African Higher Education Leadership in Advancing Inclusive Innovation for Development / **AHEAD**

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Virtual Knowledge Gateway

User Guide to the platform for stakeholder co-creation in innovation

Work Package 4, Deliverable 4.1

European Center for Quality, Bulgaria

Training session dedicated to the use of the AHEAD Virtual Knowledge Gateway at Dar es Salaam Institute of Technology, Tanzania

www.ahead-project.net

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Introduction

The AHEAD Virtual Knowledge Gateway is a collaboration platform for university researchers and external stakeholders. It provides a possibility for the universities to:

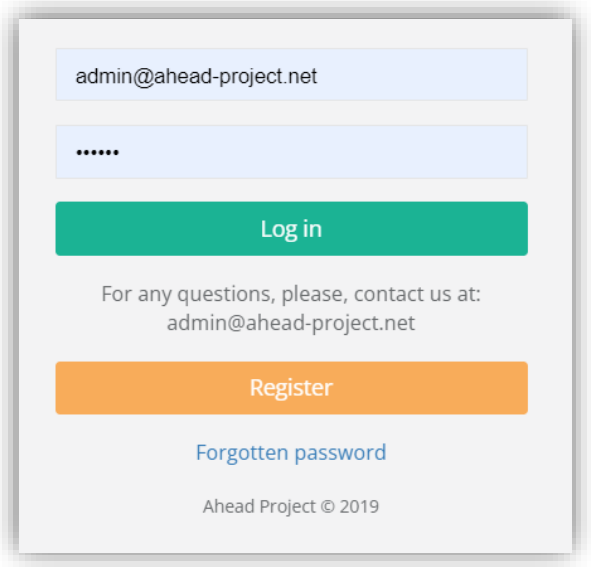
- Share research agendas and issue papers;
- Post challenges and crowdsource innovative collaboration ideas;
- Contribute to solving challenges by posting solutions;
- Collaborate with enterprises and industry, policy makers and public officials, research institutions and other HEIs, NGOs and informal community groups;
- Develop joint projects with selected external stakeholders.

As a registered member of the Virtual Knowledge Gateway (VKG), you can create challenges about research topics of interest. You can also receive solutions while the challenges are active and evaluate them. In the "My Projects" section, the platform allows for creating a collaboration project and moderating the co-creation process aimed at further development of the selected solutions.

Registration

You can access the Virtual Knowledge Gateway through this link: http://ahead-project.net/app/

It will redirect you to the log in / registration page of the VKG. Choose "Register" to create your profile.

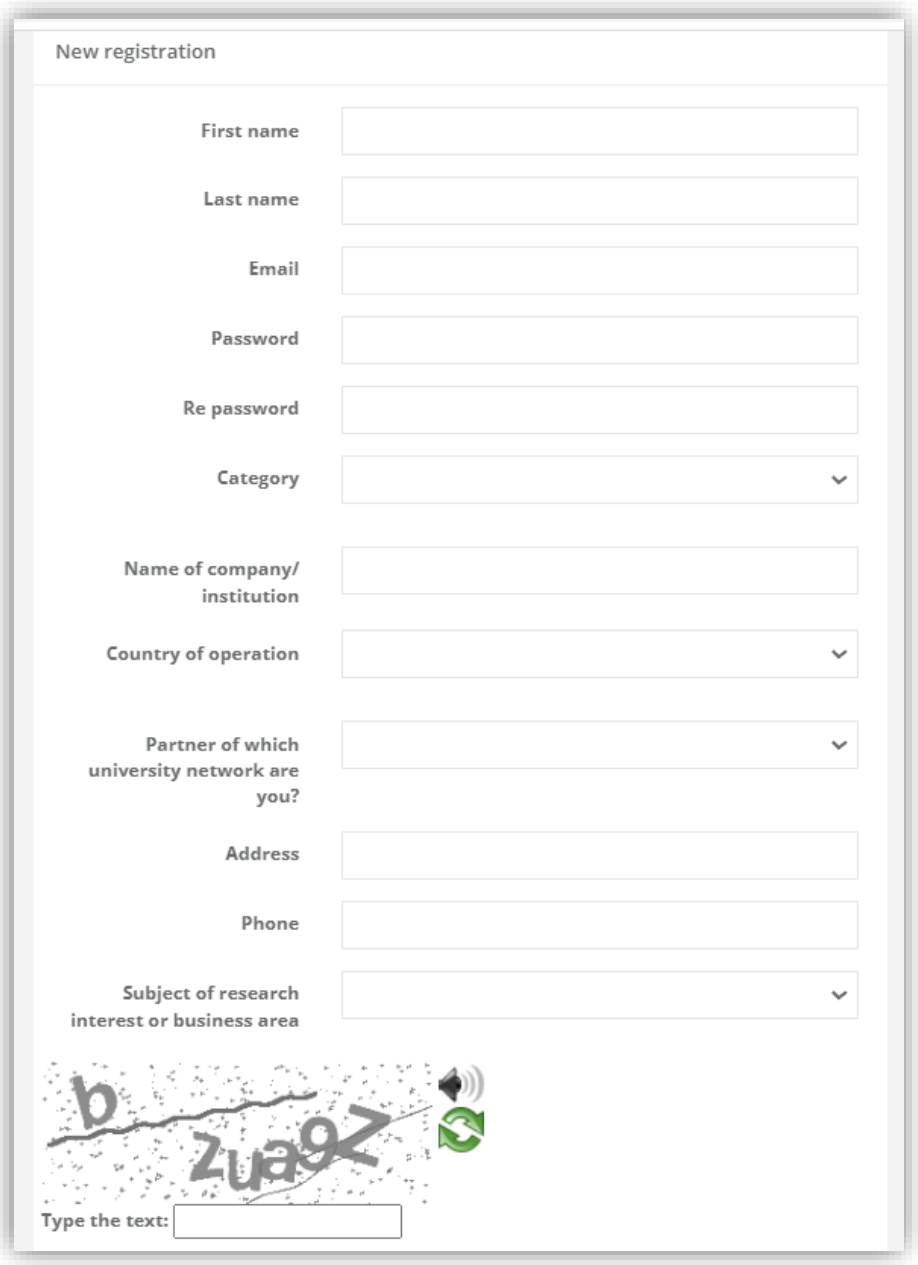


Picture 1. *VKG log-in page*

You should complete the following fields to create your profile.

1. First name

2. Last name
3. Email (used as a login name)
4. Password
5. Repeat password



Picture 2. *VKG registration page*

6. Category (drop-down menu)
   - University (student)
   - University (faculty)
   - University (administrative staff)
   - Enterprise / Industry representative

- Policy maker / Public official
- Research institution (research staff)
- Research institution (administrative staff)
- NGO representative
- Community group member
- Other (please, specify)

7. Name of company/ institution

8. Country and region of operation (drop-down menu)
   - **Kenya**
     1. Baringo
     2. Bomet
     3. Bungoma
     4. Busia
     5. Elgeyo-Marakwet
     6. Embu
     7. Garissa
     8. Homa Bay
     9. Isiolo
     10. Kajiado
     11. Kakamega
     12. Kericho
     13. Kiambu
     14. Kilifi
     15. Kirinyaga
     16. Kisii
     17. Kisumu
     18. Kitui
     19. Kwale
     20. Laikipia
     21. Lamu
     22. Machakos
     23. Makueni
     24. Mandera
     25. Marsabit
     26. Meru
     27. Migori
     28. Mombasa
     29. Murang'a
     30. Nairobi
     31. Nakuru
     32. Nandi
     33. Narok
     34. Nyamira
     35. Nyandarua
     36. Nyeri
     37. Samburu
     38. Siaya
     39. Taita-Taveta
     40. Tana River
     41. Tharaka-Nithi
     42. Trans-Nzoia
     43. Turkana
     44. Uasin Gishu
     45. Vihiga
     46. Wajir
     47. West Pokot

   - **Tanzania**
     1. Arusha Region
     2. Dar es Salaam Region
     3. Dodoma Region
     4. Geita Region
     5. Iringa Region
     6. Kagera Region
     7. Katavi Region
     8. Kigoma Region
     9. Kilimanjaro Region
     10. Lindi Region
     11. Manyara Region
     12. Mara Region
     13. Mbeya Region
     14. Mjini Magharibi Region(Zanzibar)
     15. Morogoro Region
     16. Mtwara Region
     17. Mwanza Region
     18. Njombe Region
     19. Pemba North Region
     20. Pemba South Region
     21. Pwani Region
     22. Rukwa Region
     23. Ruvuma Region
     24. Shinyanga Region
     25. Simiyu Region
     26. Singida Region
     27. Songwe Region
     28. Tabora Region
     29. Tanga Region
     30. Unguja North Region(Zanzibar)
     31. Unguja South Region (Zanzibar)

   - **Uganda**

Central region	Eastern region	Northern region	Western region
1. Kalangala	1. Amuria	1. Abim	1. Buhweju
2. Kampala	2. Budaka	2. Adjumani	2. Buliisa
3. Kayunga	3. Bududa	3. Agago	3. Bundibugyo
4. Kiboga	4. Bugiri	4. Alebtong	4. Bushenyi
5. Luweero	5. Bukedea	5. Amolatar	5. Hoima
6. Masaka	6. Bukwa	6. Amudat	6. Ibanda

7. Mityana
8. Mpigi
9. Mubende
10. Mukono
11. Nakaseke
12. Nakasongola
13. Rakai
14. Ssembabule
15. Wakiso
16. Buikwe
17. Bukomansimbi
18. Butambala
19. Buvuma
20. Gomba
21. Kalungu
22. Kyankwanzi
23. Lwengo
24. Lyantonde

7. Bulambuli
8. Busia
9. Butaleja
10. Buyende
11. Iganga
12. Jinja
13. Kaberamaido
14. Kaliro
15. Kamuli
16. Kapchorwa
17. Katakwi
18. Kibuku
19. Kumi
20. Kween
21. Luuka
22. Manafwa
23. Mayuge
24. Mbale
25. Namayingo
26. Namutumba
27. Ngora
28. Pallisa
29. Serere
30. Sironko
31. Soroti
32. Tororo

7. Amuru
8. Apac
9. Arua
10. Dokolo
11. Gulu
12. Kaabong
13. Kitgum
14. Koboko
15. Kole
16. Kotido
17. Lamwo
18. Lira
19. Maracha
20. Moroto
21. Moyo
22. Nakapiripirit
23. Napak
24. Nebbi
25. Nwoya
26. Otuke
27. Oyam
28. Pader
29. Yumbe
30. Zombo

7. Isingiro
8. Kabale
9. Kabarole
10. Kamwenge
11. Kanungu
12. Kasese
13. Kibaale
14. Kiruhura
15. Kiryandongo
16. Kisoro
17. Kyegegwa
18. Kyenjojo
19. Masindi
20. Mbarara
21. Mitooma
22. Ntoroko
23. Ntungamo
24. Rubirizi
25. Rukungiri
26. Sheema

- Other (please, specify)

9. Partner of which University network are you?
   - Kenyatta University
   - Kibabii University
   - The Catholic University of Eastern Africa
   - Kisii University
   - Mount Kenya University Makerere University
   - Kyambogo University
   - Lira University
   - Dar es Salaam Institute of Technology
   - The State University of Zanzibar

10. Address (optional)

11. Phone number (optional)

12. Subject of research interest or business area (drop-down menu)

1. Agriculture
2. Architecture
3. Arts, crafts and design
4. Automotive industry
5. Administrative and support services
6. Accommodation services
7. Biology
8. Biotechnology
9. Business-related services
10. Catering services
11. Chemical industry
12. Community development
13. Construction
14. Consumer goods industry
15. Culinary arts
16. Distributive trades
17. Early childhood development
18. Economics
19. Education and training
20. Electrical and electronics engineering
21. Electricity, gas, steam supply
22. Equipment installation and maintenance
23. Energy engineering
24. Environmental management
25. Financial services
26. Fishing
27. Foods and nutrition
28. Forestry
29. Gender studies
30. Health and wellbeing
31. Hospitality management
32. Household support services
33. Human resource management
34. Information technologies
35. Information and communication services
36. Iron and steel industry
37. Nursing and public health
38. Leisure and recreation management
39. Linguistics
40. Management
41. Marketing
42. Mechanical engineering
43. Medicine
44. Microbiology
45. Mining and extraction of raw materials
46. Pharmacy
47. Physical education
48. Psychology
49. Public administration
50. Resource conservation
51. Real estate services
52. Rental and leasing
53. Repair services
54. Social services
55. Textile and clothing industry
56. Tourism management (travel agents)
57. Transport services
58. Water supply
59. Other

13. CAPTCHA / type the text

14. Register button

After clicking the “Register” button, you should activate your account through the link sent to your email address. The email may appear in Spam or Promotions. Please, check these folders too.

If you do not receive a registration confirmation email, please, contact us at: admin@ahead-project.net

After you confirm your registration, you can log in to the platform using your user name (email) and password.

There are three user roles on the Platform:

- *Member* who can create and respond to existing Challenges, Solutions and Projects;
- *Administrator* who can manage user registration: assign roles and disable users; and can confirm, edit or delete research agendas;
- *Super Admin* who can manage user registration; confirm, edit or delete research agendas; disable or enable challenges, solutions and projects.

