



# LEAP-SE

Long-Term Joint EU-AU Research and  
Innovation Partnership on Sustainable Energy

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## **D5.2 - Online Platform User Guidebook**

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## Abbreviations and Acronyms

Acronym	Description
WP	Work Package
CoC	Code of Conduct
GDPR	General Data Protection Regulation

## Summary

The LEAP-RE Platform is a digital environment designed to support collaboration, knowledge sharing, and project coordination in the renewable energy sector. It features intuitive tools such as group workspaces, event hosting, the Funding Watch, and a public Knowledge Repository. With a strong emphasis on user experience, secure access, and community-driven development, the platform ensures effective stakeholder engagement, guided by clear roles, a code of conduct, and comprehensive support through its integrated Help Center.

## Keywords

Renewable energy, Collaboration, User experience, Knowledge sharing, Digital platform, Stakeholder engagement.





## 1. Introduction

The LEAP-RE platform was created during the implementation of LEAP-RE (963530) and will also be used on LEAP-SE. The platform was designed as a collaborative digital environment developed to support stakeholders involved in advancing renewable energy research, innovation and implementation. By offering both networking functionalities and collaboration tools, the platform addresses the growing need for integrated and user-friendly digital environments that facilitate the creation of consortia and the design of collaborative projects.

This guide provides a comprehensive overview of how the platform is used and managed, with a focus on workflows, platform roles, moderation, and conduct. It supports the effective use of matchmaking and consortium design functionalities and helps ensure appropriate community management practices.

## 2. Purpose and user experience

The LEAP-RE Platform has been built to support both structured and informal forms of collaboration, offering users access to digital spaces where they can share content and knowledge, organize events, create working groups, and identify relevant funding opportunities in the field of renewable energy in Europe and Africa.

The user interface is designed to be intuitive, allowing users to quickly access their groups, messages, calendars, and news feeds. Different sections of the platform offer focused and dedicated tools tailored to specific needs—for instance, the Funding Watch enables users to browse and track funding opportunities, while the Consortium Search section is designed to support the creation and coordination of collaborative consortia.

The platform accommodates a range of user profiles and collaboration needs. Whether an individual is seeking funding partners, launching a thematic discussion group, or managing a cross-border consortium, the LEAP-RE Platform offers a unified space to coordinate efforts and streamline communication.

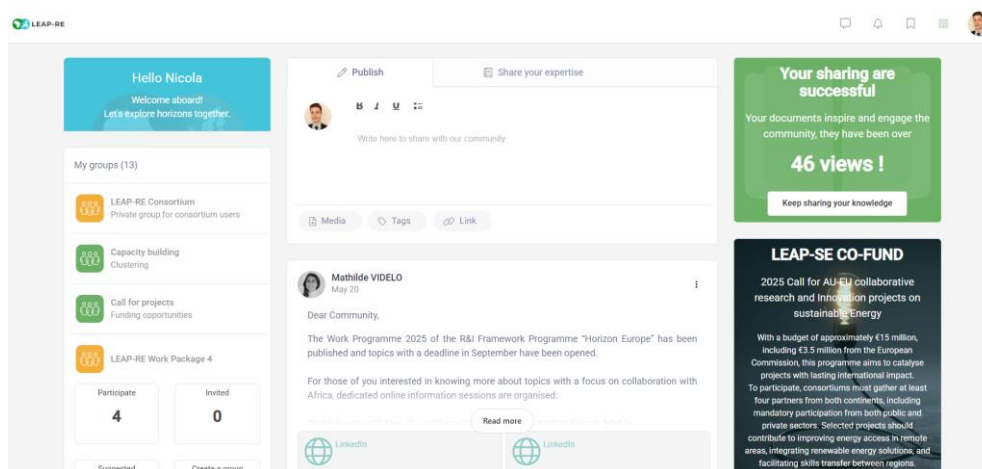


Figure 1: Landing page of the LEAP-RE Platform



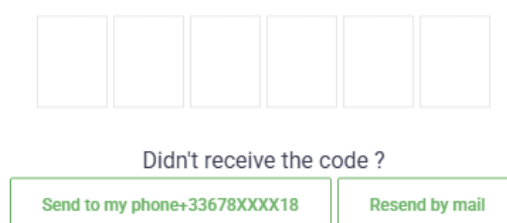


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### 3. Creating a user profile

To access the features of the LEAP-RE Platform, new users must begin by creating a user account through a straightforward sign-up process. It can be initiated by navigating to the registration page (<https://leap-re.app/signup>).

