

WIKIFORCE USER GUIDE

Created by
Jose Pedro Iglesias

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Introduction

Wiki is an application for creating and editing wiki pages.

It allows the user to:

- Create multiple Wikis to allow another place to collaborate on a project or interest.
- Create pages instantly with standard Wiki markup code or a rich-text editor.
- Categorizing pages into logical parent and children groups with point-and-click interface.
- Display structured Salesforce.com data within the unstructured Wiki page.
- Embed Salesforce.com object links directly within the Wiki text.

In Wiki you will enjoy the pleasure of helping and being part of a great community without long registration forms.

Wiki is built 100% native on the Force.com platform.

Inbound/Outbound Email interface lets you subscribe to a wiki or move the wiki to your inbox.

Wiki Overview

In this page you have two tabs:

1. In My Wikis you can see all the wikis in which you are a member.
2. In All Wikis you can see all the wikis except the ones which are private.

In the left of the screen there are two lists:

3. In My Favorites you see the 5 pages that were selected as favorites more times.
4. In My Recent Changes you see the 5 last pages that were created.

The screenshot shows the Salesforce Wiki Overview page. At the top, there's a navigation bar with 'force.com' logo, 'Setup', 'System Log', 'Help', 'Logout', and a search bar. Below this is a green header bar with 'Wiki Overview' and a search box. The main content area is divided into three columns. The left column contains 'My Favorites' (labeled 3) and 'My Recent Changes' (labeled 4). The middle column shows a list of wikis (labeled 1 and 2) with filters and pagination. The right column shows 'Recently Updated Pages'. A red line points from the 'Unjoin | Edit | Del' link for the 'Pets' wiki to a callout box at the bottom left that says 'Click here to Join/Unjoin, Edit or Delete the Wiki'.

force.com 120

Setup · System Log · Help · Logout

force.com apps Wiki

Home Wikis

Wiki Overview

Find Wiki Pages Search Help for this page

My Favorites

necklaces Pets

Wich shampoo is better? Pets

My Recent Changes

How to dye the hair of your pet Pets

Wich shampoo is better? Pets

necklaces Pets

Bones Pets

Balls Pets

Setup

Manage Configuration

1 My Wikis 2 All Wikis

Wiki

Filter ALL A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Previous Page (1 - 1) Next Page

Unjoin | Edit | Del Baseball

Unjoin | Edit | Del Movies

Unjoin | Edit | Del Pets Everything related with pets.

Previous Page (1 - 1) Next Page

Click here to create New Wiki Create New Wiki

Recently Updated Pages

How to dye the hair of your pet Jose Iglesias in Pets on 10/23/2009 11:01 AM

Wich shampoo is better? Jose Iglesias in Pets on 10/23/2009 10:59 AM

necklaces Jose Iglesias in Pets on 10/23/2009 10:59 AM

Bones Jose Iglesias in Pets on 10/23/2009 10:58 AM

Balls Jose Iglesias in Pets on 10/23/2009 10:58 AM

Accessories for pets List of the best accessories for pets Jose Iglesias in Pets on 10/23/2009 10:57 AM

Shampoos for dog Description for the best shampoos for dogs. Jose Iglesias in Pets on 10/23/2009 10:55 AM

How to bathe a dog Steps to bathe a dog Jose Iglesias in Pets on 10/23/2009 10:53 AM

Home | Wikis | All Tabs

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Access

In Wiki there are three types of wikis: Open, Closed and Private. In each type of wiki there are three profiles: Public, Member and Admin. Member users can do anything Public users can. Admin users can do anything Member or Public users can. In every wiki anyone can delete or edit the wikis, pages and comments he creates.

The rules for the different type of wikis are the following:

Open wikis:

Anyone can join the wiki. Anyone can view the pages with its comments. Anyone can add comments in the different pages. Members can create pages. Admins can create wikis.

Closed wikis:

To join the wiki an admin must invite you. Anyone can view the pages with its comments. Members can create pages and add comments. Admins can create wikis.

