

Navigating the WebBoard 4.0

A User's Guide

Created for use by:

**Community Action Program for Children
Canada Prenatal Nutrition Program**

Version Date:

March 2000

Ontario's North
for the children



Le nord de l'Ontario
pour les enfants

Proudly working in partnership with 7 Community Action Programs for Children and Canada Prenatal Nutrition Programs in Northern Ontario.



Canada Prenatal Nutrition Program



Community Action Program for Children

© *Reproduction of "Navigating the WebBoard – A User's Guide" in whole or in part is prohibited unless written consent is received by the authors, Ontario's North for the children, Health Canada and the Rural Secretariat, Agriculture and Agri-Food Canada.*

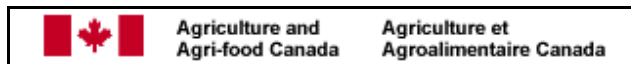
Who We Are:

Ontario's North for the children is a non-profit organization that works to secure the long term sustainability of seven Community Action Programs for Children (CAPC) which are operating throughout Northern Ontario. The seven programs service the districts of Sault Ste. Marie, Sudbury, Sioux Lookout, Thunder Bay, Timiskaming, North Bay and Cochrane. Together, they support children from prenatal to aged 6 by offering programs and services that assist the children and their families in more than 38 rural communities.

Because our programs are offered in rural Northern Ontario communities, distance has always been one of the main obstacles for organizations. By using the WebBoard, we can communicate with each other at a much lower cost than conference calls, telephone calls and in person meetings. Because of reduced costs, we are able to communicate much more regularly with each other which helps to build relationships and reduce the feelings of isolation.

Staff across Ontario are networking with each other and sharing resources, information, ideas and helpful tips. We transfer information electronically whenever possible reducing mailing costs and decreasing transit times. By sharing resources and reducing costs through WebBoard communication, we are able to put more dollars into the valuable programs and services that make a difference in the lives of the children and families we serve.

Ontario's North for the children gratefully acknowledges Health Canada and the Rural Secretariat, Agriculture and Agri-Food Canada for their generous contribution of financial & human resources to ensure the successful completion of this project.



AT WORK IN RURAL COMMUNITIES / AU SERVICE DE SES COMMUNAUTÉS RURALES



References:

- Microsoft Internet Explorer
- WebBoard 2.0 & 4.0 Help Menu
- Ontario Ministry of Agriculture, Foods and Rural Affairs

The views expressed herein do not necessarily represent the official policy of Health Canada and the Rural Secretariat, Agriculture and Agri-Food Canada.

Table of Contents

Section 1 - An Introduction To Webconferencing.....	1
<i>About Webconferencing</i>	1
<i>Benefits Of Webconferencing</i>	1
Moving Online	2
<i>Signing On</i>	2
<i>More About Signing On</i>	2
<i>Signing on From Other Locations</i>	3
<i>Group vs. Individual Access</i>	4
WebBoard Basics.....	5
Navigating The Conferences.....	6
<i>Conferences</i>	6
<i>Conference Listings</i>	7
Reading Messages.....	8
<i>To read new messages</i>	8
<i>Tips</i>	8
<i>Message Headings</i>	8
<i>Message Options</i>	9
Posting A New Topic Or Adding A Reply.....	10
<i>To create a message</i>	10
<i>Posting Tips</i>	10
<i>Formatting Tips</i>	11
Attachments.....	12
<i>Reading or Downloading Attachments</i>	12
<i>Opening Adobe Acrobat Files</i>	13
<i>Adding an Attachment to Your Message</i>	13
Chatting.....	14
<i>To Enter a Chat Room</i>	14
<i>To Post Messages</i>	14
<i>Special Notes</i>	14
<i>Exiting a Chat Room</i>	14
<i>Chatting Etiquette</i>	14
Other WebBoard Menu Functions.....	15
<i>Refresh</i>	15
<i>Profiles</i>	15
<i>Search</i>	15
<i>More Functions</i>	15
The Role of the WebBoard Moderator	16
Your Role On WebBoard.....	18
<i>Participate in Discussions</i>	18
<i>Keep Threads Untangled</i>	18
<i>Follow Up On Messages Promptly</i>	18
<i>Edit or Delete Your Messages</i>	18
<i>Help Maintain Site Security</i>	18

Frequently Asked Questions	20
Accessing Help.....	21
<i>Technical Support:</i>	21
Troubleshooting	22
<i>Inability to Access WebBoard:</i>	22
<i>CAPC/CPNP Conferences Not Appearing</i>	22
<i>WebBoard Program Freezes</i>	23
<i>Screens Hidden From View</i>	23
<i>Other Technical Difficulties:</i>	23
Your Notes	24
Section 2 – Understanding the Internet	1
<i>Connecting to the Internet</i>	1
<i>Understanding What’s on the Screen</i>	1
<i>Understanding the Standard Toolbar</i>	1
<i>Standard Toolbar Functions</i>	2
<i>Basic Terms</i>	2
<i>Typing Web Addresses Correctly</i>	2
<i>Common Mistakes</i>	2
Section 3 – Desktop Tips	1
WebBoard Tips.....	1
<i>Easy Access To WebBoard</i>	1
<i>Creating a Search on WebBoard</i>	1
<i>Attaching A File</i>	1
<i>Downloading A File Attachment</i>	2
<i>Posting Messages</i>	2
<i>Posting Long Messages</i>	4
Downloading Adobe Acrobat.....	6
Downloading Netscape Communicator 4.5.....	6
Emoticons.....	7
Closing Remarks	1
FACTSHEET: Getting Started on the Internet: The Basics.....	1
Contact Information	1
Ordering Information.....	1

Section 1 - An Introduction To Webconferencing



About Webconferencing

WebBoard is the name of the O'Reilly software used to create the webconference site.

Webconferencing allows for an easy online exchange of information and ideas. Messages are posted as topics on a conference site. Other participants can read these messages, send a reply via e-mail or post a reply on the conference site.

The Community Action Program for Children (CAPC) and Canada Prenatal Nutrition Program (CPNP) Webconferences are located on an Industry Canada server in Ottawa, Ontario. These private conferences can only be accessed by staff of Health Canada and the CAPC/CPNP projects in Ontario.

