



Silvermouse: Diversity Perceived

Version 1.10

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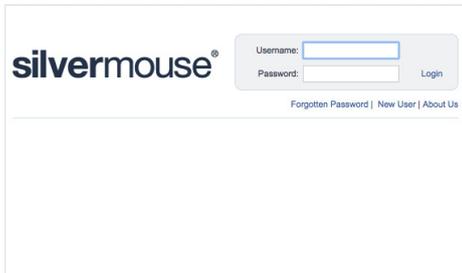
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Getting Started

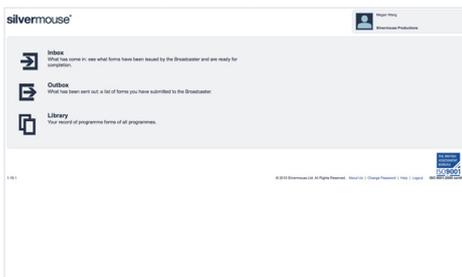
Silvermouse is a web-based system in which users electronically input and submit required PAC (Programme as Complete) data to the relevant Broadcaster(s).

1 Signing In

The image shows the Silvermouse login page. It features the Silvermouse logo on the left. To the right, there is a login form with fields for 'Username:' and 'Password:', and a 'Login' button. Below the form, there are links for 'Forgotten Password', 'New User', and 'About Us'.

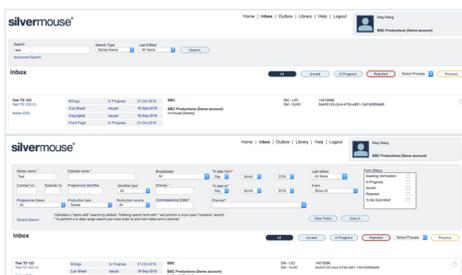
Open www.silvermouse.com using Mozilla Firefox, Internet Explorer (IE) or Google Chrome. Enter your username and password. First time users may want to download a copy of the Terms and Conditions to keep for their records. Upon review, accept the Terms and Conditions and click **continue**.

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.

i 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 permissioned input group users.

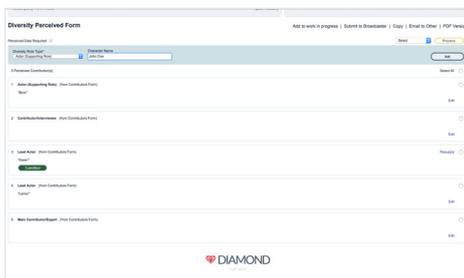
Enable pop-ups in your browser: Silvermouse will not function properly if pop-ups are blocked.

Diversity Perceived Form

The Diversity Perceived Form captures the diversity monitoring data of all on-screen characters as they might be perceived by an audience. **If a user has already begun completing the programme's Contributors Form, contributors with an on-screen Diversity Role type will be auto-populated on the Diversity Perceived Form: their Diversity Role type and Character Name (if provided) will automatically appear.**

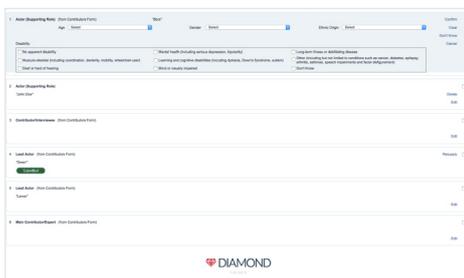
Note: This is a generic user guide for the 'standard' form. Silvermouse forms will differ slightly from broadcaster to broadcaster depending upon what information the broadcaster requires and what permissions a user has. This means that you may see additional (or even fewer) fields apart from those depicted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

4 Manually Adding a Character

A screenshot of the 'Diversity Perceived Form' interface. At the top, there are navigation links: 'Add to work in progress', 'Submit to Broadcaster', 'Clear', and 'Cancel or Other'. Below this is a search bar and a list of contributors. Each contributor entry includes a 'Diversity Role' dropdown menu, a 'Character Name' text field, and an 'Add' button. The first entry is 'Add Resupply Role' with a role of 'Resupply' and a name of 'Resupply'. The second entry is 'Add Resupply Role' with a role of 'Resupply' and a name of 'Resupply'. The third entry is 'Add Resupply Role' with a role of 'Resupply' and a name of 'Resupply'. The fourth entry is 'Add Resupply Role' with a role of 'Resupply' and a name of 'Resupply'. The fifth entry is 'Add Resupply Role' with a role of 'Resupply' and a name of 'Resupply'. The DIAMOND logo is visible at the bottom.

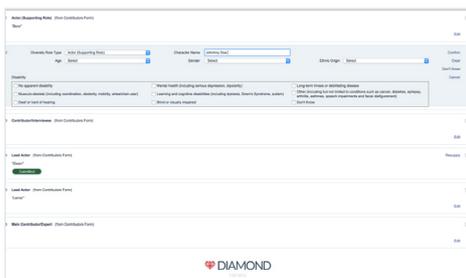
To manually add an on-screen contributor to the Diversity Perceived Form, select that contributor's Diversity Role type from the dropdown. Click on **Add**. This will add the entry to the Perceived Contribution(s) list. *Note: if no identifiable Character Name is entered prior to clicking Add, then only the role type will be visible in the Perceived Contribution(s) list.* To begin entering in the character's diversity data, locate the character and click on **Edit**. The diversity data can be cleared prior to confirming by clicking on **Clear**. Once all of the diversity fields have been completed click on **Confirm**. Clicking on Confirm hides the diversity data from the user – only the Diversity Role type and Character Name remain visible – and marks the entry as submitted.

