Components

Citations

Events

Categories

Creating a category

Click "New" (green circle with a plus sign) in the upper right portion of the page.

You will be presented with a form to enter your new category. Only the field labeled "Title" is required.

When done, click "Save" (the icon that looks like a floppy disk) in the upper right portion of the page.

Editing a category

To edit a category, click the title in the category listing or check the box next to the title and click the "Edit" button in the upper right of the page.

All other steps are identical to category creation above.

Deleting categories

To delete one or more event categories, check the box next to the category you wish to delete

and hit the "Delete" button in the toolbar located at the top right of the page.

Groups

Resources

Types

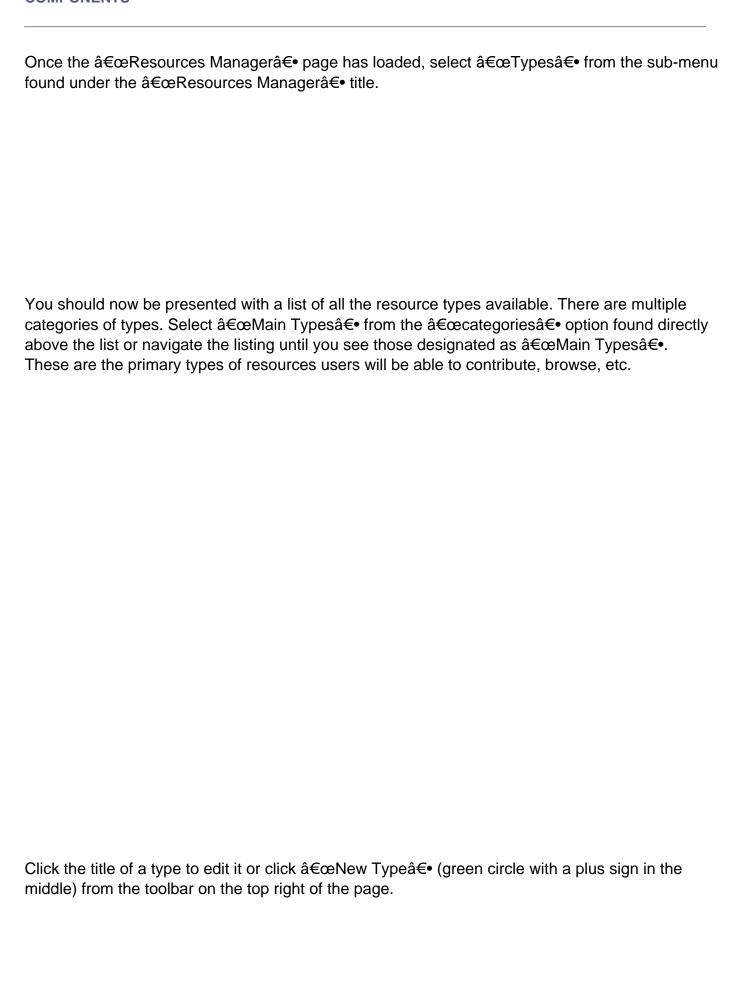Users may contribute many types or categories of resources. All HUBs come with a default set of types. They are:

- Animations
- Courses
- Downloads
- Learning Modules
- Notes
- Online Presentations
- Publications
- Series
- Teaching Materials
- Tools
- Workshops

Some types can be contributed by any user via the front-end "contribute" component. Some types, such as Learning Modules or Series cannot presently be contributed via the front-end due to their complex nature (more on this below).

Creating New Types

The default list of types may not completely suit your needs and you may wish to add your own, new types. This can be done from the administrative back-end of the site by following these steps:

1. Login to the administrative back-end.
2. Once logged in, find "Components" in the main menu bar located toward the top of the page. You should be presented with a drop-down menu containing a list of all the installed components on your HUB.
3. Select "Resources" from the list.

Once the â€œResources Managerâ€• page has loaded, select â€œTypesâ€• from the sub-menu found under the â€œResources Managerâ€• title.

You should now be presented with a list of all the resource types available. There are multiple categories of types. Select â€œMain Typesâ€• from the â€œcategoriesâ€• option found directly above the list or navigate the listing until you see those designated as â€œMain Typesâ€•. These are the primary types of resources users will be able to contribute, browse, etc.

