# impero
## educationpro

## Impero Confide

Impero learning series

impero

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# 1 Introduction

The Impero 'Confide' system gives users the opportunity to submit any concerns that they may have about themselves or any other user. They can submit their concerns to specified Confide Administrators and have the option to remain anonymous if they wish. Initial setups of the Confide system take place in the Impero Server. Users will then be able to submit reports, and selected administrators will be able to view those reports.

# 2 Impero Server

The 'Confide' tab (Image 1) in the Impero Server allows you to enable and configure the Impero Confide system.
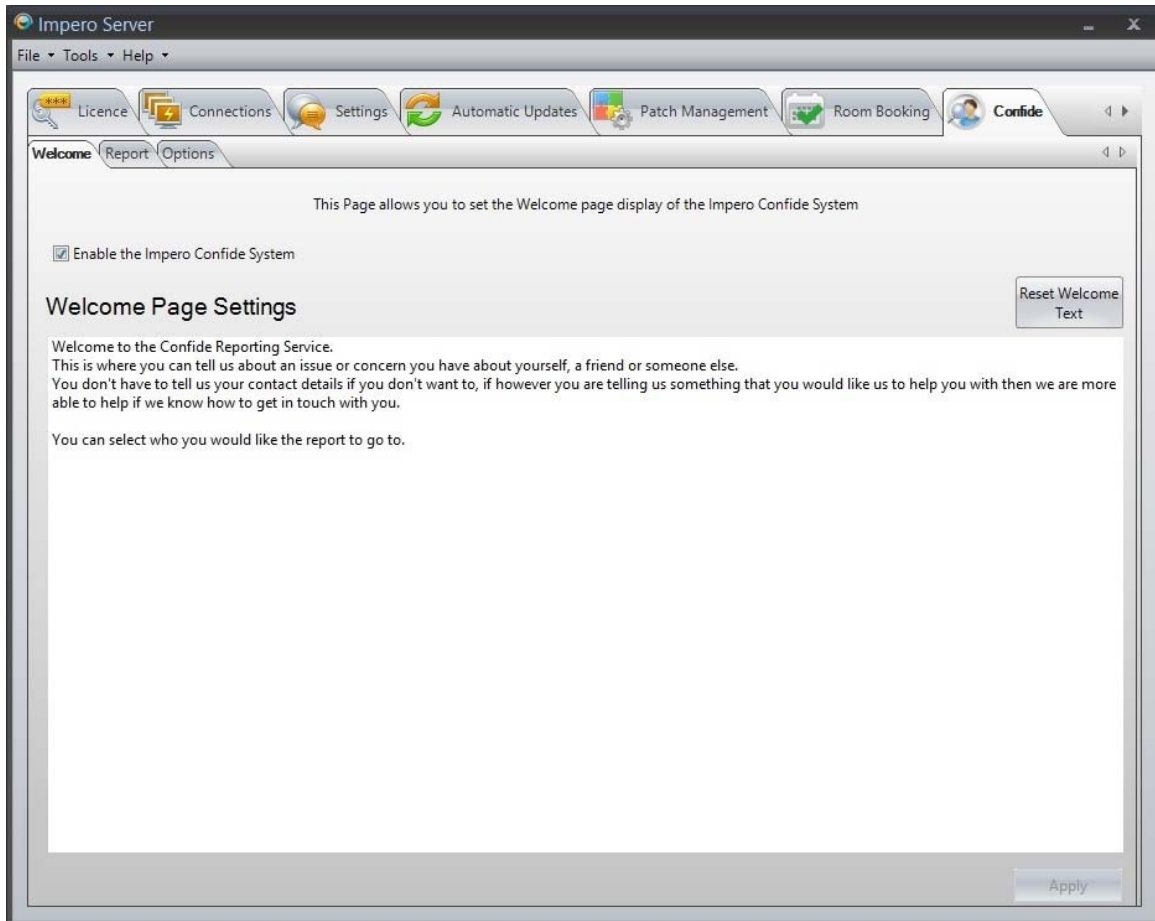


Image 1 - Impero Confide

In order to use the Confide system, you must tick the '**Enable the Impero Confide System**' option. You can first customise the Confide system to fit your requirements before enabling it.

The text area under 'Welcome Page Settings' is the text that will display to a user when they launch the Confide system to report a concern. This text area is editable, so you are able to customise the text to fit your establishment needs. If you ever wish to revert back to the default text, click the '**Reset Welcome Text**' button. Click on '**Apply**' to save any changes you may have made.