When you register on the platform, your role will be a member.

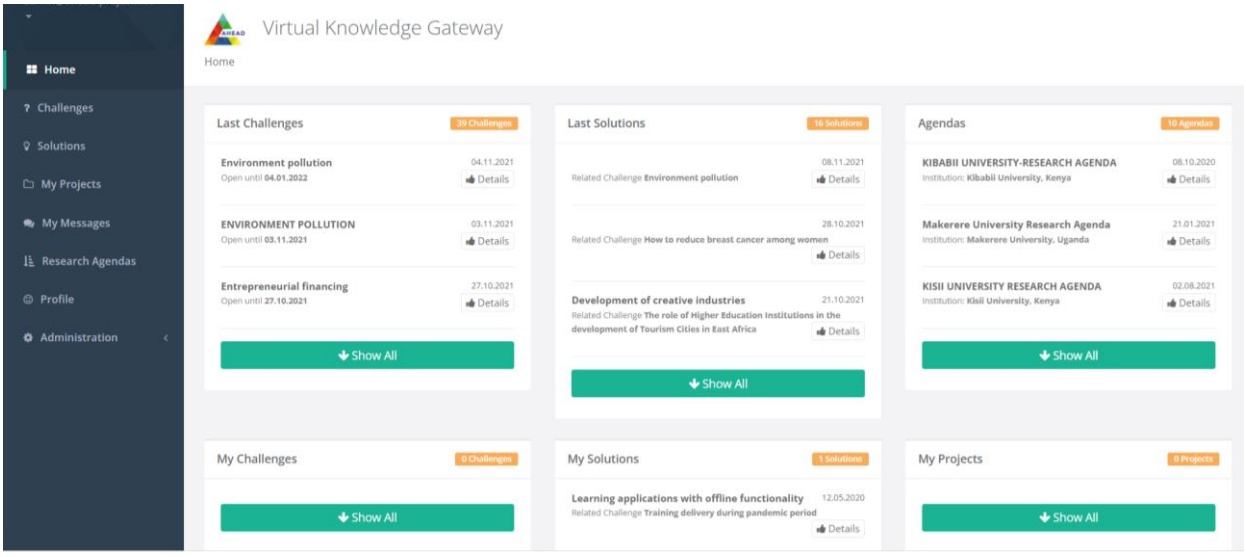
Super Admin and Administrator profiles have AHEAD project team members from the partner universities.

Home page

When you log in to the Platform, you enter the Home page where you can see the following sections1:

- Last challenges (posted by all registered users)
- Last solutions (posted by all registered users)
- Research agenda (confirmed and posted)
- My challenges
- My solutions
- My projects

The screenshot of the home page is provided below.



Picture 3. *VKG home page*

Note: Some screenshots below are made at the stage of VKG testing, in order to demonstrate the whole array of functionalities. All profiles and content created for testing were deleted. Now, when you enter the platform, you will find there new content created by the actual users (i.e. authentic challenges, solutions or projects).

Challenges

You can access the "Challenges" section either through the menu on the left side of the VKG interface, or by clicking on the "Show all" button in the "Last challenges" section on the home page.

When you enter the "Challenges" page, you can: Search for challenges by key words, challenge tag and / or target participants; Create a new challenge; Access your own challenges (view / edit / delete; deletion is only possible when no solutions for the challenge were posted); View challenges posted by other users.

Please, see Picture 4 on the next page.

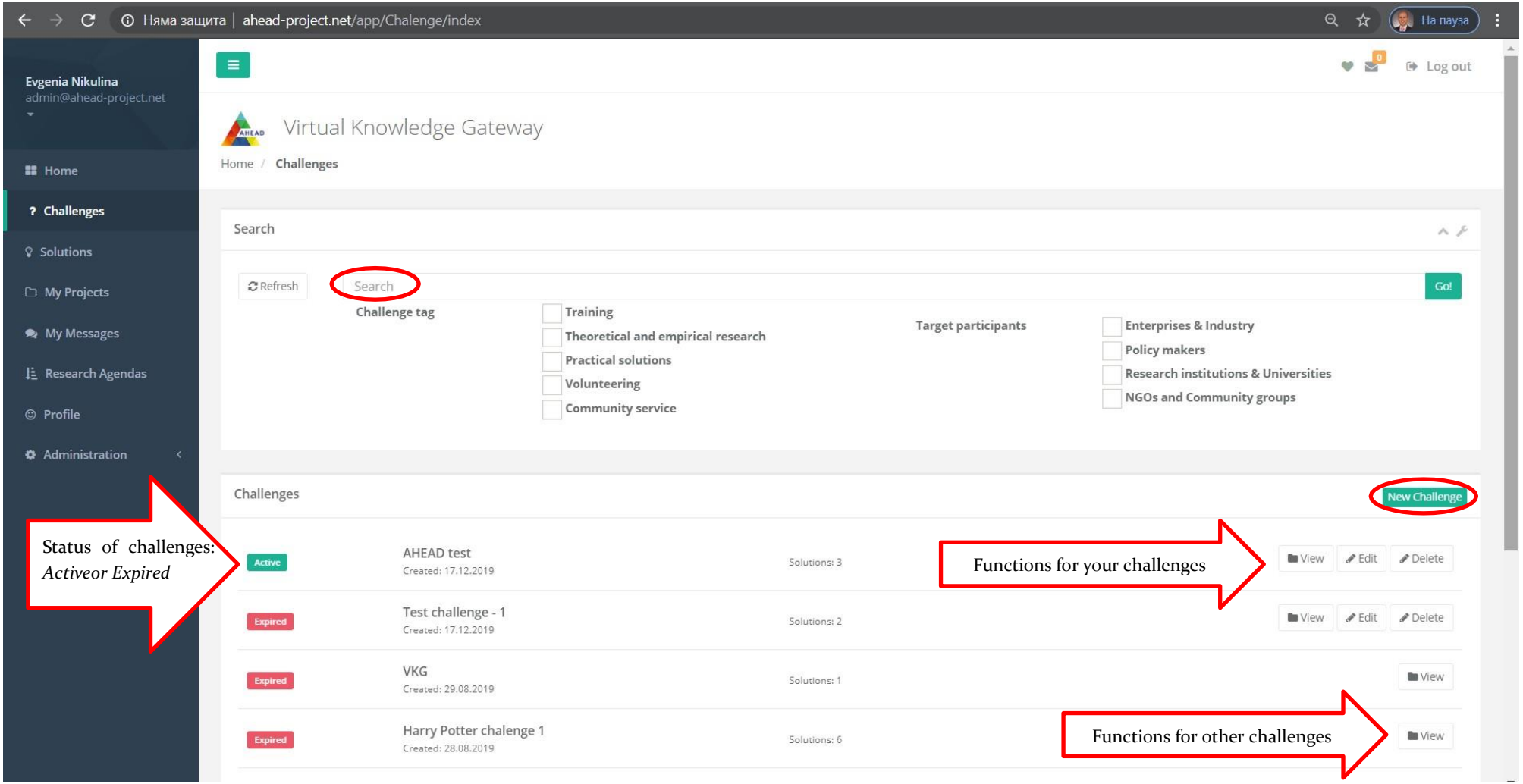
Creating a new challenge

You can create a new challenge by clicking on the "New challenge" button. A submission form will open (please, see Pictures 5-7 below). You will need to fill in the following fields.

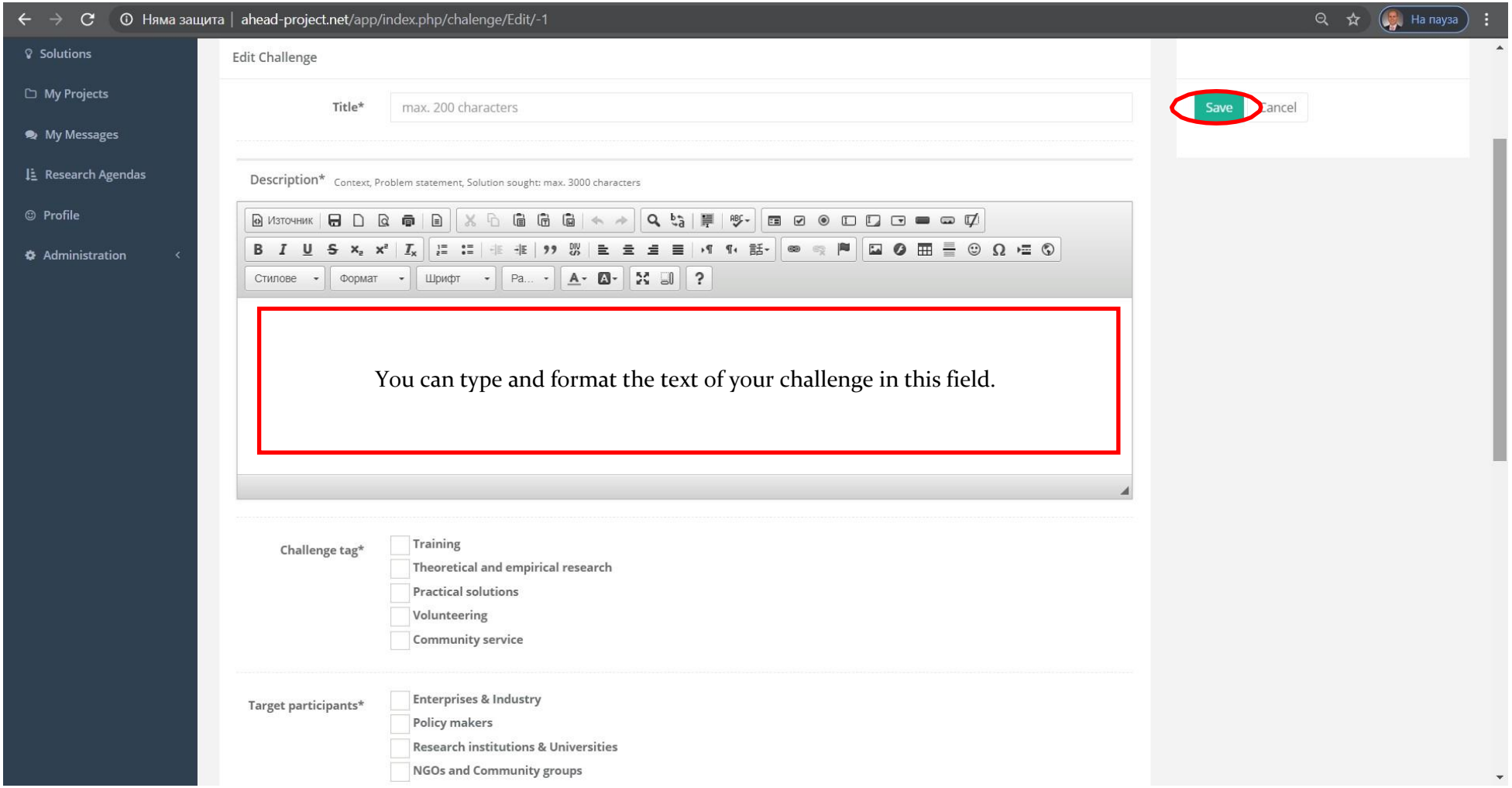
Title	Max. 200 characters
Challenge description	Context, Problem statement, Solution sought: max. 3000 characters
Challenge tag	☐ Training ☐ Theoretical and empirical research ☐ Practical solutions ☐ Volunteering ☐ Community service
Target participants	☐ Enterprises & Industry ☐ Policy makers ☐ Research institutions & Universities ☐ NGOs and Community groups
Additional resources	References and links to relevant resources which could support the ideation process: up to 10 references or links
Challenge open until	Indicative date
Solution Seeker	Prefilled by the name of the user who posts the challenge
Save	

When you fill in the template and click on the "Save" button, a field for attaching files will appear. You can drag and drop files or click on the field to open a "search file" menu. When you drop or select the required files, press the "Attach documents" button and click "Save" again.

