

The background features three large, semi-transparent blue circles of varying sizes. A thin blue line runs diagonally from the top-left towards the bottom-right, passing through the circles. Another thin blue line runs diagonally from the top-right towards the bottom-left, also passing through the circles. The overall aesthetic is clean and modern.

Online Deliberation Platform

User Guide

The Online Deliberation Platform, one of its kind in Singapore, is developed by a team of social and computer scientists lead by A/P Zhang Weiyu at National University of Singapore. The guide provides insight into the unique features of the platform and ways to navigate it effectively.

6/30/2016

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ABOUT THIS GUIDE

This is a 10 minutes guide to help you navigate the basic features of the Online Deliberation Platform. The platform hosted by Vanilla Forum is applicable to all types of browsers and works best on Chrome.

5 S.U.P.E.R STEPS OF THE ONLINE DELIBERATION PLATFORM

The online deliberation platform is a user-friendly platform. All you need to remember is the 5 S.U.P.E.R. steps to making full use of it.

Step 1 – Sign in to Access the Platform

To access the platform, you will need a username and password. Here's the sign in page:

Sign In

[Why Are You Here?](#)

Username

Password

[Forgot?](#)

Keep me signed in

Sign In

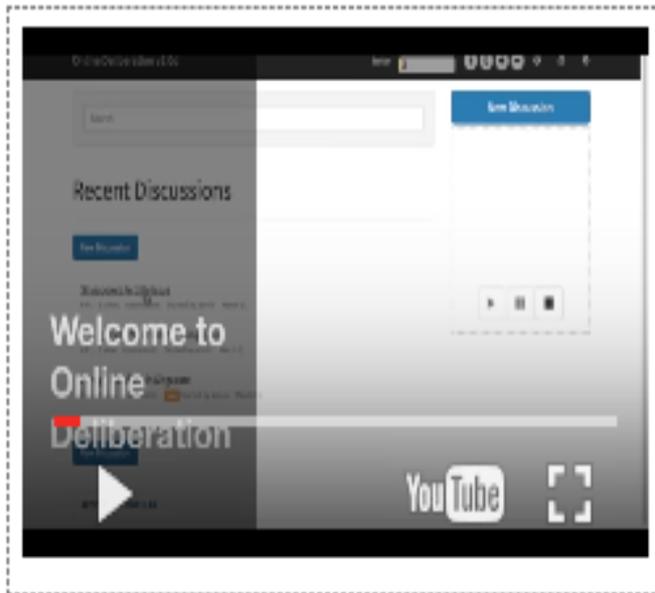
Forgot Password? Click on *forgot?*

Need Help? Click on *Why Are You Here?*

Step 2 – Utilize the unique features of the platform

Feature 1

When you first log in, a tutorial video will welcome you and visually show you the features of the platform that you must try.



Dare to skip?

The tutorial video is a mandatory watch for all first-timer and will last for only 15

The video will only appear on your first log in.

Feature 2

You will be brought to the discussion topics on the platform. A summary of the number of views, comments and most recent post will give you a flavour of which is the hottest topics in town!

Recent Discussions

New Discussion

Immigration : New Citizens in Singapore

Announcement Closed 104 Pt. · 1.3K views 342 comments Most recent by 285084 May 25

Foreign Workforce in Singapore

Announcement Closed 111 Pt. · 1.5K views 384 comments Most recent by admin May 18

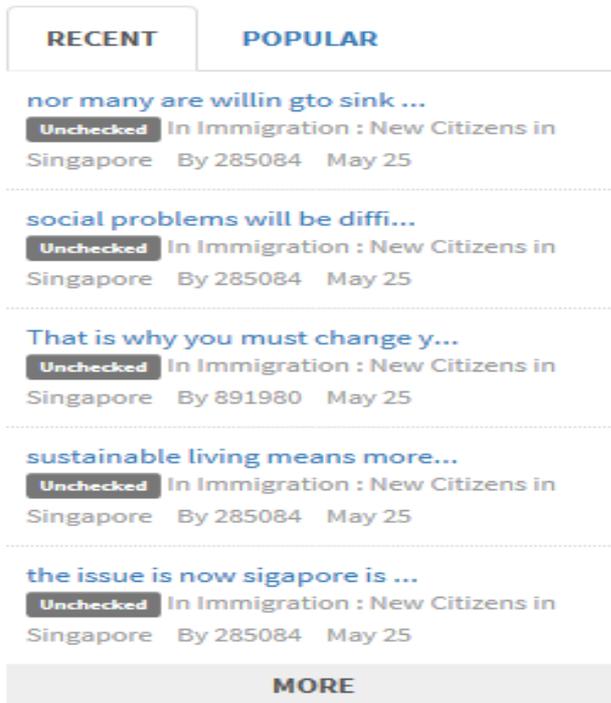
The discussion topic concerns the rate of reproduction in Singapore.