Private wikis:

To join the wiki an admin must invite you. Members can create and view pages and add comments. Admins can create wikis.

Create Wiki

- In the Create New Wiki page you will be able to choose the name, description, logo, portal users access and access type of the new wiki.
- If you select the option "Allow Customer Portal Users", the customer portal users can see the wiki.
- If you select the option "Allow Partner Portal Users", the partner portal users can see the wiki.
- After that you click on Create to finish creating the wiki or you click on Create And Add Members to create the wiki and edit its members.

force.com 100 [Setup](#) [System Log](#) [Help](#) [Logout](#) **force.com** apps Wiki

Home Wikis

Wiki pages Overview Find Wiki Pages Search Help for this page

Wiki Overview > Wiki Team Overview > Wiki Create Wiki

My Favorites

- ★ [necklaces](#) Pets
- ★ [Wich shampoo is better?](#) Pets

My Recent Changes

- [How to dye the hair of your pet](#) Pets
- [Wich shampoo is better?](#) Pets
- [necklaces](#) Pets
- [Bones](#) Pets
- [Balls](#) Pets

Create New Wiki

[Back](#)

Settings

Wiki Name

Description
(32k character limit) - Characters remaining: 32000

Wiki Avatar
current picture

Select the image file

File size limit 512kB. If your upload does not work, try a smaller picture. Ideal size is 100 pixels high by 100 pixels wide.
☐ I certify that I have the rights to distribute this picture and it does not violate the [Terms of Use](#)

Portal Users

- ☐ Allow Customer Portal Users
- ☐ Allow Partner Portal Users

Access

- ☒ Open
Anyone can join. Anyone can see the Wiki information and content.
- ☐ Closed
Wiki Administrator must invite users to join. Anyone can see the Wiki information and content.
- ☐ Private
This Wiki will not appear in search results or in the profiles of its members. Membership is by invitation only, and only members can see the Wiki information and content.

[Create](#) [Create And Add Members](#) [Cancel](#)

Home | Wikis | All Tabs

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force.com

Setup · System Log · Help · Logout

force.com apps Wiki

Home Wikis

Wiki pages Overview

Find Wiki Pages Enter wiki page... Search

Help for this page

Wiki Overview > Wiki Team Overview > Wiki Create Wiki

My Favorites

No Favorites Yet

My Recent Changes

No Recent Changes

Create New Wiki

Settings

Wiki Name

Pets

Write the name of the Wiki

Description

Everything related with pets.

Write the description of the Wiki

Wiki Avatar

UPLOAD A PICTURE

current picture

Select the image file

C:\Documents and Se Browse...

Select an image of the wiki

File size limit 512KB. If your upload does not work, try a smaller picture. Ideal size is 100 pixels high by 100 pixels wide.

☒ I certify that I have the rights to distribute this picture and it does not violate the Terms of Use

Click here to accept the Terms of Use

Portal Users

☒ Allow Customer Portal Users
 ☐ Allow Partner Portal Users

Click here to allow visualization of the wiki to Portal Users.

Access

☒ Open
Any one can join. Anyone can see the Wiki information and content.
 ☐ Closed
Wiki Administrator must invite users to join. Anyone can see the Wiki information and content.
 ☐ Private
This Wiki will not appear in search results or in the profiles of its members. Membership is by invitation only, and only members can see the Wiki information and content.

Click in some of these buttons to select the Access of the wiki

Create

Create And Add Members

Cancel


Home | Wikis | All Tabs

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Wiki Details

From here you can edit and delete the wiki. Also you can Join/Unjoin and add wiki pages to this page.

