



INGENIUM
European University

Intra-Alliance CRM Moderators Manual

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Login Page



Intra-Alliance Platform

This communication platform facilitates internal communication within the Alliance. It offers features such as forums, email access, repository integration, helpdesk, and displays a calendar directly from the repository (view-only). Additionally, it includes CRM functionalities with information about partners and working groups and allows users to register for work package teams upon moderator approval.



Sign In

On Intra Alliance's main page, click the '**Sign In**' button to go to the login page. Then, choose your **Institution** to log in, or sign in with your **local IEP account**.



SSO connectivity has been activated.

To access the **Intra-Alliance Platform**, please sign in using your **academic account via SSO**.

If your University is not listed, you may use the **local account credentials** that were sent to your email. If you have not received these credentials, please open a support ticket at helpdesk@ingenium-university.eu

Email Address

Password

Remember Me

Log In

OR

University Of Crete

TUIASI

UdA



Main Page Menu

The image shows two screenshots from the INGENIUM web application. The top screenshot displays the main page with a left-hand side menu and a central grid of service tiles. A red arrow points to the 'CRM' item in the left-hand side menu. The bottom screenshot shows the 'CRM' sub-menu, with a red arrow pointing to the 'Members' option.

Left-hand side menu items:

- Home
- Helpdesk
- Forum
- Miro
- Zoom Meeting
- Calendar
- CRM
- Repository
- Webmail
- Numbers
- Analytics

Main Page Content:

This is a web based collaboration tool for the INGE

Explore our Intra-Alliance services using the buttons:

- Helpdesk:** Easily create, manage, and track support tickets to resolve issues quickly and more efficient.
- Forum:** Engage in conversations, collaborate, and exchange ideas to boost collective knowledge.
- Miro:** Collaborate visually in using shared whiteboard brainstorm, plan, and create together.
- Calendar:** Plan, track, and manage events and tasks effortlessly, keeping everything on schedule and under control.
- CRM:** Easily create and manage user groups while keeping member profiles organized and up to date.
- Repository:** Easily upload, organize, and documents with a secure based repository you can
- Numbers:** Discover some fascinating facts about our Education Platform, Open Data, Digital Platforms, and Helpdesk
- Analytics:** Unlock a complete view of INGENIUM portal performance with Google Analytics

CRM Sub-menu items:

- Groups
- Members

Accessing CRM

In the main page, on the **left-hand side menu**, locate and click on the **CRM arrow**.

CRM - Groups

IU

Ingenium University<no-reply@admin.uoc.gr>

maria.anastasaki@uoc.gr wants to join the group "WP3". As you are the administrator of this group, you must either accept or reject the membership request.

To manage this and all other pending requests, visit: <https://ingenium-university.eu/intra-alliance/groups/group-wp3/admin/membership-requests/>

To view maria.anastasaki@uoc.gr's profile, visit: <https://ingenium-university.eu/intra-alliance/members/maria-anastasaki/>

When a user submit a request membership to join a specific WP Group, an e-mail is send to each **WP Group moderator**.

CRM - Groups

When you click on the **'To manage this'** you will be redirected to the Intra-Alliance login page.

 **INGENIUM**
connect | share | learn

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CRM - Groups

The screenshot displays the 'Manage Membership Requests' page in a CRM system. At the top, a blue notification bar states: 'You can only manage membership requests for this group.' The interface is divided into two main sections. On the left, a sidebar shows group details: 'Group Administrators' and 'Group Mods' (each with a profile icon), 'Private Group' status, 'Active an hour ago', and the description 'This is the group for WP3 Members'. A blue box in the sidebar repeats the notification: 'You can only manage membership requests for this group.' The main content area is titled 'Manage Membership Requests' and lists two requests. The first request is from 'agapi.vathianaki@uoc.gr', requested '2 months, 1 week ago', with 'Accept' and 'Reject' buttons. A red arrow points to the 'Accept' button. The second request is from 'kosioris@uoc.gr', requested '1 week, 5 days ago', also with 'Accept' and 'Reject' buttons. At the bottom of the main area, it says 'VIEWING 1 - 2 OF 2 REQUESTS'. A 'Home' button is visible at the bottom left of the interface.

After signing in by choosing your institution or using your local IEP account, you will be redirected to the **Manage Membership Requests** page. From there, you can accept or reject requests.

CRM - Menu

The screenshot displays a CRM interface for managing membership requests. At the top, a blue notification bar states: "You can only manage membership requests for this group." Below this, the interface is divided into two main sections. On the left, there is a sidebar with "Group Administrators" and "Group Mods" sections, each containing a profile icon. Below these is a "Private Group" section with the text "Active an hour ago" and "This is the group for WP3 Members". A blue box with an information icon contains the message: "You can only manage membership requests for this group." At the bottom of the sidebar is a "Home" button with a house icon. The main content area on the right features a "Requests" tab highlighted with a red arrow. Below the tab is the heading "Manage Membership Requests". Two membership requests are listed:

Requester	Request Date	Actions
agapi.vathianaki@uoc.gr	requested 2 months, 1 week ago	Accept Reject
kosioris@uoc.gr	requested 1 week, 5 days ago	Accept Reject

At the bottom of the requests list, it says "VIEWING 1 - 2 OF 2 REQUESTS".

Please note: Moderators can only access **Requests** from the CRM menu.

Support

If you have any questions about INGENIUM Intra-Alliance, please contact us at:

helpdesk@ingenium-university.eu 



ingenium-university.eu/intra-alliance 