Announcement Closed 35 Pt. · 809 views 164 comments Most recent by 302366 May 11

New Discussion

Click on your discussion of interest.

You could also click on the most recent post or most popular post on the first page using this side bar.

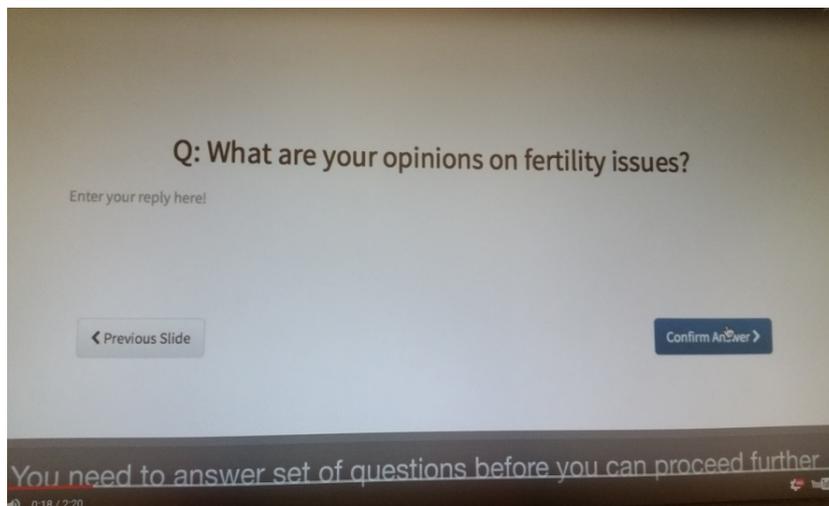


A 'checked' or 'unchecked' status highlighted at the side will indicate if you have read the post or otherwise.

Feature 3

Educational Slides

Clicking on any of the discussions will lead you to the Educational Slides pertaining to the topic under discussion. Typically the slides last for less than 3 minutes. In between the slides, you will need to type in your opinion on the issues being discussed.



There is no limit to the number of words. To move forward, just type in your thoughts!

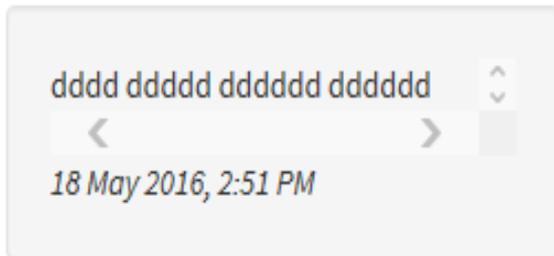
If you like to revisit the educational slides, click on the bar below:

You have already completed viewing the education slides at least once but if you wish to go through it again, click the button below.

[Run Through The Education Slides Again](#)

You may view your past responses on the side bar on the right side of the page. The responses are scrollable with the following view:

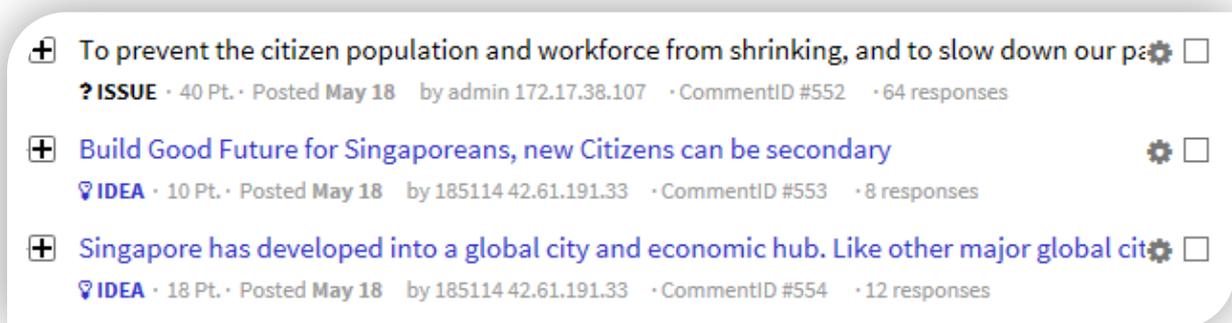
My Past Responses To Slides



Feature 4

Tree Structure Discussion

On the outlook, users will see summary of discussions including related details such as the number of responses and date of post.



