

Awardco 2.0

Admin Migration Guide

Making the transition to
greater adoption, engagement, and inclusivity

Introduction

Our hope is to make your transition to the new Awardco 2.0 interface an easy and exciting next step in your journey with us.

As our platform and user base grow, we're continuously enhancing the experience to better empower you to recognize and reward your employees. Here's a preview of the new features and how they will benefit you:

- + **Mobile App:** recognition in their pocket. Employees can recognize peers and view their rewards instantly, driving engagement through on-the-spot recognition and in-app notifications.
- + **Improved Navigation & Recognition Flow:** make things easier and more intuitive to find—all in fewer clicks and less time.
- + **More Insightful Adoption Dashboards:** manage and configure programs more easily in one place and better understand specific behaviors and adoption metrics to measure program success.
- + **More Comprehensive Notifications:** greater admin control of a larger library of notifications to drive specific behaviors with specific audiences.
- + **User Profiles:** create new ways for employees to connect and engage with each other, giving another reason for employees to get into the platform and engage with your programs more regularly.
- + **Feature Highlights:** quick and simple guides that walk employees and admins through new features directly in Awardco 2.0.

In this guide, we will provide quick next steps as well as specific details on the new features and how you can communicate these exciting changes and improvements to your managers and employees.

We are also here to help you if you have any questions or need support.

*Sincerely,
Your Awardco product and customer success teams*

Quick Start Items

A few steps to consider in preparation for migration

1. Review Your Logo

Awardco 2.0 uses a white background, so ensure you are using a logo that contrasts well against white for your organization [Instructions here](#)

2. Colors & Branding

Awardco 2.0 includes higher WCAG standards to increase accessibility and ensure every employee has the best experience possible. You will need to select a primary color and a secondary color for your platform [Instructions here](#)

3. Review Label Lengths

Awardco's new interface limits labels to less than 15 characters. These include: Recognition Label, Surveys Label, Earn Label, and Spend Label. – [Instructions here](#)

4. Communicate to Employees and Leaders

Leverage the materials in this guide to create a simple communications plan for employees and leaders across your organization on what has changed

5. Reach out to Awardco

Once you feel ready to migrate reach out to your Awardco point of contact. They will help you transition so your organization can start enjoying the benefits of Awardco 2.0

User Navigation

Configured labels below will be used in all instances of general user navigation.

Recognize Label

 Recognize

9 / 15

Brand Colors

Color input will determine the color palette for your company's instance of the platform. The colors generated will meet accessibility standards for contrast and visibility, ensuring they are suitable for users with visual impairments.

Primary Color



#2A5035

Secondary Color ⓘ



#80C379

Post Migration Steps

Follow these steps to fully utilize Awardco 2.0 once it has been turned on in your platform

1. Set up User Profiles

Set up the questions for the "About Me" widget and prompt employees to complete their user profiles. [Instructions here](#)

2. Configure Notification Preferences

You'll need to configure your organization's default notification preferences first. Then, you can prompt employees to personalize their settings. Just a heads-up: Recognition Digests, in-platform notifications, and other new notifications are only available to employees if an admin has enabled them. [Instructions here](#)

3. Enable Recognition Assistant

To utilize the new Recognition Assistant toggle it on in Recognition Program Settings. [Instructions here](#)

4. Activate Recognition CC's

Before users can utilize Recognition CC's, an admin needs to activate this feature within the Advanced Recognition Program Settings. [Instructions here](#)

5. Set Monthly Targets

If you want to track your goals for key recognition statistics, set up monthly targets in the Admin Adoption Dashboard. [Instructions here](#)

6. Configure Program & Achievement Badges

To award badges to employees that appear in their user profile, set up badges in your programs and user profiles. [Instructions here](#)

7. Download the Mobile App (Available Dec 1)

Encourage your employees to download the Awardco App and start recognizing from their phones. [Instructions here](#)

Guide **Contents**

Leverage the materials in this guide to familiarize yourself with everything new on Awardco 2.0 and how it impacts different roles in your organization

Feature Overviews

[Navigation 2.0](#)

[Recognition Flow 2.0](#)

[Adoption Dashboard](#)

[Notifications 2.0](#)

[User Profiles](#)

[Feature Highlights](#)

