

Innovators Team

Platform User Guide

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Draft 4, 8 September 2026

For review by Thomas Schuurmans before sharing with GAIN.

About this guide

This guide covers everything the Innovators Team platform does, and how the community around it works. It is written to be read in order the first time and dipped into afterwards.

Part	For	Covers
1. About the Innovators Team	Everyone	What this is, who it is for, how a challenge works
2. How we work together	Everyone	Community principles, visibility, sharing, confidentiality, intellectual property
3. Getting started	Everyone	Account, profile, navigation, feed, messages, settings
4. The community	Everyone	Groups, members, events, dialogues, courses, marketplace
5. Taking part in a challenge	Participants	Joining, the journey, activities, sub-teams, progress
6. Running a challenge	Facilitators	The Facilitator Console, end to end
7. Reference	Everyone	Glossary, policies, where to get help

If you are new, read Parts 1 to 3. If you are joining a challenge, add Part 5. If you are running one, add Part 6. There is also a short onboarding video on the **Start Here** page, and inside most challenges as the first activity.

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Part 1. About the Innovators Team

1. What the Innovators Team is

The Innovators Team is a space for solving complex challenges together.

Problems like food insecurity, social protection, climate adaptation, health access, education and youth employability cannot be solved by one organisation working alone. They need NGOs, governments, entrepreneurs, researchers, funders and communities working on the same problem at the same time. In practice that rarely happens. Programmes run inside organisational silos, innovation work is time-bound, and the digital spaces built to support it are usually set up for a single initiative and closed when it ends. Knowledge is lost, relationships weaken, and promising ideas struggle to move from idea to implementation.

The Innovators Team exists to change that. It is shared infrastructure for challenge-led innovation: a place where organisations can run structured innovation programmes, and where the people who take part stay connected long after any one programme finishes.

That last point is the difference. This is not a site that closes when a project ends. The people, the relationships and the learning carry across programmes, which is what allows an ecosystem to build up over time instead of starting again each round.

The platform is used in and with the global south, and it is designed for that reality. Connectivity is often intermittent and many members work mainly from a phone, so the parts you need most are built to work in those conditions.

2. Who it is for

Members come from across sectors and regions: policymakers, corporates, NGOs and international organisations, community leaders, researchers, entrepreneurs and founders, funders and investors, innovation and design practitioners, ecosystem builders, technology developers, business mentors, and storytellers.

Organisations use the platform to host challenges, learning journeys, communities of practice and partnership spaces.

Individuals use it to find people working on the problems they care about, take part in challenges, learn, and put their own work in front of people who can help move it forward.

Three roles come up throughout this guide:

- **Members** take part. They join groups and challenges, contribute work, and respond to each other.
- **Facilitators**, also called moderators, run challenges. They design the journey, set the work, and keep a cohort moving.
- **Observers** follow a challenge without taking part in it. Funders and evaluators are the usual examples. They can see the work but are not assigned any and do not appear in progress figures.

3. How a challenge works

Most structured work on the platform happens inside a **challenge**: a defined question, a group of people, and a journey of phases worked through together.

A typical journey has eight phases:

1. **Challenge Brief**: understand the problem, the context and the goals 2. **Scoping**: agree what is in and out 3. **Discover & Listen**: research with the people affected 4. **Synthesize Insights**: make sense of what you found 5. **Ideate**: generate options 6. **Prototype**: build something rough enough to test 7. **Prototype Testing**: put it in front of real users 8. **Pilot Preparation**: prepare what works for a real-world run

Phases open in sequence. A facilitator opens each one when the cohort is ready, so everyone moves through the work together rather than racing ahead or falling behind. You can see later phases before they open, so you always know what is coming.

Inside each phase are **activities**: the individual pieces of work. Some you do alone, some your sub-team does together. Part 5 covers taking part; Part 6 covers running it.

4. What you can do here

If you want to	Go to	Covered in
Meet people and find collaborators	Members directory and members map	Section 18
Follow what people are working on	Activity feed	Section 14
Join a community or programme space	Groups	Section 17
Take part in structured innovation work	Challenges	Part 5
Contribute to an open question	Open Dialogues	Section 20
Attend or host a session	Events	Section 19
Learn something	Courses	Section 21
Be discovered as an entrepreneur	Marketplace	Section 22
Run a programme for your organisation	Facilitator Console	Part 6

Some of these are still growing. Courses and the Marketplace exist and work, but neither has much in it yet, so expect them to fill out over the coming programmes.

Part 2. How we work together

5. Community principles

Contribute, do not only consume. The platform is worth what people put into it. Post what you are working on, what you have learned, and what did not work. Negative results save other people months.

Share early. Work in progress is welcome. A rough prototype that people can react to is worth more than a polished one that arrives too late to change.

Assume good faith. Members come from different sectors, languages and working cultures. Read the most reasonable interpretation of what someone wrote before responding to the worst one.

Disagree with the idea, not the person. Challenge evidence, assumptions and proposals freely. Keep it about the work.

Credit people. When you build on someone's contribution, say whose it was. When you bring in work from outside, say where it came from.

Put things in the right place. Post in the group the work belongs to rather than the platform-wide feed. Reply in the existing thread rather than starting a new one. Use your team thread for team matters and direct messages for one-to-one ones.

Organisers set the tone. Group organisers and challenge facilitators set direction, share briefs and deadlines, and may set additional rules for their space. Where they do, they will say so in the group, and their rules take precedence over this guidance.

6. Where your contributions live

Where you contribute	Who can see it
Your profile	Everyone on the platform, through the member directory and the members map
The activity feed	Members of the groups you belong to
A group feed, documents, photos	Members of that group. In public or open groups, content may also be visible to non-members and to search engines
A challenge submission	Set per activity by the facilitator: private, your sub-team, or the whole challenge
Comments on an activity or phase	Everyone who can see that activity
A sub-team thread	Your sub-team and the challenge facilitators
An Open Dialogue response	The dialogue host and other respondents, depending on the moderation settings applied
A Marketplace storefront	Anyone, including people who are not members
A direct message	Only the people in that conversation

Three things are worth knowing beyond the table.

- **Observers.** Challenges may include observers, such as funders or evaluators, who can see the work without taking part in it. They do not appear in progress figures.
- **Facilitators can export.** A challenge facilitator can export the challenge's submissions. Anything you submit may therefore exist outside the platform in a spreadsheet, held by the host under the rules in this section.

- **Deleting your account.** Your name and profile are removed. Some content, such as threads others have replied to, is kept in anonymised form so conversations still make sense to the people who took part.

7. What may leave the platform

Before repeating, quoting, publishing or presenting anything from the platform elsewhere, check which of these four levels applies. **If nobody has said otherwise, treat it as Community.**

Level	What it means
Open	May be shared publicly, with attribution. Published resources, public dialogues and Marketplace storefronts are Open by default.
Community	May be discussed with colleagues and used in your own work, but not published, posted publicly or forwarded outside the group. This is the default.
Chatham House	The content may be used and repeated. The identity and affiliation of whoever said it may not be revealed. Use this for candid sessions where people need to speak freely.
Confidential	Stays inside the group or challenge. Nothing leaves, including in summarised form. Use this for commercially sensitive ideas, unpublished research and personal data.

Hosts should state the level at the start of a challenge, and again for any session or activity that differs from it. If you are not sure which applies, ask before you share.

8. Intellectual property

You keep what you create. Posting your work on the platform does not transfer ownership of it. It stays yours.

What posting allows. By posting, you allow the Innovators Team and the other members of that space to read your contribution, discuss it, and build on it for the purposes of that group or challenge.

What you brought with you stays yours. Taking part gives nobody rights to the work, methods or data you already had.

Work created together. Where a sub-team produces something jointly, agree early who owns it and how each of you may use it afterwards, and ask the facilitator to record what you agreed. Sorting this out at the start is far easier than doing it once the work has value.

Anything commercial needs its own agreement. Licensing, investment, a paid pilot or exclusivity are not covered here and need a separate written agreement between the parties involved. This guide sets expectations. It is not a contract.

9. Personal information

Other members' contact details, photographs and personal circumstances stay on the platform. Do not add people to mailing lists, contact them through channels they have not shared with you, or pass their details on without asking.

If a session is being recorded or photographed, whoever is running it should say so beforehand and explain how the recording will be used.

10. If something is wrong

If you see content that should not be there, or your work has been shared in a way you did not agree to, use the **Help** button at the bottom right of any page, contact the group's organisers, or email **support@innovators.team**. Report it rather than reposting it.

Part 3. Getting started

11. Creating your account

There are two ways to get an account.

By invitation. Someone already on the platform invites you, usually from a group's **Send Invites** tab, or an administrator adds you as part of a cohort. You receive an email with a link that takes you straight to the sign-up form.

By signing up yourself, at innovators.team/create-a-community-account. Note that innovators.team/register does not work; it sends you to the login screen instead.

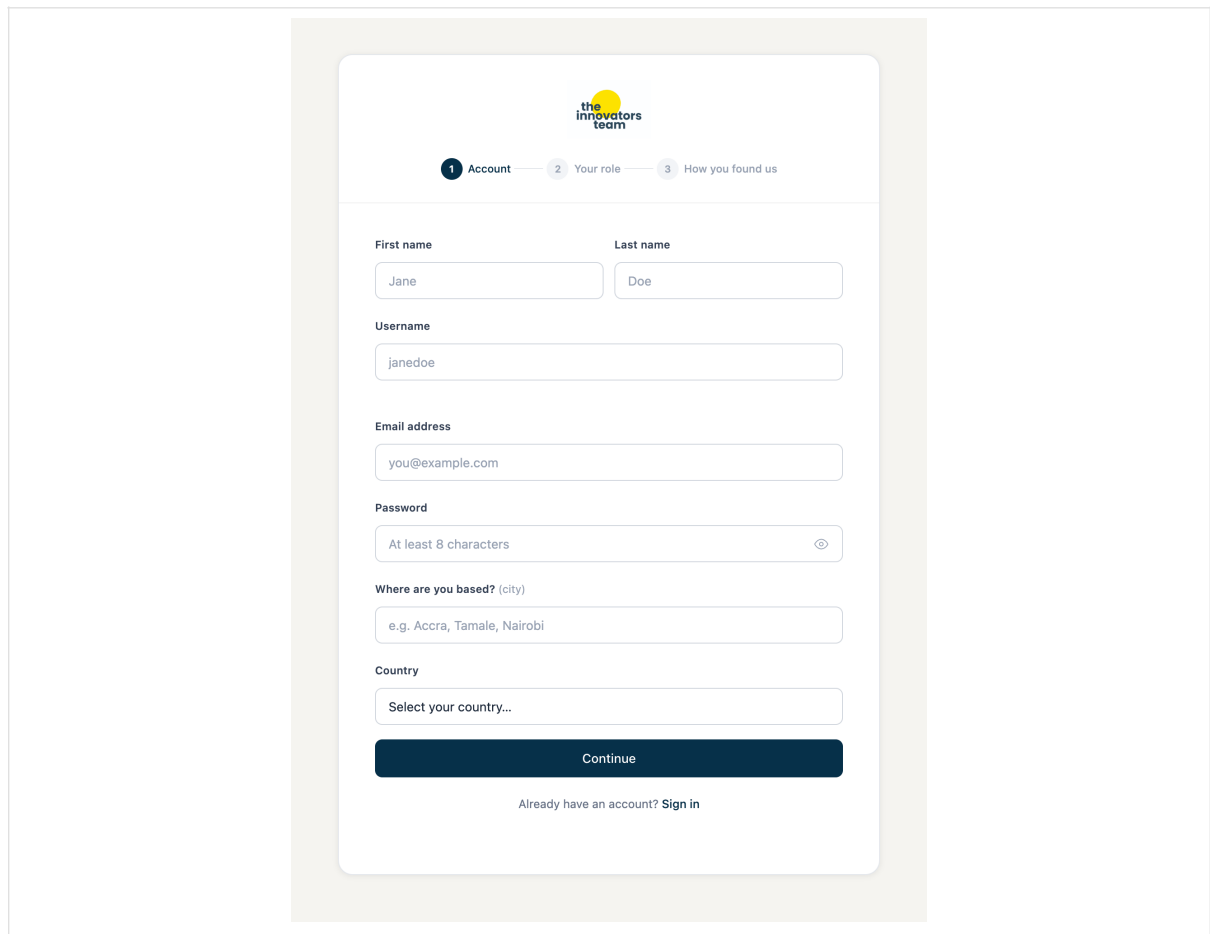
The form runs in three short steps: **Account**, **Your role**, and **How you found us**.

