GreenHive

Green Hive Community Platform **User Manual**

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excellence

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Version: 1.0 – April 2025

Acknowledgement

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Glossary of Key Terms

| Abbreviation	Definition
VET	Vocational education and training
Hub	A thematic or geographic online community space within the Green Hive platform. Each Hub is managed independently and can host resources, challenges, events, and user interactions.
Hub Manager	A user with administrative rights over a specific Hub. They can manage content, approve user accounts, moderate discussions, and customize the Hub's appearance and activities.
User	A registered member of the Green Hive platform. Users can participate in discussions, join events, access resources, and respond to challenges
Feed	A curated area within each Hub where selected posts are shared by the Hub Manager for wider visibility and engagement.
Community	A space where users can post freely, react, and comment. It encourages interaction and knowledge sharing within the Hub.
Discover	A section of the platform where users can browse content categorized as News, Tips, Opportunities, or Events.
Challenge	Interactive activities or contests published by the Hub Managers to engage users around sustainability topics and GreenComp competencies.
Events	Scheduled activities such as webinars, workshops, or conferences. Users can register and add them to their calendars.
Resources	A library of curated learning materials and tools shared within each Hub to support knowledge building on green competencies.

Moderator	In Green Hive, the moderator role is carried out by the Hub Manager. Moderators ensure content appropriateness, approve posts or comments, and guide community interactions.

1. Introduction
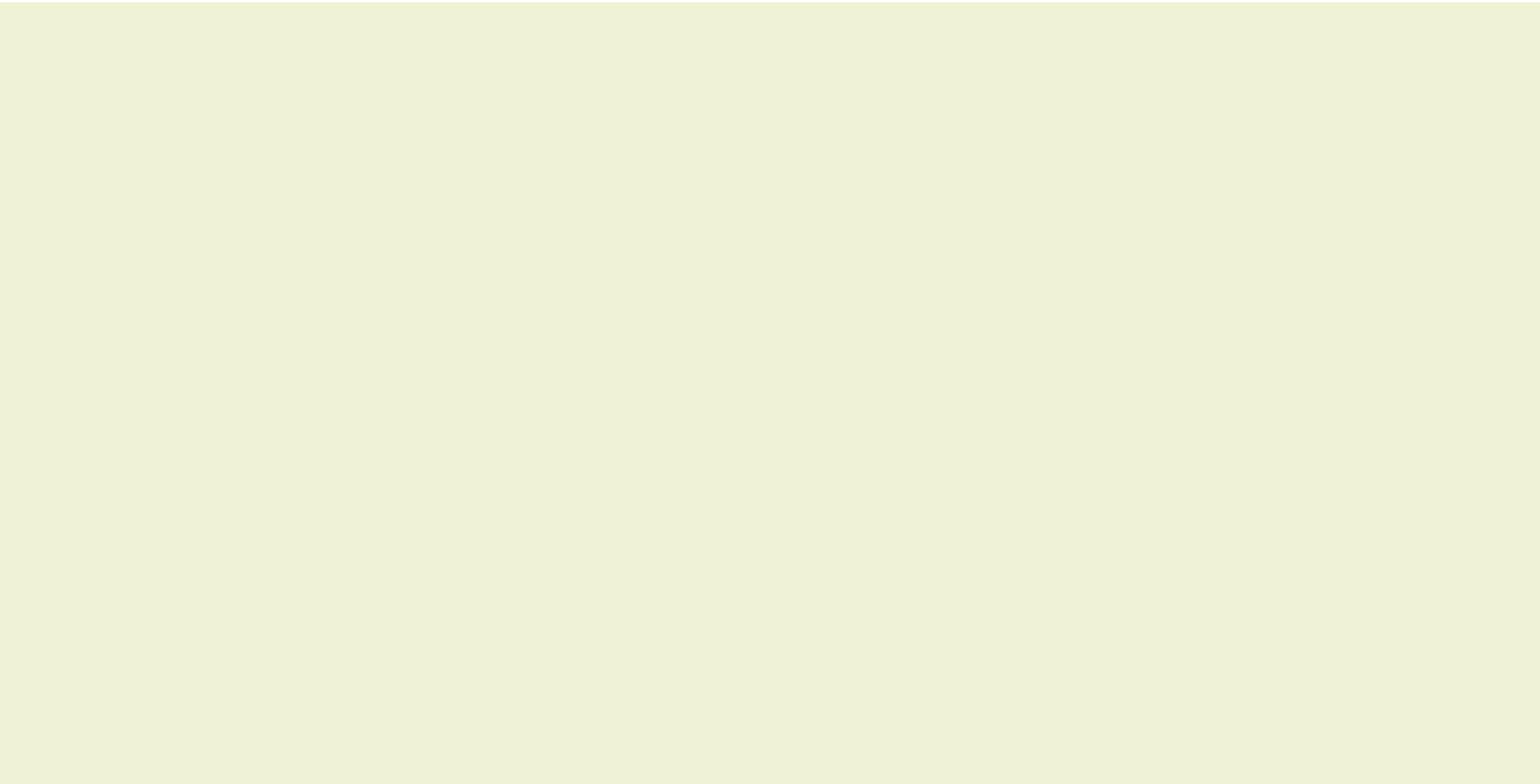
Welcome to the User Manual of the **Green Hive Platform**, the buzzing heart of the Green Combs ecosystem. This manual is designed to support VET providers, educators and hub coordinators in fully leveraging the platform's features to foster sustainability competencies among learners, in line with the **European GreenComp Framework**.

The Green Hive platform connects localised *Combs* across Europe, offering a collaborative space where users can access and contribute to various educational resources, including **discussion spaces**, **microlearning videos**, **workshops**, and **learning activities**. These resources are structured to promote the development of the four key GreenComp competence areas:

Figure 1 - Green Comp competences Area

This manual offers practical guidance for general users and **Hub Managers**, helping them navigate the platform, manage content, engage with

communities, and co-create innovative learning experiences. **Together, we can build a more sustainable, connected future, one hub at a time.**

The **Green Hive platform** is a digital space developed within the Green Hive project to promote collaboration, knowledge exchange, and innovation in sustainability education, empowering users to take action and develop collective solutions to today's environmental and societal challenges.

1.1 Purpose of the Manual

This User Manual is designed to support coordinators and participants of the Green Hive platform in navigating, managing, and contributing to a collaborative European ecosystem for sustainability education.

It aims to provide clear and practical guidance on how to:

- **Create and manage** user and hub manager **accounts;**
- **Use the platform's core features** such as the Feed, Events, Resources, and Challenges;
- **Manage local hubs** (Combs) effectively, including user engagement and content moderation;
- **Foster transnational cooperation** and **knowledge exchange;**
- **Troubleshoot** common issues and access ongoing **support.**

The manual is intended for all platform users, with tailored sections for Hub Managers who hold extended rights and responsibilities. It ensures that every stakeholder, from local trainers to institutional leaders, can confidently

contribute to and benefit from the shared mission of promoting sustainability education across Europe.

1.2 Overview of the Green Hive Project and Platform

Green Hive is a Cooperation partnership in the Vocational Education and Training (VET) field co-funded by the Erasmus+ Programme of the European Union. Implemented by a consortium of five entities, such as the Technological University of the Shannon: Midlands Midwest-TUS (Ireland), the companies Lascò (Italy) and Femxa (Spain), and the non-profit and non-governmental organisations KEAN-Cell of Alternative Youth Activities (Greece) and TEAM4Excellence (Romania), the project aims to increase the capacity of VET providers to prepare learners for the green transition by developing a European platform-based ecosystem for sustainability education called the "Green Hive".

The Green Hive consists of localised hubs for sustainability education, namely the "Green Combs," established within VET providers. While the Hive is an open and cross-sectoral long-term cooperation network dedicated to innovation, continuous improvement and co-creation in sustainability education, the Combs make VET providers the managing centre of networks of local stakeholders (i.e., companies, representatives of universities, civil society organisations and professional associations) for learning, networking and cooperating on sustainability challenges.

Hence, the project promotes the establishment of permanent VET co-creation structures, where students can learn to think in systems, understand the interconnectedness of the economy, society, and environment, and ultimately develop their systemic and critical thinking competencies by collaborating with other students and external stakeholders.

2. Getting Started
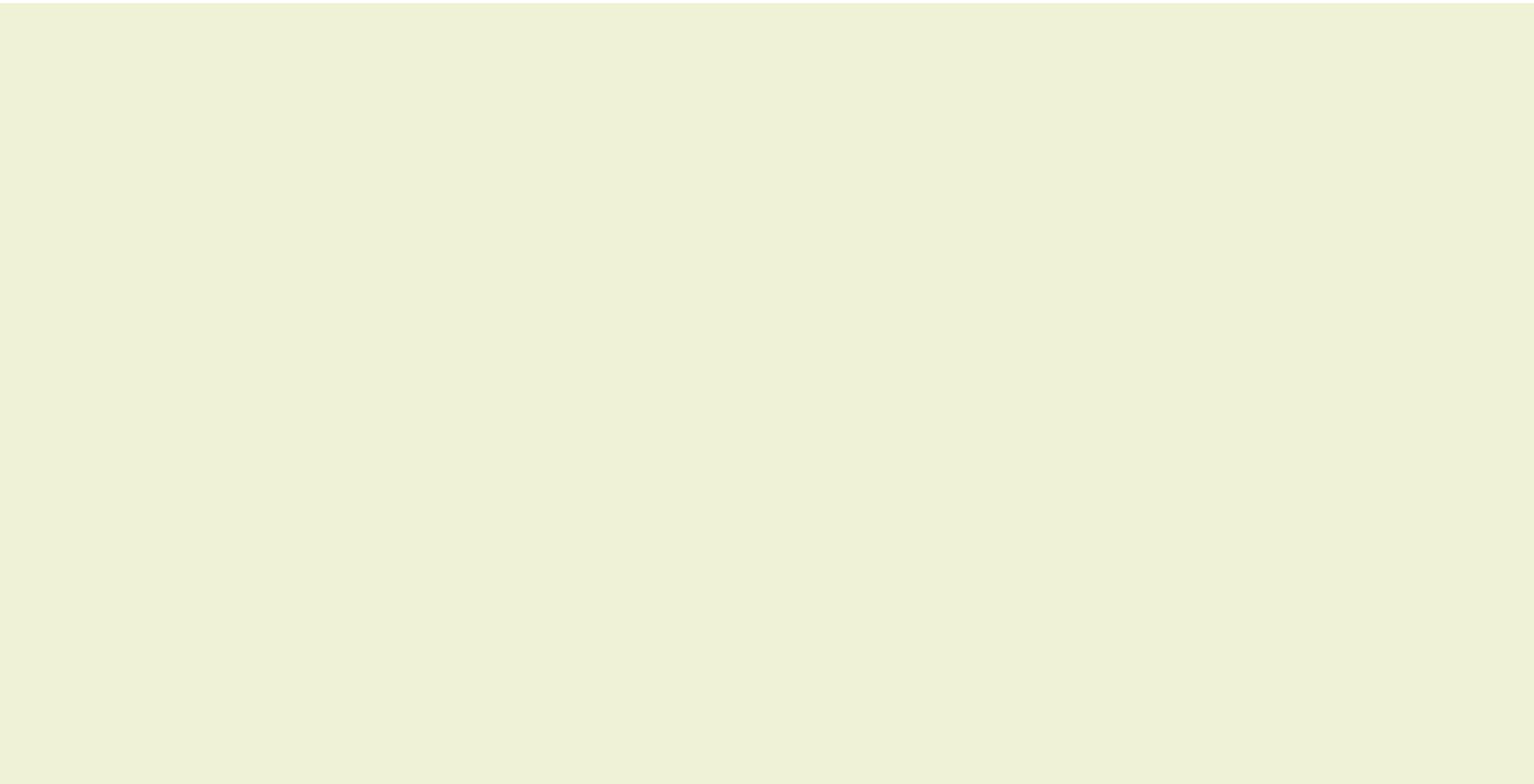
Joining the Green Hive is the first step toward becoming an active part of a lively community dedicated to sustainability education. This chapter will guide you in accessing and navigating the platform, creating your account, exploring your dashboard, understanding user roles and switching between different Combs. Whether you're a new user or a Hub Manager, this section will confidently guide you through your first steps in the hive.

