

Title of Session: HelpDesk
Moderator: Dianne Allen
Title of File: 20030529help
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Tappedin transcript for DianneA, 2003.05.29 03:18:31
Room: TI_Reception

DianneA joined the room.
DianneA waves hello
RitaR joined the room.
DianneA: Welcome to Tapped In
DianneA: can I help anyone?
RitaR: Dianne, I just pulled up your information: you are from Australia?
DianneA: yes I am from Australia
DianneA: I am a Helpdesk volunteer
DianneA: and pop in on occasions
RitaR: I am a high school math teacher from Michigan....and I can't sleep....can you help me with that?
DianneA: I am currently getting practice for the Launch Festival in July
MaryGayM joined the room.
DianneA: sleeping ...?
RitaR: I am new to this: what is the "Launch Festival"?
DianneA: no advice!! bad sleeper myself
RitaR: Hi, Mary!
DianneA: Tapped In has a festival or carnival of activities for a day, once a year
RitaR: Sun, you are from China?
DianneA: this year we are celebrating the launch of Tapped In 2
RitaR: Dianne, were you part of Tapped in 1 I mean, was there a "one" ?
DianneA: yes there is a one ..
DianneA: it still operates [Ed. note: TI1 is closed to new memberships and will be closed in a few months.]
DianneA: it is only/mainly chat and discussion sessions
SunN: hi, Dianne and Rita
RitaR: Really? When I registered a couple weeks ago...I was automatically sent to Tapped In (two) I guess
RitaR: Sun, tell me about yourself?
DianneA: Tapped In 2 has discussion forums for asynchronous interactions as well
DianneA: Hi Sun
DianneA: welcome to Tapped In
SunN: 19/China/m
SunN: thanx Dianne
SunN: I just signed up yesterday
DianneA: what brought you to Tapped In Rita, Sun?
SunN: my teacher told me this

RitaR: I just completed a teacher training class for on-line instruction. They suggested I join this Tapped In site.

SunN: and I have to do my assignments here

RitaR: Sun, are you taking a class?

DianneA: was your teacher for English or technology Sun?

SunN: yes

SunN: English

LotharL joined the room.

SunN: and he builds his office here

RitaR: I admire anyone who can speak a language other than their own!

DianneA: So Rita have you any questions about the technology?

SunN: really, Rita

DianneA agrees with Rita

SunN: how much language can you speak?

RitaR: I am just feeling my way....I really don't know enough about it to even ask questions!

RitaR: Sun, I am ashamed to say....I only speak English!

SunN: Dianne, I have a question.

DianneA listens

SunN: Good, English is the most beautiful language in my opinion

DianneA waves hello to Lothar

LotharL: hello Dianne

SunN: When my teacher is offline, can I go to his office?

DianneA: yes Sun what is your teacher's name?

SunN: Yaodong Chen

DianneA: right here are the instructions ...

SunN: I can't see

DianneA: in the window above this you have a reception room view

DianneA: and some tabs ..

SunN: yes

DianneA: like 'me' .. 'tapped in' .. search

DianneA: click on search

SunN: then?

DianneA: type in Yaodong's name

DianneA: and click find it

DianneA . o O (Rita and Lothar can check these steps out as well)

SunN: but search "people, places,.....", which one?

DianneA: if 'people' isn't selected, click on people

RitaR: Mine is asking me what "discipline" and "state"

DianneA: leave that free Rita if you don't know

LotharL: I only have a window "favorite places" which offers several choices, but nothing I can type in

RitaR: 0 matches found

DianneA: Sun?

RitaR: Hi LoatharL, are you new at this also?