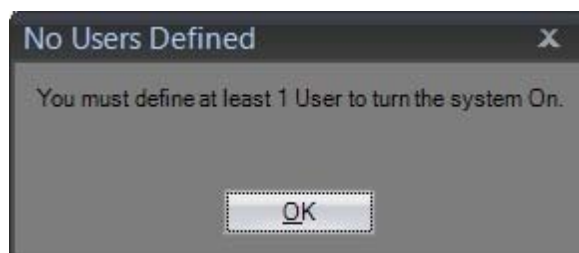At this point, you may see a pop-up saying '**No Users Defined**' (Image 1.1).



Image 1.1 - No Users Defined

You must define at least one Confide Administrator in order to start using the system; click on the '**Report**' tab (Image 1.2).



Image 1.2 - Report Tab

Click the '**Add**' button in order to start configuring Admin users - these are the people that users will be submitting their Confide concerns to. The users that are entered here will have access to the '**Confide Viewer**' which is the repository for concerns that are submitted. There are a number of fields you are then able to set up for each user:

### Username
Enter the username of a user that will be a Confide admin (that will receive user submissions). The entry here must match the user's domain username; the user must be logged in with this username in order to have access to the Confide Viewer.

### Display Name
This is the name of the user that will appear to users that are submitting Confide issues.

### Email Address
Enter the users' email address here; they will then be notified via email if any concerns have been submitted to them.

### Description
You can enter a brief description of the user here; this description will be displayed to the end-user when they launch the Confide system.

### Can Run Reports
If this option is ticked for a user, it means that they will be able to view all Confide submissions, regardless of who the issue has been assigned to.

Once you have set up your Confide admin users, click on the '**Apply**' button to save your changes. Those users that you have added will then see the '**Confide Viewer**' menu item in the Impero Console, as well as an option when they right-click on their system task tray icon (Image 1.3).
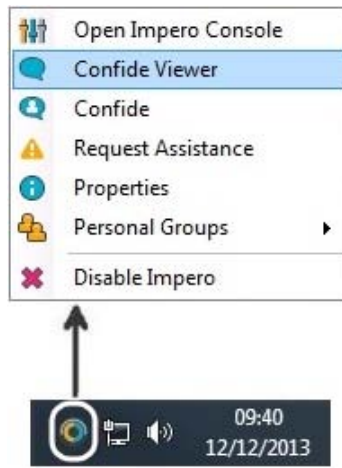
Image 1.3 - Confide Viewer

If at any time you wish to remove a user from the list of Confide Admins, you can do so by clicking the ✖ in the top right-hand corner of the panel containing the user you want to remove. However, if that user has any issues currently assigned to them, you will first need to reassign their issues before you are able to remove the user. You will be notified of this via a pop-up message (Image 1.4).
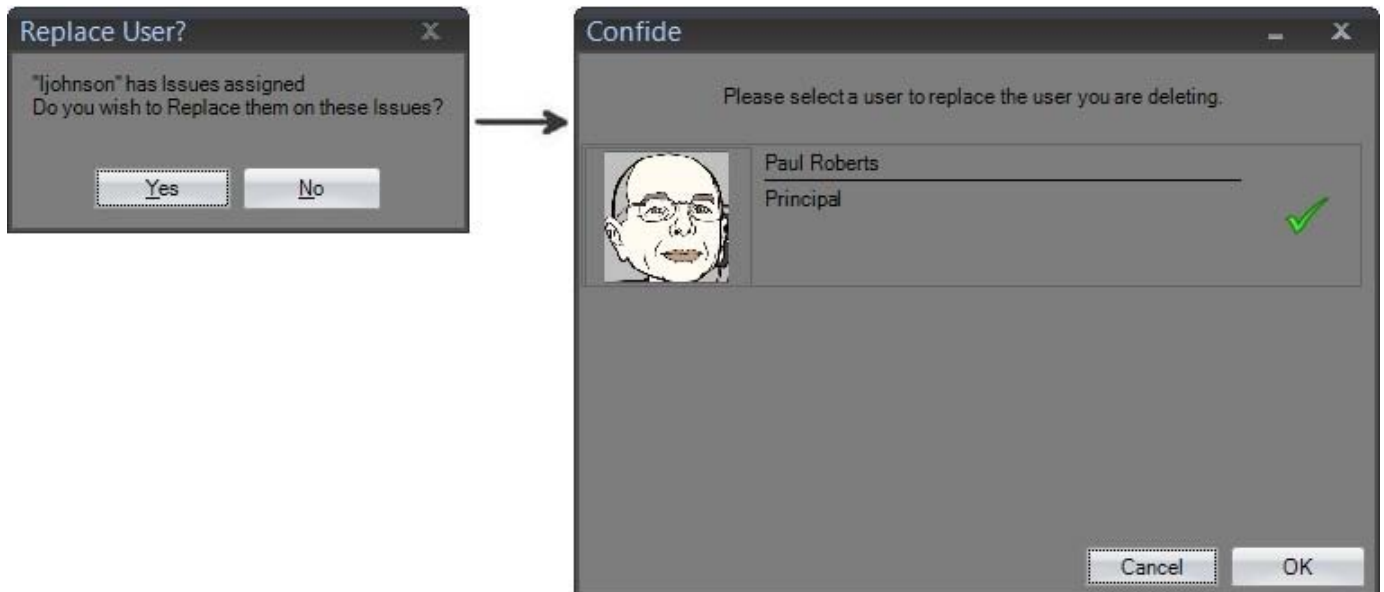


