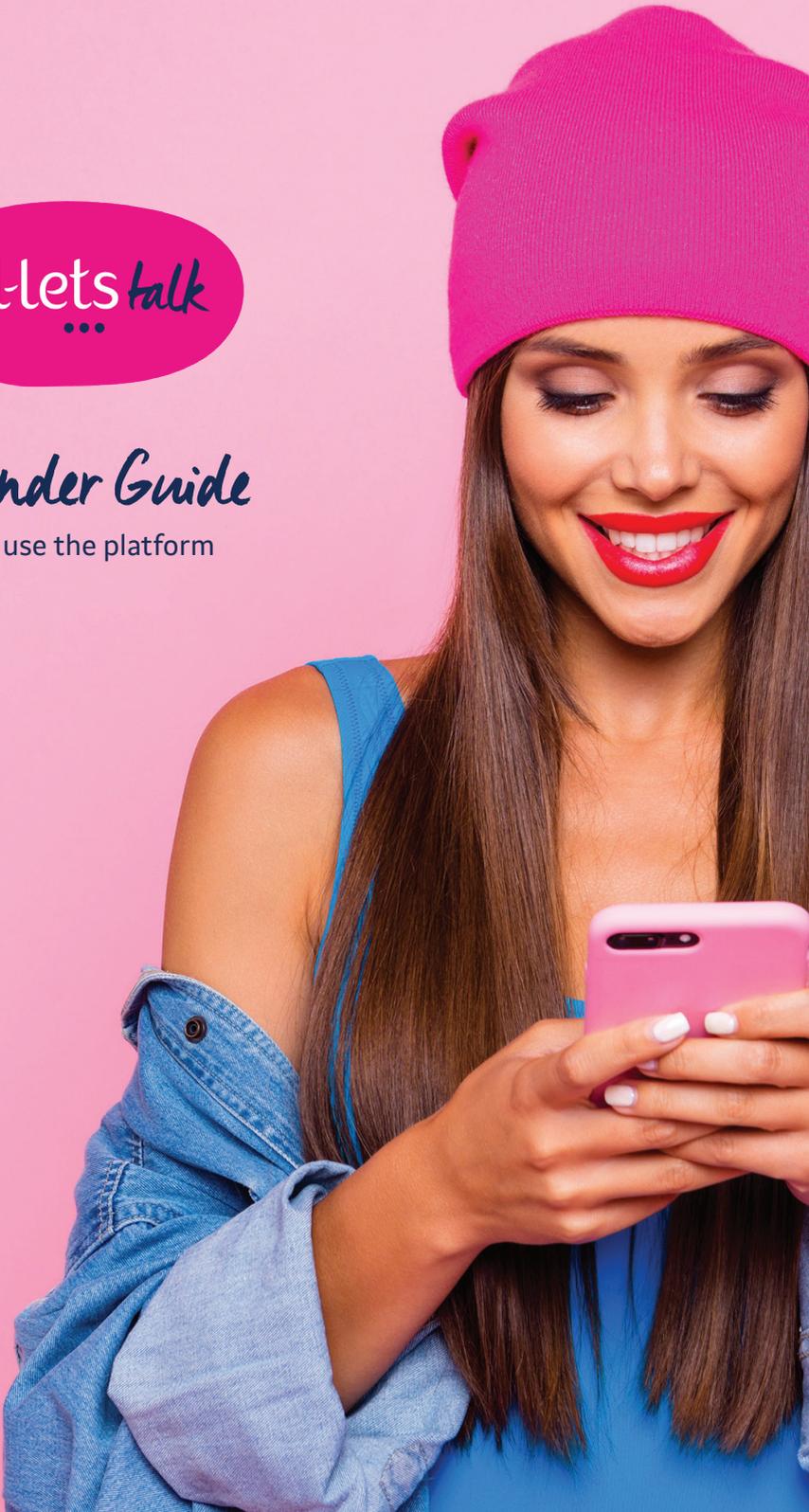




Responder Guide

How to use the platform



Welcome to Lil-Lets Talk!

Congratulations on becoming a Lil-Lets Talk Responder.

Lil-Lets Talk is all about tapping into shared experience and giving others the comfort of knowing they're not alone in what they go through every month. Thank you for being part of this important platform!

