Virtual Office Manager
User Guide

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Introduction

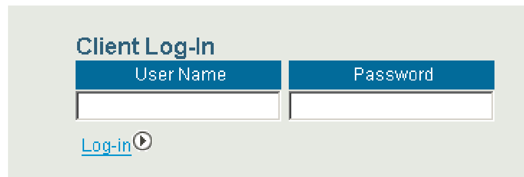
What is Port 80 Virtual Office Manager?

Port 80 Virtual Office Manager integrates the powerful Community of Practice (CoP) tools into your organization's web site. Communities of Practice connect individuals in self-organizing, boundary-spanning online communities. CoPs are made up of distributed groups of people who share a concern, set of problems, mandate or sense of purpose.

Virtual Office Manager can be used with Port 80 Web Manager or seamlessly integrated into an existing web site.

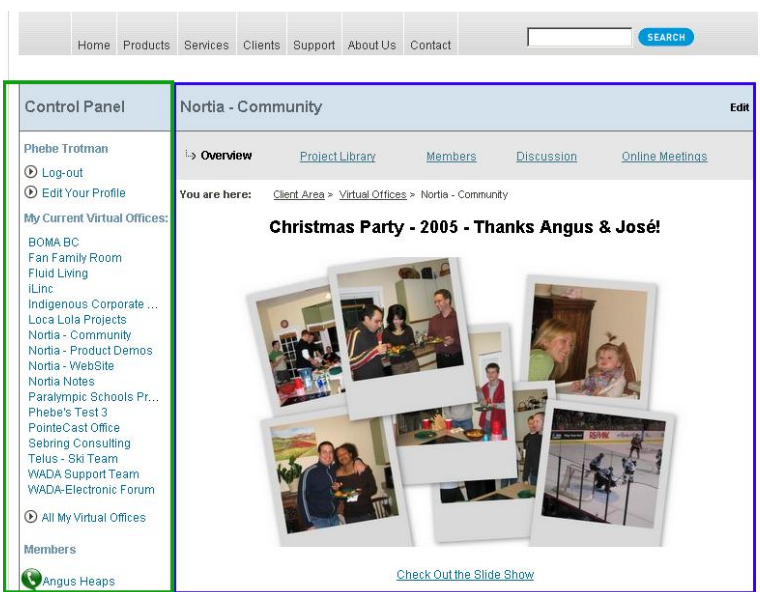
Logging In

Login to the Member Log-in area on your organization web site with the User Name and Password supplied by your Port 80 Representative.



Main Features

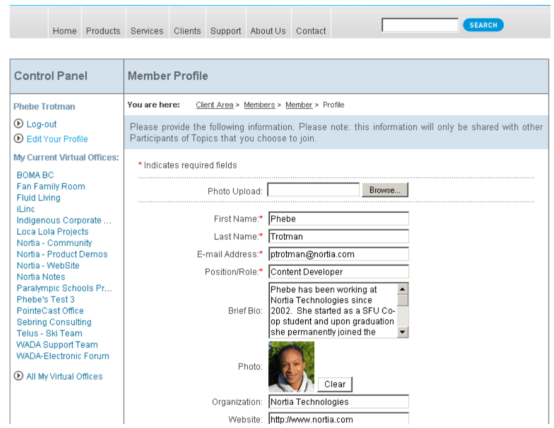
Once your password has been accepted, you will be taken to the Virtual Office Manager User Platform. The Virtual Office Manager User Platform is divided into two sections - Control Panel (left panel) and Topic Panel (right panel).



Control Panel

Edit Your Profile

The Profile section will allow you to customize your contact and login information (user name and password), company profile and personal introduction (including adding your photo).



Click on 'Edit Your Profile' and edit the appropriate information in the available fields. If you edit your login information, ensure that the 'Password' field and the 'Confirm' field are the same. To upload an image, click on 'Browse' next to the Photo Upload title near the top of the screen. Search to find the desired file and click 'Open'.

Click the 'Submit' button to update your profile information.

Please note: Your profile information will only be shared with other Participants of Topics that you choose to join.