The screenshot shows the Force.com Wiki Overview page. The top navigation bar includes links for Setup, System Log, Help, and Logout, along with the Force.com logo and a search bar. The main header area contains a 'Wiki Overview' section with a search bar and a 'Help for this page' link. Below this, there are three main action buttons: 'Click here to edit the Wiki', 'Click here to delete the Wiki', and 'Click here to add Wiki pages on this wiki'. A fourth button, 'Click here to Join/Unjoin to this Wiki', is located on the right side. The left sidebar contains sections for 'My Favorites', 'My Recent Changes', and 'Wiki Subscriptions'. The main content area is divided into two columns: 'Wiki Tree' and 'Recently Updated Pages'. The 'Wiki Tree' shows a hierarchy of pages under the 'Pets' category, with a 'Delete' button next to the 'Accessories for pets' page. The 'Recently Updated Pages' section lists several pages, including 'How to dye the hair of your pet', 'Wich shampoo is better?', 'necklaces', 'Bones', 'Balls', and 'Accessories for pets'. Annotations with red lines point to various elements: 'Click here to edit the Wiki' points to the 'Edit Wiki' button; 'Click here to delete the Wiki' points to the 'Delete Wiki' button; 'Click here to add Wiki pages on this wiki' points to the 'Add Wiki Page' button; 'Click here to Join/Unjoin to this Wiki' points to the 'Unjoin' button; 'With this button you minimize/maximize the hierarchy of "Accessories for pets"' points to the expand/collapse icon next to 'Accessories for pets'; and 'Click here to delete this wiki page and all of your child pages' points to the 'Delete' button next to 'Accessories for pets'.

force.com  Setup System Log Help Logout force.com apps Wiki

Home Wikis






Wiki Overview Find Wiki Pages Search Help for this page

Wiki Overview > Wiki Team Overview

Click here to edit the Wiki Click here to delete the Wiki Click here to add Wiki pages on this wiki Click here to Join/Unjoin to this Wiki

My Favorites No Favorites Yet









My Recent Changes

-  [How to dye the hair of your pet](#) Pets
-  [Wich shampoo is better?](#) Pets
-  [necklaces](#) Pets
-  [Bones](#) Pets
-  [Balls](#) Pets

Wiki Subscriptions Manage Subscriptions







Wiki Tree

Pets

-  [Accessories for pets](#) Delete
 -  [Balls](#) Delete
 -  [necklaces](#) Delete
 -  [Bones](#) Delete
-  [Shampoos for dog](#) Delete
 -  [Wich shampoo is better?](#) Delete
 -  [How to dye the hair of your pe...](#) Delete
-  [How to bathe a dog](#) Delete

Click here to delete this wiki page and all of your child pages

Recently Updated Pages

-  [How to dye the hair of your pet](#) Jose Iglesias in Pets on 10/23/2009 11:01 AM
-  [Wich shampoo is better?](#) Jose Iglesias in Pets on 10/23/2009 10:59 AM
-  [necklaces](#) Jose Iglesias in Pets on 10/23/2009 10:59 AM
-  [Bones](#) Jose Iglesias in Pets on 10/23/2009 10:58 AM
-  [Balls](#) Jose Iglesias in Pets on 10/23/2009 10:58 AM
-  [Accessories for pets](#) List of the best accessories for pets Jose Iglesias in Pets on 10/23/2009 10:57 AM

Edit Wiki

In this page you can edit all information of the Wiki and also add and remove Members.

force.com

Setup · System Log · Help · Logout

force.com apps Wiki

Home Wikis

Wiki pages Overview

Find Wiki Pages

Search

Help for this page

Wiki Overview > Wiki Team Overview > Wiki Create Wiki

My Favorites

★ necklaces

Pets

★ Wich shampoo is better?

Pets

My Recent Changes

How to dye the hair of your pet

Pets

Wich shampoo is better?

Pets

necklaces

Pets

Bones

Pets

Balls

Pets

Edit Wiki

Click here to go to the Members Tab of this wiki

Back

Settings

Members

Wiki Name


Pets

Description

Everything related with pets.

(32k character limit) · Characters remaining: 31971

Wiki Avatar



current picture

remove

Select the image file

Browse...

File size limit 512KB. If your upload does not work, try a smaller picture. Ideal size is 100 pixels high by 100 pixels wide.

