



# EurEau Innovation Sharing Platform – user guide

## 1. About

The EurEau Innovation Sharing Platform (ISP) is an interactive discussion space to share your innovative ideas and solutions to the water challenges we are facing, with your colleagues from across Europe.

Innovation often refers to something new, such as an invention, or the practice of developing and introducing new things. In the tech world, an innovation is usually a new product, but it can also be a new way of doing something or even a new way of thinking.

**For this platform, when we talk about innovation, we cover physical inventions, practices, creativity and ideas!**

## 2. 'When' is innovation? What is 'new'?

We are keeping a very loose definition of 'new', so you can introduce or use projects or ideas that are already a few years old.

## 3. House rules

Do not share any commercially sensitive information on the platform.

As with any professional platform or space, be friendly and polite. We reserve the right to moderate chats and we will remove people who do not respect other people or these rules.

## 4. Who?

This platform is open to people working in EurEau [member companies](#), their members and academics working with these companies.

If you would like to get access to the platform, email us at [info@eureau.org](mailto:info@eureau.org) or ask your EurEau member colleague to introduce us.

**Moderators** -> A moderator is a user who manages an online forum discussion. Moderators are responsible for animating the discussion, keeping users on topic and in our case, keeping the library on topic. Part of your role too is keeping the discussion polite and respectful. In these forums, moderators are tasked with enforcing community guidelines and have the authority to block messages that are deemed inappropriate.



## 5. To start

Go to <https://www.eureau-innovation.org> and log in.

Your log in name (username) is your name in the form of FirstnameLast name (eg: JohnSmith).

EurEau members can log in using their EurEau intranet passwords. However, if you change your password on the EurEau intranet after this, it will not carry over to the ISP too (and vice versa).

Along the top are: home / discussion rooms / case studies / library / profile / suggest topic (and for **moderators** 'create topic').

We will deal with these one at a time.

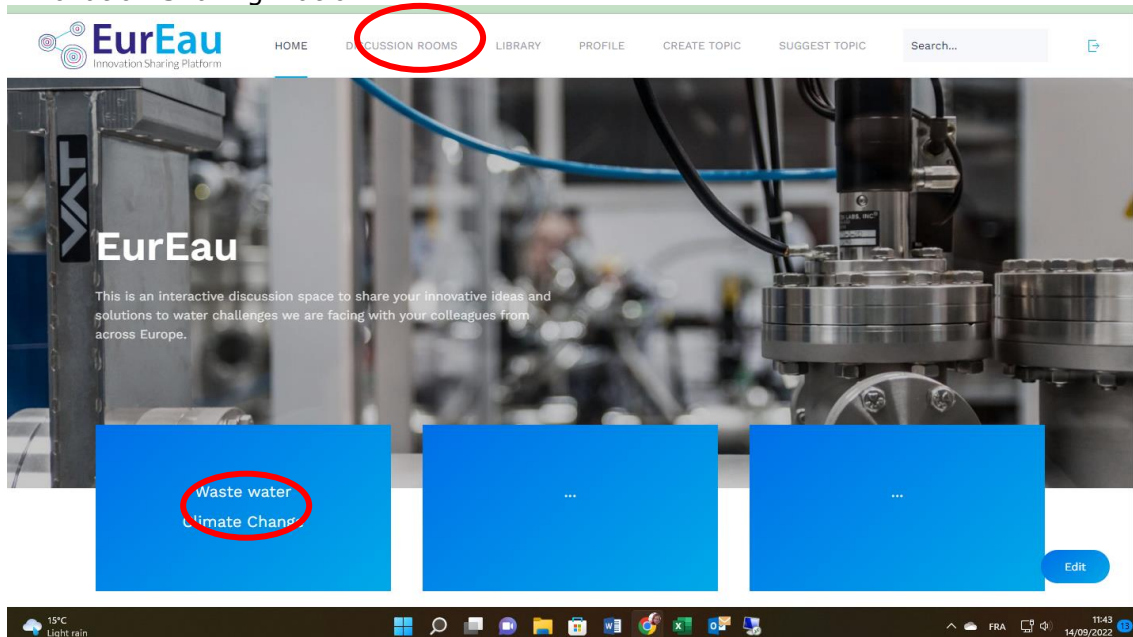
## 6. Profile

First, go to 'profile' and fill in relevant information about yourself. You don't have to fill in everything but enough to allow your colleagues to know you.

