

Getting started with Inspirometer

A basic guide to managing feedback

Welcome! Inspirometer is a new tool for gathering spontaneous feedback from our customers and colleagues in order that we can improve our service to them. This simple guide is intended to give you a quick overview of how Inspirometer works and how to get started.

Why a new feedback tool?

For feedback to be most effective in enabling improvement, it needs to:

- Encourage people to provide feedback in a quick and convenient manner
- Provide that information quickly to the people who can do something about it
- Enable trends to be seen in order to identify systematic weaknesses

Current feedback tools are often poor at the first two of these things, which also tends to handicap them on the third. Inspirometers engage the customer using a simple set of smileys:



And immediately updates the provider with a simple dial, and the ability to drill down into trends and data.

What is in this guide ...

- Why a new feedback tool? [pg1]
- Opening your own account [pg2]
- Logging into your account [pg2]
- Seeing how the Tags work [pg3]
- Viewing the feedback [pg4]
- Configuring your Tags [pg5]
- Responding to comments [pg6]
- Administering your account [pg7]
- Upgrading your account [pg7]
- Using the learning tools [pg7]



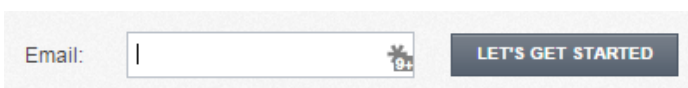
Opening your own account

Note: this step may not be required if your organisation has already set up a personal account for you.

Creating your own Inspirometer is a simple matter of opening an Inspirometer account. Registration only requires an email address, a name and a password.



Type my.inspirometer.com into your browser address bar, and hit return. This will take you to the login panel. On the right-hand-side of the page you will see a “**No Account Yet?**” area, with a box to input your email address. Type your email address and click the “**Let’s Get Started**” button.



The system will send an activation email to your chosen address. When you receive this email, open it and click the link saying “**Activate Now**”. Your browser will open a page where you will be asked to add your name and create a password for your account (which must be at least 8 characters long).

When all your details have been submitted, simply click the ‘**Log Me In**’ button, and you will arrive at your new Inspirometer account Dashboard!

Logging in to your account

To log in to your account, open your web browser and type my.inspirometer.com into the address bar, then hit <Enter>.

This will take you to the login panel (unless you are already logged in, in which case it will take you straight to your Dashboard).

On the left-hand side of the page, type in your email, and your password. These will either:

- have been created by you when you first set up your account
- have been communicated to you by the person who organised your account

(If this is not the case, please either create a new account or contact your supervisor, as appropriate.)

If you cannot remember your details, you can reset your password by clicking the blue ‘**Forgot your password?**’ link beside the login panel. Enter your email address and you will receive an email containing a link to reset your password.

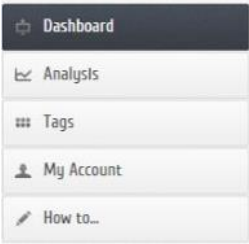
Once your details are in place, click the ‘**Log me in**’ button, and you will be taken to your Dashboard.

Initially your Dashboard dial will point to the left, simply because you have no data in your account yet.



In the next section we will take a look at how your Tags will generate that data for you.

Seeing how the Tags work

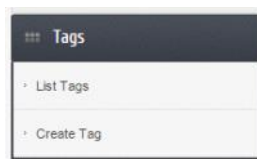


On the left hand side of your Dashboard, you will see a menu which looks like this, with the Dashboard item highlighted to indicate where you are.

This menu is your means to travel around your account. It is always visible from wherever you are in the account, and provides access to anywhere you might want to go next.

