



Account Owner Help Guide

latest update 1st November, 2021

GlobalWorkshop system, companion mobile apps and content in this guide
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1. Key concepts

This section is a must read - to help you understand the overall concepts of GlobalWorkshop. Further sections of this Help Guide show you exactly how to use these features and other features.

1.1. Overview

GlobalWorkshops mission is to make it easy to capture all visual information around a Vehicle (land, sea or air!) enabling you share it with customers as progress happens *and* automatically build up a beautiful searchable history of that vehicle.

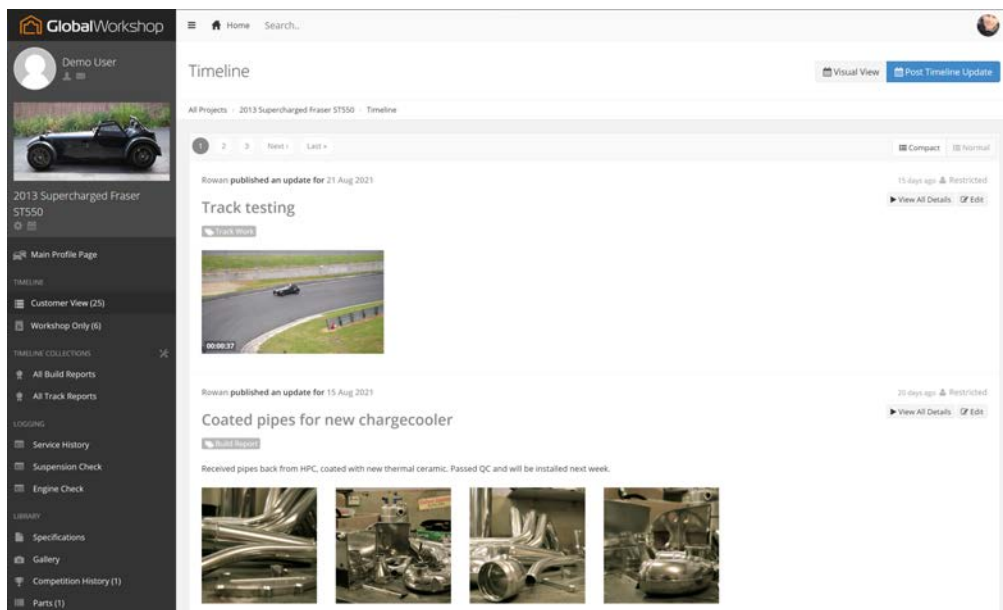
1.2. Your Account & workshop

Each GlobalWorkshop account is secure, private and associated with a specific business - you can't see someone else's workshop account and vice versa. Your *Workshop*, is your collection of projects that may be for your customers, for yourself or a mixture of both.

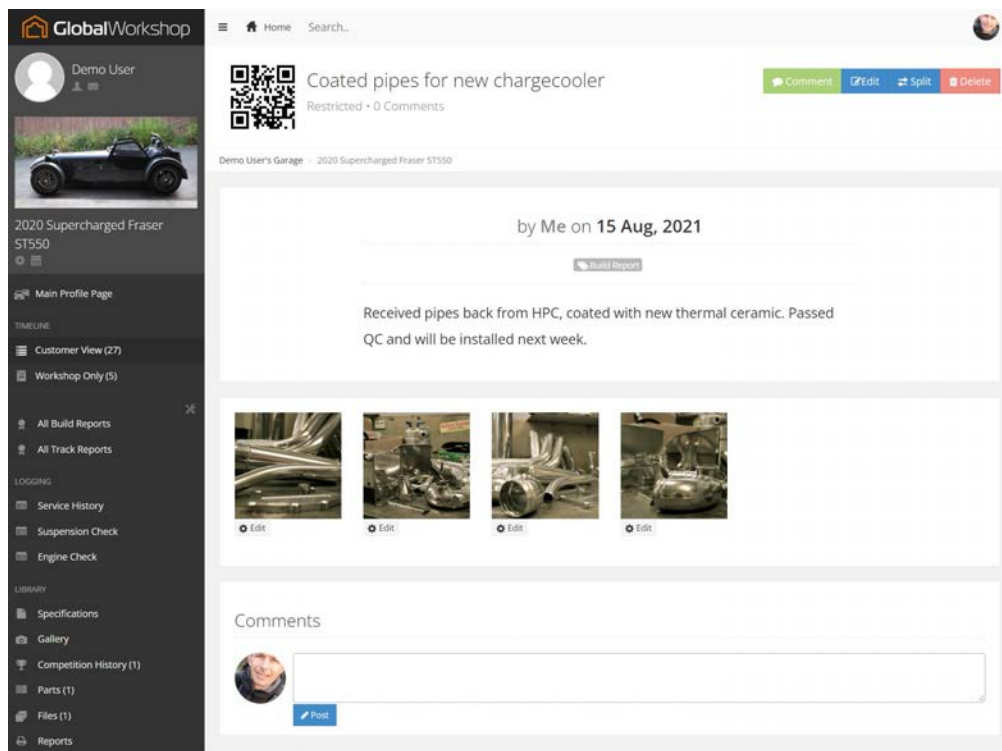
1.3. Projects and Timelines

Projects and their respective timelines are central to how GlobalWorkshop functions. Depending on the industry your account is setup for these are known as Cars, Boats, Aircraft etc. Once a project is created you can add **Timeline Updates** to it. These are groups of photos, videos and notes of things that happen over time. You can selectively choose when and if these timeline updates are shared with your customer.

A project, showing a timeline with 2 timeline updates:



And an individual timeline entry:



- A **project** is a single car, boat, plane in your workshop
- Each **project** is associated with an **Owner**. This is normally your customer
- Each **Project** has a list of **Timeline Updates**. These are things that happen over time
- Every project, and timeline update has **privacy settings** so you can choose whether something is completely public, restricted you and the owner, or just for your workshop
- There are also additional features on a project to capture additional things such as parts, specifications and more.

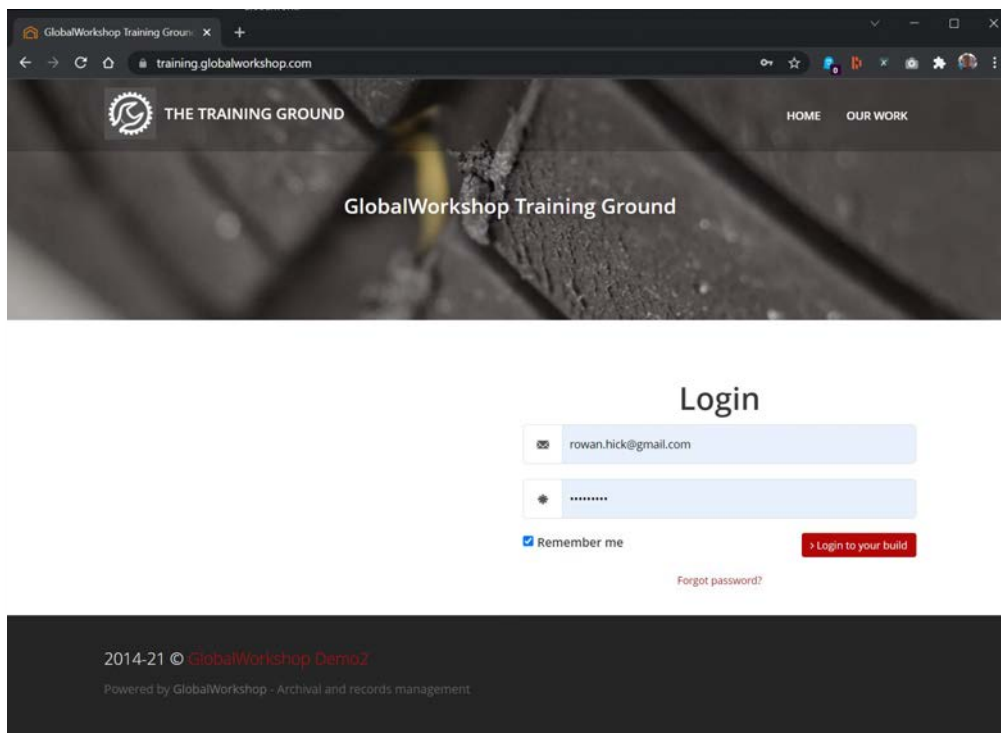
1.4. Organising and finding information

With a comprehensive search system, along with optional tags and collections GlobalWorkshop makes it easy to look back on the history of a project, or search across all your projects

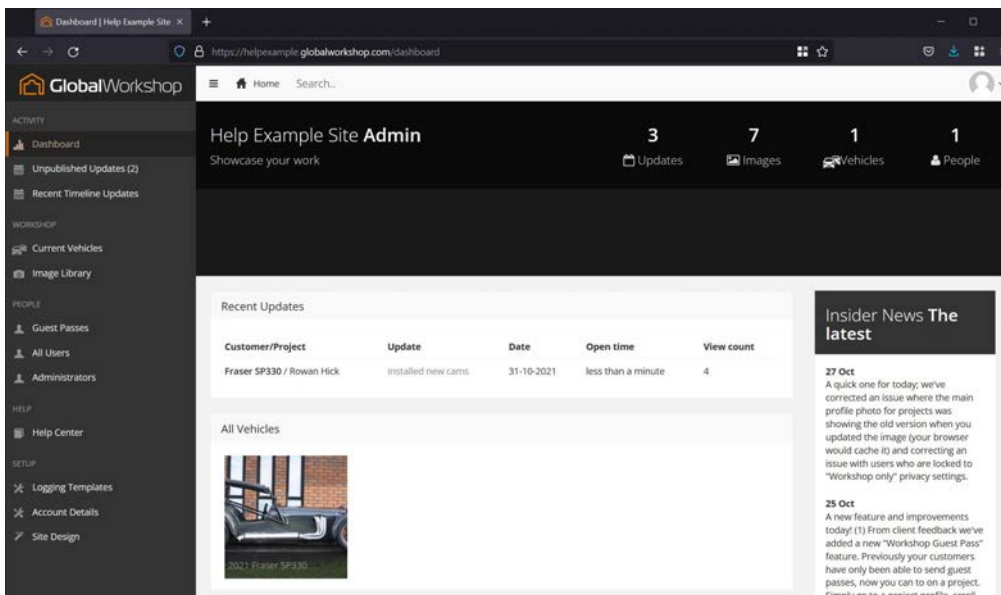
- There is a **tag** and **collection** feature to help categorise your timeline for a project, so you can easily see either stages of a build, or only things to do with an area of the project
- There is a **search system** that allows you to search across all text recorded on timeline updates

1.5. Accessing GlobalWorkshop

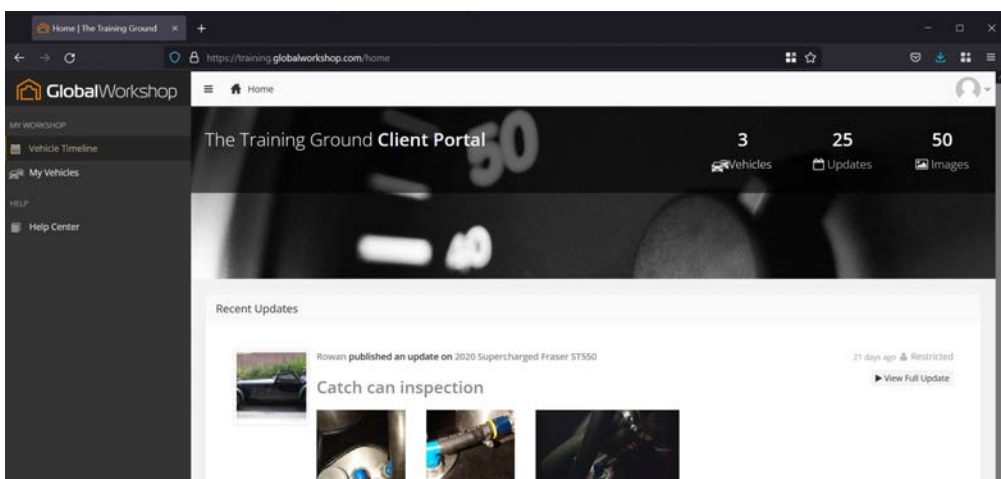
Your business will get it's own unique GlobalWorkshop URL (website). Depending on the user who logs in, or accesses via a Guest Pass, will govern what they have access to:



- **You and your staff** As an account holder you access GlobalWorkshop with your own email and password that you setup when you register. You can setup login's for your staff and select what things they can do within your GlobalWorkshop account.