Users are first asked to enter their email address and are then guided through a step-by-step form that collects essential information such as their first and last name, professional position, and phone number. Providing a phone number serves as a back-up measure in cases where the six-digit PIN is cannot be received by email due to issues such as firewalls or spam filters. Users thus have then the option to request the code by text message instead. The phone number is used exclusively for authentication purposes on the user's request and is not used for any communication or marketing purposes.



**Figure 2: The button enabling users to request the code by text**

During registration, users must select their organization from a predefined list or manually enter its name, if it is not listed. Users are also given the opportunity to opt in to receiving news and updates from the platform; this preference can be changed at any time in their account settings.

Before completing the process, users must confirm that they have read and accepted the platform's Terms and Conditions and Privacy Policy. These agreements are required to ensure that users understand and commit to the platform's rules, including the Code of Conduct in appendix of the Terms and Conditions of Use.

Once the form is complete, users finalize their registration by clicking the "Create my account and sign in" button. A six-digit verification code is then sent by email, which must be entered on the login page to complete account activation. If the email is not received promptly, users may request the code to be sent by text after a short waiting period.

A password-less system using a six-digit PIN offers greater efficiency and convenience compared to traditional passwords. It eliminates the need for users to remember complex, case-sensitive passwords and reduces the risk of account lockouts due to forgotten credentials. This method also minimizes vulnerability to common security threats such as password reuse or phishing. The temporary nature of the PIN, combined with email or SMS verification, ensures a secure and streamlined login experience that balances usability with strong authentication standards.

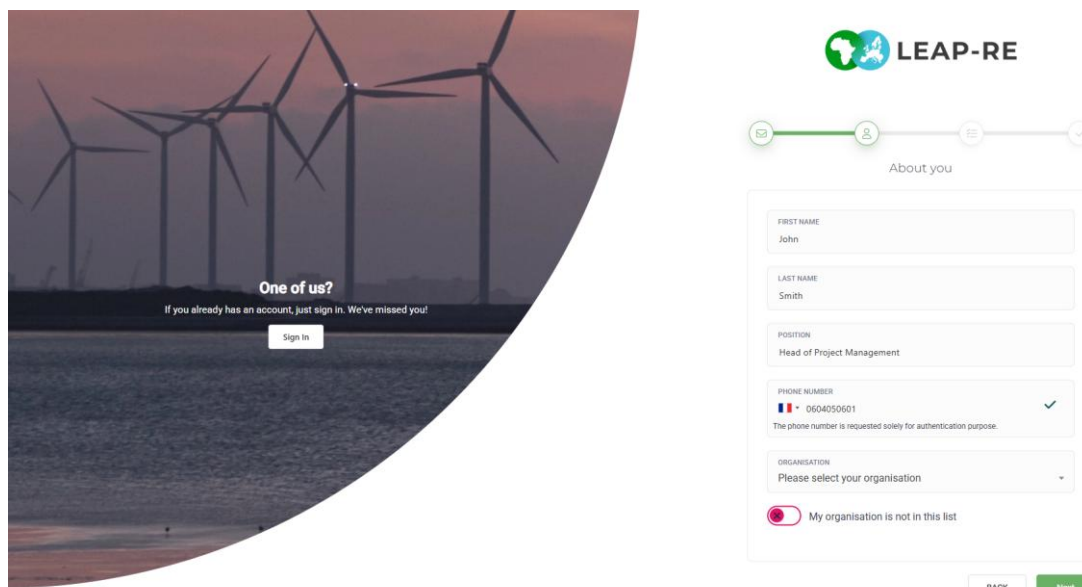
Users are only required to enter the six-digit PIN when they log out of the platform or when their connection token expires. A connection token is a temporary authentication credential





