
DGroups 2 Online

Add any Dgroups feedback to <http://tinyurl.com/dgroups-fb>

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1. Users Guide

1.1. Logging in

To login to dgroups go to <http://d2.dgroups.org> and enter your username (your email address) and your password in the box as shown below



Figure 1: Dgroups login page

If you forget your password you can get a new one by clicking the 'forgot password' link (<http://d2.dgroups.org/public/ForgotPassword.aspx>).

1.2. 'My Home' Page

Once you enter Dgroups you will be redirected to the your personal 'dashboard', known as 'My Home'.

'My Home' shows you all the activity that is taking place in groups in which you are a member.

- It gives you an overview of the recent activity. This includes events, discussions (messages) and documents, showing any new contributed items in your groups.
- On the left hand side, it shows you a listing of all of your Dgroups (now called 'communities').

The image below shows the main features of the dashboard. You can return to this page at any time by hitting the 'My Home' link on the top left.

The screenshot shows the 'My Home' dashboard with the following sections and annotations:

- Top Navigation:**
 - Name:** Chris Foster | **search** | **logout** | **help** (Annotation: Name: Change profile and personal preferences)
 - Search:** Search for an item within your communities (Annotation: Search: Search for an item within your communities)
- Left Sidebar (My Communities):**
 - My Home
 - ICCD
 - Feedback
 - TLC-Education
 - TLC-Governance
 - TLC-Innovation
 - TLC-Livelihoods
 - sandbox
 - icid_test
 - icid_test2
 - The Maple Group
 - discover more communities (Annotation: discover more communities: Search for a new DGroup community)
- Main Content Area:**
 - Reminders:** Event [ICT for a global sustainable future](#) (Annotation: Reminders: Notification of forthcoming events)
 - Announcements:**
 - [We are using this groups as a feedback group on D2](#) posted last Friday by [ICD Dgroups creator account](#) from [Feedback](#). Feel free to add any members. Email address for group is feedback-icid@dgroups.org
 - Recent announcements:**
 - [Welcome to this DGroups testing groups for ICCD](#) 12 December 2008 by [Chris Foster \(vaboo\)](#) [Add!](#)
 - [what does announce do?](#) 11 December 2008 by [S.K](#)
 - Discussions:**
 - [FW: \[TLC-Innovation\] Vietnam is instructing to use open source software products in state agencies](#) posted today by [issuel](#) from email [Feedback](#)
 - This email was sent over a day ago to the TLC-innovation list. Denise is definitely a member and no sign of it in the web interface. So, looks like emails are still being dropped somewhere. Christian, might be worth following this one up?? as this is fairly serious and similar to other cases that I mentioned before. Thanks Chris Christopher Foster Trainee - Online Communications International Institute for Communication and Development (ICCD) P.O. ... [More](#)
 - Recent discussions:**
 - [FW: \[Global-GTP-Coordination\] Rob > Kings > I do not get a notification email of my own web postings?](#) 13 January 2009 by [ICD Dgroups creator account](#)
 - [RE: \[Diversity/Innov\] Info on CRC/MARU](#) 12 January 2009 by [Denise Bennett](#)
 - [challenge in D1 and D2](#) 12 January 2009 by [Saskia Harmsen](#)
 - [seeing if this goes through...](#) 12 January 2009 by [S.K](#)
 - [does a zip file go through?](#) 12 January 2009 by [S.K](#)
 - Documents:**
 - [Peru photo](#) posted yesterday by [S.K](#) from [The Maple Group](#)
 - Recent documents:**
 - [gsm-1_0_12_virus.exe.gz](#) 12 January 2009 by [S.K](#)
 - [14-01Feb2007.zip](#) 12 January 2009 by [S.K](#)
 - [CS5_ctrl_ref.pdf](#) 12 January 2009 by [S.K](#)
 - [food-guide.pdf](#) 12 January 2009 by [S.K](#)
 - [vivalmail.dat](#) 08 January 2009 by [Shirley Ann Knox](#)
 - Links:**
 - [ICTs for e-Environment](#) posted 12 December 2008 by [Judit Velozquez](#) from [icid_test2](#)
 - Recent links:**
 - [ICCD Website](#) 12 December 2008 by [Chris Foster \(vaboo\)](#) [Add!](#)

Figure 2: Dgroups dashboard

1.3. Group Homepage

The group homepage shows you the activity taking place in one specific Dgroup.

- To access a group homepage, click on a specific group's name in your left 'My Communities' menu.