- **Your customers** When you setup a Project, you provide the name and email address of the owner of that project so that they can setup a password and get access to their own project(s). They will only get access to their project **and only when you Notify them to do so**



With the primary purpose to give clients a professional, easy to navigate, history of their builds

The screenshot shows the GlobalWorkshop interface for a project titled "2020 Supercharged Fraser ST550". The browser address bar shows the URL: <https://training.globalworkshop.com/projects/96/supercharged-beasty>. The page features a dark sidebar on the left with navigation links such as "Main Profile Page", "Timeline Updates (22)", "All Build Reports", "All Track Reports", "Logging", "Service History", "Suspension Check", "Engine Check", "Library", "Specifications", "Gallery", "Competition History (1)", "Parts (1)", "Files (1)", "Reports", "Profile Settings", "Collections", "Tags", and "Guest Passes". The main content area is titled "2020 Fraser Clubman Supercharged Fraser ST550" and includes a "Post Timeline Update" button. Below the title, there is a section "About this vehicle" with the following specifications: "Supercharged Works Fraser Clubman 'ST-550'", "Engine: Honda K20A w Rotrex C30-94", "Gearbox: Toyota W55 5 Speed", "Suspension: Inboard pushrod (Front) De Dion (Rear)", and "Brakes: Wilwood Crossdrilled w Dynalite (Front)". The "Latest updates" section shows two updates: "Catch can inspection" published on 10 Oct 2021 and "Cold start testing" published on 07 Oct 2021. Each update includes a video thumbnail and a "View All Details" link.

- **Guest Passes** Both you and your customer can create guest passes. These are "View Only" links to a given project, the guest pass can only view the Project and the Timeline updates. They can also subscribe to follow along with progress.

Note: Because a person may have a project with more than one company or may want to setup their own GlobalWorkshop account for their own private collection, their login/password is the same across all GlobalWorkshop Accounts. You can disable access to your GlobalWorkshop site but you can't see/manage the person's password

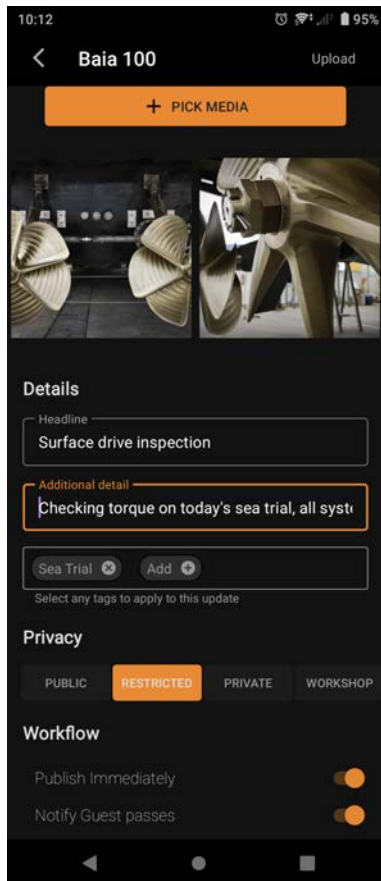
1.6. Mobile app access

In late 2021 we began development of our mobile apps for iPhone and Android. These are primarily designed in their first versions to enable you to very quickly capture, and see timeline updates direct from your phone.

While you can access GlobalWorkshop from a mobile browser, the apps allow for more advanced features like offline saving of updates which is not possible by browser.

App development is more intensive than web development as such we are starting with a core feature set to compliment the primary experience in browser

You can read about the mobile apps in the companion help guide to be released mid November 2021.

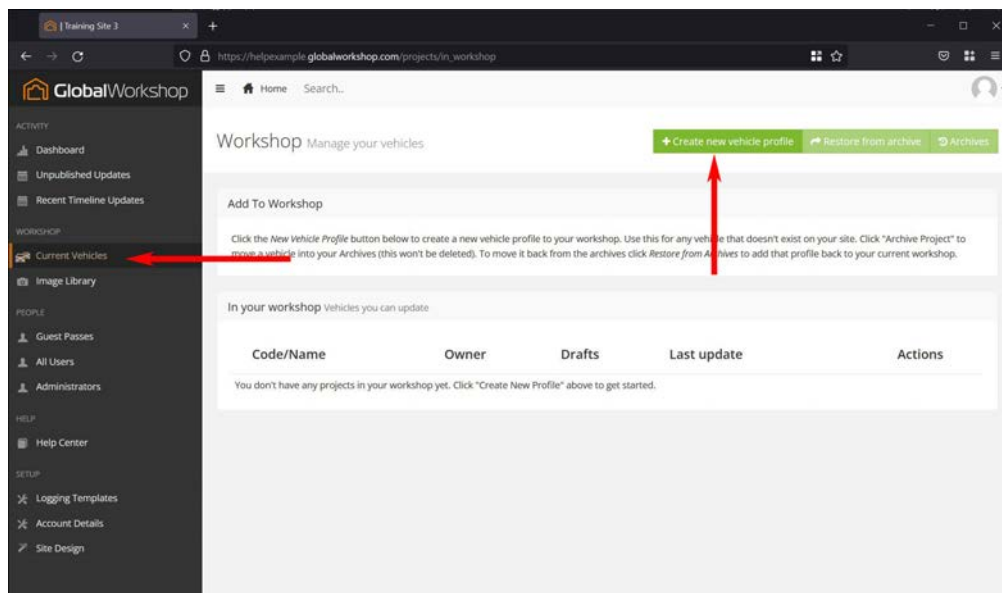


2. Creating Project Profiles

We will take you through creating a vehicle profile attached to a new customer. After a project is created then you start adding Timeline Updates (for past or present). When you're happy with the profile you can then Notify the owner, to register on your site, and see their project.

2.1. Instructions

- Go into **Current Vehicles** this may also be known as **Current Vessels**, or **Current Aircraft** depending on your industry. This is known as your **workshop** where projects are stored.



- Click on **Create New Profile**
- Fill out the First Name / Last Name / Email address of the customer (they won't be emailed until you Notify them) Click **Next Step**

Step 1 Pick or Create Customer

Pick from the customers on your site below, or setup a new customer

Existing User on site

Create new User

First Name Last Name Email

Enter the details above. An account will be created for this customer, but they won't be emailed details until you press "Notify" on their profile

- You'll be taken to the **New Profile** page. Here is where you setup the **general details** on the project. Fill out the required details and ensure you put a recognisable **name** for the project (you can always come back and edit this later). Make sure you select your best photo for this project - it's what everyone sees in your workshop, and apps.

General Details - required

Type

Name
Personalised name for this project

Year
Manufacturing Year

Make
Original manufacturer of vehicle

Model
Original model of vehicle

Optional Details

Profile Photo (recommended) No file chosen
Select your best photo for this vehicle. Pictures in landscape look best for profile photos

About this Vehicle
Put in a brief description about this vehicle. For a detailed specification use the entries below, along with the Specification Sheet once this profile is complete.

- Setup the privacy for the project. You can choose either **Public** as the name implies will be publicly visible. **Restricted** and **Private** can be selectively chosen as you are able to give out guest passes, but lock off functionality from guest pass viewing.

Privacy Settings

	Public	Restricted	Private
	Available to anyone, search engines etc. Visible on the public areas of this site.	Only people logged in to this can see this vehicles profile. Any guest passes will be able to see this.	Only you and the workshop that manages this site. Also visible to Guest Passes with private flag set.
Main Profile and Timeline **	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Gallery	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Competition History	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Specification Sheet	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Parts Listing	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Logging	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

The above settings allow you to control the individual privacy of parts of your vehicles profile. You can come back and change them at any time to change the privacy of any items.

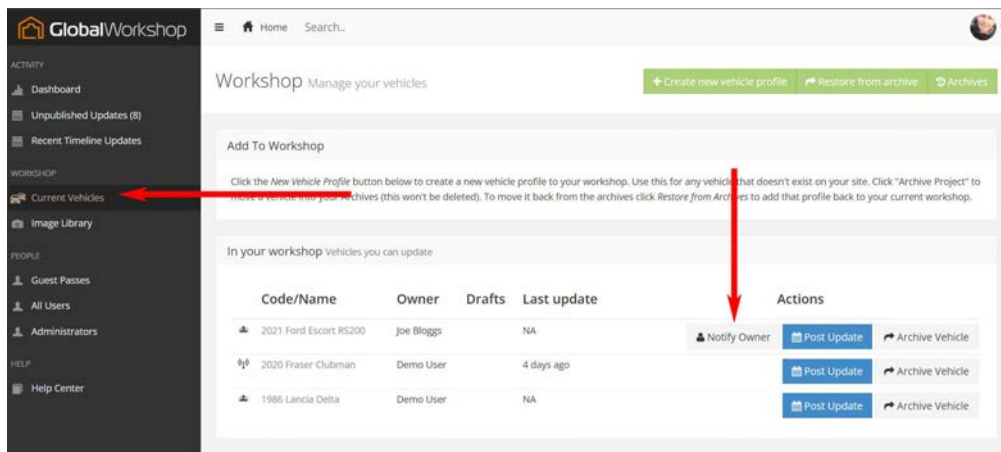
** This is the default setting for any timeline updates. You can override these on a post by post basis to have a mix of public/private items. Changing this setting afterwards will not retroactively apply to individual timeline updates - it will control access to the overall profile.

Now the profile will be available in the Workshop area of your site. You can add anything to that profile by clicking on the vehicle link in the Workshop management area.

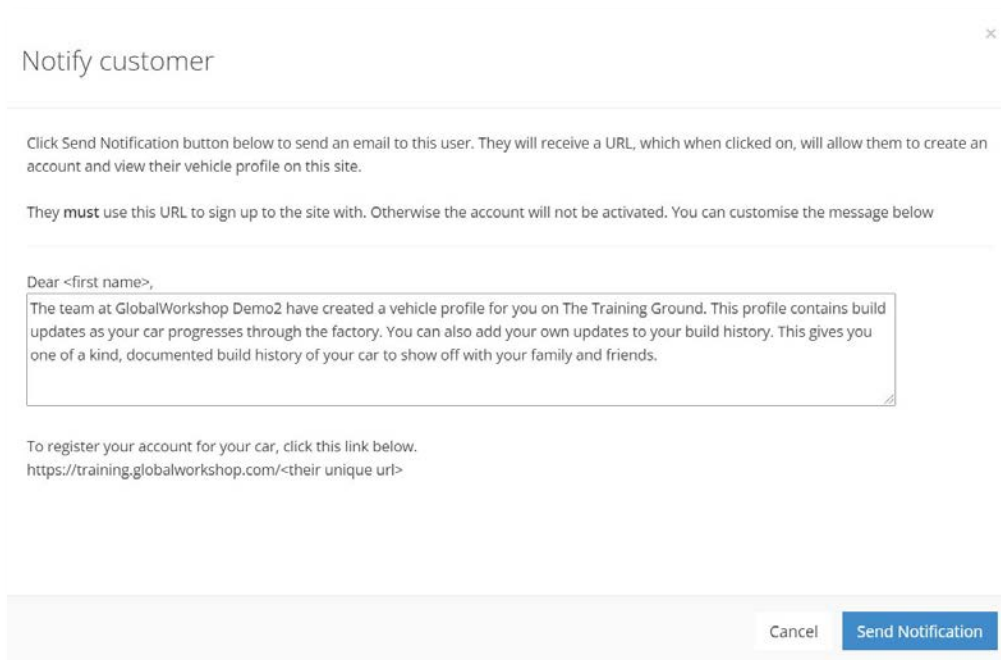
2.2. Notifying an owner (the customer)

Once you have a project setup, you then need to Notify the Owner. This is so that they can set their password, and see the Project details that you upload. *Until you've notified the Owner, and they have registered, they will not see any details you upload*

- Go into **Current Vehicles**



- Click on **Notify Owner** beside the customer's car
- A popup will appear allowing you to customise the message sent to the customer



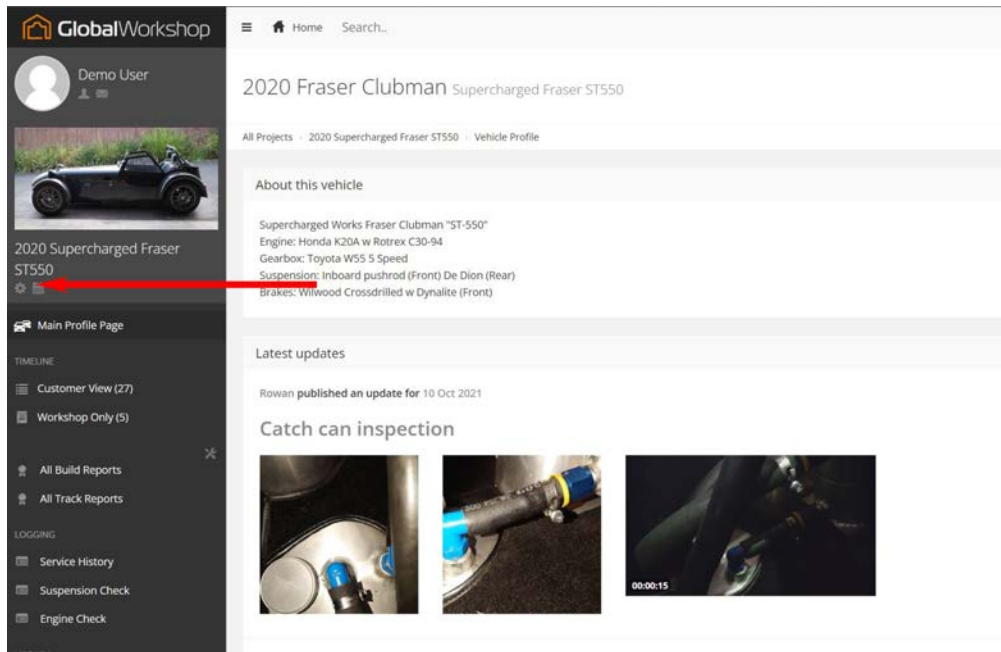
- Once you click send, an email will be delivered to them, prompting them to register
- The Owner will receive an email, with a link in it, prompting them to register
- Once they have **completed registration** the Notify Owner button will disappear
- Then they will get updates as you post them.