Being a Responder means you can answer questions from other members, based on the topics you're comfortable with. This is a short guide to help you get familiar with the new Lil-Lets Talk platform and how to use the Responder Portal.



The information contained in this document is confidential and only for the use of Lil-Lets Talk responders and moderators. It may not be used, published or redistributed without the written consent of Lil-Lets.

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1

Sign up

The first step of setting up your profile, is to sign up.

Here's how:

- Go to www.lil-letstalk.co.za
- Click 'Sign up'
- Complete the form, and click 'Submit'

You now have a member profile on the new platform.

Yay! 🙌



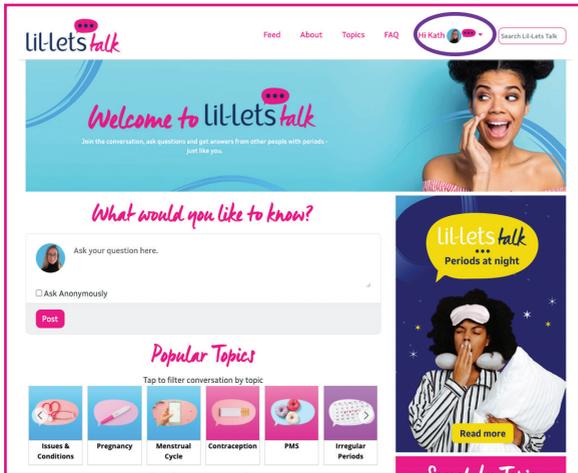
2

Customise your profile

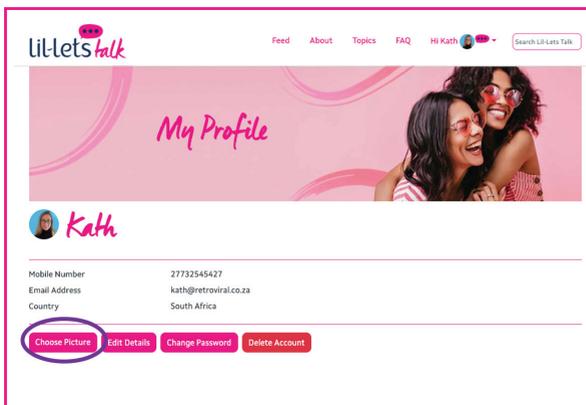
Make your profile look more like you by adding a profile picture.

Here's how:

- Click on the drop down arrow next to your profile icon in the top right of the top navigation bar



- Click on 'My Profile'
- Select 'Choose Picture'
- Upload an image

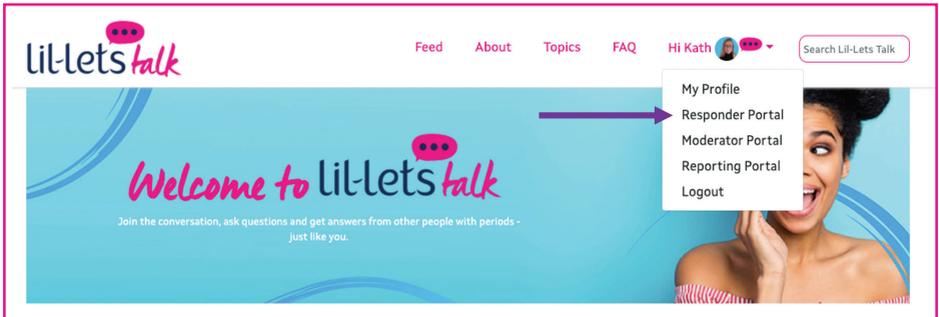


Note: We recommend that all Responders upload real photos of themselves to help other members know the real people responding to their questions.

3 Accessing the Responder Portal

Once you've successfully created your new user profile, the Lil-Lets Talk team will upgrade your profile to 'Responder'. Once this upgrade is done, you will need to log out and log back in again (using the same details you signed up with).

You'll know your profile has successfully been upgraded when you see 'Responder Portal' appear in the drop down menu (in the same place where you access 'My Profile').



