Day-to-day Management

The Control Panel/Administrative Dashboard: highlighted in red are the things that need attention

I. Support tickets

a. What are tickets and how are they submitted?

Tickets are bugs/issues reported to the hub administrator.

To submit a ticket on the front end:

1. Click on "Need help?" (found on the top right of the homepage)
2. Fill in the required fields and describe the problem in detail. Attach a screenshot, if necessary.
3. Click "Submit".

b. What happens once the ticket is created?

The ticket is assigned with a number and the ticket submitter (if registered on the hub) can check the status of his/her ticket in YOURHUB.ORG/support/tickets.

At the same time, the hub administrator gets alerted with a new ticket notification on the control panel.

c. How do we respond to tickets?

To respond to tickets on the backend:

1. Click on "Support Tickets" or the red ticket alert on the Control Panel to get to the Support component.
2. Under the "Summary" column, click on the name of the ticket you would like to respond to.
3. Read the problem and click on "Ticket Details" if you need to know more information.
4. You may choose to change the "Severity" of the issue or the ticket "Status", if needed. Change the "Assigned to" field to you or another administrator who will be the ticket owner.
5. Enter your response in the comment box or choose from the list of default messages under the "Comments" dropdown.
6. Check the "Private comment" checkbox if your message is meant only for the ticket owner. If not, click "Save" on the top right and your response will be sent to both the ticket submitter and the ticket owner.

II. Resources

a. How do we approve pending resources?

To approve pending resources on the backend:

1. Click on "Pending resources" or the red pending resources alert on the Control Panel to get to the Resource Manager inside the Resources component.

2. Under the "Title" column, click on the title of the new resource that is pending approval.
3. Check the content of the resource and if you are ready to approve it, change the "Status" under "Publishing" options to "Published."
4. Click "Save" and the resource will be published on the front end. *(NOTE: You may also change the status of a resource under the Resource Manager view. This is done by clicking the icon next to the resource's title found under the "Status" column.)*

III. Wishes

a. What are wishes and how are they posted?

Wishes are ideas for hub improvement and they are entered on the Wish List. There are wish lists for specific groups, tools, and the overall hub. Wishes on the control panel are overall hub-level wishes.

To enter an overall hub-level wish on the front end:

1. Click on "Need help?" (the same place to enter tickets) and on the left, click on the "Wish List".
2. On the Wish List page, click on "Add a Wish" on the top right.
3. You may choose to make your wish anonymous by checking the "Post anonymously" checkbox. Enter a one-line description of your wish under "Summary of your wish."
4. You may elaborate on your wish in the box below. You may also create tags for your wish to make it easy to search for it and categorize it.
5. Click "Submit" and your wish will be added to the wish list in "Pending" status by default.

b. What can we do with wishes?

Regular users can vote on the wishes and make comments.

Hub administrators can do what regular users can do, plus make a wish private, edit the wish, change the status of the wish (accepted, rejected, granted), and add to the implementation plan. They can also move the wish where appropriate—to a specific group/tool or recreate the wish on HUBzero.org if they would like to see the wish implemented in the core hub functionality.

Wish List administrators (members of the "hubdev" group) can rank/share their opinion about the wish and can be a wish assignee.

IV. Abuse reports

a. What are abuse reports and how are they made?

When users find inappropriate posts in the Wish List, Q&A, and Reviews, they can report them as abuse to have administrators look at the posts and possibly take them down.

To file an abuse report on the front end:

1. Locate the "Report Abuse" link found under each post.
2. Tell us why the post needs to be taken down.
3. Click "Submit" and the reported post will be marked as "Under Review" on the front end.

b. How do we respond to abuse reports?

To respond to abuse reports on the backend:

1. Click on "Abuse reports" or the red abuse alert on the Control Panel to get to the Abuse Reports section of the Support component.
2. Under the "Reported Item" column, click on the name of the item you would like to respond to.
3. Read the reported item and choose an action on the right.
   - *Release item* means that there is no problem with the item and the item can go back to being published again.
   - *Delete item* means guilty as charged and the item will disappear from the front end. Choosing this will notify the owner of the item that his/her post has been removed from the hub.
   - *Decide later* means that until you decide, the item will remain under review.
4. Click "Save" and the item will either be released, deleted, or remain under review depending on the action you chose.

On the front end:

V. Questions and Answers ("Ask the community")

a. What is the Q&A page for and how do we access it?

The Q&A page is a place where users can ask fellow hub users about topics not found in the hub's Knowledge Base. These could be questions for hub administrators or experts in the field.

To get to the Q&A page on the front end:

1. Click on "Need help?" (the same place to enter tickets) and on the left, click on the "Ask the community".
2. On the Q&A page, you will see a list of existing questions and you can go inside the question to answer it, vote it up, or delete it.

b. What's my role as an administrator when it comes to the Q&A page?

The Q&A page is not included in the Control Panel. Therefore, you must check the Q&A page on the front end regularly and facilitate getting answers. When you see questions pertaining to the use of the hub that are currently not addressed in the knowledge base, you can create those questions and answers in the knowledge base.

Day-to-day Management Activity:

1) Login to the front end as a non-administrator and enter a sample ticket.
   (HINT: See "To submit a ticket…" under I.a on page 1)

2) On another browser window/tab, login to the backend. Assign the ticket to an administrator and, at the same time, send an initial response to both the ticket submitter and the ticket owner.
   (HINT: See "To respond to tickets…" under I.c on page 1)

3) Now, going back to the front end as a non-administrator, check the status of your ticket and respond to the administrator.
   (HINT: See "What happens once the ticket is created?" under I.b on page 1)

4) On the backend, go back to the ticket, send a resolution message and change the ticket status to one of the "Closed" statuses.

5) As the ticket submitter, check the status of your ticket now.