The community homepage looks very similar to the dashboard ('My Home') as shown previously, except that emails, documents and announcement shown pertain only to **one specific group**.

At the top of the community homepage as described in below there are links to the main features in the community

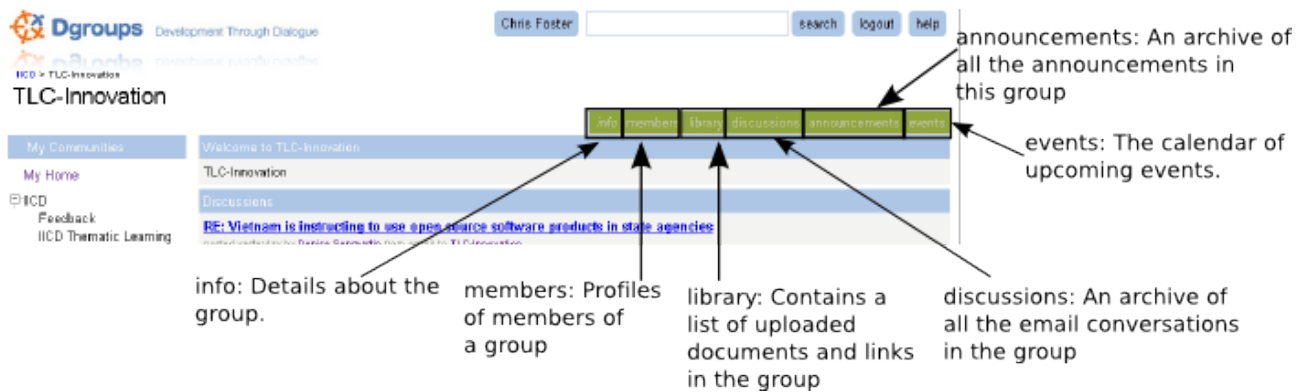


Figure 3: Snippet of community homepage

- The “info” button provides important information about your group:
 - To post a message to a Dgroup, send an email to the Community Email address.
 - To leave a group (withdraw your membership) click on the green “terminate membership” button.

1.4. Your Account Page

To access your account, which includes your profile and individual group preferences, click your name at the top of any page (left of the search box).

The screenshot shows the Dgroups user profile page for Chris Foster. The page is divided into several sections, each with a blue header and a list of settings or information. Annotations with arrows point to specific elements:

- edit public profile:** Decide which personal details you want others to see. Points to the "edit public profile" link.
- terminate account:** Close your DGroups account. Points to the "terminate account" link.
- contact details:** Shows:
 - 1) The personal details you have entered.
 - 2) General DGroups preferences.
 Points to the "contact details" section.
- change photo:** Add or change the profile photograph. Points to the "change photo" link.
- username and password:** Modify the email address you are using or password. Points to the "username and password" section.
- community info:** Advanced options - Changing Dgroups preferences on a per group basis. Points to the "community info" section.

The profile information includes:

Title:	Mr
First name:	Chris
Last name:	Foster
Position:	Trainee - Online communications, and internal know
Organization:	ICD
Address:	
Country:	Netherlands
Telephone:	+44 7751537351
Fax:	
Email address:	cfoster@icd.org
Time Zone:	+01:00:1
Comments:	
Language:	Automatic
Default email preferences:	Immediate
Receive notifications of own contributions:	Yes
Email format:	HTML

The "username and password" section shows:

Username:	cfoster@icd.org
Password:	(not shown)

The "community info" section shows:

Feedback (Member):	
First access:	today
Last Access:	today
Latest Contribution:	<never>
Total Contributions:	0
Notification preference:	I will receive community emails as set in my default email preferences.
Notification format:	As set in my default preferences.
Receive notifications of own contributions:	As set in my default preferences.

The "ICD (Member)" section shows:

First access:	<never>
Last Access:	<never>
Latest Contribution:	<never>
Total Contributions:	0
Notification preference:	I will receive community emails as set in my default email preferences.
Notification format:	As set in my default preferences.
Receive notifications of own contributions:	As set in my default preferences.

Figure 4: User profile page

1.5. Discussions: Through Email or the Website

As with the old Dgroups, you can follow email discussion either through email or by logging onto the website and accessing the 'discussions' area for a community.

- To post a new message, either send an email to the group's email address (listed under “info” or previously communicated), or through the web interface it is possible to start a new message thread (see Figure 5a).
- To reply to a message, simply reply to the email through your email client, or through the web interface you will see a 'reply' button for each message thread where you can respond to a message (see Figure 5b). This will then be sent to the list as normal.



