WeGO Nexus: HOW-TO GUIDE

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I. USING THE PLATFORM FOR YOUR SPECIFIC NEEDS

Find the statement that corresponds to your goals for the platform, and follow the indications accordingly to get the best out of the WeGO Nexus.

I want to communicate with other members in WeGO's network.

- Find other members in the member directory and message them directly through the in-app messenger.
- You can also interact with specific members through "Groups".

I want to access learning opportunities in smart city to improve my own capacity in the field.

- See our events page, where we list not only WeGO events and training programs, but also partner events and training programs.

I want to know more about what others/my peers are doing in the smart city field.

- If you want to know more about peers in your region specifically, join the relevant group and take the discussion there.
- If you want to discuss a specific topic with your peers, join or create a thematic group that others can join to discuss.
- Find other members' smart city priority or interest areas by using the filter in the member directory in the section "Smart City Interests/Priority Areas".

I want to promote my organization's smart city-related event to WeGO members.

- Post the event on the landing page discussion board.
- Post the event on the group discussion board.
- Create a new event in Events, and promote it to a group

I want to promote my organization's smart city-related news to WeGO members.

- Post the event on the landing page discussion board.
- Post the event on the group discussion board.

I want to find funding opportunities for my planned project.

- From Q2 2022, WeGO will soon launch a section on the platform where funding opportunities will be listed for members to see and apply for.

I want to find partners for implementing a project in my city/region/country.

- From Q2 2022, WeGO will soon launch a section on the platform where members will be able to call for partners (regardless of whether they are a local government or a solution provider).

If you have a particular need which is not listed out here, please feel free to email the Secretariat directly at secretariat@we-gov.org and we will do our best to assist you.

II. MEMBER PROFILES

1. Information contained in member profiles

In this section, you can find more details on what information is contained in member profiles.

To simplify, we have divided the information into four key sections that appear as you scroll down, in order of appearance.

Section 1	Section 2	Section 3	Section 4
Name Profile photo Resume Timezone	Email Secondary email Mobile Phone Home Phone Work Phone About Me Languages	<WeGO-Related information> Current Status at WeGO Date of Application Full Member Since Area Population GDP per capita Number of Employees Entity Leadership Entity Leadership (Contact Info) Entity Leadership's Administrative Office Entity Leadership's Administrative Office (Contact Info) Smart City Head Smart City Head (Contact Info) Focal Point Focal Point (Contact Info) Additional Contact Additional Contact (Contact Info)	Country Home Address Work Address Year Joined Website <Social Media Links> Date of Birth

Now, let us look in more detail at what content each field corresponds to.

<Section 1>

- **Name—**refers to the name of the entity
- **Profile photo—**the entity logo will be added here.
- **Resume—**members can upload a PPT or PDF-file introducing themselves or their smart city-related projects for instance
- **Timezone—**refers to the time zone that the entity is in

<Section 2>

- **Email—**this email is the one used to login to the platform
- **Secondary email—**members can add a secondary email if they wish to

- **Mobile Phone—**member focal points can add this information if they wish to
- **Home Phone**—WeGO does not require this information as it is irrelevant to WeGO's purpose
- **Work Phone**—this will be the main phone number of the member entity, also written on the membership form. The WeGO Secretariat requires this information, but on the WeGO Nexus this information can be made private, so as to ensure that other members cannot see it
- **About Me—**here, the Secretariat recommends that members add a short description of their member entity, as this short description will show up at the top of the member profile
- **Languages—**here, members should add the official language of the member entity (for local governments), or in the case of corporations and institutions, the languages spoken in-house

<Section 3: WeGO-Related information>

- **Current Status at WeGO**—refers to special status such as EXCOM Member. Choose between the given options. Most members will choose between Full Member and Associate Member.
- **Date of Application**—refers to the official date that the application was submitted to WeGO
- **Full Member Since**— refers to the year when the member was approved by the EXCOM to become a Full Member
- **Area—**in square meters or miles, for local government members only
- **Population—**of the city/municipality/region, for local government members only
- **GDP per capita**—for all local government members and certain institutional members (Associations and Alliances, National and Subnational Public Agencies, Academic Institutions)
- **Number of Employees**—for all corporate members, and certain institutional members (NGOs)

NB: The information above will be used to calculate the WeGO membership fee. Any inconsistencies or numbers that you spot are incorrect, please kindly inform the secretariat as soon as possible.