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that allows the user to stay signed in without re-entering login information. Once the token expires—typically after a certain period of inactivity for security reasons—the platform prompts the user to authenticate again using a new six-digit PIN. This ensures that access remains secure without requiring users to manage passwords manually.



**Figure 3: The registration process on the LEAP-RE Platform**

## 4. Code of Conduct and User Agreement

Upon registering on the LEAP-RE Platform, users are required to accept the Terms and Conditions of Use, the Privacy Policy, and the Legal Notice of the Platform. Together, these documents establish the legal framework for the use of the platform, including compliance with the General Data Protection Regulation (GDPR) and other applicable laws. A key component of the Terms and Conditions is the Code of Conduct ('CoC'), which appears as an appendix and sets the expectations for all user behavior on the platform.





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**LEAP-RE**

Let's set up your preferences

You can change your preferences anytime by signing in

I allow LEAP-RE to send me news and updates

Please read and agree to the following terms:

- I agree to the [terms and conditions](#)
- This data is processed in accordance with our [privacy policy](#)

The data contained in this form is processed by LGI in order to allow Users to create a profile on the LEAP-RE Portal. If this data is not provided, the user will not be able to create an Account. By subscribing to the service, you may receive email notifications from LGI. You may unsubscribe from our mailing list at any time by clicking on the dedicated link in our communications.

#### Figure 4: Accepting the legal documents of the LEAP-RE Platform

The CoC ensures that the platform remains a safe, respectful, and inclusive space, while providing a practical framework to support constructive interactions and meaningful collaboration within the LEAP-RE online community.

The CoC emphasizes behavioral standards, even in the context of disagreement users must treat one another with respect, avoid personal attacks or offensive language, and refrain from any form of harassment, discrimination, or intimidation. Inclusive language, empathy, and openness to differing viewpoints are strongly encouraged.

The CoC applies to all areas and content of the LEAP-RE Platform - public and private groups, collaborative spaces, and direct messages. Violations may result in warnings, temporary suspensions, or account removal, depending on severity. The procedure to report any type misconduct to platform administrators is also outlined.

The Code of Conduct is essential to maintaining the professional integrity and collaborative spirit of the LEAP-RE Platform.





## APPENDIX – CODE OF CONDUCT

This document outlines the aims and guidelines governing participant conduct within the LEAP-RE online community, a platform for diverse individuals to collaborate and engage in a constructive and supportive manner, with a focus on topics pertinent to sustainability and climate neutrality. This code of conduct applies primarily to the Platform.

### Our Aim

Our goal is to provide a safe environment that delivers the best possible experience to every individual. We have a zero-tolerance policy for any form of abusive behavior, including harassment, discrimination, sexism, and racism.

We aim to foster an environment where diverse individuals can collaborate and interact positively and constructively. To achieve this, we encourage behavior such as using inclusive and welcoming language, showing respect for differing viewpoints and experiences, prioritizing the interests of the community, and demonstrating empathy towards fellow members.

### Guidelines

1. Treat everyone with respect. You can disagree with others but do so without using degrading language or personal attacks. Intimidation, bullying, or harassment are not tolerated. Inappropriate language is not tolerated. Racial or ethnic slurs, aggressive language, profanity, threats, or language that is offensive to other cultures, groups, or religions is prohibited.
2. Use clear language. Refrain from using abbreviations and acronyms without clarifications. Aim to share knowledge so that experts and non-experts alike benefit from your input.
3. Communicate concisely to effectively convey your message.
4. Keep the focus on action towards climate-neutrality. The community is dedicated to the transition to climate-neutrality; avoid straying into unrelated issues or political debate.
5. Share useful information, media, and documents. Make sure your content is trustworthy, informative, and inoffensive.
6. Stay on topic. Post content that is relevant to the channel, group, or space you are in.
7. Mind your audience. Determine the relevant place for your content to avoid posting the same content multiple times in the same channel or across several channels.
8. Respect ongoing discussions. Do not interrupt threads to change the topic or ask for help with a different issue. Look for the right thread or channel for your concern.
9. Welcome newcomers. New people join the community daily. Be patient with them and guide them.