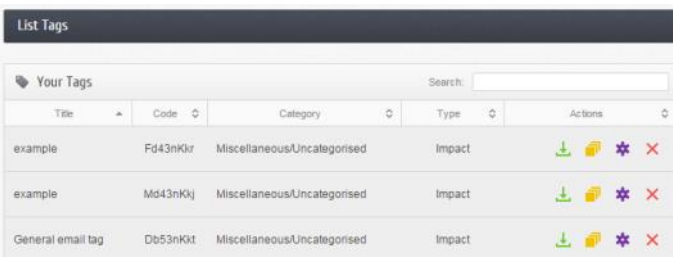
Listing Your Tags













To get your first Tag, click on the Tags item in this menu, and then click on 'List Tags' in the panel that opens.



This will show you a list of the Tags currently associated with your account.

(If your organisation uses Inspirometer as part of their CRM, you may find that many of your Tags are generated automatically for you)

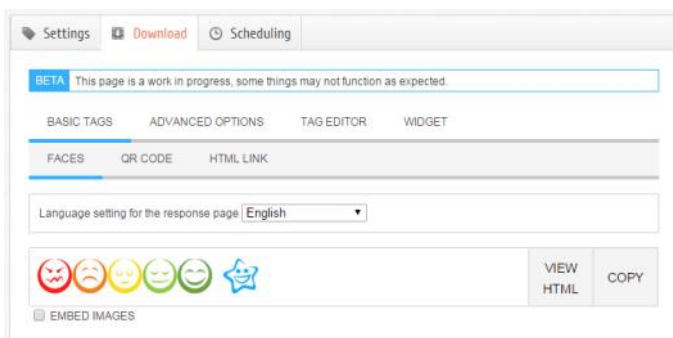


List Tags					
Your Tags					
Title	Code	Category	Type	Actions	
example	Fd43nKkr	Miscellaneous/Uncategorised	Impact	   	
example	Md43nKkj	Miscellaneous/Uncategorised	Impact	   	
General email tag	Db53nKkt	Miscellaneous/Uncategorised	Impact	   	

The symbols on the right-hand side offer actions to perform. Click the green download symbol to go to the Tag Download page.

Downloading your Tags

The Tag Download page allows you to select the form your tag will take.



It could be a row of clickable faces, a QR code for scanning, a simple hyperlink or even a webpage widget.

(Tag creation is fairly simple and intuitive—feel free to try out the various options. If you get lost, or if you need a bit more guidance, take a look at the 'Advanced Guide to Downloading & Using Tags')

Clicking the Tags and options on this page will give you some understanding of what is possible with your Tag.

When customers click or scan your Tag, they will see a Response Page like this:



If the respondent has already selected their feedback by clicking a face, the Response Page is supplemented with a banner thanking them for their response—their feedback has been registered but they may wish to add to/adjust their response.

According to your settings, the Response Page can also offer the chance to add a comment or to add extra ratings of different aspects of your service—we will cover this later on.

Test your Tag

To try it out for yourself, select 'BASIC TAGS' on the Tag Download page, followed by 'HTML LINK'.

If you click the 'TEST' button beside the displayed link, you will see the Response Page that the user would see when they interact with your Tag.

Let's generate your first piece of feedback data! Select a face on your test Response Page and click **SUBMIT**.

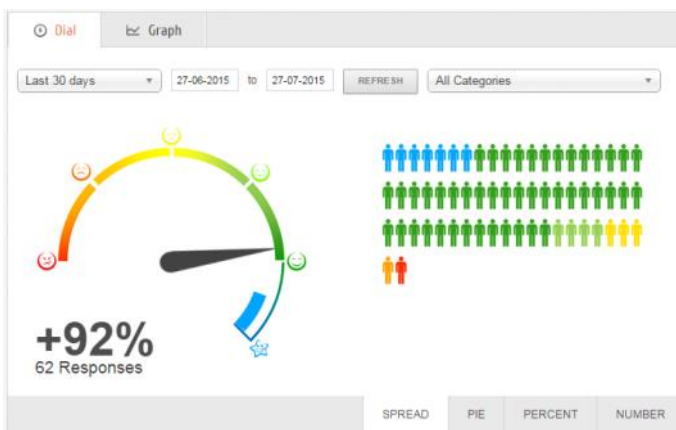
Next we'll look at how to view that data.