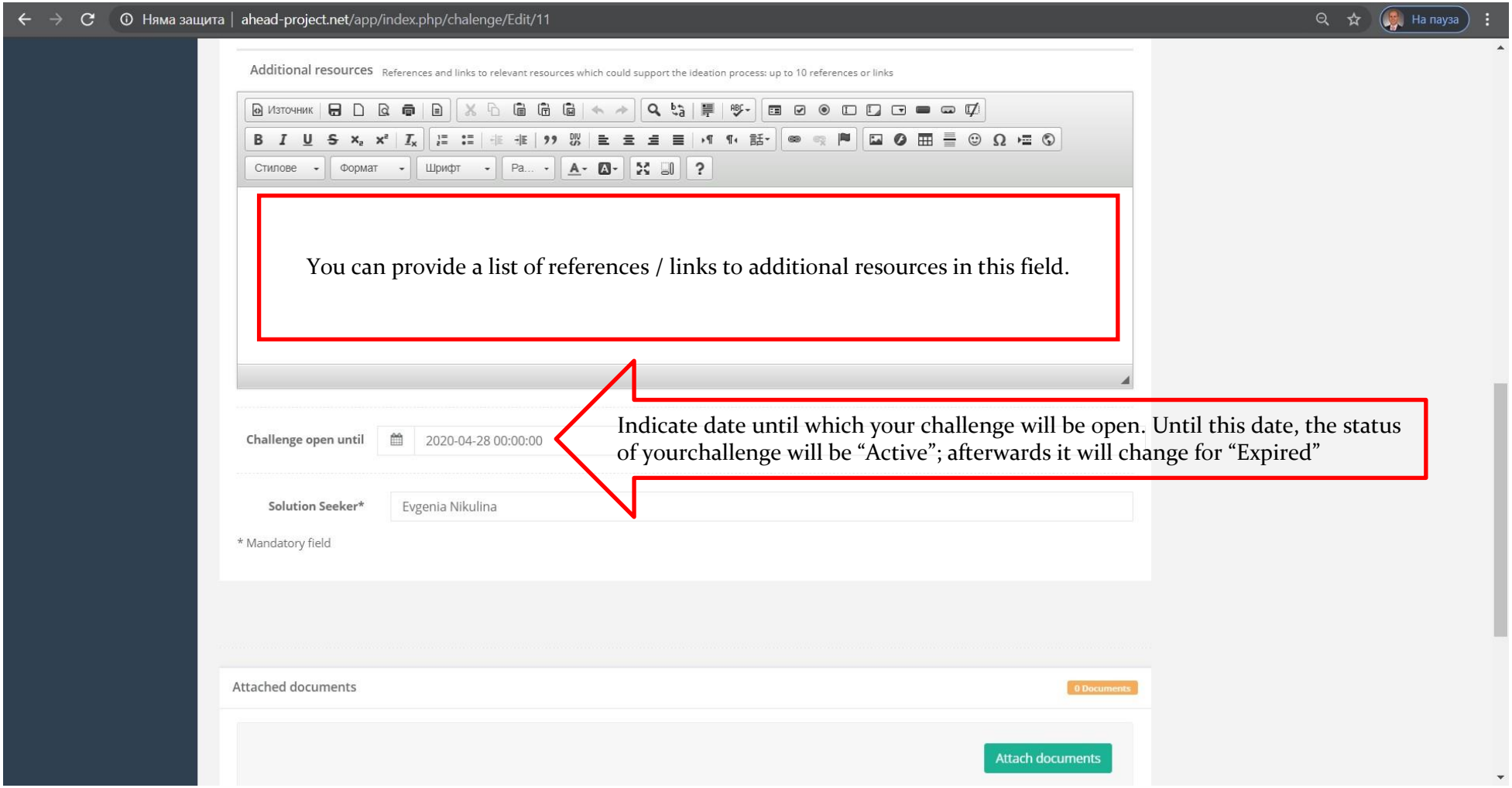
When you save your challenge, it appears in your profile under the section "My challenges" and in the section "Last challenges". It is visible to all users. After saving a challenge, you can get back to it and edit it.



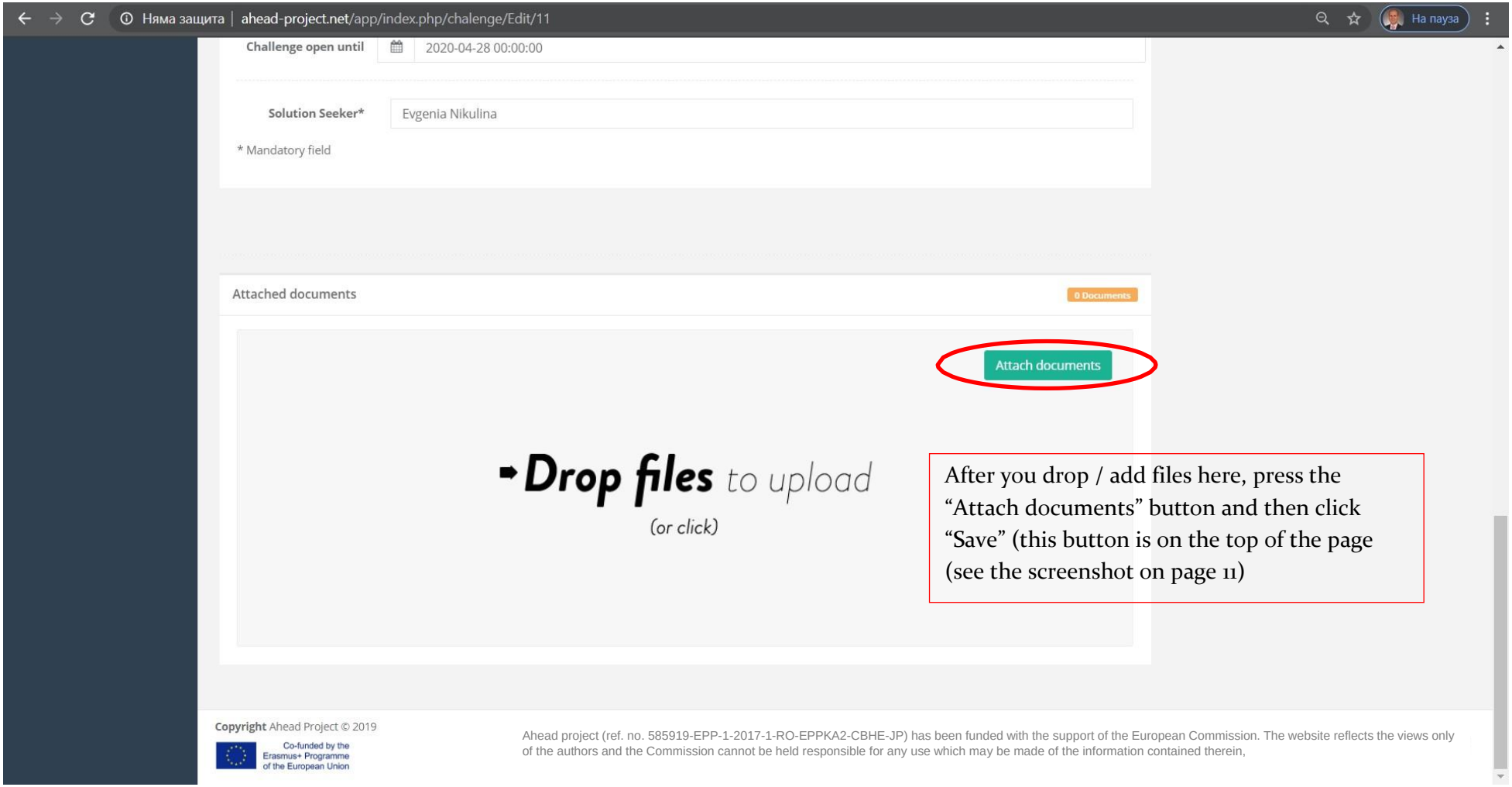
Picture 4. *VKG: Challenges section*



Picture 5. *VKG: Create a challenge (screenshot 1)*



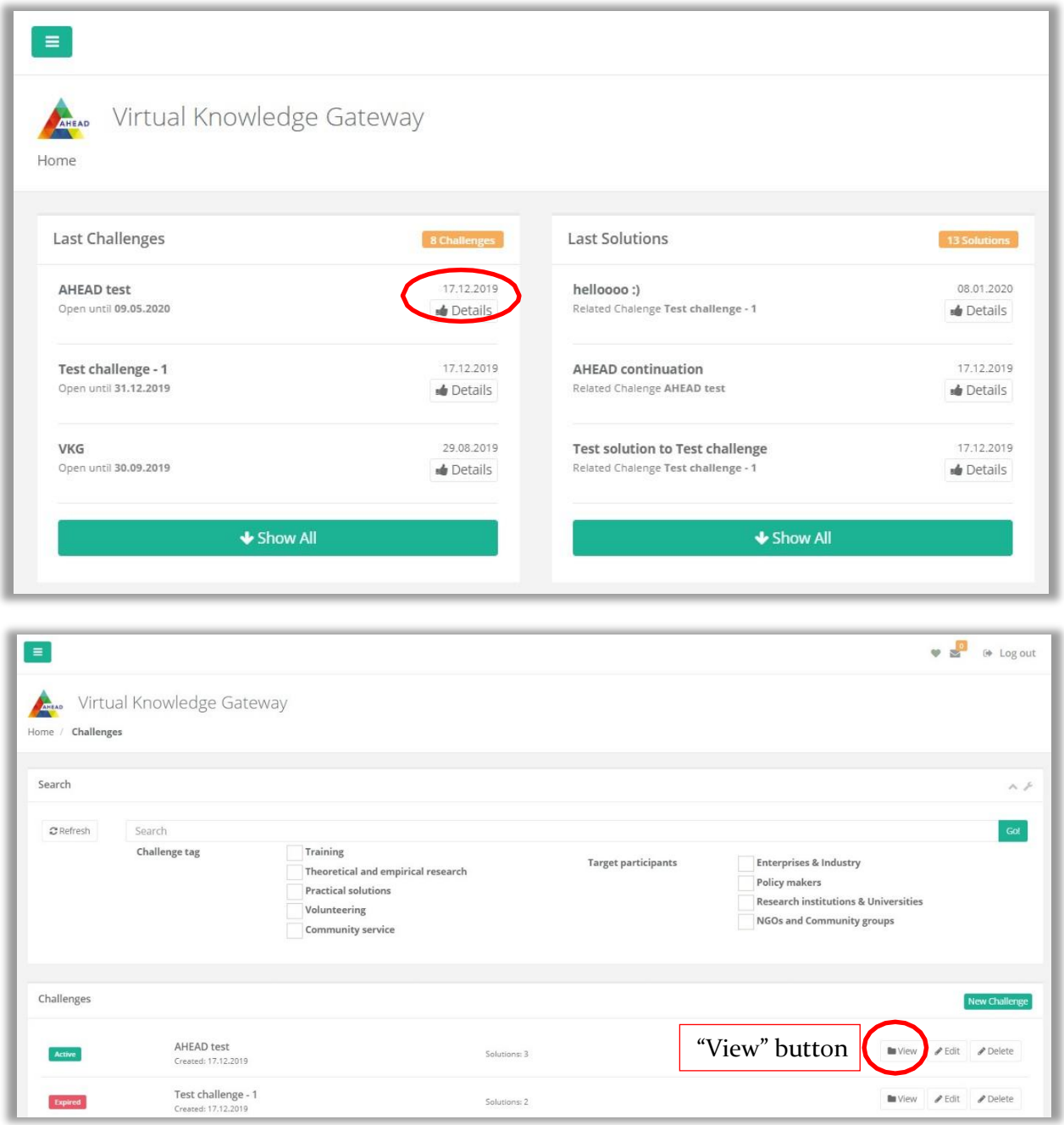
Picture 6. *VKG: Create a challenge (screenshot 2)*



Picture 7. *VKG: Create a challenge (screenshot 3)*

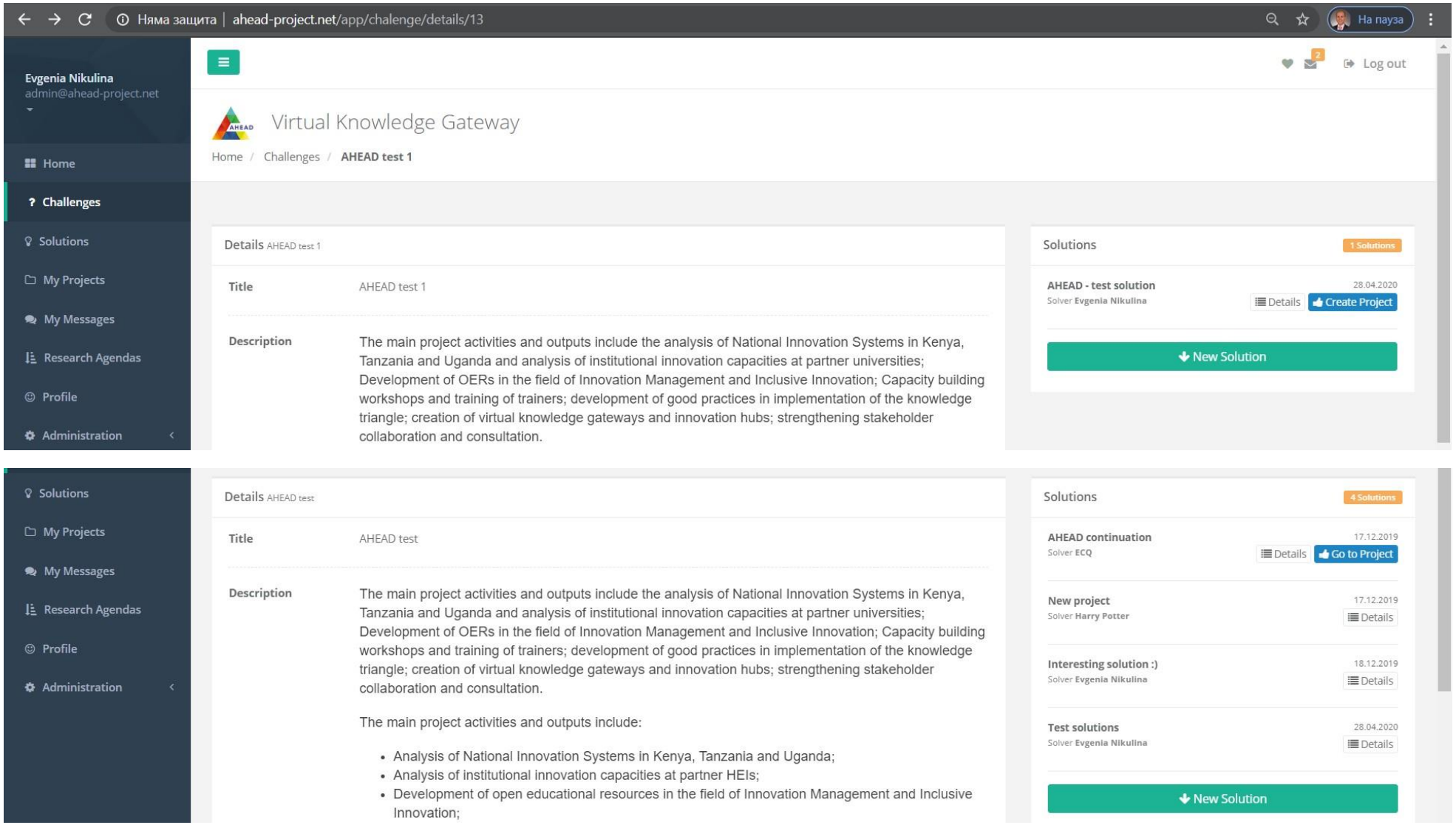
Active challenges

You can view any challenge created by any user. Challenges can be accessed from Home page, Section "Last challenges", by clicking on the "Details" button next to each posted challenge; or from the list of all challenges by clicking on the "View" button.