☐ I certify that I have the rights to distribute this picture and it does not violate the [Terms of Use](#)

Portal Users

☐ Allow Customer Portal Users

☐ Allow Partner Portal Users

Access

☒ Open

Anyone can join. Anyone can see the Wiki information and content.

☐ Closed

Wiki Administrator must invite users to join. Anyone can see the Wiki information and content.

☐ Private

This Wiki will not appear in search results or in the profiles of its members. Membership is by invitation only, and only members can see the Wiki information and content.

Update

Cancel

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Add new Members

In this page you can add new members. The application will automatically suggest users who have similar mails or names as you are writing the name or mail of the new member.

You can add members as administrators and send notifications by mail if you want.

force.com Wiki

Setup · System Log · Help · Logout

Home Wikis

Wiki pages Overview

Find Wiki Pages Enter wiki page... Search Help for this page

Wiki Overview > Wiki Team Overview > Wiki Create Wiki

My Favorites

- necklaces Pets
- Wich shampoo is better? Pets

My Recent Changes

- How to dye the hair of your pet Pets
- Wich shampoo is better? Pets
- necklaces Pets
- Bones Pets
- Balls Pets

Edit Wiki

Settings Members

Click here to add new members

Click here to remove all selected members

Members

Filter ALL A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Action	Full Name	Alias	Username	Wiki Profile
<input type="checkbox"/> Delete	Jose Iglesias	Joseph	jiglesias@wikiforce.qa	Wiki Administrator

New Remove

Click here to delete this member

Home Wikis All Tabs

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force.com Wiki

Setup · System Log · Help · Logout

Home Wikis

Wiki pages Overview

Find Wiki Pages Enter wiki page... Search Help for this page

Wiki Overview > Wiki Team Overview > Wiki Create Wiki

My Favorites

- necklaces Pets
- Wich shampoo is better? Pets

My Recent Changes

- How to dye the hair of your pet Pets
- Wich shampoo is better? Pets
- necklaces Pets
- Bones Pets
- Balls Pets

Edit Wiki

Settings Members

Add new member to

Write and select the names of the users to add

Add colleagues (enter name or email)

user1

(comma s eparated)

Email notifications

Make members administrators

Send Cancel

Send an e-mail notification to the added user

The members added are going to be administrators of the wiki

Home Wikis All Tabs

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Add Wiki page

To add a Wiki page click on “Add wiki page” button located in Wiki Details.

Add Wiki Page Write the Wiki page name. [X]

Page Name [] = Required Information

Description [] 250 characters left

[Save] [Save and Edit] [Cancel]

Write the description of the wiki page (optional)

Add Wiki Page [X]

Page Name [Bones] = Required Information

Description [The description of this wiki page is] 207 characters left

[Save] [Save and Edit] [Cancel]

Wiki page Details

From here you can:

- Edit and Delete the Wiki page.
- Add Child pages.
- Edit the contents of the wiki
- Edit information of the wiki page.
- Mark this wiki page as a Favorite.
- Add new comments and attachments.

The screenshot shows the force.com Wiki interface. At the top, there's a navigation bar with 'force.com' logo, a snowman icon, and links for 'Setup', 'System Log', 'Help', and 'Logout'. A search bar is on the right. Below this is a green header with 'Wiki Pages' and a search box. The breadcrumb trail is 'Wikis > Pets > Accessories for pets > Bones'. The main content area shows the title 'Bones' with 'Edit', 'Add', and 'Delete' buttons. A message says 'This page hasn't been updated'. Below that, a 'Congratulations!' message states: 'You created a new wiki page. Begin by clicking the "Edit" button above to modify this page.' On the right sidebar, there's a 'My Favorite Pages' section with links to 'necklaces' and 'Which shampoo is better?'. Below that is a 'Recent Changes' section listing 'Bones', 'How to dye the hair of your pet', 'Which shampoo is better?', 'necklaces', and 'Balls'. At the bottom of the sidebar is a 'What's Popular' section with the text 'No Popular Wikis Yet'.

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Setup · System Log · Help · Logout

force.com apps Wiki

Home Wikis

Wiki Pages Find Wiki Pages Search Help for this page ?

