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<tr>
<td>1</td>
<td>Yishak Ibrahim</td>
<td>Document Writer</td>
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<td>DRAFT</td>
</tr>
<tr>
<td>2</td>
<td>Ahmed Al-Awah</td>
<td>Document Approval</td>
<td>1.0</td>
<td></td>
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Chapter I: Introduction

This user manual is prepared to address the usage of the collaboration features present on the ECA knowledge hub site. Currently there are three collaboration functionalities present on the site. This manual address the ECA Discourse part.

The ECA Discourse is an ECA-sponsored peer-to-peer facilitation service for ECA staff, conference participants, development partners/practitioners and policy makers to come together and discuss issues of common interest and concern by sharing their knowledge and experiences towards the common objective of enabling the economic transformation of Africa.

Exploring the ECA Knowledge Hub Site

The ECA Knowledge hub is one stop-shop to information on the latest social and economic development issues in Africa. The site can be reached by typing the site address (URL) http://knowledge.uneca.org/ at your browser. The site shown in Figure 1 appears.

![Figure 1: The ECA Knowledge Hub home page](image)

To access feature of the site, click on the “Menu” link at the top left corner of the screen shown in yellow background or click on the “Access ECA Knowledge” button in the middle of the screen also shown in yellow background (refer to Figure 2 bellow)
Upon clicking on the links the screen shown in Figure 3 appears

Since our interest is in the collaborate feature, clicking on the menu item link “Collaborate” shown in red circle in Figure 3 above will take us to the collaborate page shown in Figure 4 below.
Clicking on the links shown in red circle on Figure 5 will take us to the specific collaboration features:

- Clicking on “The ECA Discourse” will redirect us to the discussion forum service portal
- Clicking on “Team Project Portal” will redirect us to the project collaboration service portal
- Clicking on “Live Documents Services” will redirect us to the document collaboration portal
Chapter II: The ECA Discourse

The ECA discourse home page shown in Figure 6 provides links to perform different functions in the forum.

The following functions can be performed from the home page:

1. The top bar provides features to Search the Site, Change language (English, French), Sign Up (to register new users) and Log in (for already registered user to login)
2. The left pane provides features to Start a new discussion and provides links to show all discussions or specific discussion topics (tags)
3. The middle pane shows discussion topics as selected from the left pane. By default, it shows all discussions. To change to a specific topic or tag select your desired tag from the left pane.

Please note that only registered user can start new discussion or reply to comments

New user registration
If you are new to the discourse service portal click on the sign up link at the top bar as shown in Figure 7
The sign up page pops up as shown in Figure 8

To proceed with the sign up fill in the required information (User Name, your email and your password for the site) and Click on “Sign Up”

You will be redirected to the home page with a message to activate your account from your email address as shown in Figure 9
The next step is to activate your account from your email account. If you do not receive an email, click on “RESEND CONFIRMATION EMAIL”

Logging In
If you already have an account on the ECA discourse portal click on the login link at the top right section of the portal as shown in Figure 10

Clicking on the “LogIn” link will pop up the login screen as shown in Figure 11
Fill in the required information (User name or Email and your password) and click on log in. If wrong information is entered, the following screen is displayed (Figure 12)
If your login is correct you will be redirected to the home page with your account name displayed at the top right corner of the screen (Figure 13).

Setting Personal Profile

After login in, to setup your personal profile click on your login name at the top right corner (Figure 14) and click on the profile link.
On the profile setting page (Figure 15) the logged in user can set his/her own details as well as get general information.

![Figure 15 The ECA Discourse Profile setting page](image)

On the profile setting page you can set:

1. Your Profile Image by clicking on the plus icon inside the circle to the left of your name
2. Write short text describing you (just below your user name)
3. Make Settings changes (Figure 16) which enable to change account information, notification and privacy settings
4. In addition, you will have reports related to:
   a. How many posts you have made,
   b. Number of discussions you participated on
   c. Number of mentions made to you

The details can be found by clicking the links for each (posts, discussions and mentions)
Starting a new discussion

To start a new discussion, click on “Start a Discussion” link on the home page (Figure 17)

A popup screen appears at the bottom of the home page as shown in Figure 18
Figure 18 popup up windows to create a new discussion

On the popup windows

- Choose you tag,
- Type the Discussion Title
- Write your post
- Finally, when done, click on Post Discussion

The new created discussion appears on the home page (Figure 19)
Interacting with newly created forums

After creating a new discussion, the owner/creator can perform additional tasks such as renaming the title, following other participating in the discussion, or deleting the discussion as a whole. To do that click on the vertical three dots to the right of the forum name as shown Figure 20

![Figure 20 Setting options for newly created topics](image)

Besides this clicking on the forum title will also take to a dedicated page where one can see the reply of others and also can set the options indicated above. The dedicated page for each discussion is shown Figure 21 below

![Figure 21 Discussion topics detail page](image)
Editing individual posts

When a discussion is created different users can post to the topic. Each individual can edit or delete his/her own post. This can be done by clicking on the horizontal ellipsis (three dots) at the right end of each post (Figure 22). You can either edit or delete the post.

Replying to a post on existing topics

If you are a logged in user, you can reply to other people posts. This can be done by typing inside the reply box or clicking on the “Reply” button on the right pane. When writing a post to address a specific individual use the “@” tag. This will bring option of available users as shown in Figure 23.
The discussion topic looks like as shown in Figure 24 below after a second person posts to a topic.

![Figure 24 Discussion topic after a second person posts](image)

The discussion topic creator and anybody following the discussion will be notified when new posts are made unless it is turned off as shown in Figure 25. Clicking on the notification will bring a list of the notifications (Figure 26). Then clicking on the individual notification again, will take you to the specific discussion topic.

![Figure 25 Notification after a new post](image)
Based on the site setting a new post may not be publicly visible write away. If there is a site moderator, it has to be approved as shown in Figure 27
The red circle shows the specific user is a moderator/Admin. On his/her screen, he will find an approval notification where he can approve or delete the post. After approval, the post appears for all to see and reply to.

After four replies, the discussion topic looks like as shown in Figure 28. If you like a specific post you can like it by hovering over the topic and clicking on like (Figure 29)

![Figure 28 The discussion topic after 4 posts](image)

![Figure 29 Liking a specific post](image)
Following up a topic

To follow up a topic, hover your mouse over the topic and click on “Follow” in the vertical ellipsis (three dots) as shown in Figure 30.

When you are following a specific topic, a circle in yellow appears in the topic as shown in Figure 31.

To unfollow a topic, just click on the vertical ellipsis where you clicked on follow. This time the follow text will be replaced by unfollow (Figure 32).
Searching the forum

To search on the home page type in your key word the top of the screen (Figure 33), the system popup option related to your keyword. You can either select from the lists or click on enter to search

Figure 33 Searching for topics

The search result will be displayed in the middle of the screen, with the keyword highlighted (Figure 34)

Figure 34 Search results page