soundmouse®

Silvermouse: Diversity Actual

Version 1.10

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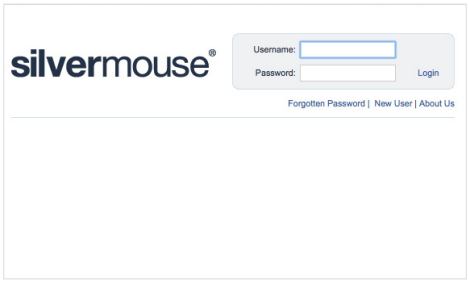
Getting Started

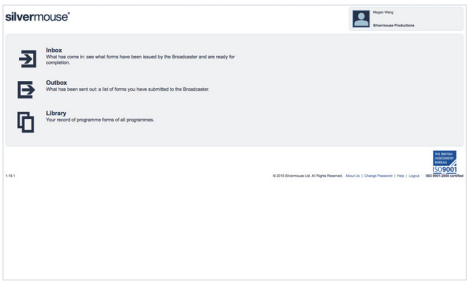
Silvermouse is a web-based system in which users electronically input and submit required PAC (Programme as Complete) data to the relevant Broadcaster(s).

1 Signing In



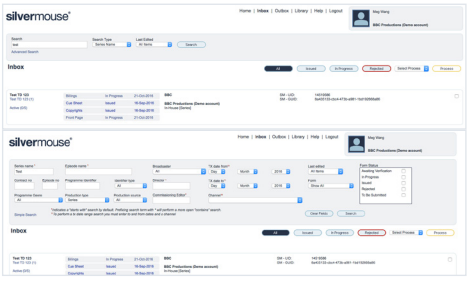
Open www.silvermouse.com using Mozilla Firefox, Internet Explorer (IE) or Google Chrome. Enter your username and password. First time users may want to download a copy of the Terms and Conditions to keep for their records. Upon review, accept the Terms and Conditions and click **continue**.

2 Home Screen



Welcome to the Silvermouse home screen. Forms that need completing will appear in the user's Inbox. Forms that have been submitted to the broadcaster for approval can be found in the Outbox. The Library contains all of the user's programme forms regardless of status.

3 Locating a Programme



To locate and begin completing PAC forms, first click on Inbox. Find the programme and the forms you want to complete by scrolling through those listed, or make use of the search box and the dropdown menus to narrow the list of results.
For a more detailed search, click **Advanced Search**, make use of the additional search fields and click **Search** to get a list of results. Once the correct programme has been located, click on the form to be completed.

Hints & Tips

Having trouble editing your forms?: Generally, forms with a status of Issued, In Progress or Rejected can be edited, regardless of whether they are accessed via the Inbox or Library. Forms with a status of Submitted cannot be edited, while forms with a status of Approved can only be edited by broadcaster or premissioned input group users.

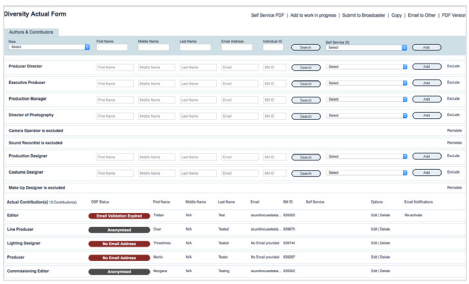
Enable pop-ups in your browser: Silvermouse will not function properly if pop-ups are blocked.

Diversity Actual Form

Within the Diversity Actual Form, users can manually input the Name and Diversity Role of those contributors whose diversity monitoring information is required. Alternatively, if a user has already begun completing the Contributors Form, the Name and Diversity Role of contributors added there will auto-populate the Diversity Actual Form.

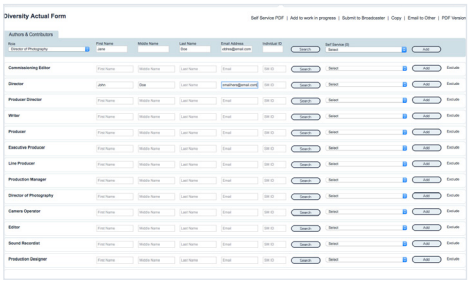
Note: This is a generic user guide for the 'standard' form. Silvermouse forms will differ slightly from broadcaster to broadcaster depending upon what information the broadcaster requires and what permissions a user has. This means that you may see additional (or even fewer) fields apart from those depicted in screenshots here.