2.1 Creating an Account & Logging In

Create your account to begin your journey in the Green Hive. This will allow you to interact with content, participate in activities, and manage your local Comb, if you're a Hub Manager.

Creating an Account

1. Go to the Green Hive homepage.

2. Fill in the registration form with your name, email address, password and **select your home Comb**.

3. Accept the platform's terms and conditions, then click "Register"

Figure 2-Create your account

Once your account is activated:

- Enter your **email** and **password**, then click **"Sign in."**

- You will be redirected to your **dashboard**

You are now ready to explore the platform!

2.2 Navigating the Dashboard: User View

After logging in, users are welcomed by the **Dashboard**, the main control panel of the Green Hive platform. The dashboard is designed to be intuitive and user-friendly, guiding users to explore content, engage with the community, and contribute to their hub.
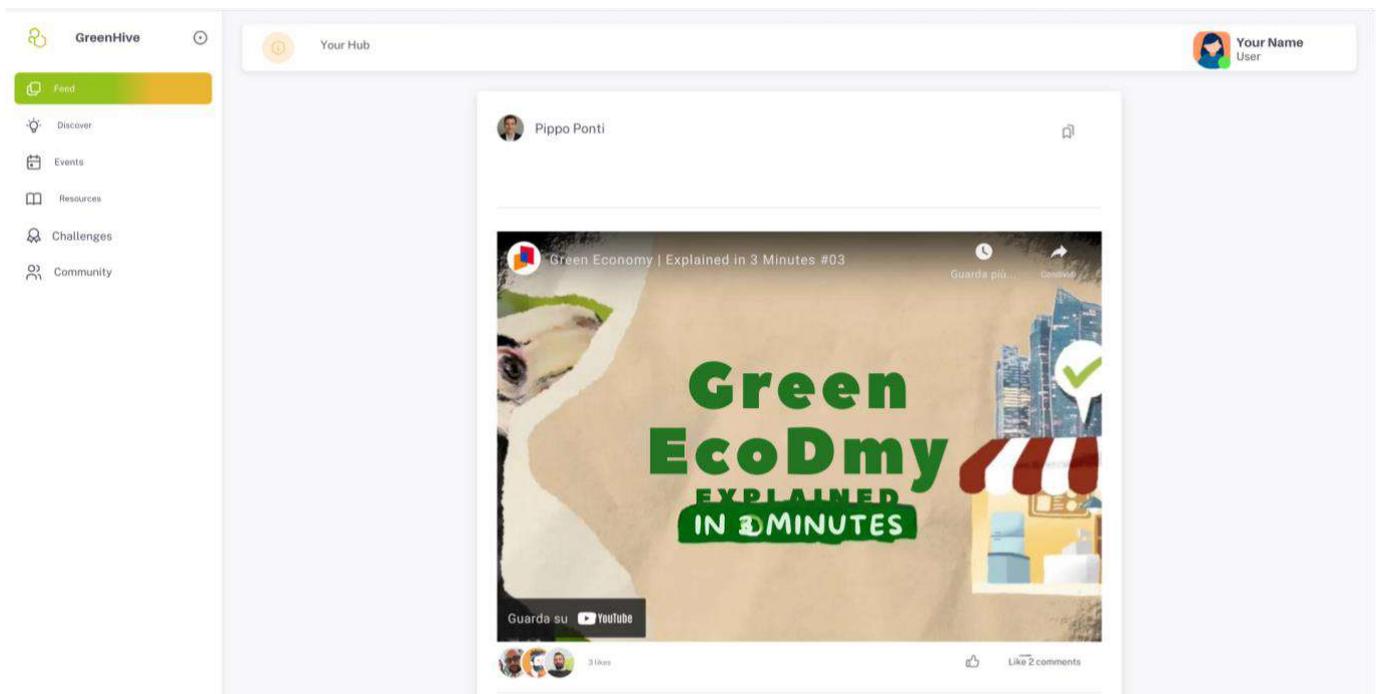
Figure 3- The homepage

Here's a quick overview of the main sections accessible from the user dashboard:

Feed

This space reflects the pulse of the hub, what's new, and trending.
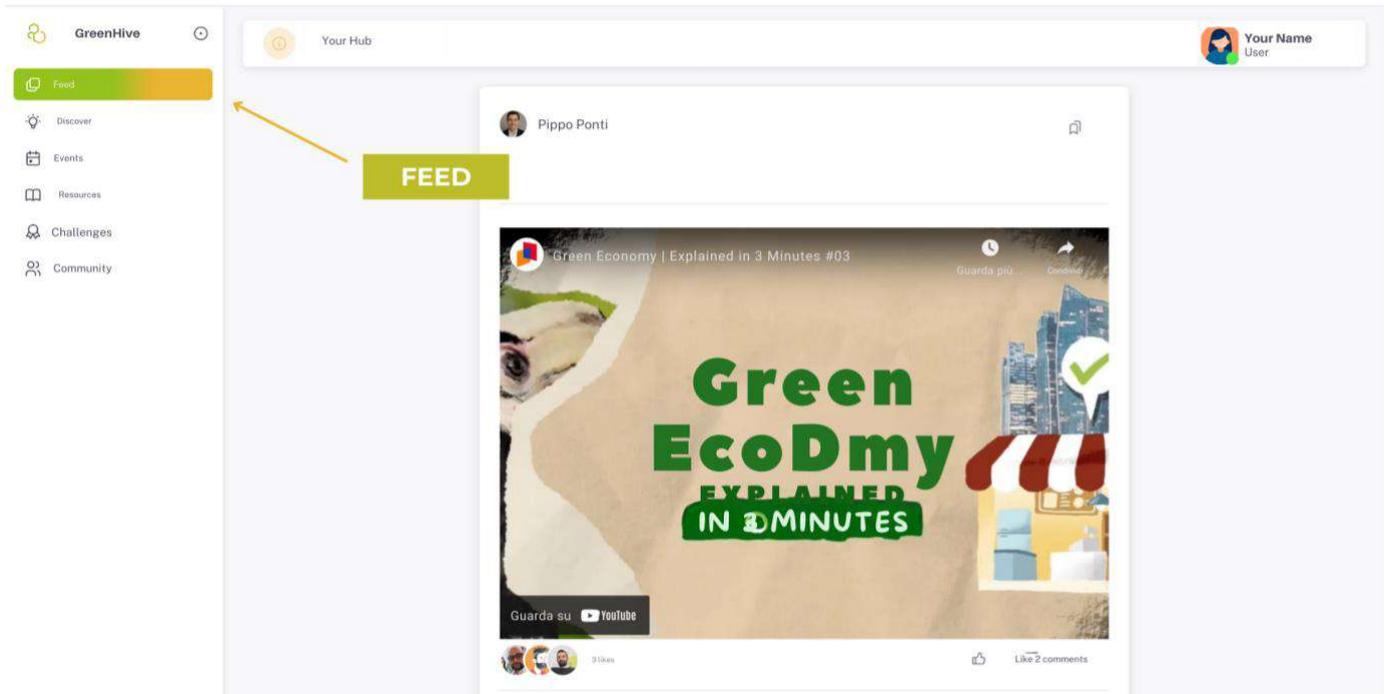
Figure 4- Feed section

Discover

This is a content exploration section organised by categories, allowing users to:

- Browse content based on types: **News, Tips, Events, and Opportunities**.
- Find learning materials and activities relevant to their interests or goals.
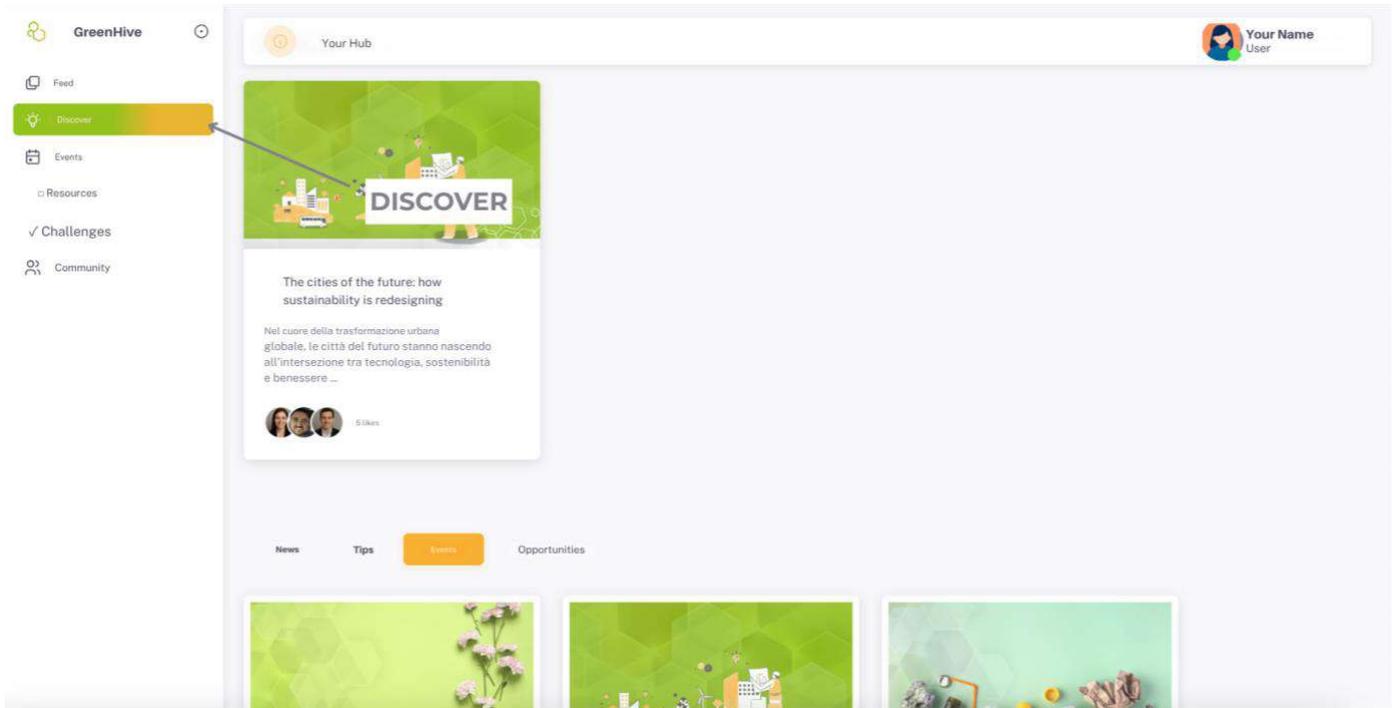
Figure 5- Discover section

Events

A calendar-based section where users can:

- View upcoming conferences, Training & workshops, or Webinars.
- Register for events directly from the platform.
- Access event details, schedules, and participation links.
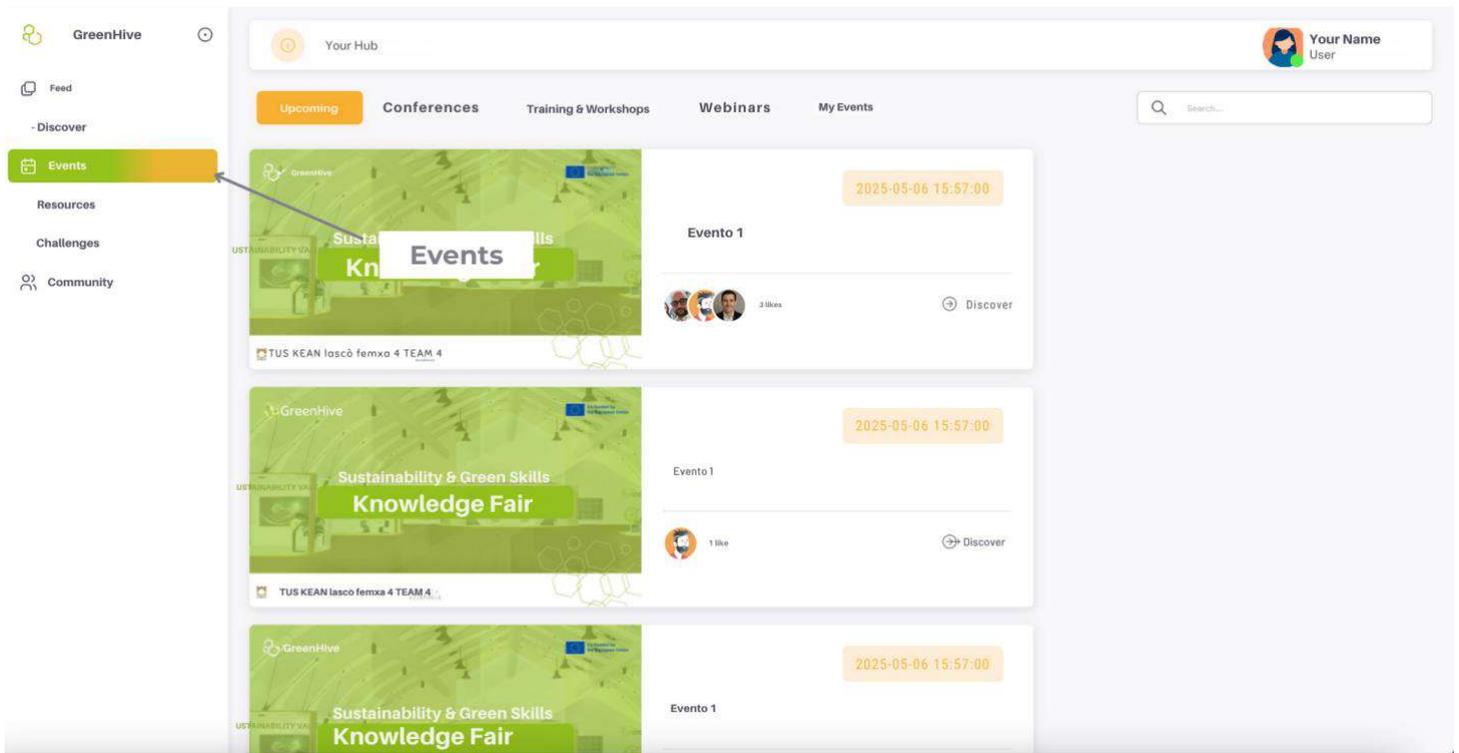
Figure 6- Events section

Resources

A repository of useful documents, videos, tools, and templates uploaded by hub managers. Users can:

- Access downloadable content.
- Filter resources by type or category: Case Studies, Studies & Reports, Educational Resources, Articles and Other.
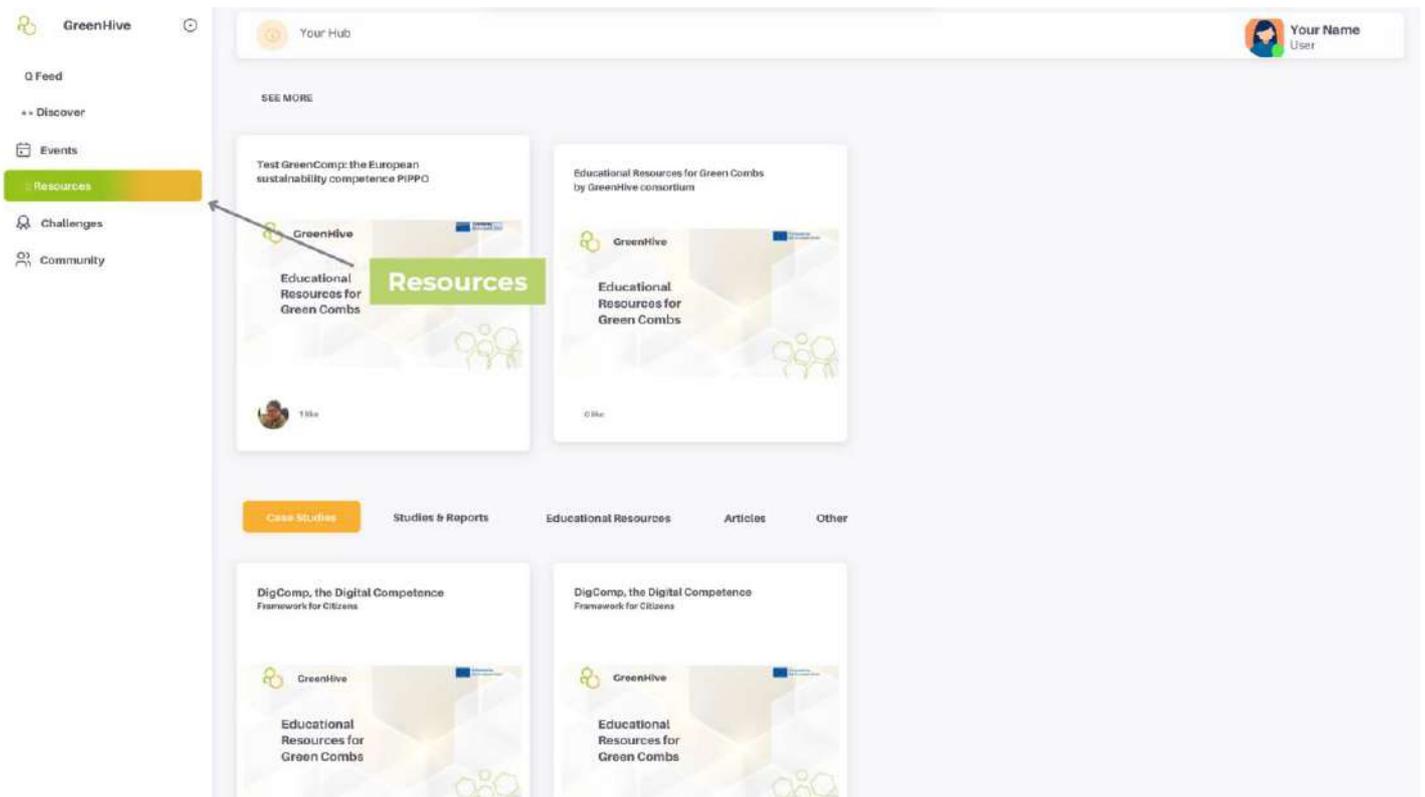
Figure 7- Resources section

Challenges

This is where users can take action! In this section, users can:

- Participate in sustainability challenges.
- Filter challenges category: People, Planet and Prosperity
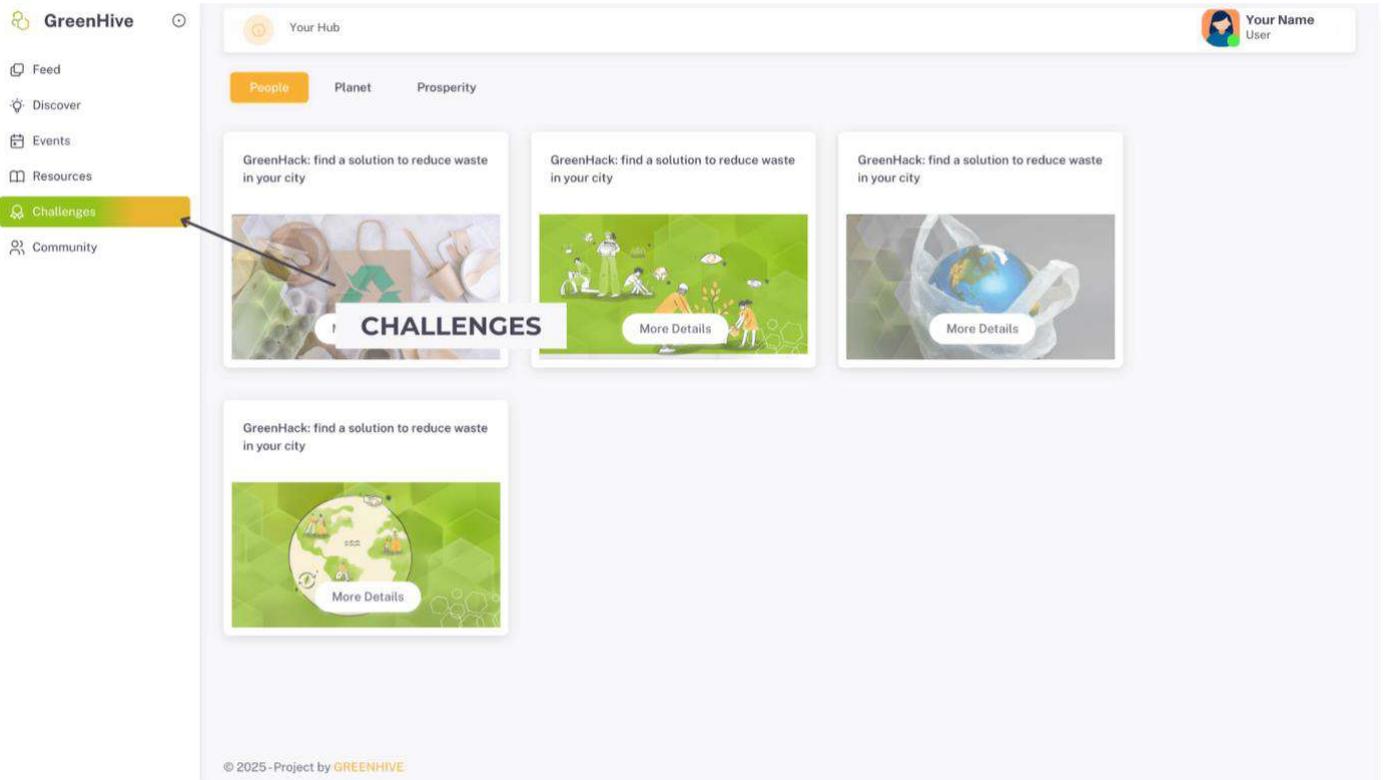
Figure 8 - Challenges section

2.3 User Roles Explained:

The Green Hive platform features two main roles: **Users** and **Hub Managers**. Each role comes with specific permissions and tools, designed to support collaboration, content sharing, and active participation within each hub. While Users can explore and interact with content, Hub Managers take care of managing the hub's activity and keeping the community buzzing and organised.

User

The User is the core participant of the Green Hive community, whether a student, VET learner or educator. Once logged in, a user can:

- **Explore the Feed**: View and interact with posts by reacting or commenting.
- **Join Events**: See upcoming events and register directly.
- **Participate in Challenges**: Take part in sustainability-related contests.
- **Access Resources**: Discover useful materials shared by the community.
- **Browse Categories**: Navigate content by topic in the Discover section.

Users can view all publicly available content in their hub and participate in hub life through their contributions.

Hub Manager

The **Hub Manager** is a user with administrative responsibilities within a specific hub. Often a teacher, trainer, or project coordinator, this role helps moderate, enrich, and guide the hub's content and activity. In addition to standard user features, Hub Managers can:

- **Edit Hub Profile:** Update the name, description, and visual identity of the hub.
- **Manage Members:** Invite new users or edit existing users
- **Publish Content:** Create, edit, and publish new posts, events, resources, and challenges.
- **Moderate Content:** Review comments submitted by users and manage what is visible in the hub.

This role is key to maintaining an active, safe, and valuable learning community within each hub.

3. Platform Sections & Functions

The Green Hive platform is organised into two main areas: the **User Panel** and the **Hub Management Panel**. Each section offers specific tools and features designed to support community participation, content sharing, and hub coordination. In this chapter, you'll learn how to navigate these sections and make the most of their functions based on your user role.

3.1 User Panel:

Feed: Posting, reacting, commenting

In the Feed section, you'll find a curated selection of posts from your hub, chosen and made visible by the Hub Manager. You can show your appreciation by liking posts or join the conversation by commenting.
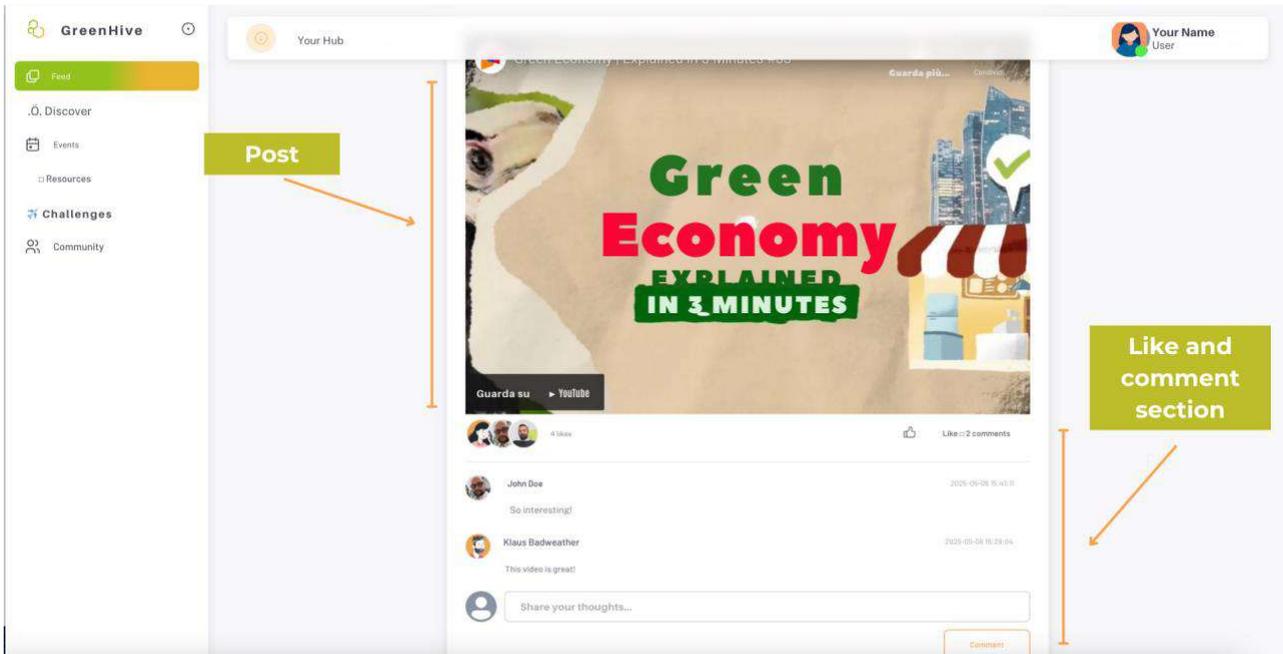
Figure 9 - Posting, reacting, commenting

Discover: Viewing content by category

The **Discover** section is your go-to space for exploring all content shared within your hub. It features posts curated and published by the Hub Manager, making it easy to stay updated, find inspiration, and engage with the community. **Only the Hub Manager can add posts here**, ensuring that the content is relevant, informative, and aligned with the goals of your Hive.

Content Categories

Posts are organised under clear categories to help you find what interests you:

- News. Updates and announcements from your hub or beyond.
- Events. Information about upcoming workshops, webinars, or activities.

- Tips. Quick suggestions and ideas for greener living or professional growth.
- Opportunities. Calls, challenges, or resources you can join or benefit from.
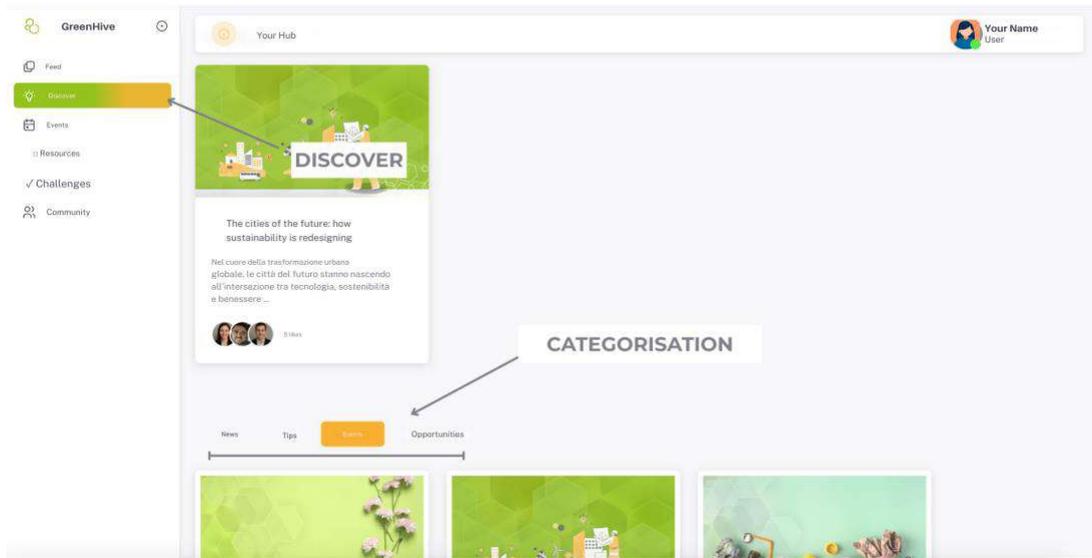
Figure 10 - Discover categories