Image 1.4 - Reassign Confide Issues

Click 'Yes' on the pop-up dialogue, and in the following window you will see a list of the other Confide admin users. Mark the user that you wish to reassign the issues to by clicking on them; you will then see a green tick next to the user. Click 'OK' to reassign the issues, and remove the user that you no longer wish to appear as a Confide admin.

Once you are satisfied with your Confide admin users, you can define further settings for your Confide system in the 'Options' tab (Image 1.5).
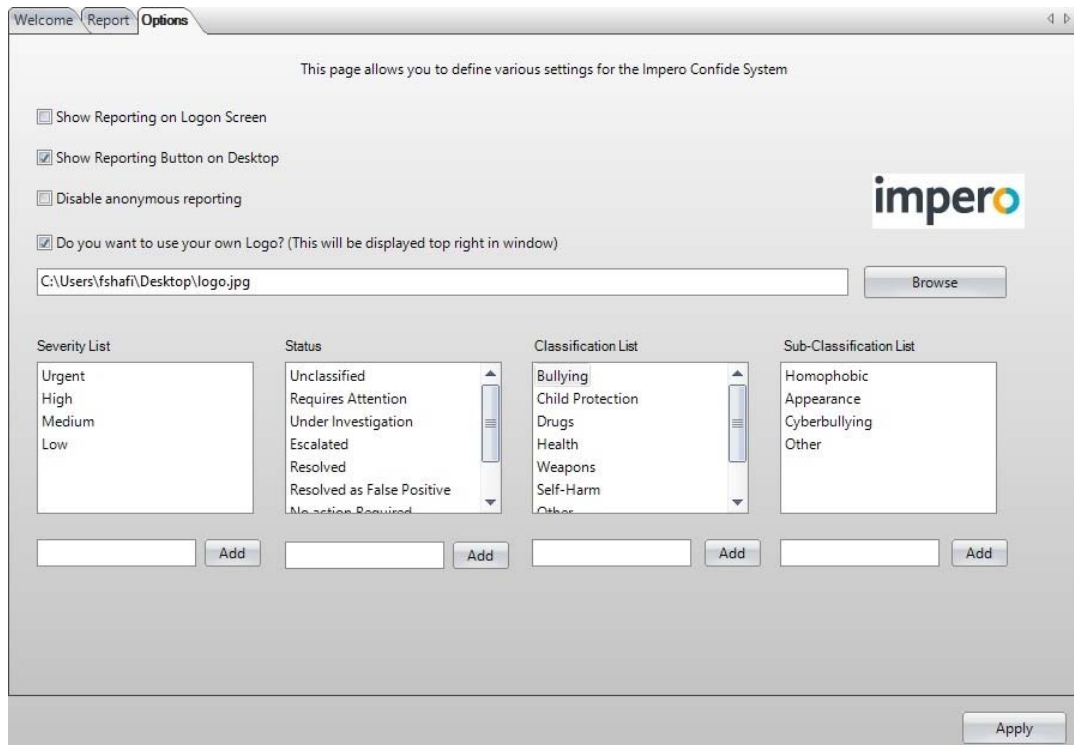
Image 1.5 - Confide Options

### Show Reporting on Logon Screen
Tick this option if you wish to display a 'Confide' button on the machine logon screen for all users. They can click this button to launch Confide and submit their issue without having to log into the machine.