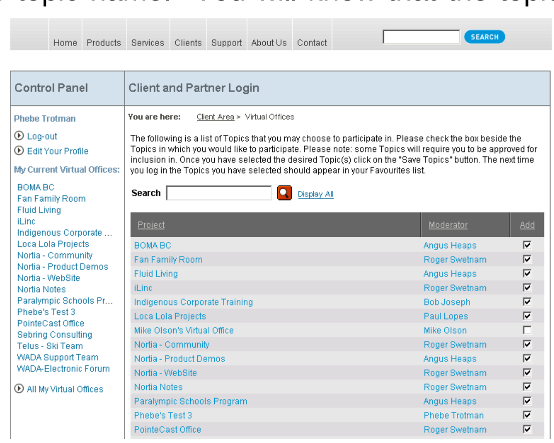
Favorite Topics

This section of the Control Panel lists all the topics in which you currently are a member. To select a topic, simply click on the topic title. The Topic Overview Panel will refresh to display the overview of the topic selected.

Manage Topics

Manage Topics allows you to edit the topics in which you are a member. In this section you also have the ability to join topics.

To join a topic, click in the option box next to the topic name. You will know that the topic has been selected because a check mark will appear in the option box. Be sure to click 'Save Topics' to update your topics list. Some topics will require you to be approved for inclusion (Type 3). You will be notified via email once you are approved into the desired topic.



To remove yourself as a member of a topic, click in the option box next to the topic name to remove the check mark and click on 'Save Topics' to update your topic list.

The next time you log in, your Topics list will be updated.

Participants

The participants' list will display all the members of the currently selected topic. Click on the participants name to view their profile.

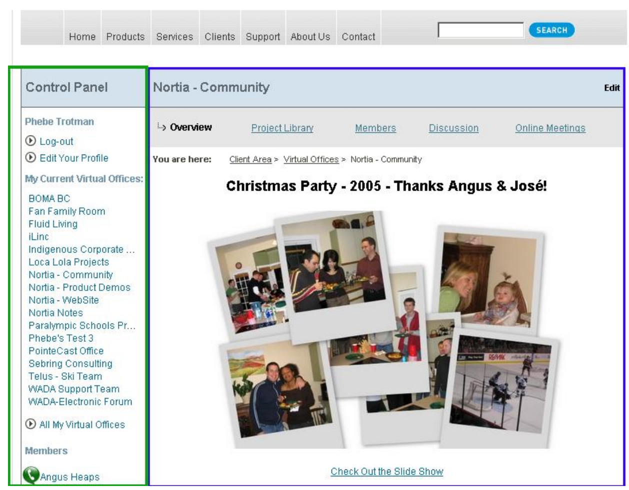
Online Meeting

This will notify you if you are scheduled to participate in any online meetings. Click on the meeting title to view an overview. If the meeting is in progress, click on the link in the Meeting Overview box to join the meeting.

Topic Panel

Overview

The topic overview panel provides a "landing" page for the currently selected topic (area in blue). The topic leader and author(s) determine the content of the topic overview and may edit it at any time. In addition, the links/resources, participants, discussion, and online meeting areas will also update to reflect the currently selected topic.



Each time you log in one topic will, by default, be displayed. The topic displayed will be the most recent topic you have joined or been assigned to.

Links and Resources

Links and Resources are links and files you wish to share with other topic participants. All topic members can add links and resources (and remove anything they have added), however only leaders have the ability to delete any of the items posted.

Adding Links/Resources

To add a link or resource, click on the 'Links/Resources' option in the menu bar.

Uploading Files

Once in the Links/Resources area, click on the 'Upload File' option to upload a file from your computer. Type in the file title, and description in the fields provided. By default, your name will appear as the file author. Use the 'Browse' button to search your computer for the file you wish to upload. The file name will appear in the text box once you have chosen the file.

If you wish to notify fellow topic members that you had added a file to the Links/Resources section, click in the option box next to 'Advise participants by e-mail' option. If you choose to notify participants by email, you can provide a message for the email in the Message box.

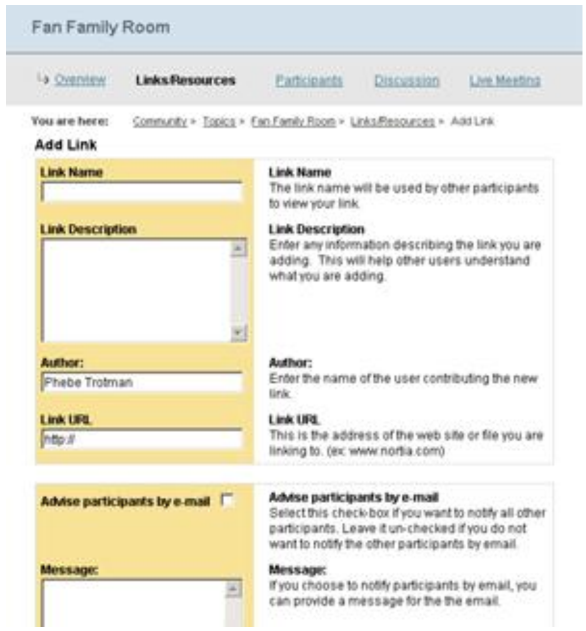
Once finished click on the 'Save' option to update the Links/Resources section with the added file.

