ICEcorps Quick Tips

*The term "ICEcorps" on this sheet applies to all versions of ICEcorps unless otherwise noted. For more information about ICEcorps features, refer to the **ICEcorps Getting Started User Guide** and to the online help.*

Explore the Welcome portlet

When you log into ICEcorps for the first time, you'll see a **Welcome** portlet that links to the ICEcorps help topics and manuals. If you remove this portlet, you can get it back by clicking **Add Content** at the top of your screen and selecting **Welcome** from the **ICEcorps** menu.

Find your way around with the Navigator

The Navigator is your navigation center. Using the tools here, you can navigate to anyplace that you need to go:

My workspace Click to open your personal workspace, which contains your folders, your profile, your Guestbook, and your Dashboard.

Favorites Click to open the **Favorites** menu, where you can add links to folders that you access frequently . From this menu, you can bookmark the current folder or workspace, navigate to any of the places that you bookmarked previously, and edit your bookmark list. *See **Use Favorites for places you visit often** below.*

Quick Search Enter any type of search term in the **Quick search** box and click to display a **Quick search** folder with the search results. *For more search options, click **Advanced**.*

Find people, Find Places, Find tags Use these boxes to search for a user's personal workspace, for a workspaces and folders, or for items with tags. (*See Terminology below.*)

Workspace Tree Click the plus sign to the left of the workspace tree icon to expand the workspace tree. The tree has three main branches: **Global**, **Personal** and **Teams**. Expand one of these categories and "drill down" until you get to the workspace you need. To collapse a branch, click the minus sign to the left of the branch:

Help Click to enter **Help mode**, then click on one of the help icons that appear to access context-sensitive help. To exit **Help mode**, click anywhere except on another help icon.

Add info and a photo to your profile

1. In the Navigator, click **My workspace** to go to your personal workspace.
2. On the menu bar for your workspace, click **Modify profile**.
3. Fill in any missing information. This information is visible to others and is also used by ICEcorps and Zon to contact you by phone, email, or instant messaging.
4. Add a picture. Click **Browse…** to look for a graphics file on your computer; then click **OK**. The picture is displayed in the **Photo** box of your profile.

Tips for adding photos to your profile

- You can add as many images as you like, but you must add them one-by-one.
- Thumbnails of all of your images are displayed beneath your contact information. As you move the mouse over a thumbnail, the image is displayed in the **Photo** box. To replace the original image in the **Photo** box with one of your other images, click on the image thumbnail.
- To add a picture from the Internet, first save it to your computer.
- To remove an image from your profile, click **Modify profile**. Select the images to be deleted by clicking their check boxes. Then click **OK**.

Set up your Buddy list

Your **Buddy List** helps you keep track of people that you'll need to contact frequently. Add people to your buddy list right away to make it easy to get in touch with them.

1. Click **Add buddies**.
2. Start typing a name in either the **Users** or the **Groups** box. A dropdown list displays matching names. Select a name and click **Apply** to add the name to your list.
3. Add as many names as you want, clicking **Apply** after each one.
4. To remove a name, click the **x** icon after the name; then click **Apply**.
5. When you finish, click **Close**.

Tips for using your buddy list

- An icon to the left of a buddy name indicates *presence*.

  Online Away Offline Unknown
- To communicate with a buddy, click his or her presence icon and select an option from the menu that appears.
- To update presence information, click **Refresh**.
- To view a buddy's contact information or to navigate to his or her workspace, click the buddy's name.

Start a blog in your workspace

1. Click **My workspace** to display your personal workspace.
2. On the workspace menu bar, click **Manage this workspace**.
3. Select **Add new folder**. A form for adding a folder appears.
4. In the **Title** field, enter a title for your blog.
5. Under **Select a template**, choose **Blog folder**.
6. Click **OK** to create the blog.

Add your first blog entry

1. On the menu bar above the blog calendar, click **New** and select **Blog entry**.
2. In the entry form that appears, enter the title of your blog entry in the **Title** box.
3. In the **Description** box, enter the content of your blog entry, using the rich formatting tools in the editor.
4. Click **OK** to add the entry to your blog.

Add a comment to a blog entry

1. Click the Add comment icon beneath the blog entry.
2. In the form that appears, enter the title of your blog comment in the **Title** box.

