



# ECA DISCOURSE USER MANUAL

The ECA Discourse user manual

UNITED NATIONS ECONOMIC COMMISSION FOR AFRICA , Addis Ababa, Ethiopia



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## Version

No	Author	Role	Version	Date	Status
1	Yishak Ibrahim	Document Writer	1.0	May 15,2016	DRAFT
2	Ahmed Al-Awah	Document Approval	1.0		

## 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.

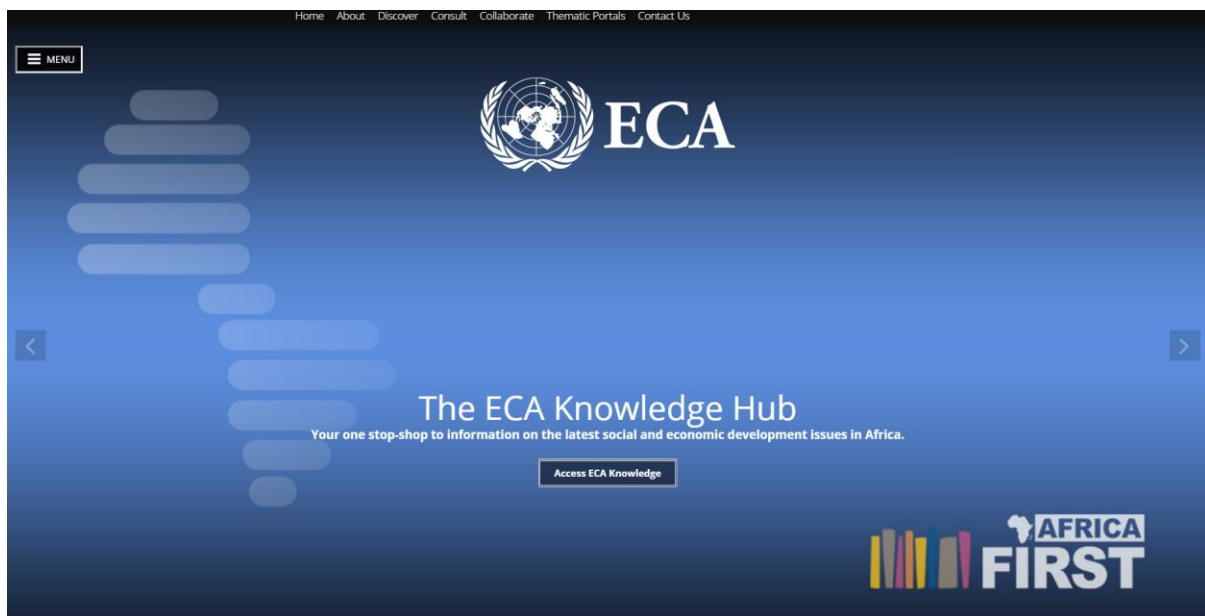


Figure 1 : The ECA Knowledge Hub home page

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)

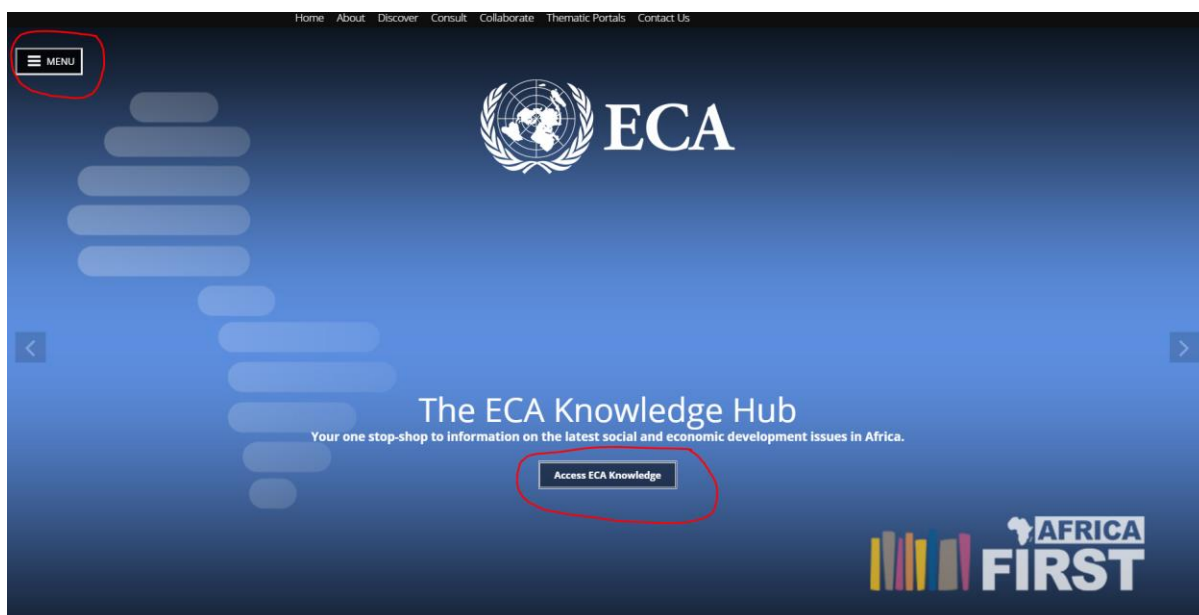


Figure 2: ECA Knowledge hub menu links

Upon clicking on the links the screen shown in Figure 3 appears



Figure 3: ECA Knowledge Hub main menu items lists

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

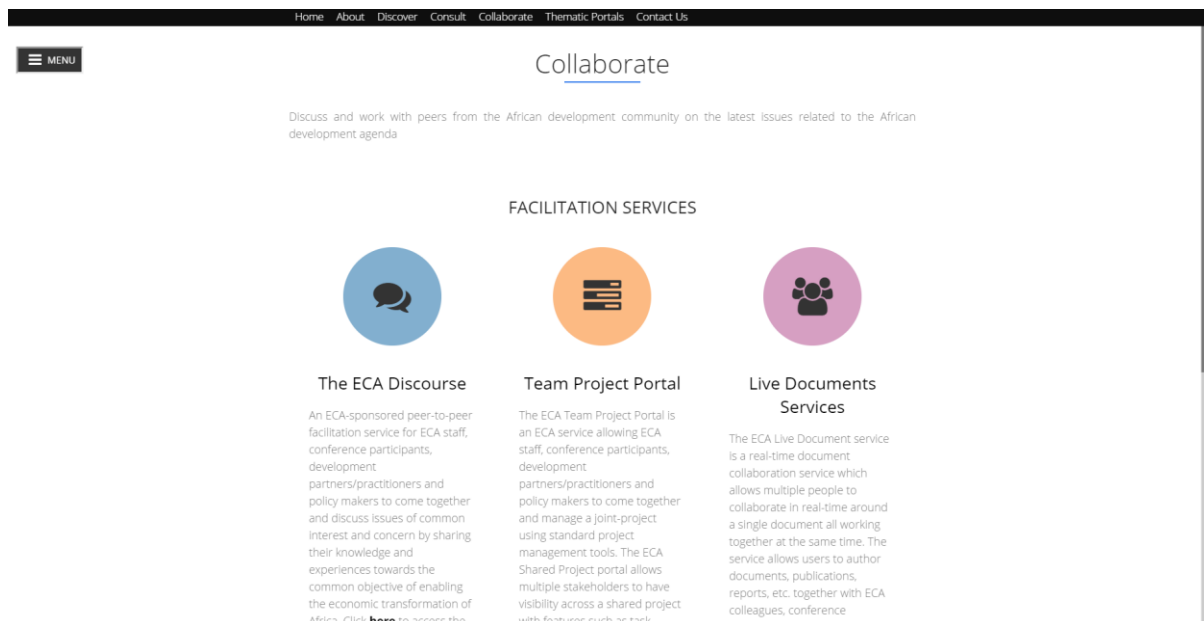


Figure 4 : ECA Knowledge Hub collaborate page

Clicking on the links shown in red circle on Figure 5 will take us to the specific collaboration features

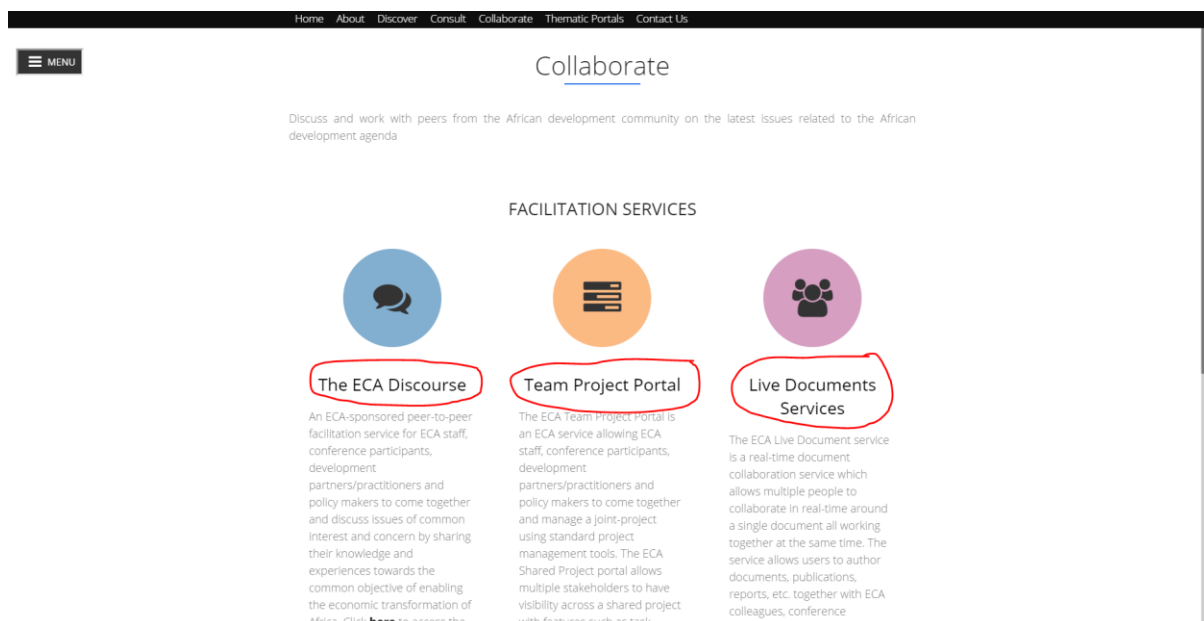


Figure 5 : ECA knowledge hub collaboration features links

- 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.

