

## Instructions for Suppliers using the User Group Products Review System

You may enter details of your organisation and its products related to any of the Best Practise areas we cover: PRINCE2, MSP, M\_o\_R, P3O and the OGC Maturity Models. Such details will be made visible on the Best Practice User Group web site to anyone interested.

You have some options:

1. You can have a free entry containing your organisational details (name, address and contact details) plus the name and description of one product.
2. For a small fee, you can extend this to up to five products.
3. For an additional fee you can extend this to unlimited products AND with the option of obtaining feedback from users about those products.

### **How to start**

You firstly need to decide which level of service you want (as above). Alternatively, to get things started, you can opt for level 1 (free of charge) and upgrade at any time in the future.

Then you need to register your organisation. Just fill in the details as you would like people to see them. Note that the system will include hyperlinks to your web site and e-mail address automatically. Please do NOT include http:// in front of the web site address.

To ensure that your details are correctly stored and displayed, please avoid the use of the quote (“) mark. You may use the apostrophe (‘) and all other special characters on your keyboard.

You MUST tick the box to confirm that you accept our terms and conditions.

Your email address will be used as your log-in name. Once you have completed the details, press Submit. A confirmation message will be displayed and an email will be sent to the address you specified, with your password. This is normally almost instant, so access your email and find the message.

You can now log in and add your product(s) or change your organisational details, including your password. Please note that the password is held in a manner that we cannot read. If you forget it, you will need to telephone us on 0870 901 5583 and we will reset it and send you a new email. You can then log in and change the password to something more memorable again.

### **What happens next?**

At this point, your details are not visible on the site. However, your registration will have sent an email automatically to our admin section, so they are aware of your registration. If you

have registered at level 1 (free), they will activate your account without undue delay and you will be notified when this has been done.

If you have registered at one of the levels requiring payment, you will need to telephone 0870 901 5583 to make your payment before your account can be activated. This number is also notified to you in your registration email - the one with the password.

### **And now my account has been activated?**

Your details will immediately become visible on the site - you can see them if you access the Reviews system as a User. Every time someone accesses the User section of the reviews system they will obtain a listing of all products on the system for active suppliers - so yours will be amongst them.

### **Explain the feedback option to me**

If you have registered at level 3, you have the option for each product to obtain user feedback. To activate this, go to the “Amend product” screen (for existing products) or “Add product” screen (for new ones) and make sure that the feedback tick box is checked.

Now, when a user views the list of products, they will see a link to take them to a feedback screen. If they access that link, they will be able to write comments about your product and will have the opportunity to ‘star rate’ it. As a precaution against the inevitable ‘inappropriate comments’, this feedback is moderated by the Best Practice User Group before becoming visible on the site. We will remove such feedback without it ever being seen by you or by any users. We will NOT remove remarks that appear to be valid criticism or valid praise and we make no value judgement about the feedback itself.

Once moderated, future users who browse the list will be able to view feedback comments already on the system as well as add their own. In this way, a body of feedback will be built up. Each product that has received a star rating from at least one user will show the average star rating with the listing.

### **How can I check what is being said - and how often people see the details?**

You can log in using your email address and password and use the feedback option from the supplier menu. This will give you some basic statistics about the number of times users have viewed the list - and hence may have read your details. You will then be able to access a separate report for each of your products, showing the moderated feedback and the level of interest shown by users in terms of how many have read the feedback.

If you feel that any feedback comment is unacceptable (inflammatory, libellous, factually incorrect etc) please let us know and we will remove it. However, we advise against removing comments that simply criticise an aspect of your product, as users will soon realise that the feedback is being censored and may stop using the system, which defeats the object of it.

### **How long does my registration last and what happens when it's time to renew?**

Registration lasts for one year from the date we activate your account. This applies to free entries as well as paid-for entries.

We will send an e-mail reminder to the registered email address in time for re-registration.

### **If I upgrade, what fee do I pay and what happens to my renewal date?**

If you upgrade from level 1 (free), you simply pay the annual fee for the level you are moving to. Your registration will be adjusted to one year from that date.

If you upgrade from level 2 to level 3, you will need to pay a proportionate fee for the rest of your registration period. This will be based on months (or part) left and will be rounded UP to the nearest £5.

To upgrade, simply call us on 0870 901 5583 and we will arrange it.

### **What happens if I decide to downgrade?**

Firstly, you need to be aware that you will not receive any rebate on the fees or charges made.

To downgrade you, your details must conform to the requirements of the level you are moving to. So, if you are moving to level 2, you will need to ensure that you have no more than five products listed. It is up to you to decide which (if any) to delete, and to delete them. Similarly, if you are moving to level 1, you must delete all products except one. You do not need to change the feedback flag on any remaining products. This will be cleared automatically when we change your level.

Once you have prepared your account as above, please call us and we will downgrade you. All feedback records will be deleted at this point and are not recoverable.

### **Just a minor point...**

“Rather than paying for level 2, if I have two products I could register twice at level 1 for free!”

No you can't - remember that we have to activate each account, including free ones, and would almost certainly pick this up and refuse the second registration.