

d-Nest FAQ

COMPATIBILITY

- 1 Q) I would like to access d-nest from a tablet PC, or a smartphone, Is this possible?**

A) d-nest is responsive over iPad or Tablet PC. It is possible that certain views on one device are provided differently than on another one. The website is not yet optimized for mobile devices in general.
- 2 Q) Can I use any browser for navigating the d-nest web site?**

A) You can safely use Safari, Chrome and Firefox. Internet Explorer is working appropriately but d-nest, due to the issues provided recently by Microsoft is not guaranteeing maintenance for Internet Explorer in the future.
- 3 Q) Do I need any special plugin for navigating d-nest?**

A) d-nest is self-contained in its development structure and does not require special plugins. It is necessary that you have settled a pdf viewer. Be careful on this, particularly on mobile devices where it may not be automatic.
- 4 Q) Is the system secure and safe?**

A) d-nest is provided under the most modern security standards. d-nest is a safe environment, since we constantly monitor the technology against common and uncommon privacy, integrity and availability attacks.

REGISTRATION

- 5 Q) Is d-nest free?**

A) You can use for free our public news service that can be accessed from the landing page. If you want to use our premium services, in particular all the services regarding publication of ideas and needs under legal umbrella, you need to pay an annual fee.
- 6 Q) What data do I need to register on d-nest?**

A) d-nest needs to know your name and e-mail address, your age (in order to secure your capability to sign up a legal document). You shall then provide a valid payment method and pay the fee. Once you completed this process, you will receive an email containing an activation link. Follow the link, and your profile will be activated.
- 7 Q) I am under legal age: may I register on d-nest?**

A) You must be of legal age in your country of residence for using legally d-nest. For our purpose, the registration is possible only if you are 18 or above. If it would result that you use d-nest without being legally authorised to sign up a non-disclosure agreement, we reserve the right to refuse you further



service on d-nest. The legal courses of actions enterprised by any member of the network against you because of this or another abuse or misuse of the network are going to be completely under your responsibility.

8 Q) What happens if I start the registration process and I do not end it up?

A) If you complete the first page of the registration process and do not proceed on the second page, we shall keep all your data and your profile as well. Your profile shall be activated once you have completed the payment. This can be done by operating the second page directly on a new registration process.

9 Q) What happens if I quit the registration before paying?

A) In this case we consider that you want to quit the entire process and therefore remove your profile. If you still wish to register, you need to start a new registration process.

10 Q) I have proceeded to the registration in a complete way, but I did not receive the activation link by email. What shall I do?

A) Check your email settings to verify that your filters are not spamming the activation link mail. In case you cannot find the email, namely when the antispam filters have prevented you from getting the activation link mail at all, send a request by the support service on the landing page. We shall activate the profile in a due course.

11 Q) I have an activation promocode but it does not work. Why?

A) Check whether the promocode deadline has not yet passed.

12 Q) I registered one year ago. How can I renew the subscription?

A) You have received an email containing a link for confirming your intention to renew the subscription. Follow the link and a paypal page will be opened for activating the payment. This email is sent to you, with the same link, three times: one month before the deadline, one week before it, and the day before.

LOGIN

13 Q) I already registered, but I cannot login. Why?

A) If you received the activation link mail, make sure that you completed the activation process. If you paid the registration more than one year ago and you ignored the messages offering the link for renewing it, the subscription has expired.

14 Q) I am registered but I have forgotten my password. Can I recover it?

A) On the landing page there is a link to "Forgot your password?". Follow the link and you shall be provided with an email with the restore service.

LANGUAGES

15 Q) Can I use d-nest in a language other than English?

A) The web site is going to be available soon in English, Italian, French, Spanish, Portuguese and German. Certain limits to the language compliance are however applied, in particular regarding some documents (User Agreement, Privacy Policy and Non-Disclosure Agreement) and the language

of the posts. For the details about these limits read the FAQ about the specific documents and about posting and reading posts.

SUPPORT SERVICES

16 Q) Is the support service provided in languages other than English?

A) We answer to emails written in English, Italian, French, German, Portuguese and Spanish. All the answers, however, are provided in English.

17 Q) I am not a registered member. Can I use the support service?

A) You are free to use the support service. We shall give priority to support requests regarding registration, and then to those sent by registered members. Shall you need any assistance on a different topic we shall get anyhow in touch with you as soon as possible.

USER AGREEMENT AND PRIVACY POLICY DOCUMENTS

18 Q) Are the UA and PP documents available in languages other than English?

A) The UA is available in English, and is going to be made available in Italian, French, Spanish, Portuguese and German. However, the sole reference language from a legal viewpoint is English.

