



# eXo Forum Administration Guide

Version 2.0

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# 1 Preface

## 1.1 Overview

Beginning as an open source project in the year 2002, eXo is well-known as the industry's first Java portlet container. With the aim of dominating the potential portal market through robust and easy-to-use applications, eXo Project succeeded in attracting consumers in the whole world. eXo actually opened the floodgates to various options in many markets, and customers have been choosing eXo as the best method for their success.

The eXo Project grew into a company in 2003, as a response to customer demand. We can do this because we release our code in the open. It's how the DoD found us, when we were just university students hacking away, and it's how we choose to do business with our customers.

And along with many Corporate products, eXo Knowledge is an application developed upon the eXo Platform™ software. As an extension of eXo Platform™ software, eXo Knowledge is actually the perfect merge among cool features with many rich applications.

eXo platform™ software is a powerful Open Source corporate Portal and content management system. Users of the platform have a customized single point of accessing to the company's information system and resources. The purpose of this user guide is to help users who have administration privileges for the Answers application which is an application of the Knowledge Suite – a module of eXo portal.

**eXo Knowledge** is one of eXo Platform™ product. This is a suite of collaborative applications oriented to knowledge management. It not only holds on-line discussions and posts user generated content but also answers the most frequently asked questions about sites/services. eXo Knowledge Suite is made up of 2 applications: **Forum, Answers, FAQ**

This documentation is an useful guide for you to learn about the **Forum Application** in details. It gives an in depth examples and easy explanation of using **Forum Application** not only allows technical but also non-technical people to create and manage very fast and powerful website.

## 1.2 Purposes

Welcome to the eXo Knowledge material that guides you how to manipulate eXo Knowledge. This document aims at guiding various users of eXo Portal. This material is not only useful for users interested in learning and using Forum application but is also mainly intended for users who have administration privileges. It covers administration of users, permissions and all management actions.

This administration guide will help you:

- Define some basic concepts used in the Forum application.
- Show the main instructions of the Forum application.
- Let you set permission and take all management actions of the Forum application along with step by step to take basic actions.

## 1.3 References and Related Resources

### Related Documents

- eXo Forum User guide\_En v2.0

## **Info & Support**

### Information

- eXo Platform Home Page: <http://www.exoplatform.com/portal/public/website/>
- eXo Platform Wiki: <http://wiki.exoplatform.com/xwiki/bin/view/Main/>

### Support

- Forums: <http://www.exoplatform.com/portal/private/en/>
- FAQ: <http://www.exoplatform.com/portal/public/website/community/faq>
- JIRA: <http://jira.exoplatform.org/browse/KS>

## **Download**

- Download Zone: [http://forge.ow2.org/project/showfiles.php?group\\_id=151&release\\_id=2949](http://forge.ow2.org/project/showfiles.php?group_id=151&release_id=2949)

## 2 Forum user guide

### 2.1 Getting Started

#### 2.1.1 Concept overview

##### 2.1.1.1 What is a Category?

A category is the name for a collection of content items related in some ways. In the eXo Knowledge, a category can be defined as a domain including various forums which may be related to the same field. A forum application may include many various discussing domains so that it may also include many various categories.

##### 2.1.1.2 What is a Forum?

A forum is a web application holding online discussions and posting user generated content. Thus, a forum is the best place to ask questions about certain development topics.

##### 2.1.1.3 What is Topic?

A topic is a subject matter of a conversation or discussion in a forum. Each topic contains one original message and all its replies. When you enter/ access into a forum, there is a list of topics which are being discussed.

##### 2.1.1.4 What is Reply?

A reply is a post in a topic. With a message in the topic that you are interested, you can read and have any reply if you want. Thus, a reply is your idea about that topic.

#### 2.1.2 User groups

##### 2.1.2.1 Administrator

Users in the administrator group are users who typically have the right to create, edit, delete, move and modify, etc... any forum and its topics, posts. The administrators can also open/close, lock/unlock forums or topics. It can be said that the administrators have the highest right to take any actions which they want. Otherwise, administrators also have the right to manage members in a forum and they can set rights for members.

At the runtime of the Forum service, the default administrators, categories and forums are created. These administrators are defined at the Forum Roles Plugin in xml file. These administrators can be changed if the value in xml file is changed. The default administrators are the ones who initialize the Forum and assign role to normal users. A normal user can be an administrator if the default administrator directly assign the administration role to him in the Forum application.

##### 2.1.2.2 Moderator

Moderators have a subset of administrator's rights that allows them to edit, delete and move topics in a special forum which they have the moderation right. Otherwise, a moderator also can open/close, lock/unlock, stick/un-stick, split/merge or approve/disapprove topics in a special forum.

When administrators create a new forum, they have to set this right to some users or some groups.



If not, only the administrators can manage that forum.

### 2.1.2.3 Normal User Viewer

Viewers includes guests and logged users. Guests only have the view permission while logged users can take some basic actions in the Forum application. By default, all users can view forum, all its topics and replies. However, if the administrator only set the view right for some users or some groups to specific categories, forums or topics, only users or groups which have the view right can view them. When having the adding post right, any viewer can add his/her reply to the topic which he/she interests.

## 2.1.3 The Forum application main screen

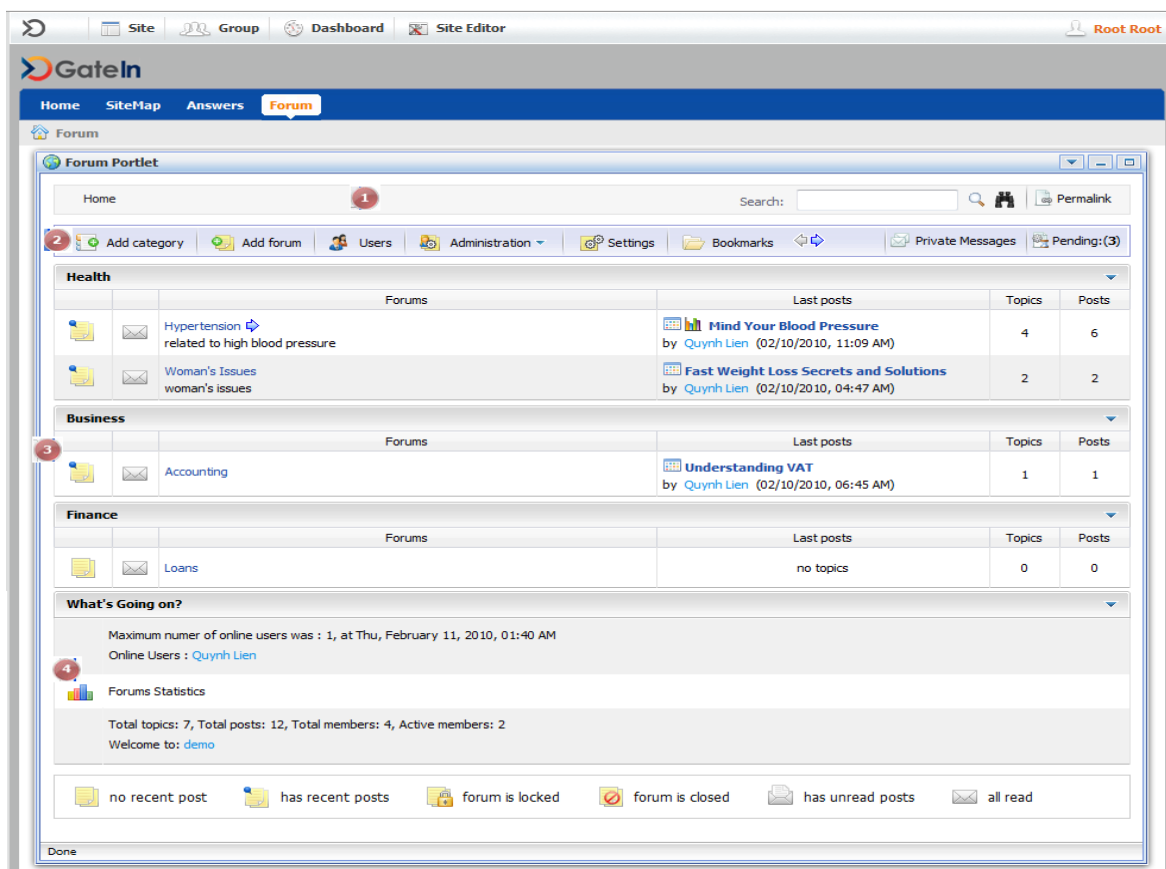


Illustration 1: The Forum Application main screen

Indicator	Meaning
1	This is the <b>Breadcrumb bar</b> that shows the forum path, quick search and advanced search, permalink.
2	This is the <b>Main action bar</b> that displays all main function buttons, link private messages, total of pending posts/topics information, the number of function buttons depending on the role of user login.

3	This is the <b>Forum panel</b> that displays all categories and forums inside.
4	This is the <b>Statistic Panel</b> that displays Forum statistics about user information.

## 2.2 Common operations in forum

### 2.2.1 Actions in topics

This section is about how to manage topics in forum such as adding a new one, editing, deleting, closing, opening, locking, unlocking, sticking, moving, deleting, merging etc...

#### 2.2.1.1 Normal User

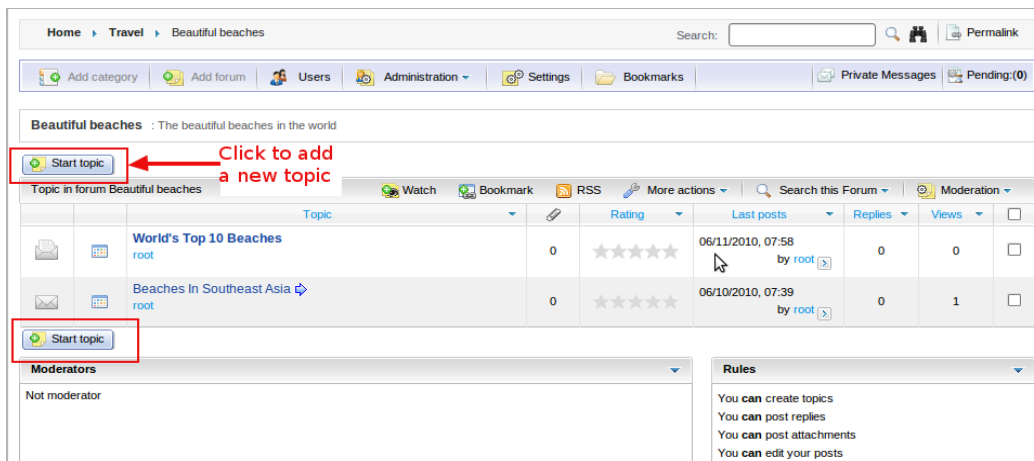
##### a) Add new topics

This function is used to create new topics inside a forum. A topic is a thread where all members in a forum can discuss by giving questions, answers or opinions in the form of adding posts or replies.

- ✓ To add a new topic, do as follows:

**Step 1:** Go into the forum which you want to add a new topic

**Step 2:** Click the  button to open a new topic form:



The screenshot shows the eXo forum interface for the 'Beautiful beaches' forum. At the top, there is a navigation bar with links like Home, Travel, and Beautiful beaches. Below this is a search bar and a toolbar with icons for adding categories, forums, users, administration, settings, bookmarks, private messages, and pending items. The main content area displays the forum title 'Beautiful beaches' and a description 'The beautiful beaches in the world'. Below this, there is a 'Start topic' button highlighted with a red box and an arrow pointing to it with the text 'Click to add a new topic'. The forum list shows two topics: 'World's Top 10 Beaches' and 'Beaches In Southeast Asia'. The 'Start topic' button is also highlighted with a red box at the bottom left. The forum list includes columns for topic, rating, last posts, replies, and views. The 'Start topic' button is located at the bottom left of the forum list.

The **New topic** form will appear with the available **Content** tab:

The screenshot shows a web browser window titled 'New topic'. It has four tabs: 'Content' (selected), 'Icon', 'Options', and 'Permissions'. The 'Content' tab contains a 'Title' text field with an asterisk indicating it is required. Below the title is a 'Message' text area with a rich text editor toolbar above it. The toolbar includes buttons for 'Source', bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, quote, code, and image. Below the toolbar are dropdown menus for 'Style', 'Format' (set to 'Normal'), 'Font', and 'Size'. At the bottom of the form, there is a 'Files' section with a blue link that says 'Attach a file'.

Illustration 2: The Content tab of the New topic form

**Step 3:** Enter values for fields in this form.

Details:

The **Content** information includes:

Title	The title of the topic. This field is required and limited by 100 characters.
Message	The content of the topic.
Files	The files attached into this topic.
Preview button	To preview the topic before submitting.
Submit button	To accept submitting the topic.
Attachment button	To perform attaching files
Cancel button	To close the <b>New Topic</b> form without submitting a post.

- ✓ To attach files, do as follows:

**Step 1:** Click the **Attach a file** link to open the **Attach File** form:

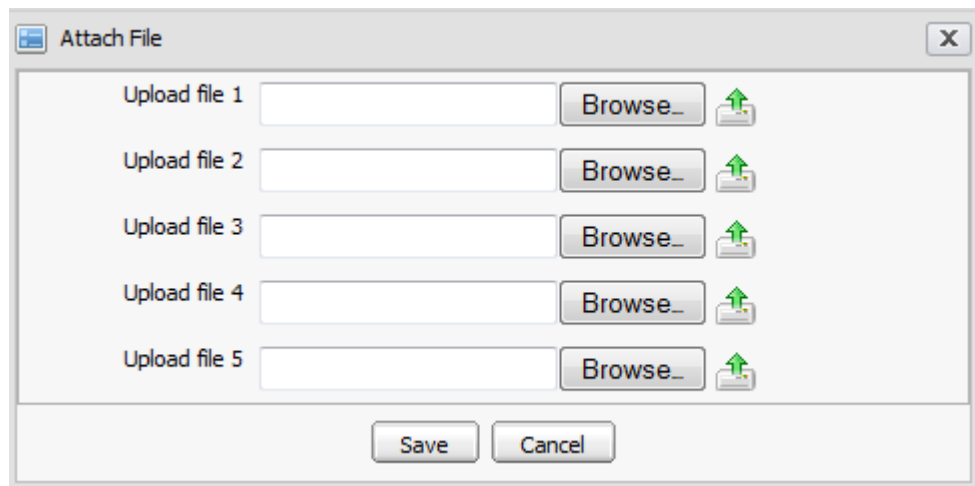


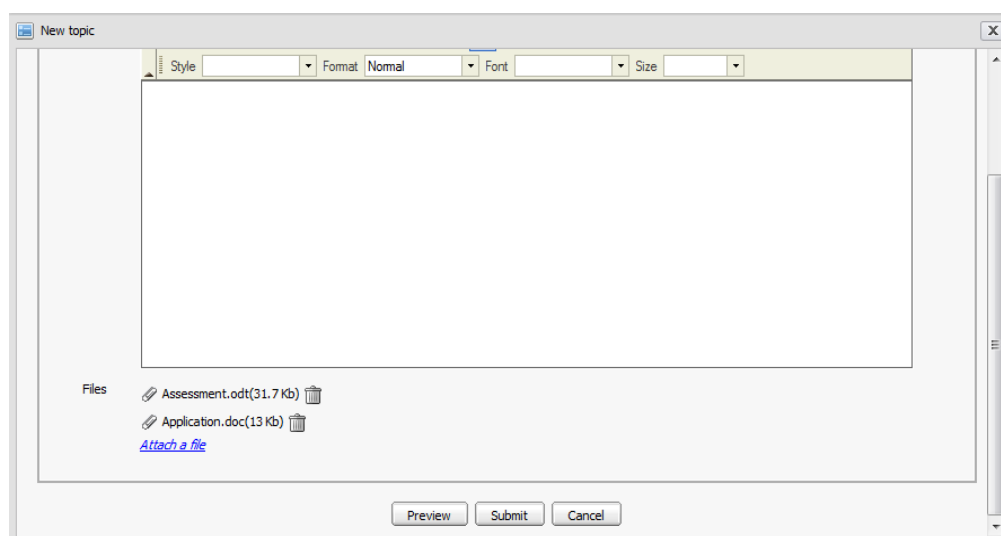
Illustration 3: The Attach File form

**Step 2:** Select files to upload by clicking the **Browse...** button in order to select the path of the file from your local computer.

**Step 3:** Click the  icon to upload the files.

**Step 4:** Click the **Save** button to complete attaching files.

After attaching files, the **New topic** form is shown below:



Many different file types can be attached. To remove an attached file, simply click on the **Remove** link besides the file attachment that you want to delete.

The **Icon** tab allows you to select an icon for a topic. Choose the icon by clicking it.

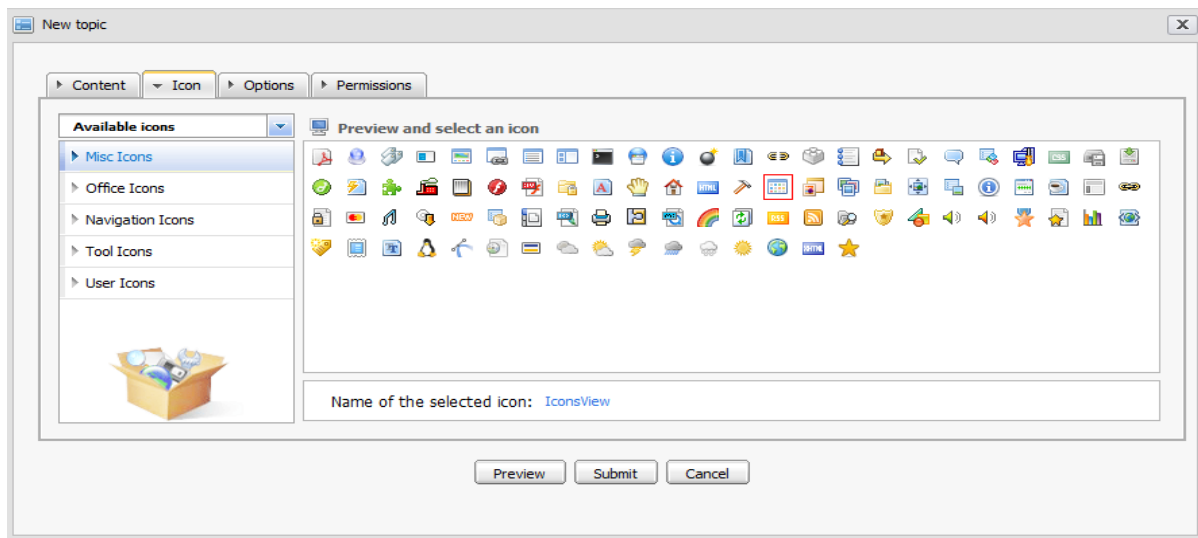


Illustration 4: The Icon tab of the New topic form

The **Options** tab is used to set some properties for the topic:

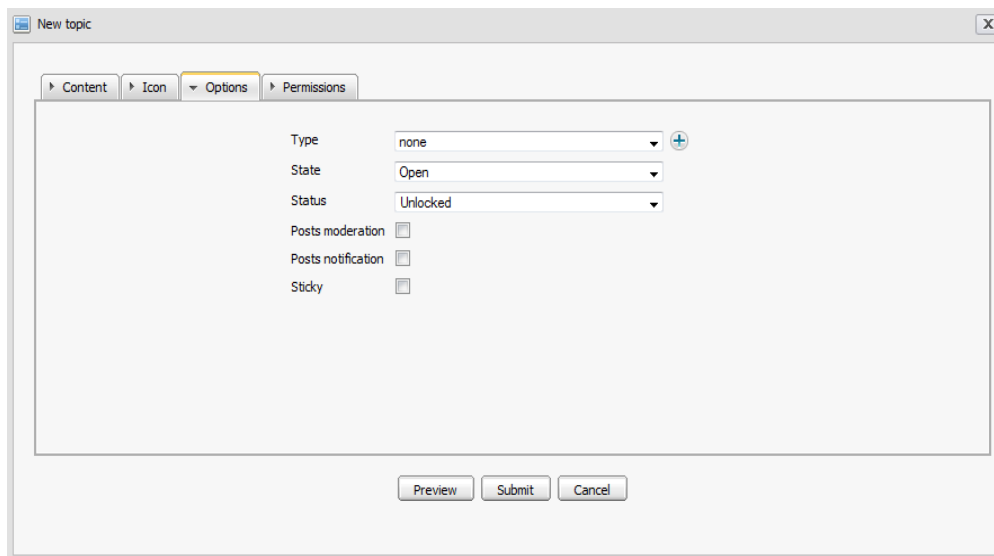



Illustration 5: The Options tab of the New Topic form

Details:

Type	The type of the topic that specified by the topic type name and its icon. It can be selected from the existing list or added a new one by clicking the  icon.
------	--

State	The state of the topic. The default value of this field is 'Open'. The other state is 'Closed'
Status	The status of the topic. The default value of this field is 'Unlocked'. The other status is 'Locked'
Posts moderation	This option is to require/not require approving new added posts to be visible or not.
Posts notification	This option is to send (or not send) notification mails to the topic creator whenever new posts are created.
Sticky	This option allows to marke a topic or not. After marking sticky, the topic will be set out by a sticky title and located at the top order of the topic list.

The **Permissions** tab is used to set the view and post rights to some users. You can set information for this tab or not. By default, all users can view and reply this topic.

**Illustration 6: The Permissions tab of the New Topic form**

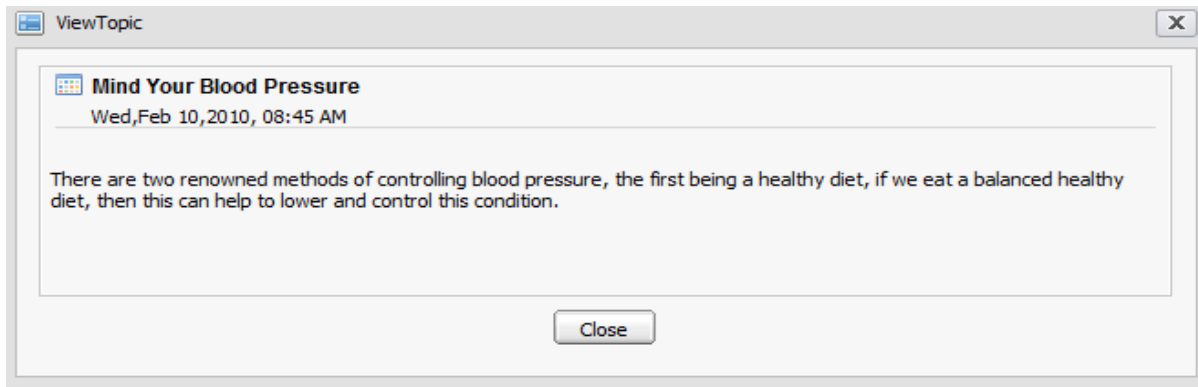
Details:

Restrict Who can post in this topic to	By default this field is blank, it means that all users can post replies in this topic. But if you want to limit number of users, you can manually input or select users or group for the this field ( refer to the restricted audience in the part <b>Adding New Categories</b> ).
Restrict who can view in this topic to	By default this field is blank, it means all users can view this topic. To limit users who can view it, you can manually input or select users or groups for the <b>Viewers</b> field ( refer to the restricted audience in the part <b>Adding New Categories</b> ). You can only enter values for this field after you have inputted values for this field.



The text "Anybody can post and view this topic" will be displayed if restrictions do not apply for setting permissions on categories and forums (The **Who can post ?** and **Who can only view posts?** field).









To preview the topic before submitting, click the  button, the **View topic** form is shown:




**Illustration 7: The View topic form**

Complete adding a new topic by clicking the **Submit** button.

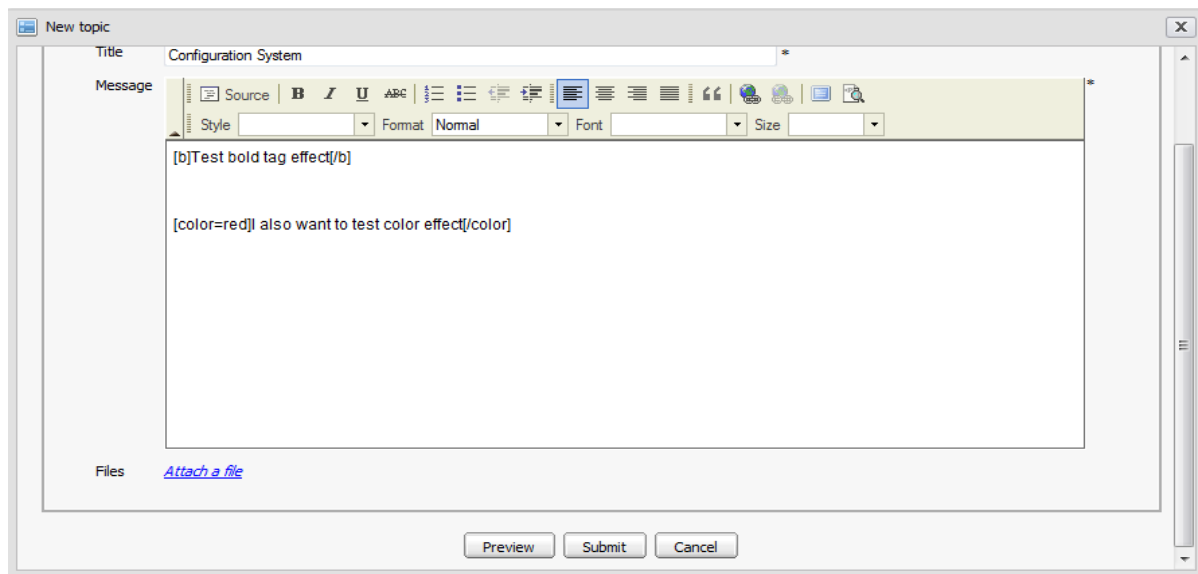
After being added successfully, the new topic will be updated in the topic list in the forum. If it is the newest one, its information will be shown at the **Last Post** column information of the forum, the topic is located below:

Health					
		Forums	Last posts	Topics	Posts
		<b>Womens-Issues</b>  Women Health issues	 <b>Facing the Challenge of Infertility</b> by <a href="#">Quynh Lien</a> (08/20/2009, 10:49 AM)	2	5
		<b>Hypertension</b>  The most popular disease	 <b>Natural Hypertension Treatment</b> by <a href="#">John</a> (08/21/2009, 02:49 AM)	2	8

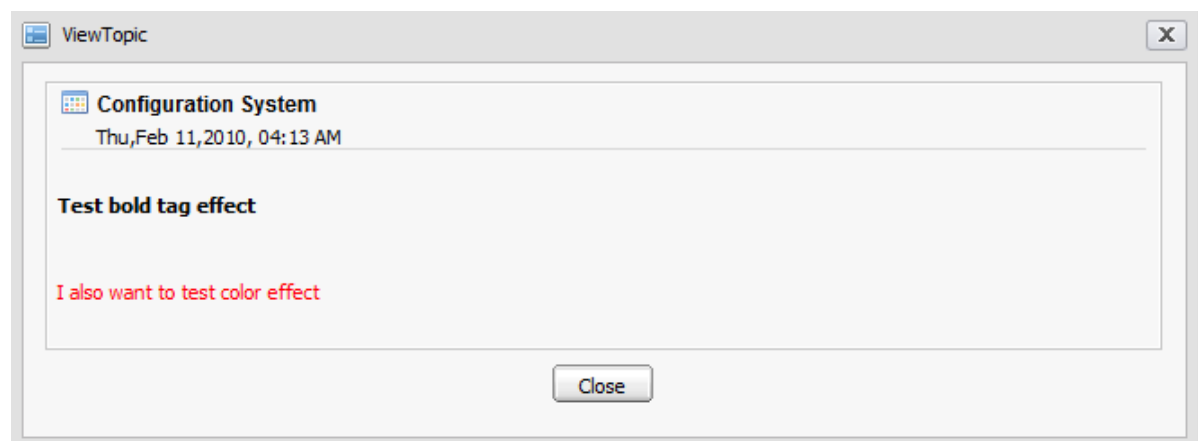
The  icon that corresponds to the forum will let you jump to the last read post of that forum by clicking on that icon.



Beside the Text Editor tool, you can use BB code (Bold tag, Italic tag, Underline tag, Size tag, Color tag, Combined formatting tag, Quote tag, Code tag, Unordered list, Ordered list, Link, Adding image...) to create text and picture effects for topics.



The topic will be displayed like:



## b) Edit topics

This function is used to edit topics. This action can be also taken by the creator of the topic.

Do as follows:

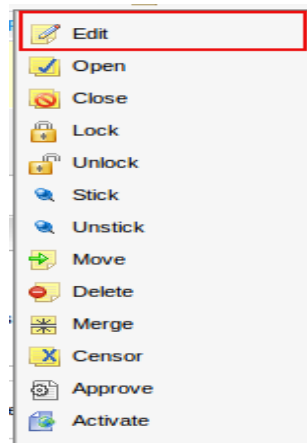
### The 1<sup>st</sup> way:

**Step 1:** Select one topic in the list by selecting its check box.



Start topic		Topic in forum Beautiful beaches <span>Watch</span> <span>Bookmark</span> <span>RSS</span> <span>More actions</span> <span>Search this Forum</span> <span>Moderation</span>									
		Topic		Rating	Last posts	Replies	Views				
World's Top 10 Beaches <a href="#">root</a>			0	★★★★★	06/11/2010, 07:58 by <a href="#">root</a>	0	2	<input checked="" type="checkbox"/>			
Beaches In Southeast Asia <a href="#">root</a>			0	★★★★★	06/10/2010, 07:39 by <a href="#">root</a>	0	2	<input type="checkbox"/>			

**Step 2:** Click the **Moderation** on the forum bar and select **Edit** in the menu.



The **Edit topic** form will be displayed:

 A screenshot of the 'Edit topic' form. The form has tabs for 'Content', 'Icon', 'Options', and 'Permissions', with 'Content' selected. It contains fields for 'Title' (with the text 'Mind Your Blood Pressure'), 'Reason', and 'Message'. The 'Message' field has a rich text editor toolbar with options for Source, Bold, Italic, Underline, ABC, and various alignment and list tools. Below the toolbar, the message content reads: 'There are two renowned methods of controlling blood pressure, the first being a healthy diet, if we eat a balanced healthy diet, then this can help to lower and control this condition.'

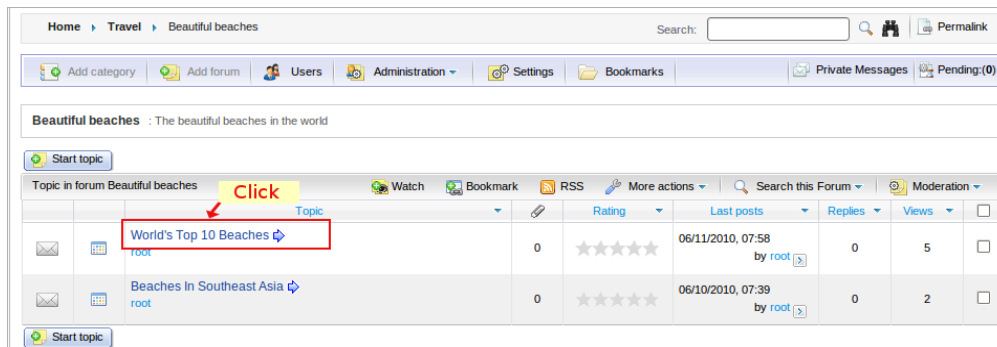
**Illustration 8: The Edit topic form**

**Step 3:** Change some information of the selected topic, attach or remove files and enter a brief description about the reason why you want to edit for the **Reason** field.

**Step 4:** Click the **Preview** button to preview the topic before submitting.

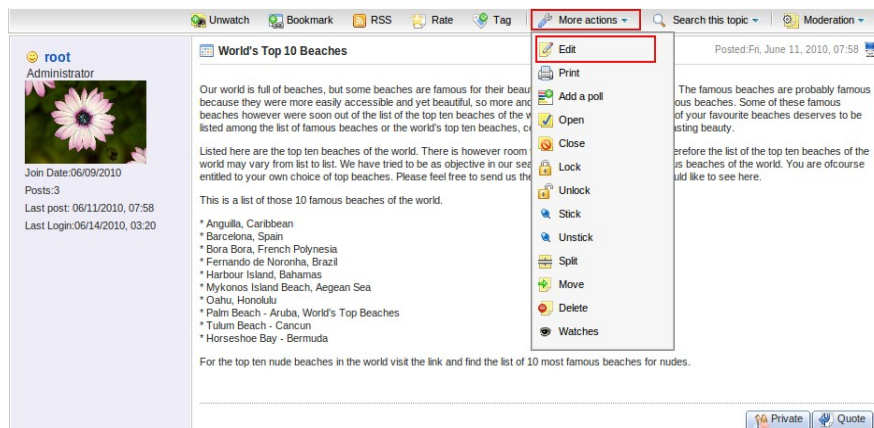
**Step 5:** Clicking the **Submit** button to complete editing a topic or click the **Cancel** button to quit without saving.

The 2<sup>nd</sup> way:



**Step 1:** Go into the topic which you want to edit by clicking the title of the topic.

**Step 2:** The topic is displayed as the illustration below. Click the **More actions** on the topic bar and select **Edit** in the menu.



The **Edit topic** form will be displayed, the information of the current topic are displayed in this form.

**Step 3:** Change the information of the topic like when creating a new topic.

**Step 4:** Preview the topic before submitting by clicking the **Preview** button.

Complete editing a topic by clicking the **Submit** button or the **Cancel** button to quit without saving.



*If you change a topic that does not require posts moderation into the one requiring posts moderation, all posts which have been added before do not need to be moderated. Only new posts after you editing are required moderating*

### c) Lock topics

This function is used to lock one or more topics because of some particular reasons. The locked topics can only be viewed but can not be added post.

Do as follows:

#### The 1<sup>st</sup> way:

**Step 1:** Select the unlocked topic(s) in the list by selecting its check box(s).


**Step 2:** Click the **Moderation** on the forum bar and select **Lock** in the menu.

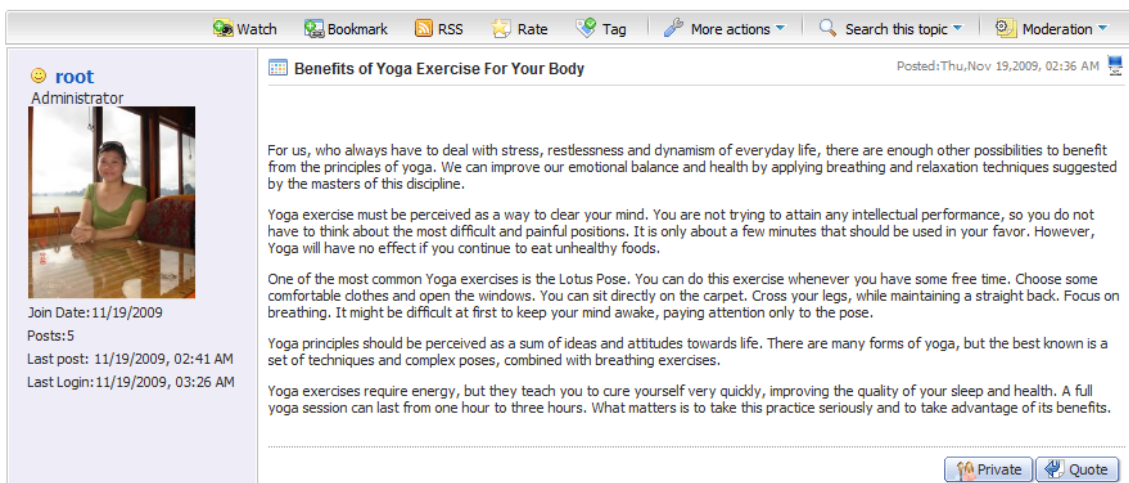
#### The 2<sup>nd</sup> way: (refer more the 2<sup>nd</sup> way of editing topics)

**Step 1:** Go into the topic which want to lock.

**Step 2:** Click the **More actions** on the topic bar and select **Lock** in the menu.

**The 3<sup>rd</sup> way:** Simply edit the topic, go to the Options tab and change its Status.

After being locked, the icon(s) that corresponds to all locked topic(s) will be changed from normal status into the locked status . Some functions of this topic will be disabled and displayed below:



The screenshot shows a forum interface. At the top, there are navigation links: Watch, Bookmark, RSS, Rate, Tag, More actions, Search this topic, and Moderation. The main content area is divided into two columns. The left column displays the user profile for 'root Administrator', including a profile picture, join date (11/19/2009), number of posts (5), last post (11/19/2009, 02:41 AM), and last login (11/19/2009, 03:26 AM). The right column displays the topic 'Benefits of Yoga Exercise For Your Body', posted on Thursday, November 19, 2009, at 02:36 AM. The topic content includes several paragraphs of text about yoga benefits. At the bottom right of the topic content, there are two buttons: 'Private' and 'Quote'.

### d) Unlock topics

This function is used to unlock one or more locked topics. This action can be also done by the creator of the topic.

Do as follows:

#### The 1<sup>st</sup> way:

**Step 1:** Select the locked topic(s) by selecting its check box(s).


**Step 2:** Click the **Moderation** on the forum bar and select **Unlock** in the menu.

#### The 2<sup>nd</sup> way: (refer more the 2<sup>nd</sup> way of editing topics)

**Step 1:** Go into the locked topic which you want to unlock.

**Step 2:** Click the **More actions** on the topic bar and select **Unlock** in the menu.

**The 3<sup>rd</sup> way:** Simply edit the topic, go to the Options tab and change its Status.

After being unlocked, the icon(s) of the unlocked topic(s) will be changed from locked status into normal status  and users can normally quote and post replies.



*You can not unlock topics in a locked or closed forum by the above two ways. To do that, you need to unlock or open that forum first.*

### e) Stick / Un-stick topics


You can mark a topic in order to set it out and distinguish with another ones. After being sticked, a topic will be arranged on the top order in its topics list.

Do as follows:

#### The 1<sup>st</sup> way:

**Step 1:** Select the topic(s) by selecting its check box(s).

**Step 2:** Click the **Moderation** on the forum bar and select **Stick/Unstick** in the menu.


After being sticked, you can see the topic(s) in the top order in the list and it is set out by Sticky label and sticky icon .

#### The 2<sup>nd</sup> way: (refer more the 2<sup>nd</sup> way of editing topics)

**Step 1:** Go into the topic which you want to stick.

**Step 2:** Click the **More actions** on the topic bar and select **Stick/Ustick** in the menu.

**The 3<sup>rd</sup> way:** Simply edit the topic, go to the **Options** tab and select/deselect the **Sticky** check box.

Back to the list of topics in this forum, the selected topics will be arranged and marked with the  icon in the top order in the topic list.

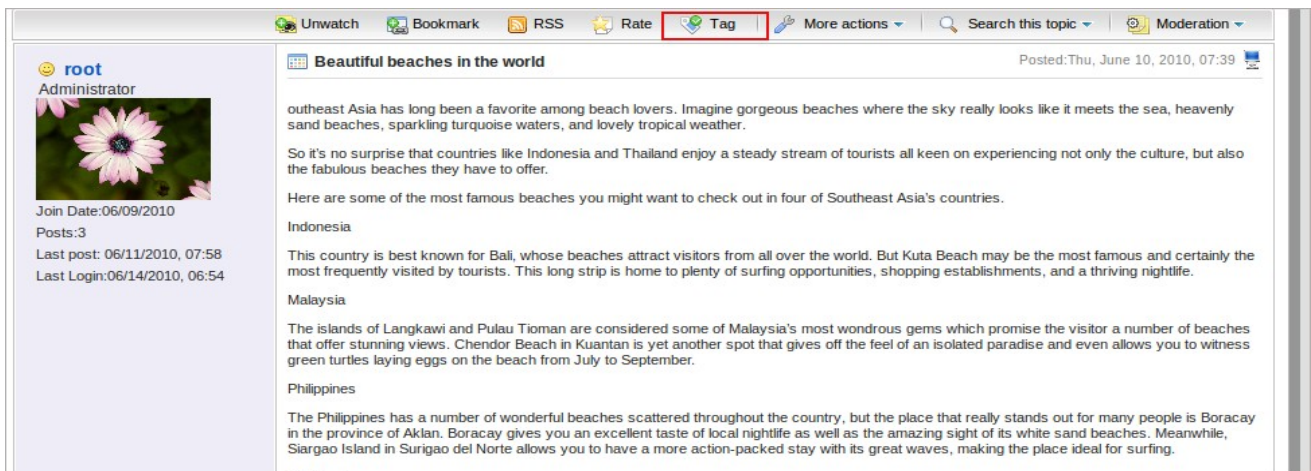
### Tag topics

This function is used to assign tags for each topic. Tags are words which are used as labels to describe or group the same topics, each tag corresponds to a word. For example, you have a tag named **'Interesting'** and you can assign different topics to this tag. However, one topic can have various tag names that can be created at the same time, separated by a space and belong to tag groups. Using tags helps you and other users easily find your topics.

Do as follows:

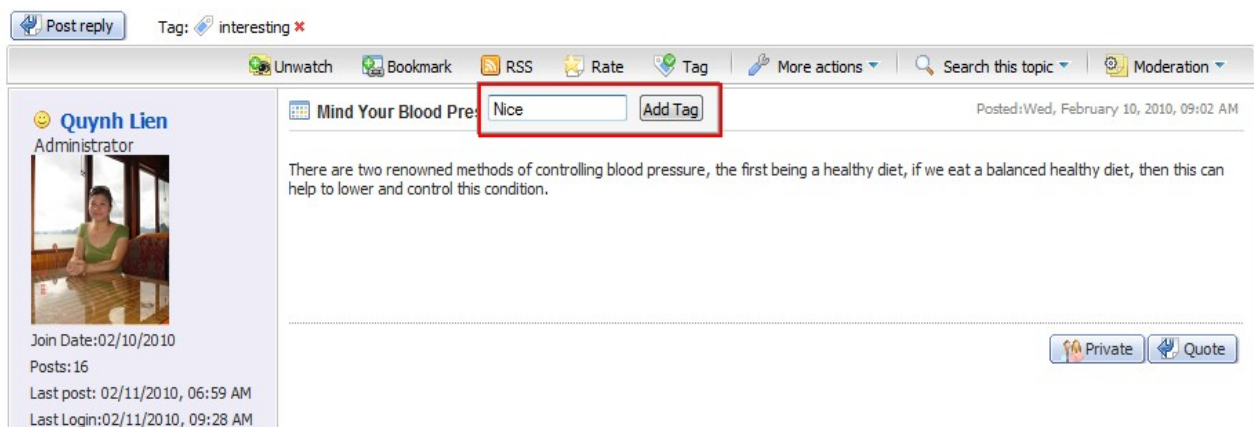
**Step 1:** Go into the topic which you want to tag.

**Step 2:** Click the  button on the topic bar to open the **Add Tag** form:



**Step 3:** Input a new Tag name or an existing one --> Click the **Add Tag** button to accept assigning tags.

In case you input a new tag name, the new one will be created. In case using the an existing one, the topic will be tagged into the existing one.



**Illustration 9: The Add Tag pop up**

After assigning tags to the topic, it will show all the tag names that the topic is assigned.

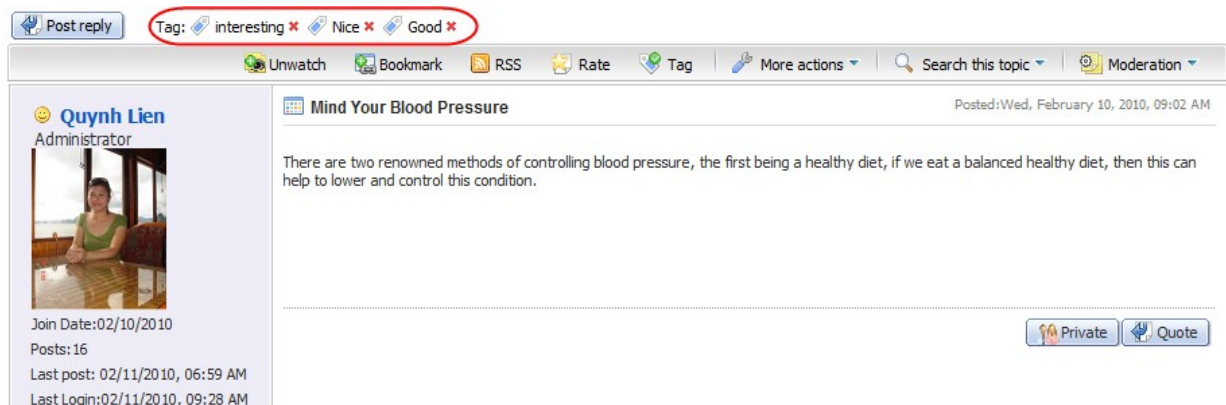


Illustration 10: The tag list assigned to a topic screen

When viewing a topic, if you are interested in any tag, you can click directly on a tag name to view its content.

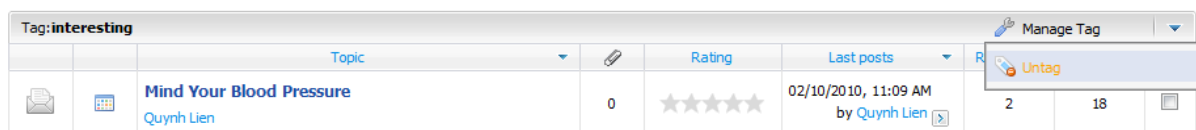
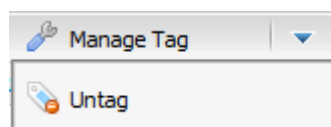


Illustration 11: The content of a tag screen

The \* icon that is behind each tag allows you to remove this tag.

To untag a topic from a tag, simply go to a tag page and click on the **Manage Tag** and select



**Untag** in the menu popup.

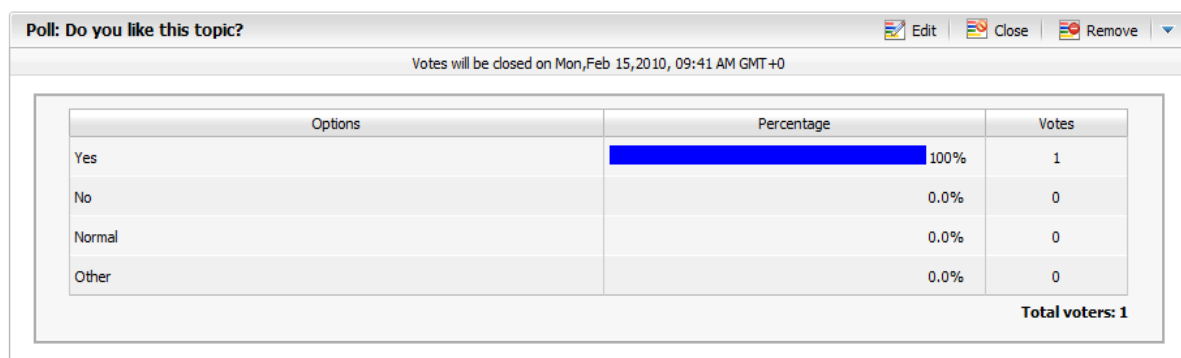


Illustration 12: The result of the poll

After being untagged, the topic will not be assigned the tag anymore.

### 2.2.1.2 Administrators & Moderators

#### a) Close topics

This function is used to close topics. When a topic is closed, normal users can not view it.

Do as follows:

**The 1<sup>st</sup> way:** (refer more the 1<sup>st</sup> way of editing topics)

**Step 1:** Select topic(s) by selecting its check-box(s).

**Step 2:** Click the **Moderation** on the forum bar and select **Close** in the menu.

**The 2<sup>nd</sup> way:** (refer more the 2<sup>nd</sup> way of editing topics)

**Step 1:** Go into the topic that you want to close.

**Step 2:** Click the **More actions** on the topic bar and select **Close** in the menu.

**The 3<sup>rd</sup> way:** Simply edit the topic, go to the Option tab and change its State.

After being closed, all functions in the closed topic will be disabled and normal users can not view it. Only administrators and moderators can see and manage it. The icon of the closed topic will be

changed from normal status to closed status .

#### b) Open topics

You can use this function to open closed topics. When a topic is opened, the normal users can view and take actions on it.

Do as follows:

**The 1<sup>st</sup> way:**

**Step 1:** Select the closed topic(s) by selecting its check box(s).

**Step 2:** Click the **Moderation** on the forum bar and select **Open** in the menu.

**The 2<sup>nd</sup> way:**

**Step 1:** Go into the closed topic which you want to open.

**Step 2:** Click the **More actions** on the topic bar and select **Open** in the menu.

**The 3<sup>rd</sup> way:** Simply, edit the topic, go to the **Options** tab and change its **State**.

After the selected topic is opened, all functions in this topic will be enabled. The icon of the opened topic will be changed from the closed status to a normal status.

#### c) Move topics

This function is used to move topic(s) from one forum to another one.

Do as follows:

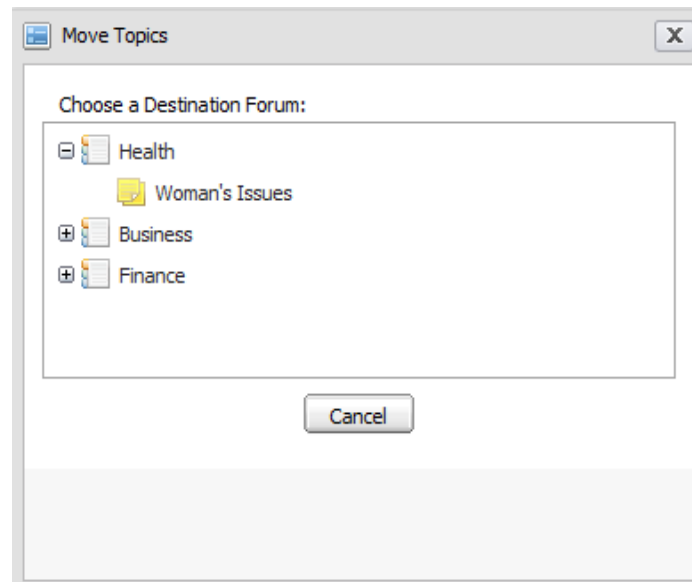


**The 1<sup>st</sup> way:** (refer more the 1<sup>st</sup> way of editing topics)

**Step 1:** Select topic(s) by selecting its check box(s).

**Step 2:** Click the **Moderation** on the forum bar and select **Move** in the menu.

**Step 3:** The **Move Topics** form will appear:



**Illustration 13: The Move Topic form**

**Step 4:** Select a destination forum in list to accept moving or click the **Cancel** button to quit.

**The 2<sup>nd</sup> way:** (refer more the 2<sup>nd</sup> way of editing topics)

**Step 1:** Go into the topic which you want to move.

**Step 2:** Click the **More actions** on the topic bar and select **Move** in the menu. There is a list of forums which you have to choose a destination forum to move like **illustration 21**.

**Step 3:** Select a destination forum in list to accept moving or the **Cancel** button to quit.



*Only the **Administrator** and **Moderator** of a forum can move topics inside it. The administrator has the highest right and can move topic to whatever forums he wants without checking for permissions or the status of the destination forum. However, the moderator of a forum will be checked for moving permission. He can not move topics to the closed/locked forums which he is not a moderator, move a topic to a forum he does not have the add topic right or move a topic to a forum belonging to the category that he is restricted for the view permission. Therefore, in the destination forum list, only the forums which the moderator have moving permission, are listed for moving.*

#### d) Delete topics

This function is used to remove one or more topics from the list.

Do as follows:

**The 1<sup>st</sup> way:**



**Step 1:** Select the topic(s) by selecting its check box(s).

**Step 2:** Click the **Moderation** on the forum bar and select **Delete** in the menu.

**Step 3:** Click the **OK** button in the confirmation message to accept deleting or the **Cancel** button to quit.

**The 2<sup>nd</sup> way:**


**Step 1:** Go into the topic that you want to delete.

**Step 2:** Click the **More actions** on the topic bar and select **Delete** in the menu.

**Step 3:** Click the **OK** button in the confirmation message to accept deleting or the **Cancel** button to quit.

**The 3<sup>rd</sup> way:**


**Step 1:** Select the Topics tab in the **User Management** form. This tab will list all topics created by a user.

**Step 2:** Delete a topic which you want by clicking the  icon corresponding to that topic.

**Step 3:** The selected topic will be removed from the list.

**The 4<sup>th</sup> way:**

**Step 1:** Open a specific topic and click on one User name and select **View all topics by [User name]**, all topics of this user will be listed.

**Step 2:** Delete a topic which you want by clicking the  icon corresponding to that topic.

**Step 3:** The selected topic will be removed from the list.

## **e) Merge topics**

This function is used to merge some topics into one topic.

Do as follows:

**Step 1:** Select at least two topics by selecting its check box(s).

**Step 2:** Click the **Moderation** on the forum bar and select **Merge** in the menu.

The **Merge Topic** form will appear:

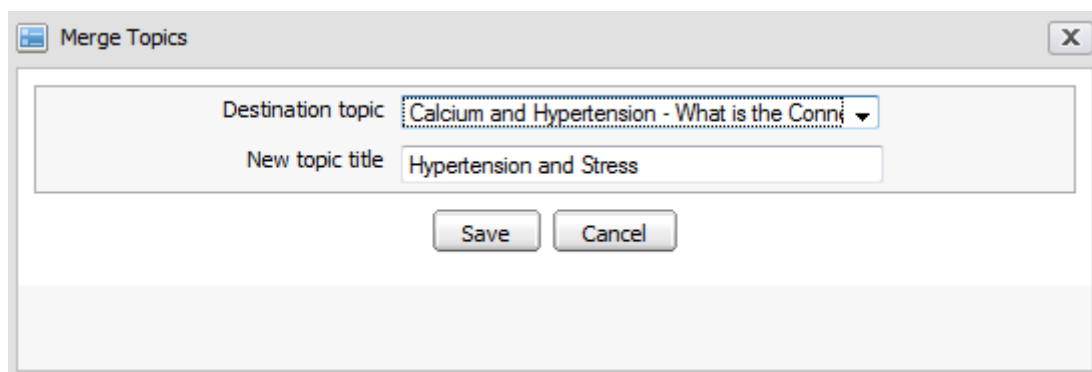


Illustration 14: The Merge Topics form

**Details:**

<b>Destination topic</b>	One in the merged topic list is selected to become the destination topic. The topic that is selected to be the destination will be the main entry for the merged topic.
<b>New topic title</b>	The new title of the merged topic.
<b>Save button</b>	To accept merging a topic.
<b>Cancel button</b>	To close the <b>Merge Topics</b> form.

**Step 3:** Complete merging a topic by clicking the **Save** button.

After being merged, many topics will be joined into one topic with the main entry is the topic which is selected to be the destination topic. All posts of the other topics are displayed as posts below the main entry.

**f) Split a topic**

This function is used to divide one topic into some sub topics. Only topics that have more than two posts can be divided.

Do as follows:

**Step 1:** Go into the topic that you want to split.

**Step 2:** Click the **More actions** on the topic bar and select **Split** in the menu.

The **Split topic** form will appear:

	Post name	Created Date	Created By	Action
<input type="checkbox"/>	Re: Mind Your Blood Pressure	02/10/2010, 09:47 AM	root	<input type="checkbox"/>
<input type="checkbox"/>	Re: Mind Your Blood Pressure	02/10/2010, 09:48 AM	root	<input type="checkbox"/>
<input type="checkbox"/>	Re: Mind Your Blood Pressure	02/10/2010, 09:48 AM	root	<input type="checkbox"/>

Illustration 15: The Split topic form

**Details:**

**New topic:** The name of the new sub topic. This field is required

**Save button:** To accept splitting the current topic.

**Cancel button:** To close the **Split topic** form.

**Step 3:** Enter a new name for the **New topic** field.

**Step 4:** Select posts in the post list by selecting its check boxes in the **Action** column.

**Step 5:** Complete splitting topic by clicking the **Save** button.


After being splitted, a new topic will be displayed in the topic list with new name. The oldest post in the selected splitted posts will become the main entry of the new topic.