Viewing the feedback

Overview of your Data

Use the 'Dashboard' item in the left-hand menu to return to your Dashboard. Depending on the score you submitted, your Dashboard Dial should now have changed to reflect this feedback!

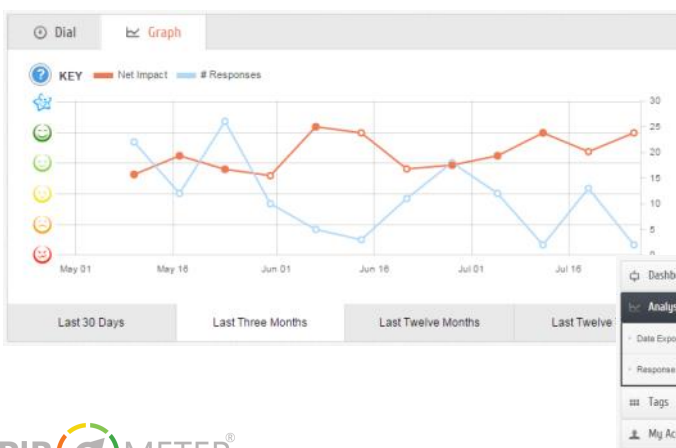
The little 'people' icons to the right of the dial represent how many responses you have received, and their colour reflects their level of satisfaction in line with the colouring on the dial.



This sort of population display to the right of the dial is referred to as a 'spread' as you can see on the tabs below it. Feel free to click on the other tabs to see the data displayed as a pie chart or as a bar charts of percent or number.

Trend Graphs

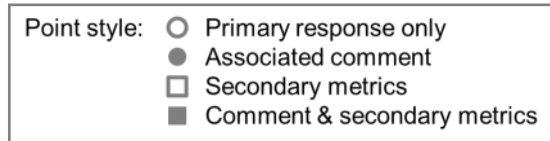
As you gather more data, you are likely to want to see how your results are changing over time. This is best displayed on a time graph, and you can view this by clicking the 'Graph' tab above your Dashboard Dial (which can be seen at the top of the image above, beside the 'Dial' tab.)



If you have only just added responses to your account, all of your data will be on the far right of the graph, above today's date, and trends will not have started to form yet. As your data builds over time, this graph will fill up and show you the average responses for each day. You can then use the other tabs at the bottom of the graph to look at trends in older data, and see averages by weeks or months.

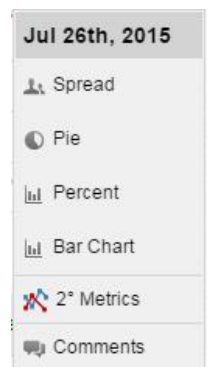
Analysing Trend Data

The symbols on the graph change depending on whether they have additional information associated with them, according to the key shown here:



'Right-clicking' any point on the graph enables you to look further into the data by means of a small pop-up menu like the one on the right.

Clicking the options in the right-click menu enable you to better display the range of responses behind the point—either as a spread diagram, a pie chart or as bar charts.



The bottom two items will display any comments or secondary metrics that are associated with that point on the graph.

Downloading data

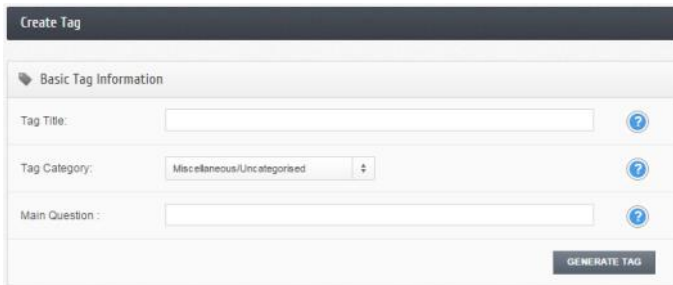
It is possible to download your data in spreadsheet format to analyse and manipulate in your own way. Go to 'Analysis' in the main menu, then click 'Data Export'. Select your date filters then click 'Download CSV'.