Note: The Notify Owner button only disappears once the Owner has registered for their profile.

2.3. Editing the Project

If you make a mistake, or want to edit your project

- Go to the Project Profile (by either Workshop > Click on Name, or Dashboard > Click on Project)

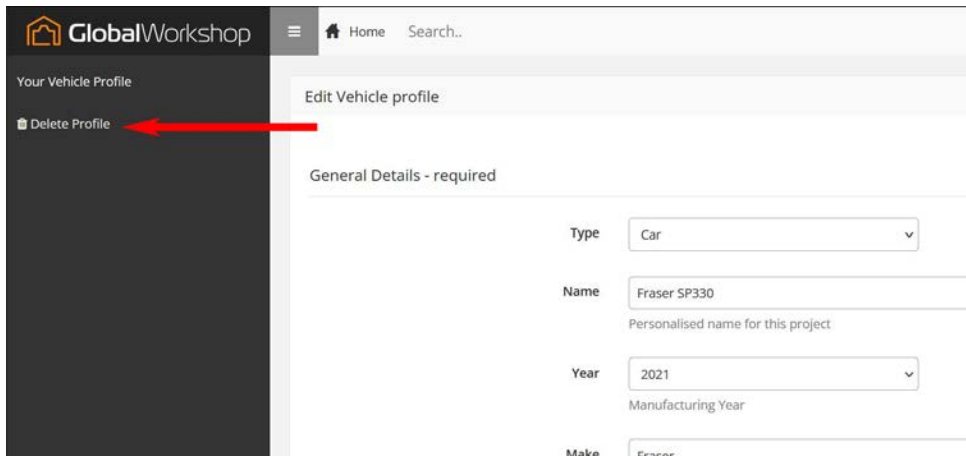


- Click on the Gear Symbol to the bottom left of the project
- You will then get the same screen as when you created the project to change any details

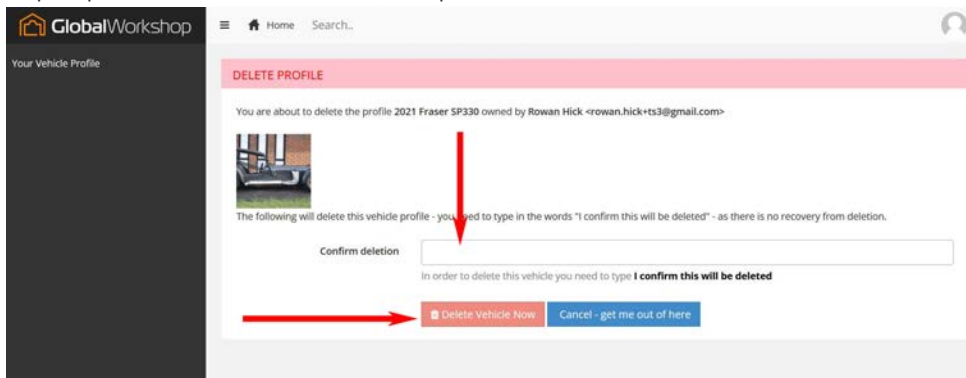
2.4. Deleting a Project

If you make a mistake, and want to delete a project do the following

- Go to the Project Profile (by either Workshop > Click on Name, or Dashboard > Click on Project)
- Click on the Gear Symbol to the bottom left of the project
- Click on Delete Profile



- You will be prompted to enter in text to confirm, then press the confirm button



For any project with existing timeline entries, please contact support@globalworkshop.ws and we will schedule deletion of the project for you.

2.5. Changing the owner of a Project

This is a feature on the roadmap, for now we will handle this for you. Please contact support@globalworkshop.ws and we will assist

2.6. Protip: Your own vehicles vs your Customers

The above steps are for your customers vehicles. If you have your own, or your company vehicles that you would like to manage on GlobalWorkshop, then you should just select your Personal details when adding a project.

3. Project Timeline Updates

3.1. Overview

Timeline updates are what you use to record progress on a project. Each project can have an unlimited number of timeline updates - we recommend at least once a week on active projects. We've found customers are incredibly fast from the time you click Publish Now till when they login - usually in under an hour. They really do appreciate their updates to their projects!

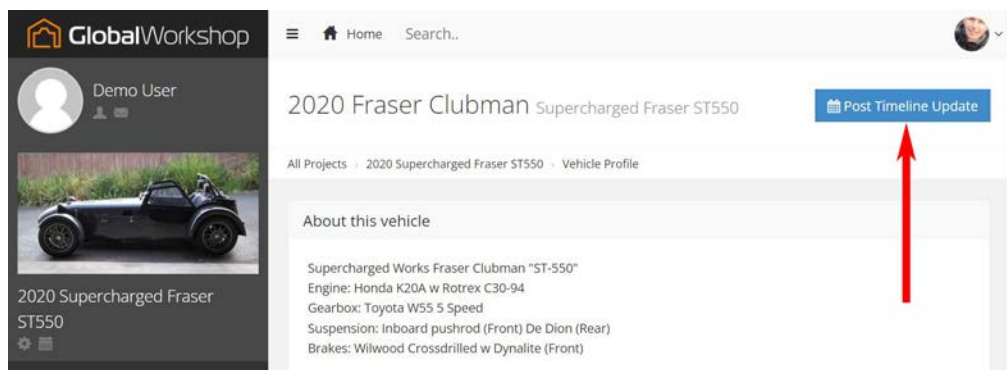
You can create updates for work you do now, or, work you've done in the past and the projects history. These can be also used to capture events, maintenance, race wins and more. Anything that happens on a particular date with Photos or Videos?record it in the timeline.

These timeline entries can be for the owner, or you can keep them locked to the Workshop.

3.2. How does this work

After you have created a profile for a customer vehicle, at any time you can Publish a Timeline Update. You create the update with some description - what it was for, along with any images, then publish it. The customer gets notified of the update, they can then login and see their update.

3.3. Instructions



- Go into *Workshop* > (*Select a Car Profile*) for the project you want to update.
- Click *Post Timeline Update*

Date 2021-10-31
* Required. If you're updating information that occurred in the past, set this date here to correctly reflect the vehicles history

Headline Installed new cams
* Required - This is shown in your vehicles timeline

Notes Higher lift cams with more overlap to increase mid-range torque. Fitted and road tested.

Privacy
 Public anyone can see this and share this, logged in/logged out.
 Restricted workshop, owner, and all owners guest passes can see this
 Private workshop, owner, and all owners guest passes that are set to private can see this
 Workshop only workshop (Clever Robots Limited) can view this.

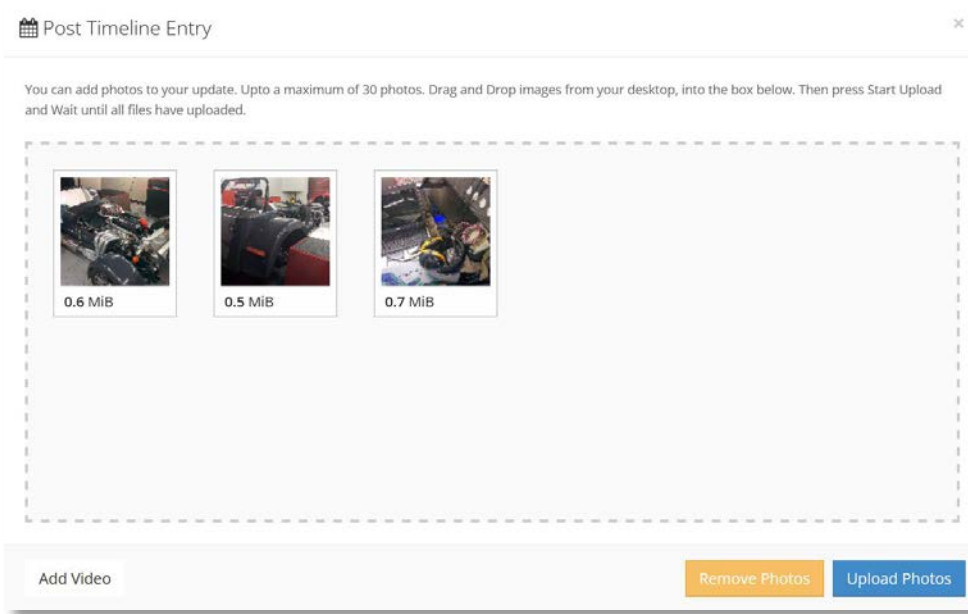
Cancel Next

- Fill out headline, notes, choose a privacy level
- Click *Next*
- The timeline update will be automatically saved. At this point you can add photos.
- Drag and drop photos from your desktop on

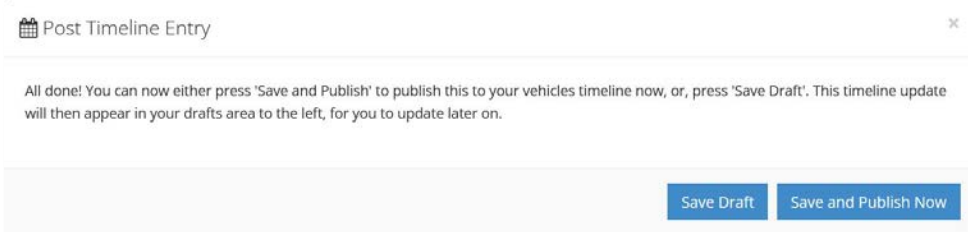
You can add photos to your update. Upto a maximum of 30 photos. Drag and Drop images from your desktop, into the box below. Then press Start Upload and Wait until all files have uploaded.

Drop files here to upload

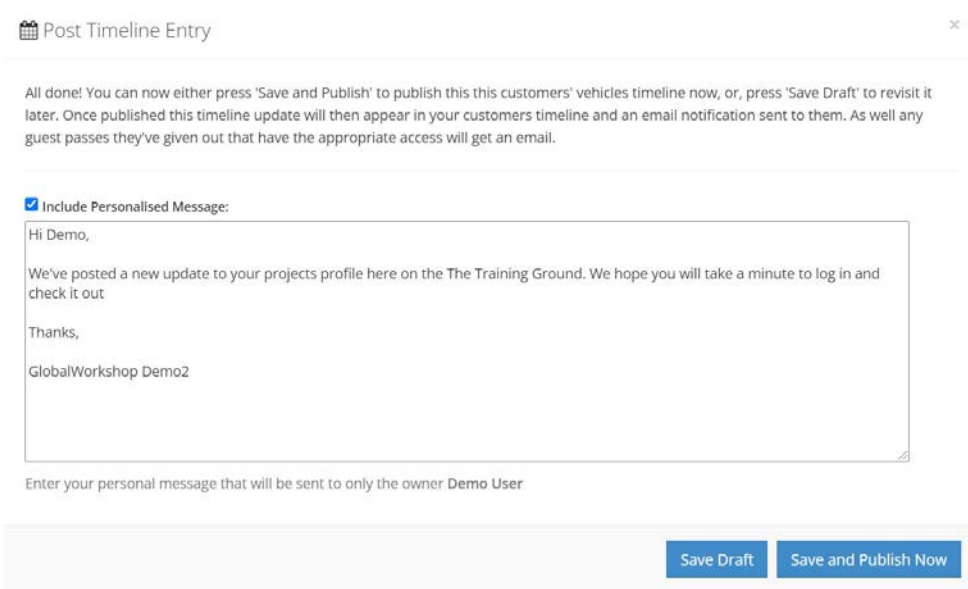
Add Video Upload Photos



- Click *Upload Photos*, wait for a green tick to appear beside each photo. (OR) if you don't want photos then click - Skip, to go straight to publishing. If your customer has not been notified, and not registered an account yet, this is what you will see:**



If your customer has registered, then this is what you will see



- Click on *Save Draft* to save it and come back later (OR) Click *Save and Publish Now*. If the customer has registered then they will be send a notification email and app notification if they've installed one of the mobile apps.
Note: When you're publishing the timeline update, you can also provide a personalised message to the customer, this is shown only to the customer in the email sent to them.
- Once you save, this will be the timeline entry

The screenshot shows the GlobalWorkshop interface. On the left is a dark sidebar with navigation options like 'Main Profile Page', 'Customer View (2)', 'Workshop Only (0)', 'All Build Reports', 'Specifications', 'Gallery', 'Competition History (0)', 'Parts (0)', 'Files (0)', 'Reports', 'Collections', 'Tags', and 'Guest Passes'. The main content area displays a timeline update for '2021 Fraser SP330' by Rowan Hick on 31 Oct, 2021. The update title is 'Installed new cams' and it is marked as 'Private' with '0 Comments'. The update text reads: 'Higher lift cams with more overlap to increase mid-range torque. Fitted and road tested.' Below the text is a gallery of five images showing engine work. At the bottom, there is a 'Comments' section with a text input field and a 'Post' button.