Role Guides

[Program Admins](#)

[Managers & Leaders](#)

[Employees](#)

[Training Templates](#)

Navigation 2.0

Our navigation updates create an easier-to-use, more familiar, and more informative user experience

Updated Top Navigation

An updated nav bar for users to easily access notifications, the shopping cart, the new recognition flow, profiles, and more

New Side Navigation

We moved the bulk of our navigation to the left side of the screen for easily accessing management tools, the search bar, and a user's points breakdown

Updated Color Schemes

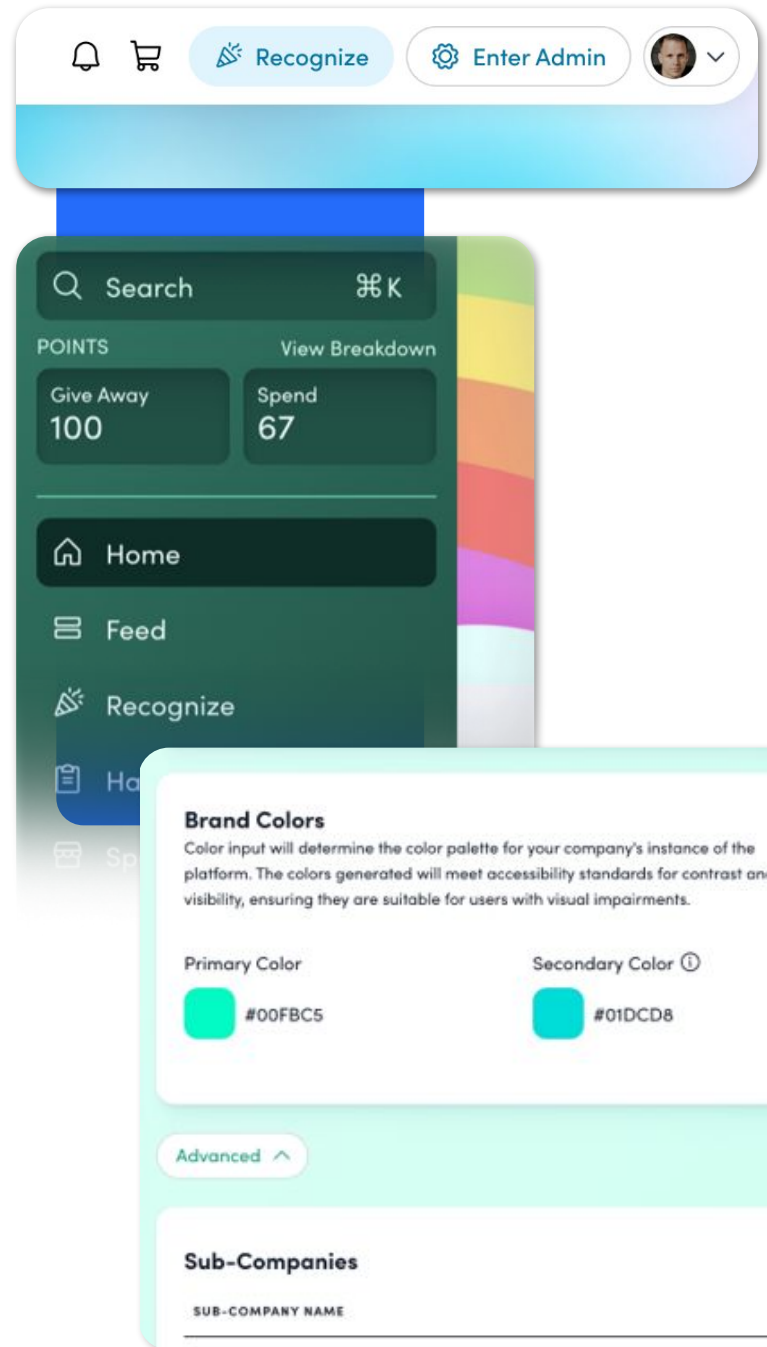
A full scheme of WCAG accessible colors is generated based on a brand's color; navigation and pages are customized according to new color schemes

Updated Settings Pages

Visual and functional enhancements to Admin Settings pages for consistency and ease-of-use

Optimized for Mobile

We have optimized the new interface for navigating the Awardco platform on mobile devices for a better experience



Feature Overviews

App Available Dec 1!