To read further, you may click on and it will expand for full viewing of the post. Further details such as the number of date of post, comments and responses will continue to be visible.

 To prevent the citizen population and workforce from shrinking, and to slow down our  
pace of ageing, Singapore needs to take in immigrants who intend to sink roots and
have a long term stake in the country. But Social and cultural differences may contribute
to social tensions between Singaporeans and foreigners. How do we solve the issue?

 Like 7  Dislike 1

 **? ISSUE** · 40 Pt. · Posted May 18 by admin 172.17.38.107 · CommentID #552 · 64 responses

Clicking on the post to read further will give you additional points.

Feature 5

Graph Chart

If you find the discussion too long to read, why not select the key words on the graph chart? Double clicking on any of the keywords will bring you directly to the post and you may read on from there. The chart has been organized in such a way that you will have an overall understanding of the discussion ideas and argumentations.

Colour coded graph helps you to see the link between the ideas.



Feature 6

Online Polls

A poll of 3 questions pertaining to the issues being discussed will be posted on the discussion page. You may click on 'view result' after you cast your vote.

Indicate your level of support for the following policy ideas:



◦ [Open Poll](#)

NEW POLL OPENED! GO VOTE!!!

Notification in red will appear to encourage users to vote.

Feature 7

Reward System

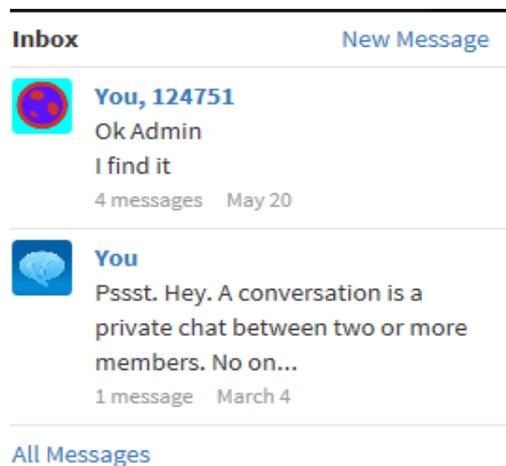
A gamification in the form of scores ranging from 1 to 10,000 points is available. The more you 'click' whether to read the posts, to like/dislike a post or to post your thoughts, you will be awarded with points. You shall see how you fare on the score bar on the top left of the first page. Keep scoring!



Feature 8

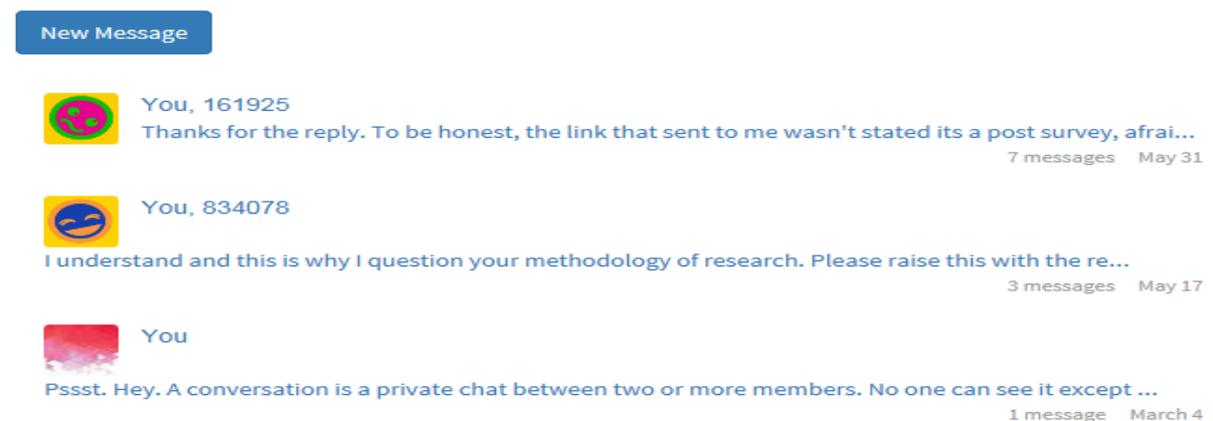
Private Message

Need to reach the admin? Just send a private message!



