

Suggestion Box Ai

Admin & Co-Admin Manual

Your complete guide to the Identity Protected suggestion box — setup, branding, invitations, messages, the Ideas Board, Social Listening, Co-pilot reports, compliance exports and billing.

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Support

team@suggestion-box.ai

Book an appointment with the team

<https://calendar.app.google/mE7f4t2S7dJ73uVm8>

Welcome

Suggestion Box Ai gives your organisation an Identity Protected channel for suggestions, complaints, inquiries, safeguarding reports, fraud and corruption tips. This manual walks through every feature in the admin dashboard, with reference images of each step.

Questions at any point? Email team@suggestion-box.ai or book a call using the link in the footer of every page.



1. Sign in and complete setup

- Open /admin and sign in with the email and password you registered, or continue with Google.
- Invited co-admins set their own password on the invitation page, then land straight in the dashboard.
- Turn on two-factor authentication from the Team tab to protect the account.
- New self-signups are reviewed by the Suggestion Box Ai team before the dashboard unlocks.

Welcome back

Sign in to manage your organization

Email

admin@company.com

Password

Sign in

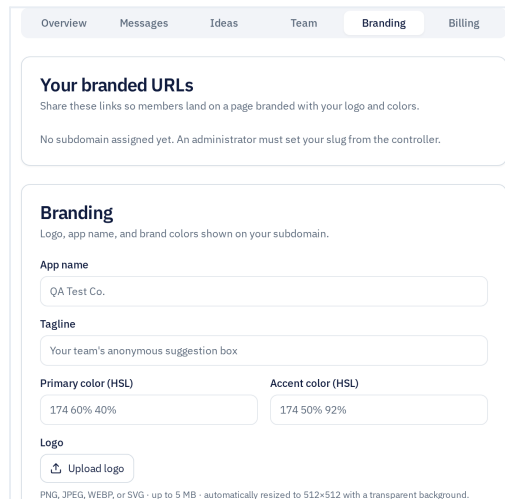
[Forgot password?](#)

[Don't have an account? Sign up](#)

The sign-in screen at /admin. Password reset and Google sign-in are both available here.

2. Brand your suggestion box

- Open the Branding tab to upload your logo and set your app name and colours.
- Branding is applied everywhere: the landing page, invite links, QR codes, installed apps and outgoing emails.
- Organisations on a subdomain (yourname.suggestion-box.ai) get the same app fully branded for their team.

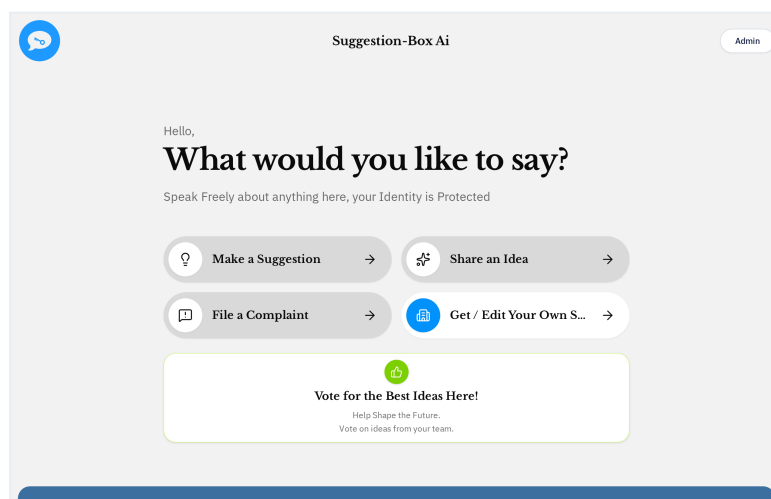


The screenshot shows the 'Branding' tab in the admin interface. It has a navigation bar with tabs: Overview, Messages, Ideas, Team, Branding (selected), and Billing. The main content area is divided into two sections. The first section, 'Your branded URLs', explains that links shared will be branded with the team's logo and colors, and notes that no subdomain is assigned yet. The second section, 'Branding', contains fields for 'App name' (QA Test Co.), 'Tagline' (Your team's anonymous suggestion box), 'Primary color (HSL)' (174 60% 40%), and 'Accent color (HSL)' (174 50% 92%). There is also a 'Logo' section with an 'Upload logo' button. A small note at the bottom states: 'PNG, JPEG, WEBP, or SVG - up to 5 MB - automatically resized to 512x512 with a transparent background.'

Branding tab — logo, app name and colour controls.

3. Edit the landing page categories

- On the Overview tab click Edit Suggestion Box Questions Here.
- Rename the category pills — Suggestion, Complaint, Inquiry, Safeguarding, Fraud and Corruption.
- Changes appear instantly on the landing page, in installed apps, and as filters on the Messages tab.



The screenshot shows the landing page of 'Suggestion-Box Ai'. It features a header with a logo, the name 'Suggestion-Box Ai', and an 'Admin' button. The main content area starts with a greeting 'Hello,' followed by the heading 'What would you like to say?' and the text 'Speak Freely about anything here, your Identity is Protected'. Below this are four category pills: 'Make a Suggestion' (with a question mark icon), 'Share an Idea' (with a lightbulb icon), 'File a Complaint' (with a speech bubble icon), and 'Get / Edit Your Own S...' (with a document icon). At the bottom, there is a section titled 'Vote for the Best Ideas Here!' with the text 'Help Shape the Future: Vote on ideas from your team.'

The landing page pills your team taps to start a message.