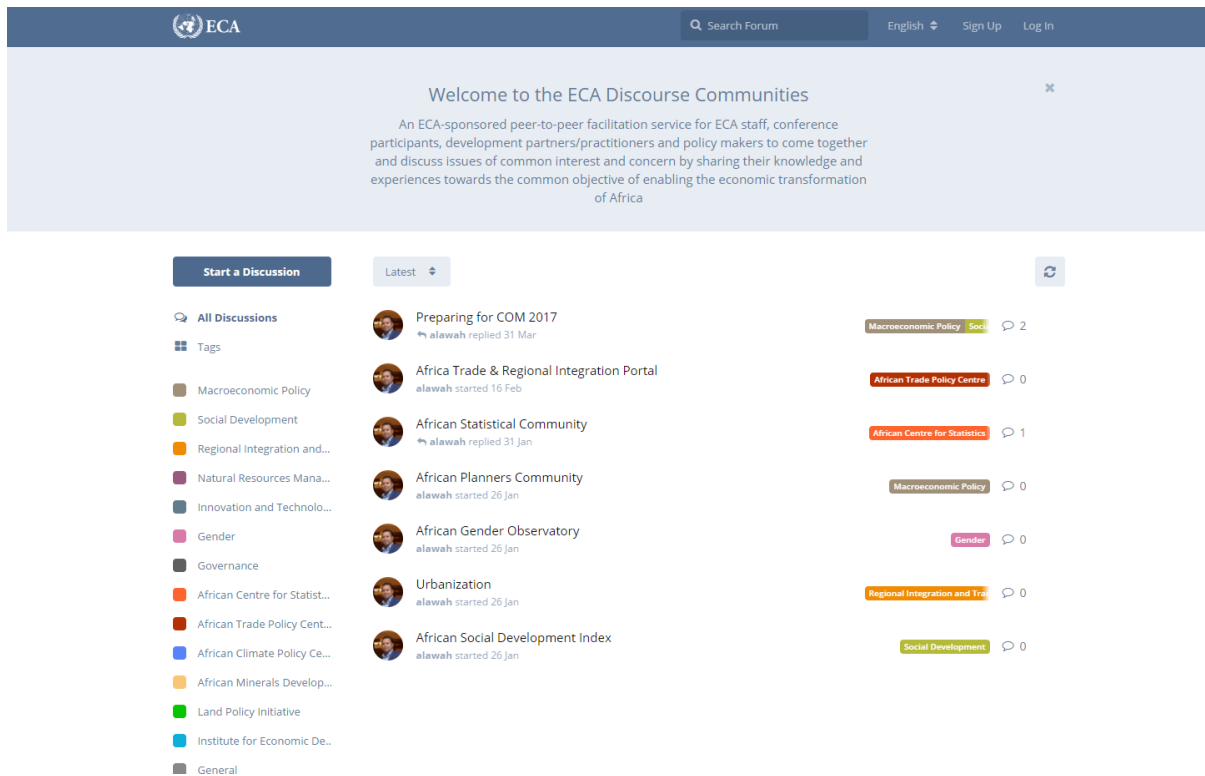


Figure 6 The ECA Discourse home page

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 users can start new discussions 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