**g) Vote topics**

This function allows users to evaluate a topic by voting in the form of rating star from 1 to 5. The more star rate the topic has, the more interesting it is.

Do as follows:

**Step 1:** Go into the topic which you want to vote.

**Step 2:** Click the  button on the topic bar.

Unwatch Bookmark RSS **Rate** Tag More actions Search this topic Moderation

**Beautiful beaches in the world** Posted: Thu, June 10, 2010, 07:39

outtheast Asia has long been a favorite among beach lovers. Imagine gorgeous beaches where the sky really looks like it meets the sea, heavenly sand beaches, sparkling turquoise waters, and lovely tropical weather.

So it's no surprise that countries like Indonesia and Thailand enjoy a steady stream of tourists all keen on experiencing not only the culture, but also the fabulous beaches they have to offer.

Here are some of the most famous beaches you might want to check out in four of Southeast Asia's countries.

**Indonesia**

This country is best known for Bali, whose beaches attract visitors from all over the world. But Kuta Beach may be the most famous and certainly the most frequently visited by tourists. This long strip is home to plenty of surfing opportunities, shopping establishments, and a thriving nightlife.

**Malaysia**

The islands of Langkawi and Pulau Tioman are considered some of Malaysia's most wondrous gems which promise the visitor a number of beaches that offer stunning views. Chendor Beach in Kuantan is yet another spot that gives off the feel of an isolated paradise and even allows you to witness green turtles laying eggs on the beach from July to September.

**Philippines**

The Philippines has a number of wonderful beaches scattered throughout the country, but the place that really stands out for many people is Boracay in the province of Aklan. Boracay gives you an excellent taste of local nightlife as well as the amazing sight of its white sand beaches. Meanwhile, Siargao Island in Surigao del Norte allows you to have a more action-packed stay with its great waves, making the place ideal for surfing.

**Step 3:** The Rate this topic form will appear:

Rate this topic

★ ★ ★ ★ ★

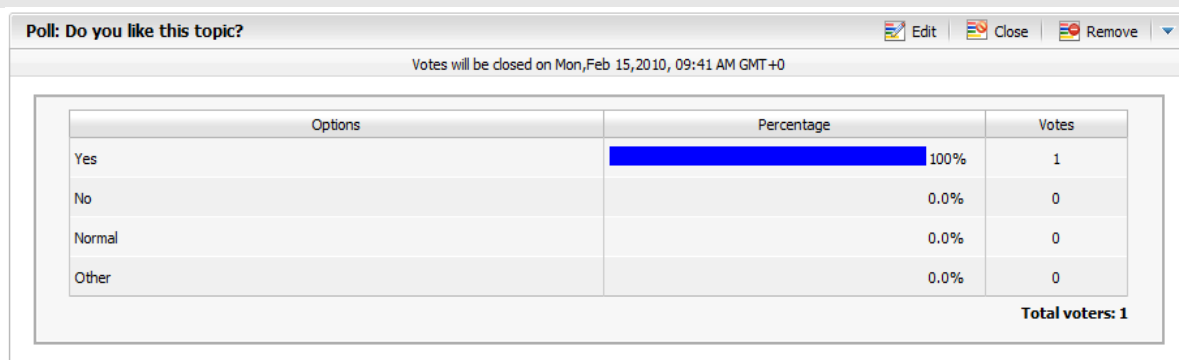
Cancel Good

**Illustration 16:** The Rate this topic form

**Step 4:** Rate the topic by left clicking on the star. The number selected star will be changed from grey into yellow. Click the **Cancel** button if you want to quit this form.



*Each user can only vote 1 time for one topic and the vote function is not available for closed topic and banned user*



**Illustration 17:** The result of the poll

## h) Approve topics

This function is used to approve pending topics in the forum having the 'Moderation topic' option. All new topics added into the 'Moderation topic' forum, will be in the 'pending for approval' status. It means that nobody can view these topics except the administrator and moderators of this forum. Only after the topic with the 'pending for approval' status is approved, it will be displayed. The status label 'pending for approval' will be removed and the normal users can normally view and take actions on it.

To take this action, there are 3 ways:

**The 1<sup>st</sup> way:** This way can be used to approve some topics concurrently.

The topics with status 'pending for approval' will be displayed in the topic list:

Beauty									
<a href="#">Start topic</a>									
Topic in forum Beauty									
		Topic		Rating	Last posts	Replies	Views		
		<b>Detoxification</b> (pending) mary		0 ★★★★★	03/22/2010, 05:07 AM by mary >	0	0		
		<b>Skin Care</b> mary		0 ★★★★★	03/22/2010, 04:49 AM by mary >	0	0		
		<b>Anti-Aging</b> ↗ root		0 ★★★★★	03/22/2010, 04:44 AM by root >	0	1		
		<b>Homemade beauty products</b> ↗ root		0 ★★★★★	03/22/2010, 04:22 AM by root >	1	1		
<a href="#">Start topic</a>									

**Illustration 18: The list of all topics in a forum**

**Step 1:** Select topic(s) with the 'pending' status by selecting its check box(s).

**Step 2:** Click the **Moderation** on the forum bar and select **Approve** in the menu.

All selected topics will be approved and displayed normally.

**The 2<sup>nd</sup> way:** This way is used to approve a special topic.

**Step 1:** Go into the unapproved topic that you want to approve by clicking its title.

**Step 2:** Click the **More actions** on the topic bar and select **Approve** in the menu.

**The 3<sup>rd</sup> way:** Approve topics at the unapproved topic list

**Step 1:** Do not select any 'pending' topic and click **Moderation** on the forum bar and select **Approve** in the menu.

**Step 2:** 'Unapproved topic list' will be displayed. This form lists all 'pending' topics which are available for selecting and approving:

Select topic(s) which you want to approve by selecting its check box(s)

**Step 3:** Click the **Approve** button to accept the approval or the **Cancel** button to exit without approval.

## 2.2.2 Actions in posts

This section is about how to manage posts such as adding a new post, editing, deleting, moving, hiding, showing and etc.

### 2.2.2.1 Normal User

#### a) Post a reply

This function is used to respond to the main post in a topic. All responses will be displayed in the form of posting reply in the topic. By default, a post reply will have the title with a format Re: <The title of the topic>. However, you can personalize the title of their post reply. Normally, all users can post replies to the main post in a topic but if an administrator and moderators set the post right to some users, only the users who have the add post right can take this action.

Do as follows:

**Step 1:** Go into the topic which you want to post a reply.

**Step 2:** Click the  button to post your response to this topic.

**Step 3:** The **New Post** form will appear:

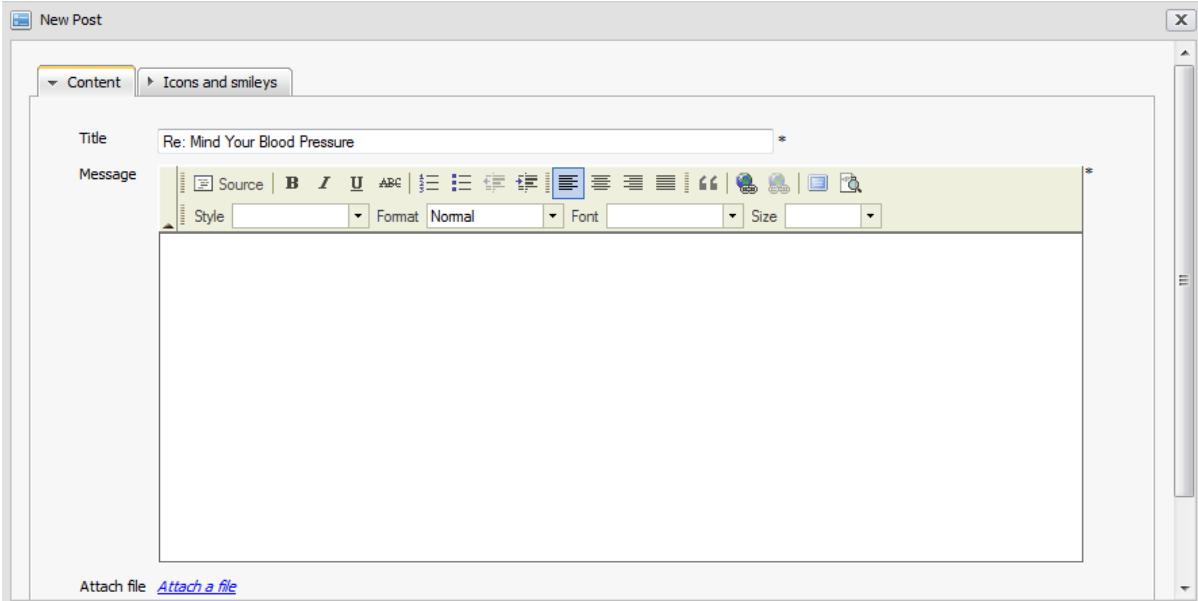


Illustration 19: The Content tab of the New Post form

Details:

The **Content** tab includes:

<b>Title</b>	The title of the topic which you want to post a reply. You also can change this title.
--------------	--

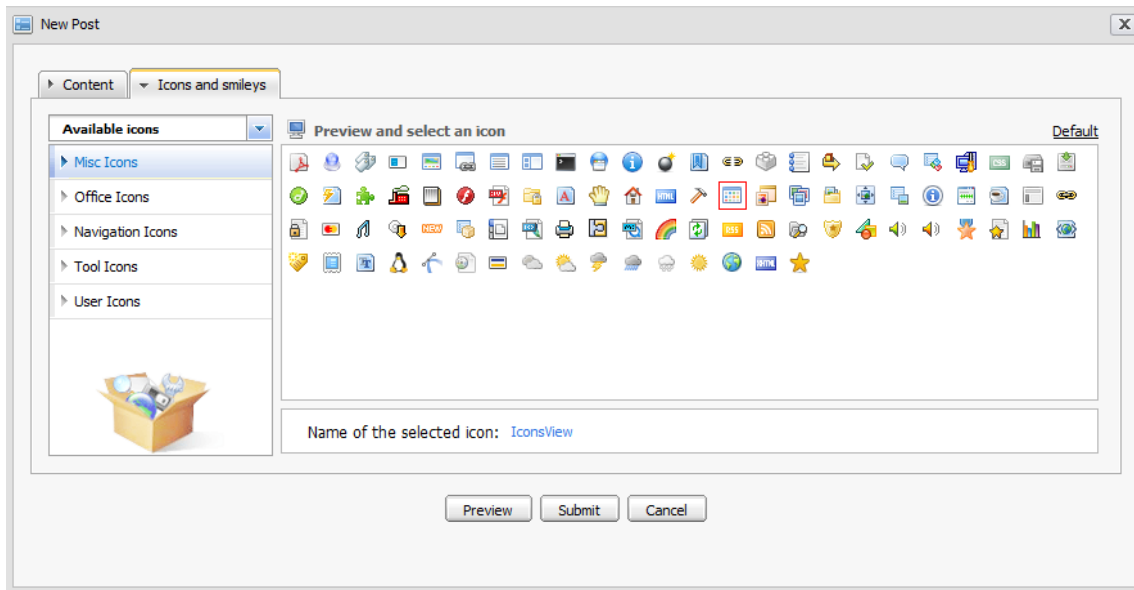
**Message**

The content of your reply. The message can be decorated by FCK Editor. There will be an inform message when this content is short. (at least 3 characters)

**Attach File**

The files that attach with your post reply. If you want to attach files into this topic, click the **Attach a file** button to open the **Attach File** form and attach file like above

The **Icons and smileys** tab allows you to select an icon for the post. The icons list is shown:



**Illustration 20: The Icons and smileys tab of the New Post form**

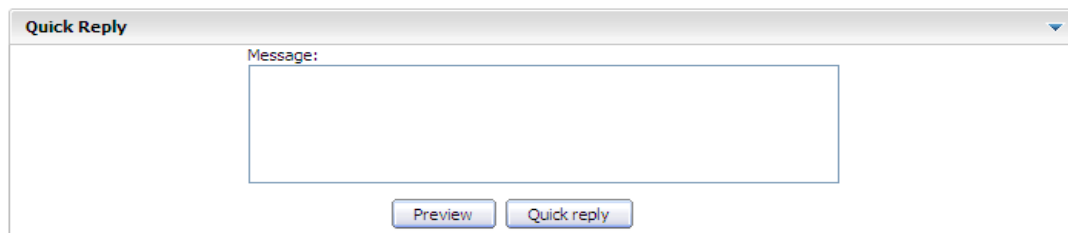
**Step 4:** Enter values for fields, select an icon for your post reply (*BB code*) can also be used to input values for text area field) in the **New Post** form.

**Step 5:** Preview a post before submitting by clicking the **Preview** button.

**Step 6:** Complete adding a new post by clicking the **Submit** button .

**b) Post Quick Reply**

This function is used to post a reply quickly with a simple text. However, you can decorate their post by using BB Code tags. When you go into a topic, by default there will be a form to post quick reply under the list of current topic's posts:



**Illustration 21: The Quick Reply form**

**Step 1:** Enter the content of the message.

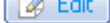
**Step 2:** Preview the message before posting by clicking the **Preview** button

**Step 3:** Complete quick replying by clicking the **Quick reply** button.

### c) Edit posts

This function is used to edit posts of topics. Addition to the administrators and moderators, the post creator can also take this action.

Do as follows:

**Step 1:** Click the  **Edit** button under the post that you want to edit.



The **Edit Post** form will appear:



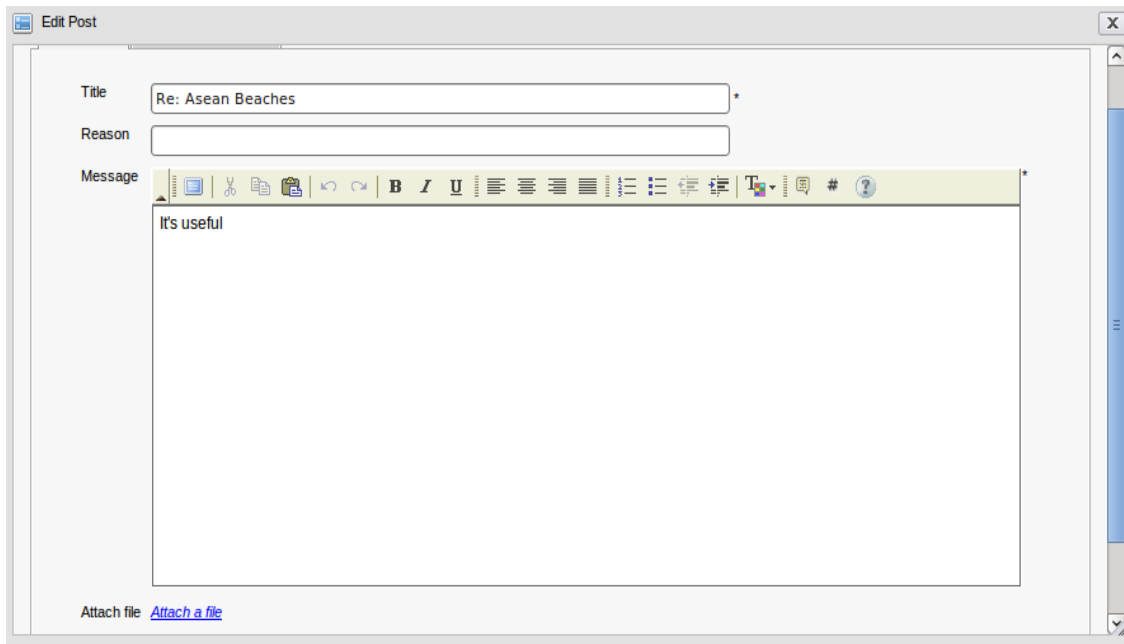


Illustration 22: The Edit post form

**Step 2:** Change the current information of the post, add or remove attachment, etc.


**Step 3:** Complete editing the post by clicking the **Submit** button.

#### d) Private posts

This function is used to respond privately to a post in a topic. Only the creator and the author of the responded post can see the private post.

Do as follows:

**Step 1:** Go into the topic that you want to post reply.

**Step 2:** Click the  button under the post that you want to reply. There will be a form like when you post a reply.

**Step 3:** Enter values for fields in this form.

**Step 4:** Preview a post before submitting by clicking the **Preview** button

**Step 5:** Complete submitting a private post by clicking the **Submit** button.



*Private posts are personal exchanges between two users (creator and receiver). Thus, private posts will not be checked for approval in case the topic having the 'Posts moderation' option. A private posts is displayed with label 'This post is private' in order to differ with normal posts.*

#### e) Quote posts

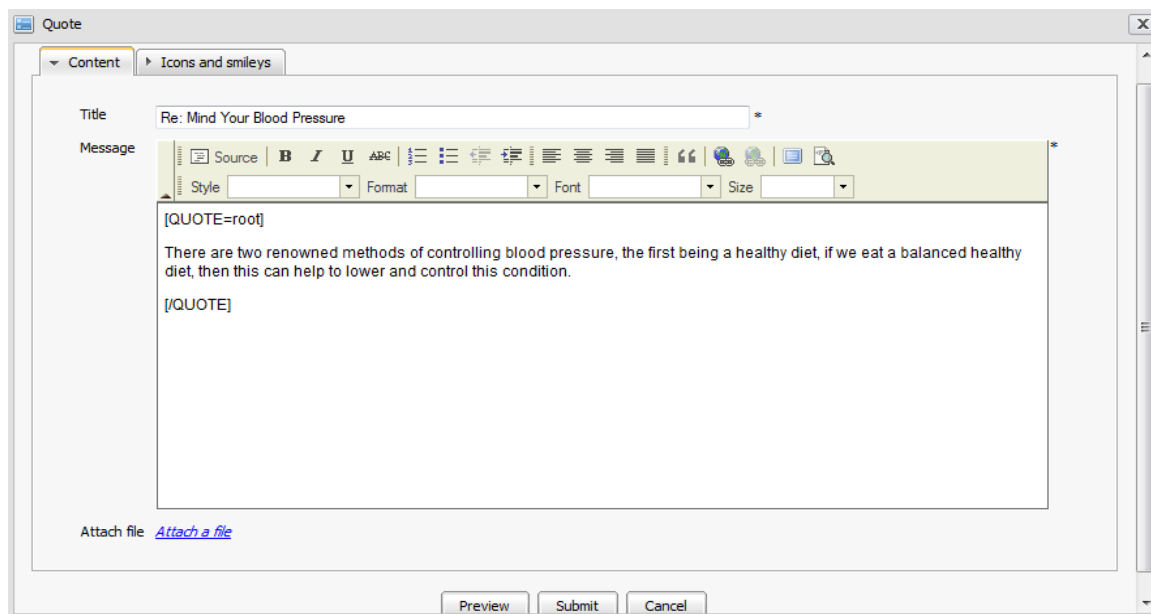
This function is used to post a reply to a specific post in the topic in the form of using quotation. The message of the post that you are going to quote post is also added into the message content

of the reply.

Do as follows:

**Step 1:** Click the  button under the post which you want to add quote.

**Step 2:** The **Quote** form will appear:



**Illustration 23: The Quote form**


Details:

The **Content** tab includes:

Title	The title of the topic which you want to quote. You also can change this title.
Message	The content of your reply with quote. Quote content is in [Quote] tag.
Attach file	The files attaching with your reply with quote. If you want to attach a file into this post, click the <b>Attach a file</b> button to open the <b>Attach File</b> form.
Preview button	To preview the reply with quote before submitting.
Submit button	To accept submitting the reply with quote
Cancel button	To close the <b>Quote</b> form.

The **Icons and smileys** tab allows changing an icon for the reply with quote. It is like the

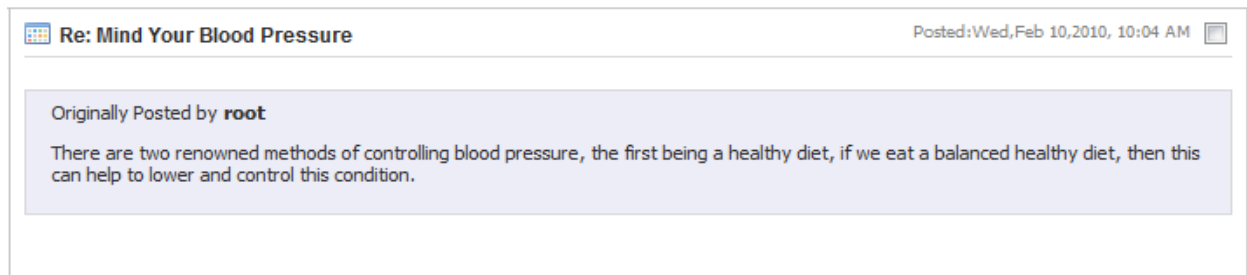
**Icon and smileys** tab in the **New Post** form (See detail)

**Step 3:** Make changes on your quote. e.g adding more comments... Or you can also add your quote into the message by clicking the  icon to get the [QUOTE] tag and after getting the [QUOTE] tag, you enter your quote between [QUOTE] and [/QUOTE].

**Step 4:** Preview your reply with quote by clicking the **Preview** button.

**Step 5:** Complete replying with quote by clicking the **Save** button.

A reply with quote will be displayed:



#### f) Approve posts

This function is used to approve pending posts in the topic having 'Post moderation' option.

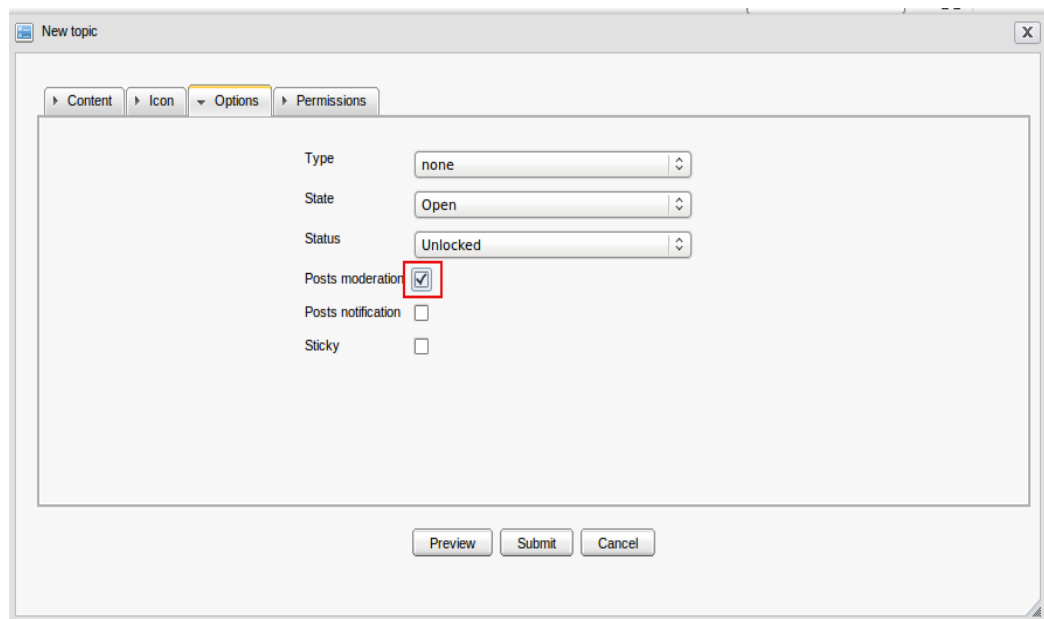
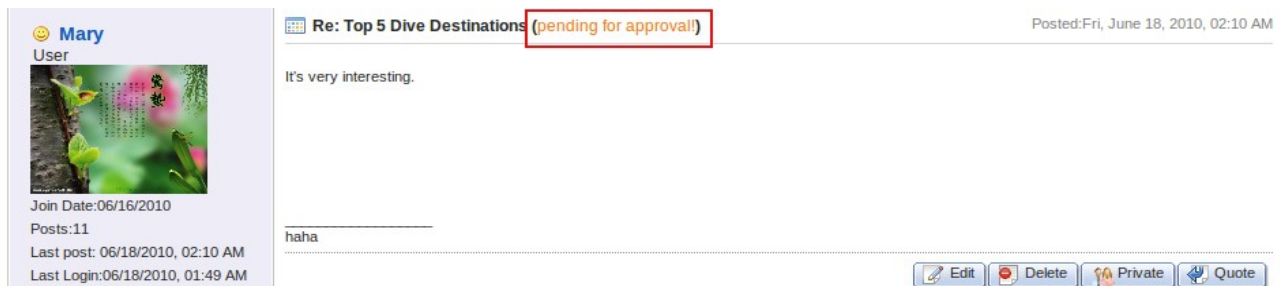
A screenshot of the "New topic" form. The "Options" tab is selected. The form contains the following fields: "Type" (none), "State" (Open), "Status" (Unlocked), "Posts moderation" (checked), "Posts notification" (unchecked), and "Sticky" (unchecked). At the bottom, there are "Preview", "Submit", and "Cancel" buttons. The "Posts moderation" checkbox is highlighted with a red box.

Illustration 24: The Posts Moderation Option in the New topic form

All new posts that are added into such topics will be in the '**pending for approval**' status:



**Mary**  
User  
Join Date:06/16/2010  
Posts:11  
Last post: 06/18/2010, 02:10 AM  
Last Login:06/18/2010, 01:49 AM

**Re: Top 5 Dive Destinations (pending for approval!)** Posted:Fri, June 18, 2010, 02:10 AM

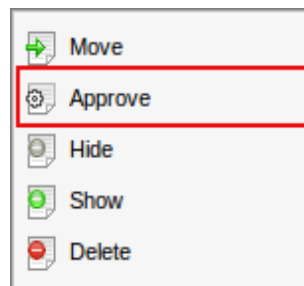
It's very interesting.

haha

Edit Delete Private Quote

It means that nobody can view these posts, except the administrator and moderators of this forum. Only when the post with 'pending for approval' status is approved, it will be displayed. The 'pending' status label will be removed and the normal users can view it normally.

**Step 1:** Click the **More Actions** on the topic bar and select **Approve** in the menu to open the **Post to approve** form.



**Step 2:** In the **Post to approve** form, check the check boxes corresponding to the posts that you want to approve. To know the content of the post, move the mouse to the post and the content appears:

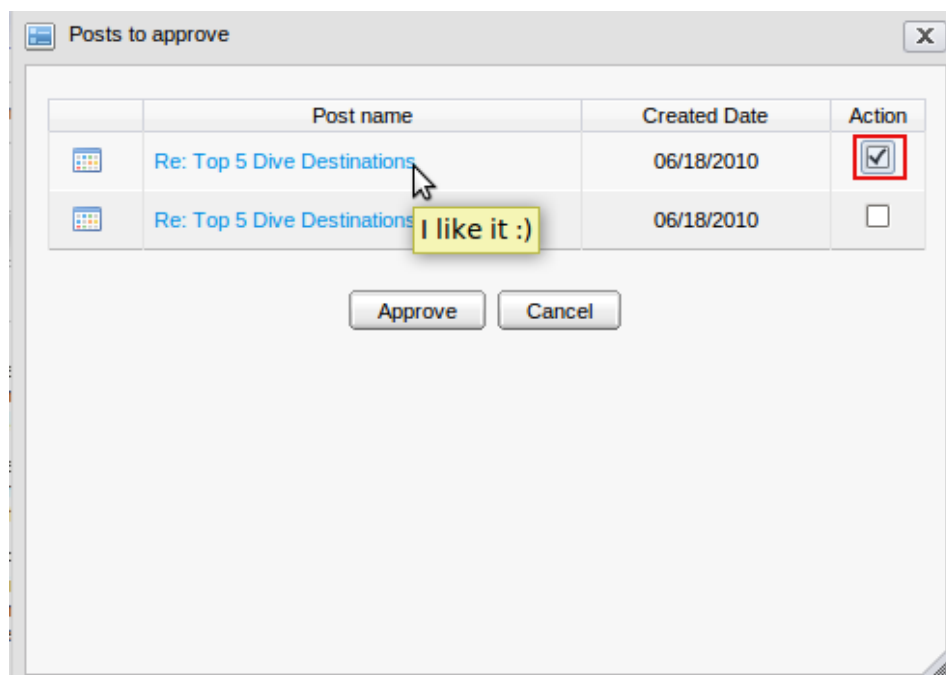


Illustration 25: The Posts to approve form

**Step 3:** Click the **Approve** button to accept approving it or the **Cancel** button to quit this form.

These posts will be approved and shown normally. Thus, normal users can view and take some actions with these posts.

## 2.2.2.2 Administrators & Moderators

### a) Move posts

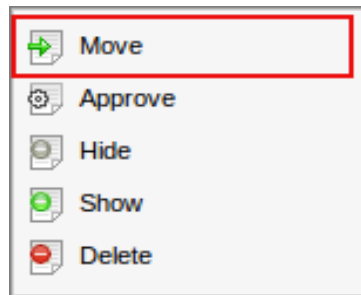
This function is used to move the selected posts from the current topic to another one.

Do as follows:

**Step 1:** Select post(s) by selecting its check box(s) as the illustration below:

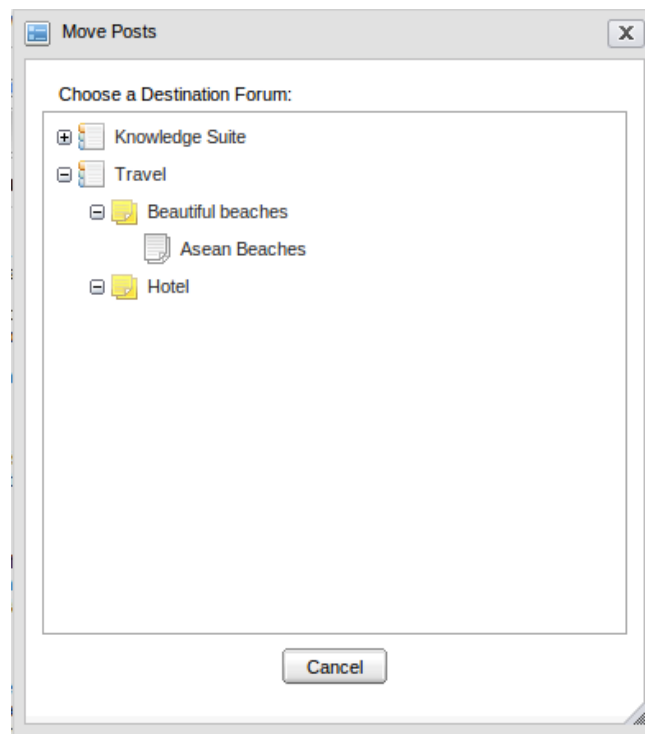


**Step 2:** Click the **Moderation** on the topic bar and select **Move** in the menu:



The **Move Posts** form appears:

There will have different topic categories with different forums that list all topics inside and you can select one to move.



**Illustration 26: The Move Posts form**

**Step 3:** Select a destination topic by clicking the name of a topic in the forum list to accept moving or the **Cancel** button to quit.



Only the administrator and moderator of a forum can move posts inside it. An administrator who have the highest right, can move post to whatever topics of whatever forums he want without checking for permission or the status of the destination forum or topic. However, the forum moderator will be checked for moving permission. He can only move post inside the Forum he has the moderation right. Therefore, at the destination topic list, only the topics which the moderator who have the move permission, are listed for moving.

## b) Hide posts

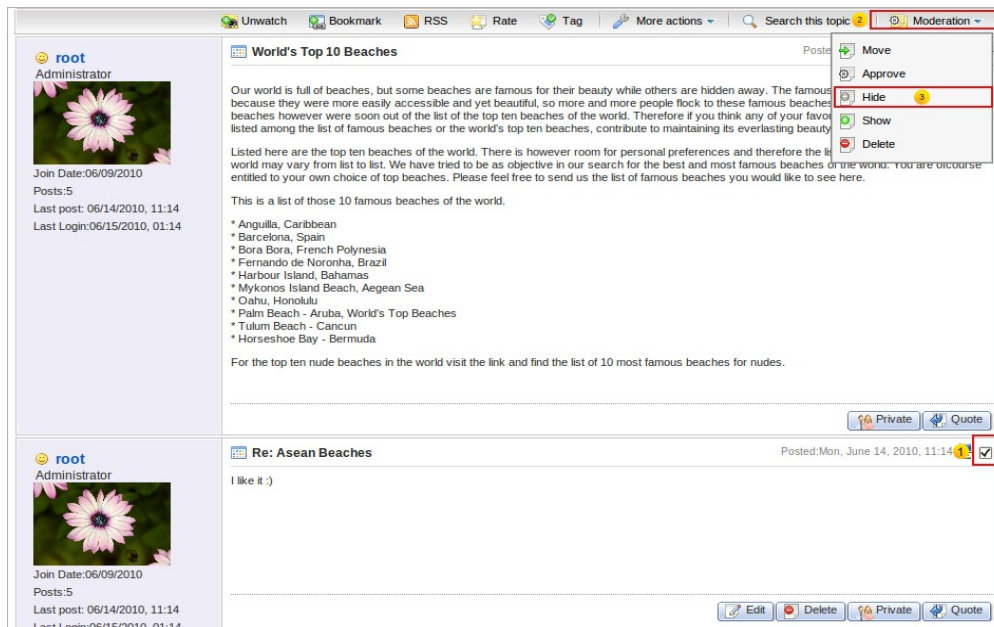
This function is used to hide posts. When a post is hidden, only the administrator and moderator

can view and manage it.

Do as follows:

**Step 1:** Select post(s) by selecting its check box(s).

**Step 2:** Click the **Moderation** on the topic bar and select **Hide** in the menu to accept hiding the selected posts.



After being hidden, the hidden post is marked by 'hidden!' label and normal users can not view it.



### c) Show posts

This function is used to show one or more hidden posts. When a hidden post is shown, its 'hidden' label will be removed and it is visible to normal users.

Do as follows:

**The 1<sup>st</sup> way:**

**Step 1:** Select hidden post(s) by selecting its check box(s).

**Step 2:** Click the **Moderation** on the topic bar and select **Show** in the menu to directly accept showing the selected post(s).

The screenshot shows the eXo forum interface. At the top, there's a navigation bar with links like Unwatch, Bookmark, RSS, Rate, Tag, More actions, Search this topic, and a Moderation dropdown menu. The Moderation menu is open, showing options: Move, Approve, Hide, Show (highlighted with a red box and a yellow '3' icon), and Delete. Below the navigation bar, there's a user profile for 'root' (Administrator) with a join date of 06/09/2010 and 5 posts. The main content area shows a post titled 'World's Top 10 Beaches' by 'root'. The post text describes a list of the top 10 beaches of the world. Below the post, there's a list of 10 famous beaches: Anguilla, Caribbean; Barcelona, Spain; Bora Bora, French Polynesia; Fernando de Noronha, Brazil; Harbour Island, Bahamas; Mykonos Island Beach, Aegean Sea; Oahu, Honolulu; Palm Beach - Aruba, World's Top Beaches; Tulum Beach - Cancun; and Horseshoe Bay - Bermuda. A reply titled 'Re: Asean Beaches (hidden!)' is shown below the main post, with the text 'I like it :)'. The reply is marked as hidden and has a yellow '1' icon. At the bottom of the reply, there are buttons for Edit, Delete, Private, and Quote.

## The 2<sup>nd</sup> way:

**Step 1:** Click the **Moderation** on the topic bar and select **Show** in the menu. There will have a list of hidden posts in the **Hidden posts** form:

The 'Hidden posts' form is a window with a title bar and a close button. It contains a table with the following data:

	Post name	Created Date	Action
	Re: Mind Your Blood Pressure	02/10/2010	<input type="checkbox"/>
	Re: Mind Your Blood Pressure	02/10/2010	<input type="checkbox"/>
	Re: Mind Your Blood Pressure	02/10/2010	<input type="checkbox"/>

At the bottom of the form, there are two buttons: 'Show' and 'Cancel'.

Illustration 27: The Hidden posts form

**Step 2:** Select hidden post(s) by selecting its check box(s).

**Step 3:** Click the **Show** button to accept showing or **Cancel** button to quit.



#### d) Delete posts



The **Administrator, Moderators** and the post creator can also take this action.

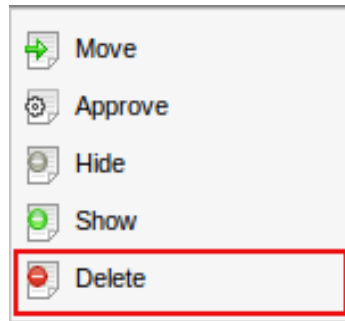
This function is used to remove a post from a topic.

Do as follows:

**The 1<sup>st</sup> way:** This way can be done only by the administrator and moderators.

**Select 1:** Select post(s) by selecting its check box(s).

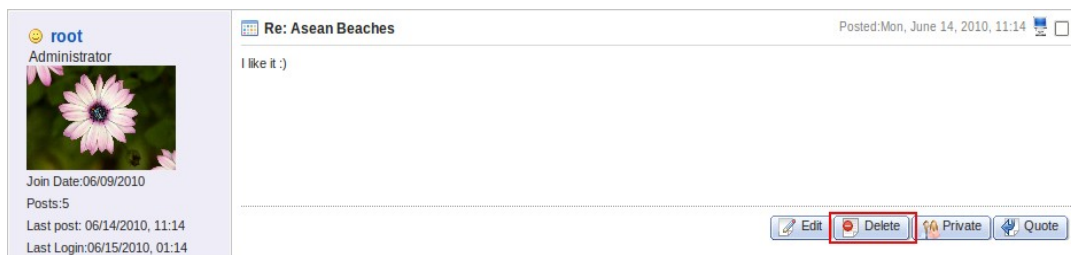
**Select 2:** Click the **Moderation** on the topic bar and select  **Delete** in the menu.



**Step 3:** Click the **OK** button in the confirmation message to delete the post or the **Cancel** button to quit.

**The 2<sup>nd</sup> way:** The administrators, moderators and the post creator can also delete this post.

**Step 1:** Click the  button under the post that you want to delete.



**Step 2:** Click the **OK** button in the confirmation message to delete the post or the **Cancel** button to quit.

**The 3<sup>rd</sup> way:** This way is only done by Administrator


**Step 1:** Go to the **Posts** tab in the User Management form. This tab lists all posts of a user.

**Step 2:** Delete a post by clicking the  icon corresponding to that post.

The selected post will be removed from the post list.

The 4<sup>th</sup> way: This way is only done by the Administrator

**Step 1:** Open specific topic and click on the User name and select **View all posts by [User name]**, all posts of this user will be listed.

**Step 2:** Delete a topic which you want by clicking the  icon that corresponding to that post. The selected topic will be removed from the post list.

## 2.2.3 View all topics/posts

This function is used to view all topics/posts of a specific user.

Do as follows:

**Step 1:** Go into the topic that contains posts of the user who you want to view all his/her topics/posts.

**Step 2:** Click on a specific user name and select **All posts by <screen name>** or **All topics by <screen name>**.



All topics/posts of selected user will be listed in the **Posts/topics by user** form:

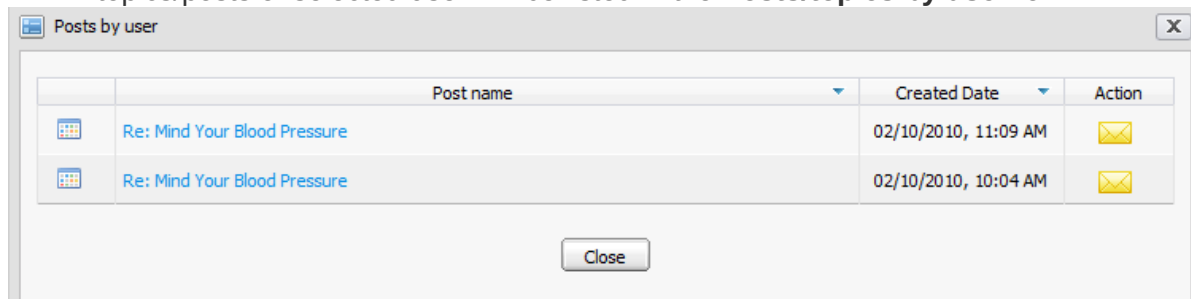


Illustration 28: The Posts by user form

**Step 3:** Click the **Close** button to escape from this form.

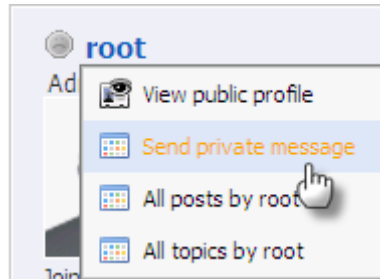
## 2.2.4 Send private messages

This function is used to exchange private messages among users.

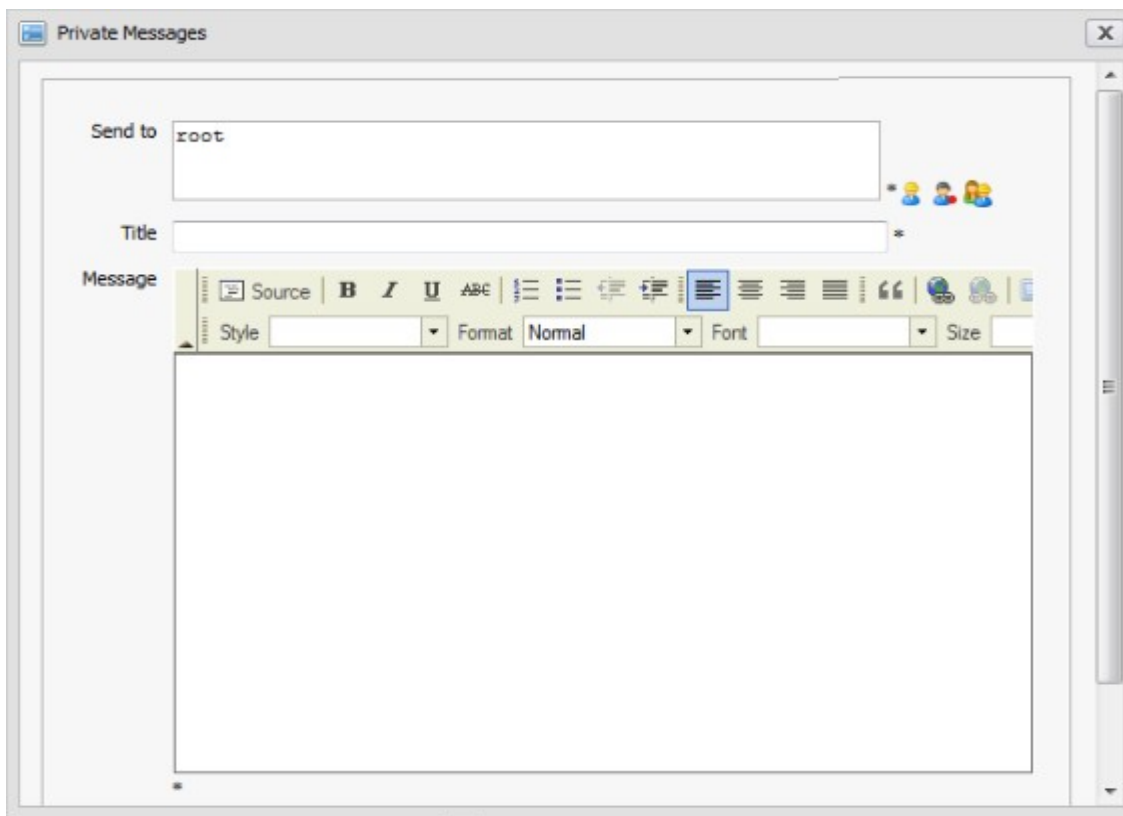
- ✓ To send private message, do as follows:

**Step 1:** Go into the topic that contains posts of the user who you want to send a private

message to.



**Step 2:** Click on a specific user name and select **Send private message** in the menu:  
The **Private Messages** form will appear:



**Illustration 29: The Private Messages form**

Details:

**Send to**

The user names of all users who will receive this private message. By default, value of this field is the user name of selected user. To add more users, do as above.

**Title**

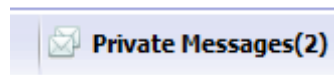
The subject of private message.

<b>Message</b>	The content of private message.
<b>Send button</b>	To accept sending private message
<b>Close button</b>	To close the <b>Private Messages</b> form

**Step 3:** Enter values for fields in this form.

**Step 4:** Complete sending message to users in 'Send to' field by clicking the **Save** button.

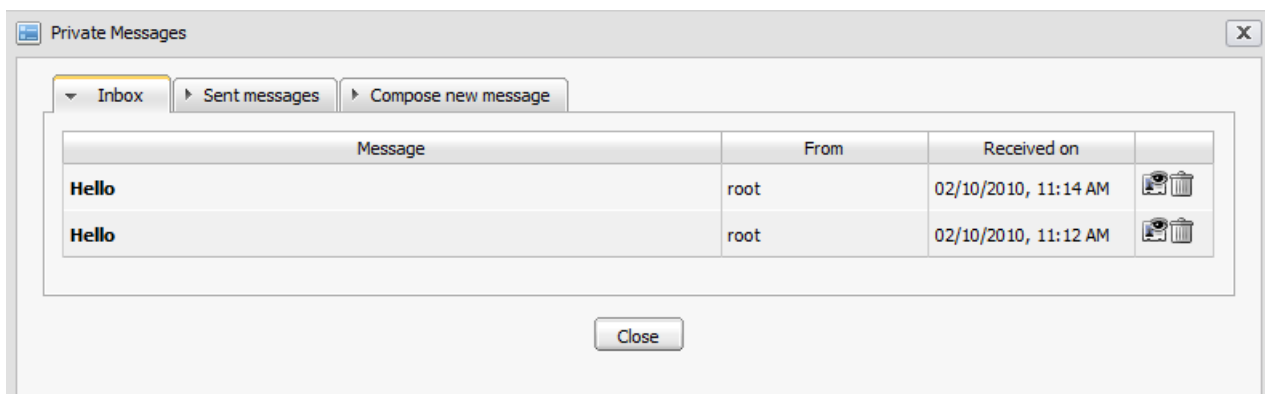
After signing in successfully, the receiver will see an alert with content **Private Message** (number private messages) at the right corner.



- ✓ To view these private messages, do as follows:

**Step 1:** Click on the inform message:

The **Private Messages** form will appear:



**Illustration 30: The Inbox tab of Private Message form**


**Step 2:** Select each message in the list to view it.

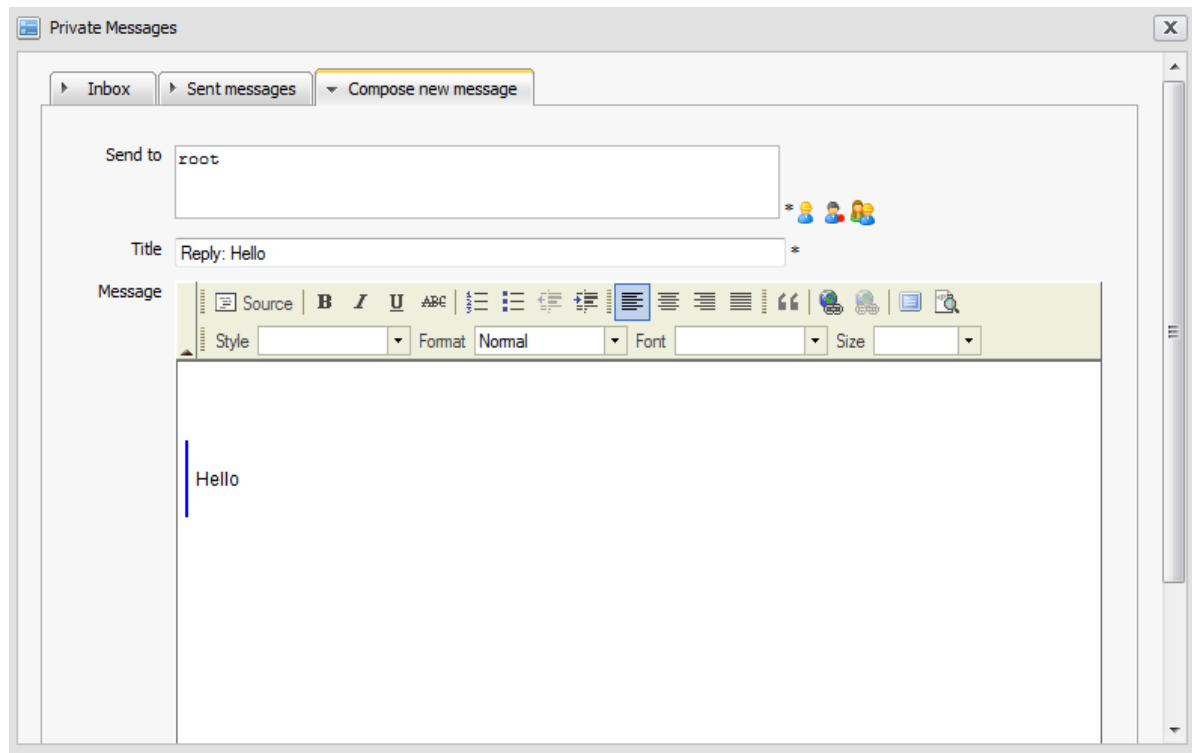
Details:

The **Inbox** tab includes all received messages, the reply and delete icons

The **Sent messages** tab includes all sent messages, the forward and delete icons.

The **Compose new message** tab is the form to compose a message.


**Step 3:** Click the  icon to reply to the received message. The form to reply is shown:



**Illustration 31: The Message tab in the Private Message form**

Enter the response in the 'Message' field. Do as above to add more receivers in the **Send to** field.

Click the **Send** button to send reply to the sender.

**Step 4:** Click the  icon to delete the message corresponding to it. Click the **OK** button in the confirmation message to accept deleting or click the **Cancel** button to quit.

## 2.2.5 Search

This function is used to search existing forums, topics and posts according to specific search conditions. With the Quick Search and the Advanced Search, both anonymous and logged users can find expected result quickly and flexibly.

There are 2 type of searching: **Quick search** and **Advanced Search**



### 2.2.5.1 Quick Search

With the quick search, you can directly type a search term in the search field. All the forums, topics and posts that have a keyword matching the search term will be quickly displayed in the search result form.

Do as follows:

- ✓ To quick search any forum, any topic or any post simultaneously:

**Step 1:** Enter a search term into the 'Search' field at the right top of your screen after you have gone into the Forum application:

Search:   

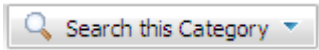
**Step 2:** Click the  icon next to the search box to do search.

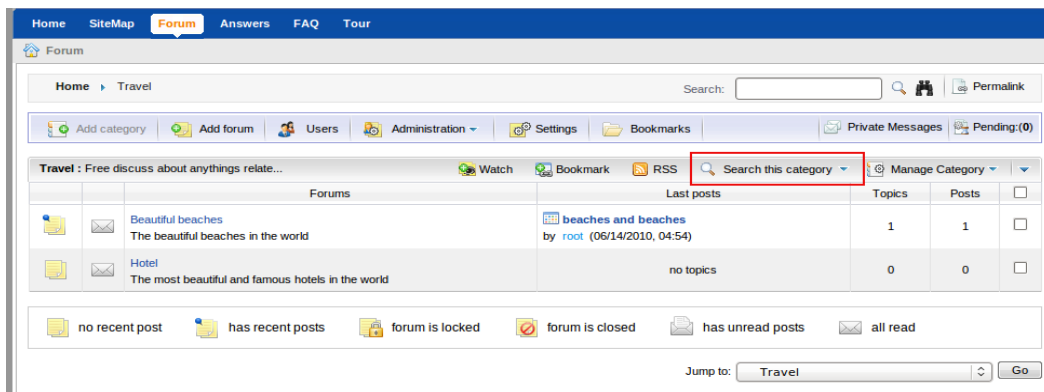
**Step 3:** All Forums/Topics/Posts in categories that match with the entered search term are listed in the search result form:

Search Result	
Type	Name
Forum	<a href="#">Hypertension</a>
Topic	<a href="#">Calcium and Hypertension - What is the Connection?</a>
Topic	<a href="#">Mind Your Blood Pressure</a>

- ✓ To concurrently quick search forums/topics/posts in a specific category:

**Step 1:** Click on the name of the category that you want to do a quick search.

**Step 2:** Show the Search box by clicking the  button on the category bar.



The screenshot shows the eXo forum interface with the 'Travel' category selected. The 'Search this category' button is highlighted with a red box. The interface includes a navigation bar with links like Home, SiteMap, Forum, Answers, FAQ, and Tour. Below the navigation bar, there are various forum management tools like Add category, Add forum, Users, Administration, Settings, Bookmarks, Private Messages, and Pending. The main content area shows a list of forums and topics related to 'Travel'. The 'Search this category' button is located in the top right corner of the category bar.

**Step 3:** Enter the information related to the objects that you want to search into the search box.




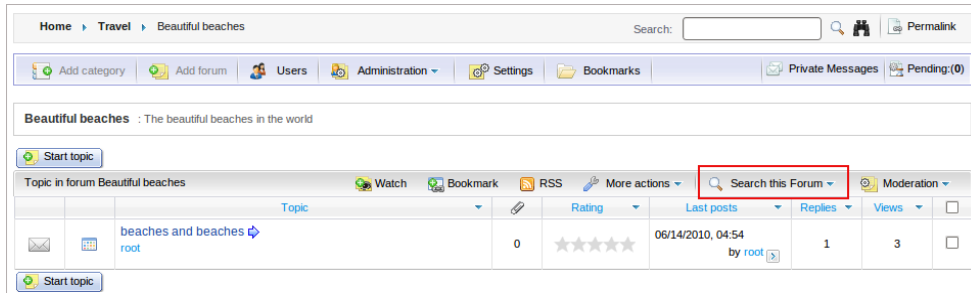
The screenshot shows a search box with the word 'Beach' entered. A red arrow points to the search box with the text 'Enter words to search'. The 'Search' button is highlighted with a red box. Below the search box, there is a link to 'Advanced Search'.

**Step 4:** Click the **Search** button to do searching. All matched objects will be displayed in the search result form.

- ✓ To quick search topics/posts concurrently in a specific forum:

**Step 1:** Go into the forum that you want to find topics/posts in it.

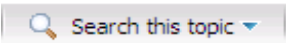
**Step 2:** Click the  button on the forum bar to display the search box and then enter the search term that you want to find in this forum:

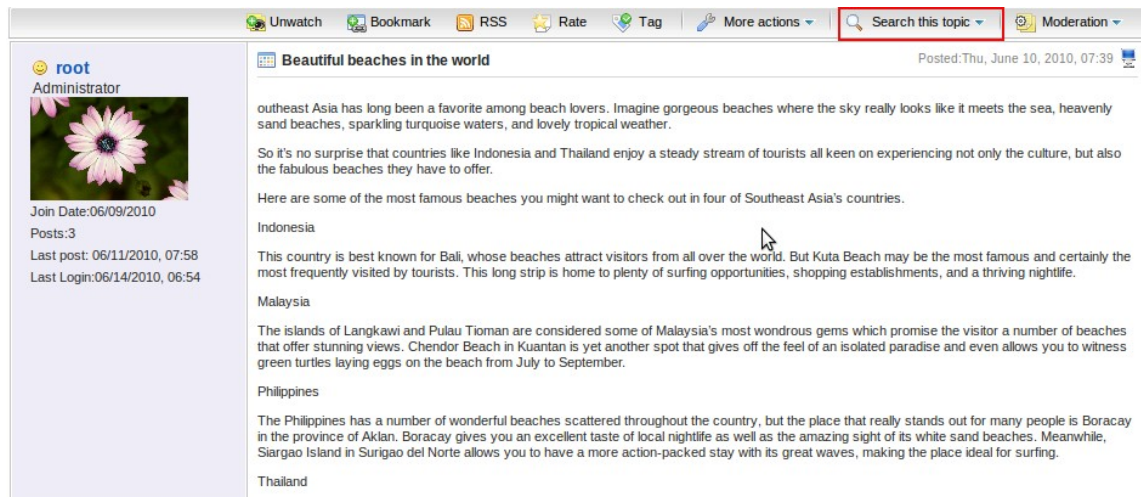


**Step 3:** Click the **Search** button to do search. All topics and posts in this forum that match with the entered keyword are listed in the search result form.

