

**Communities of Practice System**

**User Manual**

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|  |  |  |  |
|  |  |  |  |

# Abbreviations

Cop – Communities of Practice

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# Usage of this document:

 Additional information to take note

Action to perform

# Introduction

Communities of Practice is for practitioners to actively participate, share knowledge, best practices, ask/answer questions of their colleagues and peers who might otherwise not have an opportunity to interact. This helps to build dialogue and insights, stimulate learning and collaboration and deliver tangible results, knowledge and products.

Communities of Practice has about 141 communities among the active community being the Geo-6 Healthy Planet, Healthy People.

Each community technically is a space with the following page tree:

* Community Activity
* Community Blog
* Community bookmarks
* Community Files and Folders
* Community News
* Community Pages

# User Management

To be done by the confluence administrator

## User Access

The current cop has users who were migrated from the cop on elgg platform. New users who were not on the cop on elgg platform will have to sign up so as they can be on the cop on confluence platform.

New users who will be created by the administrator liaising with the community moderators. An email will have to be sent to the communities of Practice service desk.

### Login

New users who were not on the cop at <https://uneplive.unep.org/community/> will have to sign up using the instructions as follows:

1. Open your browser and go to <https://communities.unep.org/>
2. You will be redirected to the page in Figure 2:

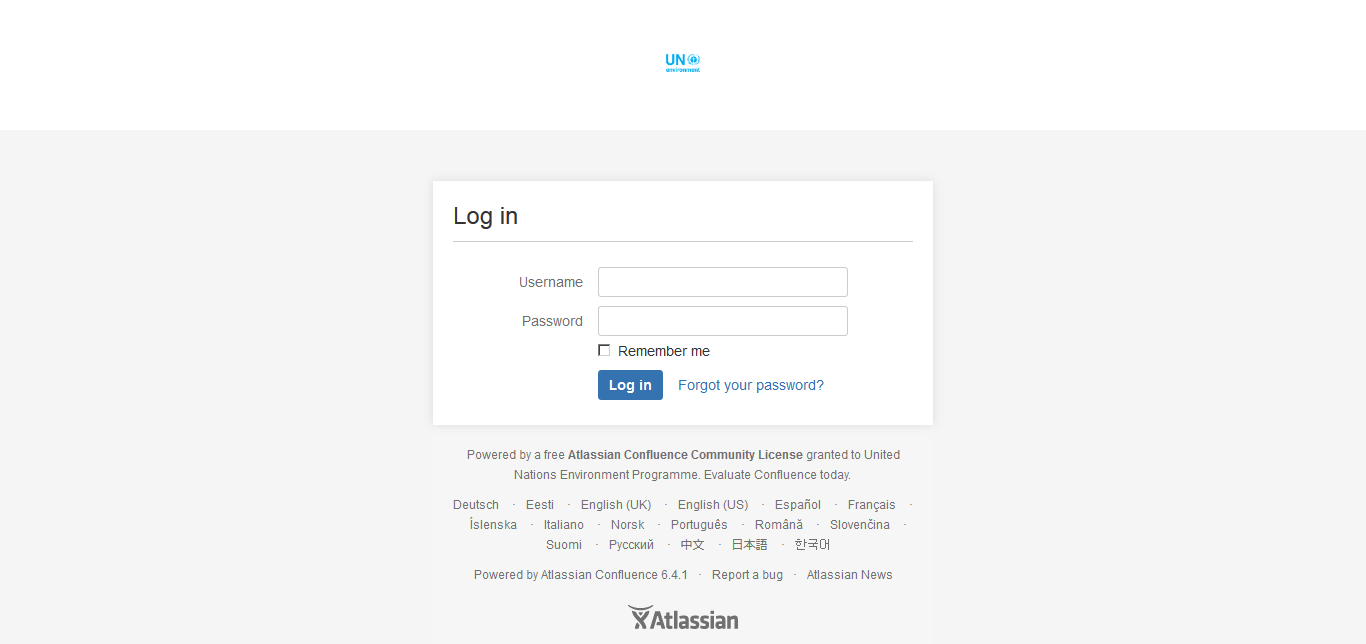


Figure : Login Page

3. To login use this step:

**Username**: This is the user name from cop on elgg platform.

**Password**: This has been set as a default but users are strongly recommended to change it. The password is username12a34

**e.g.:**

Username: johndoe

Password: johndoe12a34

Choose your favorite browser and do the following:

1. Access the platform from <https://communities.unep.org/>
2. Enter username: *yourusername*
3. Enter password: *yourusername12a34*
4. Click log in button

****If your username had uppercase, we changed it to lowercase when migrating users because the confluence platform does not allow uppercase on usernames.

****If you had an account on the cop at <https://uneplive.unep.org/community/> and you cannot login please contact [ICT Service Desk](mailto:ian.magero@unep.org)

****If you are not able to recall your username please click **forgot password** and you will be sent an email address to reset your password:

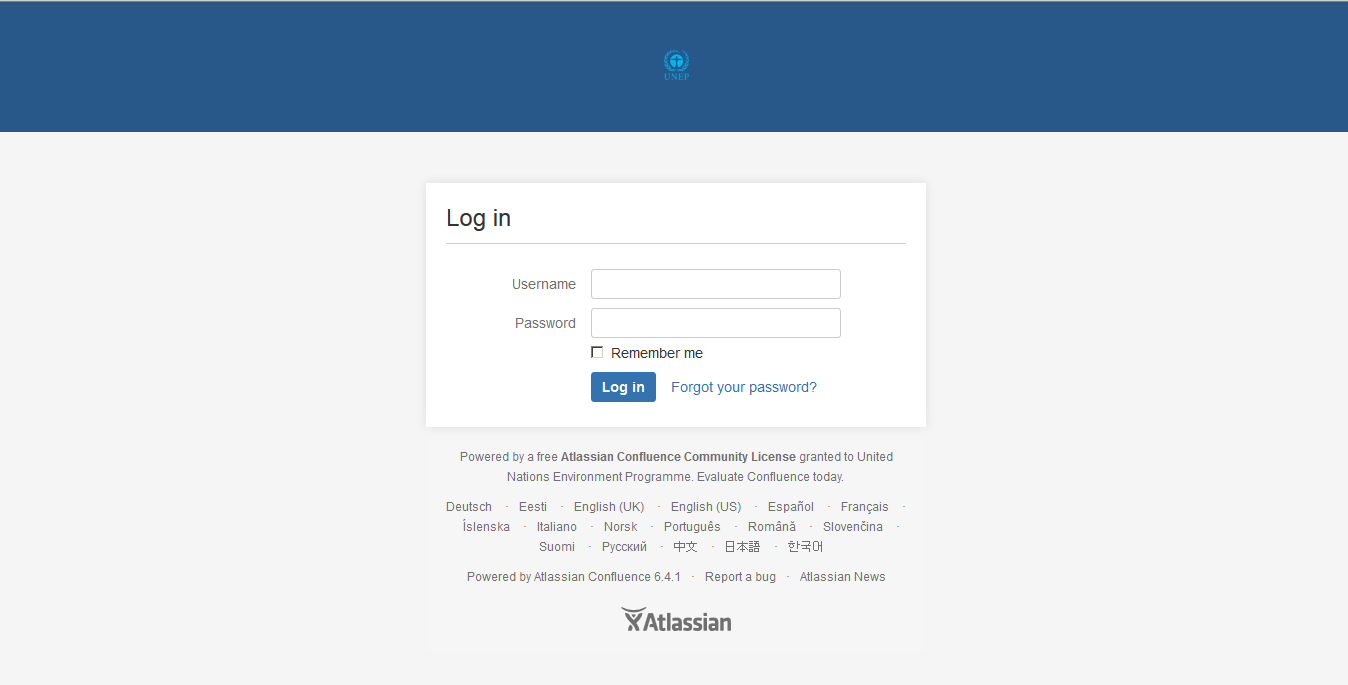


Figure : Forgot Password

### Logout

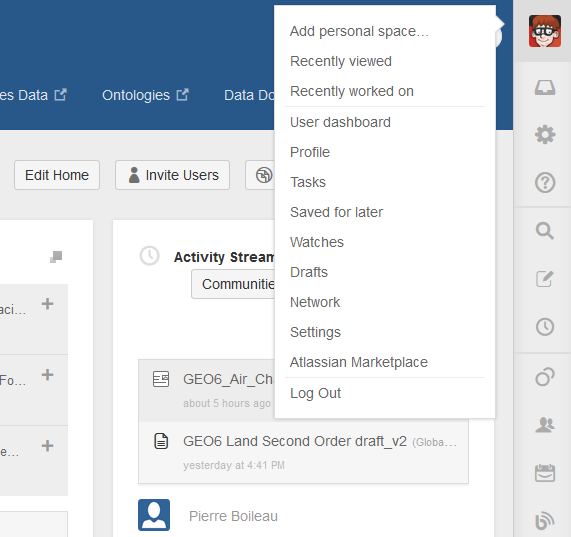


Figure : Logout

To logout use the following steps:

1. Click on the image at the far top right and the drawer with white background will pop up.
2. Below the drawer you will find the log out from the items.
3. Click Log out.

## Create User

****You have to have administration rights to create a user.

To create a user click the cog wheel and from the dropdown select user management.



Figure : Create User

Go to the add users tab.

Provide the following details to create a user:

* Username
* Full Name
* Email Address

Check the checkbox below the email address input field and the below email will be sent to the user:

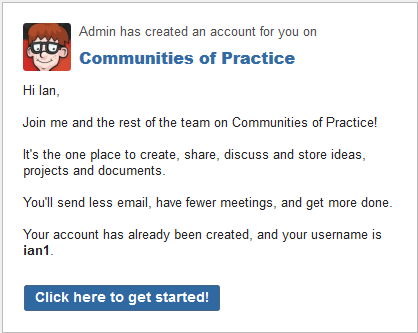


Figure : Set Password

If the checkbox is unchecked the administrator will have to set the password for the user being created.

## Manage user

An administrator can perform the following operations on a user:

* View Profile
* Edit Groups
* Edit Details
* Set Password
* Delete
* Disable

****Disabling a user account won’t remove the content a user has created but deleting a user will also remove the content they have created.

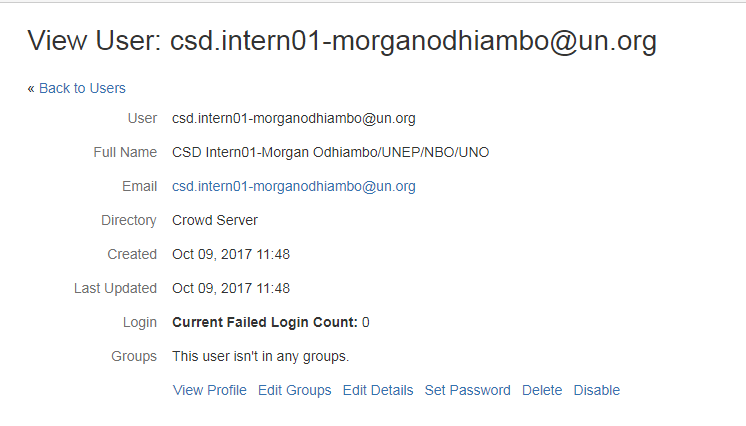


Figure : Manage User

## User group

User groups have been created and associated with their respective communities since there are communities that are closed the user group will enforce restrictions.

### Create group

**** You have to have administration rights to create a user.

1. Click the General configuration:



Figure : General configuration

2. Navigate to users and security and click on Groups:

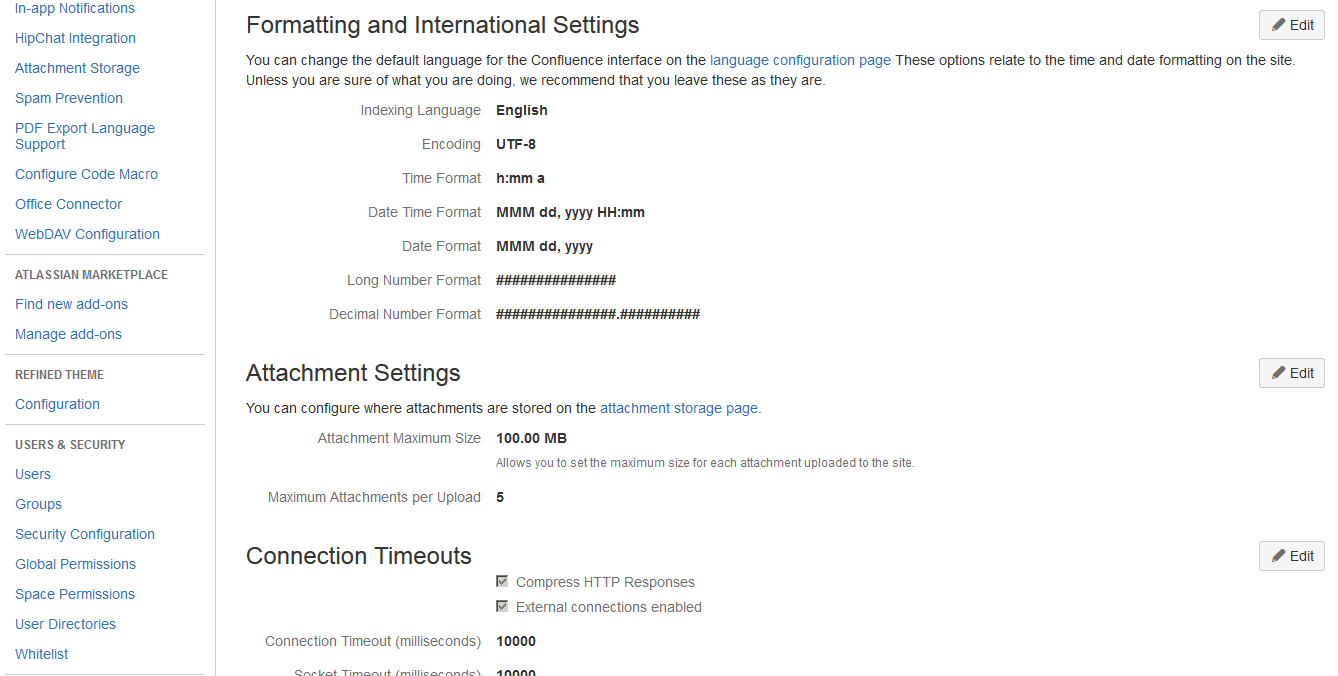


Figure : User group

3. Click on the add group link and give the group a name:

|  |  |
| --- | --- |
|  |  |

### Add user to group

1. Find the group the user wants to be a member of:



Figure : Find group

2. Click on the group:



Figure : Group

3. Click on Add Members:

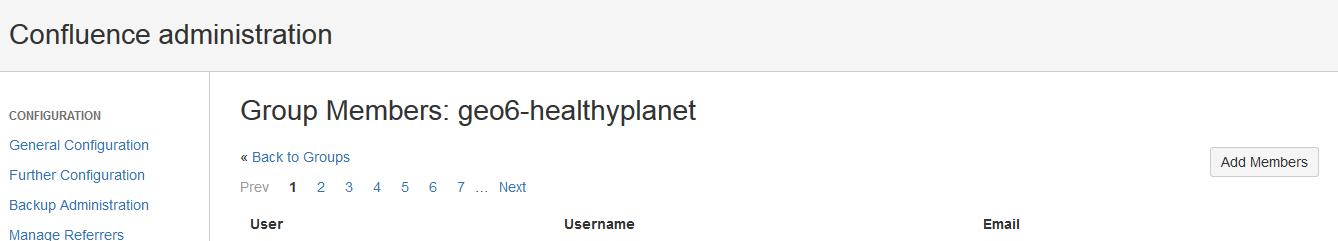


Figure : Add member

****Username is used to add members to a group.

### Delegated group Management.

This is an extension of adding users to user groups which was currently done by confluence administrators. Users who are equivalent to moderators have been set as owners of the communities and they will be able to add users to their communities.

The following steps are going to be used to add users to their respective user groups which have been associated with the communities(spaces):

****A new user must be added to the uneplive-users group first then to the respective user group he or she ought to be.

1.To confirm if you have been set as the owner of user group(s) please go to you profile on the top right and check that you have a list item on the dropdown named my groups as shown below and click it:

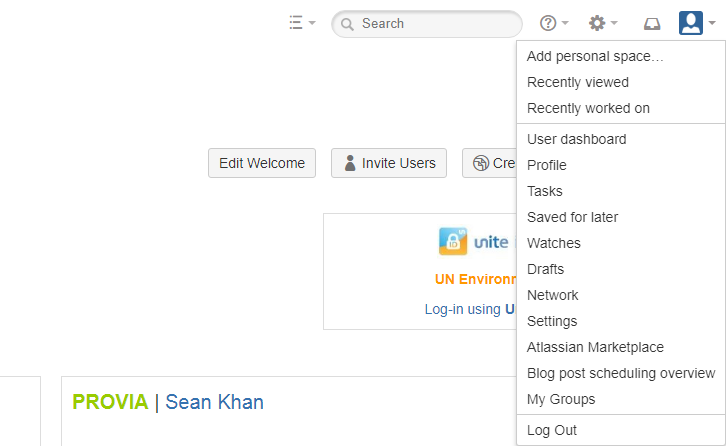


Figure :My group link

2.After clicking the My Groups link you will be able to see the groups that you can add users to as show below:

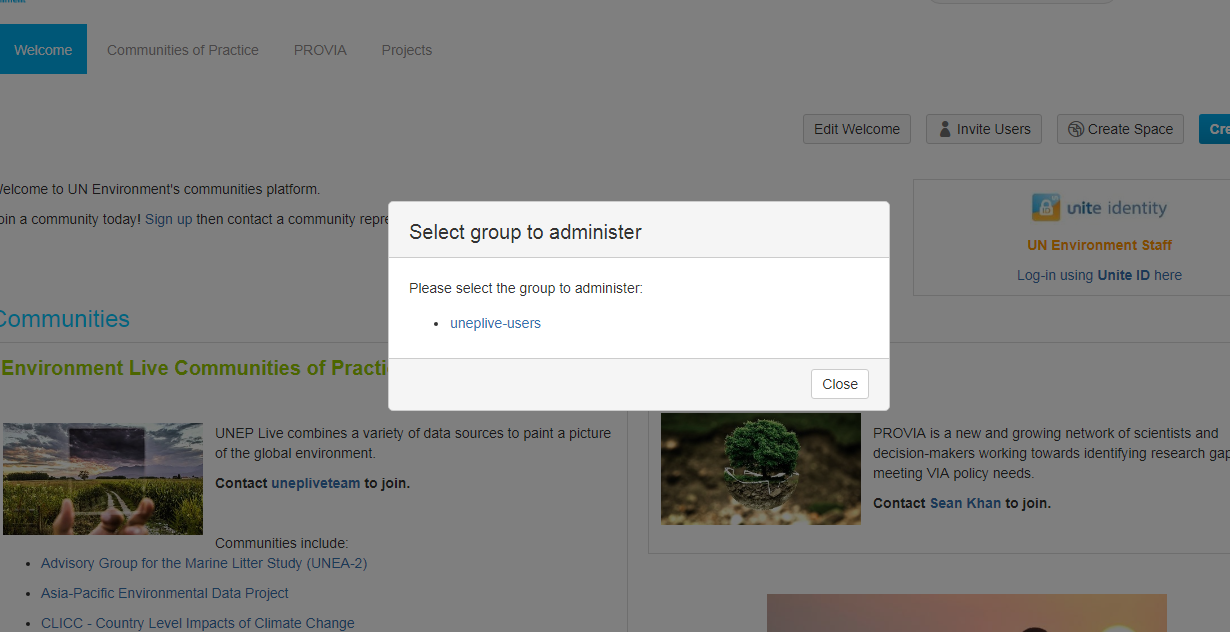


Figure :User Groups

3.Select the group by clicking on the group name to add users to or remove.