Benefits Of Webconferencing

- **Low Cost:** Your monthly or annual Internet access fee is the only cost you will incur using webconferencing.
- **Timely communication:** Messages can be read as soon as they are posted. To keep abreast of new messages, check WebBoard daily or as frequently as possible.
- **Easy Dissemination:** No more cumbersome group faxes. Simply post a message and it can then be read, printed or copied by every conference participant.
- **Easily Referenced:** There are more than 20 separate webconferences, each devoted to a different topic or audience. Messages remain on the conference site until they are deleted by the moderator.
- **Asynchronous Communication:** Read and reply to messages at your convenience--any time from any where.

WebBoard marks a new era in CAPC/CPNP projects allowing project staff to efficiently share expertise and resources.

Moving Online

Signing On

1. Connect to the Internet
2. Type in the Industry Canada Site Address www.webforum.ic.gc.ca
3. Scroll down through welcome message and select **Public Forum (English)**
4. Enter a user name and a password.

(Write this down and keep it in an easily referenced location).

5. Complete the user registration profile. Enter your name, CAPC/CPNP project, mailing address and e-mail address. Then select OK.

This will bring you to WebBoard's main welcome menu. You are at the right site if you see two conferences listed on the left:

- Health Promotion
- Social Marketing

CAPC/CPNP Ontario webconferences are private conferences. Once you have signed on to WebBoard, the WebBoard moderator will sign you on to these private webconferences. Avoid delays in gaining access by informing the moderator when you are signed on to WebBoard. Send e-mail to: onftc01@vianet.on.ca

Include the following information in your message:

- your name
- project
- zone (*North, East, Central, or South West*)
- and whether you are a Project Coordinator or Project Staff

Within a day or two, the moderator will sign you on to the private CAPC/CPNP Ontario webconferences.

More About Signing On

Bookmarks/Favourites: Mark the main welcome menu as a bookmark or favourite. It will create this automatic entry: WebBoard - Name

Select this entry from your list of bookmarks or favourites, the next time you want to access WebBoard. It creates a shortcut by bypassing the user name/password fields and bringing you to the main menu.

Signing on From Other Locations

The same user name and password can be used to sign on to WebBoard from other locations (*a home office, outreach site, etc...*)

Group vs. Individual Access

Some project participants have signed on as a group instead of individually. This is beneficial if staff members cannot regularly check the WebBoard and instead rely on colleagues to check WebBoard and then forward relevant information. If your project signs on as a group, remember the following:

- Sign your name at the bottom of each message you post. Other participants will then know who to reply to.
- Ensure there is a way to keep track of messages that others may not have read. The new message prompt will disappear as soon as the first person from your project reads the message. Staff who check the site after this will be unaware that this new message was posted. One way around this is to print messages and then post them on a bulletin board or file them in a centrally located binder.

WebBoard Basics

If you are just signing on to WebBoard, the following information will help you learn the basics quickly. A black WebBoard menu bar below your navigational commands lists the main WebBoard functions.



Post	allows you to post a message to a conference
Refresh	updates your conferences by downloading a fresh copy of the website
Chat	allows access to the conference chat rooms
Profiles	gives information on the conferences and allows you to edit your personal profile
Search	allows a search on a topic through the conferences
More	is an option menu
Help	provides information to use in case of difficulties

Below this on the left is the list of conferences, messages and replies. Messages that have been selected for reading or functions that are being performed will be shown in the right-hand window. Selecting and moving the narrow bar splitting these windows will change their size.

Conferences contain a group of message topics. Conferences can be public (open to anyone in the world who accesses the Industry Canada site) or private (available to you only once you have been signed on by the WebBoard moderator). The Health Promotion and Social Marketing webconferences that are available to you as soon as you register are public conferences. Messages can be posted and read by any user. CAPC/CPNP Ontario webconferences are private conferences.

Navigating The Conferences

Conferences

- Each conference has a plus (+) or a minus (-) sign at the far left. The + sign indicates there are minimized messages hidden from view. Pick a conference and then click on the + sign. A list of messages will appear. A downward arrow at the end of this list indicates there are additional messages to be called up. To minimize message listings, select the minus (-) sign. Messages with a + beside them have additional replies hidden from view.

WebBoard Help Tips (49)
CAPC/CPNP Ontario – general information (17)
CAPC/CPNP Provincial Coalition(5)
COMMITTEE: CAPC/CPNP Prov. Coalition - Coordinating (1)
COMMITTEE: Conference Planning (0)
COMMITTEE: Connectivity (0)
COMMITTEE: Emerging Issues (9)
COMMITTEE: FreDs (0)
COMMITTEE: Regional Evaluation Committee (81)
Evaluation (40)
FORMS: Health Canada (1)
FORMS: Policies, Procedures & Protocols (0)
Professional Development & Events (5)
PROJECT MANAGEMENT – Coordinators (4)
PROJECT MANAGEMENT - Coordinators & Health Canada (10)
SPONSORS (4)
ZONES - Central Ontario, CAPC/CPNP (27)
ZONES - Eastern Ontario, CAPC/CPNP (2)
ZONES - Northern Ontario, CAPC/CPNP (14)
ZONES - Southwestern Ontario, CAPC/CPNP (18)
CAPC/CPNP Success Stories (10)
FAS-Regional Teleconference Discussion (24)
ISSUES – Preschool, School & Learning Readiness (6)
ISSUES – Family Support & Education (5)
ISSUES – FAS – Fetal Alcohol Syndrome (12)
ISSUES - FATHERHOOD (11)
ISSUES – Food Security & Nutrition (3)
ISSUES – Healthy Child Development (9)
ISSUES – NATIONAL CHILDREN’S AGENDA (7)
ISSUES - Parenting (10)
ISSUES – Pre & Post Natal Support (3)
ISSUES – Provincial Initiatives (eg HBHC, Early Years, Speech & Language) (14)
ISSUES – Sustainability (partnerships, volunteers, \$\$\$) (6, 1 New)
ISSUES – Working with TEEN Parents (3)
Health Promotion (2)
Social Marketing (14)

- A discussion thread refers to one message topic and the replies posted by others.
- WebBoard functions are selected by moving the cursor to the button or prompt and then clicking your left mouse button.