4 Diversity Actual Placeholders



If the Contributors Form for the programme has not yet been completed, upon opening the Diversity Actual Form the user will see a list of placeholders for each diversity role type that requires diversity monitoring information. Production users should complete all mandatory roles listed (see #7 for info about excluding roles). There is also an additional placeholder located at the top of the list that allows users to add entries for diversity role types that are not mandatory. The additional placeholder should also be used if multiple individuals share the same mandatory diversity role type (e.g. if there are two directors, one individual should be entered via the director placeholder, and the other via the additional placeholder).

5 Manually Adding a Contributor

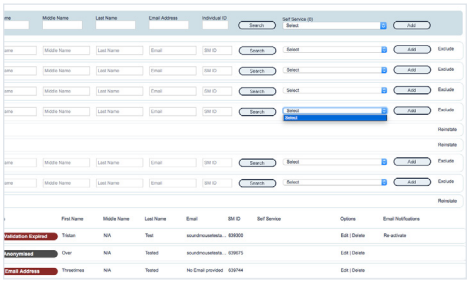


Locate the mandatory role that you wish to complete or select a role type using the dropdown in the additional placeholder, enter in the individual's first and last name (and, if possible, an email address) and click **search**. *Note: once a role is added on the Contributor Form, that information will also be reflected on the programme's Diversity Actual Form.* If the relevant individual is returned, select **Use**. This will move the entry from the placeholder list to the actual contributor list at the bottom of the page where a status indicator will let the user know whether or not the contributor's DSF (Diversity Self-declaration Form) has been completed. Note: if no search results were returned, the user will need to click **Add As New**. Clicking **Add As New** will require the contributor to complete a DSF. Once added, only a contributor's role type can be edited by clicking on **Edit**. Click **Confirm** to save changes or **Cancel** to stop. To edit a name or an email address, entries must be deleted then added again.

Hints & Tips

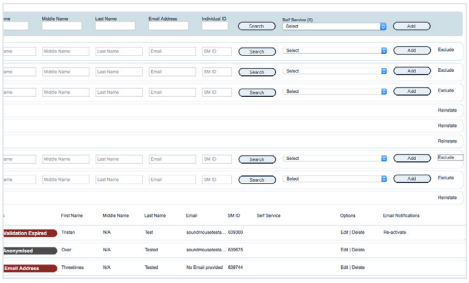
Only entries that were added manually on the Diversity Actual Form can be deleted via the Diversity Actual Form: If an entry has been auto-populated from the Contributors Form, in order to remove the entry the user must delete the contributor from the Contributors Form.

6 Selecting a Contributor from the Self Service Dropdown



The Self Service dropdown in the Diversity Actual Form shows the names of individuals who have completed the DSF (Diversity Self-declaration Form) via the Self Service Sign Up for this specific series. To use an individual from the Self Service dropdown, first locate the relevant mandatory diversity role type placeholder or use the generic placeholder. Click on that role's Self Service dropdown, select the individual you wish to use and click **Add**. This will move the entry from the placeholder list to the actual contributor list at the bottom of the page. A status indicator will show if the contributor has completed the DSF. For more about Self Service see the FAQs.

7 Excluding a Mandatory Role Type

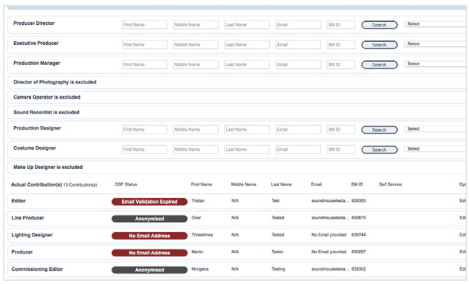


Clicking the **Exclude** link located next to a role type will override the mandatory rule and allow the form to be submitted despite the missing data. After Exclude is clicked and the action confirmed via a prompt, the mandatory placeholder will remain in the placeholder list – it will not move to the actual contributor list. If excluded in error, simply click **Reinstate**. After clicking Reinstate the role type will be mandatory again.