Click « save » when you're done.

## 7. Discussion Rooms (the blue boxes)

The Discussion Rooms are where the chats happen, and are the focal point of the Innovation Sharing Platform.



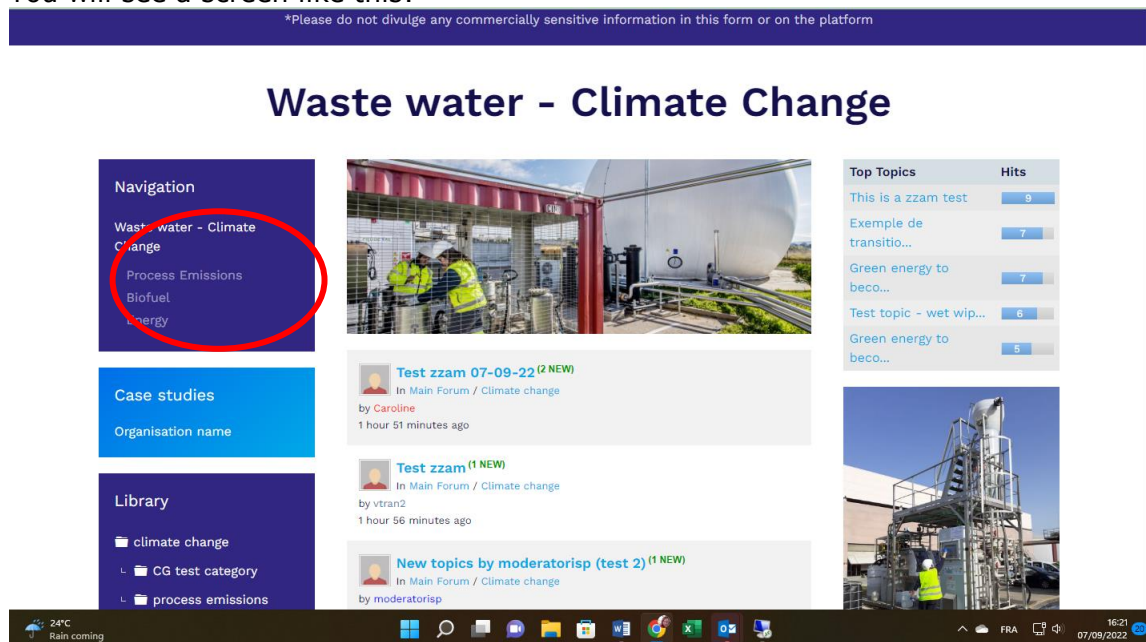
You can access the Discussion Rooms either via the 'Discussion Rooms' button in the top menu or via the blue boxes on the home screen.

For the moment, we are starting with one chat room: waste water and climate change. We



will open up the other rooms in the future. You should let us know ([info@eureau.org](mailto:info@eureau.org)) what topics you would like to see here.

You will see a screen like this:



On the left hand side are the different sub-topics in this room: Energy / Energy efficiency / Climate neutrality. Again, we will add more once we see how the platform develops and evolves, and again, we need your feedback for topics to add here ([info@eureau.org](mailto:info@eureau.org)). These are further broken into subheadings.

You can also see here on the left hand side the link towards case studies.

And a link towards the relevant section of the library.

The central space will contain the latest chats from these sub-topic rooms.

On the right hand side, this will link to the top topics from the whole platform.