Figure 7 ECA knowledge Hub Sign up link

The sign up page pops up as shown in Figure 8

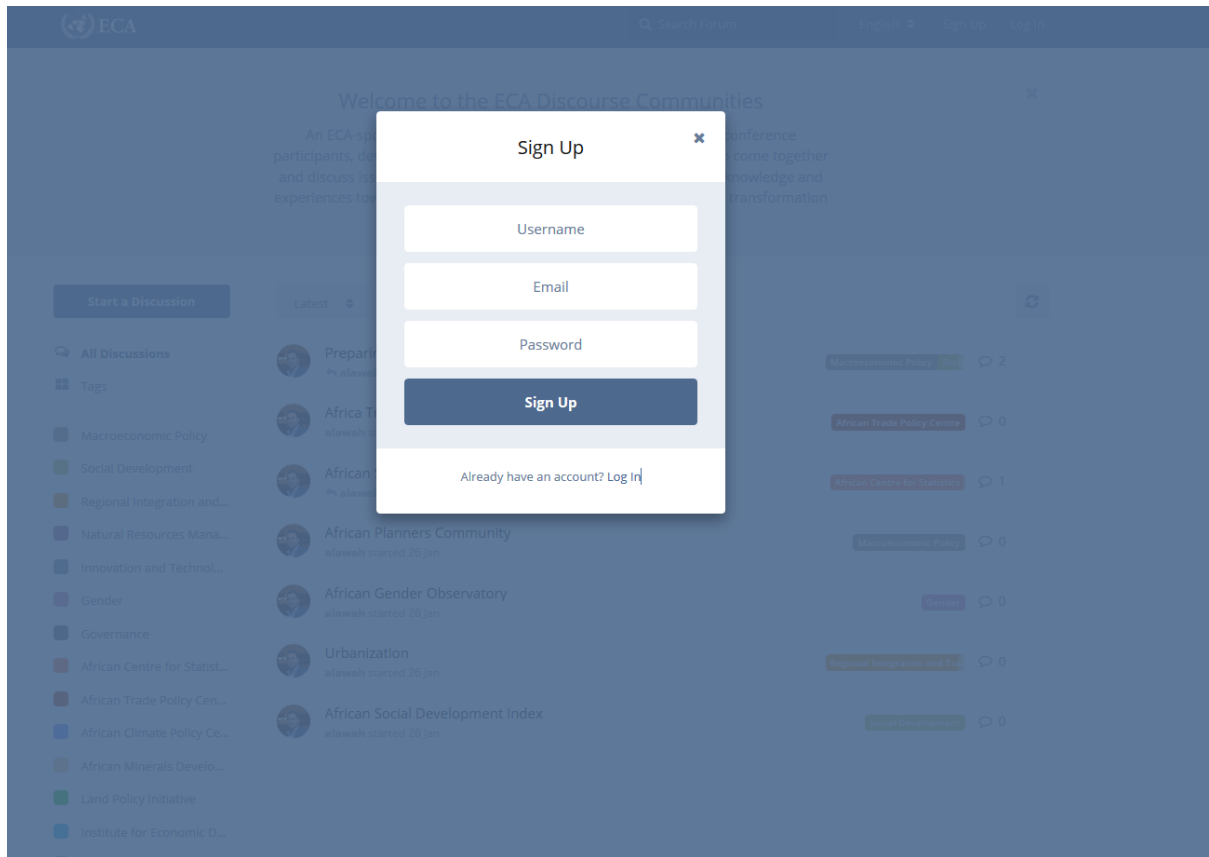


Figure 8 : The ECA Discourse Sign up page

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

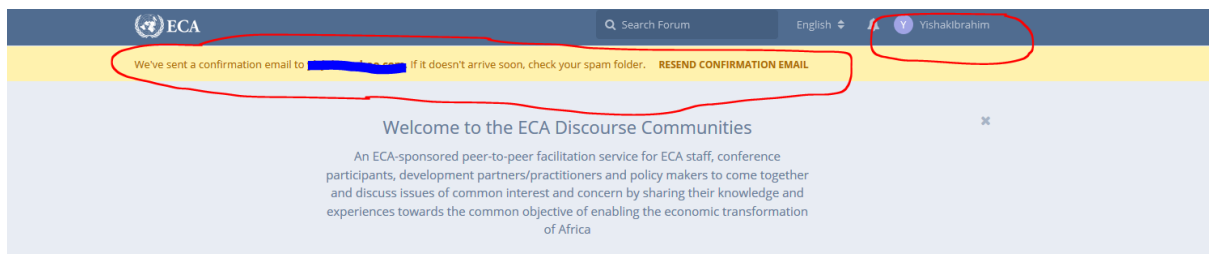


Figure 9



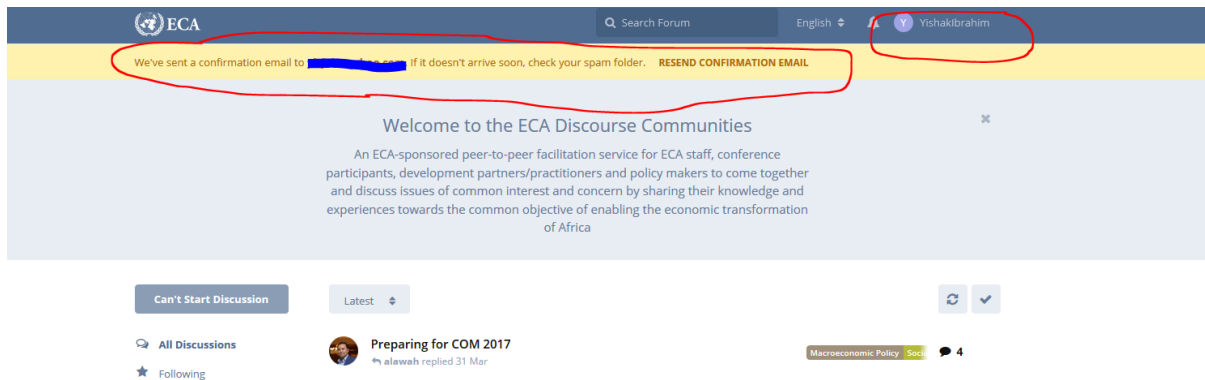


Figure 9 The ECA Discourse Sign up message

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

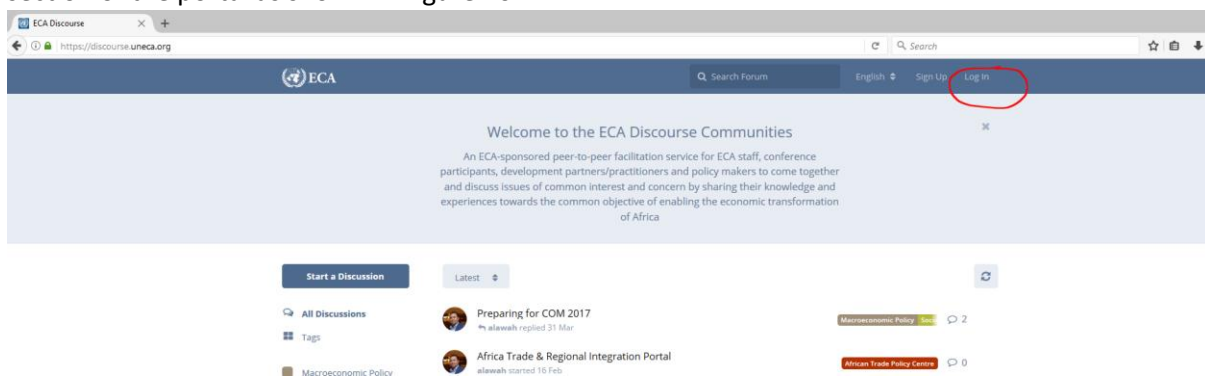


Figure 10

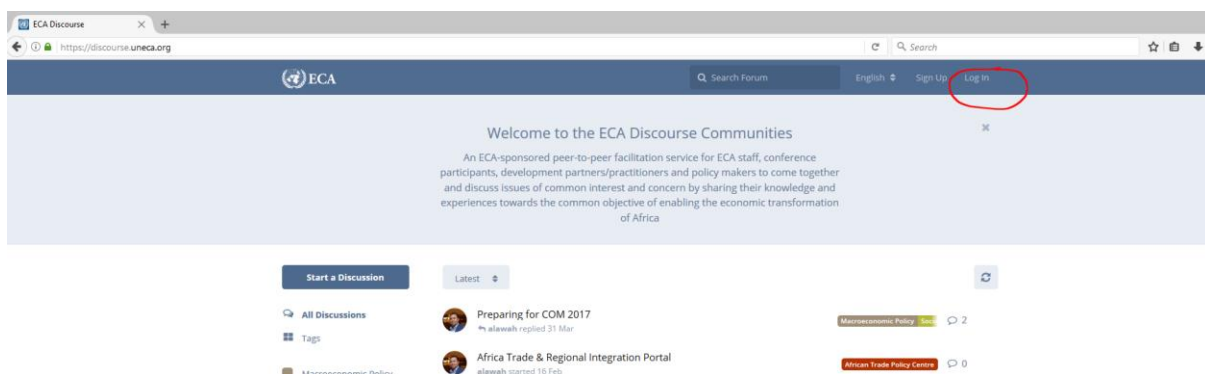


Figure 10 The ECA Discourse login link

Clicking on the “LogIn” link will pop up the login screen as shown in Figure 11

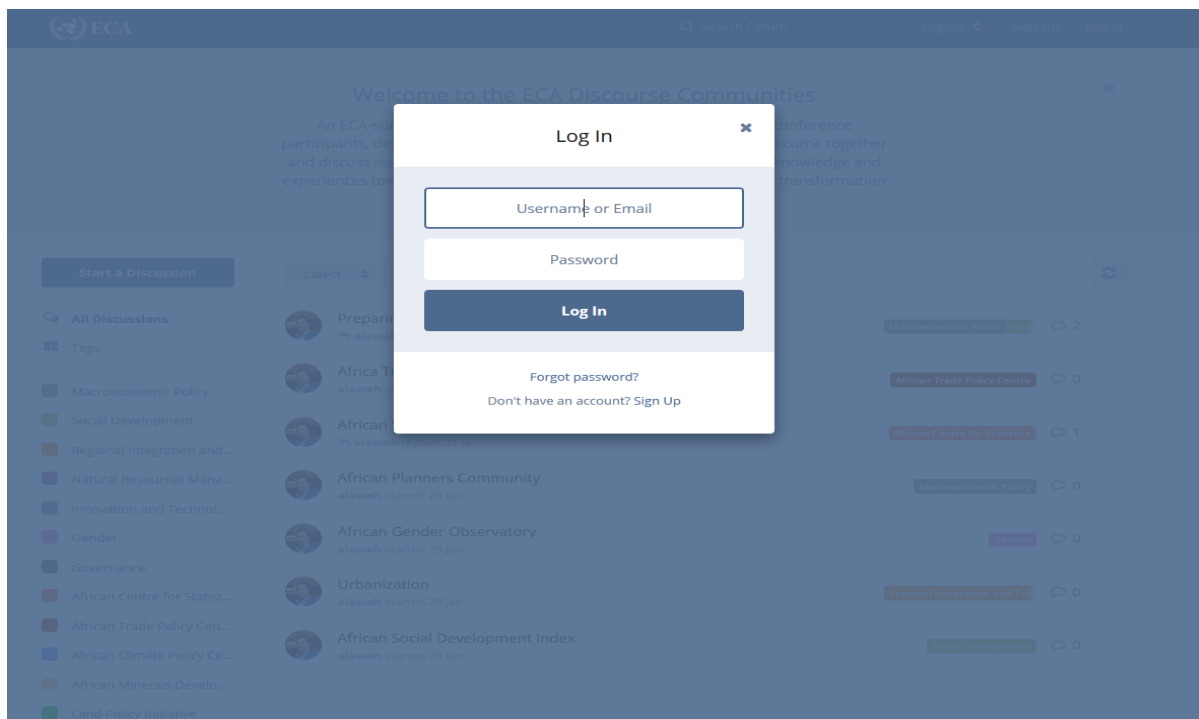


Figure 11 The ECA discourse login page

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)

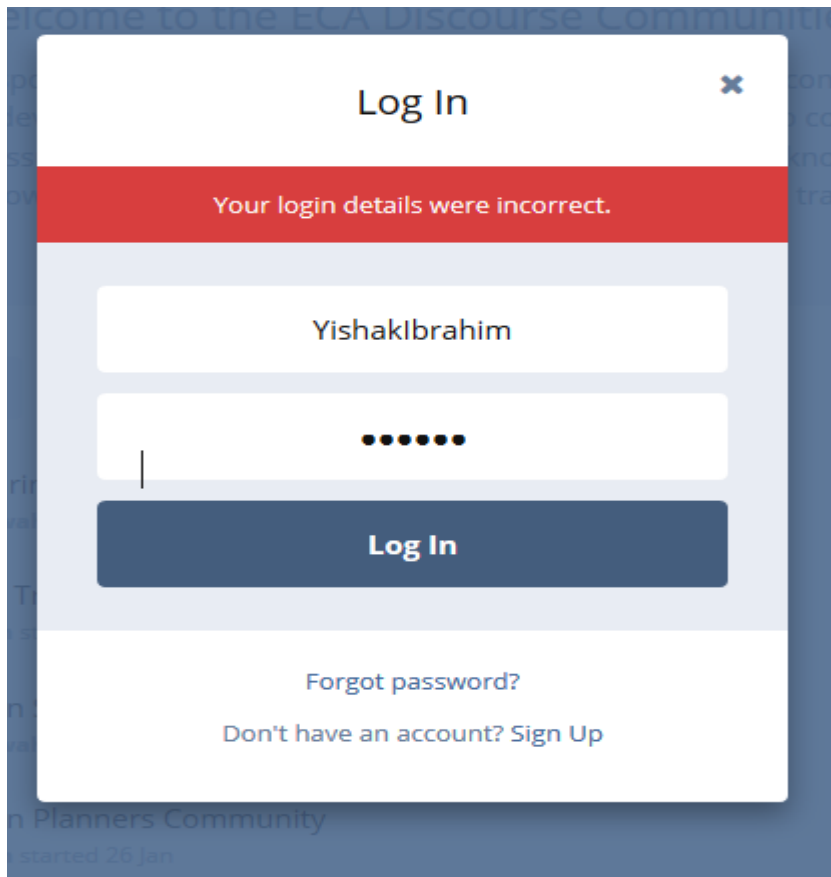


Figure 12 The ECA discourse invalid login information

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).

