

HERITAGE HELPERS MANUAL

Heritage Helpers is an online platform on which archives and museums can put forward scans of photos, so that the crowd – the general public – can make them more accessible. Heritage Helpers is an initiative of Amsterdam City Archive; the platform has been built, and is maintained, by Picturae.

Anyone who would like to can sign up for Heritage Helpers. Each participant has their own profile page and can index, select or describe scans. From the data entry of scans there may be a reimbursement in the form of credits. What participants can do with these credits depends on the project. More information about this may be found on the project page of the relevant project.

This Instruction Manual is intended for all Heritage Helpers participants. That means that both new and experienced participants of Heritage Helpers can find instructions and tips which make using Heritage Helpers easier. In the manual as well as information for data entry participants, there are also instructions for validators. If you are not a validator, you cannot see the validators keys on Heritage Helpers, so you can ignore this section of the manual.

If you have any further instructions or tips which could help to further clarify Heritage Helpers for participants, you can send an e-mail to info@heritagehelpers.co.uk.

Heritage Helpers Home Projects Participants News Help Log In Register

Anyone can help make online archives accessible.

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Fun and addictive!

- Choose a project
- Enter information or describe pictures
- On your own PC or laptop
- When and where it suits you
- Contribute in a fun and easy way!

Getting started

Taking part is easy, try it out now.

Practice


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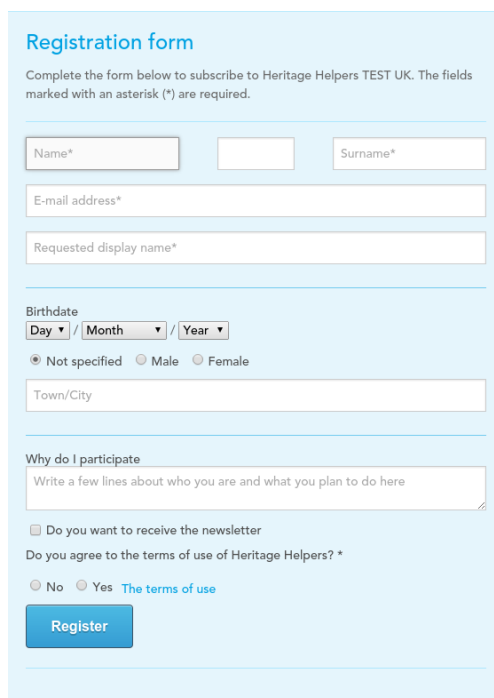
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1. Signing in

1.1 Creating an account

Anyone can create an account via the blue key ; experience is not necessary. To sign in you will just need to fill in your e-mail address, name and a display name. On the website you will be known by your display name, for example via Questions and Tips on the Notifications page of a project, so you can index anonymously.



Registration form

Complete the form below to subscribe to Heritage Helpers TEST UK. The fields marked with an asterisk (*) are required.

Name* Surname*

E-mail address*

Requested display name*

Birthdate
Day / Month / Year

Not specified Male Female

Town/City

Why do I participate
Write a few lines about who you are and what you plan to do here

Do you want to receive the newsletter

Do you agree to the terms of use of Heritage Helpers? *
 No Yes [The terms of use](#)

1.2 Signing in via a third party

If you have an account with, for example, Google or Facebook, you can also sign in on Heritage Helpers with that account. Heritage Helpers provides support for this for the following websites:

- Google 
- Facebook 
- Yahoo 
- Twitter 
- OpenID 

This means that you have to remember fewer different password combinations. If you are logged in to an external website, you do not need to log in again to Heritage Helpers. Your password from the external website will not, however, be passed on to Heritage Helpers.

In order to sign in via a third party you simply need to go to the log in and click on the icon from the site you wish to sign in to (Facebook, Google, etc.). You will then automatically be signed in to Heritage Helpers. The first time that you sign in via this external site, you will be asked to fill in several fields for your Heritage Helpers account.

2. PAGES

You can navigate the Heritage Helpers website via the links 'Home', 'Projects', 'Participants', 'News' and 'Help', that you find at the top of the screen. Here follows an explanation about the different pages on Heritage Helpers.