## 8. To read and participate in a chat

Click on the topic you want to see, example 'energy'.

You will then be taken to a page like this, with all the 'energy' topics.

Welcome, **Caroline**  
Last Visit Today  
My Profile  
My Posts  
Recent Discussions  
Log out

Discussion Rooms > Waste water - Climate Change > Energy

Energy 2 topics

Category: Energy

**Bio-energy** No topics  
Wastewater sludge management is an economical and environmental challenge, and biogas recovery is a way of adding value to operations. It consists of digesting the sludge in order to reduce its volume and to produce biogas, which can create renewable energy.  
Discussion on bio-energy by Caroline 56 minutes ago

**Thermal gas recovery** 1 topic  
Waste water is a constant and inexhaustible resource that can carry ~25% of a building's daily energy consumption and in most cases, is being allowed to go to waste into our sewer systems. Recovering and reusing this can help counteract climate change.  
Discussion on thermal gas reco... by Caroline 41 minutes ago

**Biogas** No topics  
The conversion of organic compounds in waste water into sludge produces a by-product which requires further treatment or disposal. Reduction in sludge and energy consumption are the two attributes which have made consideration of direct anaerobic pretreatment of waste water economically attractive for...  
Discussion on biogas by Caroline 39 minutes ago

Click on the subtopic you want to see, example 'bio-energy'.

Forum > Main Forum > climate change > Energy > Bio-energy

Bio-energy No topics

Wastewater sludge management is an economical and environmental challenge, and biogas recovery is a way of adding value to operations. It consists of digesting the sludge in order to reduce its volume and to produce biogas, which can create renewable energy.

Start Prev 1 Next End

Search

Subscribe

Discussion on bio-energy  
Topic started 58 minutes ago, by Caroline

Replies / Views Last Post

Replies: 0 Views: 5 Last Post by Caroline 58 minutes ago

Choose Action

The message at the top of the thread is the latest message.

To interact with messages, respond to them, etc, click 'quick reply' under the message box. Write your message in the box that appears.



## Quick reply vs Quote reply

When you 'quick reply', you will see your message in short form, like this:

Discussion on solar and wind

Action Moderation

Start Prev 1 Next End Search

Replied by **Caroline** on topic *Discussion on solar and wind*

test

Caroline Greene  
Senior Communications Manager - EurEau

Quick Reply Action Moderate Report This

Replied by **Caroline** on topic *Discussion on solar and wind*

Enhanced solar and wind energy self-production by better using the available surfaces in WWTP can significantly contribute to energy neutrality.

When you 'quote reply' (action -> quote), you can single out a specific part of the original chat to respond to. You will see it displayed like this. It's up to you to decide which methods of answering suits your needs better depending on what you want to say:

Replied by **Caroline** on topic *Discussion on solar and wind*

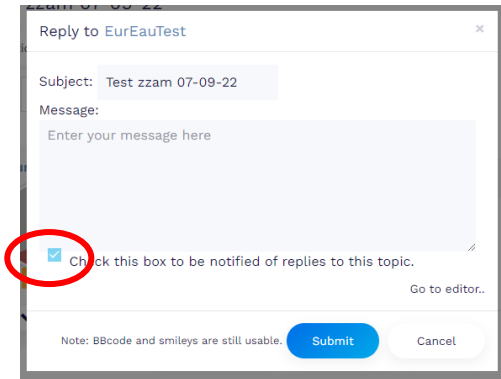
Caroline wrote:  
test

Test quote reply

Caroline Greene  
Senior Communications Manager - EurEau

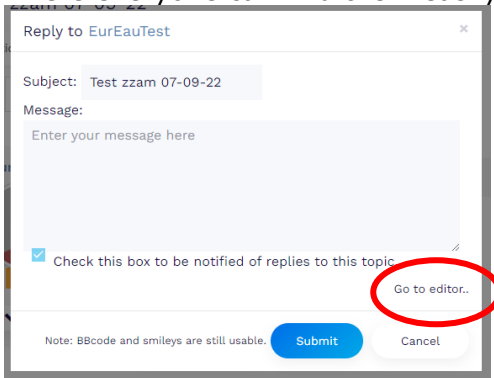
Quick Reply Action Moderate Report This

If you want to be kept informed of messages to your message, keep the box ticked. If you don't want to receive messages, untick this box.

