



Change of admins

How the change works, and how to help make this part of the projects smoother, both for you and the admins



Why do the admins change?

1

One admin's shift ends, and the other admin's shift starts.

These changes happen at these specific times:

- 08:00 CET
- 16:00 CET
- 24:00 CET

Designers receive a notification in the project chats that informs them about this change 1 hour ahead of time.

⚠ Admin shift change:

This is an automatic reminder that the admins will change shifts in 1 hour. Please note that submitting files during the shift change might result in additional waiting time since the current admins will be handing over the tasks and the new admins will need some time to get familiar with the handed tasks.

2

Admins can also change mid-shift due to:

- Need to finalize/prioritize other more urgent tasks and so they require help from other admins to manage their tasks meanwhile.
- Need to equalize the amount of work between admins, so the Team Lead on the shift redistributes a few tasks to make the admins' busyness level more balanced.
- Switch between different roles of admins within the team. The admins do more than just manage the designers' tasks while on their shift.

3

Temporary change:

- Sometimes the admins switch just to help review a file or respond to designer questions while the other admin is busy. This helps to decrease the waiting time for designers. Usually, admins do this when they know the waiting time would be more substantial.

What the admins do to make the change as smooth as possible



When the admins change projects, they take time to **get familiar with the new projects** they receive. So, they read all the instructions, they review the input file and other provided materials.



Furthermore, the admins also review any **last feedback files** from the previous admins to ensure that they understand what feedback was previously provided.



During the project and before the admins leave their shift, they leave **internal notes** only visible to other admins. These notes contain any important information for the next admin to know about, oftentimes there are clarifications on what they should focus on in their next reviews, if certain slides were already approved, and so on.



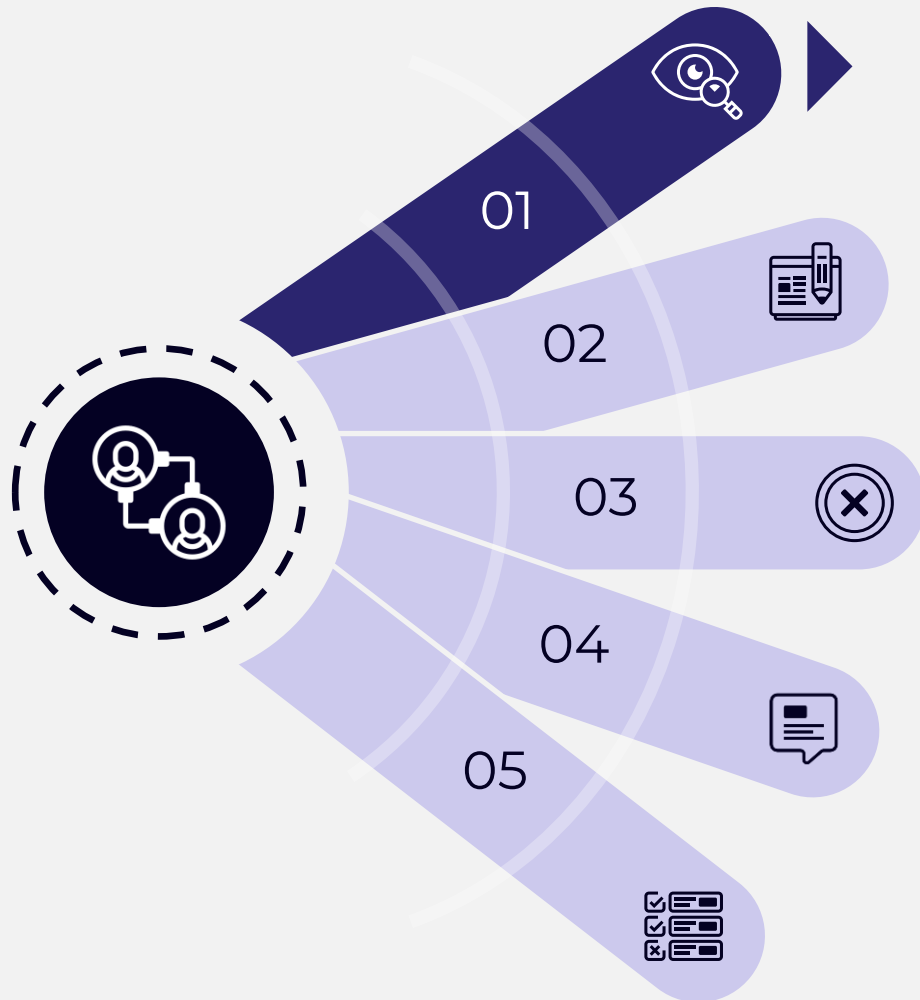
If there is any important information that needs a more complex explanation, the admins also have a few minutes where the shifts overlap, and so they might have a **video call** to explain specific aspects of the projects to each other, align on the status of the projects, or point out any risky situations that projects might be in.