The figure consists of two screenshots from the Dgroups website. The first screenshot shows the 'discussions' page for the TLC-Innovation community. At the top, there is a user profile for 'Chris Foster' with search, logout, and help buttons. Below this is a navigation bar with links for 'info', 'members', 'library', 'discussions', 'announcements', and 'events'. The 'discussions' link is highlighted. On the left, there is a sidebar with 'My Communities' and 'My Home' sections. The main content area shows a 'start discussion' button and a list of previous discussions. The first discussion is titled 'Low-cost solutions & tomorrow's meeting (1)' by Sakia Harmon, dated 14 January 2009. The second discussion is titled 'Open Innovation' - a bit of background and interesting resources (1)' by Sakia Harmon, dated 12 January 2009. The second screenshot shows an email thread with a 'reply' button and a 'forward' button. The text of the email includes a visit web site link, a click here link to unsubscribe, and a disclaimer. The email was posted last Wednesday by Sakia Harmon from email.

start discussion: start a new discussion in the community (send email to the community members)

list of previous discussions/email threads

At the bottom of each email thread, you have the option of 'replying' or 'forwarding' that message

Figure 5: (a) The 'discussion' page for a community, allows you to add a new discussion and see previous ones

(b) For each discussion/email thread you can reply using the website

2. User FAQs

2.1. How do I join a group?

Joining a group is temporarily a tricky process, which will be simplified in future. For now, please follow the following steps.

If you are currently not a member of the platform (you don't have an account):

You can presently only join a group should an administrator invite you to join.

Note that you can request that an administrator invite you to a group you discover by contacting them through owner.groupname@dgroups.org. The *groupname* is discoverable through clicking 'info' from the group's homepage, then viewing the value before '@' in the 'Community Email'. (Be aware some groups may not be visible to you.)

To join a group once you've received an email invitation to join:

1. Click on the link in the email as instructed.
2. You will then see a form to complete your profile information. Complete and click 'Next'.
3. Then complete your password and other preferences, and click 'Next'.
4. Review your information, then click 'Finish' if is correct, otherwise click 'Previous' to change it.
5. You will then see the message 'You have successfully accepted invitation to *Name of Group*'. You are now a member of the group. Should you wish to take advantage of the web features directly, you will then need to login to the system.

If you are currently a member of the platform (you are already a member of one or more groups):

You can join a group in one of three ways:

1. If you know the name of the group, send a blank email to join.groupname@dgroups.org (replace 'groupname' by the name of the group). Your membership may require approval, in which you will be notified that your membership is awaiting approval, then you will be notified once your membership has been approved.
2. If you discover a group through the web interface, such as through the Search or 'Discover More Communities', click on 'info', then click on the 'add to my communities' button. (Be aware some groups may not be visible to you, so you may need to ask the group owner directly for an invitation to join if you have a specific group in mind.)
3. You can receive an email invitation to join directly from a group's administrator. Simply follow the directions contained in the email.

2.2. How do I leave a group?

Send a blank email to leave.groupname@dgroups.org (replace 'groupname' by the name of the group).

2.3. How do I see a full listing of all the groups of which I am a member?

In one of the following ways:

1. You can receive a list by email by sending a blank email to info@dgroups.org.
2. You can login to the Dgroups web interface, and view a listing in the left menu.

2.4. How do I see all the members in my community?

A full list of members is available by clicking the 'members' link in the green menu bar in your group.

2.5. How can I receive group emails more/less often?

It is possible to change your email delivery preferences through either sending Dgroups email commands, or changing your delivery preferences through the web interface.

Change Preferences Through Email Commands:

(In the following, replace 'groupname' by the name of the group. Example, if your Dgroup's mailing list address is education-india@dgroups.org, then the groupname is 'education-india'.)

To change your delivery preferences for individual groups, send a blank email to:

dailydigest.groupname@dgroups.org: receive a daily digest (all emails sent to the group over the course of the day in one email)

weeklydigest.groupname@dgroups.org: receive a weekly digest (all emails sent to the group over the course of the week in one email)

monthlydigest.groupname@dgroups.org: receive a monthly digest (all emails sent to the group over the course of the month in one email)

mail.groupname@dgroups.org: receive messages as they are sent

nomail.groupname@dgroups.org: receive no mail (stop email delivery)

Change Preferences Through the Web Interface:

As seen in section 1.4 Your Account Page, it is possible to customize your email delivery preferences while viewing your account. To so:

- Click on your name on the top of the page (left of the Search) to go to your profile.
- Under 'contact details' select 'I would like to change this'.
- There is a setting 'Default email preferences' where you can choose how regularly you want to receive emails, this will apply to all groups of which you are a member.
- To change preferences for individual groups, edit the 'Notification preference' found below your profile view.