Step one asks for your first and last name, a username, your email address, a password, where you are based and your country. Step two asks you to choose the role that best describes you. That is not a permission level; it is how other members find and understand you. There are ten:

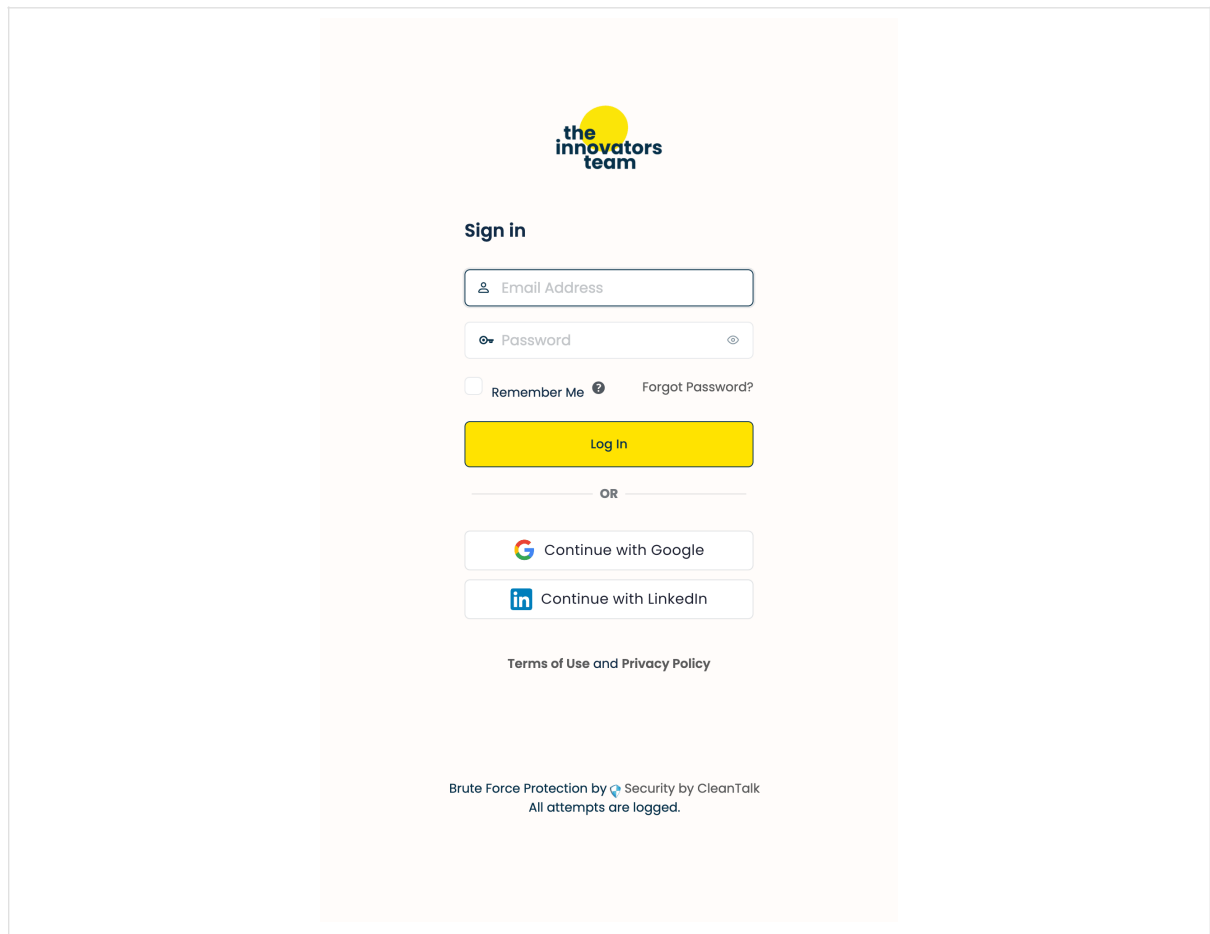
- Public sector professional
- Private sector professional
- NGO or international organisation
- Researcher or academic
- Entrepreneur or founder
- Ecosystem builder or accelerator professional
- Funder or investor
- Innovation or design practitioner
- Storyteller, creative or videographer
- Independent or community contributor

Pick the closest fit. You can change it later, and you can hold more than one.

Check your email for a confirmation link, click it, then sign in at innovators.team/login.

A sign-up form for 'the innovators team' is displayed within a light gray frame. The form itself is white with rounded corners. At the top, the logo is centered, followed by a progress bar with three steps: '1 Account' (active), '2 Your role', and '3 How you found us'. The form fields are: 'First name' (Jane), 'Last name' (Doe), 'Username' (janedoe), 'Email address' (you@example.com), 'Password' (At least 8 characters), 'Where are you based? (city)' (e.g. Accra, Tamale, Nairobi), and 'Country' (Select your country...). A dark blue 'Continue' button is at the bottom, with a link 'Already have an account? Sign in' below it.

The sign-up form



The login screen

If the confirmation email does not arrive, check spam first, then contact support (section 36).

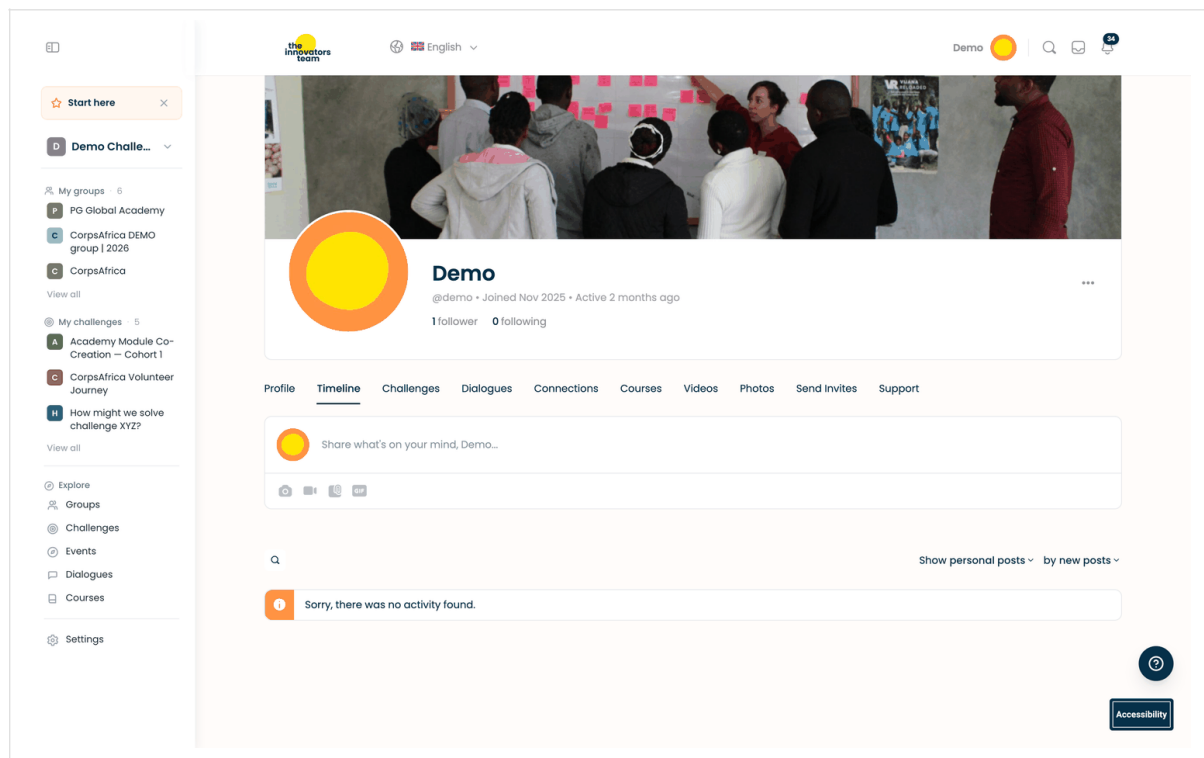
12. Setting up your profile

Your profile is how the community sees you. A complete profile makes it far more likely that people connect with you and invite you into work.

Click your name in the top right, then **Profile**, then **Edit**.

Worth completing:

- **Profile photo and cover image.** A real photo, not a logo.
- **Your bio.** A few sentences on what you do and what you are looking for.
- **Your location.** This places you on the member map, so people nearby can find you.
- **Your role or roles,** as in section 11.



Your profile page

13. Finding your way around

There are three navigation areas.

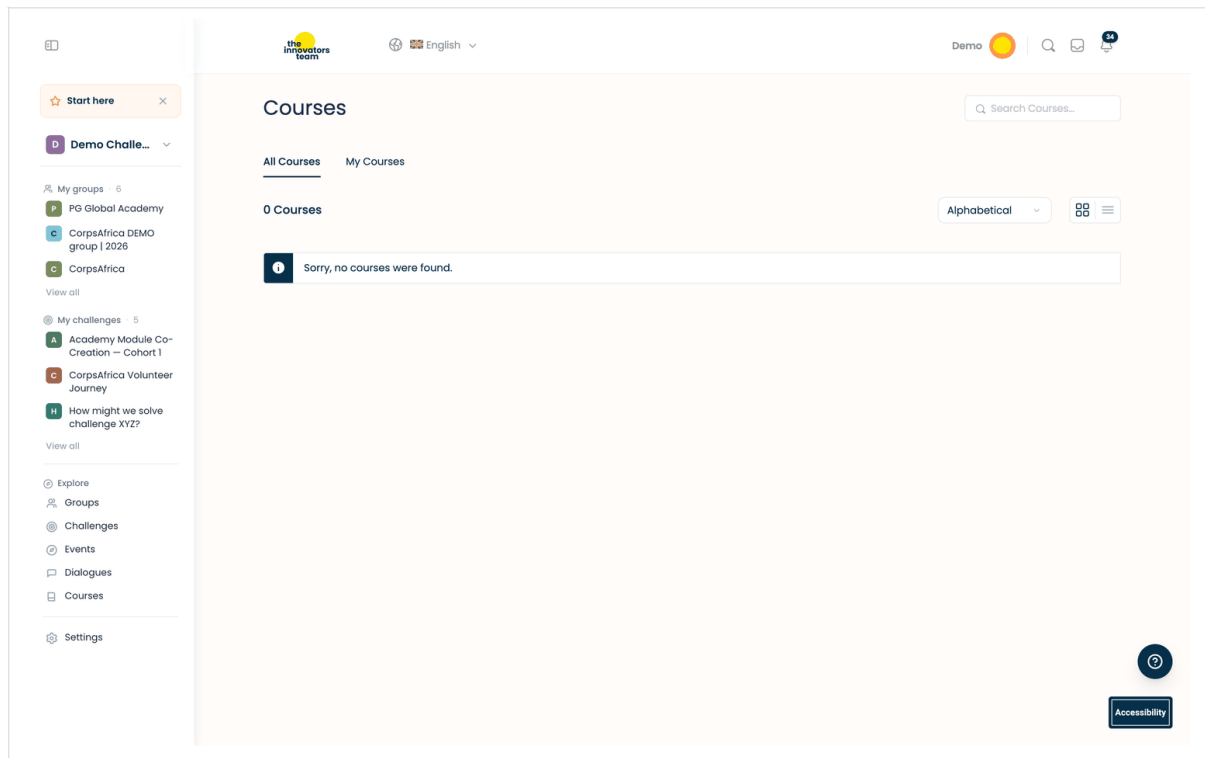
The left sidebar is your main menu:

- **My groups** and **My challenges**: the spaces you belong to
- **Explore**: Groups, Challenges, Events, Dialogues, Courses
- **Settings**

The top bar holds search, messages, notifications and your account menu. The badge on the bell shows unread notifications.

Tabs inside a group or challenge switch between that space's areas.

Search is the magnifier in the top bar. It searches across members, groups, challenges and posts, so it is usually the fastest way back to something you have seen before.



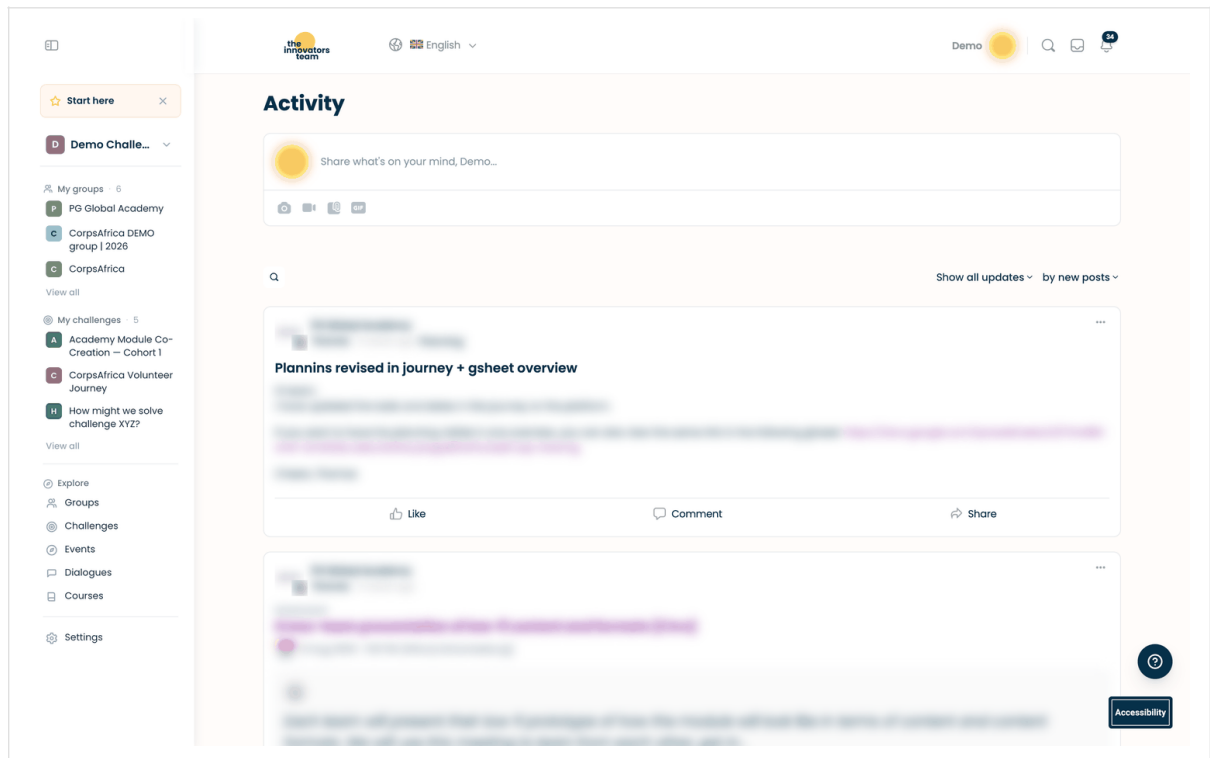
The left sidebar and top bar

14. The activity feed

The **Activity** feed is the platform's front page: a running stream of what people are posting across the groups you belong to.