Sender's identity remains anonymous.

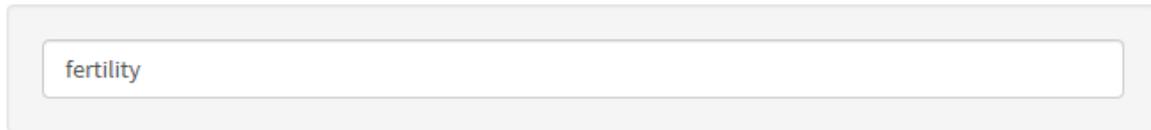
Inbox



Feature 9

Search Function

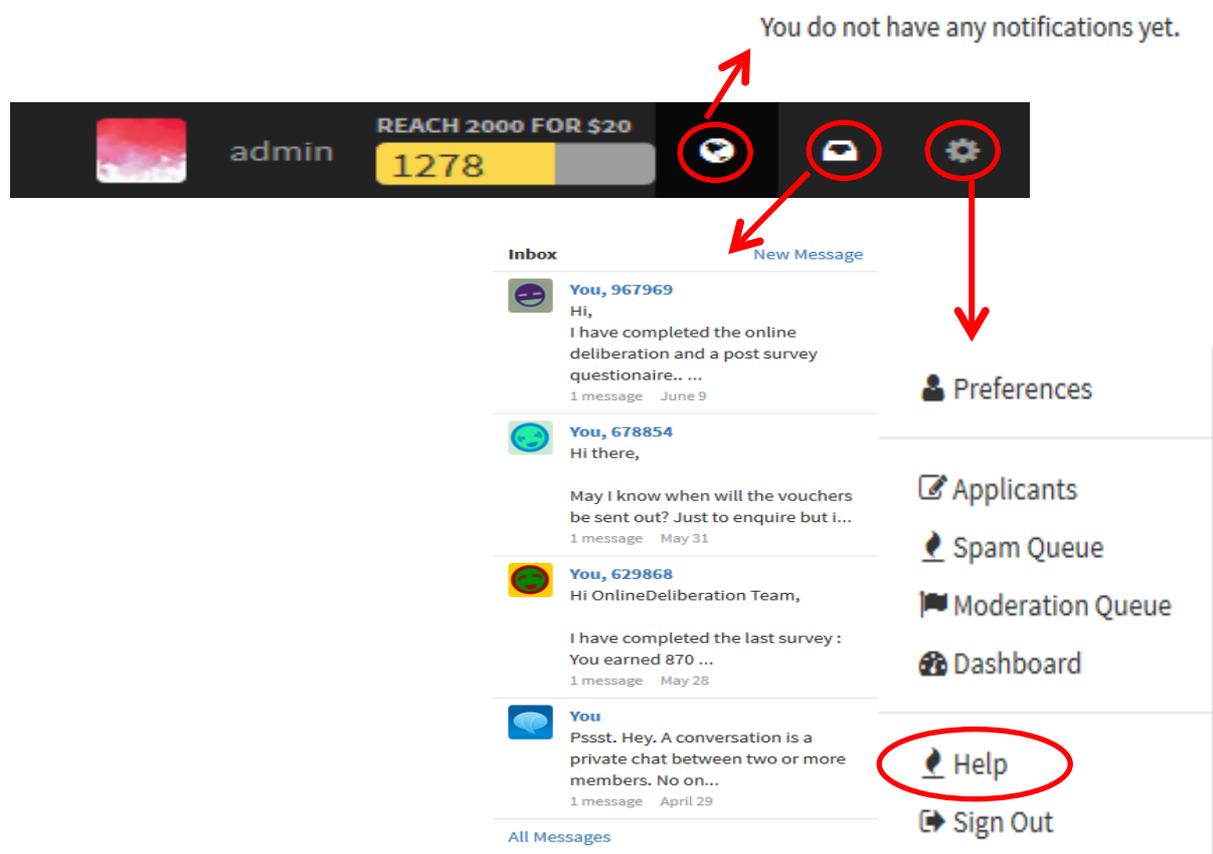
Can't locate your post? Lost in the dozens of posts? Key in the keyword on the search bar and there you go.