This project has received funding from the European Union's Horizon 2020 Research and Innovation Program under Grant Agreement 963530.

Figure 5: The Code of Conduct of the LEAP-RE Platform

## 5. User roles, responsibilities and management

Members of the LEAP-RE online Platform are divided into two primary categories: simple users and platform administrators.





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Users make up the vast majority of the community and are able to engage in all core social functions of the platform, including posting content, creating or joining groups, organizing or participating in events, initiating or responding to consortium searches.

Additionally users also have access to dedicated tools that support their collaborative and professional activities. These include the Funding Watch, which allows them to browse funding opportunities, and the Consortium Search functionality, which facilitates the creation and development of project partnerships.

### Explore



**Figure 6: Tools and Modules available to all users of the LEAP-RE Platform**

Finally, users can also contribute to the platform's [Knowledge Repository](#) - a curated, searchable database of shared resources and articles. This repository is publicly accessible, meaning anyone can browse its contents without registering on the platform. However, to submit a resource for publication, a user must have an active account and be logged in.

Platform administrators hold additional responsibilities. They manage user accounts and access rights through the admin panel, moderate content in public areas of the platform, update informational materials in the [Help Center](#), and oversee the general maintenance of platform operations. Administrators play a crucial role in ensuring that the platform remains a secure, inclusive, and functional environment.

It has to be noted that any user - whether a simple user or a platform administrator - can be assigned as group administrator. Group administrators are responsible for overseeing the content and activity within the public or private groups they administer. They may create or promote events, moderate discussions, approve or remove content, and coordinate the participation of group members. Group managers operate with full autonomy within their designated spaces, though they cannot moderate other groups or platform-wide features unless granted platform admin status.





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Figure 7: The LEAP-RE Knowledge Repository

## 6. Managing Groups and Events

Groups are one of the core structural components of the LEAP-RE Platform, providing a dedicated space for members to collaborate around shared interests, projects, or thematic areas. Any user who creates a group or is assigned the role of group manager can oversee its day-to-day operation. Within a group, members can publish updates, start discussion threads, upload and organize documents, and share links or media relevant to their collaboration.

Group managers are responsible for shaping the group’s activity and engagement. They can moderate content by approving, editing, or removing posts that are off-topic or inappropriate, and are encouraged to ensure that discussions remain focused, respectful, and relevant to the group’s purpose. Managers can also configure the group’s visibility settings—choosing whether the group should be publicly searchable or private, restricted only to invited members.





## Deliverable D5.2

Feed Files Members Settings

Settings

Name  
Building the long-term LEAP-RE partnership

Subtitle  
Long-term AU-EU STI partnership in Renewable Energies

Description

**B I U**

WP5 and WP6 work jointly towards the long-term AU-EU STI partnership in Renewable Energies with (1) practical steps towards the long-term goal of LEAP-RE, which is to build a lasting AU-EU partnership in R&I for renewable energies (2) building on lessons learned, assets delivered and strategy formulations from other [WPs](#) to which operationalise the construction of the partnership (3) addressing the following objectives: • Define the mission and the features of the future AU-EU partnership • Define an organisational and governance model answering stakeholder needs and delivering the mission • Build a financial model to secure the lasting sustainability of the partnership

Languages  
× English

**Hide calendar and events**  
If this option is checked, you can't plan events directly in your group. Also, it hide the calendar with all these events on the group's feed.