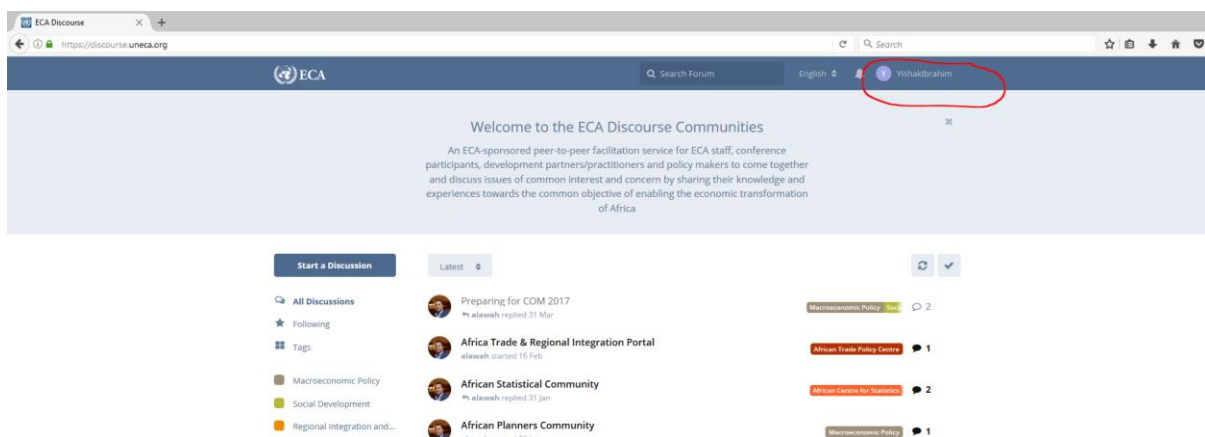


Figure 13 The ECA Discourse home page after logging in

## 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

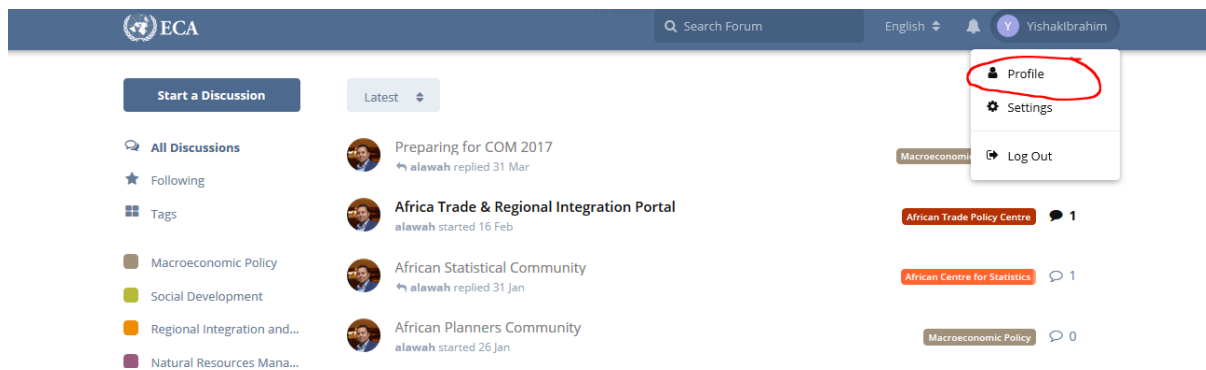


Figure 14 The ECA discourse personal profile setting

On the profile setting page (Figure 15) the logged in user can set his/her own details as well as get general information

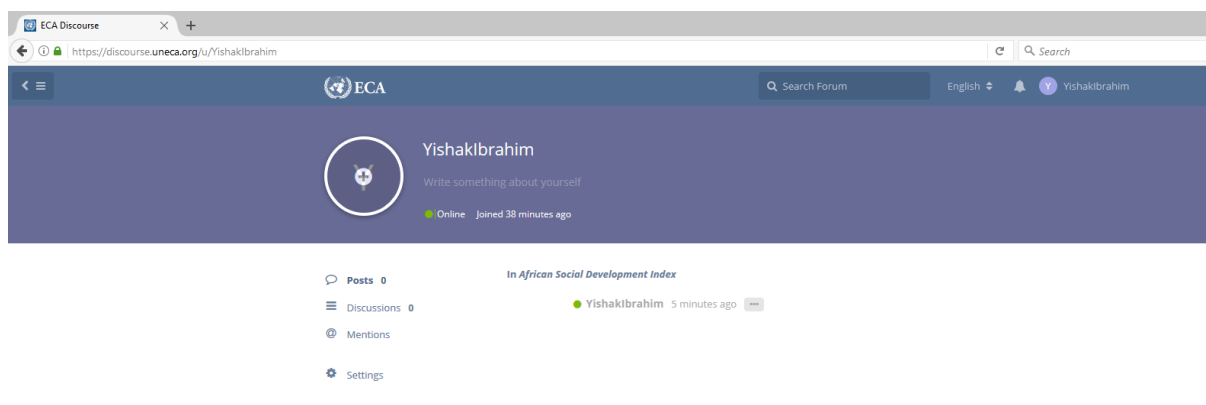


Figure 15 The ECA Discourse Profile setting page

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)

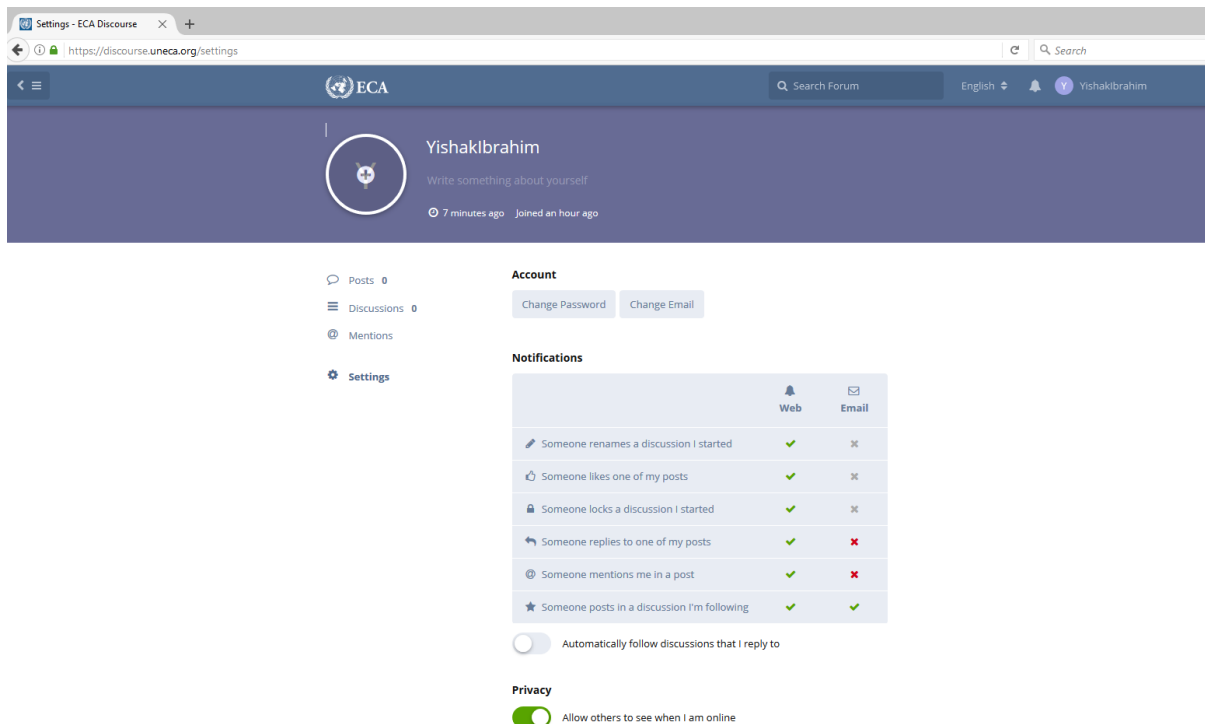


Figure 16 The ECA Discourse setting page

## Starting a new discussion

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



Figure 17 Starting a New Discussion

A popup screen appears at the bottom of the home page as shown in Figure 18

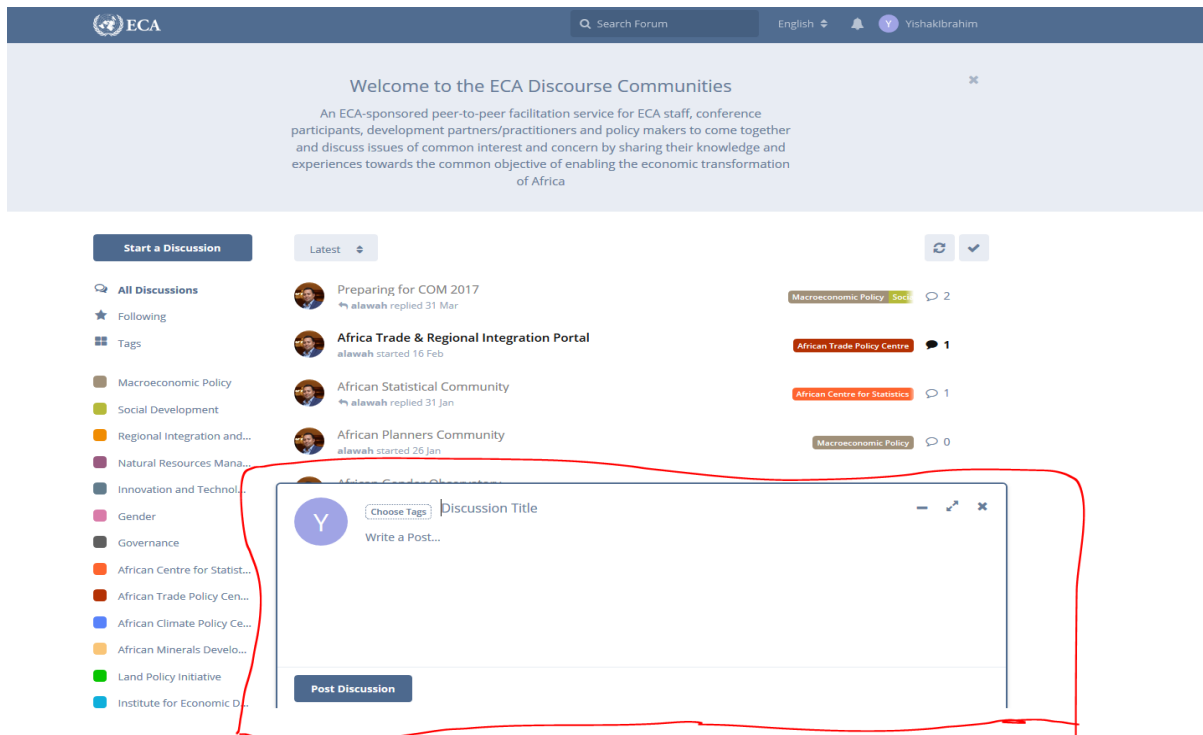


Figure 18 popup up windows to create a new discussion

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)