2.1 Dashboard page

The screenshot shows the 'My profile' page on the Heritage Helpers website. At the top left is the 'Heritage Helpers' logo. To its right is a navigation menu with links for 'Home', 'Projects', 'Participants', 'News', and 'Help'. Further right, there is a 'My profile:' section with a 'Log out' link and a 'Manage' gear icon. The main content area is titled 'My profile' and features a beige header bar. On the left of this bar is a profile picture placeholder and the text 'Hello [Name]'. Below this is a description: 'Here you can customize your profile and see an overview of the projects you are working on.' and an 'Edit profile' link. On the right of the beige bar are four statistics: '3 Projects', '0 Data entry finished', '0 Validated data', and '0 Points'. Below the beige bar is a tabbed interface with 'Projects' selected. The 'Projects' tab shows a project titled 'Next patient!' with a progress bar at 55.6%. The project description is: 'Amsterdam City Archives offers patients register from the period 1818-1899 in which many people pass by. Who never in his life ended up in the hospital? Next patient!'. Below the description are three buttons: 'enter data', 'validate data', and 'manage', followed by a 'View project page' link. At the bottom of the project card, it says '0 scans entered, 0 scans validated, 0 points earned'. Below the project card is another project titled 'Who, what and where?' with a progress bar at 50.4% and a description: 'Please help us describe all the magnificent pictures of the Maria...'. The page also shows '44.463 scans' and '8 participants' for the selected project.

If you log in to Heritage Helpers, you will come to your personal dashboard page. In the middle of the screen - in the beige bar - you will see the text 'Adjust profile'. If you click here, all your data will appear and you can make changes.

If you click on your profile image, your profile will be displayed in the form that other participants from Heritage Helpers see your profile. You can always return to your dashboard page by clicking on your profile name at the top right of your screen (next to the text 'My profile:').

Next to 'Adjust profile' you will find a link to the projects you are participating in, to your statistics on Heritage Helpers and to the credits which you have earned. You can also navigate through the various tabs under the text 'Adjust profile'.

2.1.1 Projects

The 'Projects' tab shows the projects you are participating in.

2.1.2 Profile data

The 'Profile data' tab allows you to adjust your profile data. On the left hand side you can adjust your profile data. You can save the changes by clicking on the 'Save changes' key. On the right hand side it is possible to change your password. You change your password by clicking on the 'Change password' key.

2.1.3 Credits overview

Under the 'credits overview' tab you will see an overview of the credits you have earned on the different Heritage Helpers projects. It is also possible to swap your credits for coupons. For clarification see heading 5.1 Creating coupons

2.1.4 Statistics

The 'Statistics' tab shows the statistics from your work activities on Heritage Helpers. At the top of the tab the activity per day, per week and per hour are shown. Following this a division is made between the scans you have entered and the validated scans. These statistics are displayed per day and per month.

Please be aware that the number of entered and validated scans is counted via your entered and validated scans. The number of validated scans does not show whether the scans you have entered have been validated. You can see this via the rising total on your credit score. Your credit score rises when you complete the data entry for a scan and it has been validated.

2.1.5 Messages

The 'Messages' tab takes you to an overview of the messages which have been published in 'Notifications', 'Questions' and 'Tips' from the projects in which you are participating since the last time that you signed in.

2.2 Home

Heritage Helpers

Home Projects Participants News Help

My profile: | Log out | Manage ✖

Experience is not necessary, just passion for our past.

Fun and addictive!

- Choose a project
- Enter information or describe pictures
- On your own PC or laptop
- When and where it suits you
- Contribute in a fun and easy way!

Getting started

Taking part is easy, try it out now.

Practice

A selection of the projects

Next patient!

ARMU

Who, what and where?

See all projects

The *Home* page is the first page of Heritage Helpers. In the beige bar at the top of the page you will find data entry practice for new participants. You can start to practise by clicking on the orange key [Practice](#).

In the grey bar at the right hand side of you screen you can see the latest news from Heritage Helpers. These articles are produced by the Heritage Helpers project team. Here, for example, we announce the launch of new projects. You come to the complete news articles by clicking on the orange title. Underneath you will find a link to all news articles.

At the top of the *Home* page you will see a selection of the Heritage Helpers projects. By clicking on the title you will come to the project page for the relevant project. You can see all projects on the 'Projects' page. Underneath you will see the blue key [See all projects](#).

2.3 Projects

Heritage Helpers Home **Projects** Participants News Help

My profile: [redacted] | Log out | Manage ⚙️

Projects

How does this work?

Taking part is easy, try it out now.

[Practice](#)

Join this project

It's like a sudoku or a crossword puzzle. Heritage Helpers is addictive and fun.