- **To post**, type in the box at the top. You can attach a photo, a video, a document or a GIF.
- **To react**, use Like, Comment or Share on any post.
- **To filter**, use the search and filter controls above the stream.

Groups have their own feed under their **Feed** tab, which works the same way but is limited to that group. Posting there is the normal way to introduce yourself when you join.

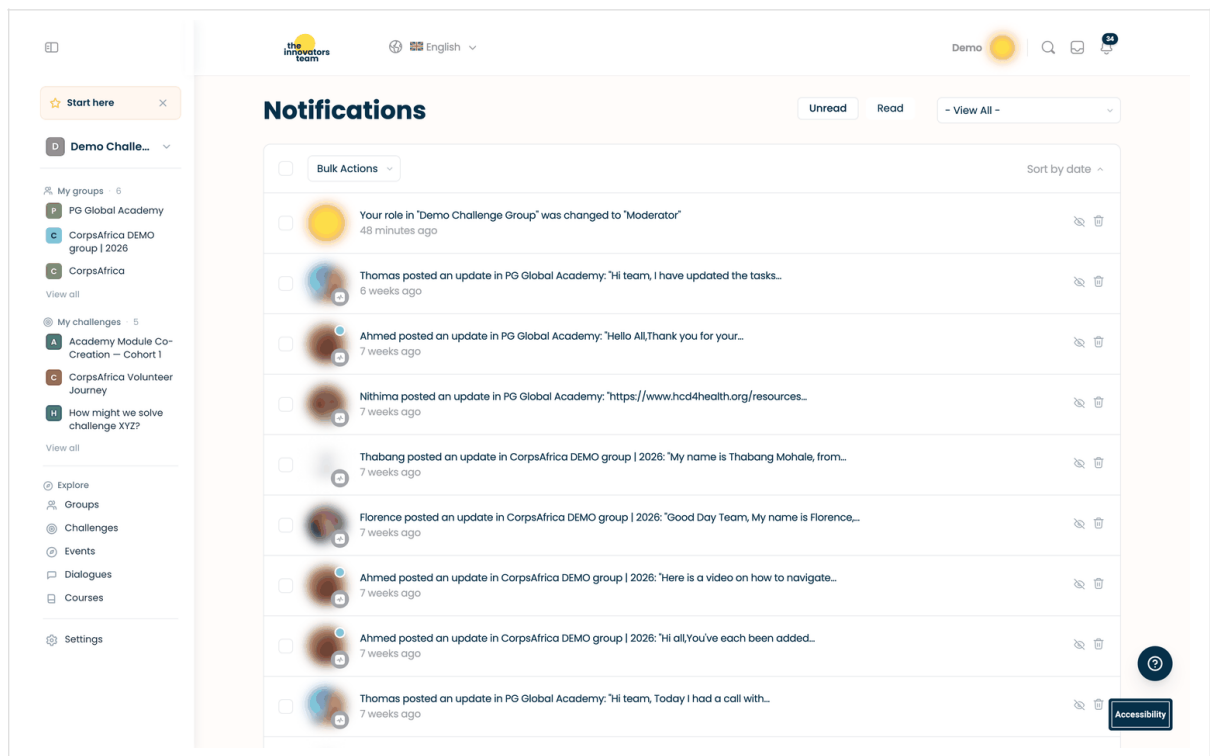


The activity feed with a post being written

15. Messages and notifications

Messages are private conversations, one to one or with a small group. Open them from the envelope in the top bar, or from the **Message** button on someone's profile.

Notifications are the bell. You are notified when someone mentions you, replies to you, invites you somewhere, assigns you work in a challenge, or when a deadline is approaching.

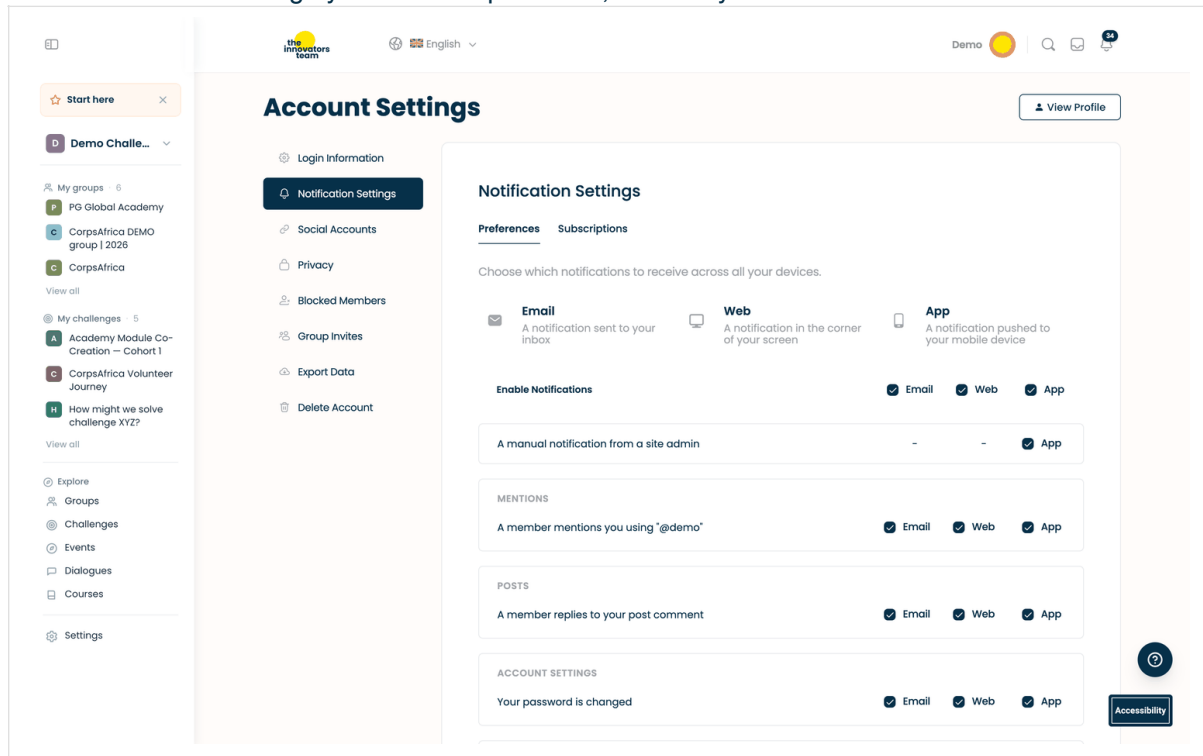


The notifications panel open

16. Your settings

Open **Settings** at the bottom of the left sidebar.

- **Notifications.** Choose what reaches you by email and what stays on the platform. If you are in an active challenge, keep task assignments and deadline reminders on.
- **Privacy.** Control who can see your profile and who can message you.
- **Account.** Change your email or password, or close your account.



The screenshot shows the 'Account Settings' page with the 'Notification Settings' tab selected. The left sidebar contains navigation options like 'Start here', 'Demo Challenge...', 'My groups', 'My challenges', 'Explore', 'Groups', 'Challenges', 'Events', 'Dialogues', 'Courses', and 'Settings'. The main content area is titled 'Account Settings' and includes a 'View Profile' button. Under 'Notification Settings', there are two tabs: 'Preferences' and 'Subscriptions'. The 'Preferences' tab is active, showing options to choose which notifications to receive across all devices. The 'Enable Notifications' section has checkboxes for Email, Web, and App, all of which are checked. Below this, there are sections for 'A manual notification from a site admin', 'MENTIONS', 'POSTS', and 'ACCOUNT SETTINGS', each with checkboxes for Email, Web, and App notifications. The 'ACCOUNT SETTINGS' section shows 'Your password is changed' with checkboxes for Email, Web, and App notifications, all of which are checked. An 'Accessibility' button is visible in the bottom right corner.

Notification settings

Part 4. The community

17. Groups

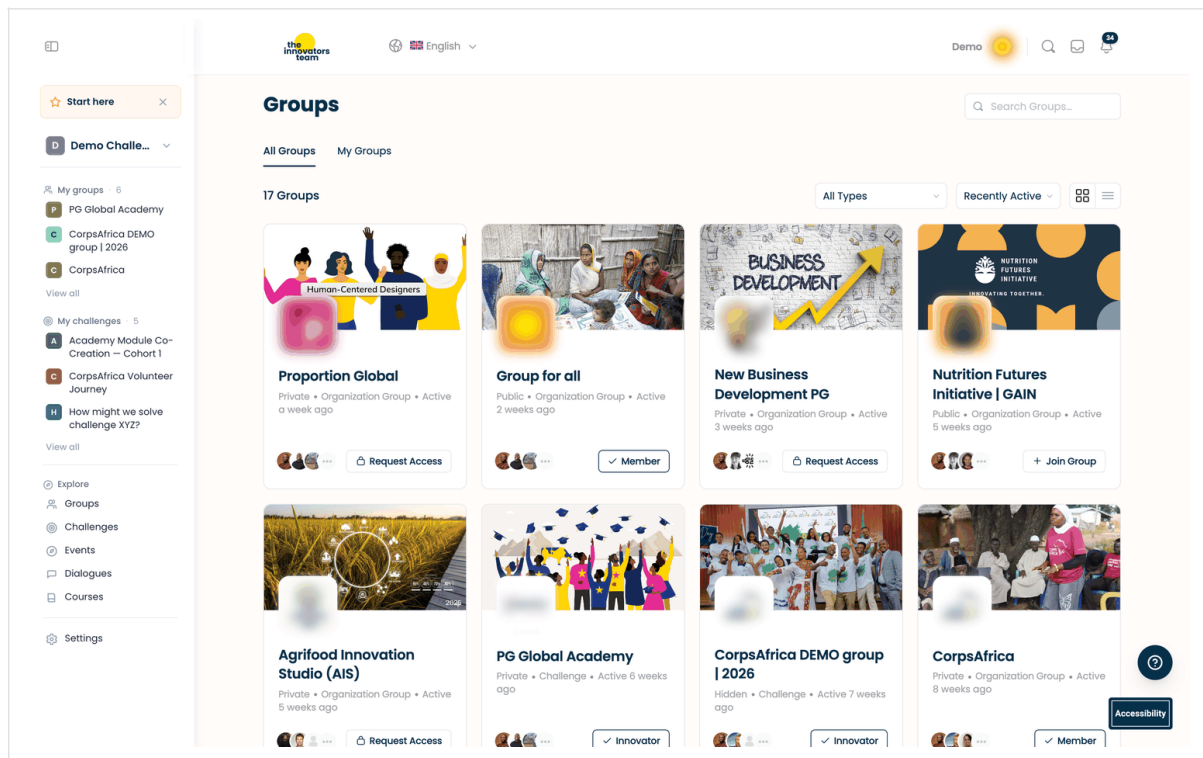
A group is a space for an organisation, a programme, or a community of interest. Some are open; some need approval.

To find one, click **Groups** under Explore, then search or browse. **To join**, open it and click **Join Group**. If it is private this sends a request to its organisers.

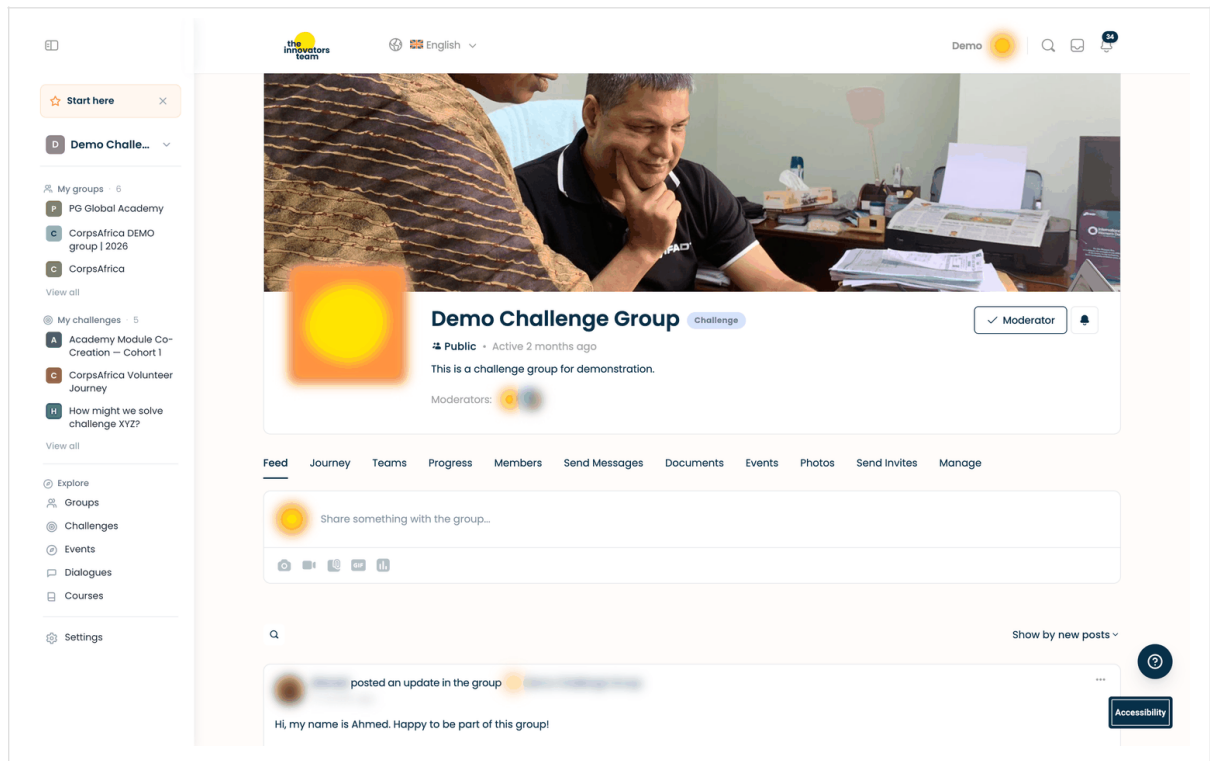
Inside a group you will find:

- **Feed**: posts and discussion
- **Members**: who belongs
- **Documents**: shared files, organised in folders. Use **Create Folder** and **Upload Files**.
- **Photos and Albums**
- **Events**: that group's sessions
- **Send Invites**: invite others in

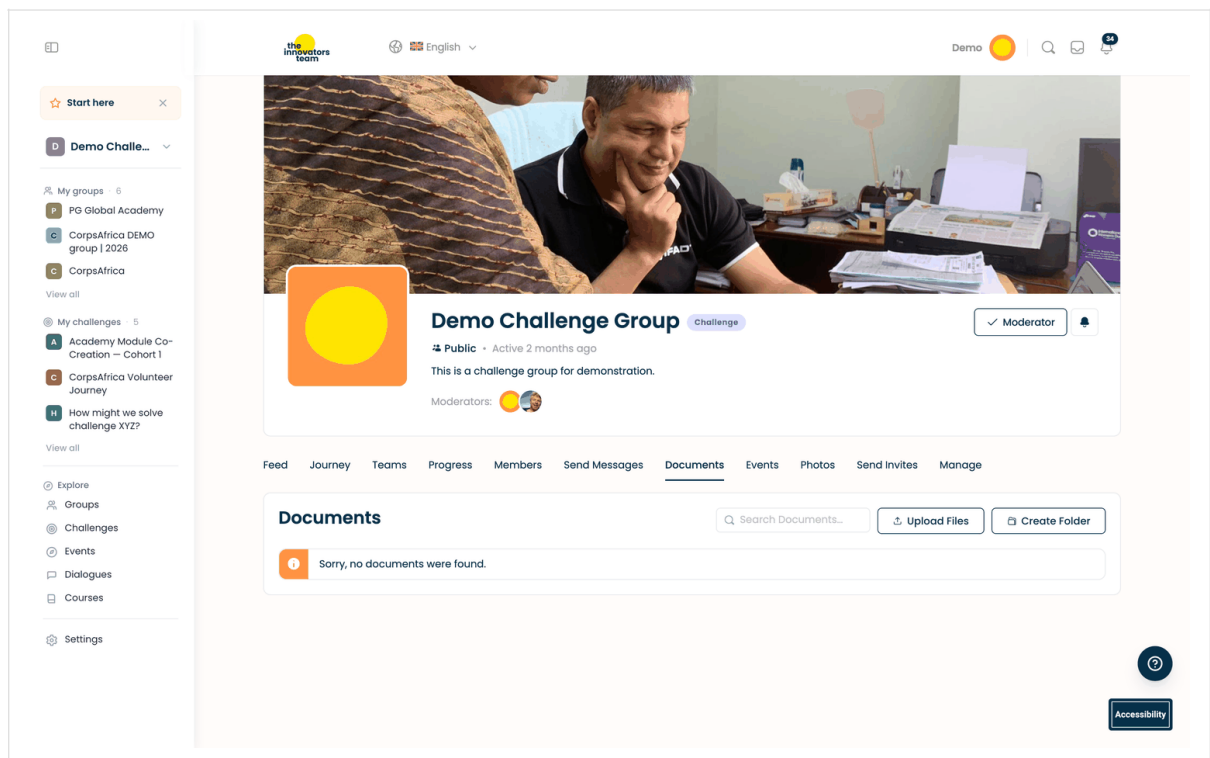
Some groups are **challenge groups**, which have an extra **Journey** tab. Part 5 covers those.



Groups directory



A group feed with posts



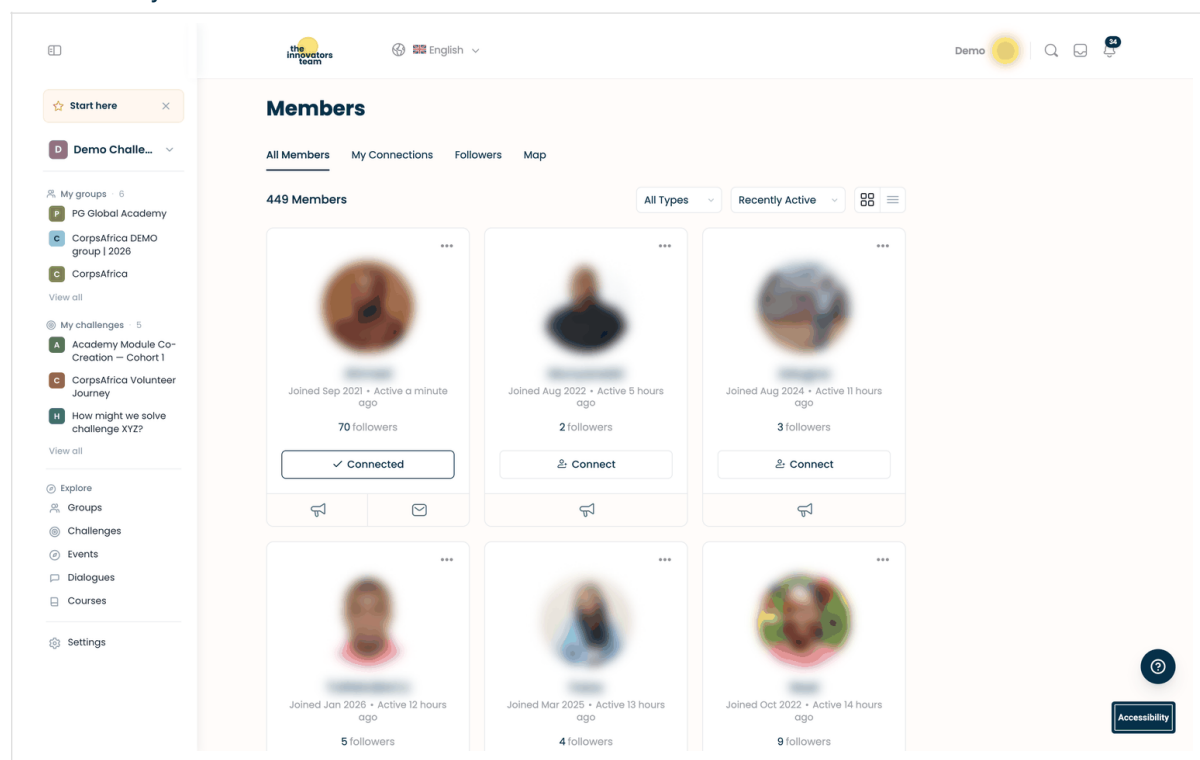
Group documents tab

18. Members, the map and connections

The **member directory** lists everyone on the platform. Open **Members** from the sidebar, then search or filter by role or location.

The **members map** shows where people are in the world, based on the location on their profile. Open it from the link on the member directory. You can filter it by member type, by keyword, or by distance from a place you name. It is the quickest way to find people working near you.

To **connect**, open someone's profile and click **Connect**. Once accepted, you can message each other directly.

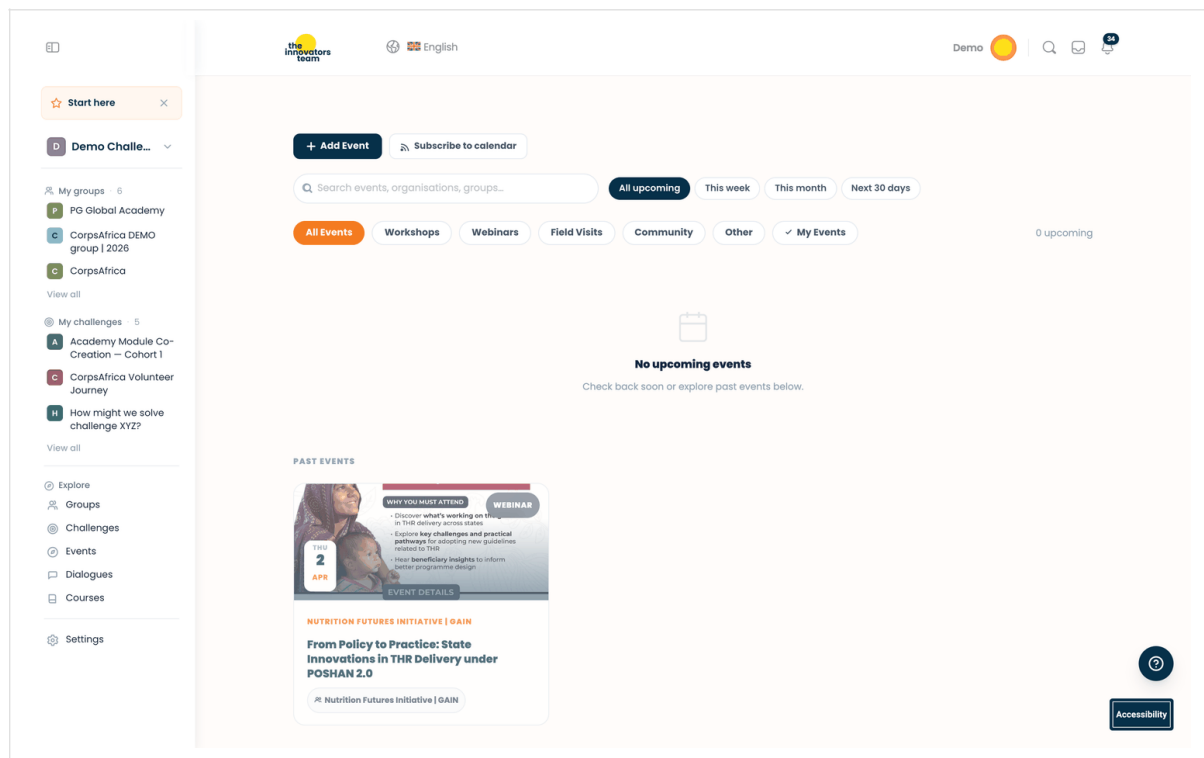


Member directory

19. Events

Events are sessions, workshops and webinars. Some are open to the whole platform, others belong to a group or challenge.

Click **Events** in the sidebar to see what is coming up. Open an event for the details and click **RSVP** to say you are going. You can subscribe to a calendar feed so events appear in your own calendar and stay up to date as the schedule changes.



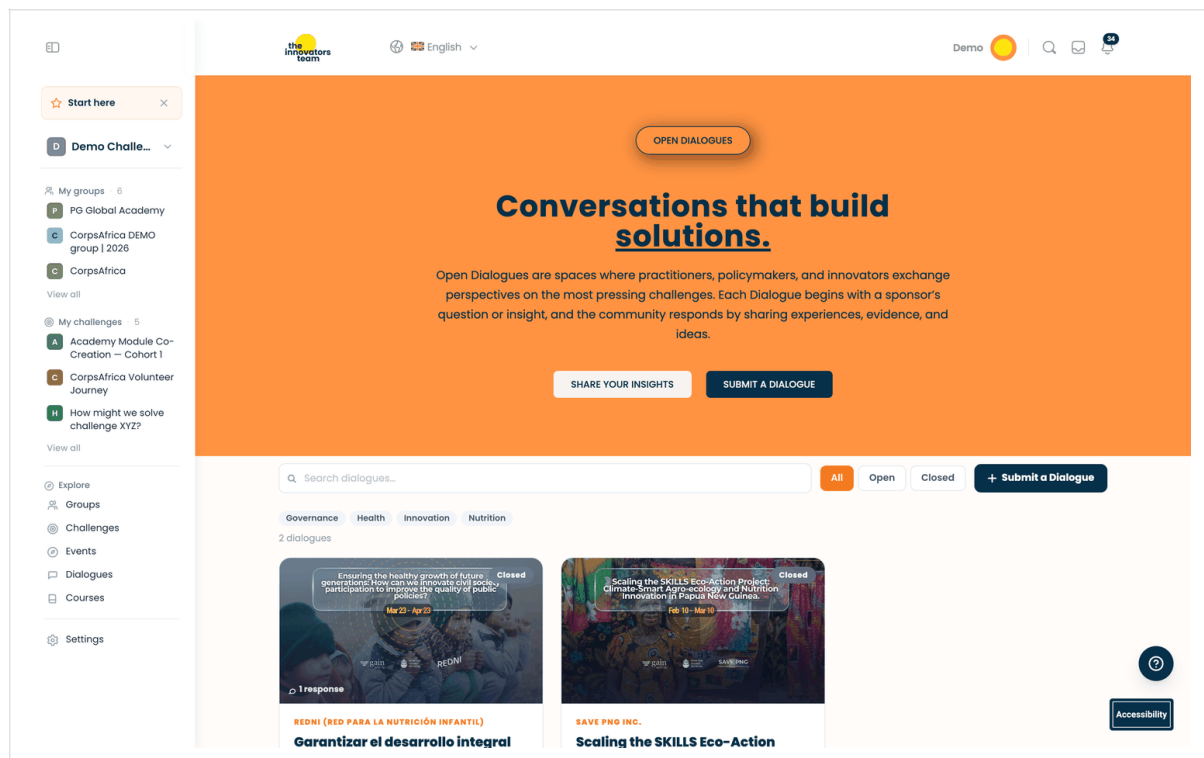
Events list

20. Open Dialogues

Open Dialogues are structured conversations where the community is invited to respond to a question or put forward a proposal.