DianneA: try typing Dong Chen

LotharL: fairly new ... I attended two or three IKARUS discussions
XieLGuest6 joined the room.
DianneA: Hello XieL
XieLGuest6: HI Dianne
LotharL: I noticed some participants opened a virtual "office" here, and think this might be useful for my work as well
DianneA: when Dong's name comes up and is in the blue linking
DianneA: you can click on that name to see details
SunN: maybe his name is abbreviated can not find it
RitaR: I found it!
DianneA: yes Sun try Dong Chen
RitaR: Sun, you are from Liuzhou?
DianneA: Lothar .. virtual offices next
SunN: how do you know? Rita
SunN: I got it, DA, daddasad
DianneA: right Sun, you can then click on Dong's office to go there
RitaR: Sun, in your teacher's information, it said that he meets with his students "face to face" weekly
LotharL: How does one open a personal office?
DianneA: we can all do that for the exercise if you like
SunN left the room.
DianneA: then we'll come back to reception to organize an office for Lothar
RitaR: Dianne, I have an office....but, nothing in it!
DianneA: show you that later Rita
LotharL: I have just discovered the list of 1056 offices in existence so far
RitaR: Ladies, I have to leave to get ready for work.....I wish I could stay on line. Maybe another morning! Bye
DianneA: Bye Rita
DianneA: right Lothar, it looks like Sun is organized
DianneA: for you to get an office of your own click on the 'me' tab
LotharL: Yes I found the "create your office" link
LotharL left the room.
DianneA left the room.

Room: LotharL_Ofc

DianneA joined the room.
DianneA: well done!
DianneA: so easy!
LotharL: Thank you Dianne, I clicked and was immediately transferred to this office
DianneA: let's go to my office and see what you can do with it ..
LotharL: I would now like to download a picture
DianneA: ok, I might be a bit slower on that one ...
DianneA: do you have a picture on a file on your computer?
LotharL: I noticed one of the IKARUS group members did that successfully
LotharL: Yes a file is ready

DianneA: right, click on file on the left hand side of your office menus
SunN joined the room.
DianneA: and follow the instructions to load the file
LotharL: "files"?
DianneA: yes files
DianneA: Sun, Lothar is trying to load a picture
LotharL: Ah yes ... thank you
SunN: ah
DianneA: you need to be in your office for that, Sun .. do you have an office?
SunN: I know how to go to my teacher's office now
SunN: no
SunN: I don not know how to open
LotharL: Thanks very much for your help Dianne
DianneA: it's easy to make one, click on the me tab and click on the office option
SunN: I'll have a try
DianneA: you can make the picture show up on the first page of your office Lothar by 'featuring' it
DianneA: if you've added the file you can now 'edit' it to select the feature option
DianneA: if the picture is of you you can add it to the 'me' file by clicking on 'me' and selecting 'edit'
LotharL: I am just trying it out
LotharL: Is it possible for the picture to appear on the opening page of the office?
DianneA: I see you Lothar!!! I'm not so organized
LotharL: At the moment it shows just a link to the picture file
DianneA: OK click on notes and select add an image and identify the file and 'feature' it
LotharL: Ok it seems to work
DianneA: Have you 'featured' the note with the image?
LotharL: Yes, now it appears on the opening page of the office
DianneA: if not select that note and edit it to select feature
LotharL: A friend advised me to show the email address only in the form of a picture file, otherwise you receive spam after a short time
DianneA: it's not showing on mine I'll go out and come back in and see what happens
DianneA left the room.
DianneA joined the room.
DianneA: yes, got your picture on your welcome page!!!
LotharL: I had this picture taken a few days ago with a mobile phone with built-in camera
DianneA: I haven't noticed any more spam since being in Tapped In 2
LotharL: Some spam address collectors seem to systematically scan sites for email addresses
DianneA: want to see my pictures?
LotharL: but they cannot scan JPG files
LotharL: Yes how do you transmit pictures through Tapped In?
DianneA: I have my pictures as links in my office .. I'll go to my office and you can follow by clicking on online and then my name and then the door icon, understood?
LotharL: Ok
DianneA left the room.

Room: DianneA_Ofc

DianneA joined the room.

LotharL joined the room.

LotharL: Hello Dianne

DianneA: welcome to my retreat!