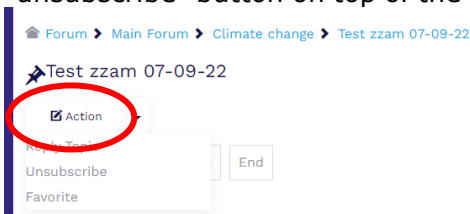


Then click on 'submit'.

You can add attachments either by clicking on "quick reply" and then "go to editor" or by clicking on "action", "reply". BUT! Please think to add the documents in the library rather than in the chat, and then link to the document in the chat from the library (see point 13 on how to do this). This way, we keep all the documents in the one place (the library) where everyone can find them easily.

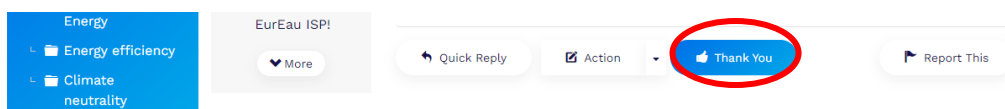


You can unsubscribe from chats by clicking on the "action" button and choosing "unsubscribe" button on top of the chat, or if you want to follow that chat, click "favourite".



## 9. Thank you!

You can thank your colleague for their contribution or remark by clicking on the 'Thank you' button under the chat.

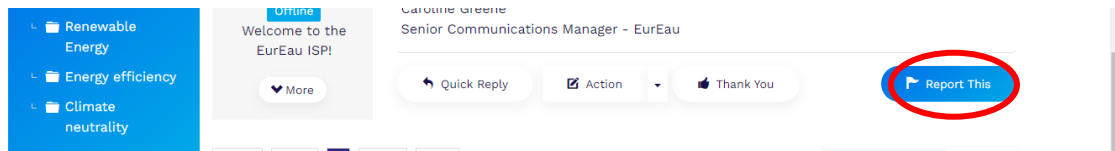






## 10. Reporting problems

If you happen to encounter a problem, you can alert the moderators.

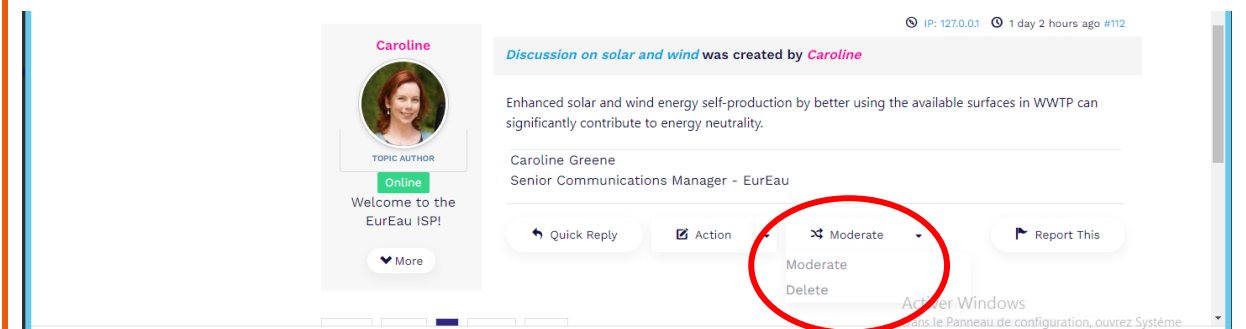


You will then be able to fill in a short message about the problem.

What is a problem? Something not working the way it should, very wrong information or someone behaving in a problematic or abusive way.