- **Entity Leadership** (Title, Full Name, Incumbent Term)—in other words, the mayor/governor/CEO/President/Secretary General/Executive Director, and so on, of the member entity
- **Entity Leadership (Contact Info)**—refers to the direct contact information (Email Address, Telephone Number) of the head of the member entity
- **Entity Leadership's Administrative Office** (Full Name, Title, Department/Division)—in other words, the Mayors' office, secretary, or personal assistant for local government members.
- **Entity Leadership's Administrative Office (Contact Info)**—refers to the contact information (Email Address, Telephone Number) of Mayors' office, secretary, or personal assistant
- **Smart City Head** (Full Name, Title, Department/Division)—in other words, Chief Information Officer (CIO) or Director of ICT, and so on, of the member entity. For corporate or institutional members, this section could list the person in charge of smart city at the member entity, disregarding the hierarchical level.
- **Smart City Head (Contact Info)**—refers to the direct contact information (Email Address, Telephone Number) of the 'Smart City Head' as explained above
- **Focal Point** (Full Name, Title, Department/Division)—in other words the focal point for WeGO at the member entity
- **Focal Point (Contact Info)**—refers to the direct contact information (Email Address, Telephone Number) of the 'Focal Point'

- **Additional Contact**—for any other important contact person that works at the member entity but does not fall in any of the categories above
- **Additional Contact (Contact Info)**— refers to the direct contact information (Email Address, Telephone Number) of the 'Additional Contact' mentioned right before

<u>NB:</u> The reason for adding fields with contact information is for members to be able to simply and quickly edit this information and properly manage their membership at WeGO.

<u>NB 2:</u> Corporate and institutional members can skip the sections 'Entity Leadership's Administrative Office' and 'Smart City Head' if these do not correspond with their member entities.

<u>NB 3:</u> There can be more than one 'Focal Point' or 'Additional Contact' for each member entity

<Section 4>

- **Country**—refers to the country in which the member is located
- **Home Address**—contains the same address as the work address
- **Work Address**—refers to the address of the member entity or its headquarters' address (if there are several)
- **Year Joined**—refers to the year during which the member entity submitted its membership form
- **Smart City Interests/Priority Areas**—in this section members can add tags that correspond to the smart city areas that they are interested in or prioritizing
  Available tags: Agriculture, Civic Engagement, Disaster Risk Management, Education, Energy Efficiency, Healthcare, Innovation & Startups, Public Safety, Public Transportation, Renewables & Circular Economy, Tourism, Traffic Management, Waste Management, Water Management, e-Government.
- **Website**—refers to the website of the member entity
- **Social Media Links**—add the official social media links of the member entity (not personal ones)
- **Date of Birth**—ignore this field, which cannot be removed, or add the date of when the member entity was established if relevant

2. How to update/edit member profiles

Now that you have an overview of what information member profiles contain, let us look at who fills in this information.

Pre-filled by WeGO	Recommended/Optional Information	Do Not Add
Name Profile Photo Timezone Email Work Phone Languages	Resume (Optional) Secondary email (Optional) Mobile Phone (Optional) About Me (Recommended) Social Media Links (Optional) Tags (Recommended)	Home Phone Date of Birth

Current Status at WeGO Date of Application Full Member Since Area Population GDP per capita Number of Employees Entity Leadership Entity Leadership (Contact Info) Entity Leadership's Administrative Office Entity Leadership's Administrative Office (Contact Info) Smart City Head Smart City Head (Contact Info) Focal Point Focal Point (Contact Info) Additional Contact Additional Contact (Contact Info) Country Home Address Work Address Year Joined Website		

As you can see, most of the information will be filled in by WeGO. Please feel free to simply double-check this information, and kindly fill in the sections that are under 'Recommended/Optional Information' instead.

3. Public/Private Information

The WeGO Secretariat recommends that member profiles keep some information public, to enable the right amount of interaction between members, notably: 'Current Status at WeGO', Full Member Since', 'Country', and 'Entity Leadership'.

The other information should be kept as "private" permanently to ensure the privacy of your information, in particular the contact information.

