

Title of Session: Watercooler Confab

Moderator: BJ Berquist

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Room: Tapped In Reception

ChinChiC: I see many good activities coming up in Feb

ChinChiC: just received Tapped IN e-mail

BjB nods. Tapped In has some excellent discussions scheduled

ChinChiC: anything open to the public tonight?

BjB smiles...are you interested in becoming a helpdesk volunteer?

BjB . o O (that is what is on the calendar)

ChinChiC: oh, I forgot this is Wed to you! Right!

ChinChiC: I am in Taiwan, so this is my Thursday

BjB smiles...have you reset your calendar to your time zone?

BjB . o O (that might help)

ChinChiC: no, I did not know that you could do it

BjB: click on the tapped In tab at the top of your screen

BjB: then click on calendar

ChinChiC: did that

BjB: you'll see a hyperlink to set the calendar to your zone

ChinChiC: beautiful map!

ChinChiC: fantastic!

BjB: the setting sticks too...which I think is amazing!

ChinChiC: oh, so it just started! the watercooler thing

BjB nods. I'm leading it...no one else is here for it yet

ChinChiC: Wonderful function! Agree!

ChinChiC: Ok I am here!

BjB cheers for ChinChi. Want to join me in the Comfy Conference room?

ChinChiC: I think it's about time for me to contribute something back to Tapped In too

ChinChiC: after so many years of taking advantage of it!

BjB smiles happily

BjB . o O (that is my motivation also)

ChinChiC: where to go again?

BjB: Comfy Conference Room

ChinChiC: Ok. but it looks like I have a long way to go before I can be a good volunteer! Don't even know how to get there. I will just join you

BjB: OK...join BJ

ChinChiC: join BJ

ChinChiC: see!

BjB smiles...try this...

BjB: click on the online tab to the left of this chat window

BjB: then single click on BJ and the door icon at the bottom

ChinChiC: ok

ChinChiC left the room.

BjB left the room.

Room: Comfy Conference Room

BJ joined the room.

ChinChiC joined the room.

BJ: bravo!

ChinChiC: Got it!

ChinChiC: You really need to do this often to remember all these little functions!

BJ: I try to stay away from text commands, but you can use /join name, I think

ChinChiC: wooh looks comfy indeed!

KarenGal joined the room.

BJ: Hi, Karen. Welcome

BJ: may we help you with something, Karen?

KarenGal: Thanks

KarenGal: I'm just learning about Tapped In.

BJ: great, Karen

BJ: any questions?

ChinChiC: now you have many people in your session!

KarenGal left the room.

MaryFi joined the room.

BJ: . o O (didn't think someone who just joined TI today would want to become a helpdesk member)

KatherinWa joined the room.

KatherinWa: hi Mary, I am following you!

KatherinWa: I am gone too!

MaryFi left the room.

BJ: better watch out...we're recruiting helpdesk volunteers, Katherine

KatherinWa left the room (signed off).

ChinChiC: funny people

BJ: yikes!

Room: Helpdesk Central Group Room

BjB joined the room.

ChinChiC joined the room.

BjB: yay!

ChinChiC: I am here!

ChinChiC: nice atmosphere!

ChinChiC: like a night club

BjB: the helpdesk volunteers have added some of the resources

ChinChiC: nods

BjB: one thing that helps new volunteers is to add the posted links to your links by using the ME/links tab

BjB: then you can click on that tab any time to access the links to either share with someone or use for your own reference

ChinChiC: I see

BjB: you don't have to sign up for any specific time to volunteer...

BjB: you might want to just play around and get familiar with stuff first

ChinChiC: I think so too!

BjB: Sarath might be a good contact for you

BjB: have you met him?

ChinChiC: no

BjB: first lesson...

ChinChiC: ok

BjB: click on the search tab

BjB: enter sarath and find it

ChinChiC: found it

ChinChiC: a handsome man!

BjB: click on his name next to the green i

BjB nods...and very nice!

ChinChiC: nice smile

BjB: He's currently in the US, but is looking for connections for when he returns to Sri Lanka

ChinChiC: I see

BjB: there are so many members in Asia and the Pacific Rim...

ChinChiC: interesting that people here are really from ALL: over the world!

BjB: it's so hard to schedule events for all time zones...

BjB: but, if you get together, you could hold your own events at a time that is good for you

ChinChiC: oh I see. You need people to help out at a time when you guys are sleeping

BjB: yes, the international membership is awesome

ChinChiC: right. good idea

BjB nods to ChinChi

ChinChiC: no problem

BjB: what I'd suggest you do is send an email to Sarath and introduce yourself

ChinChiC: ok

BjB: see if he'd like to meet you in TI and mentor you

ChinChiC: ok

BjB . o O (as a helpdesk volunteer)

ChinChiC: sure

BjB: that would be wonderful, ChinChi!

ChinChiC smiles

ChinChiC: I will look around and then get in touch with Sarath

BjB: the primary function of a helpdesk volunteer...

BjB: is to make newbies feel comfortable in a strange new and often overwhelming place

ChinChiC: I understand, just like what you have done for us!

BjB: you know how your students feel when they first log in

ChinChiC: My students feel that they know you after that one contact with you!

BjB smiles. Thanks

ChinChiC: Later I projected your picture in the classroom!

ChinChiC: because they kept asking me what you look like
BjB: I'll have to get a photo where I'm waving
ChinChiC: if you are a man or a woman
BjB: photos are a nice feature
ChinChiC: yes
BjB: . o O (I don't mind people asking if I'm a man or woman...it's the ones who ask if I'm a bot!)
ChinChiC: true!
ChinChiC: easily confused
BjB nods
ChinChiC: there is always an automatic greeting if I don't get on Tapped in after a while..
ChinChiC: the first time I saw it
ChinChiC: I thought it was a real person talking to me
BjB: hmmm....I've never been away long enough to get that greeting
ChinChiC: nice feature though
BjB: the greeting welcomes you by name?
ChinChiC: I think so
BjB: oh...that is something you might want to do too, ChinChi...
BjB: log in as a guest to see what guests see
BjB: they don't have access to a lot of the features
ChinChiC: ok good idea
ChinChiC: I will look around in the helpdesk central first
ChinChiC: and then send Sarath an e-mail
ChinChiC: and then log in as a new user
BjB: would you like to set up a follow up meeting? you know you're welcome to email me if you have any questions or concerns
ChinChiC: thank you! let's see... I will send you an e-mail to set a time
BjB: . o O (log in as a guest, not with a new membership)
ChinChiC: oh a guest
BjB nods
ChinChiC: need to get my breakfast first
ChinChiC: getting hungry
BjB: guests don't see the information in the ME tab and I don't think they see emails in the IDs
BjB sends ChinChi off to get food
ChinChiC: I see
ChinChiC: will come back later. Thanks a lot, Bj!!
BjB hugs. Thank you, ChinChi!
ChinChiC hugs back!
ChinChiC: think don't get hugs much over here in Asia! I do miss those!
BjB: Take care. I'll talk to you soon
ChinChiC: ok bye
BjB left the room.