Mobile App

Designed to make recognition more accessible for every employee, especially deskless workers

Biometric Login (Face ID/Touch ID)

Log in instantly and securely with your device's native Face ID or Touch ID for fast and secure access. [See instructions here](#)

Real-Time Push Notifications

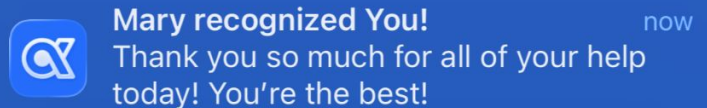
Deliver instant alerts directly to the user's phone for time-sensitive updates, such as recognition alerts, points updates, & announcements. [See instructions here](#)

Anytime, Anywhere Access

Allows all users to easily send recognitions and rewards, view the social feed, and redeem points from their mobile device.

Universal Linking

Any links to the Awardco platform clicked in an email or message will automatically open in the app if it is installed, streamlining the user experience.



Notifications

Unread (7)

All

RECOGNITION

November 14

Jarom awarded You +2 others 5 Points!

"The work on the shipping operation at S..."

Recognition Flow 2.0

Recognitions can now be done from the top navigation across Awardco's platform

Recognition Assistant

Powered by AI, this tool helps users find the right words for their recognitions while preserving the quality of the recognition process. It enables personalized outputs and enhances engagement across the platform, ultimately overcoming writer's block. This feature has to be toggled on by the admin after migration

Rich Text Editing

Enhance your recognitions with new customization options: bold text, italics, and emojis. This support extends to both recognitions and comments on the Feed

Recipient Recognition Preferences

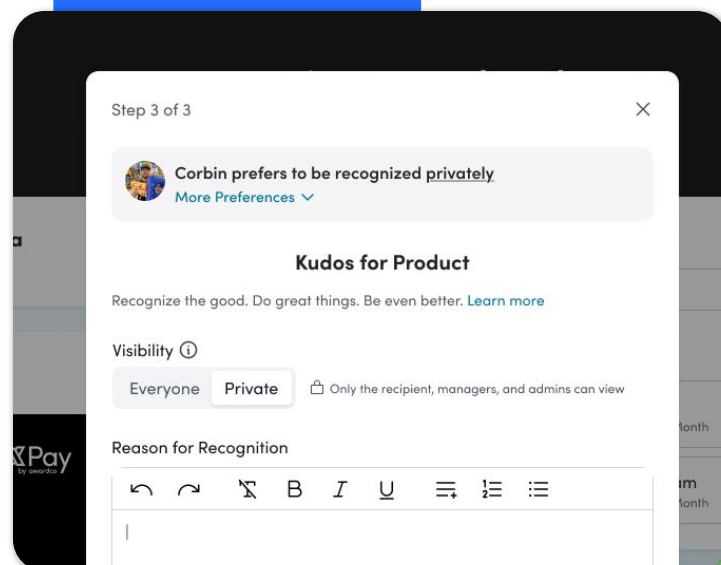
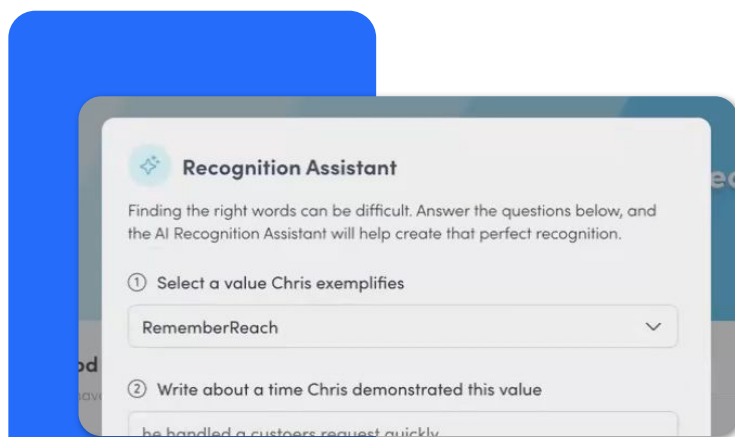
The recognition flow will now prompt the recognizer with the recipients' preferences that were set on their User Profile, such as whether they prefer to be recognized publicly or privately. A user has to fill out their user profile for this information to appear