**Moderators!** – you can moderate messages from others by clicking on 'moderate'. Moderating means that you can edit it or delete it.

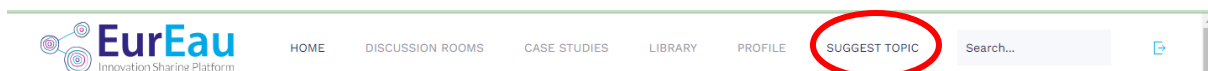
When you delete a message, you, as a moderator will still see it, but it will be greyed out. Please do not click on 'permanently delete' as 1. We may restore the original message in the future, and 2. we would like to keep a record of messages.



## 11. Starting a new chat

If you think that the Discussion Room needs a new topic, you can request the moderator to start this.

In the menu at the top of the screen, you will see "Suggest topic". Fill in the form, and your request will be sent to the moderator.





**Moderators!** -> to start a new topic, go to 'create topic' in the topic menu

And fill in where it should be (ie: under which topic heading should this topic be?), enter the subject and then chose an icon if you like and then write a small description of the discussion.

## 12. Translation

You should see a 'Google translate' in the bottom right of the screen. From here, you can select whatever language you want and the site will be translated into your preferred language. This also means that your colleagues who may not speak or be comfortable in English can use the platform easily. You can contribute content in your own language too.

Note that the translation may not be 100% exact, but it will be good enough for you understand what everyone is saying.

## 13. Case studies

You can add your own case studies of innovative projects or ideas that you have ran or tested (or are testing) in your company or plant.

Go to case studies in the top menu and click on the '+ add a case study' button. It will then be checked by EurEau and added to the library. You can also add photos.