Adding a Link

Once in the Links/Resources section, click on the 'Add a Link' option. Type in the link name, and description in the fields provided. By default, your name will appear as the link author. Type in the link url in the space provided.

If you wish to notify fellow topic members that you have added a link to the Links/Resources section, click in the option box next to 'Advise participants by e-mail' option. If you choose to notify participants by email, you can provide a message for the email in the Message box.

Once finished click on the 'Save' option to update the Links/Resources section with the added link.



Participants

Click on the Participants option to view a detailed list of all the participants in the currently selected topic. The Participant list will include biographical information, an email address and a picture (if one has been uploaded).

Discussion

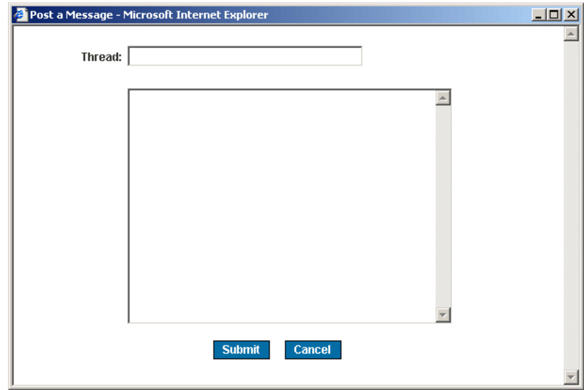
In this area you can create and participate in any number of discussion threads. You can choose to receive E-mail notification of new posts for all topics or, you can select to receive notification only for specific topics.

Add a New Thread

To add a new thread, click on the 'Add a New Thread' option in the Discussion section. Type the new thread name in the 'Thread' field and the first post of the new thread in the Message box. Once finished, click 'Submit' to add the new thread and it's first post to the discussion list.

Posting a Message

To post a message to an existing discussion thread, click on the Thread name. A detailed list of all the messages related to this thread will be listed. Messages will be listed by date, with the most current at the top. To add a message, click on the 'Post a Message' option or the 'Reply' option. The 'Post a Message' window will open. If you selected to 'Reply' to a particular message, you will have the ability to quote the original message into your new message by clicking on the 'Quote' option. Type your message into the message box and click 'Submit' to post your message. Your screen will refresh and the new message will appear at the top of the Thread list.



Deleting a Message

As a participant, observer, or topic author you have the ability to delete any messages you post. As the leader, you also have the ability to delete any other posted messages.

To delete a message, simply click on the delete option next to the message you wish to remove. A Microsoft Internet Explorer window will appear. To continue with the removal process, click 'OK' or click 'Cancel' to keep the current message active.

Email Notification

You can choose to receive an E-mail notification for new posts for all topics or, you can select to receive notification for new posts on specific topics only.

By default, the option to receive email notification of all new posts for all threads is selected. If you do not wish to receive email notification of all new posts for all new threads, remove the check mark from the option box next to the text 'Receive replies by email for all threads' located at the top of the Discussion Thread list.

You can also select to disable email notification within individual threads. Select the desired topic. Uncheck the option box next to the 'Receive replies by email for this thread' option. You will know you have deselected the option when the check mark no longer appears in the option box.

Searching the Discussion Board

Over time the amount of information on the Discussion Board can become large and finding particular information can be a challenge. To increase the ease of finding information, the Discussion Board has a built-

in Search feature that allows users to search the Discussion Board for particular information.

To search the Discussion Board, type in a search word(s) and clicks on the 'Search' icon from the Discussion Board main menu. A listing of all the messages containing the search words entered will be generated. Simply click on the message you wish to view.

Online Meeting

The 'Online Meeting' option will display the upcoming meetings for the currently selected Topic. In this area, Topic Leaders may also schedule new meetings. Only Topic Leaders have the ability to create new meetings.