5 Adding Data to Auto-populated Characters

A screenshot of the 'Diversity Perceived Form' interface, similar to the previous one, but with the 'Add' button for the first entry replaced by an 'Edit' button. The first entry is 'Add Resupply Role' with a role of 'Resupply' and a name of 'Resupply'. The second entry is 'Add Resupply Role' with a role of 'Resupply' and a name of 'Resupply'. The third entry is 'Add Resupply Role' with a role of 'Resupply' and a name of 'Resupply'. The fourth entry is 'Add Resupply Role' with a role of 'Resupply' and a name of 'Resupply'. The fifth entry is 'Add Resupply Role' with a role of 'Resupply' and a name of 'Resupply'. The DIAMOND logo is visible at the bottom.

If a user has begun completing a programme's Contributors Form, contributors with an on-screen Diversity Role type will automatically appear on the Diversity Perceived Form. Click on the **Edit** link to add the data to an auto-populated entry. If you need to amend the data click on **Resupply**. With Resupply users will essentially add the information as new, overwriting any existing, 'hidden' data. In the event of an error, use **Clear** to erase the diversity data before confirming. Once the diversity data has been Confirmed, the Submitted status flag will appear and the data will be hidden: only Diversity Role type and Character Name will remain visible.

6 Editing Diversity Role Types and Character Names



Use the **Edit** button to amend the Diversity Role type and Character Name of manually added entries even after the entry has a status of Submitted. The Diversity Role type and Character Name of auto-populated contributors cannot be edited via the Diversity Perceived Form. Instead users must edit these contributors on the corresponding Contributors Form.

7 Amending Diversity Data



For all entry types (manual and auto-populated), once the user has clicked **Confirm** and the Submitted status flag has appeared, the diversity data can only be amended by clicking on **Resupply**. Resupply allows users to fill in the diversity info as new and overwrite the existing data.

8 Deleting Entries

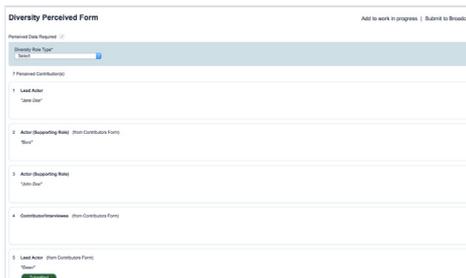


To remove a manually added entry from the Diversity Perceived Form, click on **Delete**. To delete multiple manually added entries at once, first select the tickboxes of the entries you wish to remove, then choose Delete from the actions dropdown located on the right side of the screen. Click on **Process** to perform the deletion. Auto-populated entries cannot be deleted via the Diversity Perceived Form. Instead users must delete these contributors on the corresponding Contributors Form.

i Hints & Tips

Copying the Diversity Perceived Form: Users do not copy the Diversity Perceived Form directly. Instead, they copy a programme's Contributors Form. 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. When copying the Contributors Form, users make use of radio buttons to copy across Roles Only or Roles & Diversity Data from the Diversity Perceived Form. If Roles Only is selected, users will need to input Diversity Data on the Diversity Perceived Form as normal via a role's Edit option. If Roles & Diversity Data is chosen, users will need to click on the **Reveal Copy Perceived Characteristics** button (which appears at the top of the role list) and confirm the data for all copied entries. This can be done individually for each entry, by clicking on **Confirm**, or in bulk by selecting the tickboxes of all copied entries, choosing Confirm from the Process dropdown and then clicking on **Process**. Prior to confirming, users can make changes to the diversity data. Any changes made to the diversity data at this stage will not affect the original form/data. However, if changes are made to the role types or roles are added/removed, the original forms may be affected. See the FAQs for more info.

9 'Perceived Data Required' Tickbox



The screenshot shows the 'Diversity Perceived Form' interface. At the top, there is a 'Perceived Data Required' checkbox which is checked. Below this, there is a 'Diversity Role Type' dropdown menu. The form is divided into sections for different contributors, each with a 'Load Actor' button and a 'Save' button. The 'Submit to Broadcaster' link is visible at the top right.

The Diversity Perceived Form will have a 'Perceived Data Required' tickbox above the Diversity Role type dropdown on the top of the page. This box is ticked by default, meaning the user must complete this form. The box can only be unticked by a permitted broadcaster user. If the box is unticked, perceived data is not required for this episode, and the empty form can therefore be submitted.

10 Submitting the Diversity Perceived Form



The screenshot shows the 'Diversity Perceived Form' interface with the 'Submit to Broadcaster' button highlighted. The form is filled out with data for multiple contributors, and the 'All Contributors Added' tickbox is checked. The 'Submit to Broadcaster' button is located at the bottom right of the form.

In order to be able to submit the Diversity Perceived Form, all diversity questions for all contributors must be answered and the All Contributors Added tickbox must be ticked on the corresponding Contributors Form.

Alternatively, if diversity data is not required for the programme, the 'Perceived Data Required' tickbox – which is ticked by default – would need to be unticked on the Diversity Perceived Form by a permitted broadcaster user. Once the above conditions are satisfied, submit the Diversity Perceived Form by clicking on the **Submit to Broadcaster** link.

Frequently Asked Questions

Do I have to use Mozilla Firefox, Internet Explorer (IE) or 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 Perceived Form. What's wrong?

In order to be able to submit the Diversity Perceived Form, two conditions must be met: 1) all diversity questions must have been answered for all contributors and 2) the All Contributors Added tickbox located on the corresponding Contributors Form must be ticked.

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.

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.

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).

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.

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