Picture 8. *VKG: Accessing the description of challenges*

When you enter a challenge, you can see its description and solutions submitted in response to this challenge (as shown in the screenshot below).



Picture 9. *VKG: Description of sample challenges*

Solutions

You can access the "Solutions" page either through the menu on the left side of the VKG interface, or by clicking on the "Show all" button in the "Last solutions" section on the home page.

When you enter the "Solutions" page, you can: Search for solutions by key words (search field); Access your own solutions (view / edit / delete); View solutions posted by another user.

Posting a solution to a challenge

You can post your solution to any challenge created on the platform. To do so, you should enter the challenge you want to respond to and click the button "New solution". A submission form will open. You will need to fill in the following fields.

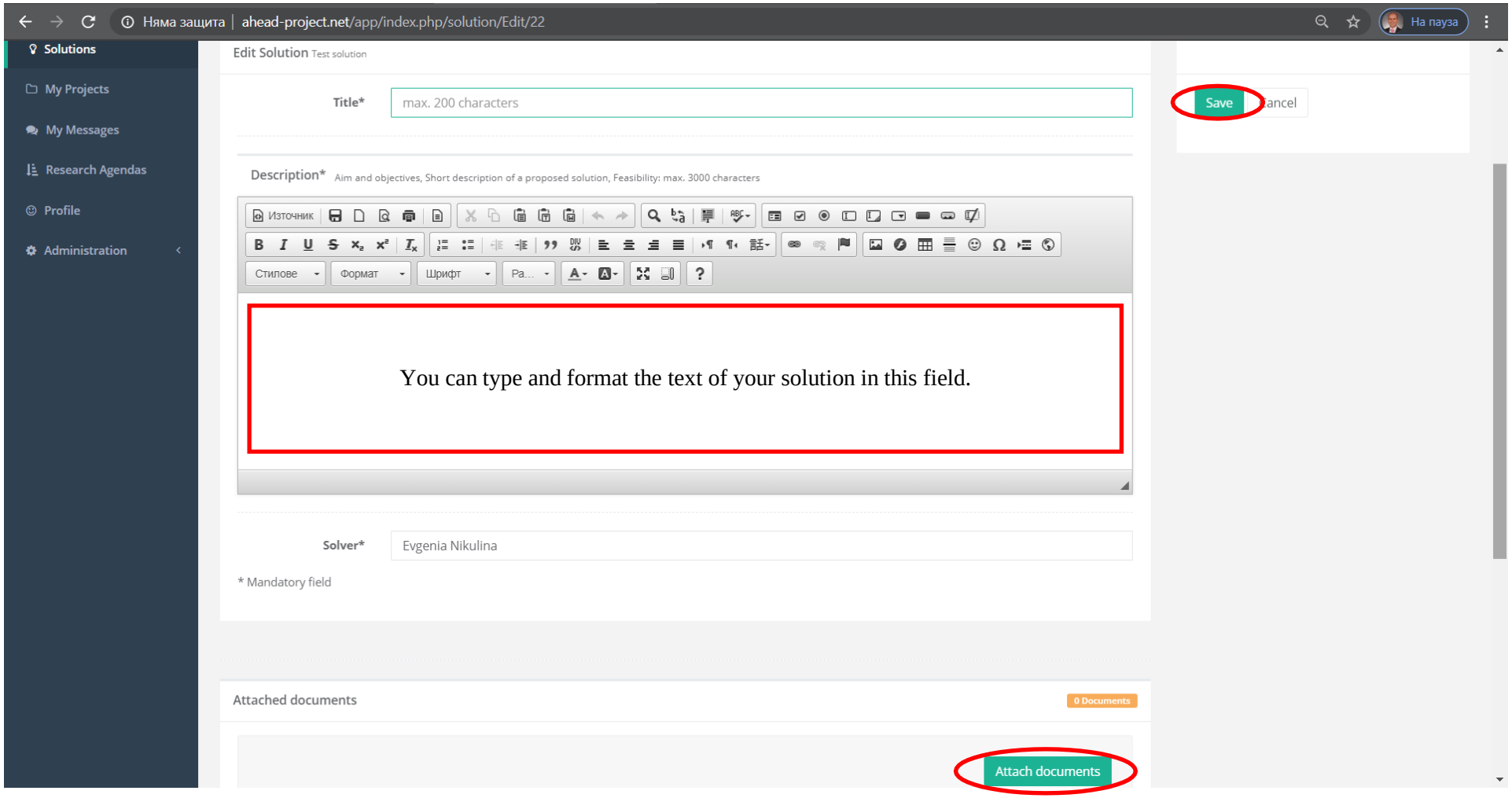
Title	max. 200 characters
Solution description	Aim and objectives, short description of a proposed solution, Feasibility:max. 3000 characters
Problem solver	Prefilled by the name of the user who posts the solution
Save	

When you fill in the template and click on the "Save" button, a field for attaching files will appear. You can drop files there or click on the field to open a "search file" menu.

When you drop or select the required files, press the "Attach documents" button and click "Save" again.

When you save your solution, it appears in your profile under the section "My solutions" and in the section "Last solutions".

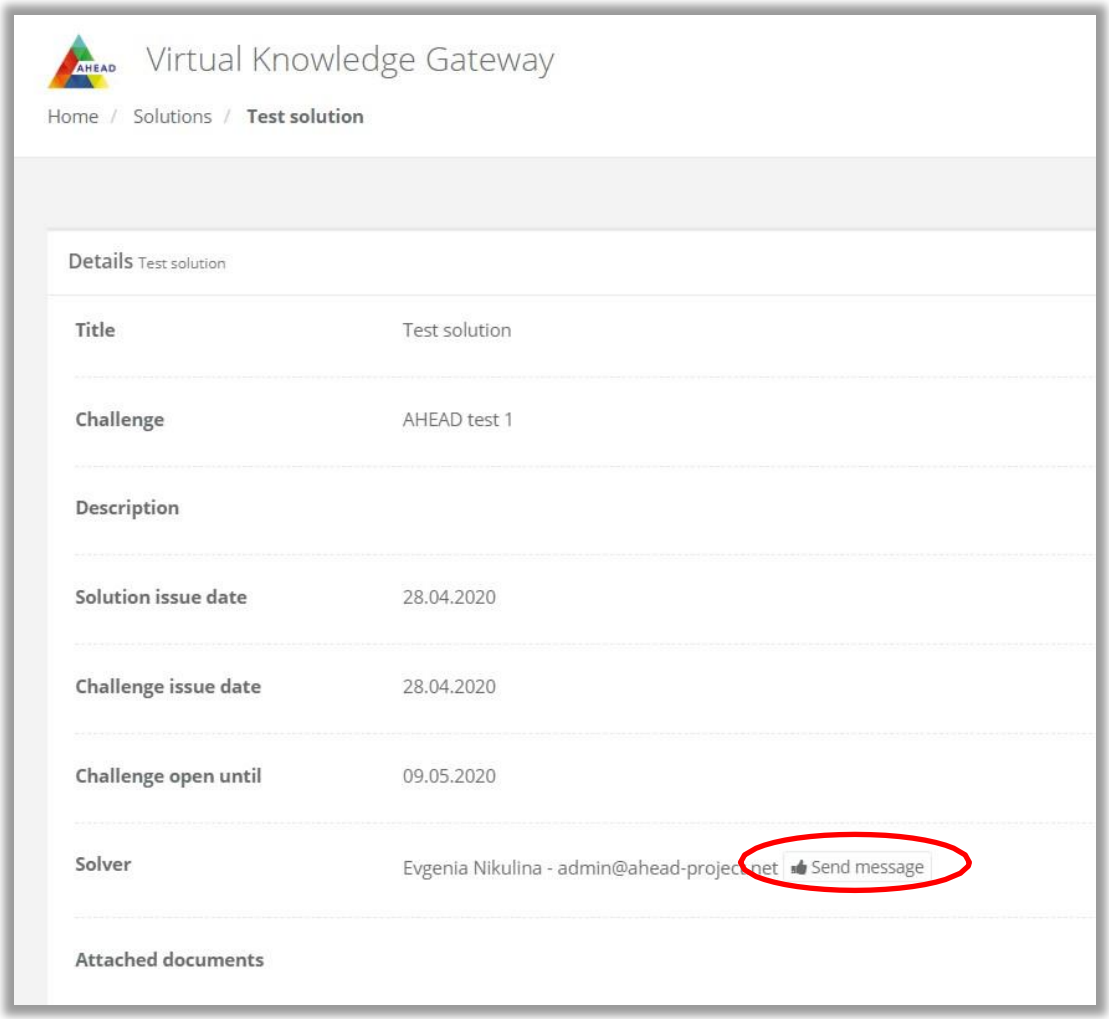
After saving a solution, you can get back to it and edit it. All solutions are visible to all users.



Picture 10. *VKG: Create a solution*

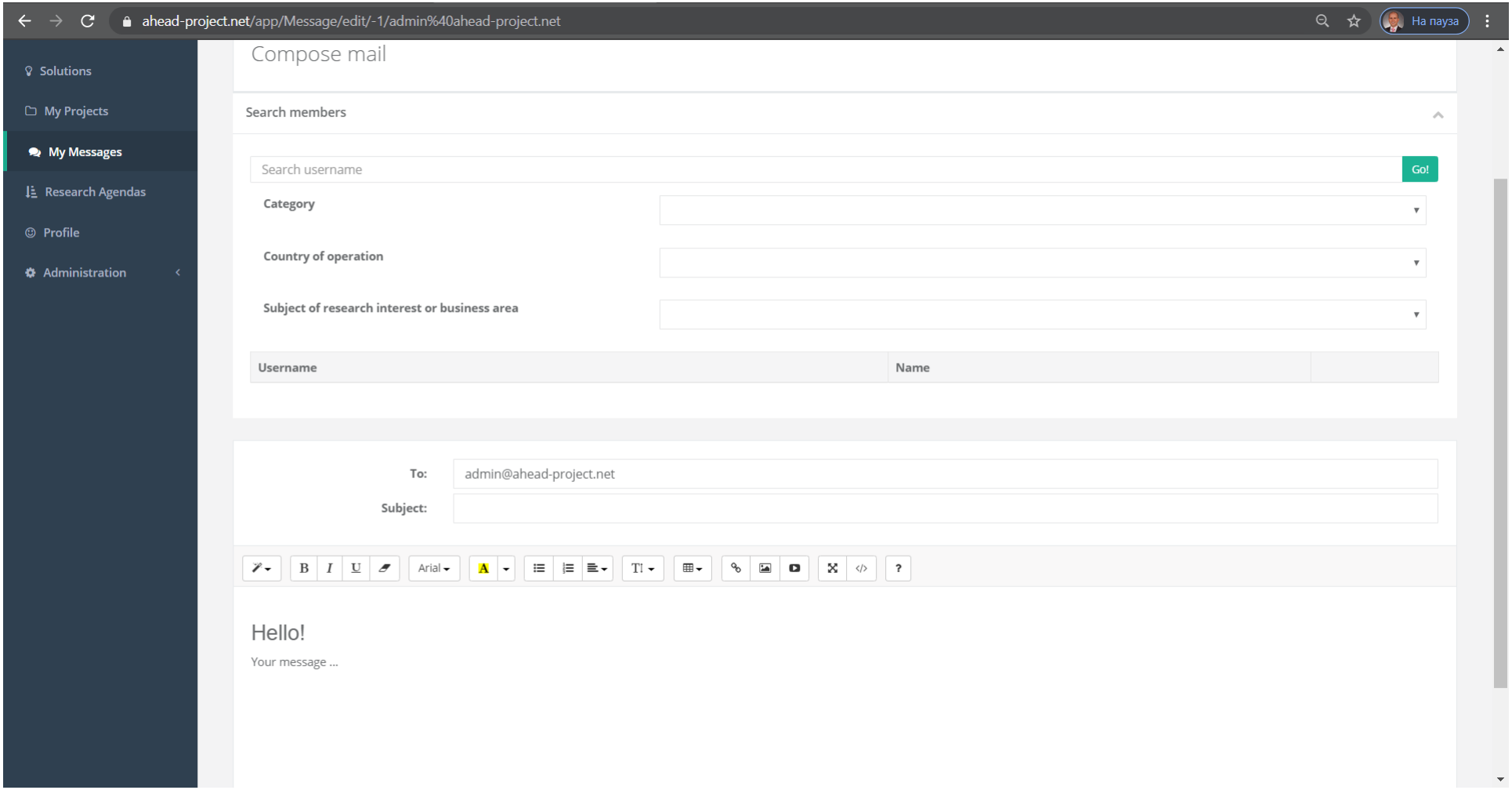
Contacting the author of the solution

The platform allows for contacting the author of the solution by sending him/her a message. In order to do so, you should enter the solution and click the button "Send message", as shown in the picture below.