Click **Dialogues** in the sidebar to see what is open. Open one, read the framing, and use **Respond**. You can subscribe to be notified when others contribute.

Dialogues can also appear inside a challenge as an activity, in which case responding to the dialogue completes that piece of work.



An open dialogue with the respond form

21. Courses

The platform can host structured courses, made up of lessons and topics, with your progress tracked as you go. Open **Courses** from the sidebar to see what is available, and **My Courses** to see what you are enrolled in.

Courses can also be linked into a challenge as a **Course Lesson** activity, so working through a lesson counts towards your journey.

No courses are published on the platform yet. This section describes how the feature works so the guide is complete; it carries no screenshot until courses are live.

22. Marketplace

The Marketplace is where entrepreneurs on the platform can be discovered. It works in three steps: **Browse** entrepreneurs from across the community, **Connect** by sending an inquiry or message through the platform, and **Collaborate** on challenges and pilots.

To appear there yourself, use **Create your storefront** and describe what you are building.

The Marketplace has no storefronts yet. This section describes how it works so the guide is complete; it carries no screenshot until the first storefronts are published.

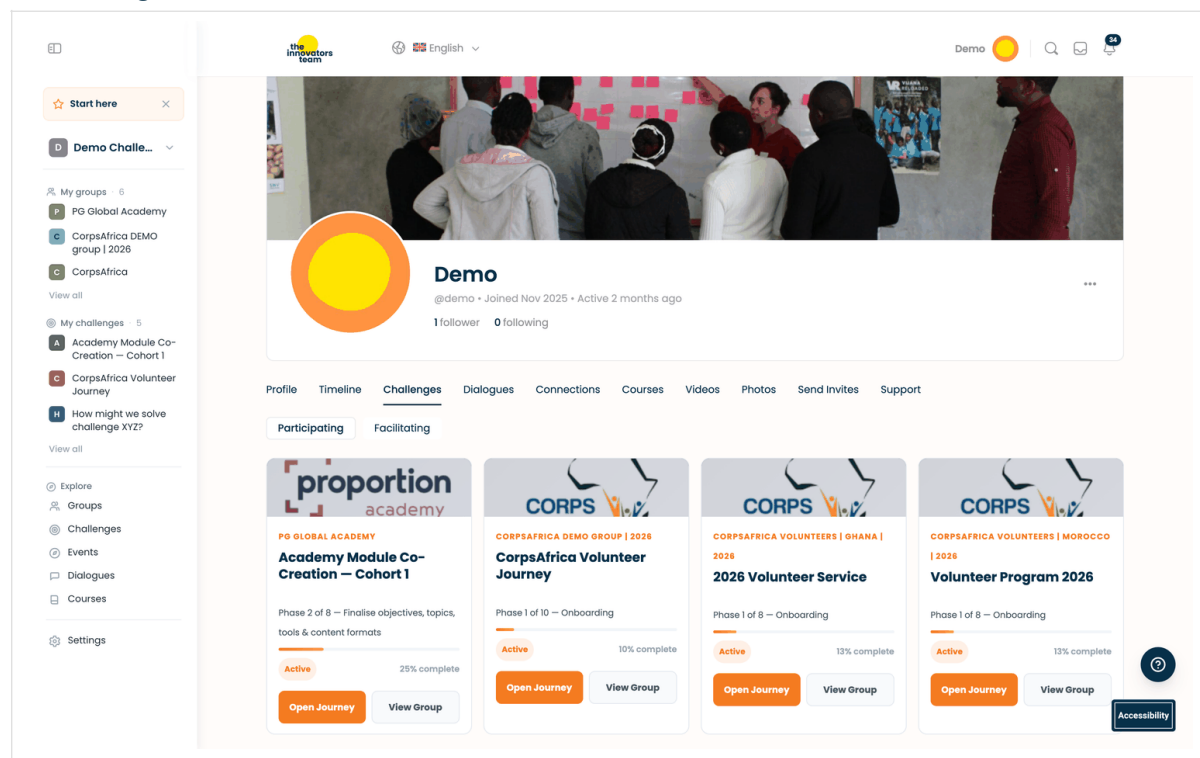
Part 5. Taking part in a challenge

23. Finding and joining a challenge

A challenge is a structured piece of work with a defined question, a cohort, and a journey of phases.

To find one, click **Challenges** in the sidebar. **To join**, open it and request to join. A facilitator reviews the request, and you are notified when approved. The challenge then appears under **My challenges**.

Your challenges also appear on your profile under **Challenges**, split into **Participating** and **Facilitating**.



My challenges, showing progress on each card

24. The Journey tab

Open a challenge and click **Journey**. This is where you do your work.

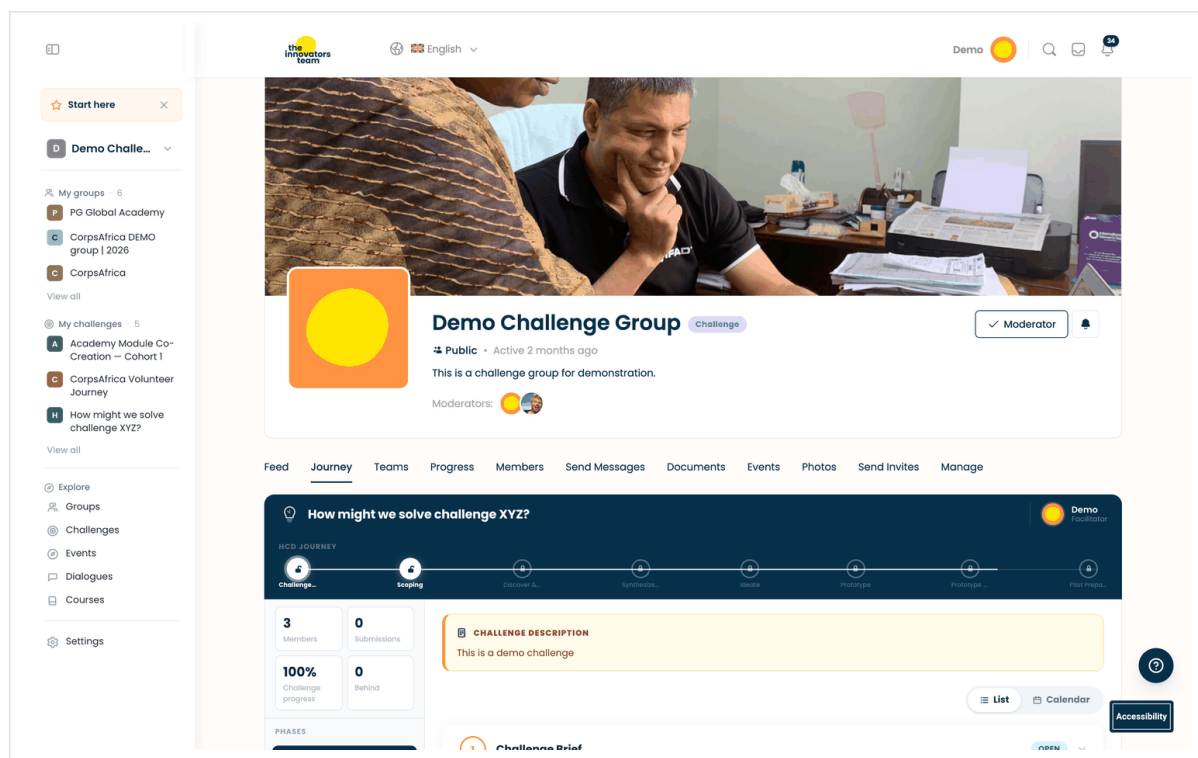
At the top is the **phase rail**, showing every phase and where the challenge currently is. A typical journey has eight phases:

1. Challenge Brief 2. Scoping 3. Discover & Listen 4. Synthesize Insights 5. Ideate 6. Prototype 7. Prototype Testing 8. Pilot Preparation

Below are four figures: **Members**, **Submissions**, **Challenge progress** (how far the group has got on average) and **My progress** (how far you have got).

Each phase is **Open**, **Locked** or **Completed**. You can only work in open phases. Locked phases are visible so you can see what is coming, but cannot be started until a facilitator opens them.

Many phases carry a **Facilitator synthesis** note explaining the goal of that phase. Read it before starting.



The Journey tab with phase rail, figures, and phase 1 open

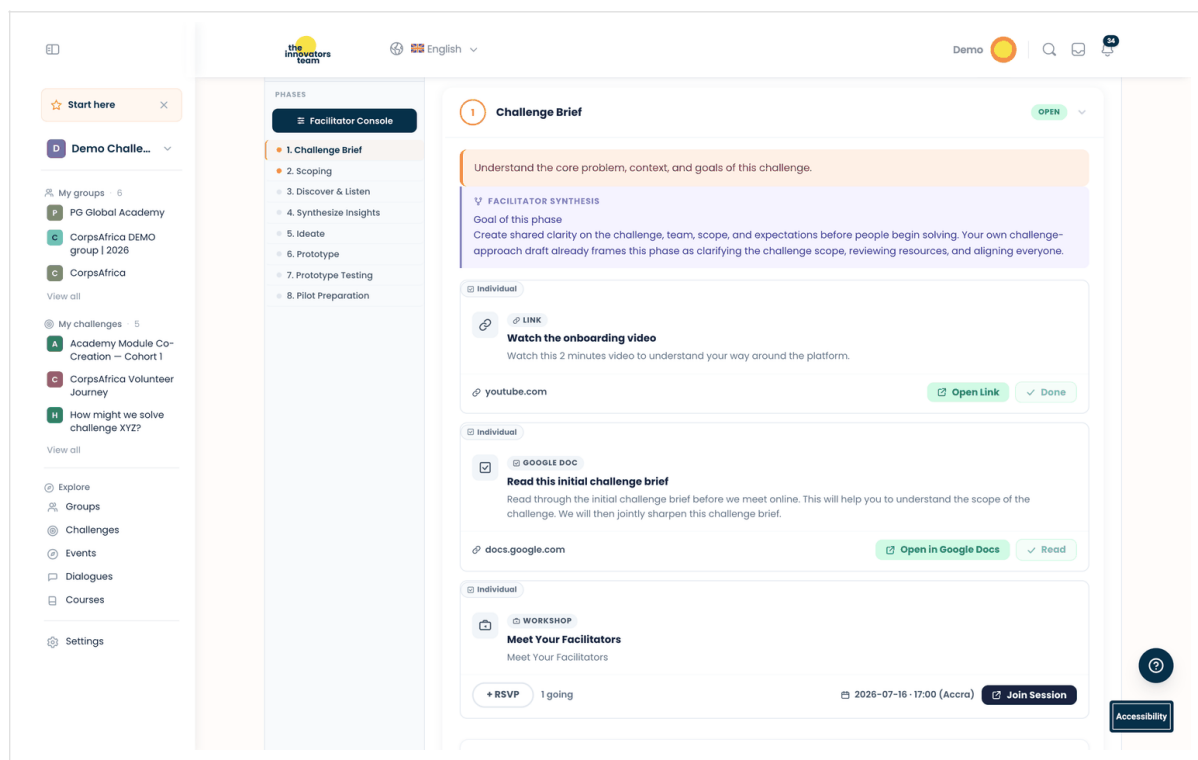
25. Completing activities

Activities are the individual pieces of work inside a phase. There are seven kinds, and each card tells you which it is and how it should be completed.

Type	What you do
Task	Submit work: text, files, or answers to a form
Resource	Read or watch something, then mark it done. Shows as Link , Google Doc or similar
Workshop	RSVP to a live session, then join at the scheduled time
Voting	Review other people's submissions and vote
Course Lesson	Work through a lesson in a linked course
Dialogue — Respond	Reply to a dialogue question
Dialogue — Submit Proposal	Put a proposal forward through a dialogue

Each card also carries a badge saying how it is completed, for example **Individual**. Section 26 explains the team modes.

- **To submit a task**, click the button on the card, fill in the form or attach files, and submit. The form states who will see your submission before you send it.
- **To complete a resource**, open the link and click **Done** or **Read**.
- **To RSVP to a workshop**, click **+ RSVP**. The card shows how many are going, and the date and time in the session's timezone.



A phase expanded showing Link, Google Doc and Workshop cards

Who can see your submission

Each activity has one of three visibility settings, chosen by the facilitator: **private** (you and the facilitators), **team** (you, your sub-team and the facilitators), or **challenge** (everyone taking part). The form always says which applies before you submit.