- ✓ To quick search posts in a specific topic:

**Step 1:** Go into the topic that you want to find posts in it.

**Step 2:** Click the  button on the topic bar to display the search box and then enter the search term that you want to find in this topic.





**Step 3:** Click the **Search** button to do search

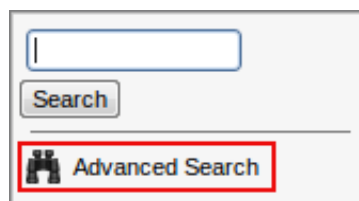
**Step 4:** All posts in this topic that match with the entered keyword are listed in the search result form.

### 2.2.5.2 Advanced Search

The advanced search allows you to make a search with particular criteria corresponding to the object that is expected to be found. Using the advanced search, you can find forums/topics/posts more exactly.

Do as follows:

**Step 1:** Click the  icon at the top right of the screen when you go into the Forum application or the  icon in "search this category" or in "search this forum" or "search this topic" like the illustration below:



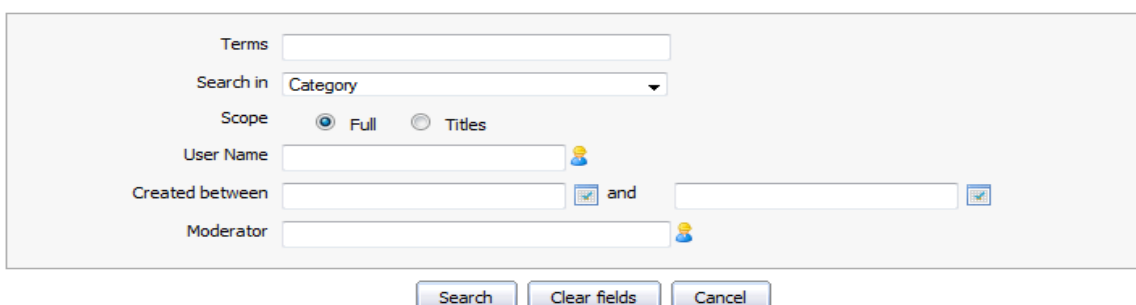
**Step 2:** Enter the values of properties corresponding to each object that you want to search.

**Step 3:** Click the **Clear Fields** button to reset the inputted values, click the **Search** button to do search or click the **Cancel** to escape.

The list of the found objects will be displayed in the search result form or there will have an alert message when no objects match with the inputted properties.

By default, the advanced search form will be displayed corresponding to the 'Category' object. But with 'Forum' or 'Post' object, properties of these objects will be different.

**With a 'Category' object:**






**Illustration 32: The Advanced Search- Search in Category**

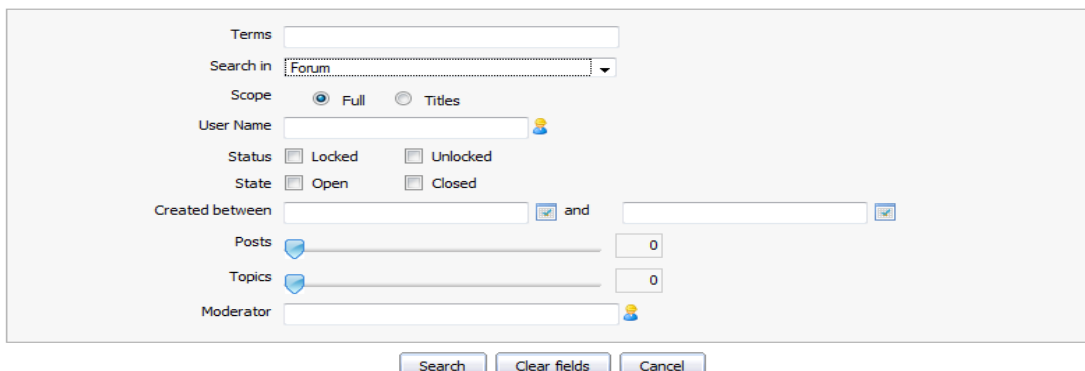
#### Details:

<b>Terms</b>	The keyword that you want to search.
<b>Search in</b>	The object that you want to search. If you want to find categories, the value of this field is 'Category'




<b>Scope</b>	The scope will be used to search. With the 'Full' option, the entered keyword will be matched with the entire object (includes both title and content). With 'Titles', the entered keyword only is matched with the object's titles.
<b>User name</b>	The user name of the object's creator that you want to search. Manual input or click the  icon to select users from a specific group.
<b>Created between and</b>	The created date interval in which you want to search for categories. Manually input or click the  icon to open the calendar pop up and select a date.
<b>Moderator</b>	The user name of the object's moderator that you want to search. Manual input or click the  icon to select users from a specific group.



### With a 'Forum' object:



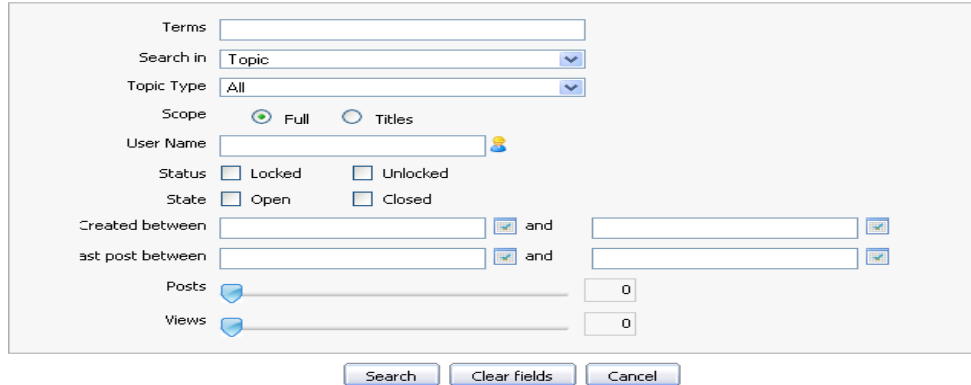
**Illustration 33: The Advanced Search- Search in Forum**

#### Details:

<b>Terms</b>	The keyword related to forums that you want to search.
<b>Search in</b>	The object that you want to search. If you want to find forums, the value of this field is 'Forum'.
<b>Scope</b>	The scope will be used to search. With the 'Full' option, the entered keyword will be matched with the entire object (includes both title and content). With 'Titles', the entered keyword only is matched with the object's titles.
<b>User name</b>	The user name of the object's creator that you want to search. Manual input or click the  icon to select users from a specific group.
<b>Status</b>	The status of forums that you want to search

<b>State</b>	The state of forums that you want to search
<b>Created between... and</b>	<p>The created date interval in which you want to search for forums.</p> <p>Manually input or click the  icon to open the calendar pop up and select a date.</p>
<b>Post</b>	The interval of forum's posts number that you want to search in. Simply click and drag mouse on the slider bar to define the post interval.
<b>Topics</b>	The interval of forum's topics number that you want to search in. Simply click and drag mouse on the slider bar to define the topic interval.
<b>Moderator</b>	<p>The user name of the object's moderator that you want to search.</p> <p>Manual input or click the  icon to select users from a specific group.</p>

### With a 'Topic' object:






**Illustration 34: The Advanced Search- Search in Topic**

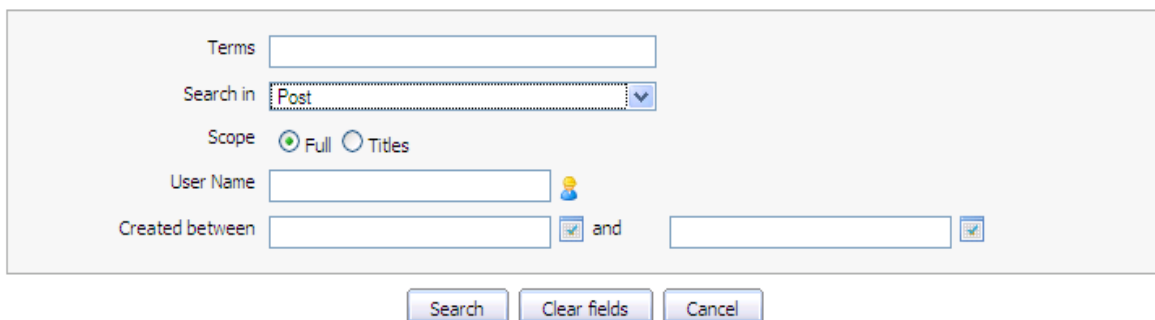
#### Details:

<b>Terms</b>	The keyword related to the topic that you want to search.
<b>Search in</b>	The object that you want to search. If you want to find topics, value of this field is 'topic'
<b>Topic Type</b>	The type of the topic that specified by the topic type name and its icon. It can be selected from the existing list.
<b>Scope</b>	The scope will be used to search. With the 'Full' option, the entered keyword will be matched with the entire object (includes both title and content). With

'Titles', the entered keyword only is matched with the object's titles.

<b>User name</b>	The user name of the object's creator that you want to search. Manual input or click the  icon to select users from a specific group.
<b>Status</b>	The status of topics that you want to search
<b>State</b>	The state of topics that you want to search
<b>Created between... and</b>	The created date interval in which you want to search for topics. Manually input or click the  icon to open calendar pop up and select date.
<b>Last post between - and</b>	The last post 's created date interval in topics that you want to search in. Manually input or click the  icon to open the calendar pop up and select date.
<b>Post</b>	<i>The number of topic's posts interval in which you want to search for those topics. Simply click and drag mouse on the slider bar to define post interval.</i>
<b>Views</b>	The number of views interval of topics that you want to search in. Simply click and drag mouse on the slider bar to define the view interval.


### With 'Post' object:



Terms

Search in

Scope ☒ Full ☐ Titles

User Name  





Created between   and  

Illustration 35: The Advanced Search - Search in Post form

<b>Terms</b>	The keyword that you want to search.
<b>Search in</b>	The object that you want to search. If you want to find posts, the value of this field is 'Post'.
<b>Scope</b>	The type will be used to search. <i>With 'Search Entire', the entered keyword will be matched with the entire object (includes both title and content). With 'Search Title Only', the entered</i>

	keyword only is matched with the object's titles.
<b>User name</b>	The user name of the object's creator that you want to search. Manual input or click the  icon to select users from a specific group.
<b>Created between... and</b>	The created date interval in which you want to search for posts. Manually input or click the  icon to open the calendar pop up and select date.
<b>Search button</b>	To do search on specific criteria.
<b>Clear Fields button</b>	To set blank or default entry for all inputted fields.
<b>Cancel button</b>	To close the search form



- In case the administrators login and search, also the closed forum/topic and topics/posts pending for approval or censor are shown.
- In case the moderator login and search, also the closed forum/topic and topics/posts pending for approval or censor which belong to the forums managed by the moderator are shown.
- In case the normal users login and search, closed the forum/topic and topics/posts pending for approval or censor are not shown. The normal users have no view permission to these forum/topic(s). Only legal forum/topic/post(s) are shown to normal users.
- Only shown categories/forums which are set in the Forum Portlet Settings are matched. For example, you created a category/forum that is hidden, all topics in this category/forum can not be matched.

## 2.2.6 Bookmark management

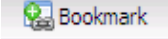
In the eXo Forum, a bookmark is the creation of a link to a category, forum or topic already visited, so that you can return to that category, forum or topic directly, without using a search engine or directory.

### 2.2.6.1 Add bookmarks

This function is used to add a link (a link to a category, a forum, or a topic) into the Bookmark form.

Do as follows:


**Step 1:** Go inside the object (category , forum or topic) that you want to add a bookmark

**Step 2:** Click the  button on its main bar

or right click on the title of the object and select **Bookmark** in the menu.



The selected link will be added into the bookmark table.

To view the added link, click the  button on the action bar.



The list of all added links will be displayed:

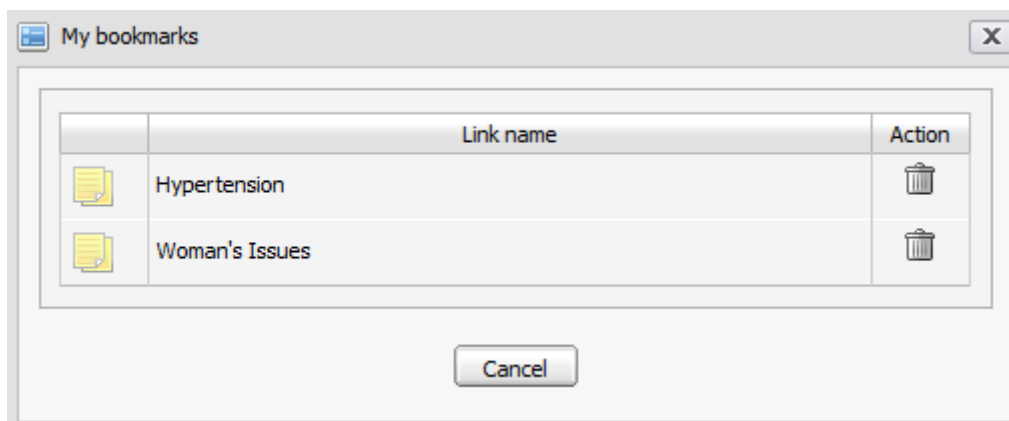


Illustration 36: The My Bookmarks form

### 2.2.6.2 Delete bookmarks

This function is used to delete bookmark links from the Bookmark form.

Do as follows:

**Step 1:** Open the **My bookmark** form by clicking the **Bookmark** button in the main action bar.

**Step 2:** Click the  icon corresponding to the link that you want to delete.

The selected link will be removed from the bookmark list.

## 2.2.7 Watch

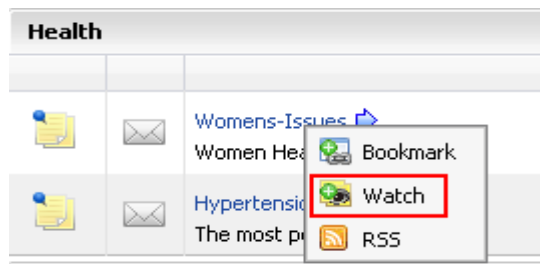
This function allows you to keep track new changes to specific category, forum or topic via notification emails. You only need registering an account, whenever there are new changes such new categories, new topics or new posts... you will receive a notification from the Forum application.

Do as follows:

Go to inside the object (category, forum or topic) that you want to add watch and click the



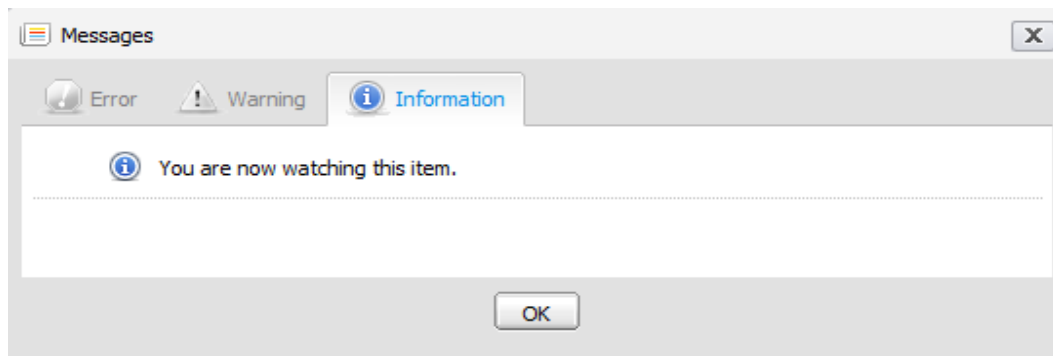
button on its main bar or right-click on the title of the object and select **Watch** in the menu:



When a category/forum or topic has already been watched, the **UnWatch** item will appear in the right click menu or on its main bar with the purpose of removing the watch subscription on the currently selected category/forum/topic.

The watched objects are also listed in the **My Subscriptions** tab in the **User Settings** form. When being unwatched, they also haven't been existed in this list.

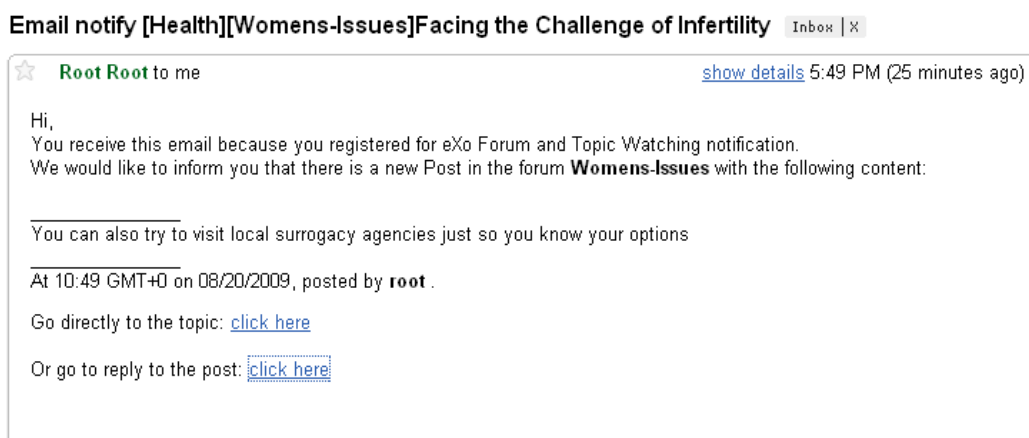
The alert message that informs watching successfully is shown:



**Illustration 37: The Watch alert form**

Users also receive the email notifications about new posts/ replies of the forum that has just been watched.

When new replies of the forum that you have watched have been posted, they will be notified in your email:



**Illustration 38: Email notification**

Click on the first **click here** in your email to go directly to the topic or the second **click here** to go to the topic and view the reply that has just been posted. The new reply will be displayed in the **Quote** form.

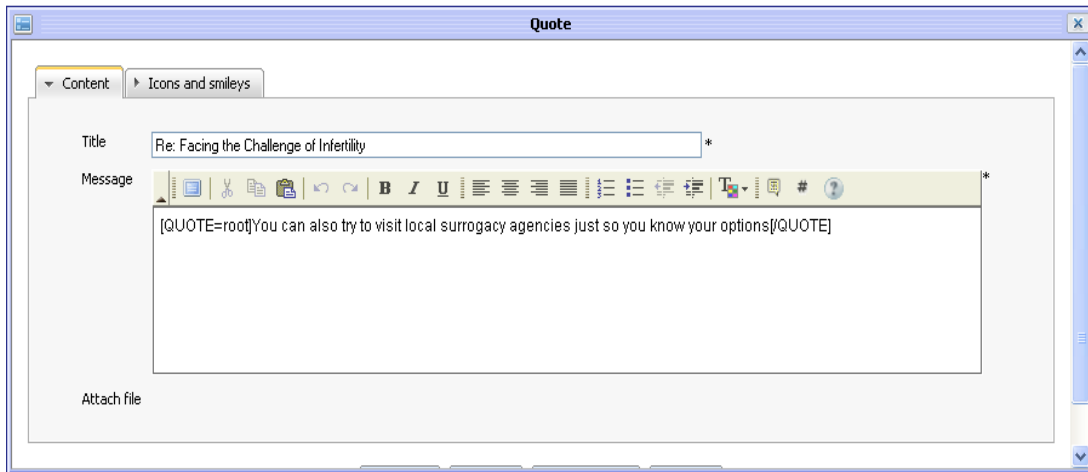


Illustration 39: The Quote form

## 2.2.8 RSS feed




This function provides RSS feeds that are used to get RSS of a specific category, forum, topic. Each time if there is any change, the feed of the corresponding category, forum or topic will be updated.

Do as following steps:

**Step 1:** Right-click on a category, a forum or a topic that you want to get RSS feeds and then select the **RSS** item in the menu.



The detail information of the category/forum/topic will be displayed on another tab:


 Subscribe to this feed using  Live Bookmarks 

☐ Always use Live Bookmarks to subscribe to feeds.

Subscribe Now

---

## Yoga

[Re: Pre-Natal Yoga Guidelines](#)  
Tuesday, September 01, 2009 7:37 AM

It is very good for pregnant women.

[Pre-Natal Yoga Guidelines](#)  
Tuesday, September 01, 2009 7:34 AM

Pre-natal yoga comprises of exercises and breathing regimes that make baby's delivery a beautiful and less painful experience in totality. Preparing for motherhood is the best thing that could possibly happen to any woman. The ancient art of yoga that originates in the orient is not more an exclusive right to the east of the globe any more. In fact, there are more yoga exponents in the west than there are in the east. Mothers to be can now access any of the many Pre-natal yoga fitness programs that are available online as well as offline.

If you are not particularly interested in getting outdoors a lot then you could choose any of the online versions of the program. The regime addresses more than just a set of yoga exercises exclusively selected for the to-be mother; in fact the program covers everything from diet suggestions to guidance as far as supplements are concerned. The holistic approach does more than just keep you fit through the third trimester of pregnancy. It makes you better prepared mentally and emotionally for the new phase that is about to unfold.

The Pre-natal yoga exercises are put together by experts and people who are directly a part of the medical fraternity. You can be rest assured that the suggested guidelines and exercises are well in tandem with your body's requirements and that of the baby. There are a number of women around the world who swear by the results of the program. There are a number of resources that also make it possible for your spouse to join in the exercise fun while getting mentally geared at the same time to take on the additional responsibility. The exercises are subtle and mild and just right to gear the body into delivery mode.

The breathing exercises can be taken along even to the labor room. Doctors who hold symposiums for pregnant women include the Pre-natal yoga exercises as a compulsory part of the training. You can now access the exercises from a myriad of options that allow you to consider the trimester, time schedule and dietary components that keep you light and fit and yet well nourished. The programs are all designed with your health and well being in mind and to offer you a well rounded and responsible fitness regime. The art of yoga is very easy to learn and becomes an important part of your life, even during the post-natal phase

- Category feeds contain all posts from all topics in all forums in a category. The Category Feeds shows the title (title of the category), description (category description), link (permalink to the category), pubdate (creation date of the category).
- Forum feeds contain all posts in all topics in a forum. The Forum Feeds shows title (Name of the forum), description (description of the forum), link (permalink of the forum), pubdate (creation date of the forum).
- Topic feeds contain all posts in a topic. The Topic Feeds shows title (Title of the topic), description (content of the topic's initial post), link (permalink to the topic), pubdate (creation date of the topic).



*Private posts, Censoring Topics/Posts, Hiding Posts, Disapproved Topics/Posts don't go to the feed.*

## 2.2.9 Share links

This function allows you to view and copy the link to a specific forum/topic and share it with your friends or use for your own purpose.

Go into the Forum application and do as follows:

**Step 1:** Go to Forum/topic which you want to share link

**Step 2:** Click **Permalink** label at the right corner:





The link of the page you want to share will be displayed in the address bar of the Web explorer . You can copy and share it to the other.

## 2.2.10 User settings

This function allows you to personalize your settings in the Forum application.

**Step 1:** Click the  **Settings** button to take this action.

The **User Settings** form will appear. The **Profile** tab includes your common information:

Illustration 40: The Profile tab of the User Settings form

Details:

<b>User name</b>	Your user name. It can not be edited.
<b>Screen name</b>	The name displayed on the screen

<b>Signature</b>	Your signature. The signature will be displayed under each post/topic created by yourself
<b>Display Signature</b>	The option is whether to display your signature under each post/topic or not.
<b>Avatar</b>	The avatar of your account
<b>Update</b>	To open Upload File form to change avatar
<b>Reset</b>	To remove the current avatar and set by the default one.
<b>Display avatar</b>	This option is to display your avatar or not.
<b>Watch topics I start</b>	This option is to add you to the watchers of the topic you create. You will receive notification mail when there is new post added to your posted topic.
<b>Watch topics I post in</b>	This option is to add you to the watchers of the topic when you post to a topic. You will receive the notification mail when there is new post added to the topic that you added post.

The **Forum Settings** tab includes information related to the Forum application:

Settings

Profile Forum Settings My Subscriptions

Time zone (GMT 0:00) Greenwich Mean Time: Dublin, Le

Short date format mm/dd/yyyy (02/10/2010)

Long date format ddd, mmmm dd, yyyy (Wed, February 10, 2010)

Time format 12-hour

Topics per page 10

Posts per page 10

Show forum jump ☒

Save Cancel

Illustration 41: The Forum Settings tab of the User Settings form`

Details:

<b>Time zone</b>	Your user name. It can not be edited. A region that has the same time as everywhere within it. This field refers to as local time and as standard
------------------	---

	time.
<b>Short date format:</b>	The format is to display short date in an application
<b>Long date format:</b>	The format is to display long date in an application.
<b>Time format</b>	The format is to display time in an application.
<b>Topics per page</b>	The maximum number of topics can be displayed per page.
<b>Post per page</b>	The maximum number of posts can be displayed per page.
<b>Show forum jump</b>	This option is to display Forum link or not.
<b>Save button</b>	To accept saving new setting
<b>Cancel button</b>	To close the User Setting form.

**Step 2:** Enter and set values in this form.

**Step 3:** Complete saving your settings by clicking the **Save** button.

- ✓ To change the avatar, do as follows:

**Step 1:** Click on the **Update** link to open the **Attach File** form:

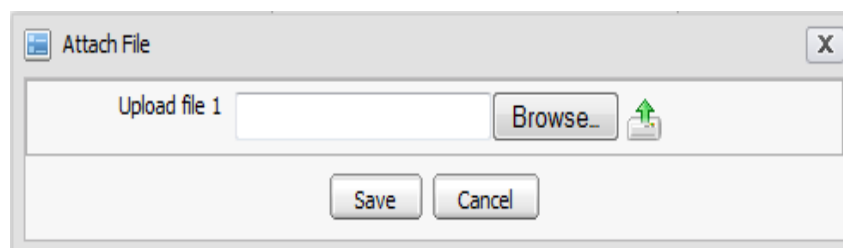



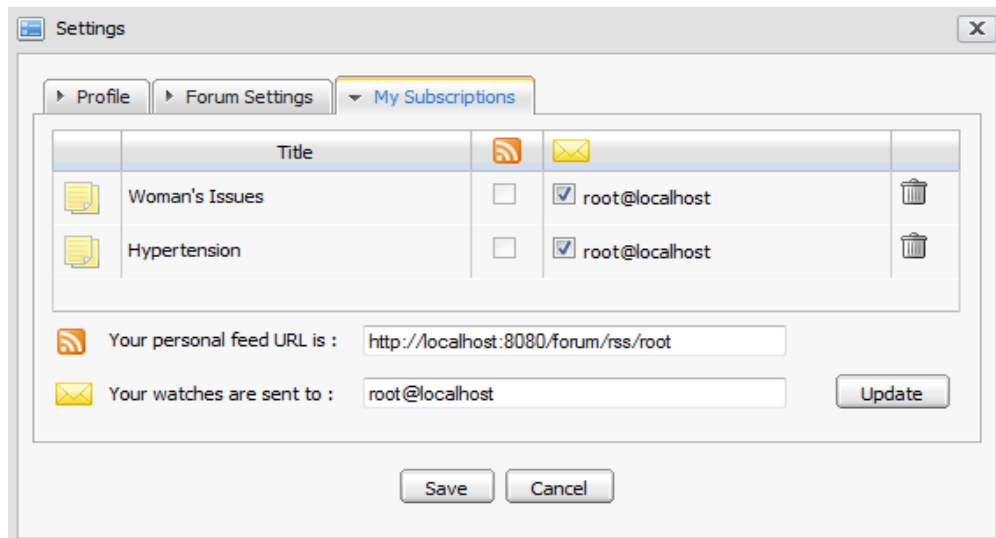
Illustration 42: The Attach File form

**Step 2:** Click the **Browse...** button to select file to upload.

**Step 3:** Click the  icon to upload the selected file.


**Step 4:** Click the **Save** button to accept changing avatar.



The **My Subscriptions** tab lists all your being watched objects (category, forum, topic) that makes it easy for you to manage your watch list in the Forum application.




**Illustration 43: The User watches tab of the User Settings form**

To view your being watched objects, click on the object's title in the **Title** column.

To get a new RSS feed that contains the selected RSS feeds in the  column, check the check boxes which correspond to RSS feeds you want, then click on the **Save** button, the selected objects (categories, forums, topics) will be updated to the **Your personal feed URL is** link. The **Your personal feed URL is** field is always default for each user. Users can copy and use this link to view the detail information of categories/forums or topics.

To send notifications to your friends, check in the check boxes in the  column and then enter one or more email addresses in the **Your notifications are sent to** field. Click the **Update** button to add the entered email addresses in the  column.

To remove being watched object from your watch list, click on the trash can  icon correspondingly. After being removed, you will not receive notification mails about the removed object anymore.

## 2.3 Advanced Operations

*This section is for Administrator and Moderator related features in Forum*


## 2.3.1 Category management

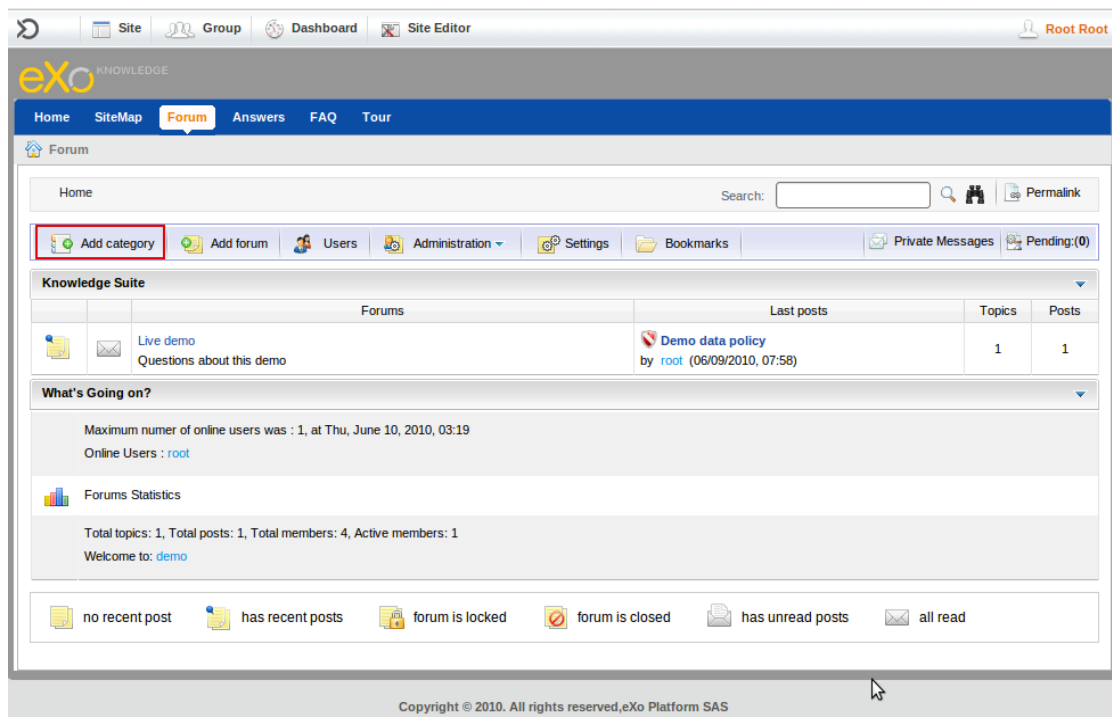
This section includes all actions related to a category in the Forum application.

### 2.3.1.1 Add new categories

This function allows you to create new categories in the Forum application. Only the administrators can take this action.

Do as follows:

**Step 1:** Click **Forum** on the homepage ( as in the illustration 3) to open the Forum application. Then click on the  **Add category** button on the main menu bar.



The **Category** form will appear. The Category form consists of two tabs: Category tab and Permissions tab.

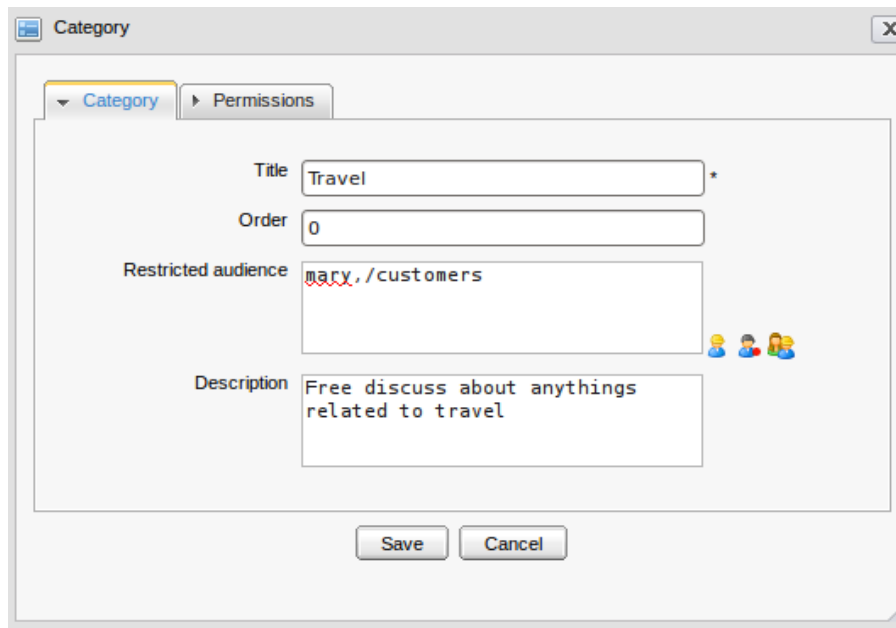


Illustration 44: The Category form


#### ■ The **Category** tab:

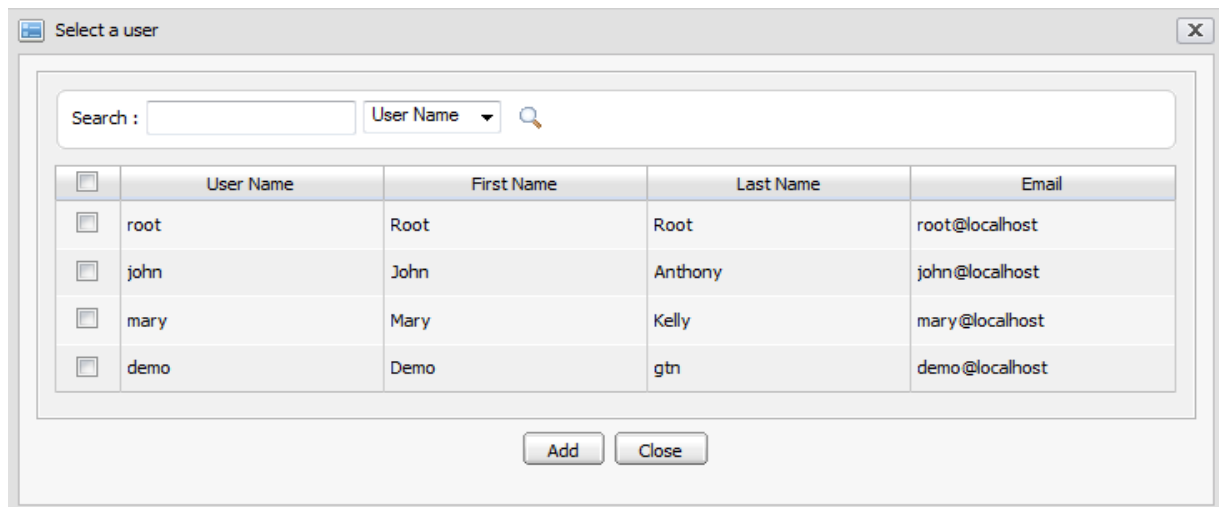
**Step 2:** Fill out the fields in this form as the illustration 4 above.

##### Details:

<b>Title</b>	The title of the category. This field is required and limited by 100 characters.
<b>Order</b>	The order of the category in the category list. The default value of this field is '0'.
<b>Restricted audience</b>	The list of all users who can access the category. By default, this field is blank ,meaning that all users can access this category and so it is not required.


The Restricted audience can be inputted manually or by using selector tool as the following:

Click the  icon if you want to select users from the user list.



<input type="checkbox"/>	User Name	First Name	Last Name	Email
<input type="checkbox"/>	root	Root	Root	root@localhost
<input type="checkbox"/>	john	John	Anthony	john@localhost
<input type="checkbox"/>	mary	Mary	Kelly	mary@localhost
<input type="checkbox"/>	demo	Demo	gtn	demo@localhost

**Illustration 45: The Select a user form**

Click the  icon to select the role of a user. Firstly, select one group on the left pane and then select a membership on the right:

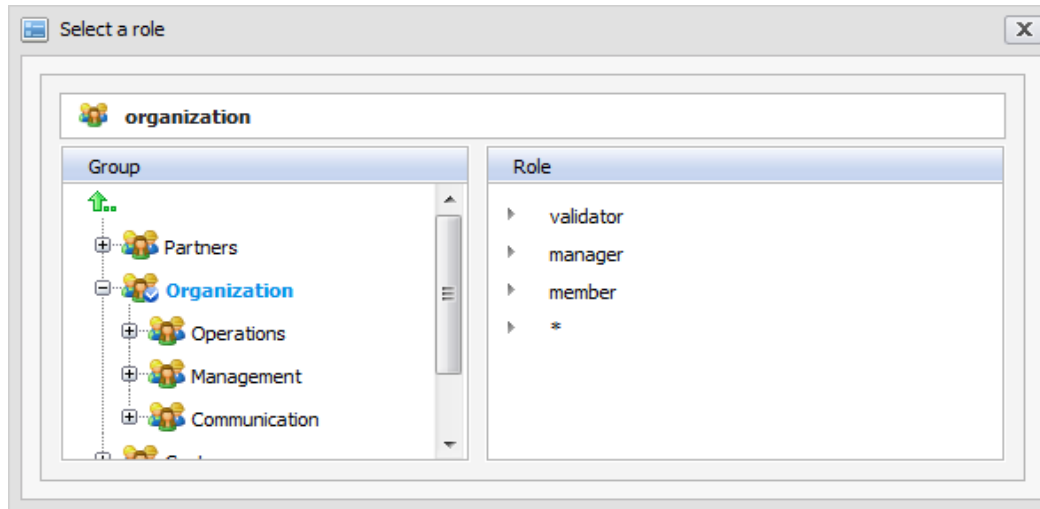



Illustration 46: The Select a role form

Similarly, click the  icon to select all users in a specific group.

<b>Description</b>	The description about the category. This field is not required and limited by 100 characters.
--------------------	---

<b>Save button</b>	To accept saving a new category
--------------------	---------------------------------

<b>Cancel button</b>	To close the <b>Add New Category</b> form
----------------------	---

■ The **Permissions** tab:

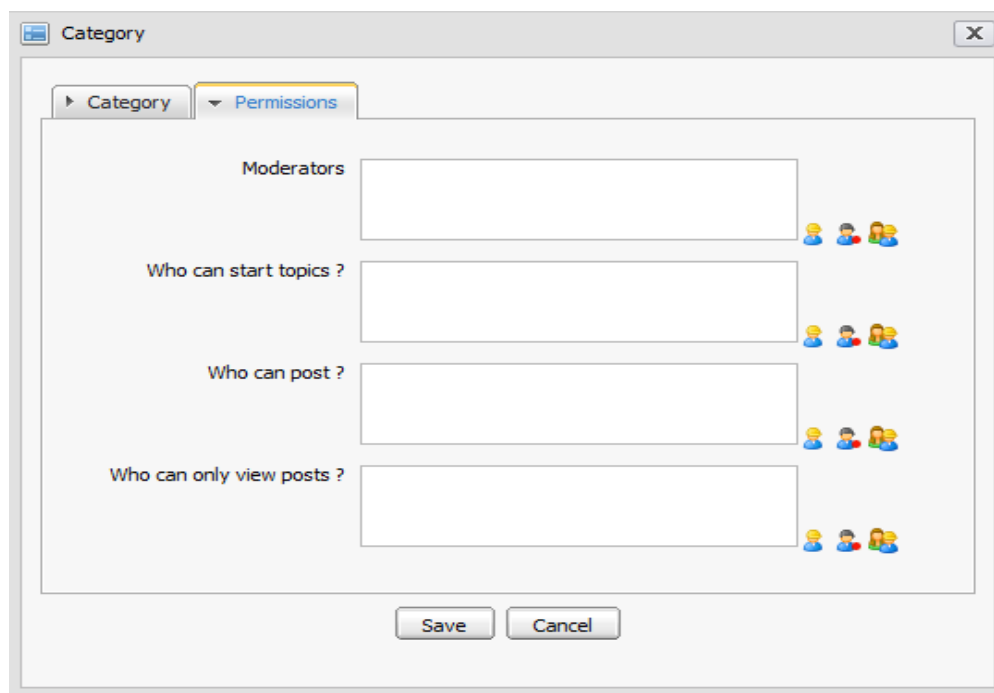


Illustration 47: The Permissions tab in the Add New Category form



Input manually or use the selector tool as selecting the restricted audience in the **Category** tab to complete this tab:

<b>Moderators</b>	The list of users or groups that have the moderation right on taking some actions (open/close, lock/unlock, Stick/Un-stick, split/merge, approve/disapprove...) to all topics in this category. The creator can manually edit values of this field or select from the Selector tool ( refer to the restricted audiences in Add a category).
<b>Who can start topics?</b>	The list of users who can create topics in this category The creator can manually edit a value of this field or select from the Selector tool ( refer to the restricted audiences in Add a category).
<b>Who can post?</b>	The list of users who have the right to add posts to all topics in this category. The creator can manually edit a value of this field or select from the Selector tool ( refer to the restricted audiences in Add a category).
<b>Who can view a post?</b>	The list of users who have the right to view this category. The creator can manually edit a value of this field or select from the Selector tool (refer to the restricted audiences in Add a category).

**Step 3:** Complete adding a new category by clicking the **Save** button.

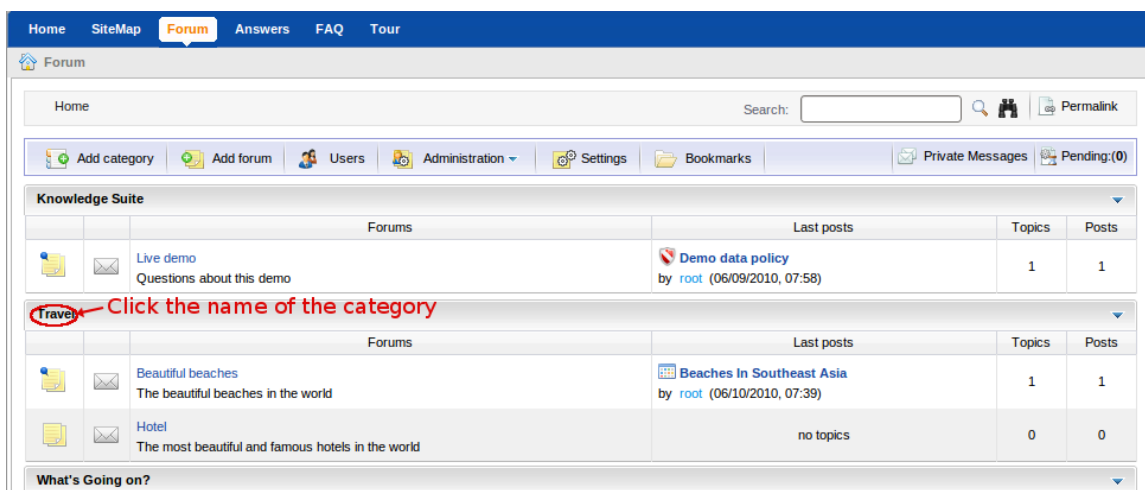
### 2.3.1.2 Edit categories

This function is used to edit existing categories. Only the administrators can take this action.

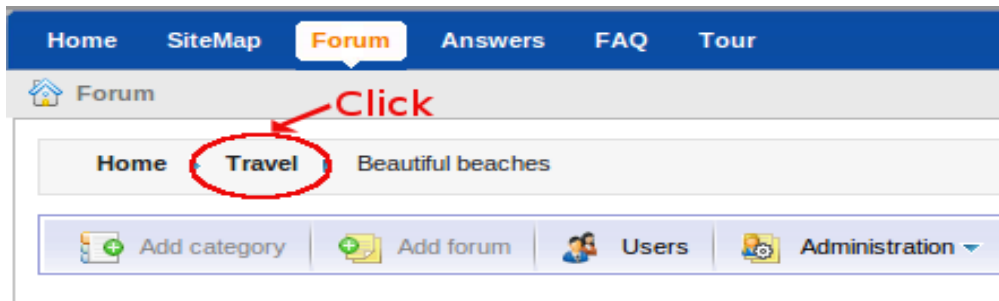
Do as follows:

**Step 1:** Go into a category which you want to edit. There are several ways to take this action:

**The 1<sup>st</sup> way:** If you are on the forum home page, click on the name of the category that you want to edit:



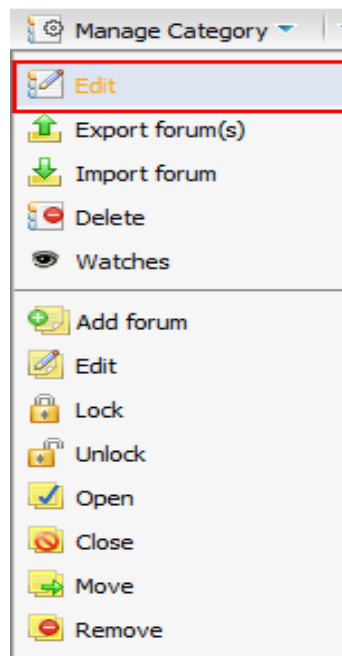
**The 2<sup>nd</sup> way:** If you are in a forum or in a topic, you can take this action by clicking on the name of the category that you want to edit on the **Breadcrumbs** bar like the illustration below.



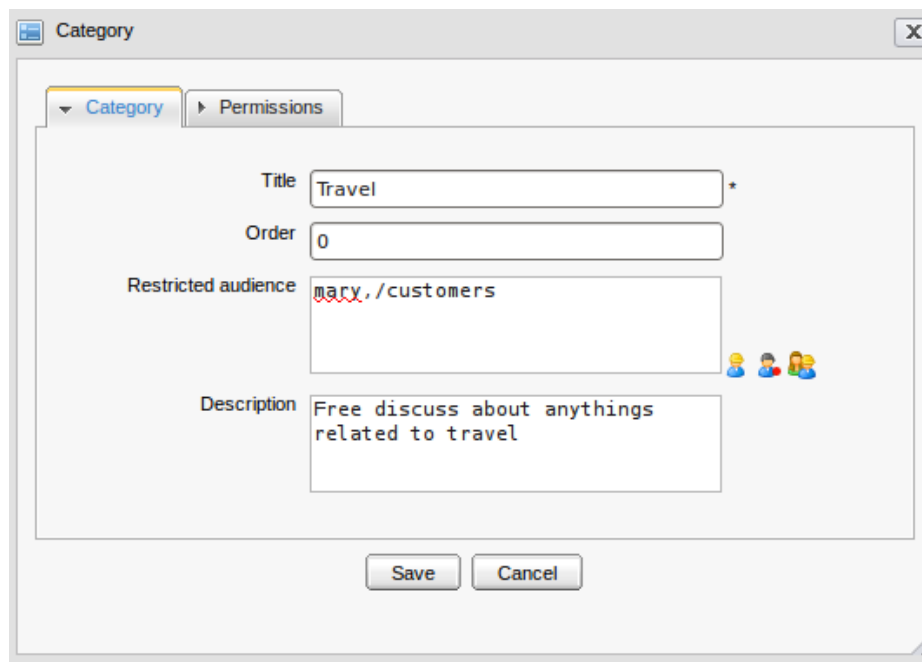
**The 3<sup>rd</sup> way:** You can go through forum link and then click the **Go** button to go to selected category in the illustration below:



**Step 2:** Click the **Manage Category** and select **Edit** in the menu:



The **Category** form will appear:



The screenshot shows a web application window titled "Category". It has two tabs: "Category" and "Permissions". The "Category" tab is selected. Inside the form, there are four fields: "Title" with the value "Travel", "Order" with the value "0", "Restricted audience" with the value "mary, /customers", and "Description" with the value "Free discuss about anythings related to travel". There are "Save" and "Cancel" buttons at the bottom of the form.

Illustration 48: The Category form

**Step 3:** Change the current information of the category in the **Category** and **Permissions** tab like when adding a new category.

**Step 4:** Complete editing a category by clicking the **Save** button.

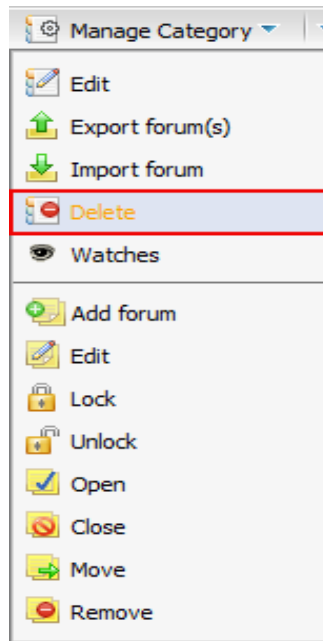
### 2.3.1.3 Delete categories

This function is used to remove an existing category in the Forum application. Only the administrators can take this action.

Do as follows:


**Step 1:** Go into the category which you want to delete.

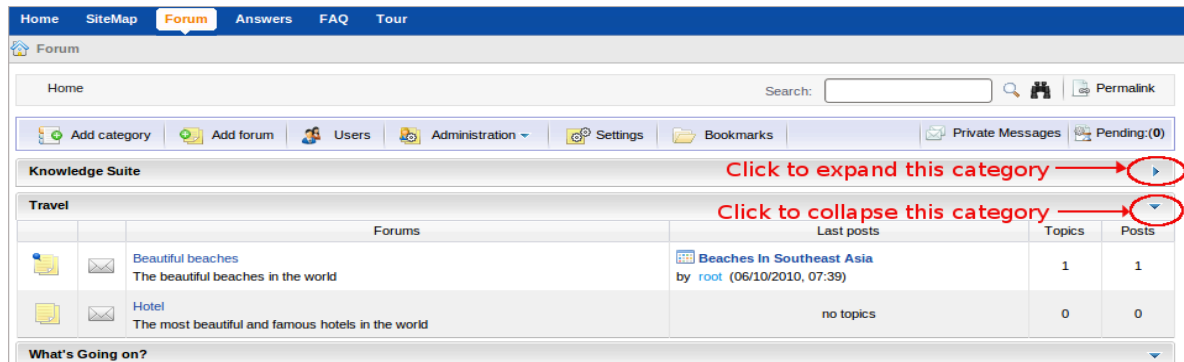
**Step 2:** Click the **Manage Category** and select **Delete** in the menu:



**Step 3:** Click the **OK** button in the confirm message to accept deleting or the **Cancel** button to quit.

### 2.3.1.4 Collapse/Expand a category

The function allows you to collapse or expand a category by just clicking on the  arrow icon at the end of the category pane as you can see in the illustration below:



*Note that when you log out and then log in again, the state of the category pane will be restored as the state when you left them before logging out.*

## 2.3.2 Forum management

This section offers you how to manage forums in categories, including adding a new one, editing, locking, unlocking, closing, opening, moving, deleting and etc.

### 2.3.2.1 Edit forums

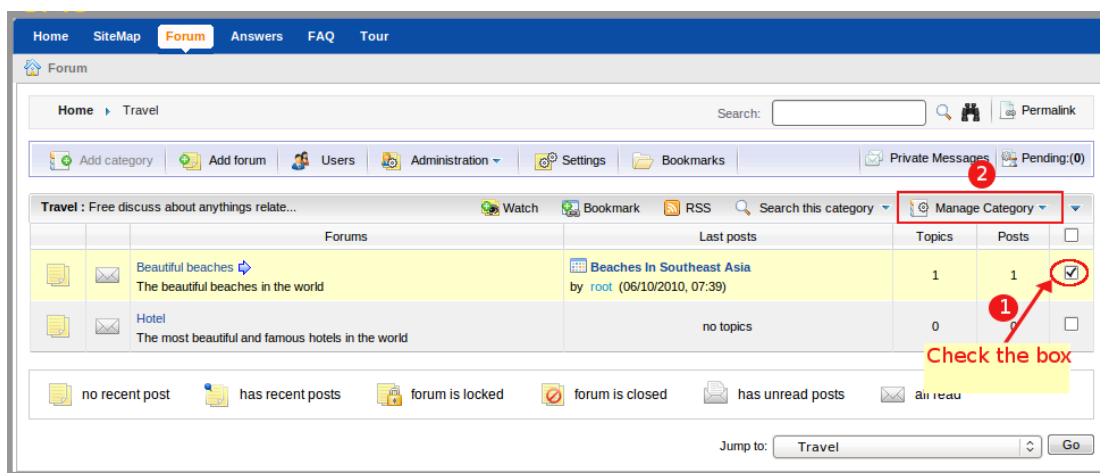
This function is used to edit an existing forum.