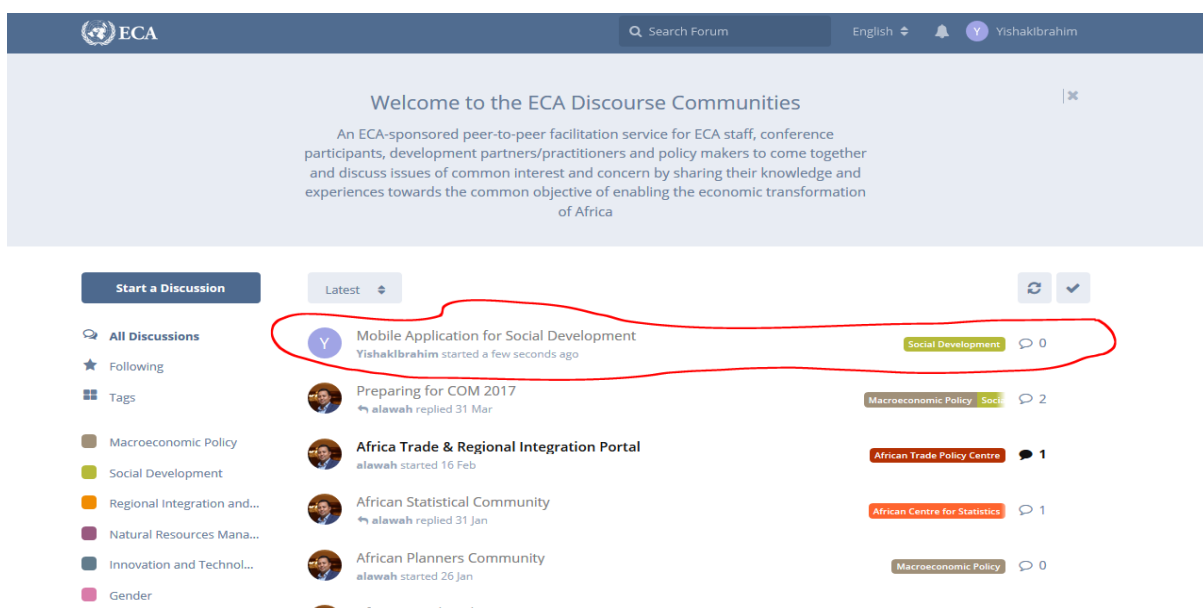


Figure 19 The ECA discourse home page after adding a new discussion topic

## 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

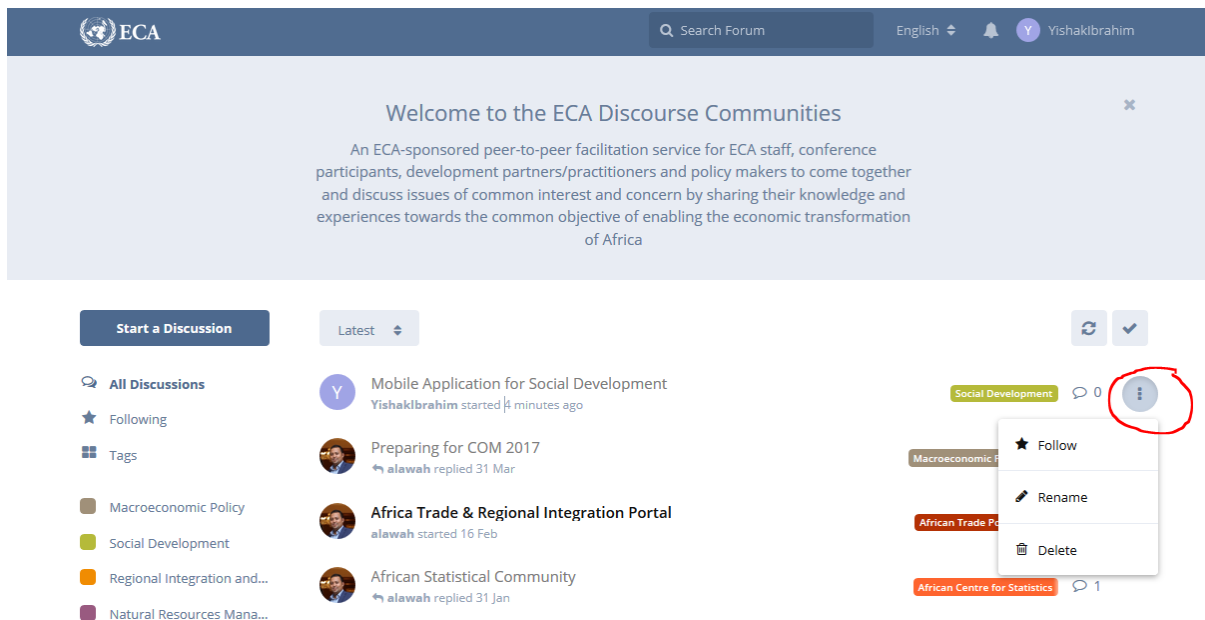


Figure 20 Setting options for newly created topics

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

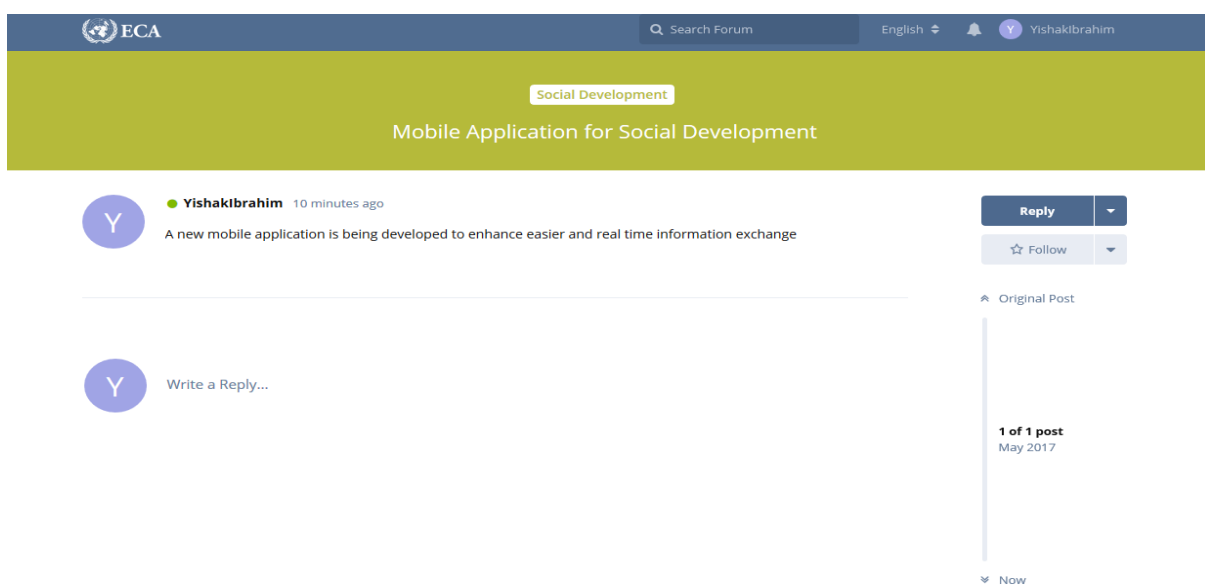


Figure 21 Discussion topics detail page

## 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

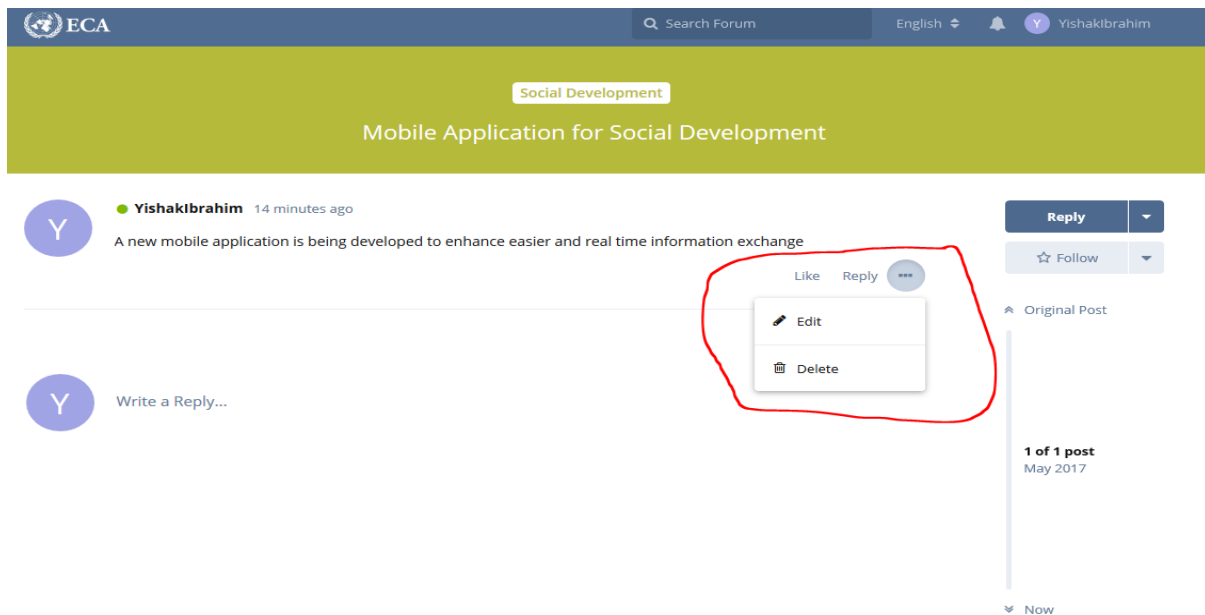