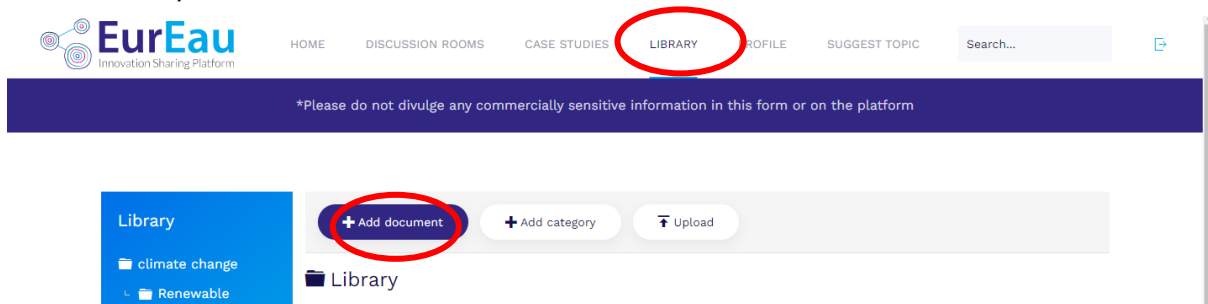


## 14. Library

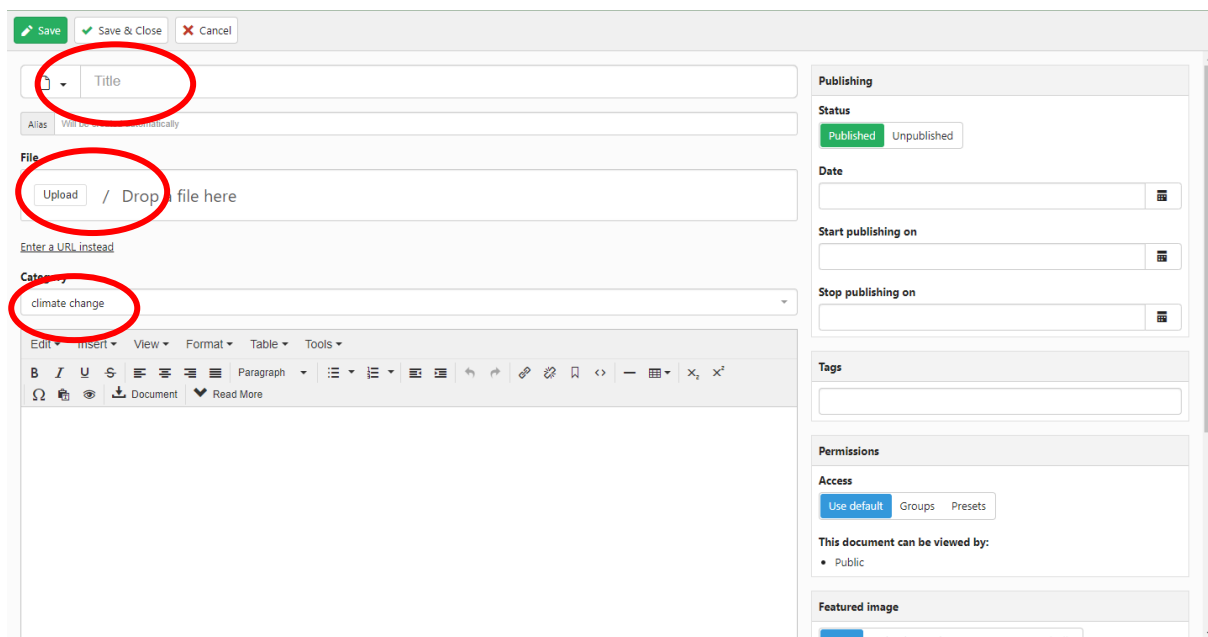
Each topic in the discussion forum has its own 'shelf' in the library, and everyone can add documents here.

Please think to add all your documents here rather than in the chat (or as well as) and then link to the library in the chat. This will keep all the documents in the one place

Under 'library' click '&add document'



You will open a page like this:



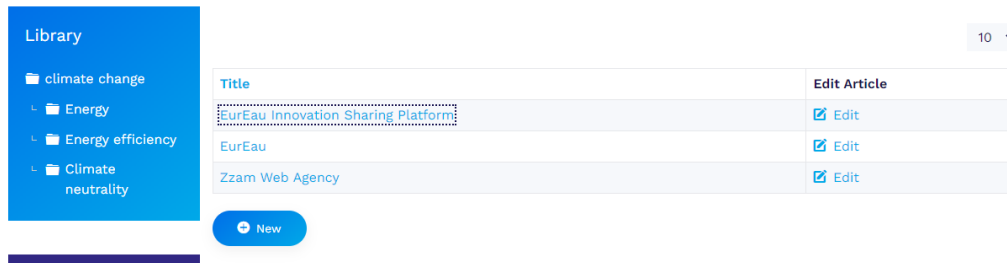
1. Add your document under 'file' 'upload'.
2. Give it the correct title.
3. Select the correct category (the 'bookshelf') for your documents to be stored in.
4. Click 'save and close' at the top.

You can then copy the document link into the chat if you like.



## Adding links to the library

You can add weblinks to the library, by clicking 'other links' under the library tab. Give the name of the website (title) and then paste the link into the text box.



## 15. Pinning messages

Coming soon! Moderators will be able to pin a message to the top of a chat.

## 16. Locking and archiving topics

**Moderators** will also be able to lock topics so that no more messages can be entered into that chat.

They will also be able to archive chat threads that are no longer relevant etc.

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### About EurEau

EurEau is the voice of Europe's water sector. We represent drinking water and waste water operators from 30 countries in Europe, from both the private and the public sectors.

Our members are 35 national associations of water services. At EurEau, we bring national water professionals together to agree European water sector positions regarding the management of water quality, resource efficiency and access to water for Europe's citizens and businesses. The EurEau secretariat is based in Brussels.

With a direct employment of around 476,000 people, the European water sector makes a significant contribution to the European economy.