### Show Reporting Button on Desktop
Tick this option if you wish to display a 'Confide' button on the desktop of all users. They can then click this button to launch Confide and submit their issue.

### Disable anonymous reporting
Tick this option if you do not want to give users the option of submitting anonymous Confide issues. They will then be required to provide contact details upon submitting a concern.

### Do you want to use your own Logo?
Tick this option if you wish to add custom branding to the Confide window. Click the '**Browse**' button to navigate to the logo you wish to use. The logo you choose will appear above the 'Browse' button as an example, and will then appear on all Confide windows that the end-user can see.

### Severity List
Create a list of severities that you can assign to issues in the Confide Viewer. If you wish to add a new severity, enter it into the field below the list and click '**Add**'. To remove a severity, right-click your mouse on it and click '**Remove**'.

### Status
Create a list of statuses that you can assign to issues in the Confide Viewer. If you wish to add a new status, enter it into the field below the list and click '**Add**'. To remove a status, right-click your mouse on it and click '**Remove**'.

### Classification List
Create a list of categories that you can assign to issues in the Confide Viewer. If you wish to add a new classification, enter it into the field below the list and click '**Add**'. To remove a classification, right-click your mouse on it and click '**Remove**'.

### Sub-Classification List
Create a list of sub-classifications under the classification currently selected in the 'Classification List'. If you wish to add a new sub-classification to the selected classification, enter it into the field below the list and click '**Add**'. To remove a sub-classifications, right-click your mouse on it and click '**Remove**'.

To save any changes you have made, click on the '**Apply**' button.

# 3    Submit Confide Reports

Once you have completed the necessary setups and enabled the Confide system in the Impero Server, users will be able to begin submitting reports to the selected administrative users. All users will have access to submit Confide notifications, but only specific administrative users should be able to access the Confide Viewer.

In order for a user to submit a Confide issue, they can right-click on the Impero icon in their system tasktray and select the 'Confide' option (Image 2).
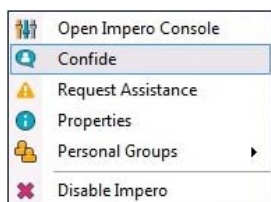
Alternatively, in the Impero Server, there is the option to 'Show Reporting Button on Desktop'. If this option is set, then every user will also see a button on their desktop (Image 2.1) which they can click to submit a Confide notification.

Image 2.1 - Confide Button

Image 2 - Confide

Upon selecting the 'Confide' option, the user will be met by the welcome screen. The content of this screen can be modified from within the Impero Server. Click on 'Continue' on the welcome screen to proceed to the next window from which the user can enter the details of the issue they wish to report (Image 2.2).
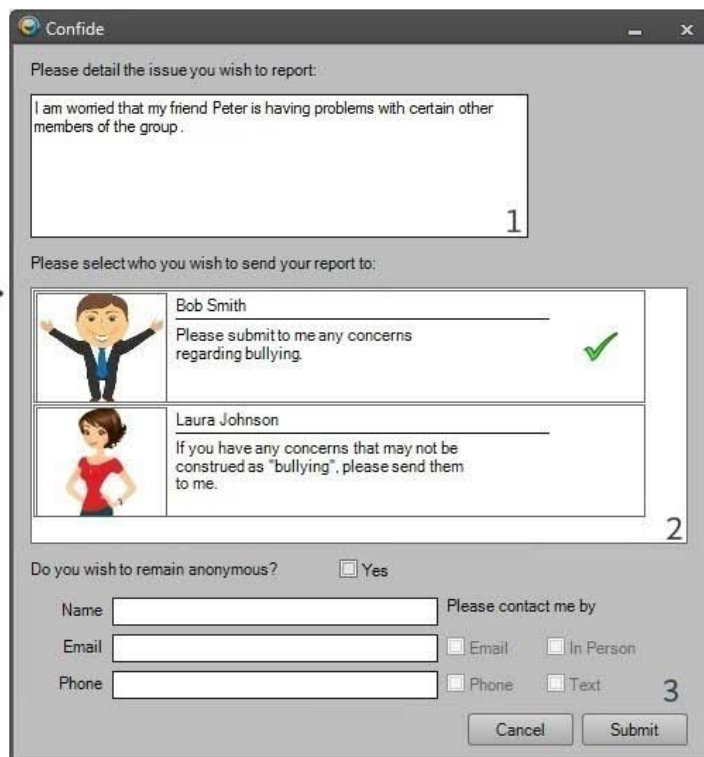
Image 2.2 - Impero Confide System

**1** - The user can type into this text area to enter the details of the issue that they wish to report.

**2** - The user can then select who they wish to send their report to. The people that appear in this list can be configured as Administrators of the Confide System in the Impero Server, where you can add the administrators name, a picture of the person and a short description relating to them, as well as their email address which is not displayed here.