To edit a forum, do as follows:

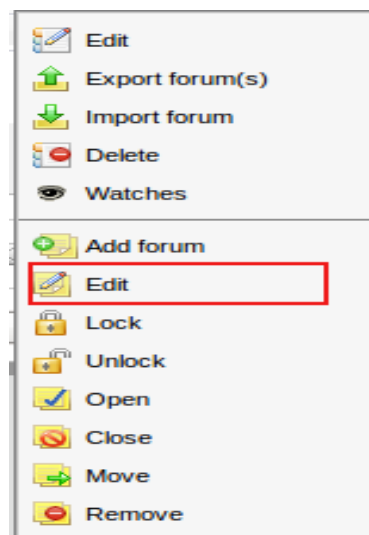
**Step 1:** Select a forum and open the **Edit Forum** form by 2 following ways:

**The 1<sup>st</sup> way:**

1. Go into the category including the forum which you want to edit. There is a forum list of this category:

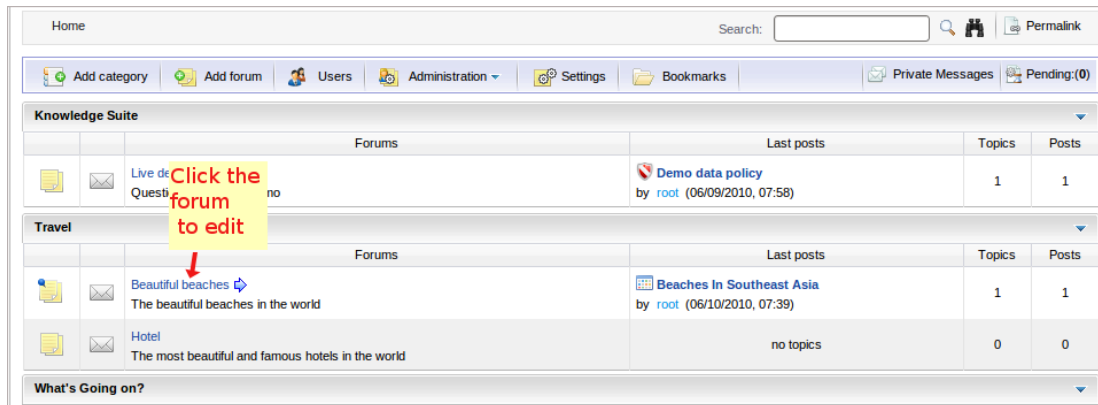


2. Check the box corresponding with the forum you want to edit.
3. Then, click **Manage Category** and select **Edit** in the menu:

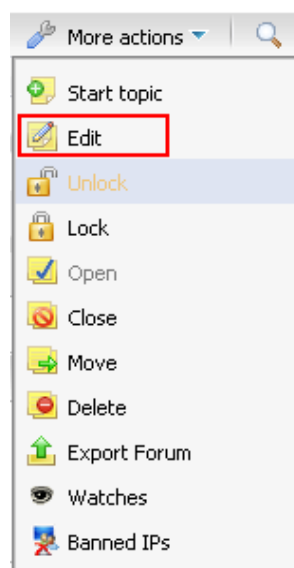
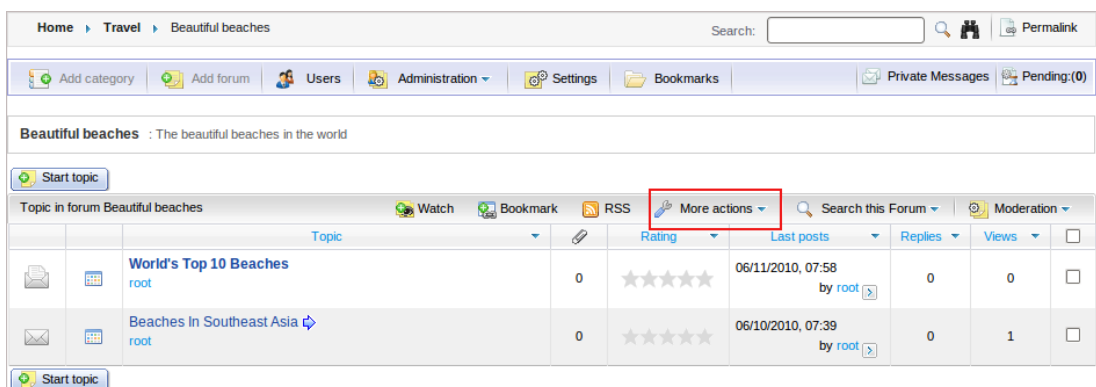


**The 2nd way:**

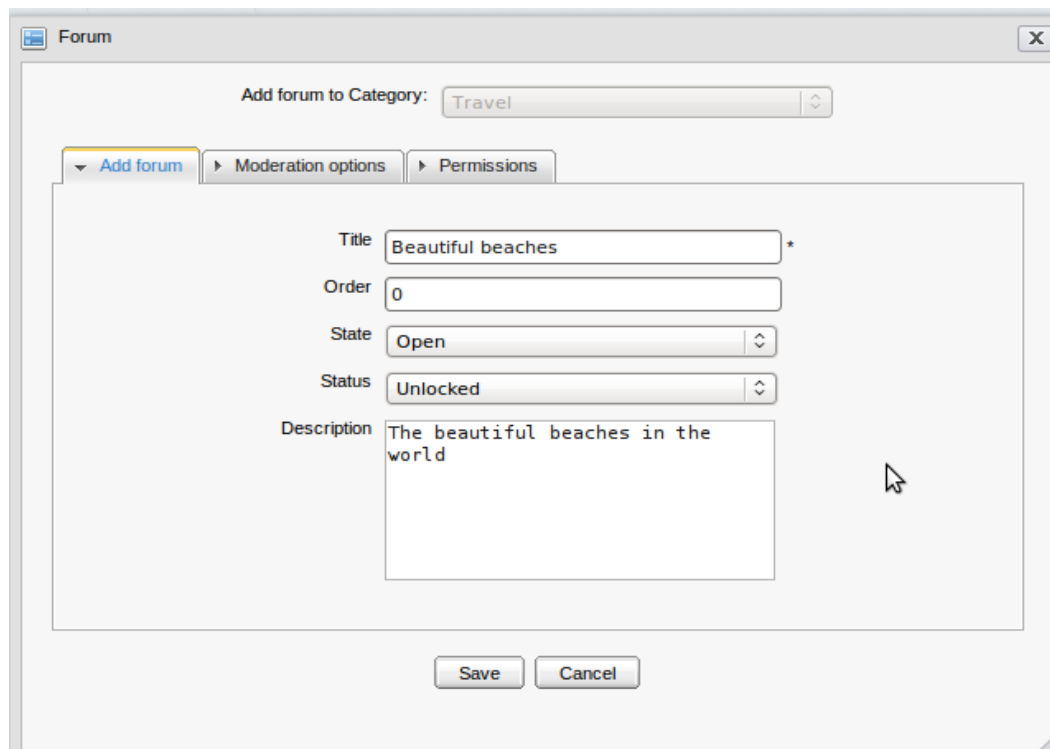
1. Go into the forum which you want to edit by clicking its name:



2. The topic list and some information of this forum will be displayed. Click **More Actions** --> Choose **Edit** in the menu as the illustrations below:



The **Edit Forum** form will appear with the current information available for editing:



**Illustration 49: The Edit Forum form**

**Step 2:** Change information of the selected forum like when adding a new forum.

**Step 3:** Complete editing forum by clicking the **Save** button.

### 2.3.2.2 Lock forums

This function is used to lock a forum. It prevents a specific forum from being added a new topic or replies and normal users only have the view permission on the locked forum only.

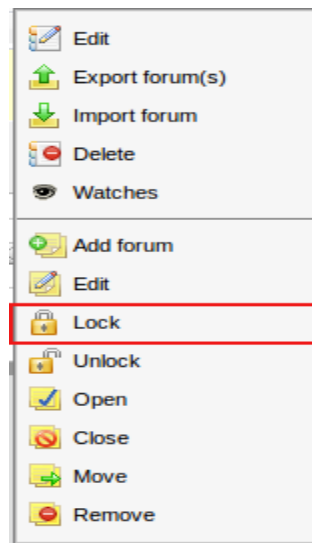
There are two ways to lock a forum (only the administrator can do this way):

**The 1<sup>st</sup> way:** ( Refer to the 1st way of Editing forum)

**Step 1:** Go into the category that includes the forum which you want to lock by one of three ways like in **3.2.2**

**Step 2:** Select the forums by selecting their check boxes.

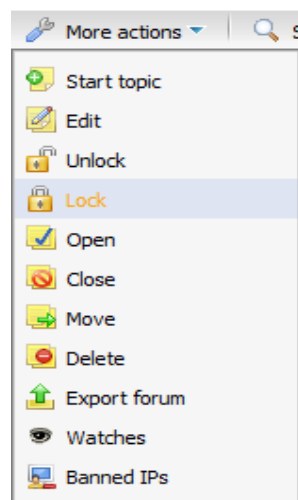
**Step 3:** Click the **Manage Category** and select **Lock** in the menu.





**The 2<sup>nd</sup> way:** ( Refer to the 2nd way of Editing form)

**Step 1:** Go into the forum which you want to lock.

**Step 2:** Click the **More actions** on the forum bar and select **Lock** in the menu.



After being locked, all functions of this forum such as New topic, Post reply... will be disabled The icons that correspond to the locked forums/topics will be changed from normal status into locked

status  /  . Thus, other users can not add any new topics , posts or replies in this forum.

### 2.3.2.3 Unlock forums

This function is used to unlock a locked forum. When you want to activate the locked forum and allow the other users to take actions on it, you must take this action. (Only the administrator can do this way.)

Do as follows:

There are two ways to lock a forum (only the administrator can do this way):

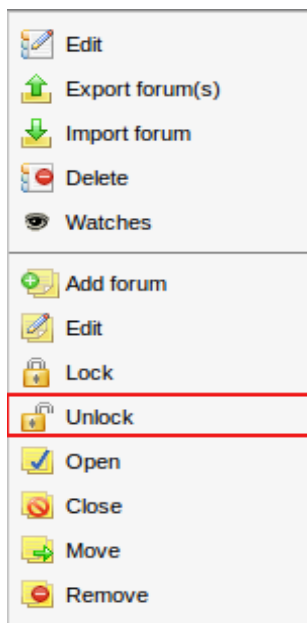


**The 1<sup>st</sup> way:**

**Step 1:** Go into the category that includes the forum which you want to unlock by one of three ways like in **3.2.2**

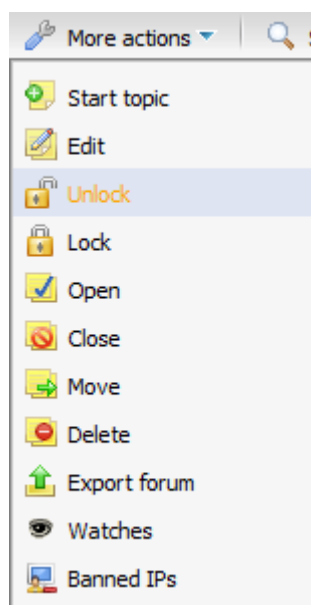
**Step 2:** Select the forums by selecting their check boxes.

**Step 3 :** Click the **Manage Category** and select **Unlock** in the menu.

**The 2<sup>nd</sup> way:**

**Step 1:** Go into the forum which you want unto lock.

**Step 2:** Click the **More actions** on the forum bar and select **unlock** in the menu:



After being unlocked, all functions such as New post, Post reply... will be enabled for users

to use. The icons that correspond to forums, topics will be changed from locked status to

normal status



.

#### 2.3.2.4 Close forums

This function is used to close a forum. When a forum is closed, it is invisible and all its functions are disabled.

To close a forum, do as follows:

**The 1<sup>st</sup> way:** ( Refer to the 1st way of Editing forum)

**Step 1:** Go into the category that includes the forum which you want to close by one of three ways like in **3.2.2**

**Step 2:** Select the forums by selecting their check boxes.

**Step 3:** Click the **Manage Category** and select **Close** in the menu.

**The 2<sup>nd</sup> way:**

**Step 1:** Go into the forum which you want to close.

**Step 2:** Click the **More actions** on the forum bar and select **Close** in the menu.

After being closed, this forum will not be displayed, so that normal users can not see the closed forum. For the administrators or moderators, all actions will be disabled and icons corresponding to

a forum will be changed from normal status to the closed status



for the forum and the locked

status for the topics inside



.

#### 2.3.2.5 Open forums

This function is used to open closed forums. When a closed forum is opened, all its function will be enabled.

To take this action, do as follows:

**The 1<sup>st</sup> way:**

**Step 1:** Go into the category that includes the forum which you want to close by three ways like in **3.2.2**. There will have a forum list of this category.

**Step 2:** Select the closed forums by selecting their check boxes.

**Step 3:** Click the **Manage Category** and select **Open** in the menu.

**The 2<sup>nd</sup> way:**

**Step 1:** Go into the closed forum which you want to open.

**Step 2:** Click the **More actions** on the forum bar and select **Open** in the menu.

After being opened, a forum will be visible to normal users and all its functions such as New topic, Post Reply... will be enabled. The icons corresponding to the forum and its topics will be

changed from closed status and locked status for topics inside to normal status.

### 2.3.2.6 Move forums

This function is used to move one forum from current category to another one.

To take this action, do as follows:

**The 1<sup>st</sup> way:** ( Refer to the 1st way of Editing forum)

**Step 1:** Go into the category that includes the forum which you want to move by one of three ways like in **3.2.2**

**Step 2:** Select the forums by selecting their check boxes.

**Step 3:** Click the Manage Category and select Move in the menu.

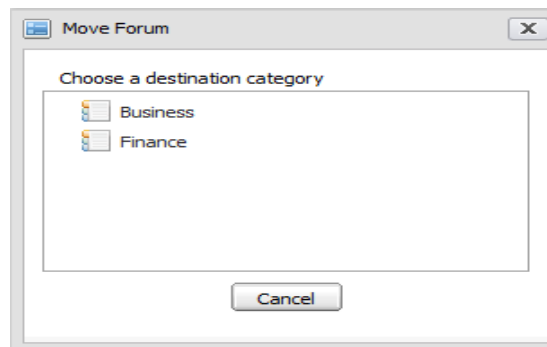


Illustration 50: The Move Forum form

There will be a list of categories in order to select a destination category to which the selected forum will be moved like **illustration 13**.

**Step 4:** Select one category in the category list to move. Or click the **Cancel** button to quit without removing the forum.

**The 2<sup>nd</sup> way:**

**Step 1:** Go into the forum that you want to move.

**Step 2:** Click the **More actions** on the forum bar and select **Move** in the menu.

There is a list of categories to select the destination category to which the selected forum will be moved like **illustration 13**.

**Step 3:** Select one category in the list to move the forum. Or click the **Cancel** button to quit without removing the forum.

### 2.3.2.7 Delete forums

This function is used to remove forums from a category. When a forum is removed, all its topics will be deleted completely.

To take this action, do as follows:

**The 1<sup>st</sup> way:**

**Step 1:** Go into the category that includes the forum you want to delete by three ways like

in 3.2.2. There will be a forum list of this category.

**Step 2:** Select forum(s) by selecting its check box(s).

**Step 3:** Click **Manage Category** and select **Delete** in the menu.

**Step 4:** Click the **OK** button in the confirmation message to accept deleting or the **Cancel** button to quit.

**The 2<sup>nd</sup> way:**

**Step 1:** Click the **More actions** on the forum bar and select **Delete** in the menu.

**Step 2:** Click the **OK** button in the confirmation message to accept deleting or the **Cancel** button to quit.

## 2.3.3 Poll management

### 2.3.3.1 Add polls

This function is used to add a poll question into a topic. Each topic has only one poll question related to the topic, that offers the available answers and allows users to select one or more answers from the answer list. As the creator of that topic, you only add a poll question into a topic.

- ✓ To add a poll for a topic, do as follows:

**Step 1:** Go into the topic that you want to add a poll.

**Step 2:** Click the **More actions** on the topic bar and select **Add a poll** in the menu:



**Step 3:** The **Poll** form will appear:

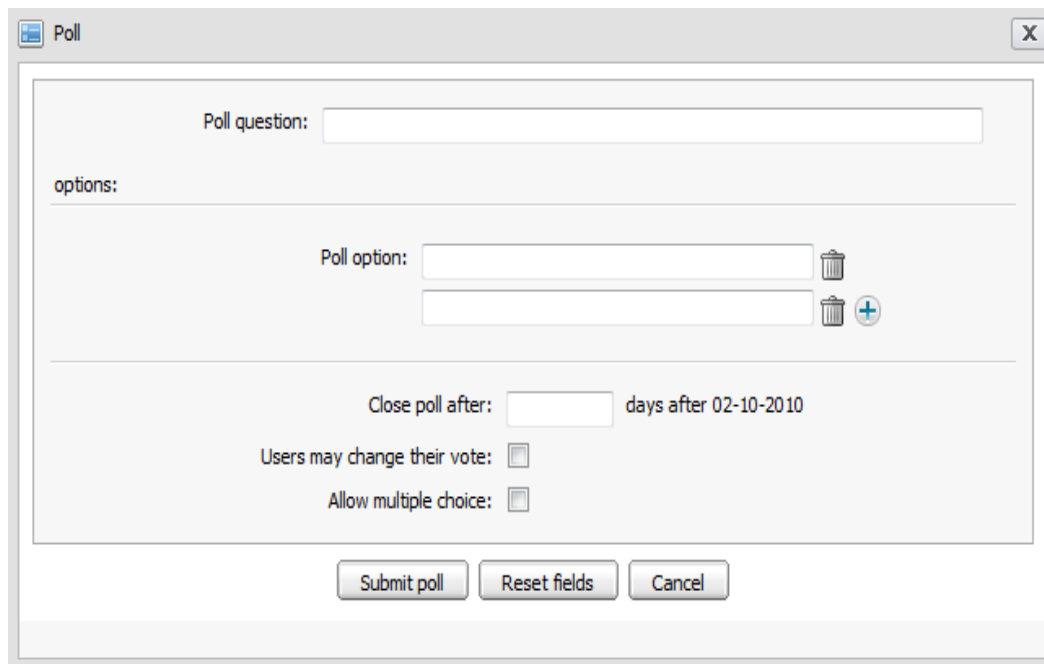




Illustration 51: The Poll form

<b>Poll question</b>	The question is used to poll. (Required)
<b>Poll Option</b>	The different answer options is for the poll question. By default, there are two options to choose. But if you want to have more, click the  icon to add more poll options or click the  icon if you want to remove options.
<b>Close poll after</b>	The number of days that the poll will be closed.
<b>User may change their vote</b>	This option is to allow users to change their vote or not.
<b>Allow multiple choice</b>	This option is to allow multiple choices or not. It means users can have several answers for one poll.
<b>Submit poll</b>	To accept submitting poll.
<b>Reset field</b>	To set blank or default entry for all inputted fields

Cancel button

To close the **Poll** form.

**Step 4:** Enter values for the fields in this form.

**Step 5:** Complete adding a poll for a topic by clicking the **Submit poll** button. After adding a poll for a topic, an icon will be displayed on a topic and the poll question will be displayed above the topic like this:

The screenshot shows a forum interface. At the top, there's a topic header 'Beautiful beaches : The beautiful beaches in the world'. Below it is a poll titled 'Poll: Which country do you like most?' with options: Indonesia, Malaysia, Viet nam, and Philippines. A 'Vote now' button is at the bottom of the poll. Below the poll is a post by user 'root' (Administrator -admin) with a profile picture of a pink flower. The post content discusses beautiful beaches in Southeast Asia, mentioning Indonesia, Malaysia, and the Philippines. The post is dated 'Thu, June 10, 2010, 07:39'.



*The vote for poll question function is only available for members of the Forum and the poll option can only be voted in case the topic is opened.*

### 2.3.3.2 Edit polls

This function is used to edit the current poll in a specific topic.

To edit a poll, do as follows:

**Step 1:** Click the  button on the topic bar.

**Step 2:** There will have the edit poll form like when adding a new poll into the topic:

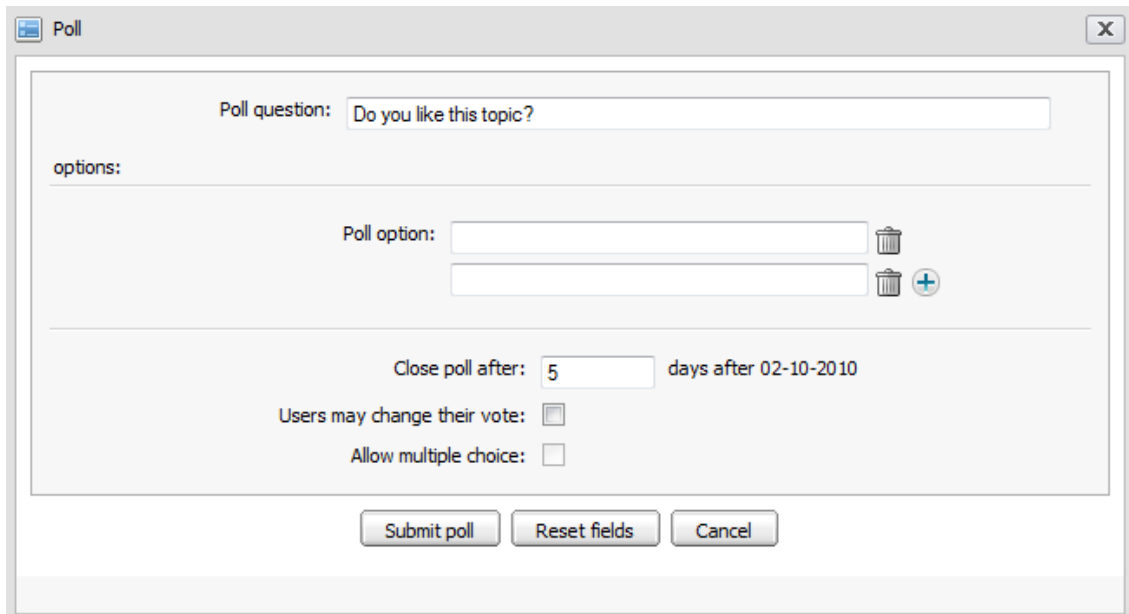


Illustration 52: The Edit poll form

**Step 3:** Change the current poll's information.

**Step 4:** Complete editing a poll topic by clicking the **Submit poll** button.


### 2.3.3.3 Close polls

This function is used to close polls. A poll can be closed manually by the **Close** button before its closed day or automatically closed when the closed day is over.

Do as follows:

**Do manually:**

**Step 1:** Go into the topic that has an open poll.

**Step 2:** Click the  button on the topic bar to close the poll of this topic.

**Step 3:** After closing, the result of this poll will be displayed and it can not be voted anymore.

**Do automatically:**


The poll of the topic will be closed after some days. The number of days that the poll will be closed belongs to 'Close poll after' value which is set in the **Poll** form when adding a poll in a topic by the administrator or moderators.

### 2.3.3.4 Reopen polls

This function is used to reopening a closed poll.

Do as follows:

**Step 1:** Go into the topic that has a closed poll.

**Step 2:** Click the  button to open the poll of this topic.

After opening, all users can vote again normally.

### 2.3.3.5 Remove polls

This function is used to remove the poll of a topic.

Do as follows:

**Step 1:** Go into the topic which has a poll that you want to remove.

**Step 2:** Click the  button to remove the poll.

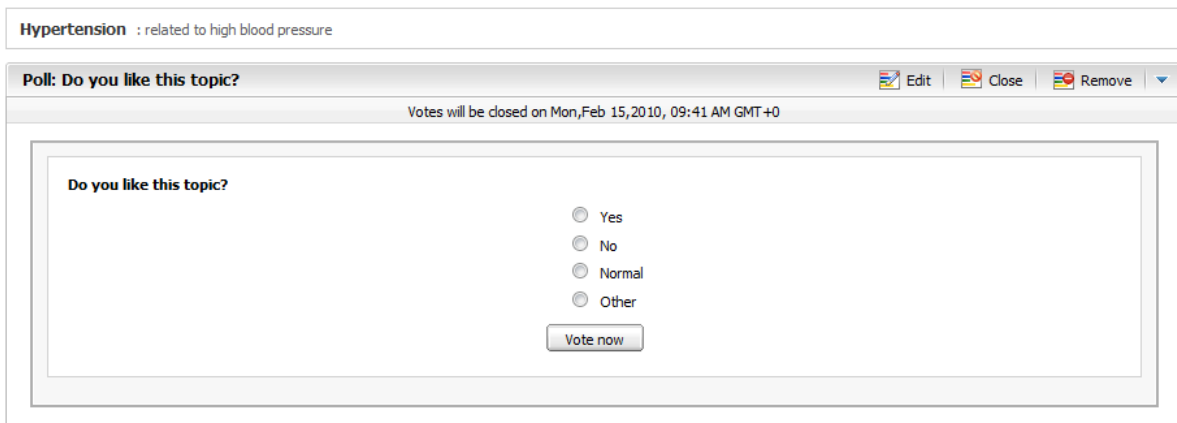
**Step 3:** Click the **OK** in the confirmation message to accept deleting or the **Cancel** button to quit.

#### a) Vote




This function is used to vote poll for a topic.

Do as follows:

**Step 1:** Go into the topic that has a poll. The poll will be displayed in the selected topic:



Hypertension : related to high blood pressure

**Poll: Do you like this topic?**    ▼

Votes will be closed on Mon, Feb 15, 2010, 09:41 AM GMT +0

**Do you like this topic?**

☐ Yes

☐ No

☐ Normal

☐ Other

**Step 2:** Select one answer that you want. Note that if the poll has multiple options, many answers can be selected. If not, only one answer can be selected at once like the poll above.

**Step 3:** Click the **Vote now** button, after voting, the result of the poll will be displayed:



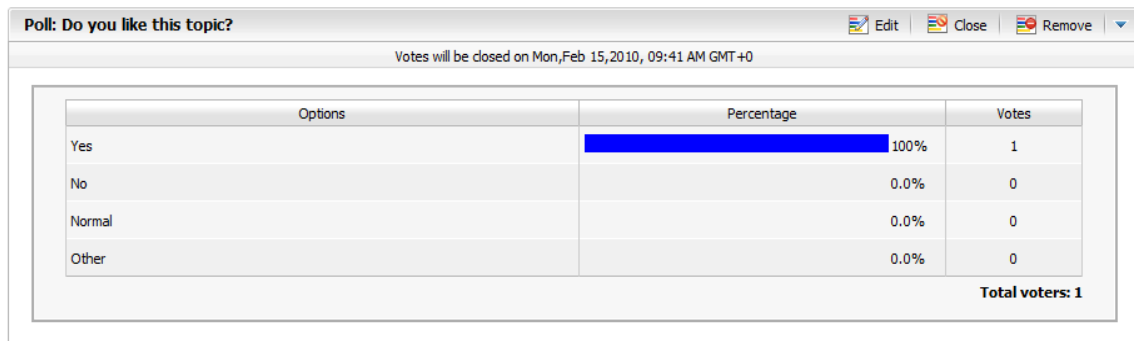


Illustration 53: The result of the poll









## 2.3.4 User Management

This function is used to manage all information related to users.

To take this action, click the  button on the homepage. There will be a list of users:

User Management

Search:

User name	User title	Forum role	Banned	Action
root	Administrator	administrator	false	 
john	User	user	false	 
mary	User	user	false	 
demo	User	user	false	 

Close


Illustration 54: The User Management form

In the **User Management** form, the search function helps users quickly find an expected Users by simply inputting the search term into the search box and clicking the Search icon. The found users will be displayed in the User list table. After searching, there is also the Get all user icon that allows getting all default users in the user list table.

### 2.3.4.1 Edit profiles

This function is used to edit a user 's profile.

Do as follows:

**Step 1:** Click the  icon corresponding to the user that you want to edit. The information about

this user is displayed immediately under the list:

The screenshot shows the 'User Management' window with the 'Profile' tab selected. At the top, there is a search bar. Below it is a table listing users:

User name	User title	Forum role	Banned	Action
root	Administrator	administrator	false	
john	User	user	false	
mary	User	user	false	
demo	User	user	false	

Below the table are tabs: Profile (selected), Settings, Ban user, Topics, and Posts. The Profile tab shows a user profile for 'root' with a profile picture and a '[Reset]' button. The form fields are:

- User name: root
- Screen name: Quynh Lien
- User title: Administrator
- Forum administrator: ☒
- Moderator of categories:
- Moderator of forums:
- Signature:

**Illustration 55: The Profile tab of the User Management form**

Details:

**Profile** information includes a user's information. It allows you to edit the user's profile.

<b>User name</b>	The current user name of a user. It can not be changed.
<b>Screen name</b>	The name that will be displayed on the screen.
<b>User title</b>	The title that corresponds to the user's role.
<b>Forum administration</b>	The option is to assign Administrator role to the edited user or not. It is set disabled and it can not be changed in case the edited user is the default administrator. It means that the administration role of the default administrator can not be edited in the User Management form.
<b>Moderator of categories</b>	The list of categories that the edited user can moderate. Click the  icon to get categories from the category list by selecting the check box(es) corresponding to the category(ies) that you want to add. Then click the <b>Add</b> button to complete selecting

categories.

**Moderator of forums**

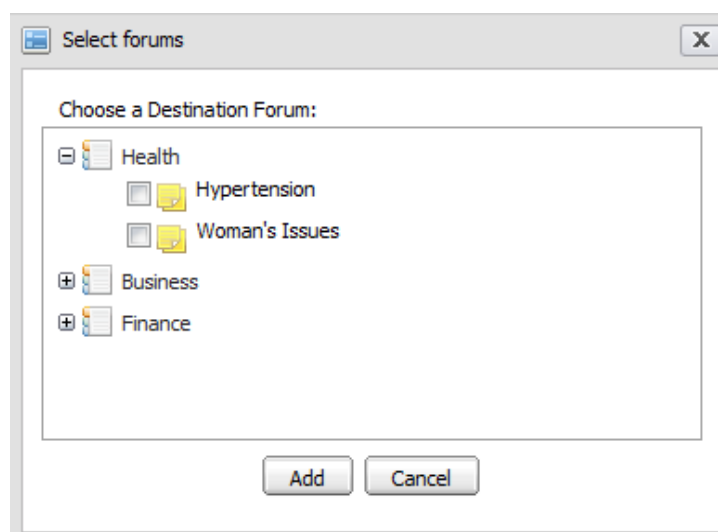
The list of forums that the edited user can moderate. Click the



icon to get forums from the forum list by selecting the check box(es) corresponding to the forum(s) that you want to add. Then click the **Add** button to complete selecting forums.

**Close button**

To close the **User Management** form.



**Illustration 56: The Select forums form**

Details:

**Signature**

The short text which is created to use as a standard appendage at the end of his/her post.

**Display signature**

This option is to whether display the signature or not.

**Display avatar**

This option is to whether show avatar of current user or not.

**Set default avatar**

This option is set the default avatar for the current user in case his/her avatar is invalid.

**Save button**

To accept saving changes of the edited user

**Cancel button**

To close all detail tabs of the edited user.

**Close button**

To close the **User Management** form.

The **Settings** tab allows you to set some properties for the Forum Application:

The screenshot shows the 'User Management' window with the 'Settings' tab selected. At the top, there is a search bar. Below it is a table of users:

User name	User title	Forum role	Banned	Action
root	Administrator	administrator	false	[Edit] [Ban]
john	User	user	false	[Edit] [Ban]
mary	User	user	false	[Edit] [Ban]
demo	User	user	false	[Edit] [Ban]

Below the table are tabs for 'Profile', 'Settings' (selected), 'Ban user', 'Topics', and 'Posts'. The 'Settings' tab contains the following options:

- Time zone: (GMT 0:00) Greenwich Mean Time: Dublin, Lc
- Short date format: mm/dd/yyyy (02/10/2010)
- Long date format: ddd, mmmm dd, yyyy (Wed, February 10, 2010)
- Time format: 12-hour
- Topics per page: 10
- Posts per page: 10
- Show forum jump: ☒

At the bottom of the settings form are 'Save' and 'Cancel' buttons.

**Illustration 57: The Settings tab of the User Management form**

Details:

<b>Time zone</b>	A region that has the same time as everywhere within it. This field refers to as local time and as standard time
<b>Short date format</b>	The format is to display short date in application.
<b>Long date format</b>	The format is to display long date in application.
<b>Time format</b>	The format is to display time in application.
<b>Topics per page</b>	The maximum number of topics can be displayed per page
<b>Posts per page</b>	The maximum number of posts can be displayed per page.
<b>Show forum jump</b>	This option is whether to display the Forum Jump or not.

The **Ban user** tab is used to ban a specific user when he/she has invalid or illegal actions in a forum.

The screenshot shows the 'User Management' window. At the top, there's a table with columns for user names, roles, usernames, and ban status. Below this, there are tabs: Profile, Settings, Ban user (selected), Topics, and Posts. The 'Ban user' tab is active, displaying a form with the following fields:


- Banned:** A checkbox that is currently checked.
- Duration:** A dropdown menu showing '1 Day (03/23/2010 09:53 AM GMT+0)'.
- Reason:** A large text area for entering the reason for the ban.
- Ban count:** A text input field showing '0'.
- Bans log:** A large text area for logging the ban.
- Ban date:** A text input field.

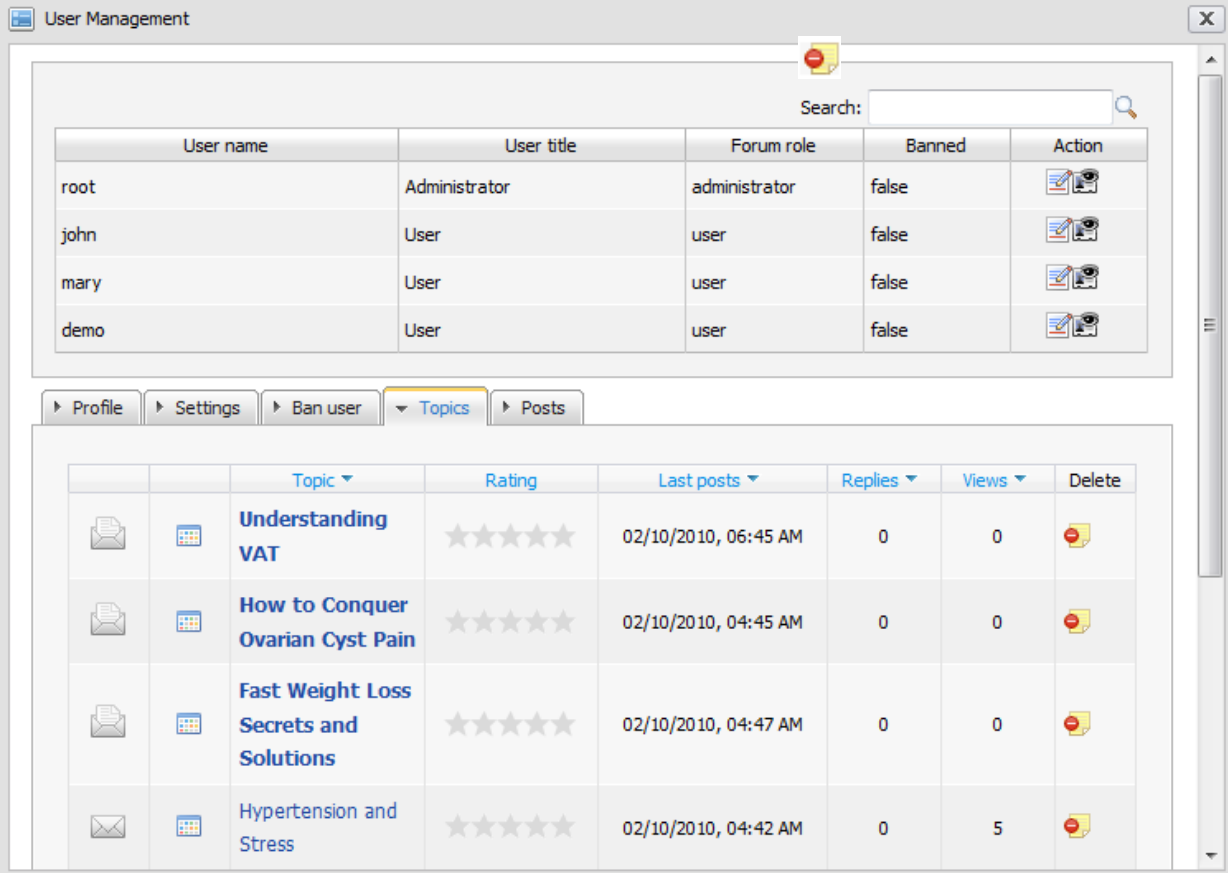
At the bottom of the form are 'Save' and 'Cancel' buttons.

Illustration 58: The Ban user tab of the User Management form

Details:

<b>Banned</b>	The option is to ban one user or not.
<b>Duration</b>	The time interval that this user will be banned. This field is only edited when you ban this user in the ' <b>Banned</b> ' field. In the ban duration, banned user only can view forums and topics but he/she can not post reply or sending message...
<b>Reason</b>	The reason why this user is be banned. This field only is edited when you ban this user in <b>Banned</b> field.
<b>Ban count</b>	The banned number of this user.
<b>Bans log</b>	All reasons of all this user 's bans
<b>Ban date</b>	The start date that this user will be banned.

The **Topics tab** is a list of topics which are created by this edited user. The administrator can view and delete a topic by clicking on delete  icon.



The screenshot shows the 'User Management' window. At the top, there is a search bar. Below it is a table with columns: User name, User title, Forum role, Banned, and Action. The table lists four users: root (Administrator), john (User), mary (User), and demo (User). Below the table are tabs for Profile, Settings, Ban user, Topics (selected), and Posts. The 'Topics' tab shows a list of topics with columns: Topic, Rating, Last posts, Replies, Views, and Delete. The topics listed are: Understanding VAT, How to Conquer Ovarian Cyst Pain, Fast Weight Loss Secrets and Solutions, and Hypertension and Stress.

User name	User title	Forum role	Banned	Action
root	Administrator	administrator	false	
john	User	user	false	
mary	User	user	false	
demo	User	user	false	

Topic	Rating	Last posts	Replies	Views	Delete
Understanding VAT	★★★★★	02/10/2010, 06:45 AM	0	0	
How to Conquer Ovarian Cyst Pain	★★★★★	02/10/2010, 04:45 AM	0	0	
Fast Weight Loss Secrets and Solutions	★★★★★	02/10/2010, 04:47 AM	0	0	
Hypertension and Stress	★★★★★	02/10/2010, 04:42 AM	0	5	

Similarly, the **Posts** tab is a list of posts which are created by this user. The administrator can view and delete a post by clicking on the delete icon.


**Step 2:** Make changes to any tab of the edited user.

**Step 3:** Complete editing user information by clicking the **Save** button.

### 2.3.4.2 View profile

This function is used to view the detailed information about one user.

Do as follows:

**The 1<sup>st</sup> way:** Simply click the  icon in the **Action** column of the **User Management** form to view profile

**The 2<sup>nd</sup> way:**

**Step 1:** Go to the post of the user who you want to view his/her profile.

**Step 2:** Click the user name and select the **View public profile** in the menu:



The **View User Profile** form will appear:

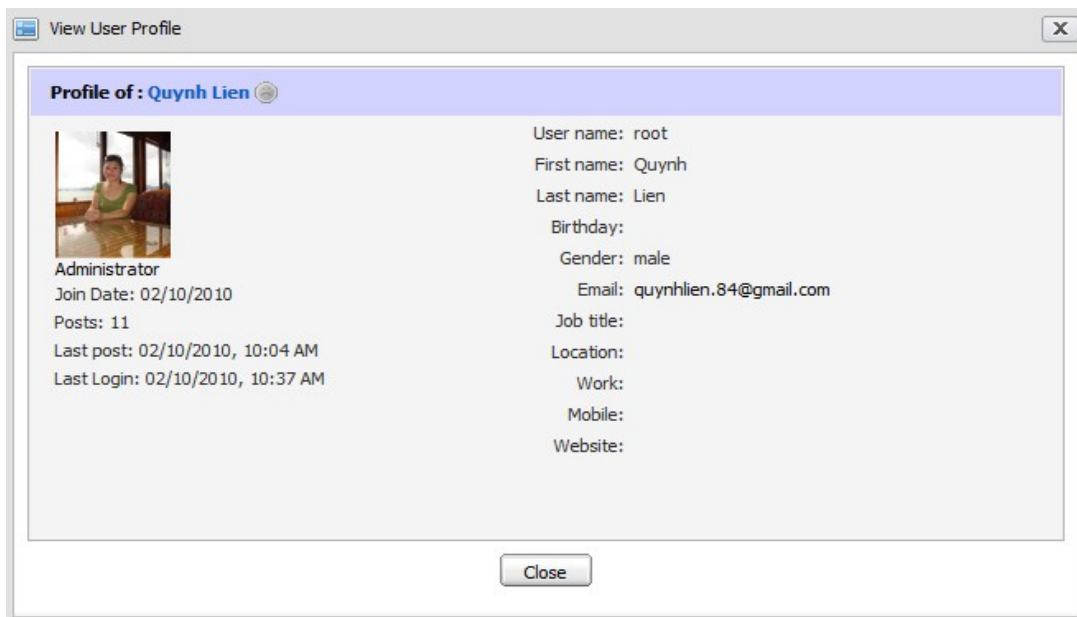


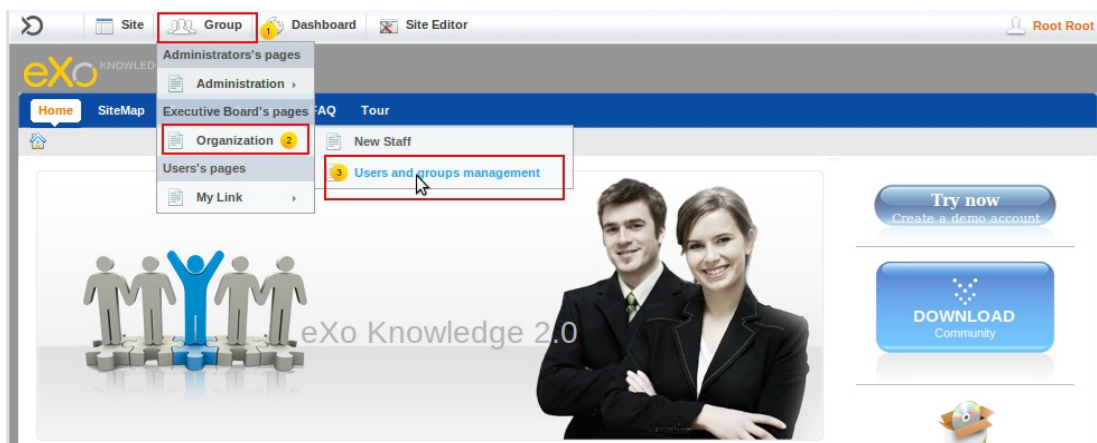
Illustration 59: The View User Profile form

### 2.3.4.3 Delete users

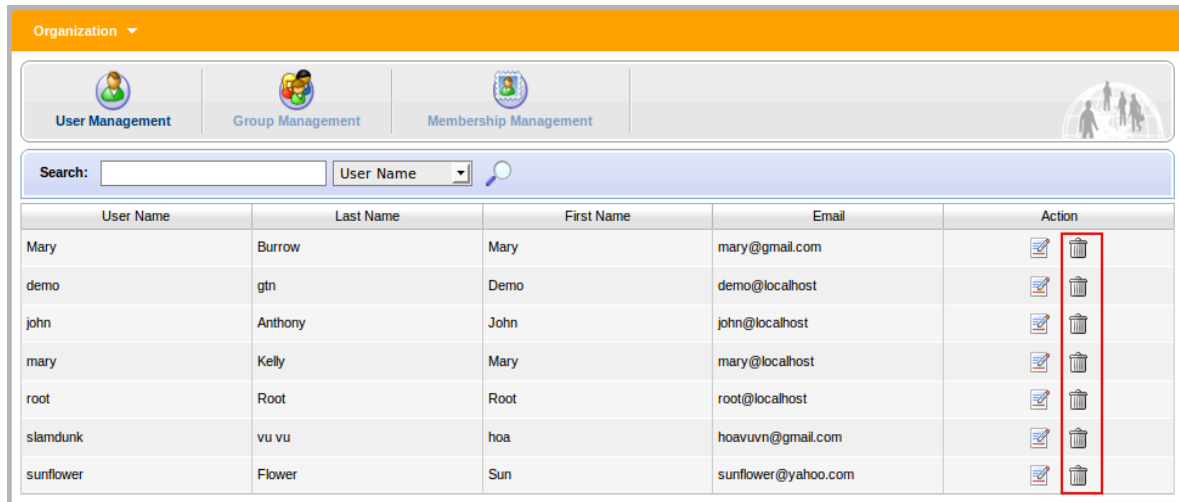
Administrators and Moderators can delete any registered users from the list of users.

Do as follows:

**Step 1:** Choose **Group** on the administration bar --> **Organization** --> **User and Group management**:



The **User management** form appears:

















User Name	Last Name	First Name	Email	Action
Mary	Burrow	Mary	mary@gmail.com	 
demo	gtn	Demo	demo@localhost	 
john	Anthony	John	john@localhost	 
mary	Kelly	Mary	mary@localhost	 
root	Root	Root	root@localhost	 
slamdunk	vu vu	hoa	hoavuvn@gmail.com	 
sunflower	Flower	Sun	sunflower@yahoo.com	 

Illustration 60: The User management in the Organization form

**Step 2:** Click the trash can icon corresponding to the users that you want to delete.

**Step 3:** Click the **OK** in the confirmation message to accept deleting it or **Cancel** to quit without deleting.

When an user is deleted, other users still can see all his posts/ topics in the forum, but they can not send him a message.

## 2.3.5 Watch management

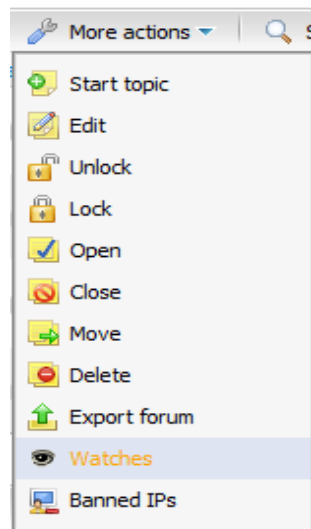
This function allows managing watches of a specific category/forum/topic more easily. The Watch tools form in a specific category/ forum/topic will list all email addresses registered for adding watch by users.

Do as follows:

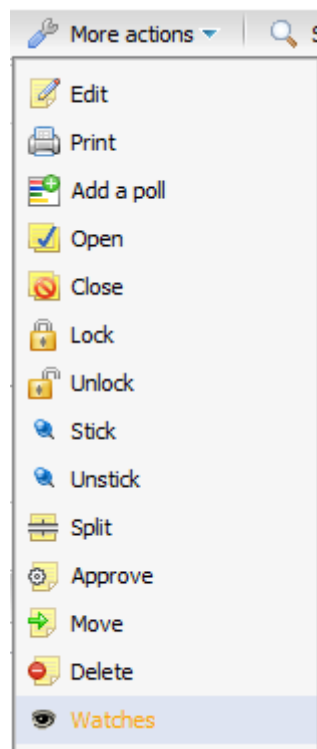
**Step 1:** Open the **Watches** form:

- For Category: Go into a specific category and then select **Watches** in the menu of the **Manage Category**:
- For Forum: Go into a specific forum and then select **Watches** in the menu of the **More actions**:





- *For Topic*: Go into a specific topic and then select **Watches** in the menu of the **More actions**:



The **Watches** form will appear as the illustration below

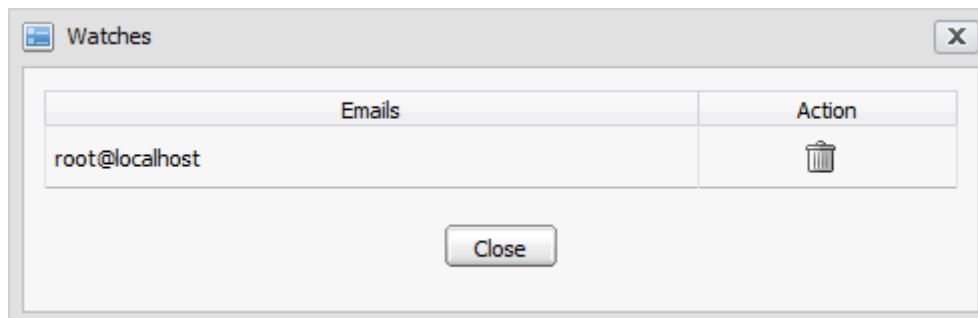



Illustration 61: The Watches form

**Step 2:** To delete an email address in the list, click the  icon corresponding to that email address. That email address will be removed from the email address list.

## 2.3.6 Export categories & forums

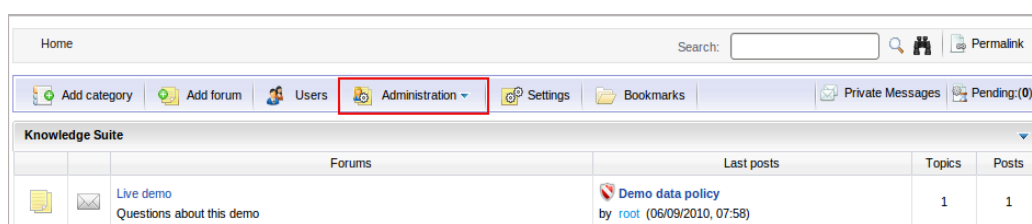
The export function is a best way to back up data in the Forum. This function allows exporting categories and forums in the Forum application into zip or xml file. When a category or a forum is exported, all its forum, topics, posts and its properties are exported exactly. The exported file can be used to import into the Forum application.

### 2.3.6.1 Export categories

This function is used to export categories and all forums inside in the form of zip file. You can export all categories or one specific category in the Forum.

To export all categories, do as follow:

**Step 1:** Go to the **Forum** application and click the **Administration** button on the main menu bar:



**Step 2:** Select **Export** in the menu --> The **Export Categories** form will appear:

The screenshot shows a standard Windows-style dialog box titled "Export Categories". It contains a "Select categories" section with a table listing "Health", "Business", and "Finance", all of which are selected. Below this, there is a "File name" field with the text "ks-export", a checked "Compress" checkbox, and two radio buttons for "Export mode": "Export all" and "Only categories", with "Only categories" being the selected option. "Save" and "Cancel" buttons are at the bottom.

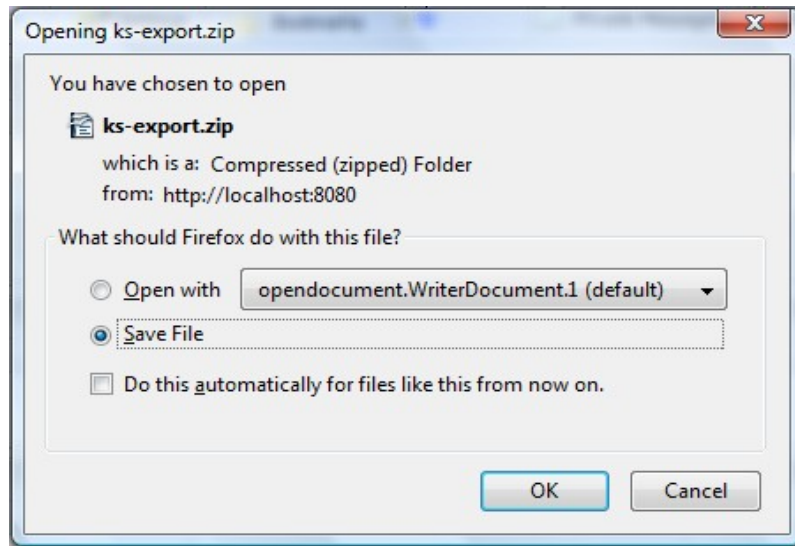
Illustration 62: The Export Categories form

Details:

<b>Select categories panel</b>	The category list that can be selected to export
<b>File Name</b>	The name of the exported file
<b>Compress</b>	All categories is supported exporting in form of zip file only
<b>Export mode</b>	The mode for exporting categories
<b>Export all</b>	This option is to export all data in Forum such as all categories, user profiles, forum statistics.
<b>Only categories</b>	This option is to export the selected categories only.
<b>Save button</b>	To accept exporting all categories
<b>Cancel button</b>	To exit the <b>Export Categories</b> form.

**Step 3:** Select category and input the **File name** to export.

**Step 4:** Click the **Save** button to accept exporting all categories in Forum  
A download pop up will appear:



**Step 5:** Select the **Save File** option and click the **OK** button to accept saving the exported file



*Because only one category is exported, you can choose the format for the exported file zip or xml.*

### 2.3.6.2 Export forums

This function is used to export forums and all topics inside in the Forum application in form of xml or zip file.

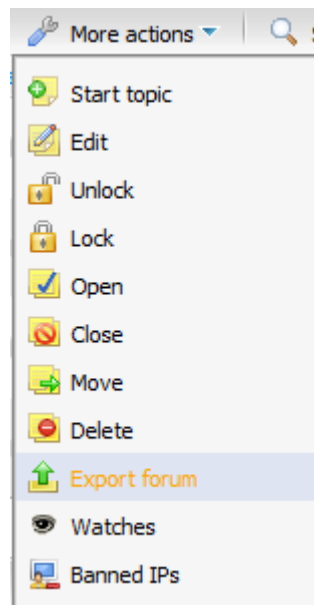
#### a) Export a forum in a category

This function is used to export a forum and its all topic inside into a file.

Do as follow:

##### The 1<sup>st</sup> way:

**Step 1:** Go to one forum by clicking its title and click on the **More actions** and select **Export Forum** in the menu:



The **Export** form will appear:

**Illustration 63: The Export Forum form**

Details:

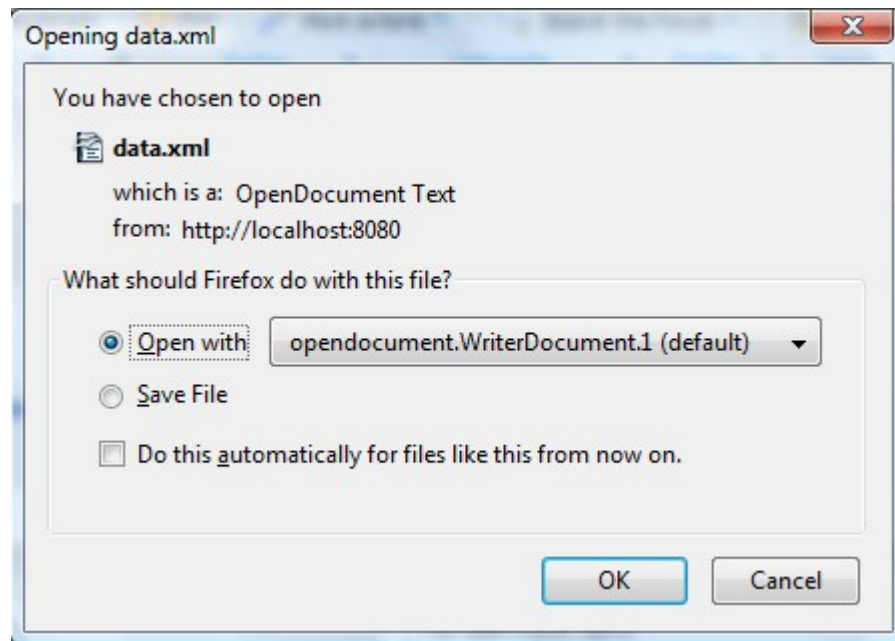
<b>File Name</b>	<i>The name of the exported file</i>
<b>Compress</b>	This option is to export file in the zip or xml format
<b>Save button</b>	To accept exporting forum
<b>Cancel button</b>	To exit the Export form

**Step 2:** Input the File name to export

**Step 3:** Tick on the Create Zip file check box to export file in the form of zip file or leave it blank to export in the form of xml file.

**Step 4:** Click the **Save** button to accept exporting forum.

A Fire Fox 3 down load pop up will appear :

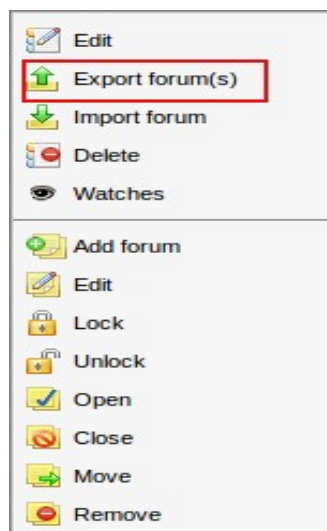


**Step 5:** Select the **Save File** option and click the **OK** button to accept saving the exported file.

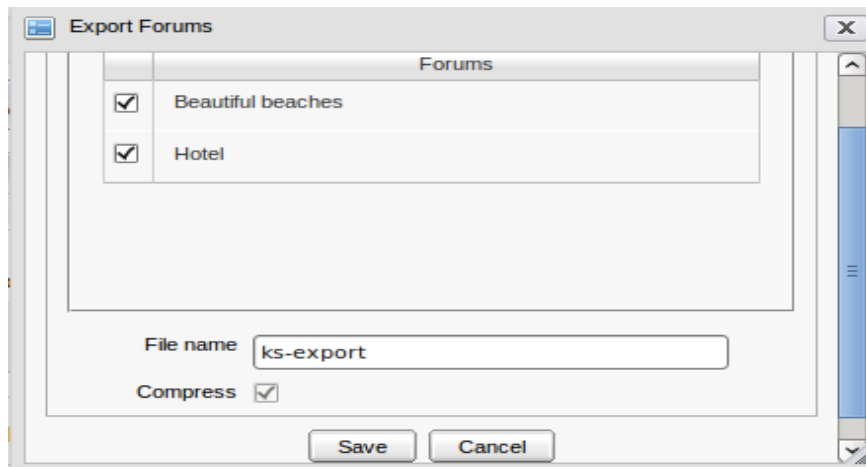
#### The 2<sup>nd</sup> way:

**Step 1:** Go into a category including the forum you want to export. All the forums of this category are listed.

**Step 2:** Click on **Manage Category** --> select **Export forums**:



**Step 3:** The Export forums pops up. Choose a forum that you want to export by checking the check box responding to it.