Figure 22 Editing individual posts

## 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.

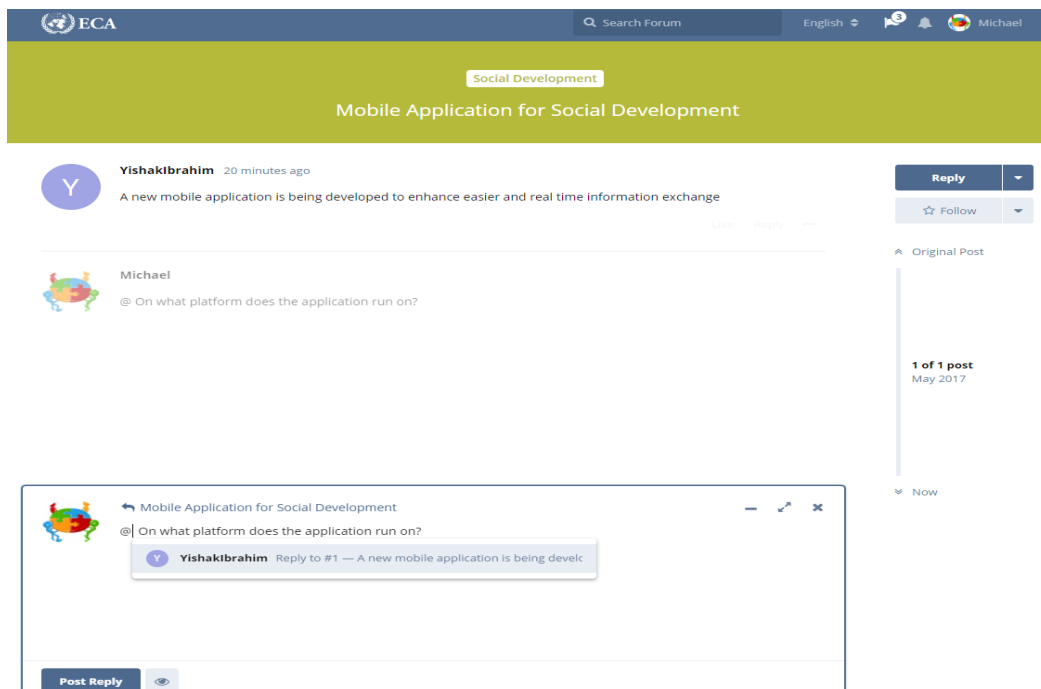


Figure 23 Replying to posts



The discussion topic looks like as shown in Figure 24 bellow after a second person posts to a topic

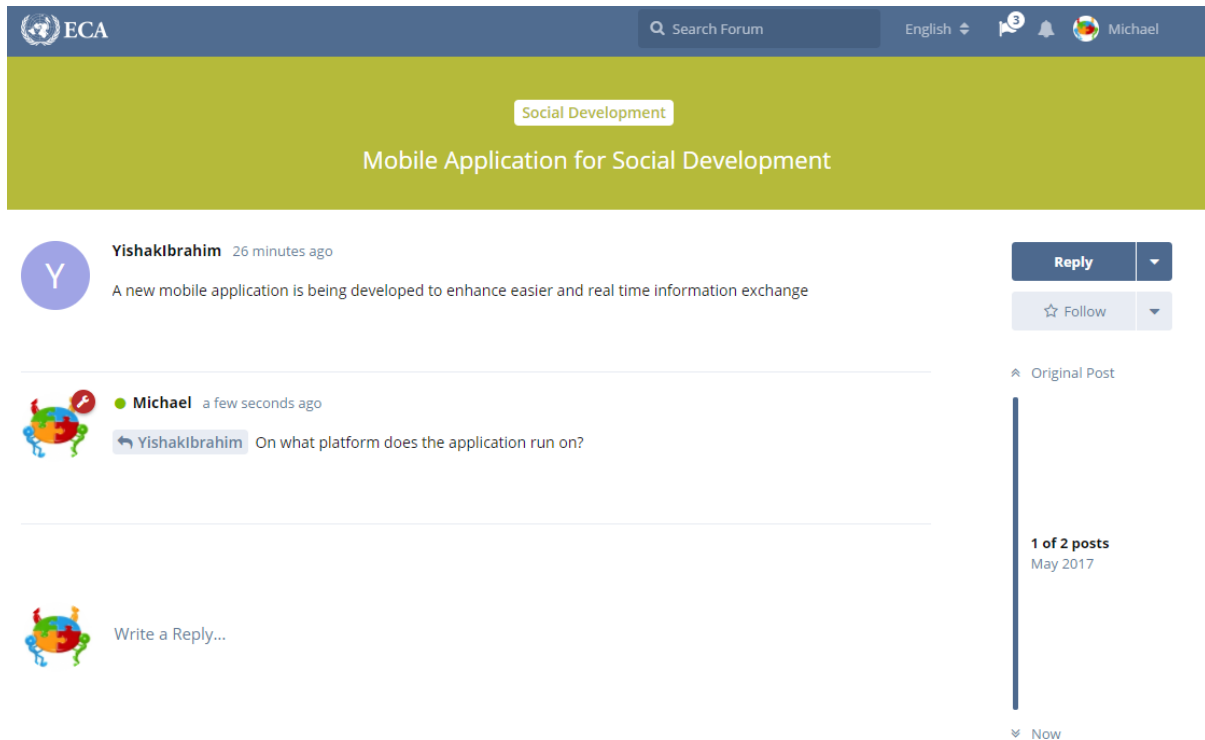


Figure 24 Discussion topic after a second person posts

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.

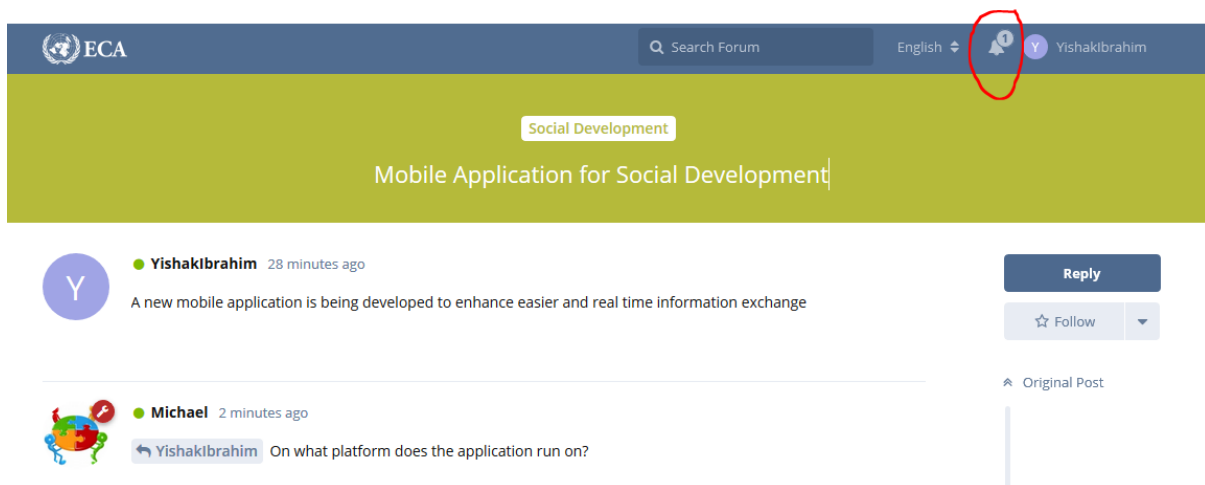
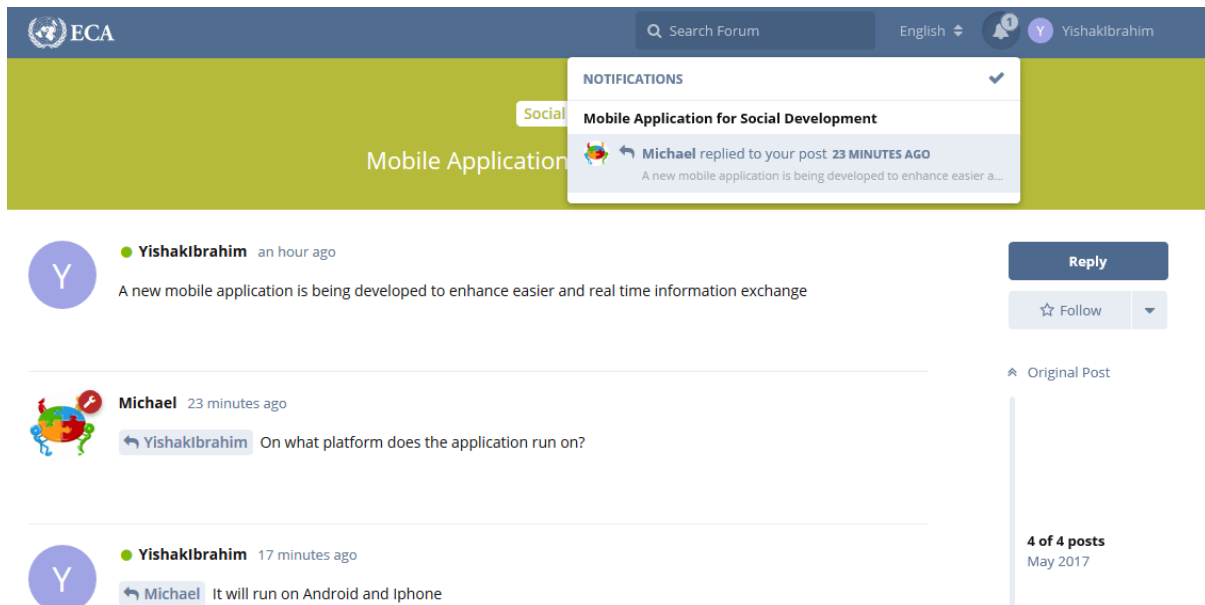


