

FAQ IdeaClouds

Participation / invitation email

My colleague invited me to an IdeaClouds workshop but I did not receive an invitation email with login data. What can I do?

- Please check the spam folder in your mailbox.
 - Please ask your colleague to double check the spelling of your email address.
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Login

I cannot log in. What can I do?

- Maybe you own two business email addresses with different endings in your company (e.g. [@company.com](#) and [@de.company.com](#)). Please check if you use the business email address that is registered in IdeaClouds.
- Please check the spelling of your email address. Did you enter it correctly?
- Please check the spelling of your password. Did you enter it correctly?
 - Check that you do not have CAPS lock activated and that the language of your keyboard is correct. To be sure: type the password on a text editor first, and copy it then in the password field.
 - If the last step did not work, please click on "Forgot your password?" on the login page to receive a new password via email. If you do not receive a new password email please check the spam folder in your mailbox.
- Please [activate "Cookies" in your browser](#) or use another browser on which the cookies are already activated. Because IdeaClouds will send your access when you log in that will be saved in cookies.
- Please [activate "Active Scripting" in your browser](#) or use another browser on which the active scripting is already activated.
- If the previous solution steps did not work, please use another browser (e.g. Chrome or Firefox).

I have forgotten my password. How can I get a new one?

- Enter your email address in the login field and click on "Forgot your password?". You will receive a new password by email. Wait for some minute for the email to come before resending a new password to avoid confusion while getting multiple "reset password"-emails.

- If you do not receive a new password email please check the spam folder in your mailbox.
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Before the workshop

What is a workshop?

- Each workshop takes place in a virtual workshop room. A workshop consists usually of 2 phases: First, an idea generation phase where all participants can post cards on a virtual workspace. Afterwards, an evaluation phase where participants can evaluate the ideas in a private workspace.

How many workshops can I create at the same time?

- Depending on the license plan, you can create / conduct / save a limited number of workshops in parallel (usually up to 20 workshops at the same time). If you want to conduct several workshops at the same time, you can open each workshop in an own tab in your browser. Then you can switch quickly from one workshop to another.

Can I use IdeaClouds on my tablet or smartphone?

- Yes, but we do not recommend using IdeaClouds on tablets or smartphones. Because you cannot use the IdeaClouds whiteboard in the best way with these devices. The smartphone display is too small. On the tablet, the whiteboard is covered by the pop-up virtual keyboard.
- If you like IdeaClouds to be optimized for a specific mobile/touch device, do not hesitate to contact us.

Can I project the IdeaClouds whiteboard onto a wall with a projector?

- Yes. To optimally display the IdeaClouds whiteboard, you should use a projector with a resolution of at least 1920x1080 pixels.

Will ideas / contributions be trackable by the other participants?

- Yes and no. It depends on what you selected when creating your workshop. By default, "Anonymous contributions" is turned on. This means:
 - All ideas and chat messages are anonymous.
 - Evaluations during the evaluation phase are always anonymous, no matter what.

However, if you turn off the “Anonymous contributions” toggle while setting up your workshop — after entering the title, teamwork technique, and evaluation technique — anonymity will be disabled for the idea generation phase (and the idea evaluation phase).

This means:

- Everyone can see who submitted which idea card.
- The chat will also show who wrote each message.

You can only change this setting during the workshop setup. Once the workshop has started, it can't be changed.

Where are my ideas / contributions stored?

- It depends on which license you had chosen:
 - IdeaClouds Business: Your data is stored on a server in an ISO 27001 compliant data center in Germany.
 - IdeaClouds Enterprise: Your data is stored a) on a dedicated server in an ISO 27001 compliant data center in Germany or b) on a server in your own data center (on-premise installation).
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Create a workshop

What is a good topic for my workshop?

- All problems that need ideas, suggestions etc. to be solved, are appropriate topics for workshops. Examples: Problem statements for idea generation, Brainstorming, Retrospectives, Cost engineering workshops / CIP, Requirement analysis / refinement, Business modeling etc.

How to formulate a good workshop topic?

- It is very important to formulate your problem statement as written in the placeholder of the topic input field. Try to formulate your topic as a short question, e.g. “How to save travel costs for project work?”

Can I edit the title of a workshop once it is already created?

- Yes. You can change the title at any time by editing the title field above the whiteboard in an active session, or directly in the workshop list on your dashboard.

When I click on “Create workshop” after entering a topic nothing happens.