Picture 11. *VKG: Contacting the author of the solution*

Then, "My messages" section opens and you can write your message there, as shown in the screenshot below.



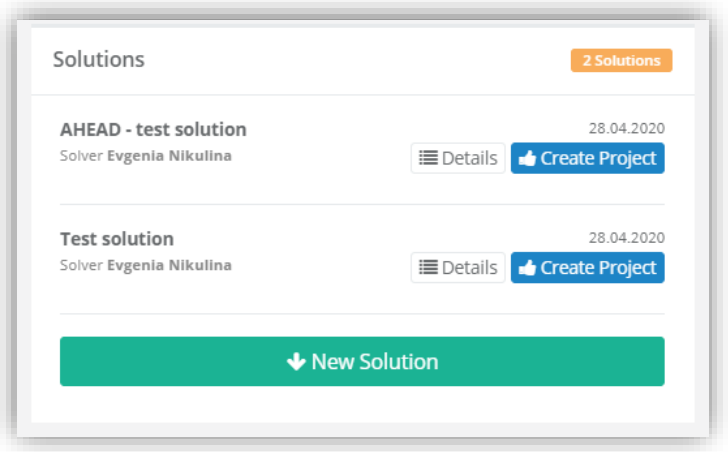
Picture 12. *VKG: Compose mail section*

My projects

"My projects" is a restricted area created for collaborative work of a "solution seeker" (author of a challenge) and "problem solver" (author of a selected solution). The idea is that a challenge author can review all solutions given to his/her challenge and invite for collaboration the author of the selected solution.

Creating a project

When you enter your challenge, you can see all solutions submitted in response to it. You can access the details (description) of each solution and you can "create a project" with the selected problem solver.

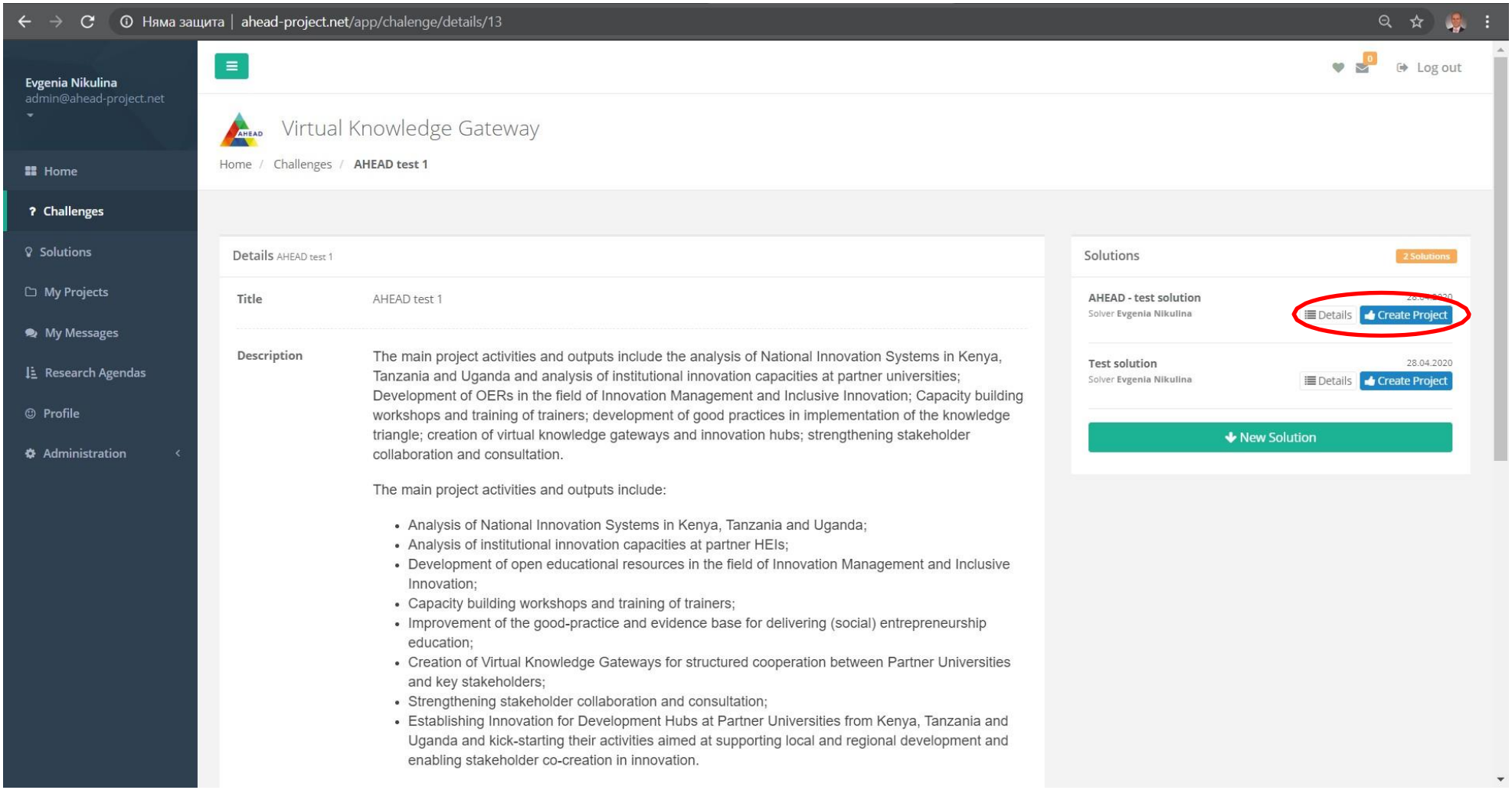


Picture 13. *VKG: Location of a "Create a project" button*

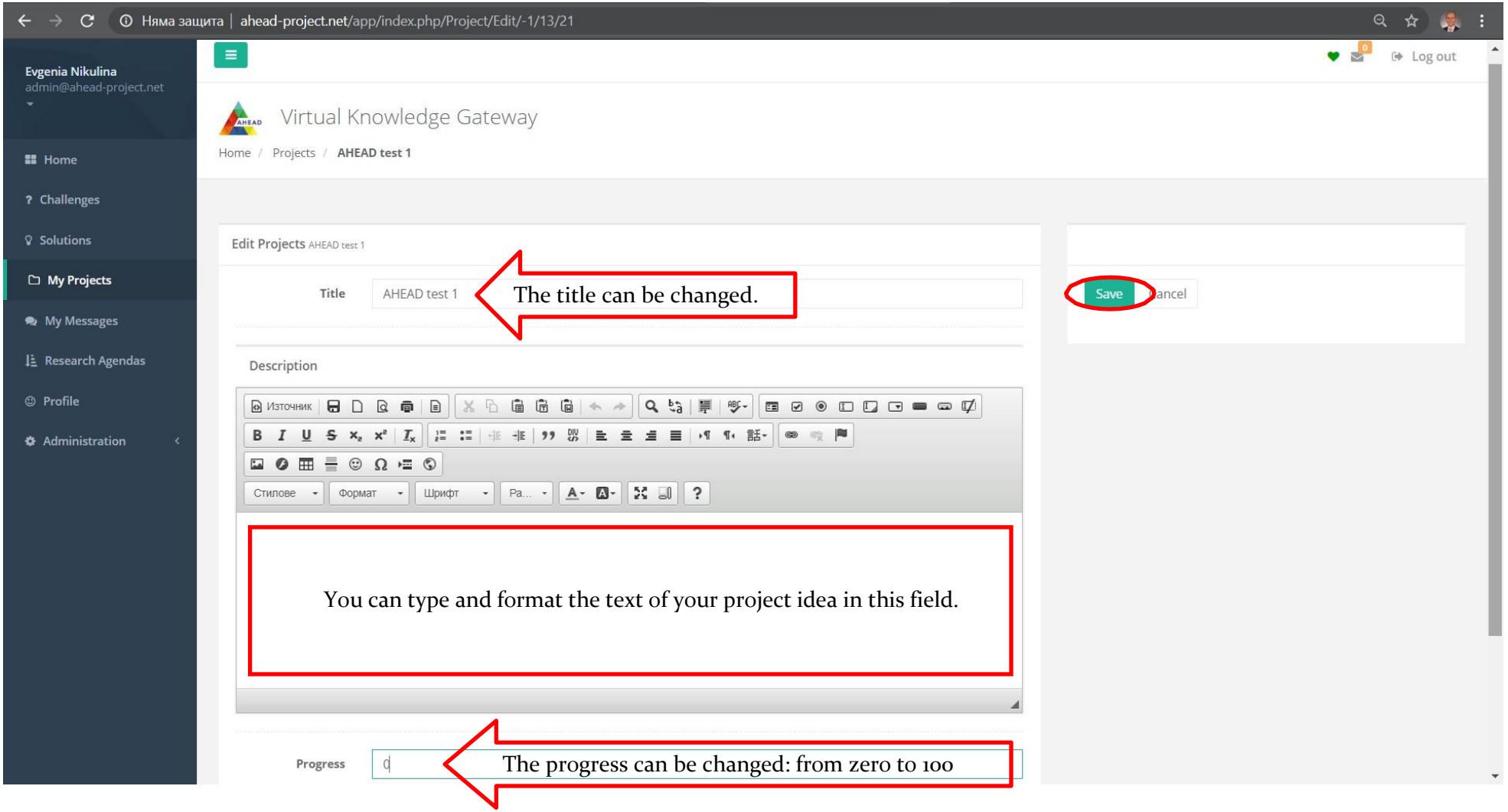
When you click on "Create Project" button, the system opens a form, in which you could describe the project idea:

Title	pre-filled with the name of the selected solution
Description	Aim and objectives, short description of a project
Progress	0-100% (changed manually depending on the progress with the project implementation; when the progress is <100%, the project's status is "active"; when the progress is =100%, the project's status changes to "completed")
Save	

When the description is saved, the field for attaching files appears. It works exactly how it does in "challenges" and "solutions".



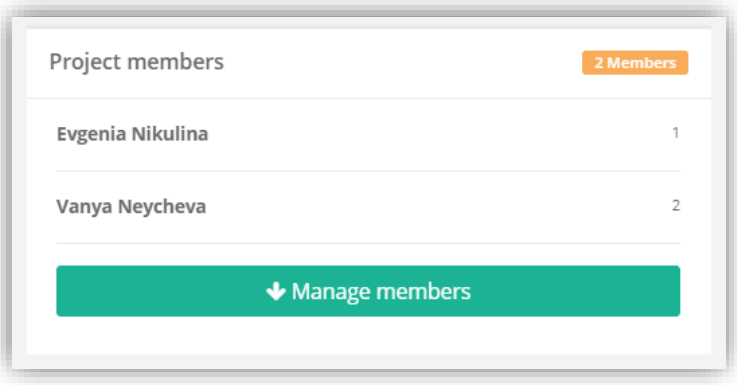
Picture 14. *VKG: Create a project function*



Picture 15. *VKG: Edit project*

Managing members of your project

When you save your project, a new function gets available. It is called "Manage members". Automatically, the solution seeker and the selected problem solver (challenge and solution authors) will be in the list of the project members.



Picture 16. *VKG: Manage members function*

When you click on the "Manage members" button, you can: view the list of the project members; delete project members, and invite new collaborators to the project.

In order to invite a new member, you should enter his/her user name/email in the dedicated field.

username	**+ invite member**

If you do not know the user name, you can find it through the search member function. You can search by key words (e.g. name), user category, country of operation and/or subject of research interests or business area.