- After you've created a timeline update, it will appear in the projects timeline.

This screenshot shows the '2021 Fraser Special Projects' timeline for 'Fraser SP330'. The sidebar is similar to the previous screenshot. The main content area shows 'All Projects - 2021 Fraser SP330 - Vehicle Profile'. A 'Post Timeline Update' button is visible. Under 'Latest updates', it shows the same update as the previous screenshot: 'Installed new cams' by Rowan Hick, published on 31 Oct 2021. The update text and image gallery are identical. There are 'View All Details' and 'Edit' links for the update.

3.4. Comments

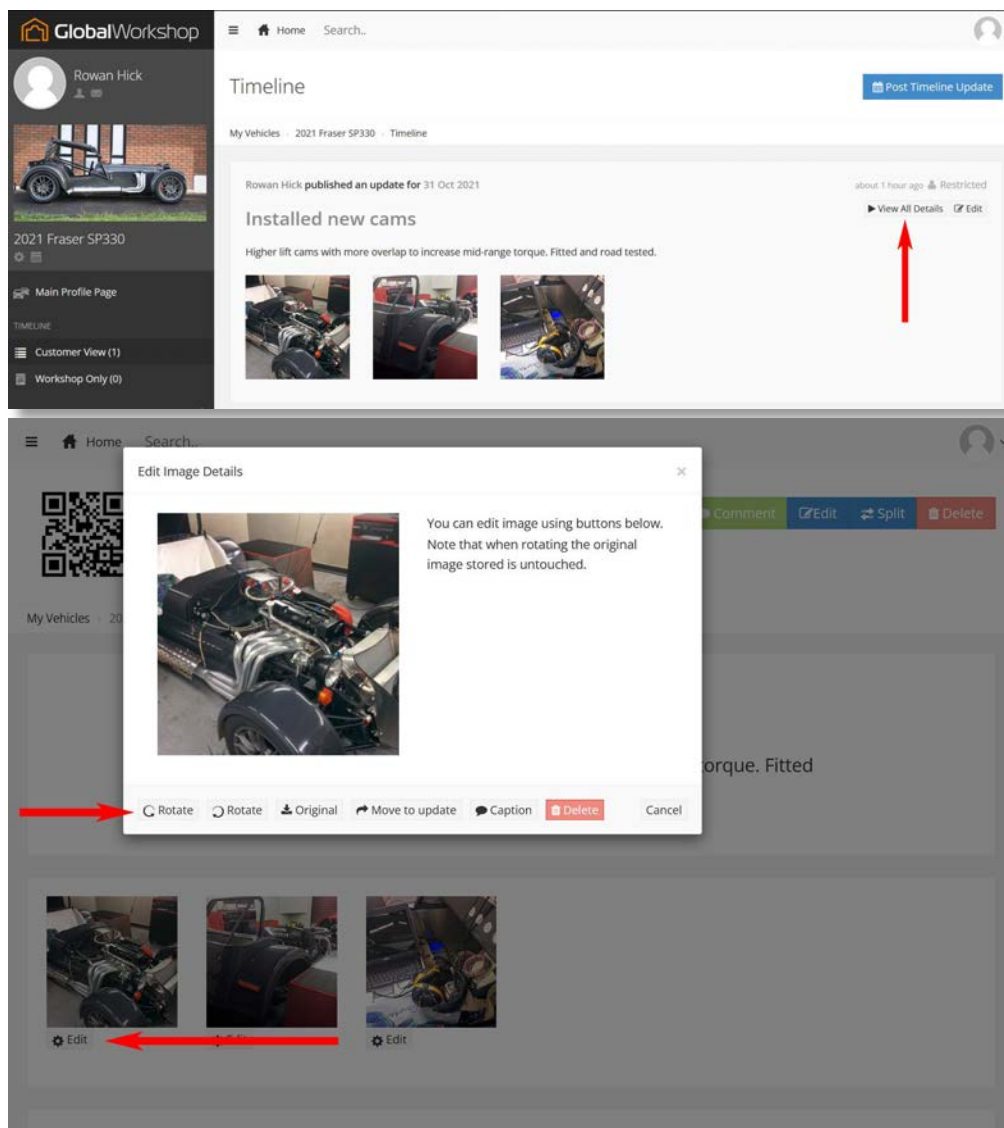
When you've published a timeline update, and the owner has registered, you both get the chance to comment on an update

This screenshot shows the 'Comments' section for a timeline update. It displays a comment from 'Joe Bloggs' that says 'Excellent work, thank you!'. The comment is timestamped 'less than a minute ago' and has a 'REMOVE' link. Below the comment is a text input field for a new comment and a 'Post' button.

3.5. Individual photo management features

You have a number of features to help you easily organise and manage photos on project.

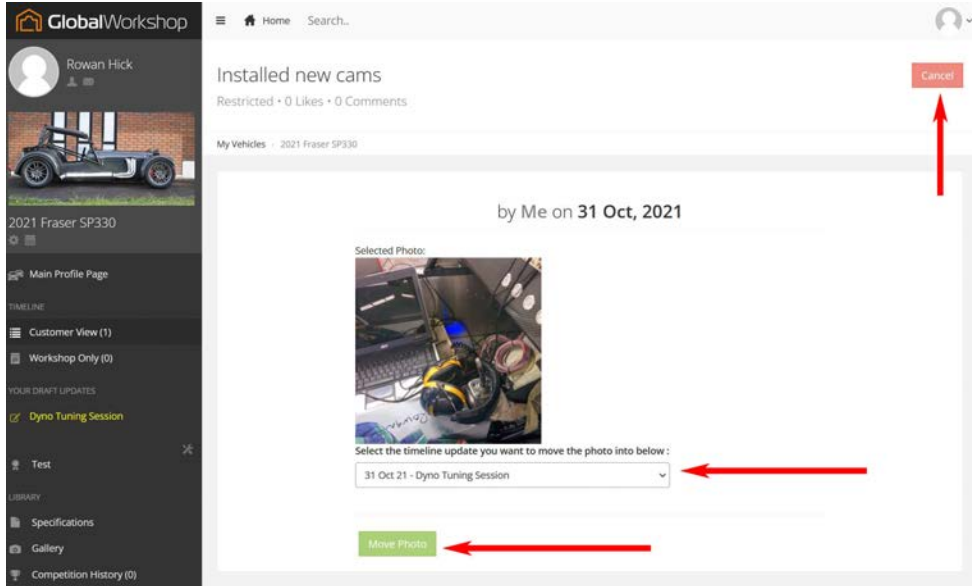
- View the timeline update by clicking the View button
- To the bottom right of each photo is an Edit icon.
- Click on bring up the Photo Editing features



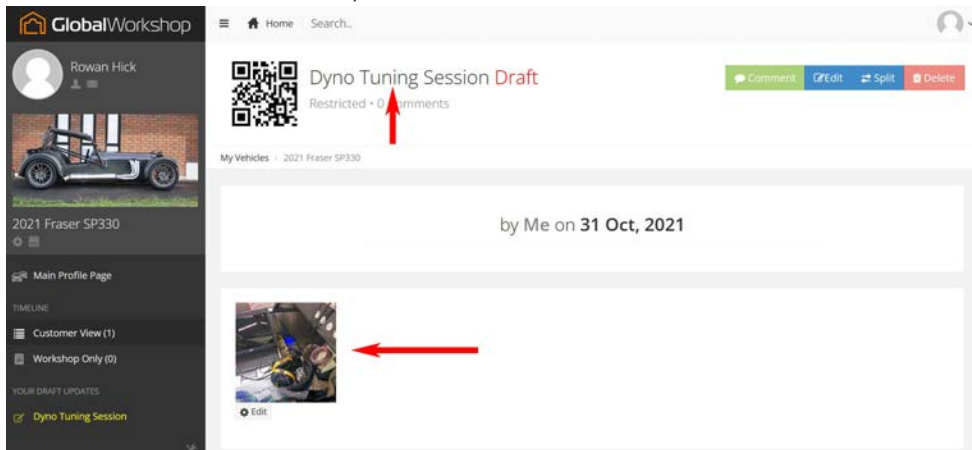
- To **Delete** or **Rotate** Photos click the respective buttons
- To **Download an Original** click on the Original button. Noting that EXIF data will be retained on the original photo, so be careful sharing the photo_

3.5.1. To move a photo to a different update

- As per the above steps, open Edit Image details view
- Click on the **move to update** button
- A new page will appear, allowing you to choose different updates to move it to
- Select the **destination update**
- Click **Move Photo**

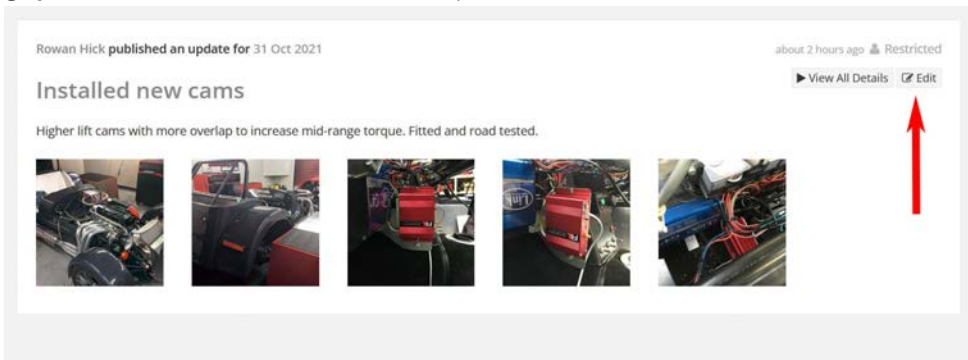


- You will need to wait a few moments as the photo data is moved

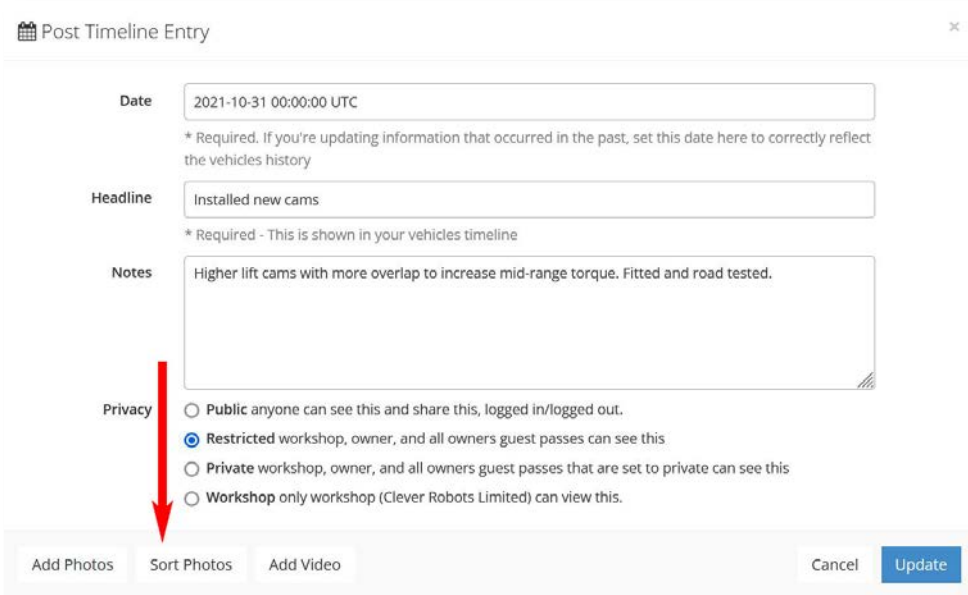


3.5.2. Photo Sorting within a timeline update

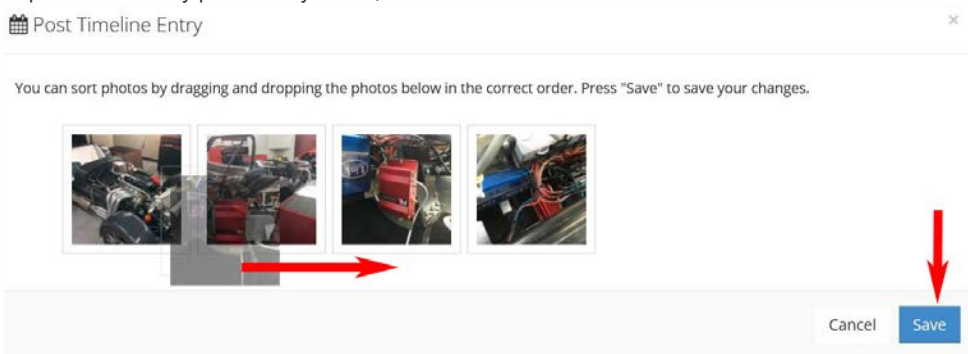
- To change photo order Click on Edit on the timeline update.



