

**We can’t wait to hear Your ideas!**

The brand-new place to share your feedback and suggestions on all things OneFile is here!



[**Click here to visit Your ideas.**](https://support.onefile.co.uk/support/discussions/76000000553)

The old ideas portal will be switched off on the **13th July 2021**. After then, you won’t be able to use it. So, it’s a good idea to start getting yourself familiar with Your ideas!

You might have a few questions, so, we’ve put together all the key details you need to know below. Just click on one of the headings to find out more.

* **[What is Your ideas?](#Bookmark1)**
* **[Why are you moving?](#Bookmark2)**
* **When will this be happening?**
* **What difference will this make to me?**
* **What do I need to do?**
* **What’s going to happen to the ideas I've already posted?**
* **Where will I be able to find Your ideas?**
* [**Get in touch**](#Bookmarkkkkk)
* [**One more thing…**](#Bookmarkkkkkkkkkkkkk)

**What is Your ideas?**

We love hearing from users and really value their feedback. That's why we introduced our ideas portal (sometimes called Shaping OneFile); to encourage conversation and give people like you the chance to make a difference to the products that you use.

We’ve made some exciting changes and we can’t wait for you to start using Your ideas. There’s more on why we’ve moved below, but the principle of sharing your suggestions and ideas is going to stay the same.

As a registered user, you’ll be able to share your thoughts for potential future developments and vote on what other people are suggesting in Your ideas. It’s a great way to have your say and influence what we’re doing here at OneFile.

**Why are you moving?**

Your ideas lives on the same system as our Help centre. We moved it there as it’ll make it much quicker and easier for our team to review and respond to your suggestions.

It also means that when we get new ideas from you, they’ll all be collected in one place. So, we’ll be able to spot if there are any trends of similar ideas from lots of different users and prioritise what the people want!

**When will this be happening?**

**Your ideas is ready for you to use as of today!**

The current ideas portal will be de-activated on 13th July 2021. From that day, you won’t be able to access it or post any more ideas.

There’s a bit of an overlap with the dates, so, during that period, we’ll be monitoring the current portal and collecting all the ideas posted there until it closes. However, we encourage you to start using Your ideas as soon as possible so you can get familiar with it and any ideas you post are there for others to vote and comment on.

**What difference will this make to me?**

We’re working hard to make the transition as smooth as possible. You’ll still be able to post your ideas, feedback on other people's, and receive direct updates from the product team.

The main difference is that the **website** **link is different**. It’s a good idea to bookmark the new site so you’ll never need to look far. We’ve updated any relevant shortcuts across the OneFile website and products. There’s more details below on how to find Your ideas.

**You’ll also need a login** to post on Your ideas. You can use your existing Support site log in or Keychain if you have one.

**Your ideas** has had a lick of paint here and there, but you’ll still be able to do all the things you’re used to, for example:

* Post ideas and tag them to the OneFile area they relate to
* View, vote and comment on other people's ideas
* Receive updates from the product team

**What do I need to do?**

Now that you have the link to Your ideas, you’ll need to do the following:

1. Update any saved links you have in your bookmarks or favourites.
2. Log in. You’ll either need to [**create a Keychain log in**](https://login.onefile.co.uk/Keychain/Register) or [**add and verify an email address in Eportfolio**](https://www2.onefile.co.uk/profile/profile_alerts.aspx). There’ll be step-by-step instructions when you first access Your ideas.
3. Get posting! Your feedback so far has been very helpful, and we really appreciate your input so far. The team investigate and use your ideas to inform what we can improve and what we should be doing next. We can’t use every idea, but we do save all your submissions and review them regularly.

**What’s going to happen to the ideas I've already posted?**

There are over 600 ideas on the current portal, so we’re not able to move them all over to Your ideas. However, we have been through them all, made a record and included the number of votes and any comments. None of your feedback will go to waste.

If there’s progress on an idea that hasn’t been moved to Your ideas, we’ll make sure we post it and tag the person who created it to make sure everyone is updated.

**Where will I be able to find Your ideas?**

**You can go directly to Your ideas with this link:** https://support.onefile.co.uk/support/discussions/76000000553

Your ideas is also available from our Help centre, which you can access from our products or our company website.

**Get in touch**

We hope you’ve got all the information you need on Your ideas, but if there are any issues or you have any questions please send an email to product@onefile.co.uk and the product team will be happy to help.

**One more thing…**

Thank you! We really appreciate all your ideas and feedback so far. It’s a huge help to what we do.

**The OneFile Product Team**

OneFile – *a world where everyone is learning for their future*

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