**Only admins can invite**  
Only admins can invite users to join this group! if this option is not checked everyone will be able to invite other users to join this group.

**Only admins can post**  
Only admins can create posts in this group ! if this option is not checked everyone can create posts in this group

**Figure 8: The settings panel of a group**

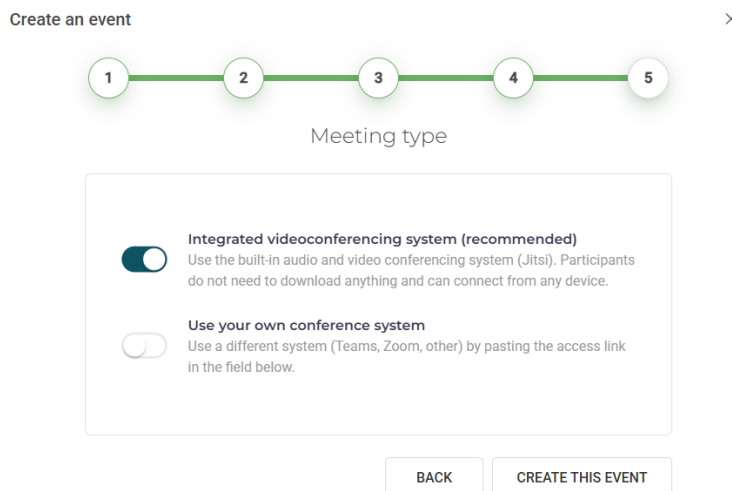
Another key functionality available to group managers is the ability to create and promote events. These can include online workshops, in-person meetings, webinars, or collaborative work sessions. When an event is created, it is automatically added to the group's calendar and may also appear on the platform-wide shared agenda, depending on the visibility settings. Events include space for descriptions, dates, times, locations (physical or virtual), and optional registration links or files. Once published, events can be promoted within the group or shared via the platform's messaging features and newsfeed.

Importantly, the LEAP-RE Platform integrates a built-in videoconferencing system that allows events to be hosted directly within the platform. This functionality is powered by Jitsi, an open-source tool that does not require participants to download software or create a separate account. The system supports both private and public events. Public events are open to all, including individuals who are not registered on the platform, and are especially suited for online conferences and webinars. This feature was successfully used for broadcasting and enabling remote participation in the 3rd LEAP-RE Stakeholder Forum held in Milan in 2024.





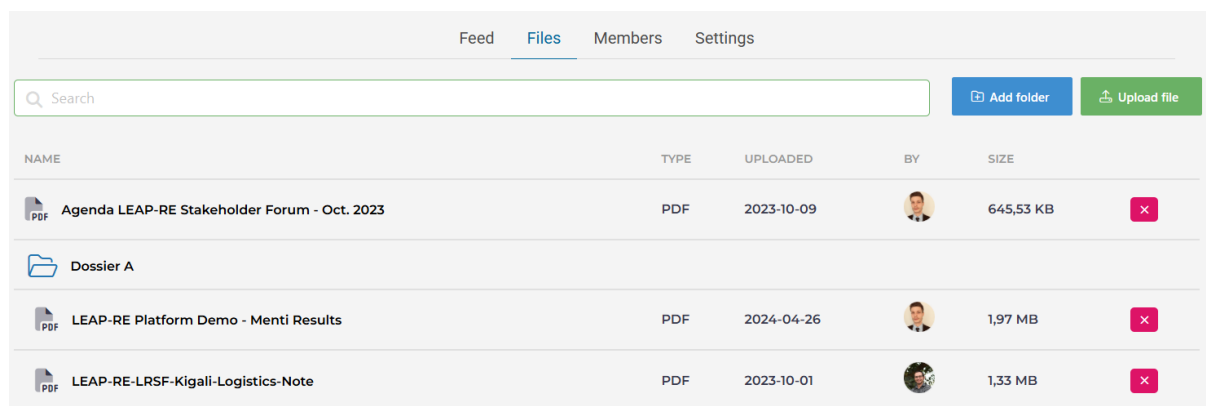
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**Figure 9: Organising an online event using Jitsi**

In addition, events hosted using the Jitsi system can be recorded. Once the session ends, the video recording is automatically uploaded and published on the corresponding event page, making it accessible for participants who were unable to attend live or who wish to revisit the content at a later stage.