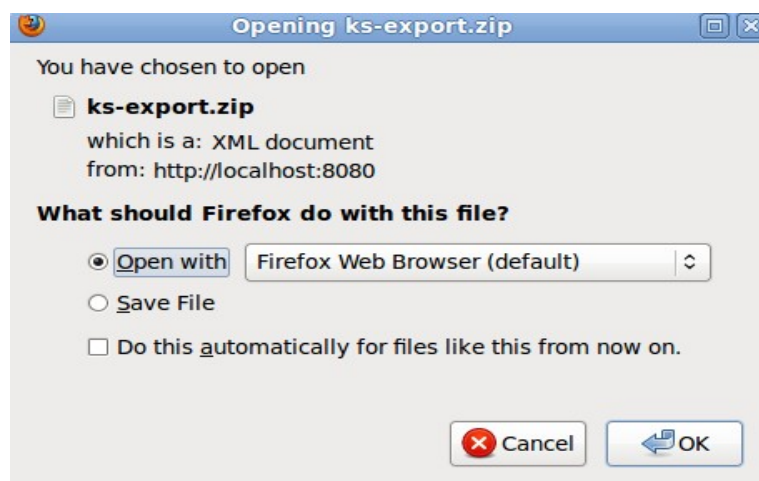
Details:

Select forum panel	The forum list that can be selected to export
File Name	The name of the exported file
Compress	This option is to export file in the zip or xml format

**Step 4:** Tick on the **Compress** check box to export file in the form of zip file or leave it blank to export in the form of xml file.

**Step 5:** Click the **Save** button to accept exporting forum.

**Step 6:** A Fire Fox 3 down load pop up will appear. Select the **Save File** option and click the **OK** button to accept saving the exported file.



## b) Export all forums in a category

You can export all forums and their topics in a category. Refer to the 2<sup>nd</sup> way of exporting a forum in a category.

## 2.3.7 Import categories & forums

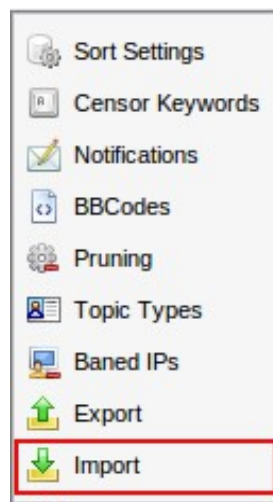
This function allows importing categories and forum from your local computer into the Forum application from xml or zip file which has valid data format.

### 2.3.7.1 Import categories

This function is used to import a category from your local computer into the Forum application from valid format file. If the imported file contains some categories, some categories can be imported at a time. If the imported file contains only one category, only one category is exported at once.

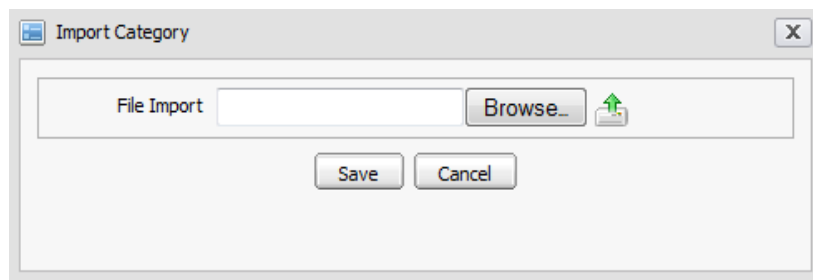
Do as follow:

**Step 1:** Go to the **Forum** application and click the **Administration** button on the main menu bar and select **Import** in the menu.




The **Import Category** form will appear:





**Illustration 64: The Import Category form**

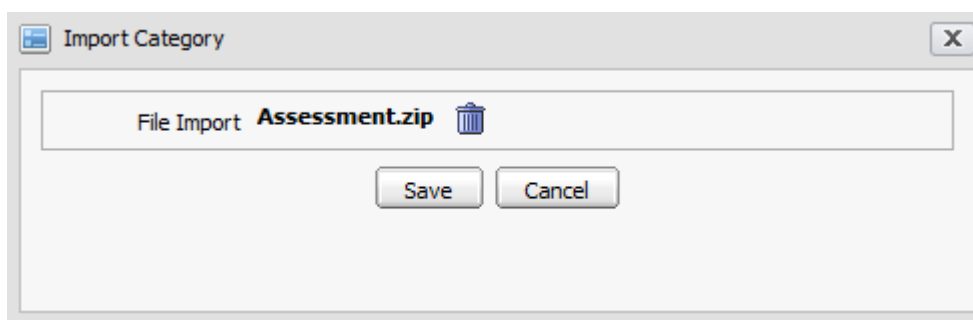
Details:

<b>File Import</b>	The path of the imported file.
<b>Browser button</b>	To select the imported file path.
 <b>button</b>	To upload the selected file.
<i>Save button</i>	To accept importing the uploaded file.
<i>Cancel button</i>	To exit the <b>Import</b> form.

**Step 2:** Click the **Browser** button and select the file path.

**Step 3:** Click the  button to upload the selected file.

For example, select and upload the exported file named eXo Knowledge Suite.zip. After uploading successfully, the **Import Category** form is shown:



**Step 4:** Click the **Save** button to accept importing.

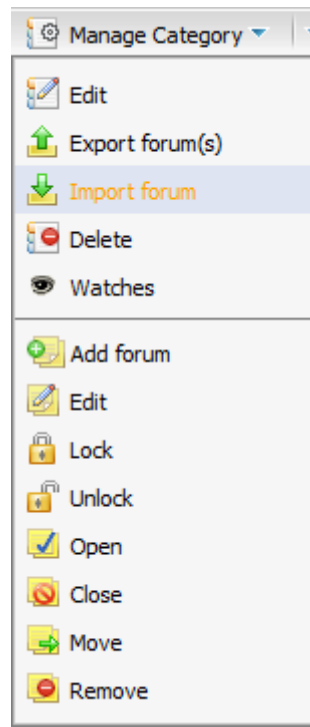
After being imported successfully, all categories and forums inside which are defined in the zip file will be imported and displayed properly in the Forum home page.

### 2.3.7.2 Import forums

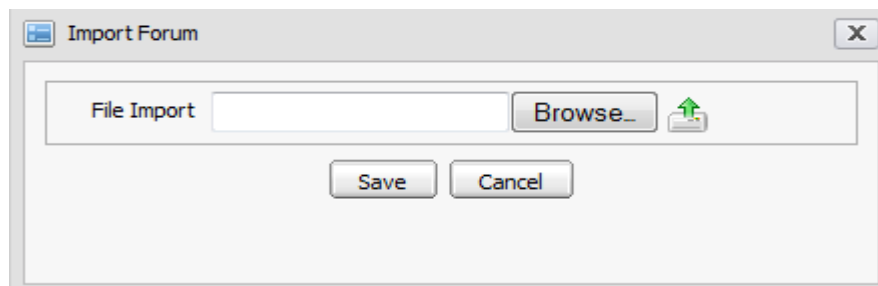
This function is used to import forums into the Forum application from valid format files.

Do as follow:

**Step 1:** Go to inside one category and click the **Manage category** and select **Import forum** in the menu:




The Import Forum form will appear:



**Illustration 65: The Import Forum form**

Details:

<b>File Import</b>	The path of the imported file.
<b>Browser button</b>	To select the imported file path.
 <b>button</b>	To upload the selected file.
<b>Save button</b>	To accept importing the uploaded file.

**Cancel button**To exit the **Import** form.

**Step 2:** Click the **Browser** button and select file from local disk.

**Step 3:** Click the  button to upload the selected file.

**Step 4:** Click the **Save** button to accept importing.

After being imported successfully, the forum and topics inside which are defined in the zip or xml file will be imported into the selected category and displayed properly in the Forum home page.

## 2.3.8 Administration

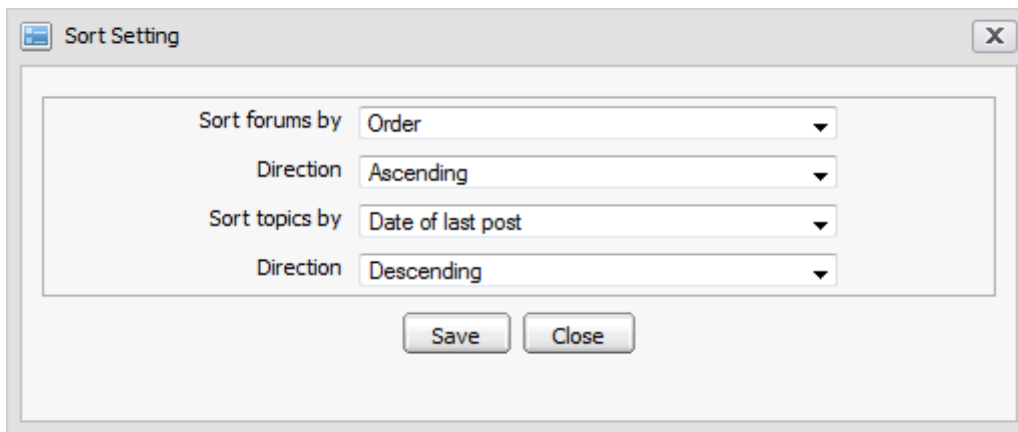
This section includes some control features of the Forum application and only the administrator can access to these features. To access this function, do as follows:



Click the **Administration** button on the action bar. The **Forum Administration** form will appear to set some control functions. This form includes some tabs: Sort Settings, Censor Keywords, Notifications, BB Codes, Pruning, Topic Types and Banned IPs.

### 2.3.8.1 Sort Setting

The **Sort Setting** form is used to set some properties related to the sorting of forums and topics.



The image shows a 'Sort Setting' dialog box. It contains four dropdown menus: 'Sort forums by' (set to 'Order'), 'Direction' (set to 'Ascending'), 'Sort topics by' (set to 'Date of last post'), and 'Direction' (set to 'Descending'). At the bottom are 'Save' and 'Close' buttons.

Illustration 66: The Sort Setting form

Details:

#### Sort forums by

The forums are sorted in the forum list by the following properties:

- *Name*: The name of forums.
- *Order*: The order of forums
- *Lock Status*: The lock status of forums.
- *Creation Date*: The created date of forums.

	<ul style="list-style-type: none"><li>• <i>Modification Date</i>: The modified date of forums.</li><li>• <i>Topic Count</i>: The number of topics in forums.</li><li>• <i>Post Count</i>: The number of posts in forums.</li></ul>
--	--

**Direction** The type of the sorting forums. It may be: Ascending or Descending

<b>Sort topics by</b>	The properties of topics are used to sort topics in the list. These properties are: <ul style="list-style-type: none"><li>• <i>Name</i>: The name of topic.</li><li>• <i>Lock status</i>: Topics with the 'Locked' status.</li><li>• <i>Creation Date</i>: The created date of topics.</li><li>• <i>Modification Date</i>: The modified date of topics.</li><li>• <i>Date of last post</i>: The created date of topic's last post</li><li>• <i>Post count</i>: The number of posts in topics.</li><li>• <i>View count</i>: The number of views in topics.</li><li>• <i>Attachments count</i>: The number of attached files in topics.</li></ul>
-----------------------	---

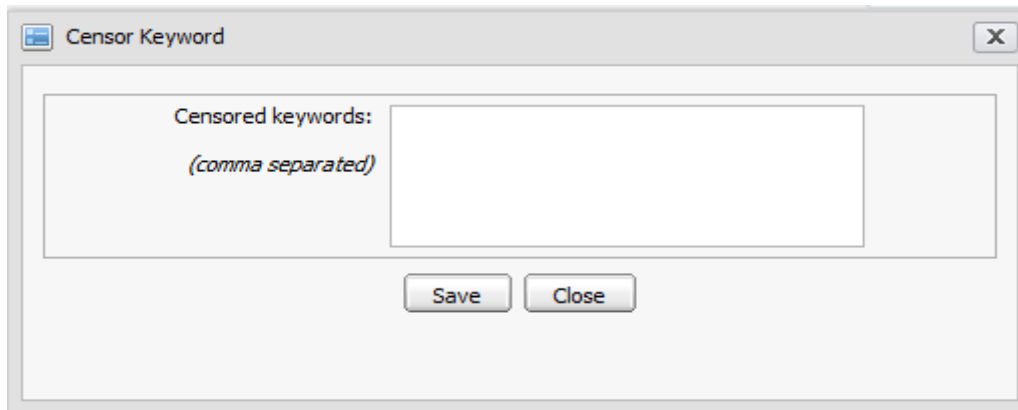
**Direction** The type of sorting topics

<b>Save button</b>	To accept saving changes in Forum Administration
--------------------	--

**Cancel button** To close the **Forum Administration** form.

### 2.3.8.2 Censor Keywords

The **Censor Keywords** form includes all censored keywords. The topic/post that is added with one of these keywords will be censored before being displayed. It means that those topics or posts are only displayed after the administrator/moderator have censored them.



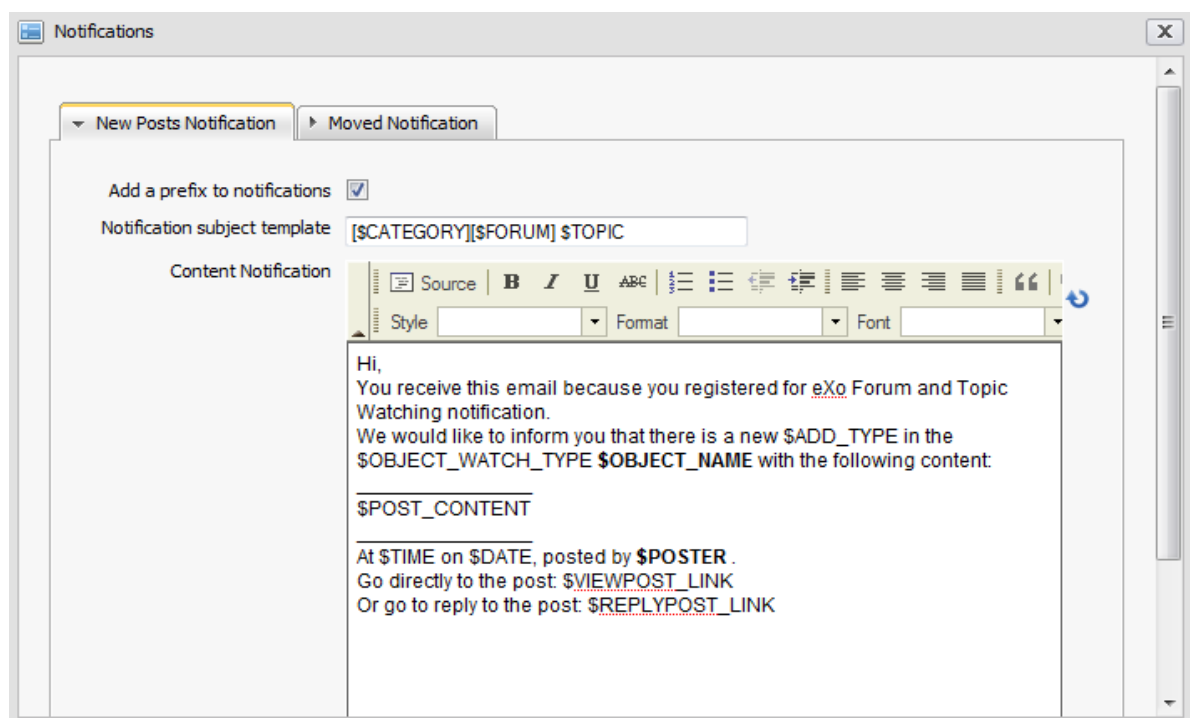
The screenshot shows a window titled "Censor Keyword" with a close button (X) in the top right corner. Inside the window, there is a text area labeled "Censored keywords:" with the instruction "(comma separated)" below it. At the bottom of the window, there are two buttons: "Save" and "Close".

Illustration 67: The Censor Keyword form

### 2.3.8.3 Notifications

The **Notifications** form allows an administrator to compose the notification email content by manually editing.

The content defined in the **Notifications** form will be used to send a notification email to users who have registered for eXo category/forum/topic watching notification and the administrator/moderator/creator who uses 'Topic notification' or 'Post notification' when adding new forums or topics.



The screenshot shows a window titled "Notifications" with a close button (X) in the top right corner. Inside the window, there are two tabs: "New Posts Notification" (selected) and "Moved Notification". Below the tabs, there is a checkbox labeled "Add a prefix to notifications" which is checked. Below this, there is a text field labeled "Notification subject template" containing the text "[CATEGORY][FORUM] \$TOPIC". Below this, there is a text area labeled "Content Notification" which contains the following text: "Hi, You receive this email because you registered for eXo Forum and Topic Watching notification. We would like to inform you that there is a new \$ADD\_TYPE in the \$OBJECT\_WATCH\_TYPE \$OBJECT\_NAME with the following content: \$POST\_CONTENT At \$TIME on \$DATE, posted by \$POSTER . Go directly to the post: \$VIEWPOST\_LINK Or go to reply to the post: \$REPLYPOST\_LINK". Above the text area, there is a rich text editor toolbar with various icons for text formatting (bold, italic, underline, etc.) and a "Source" button.


Illustration 68: The Notifications form

Details:

<b>Add a prefix to notifications</b>	This option is to whether add a prefix to the notification email or not.
<b>Notification subject template</b>	The content of the header subject of the notification email. The default template is [\$CATEGORY][\$FORUM][TOPIC]
<b>Content Notification</b>	The template content of the new topic/post notification email. It can be decorated by FCK Editor.
<b>\$OBJECT_WATCH_TYPE</b>	This parameter is to show the watched object which may be Forum or Topic.
<b>\$OBJECT_NAME</b>	This parameter is to show the title of Forum/Topic which is being watched.
<b>\$ADD_TYPE</b>	This parameter is to show the added type which may be new topic or post.
<b>@POST_CONTENT</b>	This parameter is to show the content of the new post added.
<b>\$TIME</b>	This parameter is to show the time of the added post.
<b>\$DATE</b>	This parameter is to show the date of the added post.
<b>@POSTER</b>	This parameter is to show the user name of the person who adds post,
<b>\$LINK</b>	This parameter is to show the link which refer to the post in Forum
<b>Moved Notification</b>	The template content of the topic/post that is moved to the other forum/topic.
<b>\$OBJECT_NAME</b>	This parameter is to show the title of topic/post which has been moved to the new destination.
<b>\$OBJECT_PARENT_NAME</b>	This parameter is to show the title of the forum/topic destination of the moved object.



There are some parameters which is used to load the content dynamically. Thus, you should not edit them.

In case, the notify content is changed unexpectedly, the administrator can get the default one by clicking on the  icon.

### 2.3.8.4 BB Codes

By default there are some default BB Code tags that are initialized via plugin such as: "B", "I", "HIGHLIGHT", "IMG", "CSS", "URL", "LINK", "GOTO", "QUOTE", "LEFT", "RIGHT", "CENTER", "JUSTIFY", "SIZE", "COLOR", "CSS", "EMAIL", "CODE", "LIST". The BB Code tags can be modified by adding, editing or deleting.

The **BB Codes** form allows administrator to manage custom BB Codes. Admin can add or edit/delete an existing BB Code tag definition. The BB Code tag helps users enrich posts with formatting and inclusions.













TAG	Description	Active	Edit/Delete
QUOTE	The [quote] tag allows attribute content of post.	<input checked="" type="checkbox"/>	 
URL (Option)	The [url=option] tag allows link to other websites and files and usean optional parameter to 'name' of thislink.	<input checked="" type="checkbox"/>	 
B	Set text in bold	<input checked="" type="checkbox"/>	 
JUSTIFY	The [justify] tag allows aignment text to justify.	<input checked="" type="checkbox"/>	 
CSS (Option)	The [css=option] tag allows you to add div tag and set class Name for this it.	<input checked="" type="checkbox"/>	 
LIST (Option)	The [list=option] tag allows create bulleted lists specifying an option. Within the value portion, each bullet is denoted by the [*] tag.	<input checked="" type="checkbox"/>	 
HIGHLIGHT	The [highlight] tag allows you to make highlight of your text.	<input checked="" type="checkbox"/>	 

Illustration 69: The BBCode Manager form

### 2.3.8.5 Add BB Code:

This function allows adding a new BB Code used in the Forum.

- ✓ To add BB Code, do as follows:

**Step 1.** Click on the **Add BBCode** button. The **Add BBCode** form will appear:

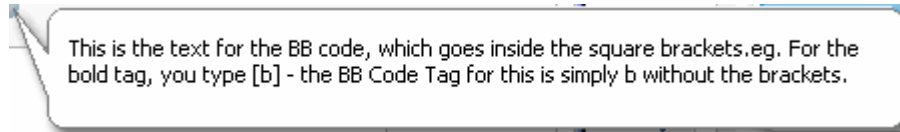
**Illustration 70: Add BBCode form****Step 2:** Input values to fields:

Details:

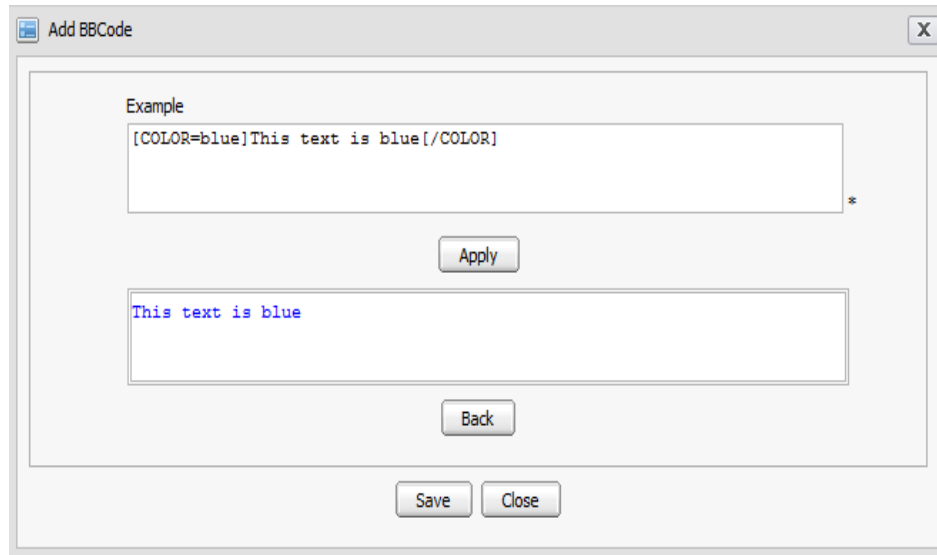
<b>Tag Name</b>	Name of a tag, it is unique in system
<b>Replacement</b>	A short description that helps users of the tag understand what it does.
<b>Description</b>	html replacement pattern to use when processing the tag.
<b>Example Usage</b>	Working example demonstrating how to use the BB Code.
<b>Use{option}</b>	Allow to create a [tag=option]/[tag] style tag, rather than just a [tag]/[tag] style tag or no.
<b>Help dialog</b>	Display list of supported BB Codes and their syntax
<b>Preview dialog</b>	Allows to preview a rendered BB Code.
<b>Save button</b>	To accept saving new BB Code tag.
<b>Cancel button</b>	To close the <b>Add BBCode</b> dialog

To open a Help dialog, click on the  icon. The Help dialog appears:





To open the Preview dialog, click on the **Preview** button. The Preview dialog appears:




Details:

<b>Example usage text area</b>	By default it is initialized with the Usage Example.
<b>Apply button</b>	Apply the content of Example Usage area to the preview area.
<b>Preview area</b>	Displays the example usage rendered by the BB Code engine (using the replacement pattern).
<b>Back button</b>	Return to the <b>Add BBCode</b> form.

### 2.3.8.6 Edit BB code

This function is used to edit an existing BB Code tag.

- ✓ To edit BB code tag, do as follows:

**Step 1:** Click on the  icon that corresponds to the BB Code tag which you want to edit. The **Edit BBCode** form appears:

Tag  \* ?

Replacement  ?

Description  ?

Example  ?

Preview

Use {option} ☐ ?

Save Close

**Illustration 71: The Edit BBCode form**

**Step 2:** Change the information of the selected BB Code tag.


**Step 3:** Preview the BB Code tag before saving by clicking the **Preview** button.

**Step 4:** Complete editing BB Code tag by clicking the **Save** button or the **Cancel** button to quit without saving.

### 2.3.8.7 Delete BB Code:

This function is used to delete an existing BB Code tag.

- ✓ To delete a BB code tag, do as follows:

**Step 1:** Click on the  icon corresponding to the BB Code tag which you want to delete. The Confirm message pop up appears.

**Step 2:** Click the OK button in the confirm message to accept deleting or the Cancel button to quit.

### 2.3.8.8 Activate/Deactivate BB Code:

This function is used to activate or deactivate an existing BB Code tag.

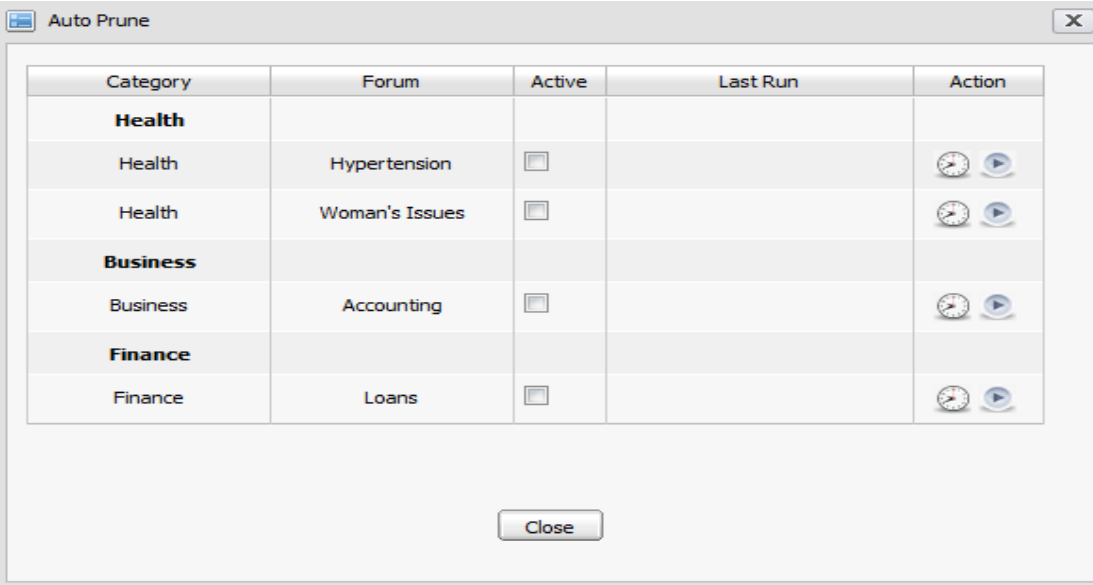
To Activate an existing BB Code tag, select the check box that corresponds to the BB Code tag which you want to activate. After activating, that BB code will effect on posts.









To deactivate an existing BB Code tag, do not select the check box that corresponds to the BB Code tag which you want to deactivate. After deactivating, that BB Code tag will not effect on

posts.

### 2.3.8.9 Pruning

The Auto Prune form lists all categories, forums in the Forum Application that allows cleaning old and inactivating topics of your forum. The old topics that have not been added posts for a long time will be inactivated in the forum.





Category	Forum	Active	Last Run	Action
<b>Health</b>				
Health	Hypertension	<input type="checkbox"/>		 
Health	Woman's Issues	<input type="checkbox"/>		 
<b>Business</b>				
Business	Accounting	<input type="checkbox"/>		 
<b>Finance</b>				
Finance	Loans	<input type="checkbox"/>		 

Close


*Illustration 72: The Auto-Prune tab of the Forum Administration form*

Details:

The clock icon  : To open the **Prune Setting** form..

The play icon  : To play the prune function manually

To set prune for any forum, do as follows:

**Step 1:** Click on the prune icon  corresponding to the forum that you want to check.  
The **Prune Settings** appears:

**Prune Settings**

The prune function allows to clean old and inactive topics from your forums. Pruned topics are not deleted they are set inactive.

inActiveDay  Day ▼

jobDay  Day ▼

Dry Run 0 topics would be pruned

Save Close

Illustration 73: The Prune Settings form

Details:

<b>inActivateDay</b>	The number of days/weeks/months that the topic has not been added post will be inactivated.
<b>jobDay</b>	The number of days/weeks/ months that the prune job will be executed to check for the old topics and inactivate them.
<b>Dry Run button</b>	To check how many topics will be pruned that means how many old topics will be inactivated.
<b>Save button</b>	To save the prune setting
<b>Close button</b>	To close the <b>Prune Settings</b> form.

**Step 2:** Define some values for the setting**Step 3:** Click the **Save** button to accept the setting.

After setting prune successfully, the auto prune function will be run automatically on the forum that has been set to checked for the old/inactivate topics.



- Only **Administrator** or **Moderator** can activate the inactivated topics.
- Normal users can't view the inactivated topics.

### 2.3.8.10 Topic Types

The **Topic Type Management** form lists all the topic types and allows defining different topic types for the added topic in the Forum.

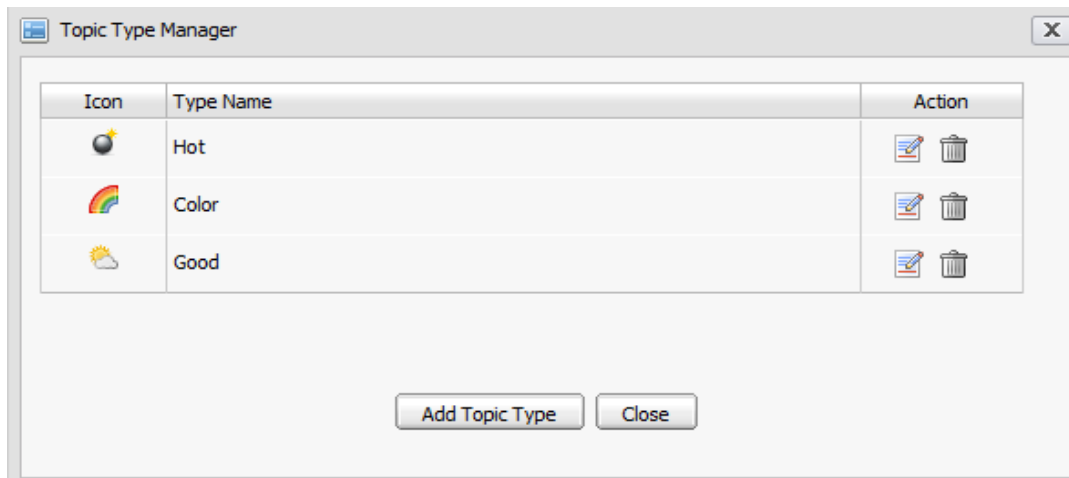


Illustration 74: The Topic Type Management form

- ✓ To add a topic type, do as follows:

**Step 1:** Click on the **Add Topic Type** button. The **Add Topic Type** form appears:

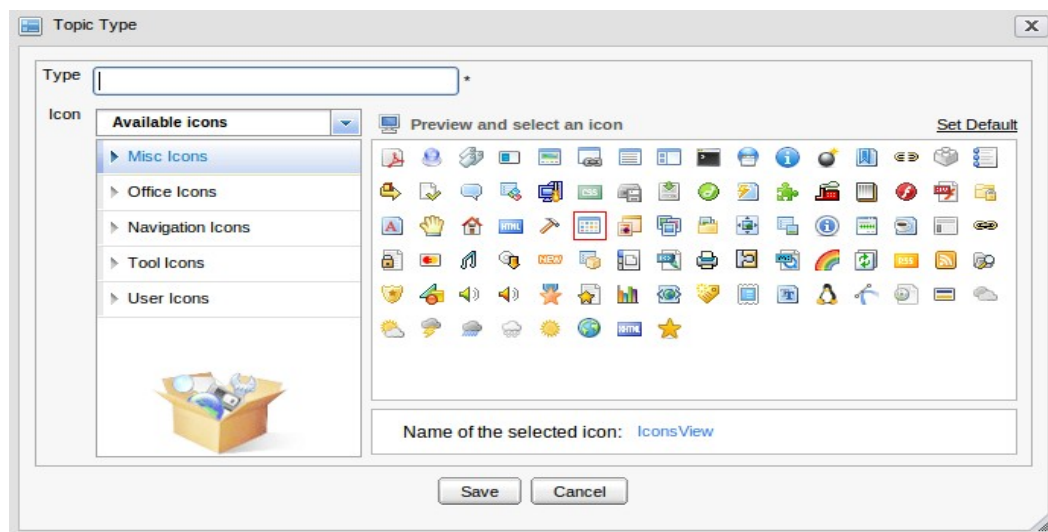


Illustration 75: The Topic Type

Details:

<b>Type Name</b>	The name of the topic type
<b>Type Icon</b>	The icon for the topic type
<b>Save button</b>	To accept saving the topic type
<b>Cancel button</b>	To close the form

**Step 2:** Enter a topic type name

**Step 3:** Select an icon for the topic type.

**Step 4:** Click the **Save** button to accept adding a new topic type.

After adding a topic type, it will be updated in the topic type list in the **Add Topic** form. Besides, when adding new a topic, the new added topic type is also listed in the Topic Type combo box for selecting.

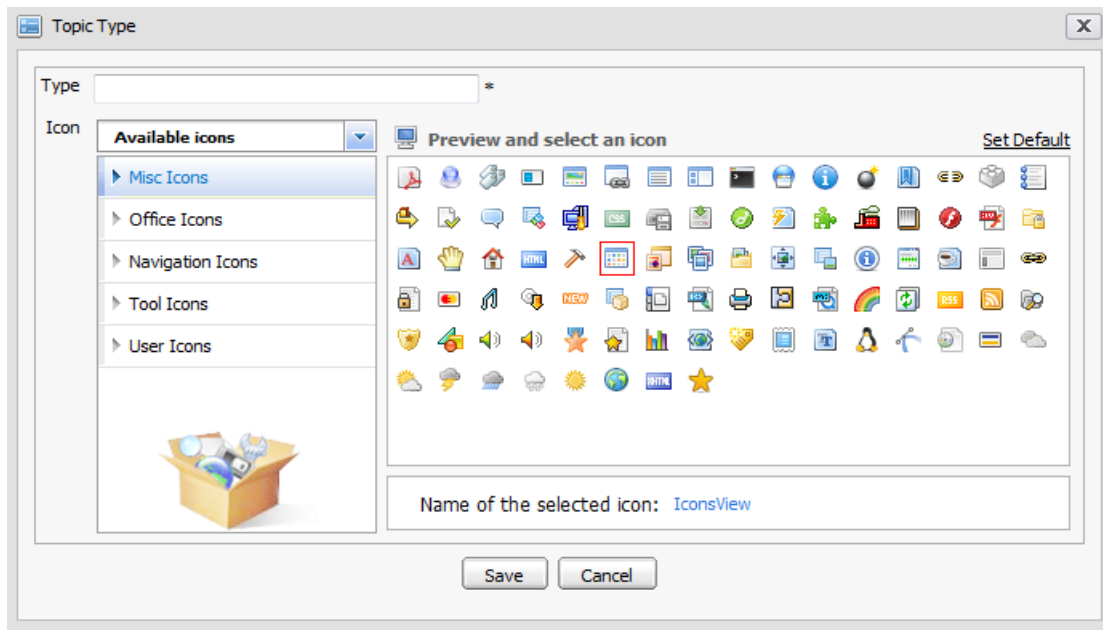



Illustration 76: The Add Topic Type form

To edit the topic type, click on its corresponding edit icon 

To delete the topic type, click on its corresponding delete icon 

### 2.3.8.11 Banned IPs

The **Banned IPs** function is used to ban some IPs that may be used by illegal users who try to spam or add posts with rebellious or dissolute content. Banned IPs will not be used to add posts to Forum. Any user who uses banned IPs to add post will be recognized as a banned user, he/she can only view and be limited most of basic actions to forum such as add topics, posts, rates...

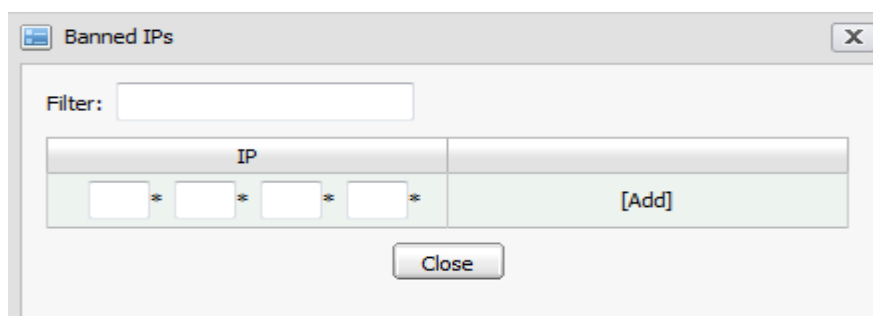


Illustration 77: The Banned IPs form

To ban an IP, simply input the IP into the **IP** text box and click the **[Add]** to accept saving the banned IP. After adding the IP ban, the banned IPs will be listed in the IP table. You can view all posts which are added by a specific banned IPs or delete them from the banned IP list.

To view all post of a specific IP, click on the **[Posts]** link in the action column of the banned IPs that you want to view. All posts of the banned IPs will be listed in the **View Post** form. These posts can be viewed and deleted by the administrator.

To remove a banned IPs from the banned IP list, click on the **[x]** icon in the action column of the banned IP that you want to delete. After being removed from the banned IP list, this IP can be used to take actions in Forum normally.

Besides, the filter function in IP Bans tab helps you filter the banned IP easily.

To filter banned IP, input the filter term into the filter text box, all IP matching with filter term will be displayed in the banned IP list.

Make changes to these forms.

Click the **Save** button to complete changes.

### 2.3.8.12 Censor

This function is used to censor all topics, posts that contain one of censored keywords. After the administrators input censored keywords in the Forum Censor tab, all topics and posts that contain these keywords will have 'This topic is pending for Censor!' satus (for topic) , 'hidden!' status (for post). Only the administrators and moderators can view these topics/posts, the normal users only can view them after they are censored and approved.

Do as follows:

- **For topic:**

**Step 1:** Select topic(s) with status 'This topic is pending for Censor!' by selecting its check box(s).

**Step 2:** Click the **Moderation** and select **Censor** in the menu.

- **For post:** similar to the Show post function

#### The 1<sup>st</sup> way

**Step 1:** Select hidden post(s) by selecting its check box(s)

**Step 2:** Click the **Moderation** on the topic bar and select **Show** in the menu to accept showing the selected post(s) directly.

#### The 2<sup>nd</sup> way:

**Step 1:** Click the **Moderation** on the topic bar and select **Show** in the menu. There will have a list of hidden posts in the **Hidden posts** form:

	Post name	Created Date	Action
	Re: Mind Your Blood Pressure	02/10/2010	<input type="checkbox"/>
	Re: Mind Your Blood Pressure	02/10/2010	<input type="checkbox"/>
	Re: Mind Your Blood Pressure	02/10/2010	<input type="checkbox"/>

Illustration 78: The Hidden posts form

**Step 2:** Select hidden post(s) by selecting its check box(s).

**Step 3:** Click the **Show** button to accept showing or the **Cancel** button to quit.

Quote

Content Icons and smileys

Title: Re: Facing the Challenge of Infertility \*

Message: [QUOTE=root]You can also try to visit local surrogacy agencies just so you know your options[/QUOTE] \*

Attach file

Illustration 79: The Quote form

### 2.3.9 Ban IPs

This function allows banning some IPs that may be used by illegal users who try to spam or add post with rebellious or dissolute content into specific forum.

Banned IPs can not be used to add post to the Forum. Any user who uses banned IPs to add post, will be recognized as the banned user, he/she can only view and limited most of basic actions to the forum such as adding topica, posting, rating...

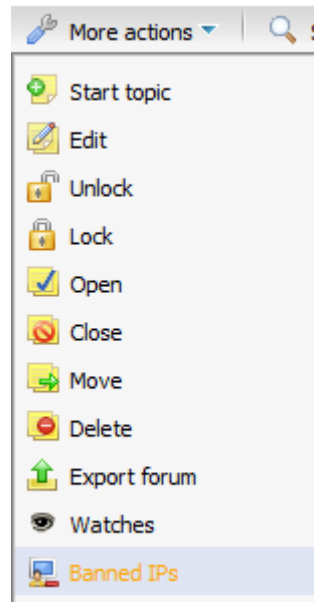
This function is similar to IP bans in the Administration function. However, the **Ban IP** tool is used for both administrators and moderators to ban IP within one specific forum only while IP bans in the Administration form is used to ban the IP on the Forum application, having effect on all forums.



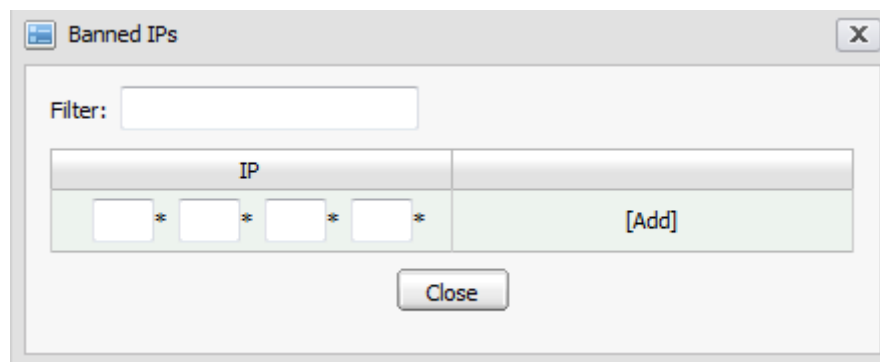
To ban IP on a specific forum, do as follows:

**Step 1:** Go to inside the Forum that you want to ban IP

**Step 2:** Click the **More actions** and select **Banned IPs** in the menu:



The **Banned IPs Forum** form will appear:



IP				
<input type="text"/>	*	<input type="text"/>	*	<input type="text"/>
<input type="text"/>	*	<input type="text"/>	*	<input type="text"/>

[Add]

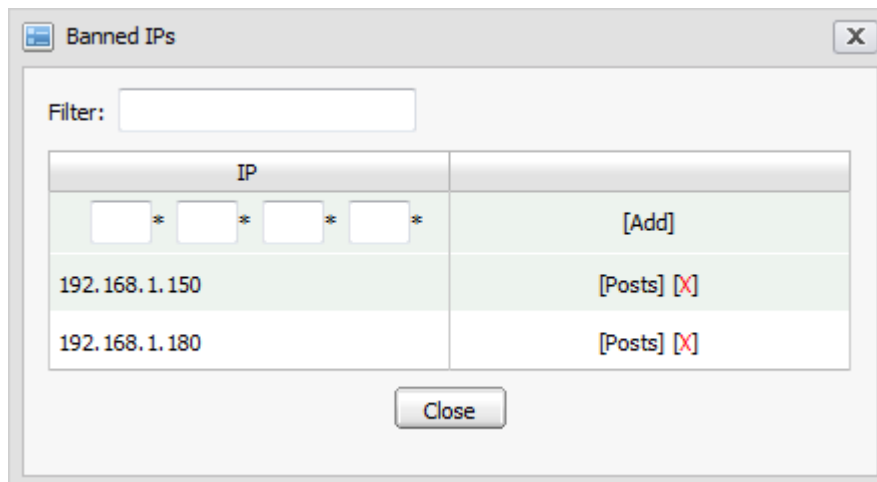
Close

**Illustration 80: The Banned IPs form**

**Step 3:** Input an IP into the IP text boxes

**Step 4:** Click the [Add] link to accept banning the IP

After adding IP ban successfully, the banned IP will be listed in IP table.



You can view all posts which are added by a specific banned IP or delete it from the banned IP list.

To view all posts of a specific IP, click on the [Posts] link in the action column of the banned IP that you want to view. All posts of the banned IP will be listed in the View Post form. These posts can be viewed and deleted by the administrator/moderator.

To remove a banned IP from the banned IP list, click on the [x] in the action column of the banned IP that you want to delete. After being removed from banned IP list, this IP can be used to do action in the Forum normally.

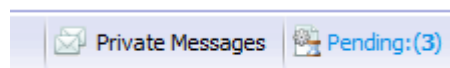
Besides, the filter function in IP Bans tab help you filter the banned IP easily. To filter banned IP, simply input filter term into the filter text box, all IPs matching with the filter term will be displayed in the banned IP list.

## 2.3.10 Managing the pending list

This is an advanced action that helps the administrator and moderator manage all pending list in the Forum easily.

The total number of pending topic/posts that need to be approved by the administrator/moderator is shown at the Pending label on the main action bar.

To manage the pending list, click on the **Pending** link on the main action bar:



The pending topics and posts is shown in the **Waiting for approval** form:



Illustration 81: The pending topic and post form

In case the administrators login, all topics and posts pending for approval or censor in all forums in the Forum application are listed.

In case the moderator login, all topics and posts pending for approval or censor in the forum managed by moderator are listed.

To approve a pending topic/post, do as follows:

**Step 1:** Click on the topic/post name in the pending list like the illustration 81.

The **View topic/post** form will appear:



**Step 2:** Click the **Approve** button to accept approving topic/post

After approving, the pending post/topic will be visible to normal users.

To delete a pending topics/posts, click **Delete this topic/Delete this post button**, the pending topic/post will be removed completely from the pending list and its forum.


## 2.3.11 Forum Portlet Settings

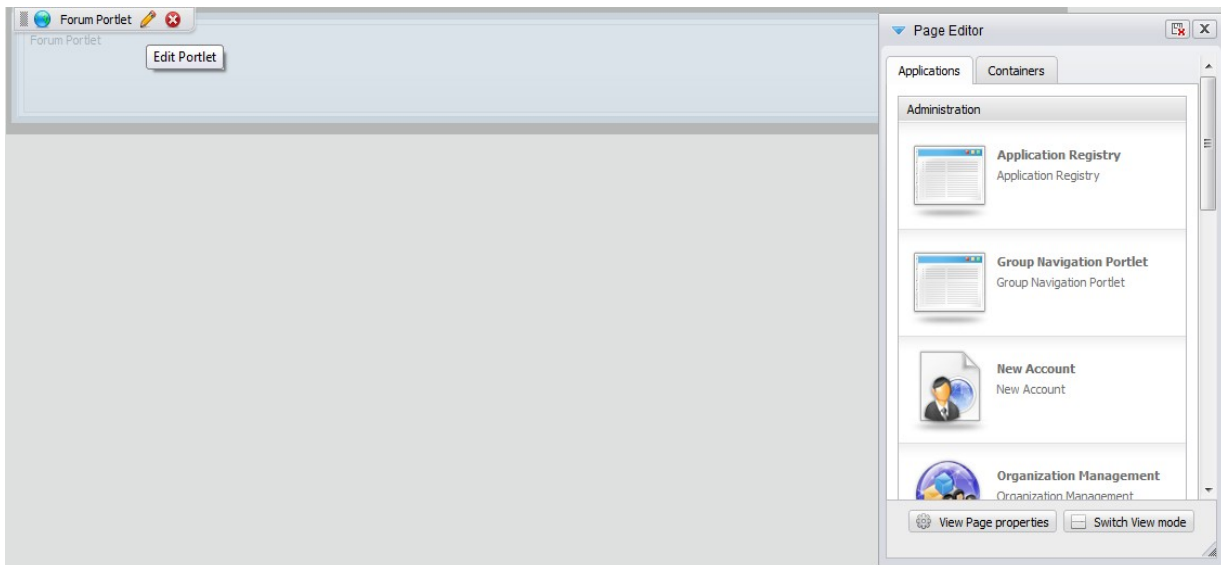
In the Edit Mode tab of the Forum portlet settings, the portal administrator can hide/ show category/forum and enable/disable some functions/information in the Forum Application.

Do as follows:

**Step 1:** Login by the portal administrator

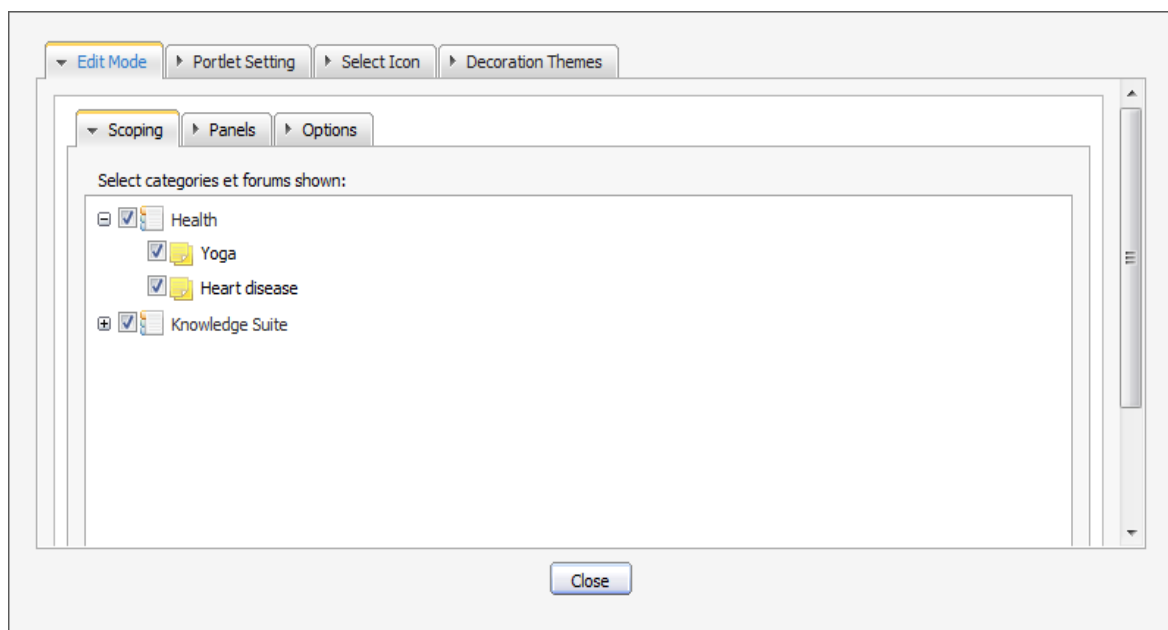
**Step 2:** Go to the administration bar: **Group --> Administration --> Page Management**

--> click the  icon that corresponds to the Forum.



**Step 3:** Click on the  Edit Portlet icon.

The **Edit mode** tab of the Forum Portlet Settings is displayed below:



**Illustration 82: The Edit Mode tab of Forum Portlet settings**

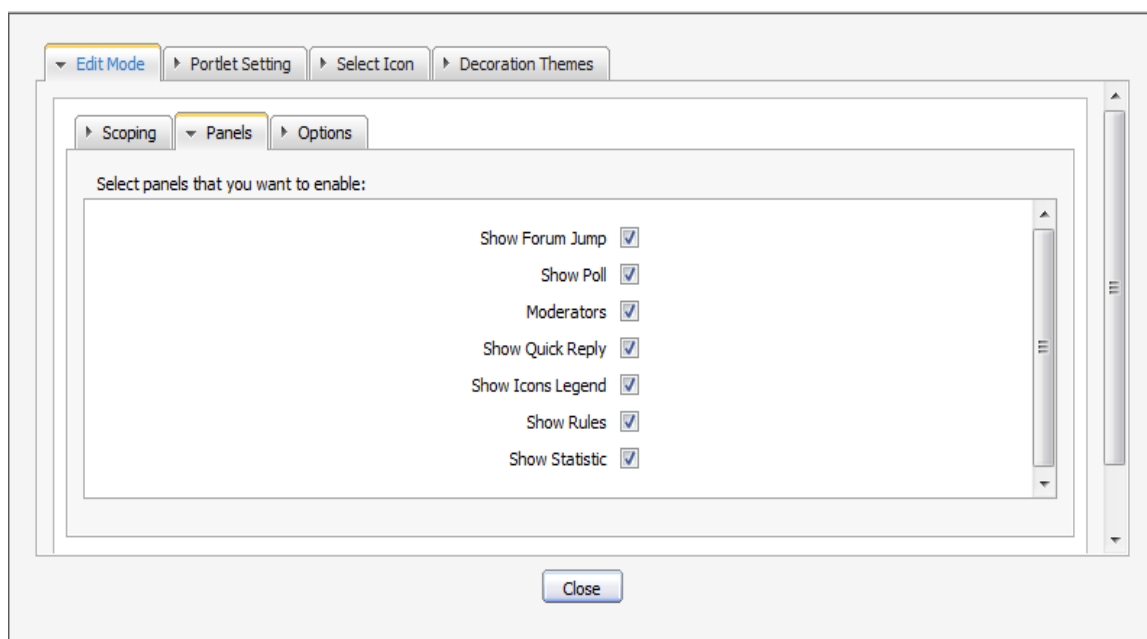
The **Scoping** tab that allows showing/hiding categories and forums in the Forum Application by selecting or unselecting their check boxes.

**Step 4:** Select/unselect check box(s) of the category/forum that you want to show/hide

**Step 5:** Click the save button in the tab, the form and the page.

The Forum portlet settings will be saved. The selected category/forums will be displayed in the Forum application while the unselected category/forums will be hidden.

The **Panels** tab that allows enabling/disabling some functions in the Forum Application by selecting or unselecting check boxes.



**Illustration 83: The Panels tab of Edit Mode**

Similarly, select/ unselect check box(s) of the function/information that you want to enable or disable.

Details:

<b>Show Forum Jump</b>	This option is whether to enable Forum Jump function or not.
<b>Show Poll</b>	This option is whether to set visible for the topic poll or not
<b>Moderators</b>	This option is whether to show forum moderator information or not.
<b>Show Quick Reply</b>	This option is whether to enable Quick Reply function or not.
<b>Show Icons Legend</b>	This option is whether to show the Icon Legend or not

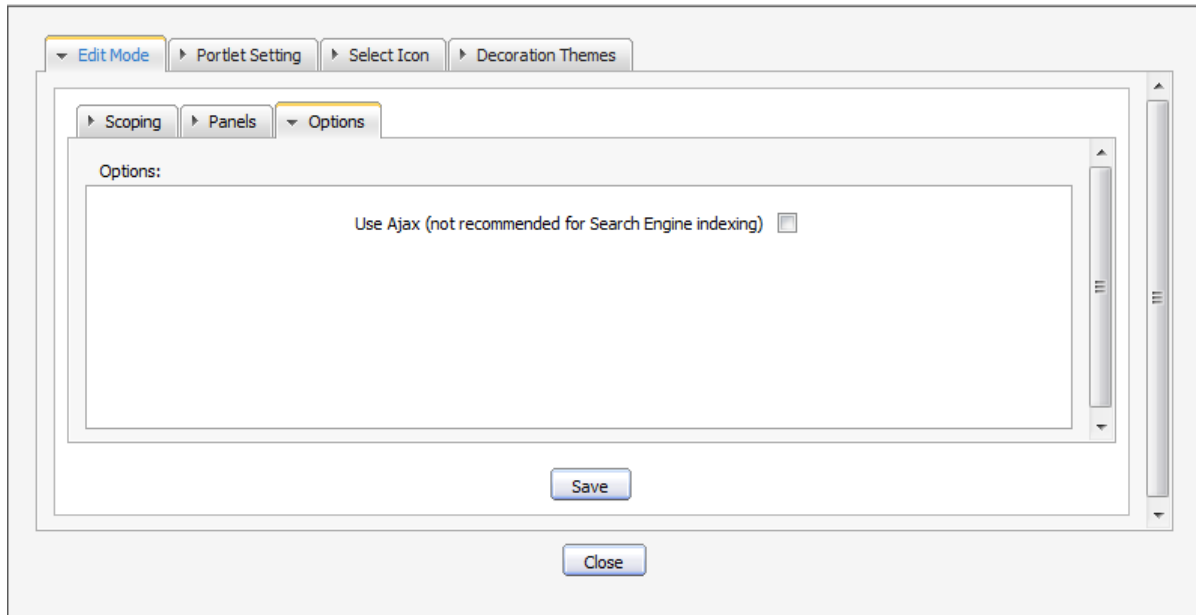
**Show Rules**

This option is whether to show forum rules information or not.