Conference Listings

Most CAPC/CPNP Ontario webconferences are open to all CAPC/CPNP and Health Canada staff in Ontario. A few conferences are restricted to committee members, project managers, or participants from a specific zone. Please review the below list and compare it with the conferences that are listed when you access WebBoard. If you have any questions or changes, please contact the WebBoard Moderator.

Open	WebBoard Help Tips (49)
Open	CAPC/CPNP Ontario – general information (17)
Open	CAPC/CPNP Provincial Coalition(5)
Restricted	COMMITTEE: CAPC/CPNP Prov. Coalition - Coordinating (1)
Restricted	COMMITTEE: Conference Planning (0)
Restricted	COMMITTEE: Connectivity (0)
Restricted	COMMITTEE: Emerging Issues (9)
Restricted	COMMITTEE: FreDs (0)
Restricted	COMMITTEE: Regional Evaluation Committee (81)
Open	Evaluation (40)
Restricted	FORMS: Health Canada (1)
Restricted	FORMS: Policies, Procedures & Protocols (0)
Open	Professional Development & Events (5)
Restricted	PROJECT MANAGEMENT – Coordinators (4)
Restricted	PROJECT MANAGEMENT - Coordinators & Health Canada (10)
Restricted	SPONSORS (4)
Restricted	ZONES - Central Ontario, CAPC/CPNP (27)
Restricted	ZONES - Eastern Ontario, CAPC/CPNP (2)
Restricted	ZONES - Northern Ontario, CAPC/CPNP (14)
Restricted	ZONES - Southwestern Ontario, CAPC/CPNP (18)
Open	CAPC/CPNP Success Stories (10)
Open	FAS-Regional Teleconference Discussion (24)
Open	ISSUES – Preschool, School & Learning Readiness (6)
Open	ISSUES – Family Support & Education (5)
Open	ISSUES – FAS – Fetal Alcohol Syndrome (12)
Open	ISSUES - FATHERHOOD (11)
Open	ISSUES – Food Security & Nutrition (3)
Open	ISSUES – Healthy Child Development (9)
Open	ISSUES – NATIONAL CHILDREN’S AGENDA (7)
Open	ISSUES - Parenting (10)
Open	ISSUES – Pre & Post Natal Support (3)
Open	ISSUES – Provincial Initiatives (eg HBHC, Early Years, Speech & Language) (14)
Open	ISSUES – Sustainability (partnerships, volunteers, \$\$\$) (6, 1 New)
Open	ISSUES – Working with TEEN Parents (3)
Public	Health Promotion (2)
Public	Social Marketing (14)

Reading Messages

When you enter WebBoard, a text message will indicate how many new messages you have.

To read new messages

1. Click on the **New Message** prompt or select the **More** function in the black WebBoard menu bar and then scroll down the list to select **New Messages**.
2. Select a message to read. Messages are listed in order to the conferences, for example, messages in the first conference will appear at the top. Once selected, the message will be shown in the right WebBoard window.
3. After reading the message, click on the next message to read.
4. Read a group of replies by selecting the first message posted and then using the scroll bar at the far right to move down through all replies. Clicking on a reply instead of the first message posted will only bring up this single message.
5. After reading all messages, select **More** from the menu bar, then <mark all read>. If you do not mark messages as read, they will again be highlighted the next time you access WebBoard.
6. If you have too many messages to read at one time, you can go back to these at another time. The messages read will be a different colour.

Tips

- Read all messages within a specific conference

As many as 20-40 messages will be posted each week. Checking the conferences and marking messages as read on a daily basis will prevent a backlog from accumulating

Message Headings

The following text is a sample of the headings that will appear at the top of each message.

TOP | Post | Reply | Reply/Quote | Email Reply | Delete | Edit

Topic: WEBBOARD - More Posting Tips (6 of 25), Read 208 times
Conf: CAPC/CPNP Ontario - general info
From: onftc01.vianet.on.ca (conference moderator)
Date: Friday, August 28, 2000 09:18 AM

Message Options

- Use **Post** to create a new topic.
- Use **Reply** to respond to this message
- Use **Reply/Quote** to respond to this message and include a copy of the original message. This option is recommended, especially if it is a personal or congratulatory reply.
- Use **E-mail Reply** if your response is only of interest to the person who posted the message. ie. ordering a resource, responding with your availability for a meeting, etc... Selecting this function will take you out of WebBoard to your e-mail program with the author's name entered as the recipient of your message.
- **Delete** - you can only delete messages you have created
- **Edit** - you can only edit messages you have created.
- **Previous | Next | Previous Topic | Next Topic** - These navigational prompts allow you to move to a previous or subsequent reply or topic.

Posting A New Topic Or Adding A Reply

To create a message

1. Select **Post** from the WebBoard menu bar or select **Post** or **Reply** from a message heading.
2. Enter your topic. Create a title which accurately reflects your message. When replying to a message, WebBoard automatically enters the original topic title. Editing this title to reflect your message will facilitate easier reference.
3. Check your preferred options:
 - **Convert line breaks to HTML Breaks** - Check this box. When this function is NOT checked off, your message may be posted as one single run-on paragraph.
 - **Anonymous** - Check this if you wish to exclude your name from the message heading.
 - **Preview Message** - Use to review long messages without a spell check.
 - **Preview/Spell Check** - Use only on short messages.
 - **Attach File** - See Section 3 for detailed instructions.
4. Type in your message.
5. Select **Post**.

If you have a preview option selected, WebBoard will show your message as it will appear when posted. Use the **Back** navigational function to return to the editing mode and make required changes. Select **Post** to return to Preview and then the **Post** button in the Preview mode once you are satisfied with the appearance of your message.

Posting Tips

- WebBoard messages, like e-mail, are **brief and informal**.
- **Include specifics in your title.** This applies to reply messages as well. When posting a reply, position your cursor in the title bar and change the title to reflect your response.
- **Never post a message without entering a title.** If information is urgent or requires a specific action, include that in the title with a tag word ie. URGENT - March 31 Report Deadline.
- **Avoid using the WebBoard spell check on long messages.** This frequently results in the system getting hung up. Select **Preview** instead of **Preview/Spell check** on long messages.