4. Details About Notifications

In this section, you can find exact details about what each item under "Notifications" means.

Direct messages—for notifications related to the in-app messaging

- Select *'E-mail me directly'* to receive email notifications every time someone sends you a message on the WeGO Nexus
- Select *'No email'* not to receive these notifications. If you select no email, you will have to login to the WeGO Nexus to view any new messages sent through the platform.

My Groups—for notifications related to the groups that you are a part of

- Select if you want to receive notifications or not and the frequency *(immediately, daily, or weekly).*
- Toggle between the select/deselect below to receive notifications only for some groups.

Email me when--refers to different sections you can regulate notifications for:

- Offline events with an address *('A new local event is posted')*
- Online events *('A new online event is posted')*
- News posted on the landing page *('A new headline is posted')*
- For when someone replies to a post that you have created on any discussions board *('Someone replies to my post')*
- For when someone RSVP's/purchases a ticket to an event you have created on the platform *('Someone RSVP's/purchases a ticket to my event').* This will only be the case for events that you create, and if you create an RSVP page on the WeGO Nexus platform. (See the section on Events for more information.)

Opportunities—for 'Opportunities'. This section will be launched on the WeGO Nexus at a later date.

III. MEMBER DIRECTORY, LISTS, IN-APP MESSAGING

1. About the search filter and criteria

The following search filters exist:

- **Email**—to search for other members using their email addresses. Input the email address in the search field to use this criterion.
- **Member Type**—to search for members depending on the type of WeGO member that they are (i.e. local government, corporations, or institution). You can also search for Secretariat staff and MOU Partners. Choose between the given options to use this criterion.
- **Entity Name**—to search for other members using their names. Input the name of a member in the search field to use this criterion.
- **YearJoined**—to search for other members using the year that they joined, or the years that they have been a WeGO member. Add the year in the 'From' and 'To' fields, and then select if you want to search on 'YearJoined' or 'All Years of Participation'.
  To illustrate what this means, using the example of Seoul, 'YearJoined': 2010, and 'All Years of Participation': 2010-2022
- **Experience**—not relevant for the WeGO Nexus.
- **Languages**—to search for other members using the languages listed in their member profiles. Select a language from the drop-down menu to use this criterion.
- **Smart City Interests/Priority Areas**—to search for members depending on the smart city interests or priority areas that they have added to their profiles. This section will be very useful to search for potential partners on a project, and/or simply peers in a certain thematic area.
- **Location**—to search for other members based on their location. Enter a location, and add a perimeter in km or miles, to use this criterion.
- **WeGO-related Information—**to search for members depending on their status at WeGO. Click on 'Current Status at WeGO' and choose between the given options to use this criterion.
- **Activation Status**—to search for other members depending on if they have activated or not their accounts on the WeGO Nexus.

2. About WeGO's policy on in-app messages

As a precautionary measure, for the moment, the WeGO Secretariat has decided that any message sent through the platform will need the Secretariat's approval before being delivered to the recipient. This is to guarantee the quality of membership at WeGO, and ensure that no issues arise among members, no member takes advantage of another, and no member is spammed.

Accordingly, given that they do not pose any problems, most messages will be sent through by the Secretariat.

Over time, the WeGO Secretariat could consider removing this extra security procedure if it deems that the risk for members is minimal.

IV. GROUPS

1. Available groups

The WeGO Secretariat has created the groups that it deems are necessary on the platform, and added your member entity to the relevant groups. More information about the groups can be found below:

- EXCOM Members -> for all EXCOM members
- Regional Offices -> for all Regional Offices
- Local Government Members
- Corporate Members
- Institutional Members
- Associate Members
- Latin America Smart Cities Network (LASCN)
- Africa Smart Cities Network (AFSCN)
- Korean Members
- Chinese-speaking members
- Francophone members

2. How to fill in to "Create a Group" page

To fill in the field on the "Create a Group" page, please follow the steps outlined below.