CONTACTS

19 Q) How can I contact d-nest by email?

A) Simply use the contacts made available in the "Contacts" link.

GENERAL INFORMATION ABOUT D-NEST

20 Q) Where do I find a general explanation of the purpose of this web service?

A) General description of the system and technicalities about the use can be found by following the link "General". A history of the service can be also found in "About".

NEWS

21 Q) What is the news service?

A) d-nest provides every surfer with our news service. It is a service of news regarding innovation in the world. Our news are organised in the types: technological, legal, financial, events and awards, social. News from the world of d-nest (including technical news on the system) are provided in the d-world section of the news.

22 Q) How can I see one single news?

A) Click on the symbol + on the right-lowest area of the news square and follow the link.

23 Q) Where do I go if I follow the link on the right-lowest area of a news?

A) Every news is provided along with a link to a URL. This may be an external connection to a relevant website, or it can be an in-depth analysis document in pdf format that has been especially developed for that news.

- 24 Q) I can see that a group of news is visible from the landing page. Are these all the available news?**
A) Twelve news form our news showcase. If you follow the link d-news on top of the window of them, or you open one single news and then use the button "All" you shall enter the full stream of the news.
- 25 Q) When I log in, I notice that the news are provided in the same format, but I noticed two differences. What are the categories associated and the calendar?**
A) The calendar provides listing of news through time, and the categories are associated to the news for a more detailed understanding of the news content. These are the WTO (World Trade Organization) categories, that are used throughout the site also for user preference settings and for classifying user posts.
- 26 Q) Is the news service offered in languages other than English?**
A) News are in English only.

CALENDAR OF EVENTS

- 27 Q) I can see that there is a list of events on the landing page, that repeats within the private section of the website. What is this?**
A) d-nest selects a list of events regarding innovation and provides it publicly. If you follow the link, you will find the website of the event itself.

POSTING ON D-NEST

- 28 Q) If I have an idea, can I post it on d-nest? And if I want to describe a need I have?**
A) You can post any idea or need you have on d-nest. It is under your responsibility to publish only posts that are original of you. d-nest will certify the date of publication. In case of any objection of others, within or outside the d-nest service, who will claim to be able to prove that your idea is not original, the dispute will not not regard d-nest.
- 29 Q) Can I post ideas or needs in a language different than English?**
A) Ideas and needs have to be posted in English only. This holds for Overview,
- 30 Q) Are pictures under the Non-Disclosure agreement?**
A) Pictures, overview and text details are made available to every person who visits the post. They are protected by the UA, but the specific umbrella provided by the NDA is applicable to the description and additional documents only. If a picture you have can communicate things you only want to be provided under this umbrella use them within the documents.
- 31 Q) How does the overview work?**
A) Overview is a summary of your post. If you made it public (by setting so in the overview visibility of the "New post" page), then d-nest is authorised to use ONLY the content of the overview for building a news. We also may contact you ONLY regarding that idea to ask for other details you might wish to provide.

32 Q) What are the categories of a post?

A) We use the classification system of WTO (the World Trade Organization). In the "New post" page you shall find a link to the reference area of the WTO website where you can find the categories described in detail.

33 Q) Are the Description and other documents required?

A) You can post simply overview and details, without attached documents. If you do so, the post is available to every member of the network, without need of signing a non-disclosure agreement.

34 Q) In case I provide in-depth analysis of my post, am I required to provide three documents?

A) You can provide the description only. The other two additional documents are not required.

35 Q) What are the WTO Categories?

A) Every post can be associated to a number of categories that follow the classification of the World Trade Organization.

36 Q) Can I change a post I made?

A) You can change the overview, the details, the picture, the associated categories and the flag about publication on the news stream of the post. You can change the documents but only if nobody in the network has ever signed a Non-Disclosure Agreement for that post. Once somebody has signed an NDA, the post is frozen in its form.

READING POSTS IN D-NEST

37 Q) I opened a post, but the overview or the details are written in a language other than English, that I do not understand. What can I do?

A) Report an abuse to us. Send an email to customercare@dnest.eu.

38 Q) I opened a post, but the overview or the details are written in a language other than English, that I speak fluently. What should I do?

A) Report an abuse to us. Send an email to customercare@dnest.eu.

39 Q) If I access a post, and want to read the overview and details, should I sign a Non-Disclosure Agreement?

A) Overview, details and the illustrative picture of a post are available to registered users under the protection of the User Agreement and the Privacy Policy documents. Remember that the UA and the PP documents commit you not to communicate the content of the overview, the image and the details outside the network.