Visual and Interactive Layout
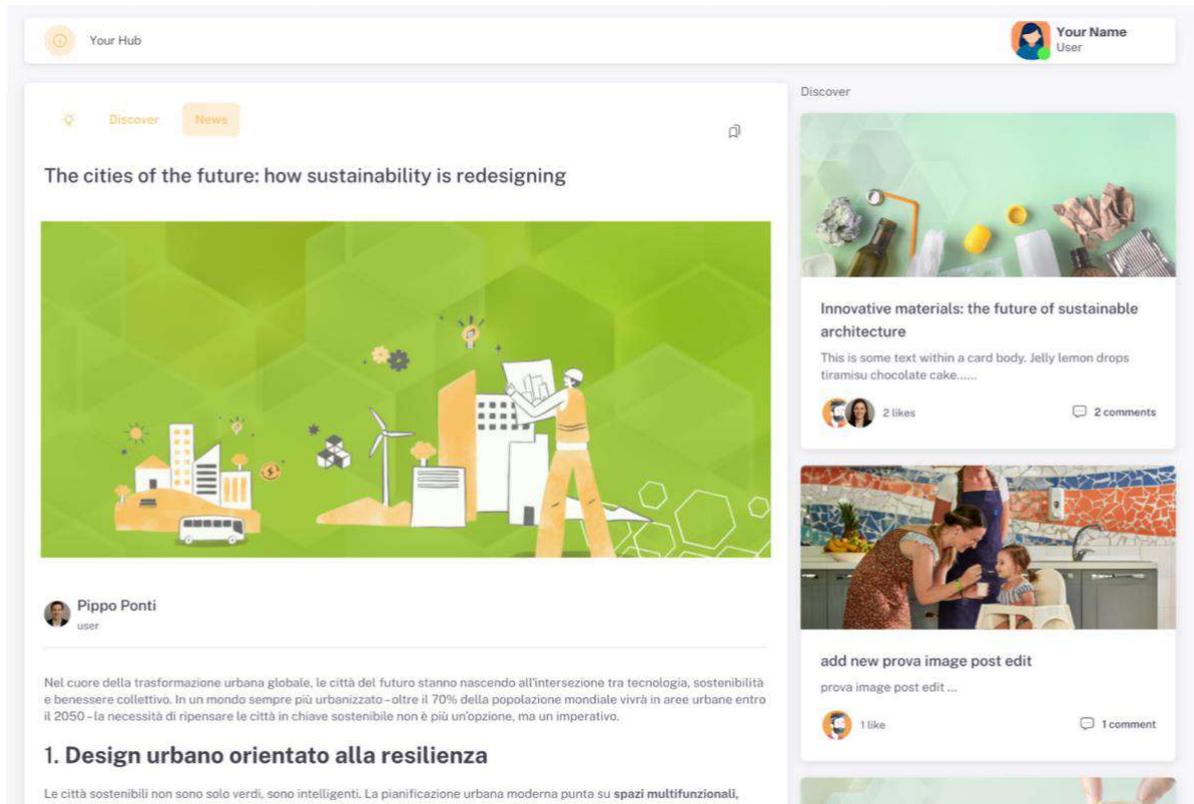
Figure 11 - Visual and interactive layout

This figure illustrates the page structure after the user clicks on an article. On the **left side**, you'll see a **featured post,** whereas on the **right**, a list of **smaller postcards** lets you scroll through more content, each with a preview image, title, excerpt, and engagement icons.

How to Engage:
- **Click on a post to read it in full.**
- **React by liking it or leaving a comment to join the conversation.**
- **Use the categories to explore what's most relevant to you.**

Events: Viewing and joining events

The **Events** section is where you can explore upcoming activities and learning opportunities. These events are managed by the **Hub Manager** and are designed to foster engagement, knowledge sharing, and skill development across the Green Hive community. Events are grouped into three categories for easy navigation:

- **Conferences**. Formal gatherings focused on sharing ideas, insights, and best practices.
- **Training & Workshops**. Practical sessions for building skills and working on real-world challenges.
- **Webinars**. Live online events you can join remotely from anywhere.

When you click on an event that interests you, a dedicated page opens with a detailed description of the event. On the right side of the page, you'll find the Event Card, which includes:

- A title and banner image
- Date and time
- Number of registered participants
- A brief description
- Action buttons to **Register** and **Add to Calendar**

Stay Organised:
Click Add to Calendar to create a reminder in your Google or Outlook calendar. This helps you stay on track and make the most of upcoming opportunities.

Challenges: Participating in contests
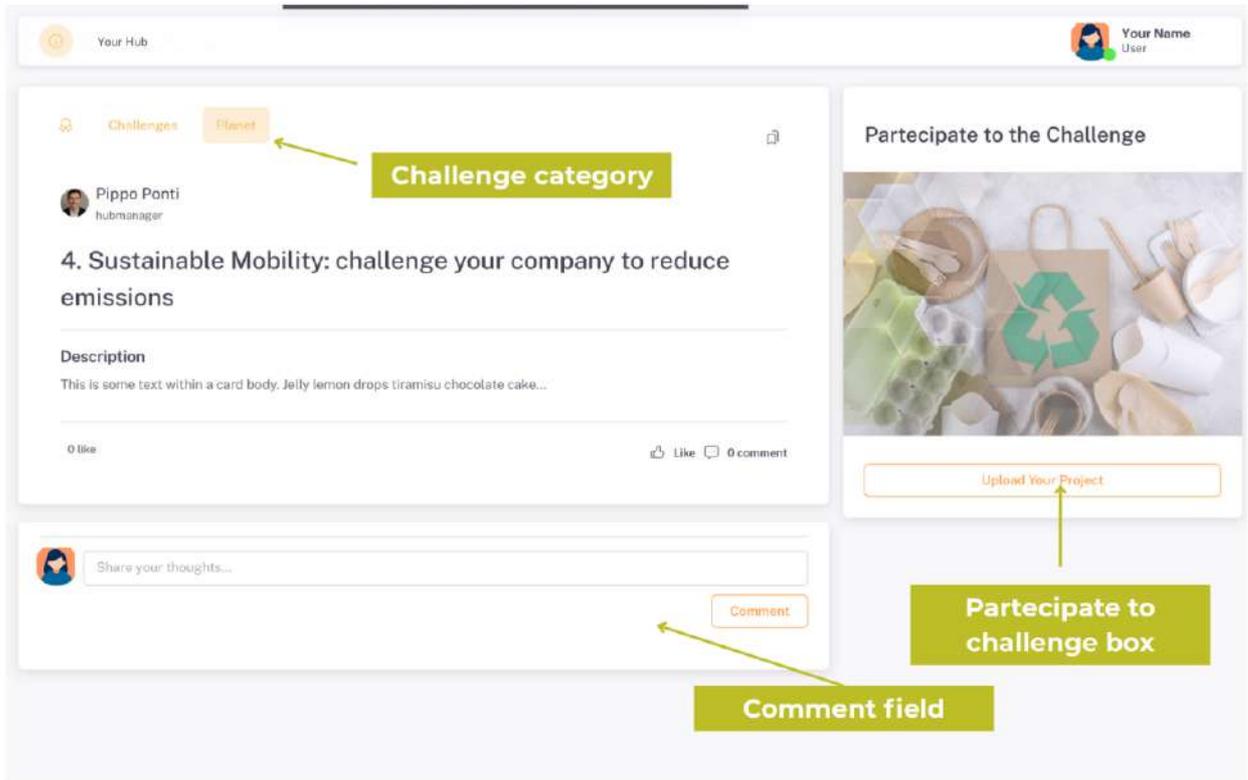
Figure 12 - Participating in contests

The *Challenges* section of Green Hive is where users can contribute ideas, and make an impact. Challenges are designed to inspire innovation, promote sustainable practices, and engage users in practical, solution-oriented activities.

The **Hub Managers** publish challenges, each focusing on a specific theme, such as environmental sustainability, digital transformation, or community development. **Users are invited to reflect on the topic, develop a project, and upload their proposals to share within the Hive.**

When you open a specific challenge, the page layout helps you quickly grasp its purpose and participate:

- **Left Section:**

  Here, you'll find the main content, the challenge title, a short description, and the name of the Hub Manager who posted it. Below the description, users can react to the challenge by liking it or commenting to share ideas or ask questions. This interactive space promotes collaboration and dialogue around each challenge.

- **"Participate in the Challenge" box:**
  This panel invites users to get involved. Simply click the Upload **Your Project** button to submit your response. Whether it's a concept note, presentation, or media file, your contribution helps spark community innovation.

- **Comment Field:**

  Users can join the conversation by typing directly into the comment box. It's a space for exchanging thoughts, giving feedback, or finding collaborators.

Resources: Accessing shared materials

The Resources section is where to access, download, and share educational materials curated by the community and project partners. Whether you're looking for reports, toolkits, guides, or case studies, this section supports continuous learning and knowledge exchange among Green Hive users.

Resources are uploaded by Hub Managers and categorised into themes such as case studies, studies & reports, educational resources, articles, and others. When you click on a resource of interest, a dedicated page opens up with all the relevant information at a glance. As shown in Figure 13:
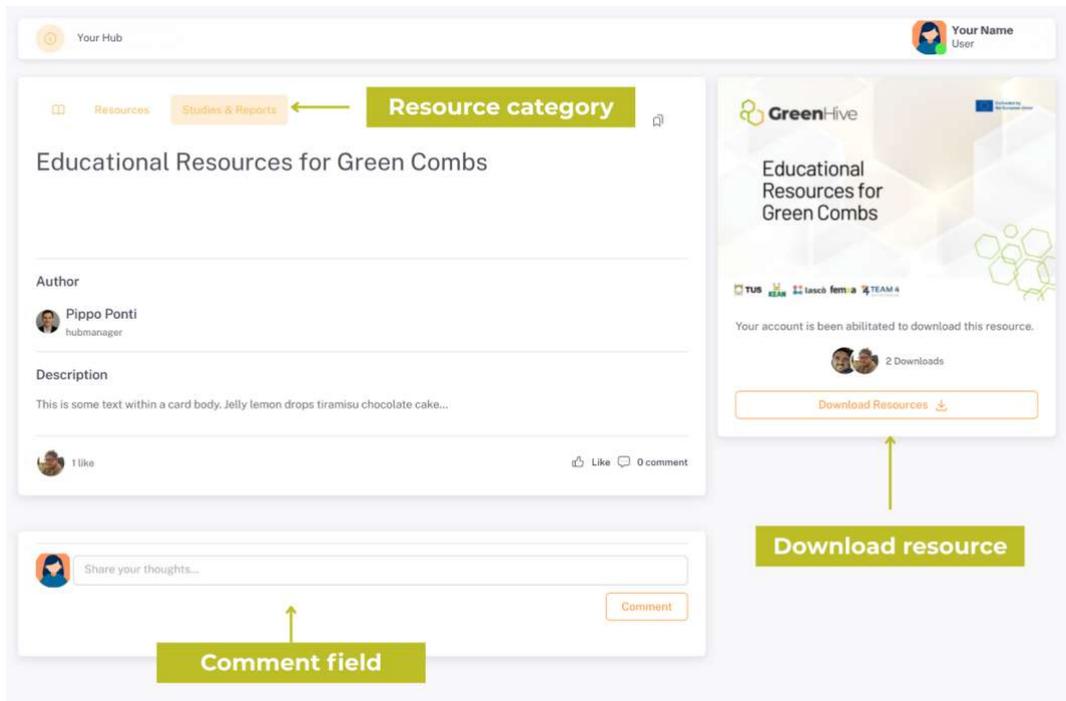
Figure 13 - Accessing shared materials

- **Main Content (centre):**

  Includes the title of the resource, the author, and a description. Users can also engage with the content by liking or commenting on it, supporting peer feedback and collaboration.