LotharL: the view from the window is fine

DianneA: the other photos are under the Links tab and the Culture Shift link

LotharL: In my "real" office, I only have a view of an ugly backyard *g*

DianneA: I am blessed to live in Kiama near the sea, it's almost my window view

LotharL: I live in a place called "Wine City" (in German)

LotharL: And the village is really surrounded by vineyards

DianneA: do you want to put your photo with your 'me' information? I see now I didn't give you enough details

LotharL: But my office is somewhere else, in a university town called T'bingen

LotharL: Oh die German special characters don't show up here ... Tuebingen then

LotharL: In 1985 I was able to do a tour of Australia

DianneA: and where did you tour?

LotharL: I attended a world congress on distance education in Melbourne at that time

SunN joined the room.

DianneA waves to Sun

LotharL: But I did a full programme, from Perth to Brisbane

DianneA: wow, you've done more than I

DianneA: but I'm not much of a traveler

SunN: Dianne, I come here to thank your kind help

DianneA: you're welcome Sun

LotharL: Well it was a unique chance

LotharL: hello Sun

LotharL: Dianne has been very helpful indeed

SunN: I opened my own office but I have no time to edit it today

LotharL: I opened an office with photo in no time at all

SunN: I think so, LotharL

DianneA: when you have time Sun play, it's reasonably easy

LotharL: Dianne, what time of the day is it down under?

DianneA: 7.45pm, Lothar

LotharL: 11:45 am in Central Europe, we will have lunch in 15 minutes

LotharL: Today is a public holiday in Germany ... Christ's Ascension

SunN: ok, see u next time, Dianne and LotharL, it's time to have supper

DianneA: Bye Sun

LotharL: Bye Sun

SunN left the room (signed off).

DianneA: Interesting Lothar

DianneA: Australia is much more secular with its holidays

LotharL: Most institutions are empty today as people have taken Friday off as well

LotharL: The day is also referred to as "Fathers' Day" ...

DianneA: why is that?

LotharL: And some "fathers" (men of various ages) use it as a pretext to tour pubs *g*

DianneA: the Son going to the Father?

LotharL: No this is not religious in any way ... just a pretext for beer consumption

LotharL: supposed to be an equivalent to "Mothers' Day"

DianneA: Australia's biggest beer drinking holiday was Anzac Day, but as the old soldiers die off every day is beer drinking day in Australia

LotharL: but a very silly one

LotharL: is ANZAC still in existence?

DianneA: we celebrate our Mother's and Father's days on Sunday .. the secular taking the religious

DianneA: ANZAC Day is still an official public holiday our last true ANZAC died last year

LotharL: Father's day in Germany is traditionally on Ascension Day ... usually a nice day in May, our spring ...

LotharL: All I know about ANZAC is that they were part of the British forces in WW II

DianneA: Our Father's Day is the second Sunday in September also spring

LotharL: but the British Empire is gone

DianneA: ANZAC was from WW1 - Gallipoli

LotharL: There are not likely to be many survivors then

DianneA: the acronym has been passed onto all Australian soldiers since

LotharL: Are the New Zealanders happy about that?

DianneA: Not sure about how NZers think about it

LotharL: Looking from Europe, NZ seems so close to Australia ... but it took me 4 hours in the plane to get from Sydney to Auckland

LotharL: I "did" a week in NZ as well during my stay in 1985

DianneA: and since the 1980s there may well be more NZers in Australia than NZ ... no immigration barriers and the economy in NZ is less resilient DianneA: well Lothar time I wrapped, unless you have any other questions about Tapped In features?

LotharL: But may I come back to Tapped In is there a way of leaving messages there when I am not online?

DianneA: yes ..

DianneA: who do you want to leave messages for

LotharL: Well, if people want to leave a message for me

DianneA: let's go back to your office

LotharL left the room.

DianneA: click on favorite places, select your office and click on go

DianneA left the room.

Room: LotharL_Ofc

DianneA joined the room.

LotharL: ReHi

DianneA: you can feature a note with a message for visitors to your room

LotharL: OK and if they want to drop a line, so to speak?

DianneA: if they know what to do they can leave messages on your whiteboard ...