**Show Statistic**

This option is whether to show the forum statistics or not.

The **Options** panel: Users need to have a knowledge about Ajax. Ajax (stands for Asynchronous JavaScript and XML) is used here with the purpose of update a whole web page or a part of a web page.



*Illustration 84: The Options tab of Edit Mode*

The default value of **Use Ajax** is false that means a whole page is loaded. If users select the **Use Ajax** check box, it will load a part of a page.

## 3 Answers & FAQ user guide

### 3.1 Getting started

#### 3.1.1 Glossary

##### 3.1.1.1 What is Answers application?

**Answers** is an online application that allows users to post common questions and answers about a specific topic. The application may be seen as a way to reply to questions about rules or any problem when users implement a specific system.

**Answers** familiarizes visitors with answers to most frequently asked questions about a site/service or about the entity/subject responsible for the site/service. Repeatedly received questions will be added to **Answers** and newcomers with Site/Service are encouraged to view **Answers**.

##### 3.1.1.2 What is Category?

**Category** is a questions and/or answers collection about specific topics. In **Answers**, one category may include one or more sub-categories. One category may also contain both sub-categories and questions inside.

##### 3.1.1.3 What is Question?

**Question** is an expression applied by users for asking and getting information. In **Answers**, all questions related to the same topic have to be posted and grouped in the same category.

##### 3.1.1.4 What is Answer?

**Answer** is a response to specific questions. In **Answers**, all responses are posted below its questions. Only people who have moderation right can answer questions.

##### 3.1.1.5 What is Comment?

**Comment** is an opinion on a specific question given by a user. In **Answers**, all comments are posted below their questions. A comment can be promoted to an answer by the administrator.

#### 3.1.2 Answers main screen

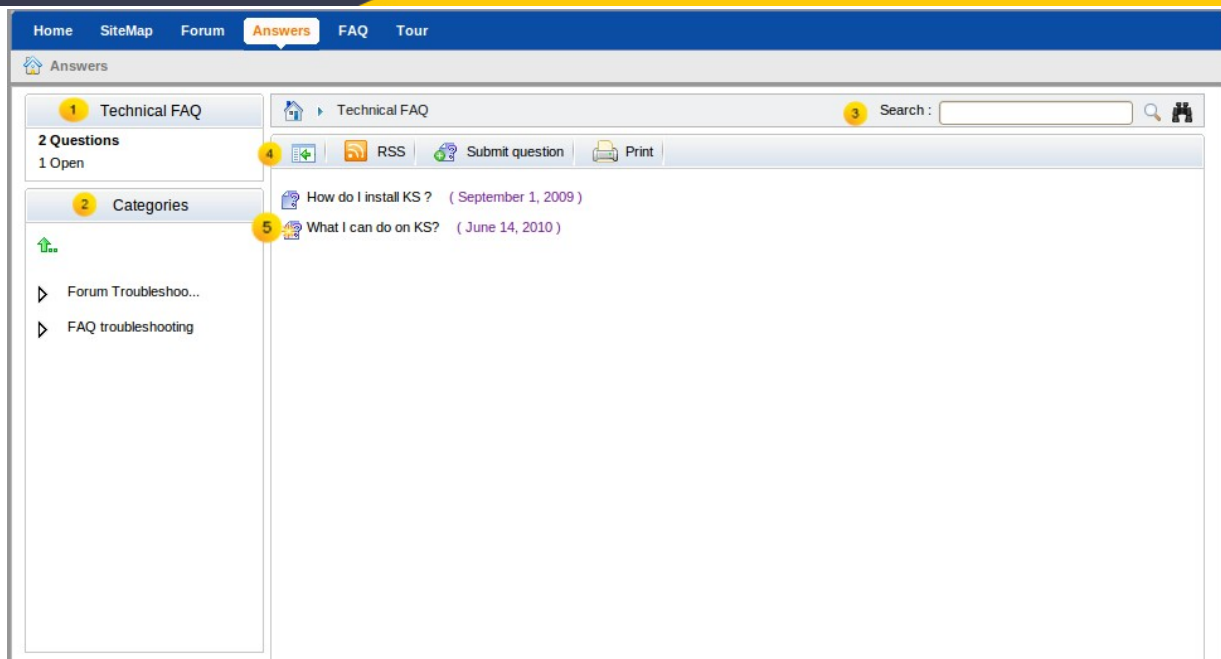


Illustration 85: Answers Main screen

Indicator	Meaning
1	The <b>Categories Status panel</b> displays information of a current category which is being viewed. It includes the total number of open questions (not answered yet), pending questions (waiting for approval) and the total number of questions.
2	The <b>Categories Panel</b> explores the category in the tree view. A click on one category will browse into it on the <b>Answers</b> view panel.
3	The <b>Breadcrumb bar</b> shows answers path and search function with simple and advanced options.
4	The <b>Action bar</b> allows administrator to add category, question, manage question, import, export, print, settings quickly and easily.
5	The <b>Answers view panel</b> displays all categories, sub-categories and questions.



## 3.2 Common operations in Answers

### 3.2.1 Question Management

The section contains all actions related to questions in a category.

#### a) Adding questions

The function is used to add questions to the Answers homepage or a specific category.

Do as follows:

**Step 1:** Show the **Submit question** form via one of two following ways:

**The 1<sup>st</sup> way:** Right-click the category/sub-category that you want to add new a question into and then select **Submit Question** in the menu.

**The 2<sup>nd</sup> way:** In the homepage or go into the category that you want to add a question into and

then click the button  on the toolbar.

The **Submit question** form will appear:

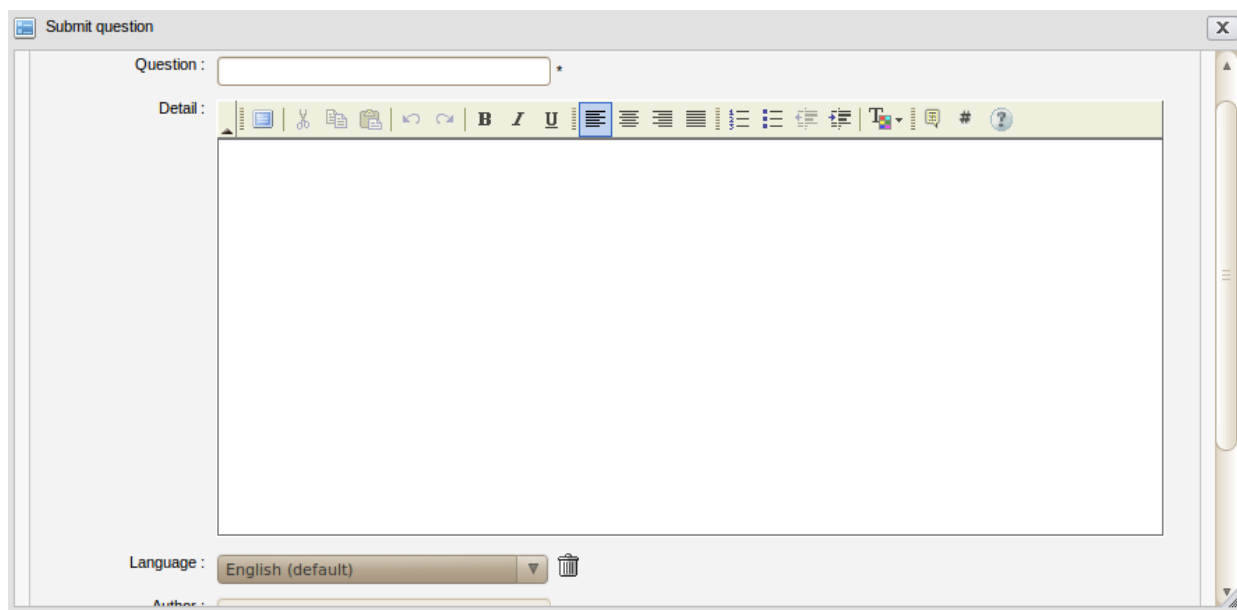


Illustration 86: Submit question form

Details:

<b>Question</b>	To input your question.
<b>Detail</b>	To describe detailed information regarding to the question.
<b>Language</b>	To select the language used to add a question. By default, the language is English. The language combo box allows selecting a language option.

<b>Author</b>	To show the author's name. (Required)
<b>Email</b>	To show the email address which must be in a valid format like: username@abc.com. (Required)
<b>Attach a file</b>	To attach files into the question.

**Step 2:** Input values into fields in the **Submit question** form.

- ✓ To add this question by another language, do as follows:
  1. Click the language combo box in the **Submit question** form. The language drop-down list will be displayed:



2. Select a language by clicking the language that you want add to a question.
3. Click the **Save** button to accept adding another language or click the **Cancel** button to quit.

There will be a text box that corresponds to the selected language in the **Submit question**.

- **To remove a question in the specific language**, simply select the language that you want to delete and click the delete icon next to the language combo box.

After the deletion, the corresponding language content will be deleted.

- **To attach files**, click the **attach a file** link in the **Submit question** form. The **Upload File** form will appear:

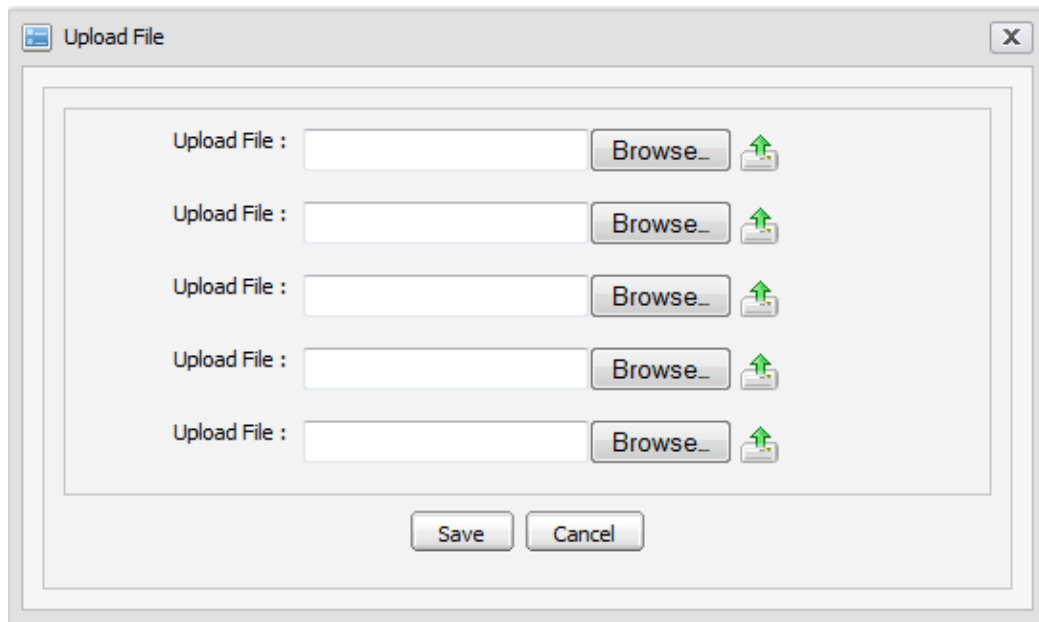



Illustration 87: The Upload File form



1. Select files to upload by clicking **Browse...** to select the file's path from local computer.
2. Upload the selected files by clicking the icon  to upload.
3. Complete attaching files to a topic by clicking the **Save** button.

Note that many different file types can be attached. To remove attached files, simply click the **Remove** link beside the file attachments which you want to delete.

**Step 4:** Complete submitting a question by clicking the **Save** button.

The question is added to the selected category and an alert message is shown to inform that the question is added successfully. In case the question added to the category is required to have the moderation before displaying, the alert message will appear that informs the question will be checked by the moderator for approval.

The question list is shown below:

- 
-  How to prevent the sun effectively ( June 15, 2010 )
  -  how to have a nice face skin ( June 15, 2010 )



: The icon means that the question has not been answered.



: The icon means that the question has been answered.

## b) Answering Questions

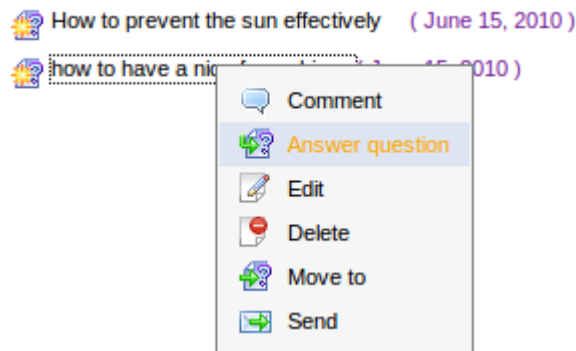
This function is used to respond/answer questions. A question may have multiple answers and each can be moderated independently.

If you have the administration role, you can answer all questions in all categories. Meanwhile, the moderation role only enables you to answer questions in the categories where you are the moderator.

Do as follows:

### The 1<sup>st</sup> way:

**Step 1:** Right-click the question that you want to answer and select **Answer question**:



The **Answer** form will appear:

Illustration 88: The Answer form


Details:

<b>Question:</b>	The question's brief content which can be viewed only.
<b>Question detail:</b>	The question's detailed content which can be viewed only.
<b>Answer:</b>	The answer's content. A question can have multiple answers.


- If this question is in the category that does not need moderating, this option is checked.
- If this question is in the category that need to be moderated, this option is not checked.
- To approve this question, check this field.

**Activated:** This option is to display the answer or not. It means the answer of this question with the selected language will be displayed or not. By default, the answer is always shown.

**Related to:** All questions related to the question that you want the other users to refer to.

**Plus icon**  To link the current question to the other entry/question(s).

To add related questions, do as follows:

- Click the icon  to display the question list in all categories. The **Related questions** form will appear:

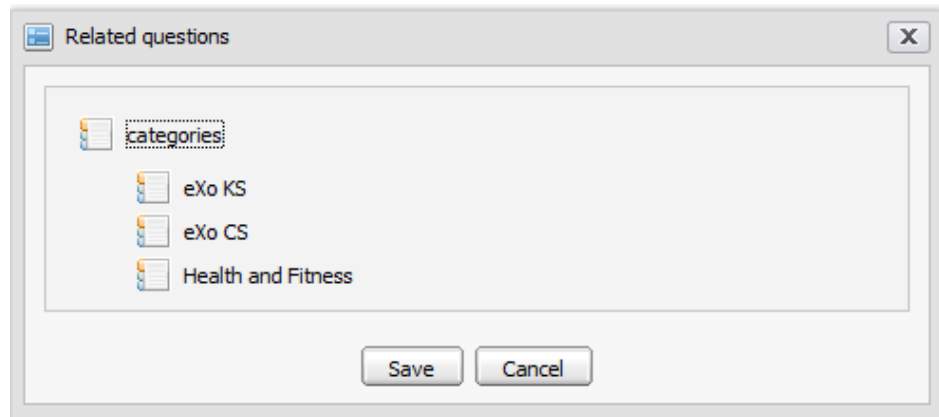



Illustration 89: The Related questions form

- Select one or more questions in list by checking the checkboxes that correspond to the questions.
- Click the **Save** button to add the selected questions into the **Related to** field or click the **Cancel** button to quit.

To remove a related question from list, click the remove icon  that corresponds to the question you want to remove.

**Step 2:** Enter values for required fields in the **Answer** form.

**Step 3:** Complete answering a question by clicking the **Save** button.

**The 2<sup>nd</sup> way:**

**Step 1:** Click the button  on the toolbar.

The **All questions** tab allows users to view all questions in all categories. Users can also view questions of each existing category by selecting a filter in the **Select category** field.

**Step 2:** Click the **Open questions** tab. This tab allows users to view all questions that have not been answered yet.

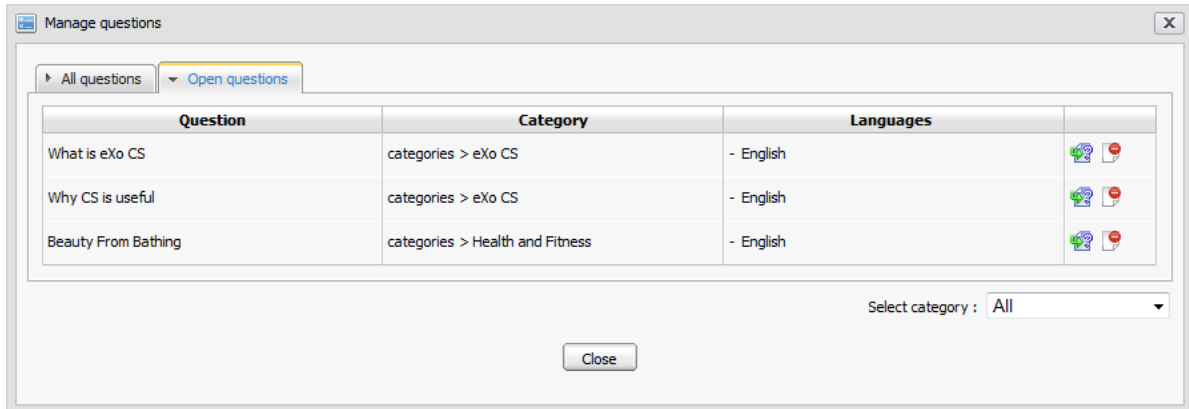
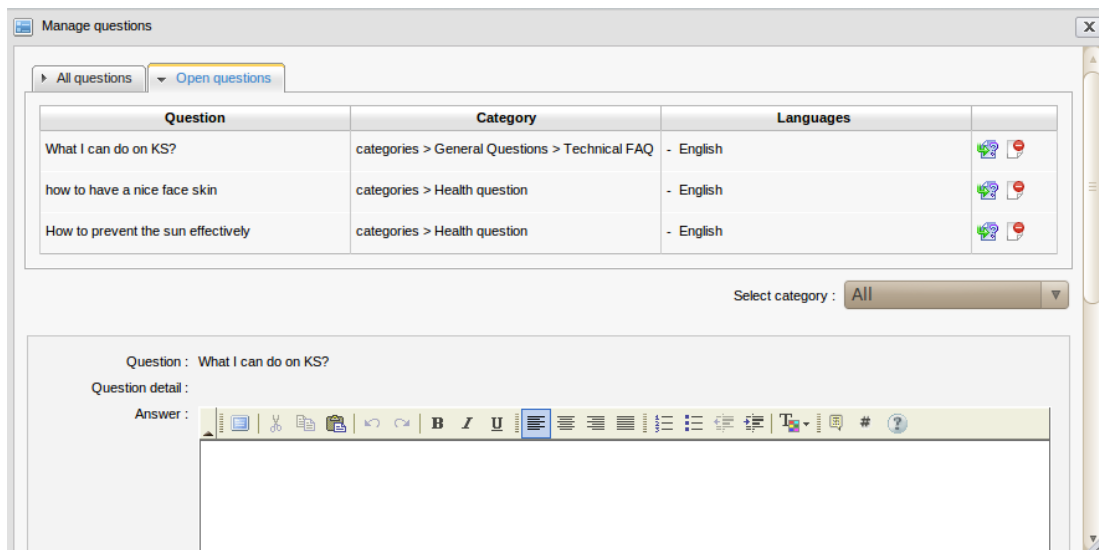


Illustration 90: The Open questions tab of Manage questions form

**Step 3:** Click the icon which corresponds to the question that you want to answer.

The form to answer question will be displayed under the question list:




**Step 4:** Enter values for required fields.

**Step 5:** Complete answering questions by clicking the **Save** button.

Note that questions can be viewed by two ways:

- Quick view: questions can be viewed by the question list:

 How to prevent the sun effectively ( June 15, 2010 )

 how to have a nice face skin ( June 15, 2010 )

- Detailed view: click directly the question that you want to view in details.

### c) Editing questions

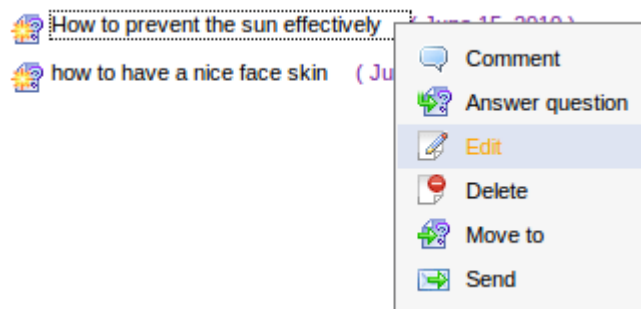
The function is used to edit questions in a specific category.

Only the Answers administrators and moderators of one category can edit questions inside it.

Do as follows:

**The 1<sup>st</sup> way:**

**Step 1:** Right-click the question that you want to edit and then select **Edit** in the menu:



The **Edit question** form will appear with the current information, available for editing:



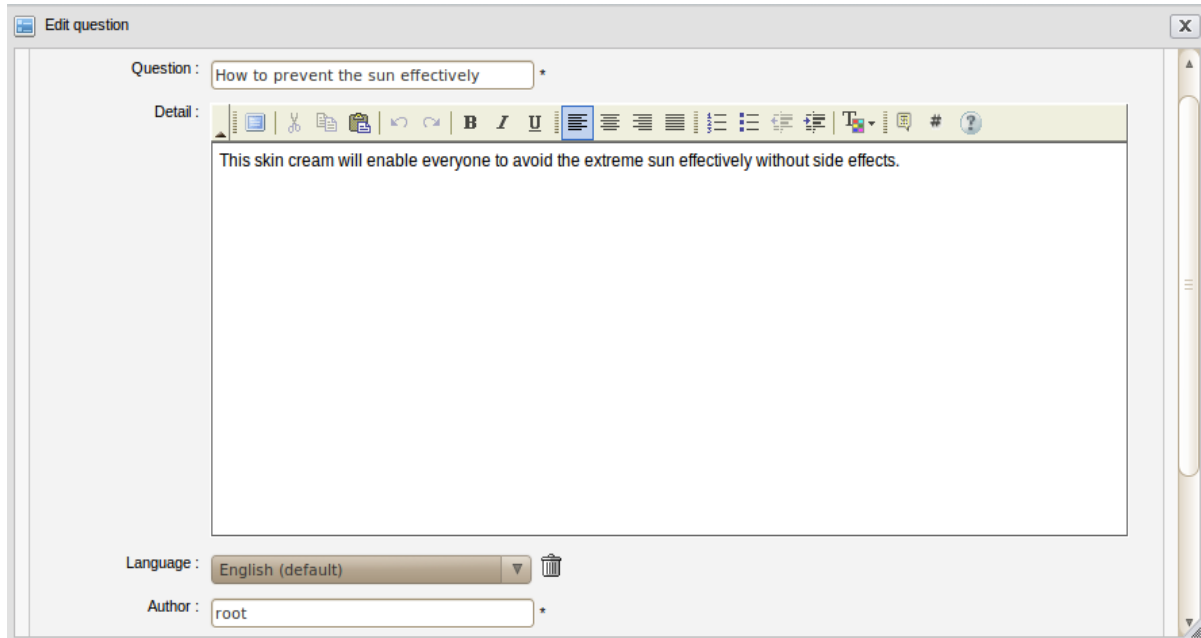


Illustration 91: The Edit question form

Details:

<b>Question:</b>	The question's brief content.
<b>Detail:</b>	The question's detailed explanation which can be decorated.
<b>Language:</b>	The language which is used to add questions. By default, the language is English. Language combo box allows selecting one desired language.
<b>Author:</b>	The edited question's author.
<b>Email:</b>	The email address of the edited question's author.
<b>Validation:</b>	The option is to validate the question. It includes activated and approved options.
<b>Approved:</b>	The option is to approve the edited question or not. <ul style="list-style-type: none"><li>• If this question is in the category that does not need to be moderated, this option is checked.</li><li>• If this question is in the category that needs to be moderated, this option is not checked.</li><li>• To approve this question, check this field.</li></ul>
<b>Activated:</b>	The option is to whether display this question or not. By default, the option will be checked. It means the question is displayed, all users can view it. But if Answers Administrators or Moderators don't want to display this question, don't select this option.
<b>Attach a file:</b>	This is to attach files into the edited question.

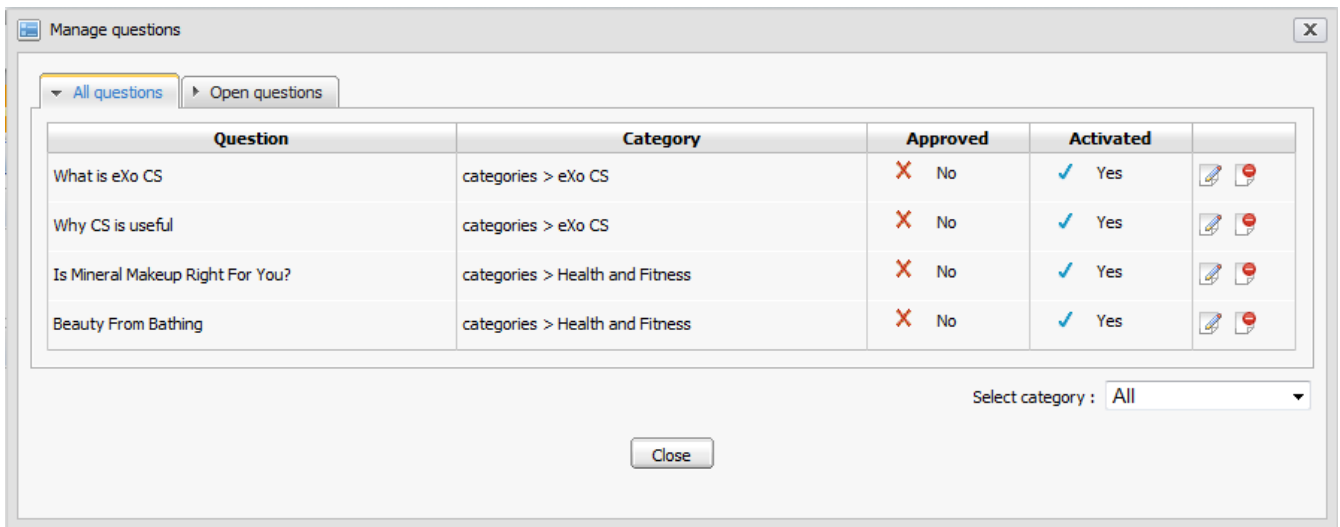
**Step 2:** Change the current information of the selected question like when adding a new question. You can add more or remove the language option, attach file, etc.

















**Step 3:** Complete editing the question by clicking the **Save** button.

**The 2<sup>nd</sup> way:**

**Step 1:** Click the button  **Manage questions** on the toolbar.

The **Manage questions** form will appear:




Question	Category	Approved	Activated	
What is eXo CS	categories > eXo CS	 No	 Yes	 
Why CS is useful	categories > eXo CS	 No	 Yes	 
Is Mineral Makeup Right For You?	categories > Health and Fitness	 No	 Yes	 
Beauty From Bathing	categories > Health and Fitness	 No	 Yes	 

Select category : All

Close

**Illustration 92: The All questions tab of the Manage questions form**

**Step 2:** Click the icon  to edit the question in the question list.

The form to edit question will be displayed under the question list:

The screenshot shows the 'Manage questions' interface. At the top, there are tabs for 'All questions' and 'Open questions'. Below is a table with the following data:

Question	Category	Approved	Activated	
What is eXo CS	categories > eXo CS	✗ No	✓ Yes	
Why CS is useful	categories > eXo CS	✗ No	✓ Yes	
Is Mineral Makeup Right For You?	categories > Health and Fitness	✗ No	✓ Yes	
Beauty From Bathing	categories > Health and Fitness	✗ No	✓ Yes	

Below the table is a 'Select category' dropdown menu set to 'All'. Below that is the 'Edit question' form for the question 'Is Mineral Makeup Right For You?'. The form includes a 'Detail' section with a rich text editor toolbar (Source, Bold, Italic, Underline, ABC, Bulleted list, Numbered list, Indent, Outdent, Link, Unlink, Image, Video, Table, etc.) and a text area containing the text: 'For those of you out there who's skin is easily irritated by most makeup, you may want to try mineral makeup.'

**Illustration 93: The Edit question in the Manage questions form**

**Step 3:** Change the current information of the selected question. You can activate, inactivate, approve, disapprove, attach files or add more language options for the edited question.

**Step 4:** Complete editing a question by clicking the **Save** button.



The select category combo box allows filtering the question by a specific category.

#### d) Deleting questions

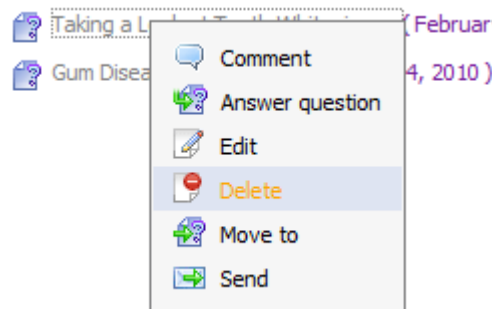
The function is used to remove questions from a specific category.

Only the Answers administrators and moderators of a category containing this question can remove that question.

Do as follows:


##### The 1<sup>st</sup> way:


**Step 1:** Right-click the question that you want to delete and then select **Delete** in the menu.

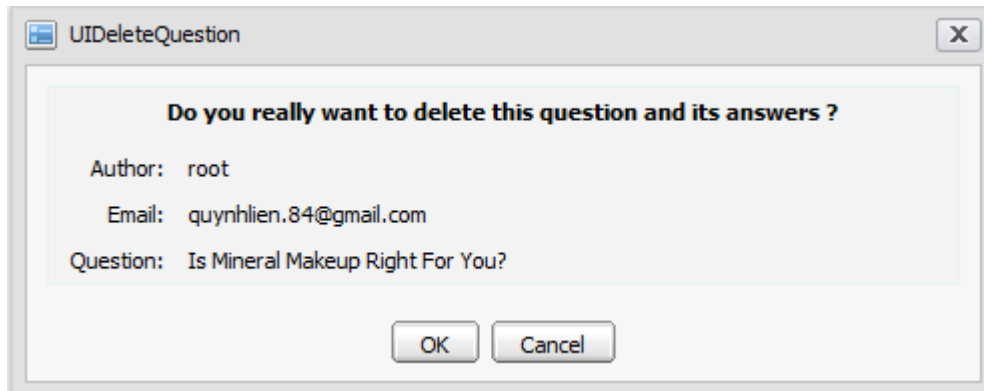


**Step 2:** Click **OK** to accept deleting or **Cancel** to quit.

**The 2<sup>nd</sup> way:**

**Step 1:** Click the button  **Manage questions** on the toolbar. The **Manage questions** form will appear.

**Step 2:** Click the icon  that corresponds to the question in the list that you want to delete.



**Illustration 94: The Confirm deletion form**

**Step 3:** Click **OK** in the confirmation message to accept deleting the selected question or click **Cancel** to escape without deleting.

After being deleted, the selected question will be removed from the list.

### **e) Moving questions**

The function is used to move one question from one category to another.

Only the Answers administrators and moderators of one category can move questions inside it.

Do as follows:

**Step 1:** Right-click the question that you want to move and then select **Move to** in the menu. The **Move question** form will appear.

**Step 2:** Move the question by double clicking the destination category in the category list.

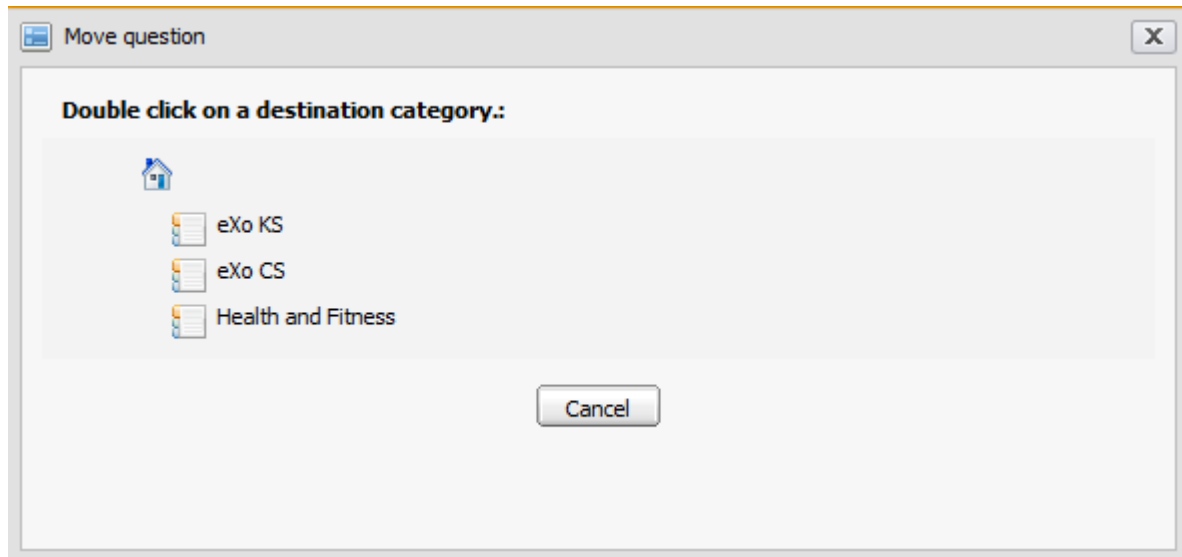


Illustration 95: Move question form

After moving, the **Move question** form is closed, the question is moved to the new destination category.

The **Cancel** button is used to escape the **Move question** form without moving.



Only the administrator can move questions to anywhere in the Answers while the moderator is checked permission when moving question. The moderator can only move question to the category that he is also the moderator.

The Move Notification is only sent to the owner of the questions that have been moved.

## f) Sending questions to friends

The function is used to send a specific question to your friends via emails. When you visit an interesting question, you may want to share with your friends for reference. This action supports the purpose.

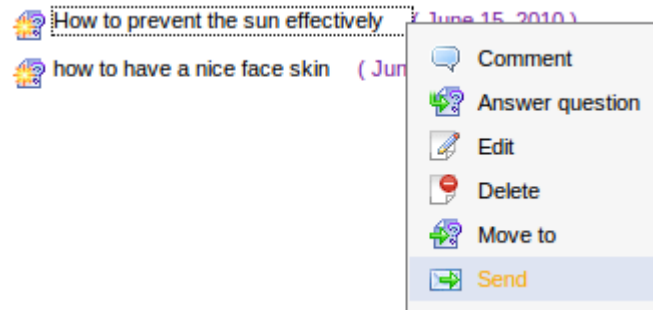
In the eXo Answers, only Administrators and Moderators can send pending questions.

Do as follows:

**Step 1:** Show the **Send question by email** form by one of two following ways:

**The 1<sup>st</sup> way:** Right-click the question that you want to send to your friend and then select **Send** in

the menu:



**The 2<sup>nd</sup> way:**

**Step 1:** Click the question you want to send to open.

**Step 2:** Click the **Send** icon at the top right corner of the question when viewing it in details:



The **Send question by email** form will be displayed:

The screenshot shows a web form titled "Send question by email". It contains the following fields and content:

- From:** Root Root \*
- Email:** root@localhost \*
- To:** \* | Add CC | Add BCC |
- Language:** English (dropdown menu)
- Subject:** How to prevent the sun effectively \*
- Message:** \*
  - Rich text editor toolbar with icons for undo, redo, bold, italic, underline, list, link, unlink, and others.
  - Text content: "Hi, You may be interested by this question:: Question : How to prevent the sun effectively Detail : This skin cream will enable everyone to avoid the extreme sun effectively without side effects. Click here for more details"

Illustration 96: The Send question by email form

Details:

<b>From:</b>	The sender's name.
<b>Email:</b>	The sender's email address.
<b>To:</b>	The receiver's email address. Using CC and BCC to send this message to more than one person easily and fast by clicking the 'Add CC' or 'Add BCC'. Use the 'Add CC' when you want other users to know and refer to this message. Use the 'Add BCC' when you want other users to receive this message but all receivers do not know that you also send this message to others.
<b>Language:</b>	The language is used to display question's contents. By default, it is English. However, if the sent question has been submitted in the other language such as French or Vietnamese, you can select the favorite for sending. When the language has been changed, the question's subject and message content are changed correspondingly.
<b>Subject:</b>	The subject that you want to send to your friend.
<b>Message:</b>	The content of message that you want to send to your friend.
<b>Send button:</b>	To accept sending a question to friends.
<b>Cancel button:</b>	To close the <b>Send question by email</b> form.

**Step 2:** Enter values for fields in the **Send question by email** form

**Step 3:** Complete sending the question by clicking the **Send** button.

The users with email addresses in the **To**, **CC** and **BBC** fields will receive this message. The receivers can click the 'here' link in the content of the message to view the question in details in the Answers application.

### g) Approving/disapproving questions

The function is used to moderate questions in a category that is set the 'Require approval on new questions' option.

One category may be set 'Moderate new questions' or not. If the 'Moderate new questions' option is not set, all questions in this category are approved and displayed by default. But when 'Moderate new questions' is set in one category, the new questions are added will be in the unapproved status and need to be moderated.

There are 2 modes for Answers: All and Approved.

- The **All** mode means that all approved and unapproved questions are displayed and visible for all users.
- The **Approved** mode means that only the approved questions are displayed and visible while the unapproved questions are not displayed and invisible.

In the **Approved** mode, the Moderate question function will determine the unapproved questions to be displayed or not.

Do as follows:

#### The 1<sup>st</sup> way:

**Step 1:** Go to the **Edit question** function which corresponds to the question that you want to approve or not.

**Step 2:** Select the **Approved** checkbox or not.

After being approved, all users can view these questions normally whatever Answers mode is.

#### The 2<sup>nd</sup> way:


**Step 1:** Go to the Answer question function which corresponds to the question that you want to approve or not.

**Step 2:** Select the **Approved** checkbox corresponding to the question you want to approve. Otherwise, don't select this checkbox.

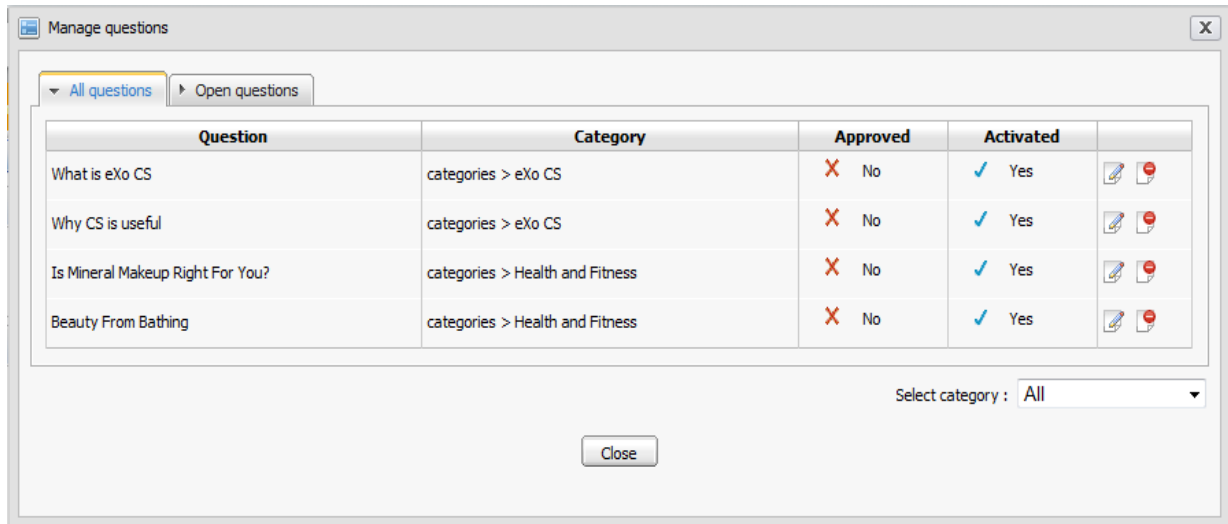
After being approved, all users can view these questions normally whatever Answers mode is.

















#### The 3<sup>rd</sup> way:



**Step 1:** Click the button  on the toolbar. The **Manage questions** form will appear.

**Step 2:** You can approve by clicking the current status of the question to change. If you want to disapprove, you can do it vice-versa.



Question	Category	Approved	Activated	
What is eXo CS	categories > eXo CS	 No	 Yes	 
Why CS is useful	categories > eXo CS	 No	 Yes	 
Is Mineral Makeup Right For You?	categories > Health and Fitness	 No	 Yes	 
Beauty From Bathing	categories > Health and Fitness	 No	 Yes	 

Select category : All

Close

## h) Activating/Deactivating questions

The function is used to activate/inactivate questions. When a question is activated, it will be displayed and visible for all users to view. If not, it is hidden and invisible.

Do as follows:

### The 1<sup>st</sup> way:

**Step 1:** Go to the **Edit question** function that corresponds to the question you want to activate and/or deactivate.

**Step 2:** Select the **Activated** checkbox. Otherwise, don't select the checkbox.

The selected question will not be displayed.

### The 2<sup>nd</sup> way:

**Step 1:** Go to the Answer question function that corresponds to the question you want to activate or not.

**Step 2:** To activate, select the **Activated** checkbox. Otherwise, don't select the checkbox.

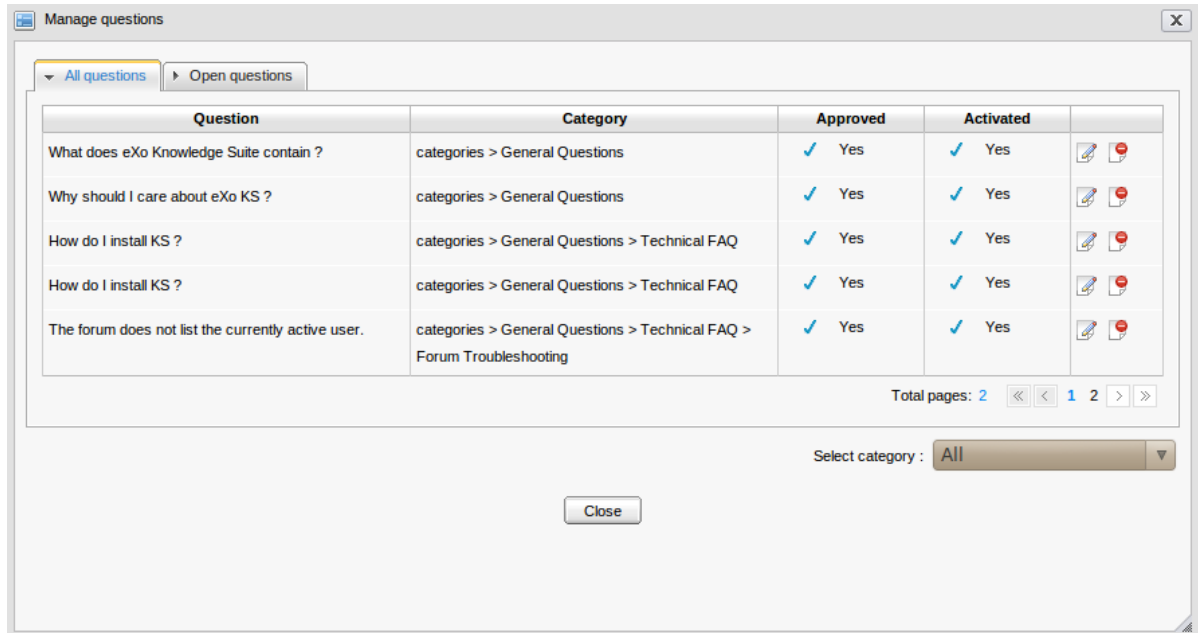
After being activated, all users can view these questions normally whatever the Answers mode is.

### The 3<sup>rd</sup> way:

**Step 1:** Click the button  on the toolbar. The **Manage questions** form

will appear.

**Step 2:** Activate the question by clicking the current status of the question:



If you want to change a question from inactivated status into activated status, follow the above steps.

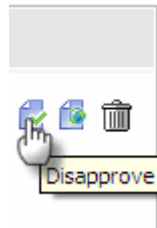
### i) Approving/Disapproving answers

The function is used to approve/disapprove answers of specific questions. When the administrator or the moderator views the question answer, if they want to approve/disapprove a specific answer, he can click directly the approval/disapproval icon beside the answer.

To approve an answer, click its disapproved icon to change the current status:



To disapprove an answer, click its approved icon to change the current status:



The approved answer will be visible to the normal users while the unapproved question will be invisible.

#### j) Activate/Deactivate answers

The function is used to activate/inactive answers of specific questions. When administrators or moderators view an answer, if they want to activate/inactivate a specific answer, he can click directly on the activate/inactive icon besides the answer.

To activate an answer, click its inactivated icon to change the current status:



To inactivate an answer, click its activated icon to change the current status:



The inactivated answer will be hidden to the normal users while the activated question is shown.

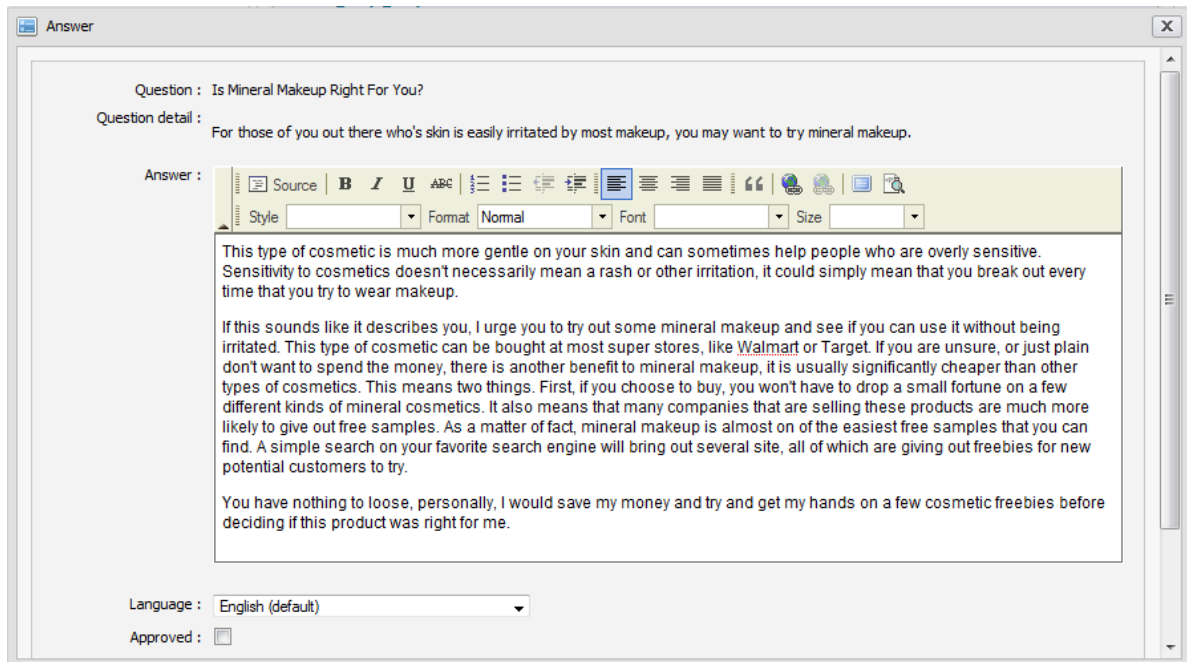
#### k) Edit Answers

The function allows editing a specific answer.

Do as follows:

**Step 1:** Click the edit icon  which corresponds to the answer that you want to edit.

The **Answer** form will be displayed with the current answer's information, available for editing:



Question : Is Mineral Makeup Right For You?

Question detail : For those of you out there who's skin is easily irritated by most makeup, you may want to try mineral makeup.

Answer :

This type of cosmetic is much more gentle on your skin and can sometimes help people who are overly sensitive. Sensitivity to cosmetics doesn't necessarily mean a rash or other irritation, it could simply mean that you break out every time that you try to wear makeup.

If this sounds like it describes you, I urge you to try out some mineral makeup and see if you can use it without being irritated. This type of cosmetic can be bought at most super stores, like [Walmart](#) or Target. If you are unsure, or just plain don't want to spend the money, there is another benefit to mineral makeup, it is usually significantly cheaper than other types of cosmetics. This means two things. First, if you choose to buy, you won't have to drop a small fortune on a few different kinds of mineral cosmetics. It also means that many companies that are selling these products are much more likely to give out free samples. As a matter of fact, mineral makeup is almost on of the easiest free samples that you can find. A simple search on your favorite search engine will bring out several site, all of which are giving out freebies for new potential customers to try.

You have nothing to loose, personally, I would save my money and try and get my hands on a few cosmetic freebies before deciding if this product was right for me.

Language : English (default)

Approved : ☐

**Step 2:** Make changes in the form.

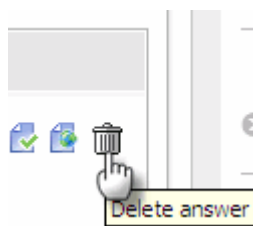
**Step 3:** Click the **Save** button to accept saving the changes.

## I) Delete answers

The function is to delete specific answers.

When viewing question, if you are the administrator/moderator, you can see all answers of a specific question.

To delete one answer, simply click the trash icon below the answer that you want to delete:



The deletion confirmation message is shown. Click **OK** to accept deleting or **Cancel** to quit.

## m) View questions

Each question in the questions list has the collapse/expand mode.

To view a specific question, click the question title. For example, click 'Where are sites?'.

The question details will be shown below:

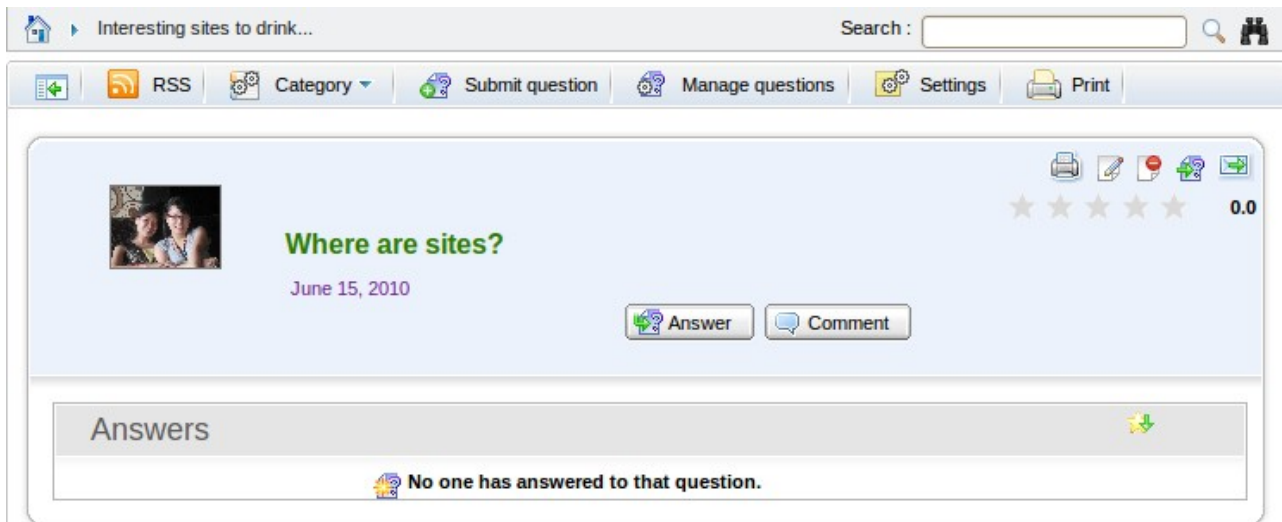


Illustration 97: The question panel in case it has not been answered

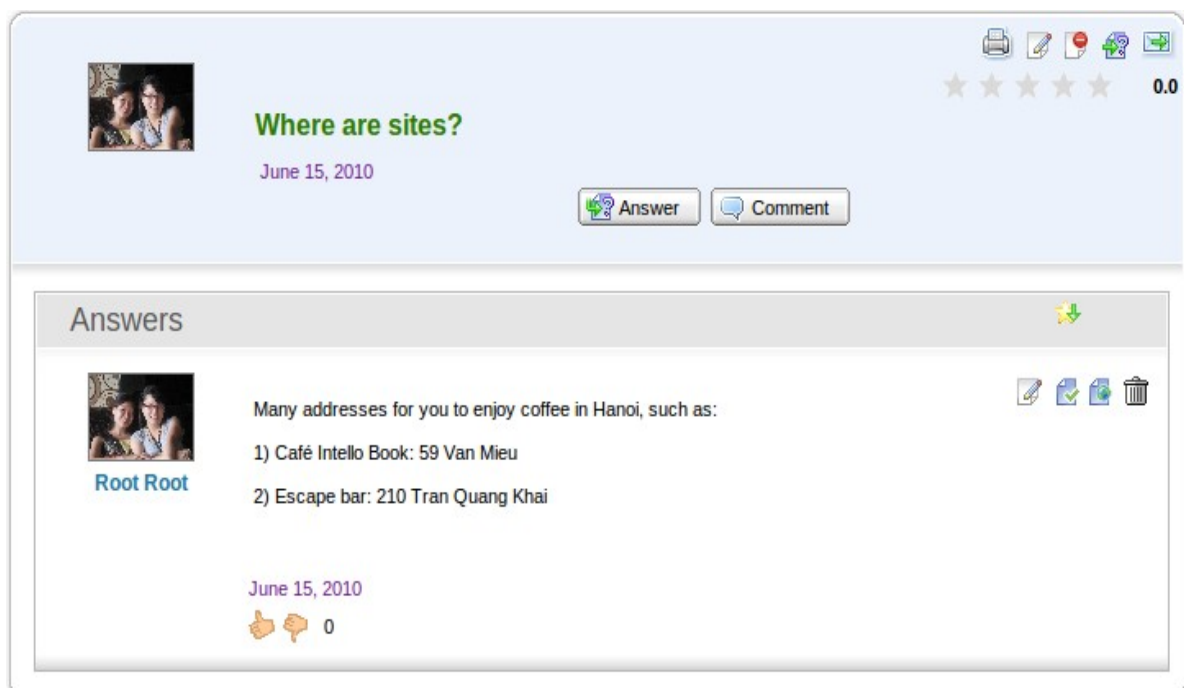


Illustration 98: The question panel in case it has been answered

It includes the question content, the answer content (in case the question has not been answered,

the 'No one has answered to that question' message is shown).



: Print the question.



: Edit a question or an answer.



: Delete a question.



: Move a question



: Send the question.