- Please [activate “Active Scripting” in your browser.](#)

I cannot create a workshop. It says I have reached my workshop limit.

- Depending on your license plan, you can only store a limited number of own workshops. If you want more you need to purchase a license with higher workshop space. Alternatively, you can delete one of your own workshops under the page "My Workshops".

How can I change the teamwork and evaluation technique?

- When creating a new workshop, you can enter a workshop topic, choose a Teamwork Technique (e.g., from Brainstorming to Kanban), and select an Evaluation Technique (e.g., from Importance to SWOT Analysis). Once the workshop has started, these settings can no longer be changed.

How do the expert team work techniques work?

- The techniques provide instructions when you start them (some have also a demo video) on how to use them. However, it is recommended to try them out with an IdeaClouds coach first. Order an online training at perceptos if you are interested in learning more about these techniques.

How can I change the contributions of participants to “not anonymous”, so I can see who is the owner of a contribution / card?

- After entering your workshop topic on the IdeaClouds main page, you can change “Contributions of participants” (from anonymous to not anonymous) by clicking on "Advanced workshop settings" below. Once the workshop has started, it can't be changed.

How to invite participants

What is a facilitator?

- If a registered user creates a workshop he is the facilitator of this workshop. He can set the access settings to decide who may participate and he can end the workshop phases or the workshop.

What is a participant?

- Participants are registered or unregistered IdeaClouds users who are allowed to participate in a workshop to which they have been invited or have received a link.
- Users can join workshops without registration (only by entering a name or alias) if the workshop is open for "anyone with link". Registered users can participate in a workshop if they are invited in the workshop or the workshop is open for any registered user.
- Participants can actively participate in workshops free of charge.

How can I invite someone to a workshop?

- When you have created a workshop you can invite participants via entering their email addresses and / or by sending them the workshop link. It depends on how you set the access settings as a facilitator. There is a button at the bottom left of the workspace where you can change the access settings:
 - a) Anyone with link can join (Copy link and send it to the participants.)
 - b) Only registered users with link can join (Copy link and send it to the participants. Participants must be registered in IdeaClouds.)
 - c) Only invited users can join (You have to enter the email addresses of the participants and send the invitation via IdeaClouds. After that, IdeaClouds sends an invitation to your workshop via email containing access data needed to access the workshop.)

What happens when I enter the email addresses of the participants?

- When you press the button "Send invitation" all participants receive an invitation email with the workshop topic and the briefing you entered.

How many participants can I invite?

- Depending on your license plan, you can only invite a limited number of participants (usually up to 20 participants per workshop).

How can I invite more participants?

- If you want more you need to purchase a higher number of participants. However, we do not recommend too many participants in your workshops as research has shown: [Social loafing](#) - the more people the less productivity!

Is there an opportunity to include more than 20 users in my workshop?

- Yes for Enterprise customers. But please make sure that you limit "[social loafing](#)" (the more people the less productivity) in your workshop. We recommend 3 to 10 participants for synchronous collaboration and up to 20 participants for asynchronous collaboration.

Can I send the link of the workshop to other people via email?

- Yes, taking into account the access settings, the corresponding users can participate.

I accidentally invited the wrong person. What can I do?

- If the access setting is set to "Only people with access" (invitation sent via IdeaClouds by entering the participant's email address), you can remove a participant by deleting their email address from the access list.
 - If the setting is "Anyone with the link", this is not possible. In that case, you would first need to change the access setting to "Only people with access".
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Working on the whiteboard

The workshop instructions are in two different languages. How can I change this?

- Go to the main page and change language at the top of IdeaClouds main page.

Who are the other participants of the workshop?

- At the bottom of the whiteboard you can see who is invited to the workshop as a participant.

How can I create an idea card?

- Double-click on the whiteboard to create new idea cards.

How can I enter a title for my idea card?

- Double-click on "Enter a title..." in your idea card.

How can I edit text in an idea card?

- Double-click on the text you want to edit.

How can I drag and drop an idea card?

- Drag a card on the head of the card and drop it on another place of the whiteboard.

My session is interrupted again and again. What can I do?

- Please check if your internet connection is stable.
- Please check the settings of your firewall and virus scanner. If you do not have access to the settings, contact your system administrator: To enable real-time teamwork with

IdeaClouds, no software or antivirus program may interrupt the AJAX connection to the IdeaClouds server.