Wikis > Pets > Accessories for pets > Bones

This page hasn't been updated

Bones Edit Add Delete

★ Favorite

Congratulations!

You created a new wiki page. Begin by clicking the "Edit" button above to modify this page.

My Favorite Pages

- ★ [necklaces](#)
- ★ [Which shampoo is better?](#)

Recent Changes

- [Bones](#)
- [How to dye the hair of your pet](#)
- [Which shampoo is better?](#)
- [necklaces](#)
- [Balls](#)

What's Popular

No Popular Wikis Yet

Updated 10/26/2009 5:42 AM by Jose Iglesias

 Fav orite

- ### My Favorite Pages

- ★ necklaces
 - ★ Wich shampoo is better?
-
- Recent Changes
- Bones
 - How to dye the hair of your pet
 - Wich shanpoo is better?
 - necklaces
 - Balls

What's Popular

No Popular Wikis Yet

[Click here to edit name and description of the Wiki page](#)

Page Information

[Edit information](#)

Outgoing links (0) | Incoming links (0)

Page Name: **Bones**
Page Description:

Created By: **Jose Iglesias**

Created Date: 10/23/2009 10:58 AM

Outgoing links (0)

Incoming links (0)

► **Children (0) + New Child**

► Attachments (1) + New Attachment

[Click here to add new attachment](#)

▶ Comments(0) [+ New Comment](#)

[Click here to add a new Comment](#)

Edit Wiki page

In the text editor (FCK editor) you can edit the content of your wiki page.

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Setup · System Log · Help · Logout

force.com apps Wiki

Home Wikis

Wiki Home / Test Wiki Find Wiki Pages Search Help for this page

Wikis > Pets > Accessories for pets > Bones

Updated on 10/26/2009 5:42 AM by Jose Iglesias

Edit Page: Bones


Save Cancel

Click here to go to the wiki Syntax of this text (Edit the text with wiki syntax)

Rich Text Editor Wiki Syntax

With this options you can edit this text as your wish

Congratulations! you are in Bones page



- The best **bone** for Dogs is.....
- To buy this bones, you

Save Cancel

Home | Wikis | All Tabs

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Edit Page: Bones

[Save](#)

[Cancel](#)

With Wiki Syntax you can edit your Wiki page

[Rich Text Editor](#)

[Wiki Syntax](#)

```
=== [fontSize:16px][Color:rgb(255, 0, 0)]Congratulations! you are in Bones page
[!fontSize][!Color] == [[!image: src:https://c.na1.visual.force.com/servlet/servlet.FileDownload?file=00P30000003zj05EA; w:250; h:147;]=]]* "[!fontSize:14px]The best [Color:rgb(255, 0, 0)]__bone__[!fontSize] for Dogs is.....[!Color]"

* [Bgcolor:rgb(173, 216, 230)] "[!fontFamily:{lucida sans unicode,lucida grande,sans-serif}][!fontSize:14px]To buy this bones, you .....
[!Bgcolor][!fontFamily]"[!fontSize]
```

Help tips

Notation Help: ([full guide](#))

Text formatting:

" bold " >> **bold**

" italic " >> *italic*

" underline " >> underline

--(strike)-- >> ~~strike~~

normal's upstring^ >> normal^{upstring}

normal,s ubstring, >> normalsubstring

Text alignment:

[[< left <]]

[[> right >]]

[[= center =]]

[[<> justify <>]]

Text indentation:

[[> text indent 20px ->]]

[[> text indent 40px ->]]

[[> text indent 60px ->]]

...

...

Headings:

== Header 2 ==

Header 2

== Header 3 ==

Header 3

...

===== Header 6 =====

Header 6

Lists:

* Bulleted point

~ Numbered point

[More Help Tips](#)

Details and full examples are in the
[full notation guide](#)

[Save](#)

[Cancel](#)

Add Child page

To add a Child page click on “Add” or “New Child” button located in Wiki page Details.