3. Administrators Guide

For administrators, you can change many settings for each community.

- See figure 6 below which shows how to get to the settings page.

The screenshot shows the Dgroups website interface. At the top, there is a header with the Dgroups logo and the tagline "Development Through Dialogue". A user profile for "Chris Foster" is visible, along with search, logout, and help buttons. Below the header, the breadcrumb trail reads "sandbox > iicd_test > View Community Settings". The main content area is titled "iicd_test" and features a navigation menu with options like "edit settings", "email settings", "members", "invitations", "appearance", "publishing settings", "notifications", "membership log", and "statistics". A secondary menu below this includes "terminate membership". The main content area displays various settings for the "iicd_test" community, such as Title, Community Url, Community Email, Purpose Description, Status, Moderated, Security, Content available to unauthorized users, Community Membership, Language, Tools, Tags, Country, Region, Sector, Leaders, and Members. Annotations with arrows point to the "settings" menu item and the "iicd_test" community name.

To edit the settings of a community

- 1) Select the community to edit
- 2) You will see an extra menu item called 'settings'. Click here.

Note: You will need to have been assigned as a group leader to be able to edit settings

Figure 6: Administration settings

The first page shows an overview of the main settings. You can also see a submenu with a large number of settings to change. We list the main ones below

Menu Item	Settings
Edit Settings	<ul style="list-style-type: none">• Edit the main settings (group name, email address, url, description etc)• Behaviour settings: How a community behaves<ul style="list-style-type: none">• 'Community membership': How a person joins a community• 'Moderated': Moderation settings• 'Security': Visibility of items in the community• Default language: determines the language of the navigation (the group will still fully support content contributions in other languages than the default)• Security<ul style="list-style-type: none">• 'Accept email from unregistered senders'. Be careful when enabling as this allows anyone to send messages to all group members.
Invitations	<ul style="list-style-type: none">• Here you can invite new members to your group and view a list of pending invitations.
Appearance	Change the look and feel of the community pages <ul style="list-style-type: none">• Welcome text: This text appears both at the top of the group's homepage and is included in welcome messages to new members.

4. Administrator FAQs

4.1. How do I add a new user to a group?

While viewing the group to which you wish to add a member, you will see a bottom left menu called 'Leader Tools'. From there, you have two options:

- 'Invite Member': This allows you to send an email invitation to a potential member. Note that the 'Message' you enter in the dialogue will be included in addition to other basic information on the group to provide sufficient information to inform the potential member's decision. This option should be chosen when you have not previously confirmed the user's willingness to join your group.
- 'Add Member': This enables you to add a member immediately into your group. This option requires you to be sufficiently familiar with their profile information, and should only be used when the user has previously confirmed their willingness to join your group.

4.2. How do I enable / disable moderation for my group?

Moderation can be enabled such that group administrators need to approve content prior to it being available to the group membership.

To enable or disable moderation, go to Settings > Edit Settings > Moderated. There, you will see a drop down box to choose the form of moderation.

- Uncheck for no moderation (all content items are posted immediately).
- 'All content' means everything will need to be approved.
- The other settings allow you to approve the first 1, 3, 5 contributions for individual group members. These settings are useful when the administrator is unfamiliar with the group's membership and allows the administrator to build trust in the member that after 1, 3, 5, 10 or 20 contributions, the member no longer requires moderation.

4.3. How do I moderate new member request?

Should a user initiate the joining of a group which you administer, and your approval is needed, you will receive an email which will provide instructions on how to approve or reject the request via email or the web interface.

4.4. How do I moderate group content contributions?

Should you have moderation enabled for any forms of group content, you will receive notification emails providing information on how to approve or reject content contributions via email or the web interface.

Additionally, when you login to the web interface, you will see notifications of content items pending your approval in 'My Home' (your dashboard).

4.5. How do I enable members of my group to see the profiles of other members?

Go to Settings > Edit Settings > Security, check the box 'Show list of community members'.

4.6. Can I view group statistics?

You can see some basic statistics under Settings > Statistics. These will gradually expand as the platform matures.