Feature 10

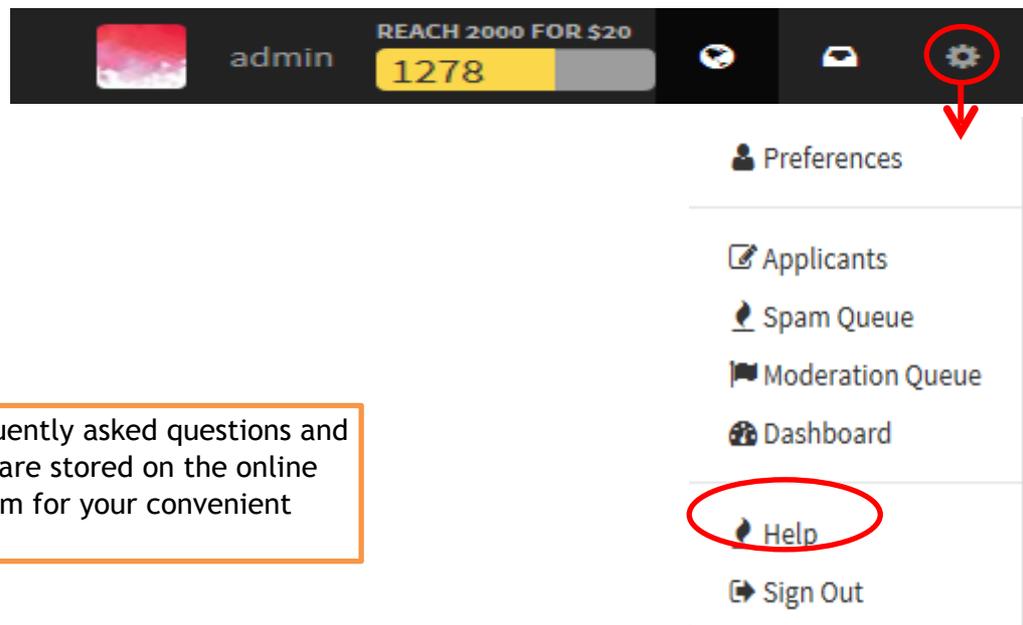
Activity Bar

Keep track of your posts, scores, messages and update your profile by just a click on the page bar.



FREQUENTLY ASKED QUESTIONS

On this 'help' menu, you will find a list of frequently asked questions



These frequently asked questions and answers are stored on the online platform for your convenient

Welcome to the Online Deliberation Platform

This platform is the property of “Deliberative Governance: Developing a Digital Platform” Project Team, under the Department of Communications and New Media, National University of Singapore.

Why am I here?
Something looks wrong with the website
How does all of this work?
So what's the maximum score I can get?
Where can I watch the tutorial video again?
Why does the tutorial video look so blur?
Help! I am faced with a series of slides!
What's this graph thingy?
I want to change my profile, what do I do?
When I reply, I see some options I can make. What do they mean?
Why can't I edit/delete my posts?
I am out of ideas or I feel stuck, what to do?
How am I expected to behave?
Can I include links in my post?
I have lost my username!
I have forgotten/want to change my password!
I need help. Who do I contact?

1. Why are you here?

You had indicated your interest in participating in our research when you completed a YouGov survey.

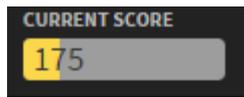
Something looks wrong with the website.

The web platform only supports Chrome, Safari 5.1+, Opera 12.1x, IE 9, Firefox 3.6 and above versions on desktop computers. We strongly recommend you to check your browser version before continuing.

2. How does all of this work?

This research spans a duration of three weeks, with a new discussion topic released each week. You will need to participate evenly in all discussions as well as achieve participation points before you can request to receive your rewards for participating in our study. The reward is going to be sent out after you complete this research.

So what's the maximum score I can get?



