



LifeLoop trainings

Customer ideas portal Aha!

Customer feedback

Submitting an idea and voting in Aha!

lifeloop.com

Version 11.23





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Portal information

Portal URL

<https://lifeloop-customer.ideas.aha.io/>

Portal Home Page

When accessing our Customer Ideas Portal, you may begin submitting ideas after email and password validation.

The screenshot shows the LifeLoop Customer Ideas Portal interface. At the top left is the LifeLoop logo. To its right is the text "Customer Ideas Portal". Below the logo is a search bar with the placeholder text "Search all ideas...". Below the search bar is a dark blue button with the text "+ ADD A NEW IDEA". Below the button is a section titled "FILTER BY CATEGORY" with four categories: "Bug" (0), "Comment" (0), "Content" (0), and "Feature" (3). To the right of the filter section is a section titled "All ideas" with a "Sort by: Trending" dropdown. Below the "All ideas" section are three idea cards. Each card has a "VOTE" button, a title, a description, a user profile picture, a name, a date, a category, and a "Needs review" button.

lifeloop Customer Ideas Portal

Search all ideas...

+ ADD A NEW IDEA

FILTER BY CATEGORY

- Bug 0
- Comment 0
- Content 0
- Feature 3

All ideas Sort by: Trending ▼

2 Please add new exercise content to our group systems

VOTE This is a test- content

Sean C 30 days ago in Feature 1 Needs review

1 As a member of Skilled Nursing Staff I would like to see...

VOTE Test - staff

Sean C 30 days ago in Feature 0 Needs review

1 Displays should be customizable

VOTE Test Details for customization

Guest about 1 month ago in Feature 0 Needs review



Submitting an idea

Step 1

Select + Add A New Idea to begin creating an idea and complete required fields.

+ ADD A NEW IDEA

Step 2

Type the idea or keywords into the text box. If similar ideas appear in the space below, consider voting for them before creating a new idea.

Your idea Required

Displays

Consider voting for one of these similar ideas:

Displays should be customizable Needs review

Step 3

Add specific details and any attachments.

Please add more details Required

Paragraph ▼ B I U A ▼ ☰ ▼ ☷ ▼ + ▼

Why is it useful, who would benefit from it, how should it work?

📎 Attach files



Submitting an idea

Step 4

Select the product the idea belongs to from the dropdown.

Product ⓘ **Required**

iN2L Admin Portal

iN2L Family Portal

iN2L Group Systems

iN2L Tablet

LifeLoop: Mobile

LifeLoop: Web

Miscellaneous

Step 5

Select a category for the idea.

Choose a category for this idea ⓘ **Required**

Bug

Comment

Content

Feature


| | |
|---------|-----------------------------------------------------------------------------------------------------------|
| Bug | Is something broken? What is the result you are expecting? |
| Comment | Do you have specific feedback for us? Anything you'd like to let us know? |
| Content | What kind of Content would you like to see added or changed? |
| Feature | What is something we could add to our Products that would make a positive impact on your role and others? |



Submitting an idea

Step 6


Choose the impact (urgency) level of the idea.

Impact 


High
Medium
Low

Step 7

Fill out your role within the community and if we can contact you for additional information if needed.

Role 

What is your role within your company or community?

May we contact you for additional information if necessary? 

Step 8

Finally, provide a valid email address and select Add Idea to submit.

Tell us who you are Required

Enter email (name@example.com)

You agree to our [Terms of service](#) by using the ideas portal. The application may send you email updates on ideas you have submitted. You can opt-out from the emails at any time. Read our [Privacy policy](#) to learn more.

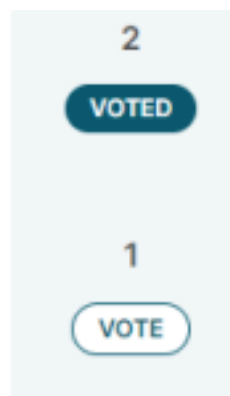
ADD IDEA



Additional information

Voting for an idea

Click Vote to the left of each idea on the portal home page to add your vote to an idea (if it was not already created by you). Remove your vote from an idea by clicking Voted.



Add a comment

Click on an idea to view additional details or leave a comment.

All ideas Sort by: Trending Filter by: Status Showing 2 of 2

| | |
|---|----------------------------------------------------------------------------------------------------------------------------------------|
| 2 | Please add new exercise content to our group systems This is a test- content Sean C 30 days ago in Feature 1 Needs review |
| 1 | As a member of Skilled Nursing Staff I would like to see... Test - staff Sean C 30 days ago in Feature 0 Needs review |

COMMENTS 1 **VOTES 2**

Rich text editor toolbar: Bold, Italic, Underline, Link, Unlink, and a plus icon for more options.

Attach files

Post comment ☐ Only share privately



FAQ

What is Aha?

Aha! is a platform that allows us to empower our customers to collaborate on product ideas they want most. This is achieved through idea creation, voting, and commenting on similar ideas.

When Should I submit an idea?

Submitting an idea is great for reporting bugs, offering feedback, if there is content you'd like to see added or changed, or if you feel something could be added to make a positive impact on your role and others.

Where does my submission go after I submit an idea?

This is a public portal and all submissions will be immediately available and searchable to anyone with access to the portal. Our product team will be notified of all submissions.

What does voting mean?

Voting is essential to promoting ideas or if multiple users are experiencing the same issue. The more votes an idea receives, the more it will receive a product review.

Can I submit an idea for staff, residents, and connections?

An idea can be submitted based on the categories available for any product within LifeLoop.



Continued learning

Visit the Learning Community

Access LifeLoop marketing collateral and training resources at your convenience. Find the Learning Community by clicking the "?" on the top right-hand side of your screen or going to <https://training.lifeloop.com/training/staff>.

Attend a university course

Don't forget about our complimentary LifeLoop University available to you and your team. Courses are provided weekly and cover all LifeLoop features. Emails with the topics and schedules are sent out monthly for you to register to attend.

Further questions?

Reach out to support@lifeloop.com or your Customer Success Manager.