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 â€œcontributeâ€• 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 â€œComponentsâ€• 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 â€œResourcesâ€• 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 â€œMain Typesâ€• (selected by default). There are multiple categories of types. If not already selected, 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 â€œMain Typeâ€• 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 â€œcontributeâ€• component by checking/unchecking the â€œcontributableâ€• checkbox. Due to the complex structure of some resources, the front-end â€œcontributeâ€• 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, multi-line text areas, checkboxes, select list (pull down), radio options, pre-defined options (language list, etc.). A field may be required or not.

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.

Creating Courses

Here's how to create a "Course" Resource...

1. Begin by logging on to the administrator side of the site (http://yourhub.org/administrator/)

Here's a simplified sample of how a course is set up:

This is the structure that you will be creating.

NOTE: Before starting, it is important to include a note about naming conventions. Be as descriptive and consistent as possible. This is important because it helps to create consistency throughout your hub by applying the same naming structure to similar files. For example, a possible PDF name could be 2010.09.03-ECE565-L10.pdf (which includes date, course, and lecture). Remember, a user might download several PDF's from your course, so it helps to distinguish them appropriately.

1. Select "Resources" from the "Components" menu at the top of the screen

To start, create the highest level of the structure: the "Course"

1. Select "New" from the top right corner buttons (do not select "Add Child")

1. Enter the data for your course
    - Make sure that the "Type" field is set to Course (this is not the default!)
    - Also be sure to "Publish" the course (using the drop-down box on the right)
    - And select save

Now it's time to create the Lecture for the course (the second level)

1. Select "New" again from the top right corner buttons (again, do not "Add Child" yet)
2. Now create a Lecture

   NOTE: A lecture is not an actual resource type, but that is how it will be referenced in this documentation, as that is its function within a typical course

    - The type of actual resource chosen for a lecture is not important
        - This relationship is established via a parent/child designation, not by resource type
        - A good option is "Online Presentation" or "Teaching Material" for the Lecture resource type
        - But don't forget, the resource type ***is*** important for the "Course" resource
3. Type in the information for this lecture
    - Select an option for "Type", such as "Teaching Material"
    - Be sure to publish this resource as well
    - Select save

Now you should have your "Course" resource and your "Lecture" resource showing up

1. Note the resource number of your "Lecture/Teaching Material" (in this example it is 11)
2. Next, click the "[+]" button in the "Children" column and in the row of your Course Resource (i.e. the first resource that was created; which was 10 in this example)
3. Select the "Add existing - Resource ID:" radio button, and type in the resource ID of the "Lecture/Teaching Material" that was created

1. Click "Next"

You can now see that you have created a parent/child relationship between the course and lecture presentation

1. Click the "Resource Manager" text at the top of the screen to go back to viewing all resources

NOTE: Notice that you now have one child next to your Course resource (this is the lecture resource that you related it to in the previous steps)

Now, the last step is to add the Lecture material itself (this is tier three of our course structure)

1. Select the "[+]" button again, this time next to the Lecture/Teaching Material resource that you created
    - Yours might not necessarily be an "Teaching Material" if you chose to label it something different

1. This time leave the radio button on "Create New" and click "Next"

Here you add the actual file to be played for the "Lecture/Teaching Material" that you are creating

1. Type in the info about this media item being uploaded for the course
    - Select the appropriate information (for this file, a PDF of class slides is being uploaded, that's why "PDF" and "Presentations Slides" are chosen)
    - Remember the note on naming conventions mentioned at the beginning of this section

1. Now, select the file box on the right to upload the file for this Lecture
    - a) Click in the browse box and locate the file on your computer

NOTE: When uploading "Breeze" files, place all of the files associated with that video in a .zip folder. Then select that .zip folder to upload in the upload box shown below. Also select "Unpack File". Once uploaded, continue with the process below, while simply setting the main file as the "viewer.swf" file.

- b) Back in the file box, click "Create or Upload"
- c) Then select the radio button for the file that you uploaded and make sure the "With Selected" drop down box above says "Set as main file"
- d) If so, click "Apply" next to that drop down box
- e) This will add the URL to the "File/URL" box to the left

1. Now select Save

You have successfully created a three tier structure for your "Course". The first level is the "Course" that was created first. Then the "Teaching Material" was created; this was also called a Lecture. Then a file was added to that Lecture.

At this point, more lectures and files can be added to a Course. To add a different file type to a given lecture (say you want to post a video and a PDF for the same lecture), just follow steps 13 and following, and create a new Child under the appropriate lecture (simply click on the resource for your lecture, and click the "Add Child" button on the resource page for that lecture). You can also add more lectures to the course. Simply follow steps 5 and on, creating a new resource and then adding that existing resource as a child of the main Course resource as was done in this example. The reason resources are created in two different ways in this example is due to how they are set up. When clicking the "[+]", a child type resource is created. When the "New" button is used from the main resource page in Joomla, a parent type resource is created. The course and lecture are parent type resources (evening though you add the lecture as a child to the course), and the material is the child type resource.

Just remember, the structure/hierarchy is very important for this to work properly. Pay careful attention to maintain the structure outlined above.

Note concerning "Series": The theory outline above holds true for creating a series. A series is simply a two level structure (as opposed to three), where the series is created in the same way a lecture was, and the series resources are the children.

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.

Tools

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

Polls

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

	Tickets			Comments		Private Comments	
Object	Model	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

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

	Tickets			Comments		Private Comments	
Object	Model	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

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