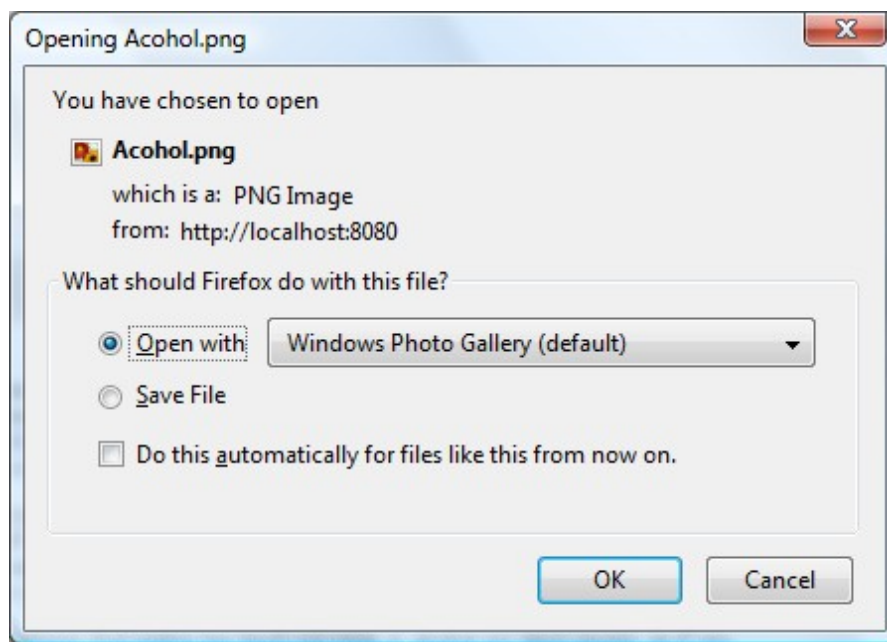


: Sort question by its star rating.



: Rate up/down the answer.

To download the attachments, click the attachment title. The download pop-up will appear with 3 options:



**Illustration 99: The download file pop-up on Fire Fox**


- Open with: To directly open the attachment with proper application
- Save File: To save the attachment.
- Cancel: To close the download pop-up without downloading.

To close the view question form, click its title again, its answers and related questions will be hidden.

In the **Manage questions** form, the Answers administrators can view all questions in all categories or all questions that have not been answered.

This action supports the administrators to view questions generally.

Do as follows:

- To view the question list in general, click the button  on the toolbar. The **Manage questions** form will appear.

This form includes two tabs, in which:

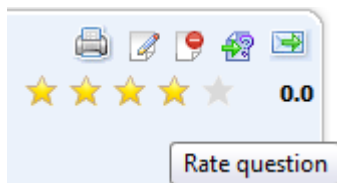
- The **All questions** tab includes all questions in all categories.
- The **Pending questions** tab includes all questions that have been not answered.

#### n) Vote questions

This function allows logged users to evaluate a question by voting in form of rating star from 1 to 5. The more star rate the question has, the more interesting it is.

Do as follows:

**Step 1:** Go into the question which you want to vote.



**Step 2:** Rate the question by left-clicking the star. The selected stars will be changed from gray to yellow. Click **Cancel** if you want to quit the **Vote** form.

After being voted, the vote statistics will be updated.



*Each user can only vote one question at once. The vote function is not available to anonymous users.*

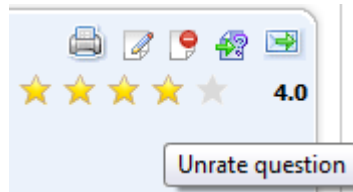
#### o) Remove question vote

This function allows you to remove your vote on a specific question that let you vote it again.

Do as follows:

**Step 1:** Go to the question that you have voted it before.

**Step 2:** Click the vote star at the top right question panel:



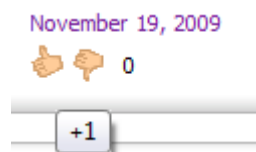
The alert message will appear.

**Step 3:** Click **OK** to confirm removing your vote or **Cancel** to close the alert message without removing.

### p) Vote for questions

This function allows you to rate up/down an answer of a specific question. Each voter can only vote Up (+1) or Down (-1).

To rate up/down, simply click the relevant thumb icon:



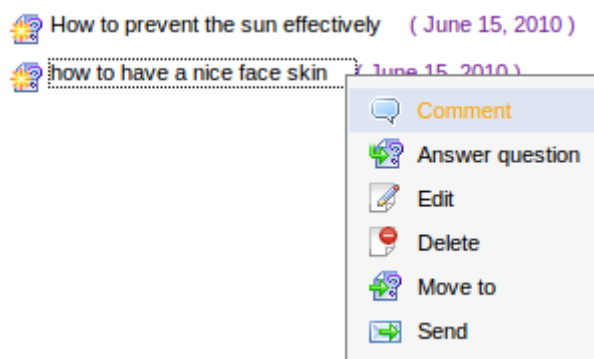
You can not rate twice but you can change your rate. When being changed, the old rate will be removed, recalculated and updated with a new score.

### q) Commenting questions

The function allows logged users to give comments on specific questions.

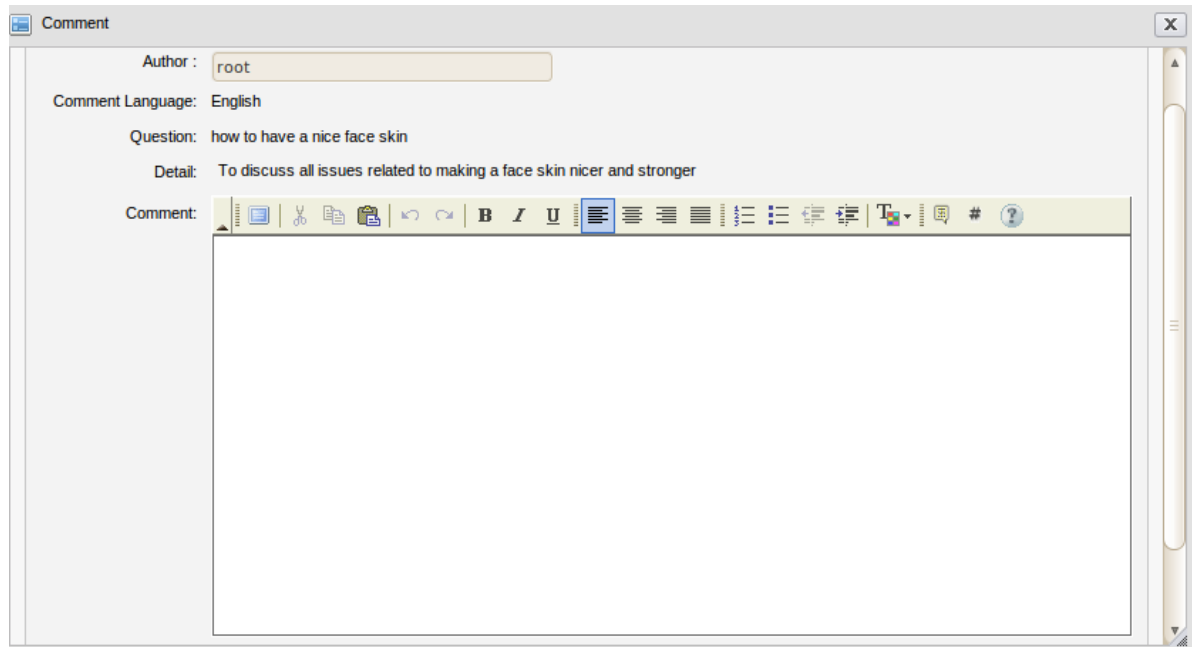
Do as follows:

**Step 1:** Click the **Add comment** button or right-click a specific question and select **Comment** in the menu:





The **Comment** form will appear:



The screenshot shows a web browser window titled "Comment". Inside the window, there is a form with the following fields and content:

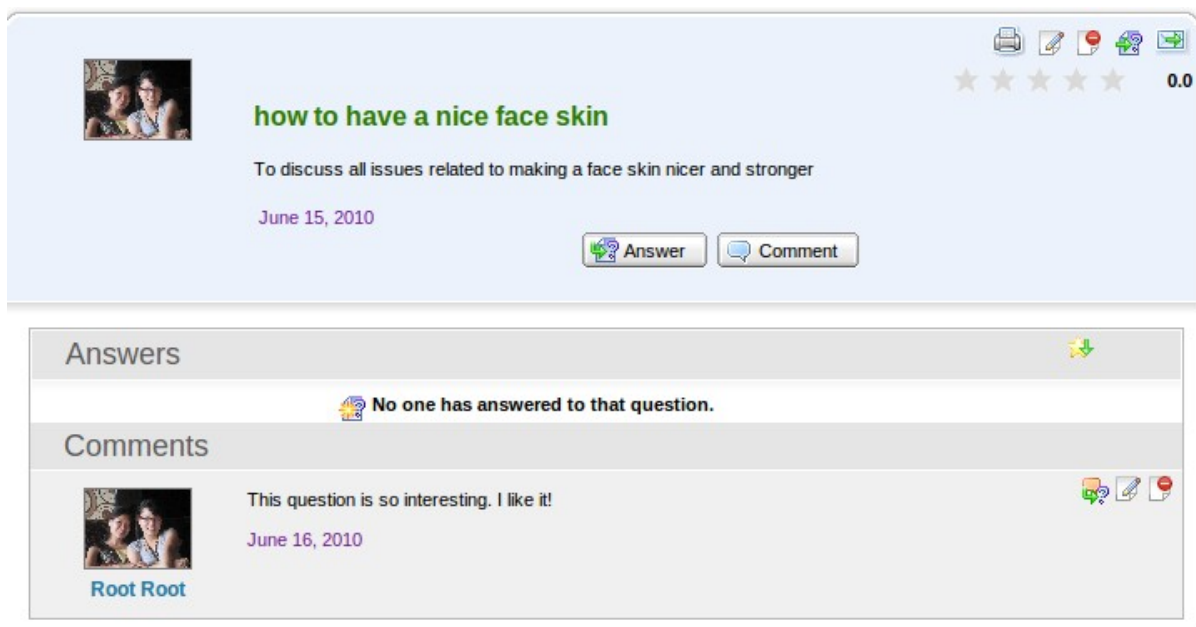
- Author :** A text input field containing the value "root".
- Comment Language:** A dropdown menu set to "English".
- Question:** A text field containing "how to have a nice face skin".
- Detail:** A text field containing "To discuss all issues related to making a face skin nicer and stronger".
- Comment:** A large text area for writing a comment, currently empty. Above this area is a rich text editor toolbar with icons for bold, italic, underline, bulleted list, numbered list, link, unlink, and other formatting options.

Illustration 100: The Comment form

**Step 2:** Input a comment into the text editor.

**Step 3:** Click the **Save** button to accept saving a comment.

After you comment a question, the comment will be displayed below:




The screenshot displays the eXo Knowledge interface. At the top, there is a question card with a profile picture of a woman, the title "how to have a nice face skin" in green, and the detail "To discuss all issues related to making a face skin nicer and stronger". The date "June 15, 2010" is shown below the detail. To the right of the question card are five stars and a rating of "0.0". Below the question card are two buttons: "Answer" and "Comment".

Below the question card, there is a section titled "Answers" with a green plus icon. It contains a message: "No one has answered to that question." with a small icon of a person with a question mark.

Below the "Answers" section is a section titled "Comments". It contains a comment from a user with a profile picture, the text "This question is so interesting. I like it!", and the date "June 16, 2010". The user's name "Root Root" is displayed below the comment. To the right of the comment are three icons: a speech bubble, a pencil, and a red circle with a white 'X'.

To promote a comment as an answer, click the icon  on the top right of the comments panel.

To edit a comment, simply click the edit icon  on the top right of the comments panel.

To delete a comment, simply click the delete icon  on the top right of the comments panel.



*Comments can be written in different languages. If a question is posted in multiple languages, it can also have comments in multiple languages.*

### r) Promote comments

The function allows you to promote comments of a specific question to be its answer.

Do as follows:

**Step 1:** Click the question which has a comment that users want to promote to be its answer.

**Step 2:** Click the promote icon  to change the comment into the question's answer.

After being promoted, the comment becomes the question's answer.

## 3.2.2 User Settings

The function allows users to set some display properties of the Answers application. Besides, it allows users to sort the Answers by popularity, to manage watch and to change avatars.

Do as follows:

**Step 1:** Click the button  on the toolbar, the **Settings** form will appear:

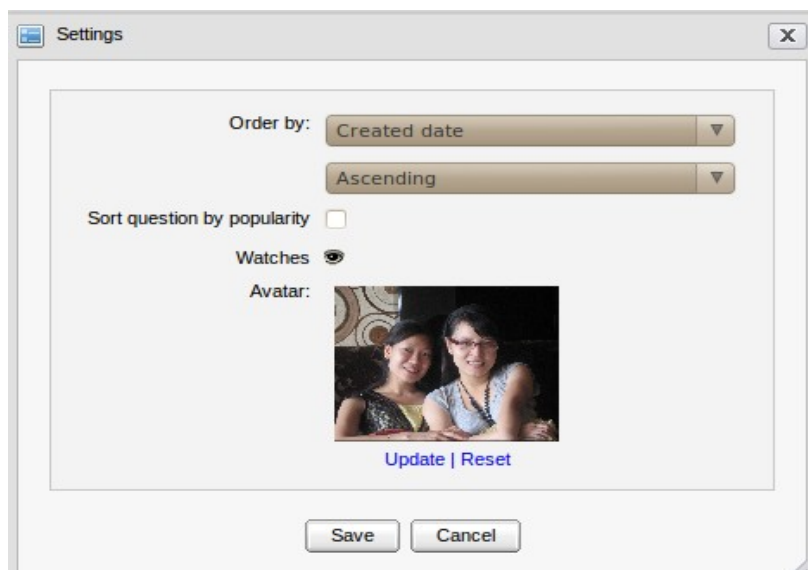


Illustration 101: Settings form

Details:

**Order by**

The way is used to order the entries in list.

- With the 'Created Date': The entries in the question list will be displayed to the entries' created date order.
- With the 'Alphabet/Index': The entries in the question list will be displayed to the alphabet/index order.

The type of sorting entries in the question list may be: Ascending or Descending.

**Sort question by popularity**

This option is whether to sort question by popularity or not.

**Watches**

To manage watches of current login users.

**Avatar**

To show your avatar.

**Update**

To change an avatar.

**Reset**

To remove the current avatar and set by the default one.

**Save button**

To accept saving current settings


**Cancel button**

To close the **Settings** form.

**Step 2:** Select values for fields in this form.

**Step 3:** Saving the settings by clicking the **Save** button.

- ✓ To manage watches, do as follows:

**Step 1:** Click the watch icon  to open the **User Watch Manager** form:

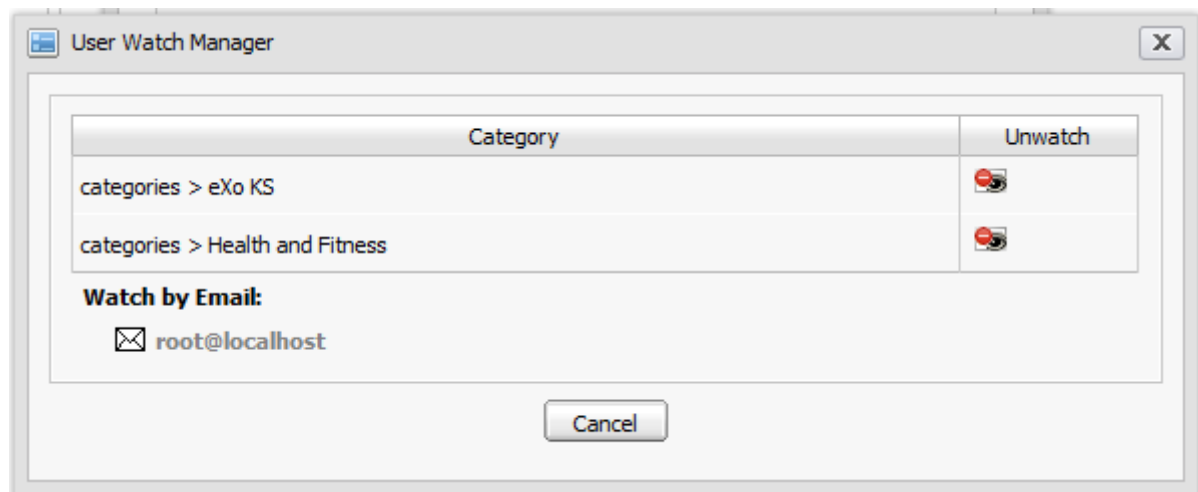



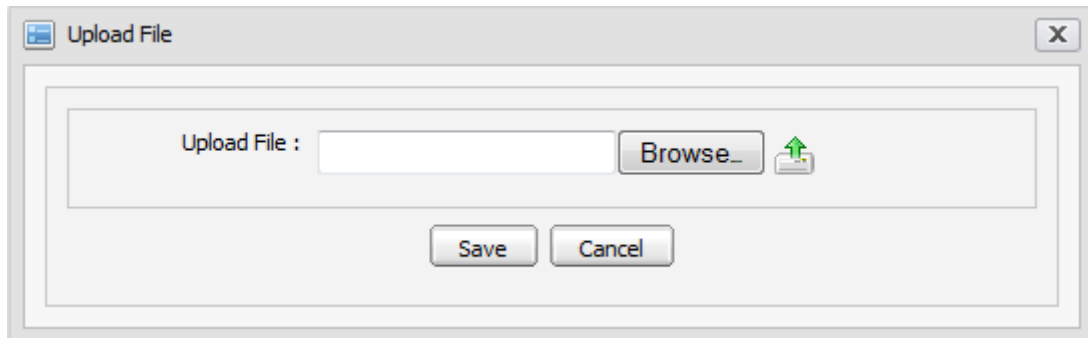
Illustration 102: The User Watch Manager form

**Step 2:** Click the category title to view in details.

**Step 3:** Click the unwatch icon  which corresponds to the category you want to remove a watch.

- ✓ To change an avatar, do as follows:

**Step 1:** Click the **Upload** link to open the **Upload File** form:



**Step 2:** Click the **Browse...** button to select a file to upload.

**Step 3:** Click the icon  to upload the selected file.

**Step 4:** Click **Save** to accept changing the avatar.

### 3.2.3 View User Profile


The function allows viewing the profile of specific users who submit, answer or comment questions.

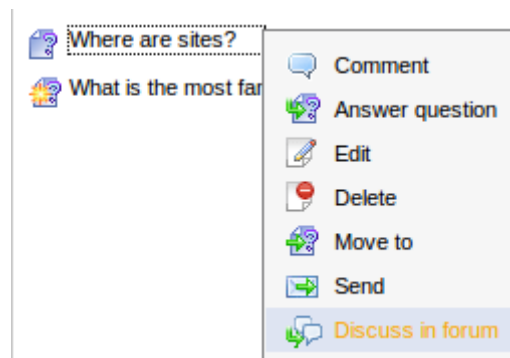
To view a specific user's profile, simply click his/her user name, the user profile pop-up will be displayed:

### 3.2.4 Discuss in forum

The function allows users to discuss a question in the Forum application.

When a question is discussed, it will become a new topic in the Forum application. The new topic created with the topic title is the question title, the topic content is the question content and the post is the question answer or comment.

To discuss or view the question's discussion, click the icon  at the top left of the question panel or right-click a specific question and select **Discuss in forum** in the menu:



After being discussed, a new topic is created into the forum which is defined as the discussed forum in the Answers Setting and you are redirected directly to the Forum application.

When there is an answer added, a comment added or any edition in a question, an answer or a comment, the discussed topic in the Forum application is changed correspondingly.

However, when the question is clicked to discuss at the first time, its status is pending for approval. You can only view the discussed topic when the Forum administrator/moderator approve it.

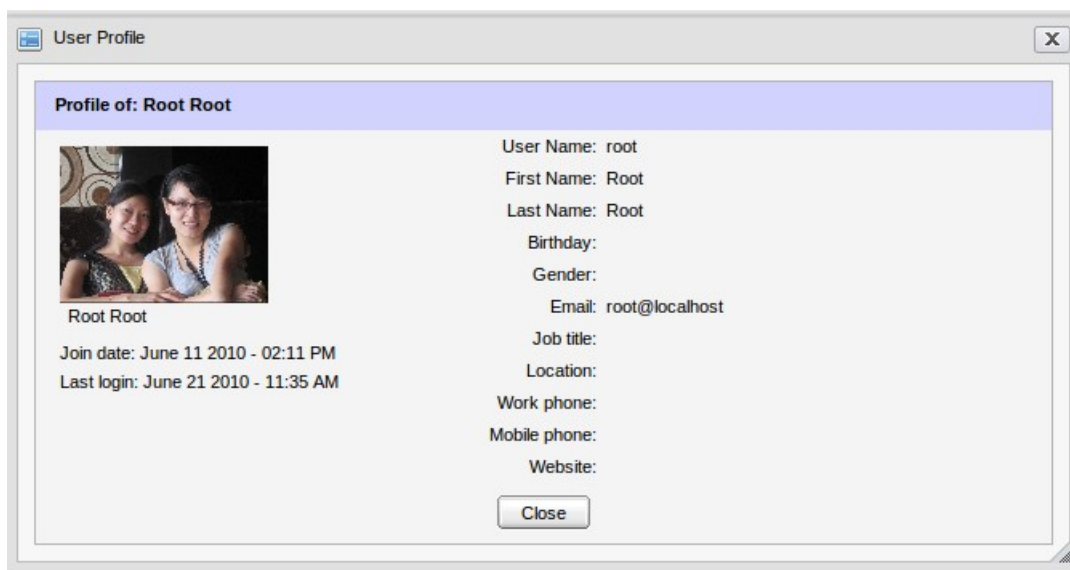


Illustration 103: View User Profile form

After a question is discussed, to view it, simply click the **Discuss in forum** option in its right click menu.

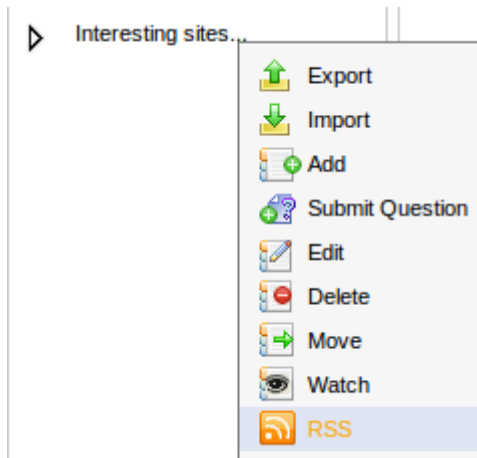
### 3.2.5 Rss feed

The function provides RSS feeds. Each time an entry is added or updated, the corresponding category's feed will be updated.

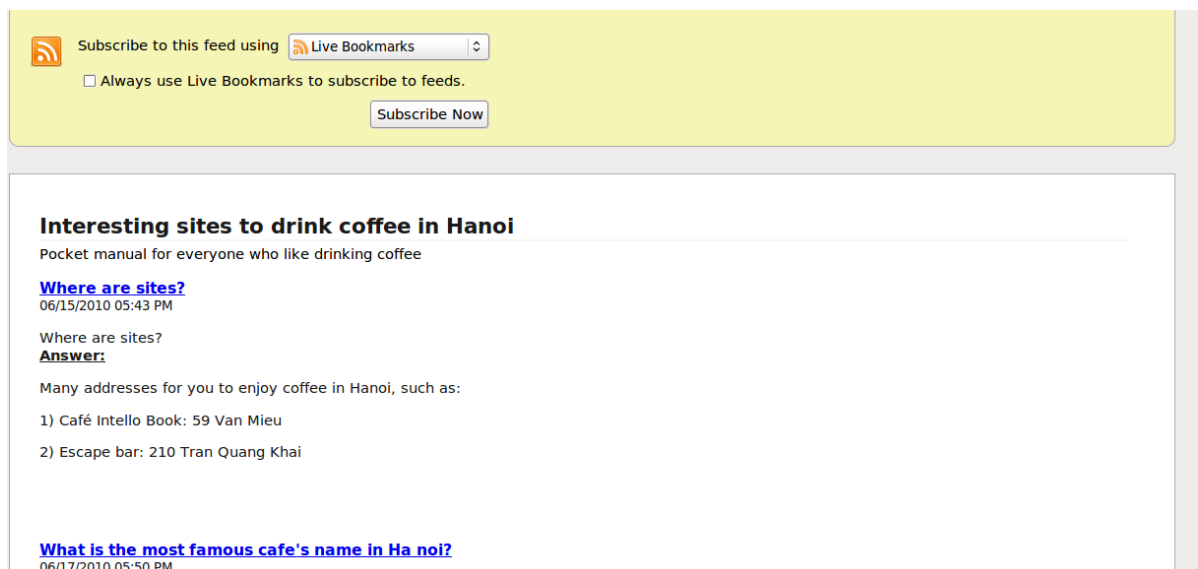
Do as follows:

**Step 1:** Click the category that you want to get the RSS feed.

**Step 2:** Click the RSS button on the main action bar or select RSS in the right click menu of a specific category:



The RSS information page will appear on another tab:



All question information of the category that is being watched will be listed.

To add a live bookmark, simply click the **Subscribe Now** button, then click the **Add** button in the menu pop-up.

### 3.2.6 FAQ Portlet

You can add the FAQ Portlet to a page for using. eXo KS facilitates users with the FAQ portlet that helps users quickly and easily view the questions and answers from the Answers portlet by the tree view type.

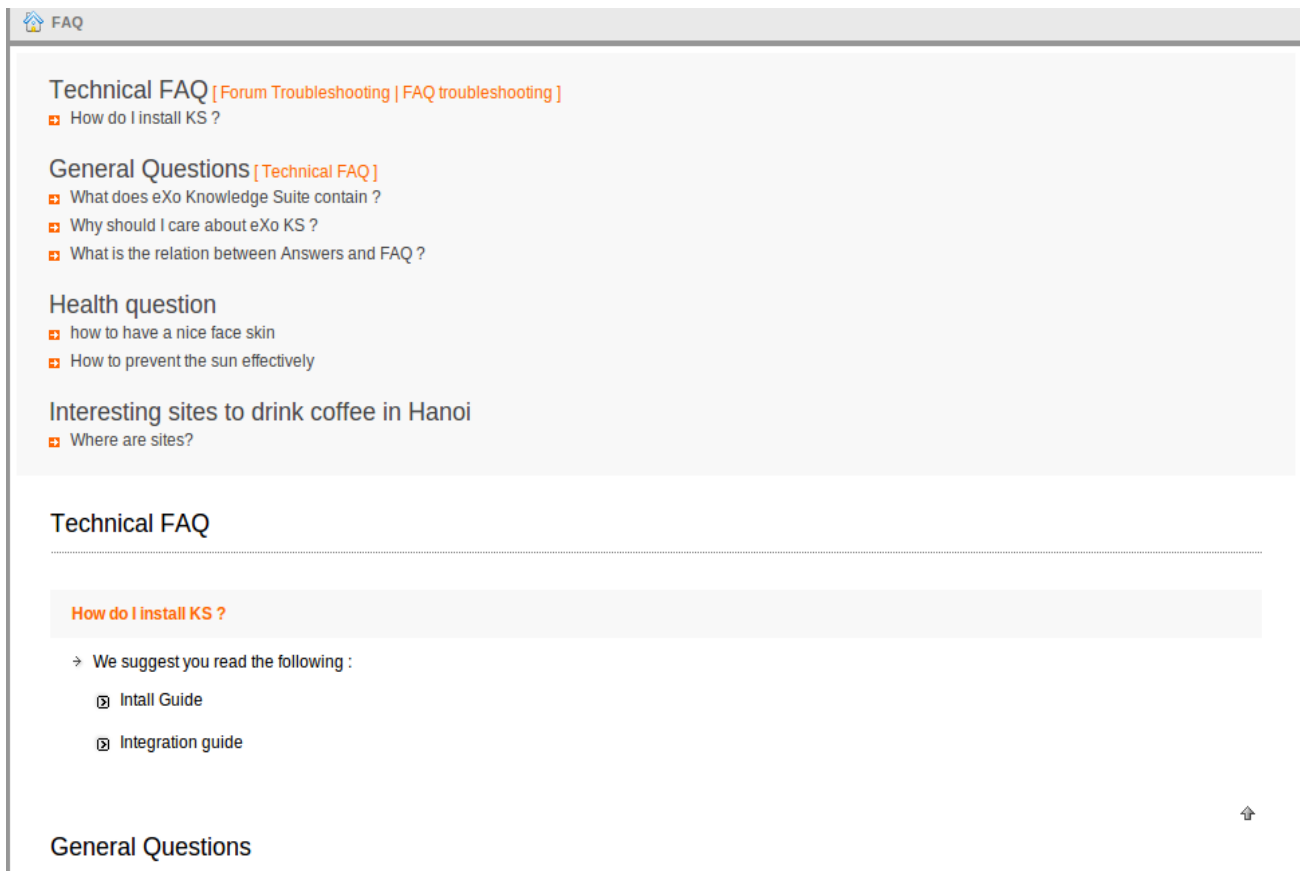


Illustration 104: The FAQ Portlet in the View mode

## 3.3 Advanced operations in Answers

### 3.3.1 Add an Answer portlet

**Step 1:** Click **Add new page** in the **Site Editor** menu on the administration toolbar. The **Page Creation Wizard** will appear. This consists of the following steps to complete creating a new page.

**Step 2:** Select a navigation where a page locates on the left panel. Enter a page name (\*required) and a display name. Click **Next** to move to the next step.

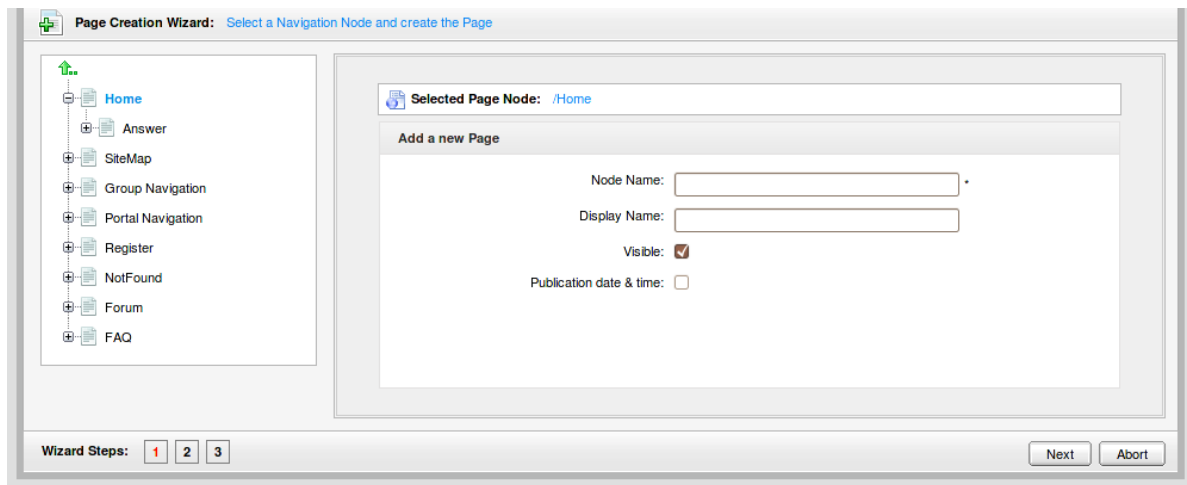


Illustration 105: The Page Creation Wizard (step 1)

**Step 3:** Choose the page layout template:

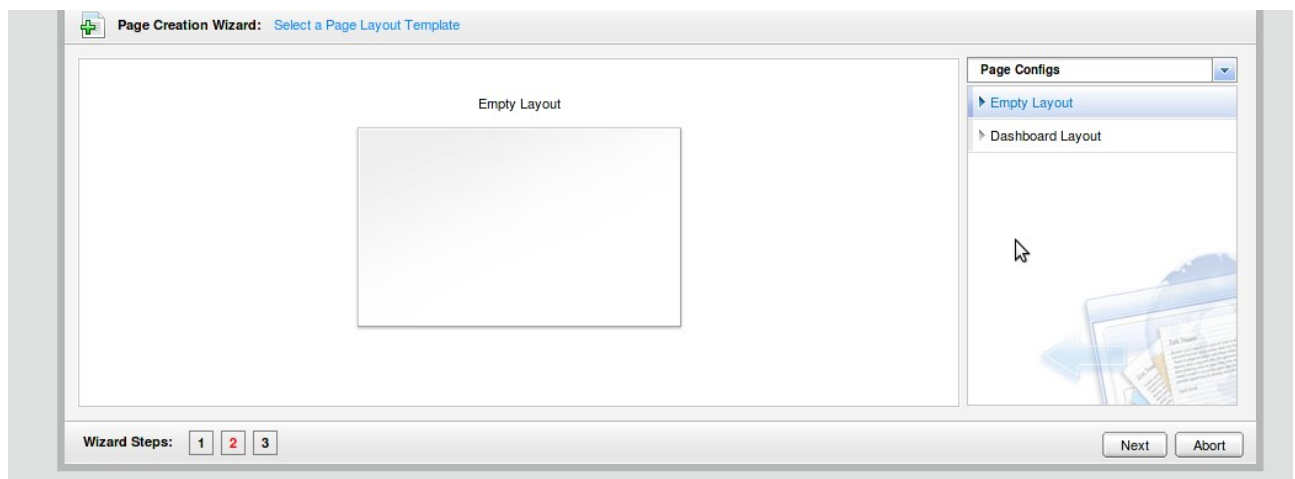


Illustration 106: Select a Page Layout Template (Step 2)

In the step, you can configure the desired page layout. By clicking the drop-down list on the right top corner, you will see all the configurations available, including Page, Column Page, Tape Page, Rows Page and Mix Page. Select which parts you want to modify by clicking the relevant entries.

**Step 4:** Click **Next**, the **Page Editor** appears as follows:



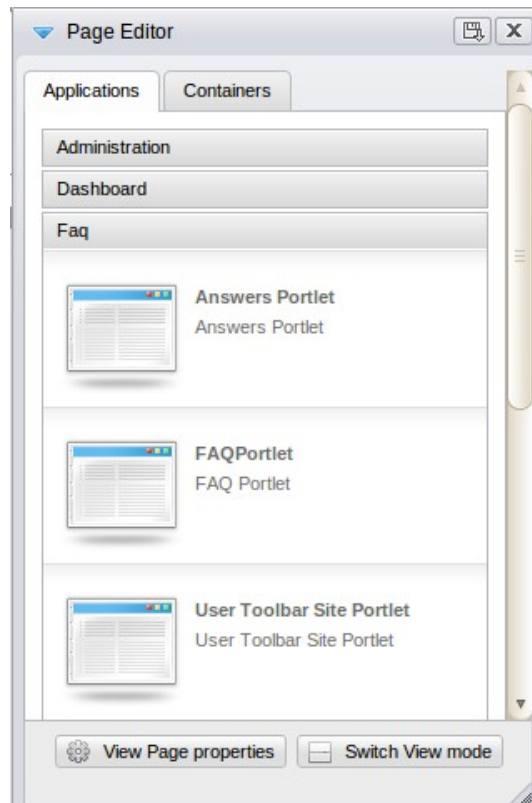
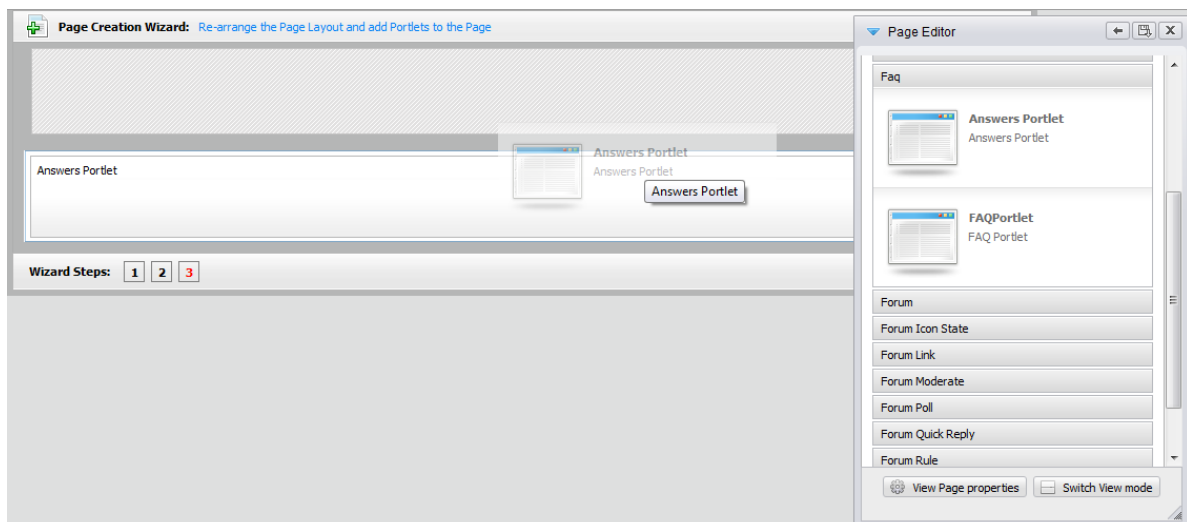



Illustration 107: Page Editor

**Step 5:** Drag and drop the **Answers Porlet** from **Page Editor** into a page area:




**Step 6:** Click the Finish icon  to complete adding an Answers portlet to a page. You can take all actions related to Answers from now by opening that page.

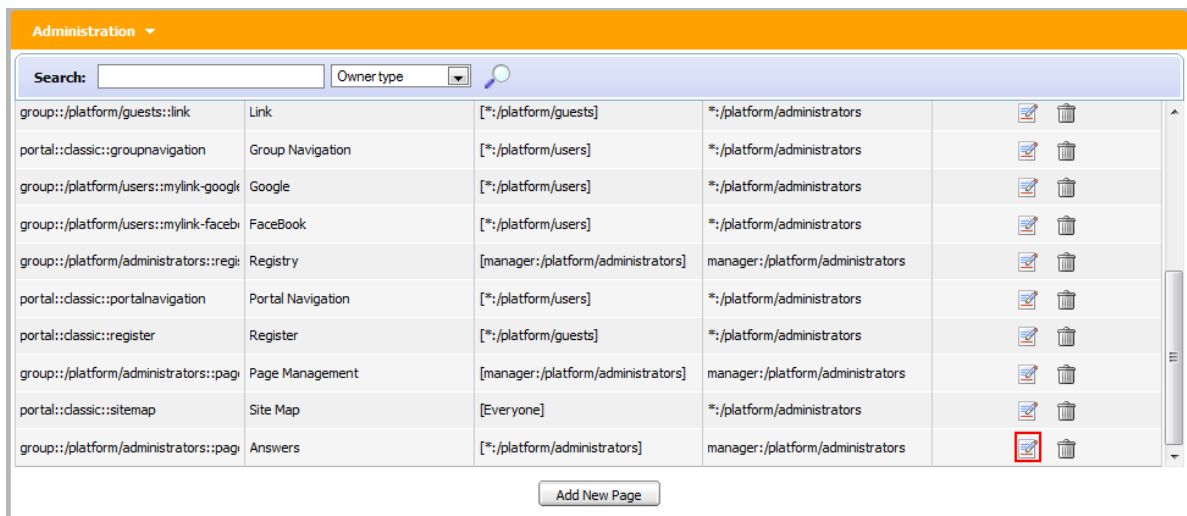
### 3.3.2 Answer portlet setting

The function allows the administrators to set some properties for the Answers application.

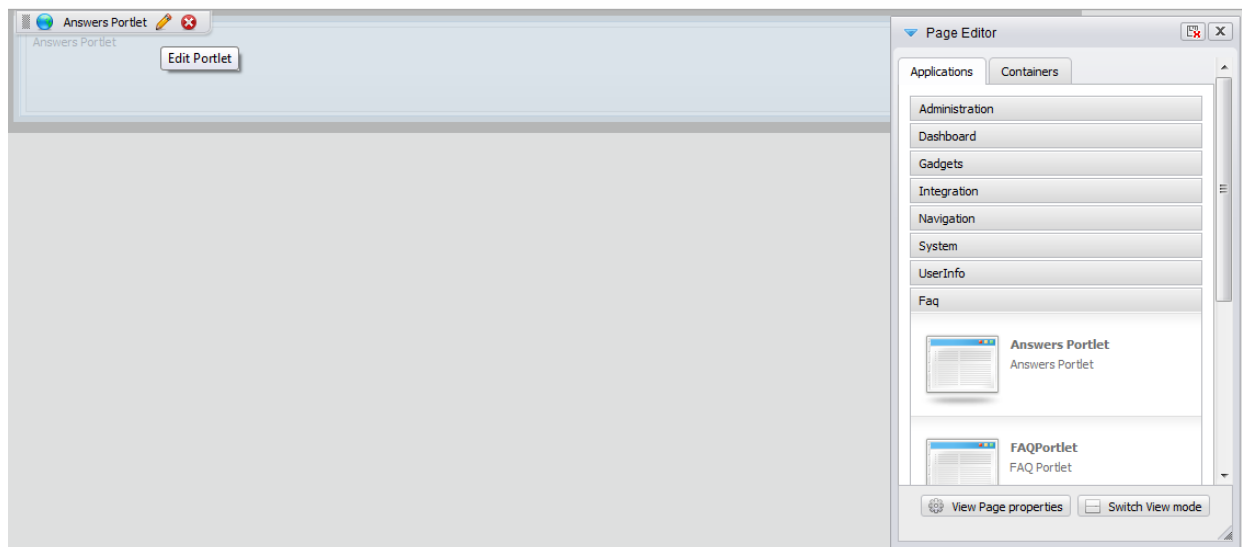
Do as follows:


**Step 1:** Go to **Group--> Administration--> Page Management** on the administration toolbar.

**Step 2:** Click the icon  that corresponds to the answers page in the page list:



The **Answers Portlet** will appear:



**Step 3:** Click the icon  on the right corner of this portlet. The form to edit the Answers portlet will appear:

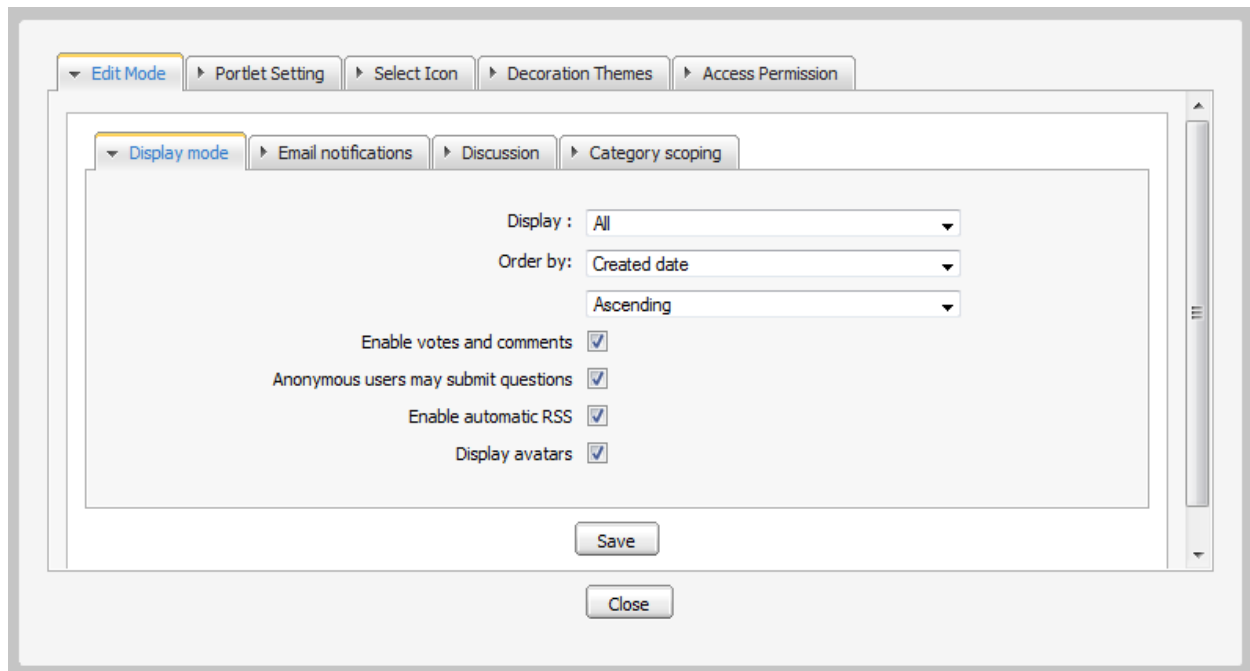


Illustration 108: The Display Mode tab

Details:

The **Display Mode** tab includes all default display properties of the Answers application.

- Display:** The mode is used to display all entries in the Answers application.
- **'All'**: all entries (including: approved and unapproved entries/questions) are displayed in a list when users view.
  - **'Approved'**: Only approved entries are displayed in the list when users view.

- Order by:** The way is used to display all entries in the Answers application.
- **With 'Created Date'**: Entries in the list will be displayed to the entries' created date order.
  - **With 'Alphabet/Index'**: Entries in the list will be displayed to the alphabet order.

The type of sorting entries in the list may be: Ascending or Descending.

**Enable votes and comments:** This option is to allow votes and comments to be available or further assistances unavailable in the Answers. If the **Enable vote and comments** checkbox is selected, users can comment and vote in Answers. If not, these functions are disabled.

**Anonymous users may submit questions:** This option is to allow the anonymous users to submit question in Answers or not. If the **Anonymous users may submit question** checkbox is selected, anonymous users are entitled to submit questions. If it is not selected, anonymous users can not submit questions.

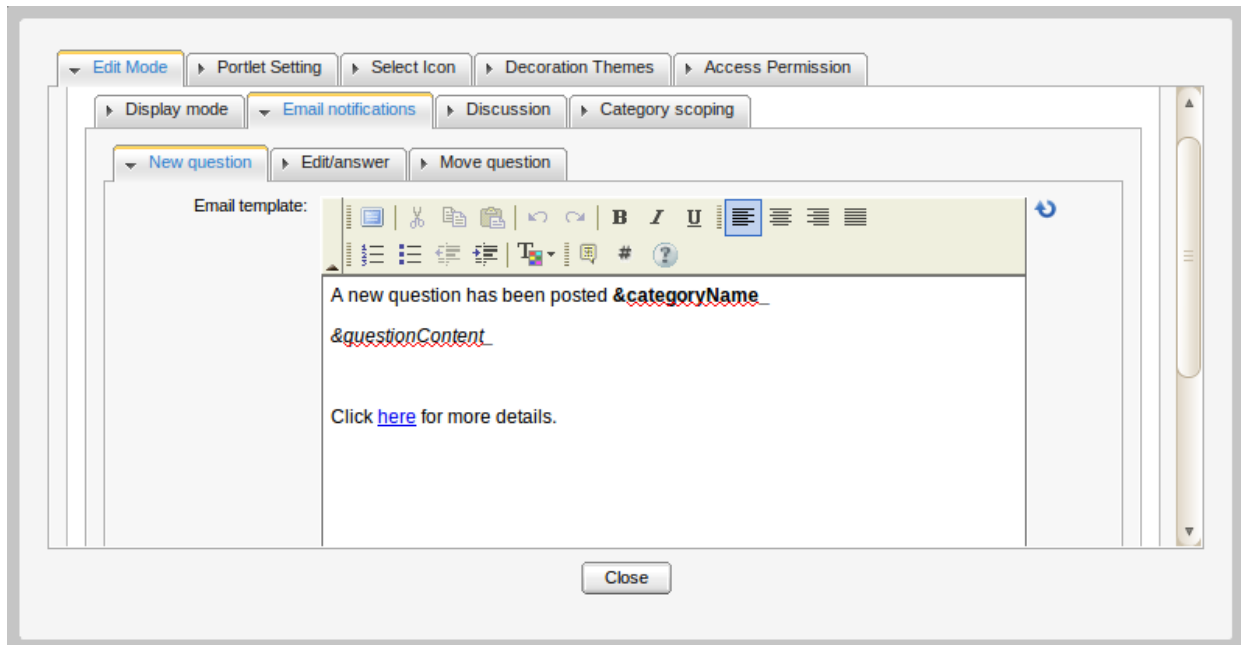
**Enable automatic RSS:** This option is to allow RSS feeds function to be available in the Answers or not. If the **Enable automatic RSS** is selected, users can get RSS information in Answers. If

not, the RSS function is disabled.

**Display avatars:**

The option is to allow an avatar to be viewed in Answers or not. If the **Display avatars** checkbox is selected, the avatar of eXo members are shown in Answers. If not, they are hidden.

The **Email notifications** tab allows the content of notification mails to be defined or not. It includes The **New question**, the **Edit/answer** tab and the **Move Question** tab:



**Illustration 109: The Email notification tab**

Details:

The New question tab contains the default content of notification mail about new questions. The Edit/answer tab contains the default content of notification mail about the question which is answered or edited.

To change the content of the notification mails, manually edit the text in the FCK editor. The content can be decorated with multi effects such as font style, size, color, image, etc.

The Move question tab contains the default content of notification mail about moving questions.



*There are some parameters which are used to load the category and question's content dynamically. So, you should not edit them.*

The **Discussion** tab allows the Forum discussion function to be enabled and/or disabled in Answers and set the default forum for this function.

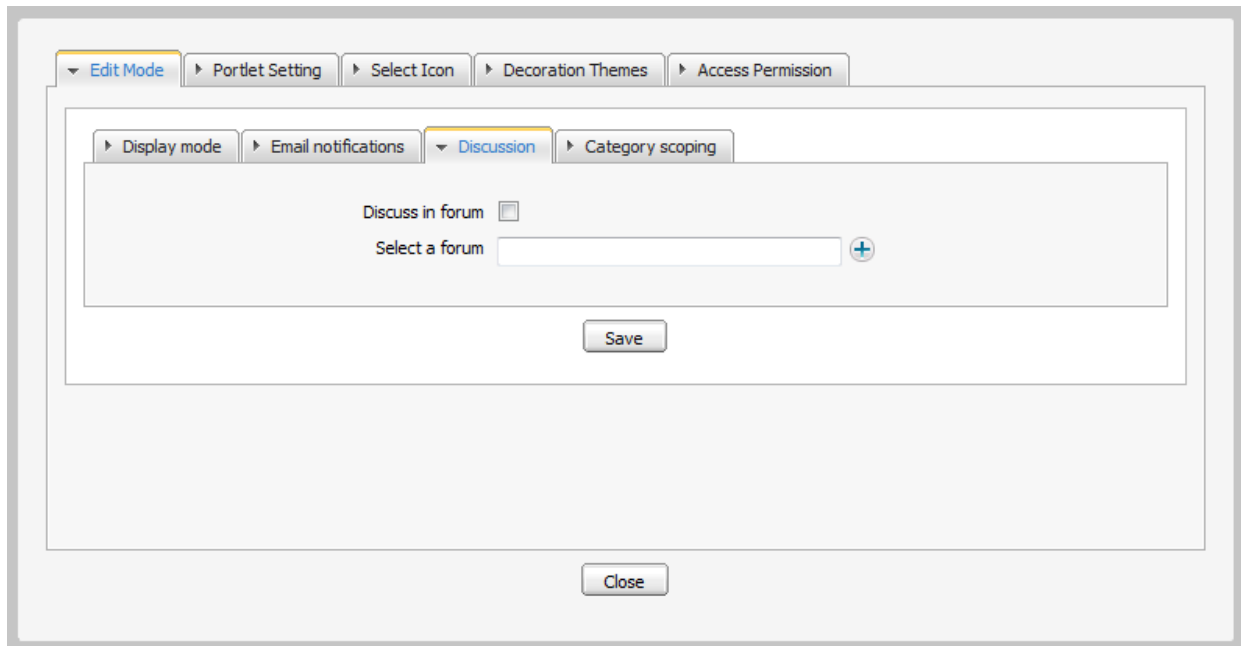



Illustration 110: The Discussion tab

To enable/disable the Forum discussions, simply select/unselect the **Discuss in forum** checkbox. To define the default category for discussions, do as follows:

**Step 1:** Click  to open the **Select a forum** form. The **Select a forum** form will appear.

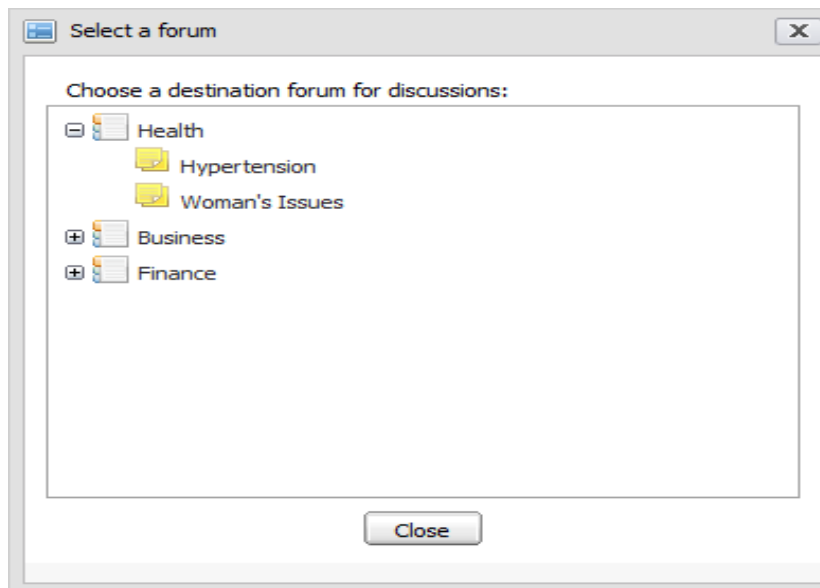


Illustration 111: The Select a forum form

**Step 2:** Click a specific category/forum title to select it.

**Step 3:** Click **Save** to accept saving changes in the **Discussion** tab.

The **Category scoping** tab allows you to hide/show categories in the Answers application. The hidden category will not be displayed in the Answers application.

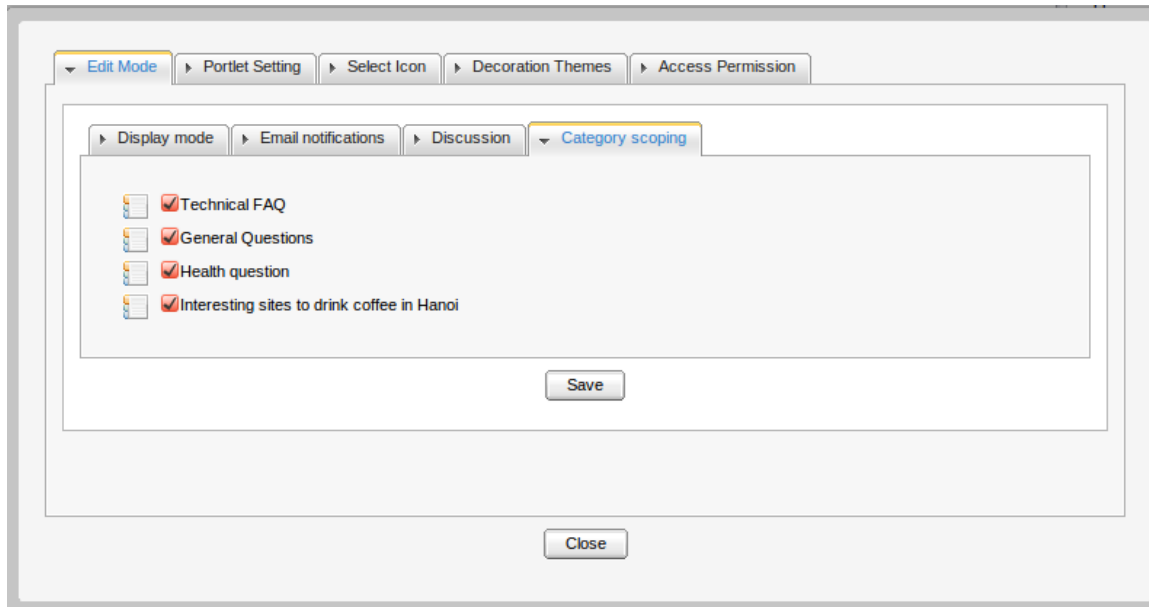


Illustration 112: Category scoping

To hide/show any category, simply unselect or select its checkbox and click Save.