- **"Download Resources" box:**

  Clicking on it, you'll be able to retrieve the material. The box also displays:
  - A preview image of the document.
  - A short message confirming your access.

- A download counter to show community interest in that resource

- **Comment Field:**

  Leave your feedback, ask questions, or suggest complementary materials.

Boost Your Impact:

This section empowers users to learn from one another and use ready-to-use tools that accelerate sustainability efforts within their organisations or local ecosystems.

3.2 Hub Management Panel

The **Hub Management Panel** is the control centre for managing Green Hive Hub content and activities.
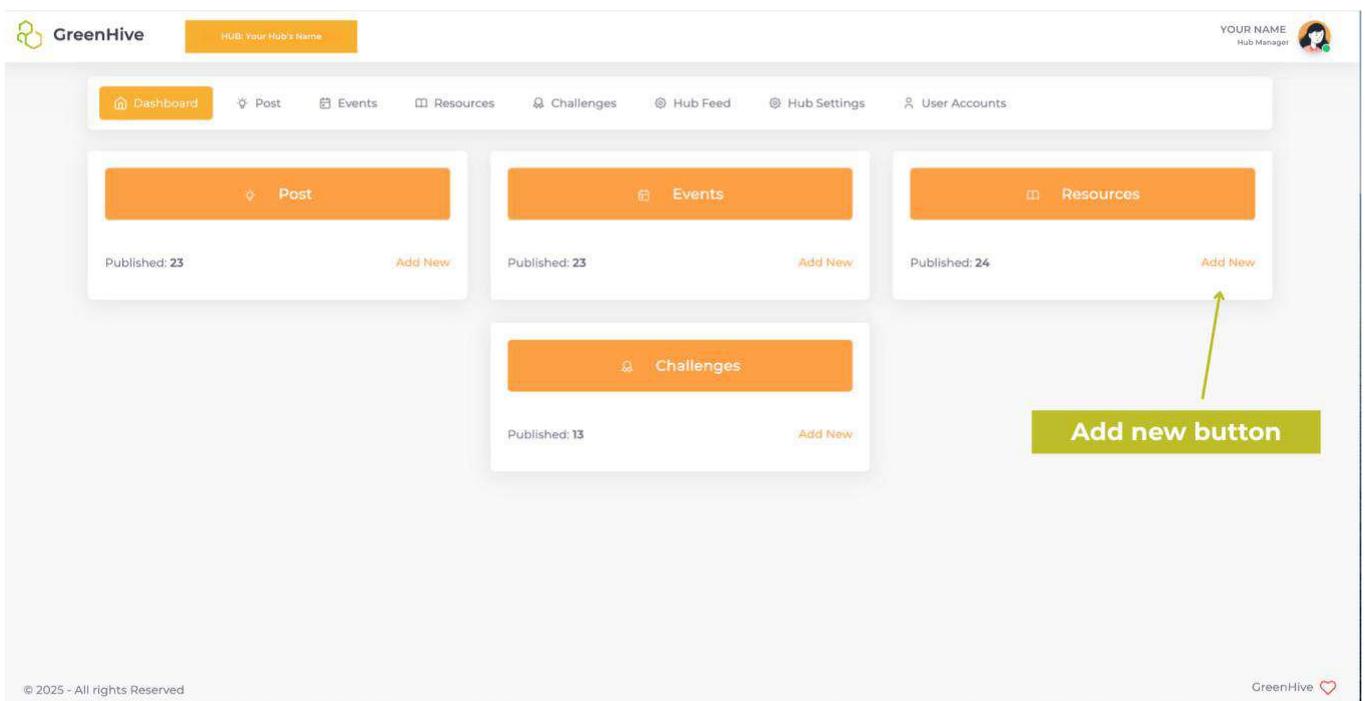

Figure 14 - Hub management panel

As a **Hub Manager**, here you can publish new posts, schedule events, upload resources, launch challenges, and manage user access. It's designed to make

administration intuitive, efficient, and streamlined — so you can focus on growing your impact.

The image above shows the **Hub Dashboard** view. It displays an overview of the number of items published across the main content types: **posts**, **events**, **resources**, and **challenges.**

Each category features a clear "**Add New**" button, allowing for quick and easy content creation. The top navigation bar provides fast access to additional functionalities like *Hub Feed*, *Hub Settings*, *User Accounts and Comments to approve*.

Editing the Hub's profile and details

Your Hub's identity is what sets it apart. Go to **Hub Settings** in the top navigation bar to manage your Hub's name, description, logo, and other key information.
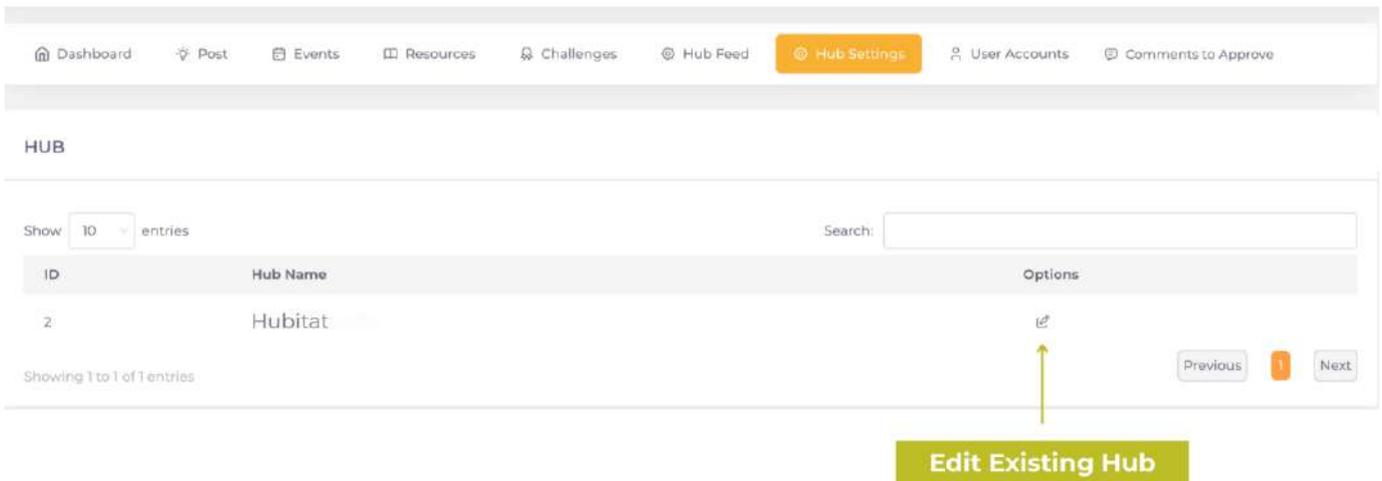

Figure 15 - Editing Hub's profile

To edit your Hub information, click the editing icon under the *Options* column.
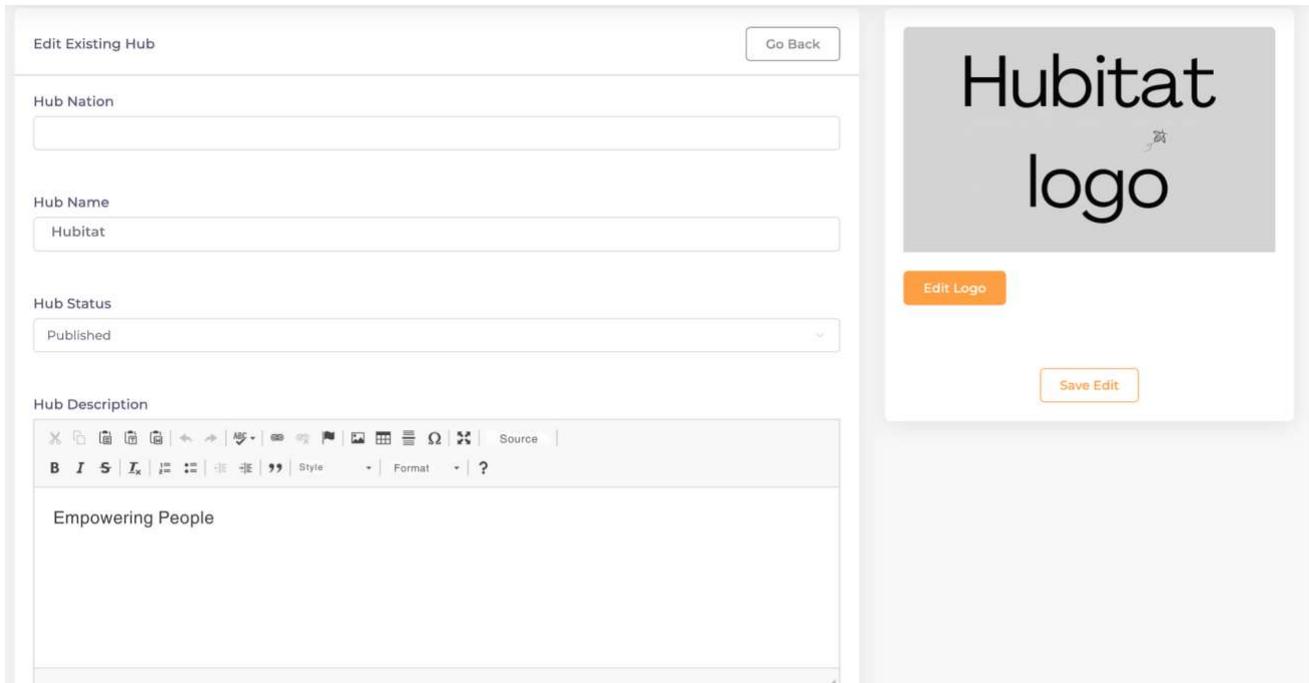
Figure 16 - Editing existing Hub

Here you can*:*

- ○ Update the Hub name and description.
- ○ Upload or change the Hub logo.
- ○ Define your Hub's focus area and location.

