

Working With the Web Portal

Everything administrators and stakeholders do in the MoodMonkey web portal: accounts and roles, employees, departments, the dashboard and settings.

Signing In

Access to the portal works by invitation. When a colleague invites you, you receive an email that is valid for seven days.



Hi Stefan, you are invited to Demo team at Mood Monkey

Accept the invitation to join Mood Monkey.
This invite lasts only for 7 days.

[Accept Invitation](#)



Best Regards,
The Mood Monkey Team

Need help? [Contact our support team.](#)



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355, Amsterdam, Netherlands

[Unsubscribe](#)

1. Press **Accept Invitation** in the email.
2. Set and confirm your password.
3. Confirm the registration.
4. Sign in on app.moodmonkey.io with your email address and password.

English ▼


Hi Stefan, let's finish setting up your account

Users and Roles

Users are the people who can sign in to the web portal. There are two roles:

- **Company Administrator:** full access. Administrators manage users, employees, departments, settings, API keys and billing, and see all dashboards and alerts.
- **Company Stakeholder:** read access. Stakeholders see dashboards, employees, departments and alerts, but cannot change the setup.

People who only answer the daily check-in on their computer are **employees**, not users: they work with the desktop app and have no portal access.

Users Invite user

Search

Name ↓	Title ↓	Role ↓	Created date ↓	Action
Al Pacino	CEO	Company stakeholder	Feb 05, 2026	⋮
Brad Pitt	CFO	Company stakeholder	Jan 14, 2026	⋮
Bruce Willis	CTO	Admin	Dec 23, 20	<ul style="list-style-type: none"> View user Edit user Delete user

Sign out

Administrators invite new users from the **Users** page: press **Invite user**, fill in the name, email address and role, and press **Invite**.

✕

Invite user

First name

Last name

Email

Role ▼

Cancel
Invite

Employees

The **Employees** page shows everyone who receives the daily check-in, the feedback they submitted, and any alerts. How to add employees (and how the ID must match the Windows login name) is covered in [step 4 of the Getting Started guide](#).

Overview Bad Very bad Neutral Good Very good All This month

Name	Department	Title	Feedback	Action
Al Pacino	Emergency	Surgery	👍	View employee
Brad Pitt	Surgery	Surgery	👍	Edit employee
Bruce Willis	Emergency	Surgery	👍 56 ✓	Delete employee
Dermi Moore	Intensive care	Cardiologist	👍 79 ?	
Killian Murphy	Laboratory	Laboratory assistant	👍 65 ?	
Julia Roberts	Laboratory	Laboratory assistant	👍 52 ✓	
Reese Witherspoon	Emergency	Traumatologist	👍 96 ?	
Ryan Gosling	Surgery	Neurosurgery	👍 88 ✓	
Salma Hayek	Intensive care	Anesthesiologist	👍 19 ✓	
Tom Hardy	Emergency	Surgery	👍 48 ?	

Select an employee to see their detail page: feedback history, personal data and alerts for that one person.

Overview Bad Very bad Neutral Good Very good All This month

Personal data

ID: 1599467
Email: bradpitt@gmail.com
Title: Laboratory assistant

Alerts

- 24/05/2025: Mood drops for 3 days in a row
- 24/05/2025: No feedback submitted for 5 days and longer
- 15/05/2025: Comments contain keywords: stress, pressure
- 10/05/2025: Mood drops for 3 days in a row

