

Title of Session: First Helpdesk Central Discussion

Moderator: BJ Berquist

Title of File: 20030308hdc

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BjB joined the room.

PatriciaL joined the room.

BjB waves hi to Pat..welcome back

PatriciaL: Sorry to keep you waiting.I didn't realize I had to login again.

BjB: you get kicked out of this interface if you idle too long...I figured that is what happened

PatriciaL: You are very patient.I am looking forward to this session.

BjB: the first thing I'm going to suggest is that you click on ACTIONS and enlarge your text, Pat...that makes it much easier to read

BjB: you can also detach if you scroll down on ACTIONS

PatriciaL: OK that's done.should it be this big?

BjB: I don't see how big you have set the text, Pat

PatriciaL: Well you're right it is easier to read.What does detach do?

BjB: detach makes the text window larger so you can see more lines of dialogue

PatriciaL: Oh!That's neat!

BjB: the only catch is you need the other part of your screen to do some things....

BjB: but detach is really nice if you're in a discussion like the ASO events

PatriciaL: Right,I'll click attach now.

BjB: we're in the main reception room right now, Pat

BjB: you've obviously already figured out how to join someone

BjB . o O (you joined me in my office earlier)

BjB: do you know about the private messages?

PatriciaL: Yes, I got that far yesterday. I did a private message as well, from Dawn, but don't know how she did that. Is it in Actions: private message?

BjB: you can use Actions, but there is an easier way...single click on a person's name and then click on the speaker icon

BjB: you can see a list of people in this room under the HERE tab...

BjB: if you click on the ONLINE tab next to HERE, you'll see all the people who are logged in

PatriciaL: Yes, It looks like just the two of us. There isn't anyone else in Online.
BjB: click on REFRESH at the bottom of the ONLINE screen
BjB . o O (next to the door icon)
BjB: there are 6 people logged in, including us
PatriciaL: Yes I see now. Are you talking to them as well?
BjB smiles...no.
BjB: It gets pretty confusing to carry on too many discussions at the same time
PatriciaL: It looks like they are in private offices.
BjB . o O (three is my limit)
BjB: yes, they are meeting in Edward's office.
BjB: You don't have an office?
BjB . o O (would you like to get one?)
PatriciaL: It looked a little busy yesterday with more than 3 people. I don't have an office in TI2I would like to get one.
BjB: it's really much easier than in TI1
BjB: click on the ME tab at the top of your screen
PatriciaL: Ok then "create your own office" right?
BjB nods...go ahead and I'll join you
PatriciaL left the room.
BjB left the room.

Room: PatriciaL_Ofc

BjB joined the room.
BjB: cool?
BjB: you can choose from several different room designs. You can also create notes and upload text and images.
PatriciaL: Very cool! How do I find it again? With TI1 I had a number. I don't see one here.
BjB: I have an image note in my office
BjB: you will land here when you log in...and....
BjB: click on the FAVORITE PLACES drop down menu
BjB: see your office?
PatriciaL: Yes I see it. Will it appear each time I log in?
BjB nods. Any time you want to come here from any other room you just click on your office in favorite places and then click on go
BjB: you can also add other rooms to your favorites
PatriciaL: Wow that's great. How do I add rooms?
BjB: let's go to my office and I'll show you.
BjB left the room.