Modalized Recognition Flow

The recognition flow will be contained within a pop up and will always be accessible from the new Recognize button at the top of every page, among other areas

Recognition CC's

We've added the ability to notify other users when a recognition is submitted, ensuring key people are always in the loop. This feature has to be toggled on by the admin after migration



Adoption Dashboard

We've updated and improved program success and impact tracking and dashboards

Admin Adoption Dashboard

A more intuitive dashboard designed to provide deeper insights into four key performance metrics: Login Rate, Recognitions Given and Received, and Redemption Rate

Monthly Performance Targets

Set monthly targets for the four key metrics—stay on track by comparing your goals against actual performance data and make smarter, data-driven decisions. Monthly targets have to be set up manually by the admin before they appear on the dashboard

Track & Manage the Status of Recommended Actions

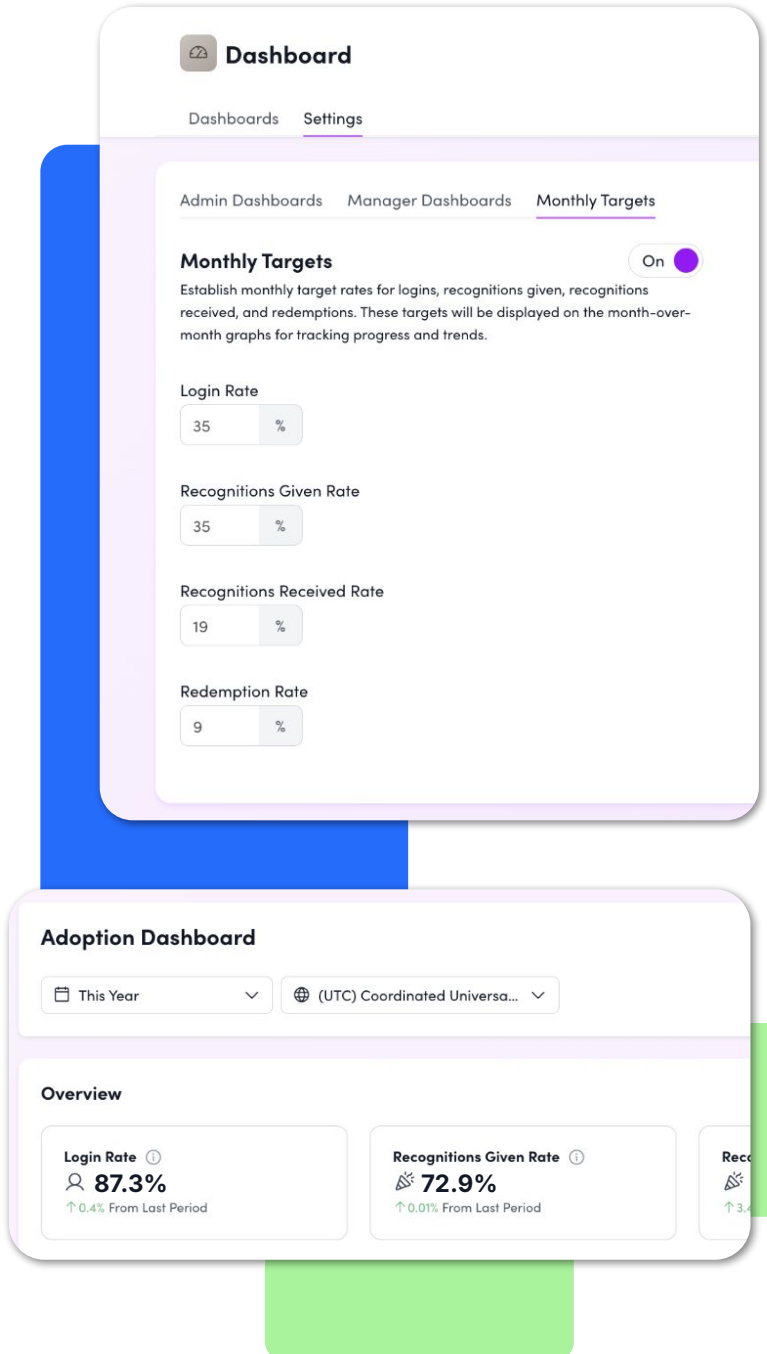
Stay ahead with visibility into the status of suggested actions designed to improve adoption across the four key metrics; keep momentum going by monitoring what's been completed—and what still needs attention