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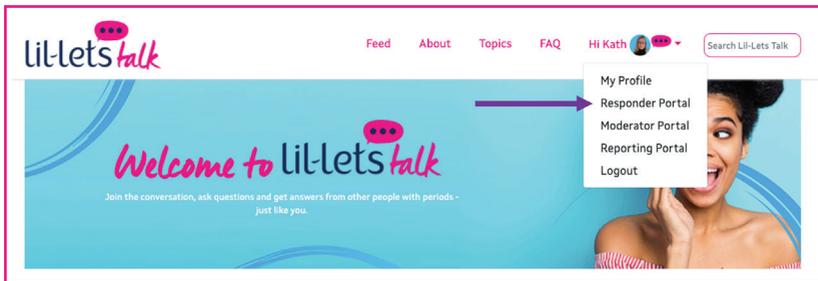
Setting your Topics

One of the most important things to set up correctly in your Responder profile is the topics you are comfortable with and have experience with. The topics you select will determine the types of member questions that you can answer. You can come back and edit your topics at any time.

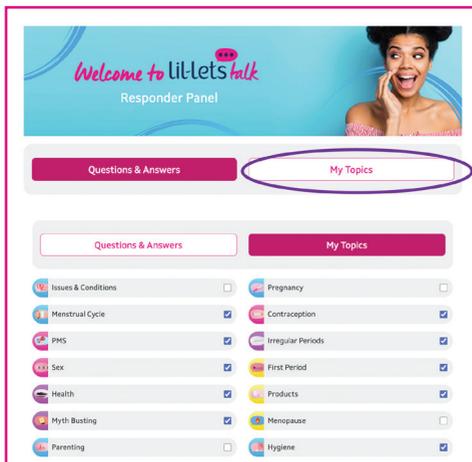
Note: Selecting a topic doesn't mean you have to answer every question you receive on that topic. You always have the option of selecting 'Decline to answer' should a question come up that you aren't comfortable answering.

Here's how:

- Click 'Responder Portal' from the drop down menu



- Select 'My Topics'
- Use the tick boxes to select the topics you want to receive questions on
- To deselect a topic, just tap on the tick box again



Tip

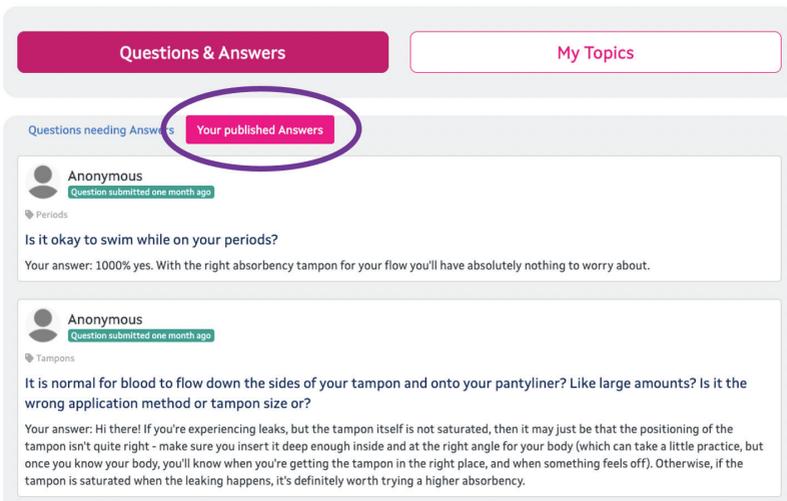
If you're unsure of what each topic covers and the type of questions that get asked, go to <https://www.lil-letstalk.co.za/talk/topics>

5 Questions & Answers Panel

Now that you have your profile and topics set up, the Lil-Lets Talk Moderators will start allocating questions to you as they come in. In the 'Questions & Answers' panel of the Responder Portal you'll be able to see incoming questions needing answers, as well as your published answers.



Published answers are answers that have been approved by the Moderators and count towards your monthly points. You may also find it's helpful to refer to your previous answers when similar questions are asked by new members.



6 Answering Questions

You'll find Questions allocated to you based on your preferred topics under 'Questions Needing Answers' in your Responder Panel.