Group spaces also serve as collaborative repositories, where members can store and access shared files. These files remain organized within the group and can be edited, commented on, or downloaded by participants, depending on the file settings. This functionality is especially useful for teams working together on proposals, reports, or joint deliverables.



**Figure 10: The Files tab of a group to store and share documents**

While this section outlines the general functionality for managing groups and events, detailed instructions and step-by-step tutorials are available in the platform's Help Center. Users are encouraged to consult these resources for operational guidance and technical support when managing their group activities

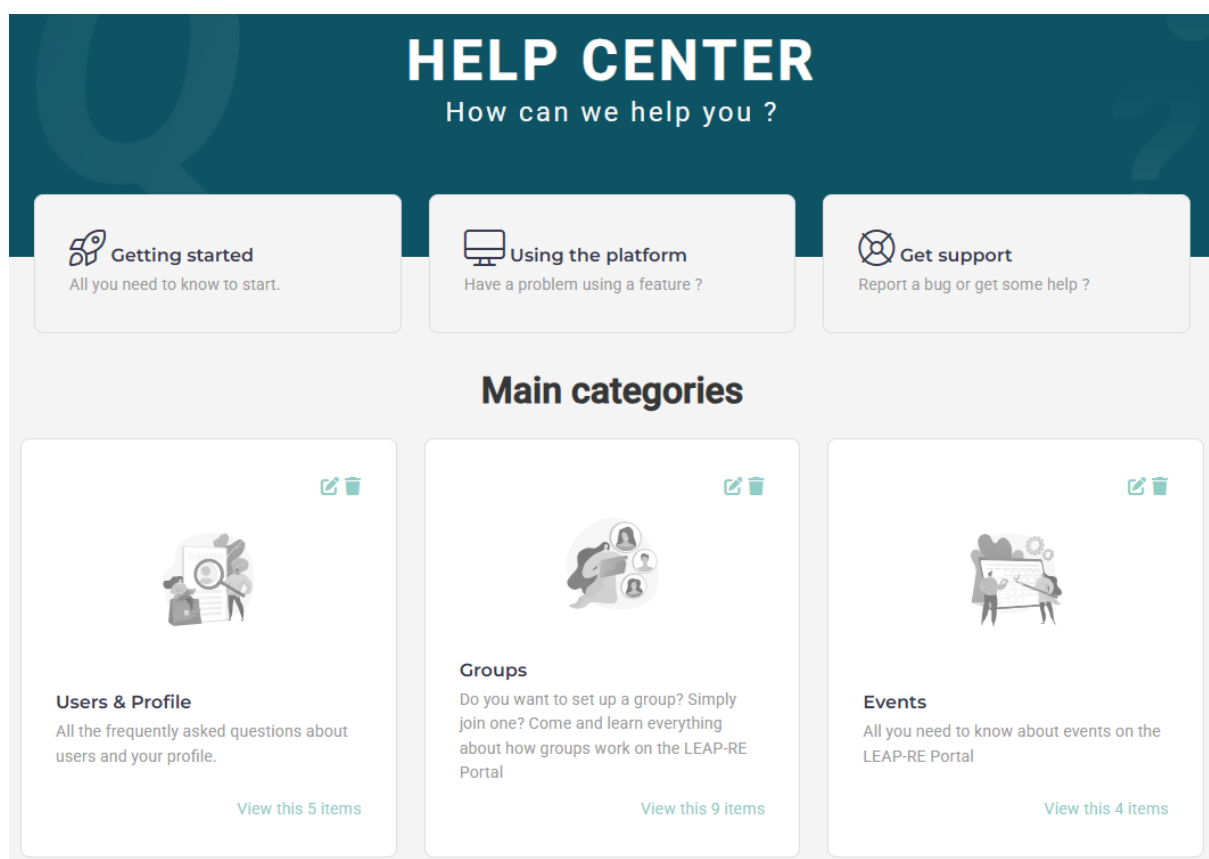




## 7. Support and Help Center

The LEAP-RE Platform offers a comprehensive Help Center designed to support users in navigating its features and solving technical or functional issues. The Help Center is accessible via the main menu and is also publicly accessible to users that are not registered on the LEAP-RE Platform. This