

# Star Café Users' Introduction

## A. Summary

The *Star Café SharePoint* software environment is part of a suite of tools. The purpose of the *Star Café* is “*providing collaboration, data and learning tools to peace and justice activists.*” The *Star Café* is dedicated to **Quaker Values** and is brought to you by the ***American Friends Service Committee*** (AFSC).

This document will introduce you to the tools of the *Star Café SharePoint* collaborative software environment. In this place, members of a community can share documents, information, and even participate in ‘on-line’ discussion. The *AFSC IT* department provides support through a number of resources.

## B. Key Points

### Support Resources (Where to Get Help)

- The **Back** button, **Home**, and the **Breadcrumbs** list help you navigate more easily
- There is a *Glossary* of terms available from the lobby
- Users can e-mail the *Helpdesk* with questions and/or comments
- You may contact the Room Owner/Moderator who invited you
- There is a *Community Room Directory* of places to go in the *Star Cafe*

### Your Account

- When you try to enter a private room, you will be prompted to log-in
- Once logged in, you can change your password (7 character minimum)
- Should you forget your password, you can request a new one via e-mail

### Star Café Rooms

- There are general access *Community Rooms* for public information
- There are password protected *Private* or *Work Rooms* for members of the community to interact privately
- The *rooms* can be useful for sharing documents, thoughts, and ideas with targeted groups of individuals
- *Star Café rooms* are started from templates, and so contain many common elements for a consistent user experience
- Community members can monitor room activity by setting up e-mail *alerts*

### Room Furnishings

- The *Navigation Zone* (on the left side) provides links to useful views of other web parts in the room, as determined by the room moderator or owner
- The *Calendar/Events* web part keeps track of scheduled activities in list or calendar format, which can be linked to view as a *Microsoft Outlook* calendar.
- A *Contacts* list serves as a directory for your community or as a reference of services or offices to be contacted.
- *Libraries* are web parts which store and catalogue files of many types. The specialized *Picture Library* offers ‘thumbnails’ and ‘filmstrips’ of collected graphics.
- There are several types of *Discussion Lists* which can facilitate a threaded discussion, or display a collapsible outline of an issue.
- A *Resource List* is a custom web part used to catalogue links to documents, graphics, or even rooms and websites in a single display.
- With a *Tasks* list, you can track progress on a group of activities shared throughout the community.

## C. Details

### Support Resources

The *Star Café* is a suite of tools “*providing collaboration, data and learning tools to peace and justice activists*. The *Star Café* is dedicated to **Quaker Values** and brought to you by the ***American Friends Service Committee***” (AFSC).

The “rooms” of the *Star Café* serve as ‘activity centers’ for members of a ‘community’ to share documents and information, or even participate in ‘on-line’ discussion. The core of this tool is *Microsoft’s SharePoint* software, which enables various files and lists to be shared from the internet. The *AFSC Information Technology Department (ITD)* provides support for the *Star Café* through a number of means, including those described below.

#### ***Basic Navigation***

There are 3 key items you should know about for easy navigation throughout the *Star Café*.

- the **Back** button of your browser will take you to whatever you were previously viewing
- the **Home** menu bar item (below the *Star Café* logo) will return you to the room where you started
- the '**Breadcrumbs**' bar at the *top center* of the room shows the path back to the *Star Café Lobby*; the labels are active links to the rooms named.

#### ***Glossary***

The *Glossary* (<http://www.afscstar.org/Lists/glossary/AllItems.aspx>) offers definitions for the terms in the *Star Café*. You can also access it at any time by going to the *Star Cafe Lobby*, clicking on one of the tabs, and selecting “Glossary of Terms” at the bottom of the tab.

#### ***Helpdesk***

The *AFSC ITD Helpdesk* can be contacted via e-mail at [helpdesk@afsc.org](mailto:helpdesk@afsc.org). Please note in your e-mail that your question concerns the *Star Café*, and the name of the room where you encountered the problem. The **Help** item at the top of each page currently points to the *Helpdesk* e-mail.

#### ***Room Owner/Moderator***

Each room in the *Star Café* has an owner and/or a moderator, who is responsible for determining room content and the contributing community. You should have the contact information for the room moderator and/or owner who invited you to the *Star Café*. Should you contact them, please clearly identify yourself and the *Room* in which you are experiencing difficulty, as some moderators support more than one room.

- The *owner* has the ultimate say on room content, community membership, and public access.
- The *moderator* takes care of room ‘décor’ and logistics.