Add a New Meeting

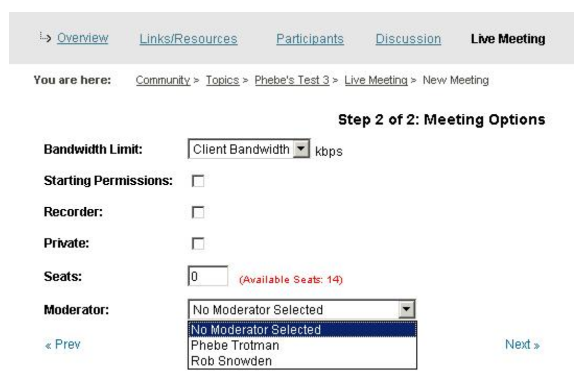
Setting up meetings involves a four-step process. Step 1 sets up the meeting time, date, service and gives the meeting an identity. Step 2 involves setting up meeting options such as the bandwidth and privacy settings. Step 3 involves selecting members to participate and moderate the meeting. Step 4 (optional) involves emailing topic participants to notify them of the meeting.

Select the 'Online Meeting' option from the Topics Main Menu. A list of existing meetings will appear. If none have been created, none will be listed. To create a new meeting, click on the 'Add a New Meeting' button. The screen will refresh and Step 1 will appear.

In Step 1, enter the Title, Description, service, time information, and date of the meeting.

Click on 'Next >>' to continue.

In Step 2, you will be asked to enter options of the meeting.



Bandwidth Limit - A drop down menu with various bandwidths is provided to help control the connection speed of the meeting. By default, the bandwidth is set to Client Bandwidth meaning the software will perform to the best of it's ability based upon the individual connection speed of each participant.

Starting Permission – Select this item if you would like the meeting to start without the moderator's presence. If the moderator's presence is required to start the meeting, leave this box unchecked.

Recorder – Check this box if you would like the capability to record your meeting. This is an excellent tool to review meeting contents or to share with colleagues who were unable to attend.

Private – Check this box if the meeting is Private and Confidential. If checked, access to this meeting is limited to individuals selected in step 3. If unchecked, the meeting is available to anyone who is sent the meeting link (please make sure to reserve enough seats).

Click on ‘Next >>’ to continue.

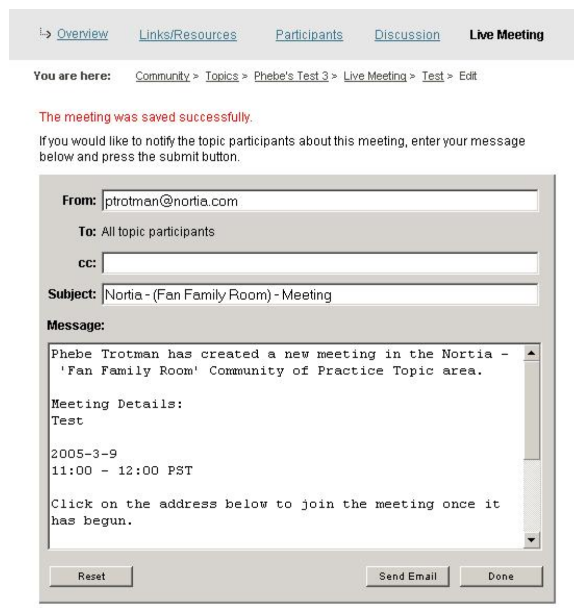
In Step 3, you will be required to choose the moderator, or the moderator and participants depending on your Privacy settings in Step 2.

‘Private’ is checked – If the privacy setting is selected, then you must manually select the participants and the moderators for the meeting. There are two lists available. The list to the left is the list of all available participants in your Virtual Office Manager topic area. The list on the right (which starts out empty except for the moderator) is the list of all participants in this private meeting. Use the “Add >>” arrow to move available participants into the meeting (left to right). Use the “<< Remove” button to remove participants from the meeting (right to left).

‘Private’ is unchecked – If the privacy setting is unselected, then this step is not required as the meeting is public and is available to anyone with whom the meeting link is shared.

Click on ‘Next >>’ to continue.

In Step 4, you have the option to notify topic participants of the meeting. If you wish to notify the topic participants, enter your message into the message box and press the ‘Send Email’ button. If not, click on the ‘Done’ button to skip this step.



The screen will refresh and you will be returned to the ‘Online Meeting’ page and your new meeting will be listed. The meeting will also appear at the bottom of the Control Panel options.