- When the editing window appears, you'll see Sort Photos



- You can then click on a photo and drag it to a new position
- You can repeat for as many photos as you like, then click on Save:



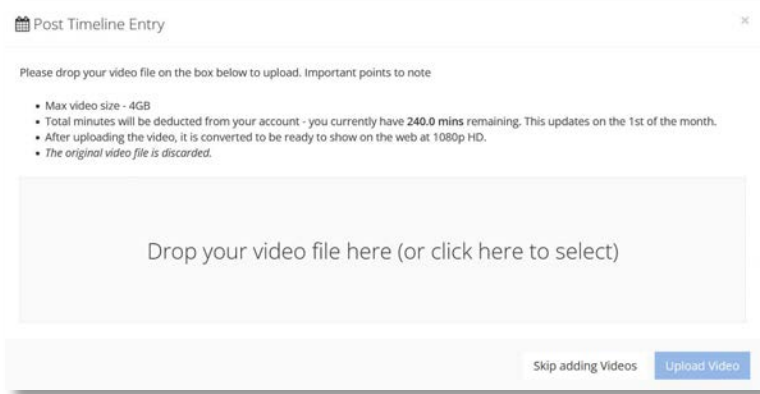
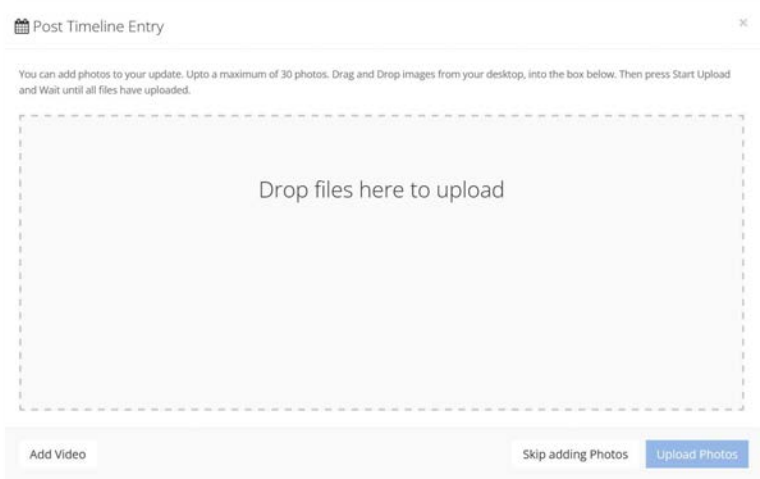
3.6. Video features

As well as photos, you can upload videos to GlobalWorkshop. We take care of all the painful parts of video management online to make this as seamless and as easy for you as possible. Namely *converting* the videos into web & mobile friendly formats, and *resizing* large videos to suit downloading - however we prioritise **quality over size** as we want to showcase the best of your work.

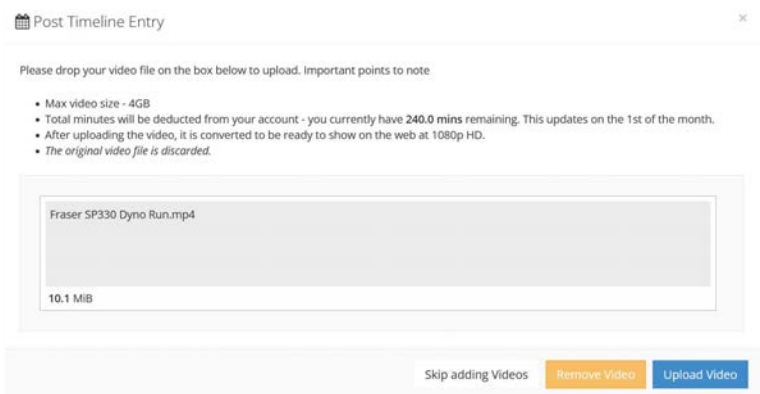
In future updates we may provide extra settings to allow you to change video quality.

3.6.1. Adding a video

- When you create an update you can press the "Add Video" button

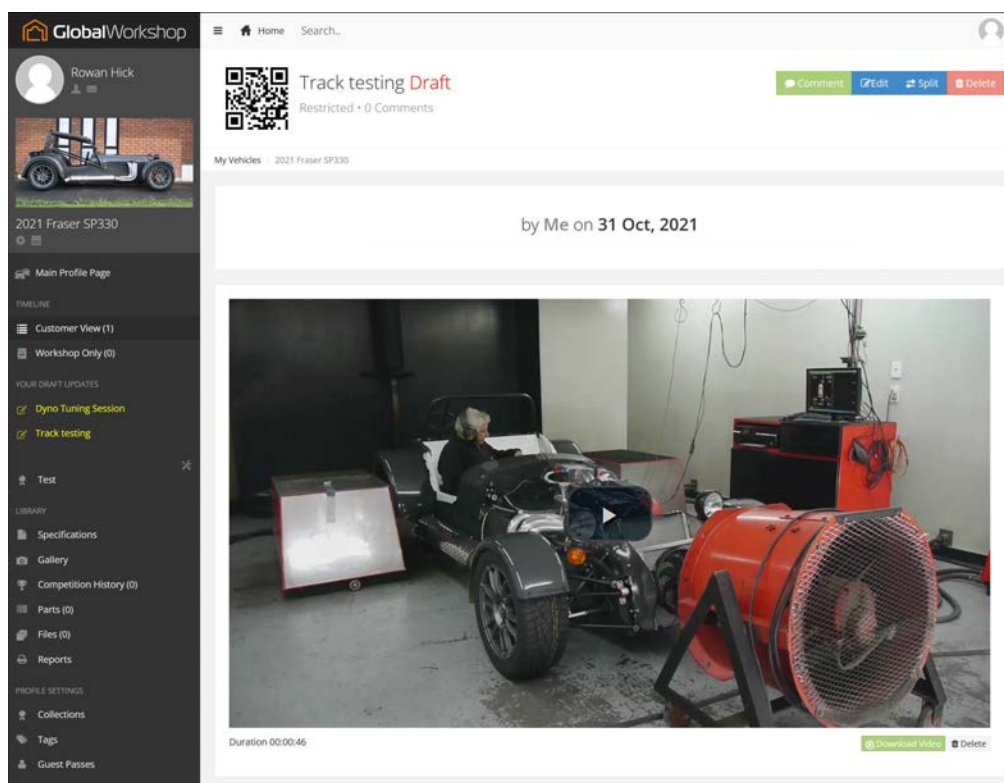


- Drag and drop a video on and press upload video





- After a few minutes (depending on video size) then you will be shown a confirmation message, and can view the video



3.6.2. Accelerated video upload

Video files can get exceedingly large, as such upload speed can be an issue for some where time is of utmost importance getting videos to their customers. We can offer **Accelerated Endpoint Uploading** which is a very fancy way of saying uploading is speed up. This is done by uploading video data to servers geographically (and thus speed wise) closer to your location from where our servers are. This is primarily beneficial for APAC, EU, and UK regions. Some locations in the Americas this may be beneficial. The further you are geographically from the Eastern US seaboard the greater the impact will be.

For all showcase pro+ accounts this is enabled by default as at November 2021, this may change in future.

Talk to us if you wish to enable for your account support@globalworkshop.ws

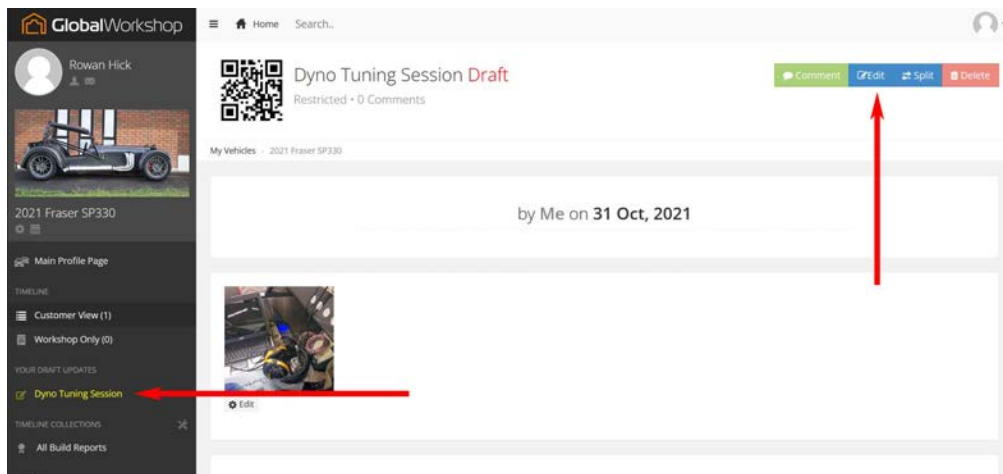
3.6.3. Additional video notes

Feature	Support
Upload formats	.MOV, .MP4, .AVI, .MKV
Display Size	1080P landscape or portrait
Rotation	Will detect and auto-rotate from phone uploads
Default Colour Space	SDR colour space
HDR10	In R&D this time HDR/HDR10+ is <i>not supported</i> but on request we will add to your account with an extra charge
Dolby Vision	In R&D At this time dolby vision is <i>not supported</i> but on request we will add to your account with an extra charge
Known tested devices	Samsung Galaxy 20 series, iPhone 12, iPhone 13 Pro, Sony Xperia, Sony A7R

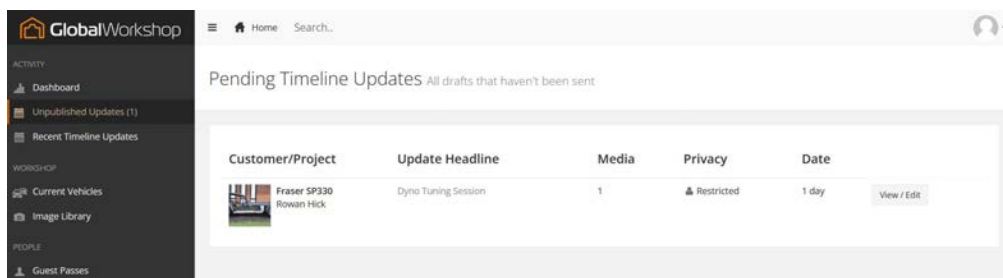
3.7. Draft updates

Any Timeline Updates that you have not published will appear in the drafts area on the left hand side navigation of the project, in yellow

- Click on the timeline entry in the draft area
- Click on the Edit button at the top to edit it



As an account administrator, you can also view these drafts here, across all projects.