Room: BjB_Ofc

BjB joined the room.
PatriciaL joined the room.
PatriciaL: Am I back in your room?
BjB: do you see ADD TO FAVORITES at the top of your screen next to the TAPPED IN logo?
BjB . o O (yes, you're in my office again)
PatriciaL: Yes I see that. Did you give your room the title, "The enchanted Forest"?
BjB: you can remove items from your favorites list too
BjB: yes, I did.
BjB: you can name your office anything you want...you have a settings link in your office
PatriciaL: Is the picture of you and your grandchild? Are you babysitting today?:)
BjB: actually, it's an "edit room" link...not settings
BjB: yes, that is our grandbaby...not babysitting though
BjB: I did want to show you about groups....were you at the peace blanket discussion on Thursday?
BjB . o O (where we talked about joining a group)
PatriciaL: No I wasn't there. I clicked the link of the peace blanket, and read the information.
BjB: I wanted to show you the Helpdesk Central group ;-)
BjB . o O (I'm always recruiting for helpdesk and recall that you were interested?)
PatriciaL: Yes, I would be interested. I'd have to do some more exploring and training, I'm sure.
BjB: we're all learning from scratch on this one, Pat!
BjB: click on SEARCH at the top of your screen
BjB: and then click on the GROUPS tab
BjB: enter HELPDESK in the search box
BjB: you'll get a link to information about the group...click on it
BjB: you should see a place to join the group?
PatriciaL: Yes I'm there
BjB: have you joined the group?
PatriciaL: Not yet, should I?
BjB . o O (I think I made the group moderated so you might have to wait for permission...yes, please do join)
PatriciaL: Do I just put my name in?
BjB: I think you just click on JOIN THIS GROUP...is there a place to enter your name?
BjB . o O (like I said....we're all learning!)
PatriciaL: Yes there is a white rectangular box. I'll put my name in and click join.
BjB Nods

BjB waits to see what prompt Pat gets when she submits the request to join

PatriciaL: I guess the white box was a place to put a message. I will now be notified by a leader who will respond to my request--which is my name.

BjB: cool...I'm going to go to Helpdesk Central and approve you...then you can join me there

BjB left the room.

Room: Helpdesk_Grp

BjB joined the room.

BjB left the room.

Room: BjB_Ofc

BjB joined the room.

BjB: you're approved...

BjB: do you see HelpDesk Central on your favorite places list?

PatriciaL: Great! I tried getting there and got a screen for Help Desk Staff and Volunteers. Your bio is very intersting.

PatriciaL: Yes I see it in favorites.

BjB: thanks...want to go there and take a look at what a group room is like?

PatriciaL: Yes.

BjB left the room.

Room: Helpdesk_Grp

BjB joined the room.

PatriciaL joined the room.

BjB cheers for Pat...now there are two members of this group :-)

BjB . o O (you and me ;-)

PatriciaL: Great! The watercooler is a great idea. Lots of good discussions go on there! What do the passageways do?

BjB: there is a discussion thread you can join...or you can just come to this group room and read the discussion threads

BjB: the passageways take you to other locations in the environment

BjB . o O (a door icon will take you to that location)

PatriciaL: By environment, do you mean within the Tapped in environment, or the helpdesk group environment?

BjB: I mean the TAPPED IN environment

SusanneN joined the room.

BjB: sorry for the delay in my response...we're going to have Susanne join us

SusanneN: Hi there!

BjB hugs Sus

BjB: have you met Patricia, Sus?

SusanneN: I don't think so

SusanneN: Patricia I'm Susanne in Denmark,

BjB: Patricia, do you know how to id a person?

BjB . o O (single click on the person's name and then click on the green i icon)

SusanneN: I'm an occasional helpdesk in classic TI

PatriciaL: Hi Sus! I live in a little town in Powell River, British Columbia, Canada. No I don't know how to id someone.

SusanneN: and a good friend of BJ, too

BjB sees that Pat needs to work on her description!

BjB hugs Sus warmly...we go way back!

SusanneN: because I already DID id you, I knew about your home in BC

BjB: now we are three in the helpdesk group :-)

PatriciaL: Oh that is interesting. If someone Id's me, then the information I gave Tapped in appears. Is that correct?

SusanneN: I'm doing a study of education theory here in Denmark (which also happen to be my native country)

SusanneN: yes, exactly so, patricia

SusanneN: you may call me Sus

BjB: yes, Pat. And you can edit your description...click on ME and then click on SETTINGS

PatriciaL: Ah! I will do some editing, so that when someone clicks my id it might be a little more informative.

SusanneN: Bj, this is a nice little group to start up with. I'm sure others will follow

BjB nods to Pat. Great

PatriciaL: Sus, is the GEN the one from Simon Fraser University in B.C.?

BjB: I hope so, Sus. This discussion was actually posted to the calendar as the watercooler confab

SusanneN: it is such an American title of the session :-)

SusanneN: But I suppose that potential old veteran helpdesks know what it covers

SusanneN: Yes, Pat

SusanneN: GEN is a great community with interesting seminars

PatriciaL: Yes, I have been there and read some of the material. I think I am a member, and get information on my personal e-mail.