40 Q) May I communicate the content of overview and details to anyone in the network? And outside?

A) Overview, details and the illustrative picture of a post are available to registered users freely. You are committed by UA and PP not to communicate the content outside the network.

41 Q) If I signed the Non-Disclosure Agreement of one post, may I communicate to other registered users the content of that post? And to users outside the network?

A) You cannot communicate the content of description and additional document to anybody, inside

or outside the network. You cannot discuss about these contents with anyone but the poster. You are not permitted to discuss the content of the post with anyone who claims to have access to the documents by signing a Non-Disclosure Agreement on her own.

- 42 Q) If I signed the Non-Disclosure Agreement of one post, who knows that this has happened?**
A) Only the poster is notified that you signed the NDA. You are not committed to communicate to anybody else that you signed a NDA with the poster. In case you inform someone that you signed a NDA regarding a post, and she tells you she is in the same situation, you are not permitted to discuss the content of the post with her anyway.
- 43 Q) I opened the description document and/or the additional documents. However these have not an appropriate content, related to the subject of the post. What can I do?**
A) Report an abuse to us. Send an email to customercare@dnest.eu.
- 44 Q) I opened the description document and/or the additional documents. However these are written in a language other than English, that I do not understand. What can I do?**
A) Report an abuse to us. Send an email to customercare@dnest.eu.
- 45 Q) I opened the description document and/or the additional documents. However these are written in a language other than English. I am fluent in that language. What should I do?**
A) If you consider clear the content of the document you might be tempted to remain under the legal protection. In any case, this might not be the case for a number of other users. Please report an abuse to us. Send an email to customercare@dnest.eu.
- 46 Q) I think that the WTO categories associated to a post are not appropriate for the content. What should I do?**
A) Report an abuse to us. Send an email to customercare@dnest.eu.
- 47 Q) I am looking at a post and noticed that the post is clearly an idea but it is posted as a need or viceversa. What should I do?**
A) In principle this is a matter of choice of the poster. However, if you value it as incorrect, report an abuse to us. Send an email to customercare@dnest.eu.
- 48 Q) I tried to look at a post but the system informs me that it is not possible to look at the documents since both users have to deposit signature. What should I do?**
A) If you already deposited your signature, you just need to wait that the other user deposit her signature. In case you did not deposit your signature, instead, go to your personal settings and do so.
- 49 Q) What happens if I click on one of the categories of one post?**
A) You will be directed to the list of all posts associated to that category.

FILTERS ON POSTS

- 50 Q) How may I look for a post?**
A) You can look for a post in many different ways. You can use the full-text index search on top of the board of posts, or you can click on the categories of a post, or on the user link of one poster. Filters allow you to look for posts you made (My posts), posts made by users you follow (Following posts) and just ideas and needs.

PERSONAL SETTINGS

51 Q) What personal data can I change?

A) You can change your email address, physical address, your company name, and your website. You are not permitted to change your Name, Surname and date of birth. Remember that change of email address is under your responsibility. Check that the email address is correct and the mailbox monitored.

52 Q) Where may I change password?

A) Within the Settings area on the left of the website you find a change password section.

SIGNATURE

53 Q) Am I obliged to deposit signature?

A) You are permitted to deposit signature, and to change it. Remember that we consider valid a signature if you have used it at least once for signing a document. In case you change your signature and the previous one has never been used to sign a document that signature is dropped off.

54 Q) Can I remove a deposited signature?

A) You cannot remove a signature that you have deposited.

FOLLOWING AND FOLLOWERS

55 Q) I am interested in the post of a specific person in the network. What should I do?

A) If you follow that person, you will then able to look at all the posts he made directly from this section of the settings, and you can list the posts of all people you follow by listing Following posts.

56 Q) Someone is following me. Can I follow him back?

A) To follow a follower back press the "+" button on the image of his profile in the following and followers section.

57 Q) What data are displayed of my profile when someone looks at the profile itself?

A) In the profile we display the picture, the name and surname, the dnest username and the list of all posts she published.

58 Q) I am interested in getting in touch with a user. How should I do so?

A) You can send a contact request directly by using the "Contact me" button on one of her or you can send a contact request by the corresponding button "Send contact request" on her profile. In both cases you are notified contextually. There is

THE NON-DISCLOSURE AGREEMENTS

59 Q) Do I access all the NDA I signed?

A) In the NDA section of the profile, you will see the posts you made when signed by someone and the posts of others you signed.