Search	**Go!**

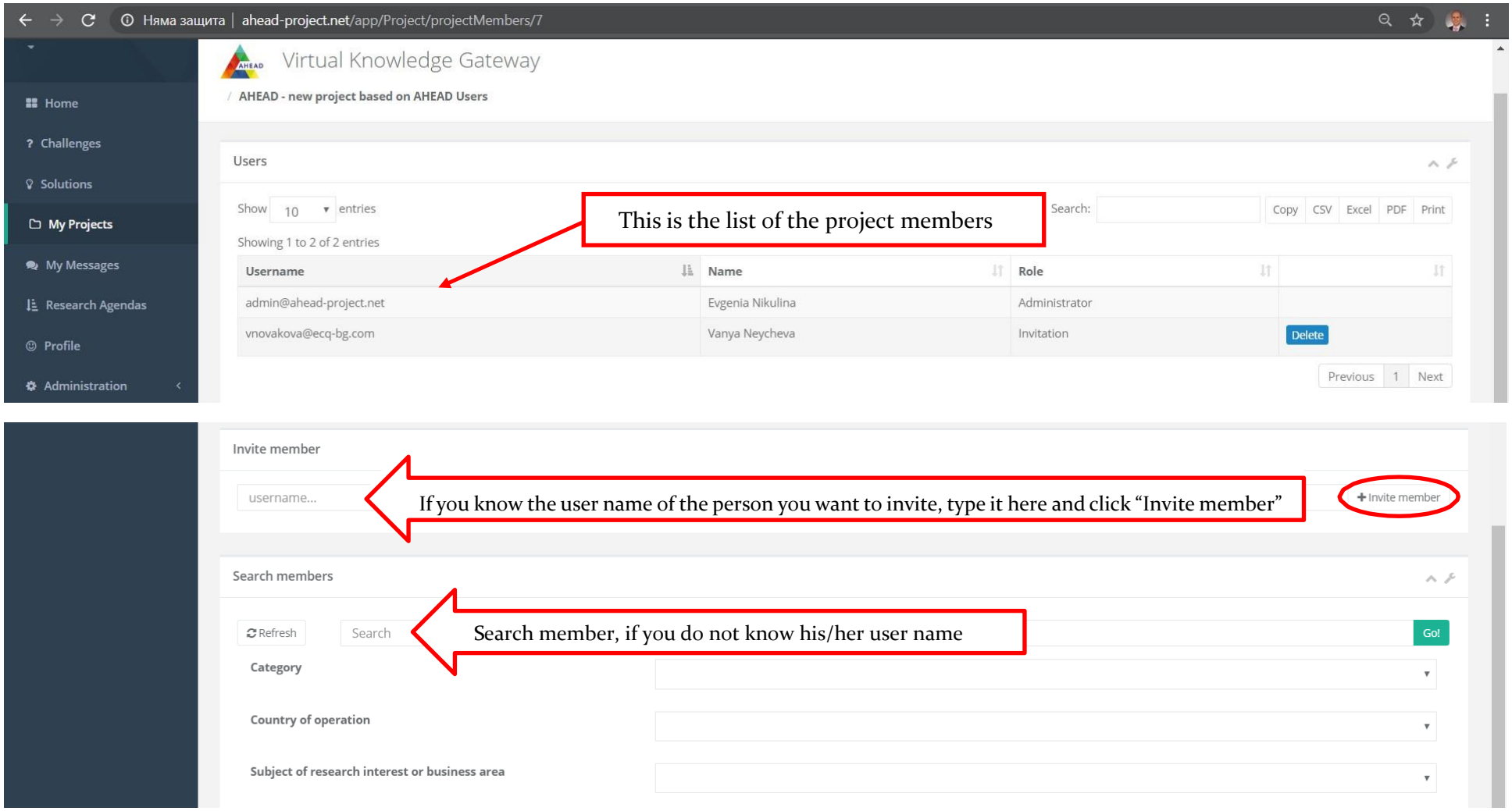
Category	(drop down menu) ▼
Country of operation	(drop down menu) ▼
Subject of research interests or business area	(drop down menu) ▼

The system filters VKG users as per your search request.

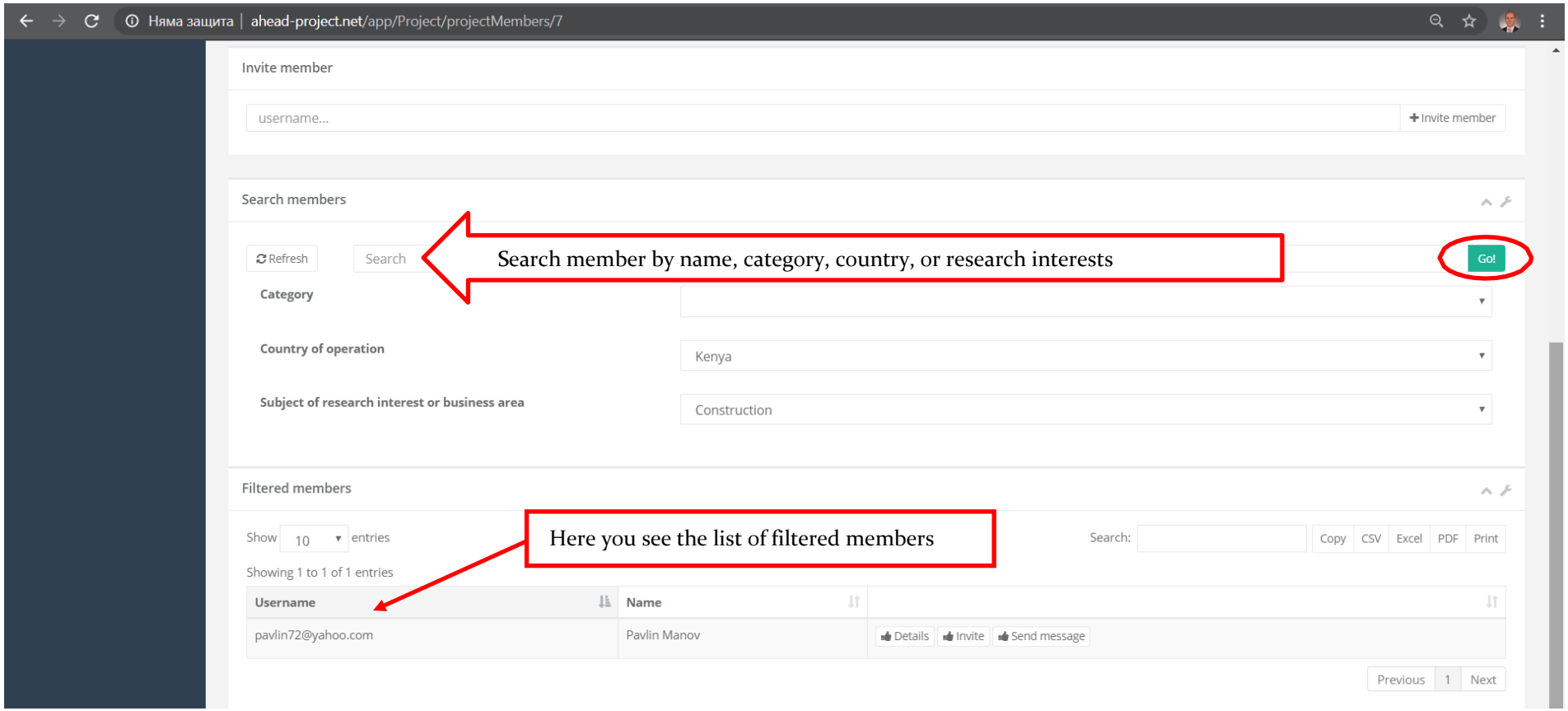
Filtered members

User name	**Name**			
sample@gmail.com	Name1 Surname1	**Details**	**Invite**	**Send message**
test@ecq-bg.com	Name2 Surname2	**Details**	**Invite**	**Send message**

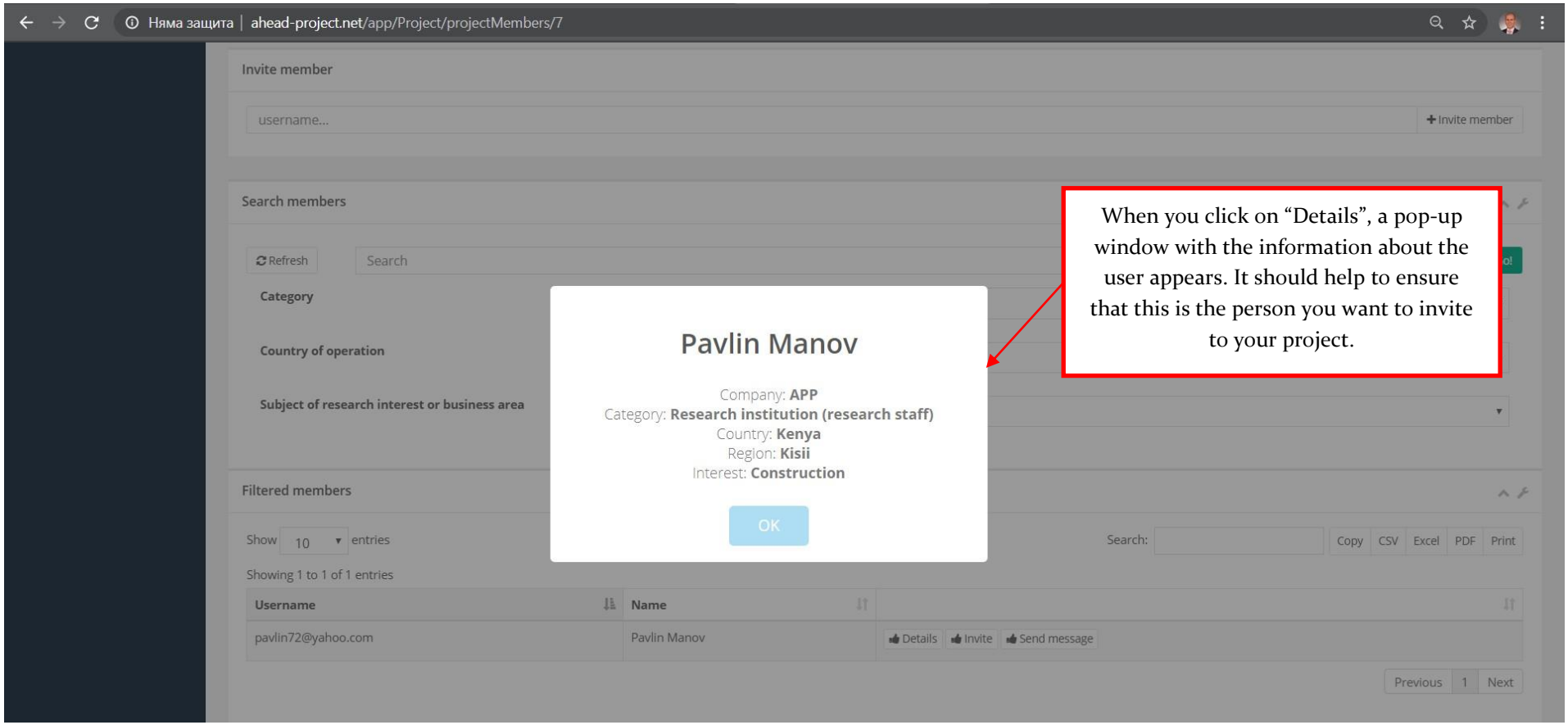
The screenshots below show how the "Manage members" section works.



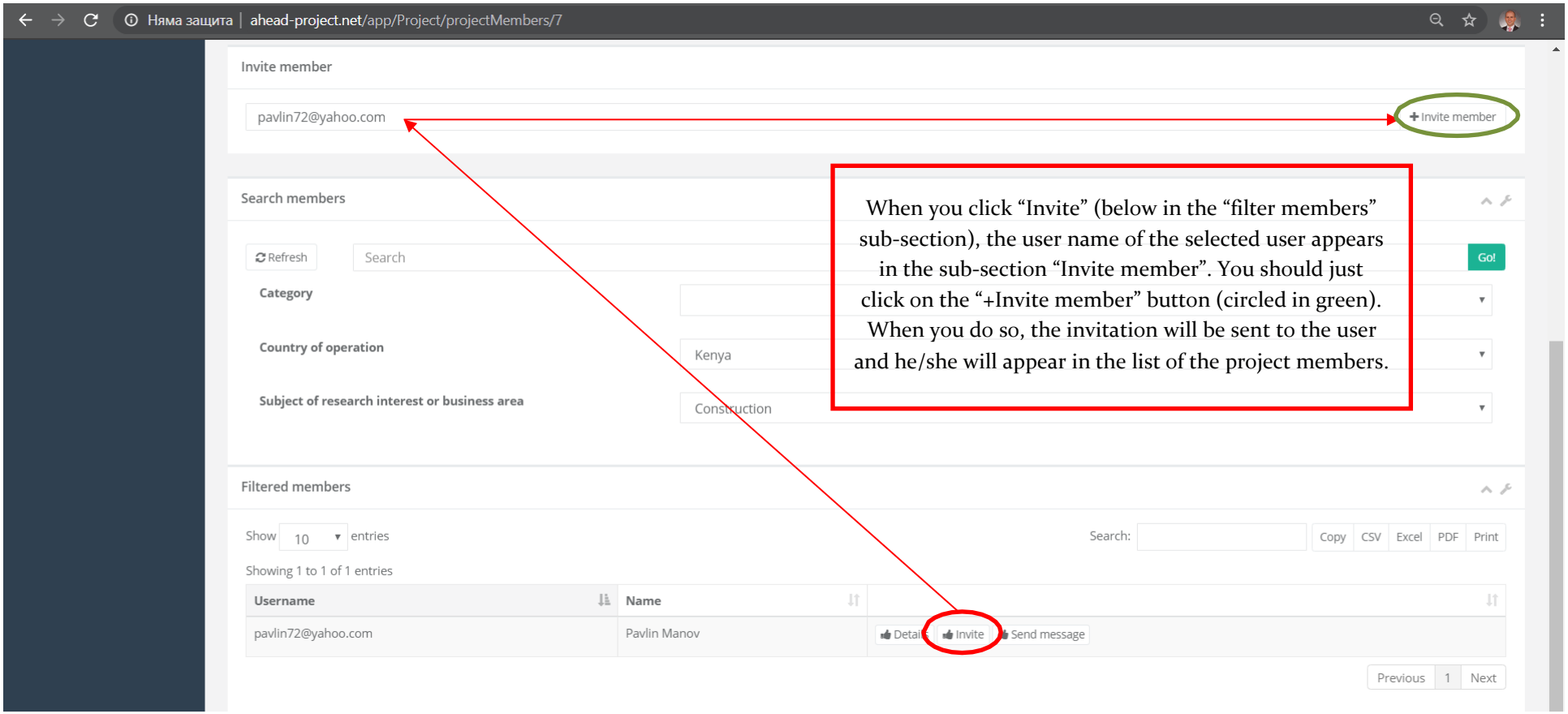
Picture 17. *VKG: Invite members function*