Once you reach a score of 1000 points you are eligible to redeem the reward in full. You can increase your score through the following activities

- Liking a post gives the poster **5 points**
- Liking a post gives you **2 points**
- Disliking a post gives you **2 points**
- Getting your post disliked costs you **5 points**
- Responding to a post gives you **5 points**
- Every response to your post gives you **1 point**
- Viewing and reading a post gives you **1 point**
- Getting your post viewed and read gives you **1 point**

So go forth and discuss as you wish 😊

3. Where can I watch the tutorial video again?

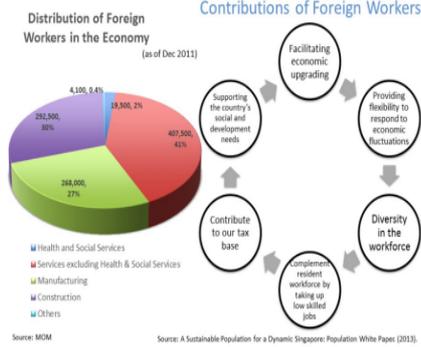
https://www.youtube.com/watch?v=ifiuQzk_IFY&feature=youtu.be

4. Why does the tutorial video look so blur?

The video resolution depends on the internet connection that you have. This is by-default function that youtube implement.

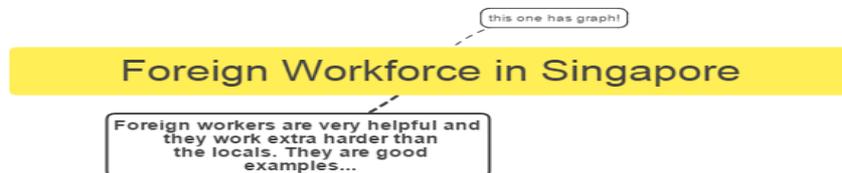
5. Help! I am faced with a series of slides!

Part 1 Background



That is all part of your journey. The slides are meant to present to you information on what is known about the issue at hand and during the slides, you will be asked several questions that are meant to help you to organise your thoughts before posting them on our forum. Your reply will be logged and will appear on the upper-right hand side of the platform 😊

6. What's this graph thingy?



The graph gives a visual representation of the posts in the forum. The graph is prepared by our moderators, but you can use it to get a big-picture view of the discussions. You can click on the posts shown in the graph (as boxes) and you will be automatically taken to the particular post that it is based on. You can then follow the rest of the conversation that happened around that post. You can also zoom in and zoom out on the graph interface, to allow for better reading of the text in the graph.

7. I want to change my profile, what do I do?

You have the option of changing your profile details by clicking on your username (as seen below)

Online Deliberation participant

Search

participant
name@email.com

[Edit Profile](#) **Click here**

[Change My Password](#)

[Notification Preferences](#)

Edit Profile

[Back to Profile](#)

Username
participant

Email
name@email.com

Allow other members to see your email?

Gender

Unspecified

Male

Female

[Save](#)

You can use the same page to change your password as shown below:

Online Deliberation participant

Search

participant
name@email.com

[Edit Profile](#)

[Change My Password](#)

[Notification Preferences](#)

Change My Password

[Back to Profile](#)

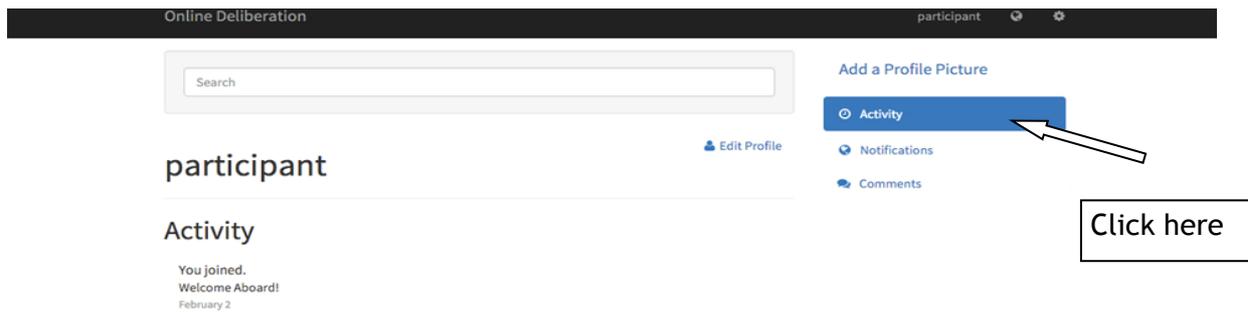
Old Password
[Text Input]

New Password
[Text Input]

Confirm Password
[Text Input]

[Change Password](#)

From the profile page, you can also access the activity page, which shows all your recent activities on the forum



8. When I reply, I see some options I can make. What do they mean?

Issue: This indicates that your post is an independent problem that you want further discussion on. For instance in a discussion thread about the topic 'immigration', you may want to say something like "Many immigrant labourers live in deplorable conditions". If you choose to mark this post as an 'issue', it means you are adding to the current topic to make it a more comprehensive discussion.