Hints & Tips

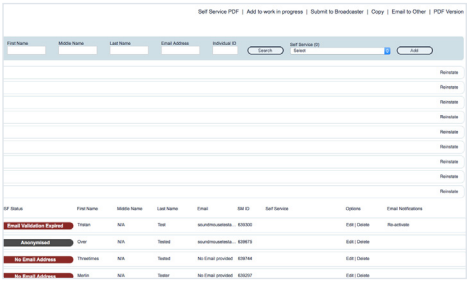
Copying the Diversity Actual Form: Users do not copy the Diversity Actual Form directly. Instead, they copy a programme's Contributors Form which carries with it the corresponding Diversity Actual data. If a copy is performed and some of the contributors have not yet completed the Diversity Self-declaration Form for that series or programme, the copy will restart the DSF email workflow. Note: in order to be able to perform the copy, all 3 of the Diamond forms (Contributors, Diversity Actual and Diversity Perceived) of the programme you are copying into must be in the Inbox.

8 DSF (Diversity Self-declaration Form) Status Indicators



Once an individual has been added to the actual contributor list, a status indicator will appear next to their entry indicating whether the DSF (Diversity Self-declaration Form) has been completed or not. If the link to complete the DSF has expired, users will be able to click **Reactivate**: this will reactivate the expired link and send an additional email to the address provided. See the FAQs for a list of all DSF statuses.

9 Submitting the Diversity Actual Form



Once all of the mandatory placeholders have been completed, the Diversity Actual Form can be submitted *so long as the All Contributors Added tickbox has been ticked on the programme's Contributors Form*. Even if some of the contributors have not yet completed the DSF, users can still submit the form. To submit the form for approval, click on the **Submit to Broadcaster** link.

Hints & Tips

DSF statuses and form submission: There is no need to wait for all DSF statuses to read 'DSF complete' before submitting the Diversity Actual Form; the form will not be rejected on the basis of incomplete Diversity Self-delcaration Forms (DSFs).

Frequently Asked Questions

Do I have to use Mozilla Firefox, Internet Explorer (IE) of Google Chrome?

Currently Mozilla Firefox, Internet Explorer (IE) and Google Chrome are the only browsers fully supported by Silvermouse. While the system may function on other browsers, using an unsupported browser can cause some features to not function as intended or to fail entirely. Be sure to use updated versions of these browsers as older versions may not work properly.
To download Mozilla Firefox to your machine go to www.mozilla.org
To download Google Chrome visit https://www.google.com/chrome/

I can't seem to locate the correct programme. Where is it?

If you are having difficulty locating a particular programme, this could indicate that the broadcaster has not yet issued the programme to the production company. Until the programme is successfully issued, users will be unable to locate the programme in Silvermouse.

Can I edit the production header?

While there are some header fields that can be edited by permissioned users, most of the header information is pulled from pre TX files delivered to Soundmouse from the broadcaster. The information from these pre TX files cannot be edited by the user; it must be amended at source.

I can't submit the Diversity Actual Form. What's wrong?

In order to be able to submit the Diversity Actual Form, two conditions must be met: 1) all mandatory placeholders on the Form need to be completed (i.e. the required information for the diversity role types that are mandatory must be entered), and 2) the Contributors Form must either be submitted OR the All Contributors Added tickbox located on the Contributors Form must be ticked.

What is the Diversity Self-declaration Form (DSF)?

The Diversity Self-declaration Form (DSF) is completed directly by the contributor of the production. An email validation is sent to the email address supplied when a contributor is entered onto Contributors Form. Once validated, that contributor receives a second email with a link to the DSF for them to complete. The DSF is not available, accessible or viewable on the Silvermouse platform, and the data entered is encrypted and anonymised. The DSF can also be completed via a Self Service PDF. See below for details.