- **Write long messages in your word-processing file**, then copy and paste text into the WebBoard text field. This allows you to save a draft or incomplete message. It uses up less of your Internet time, and it allows you to run your word-processing spell check instead of the WebBoard spell check.
- **Editing or Deleting Messages:** These options appear on all messages but will only be accessible to you on messages you have created. Selecting the edit command will bring up your original message in the posting format. You can then change any part of the title or message text. Delete your messages if they are out-of-date, incorrect or no longer relevant. Deleted messages can be retrieved by the moderator if necessary.
- **Post related messages as a topic and reply instead of two separate topics.** The more organized our postings are into topic strings, the easier WebBoard will be to navigate.

Formatting Tips

- Use new paragraphs, or break up your text with a row of dashes to separate sections
- Lists are more readable with spaces between them and a dash in front.
- Avoid using all caps - known in web-lingo as "shouting".

Attachments

Attachments are a great way to disseminate specially-formatted files, such as spreadsheets, forms or questionnaires. Here are a few tips on effective use of attachments.

Use Attachments Only for Lengthy or Highly Formatted Documents

Attachments take more time to open and read. If the information is brief or in simple text form, a few minutes spent inserting the text as part of your message will reduce the amount of time every participant will then spend accessing the information. A row of dashes can be used to set it apart.

Save in Earlier Software Versions

Not everyone will have access to the latest software. Save your attachments in a version most people will be likely to have, ie. WordPerfect 6.1 instead of WP 8.0., or Windows 95 rather than 98.

Protect Yourself Against Viruses

Reduce the risk of downloading a virus on your system by checking every file before you open it. Even files from the most reputable sources can occasionally be infected with a virus. Save attachments to disk, then scan the disk for viruses before opening it. An ounce of prevention is worth a pound of cure.

Reading or Downloading Attachments

1. Click on the file attachment. A prompt message appears with two choices.
 - **Open it**
 - **Save it to disk**
2. Select the "**Save it to disk**" option.
3. Save the file onto your A:/drive and be sure to specify the file type ie. phyletic for Word; file wkb for Excel. Scan for viruses on your A:/drive. If you detect a virus when downloading an attachment, post a message on WebBoard and inform the WebBoard Moderator immediately.
4. Open the required program and then open the file.

Opening Adobe Acrobat Files

Adobe Acrobat is a program frequently used by government departments and other groups to transfer specially-formatted files such as forms and applications. To download these files, you will need to install Adobe Acrobat Reader on your system. This program is available for free from various sources. www.adobe.com/prodindex/acrobat. See Section 3 for details on how to download Adobe Acrobat Reader.

Adding an Attachment to Your Message

To attach a file, you must be using Netscape Navigator 3.0 or Internet Explorer or higher. See Section 3 for details on how to download the latest Netscape Navigator version.

1. Select the **Post** function from the WebBoard menu bar
2. Click the **Attach File** check box
3. Enter and preview your message in the normal fashion. Once your message is complete, select **Post**
4. The **Attach File** function opens. Select the appropriate category for your file and then click on **Browse** to select your attachment
5. A **File Upload** function opens
6. Select the desired file from your directories. Click on **Open** and then select the file description
7. Select **Upload Another** to add additional attachments
8. Select **Upload Now** to post the message with selected attachments

Chatting

The **Chatting** function or WebBoard allows you to exchange text messages in a dialogue with other users. A separate chat room is available for each of the CAPC/CPNP accessing.

To Enter a Chat Room

- Select the chat function from the black WebBoard menu bar - A list of chat rooms will appear.
- Select the chat room you wish to open - A Chat window will appear showing the activity and dialogue in the chat room.

To Post Messages

1. Type in short messages (up to 500 characters) into the textbox field at the top of your Chat window. Click **Send** to post your message.
2. Use **Compose** for longer messages or to change the font, size or colour of your message:
 - Select Compose**
 - Type message into the compose textbox
 - Customize your message if you desire
 - Click **Send** to post your message
 - Use the **Clear** function to cancel a message or type in a new one
 - Use the **Close** box to exit the compose function

Special Notes

- Chat room discussions can quickly go off in many different directions as each participant posts their reply. It is best to keep chat discussions focused on a specific topic.
- The speed that your message appears is determined by your computer system. With Pentium systems, messages should appear almost instantaneously.
- It is not possible to print or save your chat dialogue.
- Schedule a chat session and invite others to attend. The greatest limitation of the chat function is that there are rarely other people in the chat rooms.
- If your Chat window seems to disappear, minimize your WebBoard window using the top right buttons. Sometimes the main WebBoard window becomes maximized and covers the Chat window.

Exiting a Chat Room

To end a Chat session, select **Close** from the Chat menu bar. You will be asked to confirm that you want to exit. Click **OK**.

Chatting Etiquette

Inform other users if you are called away on another task or exit the chat room. This sends a message to other users, indicating you have left the chat room.

Other WebBoard Menu Functions

Refresh

This signals your navigational software to upload the latest WebBoard information including new messages.

Profiles

Profiles provides an overview of each conference and allows you to access your user profile. Update your profile if your contact information changes (*ie. Telephone number, address, or e-mail address*). You can also go in and change your user name and password. You are encouraged to list your project name and position as well as areas of expertise or interest.

Search

WebBoard can perform simple searches of text within topic titles alone or within topic titles and message bodies. You will be prompted to enter the search text and select the specific string of words in sequence. It cannot perform advanced search techniques such as those using “and” or “or”. Adding clear, informative titles to all messages will help improve the effectiveness of the Search function.