Don't forget to click **Save Edit** to keep your edits.

Be sure your Hub description communicates your mission; it's one of the first things visitors will read when discovering your Hub!

Managing membership

To manage the members of your Hub, head over to the **User Accounts** section from the Hub Management Panel.

From here, you can:

Add a new user or edit an existing user by clicking on the option icon.

Figure 17 - Managing membership

Click on **Add a new user** to open the user registration form. Complete the form by entering their **email address** and **username.**

Figure 18 - Adding new user

After filling out the form, click **Save** to complete the registration. The new user will now appear in the user list and will be able to log in with the credentials you provided.

Adding and editing content

Managing your content is quick and intuitive from the **Posts** section.

To add new content, go to the top menu bar and click on **Posts**, or select Add new from the Post box in your dashboard.
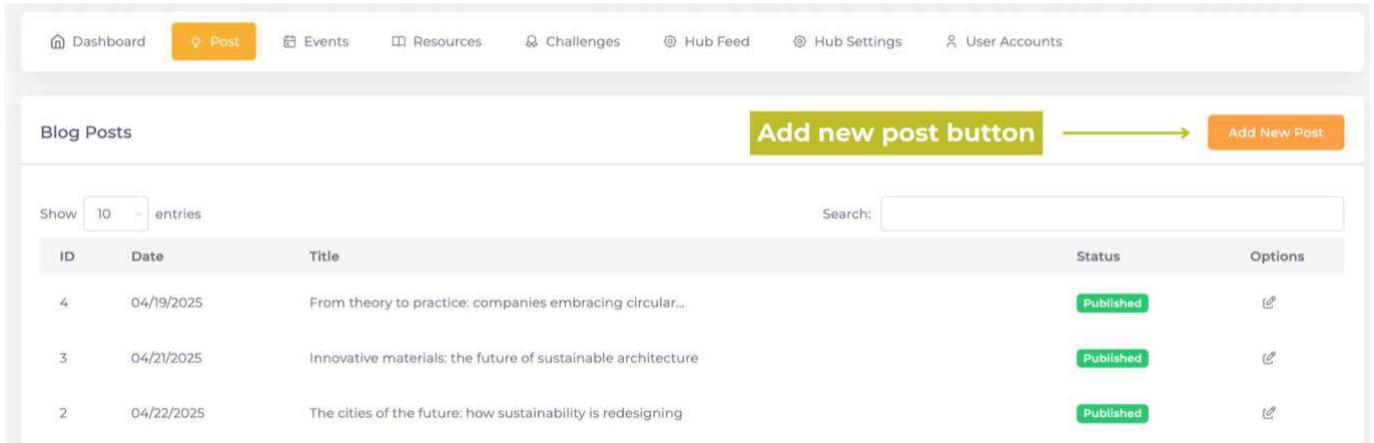
Figure 19 - Adding and editing content

Then, select the **Add New Post** button to open the content editor. A form will appear where you can insert the title of your post, write the main body of the content, select a publication date, choose a category, and upload an image.

To edit existing posts, simply return to the **Posts** section.
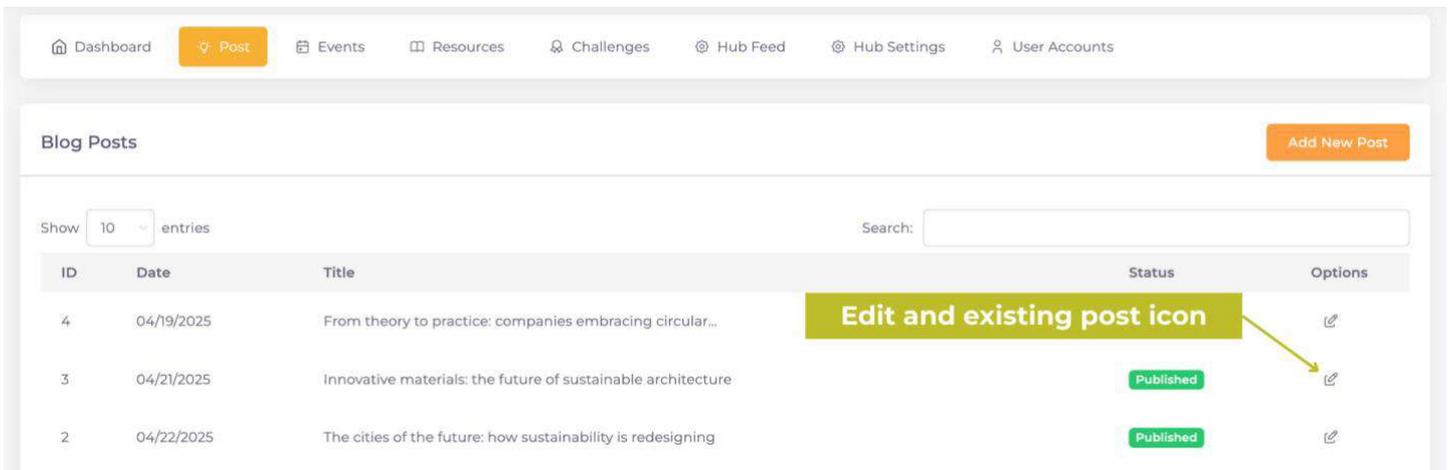
Figure 20 - Editing an existing post

There, you will find a list of all previously created content, including older posts and their publication status (such as Published or Draft). Click on the edit icon to open it and make any changes needed.

Keeping your posts organised by category and date will help your audience find content more efficiently!

3.3 GreenHive Ecosystem

The **GreenHive Ecosystem** section is your gateway to all content shared across the broader European GreenHive network. Here you'll find information not only from your hub, but also from partner organisations, schools, training providers, and other members of the GreenHive community.

In this section, you can explore:

- **News**: updates from the world of sustainability, project developments, and partner highlights.
- **Events**: conferences, webinars, workshops, and other learning opportunities shared across the network.
- **Resources**: teaching materials, guides, tools, and publications useful to educators and trainers.
- **Challenges**: GreenComp-based educational challenges designed to foster active learning.

- **Projects**: examples of good practices, innovative initiatives, and stories from other hubs or institutions.

All **users** can access the GreenHive Ecosystem from the **dropdown menu** at the top of the page. It's a space full of inspiration, opportunities, and connections where to learn, participate, and collaborate.

4. Managing a Hub
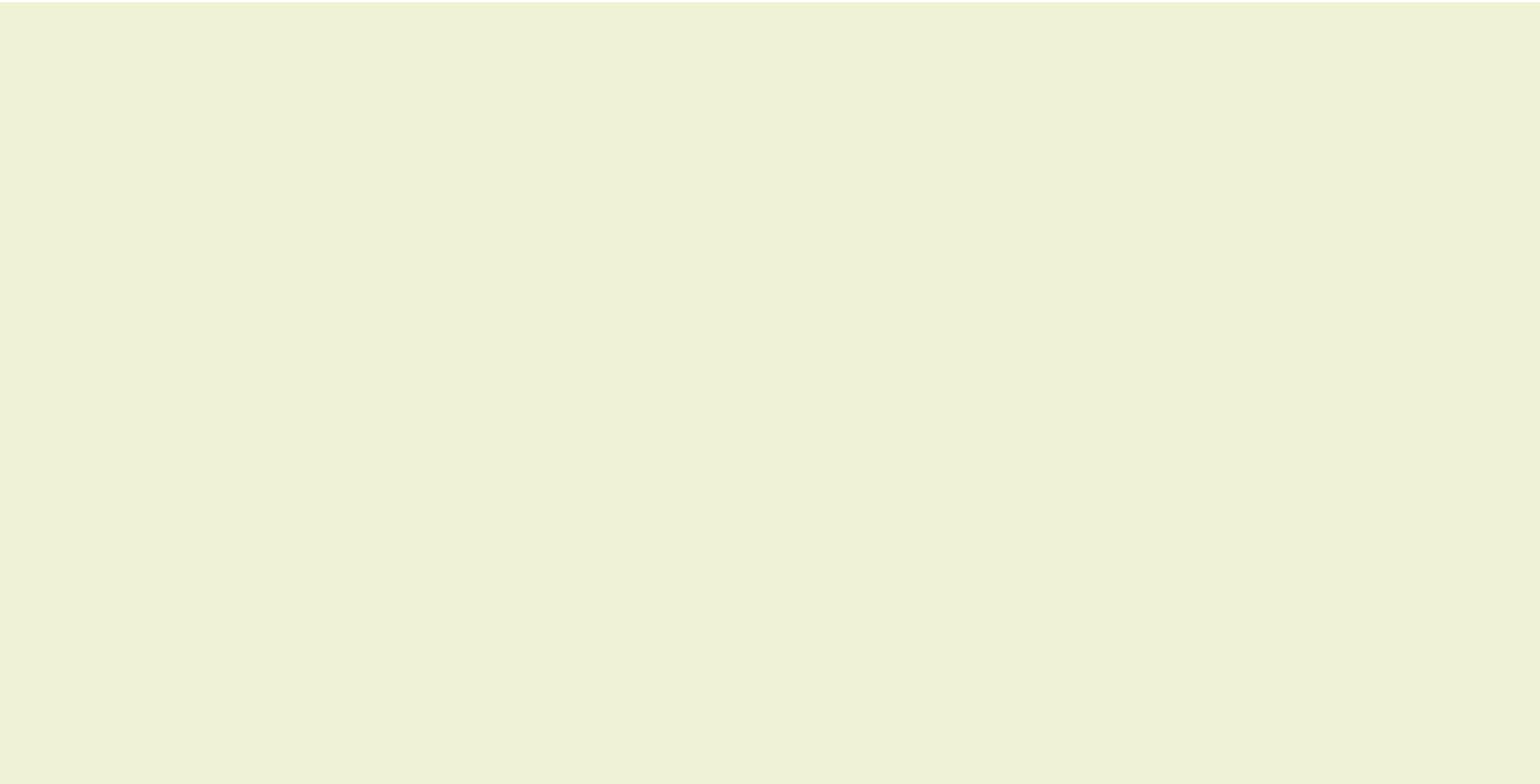
Managing a hub is about more than just posting content. It's about curating a space that reflects your organisation's identity, supports community interaction, and promotes meaningful engagement with sustainability education. As a **Hub Manager**, you play a central role in shaping this experience by maintaining the hub's structure, overseeing member access, and ensuring content consistency.