Widget Group by Functionality

Slice your data your way—the *Group By* functionality lets you customize chart and graph views to highlight usage across different segments of your organization

Linking to Reports

Easily navigate to the underlying reports powering each chart or graph so you can dive deep into the full picture without missing a beat



Notifications 2.0

Greater control, configurability, and options for driving the right behaviors with the right users

Notification System

A new framework that hosts all notifications generated by the Awardco platform and sends them through various channels according to user/company settings

In-Platform Notifications

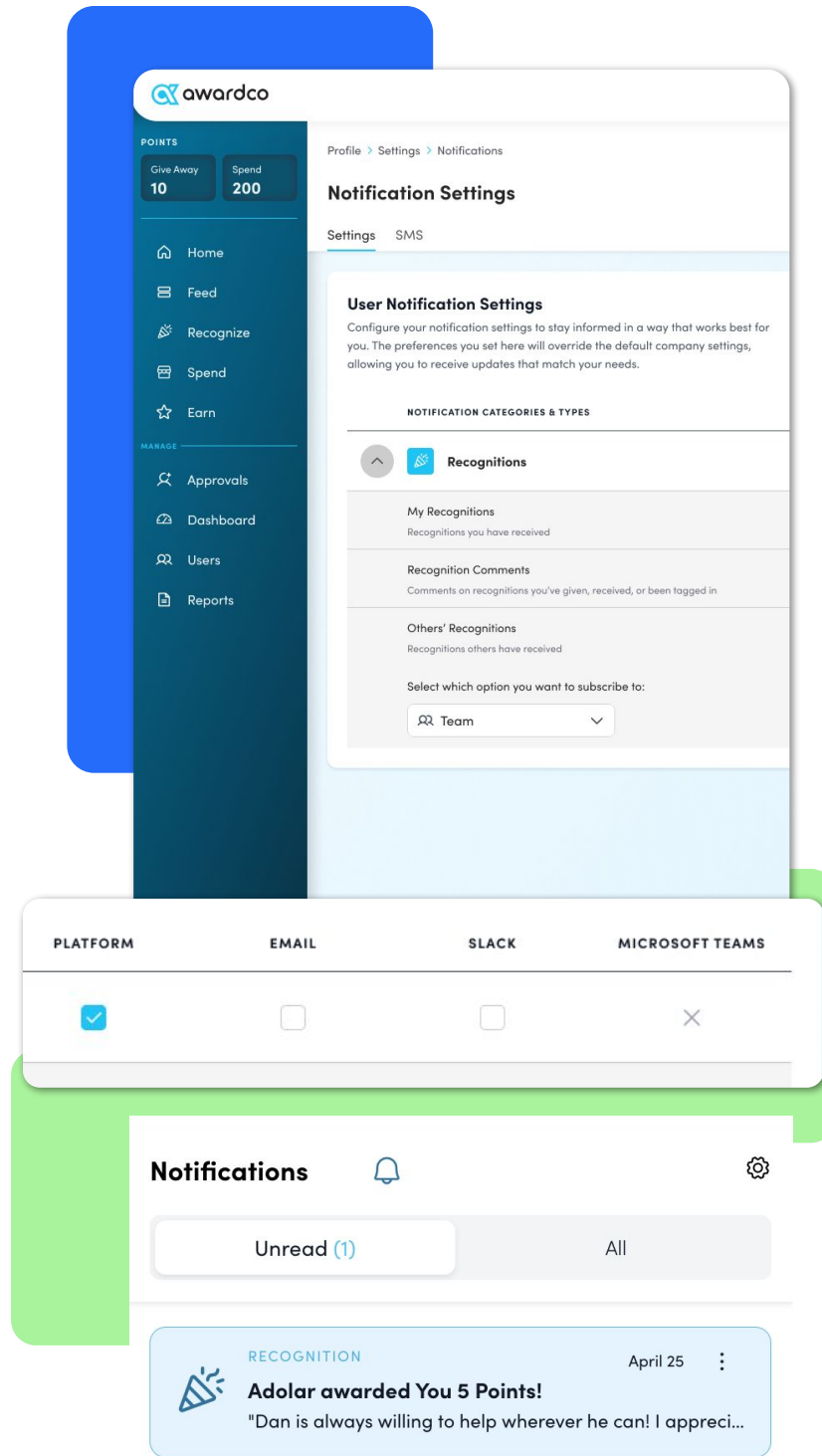
The ability for users to receive notifications directly within the Awardco platform; the bell icon on the platform will be updated to display a user's notifications received