[Finished projects](#)

Project Title	Description	Progress	Start Date	Scans	Participants
Next patient!	Amsterdam City Archives offers patients register from the period 1818-1899 in which many people pass by. Who never in his life ended up in the hospital? Next patient!	55.6%	Startes on 15 September 2014	44.463 scans	8 participants
Who, what and where?	Please help us describe all the magnificent pictures of the Maria Austria institute!	50.4%	Startes on 10 July 2013	40.452 scans	9 participants
Demo Militieregisters 1814-1941		0%	Startes on 6 June 2011	6 scans	8 participants
ARMU		0%	Startes on onbekend	0 scans	2 participants

On the *Projects* page you can see all the ongoing projects which are currently on Heritage Helpers. If you click on the blue key [Finished projects](#) you will see an overview of completed projects. For each project an image and definition is shown. By each project you will also see a bar containing the percentage of the scans that have already been entered and validated relative to the total. Under this you have the start date of the project, the number of scans and the number of participants. If you want to get involved in a project, you can click on, 'participate in this project' under each project. Are you member of the project? Then you will see the orange key [enter data](#). If you are also a validator then the orange key [validate data](#) is also visible.





2.4 Project page




The screenshot shows the Heritage Helpers website interface. At the top, there is a navigation bar with the logo and links for Home, Projects, Participants, News, and Help. A user profile section on the right includes 'My profile:', 'Log out', and 'Manage' with a gear icon. Below the navigation is a large banner image showing a group of people in historical attire. The main content area is divided into two columns. The left column features a 'Next patient!' section with a description of the project and three buttons: 'Data entry', 'Check data', and 'Manage'. The right column displays the 'Current status' with a list of statistics: '44.463 scans' and '8 participants'. Below this, there are two progress bars: one for 'Data entered twice' (24.116 / 55.6%) and one for 'Validated data' (24.099 / 55.6%). A 'Leave this project' button is located at the bottom of the status section. Below the main content area, there are three tabs: 'Messages', 'Project info', and 'Statistics'. The 'Messages' tab is active, showing a list of 'Latest messages' including 'Questions for project admins', 'Announcements', and 'Questions'. On the right side of the messages section, there are two sub-sections: 'Project leaders' and 'Statistics for today', which shows '0 entered' and '0 validated' data, with a 'View all statistics' link. Below the statistics, there is a 'Participating users' section with three user avatars.

By clicking on the title of the project, you come to the relevant project page. The project page is divided in a number of tabs: 'Messages', 'Project info', 'Statistics' and possibly the 'Preferences' tab. Next to each project that you have signed up for, you can unsubscribe by clicking on the blue key  .

2.4.1 Messages

Each project has its own environment in which specific questions and comments regarding each project can be found. You can find these under the 'Messages' tab. There are three different types of messages in this section: notifications, questions and tips. All participants who are members of a project can create questions and tips. If you have questions regarding a specific function within the project then you can place a message under 'Questions'. If you have a data entry tip to share then you can place this under 'Tips'. If there are new developments the project the project manager will place these under 'Notifications'. You cannot create any new 'Notifications' yourself, but you can reply. If you are not a member of a project, you can read the notifications, but not post any.

If you are signed up for a project, it is possible to create a new question or tip by clicking on the text 'questions' or 'tips' and then on the blue key . Following this a text field will appear. You can give your message a title. After typing you post the message by clicking on the blue key . If you are signed up for a project, you can reply to a message by clicking on the blue key . Following this a text field will appear, entitled, 'Your reply'. After typing you post your reply by clicking on the blue key .

It is also possible for you to subscribe in a message, which you do by clicking on the orange key . You will receive an e-mail if the message is answered. This key then changes into this orange key . It is also possible to turn the e-mail notification off. In each e-mail you will also find a link which you can follow to sign off. It is possible to edit your own message by clicking on the blue pencil icon next to the text field: .

In the bar at the right hand side of your screen you can search through the messages. Underneath you can see who the project leaders are for the relevant project, and following on in this bar the statistics for the day, the data entry participants for the day and the validators for the day. Right at the bottom you can see the project participants.

2.4.2 *Project info*

Under the 'Project info' tab you will find detailed information about the project. It is often a short history of the relevant archive or the archive documents, the aim of the project and what part you have played in the project. This information is equally for participants as for non-participants to look at.

In the grey bar on the right hand side of your screen you can see who the project leaders are from the relevant project. Underneath you have the data entry and/or validator's instructions for the project, followed in the same bar by the statistics for the day, the data entry participants for the day and the validators for the day. Right at the bottom you can see the project participants.

2.4.3 *Statistics*

The 'Statistics' tab provides you with the latest data regarding the project. At the top of the tab you can see the activities per day, per week and total shown. Following this there is a division between entered scans and validated scans. Under this on the left you have the top data entry participants from this week and last week, and the top data entry participants of all time. If you click on the text 'all data entry participants', the list 'top data entry participants – all time' is extended to all Heritage Helpers participants who have entered at least 1 scan for this project. The list is in descending order. This key only appears if more than ten data entry participants are taking part in the project.