The screenshot shows a user interface for a Responder Panel. At the top, there are two buttons: 'Questions & Answers' (highlighted in pink) and 'My Topics'. Below these, there are two tabs: 'Questions needing Answers' (highlighted with a purple circle) and 'Your published Answers'. The main content area displays a question from an 'Anonymous' user, with a green tag indicating 'Question submitted one month ago'. The question is titled 'Missed Period' and reads: 'Hi ladies. This is the second month i missed my period. I have taken multiple pregnancy tests and they all come out negative. I do get intense cramps. What is going on? Any advice?'. Below the question is a text input field with the placeholder 'Type your answer here'. At the bottom right of the input field, there are two buttons: 'Submit' (pink) and 'Decline to answer' (grey).

You can type your answer to a question directly from this panel and submit it, or you can choose to 'Decline to answer'.

When deciding whether to answer a question or not, ask yourself these simple questions:

1. Do I have relevant personal experience or knowledge on this?
2. Will my answer add value / comfort for this user?

If your answer is 'Yes' to these questions, go ahead and submit your answer. If you answer 'No' to either of these questions, it may be better to 'Decline to answer' and leave it to other Responders or experts.

Note: If you need more information from a member in order to post a helpful response to a question, feel free to ask them in your answer. Answering a question with more questions is sometimes better than trying to answer something without enough information.

Tips for posting helpful answers

Write in the **first person** and always **use your own words**.

Be empathetic. It can take a lot of courage for someone to come onto the platform and ask a personal question they've previously been too embarrassed to ask. Keep that in mind when writing your response.

Use references. When it comes to backing up what you want to say with facts, **use reputable references** in your answers. **Refer to the FAQ guide** for some recommended resources on different topics.

It's okay to say **you aren't sure**. We're all human, and we don't have to have all the answers. Sometimes just **providing comfort** is also valuable.

Stick to the Community Guidelines.

Understanding Moderation

All of your answers and comments posted on Lil-Lets Talk will go through a moderation process. This means that there may be a delay between you posting to the platform, and that content actually appearing in the feed.

Our moderation process helps to ensure all users and Responders adhere to our Community Guidelines. When reviewing content, Moderators have the option to:

- Approve
- Reject
- Escalate

If your answer is rejected, the Moderator will select a reason (based on the Community Guidelines) and may add additional comments before sending it back to you. You will then have the opportunity to change and resubmit your answer based on the feedback.

Resubmitting an Answer

Any answers you post that are rejected by Moderators, will appear back in your 'Questions Needing Answers' feed. You will be able to see both the reason for why it was rejected and any other comments from the Moderators.

You can submit an updated answer directly from this panel, or choose to 'Decline to answer' if you would rather not resubmit.

Note: *Repeatedly resubmitting the same answer without making the necessary changes, could result in the issue being escalated and your Responder status being reviewed.*

9 Points and Donations

As a Responder on Lil-Lets Talk, you're not only helping others by answering questions and sharing your experiences, you're also earning points to unlock awesome rewards AND every answer you post is matched by Lil-Lets with a donation of Maxi Pads to menstruators in need.

How points work:

Your points will reset at the start of every month. All responders have the same points goal of **200 points** per month. If you reach your goal, you'll receive a personalised Lil-Lets Talk Care pack for that month.

You earn

- **20 points for every answer you have published on Lil-Lets Talk**
- **5 points for every 'Like' your answers receive**

Each month, you will be notified by the Lil-Lets Talk team if you have achieved your points goal. There is also a Top Responder leader board on the homepage where you can see if you're in the running to be the Top Responder. The Top Responder each month receives a R1000 online shopping gift voucher.

How donations work:

Lil-Lets matches every question asked and answer posted on Lil-Lets Talk with a donation of a pack of Maxi Pads. These donations are tallied on a monthly basis, and allocated to approved NPOs to be distributed to menstruators in need. If you know of a registered non-profit which can benefit from these donations, you can complete the nomination form here: <https://www.lil-lets.com/za/en/making-a-difference/nominate-your-organisation/>

10

Support

You can reach out to the Lil-Lets Talk team and moderators at any time if you are having technical difficulties, have any questions or issues. Simply drop an email to: megan@retroviral.co.za

Ready to respond?

All that's left to do now is to get out there and smash some stigma, bust some myths and empower other people with periods with some **#PeriodProud** conversations.