Why can't I see the other participants ' ideas?**Why can't I move my ideas?****My session seems to be loading something all the time. What can I do?****Why am I not being directed to the next task?**

- Click "reload" on the IdeaClouds whiteboard or press F5 on your keyboard and check your internet connection (especially if you use Wifi). If your Internet connection has been interrupted, "offline" will appear on the whiteboard.

Who can read my chat messages?

- It is a team chat. All invited participants can read your messages.

Can I chat with one of the participants in private?

- No, all participants can read all chat messages.

Can I copy text from the chat?

- Yes, copying messages from the chat is enabled.

I want to import cards from another workshop, but the workshop does not appear in the import menu of the whiteboard.

- Very likely the workshop you are looking for has not been terminated or has been deleted by the facilitator. You can import cards only from terminated workshops.

The whiteboard is full of cards. There is no space for posting more cards.

- Did you try to use the zoom feature at the bottom right of the whiteboard (for example from 100% to 20%)? The whiteboard is very large and can contain hundreds of cards.

How many cards can be posted on the whiteboard?

- Estimation: approx. max. 200 to 450 cards in standard size with small spacing (cards can then hardly be moved/arranged on the whiteboard due to lack of space!)

How to use facilitation Cards?

- Click with your right mouse button on the whiteboard and choose "facilitation card". You can use facilitation cards for instructions especially for category related instructions.

How can I create a category and assign it to a card?

- You can create different categories (e.g. for objectives and key results) to cluster cards. A dark grey label icon appears after clicking on the head of a card. Click on this icon and generate a new category. Then click on the category name to assign the card to this category. If you want to categorize more cards just click on the head of a card and then on the category name.

How can I change the color of a card?

- You can use colors to distinguish your generated categories. If you create a new category, you can change the color of the category by clicking on the color point to the right of the category name.

Is there a way to allow users to "build on an existing idea" in addition to creating a new one? Can other users edit my ideas?

- Yes, all participants can edit the text of ideas of others. But only one participant can work on an idea at the same time. Other participants can also create new idea cards and merge them.

Do I need to save the contributions on the whiteboard?

- The contributions on the whiteboard are immediately saved automatically by IdeaClouds. So you don't have to save the contributions separately. If you want, you can download the intermediate results via "Import/Export" (PDF, Excel, Word)

Can I leave a current workshop for a while?

- Yes, you can leave the workshop by clicking on "My workshops" or by closing your browser. You can come back later.

Does the whiteboard remain open when I close the website in my browser?

- The whiteboard remains open until the moderator starts the next step (e.g. the evaluation phase) or ends the workshop.
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Evaluate ideas

Can other participants see how I vote?

- No. You can vote in your own private space. Your votes are anonymous.

How does voting work? Can you limit the number of votes someone has?

- No. But you can choose between different evaluation criteria.
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Results

How to change ideas afterwards?

- When a workshop is closed, there is no way to change the ideas. But, you can create a new workshop and import them and modify them in the new workshop.

Can I export a chart as an image?

- Yes, there is a download icon below the chart on the result page. You also can create a chart by exporting the results to Excel and creating your favourite chart there.

How to restart a workshop?

- For facilitators, there is an option at the bottom of the result page. All participants will be automatically re-invited.

How to download results?

- Click on your favorite result export format like PDF, Doc or Excel and download.
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My workshops

How many workshops can I create?

- There is no limit. You can create as many workshops as you want but store only a limited number. You can see your available storage space at the top of the page "My workshops". Normally, you can create up to 20 workshops at the same time. After that, you have to delete an old workshop to create a new one.

Can I attend two workshops at the same time?

- You can be invited into several workshops at the same time, but you can only actively participate in one workshop at a time.
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My profile

I don't want my email address to be shown during workshops.

- If you enter an alias under "My Profile", it will appear instead of your email in IdeaClouds. Nevertheless, users participating in the same workshop can also see your email if they visit your profile.

How can I delete my user and my generated data?

- You can delete your profile and your created workshops by clicking on "delete user" on "My profile". Your created workshops will be deleted. In workshops you were invited in, your contributions and messages will be anonymized.

How can I change my password?

- Login and change your password under "My profile": Check the checkbox next to "Password" and enter a new password in the input field below. Save the changes afterwards.
 - For IdeaClouds Enterprise users only: If Single-Sign-on (SSO) is enabled for IdeaClouds you don't need a password to log into IdeaClouds.
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Support

If you have further questions, feel free to send us an email to support@ideaclouds.net.