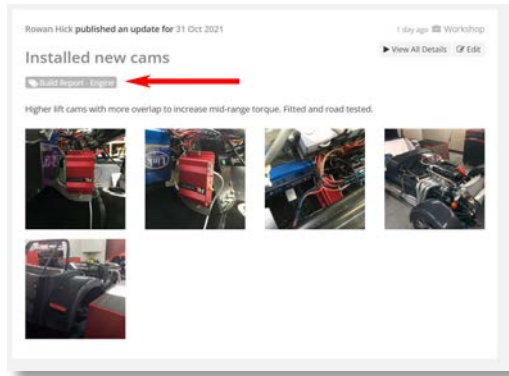
3.8. Hints

- Use detail photos. Try not to cram everything in one photo - when viewing on the web it's better to have a lot more detail photos
- Record any important details for later use - eg shock settings, tyre pressures etc. GlobalWorkshop never forgets. Scraps of paper do!
- Take photos of dyno charts, alignment readouts and more to record them. For anything private like invoices, set the update to private.

4. Advanced - Tags & Collections

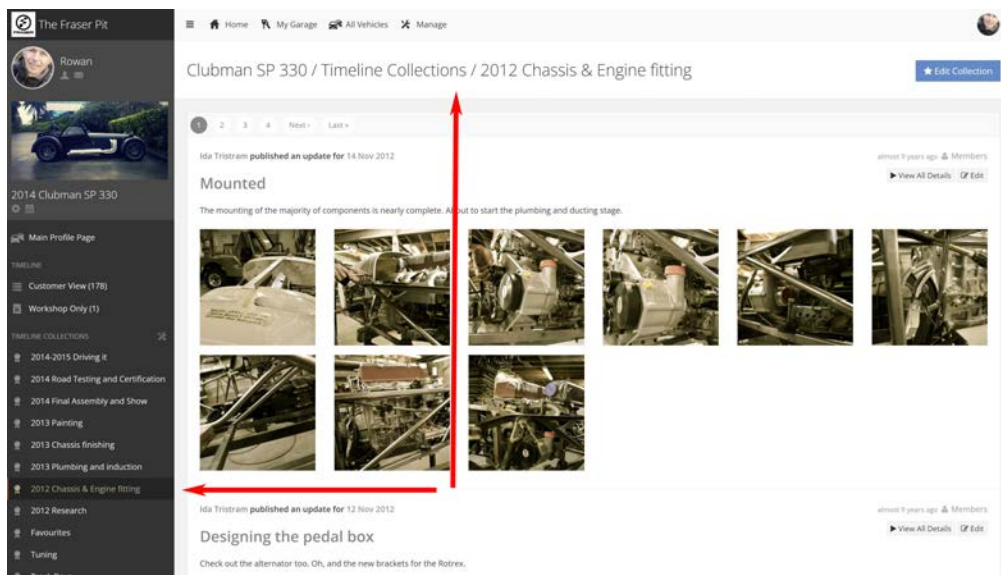
On large and long running projects you may want extra control over the timeline - so you can easily find information in future. The following features are useful projects that have dozens to hundreds of updates and want that extra level of control.

Tags can be applied to a timeline update to categorise the update :



In addition to the normal timeline accessible which is a chronological list of the timeline updates, **collections** are a filtered subset of updates in that timeline.

Collections *dynamically update* based on the rules you setup - so for instance you create a collection called 'Dyno Tuning' that shows any updates with the 'Dyno' tag. As soon as you create a new timeline update, and tag it with 'Dyno' it all automatically appear in the Dyno Tuning collection.

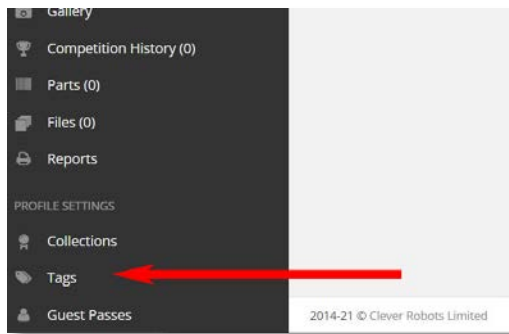


Example uses :

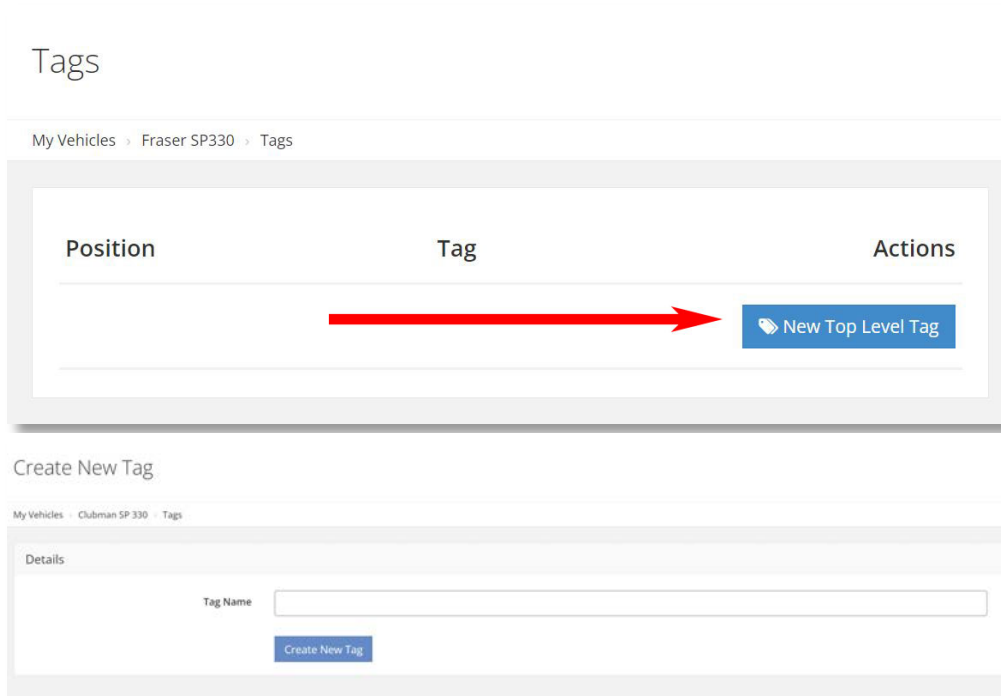
- Create collections based on time, for the stages over time of a project. This lets the customer easily see when things happened on their project.
- Create collections based on tag, to group different timeline updates. E.g. have a collections for "Reference Photos" and "Parts Refinishing"

4.1. Set up tags

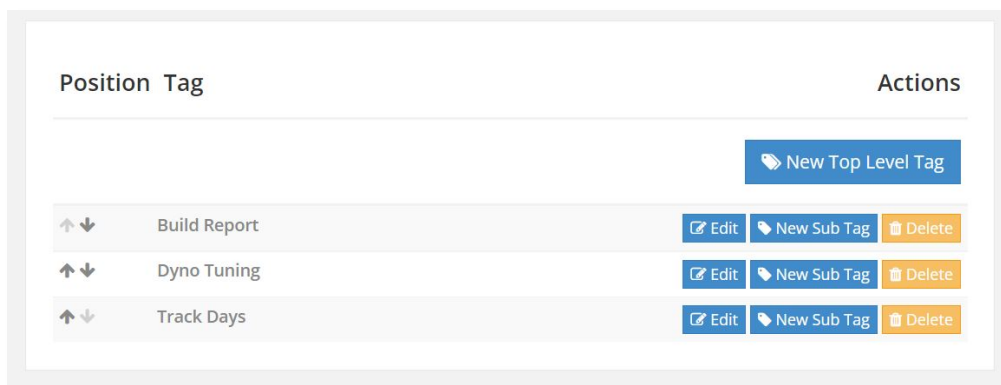
- Go to the project profile
- Click on Tags on the bottom left of the navigation area :



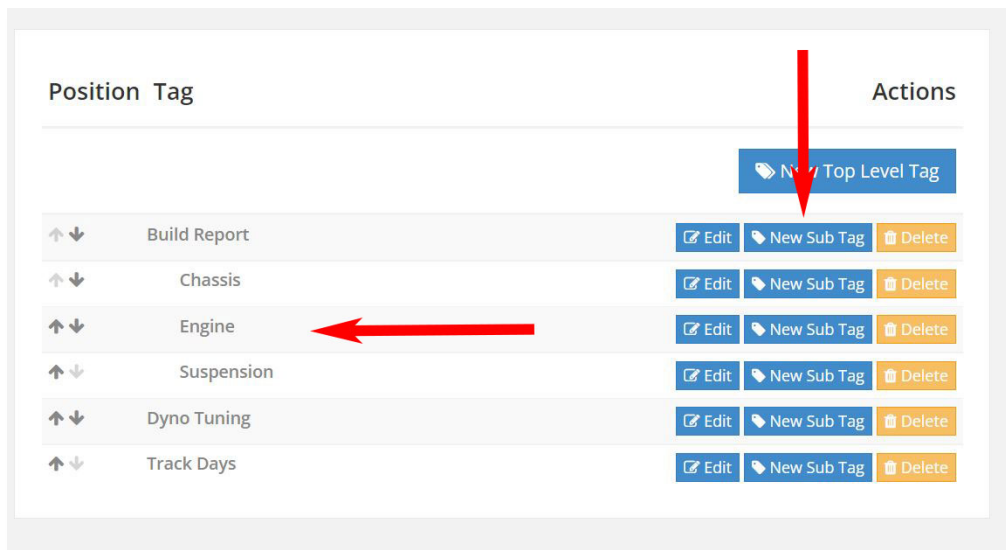
- You can create any number of tags, simply click new tag top right, and enter a tag name and save



- Move the tags up and down using the arrow buttons



- You can also create a sub tag, this is "nested" inside it's parent tag. This allows you to have more granular control over tags for large and complex projects.



Note: Tags are setup per project, allowing you to tailor your preferred structure by each project

4.2. Tagging an Update

- After setting up tags, a new item will appear in the main timeline update view, enabling you to select a tag. Simply click in it and the tags list will appear.

Date 2021-10-31 00:00:00 UTC
* Required. If you're updating information that occurred in the past, the vehicles history

Headline Installed new cams
* Required - This is shown in your vehicles timeline

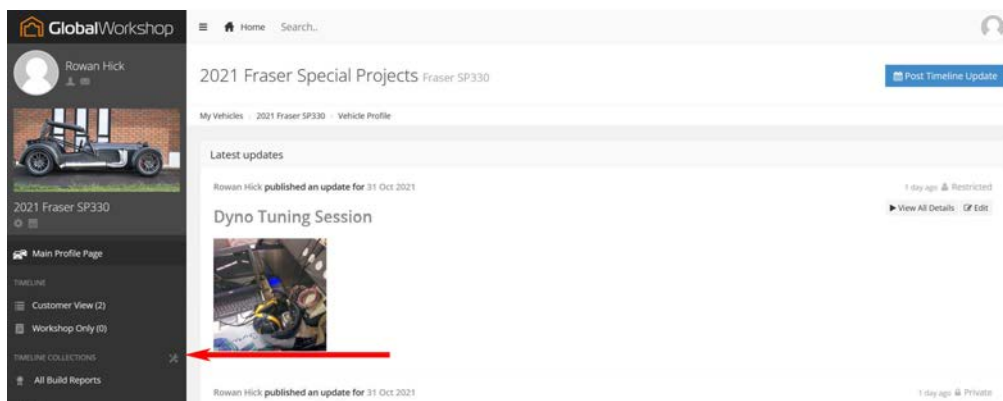
Tags Build Report - Engine
* Optional. Use tags to classify this update.

Notes Higher lift cams with more overlap to increase mid-range torque. F

Privacy Workshop only workshop (Clever Robots Limited) can view this.

4.3. Creating a Timeline Collection

- Click on the **tools** symbol beside timeline collections



- Click on the new collection button, you will get this form

Create Collection

My Vehicles - Clubman SP 330 - Collections

Collection details

Collection Name
Show in side menu, keep it short

Description
Enter a description

Show this collection in side menu, otherwise access it from the collections area.

Collection Rules

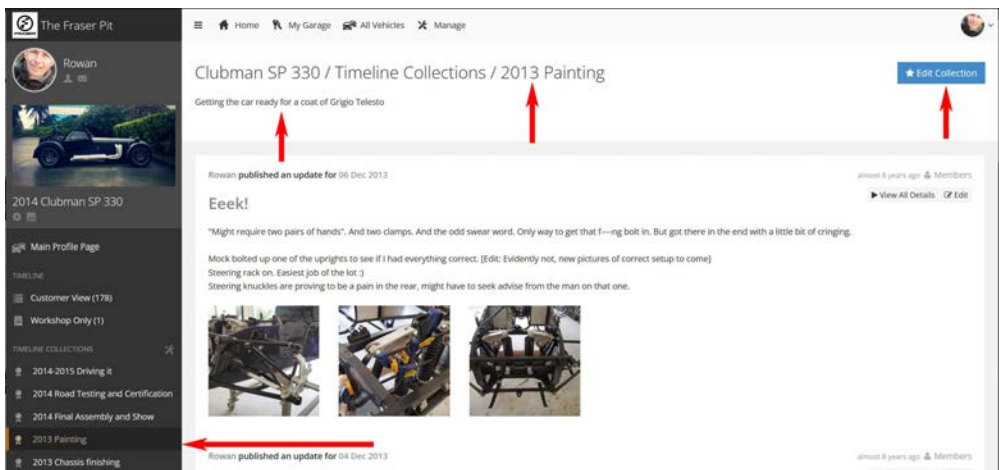
Date Range
Date From (inclusive). Optional, if set any entries before this date will be excluded.