26. Working in a sub-team

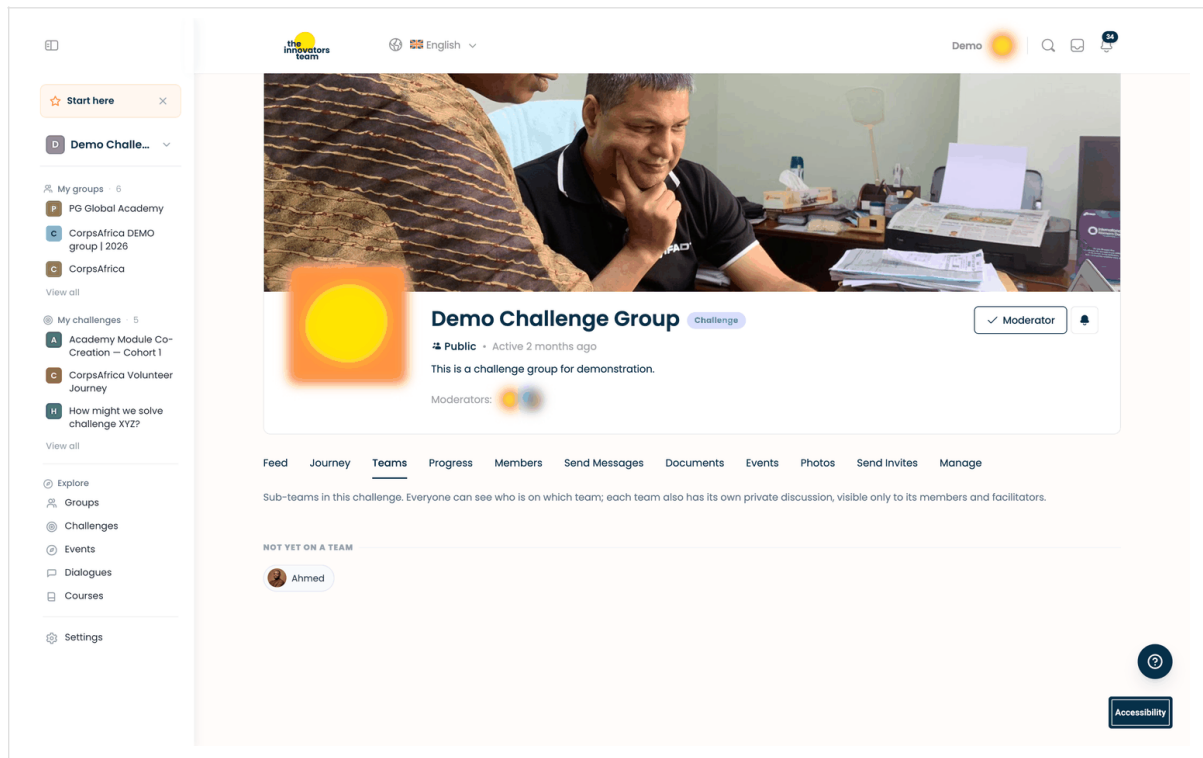
Larger challenges split people into **sub-teams**. If you are on one you will see a **Teams** tab and a **My Team** shortcut on your Journey. Everyone can see who is on which team; each team also gets a private discussion visible only to its members and facilitators.

Your team space holds your roster, your team thread, and your team's tasks with their status.

The key thing to understand: **being assigned to a team and completing work as a team are two different things**. An activity can be given to your team simply to limit who sees it, while each of you still completes it individually. Each activity says which of four modes applies:

Mode	What it means
Each person does this	You complete it yourself, even though your team was assigned it
One entry for the team	One person submits on behalf of everyone
Everyone on the team does this	Each member must submit before the team's task is done
The team marks it done together	No submission; the team agrees it is finished and marks it

Where a submission is needed you make it on the Journey tab as normal. Where the team simply marks something done, you can do that from the team space.



The Teams tab showing a team space and thread

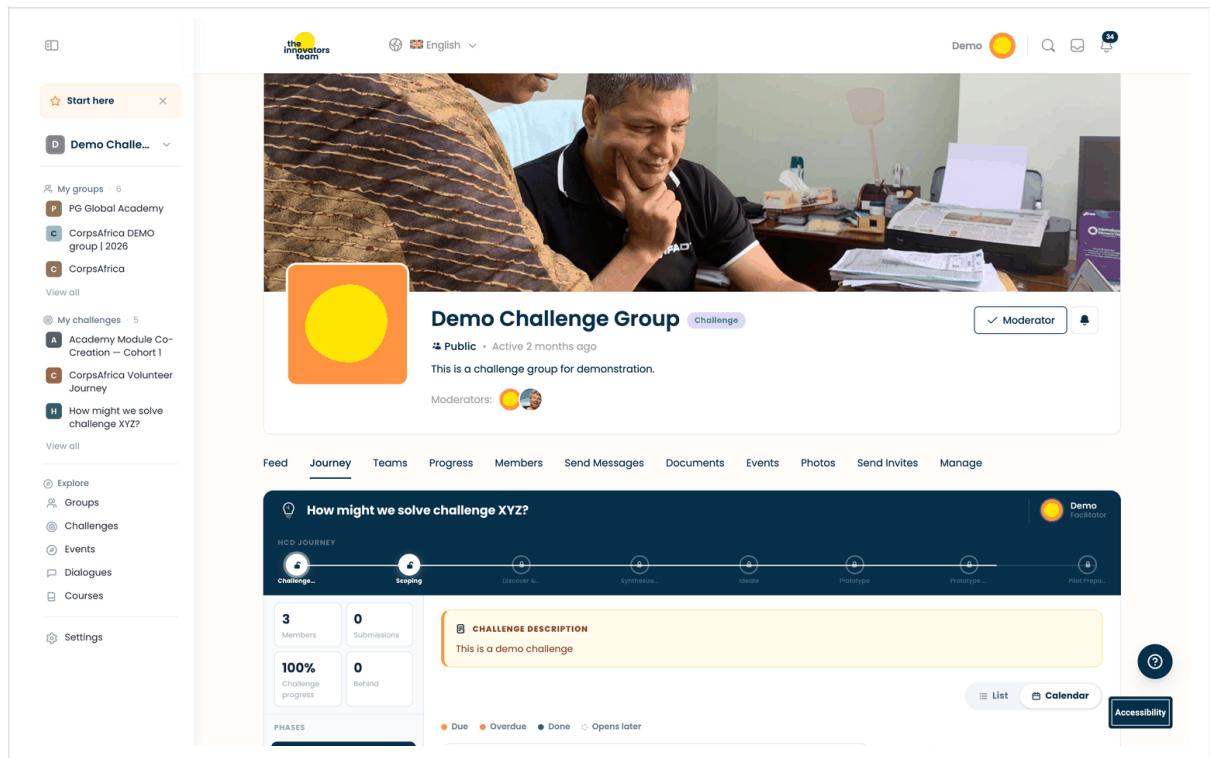
27. Deadlines and tracking your progress

Deadlines. Activities with a due date show a chip reading *Due [date] · [time] ([timezone])*. Once passed and not done, it turns red and reads *Overdue*. You also get email reminders as a deadline approaches.

List and Calendar views. A **List / Calendar** toggle sits at the top of the Journey. Calendar shows every dated activity across all phases in a month grid, including phases not yet open, which appear dimmed under "Opens later".

Click a day for its agenda. From an agenda card you can act directly: RSVP, mark a resource read, or mark a simple task done. Anything needing a full submission gives you an **Open in Journey** link to the right card instead.

Your progress. **My progress** counts the scored activities you have completed out of those assigned to you, across the phases you have reached. Phases you have not reached are excluded, so the figure reflects work you could actually have done.



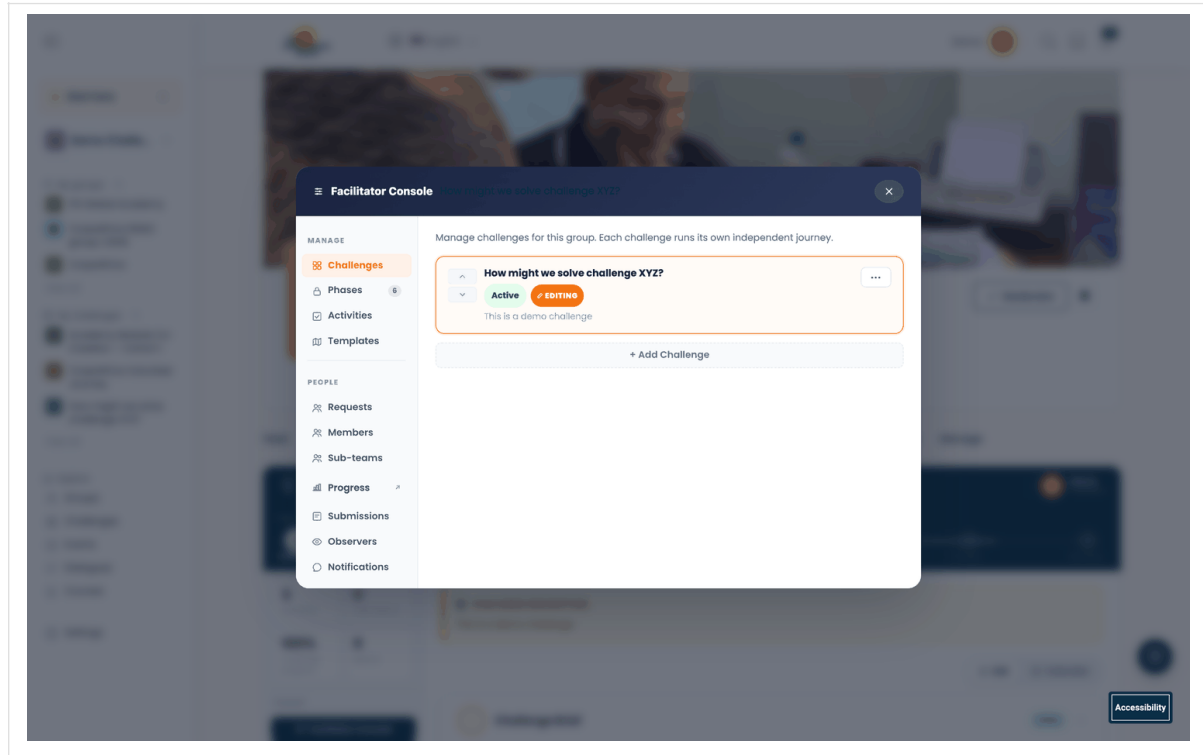
Calendar view with a day agenda open

Part 6. Running a challenge

For facilitators. Almost everything in this part happens in the **Facilitator Console**, opened from the button at the top of the phase list on the Journey tab.

The Console has two sections:

Manage: Challenges, Phases, Activities, Templates **People:** Requests, Members, Sub-teams, Progress, Submissions, Observers, Notifications



The Facilitator Console open, left nav visible

28. Setting up a challenge

Console → **Challenges**. A group can run more than one challenge, each with its own independent journey.

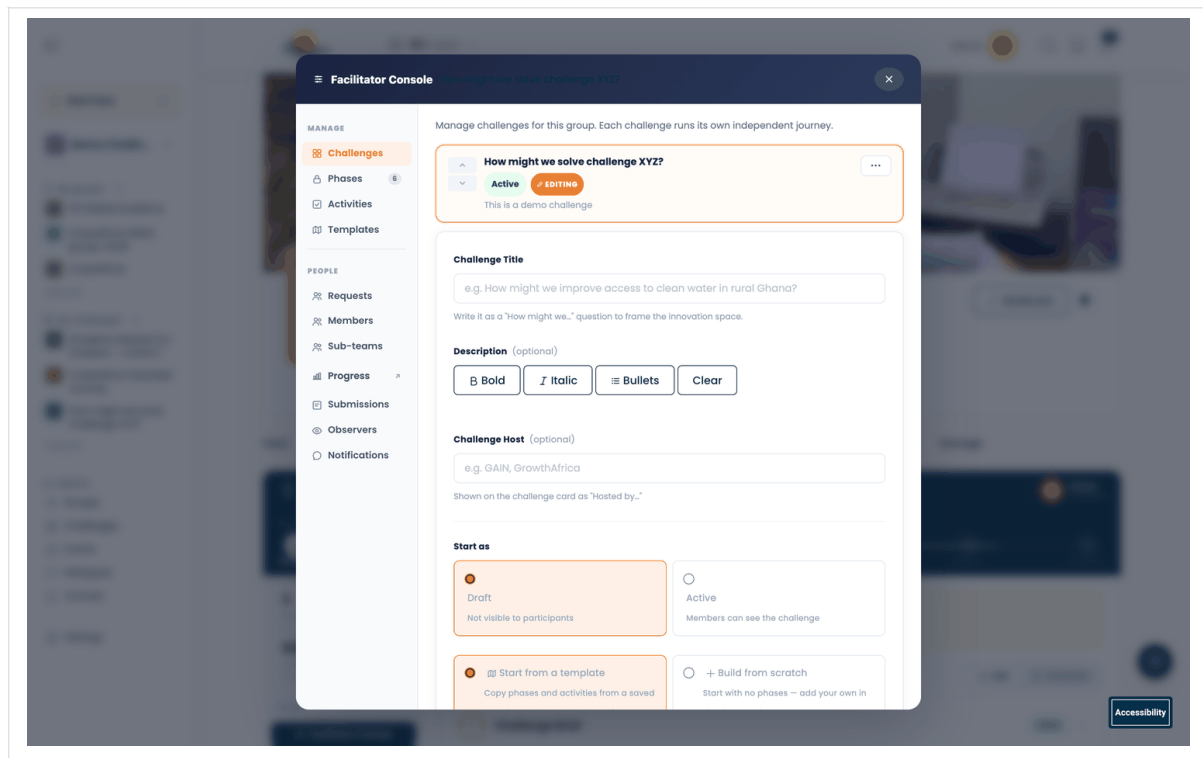
+ Add Challenge, then give it a name and description and choose how it starts:

- **Draft:** not visible to members yet
- **Active:** members see it immediately

All phases start locked; you open them when your cohort is ready.