When you access the **Hub Management Panel**, you are stepping into a control centre where every aspect of your hub can be monitored and updated. From here, you can add or revise posts, launch new challenges, manage educational resources, and schedule events that align with your hub's mission. The dashboard view provides a clear snapshot of how many items have been published across each section and provides direct links to create or update content.

One essential aspect of managing a hub is **coordination**: regularly checking for new comments, likes, and interactions; verifying that resources and posts remain up to date.

Finally, don't forget that a well-managed hub is a **collaborative environment**. Encouraging input from members, facilitating discussions, and being responsive to feedback all contribute to a thriving and active learning space.

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Plan a regular check-in schedule to keep your hub tidy, updated, and engaging. Treat it like a living space that needs care and attention.

4.1 Inviting users

To make your hub prosper, you'll want to invite collaborators, educators, learners, or project partners to join. Inviting users is a simple but strategic action. From the **User Accounts** section in your Hub Management Panel, click on the **"Add New User"** button. *For step-by-step guidance on adding new users, refer to the [Managing membership](#) section of this guide.* Once the user is added, they'll receive access credentials and be ready to engage with your hub.

Invite team members who will actively contribute and keep the learning space dynamic.

4.2 Content Moderation

Maintaining a healthy and engaging environment in your hub requires a well-structured approach to content moderation. On the GreenHive platform, publishing permissions are **role-based** to ensure quality, relevance, and accountability.

Community members can contribute content in the **Community section**, which is designed for open interaction. Here, users are free to share ideas, questions, updates, or project experiences.

Only the **Hub Manager** has access to create or edit content in the **Feed section**. This area is intended for official communications, curated resources, announcements, or strategic highlights. Moderation also extends to user interactions. While members can comment on posts in the Community section, these comments **must be approved by the Hub Manager before becoming visible**. A dedicated **"Comments to Approve"** panel is available in the Hub Manager's dashboard, where pending comments can be reviewed, accepted, or rejected. This feature supports a safer and more intentional space for discussion.

As a Hub Manager, it's important to:

- **Regularly review community contributions** to elevate high-quality content and address any misinformation or inappropriate language.
- **Engage with user comments**—responding to questions, acknowledging suggestions, or gently guiding discussions.
- **Set a positive and inclusive tone**, encouraging dialogue while maintaining focus on your hub's goals.

By balancing openness with careful oversight, content moderation becomes a key pillar of trust, collaboration, and professionalism in your GreenHive hub.

4.3 Keep the Hub Active

An active hub is a healthy hub. Avoid stagnation and encourage continuous engagement: create a rhythm for publishing and interaction. Posting new content regularly, thematic challenges, thought-provoking articles, or curated learning materials, helps maintain interest and return visits.

Engage your audience with seasonal campaigns, host virtual events, or feature community voices through spotlight posts. Use the **"Events"** tab to announce webinars, workshops, or live discussions. Keep your **Hub Feed** fresh by regularly updating it with highlights and calls to action.

Also, don't underestimate the power of **visual appeal**. Upload high-quality images, use clear titles, and maintain a consistent style across posts. Encourage interaction by ending posts with a question or invitation to comment.

Use a content calendar to plan. Alternating between short posts, deeper articles, and interactive challenges helps maintain variety and user interest.

4.4 How to be a good moderator

As a Hub Manager, you serve as the community's moderator, ensuring that the hub remains a welcoming and productive environment for all members. Your role is key to maintaining the quality and safety of discussions and content. Here are some best practices to help you moderate effectively:

When reviewing user contributions, take the time to read each comment or post carefully before approving it. Ensure that the content is respectful, relevant, and adheres to established community guidelines. Remember that your approval process is designed to foster constructive and inclusive dialogue.

Strive to encourage participation while balancing quality. Welcome diverse perspectives and questions, and be proactive in guiding discussions. Reject or flag any content that includes spam, offensive language, or personal attacks. Maintaining an unbiased, fair approach will help sustain a positive environment.

Regular monitoring is essential. Make it a habit to review new content daily so that engaging discussions continue without long delays. If you're uncertain about the appropriateness of a particular comment, consider consulting with other hub stakeholders or referring back to your hub's content guidelines.

Moderation helps set the tone for the entire hub. A consistent, transparent, and respectful approach not only builds trust but also encourages users to contribute positively.

5. FAQs and Support
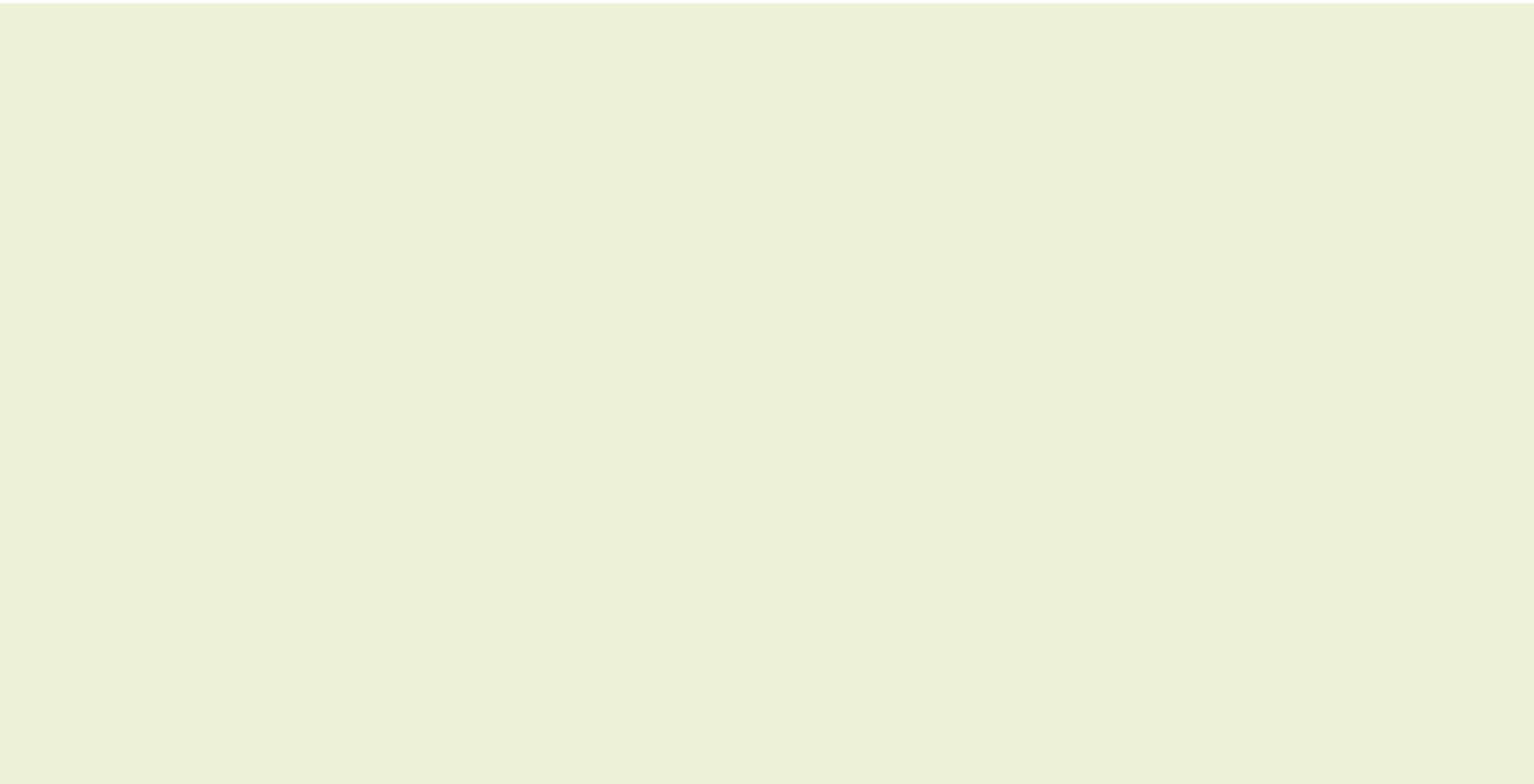
Even the most intuitive platforms can occasionally present challenges — a forgotten password, a page that won't load, or uncertainty about how to use a feature. The Green Hive platform includes dedicated resources to help you and your users resolve issues quickly and efficiently.

This section will guide you through common questions, provide solutions to frequent technical issues, and explain how to contact the support team when needed.

5.1 FAQs

Q: I forgot my password. How can I reset it?

A: On the login page, click **"Forgot password?"** and follow the instructions. You will receive an email with a link to reset your password.

Q: I don't see my post on the feed. What happened?

A: Posts on the **Feed** can only be published by the Hub Manager, who curates and moderates the content to ensure its quality and relevance. Posts from regular users appear in the **Community** section instead..

Q: I've been invited to join a hub. Where do I find my login credentials?

A: Your Hub Manager will send your username and password via email. If you haven't received it, please check your spam folder or contact your Hub Manager directly.

Q: Why hasn't my comment appeared yet?

A: Comments are subject to moderation by the Hub Manager to ensure they align with the community guidelines. Once approved, your comment will appear on the platform.

5.2 Contacting the Helpdesk

If you're experiencing an issue that isn't addressed in this manual or the FAQ section, don't worry: our support teams are here to help. Whether you're facing technical difficulties, account issues, or general questions about the platform, assistance is just an email away.

General Support

For all general inquiries not specific to a country, Lascò's support team is your first point of contact. **Email:** info@lasco.io

Country-Specific Support

- If you're located in **Greece** or affiliated with a Greek hub, please reach out to the KEAN support team for assistance with any platform-related issues. **Email:** raina@kean.gr

- Users and Hub Managers based in **Italy** can contact Lascò for all platform support needs. **Email**: bartolo.iliano@lasco.io or fulvio.esposito@lasco.io

- If you're part of an **Irish** hub or institution, the Technological University of the Shannon (TUS) team is available to support you. **Email:** Marie.Taylor@tus.ie or elaine.cleary@tus.ie

- **Spanish** users can contact Femxa for help with account access, platform navigation, and general support. **Email:** sben@femxa.com

- Users in **Romania** can get support from TEAM4Excellence for platform-related questions or technical assistance. **Email**: office@team4excellence.ro