A complete list of DSF Status Indicators

No email address – No email address has been provided.
Email validation sent – An email containing a link to validate the supplied email address has been sent.
Invalid recipient – An email error occurred. Correct the email address or delete the contribution.
Email validation expired – The email validation link has expired.
Email validated – The supplied email address has been validated by clicking on the link.
Opted out – The user has opted out of delivering diversity data.
DSF link sent – A link to the Diversity Self-declaration Form has been sent to a validated email address.
DSF link expired – The link to the Diversity Self-declaration Form has expired.
DSF complete – The Diversity Self-declaration Form has been completed.
Series excluded – The individual has chosen NOT to provide their DSF information for the series.
Deleted – The individual has deleted the diversity data supplied for this episode.
Anonymised – The contribution no longer has diversity data associated with it as the data retention period has expired.

More about the Self Service PDF

With Self Service, users download and print the Self Service PDF which contains a unique production key for the specific series or programme. This document can then be delivered to a contributor who can use it to access and complete the DSF (Diversity Self-declaration Form) directly. Once the form has been completed, production users will see the contributor's name listed in the Self Service dropdown on the Diversity Actual Form of that particular series. Multiple Self Service PDFs can be downloaded and printed per series or programme to account for each Self Service contributor.

Understanding the links between the Contributors, Diversity Actual, Diversity Perceived and the Diversity Self-declaration Forms.

When an entry is added to the Contributors Form, information is then auto-populated on the Diversity Actual and Diversity Perceived Forms.

The Diversity Actual Form will show the Name and Diversity Role (and to permissioned users only, email addresses); the Diversity Perceived Form will show only the Diversity Role (and, when applicable, Character Name).

Production users will never see any of the data entered into the DSF (Diversity Self-declaration Form).

If changes are made or a contributor is removed via the Contributors Form, (when applicable) these changes will be pushed through to the Diversity Actual and/or the Diversity Perceived Forms. If the Diversity Forms have been submitted prior to the Contributors Form and changes are then made for certain Contributor Role Types, the Diversity Actual and Diversity Perceived Forms may be automatically rejected. If one of the Diversity Forms is automatically rejected an email notification will be sent to the user.

I've submitted my form but noticed an error. How can I fix it?

Forms with a status of Submitted cannot be edited. In order to be able to make changes to a submitted form, contact the broadcaster of the series or programme and ask them to reject the form on Silvermouse. The rejected form will reappear in your Inbox.

Requesting data from talent

If you don't have access to a contributor's personal email address, you can instead enter their agent's email address on the Contributors Form. Note: contributors must still complete the Diversity Self-declaration Form (DSF) themselves. The agent will be asked to validate their own email address and then forward the link to the DSF to their client to complete it.

Delivery timelines

Broadcasters will vary on when they expect diversity paperwork to be submitted. All queries relating to the deadline for the submission of Diamond paperwork should be directed to the broadcaster of the series or programme. A list of broadcaster contact emails can be found below under Further Assistance.

A note about permissions and broadcaster requirements

User permissions are dictated by broadcaster requirements. This means that some users will have different permissions and, consequently, a slightly different workflow (e.g. BBC input group users have the ability to approve forms instead of submitting them to the broadcaster).

Help! I've forgotten my password!

If you've forgotten your password simply click on the Forgotten Password link on the Silvermouse login page. Enter in the username you have forgotten the password for and then click Submit.

Further Assistance

Queries relating to the functionality of the system or technical difficulties should be sent to: silvermousehelpdesk@silvermouse.com or diamondsupport@silvermouse.com (for queries related to the functionality of Diamond forms).

For all Diamond content-related queries (what needs to be completed, deadlines, particular production scenarios, etc.), contact the broadcaster of the series or programme:

BBC	•	silvermouse.support@bbc.co.uk
Channel 4	•	DiamondDiversity@channel4.co.uk
Channel 5	•	postproductionpaperwork@channel5.com
ITV	•	diamondqueries@itv.com
Sky	•	DiamondSilvermouseUsers@sky.uk

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