open access approach ensures that potential users can familiarize themselves with the platform’s capabilities before registering. A specific section for getting them started is available.

Content within the Help Center is organized by topic, allowing for intuitive navigation and improved user experience. Categories help users locate relevant guidance efficiently, whether they are looking for support on managing groups, posting content or using specific features of the Platform. Platform administrators have the necessary permissions to manage the Help Center’s content directly. They can add or remove questions, create new categories, or update existing entries as needed to ensure the resource remains up to date and accurate.



**Figure 11: The LEAP-RE Platform Help Center**

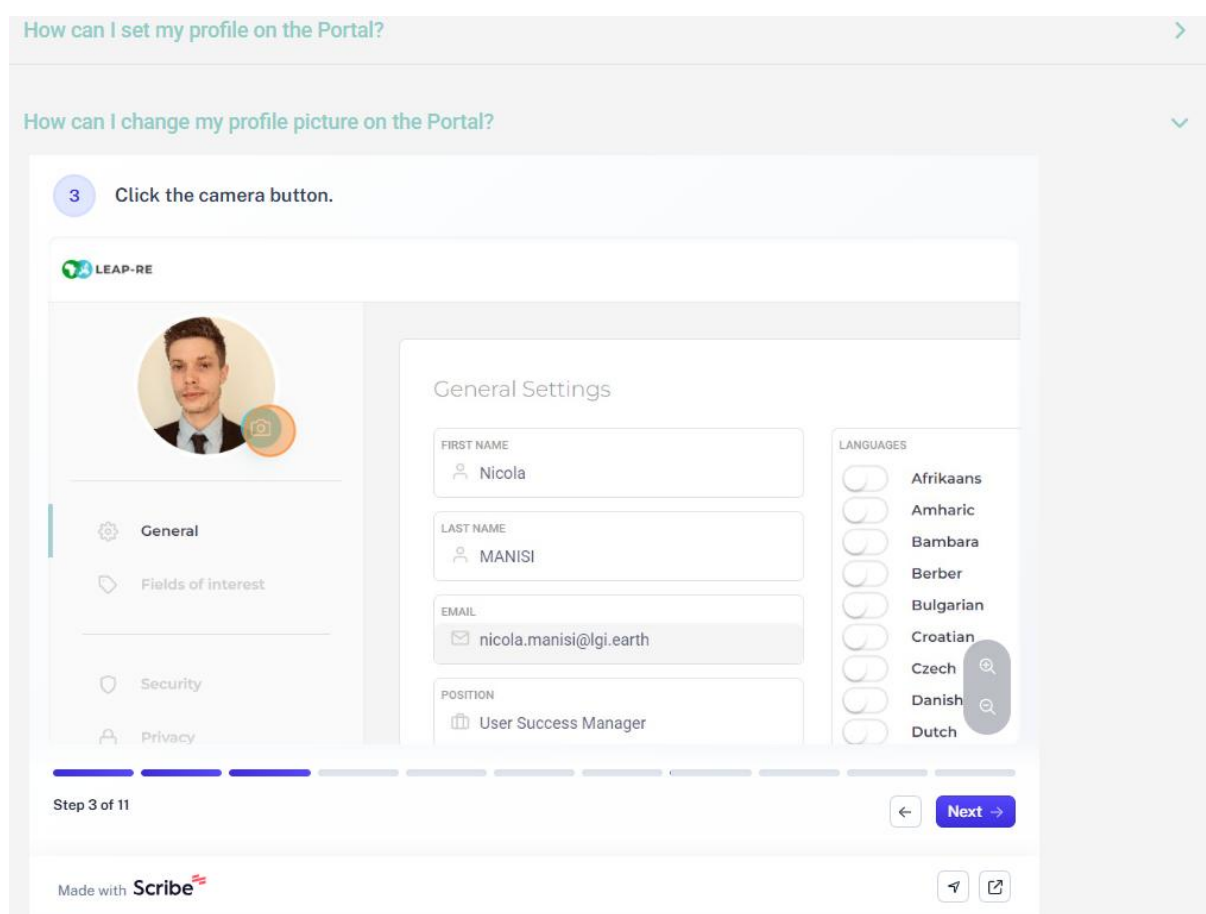
The Help Center includes both written guidance and step-by-step visual tutorials. The visual guides are particularly useful for more technical or multi-step processes, and they are created using external tools to provide clear, instructional walkthroughs. These materials