A CSV file presents data in a table-structured format that can be opened by any spreadsheet program—including Microsoft Excel, Open Office Calc and Google Spreadsheets.

Configuring your Tags

Creating a new Tag

Provided you have not exceeded the number of Tags available to your account, creating a new Tag is very easy. It can be achieved via clicking the Tags item in the left hand menu, and then clicking 'Create Tag':



The Title is your label for the Tag (which only you will see) and the Main Question is the question the Tag poses on the Response Page, which the respondent answers by clicking a face. The Tag Category is simply a means for grouping your Tags in order to combine and compare results.

Click the 'Generate Tag' button to create your Tag and to open the Tag Editing page so that you can adjust the detail of how it works. (You can access the Tag Editing page subsequently by clicking the purple 'cog' icon on the List Tags page, beside the Tag you wish to edit)

Editing your Tag

On the Tag Editing page you can change the Tag title, the question, and the category, and you also have a number of other options available to you. The most popular of these involve adding follow up questions and the option for people to add a comment to their response. These can be accessed through these headings:

▶ Follow Up Questions	Clicking either of these bars opens a section where you can add functionality to your Tag.
▶ Commentary Options	

(These settings are initially 'Locked' to prevent accidental changes. Clicking 'Un-Locked' enables you to add or change these Tag features.)

Add Follow Up Questions

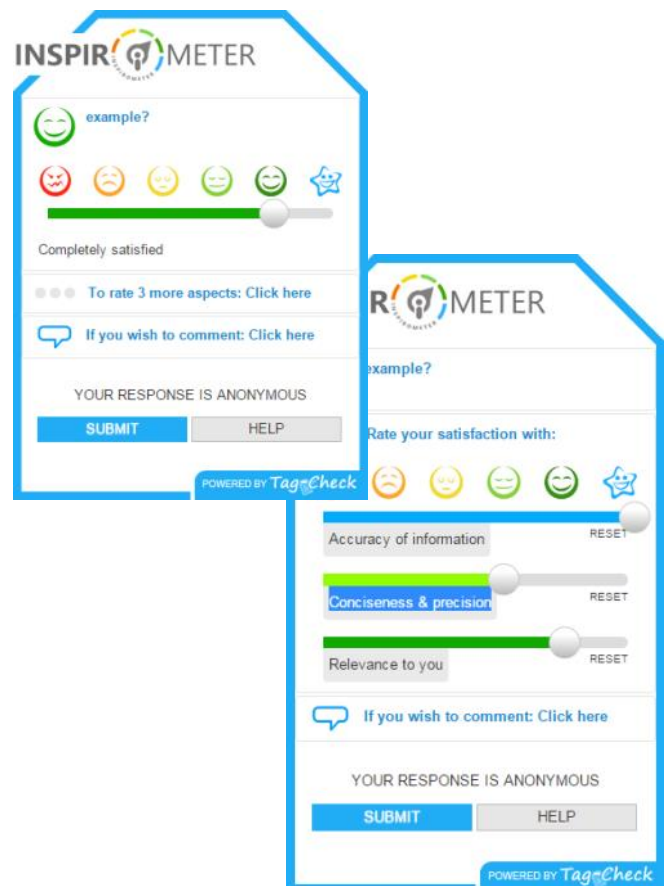
With 'Follow Up Questions' you can allow the opportunity for your respondent to rate (up to 3) different aspects of the service provided. Choose from the drop-down list of possible aspects. As soon as you edit any of these settings you will see the 'Save Changes' box appear.



Allow Comments

The 'Commentary Options' section allows you to switch on the option for respondents to add comments, and choose whether to allow them to request a reply from you.