You can also start from a template. Under **Templates**, choose a saved template or the standard HCD journey, which copies its phases and activities across. Courses, dialogues, members and workshop dates are **not** copied.

To save your own challenge as a template, use **Save as Template** and choose whether it is private to you or available to all facilitators.



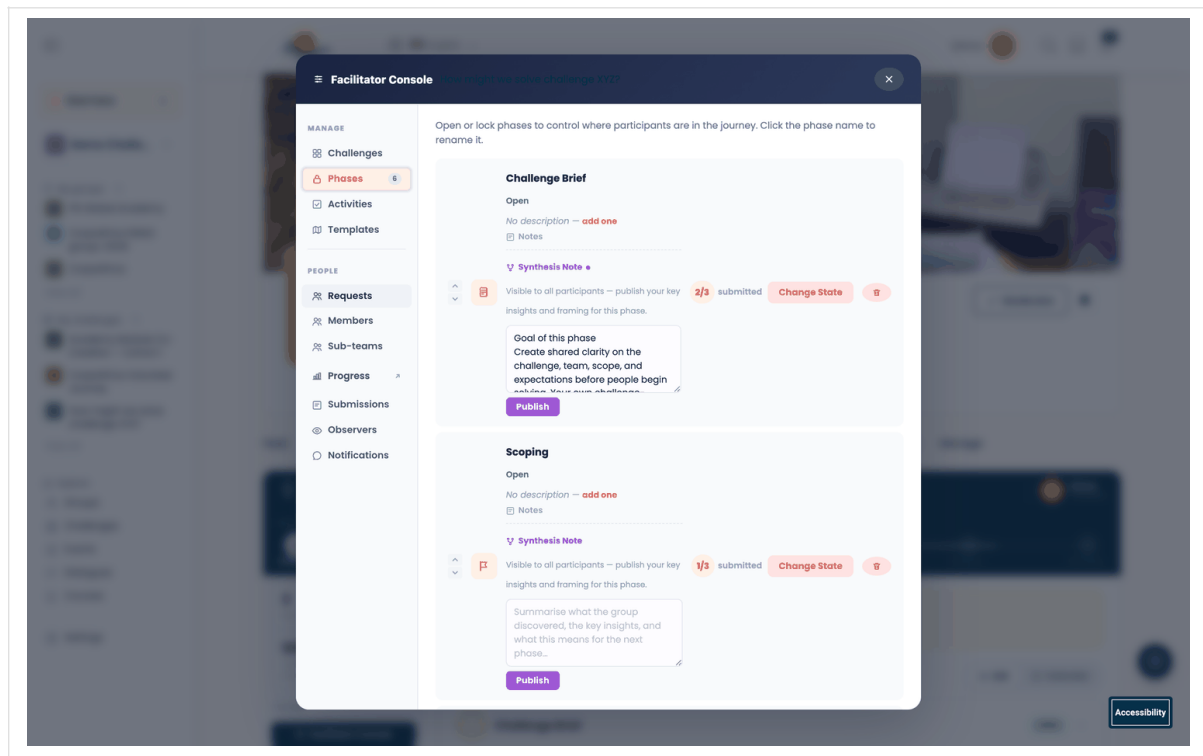
The Add Challenge form

29. Building the journey

Console → **Phases**. Add, rename, reorder, add facilitator notes, and open or lock each phase.

Opening and locking is your main control over pace. Members can only work in open phases; locked ones are visible but cannot be started.

When you open a phase, everyone assigned work in it gets a single digest email listing what they now have to do. This is deliberate: assigning work inside a locked phase emails nobody at the time, so you can build a phase out fully in advance without sending a stream of notifications.



The Phases panel showing open and locked phases

30. Adding activities

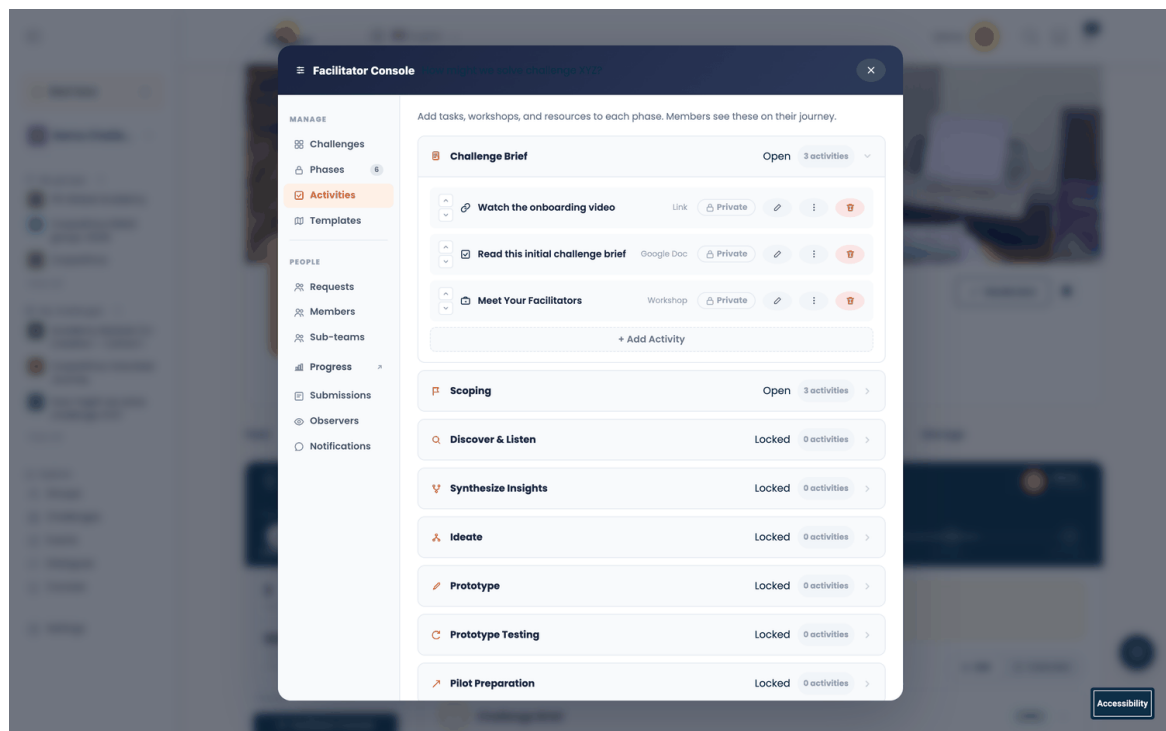
Console → **Activities**. Each phase shows its status and how many activities it holds. Click one to expand it. Each row shows the title, type, visibility, and controls to reorder, edit or delete.

+ **Add Activity**, then set:

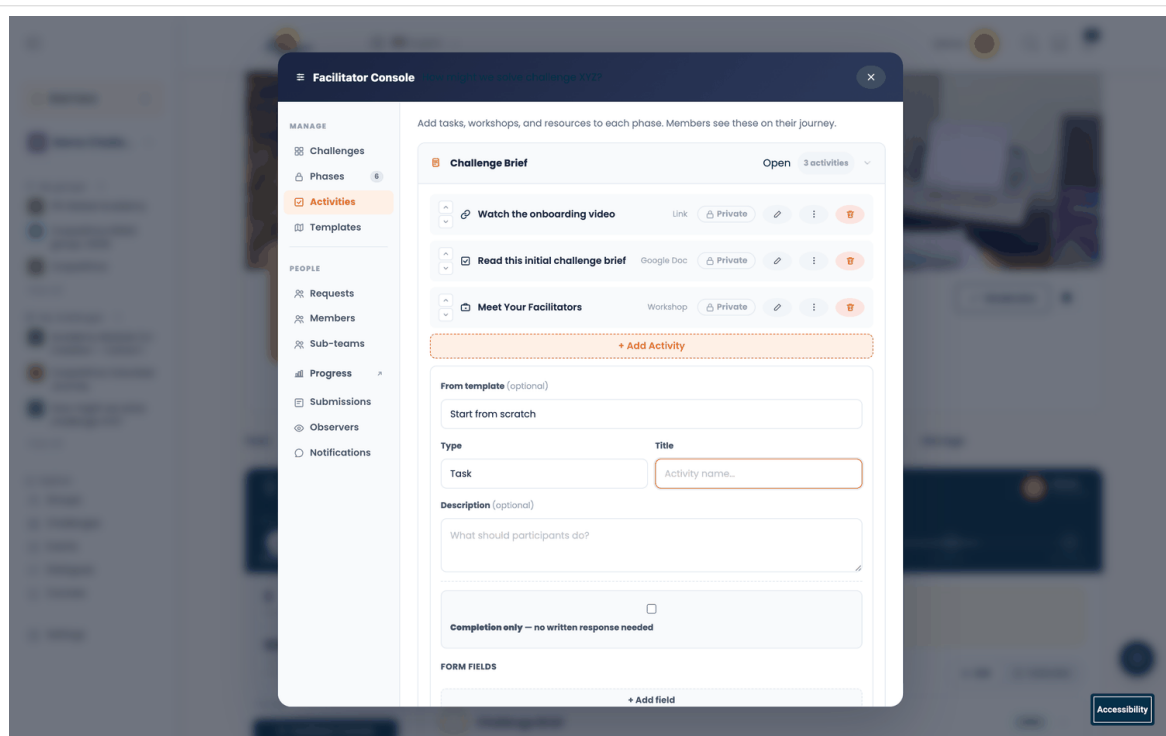
- **From template:** reuse a saved activity, or start from scratch
- **Type:** Task, Workshop, Resource, Voting, Course Lesson, Dialogue — Respond, or Dialogue — Submit Proposal
- **Title** and **Description:** what participants should do

Then the options that shape how it behaves:

- **Completion only — no written response needed.** Tick this when finishing the activity is the point and there is nothing to submit.
- **Form fields.** Use + **Add field** to build a structured response. Leave it empty and participants get a plain text box instead.
- **Enable peer voting:** others can vote on the submissions.
- **Allow file attachments:** participants can upload files with their response.
- **Allow multiple entries:** the activity is repeatable rather than a single submission.
- **Assign to.** + **Add assignee** for named people, + **All sub-teams** for every team. *Leave it empty and the activity goes to everyone.*
- **How is this completed?** See section 31. This is the setting most worth getting right.
- **Deadline.** Optional date, time and timezone, plus **Remind [N] hrs before**. Setting a deadline is what triggers reminder and overdue notifications; without one, nobody is chased.
- **Visibility:** who can see the submissions.



The Activities panel with a phase expanded



The Add Activity form

31. Access versus completion

This is the part facilitators most often get wrong, so it is worth being precise.

Assignment controls who can access an activity. Completion mode controls how it gets done. They are separate, and changing one does not change the other.

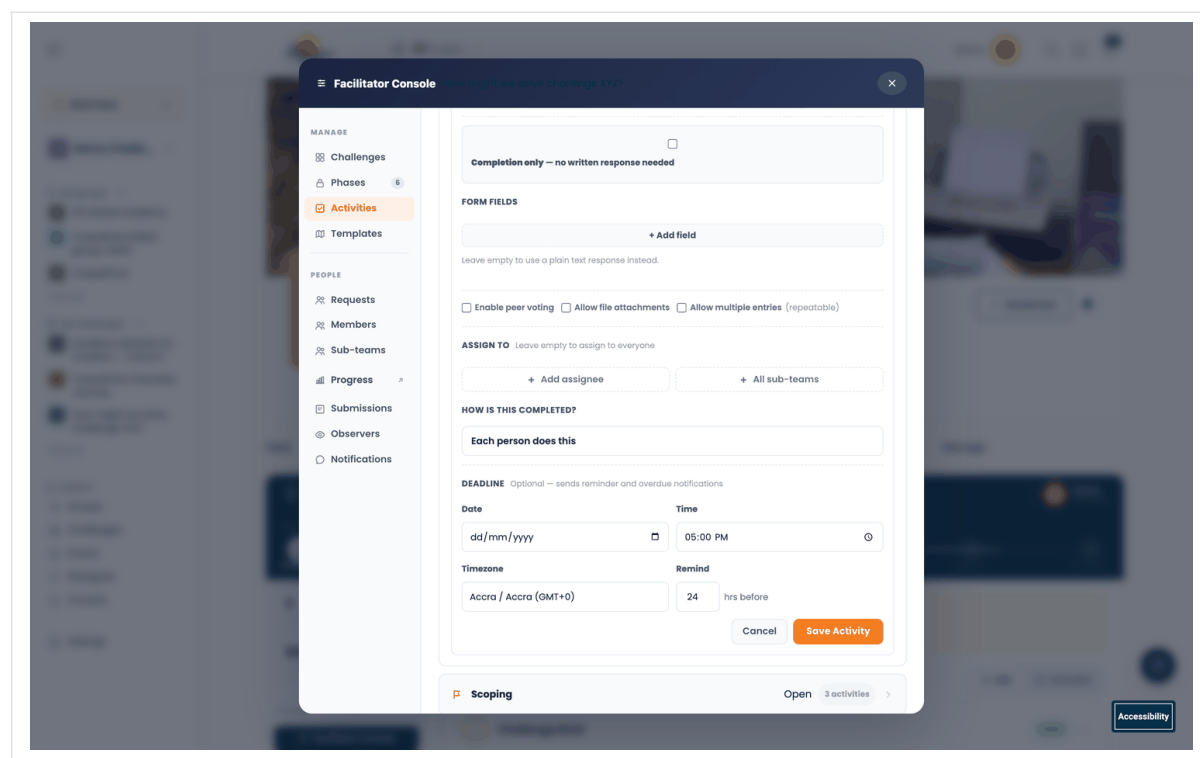
Assigning an activity to a sub-team narrows who sees it. It does **not**, by itself, make it team work. If you want the team to complete it together, say so under **How is this completed?**:

Setting	Meaning
Each person does this	Every assigned person completes it individually. The default.
One entry for the team	One member submits for the team; that completes it for everyone.
Everyone on the team does this	Every member must submit before the team's task is done.
The team marks it done together	No submission. The team agrees it is finished. Use this for work done off-platform, such as a session the team runs itself.