4.Click Add users to group:

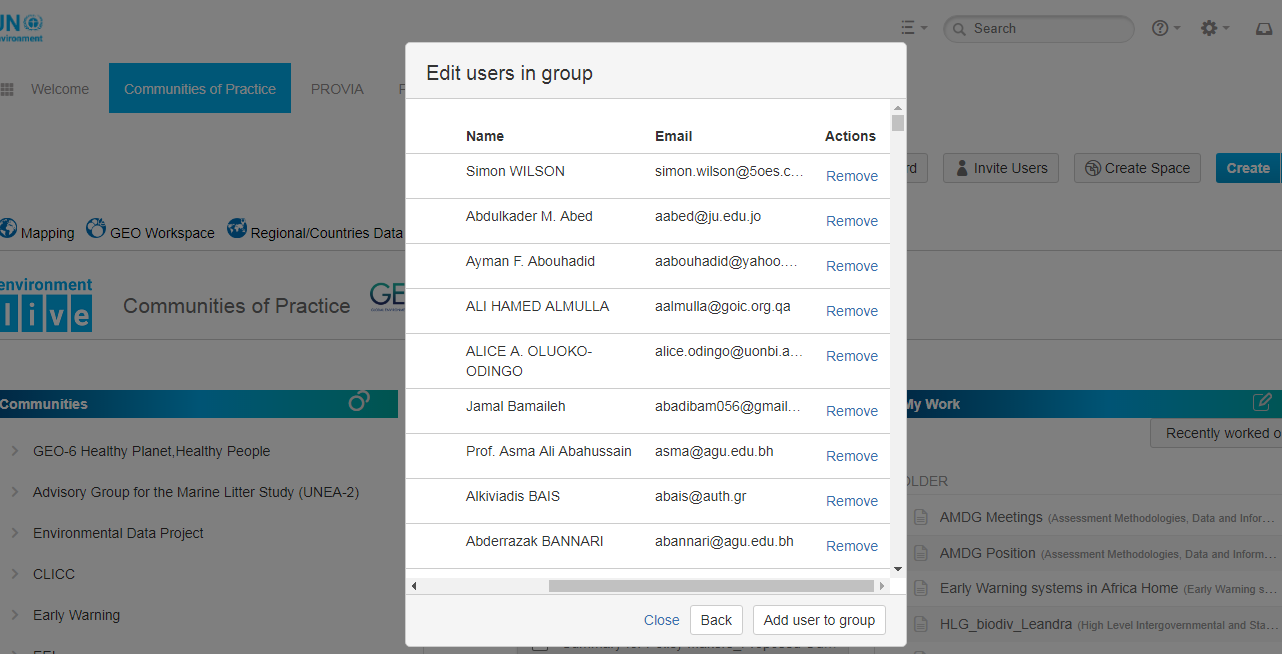


Figure : Add user to group

5.Search the user using his or her username:

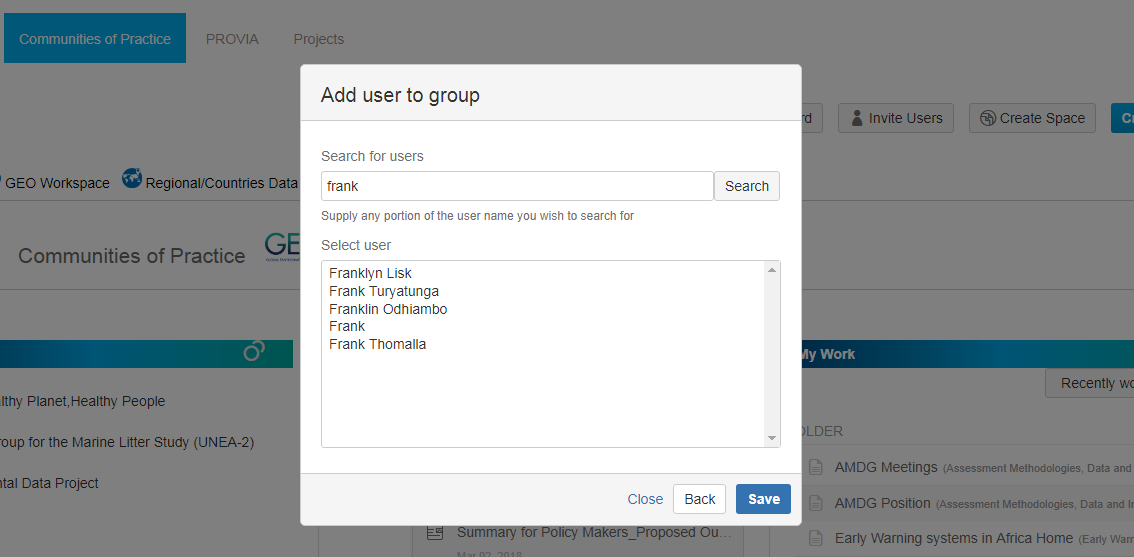


Figure :Search user

6.Select the user you want to add from the results of the search above and click save:

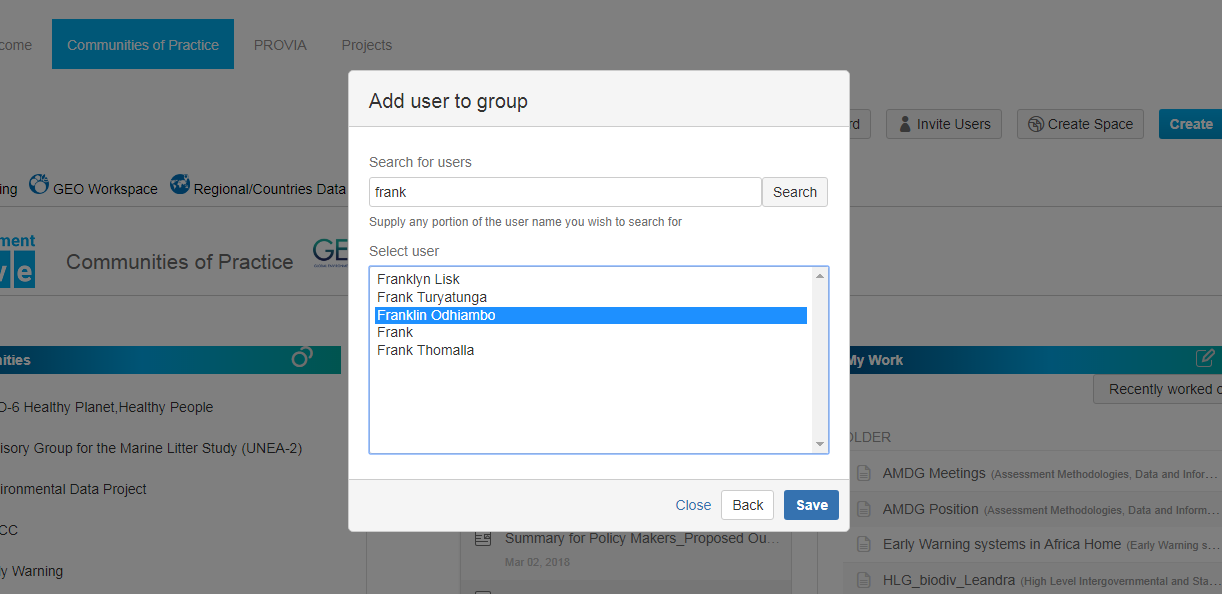


Figure :Selected User

****The user will now be added to the user group and hence access the community associated with that user group.

7.To remove a user you will need to click the Remove link against the user you want to remove shown on Figure 14 above.

# Document Management

The options that are going to be covered in this section regarding document management include:

1. Edit in office
2. Collaborative editing
3. Comments

## Edit in office

To edit a document in office application a user needs to navigate to the community files and folder.

The steps are:

1. Select a community from the home dashboard in the spaces widget. In this case we are going to use the Global Assessment Community:

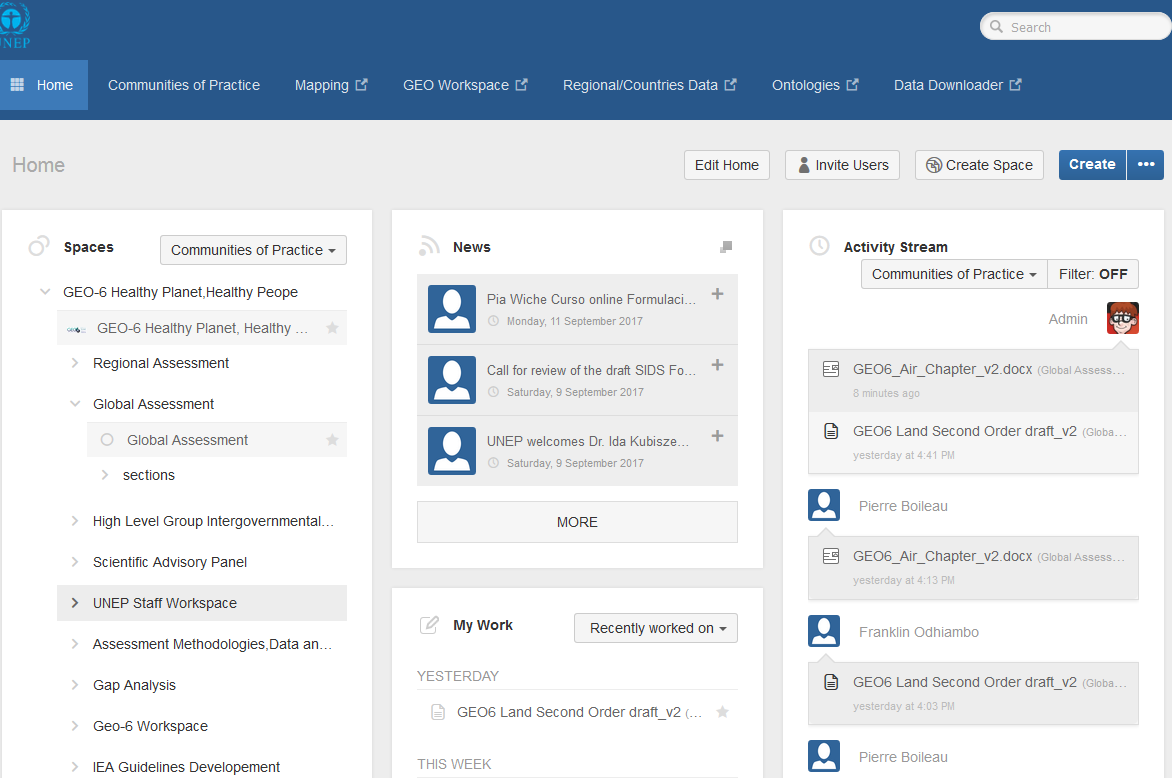


Figure : Home - Community widget

1. Click the Global Assessment community and you will be redirected to the following page:

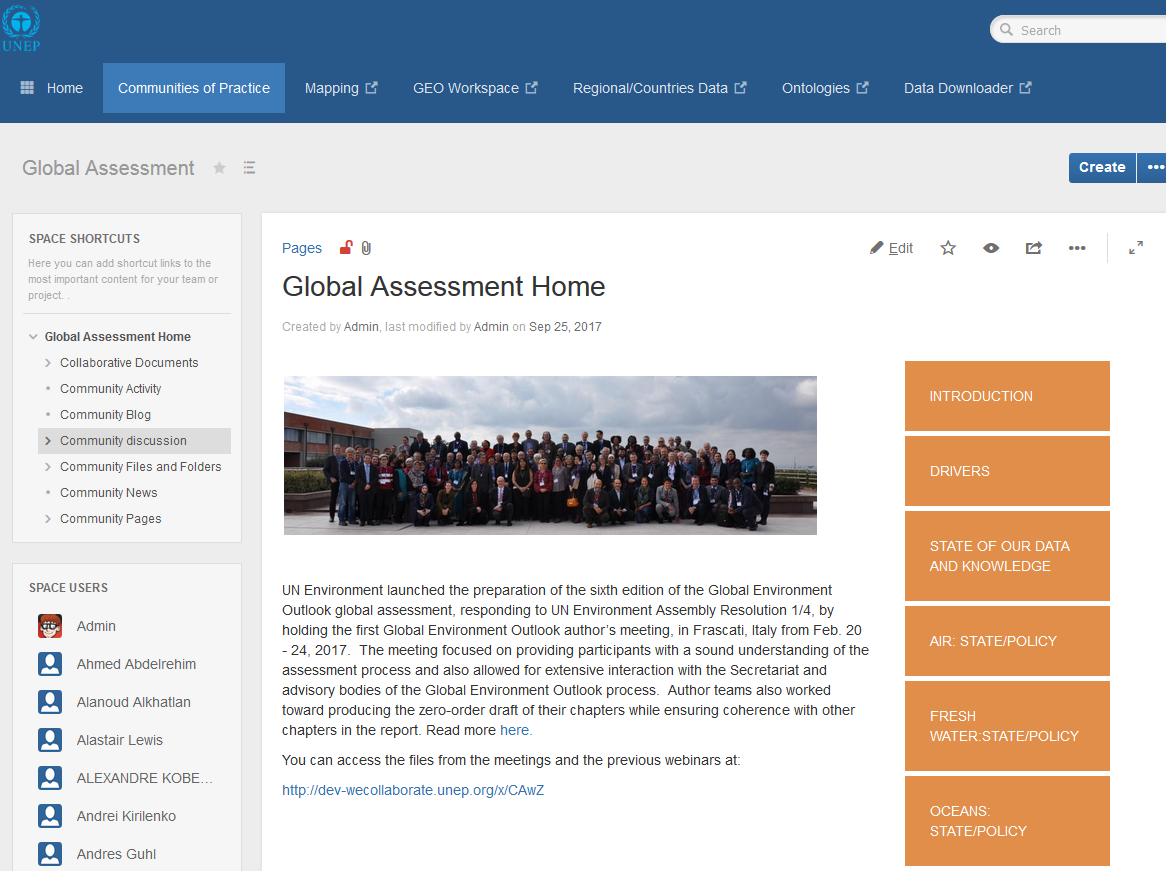


Figure : Community Home Page

1. Navigate to the page tree on the left and click Community Files and Folders to go to the below page:

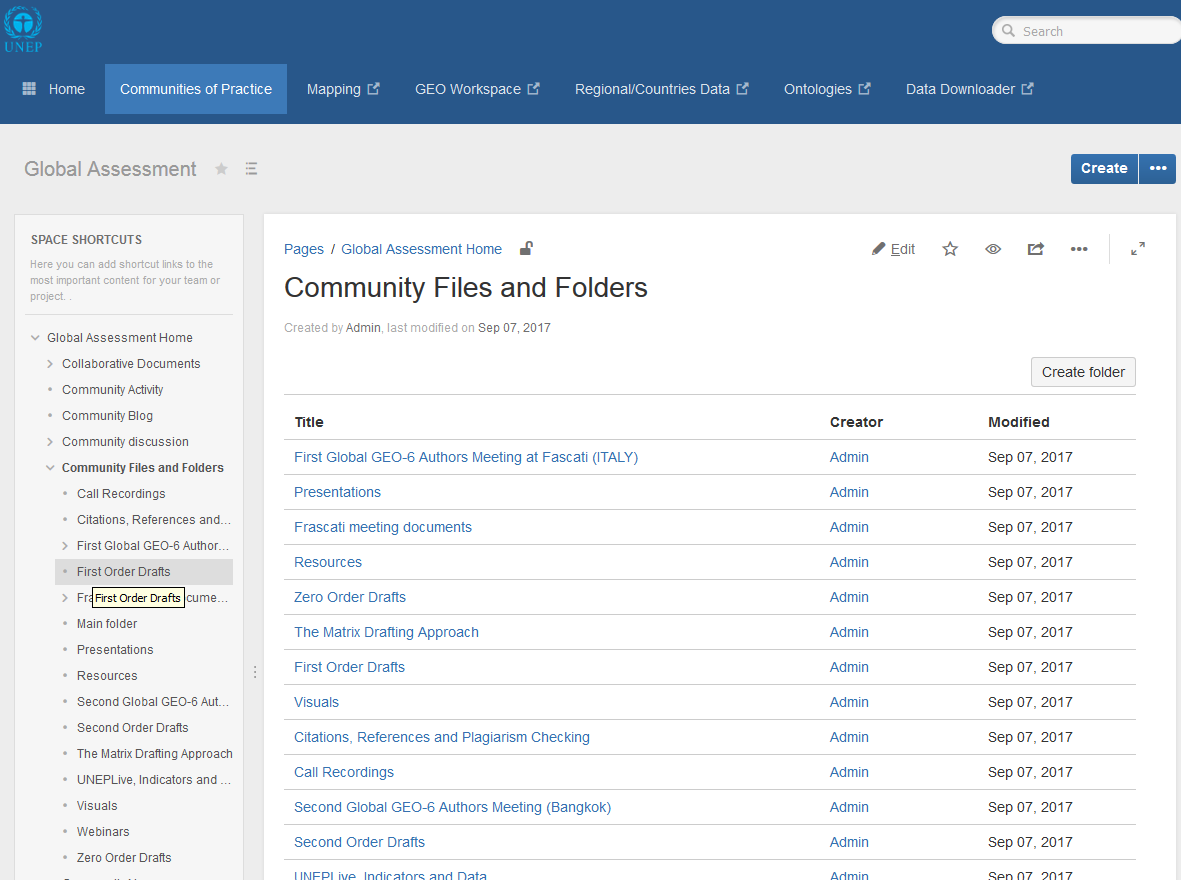


Figure : Community Files and Folders Page

1. Select your preferred folder to where the file you want to edit is located. We are going to use a file that is in Second Order Drafts folder:

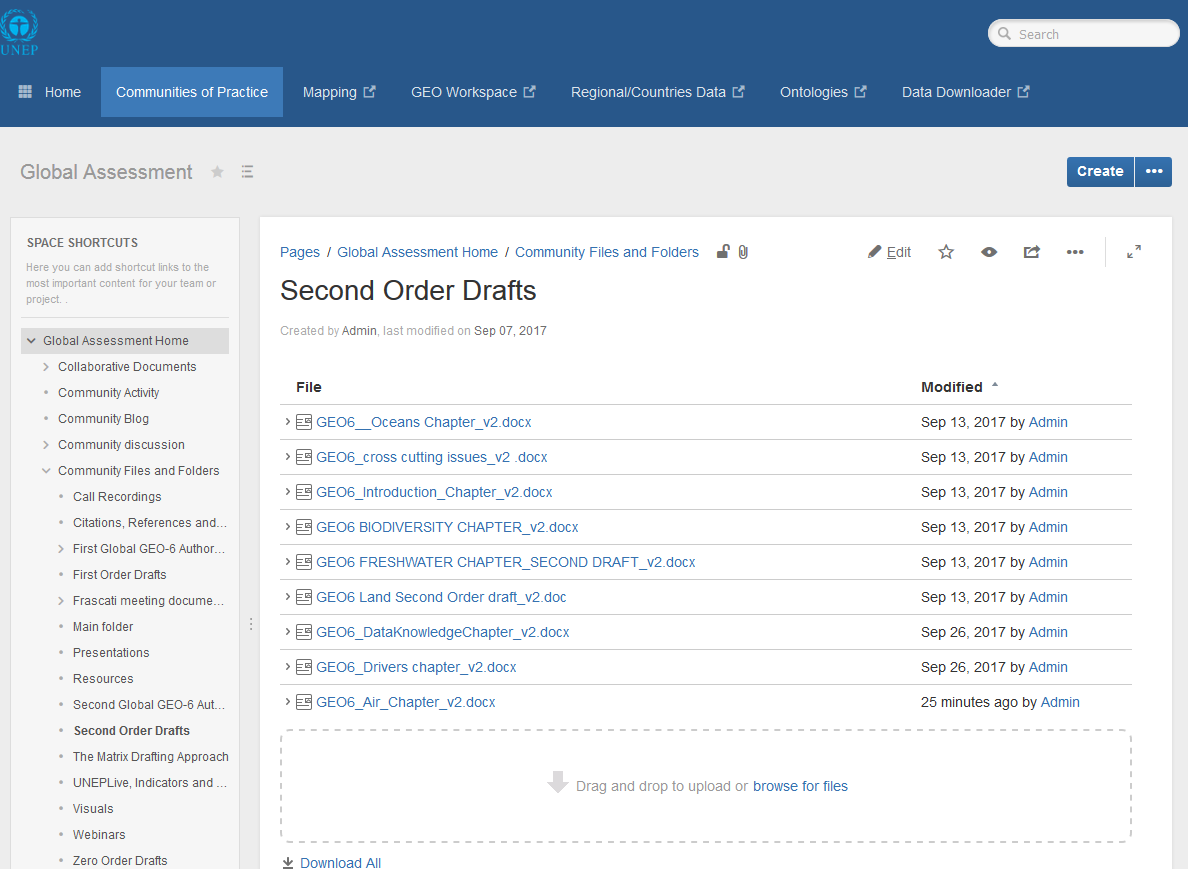


Figure : Community Folder Page

1. Click on the greater than sign which is before the name of the file to see the actions that you can perform on the file:



Figure : File options

The actions that can be performed on the file include the options below but delete option is restricted to selected users and the administrator:

* Preview
* View
* Edit in Office
* Properties
* Delete

6. Click on the Edit in office button:



Figure : Edit in Office

7. A prompt will appear to launch the Office Application that you have installed.

i) For Microsoft windows users, Microsoft Office will be selected in the prompt:

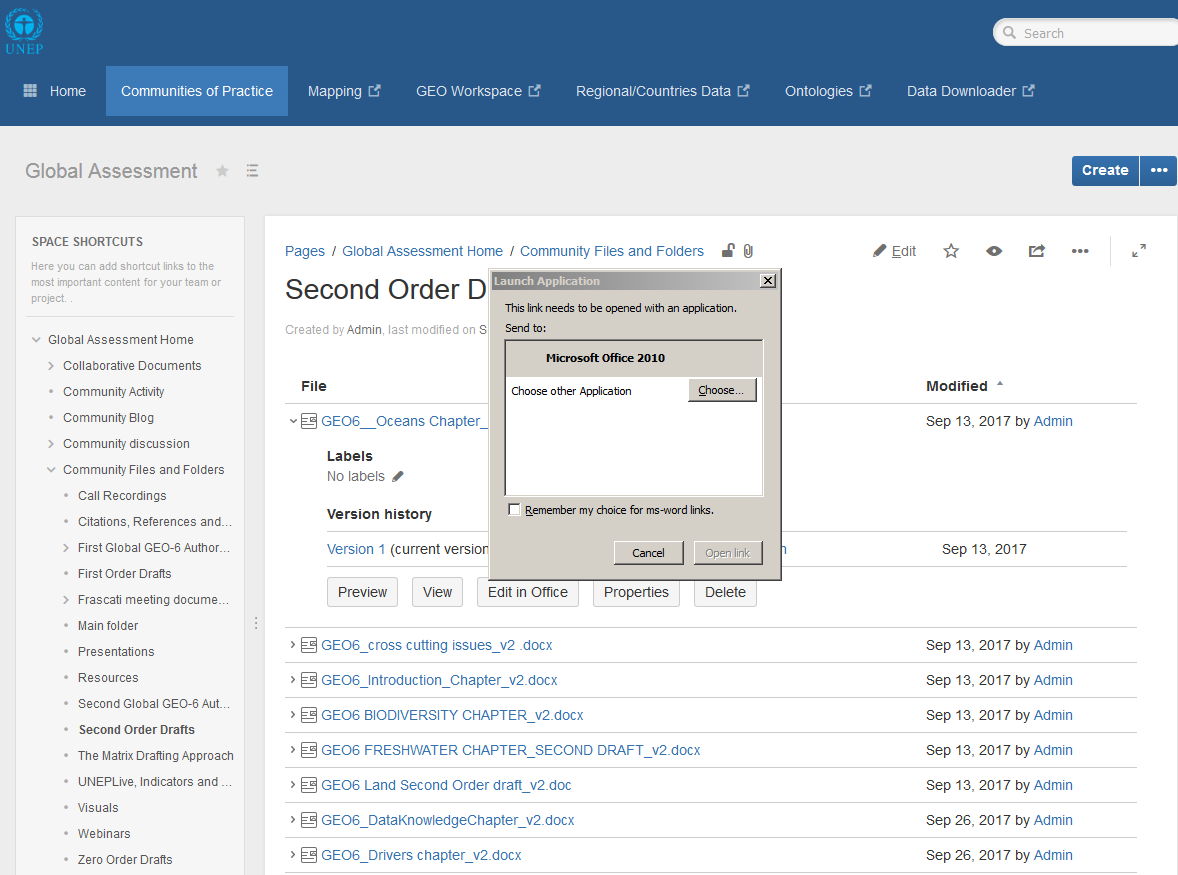


Figure : Edit in Office Prompt

ii) For Mac book users open office will be opened:

8 Click ok button on the security prompt as this file is from a trusted source:

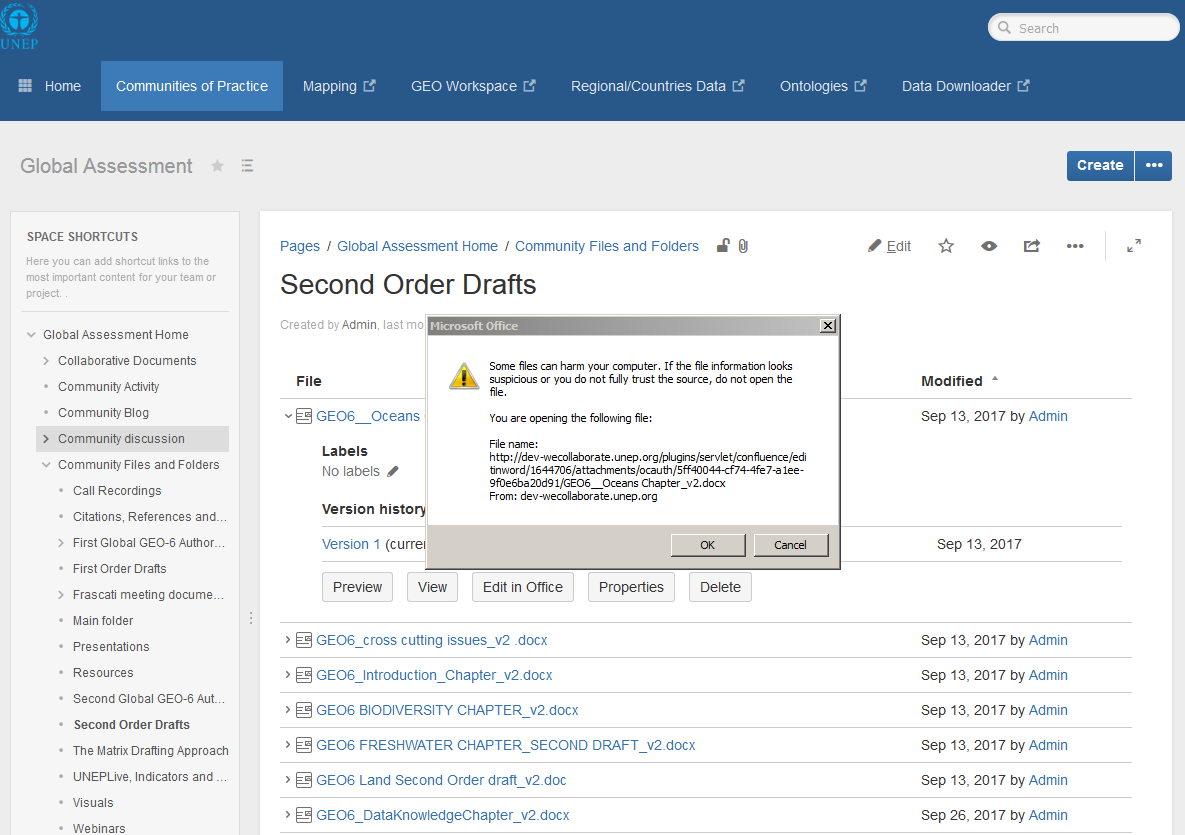


Figure : Security Prompt

9. The document will be opened in protected view:



Figure : Document Editing

10. Enable editing by clicking on the enable editing button:



Figure : Enable Editing

Make changes to the document and once you save and close the file it will automatically be saved online and versioned:

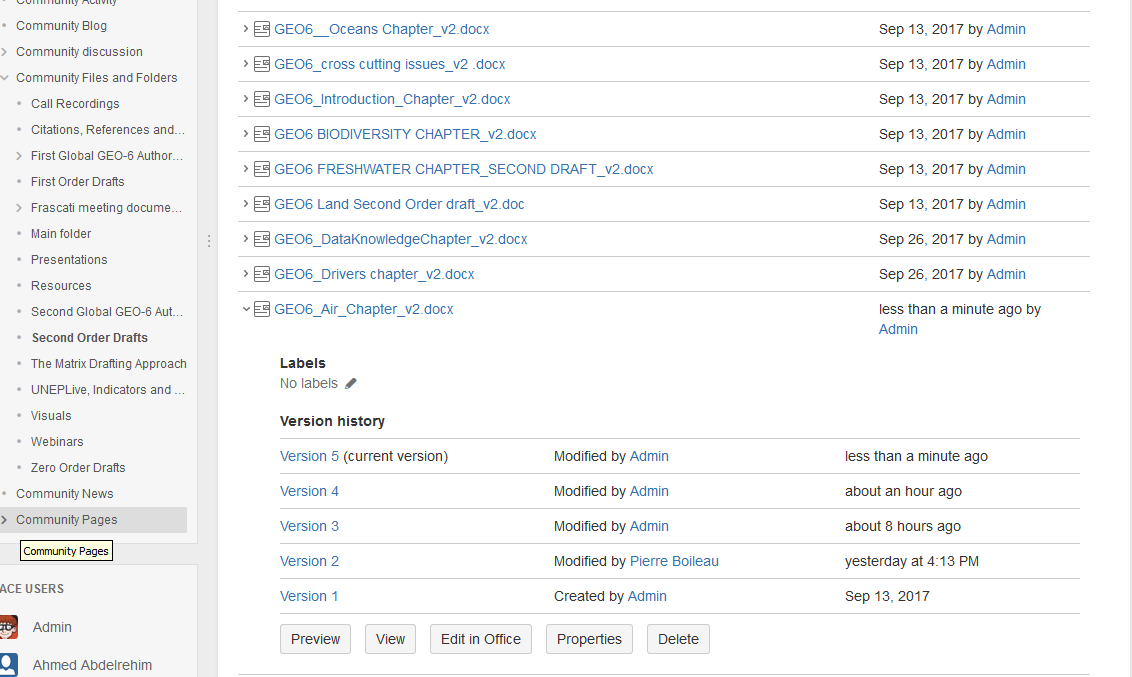


Figure : File Version

## Collaborative Editing

Collaborative editing enables users to work in real time on a page and see the changes as they happen. The changes are automatically saved as they are being typed.

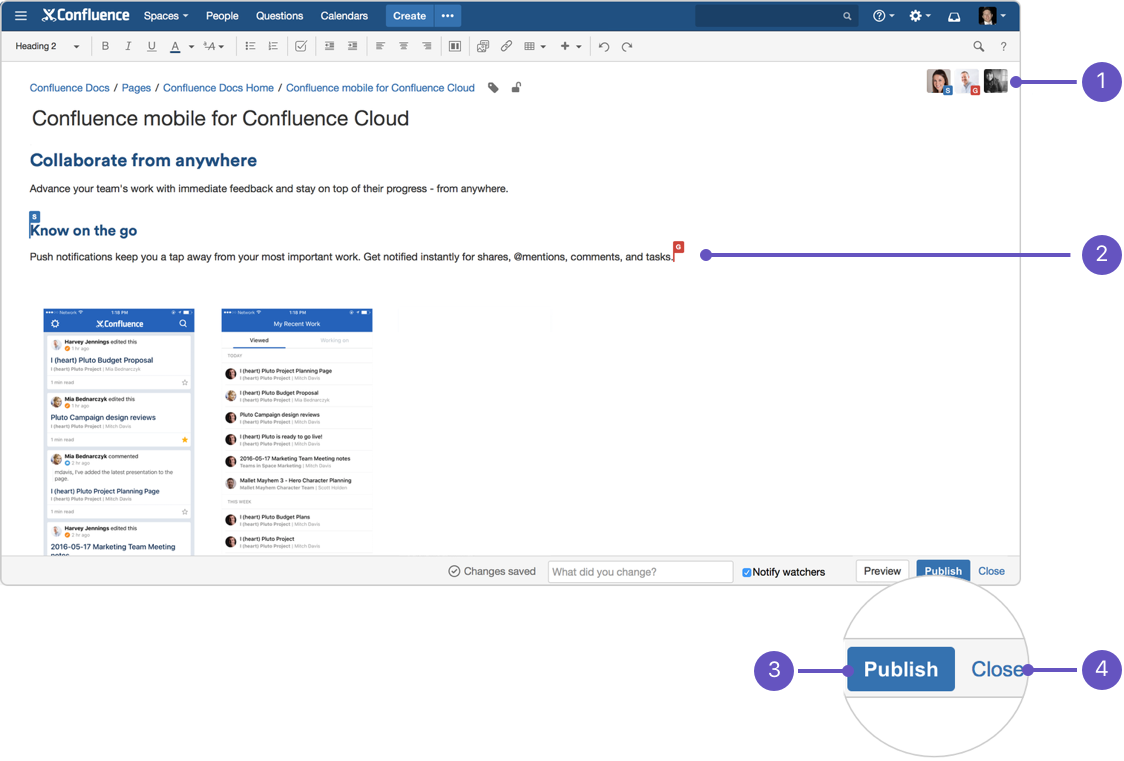


Figure : Collaborative editing

1. Users Collaborating – View all the users collaborating on a particular page.
2. Cursor position – See where other users are working in the page.
3. Publish changes when you’re ready.
4. Close- Hit close and your changes are saved and will be there next time you edit. The page will be a draft and drafts are not versioned.

The owner of the page will invite the users who are going to collaborate together.

### Page Editing Horizontal Navigation Bar

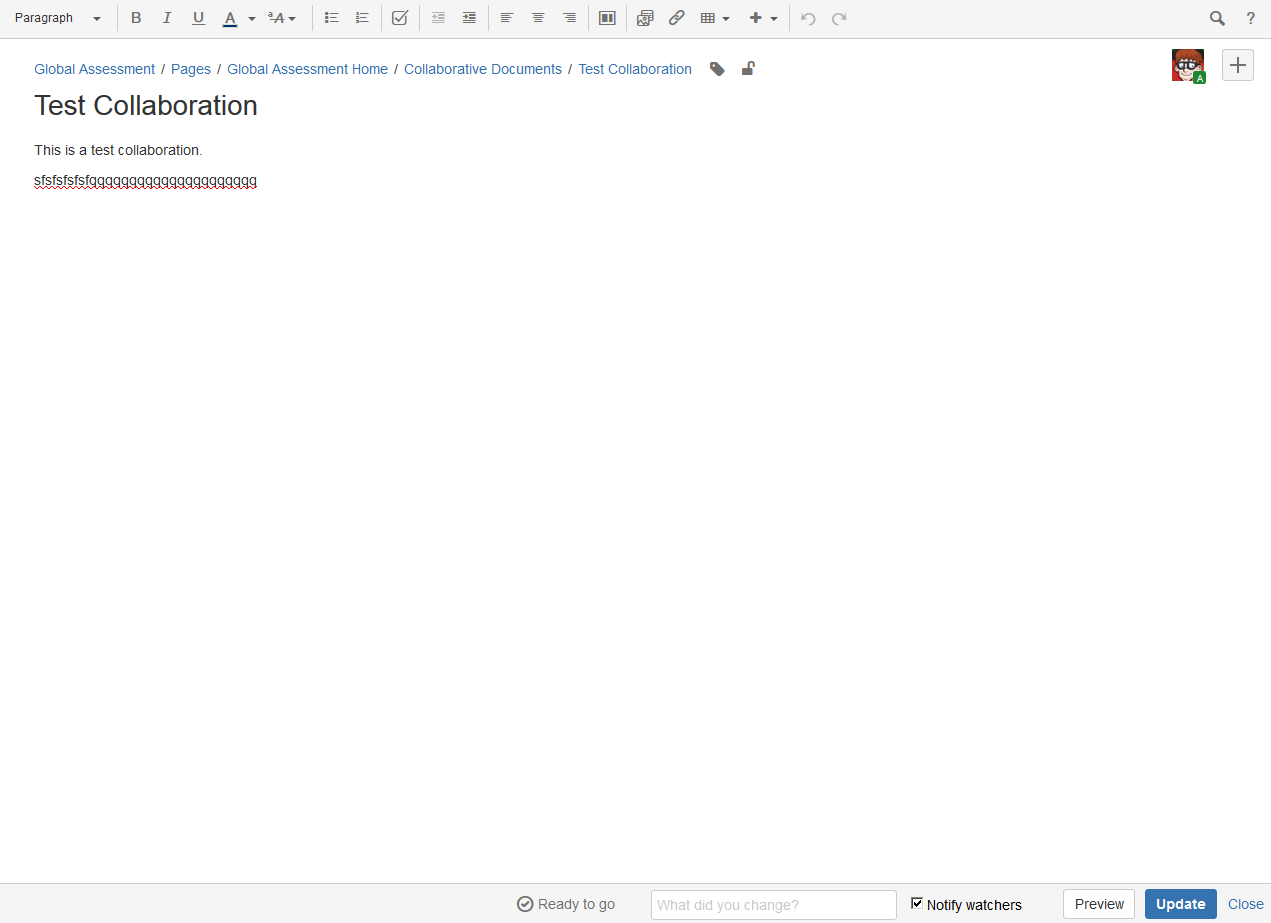


Figure : Navigation Bar

The page navigation menu bar has the following:

1) Typography

2) Text:

* Bold
* Italic
* Underline
* Strikethrough
* Subscript
* Superscript
* Monospace

3) List:

* Bullet list
* Numbered list
* Task list

4) Indentation:

* Indent
* Outdent

5) Align:

* Left
* Center
* Right

6) Page layout

7) Insert:

* Insert files and images
* Insert links
* Table
* Symbols
* Emoticon
* Horizontal rule

### Page Editing

1. Navigate to the page that users are going to collaborate from the page tree on the left navigation:



Figure : Collaborate Page

2. Click edit to open the page in edit mode:



Figure : Collaborate - Edit button

3. Click the + button to invite the users that are going to collaborate on the page:



Figure : Edit Mode

1. An invite form will open and you are able to copy the link of the page and share via email or invite people by their names.You can also include a message that will appear on the invited user’s workbox:

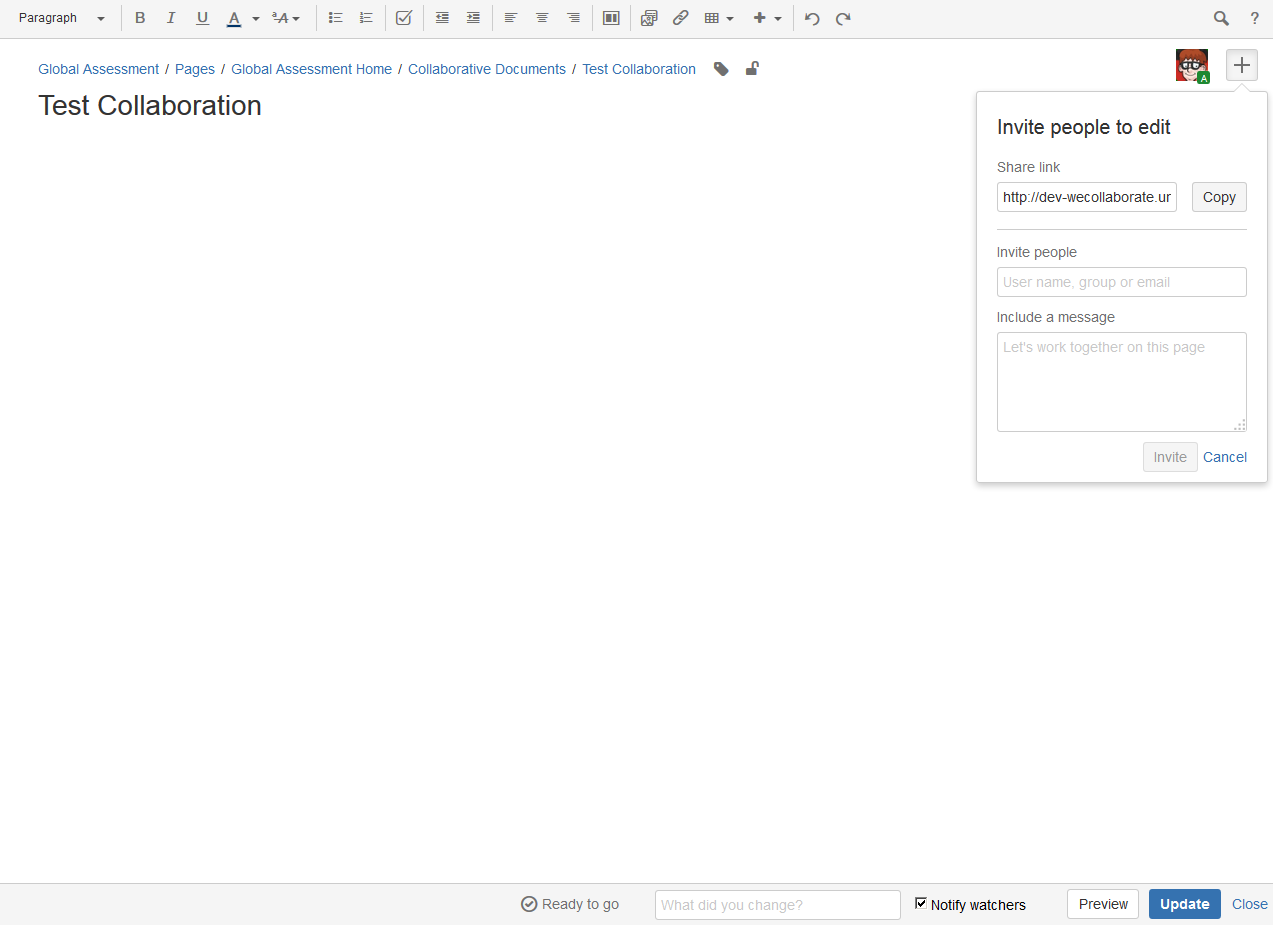


Figure : Invite form

6 a) Fill the invite form and click the invite button:

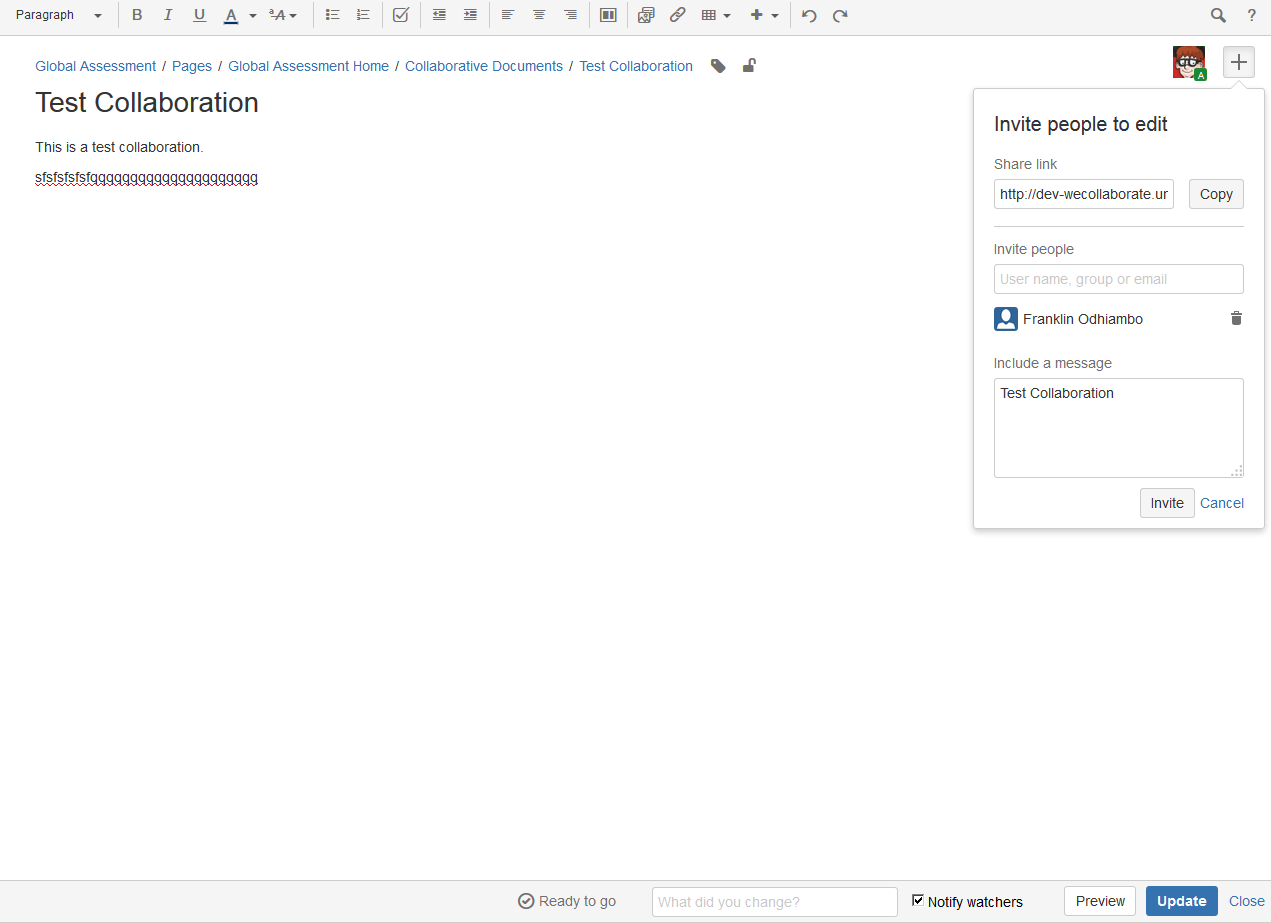


Figure : Filled out invite form

b) The invited people will get a notification:

Figure : Collaboration Invite Notification

7. Click the start editing button to start editing:



Figure : Collaboration Start Editing

8. Start typing on the page to add comment. The cursor movement will be seen in real time:

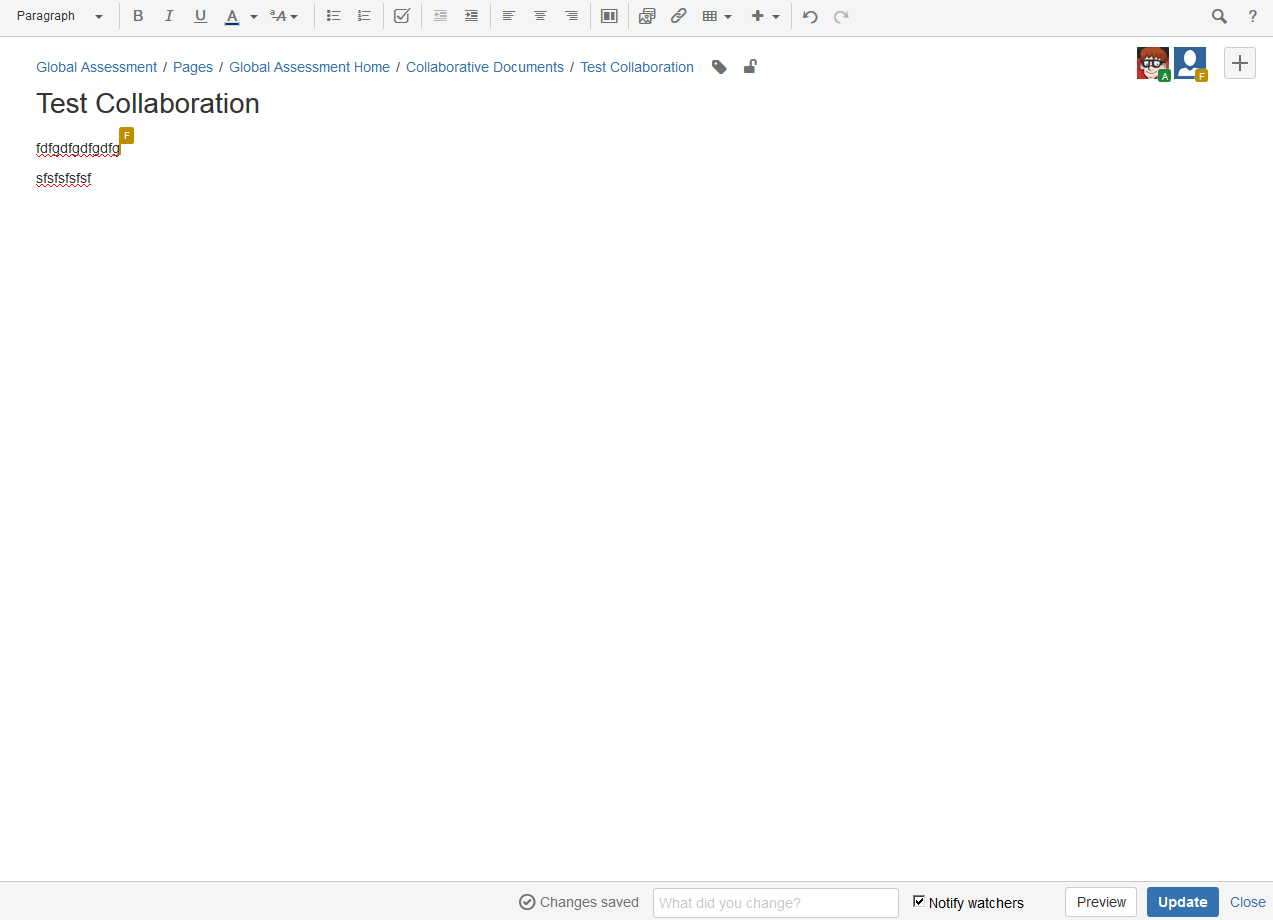


Figure : Cursor Movement

9. a) Click the close button so as to see the changes that other users have made.



Figure : Closed Button

b) A popup will appear:



Figure : Collaboration - Close

10. Click on show changes to actually see the changes that took place:



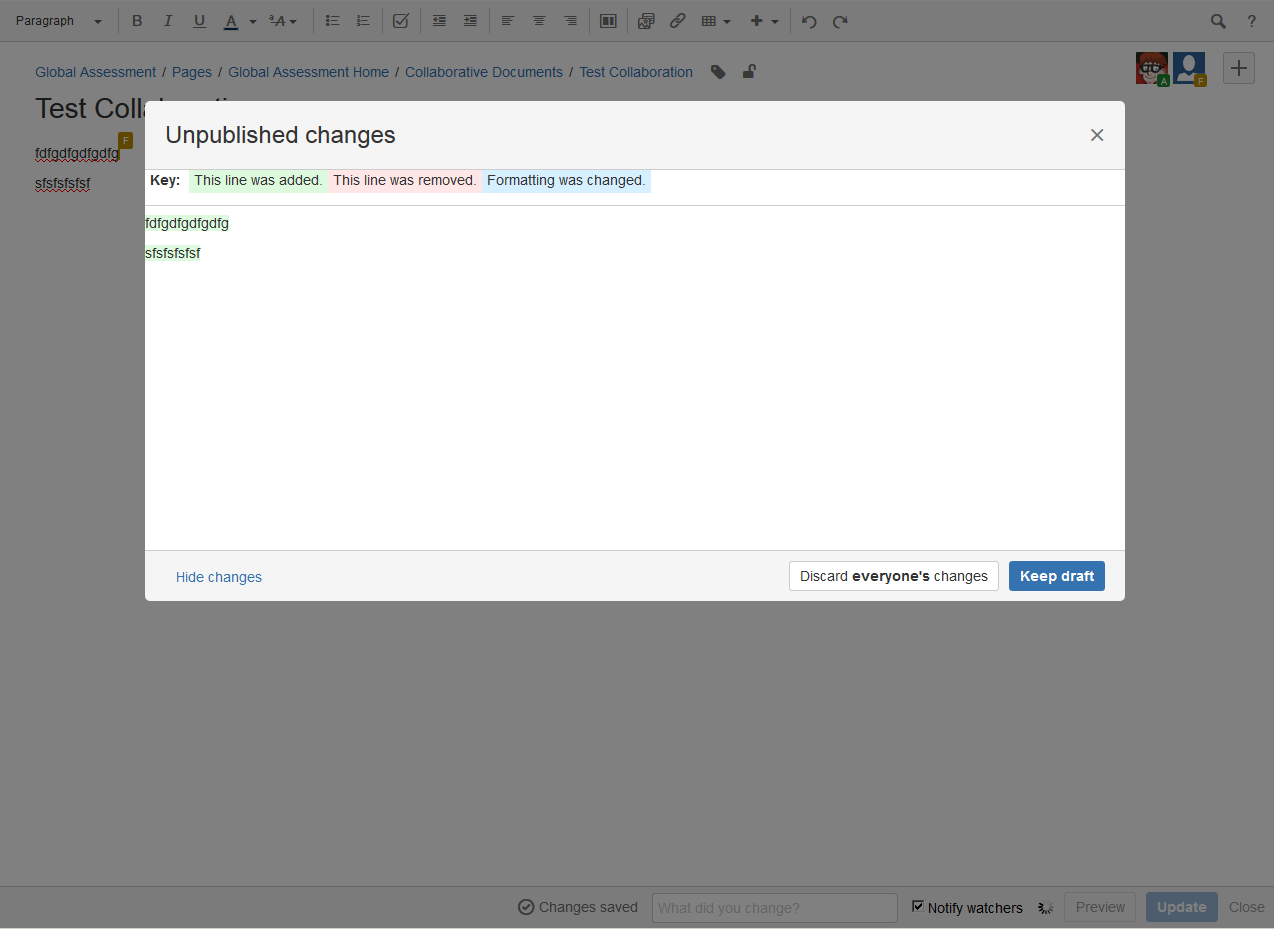


Figure : Collaboration - Document Changes

11. Click update button to publish changes made by you and other people:

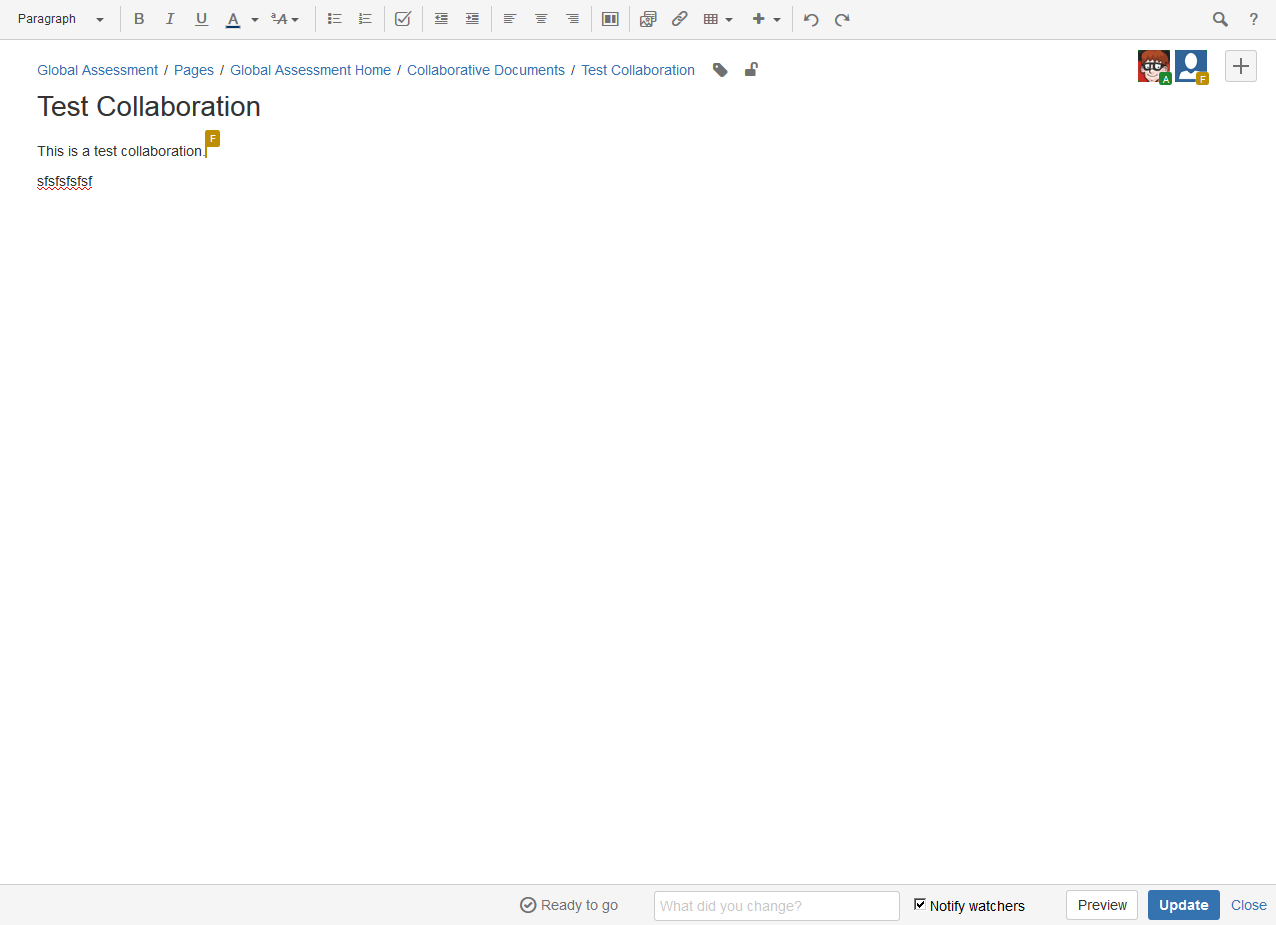


Figure : Collaboration - Update button

****The invited people will be notified once a page has been published.

12. Click on the three dots to view the page information and click on Page information:



Figure : Page menu

13. Click the view changes to view the changes of the individual users:

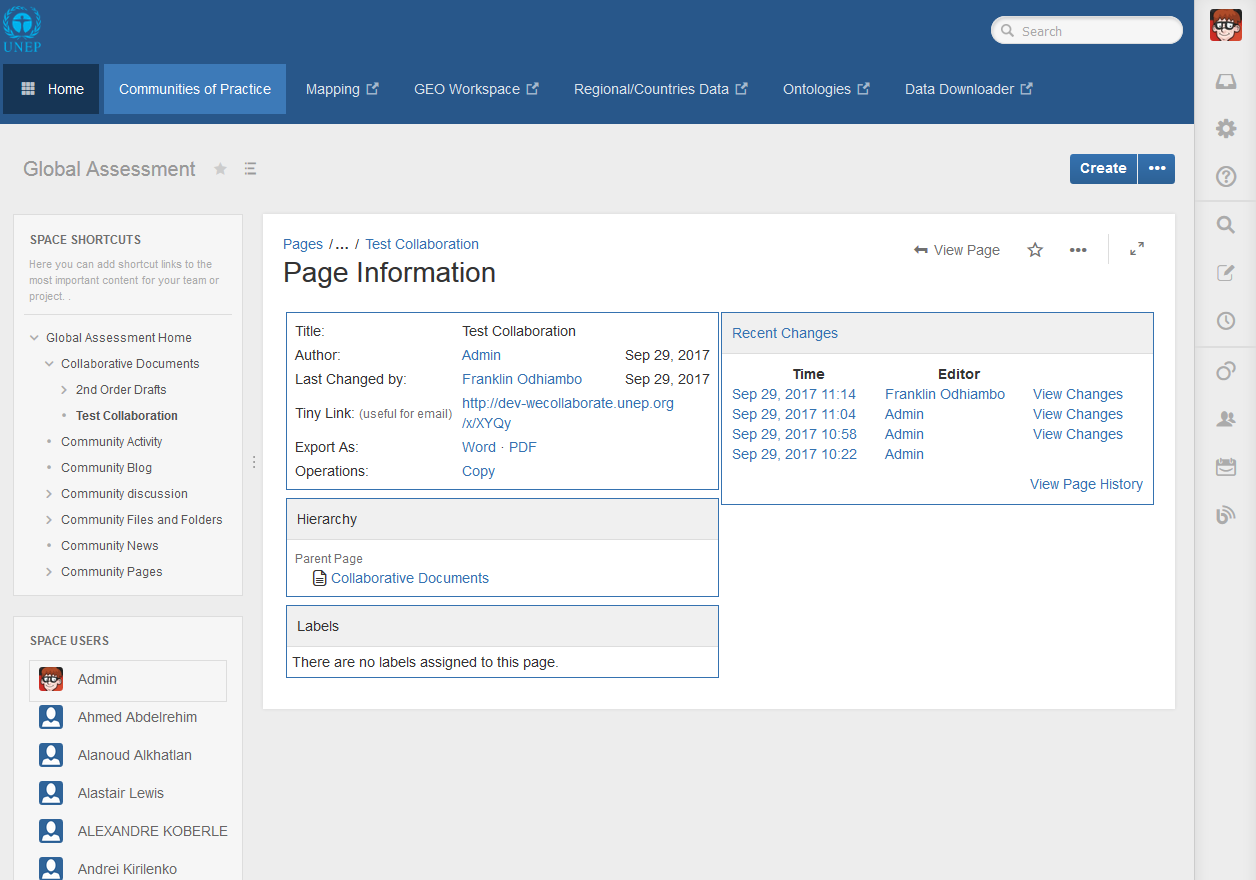


Figure : People's Changes

14: Click the three dots again and navigate to page History to view the current version:



Figure : Page History

Page History:

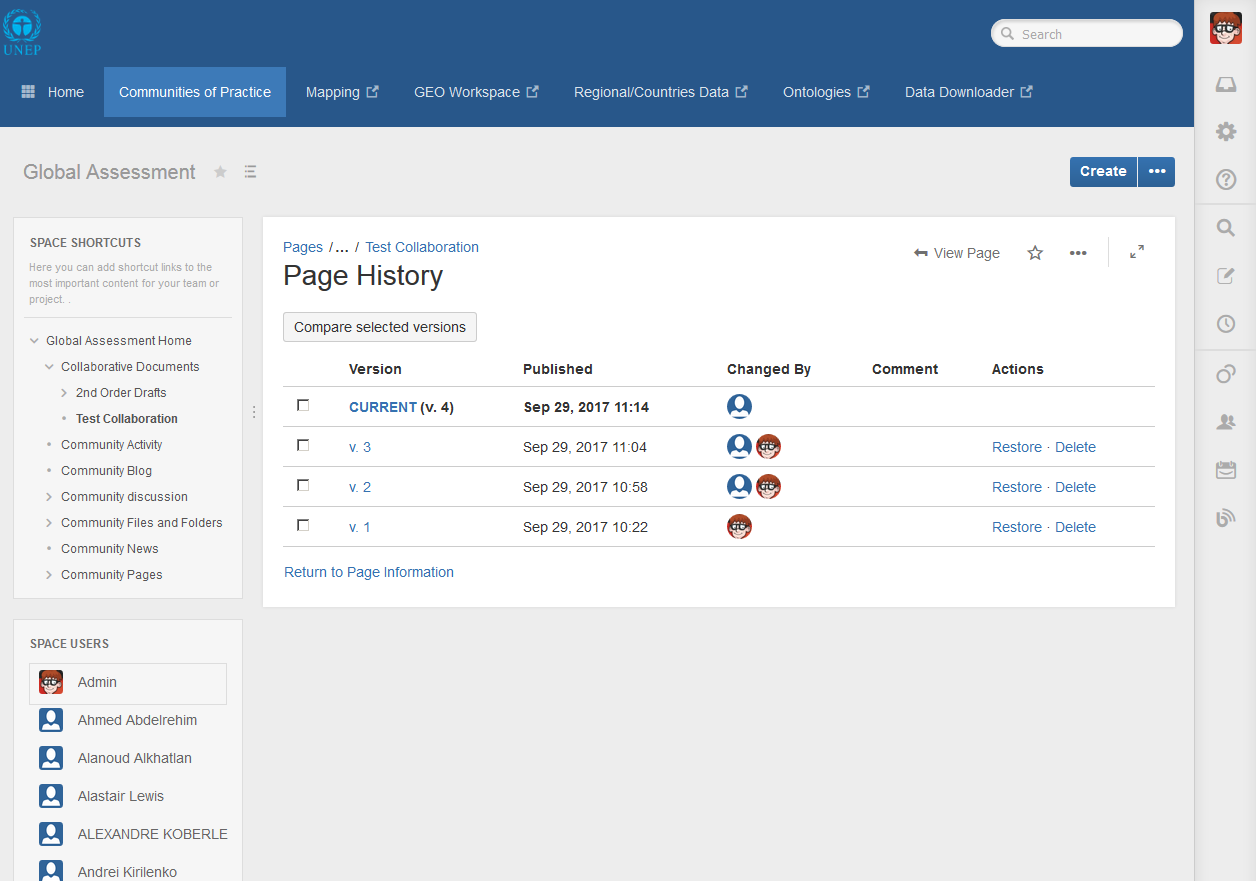


Figure : Page History

## Comments

### File Preview Comments

A file can be commented at and even a user mentioned on the comment.

To comment on a file, you have to preview the file as shown:



Figure : File Preview

1. Hover on the file to activate the comment icon:

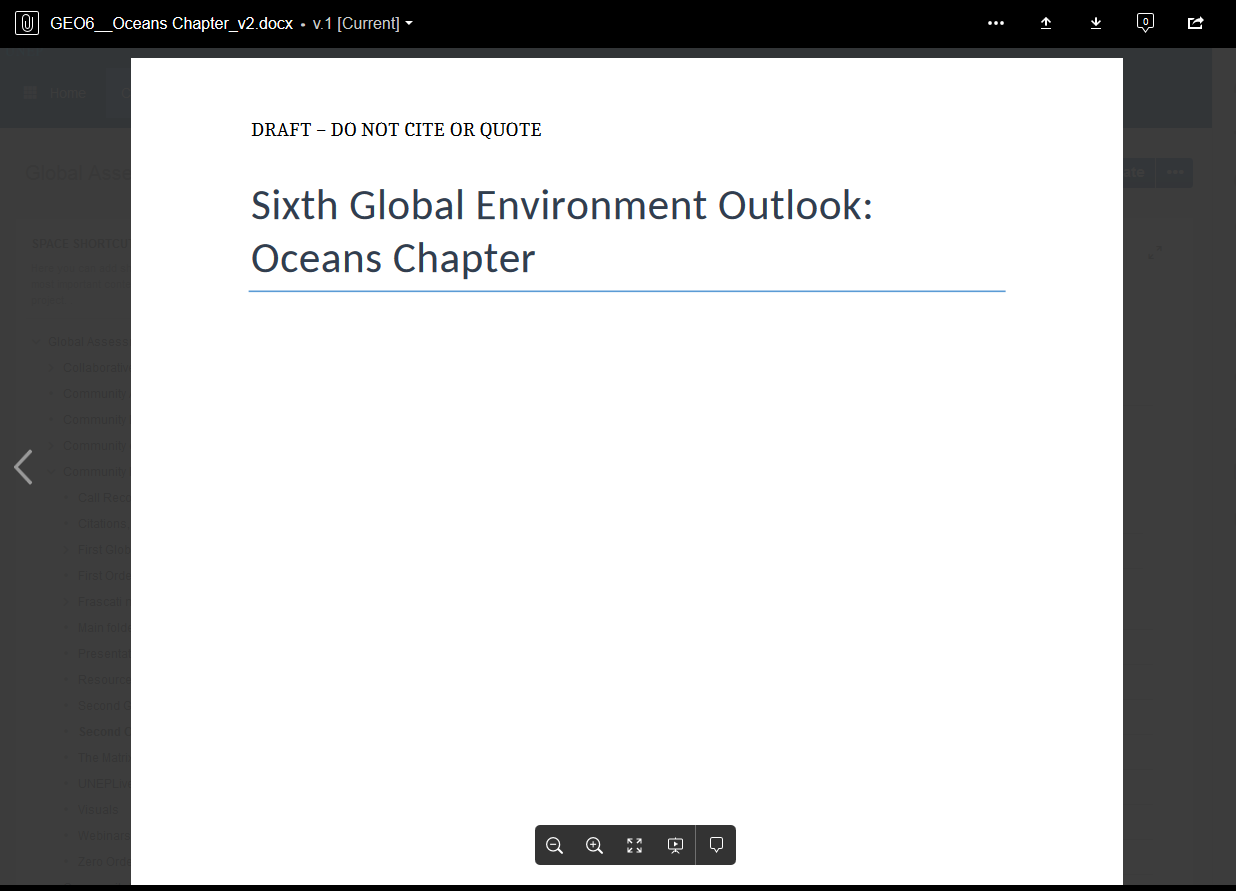


Figure : File Preview Comment Button

2. Drag the comment icon on the section of the document you want to comment on and drop the pin to activate the comment form:

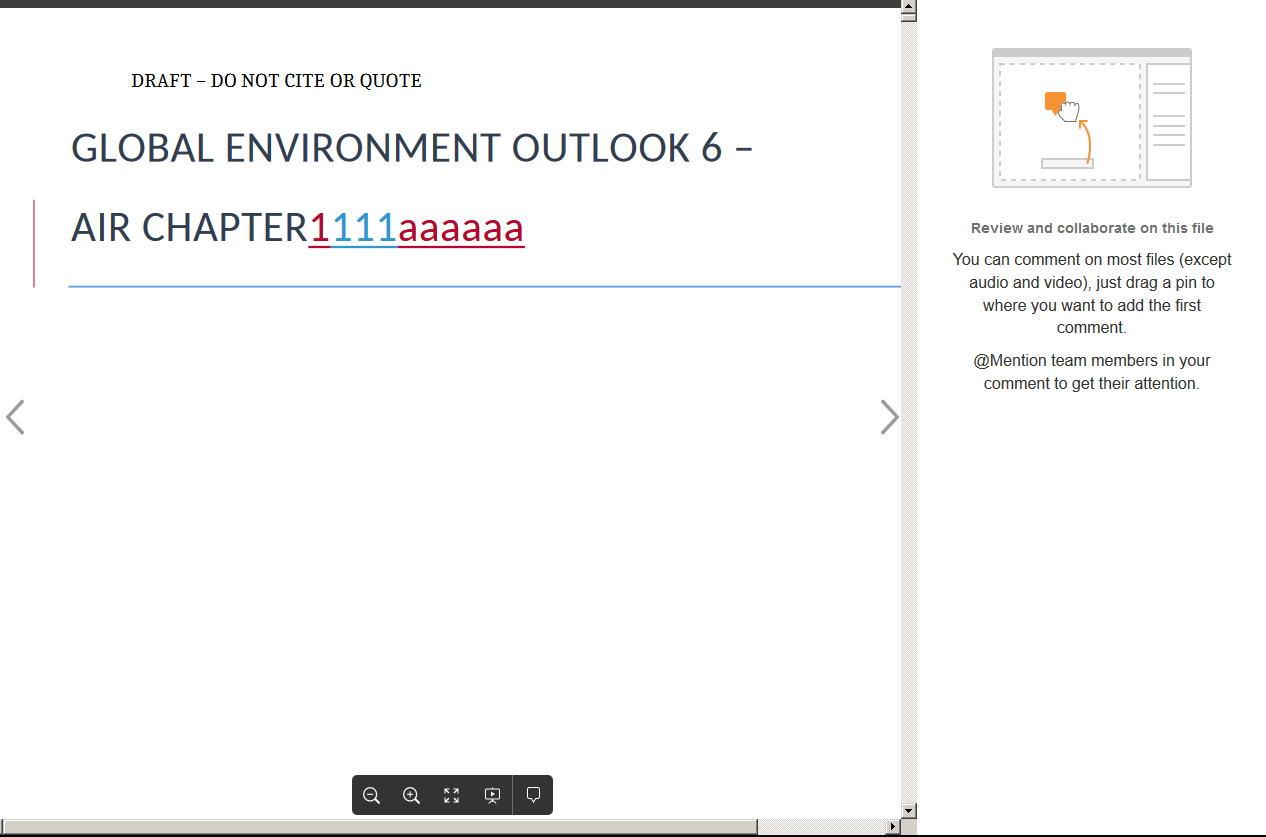


Figure : Comment Instruction

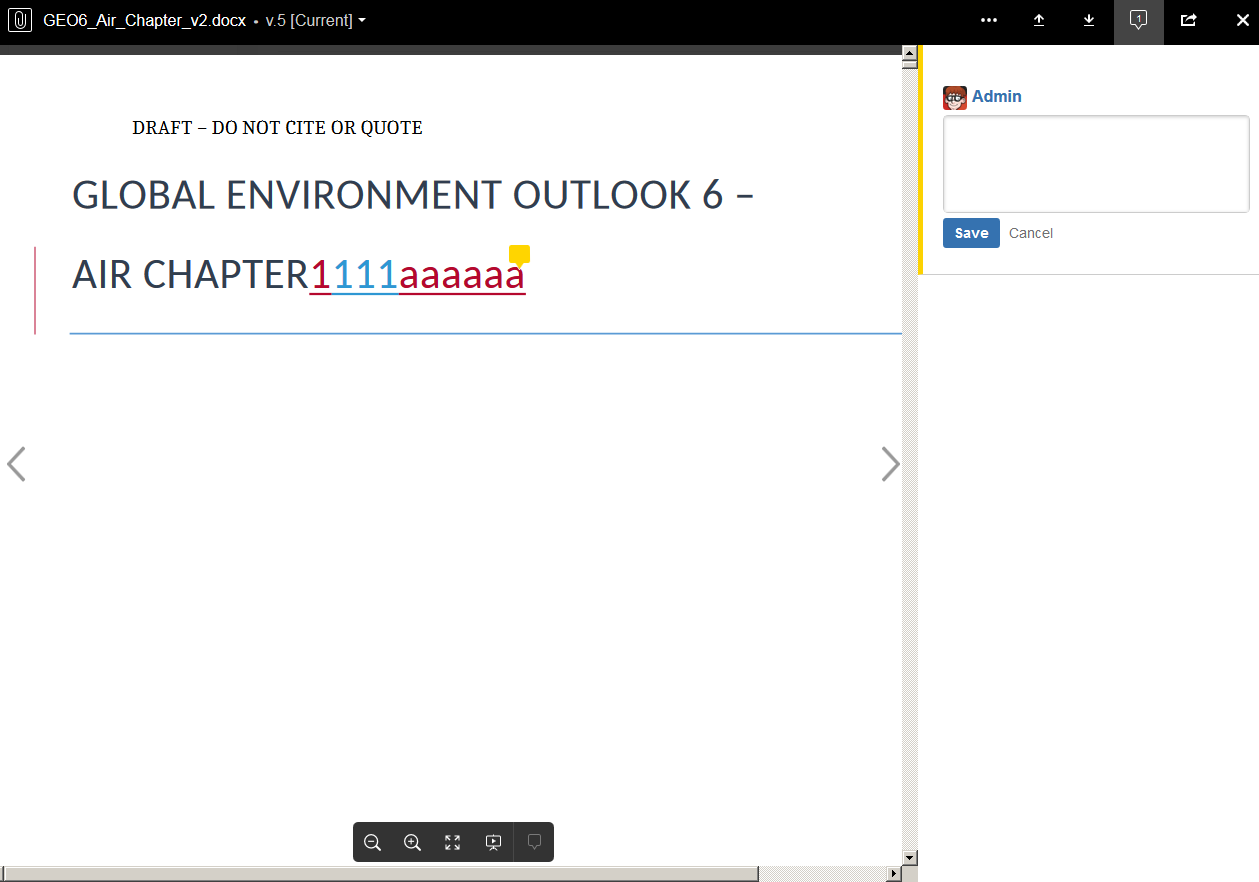


Figure : File Preview Comment Icon

3. Write your comment from the form on the right and save:

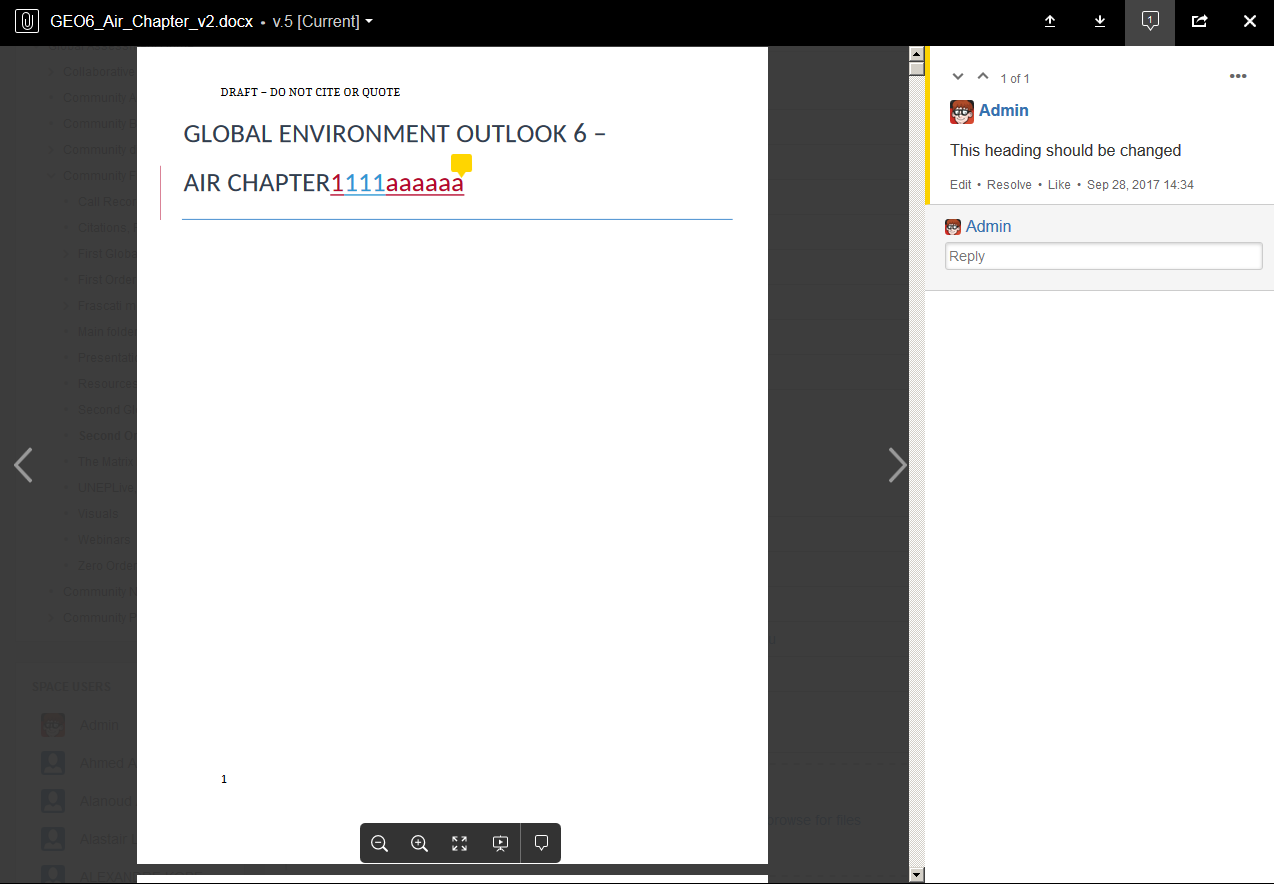


Figure : File Comment

The operations that can be performed on the comments include:

* Edit
* Resolve
* Like
* Delete

4. Draw the attention of the user by using @mention. From the comment box type @ followed by the name of the user:

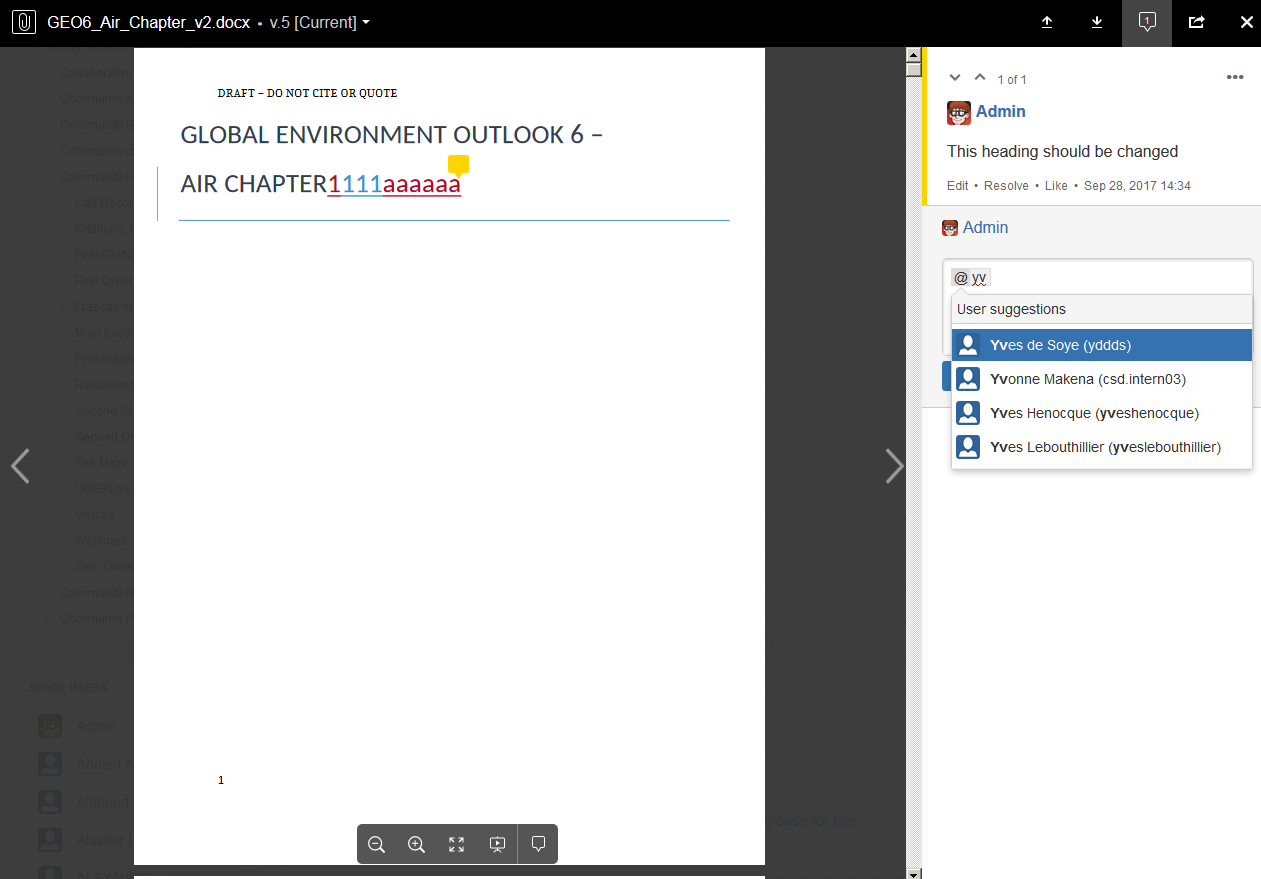


Figure : Comment Mention

5. The mentioned user will get a notification from the workbox:

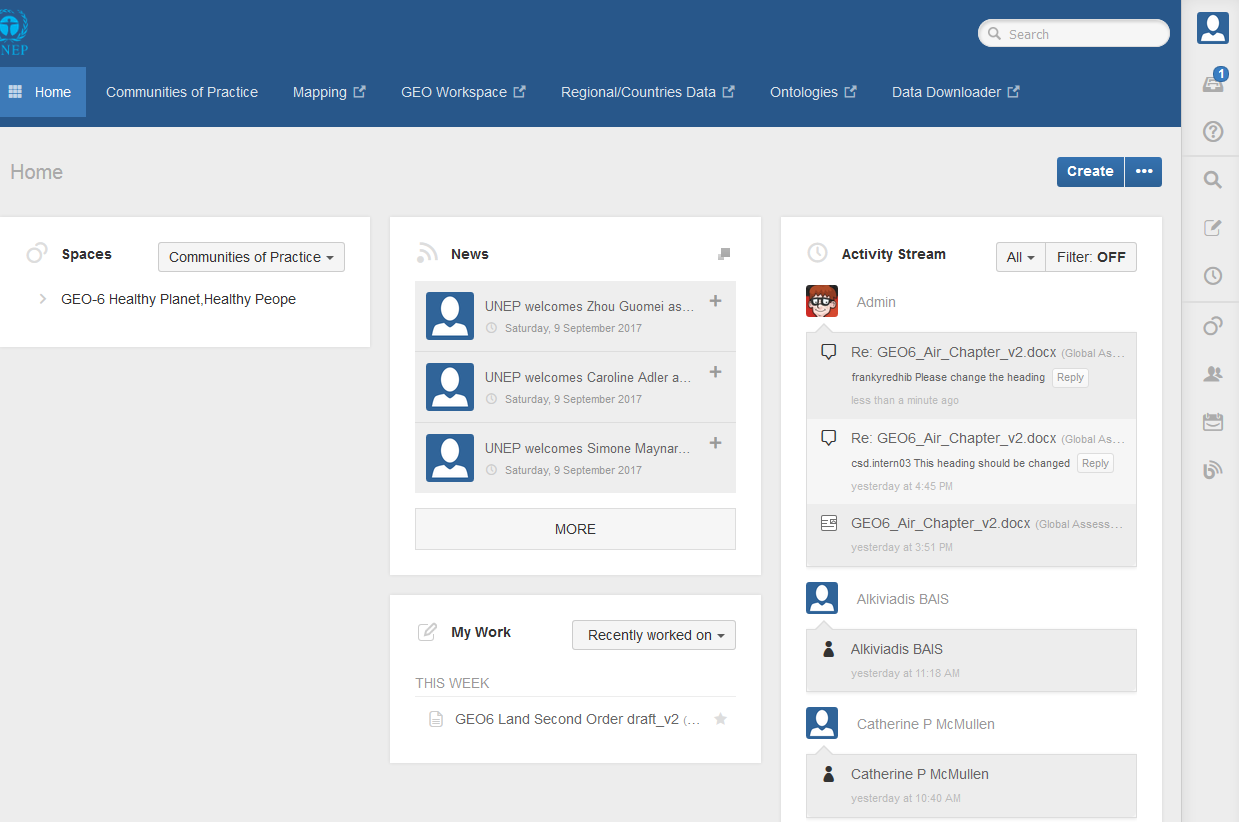


Figure : Workbox notification

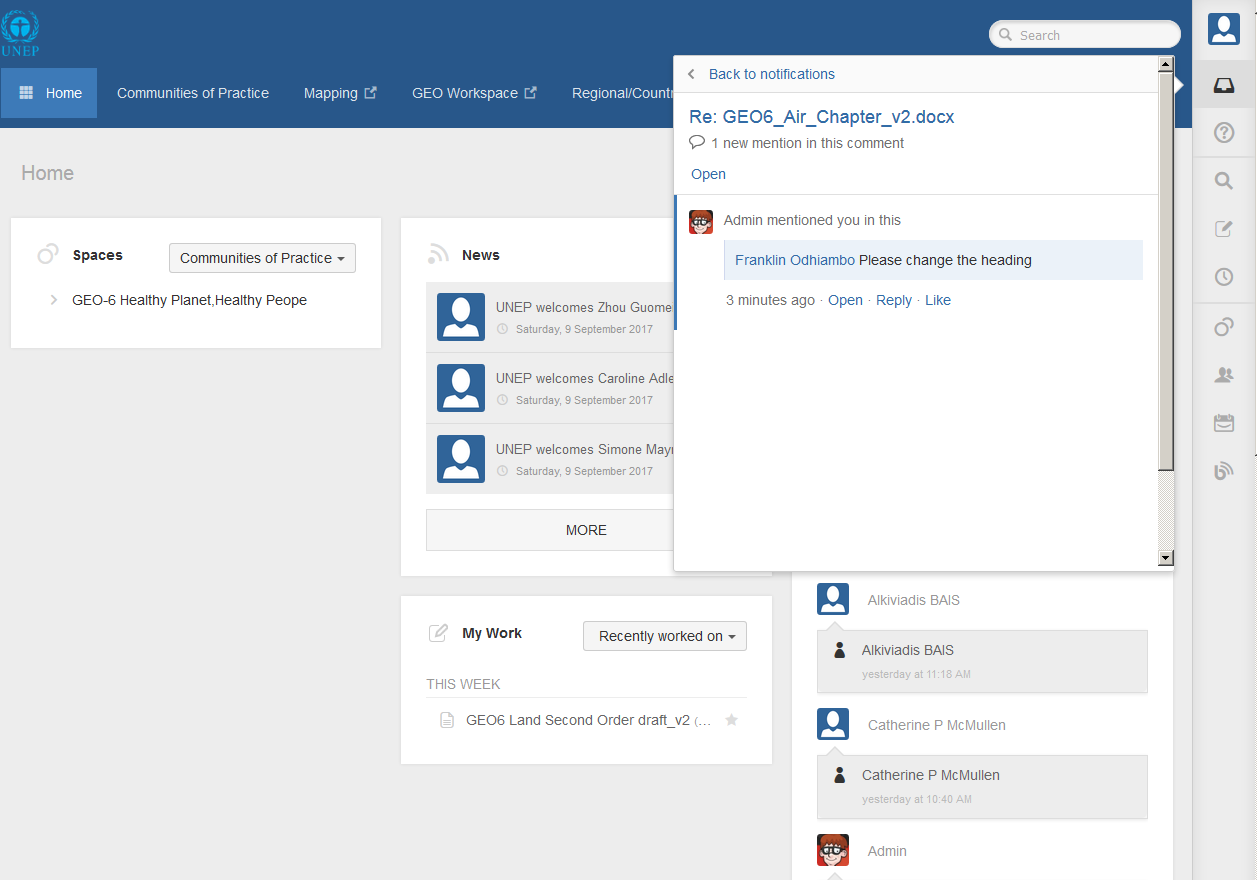


Figure : workbox notification opened

****If the user is not part of that community, a notification will not be sent to the user’s workbox. The user must be granted access to the community where the files that are being commented are.

1. Click open to be redirected to the section of the preview where you were opened.

### Page Comments

1. Locate the page where you want to put a comment and navigate to the page:

****In this case we will use the global assessment community.

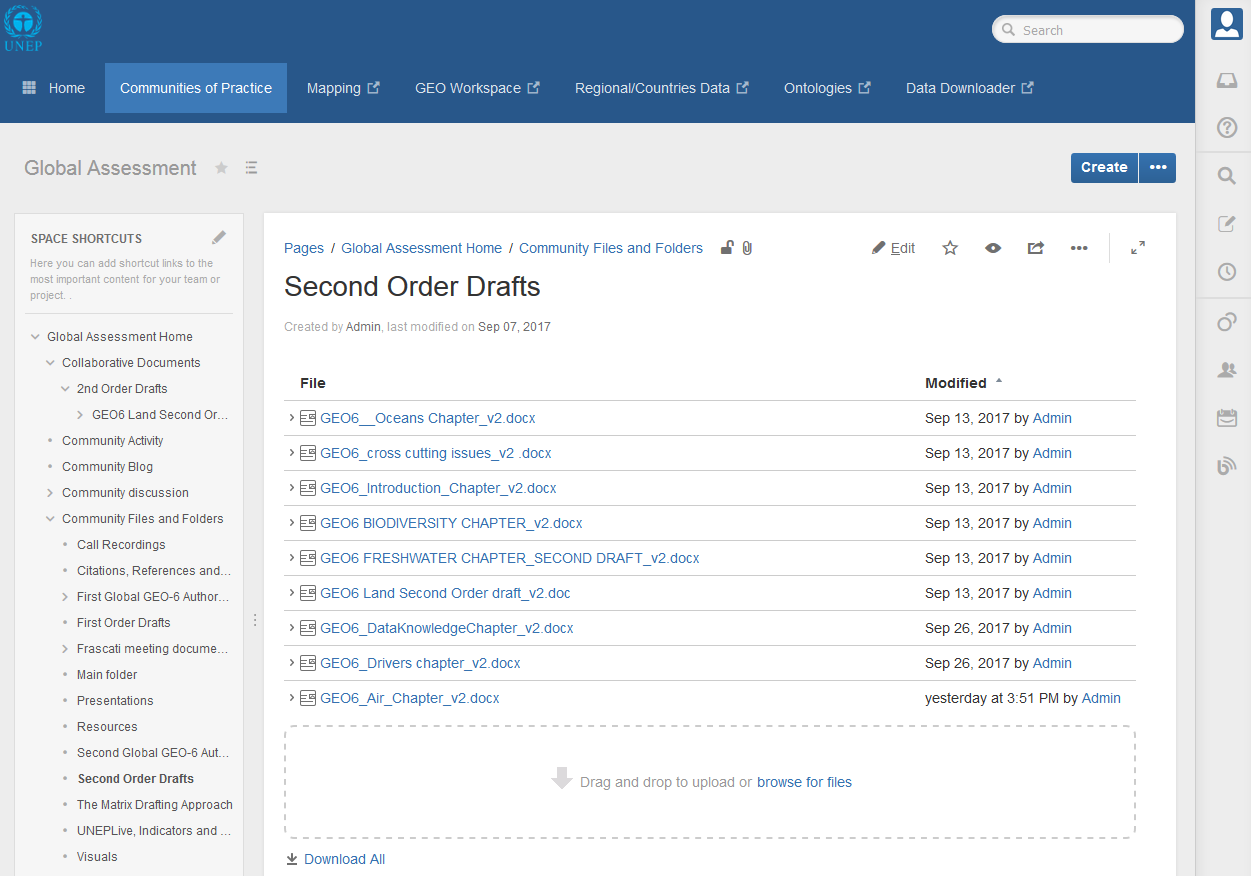


Figure : Page Comment

2. Click Geo Land Second Order draft\_v2 page to open it:

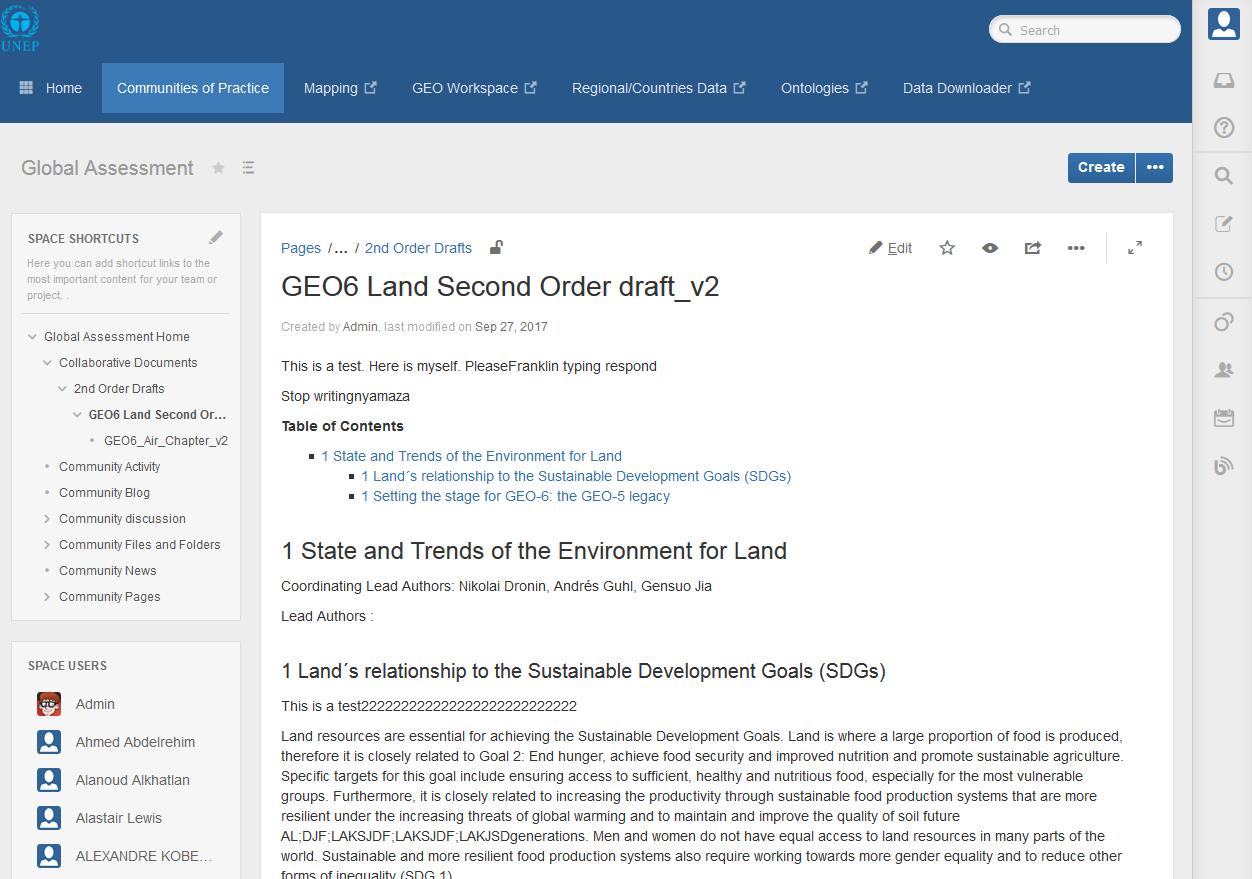


Figure : Comment - Opened Page

3. Highlight the text you want to comment on so as to activate the comment icon:



Figure : Highlighted text

4. Click on the comment icon to add a comment:



Figure : Comment Icon

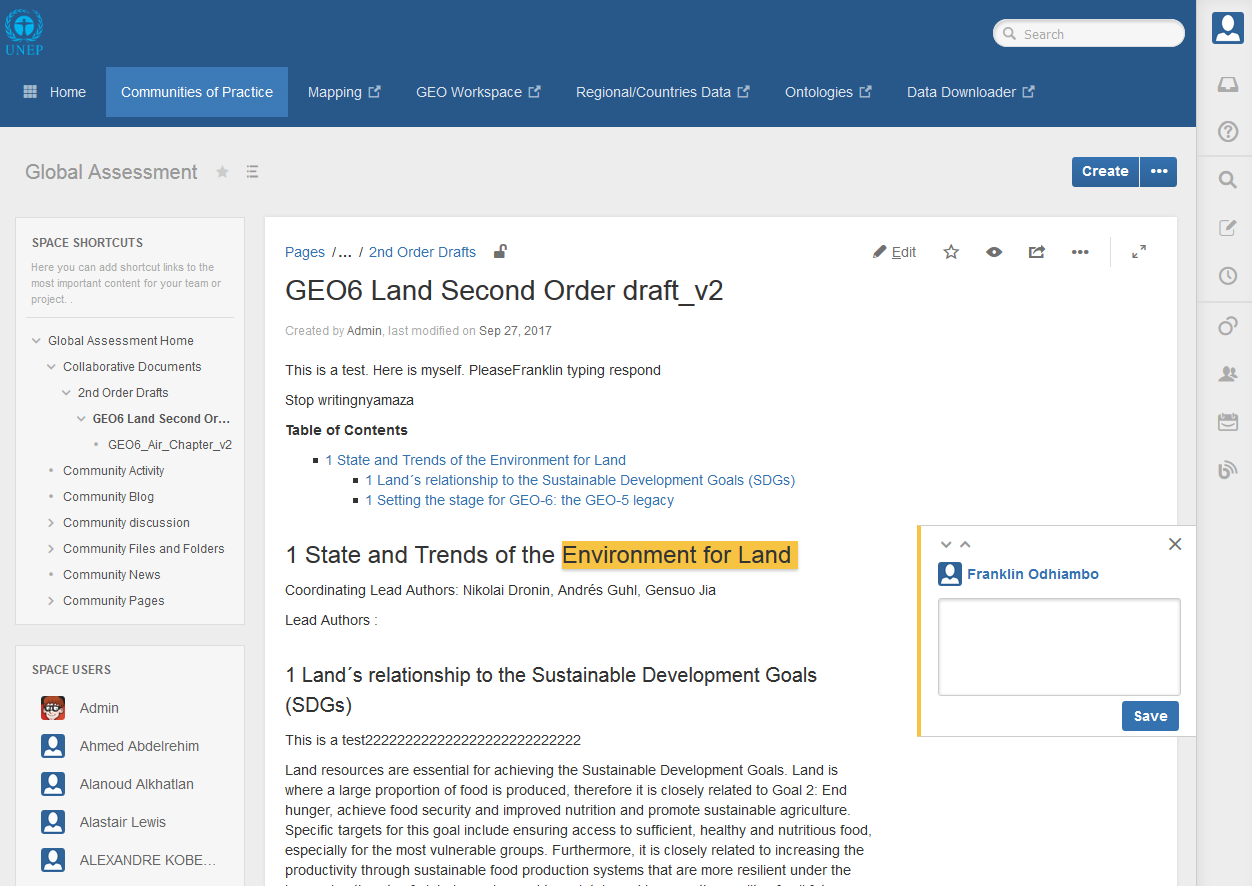


Figure : Inline Comment

****Commented text will have a yellow background and when you click it you will view the comment.

****The owner of the page will get a notification when a comment is added to the page.

## Create Folder

Files will be organized using folders of which technically the folders are pages and from the pages an attachment macro is placed so that files can be attached.