Idea: This indicates that your post is a solution or a recommendation. In a discussion about a particular issue you may be suddenly inspired to think of a solution or you may remember something you read from before that could help towards solving the issue/problem.

Pros: This indicates that your post is a supportive argument. During a discussion, you may find yourself agreeing with another discussant and may feel the need to argue in support of their position. You can use this option to include new evidence that the original poster may have missed or to include new explanations/reasons for why the point he/she raised is **valid**. You can also use this option to show 'qualified' agreement (meaning that you can state that you agree to certain points raised by the poster but not all of them).

Con: This indicates that your post is a NOT supportive argument. Basically, it is the opposite of a 'Pros' response. During a discussion, you may find yourself disagreeing with another discussant and may feel the need to argue against their position. You can use this option to include new evidence that the original poster may have missed or to include new explanations/reasons for why the point he/she raised is **invalid**. You can also use this option to show 'qualified' disagreement (meaning that you can state that you disagree to certain points raised by the poster but not all of them).

9. I am out of ideas or I feel stuck, what to do?

This is a very natural feeling so don't feel bad about it. One way to get of the rut is to go back to the slides and review some of them. The data and arguments quoted there can help you formulate new arguments and also help in further reflection. To access the slides again, click on the long bar below the graph:

You have already completed viewing the education slides at least once but if you wish to go through it again, click the button below.

[Run Through The Education Slides Again](#)

You can also try asking your fellow discussants to chip in with their ideas. Sometime by asking others, you open up more ideas and opinions, which in turn will help you think more holistically.

10. How am I expected to behave?

- You are strictly prohibited from posting any statements concerning any illegal behaviour. The platform provider has an obligation to report statements concerning behaviours that contravenes the law to Singapore authorities.
- Please participate in the online discussions as you would in a constructive face-to-face discussion.
- Be nice. Refrain from inappropriate language and derogatory or personal attacks.
- Online conversations lack the non-verbal cues that provide much of the meaning in face-to-face conversations. So it is possible that some things may get lost in translation. We urge you to not jump to strong conclusions about fellow discussants.
- Please understand that writing in CAPITALS MAKES IT LOOK LIKE YOU ARE YELLING AT THE READER. Please avoid typing with the caps lock ON.
- Please refrain from spamming or trolling. Intentional harassment of another participant or the posting of illegal/offensive material will be immediately flagged as trolling. This could also lead to you being blocked from further participation.
- The use of foul language or expletives is also highly discouraged. The penalty for this will be determined on a case by case manner.

- While we encourage sharing personal stories, please do not reveal any personal details like phone number or bank details, as this could end up putting you in harm. Any attempt by a member to phish such personal information from you should be reported to our helpdesk (see below).
- Please encourage others to develop and share their ideas. Encourage further discussion by building on current threads.
- Check your postings regularly for responses from others and respond in kind.
- Be open to be challenged or confronted on your ideas or prejudices
- Make sure you are posting under the appropriate heading or thread. Wrongly positioned posts will be moved to the right place by moderators.
- As much as possible, avoid using short-hand languages or acronyms without explanation. This is to ensure that everyone in the forum will be able to understand you clearly.
- Avoid few-word posts, like “I agree”, unless accompanied by supporting statements from the slides or from prior experience/knowledge or from other sources.
- Postings should be consistently active during the 3 weeks of discussions. This is to ensure maximum conversation and consideration for your arguments.
- You are encouraged to log-in to the forum at least once daily.

11. Can I include links in my post?

Yes you can. You may include links to resources in your posts to support your arguments or as references for further reading. However, we don't want you to post irrelevant links that may side-track the discussions. You are also not allowed to post links to other active online forums (like Facebook pages) with the intention of inviting fellow members to continue their discussions elsewhere. In short, diverting traffic away from this platform to other online forums is prohibited.

12. I have lost my username!

That's sad, but you'll be glad to know we've got you covered. Send an email to nushci@gmail.com from the same email as the one you have registered with YouGov and we'll send you back your username.

13. I have forgotten my password!

Please email us at cnmbox22@nus.edu.sg with your username and from the same email address you have registered at YouGov and we will reset it for you.

14. I need help. Who do I contact?

We have a helpdesk 24/7 ready to help you with any technical or other queries you may have while using this platform.

Email: cnmbox22@nus.edu.sg

Tel: 90811334