On the right you can see the top validators for this week and last week, and the top validators of all time. If you click on the text 'All validators' under the heading 'Top validators – all time', all those participants who have validated at least 1 scan appear. This key only appears if more than ten validators are taking part in the project.

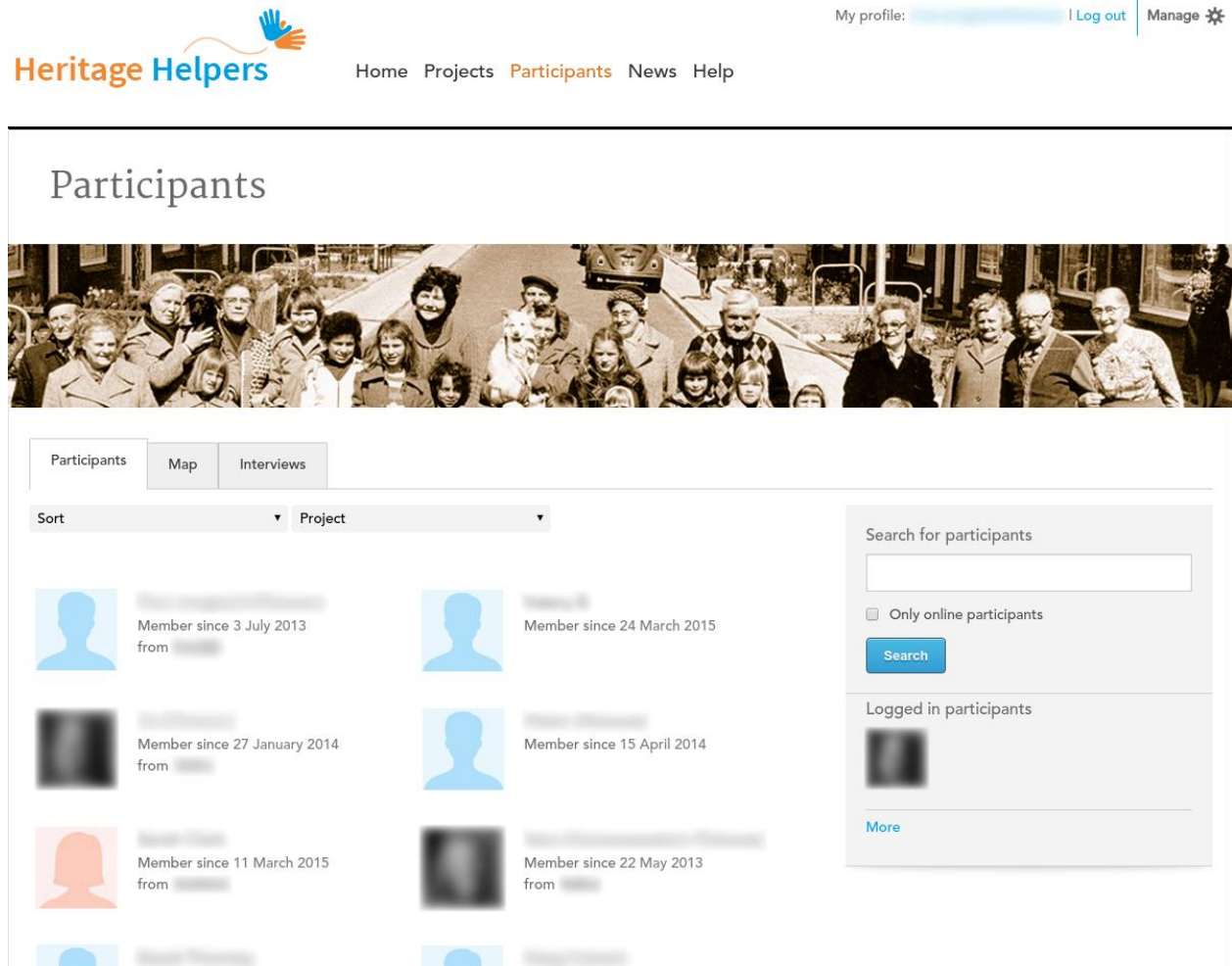
The results are refreshed once every 10 minutes. On your own dashboard page under the 'Statistics' tab you will find your own Heritage Helpers statistics.

2.4.4 Preferences

This tab is not found by every project, as not every project uses preferences.

Some institutions have chosen to work with preferences to give the participants the possibility of giving certain specifications regarding which scans they would prefer to enter data for (for example scans from a specific place, period or level of difficulty). On the tab you can see the preferences.

2.5 Participants



On the *Participants* page you can see an overview of the participants on Heritage Helpers. If you click on a name or profile photo, you will come to the profile for that person.