4. Invite your team and co-admins

- Open the Team tab to share the public link or download the QR code for posters and notice boards.
- Invite up to three co-admins by email, with an optional name and role so you can see who is who.
- Designate exactly one co-admin as the Fraud handler — only that person can read fraud and corruption reports.
- Invite delivery status (sent, claimed, pending) is tracked live in the dashboard.

The screenshot shows the 'Team' tab in the dashboard. It has a sub-tab 'Co-Admins' with a '0/3' indicator. Below the title, there is a paragraph explaining the purpose of co-admins. Then, there are input fields for 'Co-admin email' (with 'coadmin@example.com' as a placeholder), 'Name (optional)' (with 'Jane Doe' as a placeholder), and 'Role (optional)' (with 'HR Lead' as a placeholder). A 'Send invitation' button is at the bottom. Below this, there is a section titled 'Invite Team Members to Suggestion Box Ai' with a paragraph of instructions and a QR code placeholder.

Team tab — co-admin invitations, public link, QR code and member list.



5. Receive and handle messages

- The Messages tab lists everything received, automatically categorised with a confidence score.
- Reply directly — your reply reaches the sender's private inbox without ever revealing their identity.
- Add priorities and tags, mark read or unread, archive, or delete in bulk.
- Immediate email alerts are sent to admins for each new message; digests are available as an alternative.

The screenshot shows the 'Messages' tab in the dashboard. It has a sub-tab 'Identity Protected Messages' with a '1 unread' indicator. Below the title, there are buttons for 'Manage priorities', 'Mark all read', 'Refresh', and 'Export data'. There is a search bar 'Search messages...' and dropdowns for 'All categories', 'Priority', and 'All status'. A 'Newest first' dropdown is also present. Below these, there is a sample message card for 'May 12, 2026, 6:59 PM' with tags 'Complaint' and 'New'. The message content is 'End-to-end QA test message' and '— please ignore.' with a 'Reply here' link.

Messages tab — filters, categories, priorities and inline replies.



6. New: optional sender name and photo attachments

- Senders may now add an optional Share your name — completely voluntary; leaving it blank stays fully Identity Protected.
- When a name is shared it appears under the message in the dashboard, across every category, and in exports.
- Senders can attach a photo as evidence; images are compressed and validated before upload.
- Drafts autosave on the device, and the organisation name is pre-filled and locked for invited users.

The message form with the optional name field and photo attachment.



7. New: Ideas Board and voting

- Ideas submitted by your team appear on the Ideas tab, where everyone can agree or disagree.
- A public Ideas Board at /ideas lets people vote anonymously from any device; votes can be changed or withdrawn.
- Results update in real time, so the strongest ideas rise to the top without a meeting.

Ideas tab — vote counts update live as your team responds.

8. Social Listening (optional)

- Enable Social Listening on the Overview tab and add the public pages you want scanned each day.
- Suggestions, ideas and complaints found in public posts are logged under Social Media in Messages, with source links.
- Every scan run is recorded — status, items found and errors — and flagged items export to CSV for any date range.

9. Ask the Co-pilot

- Click the Co-pilot button (bottom right of the dashboard) for a quick or a deep priority report.
- Quick reports answer in seconds; deep reports run a longer analysis across your message history.
- Reports download as branded Word documents ready to share with your leadership team.

10. Compliance and data export

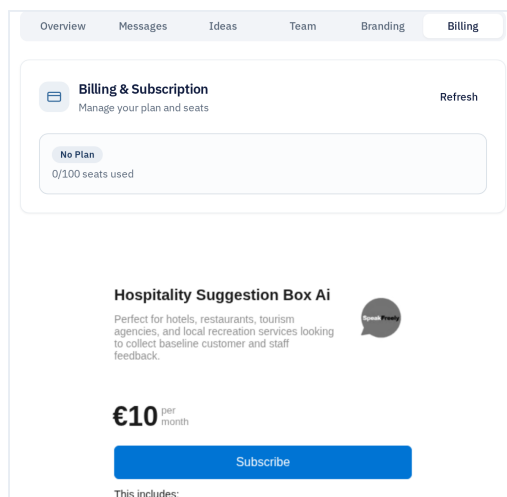
- Export all messages and replies to a spreadsheet, including the shared name column when a sender chose to give one.
- Data is stored in the EU (Ireland) and retained according to your organisation's retention setting.
- Compliance filings for the Ugandan PDPO — record of processing activities and an annual report — are generated for you on request.

11. Works offline · install as an app

- The suggestion box installs to any phone home screen — tap Install the App Anonymously on the landing page.
- Messages written without a connection are queued securely on the device and sent automatically when the network returns.
- Photo attachments are queued the same way, with automatic retries.

12. Billing and subscription

- Your 30-day free trial starts at signup; the Billing tab shows exactly how many days remain.
- Choose a plan on the Billing tab — each plan shows its monthly price and the number of seats included, and every feature unlocks immediately on payment.
- Manage payment details, invoices and cancellations from the Billing tab at any time.



Billing tab — plan, trial status and payment management.

13. Email addresses have changed

- All notifications, invitations and reports are now sent from noreply@suggestion-box.ai.
- Support and replies go to team@suggestion-box.ai — please update your address book and any email filters.
- Ask your IT team to allow mail from suggestion-box.ai so invitations are never held in spam.

Need help?

Email team@suggestion-box.ai — we usually reply within a day. Prefer to talk it through? [Book an appointment with the team](#) using the link in the footer of every page of this manual.

Suggestion Box Ai · Identity Protected suggestion box · Confidential.