More Functions

The **More Functions** in the main WebBoard menu bar will bring up the following optional tasks:

Edit you profile	Edit your personal profile
Address Book	Manage your address book
Mailing Lists	Subscribe to mailing lists
Email Notification	Receive notification of new messages
Search Users	Search the user database
Current Users	View users who are logged in now
Today's Users	View users who logged in today
Top 10 Users	View the top 10 users by logins
Top 10 Posters	View the top 10 message posters
Mark All Read	Mark new messages as read
Today's Messages	View messages posted today
Conference profiles	View conference profiles
List Boards	View a list of available boards
Login Again	Login as a different user

The Role of the WebBoard Moderator

The WebBoard Moderator's role is to facilitate your use of the CAPC/CPNP Ontario webconferences. The Moderator can be reached at: onftc01@vianet.on.ca

The role of the moderator is to

- Maintain an up-to-date participant list of CAPC, CPNP and Health Canada staff who should have access to the CAPC/CPNP Ontario webconferences
- Sign on and remove participants from the CAPC/CPNP Ontario conferences
- Post tips/information to enhance WebBoard use
- Review messages and ensure there are no problems with format, links and attachments. If there are, the moderator may ask the author to edit the message to resolve any difficulties
- Provide training and technical support to webconference participants
- Liaise with the Ontario Connectivity Team comprised of representatives from Health Canada and project staff from each zone
- Follow up with the Industry Canada WebBoard Administrator when the site is down and inform users of any technical difficulties or changes to system configuration
- Delete messages which are out-of-date or irrelevant
- Access and retrieve archived messages if necessary

CONFERENCE FACILITATOR

**Does connectivity intrigue you?
Do you have a particular area of interest?
Do you want a lively and yes, even fun Webconference?
Then this may be for you!
'-)**

We would like to continue or increase the activity of the conferences. This is strictly a volunteer position, but each person must commit to a few minutes a month.

As conference facilitator, your key role will be to keep communication lively and active on the conference. Let's make WebBoard an incredible tool for us to continue working with children and families.

Purpose

- To ease communication in a conference
- Evaluate communication and activity in conference
- Initiate communication to a conference
- Liaise with Moderator if problems arise

Objective

- To keep conferences lively
- To ask questions in the conference, to keep communication active

Responsibilities

- Volunteer position
- Twice monthly, go into conference, and evaluate activity
- Prevent conference from becoming stagnant
- If activity is slow, present a question or issue to reengage communication thereby resuming activity and communication

For more information regarding the Volunteer Conference Facilitator position, please contact the WebBoard Moderator at onftc01@vianet.on.ca

Your Role On WebBoard

Check the Conferences Daily

As many as 20-40 messages are posted each week. Checking the conferences and marking messages as read on a daily basis will ensure you do not miss time-sensitive or urgent information.

Participate in Discussions

We all play a role in the success of the CAPC/CPNP Ontario webconferences. Webconferencing is a communication tool. If we do not respond to postings or participate in discussions, the full advantages of this communications medium will not be realized.

Keep Threads Untangled

Help ensure messages are easier to find and reference by:

- Posting information under the most appropriate conference, i.e. workshop information in the Professional Development and Events conference: a new CPNP resource under ISSUES: Nutrition
- Keeping messages focused on one subject. Don't add unrelated information to the end of a message: post it as a separate topic
- Adding clear and specific information in your title such as the following:

Use	Instead of
New Action Kit for Fathers Now Available	Here's a great resource
XYZ Foundation Deadline-March 31	Don't Miss This
URGENT: Reps Needed for Workshop Team	Conference Update

Follow Up On Messages Promptly

One of the pitfalls of WebBoard is that there is no function to automatically mark postings which require further action. Without something to trigger a follow-up, the response is likely to be forgotten. To alleviate this, some users copy the message text into an e-mail to themselves. Others print a hard copy to file in a "To Do" or "Response Required" file on their desk.

Edit or Delete Your Messages

WebBoard participants can edit or delete messages they have posted. This will help "clean up" the site and make it easier to use.

Help Maintain Site Security

The WebBoard Moderator regularly posts a list on webconference site of all individuals who should have access to the CAPC/CPNP Ontario conferences. Projects are responsible for contacting the moderator when staff join or leave employment with the project so that the list can

be kept current and that these users can be added to or deleted from the private CAPC/CPNP Ontario conferences.

Frequently Asked Questions

- 1. What do I do if my Internet Access "Times Out" while I am posting a message?**
Minimize your Internet usage and avoid losing unsaved text when time-outs occur by writing your message in your word-processing program and then pasting text into WebBoard.
- 2. Some of my messages are missing now. Do I lose them after I mark them as Read?**
Messages marked as read remain on the conference until they are deleted by the author or Moderator. Hit the (+) button to see all messages or replies.
- 3. I clicked onto an attachment but still could not read it. What do I do?**
The file will not be opened if your system cannot automatically determine what type of file it is opening. In this case, you may be prompted to "save it to disk". Save it to disk and then open it by specifying the file type after you enter your word-processing program. To reduce the risk of viruses infecting your system, download all new files to the A:/drive and run a virus scan on this drive before opening the file.
- 4. My staff are just joining the conferences. What steps do they need to take?**
First, they must sign on to WebBoard 2.0 as a new user. They should then post a message of introduction. This informs the moderator that they have joined the site and can be given access to the CAPC/CPNP Ontario webconferences, or e-mail Moderator at onftc01@vianet.on.ca
- 5. I forgot my password and signed on again as a new user. Will this affect my conference access?**
When you sign on with a different password, you are like a new user and like a new user you must be signed on to all the conferences again by the conference Moderator. Another option is to contact the Moderator and ask to have your user profile edited.

Accessing Help

Online Help:

A comprehensive overview of most WebBoard functions is available through the Online Help function. Separate chapters cover all major topics and users can also search through a Help index.

Technical Support:

Technical support is also available by contacting the WebBoard Moderator at: onftc01@vianet.on.ca This individual is on hand to provide assistance and answer any inquiry you might have.

For more technical issues, the Moderator will contact the WebBoard administrator at Industry Canada on your behalf.

For a faster resolution of your difficulty, be sure to include as many specifics as possible in your e-mail message to the Moderator as well as the time of day when it is best to contact you.

Troubleshooting

Inability to Access WebBoard:

- **Server not responding**

Occasionally the server which runs WebBoard will go down. When this occurs, you will receive an error message indicating the server is not responding and advising you to contact the WebBoard Administrator. Try again a few hours later. If it is down more than one day, contact the WebBoard Moderator at: onftc01@vianet.on.ca

The WebBoard Moderator will have contacted the WebBoard Administrator on behalf of the CAPC/CPNP projects and may send an e-mail to your Health Canada program consultant for distribution to projects apprising them of the situation.