Please note that oftentimes admins overwork when any risky situations occur, and so it is also the designers' responsibility to try to ensure that the projects workflow goes as smoothly as possible.



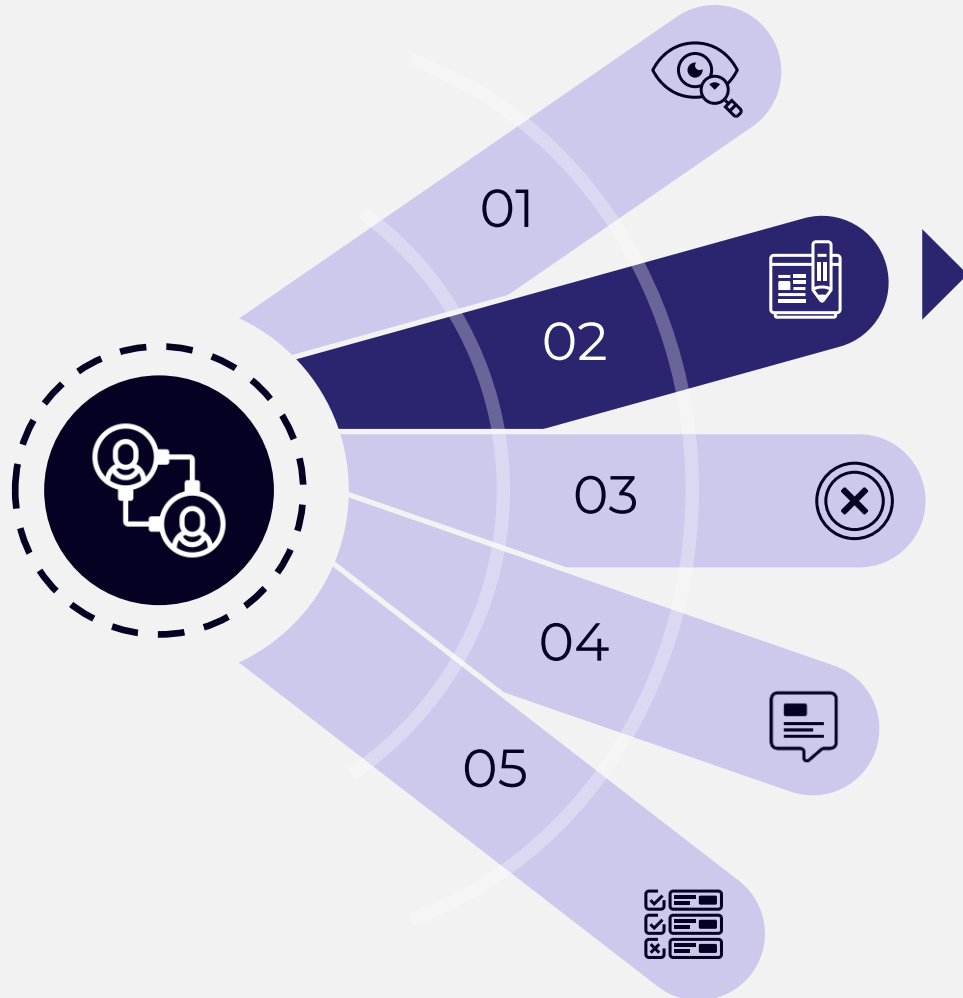
Examples: submitting files well before the admins shift change, so the admins have enough time to review the files before leaving. Submitting files well before your own designer deadlines, so that the admins do not have to overwork to deliver a delayed project to a client. Sometimes it is not feasible anymore to handover a project to a new admin who does not know the project when the deadline is around the corner and so the admin must deliver the project outside of their shift.