Admin (Company) Notification Settings

The ability for *admins* to configure notification settings for each enabled delivery channel (Email, Slack, Teams, etc.) After migration, notifications will retain their original settings until an admin modifies the preferences. [See instructions here](#)

User Notification Settings

The ability for *users* to configure notification settings for each enabled delivery channel (Email, Slack, Teams, etc.); users will inherit the default settings set by the company but can update configurations based on their own individual preferences



The Bittersweet Ending

User Profiles

Our User Profile updates create a more connected experience for your end users.

User Profiles

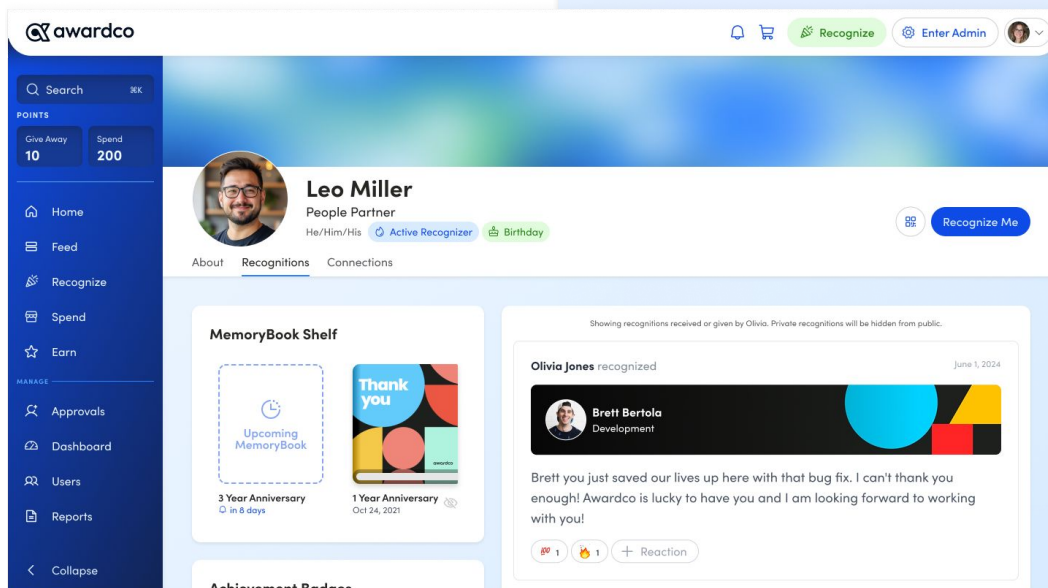
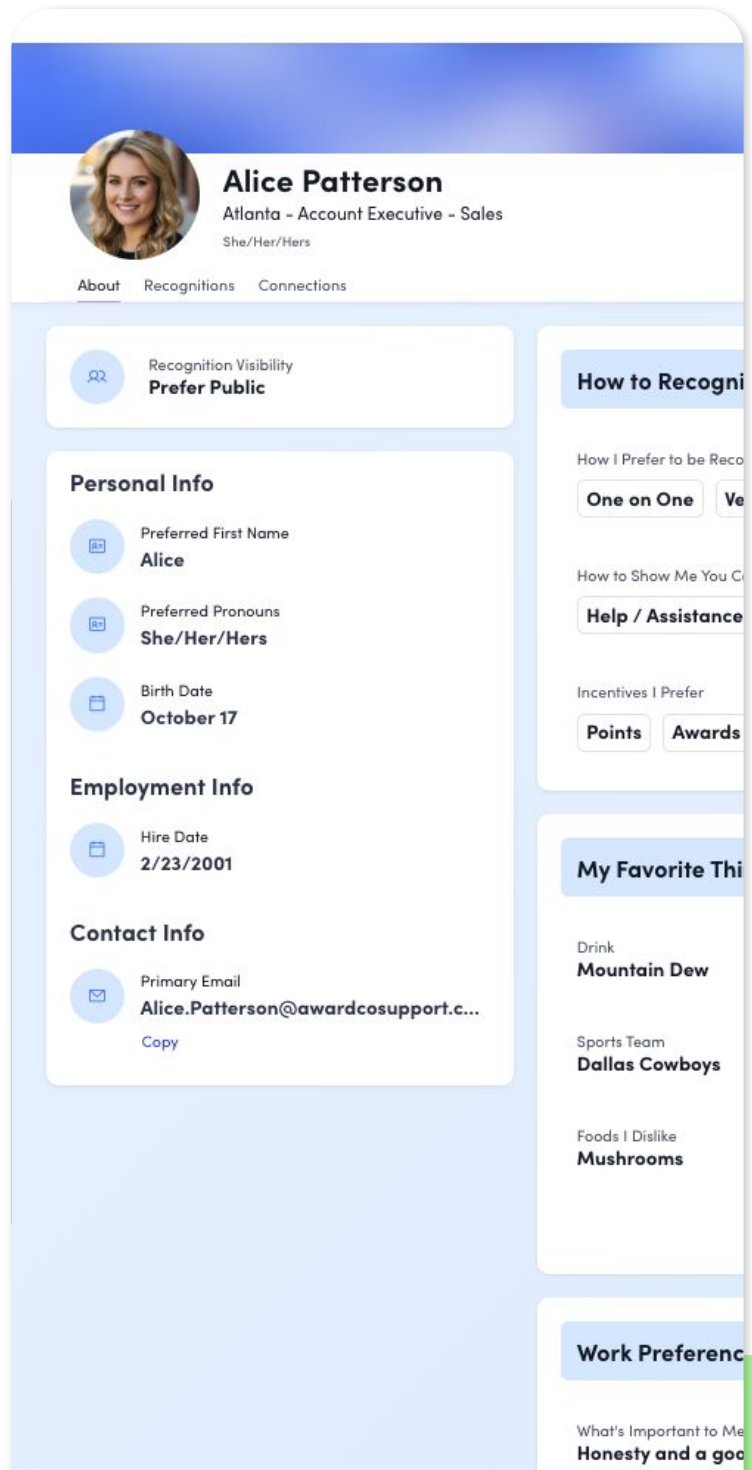
A publicly viewable page for each user to showcase information they wish to share with others on the Awardco platform; it allows users to share things like: contact info, about me, recognition preferences, recognition history, connections, etc. After migration, admins get to choose which questions they want employees to answer in their about me section. [See instructions here](#)