Click the title of a type to edit it or click â€œNew Typeâ€• (green circle with a plus sign in the middle) from the toolbar on the top right of the page.

Fill in the title field (what you want this type to be called) and select "Main Type" from the category list. You may then optionally fill in a description (longer explanation) of this type.

Decide if this resource type can be contributed from the front-end "contribute" component by checking/unchecking the "contributable" checkbox. Due to the complex structure of some resources, the front-end "contribute" component cannot handle the creation of some resource types. This checkbox ensures what such a resource type does not accidently show up as a type the user can self contribute.

Next, you may decide what custom fields you wish to have filled in by the user for that resource type. Options are single-line text boxes or multi-line text areas. A field may be required or not. If no custom fields are added, the resource type will appear with a default set of fields: Bio, Credits, Citations, Sponsored By, References, Publications (all multi-lined textareas)

Click â€œSaveâ€• (icon looks like a floppy disk) in the toolbar on the top right of the page.

New resource types should now be available as a resource option and changes to types should take affect immediately.

Tags

Overview

Tags are like keywords or category labels. Tags help you categorize and find content, events, and members which have something in common or similar interests. Tags can be added to groups, profiles, resources, wiki pages, and events.

To manager tags:

1. First login to the administrative back-end.
2. Once logged in, find "Components" in the main menu bar located toward the top of the page. You should be presented with a drop-down menu containing a list of your installed components.

3. Choose "Tags" from the available options.

Creating a Tag

1. Click "New" (green circle with a plus sign) in the upper right portion of the page.

2. You will be presented with a form to enter your new tag. Only the field labeled "Tag" is required.

Admin
> This is a flag that designates if a tag is an administrative tag. Admin tags are only seen by administrators and are typically used for tagging content with information that may not be relevant or desired to be known by front-end users.

Tag
> The tag you wish to create.

Alias
> An alternate version of the tag such as a pluralized spelling of the tag or common abbreviation. For example, the tag "New York" may have an alias of "ny".

Description
> A description or definition of the tag.

3. Once you feel ready to save your changes, scroll back to the top of the page and click "Save" (the icon that looks like a floppy disk) in the upper right portion of the page.

Editing a Tag

To edit a tag, click the raw tag, tag, or alias found in the tag listing.

All other steps are identical to tag creation.

Merging Tags

Should a situation arise where two or more tags should really be one tag, you can merge tags. To merge tags, check the box next to the tags you wish to merge and hit the "merge" button in the toolbar located at the top right of the page.

You will then be presented with a list of the tags you want to merge (and how many items are using each tag) and the options to either:

- Merge the tags under another existing tag (ex: everything tagged with "h2o" and "hydro" can be merged to just "hydro") or
- Merge the tags into a new tag (ex: everything tagged with "h2o" and "hydro" can be merged to "water")

Click "Save" (the icon that looks like a floppy disk) in the upper right portion of the page to perform the final merge. **Note:** This cannot be undone!

Deleting Tags

To delete one or more tags, check the box next to the tag(s) you wish to delete and hit the "delete" button in the toolbar located at the top right of the page.

Contribtool

Changing the Developer URL

When accessing a tool's development page, there is a link available under the "What's next?" section on the right-hand side of the page (see the sample image below). This link should direct the user to the yourhub.org/tools page corresponding to that particular hub. But if that is not the case, the link can be changed quickly from the backend administrator interface; simply follow the instructions below.

Begin by...

1. Logging into the *Joomla!* administrative interface corresponding to your site
2. Then, navigate to "Components -> Contribtool" from the main menu bar on the top of the screen
3. Next, select parameters from the top-right corner of the page

4. Locate the "Developer URL" field and ensure that it reads https://yourhub.org/tools

5. Select "Save" from the top-right corner

XPolls

Adding a Poll

To add a new poll to you HUB, all you have to do is...