Why might the new admin have additional or different comments than the first admin? (1/5)



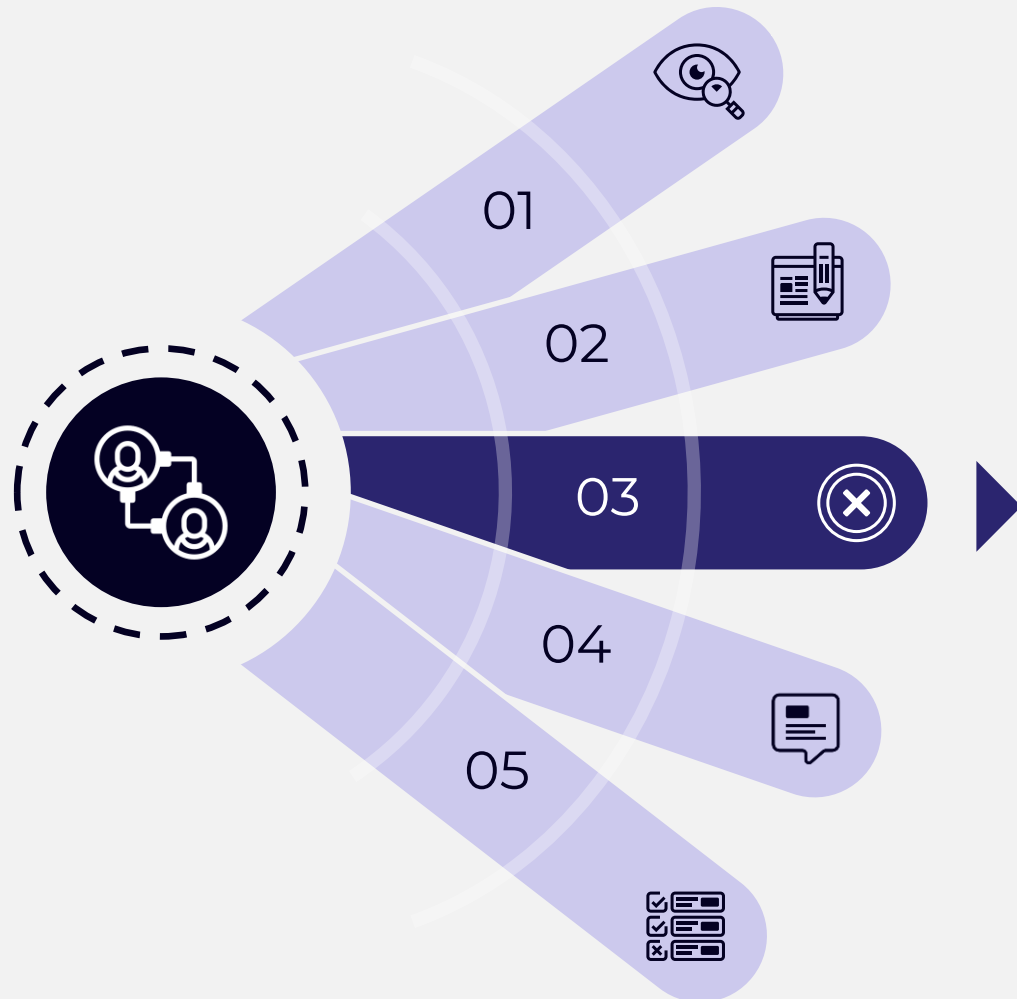
- The fresh eyes of the new admin coming on shift are more likely to catch some additional issues that the previous admin could not catch due to already having managed a lot of tasks for the day.
- This is human nature just as designers are also not able to catch 100% of mistakes every single time.
- But in the end, the fact that the new admin catches more mistakes is also beneficial for the overall result that the client will receive.
- So, comments regarding following guidelines and basic design principles must be always fixed even if they were not pointed out right at the start by the previous admins.

Why might the new admin have additional or different comments than the first admin? (2/5)



- The first submissions have sometimes more critical/big edits that overshadow the small edits when the admin is reviewing the file.
- Once these critical mistakes are fixed, the admin will be able to more easily spot the smaller mistakes that come through.
- This might happen with the same admin on a task or once a different admin takes over the project.