The screenshot shows the 'force.com' Wiki interface. At the top, there's a navigation bar with 'Home', 'Wikis', and a search bar. Below this, the 'Wiki Pages' section is visible. The current page is 'Bones', which was updated on 10/26/2009 5:42 AM by Jose Iglesias. The page content includes a photo of a dog with a bone and a list of items: 'The best bone for Dogs is.....' and 'To buy this bones, you'. On the right side, there's a sidebar with 'My Favorite Pages' (listing 'necklaces' and 'Wich shampoo is better?') and 'Recent Changes' (listing 'Bones', 'How to dye the hair of your pet', 'Wich shampoo is better?', 'necklaces', and 'Balls'). At the bottom, there's a 'Page Information' section with links for 'Edit information', 'Outgoing links (0)', and 'Incoming links (0)'. Below this, there are sections for 'Children (0)', 'Attachments (1)', and 'Comments(0)'. A yellow callout box with a red arrow points to the 'Add' button in the top right corner of the page. Another yellow callout box with a red arrow points to the 'New Child' button in the 'Children (0)' section.

The 'Add Child Page' dialog box is shown. It has a title bar with 'Add Child Page' and a close button. Below the title bar, there's a legend: ' = Required Information'. The form contains two fields: 'Page Name' (with a red asterisk indicating it's required) and 'Description' (a larger text area). Below the 'Description' field, it says '250 characters left'. At the bottom of the dialog, there are three buttons: 'Save', 'Save and Edit', and 'Cancel'.

Find Wiki pages

From all the pages of Wiki you can search for wikis, pages and comments.

In order to find a wiki there must be at least one page in that wiki.

The screenshot shows the force.com Wiki Overview page. At the top, there's a navigation bar with 'Home', 'Wikis', and a search bar. A red arrow points to the search bar, which contains the text 'Write part of the Wiki page or content you want to find'. Below the navigation bar, the 'Wiki Overview' section is visible. On the left, there's a sidebar with 'My Favorites' and 'My Recent Changes'. The main content area is divided into two columns: 'Wiki' and 'Recently Updated Pages'. The 'Wiki' column shows a search filter for 'bones' and a list of results. The 'Recently Updated Pages' column shows a list of recently updated pages. The search results for 'bones' are as follows:

Wiki	Owner	Updated
Bones	Jose Iglesias in Pets	on 10/26/2009 5:42 AM
How to dye the hair of your pet	Jose Iglesias in Pets	on 10/23/2009 11:01 AM
Wich shampoo is better?	Jose Iglesias in Pets	on 10/23/2009 10:59 AM
necklaces	Jose Iglesias in Pets	on 10/23/2009 10:59 AM
Balls	Jose Iglesias in Pets	on 10/23/2009 10:58 AM
Accessories for pets	List of the best accessories for pets	on 10/23/2009 10:57 AM

The screenshot shows the force.com Wiki Overview page. At the top, there's a navigation bar with 'Home', 'Wikis', and a search bar. A red arrow points to the search bar, which contains the text 'Write part of the Wiki page or content you want to find'. Below the navigation bar, the 'Wiki Overview' section is visible. On the left, there's a sidebar with 'My Favorites' and 'My Recent Changes'. The main content area is divided into two columns: 'Wiki' and 'Recently Updated Pages'. The 'Wiki' column shows a search filter for 'bones' and a list of results. The 'Recently Updated Pages' column shows a list of recently updated pages. The search results for 'bones' are as follows:

Wiki	Owner	Updated
Bones	Jose Iglesias in Pets	on 10/26/2009 5:42 AM
How to dye the hair of your pet	Jose Iglesias in Pets	on 10/23/2009 11:01 AM
Wich shampoo is better?	Jose Iglesias in Pets	on 10/23/2009 10:59 AM
necklaces	Jose Iglesias in Pets	on 10/23/2009 10:59 AM
Balls	Jose Iglesias in Pets	on 10/23/2009 10:58 AM
Accessories for pets	List of the best accessories for pets	on 10/23/2009 10:57 AM