2.5.1 Participants

Under the 'Participants' tab it is possible to sort and filter the participants. On the right hand side of your screen you can search for a participant. It is possible to sort by name ascending, name descending and last logged in on the project. You can also search solely for participants online by clicking the checkbox on the left of the text. You perform this action by clicking on 'Sort' or 'Project' and then on the desired filter.

2.5.2 Map

Under the 'Map' tab you can see a world map which displays where participants come from. Please be aware: these are not the people who are active of signed in to Heritage Helpers at that moment. The map is compiled using all those Heritage Helpers participants who have given an address in their profile data.

2.5.3 Interviews

Under the 'Interviews' tab you will find fragments from interviews with participants and you can read about their experiences with Heritage Helpers.

2.6 News



Home Projects Participants **News** Help

My profile: [Log out](#) | [Manage](#)

News



Welcome

25 March 2015
After months of testing, the new website Heritage Helpers is finally gone live!

Date
All

[Create a new message](#)
Logged in participants
[More](#)

On the News page you will find general news articles about Heritage Helpers. You can open an article by clicking on the orange heading. On the right hand side of your screen you can search for a specific news article by typing in a keyword. It is possible to search according to the date by clicking on 'Date' on the dropdown menu, and also to see which Heritage Helpers participants are signed in at that moment.

2.7 Help

Help

Heritage Helpers

How can I register with Heritage Helpers?	View answer
Which browser (Internet application) can I use?	View answer
How can I ask for help with data entry?	View answer
What is Heritage Helpers?	View answer
How does Heritage Helpers work?	View answer
How can I sign in via a third party?	View answer
How can I adjust my profile information?	View answer
I am logged in via a third party and want to change my password. Is that possible?	View answer
Why do I have to fill in personal data when I create an account?	View answer
How can I receive or cancel the newsletter?	View answer

Data entry and validation

When do I use the Report participant button?	View answer
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Project team



[Create a new question](#)

[Download manual](#)

Logged in participants

[More](#)

On the *Help* page you will find an overview of frequently asked questions regarding Heritage Helpers. The questions are divided into the headings 'Heritage Helpers', 'Data entry and validation' and 'Earning and redeeming credits'. You will find the answer to your question by clicking on the text 'See answer'. Subsequently you can hide it again by clicking on 'Close answer'. On the right hand side of this page you can also see the people who make up the Heritage Helpers project team and which participants are logged in at that moment.

3. DATA ENTRY

On the *Projects* page you can see all the current projects on Heritage Helpers. You can participate in each project by clicking on the text ‘Participate in this project’ under each project. Are you already a member? Then you can click on the ‘Data entry’ key. This key can also be found on each project page. The blue key **Data entry** is under the project description in the beige bar.

If you click on ‘Data entry’, you will come to the data entry screen where the scan is generated. On this scan there is the information which you have to transfer to the various data entry fields.

The screenshot shows a web interface for data entry. At the top, there is a navigation bar with a home icon, a search bar, and links for 'My profile', 'Log out', and 'Manage'. Below the navigation bar, there is a header with 'Move scan during data entry' and 'Another screen configuration'. The main content area displays a scanned document with handwritten text in a grid format. The text is organized into columns and rows, with some entries highlighted in red. Below the scan, there is a data entry form with fields for 'Achternaam*', 'Tussenvoegsel', 'Voornaam*', 'Geboortedatum*', and 'Geboorteplaats*'. At the bottom of the interface, there are several buttons: 'Finalize', 'Too difficult', 'Unusable', 'Noteworthy!', 'Toggle help', and 'Save'. Below these buttons, there is a small instruction: 'Use Finalize to submit the final scan. Use the *Save*-button to complete the scan at a later time.'

The data entry style is unique to each project. On the data entry screen, at the bottom, you can find additional information regarding the correct procedure. Finally there is often a help text and a link to comprehensive data entry instructions; these instructions are available in PDF. You can easily make the help texts appear or disappear using the blue key **Toggle help**. If you have enabled this option a help text appears under a field where your cursor is. Furthermore, for each project, under the ‘Project info’ tab on the right hand side of the page you can download a PDF file with comprehensive data entry instructions. We advise you to read the data entry instructions before beginning the data entry for a project. If a field is not correctly or completely filled in, it will be marked with a red border when you continue with the next line.


Data entry tip: for most projects if you use the Tab key to move to the following data entry field and press the /-key, it will copy the text from the field above. For a comprehensive explanation, see chapter 6 ‘Shortcuts’.