1. Log on to the *Joomla!* administrator interface (https://yourhub.org/administrator)
2. Navigate to "Components -> XPolls" on the main menu bar
3. Click the "New" button in the top right corner of your screen to add a new poll

4. Fill in the details of your poll in the fields provided

5. Select "Save"

Note: Users can only vote on the most recent open poll, but they can view results for all of the published polls.

Support

Overview

- [Tickets](#)
- [Messages](#)
- [Resolutions](#)
- [Abuse Reports](#)
- [Tag/Group](#)
- [Stats](#)
- [ACL](#)

Tickets

Tickets

Messages

To aid in responding to support ticket submissions, you may create custom message templates for frequently used responses. Example responses include a "Ticket resolved" message sent upon closing a ticket or a "Request for more information" message.

Messages may also includes placeholders where information that changes can be specified. For instance your message template may include references to the specific ticket ID number or site name. A "Ticket resolved" template could look like this:

> Thank you for using the {sitename}, and for reporting this problem. We believe that your issue (ticket #{ticket#} in our system) has been resolved. If you continue to have problems please let us know. You may reopen a closed issue at any time by following the link at the end of this message and adding a comment to the ticket.
>
> Thank you for helping us to improve {sitename}!
> --the {sitename} team

Here we have two placeholders: {ticket#} and {sitename}. The placeholders are replaced with their current value at the time of composition. When chosen from the select box under "Comments" of the response form, the comments text box will be filled with the following:

> Thank you for using the YourHUB, and for reporting this problem. We believe that your issue (ticket #123 in our system) has been resolved. If you continue to have problems please let us know. You may reopen a closed issue at any time by following the link at

the end of this message and adding a comment to the ticket.

Thank you for helping us to improve YourHUB!
--the YourHUB team

Resolutions

Resolutions

Abuse Reports

Abuse Reports

Tag/Group

Tag/Group

Stats

The stats page gives a basic overview of support ticket activity starting at the beginning of a chosen year, defaulting to the current year if none specified.

The following data is shown:

- Tickets opened for the given year
- Tickets closed for the given year
- Tickets opened for the current month of the year
- Tickets closed for the current month of the year
- Tickets opened for the current week of the year
- Tickets closed for the current week of the year
- Open tickets
- Unassigned tickets
- Average ticket lifetime
- A list of administrators and the number of tickets closed
    - closed for the given year
    - closed for the current month of the year
    - closed for the current week of the year
- A line chart displaying Tickets Submitted (red) vs. Closed (green) on a monthly basis

Stats shown may also be filtered by group.

ACL

The ACL (Access Control Layer) works in conjunction with a user login system to allow or deny a user access to support tickets and various information or features of a ticket.

Permissions may be set for individuals or entire groups of users. All members of a group will inherit any permissions set for the group. If a user is a member of multiple groups with ACL settings, the highest permissions will take affect. Take, for example, the following group settings:

Table 1: ACL

| Object | Model | Tickets | | | Comments | | Private Comments | | |
		Read	Update	Delete	Create	Read	Create	Read	
dev (111)	group	yes	yes	yes	yes	yes	yes	yes
support (222)	group	yes	no	no	yes	yes	no	no

If user "john" is a member of both groups, his permissions will result as follows:

Table 2: Resulting permissions

| Object | Model | Tickets | | | Comments | | Private Comments | |
		Read	Update	Delete	Create	Read	Create	Read
john (333)	user	yes	yes	yes	yes	yes		

Individual ACL settings take precedence over any other settings. Once again, take the following two groups and their permissions settings. User "john" is a member of both groups. We then add specific permissions settings for "john":

Table 3: ACL

| Object | Model | Tickets | | | Comments | | Private Comments | | |
		Read	Update	Delete	Create	Read	Create	Read	
dev (111)	group	yes	yes	yes	yes	yes	yes	yes
support (222)	group	yes	no	no	yes	yes	no	no
john (333)	user	no	no	no	no	no	no	no

The ACL in table 3 will result in the following permissions for user "john":

Table 4: Resulting permissions

| Object | Model | Tickets | | | Comments | | Private Comments | |
		Read	Update	Delete	Create	Read	Create	Read
john (333)	user	no	no	no	no	no		

Note: A user will always have read access to tickets they submitted or are assigned to. This will

even override any specific ACL settings.