Date To (inclusive). Optional, if set any entries after this date will be excluded.

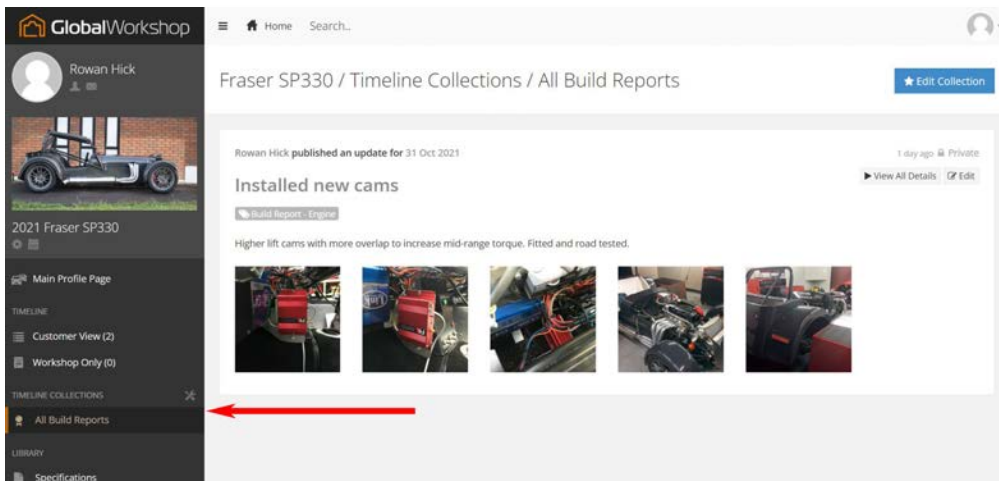
Privacy Include Public updates
 Include Member updates
 Include Private updates (note if checked this collection will only be visible to you / workshop)
 Include Workshop Only updates (note if checked this collection will only be visible to people who administer this account)

Tags
* If you set a tag, any posts that are tagged with that would be included + any items are are "children" of that tag.

- You can give the collection a name that appears in the left hand navigation area, and a description that appears in the header :



- To choose what the collection will select from, you can choose from any of the following options:
- A **date range** to filter the items between that range. This is useful to setup a list of build stages over time
- The privacy level to highlight what to include
- Tags to pick up only specific updates, which is useful to pick up different categories, or locations of items in a timeline, like so:
- Once you Create the collection it will appear in the left hand navigation of the project



You do not add timeline updates to a collection, this is a 'smart filter' that selects timeline updates to display based on rules only

- To edit, or delete timeline collections, click on the collection quick link, or collections at the bottom left of the navigation. You will see this screen

Collection Maintenance

[New Collection](#)

My Vehicles | Clubman SP 330 | Collections

Your Collections					
Name	Side Menu	Tags	Date Range	Privacy levels	Actions
2014-2015 Driving it	Y		From: 2014-10-04	Public updates included Member updates included	↓ 🔍 📄 🗑️
2014 Road Testing and Certification	Y		From: 2014-07-19 To: 2014-10-04	Public updates included Member updates included	↑ ↓ 🔍 📄 🗑️
2014 Final Assembly and Show	Y		From: 2014-01-01 To: 2014-07-20	Public updates included Member updates included	↑ ↓ 🔍 📄 🗑️
2013 Painting	Y		From: 2013-10-02 To: 2013-12-31	Public updates included Member updates included	↑ ↓ 🔍 📄 🗑️
2013 Chassis finishing	Y		From: 2013-08-01 To: 2013-10-01	Public updates included Member updates included	↑ ↓ 🔍 📄 🗑️
2013 Plumbing and induction	Y		From: 2012-12-31 To: 2013-08-01	Public updates included Member updates included	↑ ↓ 🔍 📄 🗑️
2012 Chassis & Engine fitting	Y		From: 2012-08-01 To: 2012-12-01	Public updates included Member updates included	↑ ↓ 🔍 📄 🗑️
2012 Research	Y		From: 2012-01-01 To: 2012-07-31	Public updates included Member updates included	↑ ↓ 🔍 📄 🗑️
Favourites	Y	Favourites		Public updates included Member updates included Private updates included	↑ ↓ 🔍 📄 🗑️
Tuning	Y	Tuning		Public updates included Member updates included Private updates included	↑ ↓ 🔍 📄 🗑️
Track Days	Y	Track Days		Public updates included Member updates included Private updates included	↑ ↓ 🔍 📄 🗑️
Important Documents	Y	Documents		Public updates included Member updates included Private updates included	↑ ↓ 🔍 📄 🗑️

5. Additional Project Features

5.1. Spec Sheet

This is a free form notepad, letting you write anything down you want about the vehicle. There is no formatting or attachments - simply text. Anything you want from Cam duration, to how many volts your battery is putting out.

5.2. Gallery

This is a combination of pictures from all of the timeline updates - so you can easily scroll through the entire collection of pictures on the vehicle, and any general pictures. You can upload pictures directly in the gallery section, however these pictures here won't be shown in the timeline area. Use this for the dozen or show "overall best" pictures of the vehicle.

5.3. Competition History

This lets you record any significant race track, rally course, road or concours events the vehicle has completed in. We have a number of fields to track everything from your local hill climb, to Le Mans. Keep these significant milestones recorded.

5.4. Logging

(only if the site has log templates). You can review "more about logging here":/help_guides/1 Logging lets you store various data points over time about the vehicle, this is not the same as a telemetry file which may have hundreds of data points a second, this is for things like suspension settings, service history and the like.

5.5. Parts

You can store a parts listing for the vehicle - as simple or as detailed as you like. Each part is categorised into the area of the vehicle (eg engine vs cooling) and a status, so you can keep track of parts you may have ordered, versus those you have installed.

6. Guest Passes

Guest Passes let owners share the vehicle with their friends/associates/team members, without you having to create new accounts on the site. This enables people to share their pride and joy selectively.

6.1. What is it

A guest pass is associated with a vehicle profile, it is a link that is sent to an individual email address, 1 guest pass for 1 email address. The person receiving it can click on the link and see the vehicle profile without needing to have an account on the site.

6.2. Creating a Pass

To create a guest pass the owner of the profile must go to *My Garage > (select vehicle) > Guest Passes* or on a Vehicle Profile click on *Guest Passes* on the left hand side. Click *New Guest Pass* and follow the instructions. Each guest pass has these two options the owner can enable:

- *Allow Subscriptions* - This is a great marketing feature of the site, if the guest pass holder subscribes, every time the vehicle is updated by the workshop or the owner, the guest pass holder is emailed. For instance if there is 10 guest passes on the account, not only does the owner get emailed when you update the profile, any of those guest passes who have subscribed, also get emailed.
- *Enable Private access* - If selected, any timeline updates, or sections of the profile that are marked as private are shown to the guest pass holder. If the vehicle profile itself is private, then this feature is checked by default.

6.3. Receiving a Guest Pass

The guest pass holder, receives an email with their unique link in the email. They click on the link, get taken to the site - to which they are immediately on the vehicle profile and can view everything they have access to on the profile. If the allow subscriptions feature is enabled for the guest pass, in the top right, they have a button prompting them to subscribe.

6.4. FAQ's

5.4.1. What happens if a guest pass gets shared ?

As a guest pass is emailed - there is nothing preventing this being shared by the person receiving the guest pass. If a guest pass is shared, there is detection mechanisms in place to warn the owner if the guest pass is used more than 15 times in a 24hr period, the owner will be emailed to warn them. If it used more than 100 times it is automatically revoked so that any subsequent attempts to use that guest pass will be denied.

5.4.2. Can the guest pass receiver see anything else ?

No. If the person tries to go anywhere else on the site they will be automatically sent to the home page, or in some cases a security warning will be logged and error message shown.

5.5. Can the workshop send a guest pass to a vehicle ?

Yes, this a new feature as of October 2021.

7. Privacy Settings in more detail

Different owners have varying levels of privacy from the headline grabbing owner that wants their pride and joy on every page of the internet, to the private collector who doesn't want anyone knowing about their collection. GlobalWorkshop caters to both ends of the spectrum. There are 4 privacy levels that can be applied to most anything on a Vehicle Profile. Public, Restricted, Private, Workshop Only. These affect how and what gets shared or kept private.

7.1. How it works

There are 4 privacy settings. Public, Restricted, Private and Workshop Only. These settings apply to the *main profile and timeline*, the individual *timeline updates*, and the sections on the profile. These settings are controlled by the workshop initially, then the owner. Each individual timeline update can have it's own privacy setting.

- **Public** will make the item visible on any public sections of the site. It will (most likely) be picked up by search engines, and can be shared around on social media. Any members only, or private items would *not* be shown on a public profile.
- **Restricted** will make the item available to only logged in users of the site - other customers, or owners, as well as the site administrators. Guest passes can get access to members only items, see below.
- **Private** is only for the owner, and the workshop administrator, to view that item. It will not be visible to other users. Guest passes can optionally get access to private items, see guest passes below.
- **Workshop Only** ensures that Timeline updates are only visible to the Account holder and Administrators, these are not

7.2. When you change a vehicles privacy

This will affect the profile page, and any sections of the profile, of that vehicle. Please note that it does not affect individual timeline updates. So if you have a "Private" profile and choose to make it "Members Only", all of the existing timeline updates will remain as Private. This is done so that - even in the case of an accidental privacy change - private updates remain private. You can retroactively change any updates to members only or public if you wish.

7.3. Guest Passes

A guest pass allows any members only updates, or sections of the profile, to be shown to the person who is given that guest pass. This lets you share your profile with friends, without having to open up the profile to the outside world. *Private* content can be shared with Guest Pass holders, by selecting the flag to allow private content. Any timeline updates, or sections of the profile, that are private - would be shown to these guest pass holders.

7.4. A note on Security

Here at GlobalWorkshop we take security seriously. One of our significant features of the site is the private storage system. For our Enterprise accounts - each and every image that is on a profile or timeline update flagged private or members only, is checked whether the person logged in, or guest pass, has access to that image. Thus even if the URL (address) of the image was copied and emailed, that image would not be accessible. Whilst we do our best, ultimately, if you can see the image on site, someone logged in who has been granted access could copy that image itself, take a screen shot and distribute. Please ensure you keep this in mind when granting private guest passes.

If you have comments or concerns on privacy you can always contact us on info@globalworkshop.ws

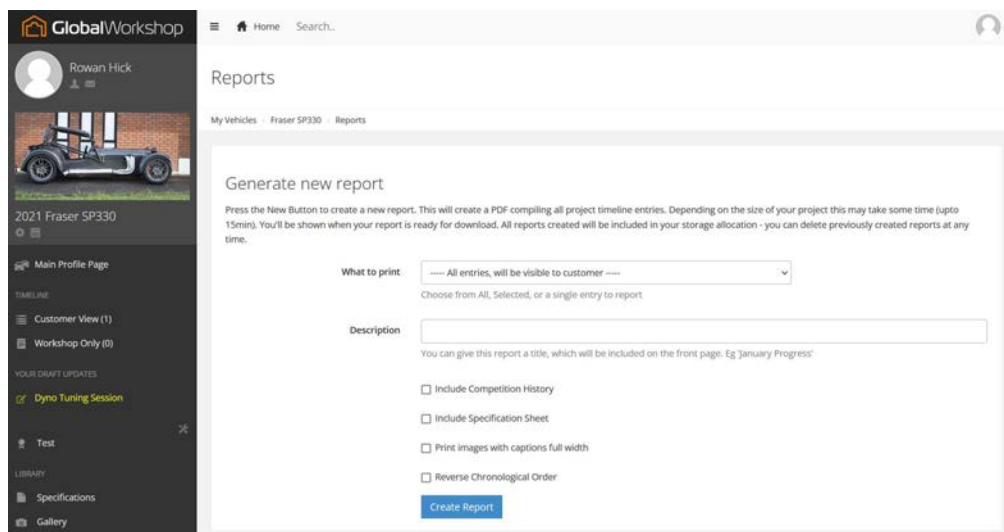
8. Reports

GlobalWorkshop allows you to generate downloadable PDF reports of a Project's information. This allows you to generate hardcopy printable documentation.