3.1 Viewer




Where the scan is shown, with the keys on the viewer, you can display the scan in a different way. You can zoom in, rotate the scan or show the colour adjustment menu. If you hold your mouse over a key, an explanation regarding the relevant key will automatically show. For a comprehensive explanation, see chapter 6 'Shortcuts'.


3.2 Order

On some projects a key with two arrows appears next to each line that has been filled in: . You can click on this with the left mouse key. If you hold this down and drag the line up or down, the order will change. This is useful if you have missed a line and wish to put it into the right place later. This key is especially useful in indexing projects such as population registers.

3.3 Completion

When you have completed the data entry for a scan, click on the blue key  to submit the scan definitively.




3.4 Too difficult

If you find that a scan is too hard for you to work on, you can use the blue key . When you click on this key, the scan will be marked 'too difficult' and you will be sent a new scan. The scan will then be sent directly to two other data entry participants who will try to index it.

In the case that a scan is marked 'too difficult' three times, it will no longer be sent out to data entry participants, but will be sent to a validator. This validator can see on the control screen that this scan has been marked 'too difficult' three times. The validator can either fill the data in or – if the scan is impossible to index – send a problem report. An expert will then look at the scan.




A scan will also go directly to a validator if it has been completed once and marked as 'too difficult' three times. The validator then receives the completed version from the data entry participant together with the comment that three data entry participants marked the scan as 'too difficult'. Subsequently the validator can either accommodate the data from that one data entry participant or optionally get help from an expert if he or she cannot resolve the issue.

3.5 Unusable

It is possible it could be impossible to enter data from a scan, for example if it is a cover or front page of a book. In that case you can use the blue key . If you click on this key, a pop-up screen appears. Here you should give a reason (with any explanation) as to why information from the relevant scan cannot be entered. With the orange key  you can cancel this action, whilst with the blue key  you confirm this action and will receive a new scan. The reason comes up automatically: 'There is no data to index: it is a cover, cover page or empty page.'


The pop-up screen can be moved by clicking and holding down your left mouse key on the blue top bar. It can be dragged to anywhere in the screen.

3.6 Noteworthy

Using the blue key  you can send a message to the project manager. If you click on this key, a pop-up screen appears where you can report what is unusual about the scan. The orange key  cancels the action, whilst the blue key  confirms the action. The project manager decides how to handle the report.

The pop-up screen can be moved by clicking and holding down your left mouse key on the blue top bar. It can be dragged to anywhere in the screen.

3.7 Interim storage

Use the blue key  to finish the scan later (or to save your work and to carry on working immediately). The data that has been entered is then temporarily stored. If you continue to work on this scan within 24 hours, the saved version will be shown here. After approximately 24 hours the temporarily stored data will be deleted and the scan will be sent out to another data entry participant. This is done to ensure that one scan does not stay in the possession of one data entry participant for too long.


Please be aware: if you work on a different project in the meantime, the saved entry data from the temporarily saved scan will be lost. Each Heritage Helpers participant can only have one scan in their possession at one time.

3.8 Moving the screen

For most projects, at the top right hand side of the screen you can choose to have the scan move together with the data entry fields, so that the portion from the scan is shown near to where you have to enter data for the selected data entry field. This icon looks as follows:

Move scan during data entry

3.9 Adjusting screen layout

For most projects it is possible to adjust the screen layout. The scan and the data entry fields can be next to each other or under each other. This icon looks as follows: 

3.10 Problems loading

It is possible that the page with the scan may load slowly, or not load at all and remain grey. In this case if you hold down the keys Ctrl + F5 at the same time, the page will be refreshed and the scan will appear.

3.10.1 JavaScript

Is the viewer not optimally displayed? In order for Heritage Helpers to work properly, JavaScript and Flash are used. JavaScript is a programming language which is used on many websites and is available in each browser. In some browsers JavaScript is disabled, in which case the website will be displayed with certain limitations, the most notable being that the scan for data entry or validation will be very small and it will not be possible to zoom in or out. However, there may also be issues with other aspects not working properly, such as the interim storage and the image format of the input and validation screens. How can you activate JavaScript? On the [Browser Checker](#) website you can find how to set up JavaScript for Internet Explorer, Firefox, Google Chrome, Safari (Mac) and Safari (iPad and iPhone).

3.10.2 Flash

Flash is a computer program that is used on many websites for image material. On the Heritage Helpers website we use it to show the scans on the input validation screens. If you do not have Flash installed, another viewer will be used which uses JavaScript, however this has fewer features than the Flash version of the Viewer. How can you install Flash? Via the [Adobe](#) website.

4. VALIDATION

The 'validation' key is only visible to participants who are validators.