SusanneN: Sylvia Currie AND I have had open house GEN sessions in TI once a month...

SusanneN: but last time we decided to take a break as people do not show up often.

PatriciaL: Sylvia is moderating a course that I'm taking at knowplace. What was the last session called that you did?

SusanneN: Sylvia is the initiative rich everyday facilitator of GEN

SusanneN: Oh, you're taking a Knowplace course,

SusanneN: this is a small world, Pat

SusanneN: well two years ago I facilitated a seminar in GEN about virtual communities of educational practice, with a few synch chat sessions in TI

PatriciaL: Yes, I think it's my fifth one. It has been a very steep learning curve for me, and I'm not sure where I will be able to apply this knowledge in my job.

SusanneN: well, you will always have to adapt the knowledge to your own situation

PatriciaL: Pat nods to Sus-BjB, is this room for chatting like we are doing as well as having someone here as often as possible to help newcomers?

BjB: this room is specifically for helpdesk volunteers, Pat

BjB: this is our place to hang out and share experiences and questions...

BjB: which is why the discussion is such a nice feature

SusanneN: Maybe, now that we have become familiar, we can ask BJ what more ideas you have with this room

BjB: if you have a question or experience and would like input from the other members of the group...just post a message to the discussion

SusanneN: when we're hiding in here, we cannot help others outside, right?

BjB: right...unless you pm them

SusanneN takes a look at the discussion

BjB: one thing you should make a practice of doing when you are logged in...

BjB: click on ONLINE and then refresh frequently to see if anyone is in reception

SusanneN: yes-nobody there right now

BjB nods

PatriciaL: If we are the helpdesk volunteer, and we see someone is in Reception, do we click their name and "join"?

BjB: yes, you can do that or you can click on their name and then click on the door icon

PatriciaL: Right! I forgot that tip already!

BjB: it's also a good idea to log in as a guest so you can see what guests experience

SusanneN: patricia, it is also a good idea to id someone.
That will give you an advantage
- you may guess if they are total newcomers
BjB: guests can go to offices, but they can't do much here
BjB . o O (if a person is a guest they are usually pretty
new ;-))
SusanneN: as it is so very easy to register as a member, I
would encourage guests to do so, what is your opinion, BJ?
BjB: I do if the person is an educator...
SusanneN: ok
SusanneN: Or a student of education?
BjB: but if they are just joining a class, they may want to
keep guest status until they learn more about the
environment
BjB nods...or a student of ed
PatriciaL: I assume that offices can still be locked. If
someone requests to join a person who is online, can they
be refused?
BjB: yes, you can lock an office
BjB: then no one can go to that office
SusanneN: I miss an option to copy and paste text here from
the chat window. Is there no pasteboard-like function?
PatriciaL: Would it be appropriate to invite a group of
students to my office? They would
be grade 8 students.
BjB: not yet, Sus, but it's been requested and is on the
list of needed features
BjB . o O (did you know that there is a group for needed
features?)
SusanneN: yes, I think I do subscribe to that one
SusanneN: I've just posted a first message to the
discussion in here
BjB nods..you can use the keyboard commands to paste text
...you just can't copy from this window
SusanneN: I see
BjB: as long as the text has no returns you can paste
successfully
PatriciaL: I don't get what Sus is talking about. Where did
you post? Is it like a thread?
SusanneN: Patricia, are you familiar with the discussion
format here? You need to subscribe to it if you wish to
read messages and post
PatriciaL: By here, do you mean in the helpdesk group?
BjB . o O (now I'm confused too..I thought you meant paste
text into this window)
SusanneN: yes, it is a threaded discussion - see in the
left side of this room description

window

SusanneN: Bj, actually it was my plan to copy some of your advice here in the chat window and paste to some notes

BjB: ahhh...you'll have to wait for your transcript, Sus

SusanneN: Pat, yes -the Discussion can have threads

SusanneN: ok

SusanneN: Bj, what more helpdesk tricks did you prepare for us?

BjB: I added a link to the TI calendar of events here

SusanneN: yes, good

BjB: I need you check something for me...

BjB . o O (both of you)

BjB: click on ME and then click on GROUPS

BjB: do you both see the helpdesk group?