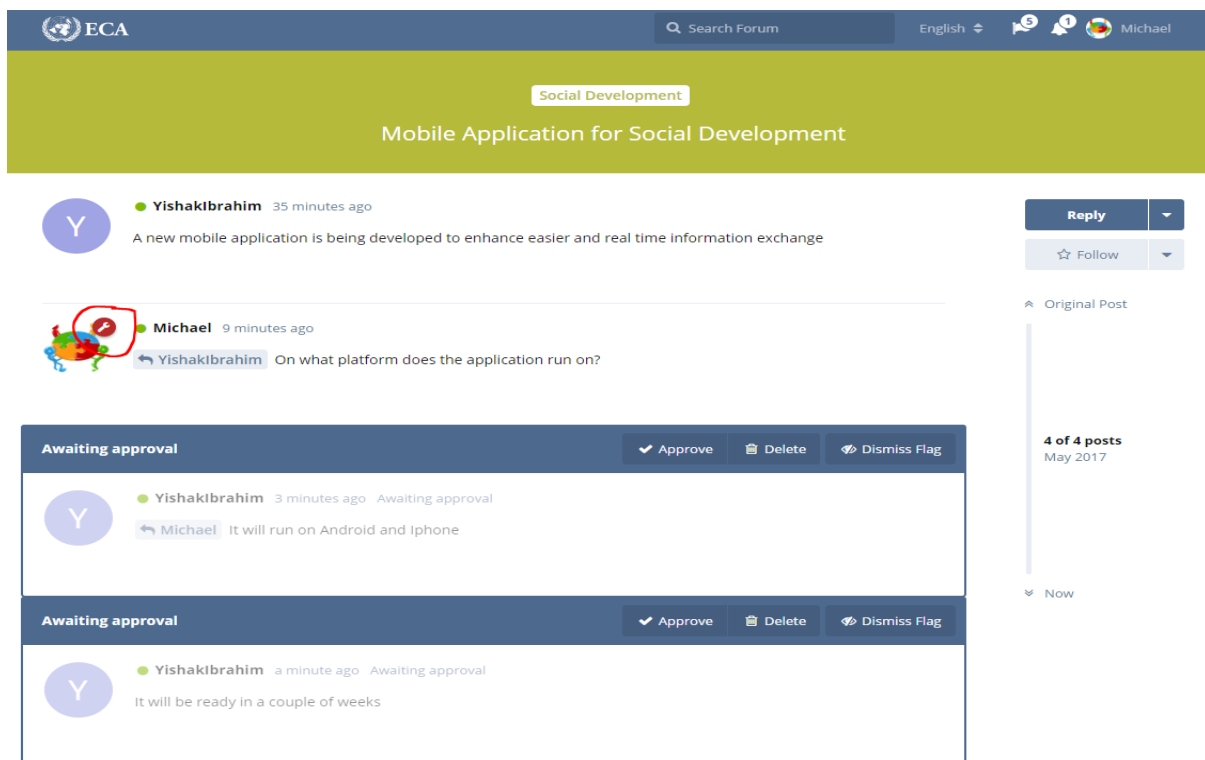
Figure 25 Notification after a new post



The screenshot shows the ECA Discourse forum interface. At the top, there's a navigation bar with the ECA logo, a search bar, and user information for 'YishakIbrahim'. A notification popup is visible, titled 'NOTIFICATIONS', showing a message from Michael: 'Mobile Application for Social Development' and 'Michael replied to your post 23 MINUTES AGO'. Below the notification, a post by YishakIbrahim is shown, titled 'Mobile Application for Social Development'. The post content is: 'A new mobile application is being developed to enhance easier and real time information exchange'. To the right of the post, there are buttons for 'Reply', 'Follow', and 'Original Post'. Below the post, there's a comment by Michael: 'On what platform does the application run on?'. At the bottom, there's a comment by YishakIbrahim: 'It will run on Android and Iphone'.

Figure 26 Notification popup list

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 screenshot shows the ECA Discourse forum interface with a post titled 'Mobile Application for Social Development' in the 'Social Development' category. The post is in the 'Awaiting approval' state. The post content is: 'A new mobile application is being developed to enhance easier and real time information exchange'. To the right of the post, there are buttons for 'Reply', 'Follow', and 'Original Post'. Below the post, there's a comment by Michael: 'On what platform does the application run on?'. At the bottom, there's a comment by YishakIbrahim: 'It will be ready in a couple of weeks'. The post is marked as 'Awaiting approval' and has a red circle around the 'Awaiting approval' label. The post is also marked as '4 of 4 posts' and 'May 2017'.

Figure 27 Approval of a post

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)

