closed', 'Open and Read', and 'Open and unread'. There are also buttons for 'Add Filter' and 'Apply Filters'.

HELP AND FURTHER INFORMATION

We hope that you have found this short guide useful. If you would like further information on any of the features mentioned please see the full User Guide which is found under the Account pull down menu in the top bar.

Finally, if you can't find what you are looking for on the support site then please send an email to **support@workinconfidence.com** and we'll be happy to help.