3. Enter your comment in the **Description** box.
4. Click **OK**. Your comment will appear below the blog entry.

Work with teams

ICEcorps was designed for teamwork. Create a team workspace; then add folders and a team to the workspace. Once your team is set up, you can communicate easily with your team members.

Create a team workspace:

1. In the Navigator, click on the workspace tree to expand it.
2. Click on the **Teams** branch of the workspace tree.
3. On the **Teams** tab, click **Manage this workspace**.
4. Select **Add new workspace**.
5. In the **Title** field, enter the name for your new workspace.
6. Click **OK**. The new workspace is added to **Teams**.

Add folders to the team workspace

For each folder that you want to add:

1. Click on **Manage this workspace**.
2. Click **Add new folder**.
3. In the form that appears, enter a name in the **Title** field and select the template for the folder that you want to add (Discussion, Blog folder, Calendar folder, etc.)
4. Click **OK**. The folder is added to the workspace.

Add a team to a workspace or folder:

1. On the tab for the folder or workspace, click **Access control**.
2. Change the setting for **Inherit role membership from the parent folder or workspace** to **No** and click **Apply**.
3. In the **Roles** table, select **Team Member** for every user (or group of users) that you want to add to the team.
4. If a user is not shown in the **Roles** table, click **Add a user**. Begin typing the user name and select the name from the dropdown list. Then click **Team Member** for that user.
5. When you have finished adding members, click **Save changes**, then **Close**.

View team members:

1. Select the workspace or folder with which the team is associated.
2. On the menu bar, click **Team**
3. Click **View members**.

Use Favorites for places you visit often

To add a place to Favorites:

1. Navigate to the workspace or folder that you want to add.
2. Click to open the **Favorites** menu.
5. Click **Bookmark this place**. The workspace or folder is added at the end of the **Favorites** list.

Take advantage of tagging

Tagging is a powerful way to discover, evaluate, and retrieve information. Users assign keywords, called *tags*, to workspaces, folders, and entries. Tags are designated as either *community* (shared) or *personal* (private). You can then use tags in searches. The search engine also uses tags to rank search results by relevance.

To add tags to a workspace, folder, or entry:

1. Start in the place to which you want to add a tag. Any tags already assigned to this place are displayed below the Tags icon.
2. Click Tags to open the **Add/Delete Tags** form. Any previously assigned tags are also listed here.
3. In either the **Personal tags** or **Shared tags** text box, type the new tag and click **Add**. As you type, a dropdown list displays existing tags that match the letters in the box. When you click **Add**, the tag is added to the list of tags assigned to this place.
4. When you finish adding tags, close the **Add/Delete Tags** form by clicking the **x** in the upper right corner of the form. You will now see the new tags below the Tags icon.

To remove tags from a place:

1. Click Tags to open the **Add/Delete Tags** form.
2. Click **Delete** for every tag that you want to delete.
3. When you finish deleting tags, close the **Add/Delete Tags** form by clicking the **x** in the upper right corner of the form. The tags that you deleted are removed from the list of tags beneath the Tags icon.

To use tags in a search:

1. In the **Find tags** box in the Navigator, start typing the personal or shared tag that you want to search for. As you type, a dropdown list displays tags that match the letters that you've typed.
2. Finish typing the tag (or select it from the list) and press **Enter**. A new tab appears, containing a summary of every item to which the tag was assigned. You can skim the results, and open any items that look interesting.

Tips for working with tags:

- Tags are case-sensitive.
- Tags are single words that cannot contain punctuation marks, underscores, hyphens, or spaces.
- Avoid adding personal tags that are identical to shared tags. When you use **Find tags** to search for a personal tag that is the same as a shared tag, the search results will return both sets of items, which may be confusing.
- Use **Advanced Search** to:
  - search for multiple tags
  - use mixed search criteria
  - search only for shared tags or only for personal tags.
- The *tag cloud* (weighted list of tags) displayed in the **Quick Search** and **Advanced Search** results shows tags associated with the first 200 items returned by the search. The type size of the tags indicates their relative frequency of use.

Terminology

buddy list A list of people that you contact frequently.

entry An item that is contained in a folder.

folder A container for entries and other folders. Each folder has a type, such as *blog*, *wiki*, or *calendar*.

presence The state of being connected to a communications service and available for communication. Presence information is indicated by status icons.

workspace A container for folders and other workspaces.