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are regularly updated and curated to reflect any changes or enhancements made to the platform's features.

In addition to self-guided support, users can request assistance directly through the platform using an embedded ticketing system. Accessible at any time from the "Help" tab in the user's settings, this system allows users to submit queries related to technical issues or account-specific concerns. Each submitted ticket is logged and can be managed by platform administrators through a dedicated space in the admin panel. This process ensures that requests are tracked, responded to efficiently, and resolved in a timely manner.



**Figure 12: A guided tutorial on the LEAP-RE Platform Help Center**

To further promote user engagement and continuous improvement, the platform also includes a "Feedback" tab in the settings area. This feature allows users to share their thoughts on the platform's usability, suggest improvements, or propose new functionalities. The inclusion of this feature reflects a strong commitment to user-centered design and highlights the collaborative and evolving nature of the LEAP-RE Platform. By collecting user input in a structured and accessible way, the platform encourages co-design and ensures that it remains aligned with the needs of its diverse community.





## Deliverable D5.2

Assistance

TITLE

Description

Describe your problem...

Submit

Use this form if you are experiencing a difficulty and need help.

A message will be sent immediately to us and we will do our best to help you as soon as possible.

**Figure 13: The embedded ticketing system of the LEAP-RE Platform**

## 8. Conclusion

The LEAP-RE Platform was carefully designed as a digital infrastructure in support of a diverse community of stakeholders.

Particular attention has been given to offering the best possible user experience by combining intuitive navigation with purposeful functionalities that respond to real user needs. Every feature, from the matchmaking tools and Funding Watch to the Knowledge Repository and embedded events system, has been designed to be both accessible and impactful.

The Platform's user interface places a strong emphasis on simplicity and clarity, ensuring that users - regardless of their technical background and digital skills - can easily navigate its various modules and engage with its features. At the same time, the Platform encourages active participation and knowledge sharing, reinforcing its role as a living community space rather than a static tool.

A core strength of the LEAP-RE Platform lies in its evolution capabilities: it is designed to continuously evolve and adapt to emerging needs and technological advancements. This flexibility is supported by active user feedback mechanisms, regular content updates, and the modular architecture of the Platform itself. As new challenges arise in the renewable energy sector, the platform will remain agile, able to integrate new functionalities and services that keep it relevant and valuable to its users and broader community.

The Help Center, integrated ticketing and feedback systems, and the continuous refinement of features through direct user input all reflect a commitment to user-centered development. The platform evolves with its users, not only responding to their challenges but inviting them to shape its future.

As the growing uptake of features like the consortium search and public event system demonstrates, the LEAP-RE Platform succeeds in creating a collaborative environment that is both functional and welcoming. By prioritizing user friendliness and community





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usefulness, it provides a strong foundation for meaningful connections, shared knowledge, and impactful partnerships in the field of renewable energy.