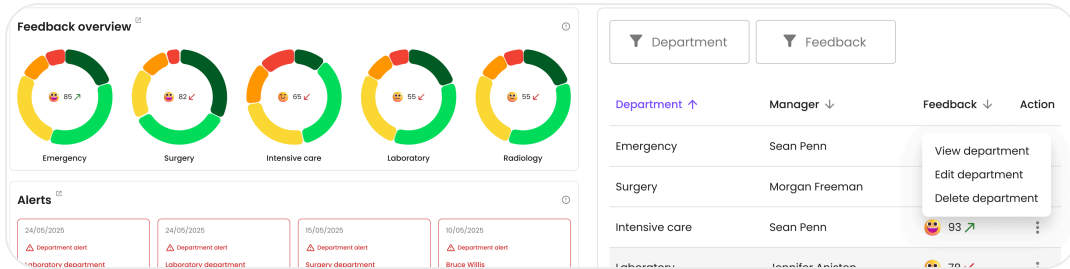
Feedback history

Date	Feedback	Comment	Feedback delay
05/06/2025 20:23	👍 ?		15 min
04/06/2025 20:23	👍 →		
03/06/2025 20:23	👍 →		
02/06/2025 10:15	👍 ✓	It was chaos today, was really hard to...	Next day
01/06/2025 10:15	👍 ✓		
31/04/2025 10:15	👍 ✓		
30/04/2025 10:15	👍 →		
29/04/2025 10:15	👍 →		30 min
28/04/2025 10:15	👍 ✓		
27/04/2025 10:15	👍 ?		

Tip: An employee's own **Display timing** overrides the department and company display timing. Handy for people who work different hours than their team.

Departments

Departments group employees by team or function, so you can compare feedback and alerts per team instead of only company-wide.



Administrators create departments with the **New department** button: pick a name, assign managers and optionally a display timing.

The 'Department' form has three input fields: 'Name', 'Managers', and 'Display Timing'. Below the fields are 'Cancel' and 'Save' buttons.


Department

Name

Managers

Display Timing

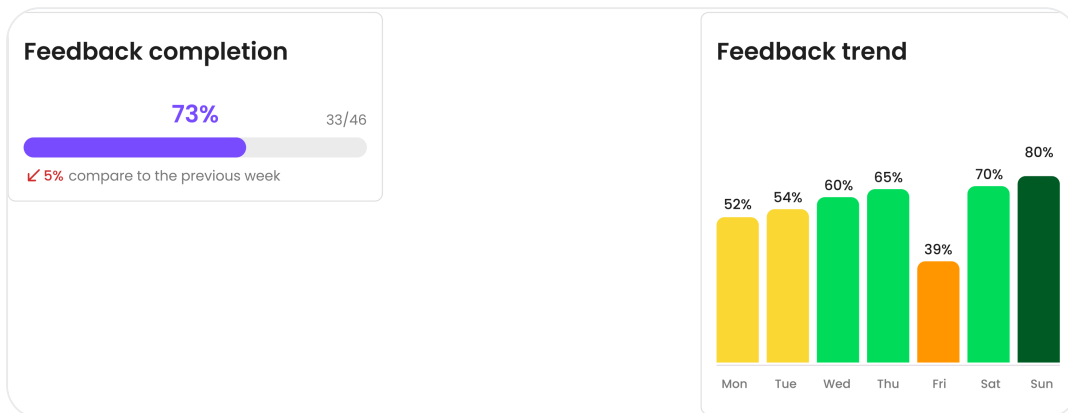
Cancel Save

 **Tip:** A department's **Display timing** overrides the company setting, and an individual employee's timing overrides both.

Dashboard

The dashboard is the company-wide view. Every widget can switch between a weekly and a monthly time frame.

- **Feedback overview** and **Total score**: how feedback is distributed across the mood levels, and the overall score compared with the previous period.
- **Feedback completion** and **Feedback trend**: how many employees responded, and how the score develops over time.



- **Alerts** and **Feedback heatmap**: signals that need attention, and per-department scores over time so patterns stand out.

Alerts 🔗

24/05/2025

⚠️ Department alert

Laboratory department
Bad feedback within the same
Laboratory department

22/05/2025

⚠️ Employee alert

Julia Roberts
Bad feedback for 2 days in row

15/05/2025

⚠️ Department alert

Surgery department
Bad feedback within the same
Surgery department

10/05/2025

⚠️ Employee alert

Bruce Willis
Very bad feedback for 3 days in
row

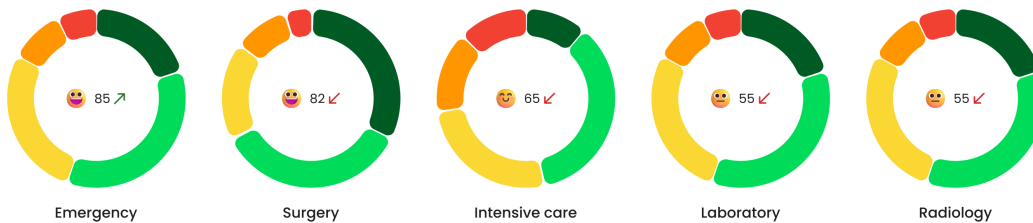
Feedback heatmap

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Emergency	100 ↗	85 ↗	82 ↗	78 ↗	62 ↗	60 ↘	58 ↗
Surgery	82 ↘	73 ↗	100 ↗	66 ↘	60 ↗	85 ↗	60 ↘
Intensive care	78 ↗	82 ↗	60 ↘	62 ↗	55 ↘	87 ↗	100 ↗
Laboratory	20 ↘	40 ↗	66 ↗	80 ↗	80 ↗	100 ↗	62 ↘