When both of these functions are activated, the response page that the respondent sees after clicking your Tag appears like this:



The respondent can still respond to your Tag in one click, but they are also provided with the option to add a comment or rate further aspects if they wish.

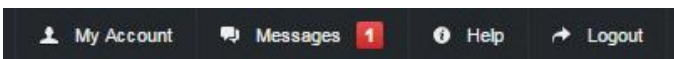
Responding to comments

Not everybody to whom you provide a service will provide feedback; not everyone who provides feedback will comment; and not everybody who leaves a comment will allow you to reply. The Inspirometer system does all that it can to maximise the people who respond, but it does so by making it easy for them and by not forcing them to do more than they want.

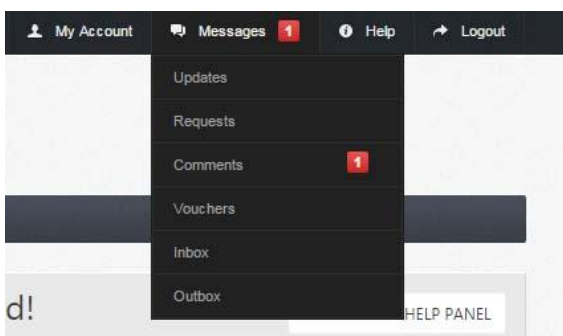
At times you will find the gaps in the information frustrating but, on the other side of that equation, you are at least discovering more about the situation than you would otherwise.

Using the messaging system

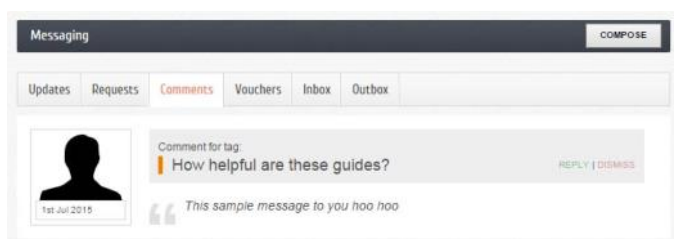
Where people have not only commented, but have indicated that they are willing to receive a reply to that comment, the comment is added to your **Messages** which can be accessed via the header bar at the top of the page.



New messages are indicated by a red flag against the messages item on the header. The number indicates the number of new items. Clicking on the messages item opens a drop-down which shows you the type of message received.



Clicking **'Comments'** in the list, enables you to read the comment you were left:



Replying to comments

Beside the comment, click **'REPLY'** to open a simple window for you to type your response, which can then be submitted directly back to the respondent.

Replies can be achieved entirely anonymously—Inspirometer handles all of the contact details in the background.

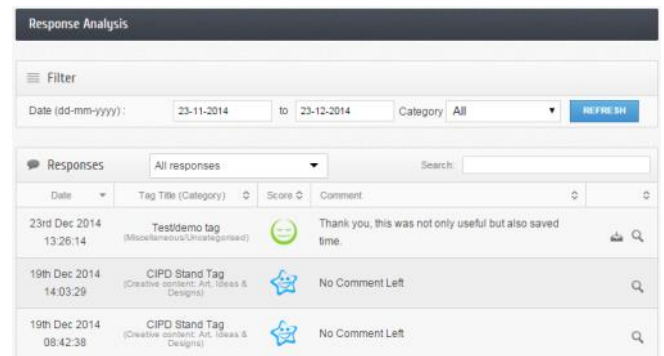
Where comments are anonymous, the reply facility within Tag-Check enables you to send a reply directly to the customer who made the comment, but it can only be used once, so it is important to include some means of continuing the conversation if you wish.

Using messaging to send Tags

A further use of the messaging system is to send Tags directly through Inspirometer. Notice the **'Compose'** button on the messaging page. Using this you can either send messages to other Inspirometer users, or send them a 'Tag Request', which prompts that user to provide a rating in response to one of your Tags.