8.1. Instructions

- Go to a project profile
- Click on **Reports** on the bottom left



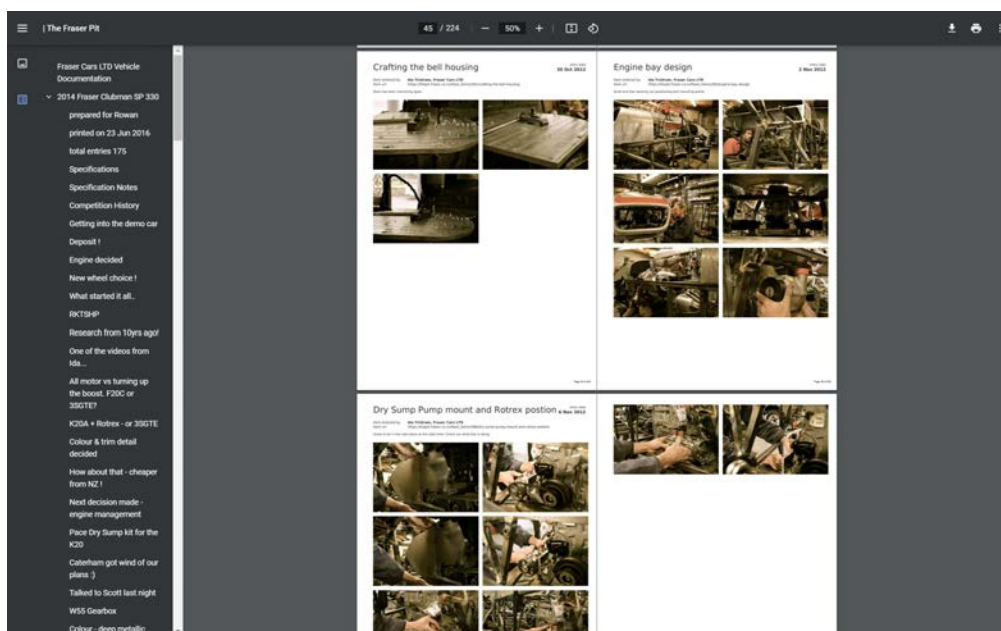
- Select what you want the report to include. You can choose all timeline entries, or a specific entry, or entries across a particular date
- You have a number of settings to configure how the report looks
- Press Create Report , it will start generating the report. This may take a few minutes

Report Date	Printed By	Description	Status	File Size	Actions
less than a minute	Rowan Hick	October Progress	PROCESSING	Please wait .. generating your report	

- Once it's completed you can download the report.

Report Date	Printed By	Description	Status	File Size	Actions
less than a minute	Rowan Hick	October Progress	FINISHED	1311.303 kb	Download Delete

- The report has all of the timeline entries selected, with all of the photos per each entry



8.2. ProTip: Custom Report layouts

Our **White glove** service will be glad to review the report layouts and provide a custom branded layout specific for your business. This is only available to White Glove accounts and may be subject to one off setup charges.

8.3. ProTip: Hard cover books

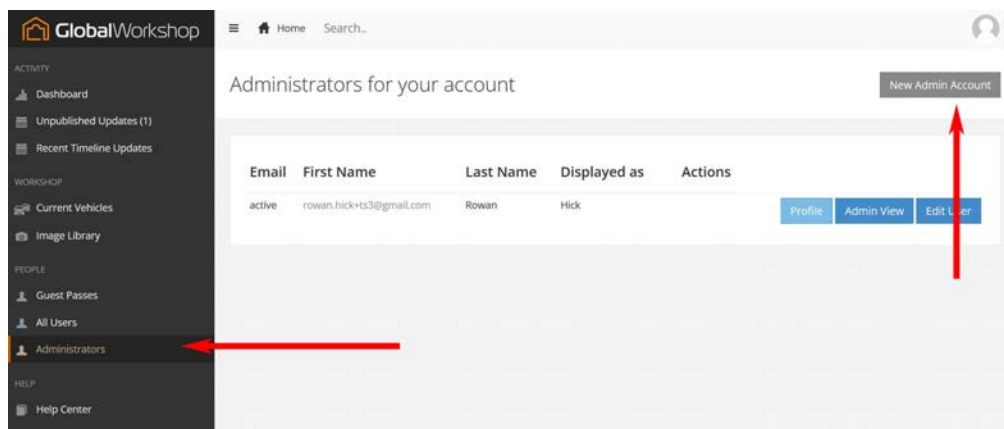
At the handover of a project, we have seen a number of our customers add that little bit extra to their client experience by using the Reports feature to generate a printable PDF of the entire history of the a build. You can send the PDF to almost any book/print publishing service to make a hard cover book from.

9. Administrator Users

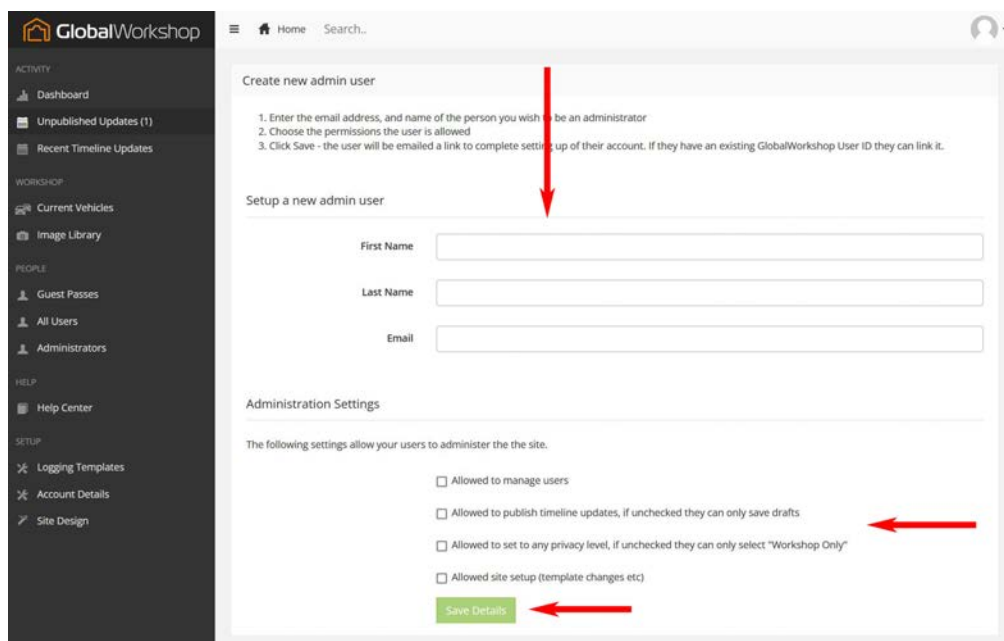
You can setup logins for additional staff in your business. GlobalWorkshop has permission settings to allow you to control what staff have access to & can do.

9.1. Instructions

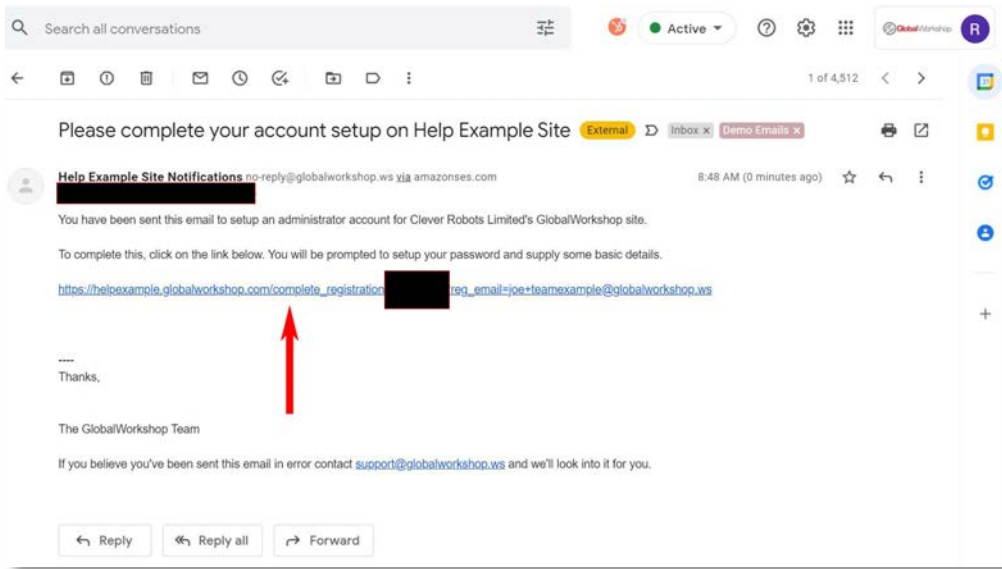
- Go to **Administrators** section
- Click on **New Admin Account**



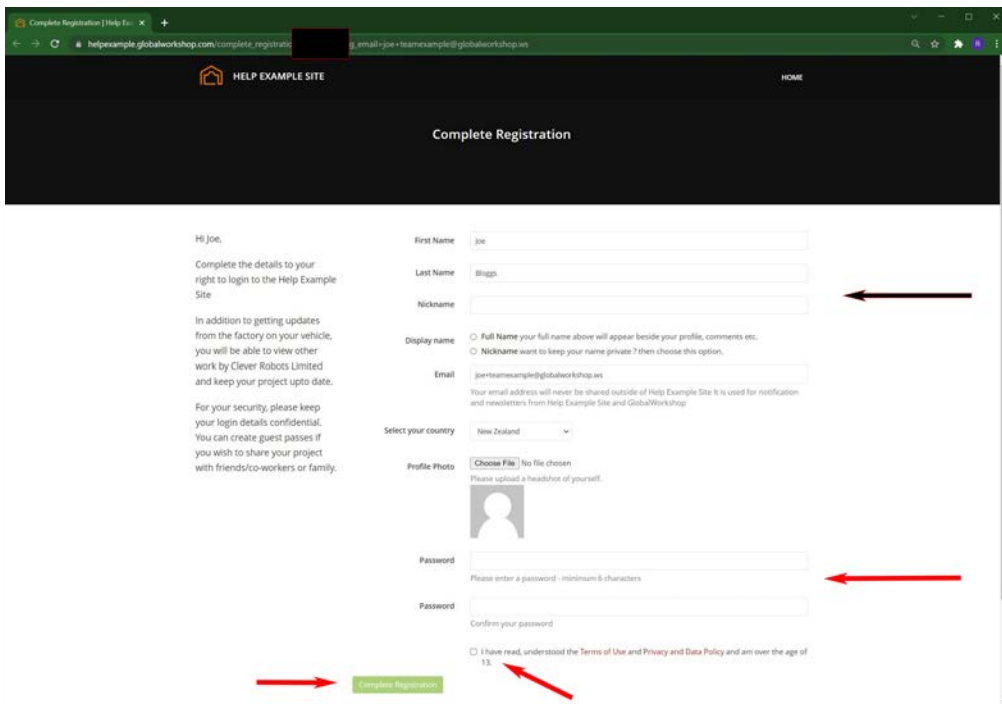
- Enter their name and email address
- Select the appropriate settings



- Click **save details** they will be emailed a link



- And just like the account holder setup, they will click on the link and set their password
- They must agree to the terms of using the site and privacy policy



- After doing this they will be logged in to see your GlobalWorkshop account.

9.2. Restricting staff publishing rights

A common workflow is allowing your staff to take updates throughout their work week, but have one project manager/client representative to check photos/updates and publish to customers.

- Setup staff to have these settings:

Setup a new admin user

First Name

Last Name

Email

Administration Settings

The following settings allow your users to administer the the site.

Allowed to manage users

Allowed to publish timeline updates, if unchecked they can only save drafts

Allowed to set to any privacy level, if unchecked they can only select "Workshop Only"

Allowed site setup (template changes etc)

- When a user with those settings create a timeline update, they will see only this privacy level. Ensuring any timeline updates they make from the web, or mobile apps, are only visible to your Workshop account - not the customers view.

Post Timeline Entry

Date

* Required. If you're updating information that occurred in the past, set this date here to correctly reflect the vehicles history

Headline

* Required - This is shown in your vehicles timeline

Notes

Privacy Workshop only workshop (Clever Robots Limited) can view this.

- After your team have taken updates, you can either **move a photo** from one of their updates to a customer facing timeline entry (OR) edit the timeline entry and change the privacy level so the customer sees it.

10. Site Design Features

Documentation in next update of this help guide

11. Account Settings

Documentation in next update of this help guide