Each scan is entered twice and validated once. As for validation some experience is required, at the beginning of a project usually only those members who have some experience of data entry on Heritage Helpers will be deployed as validators. If extra validators are needed, an appeal will be sent out in a notification.

If you click on the blue key [Check data](#) you will come to the validation screen where a scan with the input from the participants will be presented. The data entry for each project is unique, therefore at the bottom of the validation screen you will find a link to a PDF file with comprehensive validation instructions. The PDF can also be found on the right hand side of the Project info page. We advise you to read the validation instructions for the project before you begin to validate, as the instructions are in fact different for each project.

The screenshot displays the validation interface. At the top, there is a navigation bar with 'My profile', 'Log out', and 'Manage' options. Below this, a scan of a handwritten document is shown, overlaid with a red grid. The document contains several entries, including names and dates. Below the scan, there are two tables comparing data entry versions. The first table, 'The validated version', shows a list of entries with dates and names. The second table, 'The input versions', shows two columns: 'Data entry participant1' and 'Data entry participant2'. The second entry in the first column of this table is highlighted in blue, indicating a difference between the two versions.

The validated version	
14-04-1862	Tusser
22-01-1868	Tusser
15-09-1842	Tusser
29-05-1865	Tusser
27-09-1859	Tusser
20-02-1830	Tusser




The input versions	
Data entry participant1	Data entry participant2
14-04-1862	14-04-1862
20-07-1870	20-07-1870
22-01-1868	22-01-1868
15-09-1842	15-09-1842
29-05-1865	29-05-1865
27-09-1859	27-09-1859
20-02-1830	20-02-1830

The two versions of the data entered and your validated version are shown next to the scan. Differences between the two entered versions are highlighted in blue to help you as a validator to fill in the correct data in your validated version.

4.1 Assimilating or deleting data


Using the blue key [Copy data](#) the data from the relevant entered version will be copied to your validated version. With the blue key [Delete data](#) the data entered by a data entry participant will be deleted. You will be asked why you wish to delete the entered data. The scan will then be redistributed for data entry and the validator will be given another scan to validate.

4.2 Reporting participants


It is possible for validators to report a participant if they often make the same mistake. For this purpose there is a blue key on the validation page: . If you click on this key, a pop-up screen appears, in which the validator can indicate what precisely the problem is (for example: "This participant types the surname in the Patronymic field".) You can delete the message using the orange key  and send it with the blue key . The report will go to the project manager who can then ask the participant to enter the surname in the correct field in the future.

The pop-up screen can be moved by clicking and holding down your left mouse key on the blue bar at the top. It can be dragged to any position on the screen.


4.3 Saving

At the bottom of your validated version you will see various keys. With the blue key  you can save your validated version.


4.4 Adding a row

For most Heritage Helpers projects it is possible to add an extra row to your validated version using the blue key . This is useful if a participant have missed a row.

4.5 Deleting changes




With the blue key  all changes are undone, for example rows that have been deleted or added to the data entered by one of the data entry participants, or changes to entered data.

4.6 Reopening a scan for data entry

By clicking on the blue key  you reject both entered versions and reopen the scan for data entry. We leave it to the expertise of the validator / project manager to decide whether or not this is necessary.




Please be aware: use this key sparingly and with care. The data entered by the two data entry participants will be deleted by this action and the scan will be sent to two more data entry participants to be completely re-entered.

4.7 Noteworthy

With the blue key  you can send a message to the project manager. If you press this key, a pop-up screen appears where you can report what is unusual about the scan. With the orange key  you can cancel the action and with the blue key  you can confirm the action. The project manager will then decide how to deal with the contents submitted. In order to avoid a validator making the same comment regarding a scan that a data entry participant has already made, the data entry participants' comments are visible to the validator.

The pop-up screen can be moved by clicking and holding down your left mouse key on the blue bar at the top. It can be dragged to any position on the screen.

4.8 Problem

By clicking on the blue key , you can report a problem to the project leader. A pop-up screen will appear in which you can explain what the problem is. If you are really unable to validate the scan, it is possible to submit the entry to an expert. However, please use this possibility sparingly; it is really only for exceptional cases. You can send your message by clicking on the blue key . You can cancel the action by clicking on the orange key . The project manager will decide how to deal with the notification.

The pop-up screen can be moved by clicking and holding down your left mouse key on the blue bar at the top. It can be dragged to any position on the screen.

4.9 Viewer



Where the scan is shown you can display the scan in a different way with the keys on the viewer. You can zoom in, rotate the scan or show the colour adjustment menu. If you hold your mouse over a key, an explanation regarding the relevant key will automatically show. For a comprehensive explanation, see chapter 6 'Shortcuts'.