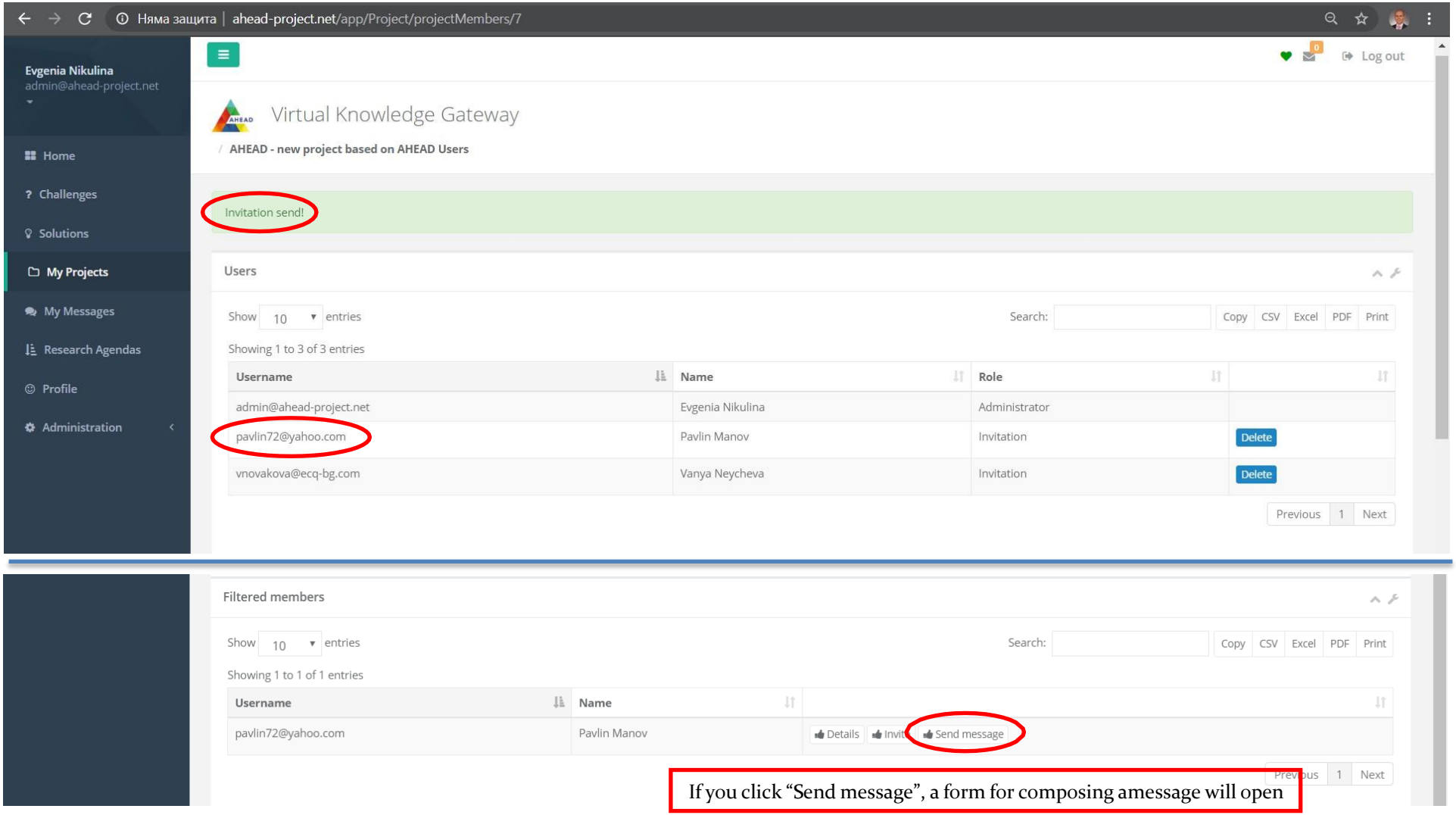
Picture 18. *VKG: Search members function*



Picture 18. *VKG: User details (example)*



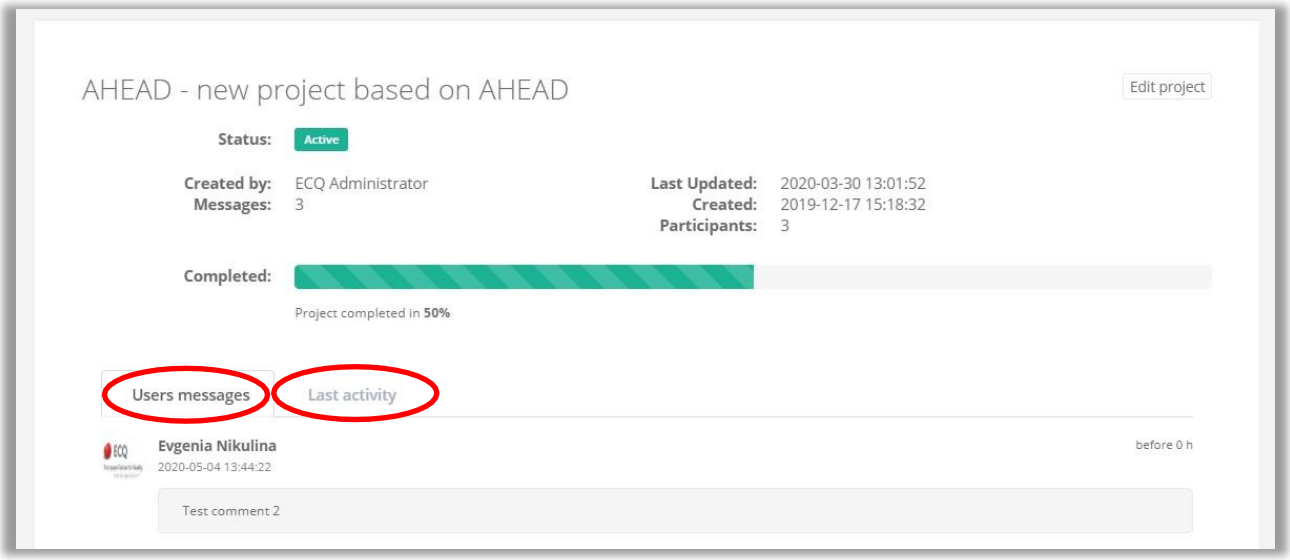
Picture 19. *VKG: Adding a member to the project (Sending invitation)*



Picture 20. *VKG: Function "Sending a message to a member"*

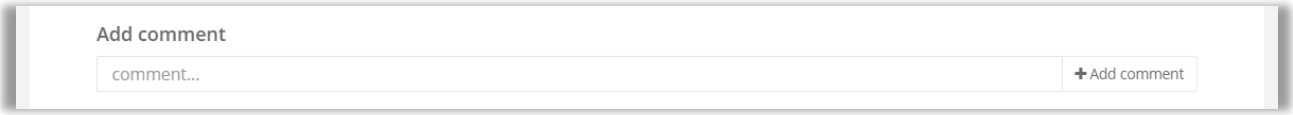
Other functions

When you enter your project, you can see the title of the project, its status, when it was created and last updated, the number of participants, and other details. Below this basic information, there are two tabs: User messages and Last activity.



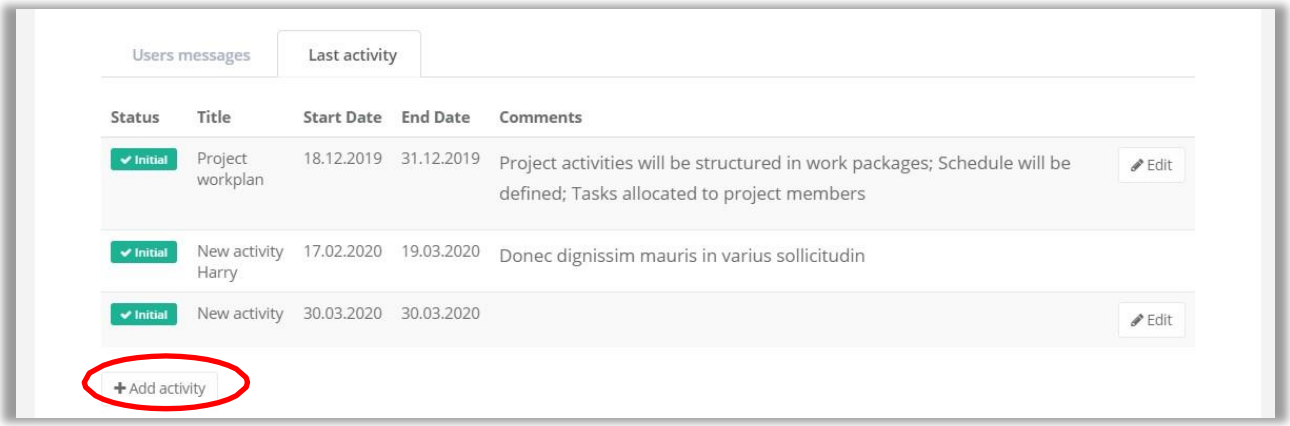
Picture 21. *VKG: User message and Last activity tabs in the Project section*

"User messages" work simply like a chat. You can type your message in the field "Add comment".



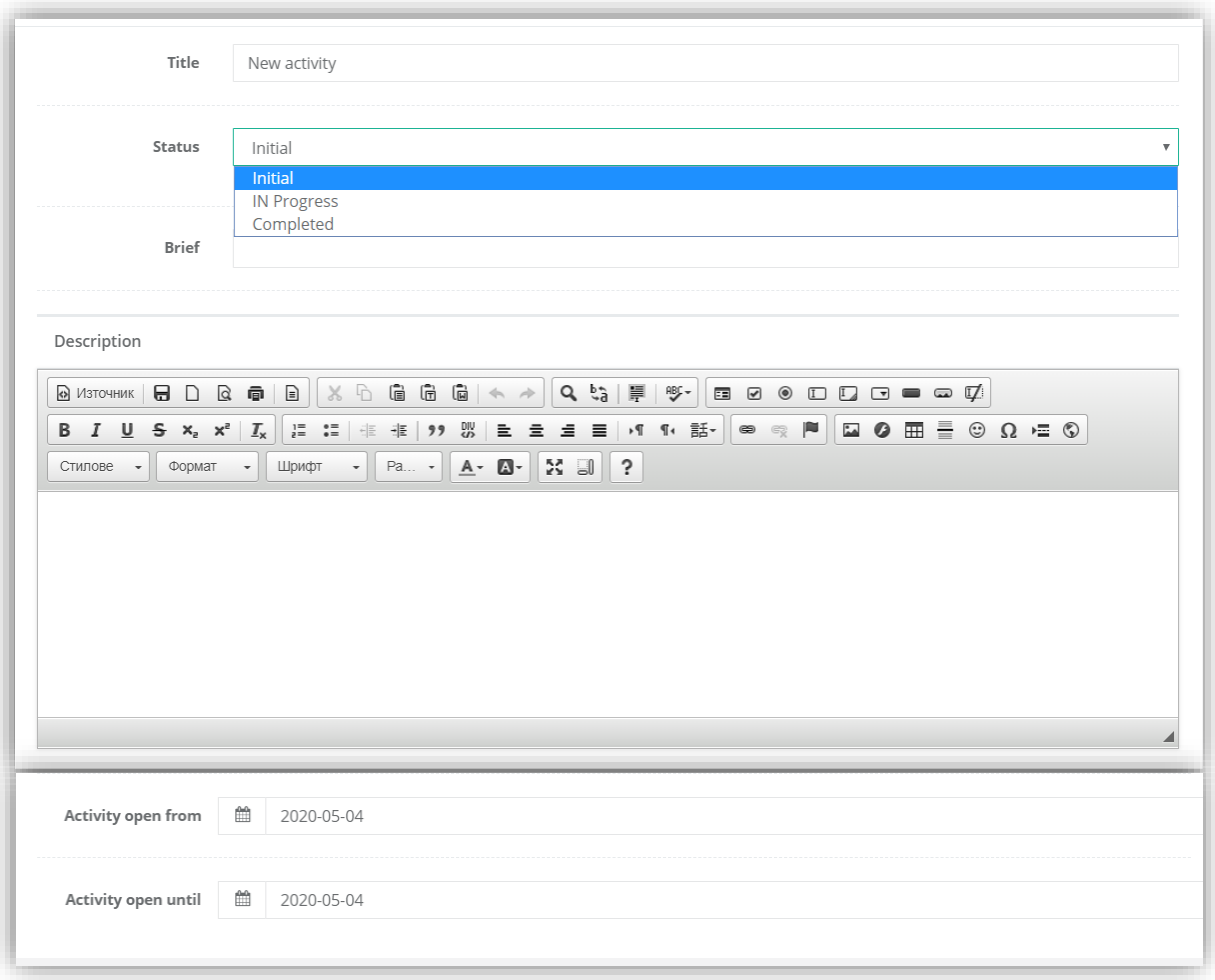
Picture 22. *VKG: Add comment function in the User messages sub-section*

In the "Last activity" sub-section, you can create a list of activities that should be carried out in the course of the project implementation.