### ***Community Room Directory***

The *Community Room Directory* is a ‘grouped link list’, so you can look at certain types of community rooms, instead of the whole list. Additionally, the *Visitors*, *Regulars*, and *Crew* views of the directory try to focus on the rooms which will be of most use to the respective audiences.

- **Advocacy:** AFSC programs and activist community rooms
- **Education:** Rooms containing documentation and instruction
- **Inside AFSC:** AFSC regions, departments, committees, and other working groups
- **Other Communities:** Non-AFSC groups in concert with AFSC objectives
- **Using Star Café:** Support for users of the Star Café

### **Your Account: *Account Maintenance/Log-In***

Some of the information in the *Star Café* is only meant to be shared within a certain community. To access this information, users are identified as part of the community with a username and password.

#### ***Log-In***

Your *username* is how the *Star Café* distinguishes you from everyone else. When you try to enter a *private room*, you will be asked for a *username* and *password*. After you enter this information, you will be given the level of access you are assigned by the room moderator. You could be recognized as a *reader* (read only), a *contributor* (add items, such as documents or discussion post), or even some room design privileges to assist the moderator. Your initial *password* is automatically generated by the system, though it is recommended that you change it to something you will easily remember, but which is not easy to guess.

#### ***Changing Your Password***

Once you have logged in, you can change your password using the following steps:

- Click “Admin” at the top left of the page, then click “Site Settings”.
- Under “Manage My Information”, click on “Update my information”, then click on “Change password”.
- Type your old password in “Old password”. Type what you want your new password to be in both “New password” and “Confirm new password”, then click on the OK button.

#### ***Forgotten Passwords***

If you have forgotten or cannot find your user name or password for the Star Café Rooms, email [starcafe@afsc.org](mailto:starcafe@afsc.org) and explain your situation. You will receive a reply with a new password.

## ***Star Café Rooms***

The *Star Café* is organized as a collection of virtual *rooms* which are each intended for a certain *community*. Each room has an *owner*, who is responsible for defining the community, selecting the room furnishings, and encouraging participation. The *community* is a group of individuals united by a common task, objective, interest, organization, geography, etc., as determined by the owner.

### ***What Is a Community Room in the Star Café?***

The *Star Café* is a series of *rooms* set up for the members of various *communities* to interact. Each *room* is an internet accessible ‘site’ operating in a *Microsoft SharePoint* collaborative software environment. In general, *community rooms* are “open to the public” (anonymous access) for reading, and therefore should contain general information about the purpose of the community. This is a good place for public resource materials to reside.

### ***What Is a Private or Work Room in the Star Café?***

The *Star Café* also has “private” or “work” rooms where access is limited to invited members for collaborative interaction. Such rooms are where document development and task specific discussions can take place out of public view.

### ***Why Virtual Rooms?***

For any given group, team, or *community*, there is a lot of information to be shared, in the form of documentation, graphics, photos, notes, schedules. Special problems arise when the group is separated geographically. E-mail helps, but data is often not passed on, or winds up stored in several locations, which do not get uniformly updated.

Using *Microsoft’s SharePoint* collaborative software environment, the *Star Café* offers virtual *rooms* in which groups may gather to exchange documents, contact information, and scheduling data, or even engage in threaded on-line discussions. The security provisions allow the owner and/or moderator to determine access for the group and those outside.

### ***What’s In a Room?***

In each *Star Café* room, you will find several common features to support your collaborative experience. Listed here are some of the navigation and information tools you will encounter.

#### **The Menu Bar**

At the top left, under the *Star Café* logo is the *menu bar* with the items “Home”, “Admin”, and “Help”.

- “Home” always returns you to the initial page of a room.
- “Admin” offers options to change personal settings or room settings if you are a moderator.
- “Help” triggers a message to the *Help Desk* of the AFSC IT department.

## The Navigation Zone

The 'Navigation Zone' at the left provides links to tools and views active in the current room. The listings and groupings are determined by the owner and/or moderator of the room.

## Web Parts

The collaborative tools of the *Star Café* are collectively known as “*web parts*”. These web parts are basically ‘lists’ of contacts, events, links, documents, pictures, etc. of interest to the room’s community. These are described in greater detail in the *Furnishings* section of this document. The owner or moderator decides which web parts are displayed on the room’s “home page”.

## “Breadcrumbs”

At the top center of the *home* page is a representation of where you are in the *Star Café*. The room titles displayed are ‘hyperlinks’ directly to the room.

## Alerts

As you use the *Star Café*, a major challenge will be keeping up with changes and activity in your communities. One of the tools available to support your efforts is *Alerts*, which provide e-mail notification when there is activity in a *web part*. When you get an *Alert* e-mail, it will contain links to the relevant items that have been updated.