The team options only become available once a sub-team is actually assigned.

Visibility is a third, separate setting: who can see submissions once made. Private, team, or the whole challenge.

Worked example. You want each member of Team A to write their own reflection, but only Team A should read them. Assign to Team A, set completion to Each person does this, and visibility to Team. If you set completion to One entry for the team instead, one reflection from one member would complete it for all of them.



The screenshot shows the 'Facilitator Console' interface. On the left is a sidebar with navigation options: MANAGE (Challenges, Phases, Activities, Templates), PEOPLE (Requests, Members, Sub-teams, Progress, Submissions, Observers, Notifications), and a search bar. The main panel is titled 'Completion only — no written response needed'. It contains a 'FORM FIELDS' section with an 'Add field' button. Below that are checkboxes for 'Enable peer voting', 'Allow file attachments', and 'Allow multiple entries (repeatable)'. The 'ASSIGN TO' section has a dropdown for 'Add assignee' and a button for 'All sub-teams'. The 'HOW IS THIS COMPLETED?' section has a dropdown menu currently open, showing four options: 'Each person does this', 'One entry for the team', 'Everyone on the team does this', and 'The team marks it done together'. Below this is a 'DEADLINE' section with fields for 'Date' (dd/mm/yyyy), 'Time' (05:00 PM), 'Timezone' (Accra / Accra (GMT+0)), and 'Remind' (24 hrs before). At the bottom are 'Cancel' and 'Save Activity' buttons. An 'Accessibility' button is in the bottom right corner.

The "How is this completed?" selector open with all four options

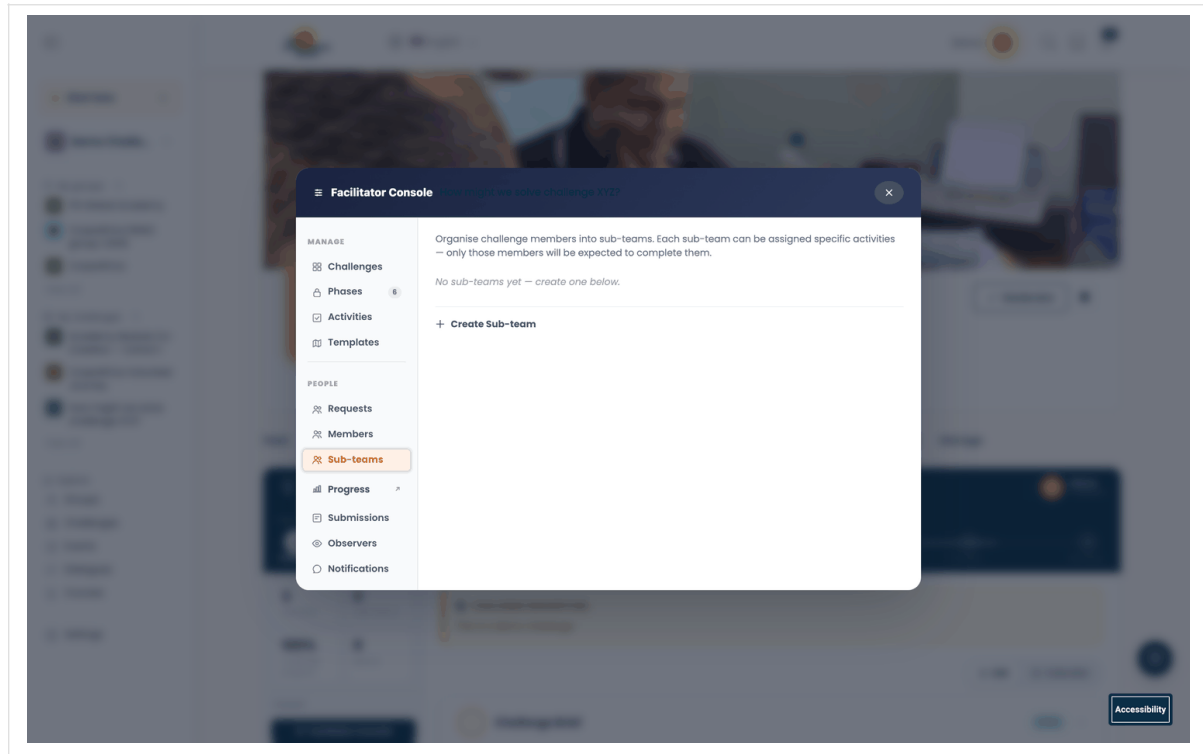
32. People

Requests. Join requests arrive here. Approve or deny.

Members. Who is taking part. You can search the whole platform from here and add someone straight into the group.

Sub-teams. Create teams and add members. Someone can be on more than one. Members not yet on a team see a banner telling them so, rather than an unexplained empty team space.

Observers. Observers see the challenge without taking part. They are not assigned work and do not appear in progress figures. Use this for funders, colleagues or evaluators who need visibility but are not doing the work.



The Sub-teams panel

33. Reviewing and tracking

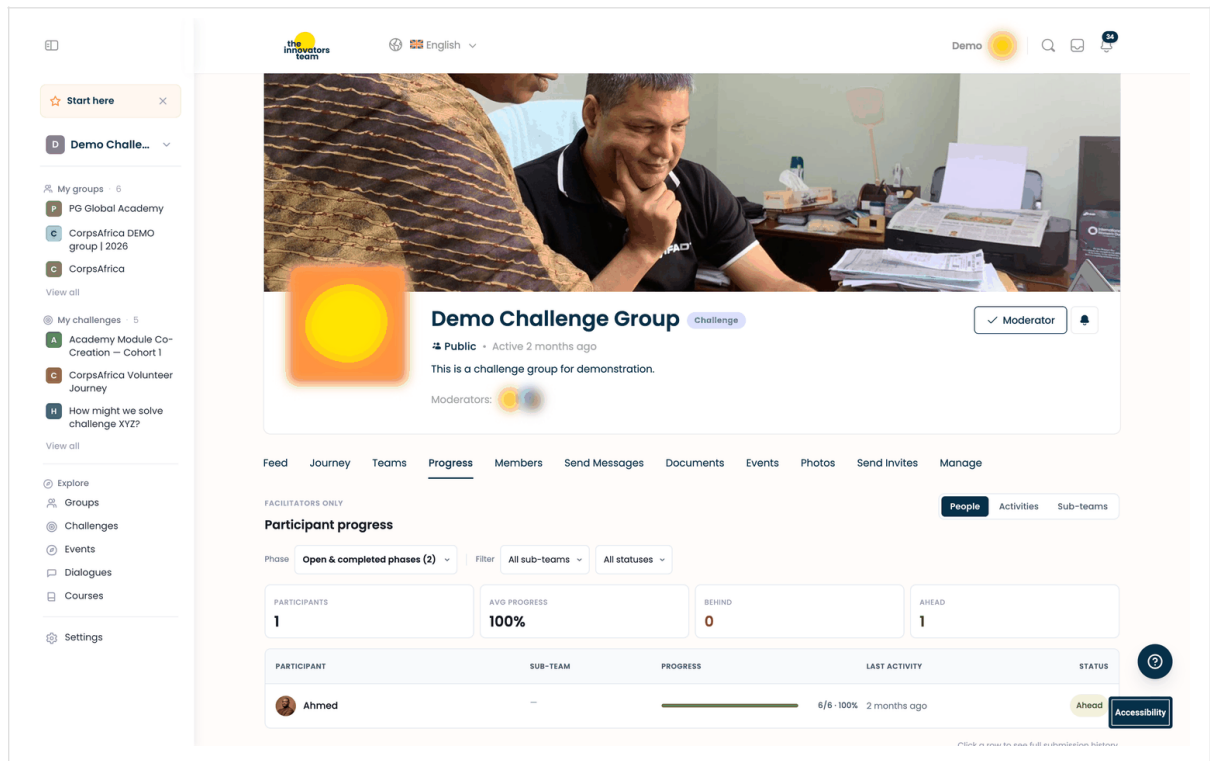
Submissions. Everything members have submitted, in one queue for review. You can export the challenge's data from here.

Progress. Opens the Progress tab, visible to facilitators only. A phase picker lets you look at:

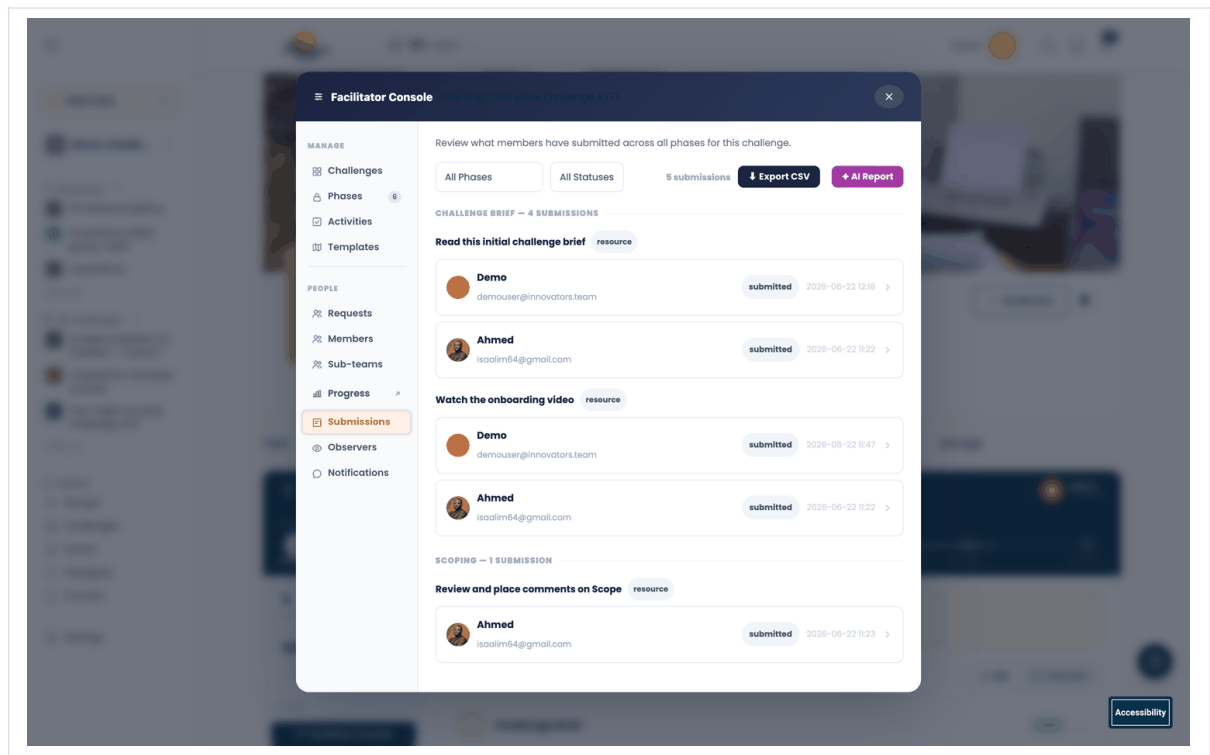
- **All open phases:** the default, and usually the fair view
- **A single phase**
- **All phases, including locked:** which makes everyone look behind, since it counts work nobody can start yet

You get the cohort average, how many people are behind, and a per-member breakdown. Click a member for their timeline. A sub-team lens shows how each team is doing.

Notifications. Shows who will be emailed and when, and logs what has actually been sent, so you can check whether a reminder went out.



The Progress tab with the phase picker open



The Submissions queue

Part 7. Reference

34. Glossary

Challenge: a structured piece of work with a question, a cohort and a journey. **Phase:** one stage of a journey. Open, locked or completed. **Activity:** a single piece of work inside a phase. **Facilitator:** someone who runs a challenge. Also called a moderator. **Observer:** someone who can see a challenge without taking part or being counted. **Sub-team:** a smaller group within a challenge, with its own space and thread. **Completion mode:** how an activity gets done: individually, or one of three team ways. **Visibility:** who can see submissions: private, team, or the whole challenge. **Journey:** the full sequence of phases in a challenge. **Storefront:** an entrepreneur's listing in the Marketplace.

35. Policies and terms

This guide sets out how the Innovators Team community works in practice. It is not a contract and it does not replace the platform's formal policies.

- **Terms and conditions:** innovators.team/terms-and-conditions
- **Privacy policy:** innovators.team/privacy-policy

The privacy policy is the authoritative statement on what personal data the platform holds, what it is used for, and the rights you have over it, including access, correction and deletion under GDPR.

Two things it is worth repeating here, because they surprise people:

- Content posted in **public or open groups** may be visible to people who are not members, and may be indexed by search engines.
- If you **delete your account**, your name and profile are removed, but content such as threads others have replied to may be kept in anonymised form so those conversations still make sense.

Where a challenge or group sets its own terms, for example on confidentiality or intellectual property, those are provided by the host and take precedence over the general guidance in Part 2.

36. Getting help

The **Help** button at the bottom right of every page reports an issue directly to the platform team. Use it whenever something does not work as this guide describes.

You can also email support@innovators.team.