*Note: The people that appear in this list will be the users that have access to the 'Confide Viewer' in the 'Group' toolbar.*

By default, each person in this list will have a green tick against their name. The user submitting the report can click anywhere within the box containing each administrators information to toggle the green tick on or off; the green tick indicates the person that will be notified when the report is submitted.

**3** - The user then has the option to add their contact information. If they wish, they can tick the box next to '**Do you wish to remain anonymous**' which will then hide the fields asking for contact information. If the box remains un-ticked, the user can add their name, email address and telephone number, and specify how they wish to be contacted should any follow-up be required. If desired, the option to remain anonymous can be removed via a setting in the Impero Server.

Once the user has added all the necessary information and ticked who they wish to submit their concern to, they can then click the '**Submit**' button. This will then close the Confide window on the user screen. The administrator(s) that had been ticked will receive an email notification that a report has been submitted to them.

*Note: The email alert will only be generated providing your mail server settings have been entered in the Impero Server.*

# 4      View Confide Reports

Impero Console users that have been given the relevant privileges can access the 'Confide Viewer' through the 'Group' toolbar in order to view any issues that have been reported to them (Image 3).

*Note: Please be aware that due to security reasons there is currently no way to remove Confide issues.*



Image 3 - Confide Viewer

**1** - View a list of the issues that are currently assigned to you. There are a number of columns of information for each issue:

**ID**
Each issue in the Impero Confide System is assigned a unique ID that is displayed in this column.

**Issue**
This column contains the details of the issue that has been submitted by the user. Once the issue is selected, you can view the same information in (Image 3 - [1]).

### Assigned To

See which Confide administrator this issue is currently assigned to. You can click on the icon to assign the issue to anyone else that is set up to be a Confide Viewer.

### Classification

Use the drop-down list to add or change the classification of the issue. The list of classifications can be set up in the Impero Server.

### Sub-Classification

If a Classification is assigned to the issue, use the drop-down list to add or change the Sub-Classification of the issue. The list of Sub-Classifications can be set up in the Impero Server.

### Status

Use the drop-down list to add or change the Status of the issue. The list of Statuses can be set up in the Impero Server.

### Severity

Use the drop-down list to add or change the Severity of the issue. The list of Severity's can be set up in the Impero Server.

## 2 - Issue

This panel will contain the full description of the issue that was entered by the user who originally submitted the concern (Image 3 - [1]).

## 3 - Contact Details

This panel will contain the name, email address and telephone number as submitted by the user who originally entered the issue, as well as information on how the user asked to be contacted (Image 3 - [3]). This panel will appear blank if the user submitted an anonymous issue.

## 4 - Notes

This panel will automatically update to display when the issue has first been read and who by. Any changes to the 'Assigned To', 'Classification', 'Sub-Classification', 'Status' and 'Severity' fields will also automatically display in the Notes area. There is also a text area labelled 'Add Note' in which Confide administrators are able to enter notes to display in this field also. For any of these changes, the note will display the name of the user that made the change.

## 5 - Export

You can export the list of Confide reports that you have access to by clicking on the 'Export' button in the top left-hand corner of this window. You can then browse to the location to which you wish to save the file, which will be saved in CSV format (Image 3.1).

| | A | B | C | D | E | F | G | H | I |
|---|---|---|---|---|---|---|---|---|---|
| 1 | ID | Issue | Assigned To | Classification | Sub-Classification | Status | Severity | Date Reported | |
| 2 | 4 | I am worried that my friend Peter is having problems with | bmatthews | Bullying | Other | Requires Attention | High | 09/03/2015 15:51 | Name: Steve Jones |
| 3 | | | | | | | | | |

Image 3.1 - Confide Report

Any notes that have been added to your reports will not be exported as part of the CSV file, unless you tick the 'Export Notes' option before exporting the file.

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