Trend shows a change compared to the previous period

- **Department feedback overview** and the **Employees** table: compare teams at a glance and search, filter or sort the full employee list.

Departments feedback overview 🔗



Employees 🔗

Search

▼ Department

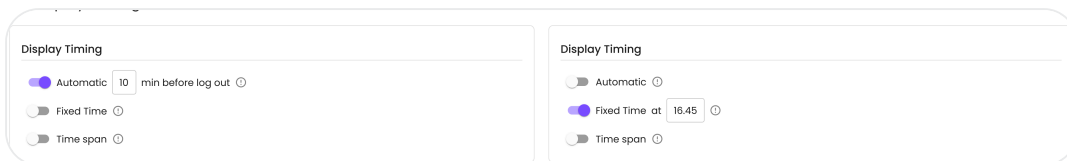
▼ Feedback

Name ↑	Department ↓	Title ↓	Feedback ↓	Action
Al Pacino	Emergency	Surgery	😊 85 ↗	Details
Brad Pitt	Surgery	Surgery	😊 82 ↘	Details
Bruce Willis	Emergency	Surgery	😬 93 ↗	Details
Demi Moore	Intensive care	Cardiologist	😊 78 ↘	Details

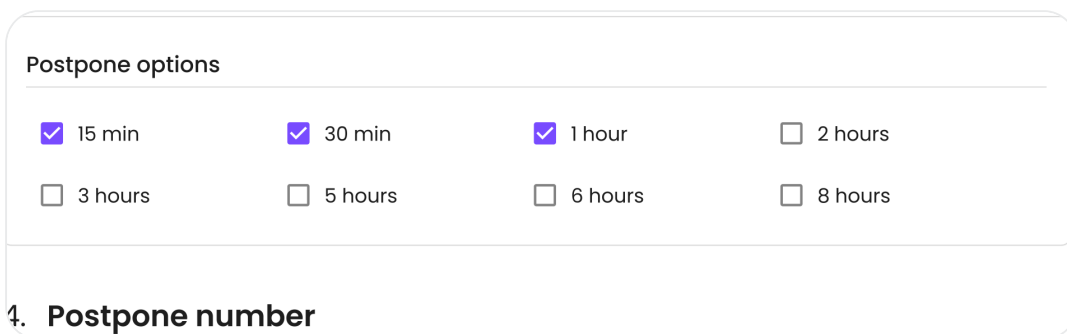
Settings

The **Settings** page controls how MoodMonkey behaves for your company:

- **Default language:** the system language. Employees can still pick their own language in the desktop app.
- **Display timing:** when the daily check-in appears. Three options: **Automatic** (MoodMonkey learns from activity patterns and picks the best moment before the end of the workday), **Fixed time**, or **Time span** (a number of hours after the workday starts). Departments and individual employees can override this.



- **Postpone options** and **Postpone number:** which delays employees can pick when they postpone the check-in, and how often they can postpone it.



- **Well-being alerts:** the triggers that create alerts, in two groups. Team-based triggers watch the whole team (mood drops several days in a row, low participation, a negative monthly trend, or comments containing keywords you choose). User-based triggers watch individuals (consecutive mood drops, no feedback for a number of days, keyword matches).

Well-being alerts

Team-based

- Mood drops for days in a row across team
- Less than of team submitted feedback this week
- Negative trend over a month
- Comments contain keywords:

User-based

- Mood drops for days in a row
- No feedback submitted for days and longer
- Comments contain keywords:

- **API keys:** the keys that connect desktop app installations to your company. Creating one is [step 1 of the Getting Started guide](#).

API keys

API key name	Created date	Expiration date	Status	
Key #2	19/11/2025	19/11/2026	Active	
Key #1	10/01/2025	10/06/2025	Expired	