Connections

Easily view your organization connections as well as the upcoming milestones for your team and 'My Circle'

Badges

Earn badges on your profile by submitting earn requests, and sending recognitions. Recognition achievement badges, including a first-time recognition badge and leveling badges will also be available. Admins need to set up badges in the program settings. [See instructions here](#)



Feature Highlights

Onboard your employees into our new features with in-product feature walkthroughs

Feed Tour

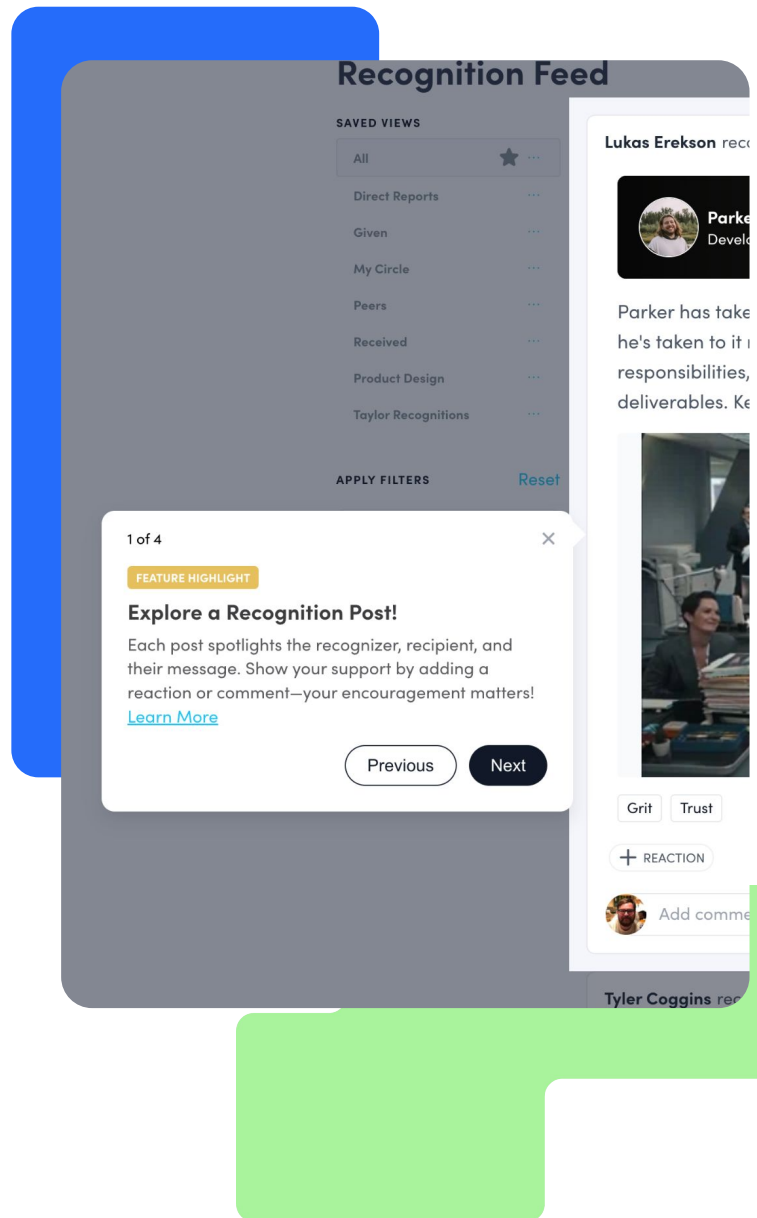
Introduces users to key features of the Recognition Feed, such as filters, saved views, Encore recognitions, and so on

Spend Points Tour

Helps users explore and navigate the Spend Points page, improving understanding of redemption options and encouraging points redemption

Navigation 2.0 Tour

Showcases updates to the navigation experience and its new features and tools



How to approach enabling different user groups

Employees

We recommend a **simple communication shortly before you turn on Awardco 2.0.**

The entire Awardco experience is designed to be a smooth one, especially thanks to the new feature highlights.

Call out key changes

- + Navigation enhancements
- + New Recognition Flow
- + More configurable personal notifications
- + New User Profiles

The new user profiles in particular are a great way to get people excited. Some clients have even held internal competitions for filling out profiles and making new connections by finding other employees with common interests.

Managers

Awardco 2.0 is a great opportunity to reinforce the importance and value of recognition to managers and leaders.

The improved adoption metrics and dashboards allow you to **make managers more aware and accountable** to drive employee participation as well as writing more recognitions themselves.

Managers can encourage employees to fill out their profiles, configure their personal preferences and notifications, and make connections with others.

User profiles help managers personalize recognition beyond the platform. Knowing details like a favorite treat or sensitivities allows for more impactful and thoughtful recognition moments.

Admins

For larger organizations with several administrators or layers of administration for different Awardco programs, we might suggest having an **admin training** before you go live with Awardco 2.0 **to get ahead of employee questions and needs.**

Start by sharing this guide and then scheduling a more in-depth training or Q&A with admins. You might also consider simply sharing the [training videos](#) and slides provided in these materials to admins in lieu of live trainings.

The most important things to communicate are the benefits of these changes and how it will help admins get more success and engagement from their Awardco programs.

Training & Comms **Templates**

Find links below to training resources to support and prepare your team for this transition.

	Training Slides	Articles	Workshop Recording
Navigation 2.0	Link	Link	Link
Recognition Flow 2.0	Link	Link	
Adoption Dashboard	Link	Link	
Feature Highlights	Link	Link	
Notifications 2.0	Link	Link	
User Profiles	Link	Link	
Mobile App	Link	Link	