SusanneN: I do

PatriciaL: Yes I do too.

BjB: now click on LINKS

BjB: oh, wait...click on helpdesk first

BjB . o O (helpdesk central)

SusanneN: help :-)

SusanneN: am I still in the ME window?

BjB: nah...that isn't working....let's back up

BjB . o O (we're learning here gals...please bear with me!)

SusanneN: If I click one of these groups that I registered for, will I move away from here?

BjB: when you're in ME and click on LINKS what do you see?

BjB . o O (no, you won't leave here just by id'ing a group...but if you click on a door you'll leave)

SusanneN: ok

BjB: I'm trying to find out if you see the links in a group room when you are not in the room

SusanneN: well, from ME, my LINKS are the one I made myself in my own office, and one for moving into my office

PatriciaL: I see PatriciaL Lewis' Office, and "go to Patricia Lewis's office and add links".

BjB: ok...then the link in this room won't be of much use to you...I wonder how I can change that?

SusanneN: BUT I think I will add this room to my list of Favorite places

SusanneN: It was added automatically

SusanneN: so, now I can find my way to here easily

BjB nods to Sus

SusanneN: I've just changed back to Room View

BjB: you can click on ROOM VIEW or you can click on the X at the top left of the screen to return to the room view

SusanneN: Pat, to a great deal, this training is about getting some hands on routine doing these things, and explaining them in words to someone else
BjB agrees with Sus
SusanneN looks intensely to find that X at the top left-oh!
BjB: since I can't figure out how to let you see the links in this room...what you might want to do is add the link to the calendar to the links in your offices
SusanneN: That is a very discrete X when I am in ME mode
PatriciaL: Yes. I need to do some more exploring I think, before I could lead anyone else through here.
BjB: you don't have to make it featured, but you will be able to access that url from any location. I used that when I did the ArtsSites ASO on Thursday...it was really handy
SusanneN: we CAN see a link, you need to be in ROOMVIEW
BjB: Pat, most people don't need to be led anywhere...
SusanneN: and then go from the menu on left side.
BjB: they just need someone to greet them and perhaps tell them how to join someone
PatriciaL: I think I could do that.
SusanneN: and maybe answer a few questions, too
BjB: If anyone has a question, just suggest they join the Fabulous Friday tours
SusanneN: Pat, let me register as a guest
SusanneN: then you can see if you are able to help me, right?
PatriciaL: I'm not sure about that...Is there a place where questions can be posted?
PatriciaL: nods to Sus
BjB smiles..role playing is fun and very helpful
SusanneN: Ok, see you, bye bye
SusanneN left the room (signed off).
BjB: Pat, you can always tell someone to give you their email address and you can post the question to the helpdesk central discussion board
BjB . o O (let's go to reception and greet Sus)
BjB left the room.

Room: TI_Reception

BjB joined the room.
PatriciaL joined the room.
PatriciaL: Welcome newbie guest! Can you see me?
BjB: hi, Newbie. Welcome to TAPPED IN
PatriciaL: I sure hope this is Sus!
NewbieGuest1: Oh, hello!

PatriciaL: Hello, how may we help you?
NewbieGuest1: I'm a totally ignorant from anywhere
NewbieGuest1: how does this place work?
BjB chuckles...that's pretty ignorant!
PatriciaL: If you click on online you will see who is here.
BjB: TAPPED IN is a community of practice for educators.
Are you an educator, Newbie?
NewbieGuest1: I plan to come in here tomorrow with fifty people to have a great day. Is that possible?
BjB rolls on the floor...
NewbieGuest1: yes, I am a retired professor of computer science
NewbieGuest1: I wanted to learn all about chatrooms in a hurry.
BjB: I would suggest that you get a membership to TAPPED IN, Newbie...
BjB: and then you can have an office where you can cavort with your 50 guests
NewbieGuest1: How then can I become approved as a member, is there a fee or something?
BjB: TAPPED IN is free to individual educators, Newbie
NewbieGuest1: Ok, We'r we all individuals, aren't we
NewbieGuest1: hehehe
BjB grins...get the idea, Pat?
BjB . o O (and Sus isn't making up the question about bringing in 50 people tomorrow...it's been asked!)
PatriciaL: Yes. I got stuck on having 50 guests. Is there any limit to how many can fit in an office?
NewbieGuest1: you never know what them guests will ask, but you learn to find a way to respond appropriately, somehow
NewbieGuest1: Sorry, I did not mean to make you totally confused, pat :-(
BjB: since this is a virtual environment there is no limit...but it's about impossible in a text based environment to have a coherent discussion with that many people
NewbieGuest1: I totally agree!
PatriciaL: From the Reception area is there a place where a person can sign up?
BjB: Do you see a link, Sus?
NewbieGuest1: that would be useful! can we add a link to the Register page
BjB: there is a link to the membership form on the login page
NewbieGuest1: I just refreshed my window.
NewbieGuest1: yes, so you need to have the login URL ready
BjB: the url is www.tappedin.org/beta