Folders for a particular community will all be listed on the page tree named community files and Folders.

The community files and Folders is the top level and there can be sub folders.

Top create a folder:

1. Go to community files and Folders and you will find Create folder button as shown below:

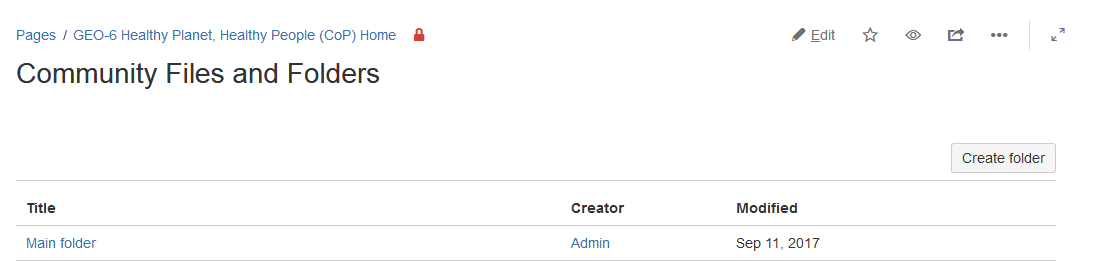


Figure : Create Folder

### Sub Folders

To create sub folders we will use the following steps:

1. Go to the top level to which you want to create a sub folder and click on it. A top level folder can be found when you navigate to the community files and Folders as they will all be listed.

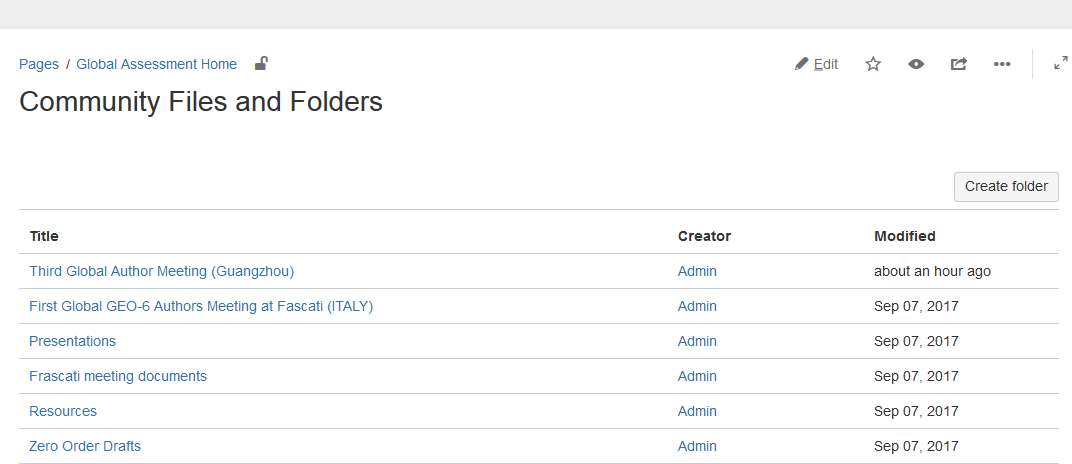


Figure : Top level

**** A sub folder will be created inside First Global GEO-6 Authors Meeting at Frascati (ITALY)

2. Click create button which is on the top right:

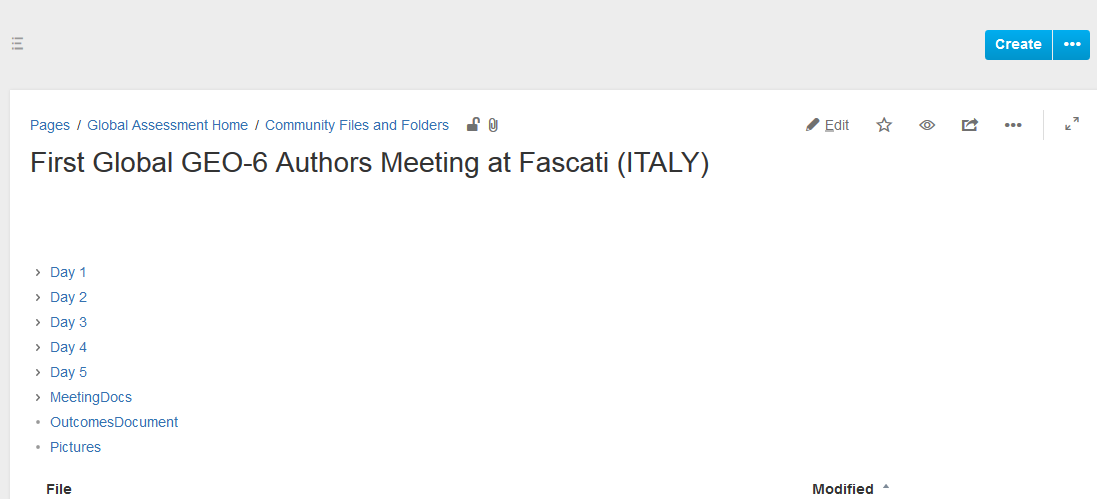


Figure : Create

****You will be redirected to a page which is in edit mode.

3. Edit the page and where it is written page title please write the name that you want you sub folder to be:

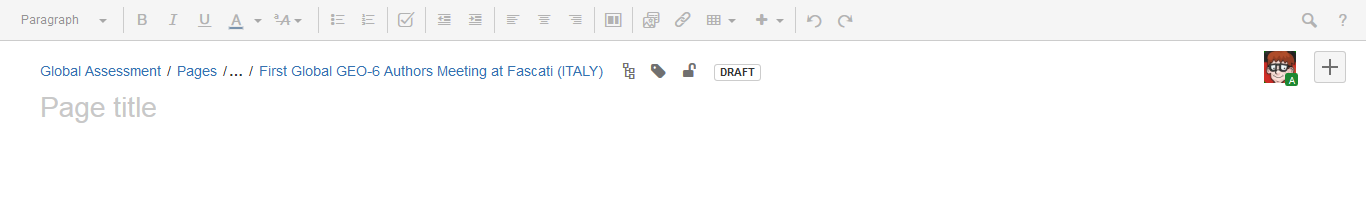


Figure : Page Title

4. An attachment macro will need to be inserted so as to enable file upload. Click on the body of the page to activate the horizontal bar .Click the + dropdown button at the navigation bar as shown below:

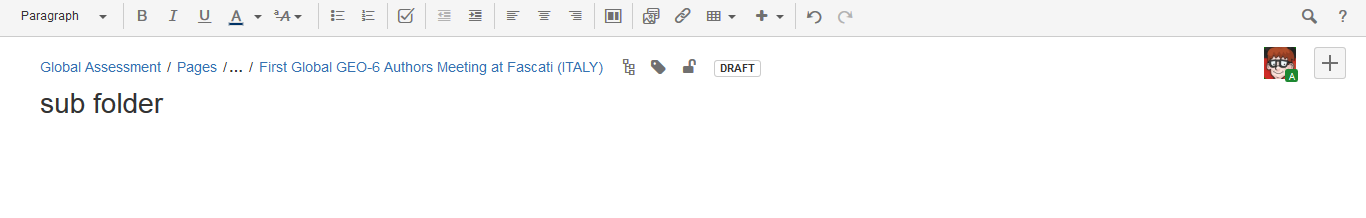


Figure : Horizontal Bar

5. Navigate to the dropdown and find Other macros and a pop up will appear:

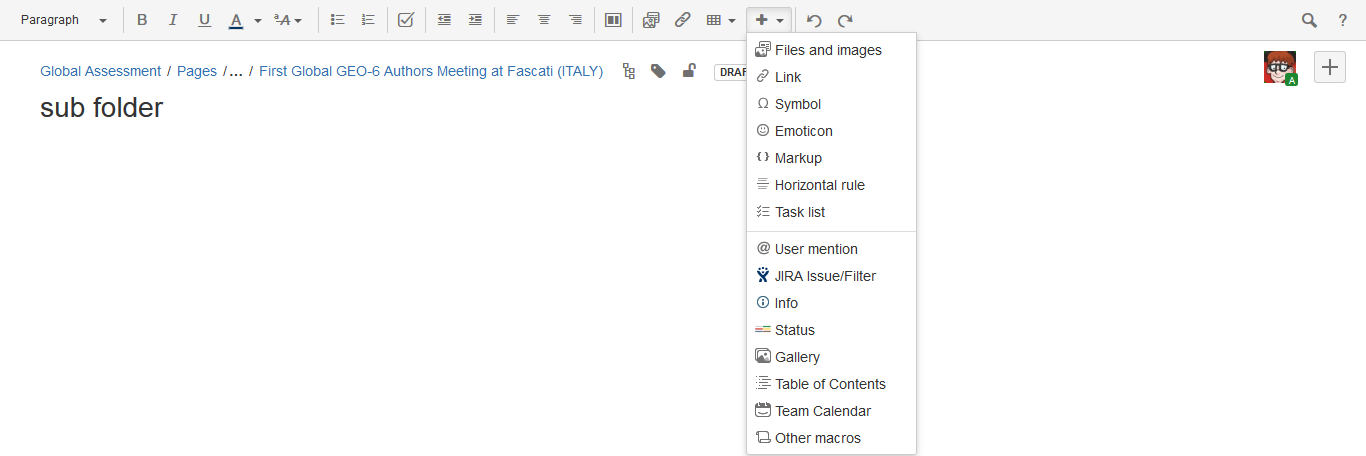


Figure : Dropdown list

6. Click on Attachments from the popup:

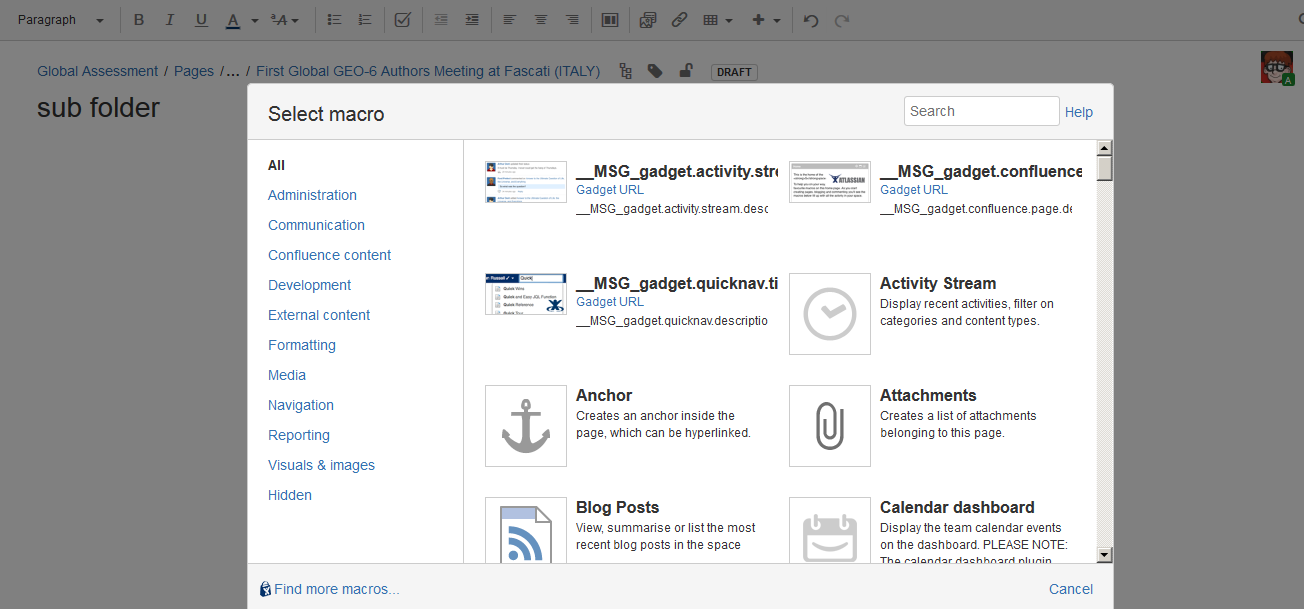


Figure : Macro popup

7. Click insert from the attachment macro to insert it in the page:

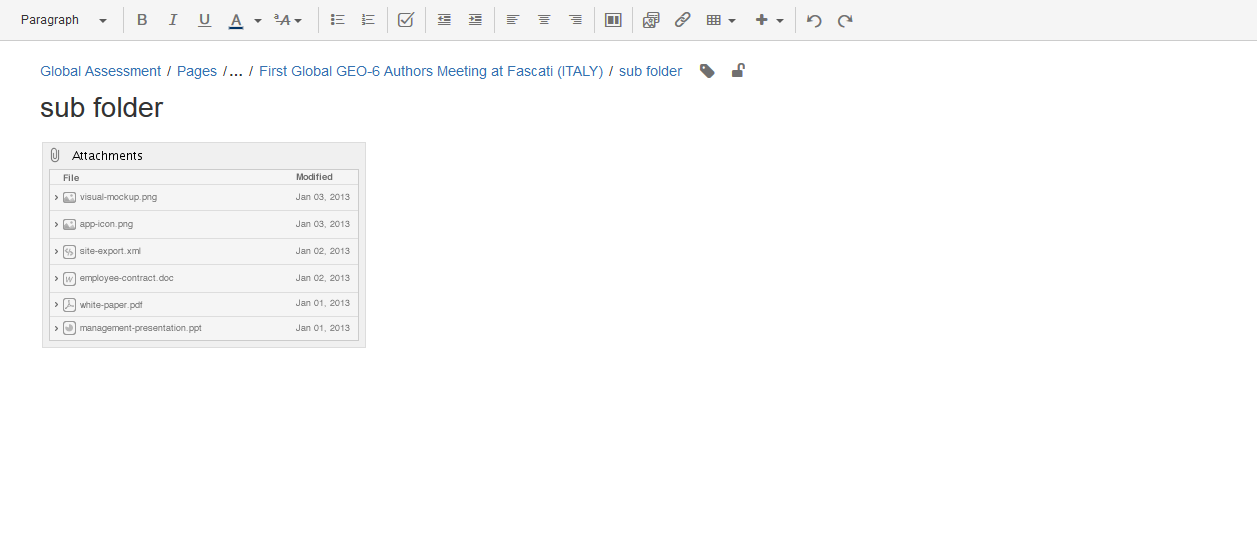


Figure : Attachment Macro on a Page

8. Click update button which is at the bottom right to save the page.

****When you go to the parent folder you should be able to see sub folder created.

# Personal Space

This is the place which a user will be able to publish their own items including blog posts and upload their own files.

There are some users who had curriculum vitae from the old cop hence their personal space is already setup for them. Users who did not have any personal content, their personal spaces have not been setup and they will use the following steps to setup:

To create your personal space:

a) Choose your profile picture at top right of the screen.

b) Choose Add personal Space and complete the popup wizard that appears.

## Personal Files and Folders

This is where users will be able to arrange their files and folders using the following steps:

1. Choose your profile picture at the top right screen then choose personal space.

2. Click the three buttons on the right beside the create button:

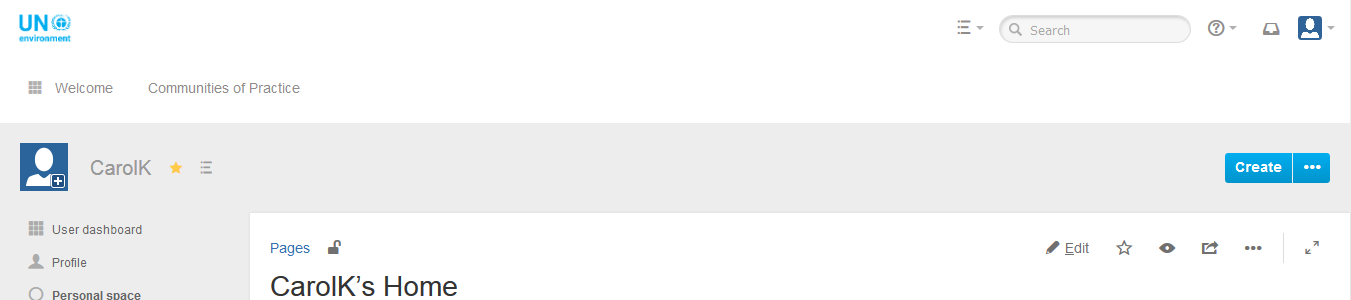


Figure : Menu Option

3. Select File list and click create button to start the file list wizard and then click Next.:

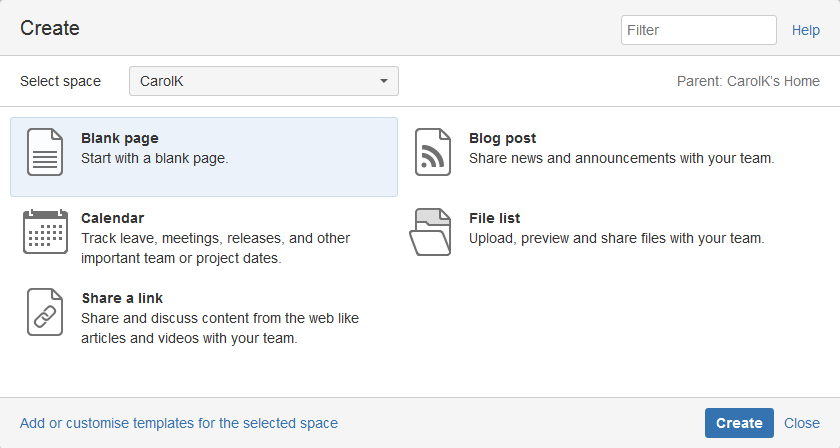


Figure : File list

4. Type m to the Name input field and click create:

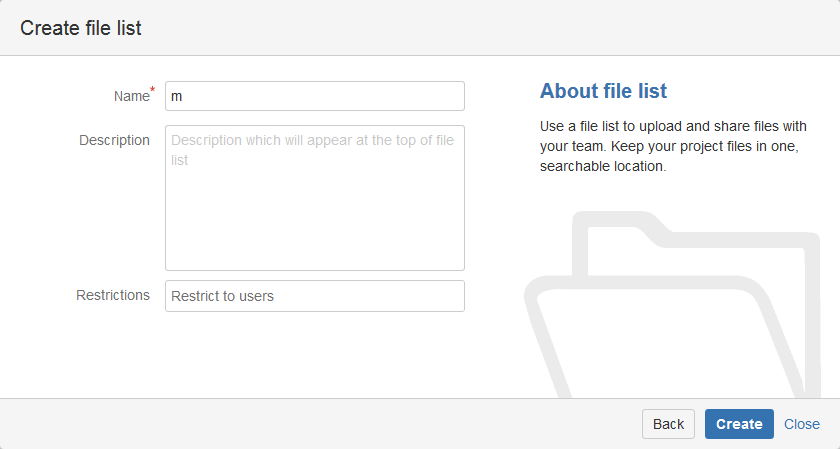


Figure : File list

5. Click the three dots on the page titled m and then delete it:

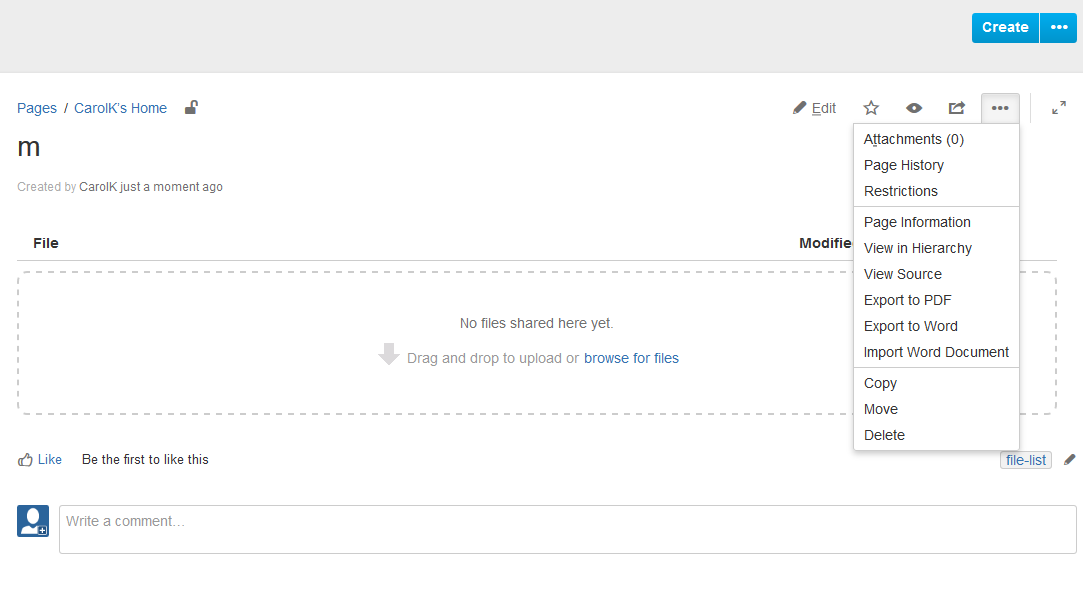


Figure : Delete file list folder

6. Navigate to the left navigation and you will see File lists under Home and click it:

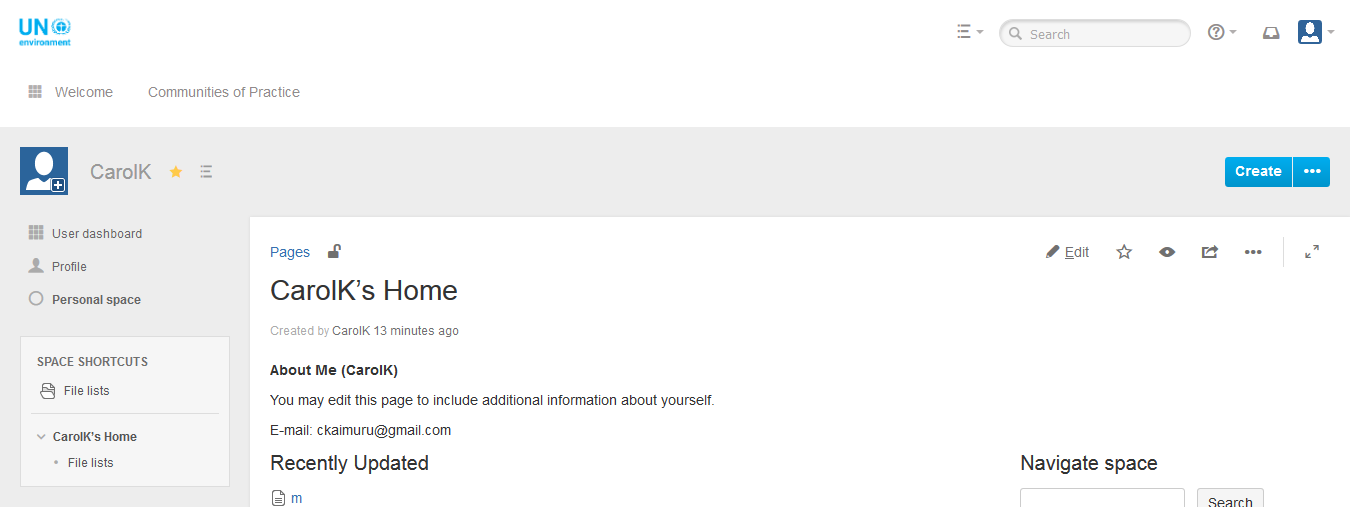


Figure : File list link

7. Click edit to edit the page:

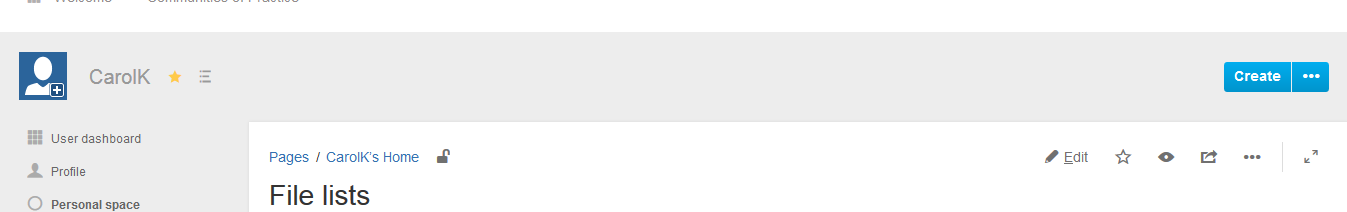


Figure : Edit File list

8. Change the title from File lists to Files and Folders:

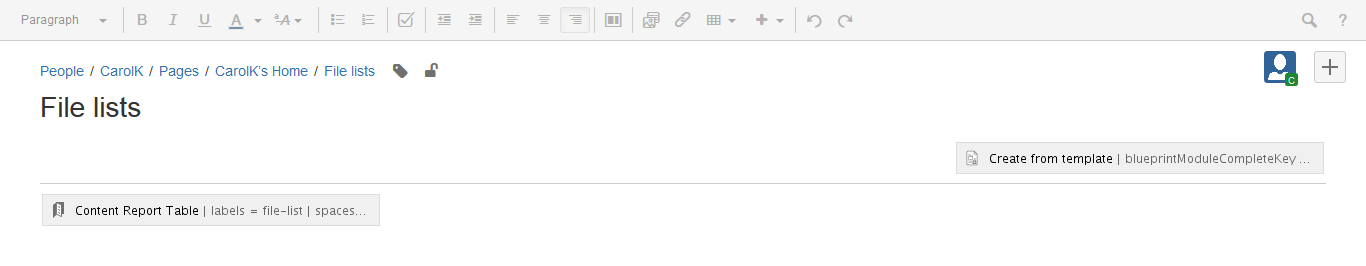


Figure : Folder Title

9. Click Create from template and select edit:

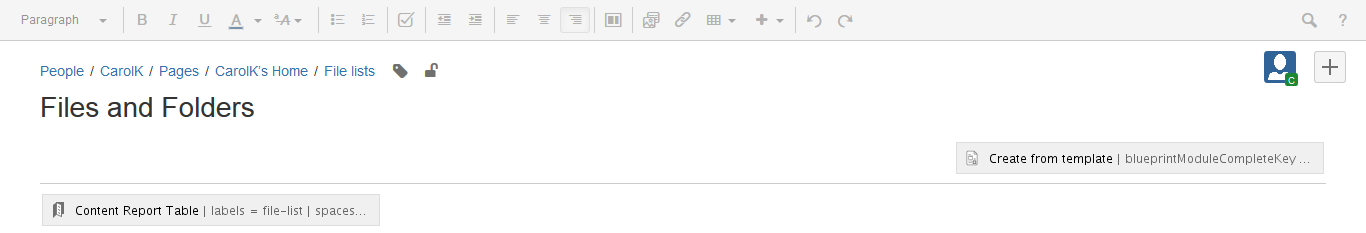


Figure : Template button

10. Change the button text to create folder and the Template name to File list and save:

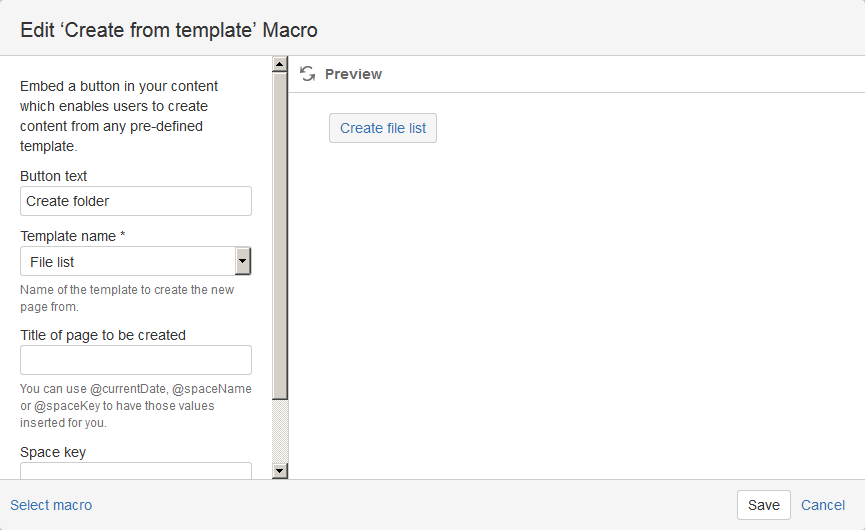


Figure : Edit Create from Template

11. Click update at the bottom right of the page.

12. Click Create folder to create your folder:

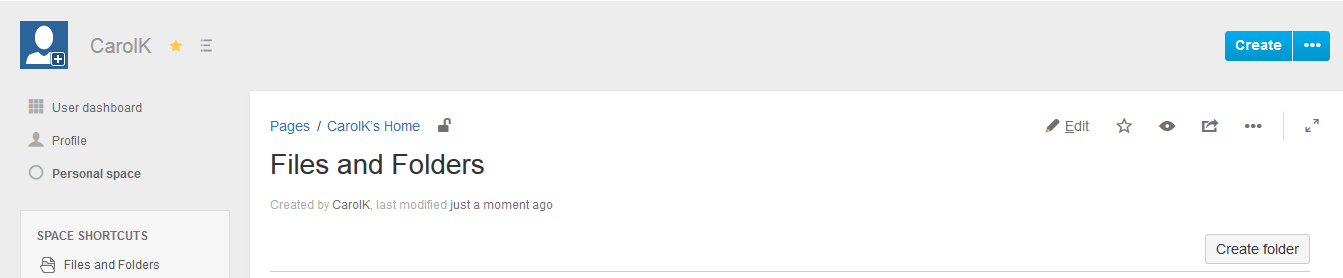


Figure : Create Folder

****You can create other folders by going to the files and folders from the left navigation and the ones you had created will be listed here.

# Content Creation

Users will be able to add content to the communities they belong to.

## Create a page

To create a page use the following steps.

1. Navigate to the left navigation page tree and click on Community Pages:



Figure : Community Pages

2. Click the create page button on the right and you will be directed to edit mode of creating a page:



Figure : Create Page

## Create Blog post

Ensure you have the rights to create a blog.

Use the following steps to create a blog:

1. Navigate to the Community Blog from the left navigation:



Figure : Blog Page

2. Click on the three dots next to the create button:



Figure : Menu item

3. A dialog box will appear, select Blog post and click Create:

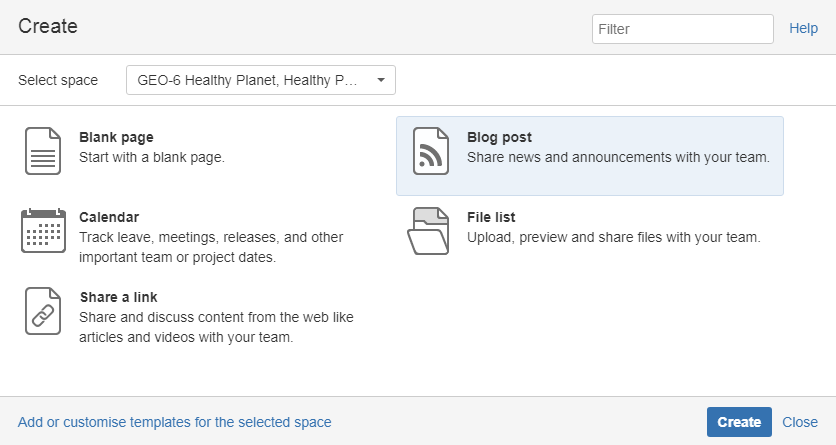


Figure : Blog post option

4. You will enter edit mode of the blog post, Write the Blog post title and add you content and Save:

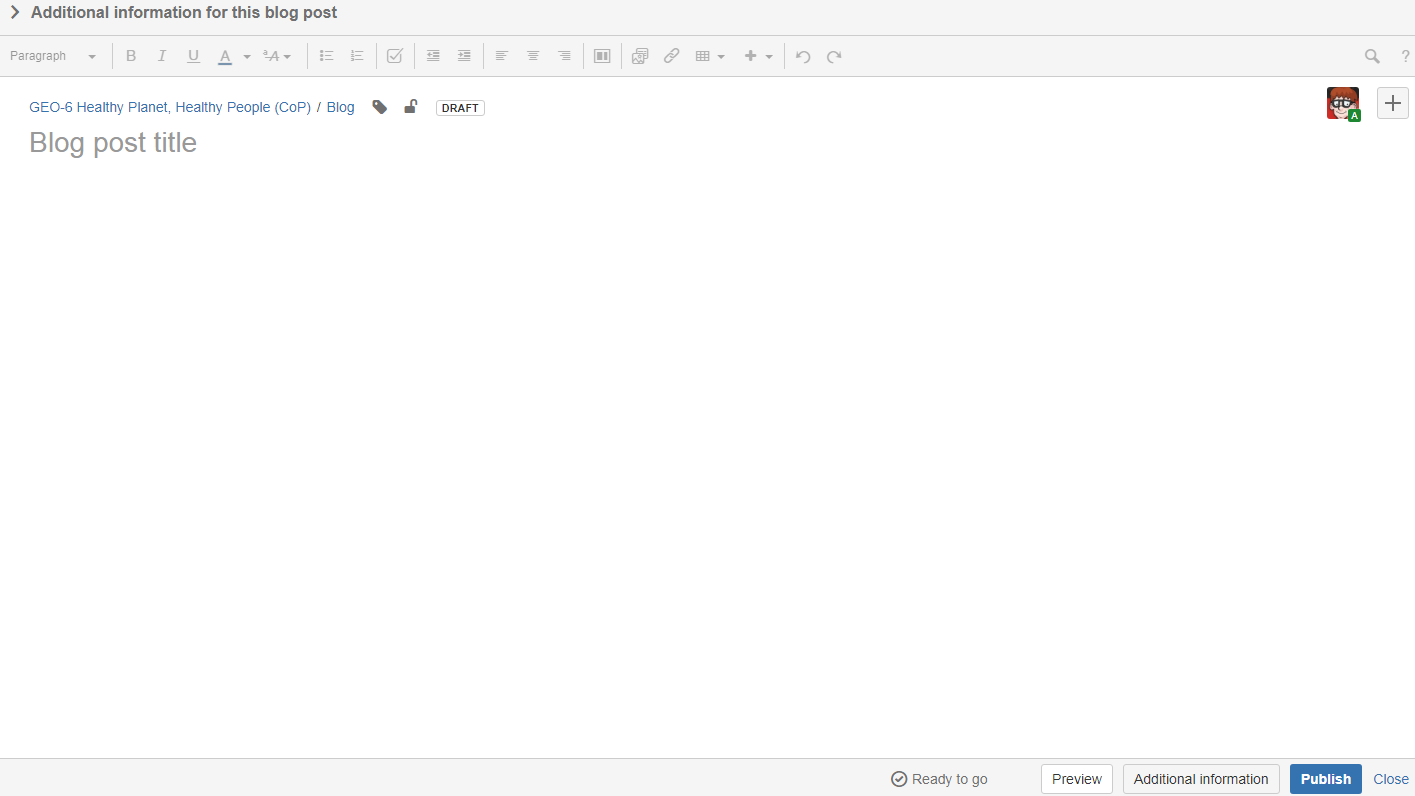


Figure : Blog post edit mode

## Create bookmark

A bookmark will be created the same as a page but you will need to be in the Community Bookmark page tree.

1. Navigate to the community bookmark from the left navigation:



Figure : Bookmark page

2. Click the create button and you will go to the edit mode of a page. Please write the title and content then save. It will appear in the Community Bookmark section:



Figure : Create Bookmark

## Create discussion

Discussion is also created the same as a page but you have to be in the Community discussion section:

1. Navigate to the community discussion page tree:



Figure : Community discussion

2. Click the create button and you will go to the edit mode of a page. Please write the title and content then save. It will appear in the Community Bookmark section:



Figure : Create Discussion

## Create news

A news story is created just as a blog post hence you will use the steps of creating a blog post as explained in the Create blog post section.

1. After step 4 in the create blog post section, mark the icon shown below and the blog post will be news and hence appear on the community news page tree:

****Please note the color of the icon is blue hence yours should also be blue for the blog post to be news

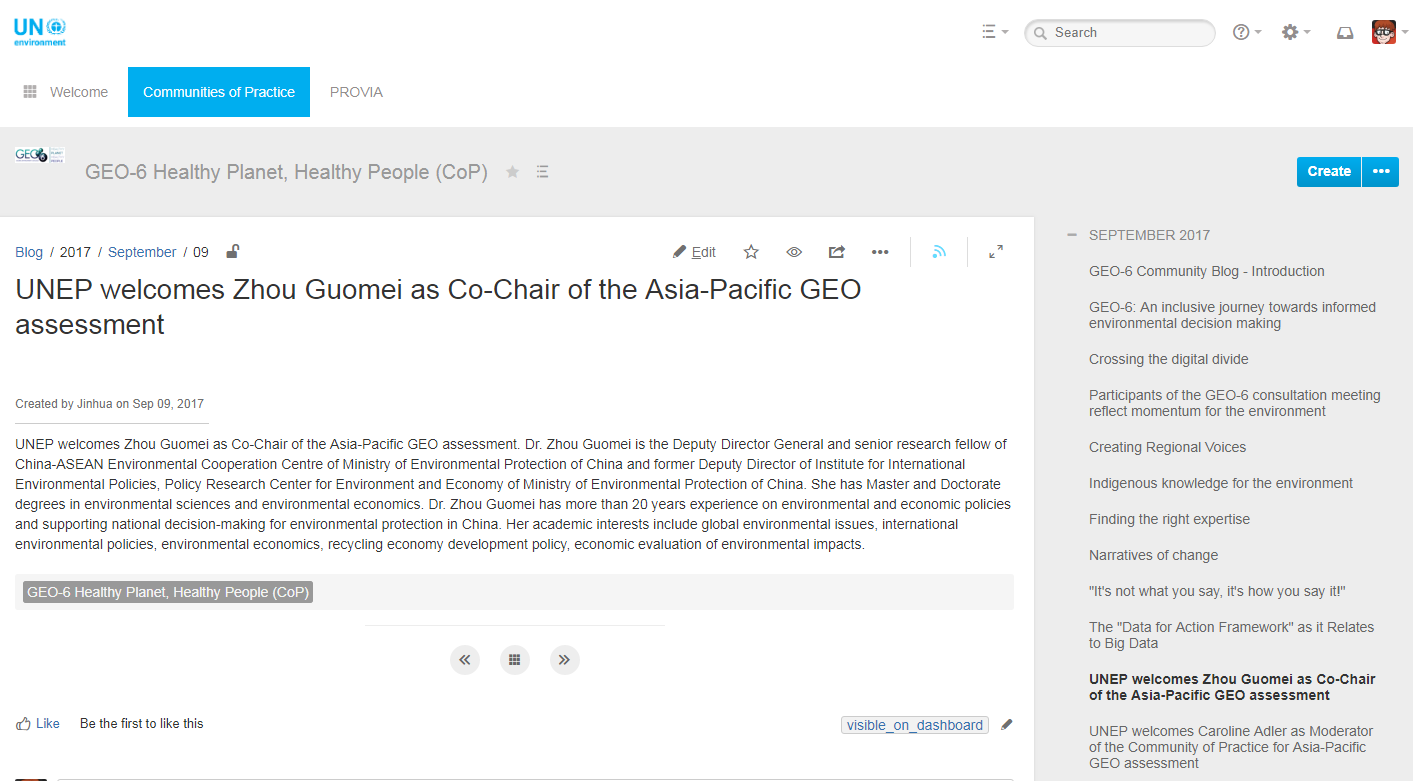


Figure : News Item