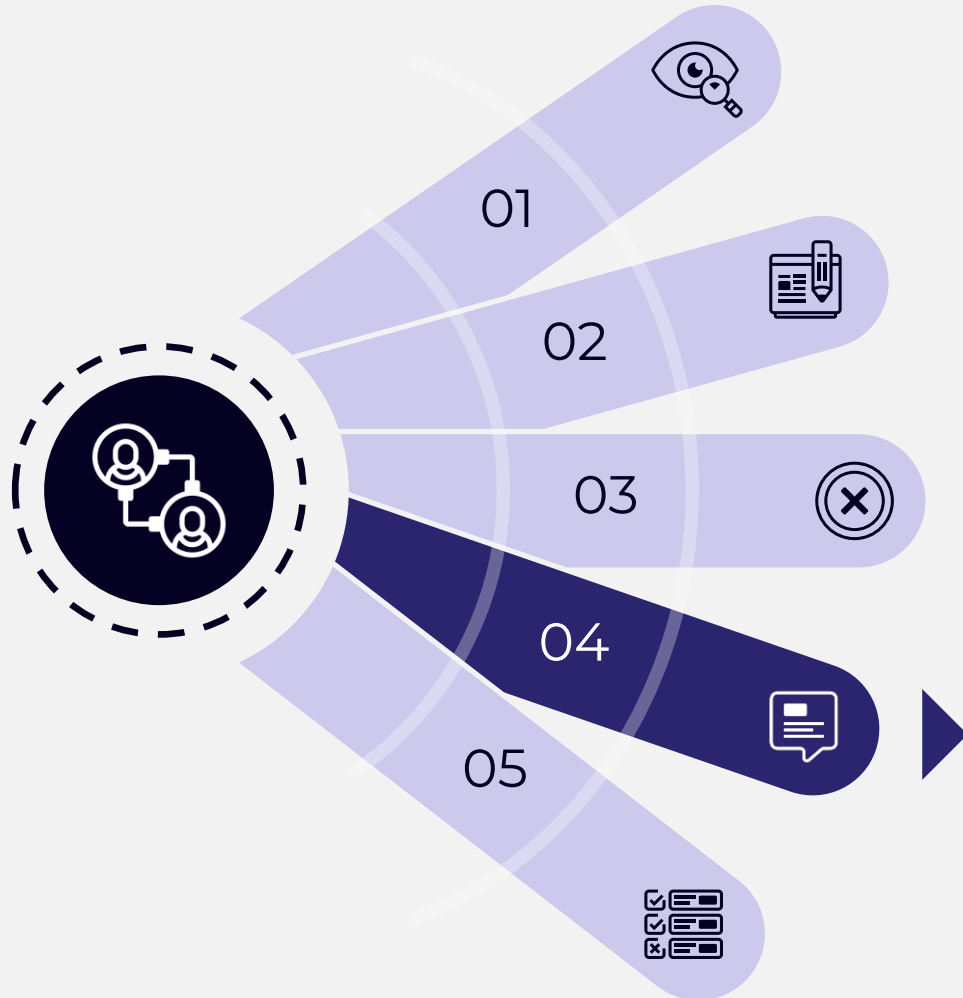
Why might the new admin have additional or different comments than the first admin? (3/5)



Human errors happen:

- We try to be as thorough as possible in reviewing the client's requests and trying to interpret them based on our best understanding.
- Yet once in a while, an error might occur and a new admin might realise that some client's instructions were misinterpreted, read wrongly or unnoticed and then we need to inform the designer about the changes.
- In cases like these, the additional work should be compensated by the addition of extra time.
- If the rework/edits are altering the project timeframe substantially, we will confirm if the new timeline is okay with the designer or otherwise, we might need to split the project and find additional designers to help.