- **Bookmark/Favourites Shortcut No Longer Working**

Difficulties are sometimes caused by changes to the system configuration of the Industry Canada server. This disables an existing bookmark or similar shortcut, and a new one must be created. To access WebBoard: <http://webforum.ic.gc.ca> This will bring you to the Health promotion Online site. Scroll half way down the page to **Public Forum (English)** and click on it:

1. Enter your user name and password
2. Once at the main WebBoard log in window, recreate your bookmark/favourite or other shortcut method.

Note: *Do not check off the boxes asking you to enter as a guest or new user. If you do, WebBoard will identify you as a new user and you will no longer have access to the CAPC/CPNP conferences.*

CAPC/CPNP Conferences Not Appearing

- **New Users**

When you first sign on to WebBoard, only the **Health Promotion and Social Marketing** conferences will be shown. These are public conferences. The CAPC/CPNP Ontario conferences are private conferences and remain hidden from view until you are given access to them by the WebBoard Moderator. The Moderator must wait for you to register on WebBoard before signing you on to the private conferences. It cannot be done in advance.

If you see other conference names but not **Health Promotion and Social Marketing**, you have probably typed in the address incorrectly. Industry Canada does have similar webconferences for other groups on the same WebBoard server. Try again with: <http://webforum.ic.gc.ca>

- **Previous Users**

If you have had access to CAPC/CPNP Ontario conferences in the past but these conferences are now hidden from view, it is likely the result of an incorrectly typed user name or password. WebBoard is case-sensitive. Your user name and password must always be typed in exactly the same manner and using the same upper case and lower case letters. WebBoard will identify Jane Doe, J Doe, jane doe as three separate users.

If you forget your password or inadvertently enter WebBoard using a variation of your user name and password, you may need to be re-signed on to all CAPC/CPNP Ontario webconferences. This must be done one conference at a time and is a time-consuming process for the WebBoard Moderator. Another solution is to contact the WebBoard Moderator and they can update your profile, assuming you don't mind giving someone else your password. This makes the process faster and then you are not shown as more than one user.

Please record your user name and password in an easily remembered location!

IF YOU DO NOT ACCESS THE WEBBOARD IN 90 DAYS, THE SOFTWARE WILL AUTOMATICALLY DELETE YOU FROM THE WEBBOARD!

WebBoard Program Freezes

WebBoard can get “hung up” by the following tasks:

- Preview/Spell check of long messages
- Editing long messages
- Editing messages with “cut and pasted” text

When this occurs, use The **Back** navigator function to return to the previous screen. Make sure the Preview/Spell check function is not checked off and try posting again. This problem can be avoided by writing long messages in your word-processing program.

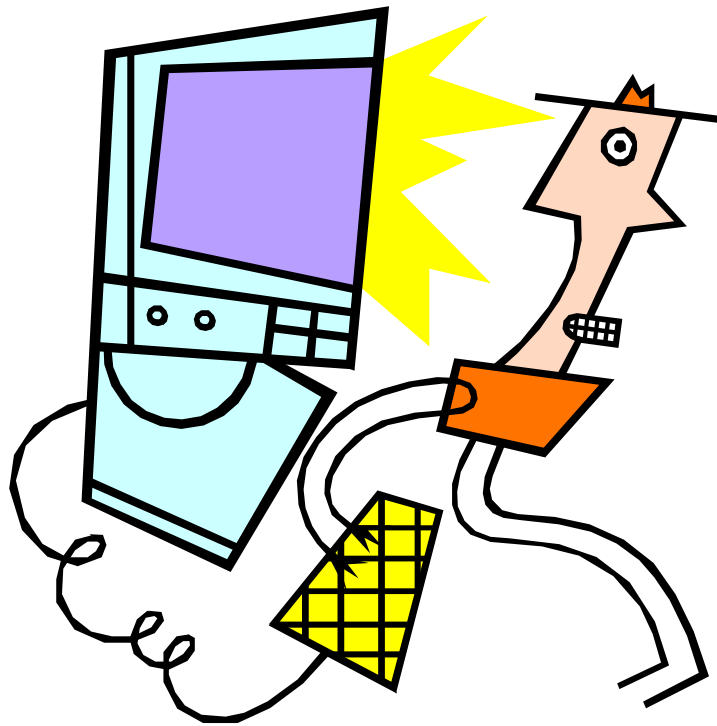
Screens Hidden From View

WebBoard will frequently tile full-size windows on top of others. Previous Window/function have disappeared from view but are still open. Look at the top title bar to identify which screen is being displayed and use the close or minimize (-) button to retrieve underlying screens.

Other Technical Difficulties:

If you are unable to access WebBoard or the CAPC/CPNP Ontario conferences and you have ruled out the previously listed situations, please contact the WebBoard Moderator at: onftc01@vianet.on.ca Include details of the difficulty you are experiencing in your message to the moderator.

Section 2 – Understanding the Internet



Connecting to the Internet

To start your Internet, double click your Internet icon on your desktop. You will see a sign in dialog box, enter your name and the password that was provided to you by your Internet server, and click on connect.

Now that you are connected to the Internet, you will see your start page/home page. Don't worry if your screen does not look like the example on the next page, some people will use Netscape, others will use Internet explorer.

Understanding What's on the Screen

Title bar

- At the top of the window, it shows the name of the Web document you are currently looking at. Also the minimize (–), maximize (□), and restore icons as well as the closing icon (×)

Menu Bar

- Contains file, edit, view, go, etc. (different programs have different menus)
- If you click on one of the menu names, a drop down menu will give you additional options

Standard

- Most frequently used
- Contains back, forward, refresh/reload, home, etc.

Address bar

- Contains the current web address that you are viewing
- This is where you type in an address if you are searching for a Website, such as www.webforum.ic.gc.ca

Understanding the Standard Toolbar

The standard tool bar will be different depending on what program you are using (Internet Explorer or Netscape), but the buttons do the same things. For example, Explorer will have the back and forward buttons along with stop, refresh, and home buttons while Netscape will have back, forward, reload, home, search, guide, and print buttons. Although they look different, they are fairly similar.