NewbieGuest1: yes

BjB: that's pretty easy to remember...and will eventually be just www.tappedin.org

NewbieGuest1: as this is where we will receive newcomers -

NewbieGuest1: we should make a collection of helpdesk notes and URLs here

NewbieGuest1: what do you think, BJ?

PatriciaL: So..there is no link, we would have to type it in during the discussion if they want to join?

BjB: I don't think I can add links to reception/ Good idea, Sus. We can upload the helpdesk document and put it in helpdesk central

NewbieGuest1: do we have virtual pockets

BjB nods to Pat

NewbieGuest1: like in the old TI, you can pick up notes and stuff and carry from room to room

NewbieGuest1: the good news is that any URL typed in here will be clickable!

NewbieGuest1: BYe bye, I'll come back as myself

NewbieGuest1 left the room (signed off).

PatriciaL: That's good. Am I understanding that the URL automatically becomes a hyperlink?

SusanneN joined the room.

SusanneN: That's better!

BjB nods to Pat...try it:www.tappedin.org

PatriciaL: www.tappedin.org

PatriciaL: That's great--I'm not good with html etc.

BjB: Sus, you brought up a good point about being able to access the notes...I do have a solution

SusanneN listen

BjB: when a document is uploaded and placed in a room anyone can access it...

BjB: then you can save that document and upload it to your office

SusanneN: but can I get anything from my office when I am located in another room -without moving away?

BjB: yes...remember I asked you to click on ME?

SusanneN: Oh yes

SusanneN blushes

BjB: when you click on me you can see all your links, notes, and files

SusanneN: that's a question I've been pondering often

SusanneN: why did I not understand that till now?

BjB: because it was out of context before and you didn't understand why I was asking the question

SusanneN: exactly so, bj :-)

BjB: btw, there are a growing number of help notes if you click on HELP in the top left of your screen

SusanneN: oh yes! I see several new help files.

SusanneN: this is getting less beta and more pleasant

BjB agrees

BjB: how you doing, Pat?

PatriciaL: I'm following you, I think. I never know if I'm in the correct window at the top of my screen. I assume I should be in "Me".

BjB: depends on what you want to see, Pat ;-)

BjB: you should still be able to see the help tab no matter what window you're in

PatriciaL left the room.

SusanneN: That is a good one, always remember to make sure you are in the right mode, (like ME or ROOM VIEW) - and that the person asking for help understand this

SusanneN: oh

PatriciaL joined the room.

SusanneN: Bj, in old TI, I was able to repeat a message I typed earlier

SusanneN: here, that is not possible!

PatriciaL: Hm I think I got lost...I have to go soon, Thanks, very much, I've learned a lot!

BjB: Sus, that is a good point...I was trying to get someone to understand how to add a room to their favorites and they didn't see the link because they were in a different view.

SusanneN: That was great to meet you Pat

BjB: Sus, the up arrow repeats the text input line

SusanneN: you will be ready to play helpdesk after a few more visits.

SusanneN: That is a good one, always remember to make sure you are in the right mode, (like ME or ROOM VIEW) - and that the person asking for help understand this

BjB waves bye to Pat. I'm looking forward to hearing all about your experiences

PatriciaL: Yes, I do need practice. Bye for now.

SusanneN: that was what I wanted to repeat - because you left , Pat

SusanneN: bye bye