As a result, the Forum portlet settings will be saved. The selected category will be displayed in the Answers application while the unselected category will be hidden.

The **Portlet Setting** tab includes:

The screenshot shows the 'Portlet Setting' tab in the eXo interface. The tab is highlighted in blue. The form contains the following fields and options:

- Display Name: Answers Portlet
- Portlet Title: Answers Portlet
- Width: (empty text box)
- Height: (empty text box)
- Show Info Bar: ☒
- Show Portlet Mode: ☒
- Show Window State: ☒
- Description: Answers Portlet

At the bottom of the form, there are two buttons: 'Save And Close' and 'Cancel'.

Illustration 113: The Portlet Setting tab

<b>Display Name:</b>	The portlet's display name.
<b>Portlet Title:</b>	The Answers portlet's title.
<b>Width:</b>	The portlet's vertical size. Value of this field should be in a numeric format. This field can be changed. (Not required).
<b>Height:</b>	The portlet's horizontal size. It should be in a numeric format. This field can be changed. (Not required).
<b>Show Infor Bar:</b>	This option enables users to show the information bar of the portlet or not.
<b>Show Portlet Mode:</b>	This option enables users to show the portlet mode or not.
<b>Show Window State:</b>	This option enables users to show window state of the portlet or not.
<b>Description:</b>	This brief description about the portlet. It must has length from 0 to 255 characters.

The **Select Icon** tab allows you to select icon for the portlet. By clicking the **Get Default**, you do not have to choose any icon from the list, it will automatically get the default one for the portlet.

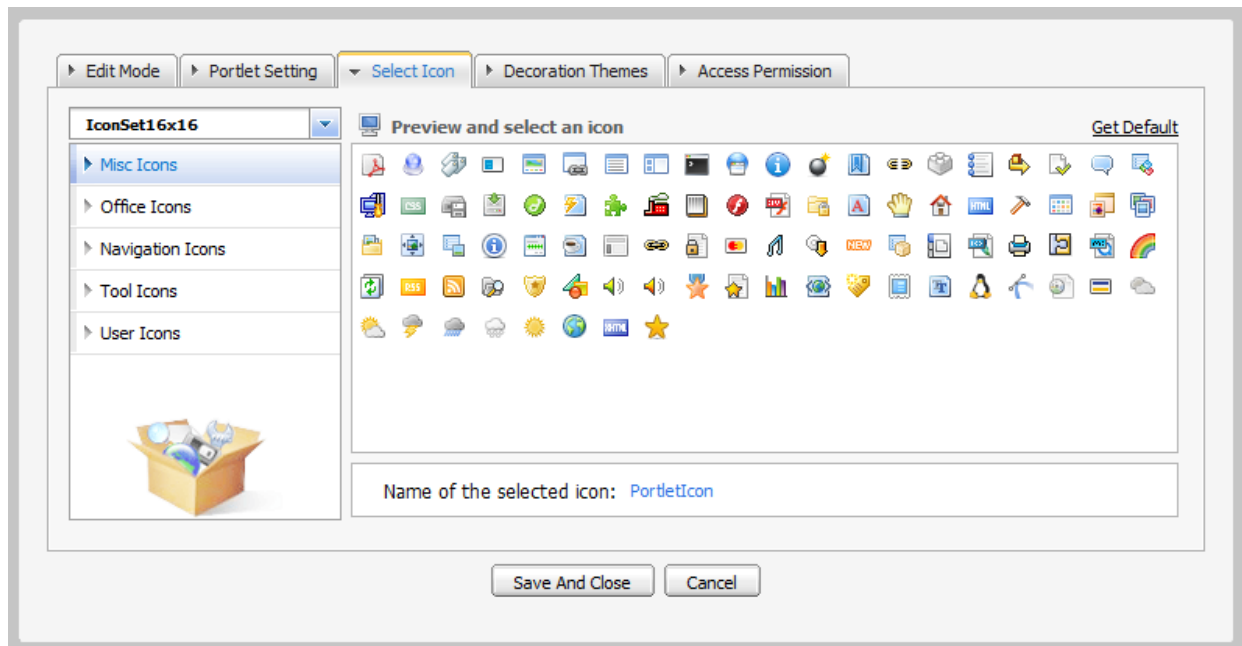


Illustration 114: The Select Icon tab

The **Decoration Themes** tab allows you to select one theme for the portlet. There are some themes collections. By clicking **Get Default**, you do not have to choose any theme, because the theme will be automatically set by default.

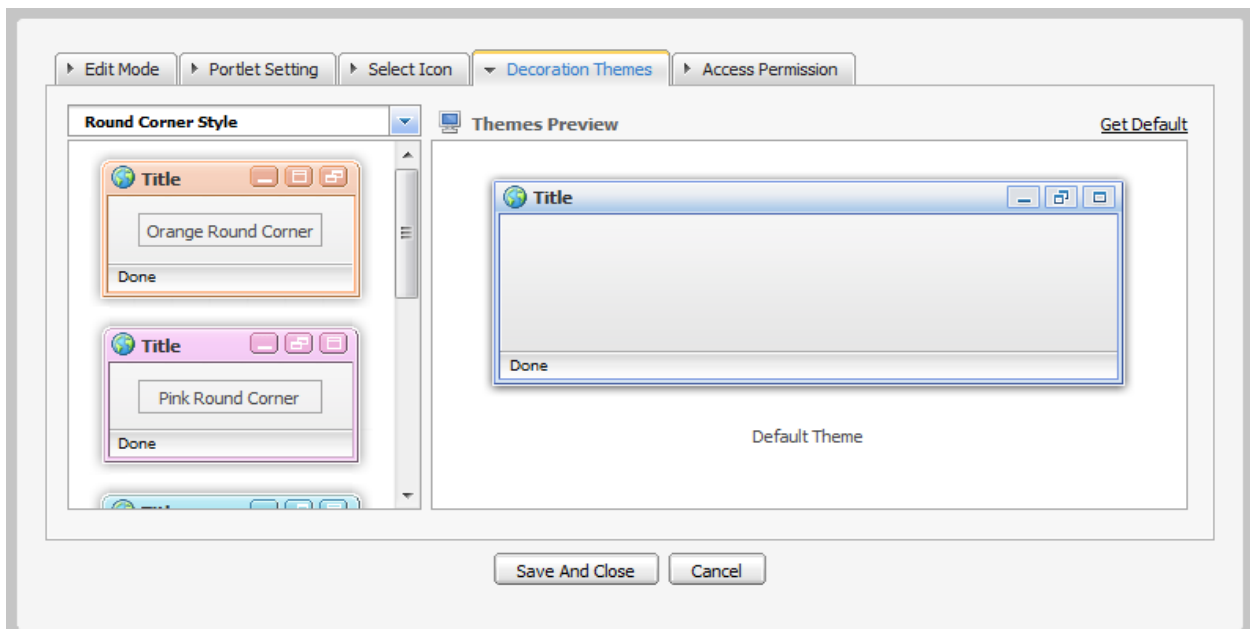


Illustration 115: The Decoration Themes tab



The **Access Permission** tab allows you to set the access right for users: select **Make it public** checkbox in order to allow everyone to access this portlet or click the **Add Permission** button to add permission for the selected groups and memberships.


**Illustration 116: The Access Permission tab**

**Step 1:** You can set values in the Display Mode tab to set properties in the Answers or check '**Show Info Bar**' and '**Show Portlet Mode**' option to set properties.

**Step 2:** Click the icon  to save all changes.

All entries/questions in the Answers will be shown according to your setting in the **Edit Mode** tab.

- ✓ You can also set the display properties as follows:

**Step 1:** Open the Answers application and select the **Edit** function in the menu when you click the icon  on the right corner of the Answers portlet.

**Step 2:** The form to edit some display properties will appear like the **Edit Mode** tab above.

**Step 3:** Change values in these fields.

**Step 4:** Click **Save** to save all changes.

### 3.3.3 FAQ Portlet settings

You can add the FAQ Portlet to a page for using. eXo KS facilitates users with the FAQ portlet that helps users quickly and easily view the questions and answers from the Answers portlet by the tree

view type.

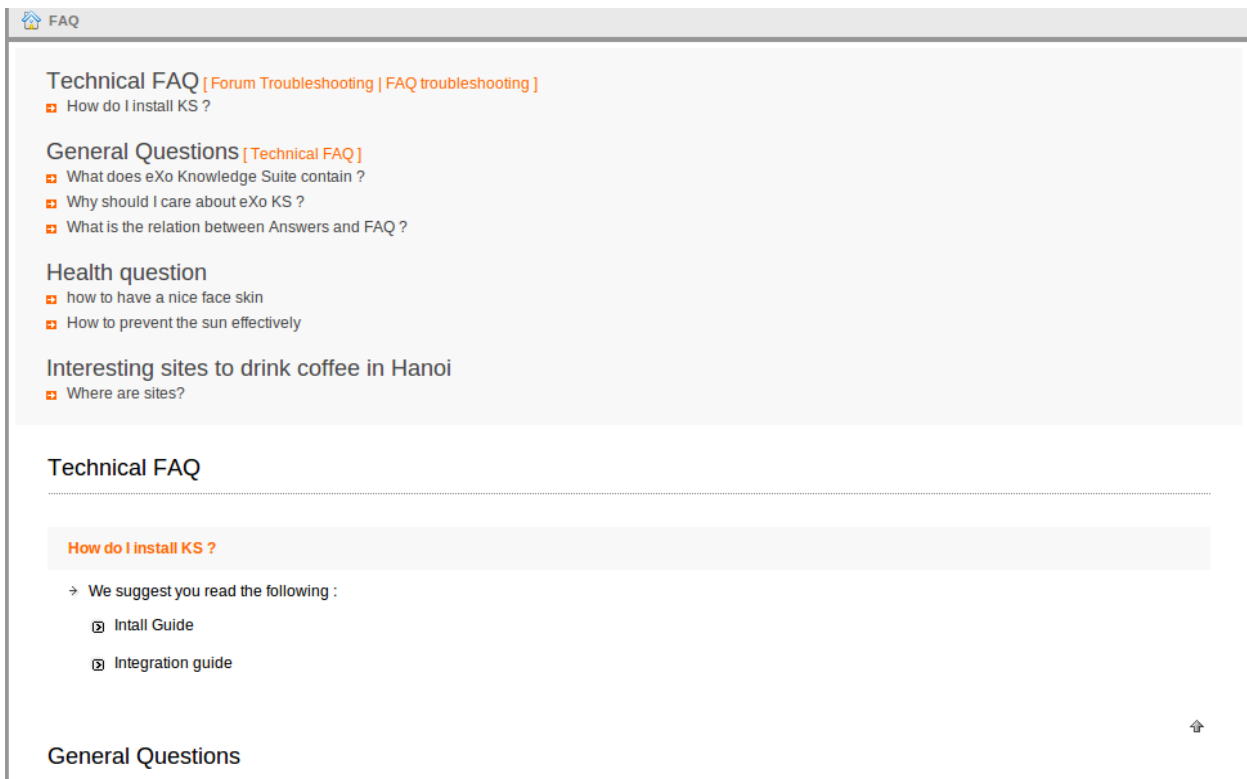


Illustration 117: The FAQ Portlet in the View mode

The FAQ Portlet's Edit Mode allows users to set the properties to display questions and answers in the View mode.

- ✓ To edit the FAQ portlet, do as follows:

**Step 1:** Click the **FAQ** portlet to go into the FAQ main screen.

**Step 2:** Click **Site Editor** on the **Administration toolbar** and choose **Edit page**.

**Step 3:** Move the mouse over the FAQPortlet area and click the edit icon.

The FAQ portlet's Edit Mode will appear:

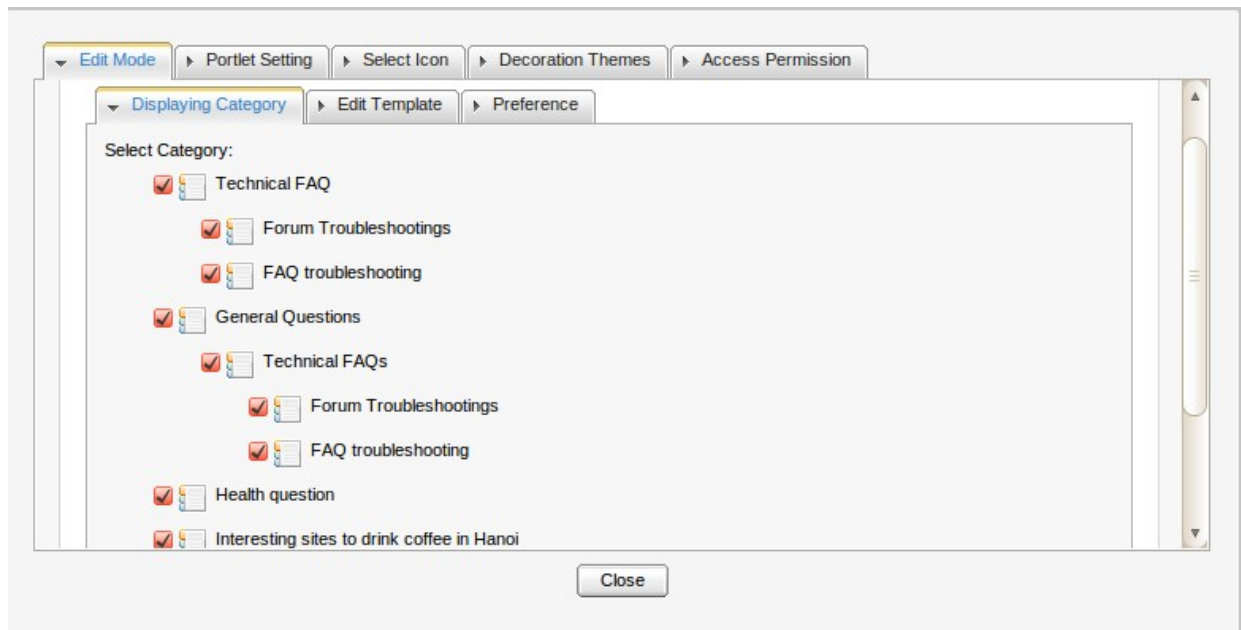
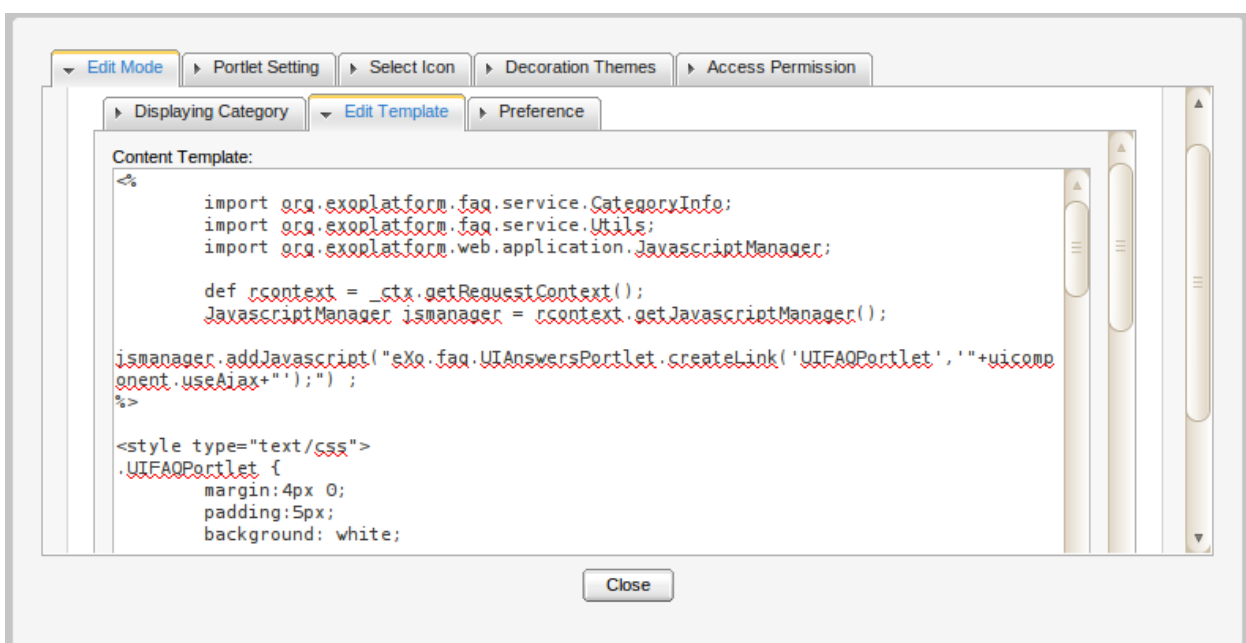


Illustration 118: The FAQ Portlet in the Edit mode

The **Displaying Category** tab: allows users to select the category which contains questions and answers that will be displayed in the View mode.

- Select the checkboxes which correspond to the categories you want to display the content in the View mode.

The **Edit Template** tab: the content template that will be displayed in the View mode. If you want to edit this template, you need to have a knowledge about css.



- Edit the template according to your need (in case you have a knowledge about css).
- Click the **Save** button to save all changes.

The **Preference** tab: Users need to have a knowledge about Ajax. Ajax (stands for Asynchronous JavaScript and XML) is used here with the purpose of updating a whole web page or a part of a web page.

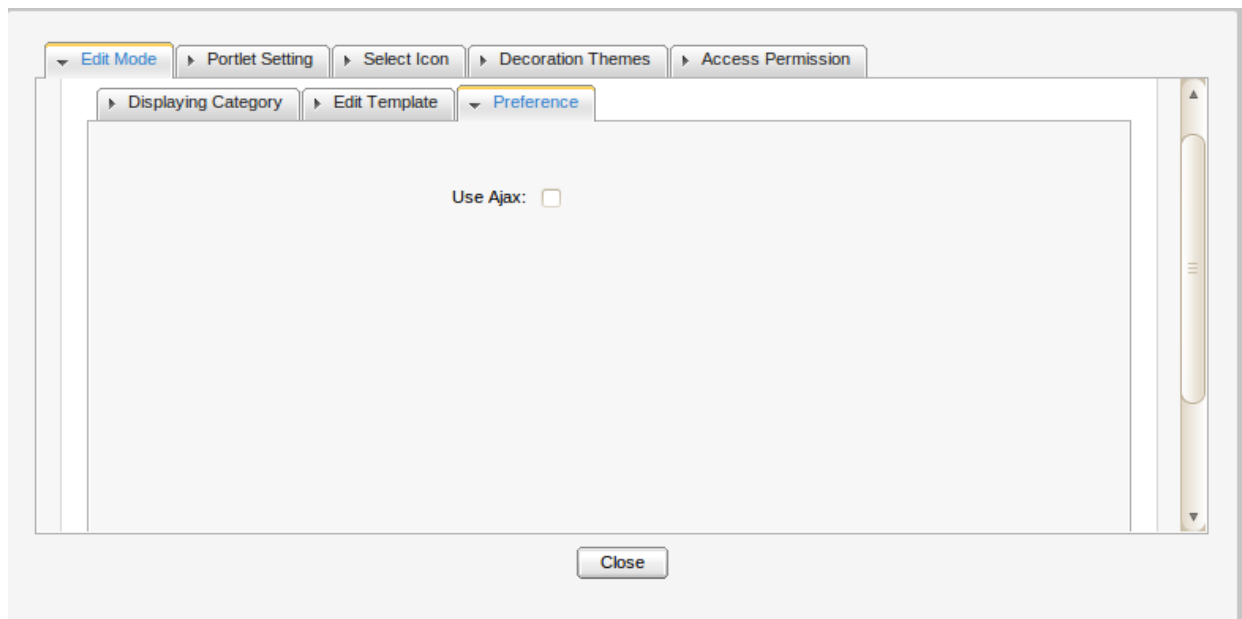


Illustration 119: The Preference tab

The **Use Ajax's** default value is false that means a whole page is loaded. When users select the **Use Ajax** checkbox, it will load a part of a page.

### 3.3.4 Category management

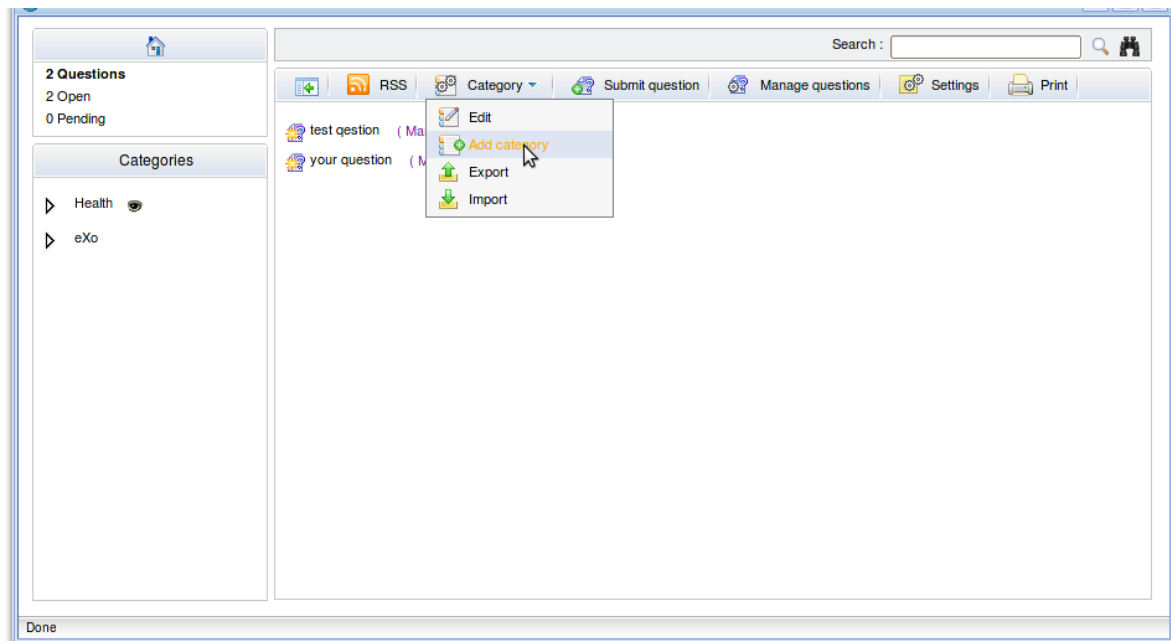
The section includes all actions related to a category in the Answers application.

#### a) Add a new category

The function is used to add a new category in the Answers application. Only the Answers administrators can take this action.

Do as follows:

**Step 1:** Click the **Category** button on the action bar and select **Add Category** in the menu:




The **Add Category** form will appear:

**Add Category**

Category  \*

Order

Restricted audience  

Description

Moderate new questions ☐

View question authors ☐

Moderate answers ☐


Moderator  \* 

Illustration 120: The Add Category form

**Step 2:** Enter values for fields in this form.

Details:


<b>Category:</b>	The category's name. (*Required).
<b>Order:</b>	The category's order in a category 'tree' on the left pane.
<b>Restricted Audience:</b>	List of all users who can access a category. By default, this field is blank, indicating that all users can access this category.
<b>Description:</b>	The brief description about a category.
<b>Moderate new questions:</b>	This option is to require/not require approving new questions in a category to be visible or not.
<b>View question authors:</b>	This option is to display author information of a question added to the category. If it is selected, author information is shown. If not, all author information in this category is hidden.
<b>Moderate answers:</b>	This option is to require and/or not require approving new answers in a category to be visible or not.

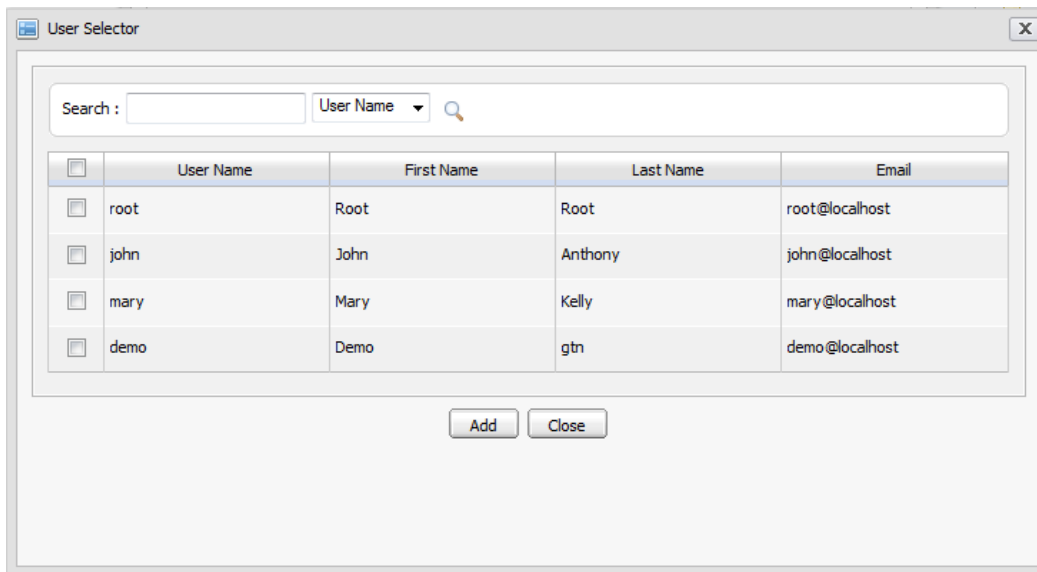
**Moderator:** The list of users/groups responsible for approving/disapproving questions and answering all questions in this category. The default value is root. (Required).

**Save button:** It is to accept adding a new category.

**Cancel button:** It is to close the **Add Category** form.

The restricted audience and moderator can be inputted manually or selected from the selector:


- Click the icon  to select users from the group list: Firstly, select a group from the left list and then select a user on the right. The selected users will be displayed in the 'Moderator' field.



The User Selector dialog box contains a search bar at the top with a text input and a dropdown menu set to 'User Name'. Below the search bar is a table with four columns: User Name, First Name, Last Name, and Email. The table lists four users: root, john, mary, and demo. Each row has a checkbox in the first column. At the bottom of the dialog are 'Add' and 'Close' buttons.

<input type="checkbox"/>	User Name	First Name	Last Name	Email
<input type="checkbox"/>	root	Root	Root	root@localhost
<input type="checkbox"/>	john	John	Anthony	john@localhost
<input type="checkbox"/>	mary	Mary	Kelly	mary@localhost
<input type="checkbox"/>	demo	Demo	gtn	demo@localhost

**Illustration 121: The User Selector form**

- Click the icon  to select all users with a specific membership in a group. Firstly, select one group on the left pane and select a membership on the right. The selected role will be displayed in the '**Moderator**' field.

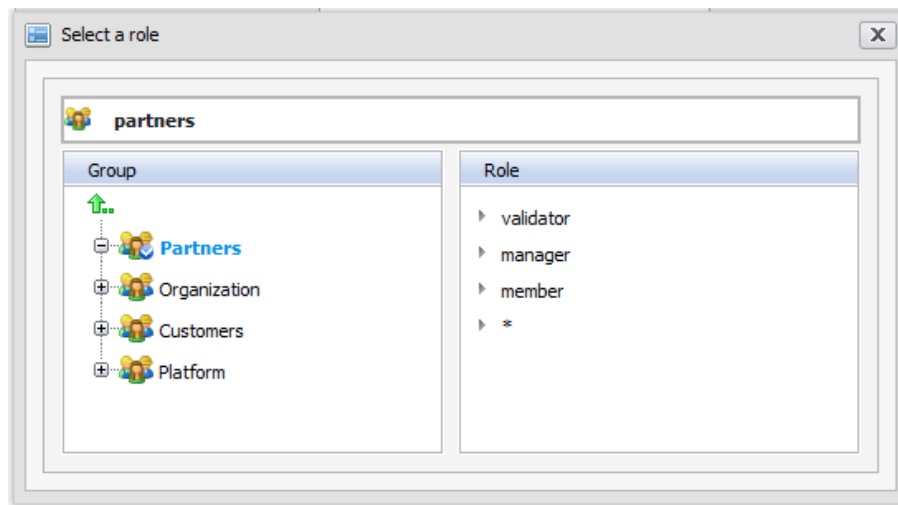



Illustration 122: The Select a role form

- Similarly, click the icon  to select all users in a specific group.

**Step 3:** Complete adding a new category by clicking the **Save** button.

#### b) Add a sub-category

The function is used to add a new sub-category into an existing category.

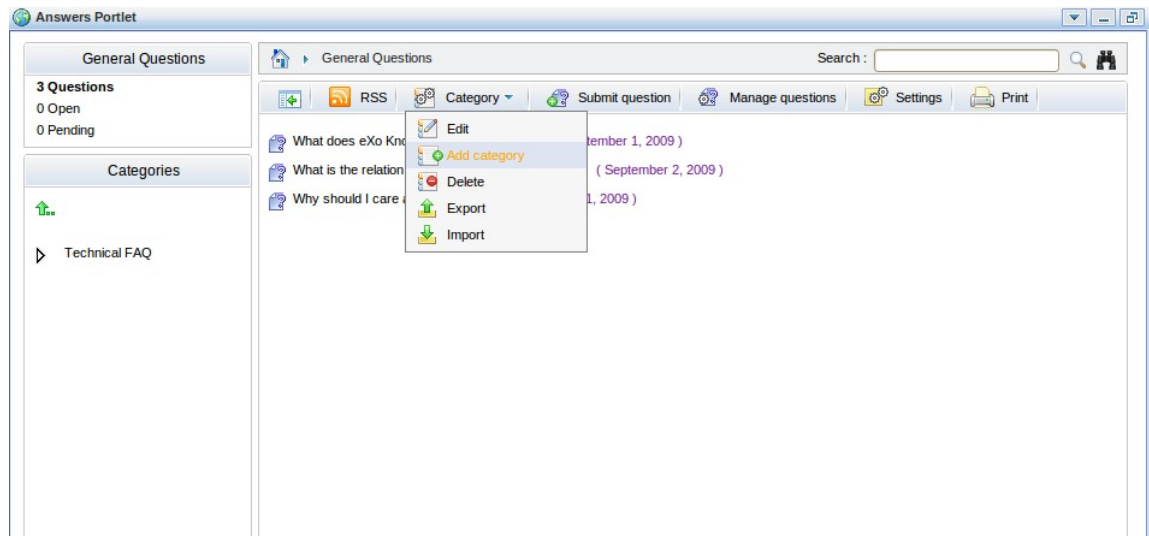
Do as follows:

**Step 1:** Open the **Add Category** form via one of two following ways:

**The 1<sup>st</sup> way:** Right-click the category that you want to add a sub-category into and select **Add Category**.

**The 2<sup>nd</sup> way:** Go into the category that you want to add a sub-category into and click **Category** on the main action bar and select **Add Category** in the menu:





The **Add Category** form will appear as stated above.

**Step 2:** Enter the required values for fields in the **Add Category** form.

**Step 3:** Complete adding a new sub-category by clicking the **Save** button.

### c) Edit categories

The function is used to edit categories or sub-categories in **Answers**.

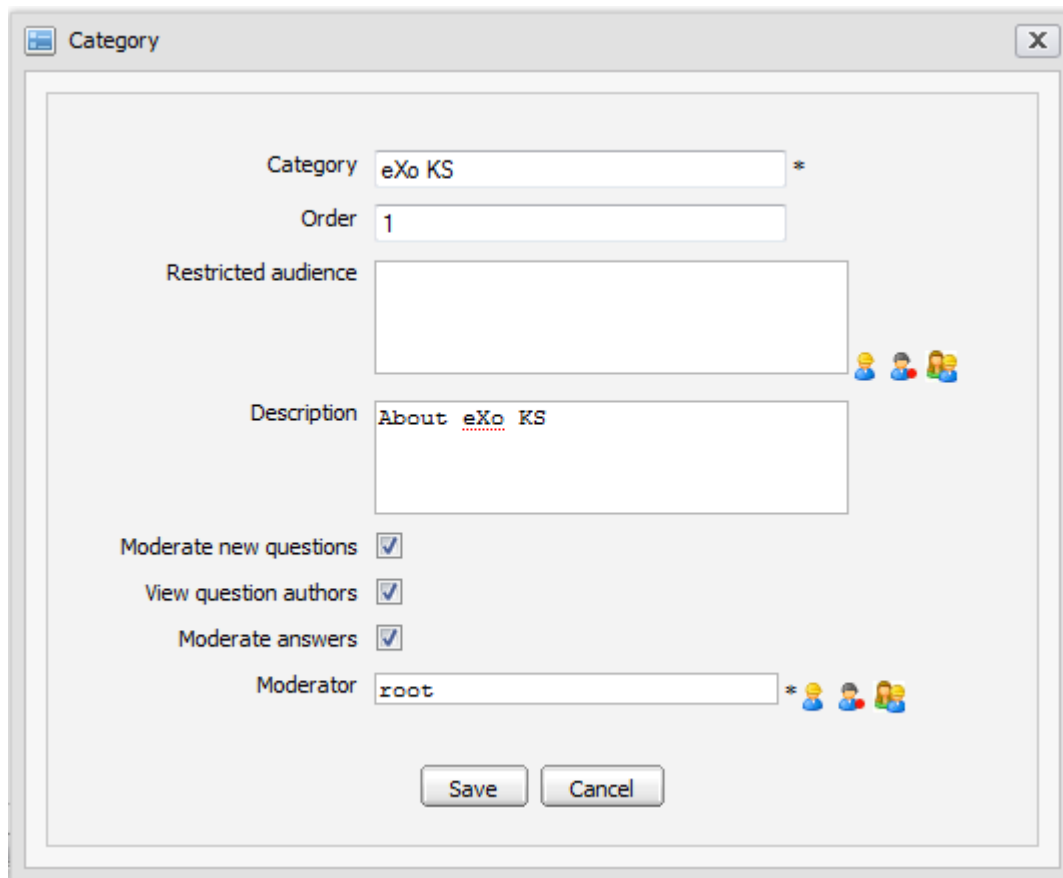
Do as follows:

**Step 1:** Open the **Edit category** form via:

**The 1<sup>st</sup> way:** Right-click the category/sub-category that you want to edit and then select **Edit** in the menu.

**The 2<sup>nd</sup> way:** Click the **Category** on the main action bar and select **Edit** in the menu.

The **Category** form will appear with detailed information which is available for editing.



The screenshot shows a web-based form titled "Category" with a close button (X) in the top right corner. The form contains the following elements:

- Category:** A text input field containing "eXo KS" with an asterisk (\*) indicating it is required.
- Order:** A text input field containing the number "1".
- Restricted audience:** A large empty text area with three user icons to its right.
- Description:** A text area containing the text "About eXo KS".
- Moderation options:** Three checkboxes, all of which are checked:
  - Moderate new questions
  - View question authors
  - Moderate answers
- Moderator:** A text input field containing "root" with an asterisk (\*) and three user icons to its right.
- Buttons:** "Save" and "Cancel" buttons at the bottom center.

Illustration 123: The Edit Category form

**Step 2:** Change the current category's information.

**Step 3:** Complete editing a category by clicking the **Save** button.

#### d) Delete categories

The function is used to delete categories in the Answers.

Do as follows:

##### The 1<sup>st</sup> way:

**Step 1:** Right-click the category/sub-category that you want to delete and select **Delete** in the menu.

**Step 2:** Click **OK** in the confirmation message to accept deleting or click **Cancel**.

##### The 2<sup>nd</sup> way:

**Step 1:** Click the **Category** button on the main action bar and select **Delete** in the menu.

**Step 2:** Click **OK** in the confirmation message to accept deleting or click **Cancel** to quit.

### e) Move a category

The function is used to move a category from the current place to another.

Do as follows:

**Step 1:** Right-click the category that you want to move and then select **Move** in the menu:

The **Move category to** form will appear:

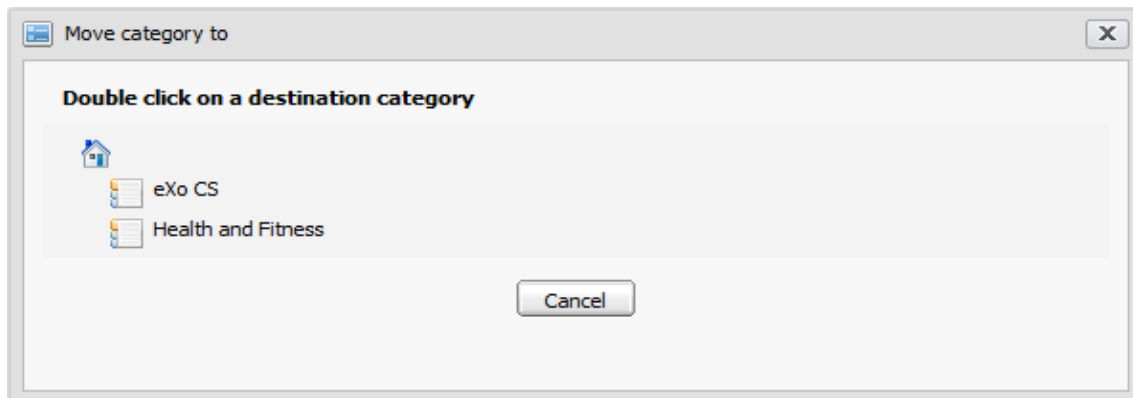


Illustration 124: The Move category to form

**Step 2:** Move the category by double-clicking the destination category in the category list.

After being moved, the **Move category to** form is closed, the moved category is moved to a new destination category. Click the **Cancel** button to close the **Move category to** form without moving.

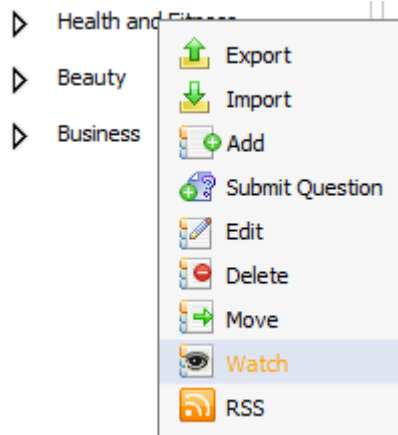


*Only the administrator can move categories to anywhere in the Answers, while the moderator is checked permission when moving categories. The moderator can only move categories to the categories where he is the moderator.*

### f) Watch

The function allows logged users to keep track of changes of specific categories in the Answers application such as new editions, new questions, question responses, etc. You only need to register an account, add watch to specific categories. Users will receive notification mails from the Answers if any change.

To add watch, simply right-click any category in the category list and select **Watch** in the menu:



The alert message that informs watching successfully is shown:

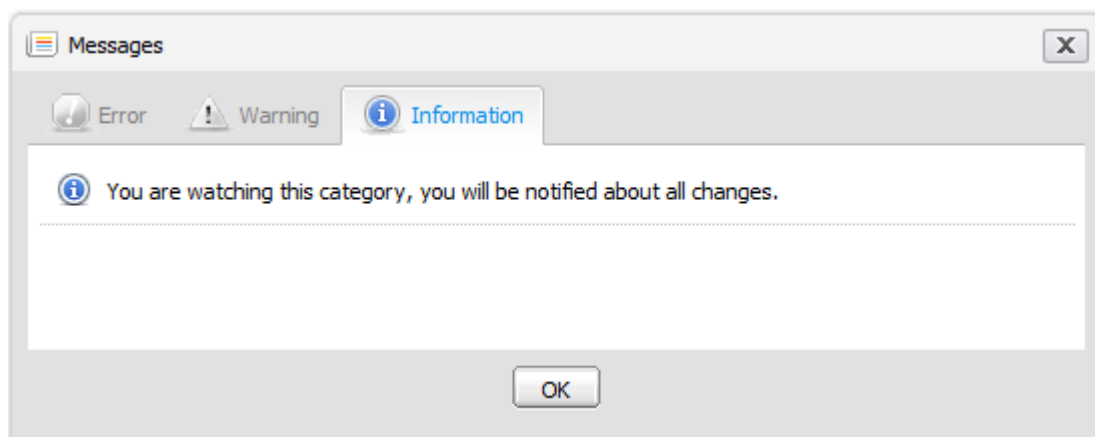


Illustration 125: The watch alert message form

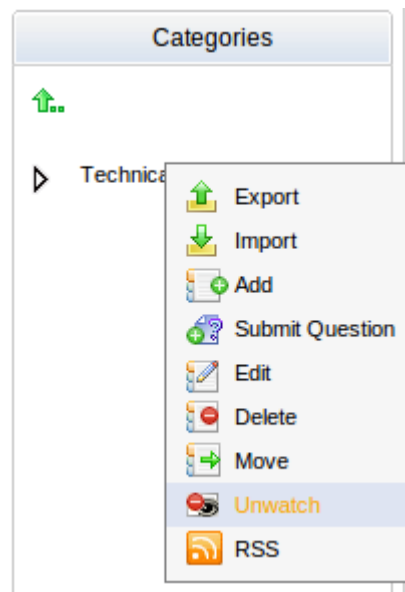


After a watch is added successfully, the category which is being watched will be marked by the eye icon .

## g) Unwatch

The function allows you to remove your watches on specific categories. When unwatching, you will not receive notification mails about the categories that you had watched anymore.

To unwatch, simply right-click the category that you are watching and select **Unwatch** in the menu:

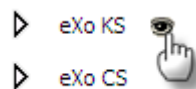


#### h) Manage Watch

The function allows you to manage watches of categories such as edit, delete, etc.

Do as follows:

**Step 1:** Open the **Watch Manager** form by clicking the eye icon of the category which is being watched:



The **Watch Manger** form is displayed with all email addresses used for watching.

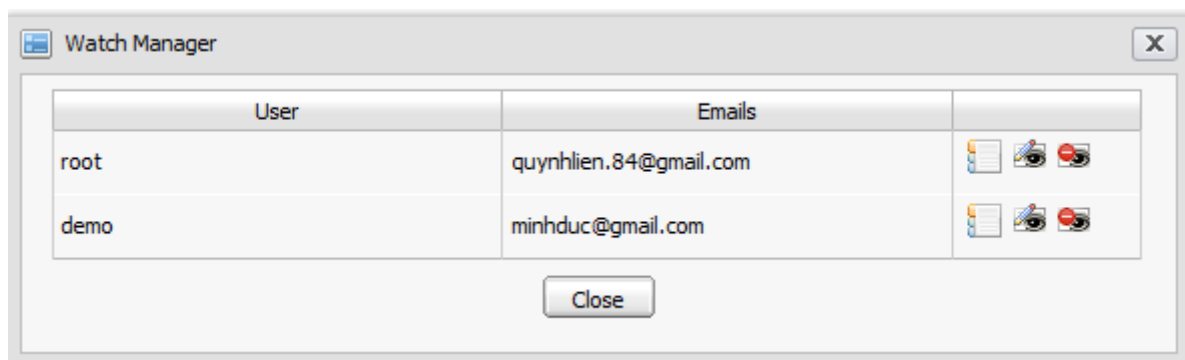


Illustration 126: The Watch Manager form

**Step 2:** To open the watched category content, click the icon .

**Step 3:** To modify any email address, do as follows:

- Click the edit icon  correspondingly.

The **Edit** form will be displayed with the current information, available for editing:

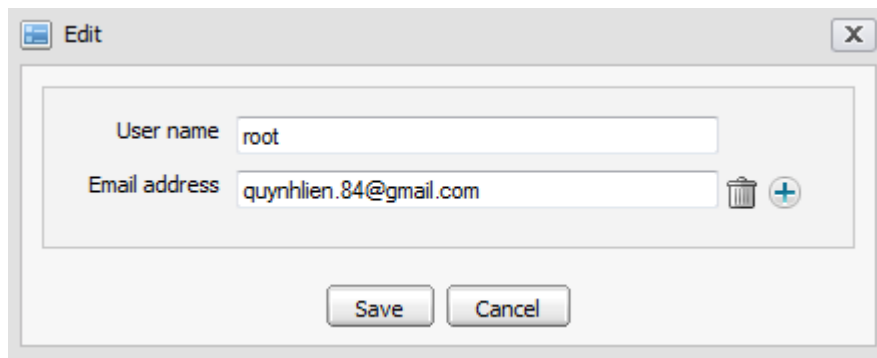


Illustration 127: The Edit email for watching form

Details:

<b>User name:</b>	The registered user name. The field can not be changed.
<b>Email address:</b>	The registered email address for watching.
<b>Save button:</b>	It is to accept saving changes.
<b>Cancel button:</b>	It is to close the <b>Edit</b> form.

- Change your email address by manually inputting your email into the **Email address** field. You can also add or remove the email addresses for watching.
- Complete editing a watch by clicking the **Save** button.

**Step 3:** To delete this watch in the **Watch Manager** form, click the delete icon  and click **OK** in the confirmation message form.

## 3.3.5 Export/Import categories and questions

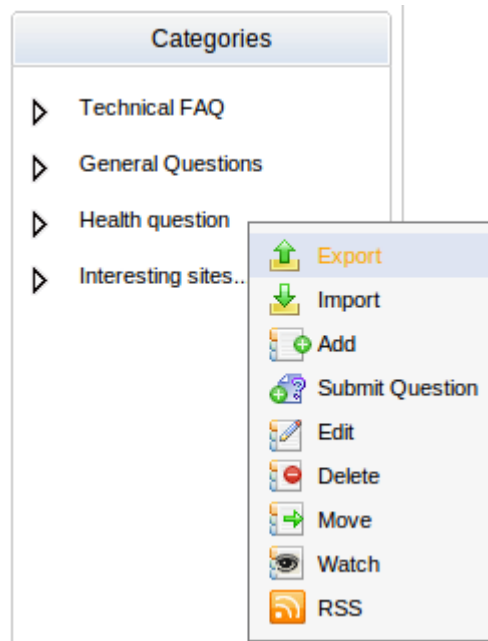
### 3.3.5.1 Export

The function is used to export categories and questions in the Answers into your local computer in the \*zip file form. The Export function can be executed on all categories and questions in the Answers or a specific category.

To export all categories and questions, do as follows:

**Step 1:** Go to Answers application.

**Step 2:** Right-click the category that you want to export and select **Export** in the menu:



The **Export** form will appear:

A screenshot of a web browser window showing an 'Export' dialog box. The dialog box has a title bar with the word 'Export' and a close button (X). Inside the dialog, there is a text input field labeled 'File name'. Below the input field, there are two buttons: 'Save' and 'Cancel'.

**Illustration 128: The Export form**

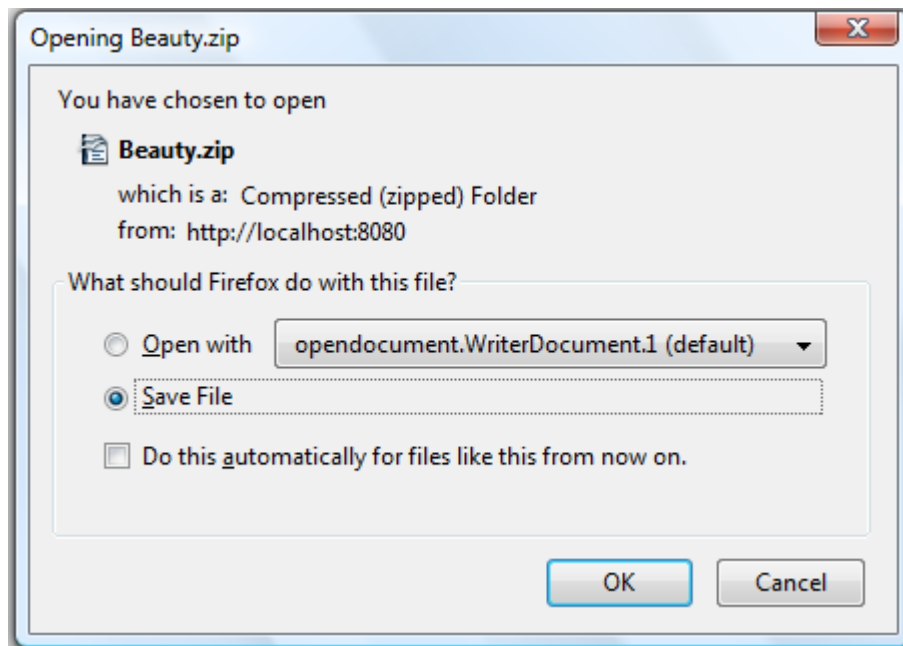
Details:

- |                       |   |
|-----------------------|---|
| <b>File Name:</b>     | The exported file's name.                         |
| <b>Save button:</b>   | To accept exporting all categories and questions. |
| <b>Cancel button:</b> | To exit the <b>Export</b> form.                   |

**Step 3:** Input a file to export.

**Step 4:** Click **Save** to accept exporting all categories and questions.

A download pop-up will appear:



Simply select the **Save File** option and click **OK** to accept saving the exported file.

Similarly, to export a specific category, go to the **Answers** application and go to inside specific category. Click the **Export** button on the main action bar or right-click the category and select the **Export** option to open the **Export** form and take actions like steps above.

The exported file can be used to import exported files into the Answers system.

### 3.3.5.2 Import

The function is used to import categories and questions from a zip file which has a valid content into the Answers system. An exported file can be imported directly into the Answers homepage or a specific category in the Answers.

To import a zip file into the Answers homepage, do as follows:

**Step 1:** Go to **Answers**.

**Step 2:** Right-click the category that you want to import and select **Import** in the menu.

The **Import** form will appear:



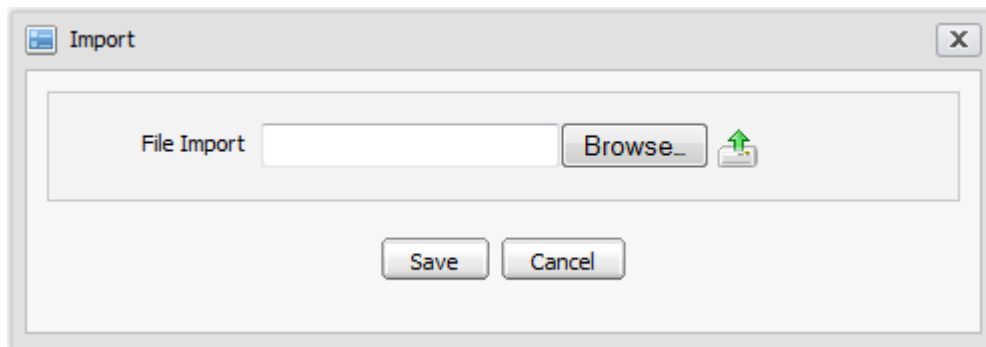



Illustration 129: The Import form


Details:

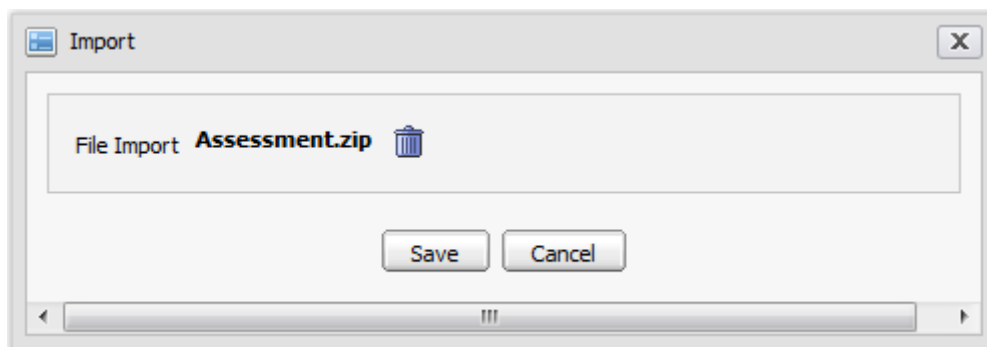
**File Import:** To show the imported file's path.

**Browser :** To select the imported file's path.

 : To upload the selected file.

**Step 3:** Click the **Browser...** button and select a file from the local disk.

**Step 4:** Click  to upload the selected file. For example, select and upload the exported file named Assessment.zip. After uploading, the **Import** form is shown:



**Step 5:** Click **Save** to accept importing the uploaded file into the Answers system.

After being imported, all categories and questions which are defined in the zip file will be imported and displayed properly in the Answers homepage.

Similarly, to import a zip file into a specific category, go to the Answers application and go inside a specific category. Click the **Import** button on the main action bar or right-click the category and select the **Import** option to open the **Import** form and take actions like steps above.

## 4 Conclusion

It is our hope that information stated above is valuable to you, our Corporate customers and users in the process of experiencing the eXo Knowledge applications. To clearly support for benefits recognition from customers and users, we would like to summarize major strengths of eXo Knowledge as follows:

- Based on mature and robust GateIn portal, the eXo Forum really brings about interesting experiences that facilitates users to solve and discovers all functions of the system.
- With the eXo Forum, the collaboration can be enhanced in such new but easy-to-use manner. Now, you can freely discuss in a space with multi-functions.
- From the certain standards, eXo Forum has created favorable conditions for every user everywhere with a series of networking features.

Our Corporate is always willing to receive any feedback, including errors and ideas that can make the guide better. Serving and resolving all issues related to the eXo Forum are our responsibilities, so please post your questions at our forum freely.

For more information about eXo and our products, please visit our homepage. Our Corporate is always willing to receive any feedback that can make the guide better. We also provides professional support via eXo Forum, where you can find useful advices and solutions to your issues.

## REVISION HISTORY

Ver	Date	Written by	Reviewed by	Change record
1.0	January 03, 2009	Hoang Anh Quynh Nga	Nguyen Thanh Cong	
1.1	March 18, 2009	Nguyen Thanh Cong	Hoang Anh Quynh Nga	<ul style="list-style-type: none"> <li>- Ban IP from icon</li> <li>- Manage pending list from action bar</li> <li>- Limit file size uploaded</li> <li>- User settings: change avatar</li> <li>- Add forum, automatically subscribe email address</li> <li>- Notify content tab with new feature.</li> <li>- User settings: Option to receive notify mails</li> <li>- Forum Portlet Settings: show/hide category/forum.</li> <li>- Manage category watch and my watch in user settings.</li> <li>- One click to add watch</li> <li>- Search in User Management</li> <li>- Manage Category drop list</li> <li>- Update/delete avatar.</li> <li>- Enhance User Profile menu</li> </ul>
1.2	May 22, 2009	Nguyen Thi Thanh Hoa	Luong Quynh Lien	<ul style="list-style-type: none"> <li>- Informations of RSS feed</li> <li>- Add BB Code tab in Administration</li> <li>- Add poll for topic</li> </ul>
1.2	June 09, 2009 August 20, 2009	Nguyen Thanh Cong Luong Quynh Lien		<ul style="list-style-type: none"> <li>- Tagging topic</li> <li>- Export Categories with Export all and Only categories option.</li> <li>- Enable Panel function</li> <li>- Auto-prune</li> <li>- Topics Types</li> <li>- Permission on Categories</li> <li>- Screen name</li> </ul>

				<ul style="list-style-type: none"> <li>- View post/reply to post links in email notification.</li> <li>- Moved notification.</li> <li>- Update screenshots.</li> </ul>
2.0.0 alpha3	Feb 10, 2010 Mar 25, 2010 May 15, 2010	Luong Quynh Lien	Nguyen Huu Tuan Anh Vu Thi Hoa	<ul style="list-style-type: none"> <li>- Upgrade</li> <li>- Change screenshots, Administration.</li> <li>- Update template</li> <li>- Fix the table of Content</li> </ul>
2.0.0	June 15 <sup>th</sup> , 2010	Vu Thi Hoa		<ul style="list-style-type: none"> <li>- Update content</li> <li>- Update screenshots</li> <li>- Update new template</li> <li>- Reorganize</li> <li>- Add 3.7.3</li> </ul>