- **Group Type:** Please select "regular".
- **Visibility:** Please select "public", unless for very specific purposes.
- **Group Organizers:** Select other members on the platform that you would like to make organizers. If you are unsure of this at the moment, please note that group organizers can always be added on later. Please disregard the "enabling data access, as the Secretariat will give you access case-by-case.
- **Group Name:** Add the name you would like to name the group.
- **Group Type:** Select among the group type (Professional, Member Type, General Interest, Class, Regional, Student Club, Cultural, Education) the best fit. Group types are searchable, so it will be useful when members search.
  The Secretariat recommends using 'Member Type' if the group is for a certain type of members at WeGO, 'General Interest' for thematic groups, and 'Regional' - if the group is region-based.
- **Group Description:** Add the description of the group by clearly stating the purpose of the group. Make it engaging so that people want to join.
- **Keywords:** Add keywords here, such as related to Regions (Africa) or Themes (Mobility). Group types are searchable, so it will be useful when members search.
- **Location:** For a regional-based group, select the region/country, and then find the right one among the drop-down options. For any other group, select "global".

In the table below, the Secretariat has added explanations on some of the more complex fields.

Group Type	'Regular group' means that members need to be added to or join the group manually. 'Dynamic group' enables members with certain criteria in their member profiles to join automatically (such as type of member: EXCOM Member), but only members with those criterias can be added.This cannot be changed after the group is created. As a result, the WeGO Secretariat will only create 'Regular' groups, and recommends that members do the same.
Visibility	'Public' groups are visible to everyone. 'Private' groups only show up for the members which are part of a private group. New members need to receive a direct invitation to a private group.
Data Access (Group Organizers)	Giving 'data access' means access to all information from member profiles on the members in a group. While group organizers can give other user's' 'Group Organizer' access, administrators are the only ones who can give group organizers 'data access.' To protect members' information, the WeGO Secretariat will limit the 'data access' given to members.

3. How to manage a group (for group managers)

Any group manager can manage a group by accessing the menu called 'Manage Group'. For more information on what each menu item corresponds to, see below.

- **Edit Group**—to edit the basic settings of the group (same as on the 'Create a Group' page).
- **Manage Headlines**—to manage the 'News' section on the group, where links can be posted.
- **Manage Media**—to manage the photos and videos available in this group.
- **Manage Documents**—to manage the documents available in this group.
- **Reported Posts**—to view and manage posts reported by members on the group discussion board.
- **View All Members**—to see all the members in the group.
- **View Group**—to go back to the group page.
- **Delete group**—to delete the group. Please make sure not to press this button unless it is a deliberate action sanctioned by the WeGO Secretariat.

V. EVENTS

2. How to fill in to 'Create an Event' page

To fill in the field on the "Create a Group" page, please follow the steps outlined below.
There are different more complex options for events on the WeGO Nexus, but we will only review the simplest way of creating an event on the platform.

Section 1 - Event Details

- **Unlisted Event**—unlisted events do not show up on the 'View Events' page. Create an unlisted event only if you would like to invite specific members to it, for example members of a certain group. Group managers can promote unlisted events in groups.
- **Title**—add the title of the event.
- **Description**—add the description of the event.
- **Hosted by**—choose a host among the members on the platform.
- **Location Name & Address**—Choose if it is an offline (in-person event). Otherwise, select the 'Online event' option. For hybrid events, we recommend that you check the 'Online event' option, and share details on the offline format in the event description box.
- **Event schedule**—to add the date and time of the event. Make sure to select the correct timezone.
- **Event Listing Only**—check this box, and add the link to the external registration link.

Section 2 - Manage media

- Upload images and videos (e.g. event thumbnail) on this page, to make it attractive for people to come.
- You can also modify this section (if you are the host of the event) later under 'Manage Event'.

Section 3 - Coupons

- No field will show up here because of the options selected previously, so you can just click on 'Save and Publish'. NB. If you selected 'Unlisted Event' at the top , the event will not show up on other people's 'View Events' page.

NB. You can also create an RSVP through the platform. More details on how to do this will be available soon.

If you are the host of the event, you can also manage it using the 'Manage Event' menu on the event page.

- **View Event**—to go back to the event page
- **Reported Posts**—to view and manage posts reported by members on the event discussion board.
- **Edit Event**—to edit the basic settings of the event (same as on the 'Create an Event' page), such as the event description.

- **Manage Media**—to manage the photos and videos available for this event.
- **Cancel Event**—to delete the event. Please make sure not to press this button unless it is a deliberate action as it cannot be undone.