Picture 23. *VKG: Add activity in the Add activity sub-section*

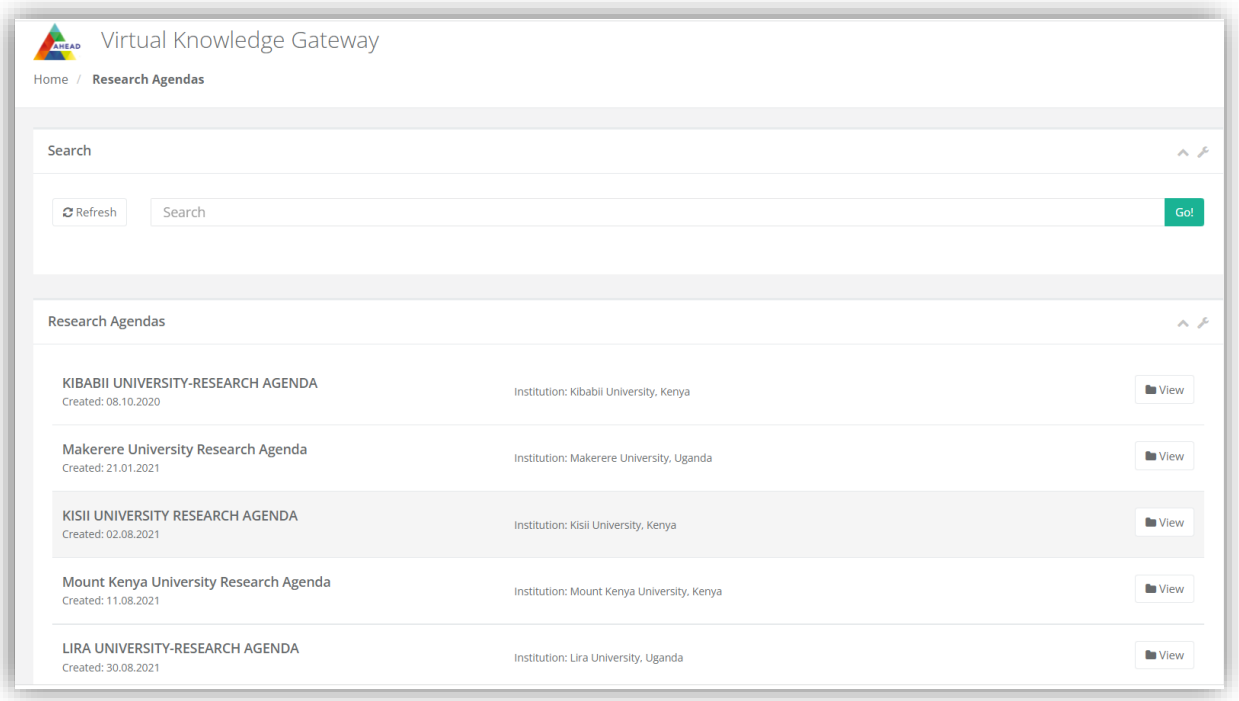
In order to add a new activity, you should click "+Add activity" and then fill in the form: title of the activity; status (initial, in progress, completed), short overview/summary, extended description and activity start and end dates (as shown in the screenshot below). Saved activities can be further edited. After saving the activity, you can attach files to it.



Picture 24. *VKG: Edit new activity*

Research agendas

"Research agendas" is the section where AHEAD partner universities (and possibly external collaborators) are expected to publish their research strategies and priorities. This section shows the list of all submitted research agendas. All users have access to view the agendas. You are able to edit the research agenda of your university / organization after it was published.



Picture 25. *VKG: Research agendas section*

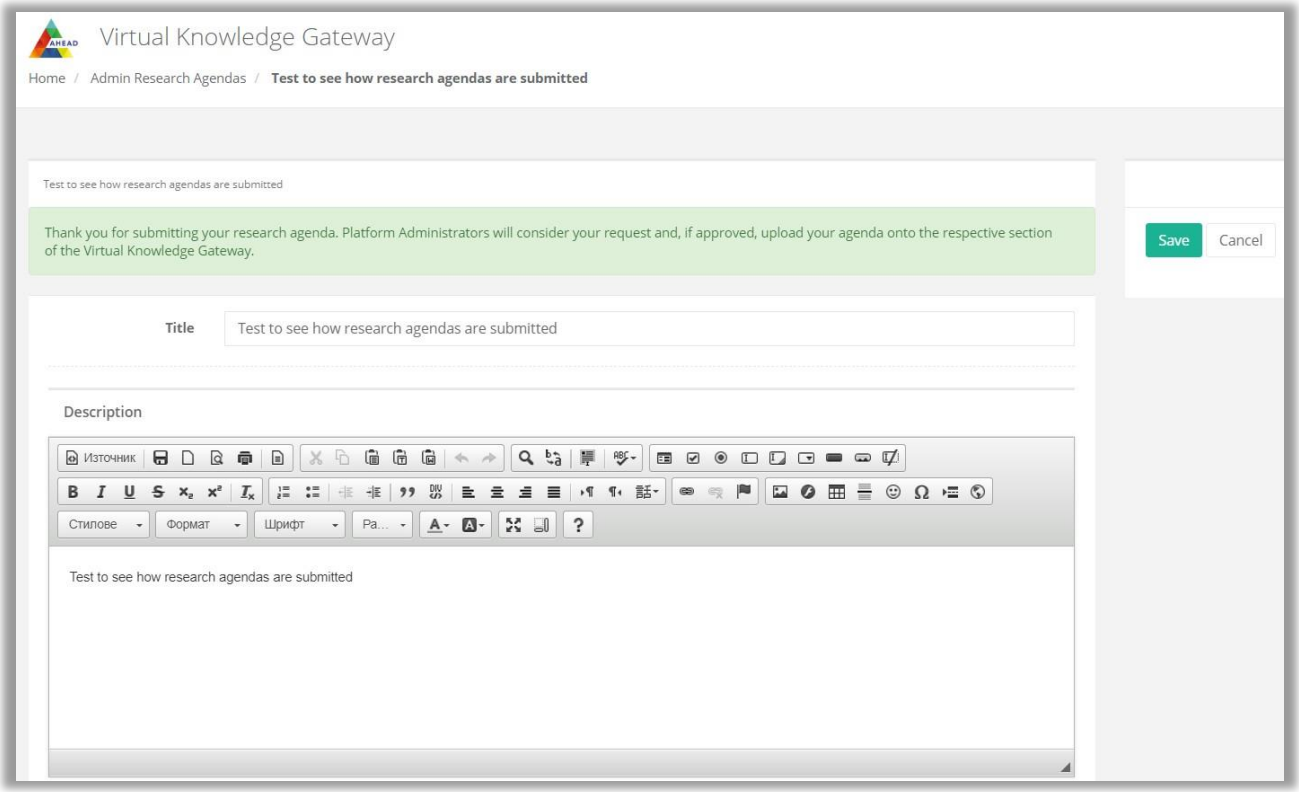
You can submit your research agenda through the "My profile" section -> New research agenda. The submission form includes the following fields:

Title	
Description	
Institution	drop down menu with the list of AHEAD partners + Other
Save	

After saving the form for the first time, you can add attachments. After that, you should save the form again. When you save the form, the system will show a notification:

"*Thank you for submitting your research agenda. Platform Administrators will consider your request and, if approved, upload your agenda onto the respective section of the Virtual Knowledge Gateway.*"

Your research agenda will get visible for users, when an Administrator approves it.



Picture 26. *VKG: Submission of a new research agenda*

My messages

The section "My messages" is mostly intended for receiving notifications:

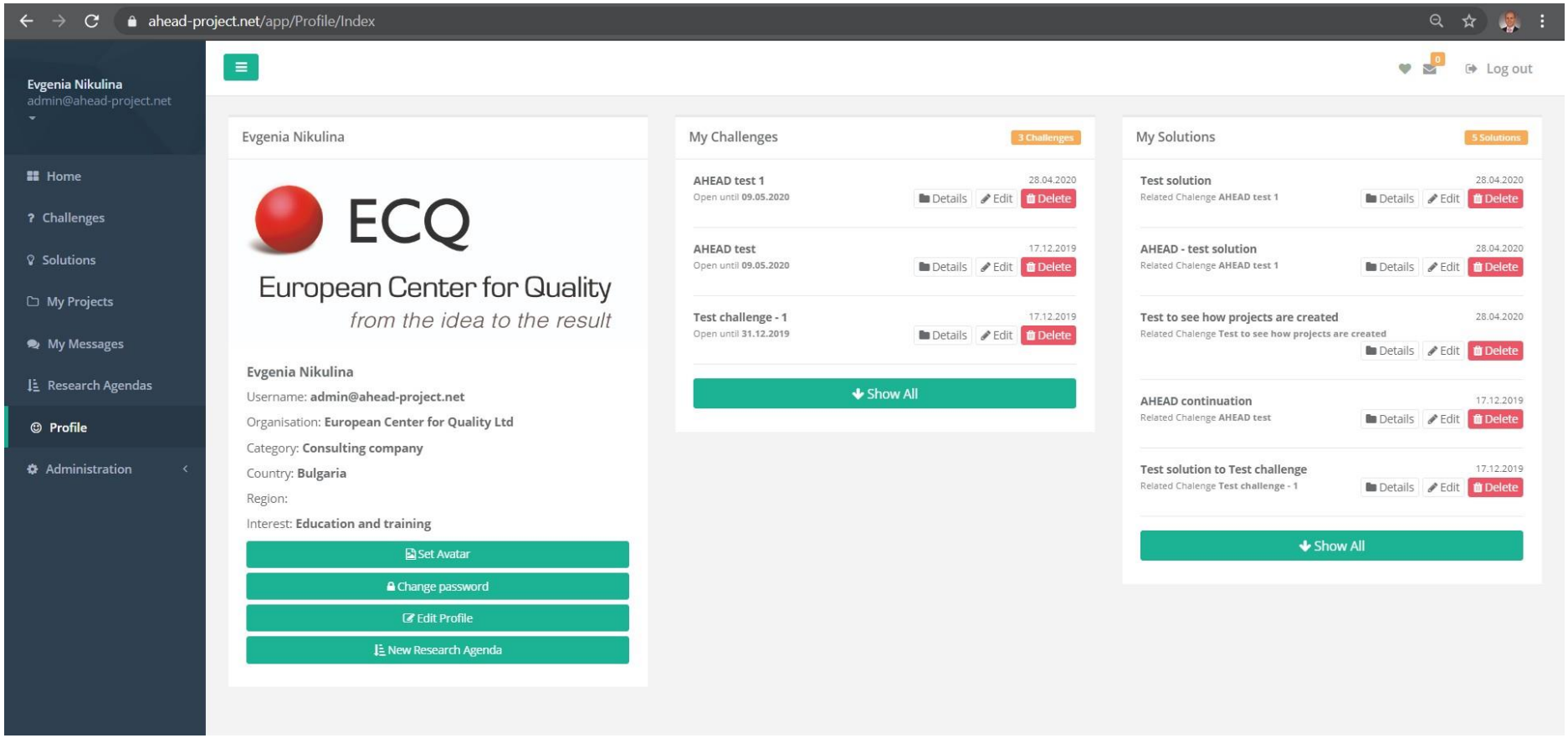
- When a solution to your challenge is submitted
- When you are invited to join a project
- When your research agenda is published

Administrators also receive notifications when a user submits a research agenda.

"My messages" section also allows users to compose and send messages to other users.

My profile

In the "My Profile" section, you can view and edit your registration details, set avatar, change password. You can also submit a research agenda and manage your challenges and solutions.



Picture 27. *VKG: user profile (ECQ example)*

Administration

The "Administration" section is accessible only for VKG's Super Admins and Admins. It allows for managing:

- Registrations (possibility to disable/enable users and change their role: member, administrator, super admin)
- Agendas (possibility to view, edit and delete research agendas; through editing function newly submitted agendas can be approved for publication by changing their status from "new" to "confirmed")
- Projects (possibility to disable/enable projects)
- Challenges (possibility to disable/enable challenges)
- Solutions (possibility to disable/enable solutions)

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and connect with more than 300 innovators from East Africa!

https://ahead-project.net/app/home/login

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