*Note: **Favorites** in Explorer are like **Bookmarks** in Netscape.*

Standard Toolbar Functions

Command	Action
Back	• goes back one document at a time
Forward	• will go forward one document if you have already gone back one
Stop	• will stop an action
Refresh	• will download a fresh copy of the current document
Home	• brings you back to your home page
Search	• will bring up search engines
Favorites	• displays favorite sites that you have marked
Bookmarks	• displays sites you have marked (for frequent use)

Basic Terms

Web server	• A program that finds requests from you for a particular Web page
Web site	• A collection of Web pages. A site has a unique Internet address that identifies its location such as our WebBoard
Home page	• A simple phrase for “home base”. Some favorite home pages are Netscape, Yahoo, and Microsoft Internet Explorer

Typing Web Addresses Correctly

A Web address is called a URL. It has 3 parts:

- Protocol (www.)
- Name (yahoo.)
- Resource location and name (com)

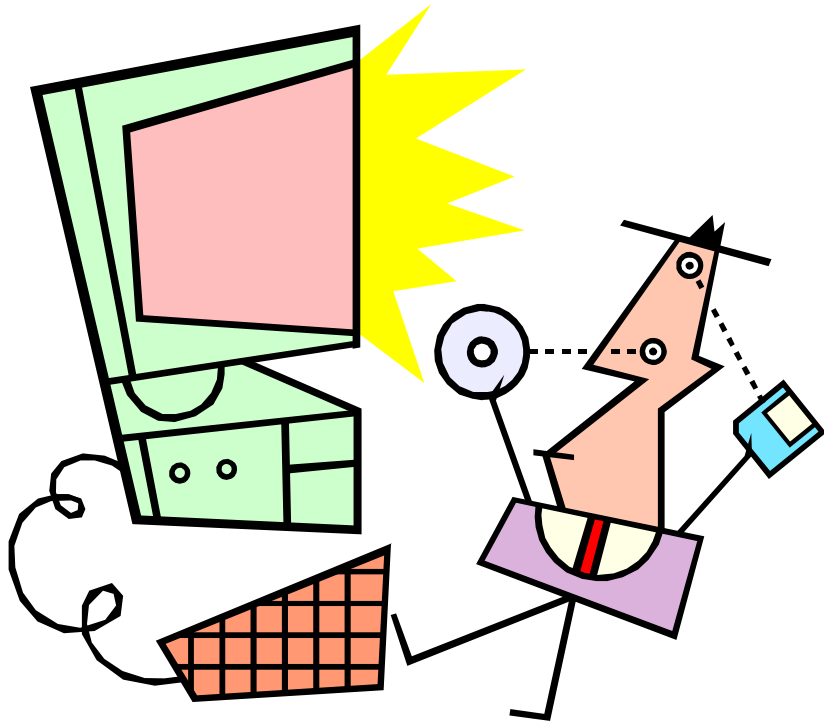
Because URL's are case sensitive an address must be typed in exactly. For example, if an address is **www.yahoo.com** the computer will **not** accept www.Yahoo.COM.

Common Mistakes

To avoid errors when typing Web addresses, note the following:

- URLs are case sensitive. Be sure to copy the pattern of the address correctly
- Do not put any spaces in your addresses
- Check that you put the periods and slashes in the correct places
- Most documents are named with an extension the part of the file name after the period. Most extensions are.html, but sometimes it's .htm or .asp. Make sure you type it correctly

Section 3 – Desktop Tips



WebBoard Tips

Easy Access To WebBoard

The easiest way to access the WebBoard is to use a bookmark. Instead of book marking the main address www.webforum.ic.gc.ca, bookmark your log in screen. For first time users this is the method I suggest:

- Type in the WebBoard address in your location window at the top of your screen www.webforum.ic.gc.ca
- You will come to the Health Canada Online page
- Scroll down to the middle of the page till you come to **Public Forum (English)** and click on it
- The next screen you come to will be your login page
- If you are a current user add bookmark now
- When you want to access WebBoard from then on just go to your bookmarks, click on your WebBoard login and this screen will come up
- Type in your user name and password and you are connected

Creating a Search on WebBoard

To create a search on WebBoard you must go to the menu bar and click **Search**.

1. If you know the conference that your search is in highlight it
 - Type in special or distinguishing words and click **Search**
2. If you do not know the conference that your search is in, you will have to go through each conference one at a time
 - You will not have to re-type your search words, but you will have to click on each different conference

Attaching A File

There are some easy steps to attaching files to your postings on WebBoard:

- Click on the + beside the conference you want
- Click on **Post**
- Type in the topic
- Check the box **Attach File** (*under the preview/spell check*)
- Click **Post**
- The **Preview Message** window will appear (no attachment will be visible)
- Click **Post**
- The **Attach File** window will be visible
- Choose a category (*document, picture, visual etc.*)
- Choose a file (*browse*)
- Type in the file description (*WordPerfect, ms word etc.*)
- Click on **Upload** now
- Your attachment will now show as posted

Downloading A File Attachment

Opening and saving your downloaded attachment in the following manner will save your computer from contracting a virus associated with the Internet.

1. Click on the file attachment
2. You should receive a prompt message with two choices:
 - **Open it**
 - **Save to disk**
3. Select the **Save To Disk** option
4. Save the file onto your A:/ drive and be sure to specify the file (i.e. WordPerfect, Word, text file)
5. Scan for viruses on your A:/ drive
6. Open your word processing package
7. Open the file

Posting Messages

A couple of notes about posting messages that will help ensure the conferences' continued ease of use:

- When posting, you have four choices:

Post	<ul style="list-style-type: none"> • To post a new message topic.
Reply	<ul style="list-style-type: none"> • To respond or add information pertaining to a message already posted.
Reply /Quote	<ul style="list-style-type: none"> • Same as reply except a copy of the original message that you are replying to is also included in the body of the text. A good time to use this is when you are providing editorial comments about the original message. In most other circumstances, having the text of both messages listed is cumbersome. Use reply instead.
E-Mail Reply	<ul style="list-style-type: none"> • Used when your response is only pertinent to one person.