Analysing responses

If you want to view all of your responses, and display all of the comments and other data associated with them, you can access this comprehensive list by selecting **'Analysis'** then **'Response Analysis'** from the main menu:



This page allows you see all of your Tag responses in one place, and lets you sort through them with various filters.

By clicking the options on this page, you can reorder the list according to date, Tag or score. And you can narrow the list to show only responses between two defined dates, or to show only responses with a comment.

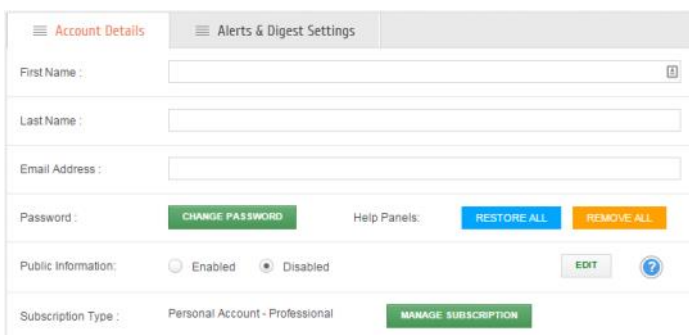
Administering Your Account

Your account contains a lot of personally sensitive information. For this reason it is vitally important that you create a good password for your account, and keep it secure.

Passwords are securely encrypted within the Inspirometer system, and even our programmers are unable to access them.

Changing your password

If you suspect that your password security has been compromised, you are required by the terms and conditions of the Inspirometer site to change your password to ensure that it is once more secure. You can do this via the **'My Account'** item in the left hand menu, and then clicking **'Manage your account'**. This will open a page where you can click the **'Change Password'** button.



Toggling the Help Panels

Alongside the Change Password button you will also see blue and yellow buttons to restore or remove all of the help panels in the site (as mentioned earlier).

Account notifications settings

The other tab on this page, **'Alerts & Digest Settings'**, enables you to configure what email notifications you receive about your Tags. And you can choose to receive a regular email update about your feedback—called the **'Account Activity Digest'**.

Further information on linking your account and administering sets of accounts can be found in the Basic Administrator's Guide.

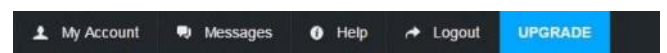
Upgrading your account

The basic Inspirometer account is free and gives you one Tag to use and trial however you like.

However, you may decide you want more Tags which you can use to differentiate your effectiveness across multiple areas of your life. For that, we an upgrade to a Professional account.

The upgrade will enable you to have multiple personal impact Tags (up to 10), to cover many facets of your working life.

To learn more about the account or to upgrade, go to your Inspirometer Dashboard and look for the blue **'Upgrade'** button in the header bar at the top of the page.



We also offer an enterprise account which allows an organisation to compile data from the multiple individual accounts of their employees to build up an overall picture of organisational effectiveness. Please contact Inspirometer directly to enquire about this account.

Using the Learning Tools

Inspirometer has a number of additional features which have not been covered in this brief introduction—the intention of this guide is simply to get you started and to give you confidence in doing the basics. Inspirometer has been designed to be intuitive so most of the rest you can learn as you go along.

However there are also a lot of other ways to learn how to use your Inspirometer:

Visit our Help pages

point your browser at help.inspirometer.com for comprehensive guidance.

Get snippets of help as needed

Read the Help Panels on each page for brief tips and helpful guidance showing you the steps to complete your task.

Watch the short 'how to' videos

These can be found by clicking 'How to' at the bottom of the left-hand menu.



Browse the support pages

Access our Support database by clicking the orange tab which appears on the left edge of the screen within my.inspirometer.com

How did we do?

Please rate the usefulness of this guide to you
All it takes is one simple click ...



Your internal support contact is ...

Name: _____

Email: _____

Phone: _____