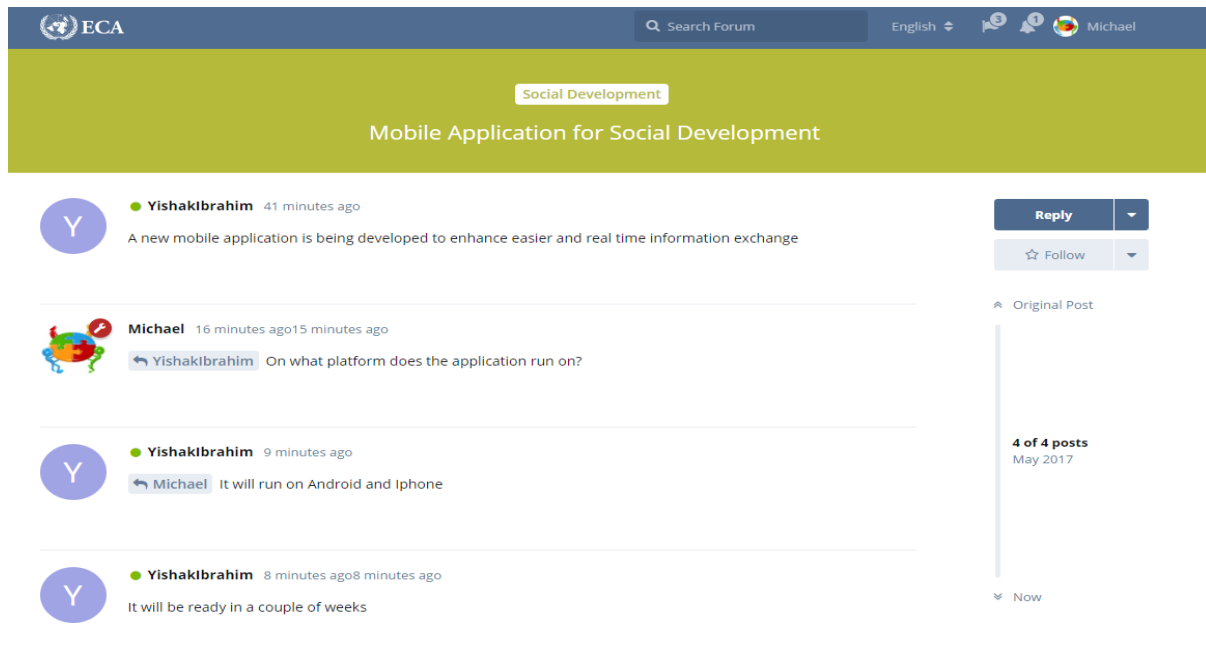


Figure 28 The discussion topic after 4 posts

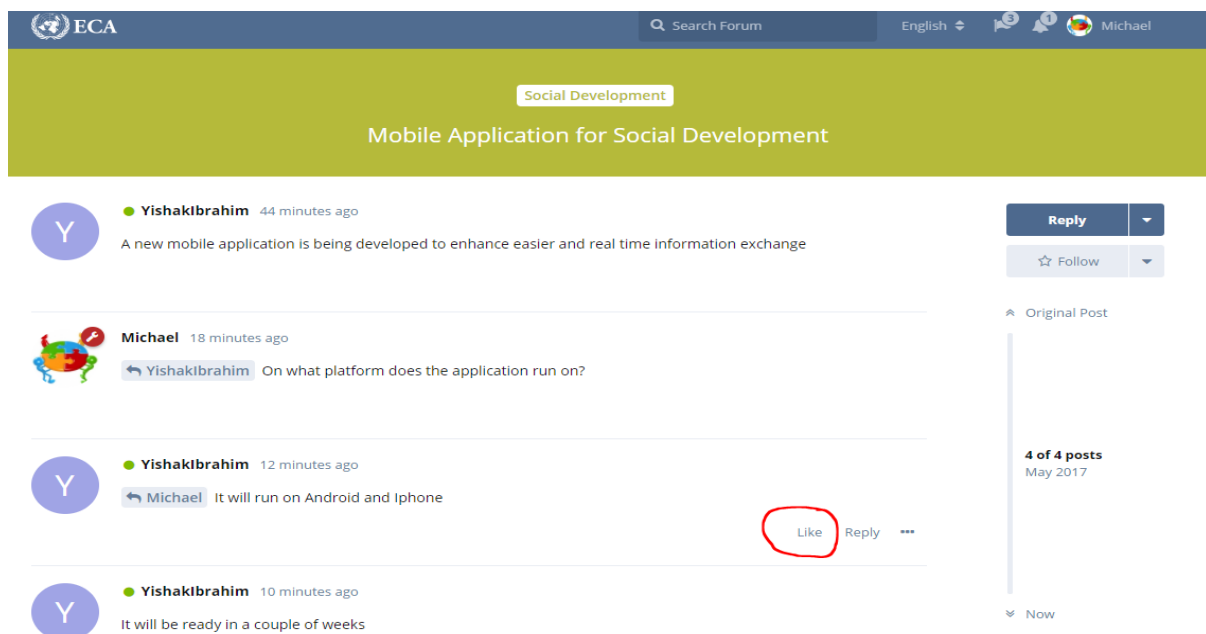


Figure 29 Liking a specific post

## Following up a topic

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

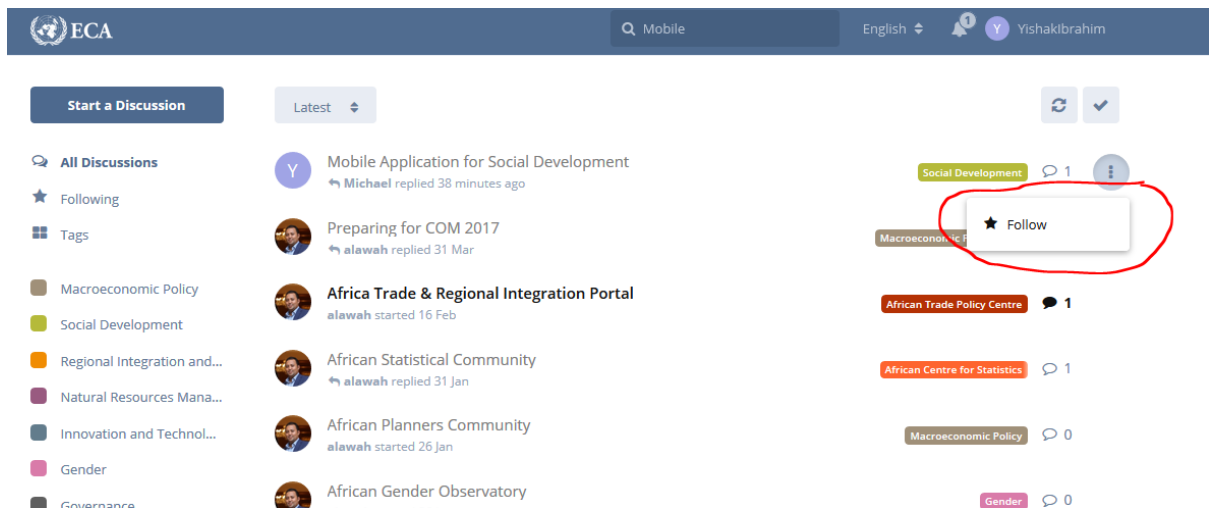


Figure 30 following a discussion topic

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

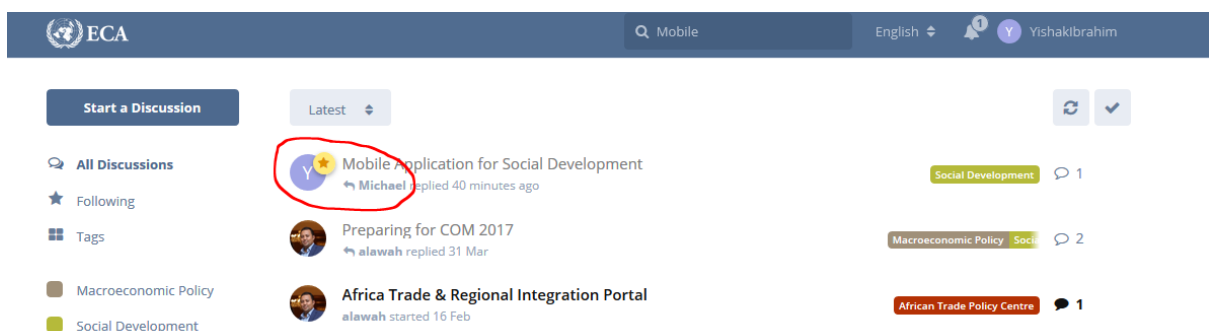


Figure 31 Markers on the topics you are following

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)

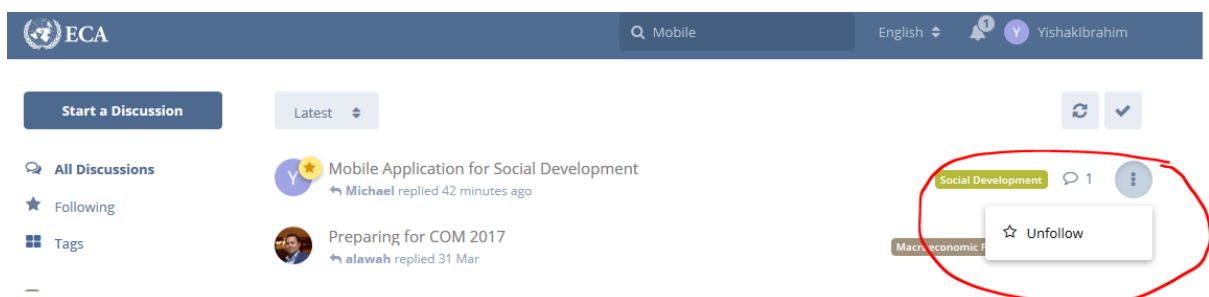


Figure 32 Link to unfollow a post

## 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

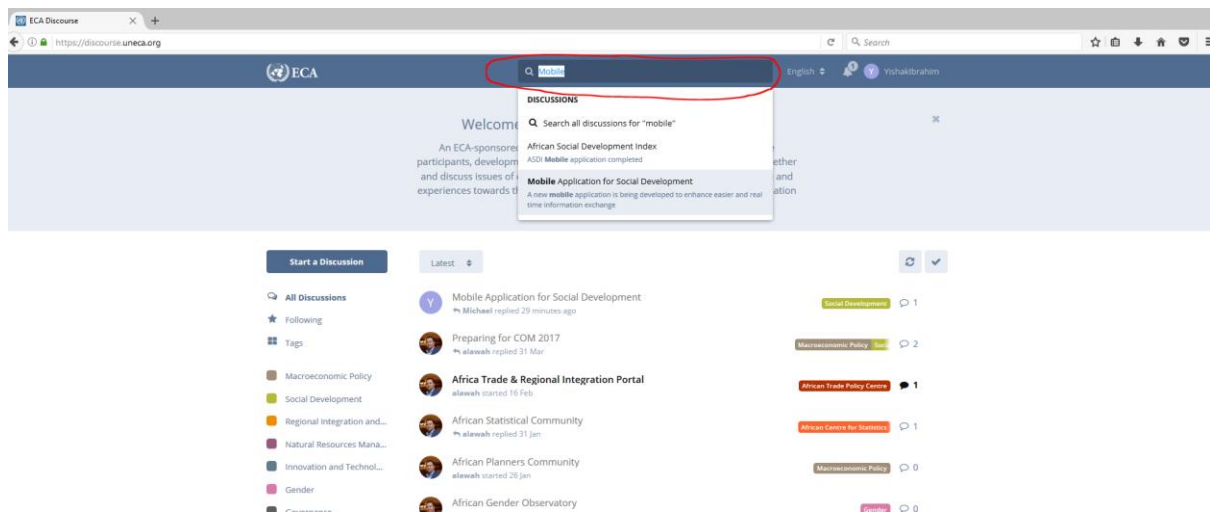


Figure 33 Searching for topics

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

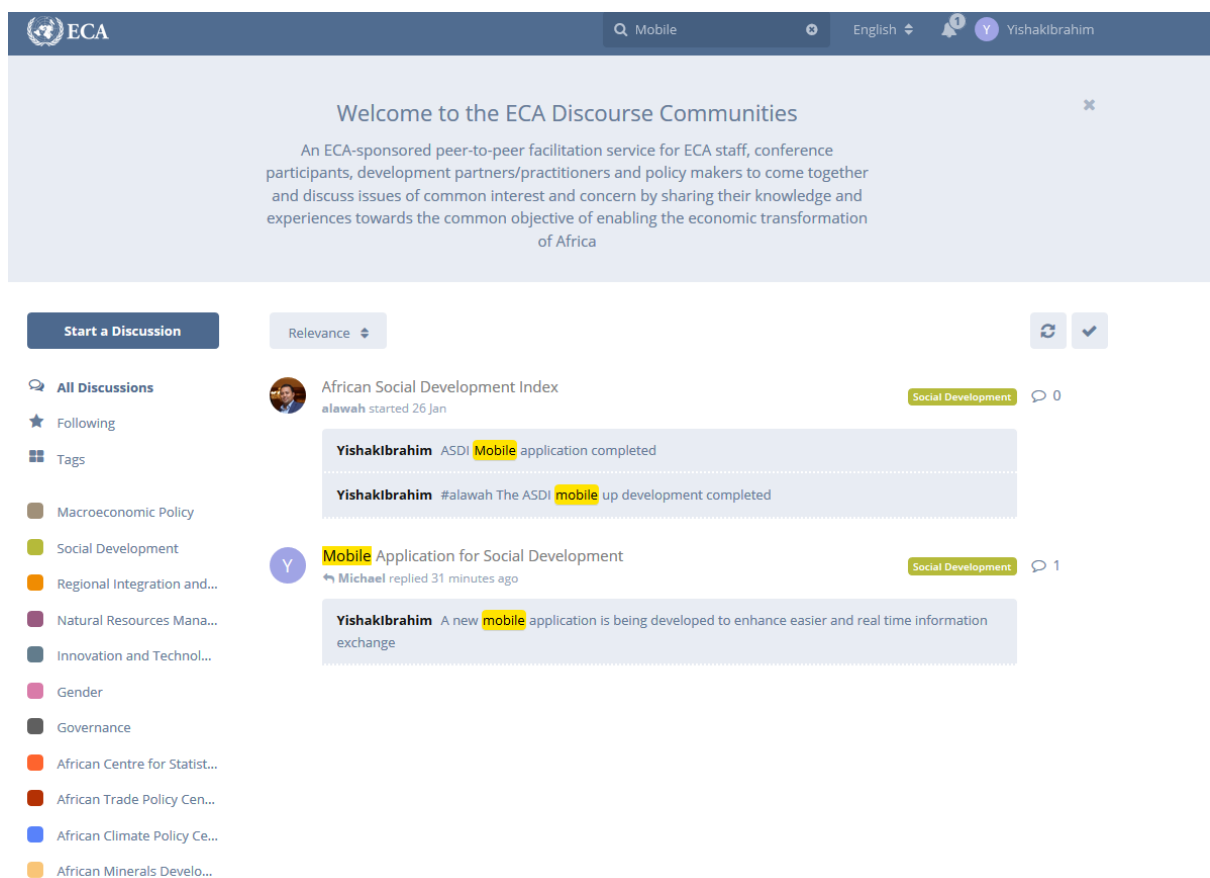


Figure 34 Search results page