4.10 Moving the screen

For most projects, at the top right hand side of the screen you can choose to have the scan move together with the data entry fields, so that the portion from the scan is shown near to where you have to enter data for the selected data entry field. This icon looks as follows:

Move scan during data entry

4.11 Adjusting the screen layout

For most projects it is possible to adjust the screen layout. The scan and the data entry field scan be next to one another, or above and below each other. This icon looks as follows:

Another screen configuration:

4.12 Problems loading

It is possible that the page with the scan may load slowly, or not load at all and remain grey. In this case if you hold down the keys Ctrl + F5 at the same time, the page will be refreshed and the scan will appear.

4.12.1 *JavaScript*

Is the viewer not optimally displayed? In order for Heritage Helpers to work properly, JavaScript and Flash are used. JavaScript is a programming language which is used on many websites and is available in each browser. In some browsers JavaScript is disabled, in which case the website will be displayed with certain limitations. The most notable being that the scan for data entry or validation will be very small and it will not be possible to zoom in or out. However, there may also be issues with other aspects not working properly, such as the interim storage and the image format of the input and validation screens. How can you activate JavaScript? On the [Browser Checker](#) website you can find how to set up JavaScript for Internet Explorer, Firefox, Google Chrome, Safari (Mac) and Safari (iPad and iPhone).

4.12.2 *Flash*


Flash is a computer program that is used on many websites for image material. On the Heritage Helpers website we use it to show the scans on the input and validation screens. If you do not have Flash installed, another viewer will be used which uses JavaScript, however this has fewer features than the Flash version of the Viewer. How can you install Flash? Via the [Adobe](#) website.


5. CREDITS

A compensation for entering data from scans may be given in the form of credits. What you can do with these credits, depends on the project. You can find more information on the project pages. These credits can usually be used to look at and download scans. After entering the data for a scan, the data entry participant is allocated a number of credits directly. After validation the rest of the credits are added to his or her account. The validator can choose not to allocate these credits if the data entry participant has not done the work properly. (This seldom happens). The participants can see their credits on their personal profile page. Under the 'Credits overview' tab you can see how many credits you have earned per project.

5.1 Creating coupons

For almost all projects you redeem your credits by creating a coupon. By clicking on the text 'More' in your credits overview, you can see details about your coupons for the relevant project.

You can transfer your credits into a coupon with the orange key .

When you have created a coupon, the print key and the text 'Duplicate' become visible. With the print key  you can print an overview of the coupon you have made. If you click on the text 'Duplicate' you start the coupon task again with different credits.

Amsterdam City Archives is the only institution which has a web shop on their website in which you can trade in your Heritage Helpers credits. Leiden and Surroundings Heritage works using transactions on their website, that is a sort of iDeal, where you can redeem your credits. We leave it up to you to decide how many credits you wish to redeem on a coupon. As this can vary by project and by product.

5.2 Cancelling coupons

You cannot cancel coupons yourself, but if you have accidentally created a coupon, we can cancel this for you. In this case you can send an e-mail to info@heritagehelpers.co.uk. including your user name, the coupon code and the project and we will ensure that the coupon is deleted and that the credits are reallocated.

Unfortunately it is not possible to redeem credits which have been earned on one project on another project, unless the projects are offered by the same institution. We offer the opportunity to earn Heritage Helpers credits for projects on behalf of the institutions who put their projects forward and the participants who provide their services. This gives institutions the possibility of rewarding participants for their contribution. Each institution interprets this in their own way.

6. SHORTCUTS

A comprehensive overview of all shortcuts in the Heritage Helpers viewer follows:

6.1 Basic keyboard section	
↑	move up *
↓	move down *
→	move right *
←	move left *
H	hand tool, click and drag to move the image
Z	zoom tool
M	selection tool
-	zoom out
=	zoom in
8	zoom fit
/	zoom 100%
[rotate the scan 90 degrees anti-clockwise
]	rotate the scan -90 degrees clockwise
\	rotate the scan 180 degrees
F/ESC	full screen on/off

N	navigator show/hide
C	colour adjustment show/hide
L	hotspots show/hide

6.2 Numeric keyboard section

/	zoom 100%
*	zoom fit
-	zoom out
+	zoom in
8	move up *
2	move down *
6	move right *
4	move left *
5	Centre

6.3 Shortcuts data entry / validation

TAB	With the Tab key you move to the following data entry field
/	With the /-key you copy the data in the field above
ENTER	The ENTER key works as a shortcut for completing a scan

* If you press the CTRL key it moves at a *lower speed*, if you press the SHIFT key it moves at a *higher speed*.

Keys can be combined to move the image *diagonally*.