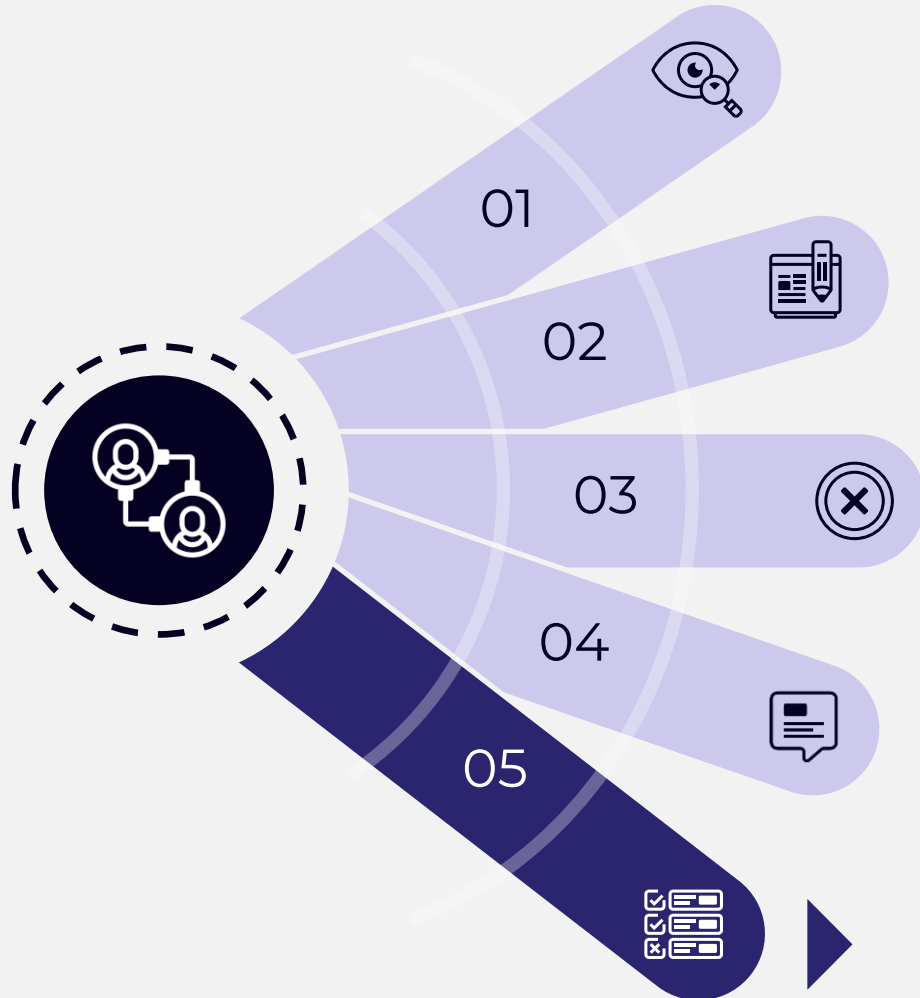
Why might the new admin have additional or different comments than the first admin? (4/5)



Change of instructions from the client's side can also happen:

- If the client contacts us while the project is already ongoing and changes the scope of the task, we proceed the same as in the previous point.
- A new timeline will be confirmed with the designer and additional edits are compensated by extra time added to the scope.

Why might the new admin have additional or different comments than the first admin? (5/5)



- Keep in mind the admins are often times quite busy with multiple projects and might miss guideline details, client instructions, or even the need to improve certain slides visually, so a new admin with a clearer perspective might be able to spot those better.

How admins deal with the subjective nature of design (1/5)

All admins go through rigorous training when being hired that contains deep training in how we at KnowMore design slides and what are our standards, as well as specific training for our clients' styles and guidelines.



How admins deal with the subjective nature of design (2/5)

Admins are trained to be able to distinguish what is an objective edit and what edit has a more subjective nature, and they are often reminded through our weekly rules recaps.



How admins deal with the subjective nature of design (3/5)

Yet it is important to understand that some edits that might seem to be subjective might occur because of these reasons:

- Even though we try to make the design as objective as possible by defining guidelines and inspiration files for every client, it is hard to capture every single structure and preference a client might have. And so, if an admin asks for some changes of design that might seem more subjective, it might be due to the experience they have with the specific client, and knowledge that certain structures/designs might be less favoured by them.
- Some designs might seem outdated/not visually appealing, and even though it is again a matter of subjective opinion admins might point out changes to such designs since our clients could as well think the same and our admins know our clients the best.
- Sometimes also admins apply more subjective edits after project approval, as they are aware that the edit is of a more subjective nature yet would still benefit the slide end-result. In that case you can see these edits in the [Lorem Ipsum files](#), and you can still get inspired by these solutions for future projects. Such edits are not accounted for in your rating.
- Sometimes designers change the slides meaning by changing the content structure entirely, so in those cases admins might ask for another Visually Enhanced option closer to the input file.