- A group of “like” messages is called a thread. A good example can be seen under WebBoard FAQ’s. These are additional tips and replies to the first FAQ posting so that users only need to go to one location to find all WebBoard tips.
- When replying or adding information pertaining to a message already posted, do not “post” your message. This would create a new heading and users will need to go to both the original message and your new “posting” for information on the same topic. Instead use the **Reply** to keep messages of a “like” subject together.
- When replying to a message change the **Topic Heading** shown in the small box at the top of your posting screen. WebBoard automatically gives the heading of the original message. By editing this, your heading can more accurately reflect your response and make messages

easier to reference.

- For easier formatting of your message, be sure to check off two of the five boxes seen directly below the **Topic** box:
 - Checking the **Convert Line Breaks** will prevent run-on single-paragraph messages by adding html breaks where you have typed in line breaks. When this box is not checked off, html ignores your line breaks and creates a single, quite often unreadable paragraph.
 - Check the **Preview** to see your message before it is posted. You can then use the **Back** function to return to the editing screen, if changes need to be made. When posting a message typed in French, *do not* check the **Spell Check/Preview** box. WebBoard does not accept the French spelling and will give you an error message.
- The (+) icon beside a topic indicates if there are any other messages related to the topic. The (-) icon indicates that there are no other related messages pertaining to that topic.

Posting Long Messages

If you are planning to post a long message, write it in your word processing program and then cut/copy and paste it onto WebBoard. Three reasons for taking this approach are:

1. It allows you to save your message separately which is especially helpful if you are called away on another task in the middle of writing your message
2. It uses up less of your Internet time
3. It allows you to run your word processing spell check instead of the WebBoard spell check

Special Notes When Posting Long Messages

- **WebBoard Spell check**
I've noticed that the WebBoard spell check function frequently gets hung up on longer messages. You can usually get around this by using the back function in the top left corner to return to the posting menu. Below your message title are six boxes. Check the preview instead of the preview/spell check button and try posting again. This usually resolves the problem. If you are writing a long message on WebBoard, make sure the preview/spell check box is NOT checked off.
- **Copy and Paste Tips**
Using the following cut and paste method will keep your original as a personal copy on disk:
 - Highlight what you want to post
 - Go to **Edit Copy**
 - Go to WebBoard select the conference you want to post to
 - Click on the + beside the conference, then click **Post**
 - Click in the **Post** window
 - Go **Edit, Paste** and your message will be copied to WebBoard

- Click **Post**

Downloading Adobe Acrobat

1. Connect to the Internet
2. In the location window type the following address and hit **Enter**:
www.adobe.com/supportservice/custsupport/LIBRARY/acwin.htm
3. Scroll down to: **Acrobat** **Macintosh** **Windows** and click on **Windows**
4. Go to : **All Versions** and click on **download**
5. Open the file
6. Click **OK**
7. File will start to download
8. Follow instructions on the screen

Downloading Netscape Communicator

1. Connect to the Internet
2. In the location box (address box) at the top of your screen, type the following address and hit **Enter**: home.netscape.com/download/thanks.html
3. When you get to next screen you will see:
You are Here: Home>Computing&Internet>download>Netscape Products>Thank You
4. Click on **Thank You**
5. On the next screen you will see:

Download the New Netscape Communicator

Full Download on Communicator

Windows 95/98/NT

6. Click on **Windows 95/98/NT**
7. Scroll to bottom of the screen
8. Click on **Download Communicator without using Smartdownload**
9. Save to your Desktop

Notes:

- Depending on your modem speed, it will take about 1.5 hrs to download Communicator 4.5
- Be aware you may lose Bookmarks and Addresses when you download the new version. Make sure to have your information written down before downloading Communicator 4.5

Emoticons

Unlike speaking to a person on the telephone or in person, it is often difficult to inflect emotion in the written word. To help us out and prevent disastrous miscommunications and misunderstandings, several symbols were created by frequent users. By adding an Emoticon to the end of a sentence, your readers will know how to properly interpret your messages. It is a lot quicker than typing « I'm just kidding » each time you are joking, and it is a lot safer than having someone misinterpret you. Try adding one of these simple symbols to your message the next time you send an e-mail or post to the WeBoard. Feel free to create your own too! ;-)

:-)	Humour/Smile
:/	Not Funny
`-)	Wink
:-*	OOPS(Covering Mouth With Hand)
:-D	Said With A Smile Or Laugh
:-C	Unbelieving (Jaw Drop)
:-J	Toungue-In-Cheek Comments
:*)	Clowning Around
/-(Late Night Messages

Closing Remarks

We are very excited about all of the opportunities that the WebBoard is making available for Ontario's North for the children / Le nord de l'Ontario pour les enfants. We can now communicate easily and inexpensively among programs even though there is as much as 14 hours distance between some of our partners. As well, we can communicate freely with the staff at Health Canada and the staff of Community Action Programs for Children and the Canada Prenatal Nutrition Programs across Ontario. Now we share resource information, assist each other by sharing our successes and challenges and keep abreast of current information to assist children to grow into strong and healthy adults.

We hope that this manual has assisted in your orientation to Web Conferencing. We wish you much success in your endeavors.

Ontario's North
for the children



Le nord de l'Ontario
pour les enfants

Supporting Community Action Programs for Children and Canada Prenatal Nutrition Programs through a financial contribution by Health Canada and Rural Secretariat, Agriculture and Agri-Food Canada.



Getting Started on the Internet : The Basics

<http://www.gov.on.ca/OMAFRA/english/rural/facts/98-055.htm>

Contact Information

Ontario's North
for the children



Le nord de l'Ontario
pour les enfants

Ontario's North for the children /Le nord de l'Ontario pour les enfants

P.O. Box 1118, 30 Hill Street
Chelmsford, ON
P0M 1L0

Phone: (705) 677-0909

Fax: (705) 673-3354

Email: onftc01@vianet.on.ca

Ordering Information

For your convenience additional copies of "Navigating the WebBoard – A User's Guide" can be purchased on diskette in Microsoft Word format, electronic transfer or in a printed and bound format in either official language. Please send \$20.00 plus shipping and handling to Ontario's North for the children at the address listed above. A discount will be applied to orders of 25 copies or more.

*This project was
made possible through a financial contribution from
Health Canada*



Health Canada Santé
Canada Canada