DianneA: click on whiteboard
LotharL: ok
DianneA: I've just written a note click on 'refresh it' to see the note
LotharL: Ah Thank you
LotharL: Yes I saw it
DianneA: you can put a note there yourself ...
DianneA: and you can erase the board when you need to
LotharL: Just trying it out
DianneA: also you can open a discussion item in discussion ..in your office
DianneA: others need to subscribe to post messages there
LotharL: Yes we have been doing that in IKARUS in another participant's office
DianneA: you need to indicate in your 'me' settings if you wish to get items posted to the discussion as email or saved messages in Tapped In
LotharL: I have activated sending them as E-mail
DianneA: fine
DianneA: anything else?
LotharL: And by using the email address on the photo, people can make me receive an SMS
LotharL: Well Dianne you have been extremely helpful. Thank you very much indeed
DianneA: SMS technology is not my forte!
LotharL: I have to be off for lunch now
DianneA: You are welcome Lothar, it has been interesting to meet you
DianneA: bye
LotharL: Have a nice ... evening I suppose
DianneA: thanks
LotharL: Tapped In is really useful
DianneA: how do you think you might use it?
LotharL: For the time being, as a place where people can "meet" me in the virtual sense
DianneA: it does do that well
LotharL: After the end of the Ikarus seminar, as a discussion forum for work-related matters
LotharL: with people from the other end of the world
LanhuaGuest7 joined the room.
DianneA: I'm still struggling to have a sense of community of practice sharing ...
LotharL: But I will also recommend it to colleagues from my own institution
LanhuaGuest7: hi, all
LotharL: Hello Lanhua ... welcome in my virtual office
DianneA: so perhaps the conference networking pre-cursor is important
DianneA waves to Lanhua
LanhuaGuest7: thank u
LotharL: It will only be through practical examples that you can convince people that such things are useful
LanhuaGuest7: I don't know how to use this software
DianneA: Lanhua are you a teacher?
LotharL: Have you still got time Dianne? My lunch is waiting
LanhuaGuest7: no

DianneA: yes Lothar, go to lunch

LotharL: Next time I will try and show people round

LanhuaGuest7: dong chen introduce me here

LanhuaGuest7: I am Chinese

LotharL: After your excellent introduction ...

DianneA: I know Dong Lanhua

LotharL: OK I will leave my office now

DianneA: do you want to go to Dong's office?

LanhuaGuest7: yes

DianneA: Bye Lothar

LanhuaGuest7: and how to go there

LotharL: Bye Dianne and Lanhua

LanhuaGuest7: 88

LotharL: Bye

LanhuaGuest7: bye

DianneA: then click on 'search' tab in the top of the window above this chat space

LanhuaGuest7: and then?

DianneA: then click on the people tab

DianneA: then type in Dong Chen and click on find it

LanhuaGuest7: yes

DianneA: then click on the blue link to Dong Chen's information

DianneA: and scroll down to get a blue link to Dong's office

DianneA: and click on that

LanhuaGuest7 left the room.

DianneA left the room.

Room: DongC_Ofc

DianneA joined the room.

DianneA: you are now here Lanhua

LanhuaGuest7: wow

LanhuaGuest7: thx

LanhuaGuest7: but I can not find dong chen

DianneA: can I leave you to explore and play with the interface ... it's reasonably easy and clicking gets most things

DianneA: Dong is not here now

LanhuaGuest7: I see

LanhuaGuest7: ok

DianneA: if Dong was expecting to be here he may be coming ...

DianneA: if he arrives you can see that he is here by clicking on 'online' tab to the left of this chat space

LanhuaGuest7: just chat in text here?

LanhuaGuest7: I want to study English and how can I do

DianneA: if you need to leave a message for Dong, you can do so by clicking on the whiteboard and writing on that

LanhuaGuest7: I got it

DianneA: I need to go now, sorry
LanhuaGuest7: really thank u ,Dianne
LanhuaGuest7: bye bye
DianneA: bye
DianneA left the room (signed off).

2003.05.29 03:18:31 Signoff