To set up an *alert*:

- Select the *web part* you want to receive *alerts* for by clicking on the *title* at the top or name in the *Navigation Zone*.
- In the left hand column under “Actions”, click on “Alert me”
- On the “New alerts” page, you can tailor your alerts:
  - “Change type” allows you to determine what you will be alerted about; *all changes, added items, changed items, or deleted items*
  - “Alert Frequency” determines how often you will receive alerts; *immediately, daily summary, or in a weekly summary*
- Click on “OK” to activate the *alert*.

To modify an *alert*:

- On the “New alerts” page, in the “Alert Frequency” section, select “View my existing alerts on this site”
- Select the web part alert you wish to modify

## Room Furnishings

The *Star Café* rooms are “furnished” with *Web Parts*, which are tools for on-line collaboration. Their web parts are listed at their core, but they vary significantly in presentation, which is adapted to their purpose. These web parts can also be linked to expand their usefulness in collaboration. Several of the web parts below can be seen in the *Introductory Community Room* (<http://www.starcafe.org/intro/default.aspx>).

### *The Navigation Zone*

At the left hand side of each room is a *Navigation Zone* web part, which provides links to items the owner or moderator believe the community will find useful. These links could be to web parts, alternate views of web parts, or even to other rooms or internet sites.

### *Calendar/Events*

Scheduled activities can be listed for the community using the *Calendar/Events* web part. There are several views available, including a ‘calendar’ format. Custom views can be created based on any information tracked, such as location, type, group, or timeframe. For convenience, the calendar can be linked to display in *Microsoft Outlook*.

### *Contacts*

A *Contacts* list can serve the community in several ways, but should be used cautiously because of the personal contact information it may contain. *Contacts* lists often are used as a directory for the community members to share **within a private room** so that only community members have access to the information. These lists can integrate with *Microsoft Outlook* contacts lists for easy lookup and use.

A *Contacts* list can also be used as a reference directory for the community, listing offices, companies, or services of interest to the community. Such a list might contain contact information for media outlets, politician and government offices, or venues for gatherings.

### *Discussion Lists*

*Discussion Lists* are special lists organized into topics and replies, so you can follow a ‘thread’ of conversation. We use the *Macaw Discussion Board* as our threaded discussion tool. You can try out the *Introductory Discussion* in the *Introductory Community Room* to get familiar with following and posting to a threaded discussion.

Standard *Discussion List* web part presents itself in an ‘expand/collapse’ format, and is used to display the *Introductory Topics* in the *Introductory Community Room*.

## ***Libraries***

File sharing for the community can be accomplished using *Document Libraries* and *Picture Libraries*. *Picture Libraries* are specialized in that they offer ‘thumbnails’ (previews), ‘filmstrips’, and ‘slideshow views’ of graphics in the collection. Documents, graphics, and other files can be downloaded from the library by anyone with *Reader* security access. Users with *Contributor* permissions can upload files to the library. Libraries can be sub divided into folders enhance organization.

To *download* from a library:

- <right click> on the item to download and select “Save Target As...” From a *picture library* you can click on the ‘check box’ to select an item, then click “Download” label in the header bar
- Select a location to download to, and click the “Save” button.

To *upload* to a library:

- From the (web part page), select “Upload Document” or “Add Picture” from header bar
- Select the file by typing in the location, or click the browse button for the classic *Windows* file selection screen
- Click on “Save and Close” to activate the upload

## ***Resource Lists***

Of the many types of list web parts, the basic *Links List* gets the most use, due to their versatility. There are often *Links* lists to the right of a room, with ‘hyperlinks’ to other rooms or web sites of interest to the community. The link to the *Star Academy* room will take you to a library of helpful documents about the *Star Café* and other items.

A common *Star Café* enhancement of the list is to add groupings for compact display and a more intuitive presentation. Such a list can point to virtually anything, so a document, a picture, a form, another room, or even an e-mail address can be referenced in the same list.

## ***Tasks***

The *Tasks* list provides a means of tracking group activities where the entire community can view the progress. This facilitates sharing the task required to complete a community objective. Members of the community could even ‘volunteer’ for a task by entering themselves in the “Assigned to” field. The “Description” field can be used to enter notes on how the task is progressing. The tasks can even be grouped to form ‘projects’. (Contact [StarCafe@AFSC.org](mailto:StarCafe@AFSC.org) for ideas on developing a “Project Room” for simple project management.)