How admins deal with the subjective nature of design (4/5)

You are welcome to, politely, point out to the admins if you believe some edits are highly subjective, and you do not think it will benefit the slide. Yet if the admins insist on the change you are obliged to follow the admins guidance and assume that in that case the admin has a good reason to request the edit.



How admins deal with the subjective nature of design (5/5)

The admins' interest is to get the best slide result, and no edits are personal or just for the sake of making your work harder 😊



What can you do to make the admins change smoother? (1/2)

We are aware that the admins change can be a difficult part of the project for the designers due to possible additional/new edits from the new admin. Yet there are a few things you can do to help the new admin to make this change as smooth as possible for both sides.

Update the new admin on the **status of the project**, such as, the number of slides completed, when the new WIP should be expected and any possible project risks.

List briefly **what was previously confirmed** by the past admin(s).
(All must be based on true conversations with admin(s), not made up – note the admins can see the logs of the conversations)

Mention if some **structures are repeated** and if they were reviewed by the previous admins.
(Remember that if you submit a WIP with repeated structures, you need to warn the admin that the structures are going to repeat, and therefore you would like it if they can confirm if there are any changes or if the slides are approved. If the admin was not fully aware of this, you might suffer more edits later on, since they did not fully check and approve the slides to repeat on the deck)

State any current **questions**.

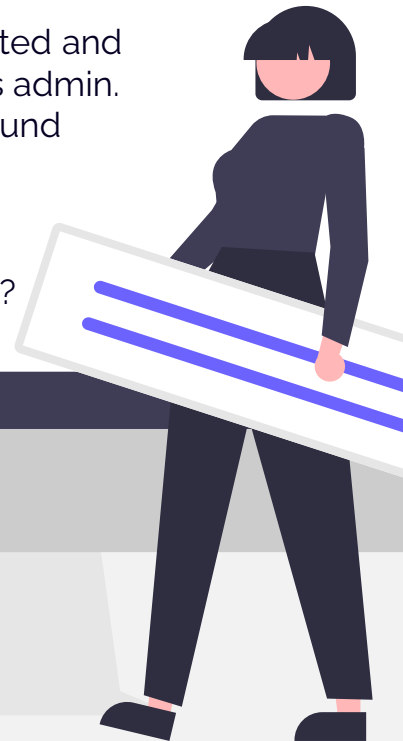
State if you plan to take a **break** and for how long in CET.

Example of an update message to your new admin:

Hello admin! Nice to work with you again 😊

Here is a small report on the current status of the project:

- 10 slides out of 20 are completed, the previous admin reviewed the first 5.
- The previous admin confirmed that I should follow lined icons.
- The structure in slides 4, 6, 8 is repeated and slide 4 was approved by the previous admin.
- The next WIP can be expected in around 45 mins with 13 slides completed.
- **Question:** Can you confirm for s13 if the text under the main title should be formatted as a subtitle or heading?



What can you do to make the admins change smoother? (2/2)

If the new admin asks for edits on previously reviewed slides, please be considerate. Be aware that if the edits concern guidelines/design principles/content mistakes they must be fixed, and that fixing them during the project might also, somewhat, positively influence your rating compared to these edits being discovered once the file is approved and needing to have the admins fix them internally. The designer always carries the responsibility of applying thorough checks to avoid any mistakes – that includes the previously stated ones. The admins are just a bonus help – not a guarantor of designer's work quality, the designer is a guarantor of their own work.

Feel free to ask why some edits are requested if you think it is contradictive of the guidelines or previous guidance. The admins will surely explain their reasoning or might change their mind if your point is valid.

Plan submissions of your files with the admin's shift changes in mind. Try to avoid submitting the file exactly, or a few minutes before or after the shift change. Either submit well before the admins change or give the new admin a bit of time to settle and get familiar with their tasks before you submit a file for review. Alternatively, feel free to submit the file, but inform the admin that you are aware of the shift change, and so you will continue your work while they review your file and that they can take more time.

If your deadline is close to the admin shift change, try to be extra mindful of submitting your final file well before the deadline.



Following these tips will be highly appreciated by all the admins, and will result in great communication and project time-management effort that will surely be captured in the rating result 😊



**Thank you and
see you on the
platform!**

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