The IAWG-IBP user guide has been designed to help community members access the IBP site. The user guide contains helpful tips and instructions on how to upload and share documents so that members can fully participate in the online IBP community.
Inter-agency Working Group (IAWG) on Reproductive Health in Crises
Implementing Best Practices (IBP) User Guide

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Knowledge Gateway hosts all RH-related communities including the IAWG, and the IAWG-IBP is a specific community designed for members to exchange information, identify challenges, share best practices, build partnerships, and collectively work towards the institutionalization of reproductive health care for refugees and the internally displaced.

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GETTING STARTED

Joining a Community
When you click on a ‘join’ button to join a community, fill out the registration form.

The most important field to enter is your email address – please make sure you get this right, as this will be your login name and all communication to and from the Knowledge Gateway will depend on this email address. Fill in any other fields marked as mandatory.

Upon submission of the registration form, Knowledge Gateway will send a notification to community leaders for preview and approval. Once your request is approved, you will receive an email confirmation message to the email address you specified in your registration form. Click on the link in that message to complete your registration by entering a password, which you will use to log in to the IAWG IBP site.

Once the registration is completed, you can log in into the IBP site at any time via the login page. Use your email address as the user name.
IAWG IBP HOMEPAGE
The community home page has three principal sections: a welcome message, notifications and the latest content added to the community, broken down into different content types. Amongst the three, only the latest content remains constantly visible.

Content Selector
When viewing the homepage, you will notice the green tab on the upper right corner. This contains about, followed by content type names supported by the group.
About: This function shows details about the community.
Library: The library enables the user to browse the community library.
Discussions: This link shows all active discussions thread, which is sorted chronologically.
Announcements: This is an archived list of announcements to community members.
Events: This function contains the calendar of events which may be of interest to community members.

USER PROFILE
The user profile contains information about yourself and the communities that you have joined. It also enables you to view and edit your profile, set-up email preferences, change password, add or edit a photo, and terminate your account.

To View Profile-
Use the profile page to view information about yourself. The profile corresponds to the registration page. Everything you entered during the registration process will appear on this page. To view profile, click on my account tab in the top right corner of the screen.

To Edit Profile-
Click on the edit link in the green tab above your profile picture. Note that data will not be saved if all mandatory fields are not entered properly.
To Change Email Preferences-
Part of the user profile is a general preference for receiving email. You can choose the frequency with which to receive email notifications from communities, and format in which to receive those notifications.

Default preferences immediately apply after joining a community and to change this, edit the profile and select new options for default email preferences, email format, and receive notifications of own contributions.

**Default email preferences** list the options on the frequency of sending email notifications to the user:
- **Immediate**: sends one email notification for each event that occurred (new discussion posted, new announcement, new link, etc);
- **Daily**: sends one cumulative notification email per day, listing all events that occurred;
- **Weekly**: sends a weekly digest, listing all events for the past week in a single notification email;
- **Monthly**: lists all events for the past month in a single notification email message;
- **None**: prevents receiving any email notifications.

**Email format** instructs Knowledge Gateway to send either text-only messages or to format them in HTML.
**Receive notifications of own contributions** specifies whether a user wants to receive a copy of the user’s own contributions (announcements, discussions, events, documents, etc.) when they are sent to all members. This is a good way to track contributions and to ensure that messages are disseminated to other members.

**To Change Password**
Click on change password and type your new password twice.

**To Add or Edit a Photo**
Click on change photo, and upload a photograph from your computer. Note that photos should be under 10 MB.

**To Terminate Account**
Click the terminate account tab. Note that when you terminate your account, Knowledge Gateway will delete all of your profile details and remove you from all communities to which you are a member.

Every time a user terminates an account, all coordinators will receive an email of notification- use the reason box to communicate your feedback, comments, share your experience, and suggestions on how to improve the platform.
PARTICIPATING IN THE IAWG IBP SITE

The site is designed for members to share latest documents and information, and all members are encouraged to participate in discussions, and contribute in the site’s library.

Library

The library contains publications, documents, and links of interest to community members. It also provides access to discussion and announcement attachments through the Attachments folder.

It organizes all contributions into folders, similar to how folders are created on a computer hard drive.

To view documents in the library, click on “library” in the content selector in the upper right area of the page, and then click on the titles of available folders to see the documents and links they contain.

To create a new folder, click on “add folder” link, provide the folder title and a description. The title will appear in a list of folders and the description will also appear as a tool-tip bubble when a user hovers over the folder name in a list of folders with the mouse.

To edit a folder, click on the folder name, and then choose edit link below the folder title.

To delete a folder, click on the folder name and then choose delete link below the folder title. Deleting a folder deletes all files that the folder contains; if any of the files was copied to another folder its copies will not be deleted.
Links
You can add links to resources of interest to the “library”. Members visiting the library can click on the link to be directed to the web resource.

To visit a resource the link points to, click on the linked title to view its details, and then on the hyperlink in the link field to take you to the linked source.

To forward a link to someone via email (regardless of whether or not the recipient is an IBP user), click on forward, enter the recipient’s email address and click the send button. To edit a link, click on the link title in the library and then choose the edit tab.

To add a link, browse to the appropriate folder and click add link. Make sure to enter the required fields and click the save button.
Documents
The document library allows you to store documents and publications and organize them into folders.

Click on the document name to see document details and the list of versions of the document.

To download a document, click on the document download link on the document details page. Downloading a document allows you to access the original content, and save it for your records.

To check out a document, click on the check out link on the document details page, and click on confirm check out tab to finish. Checking out a document allows a user to edit the content. Note that other users will not be able to edit the document, until the document is checked back in.
To **check in** a document, click on the **check in** link on the document details page, **upload** the edited file and complete the necessary information as prompted. Note that all revised files must be checked back in within 7 days.

Users can monitor the number of times a document has been edited by clicking the **view history** link on the document details page.
You can also delete, comment, move, copy to other communities you are registered with, edit and forward a document by clicking the appropriate tabs on the left hand corner.

To edit a document, click on the edit tab. Note that the edit function allows users to edit or modify the title, authors, source, date published, and description.
To upload a new document, click on **add file** on the green tab above the folder title. Files can only be added within folders— and are classified as follows:

- **Title:** which is a user-friendly descriptive title of the file, can be as long as needed;
- **Author:** is the space to note publication author or authors, if the uploaded file is a publication;
- **Source:** describes a publication source;
- **Date published:** is the original date of publication. The document property page will also show a separate creation date label once the document is uploaded;
- **Description:** lets the user enter the document abstract or a description of the uploaded document;
- **Language:** is the language in which the document is written.

![Add File Form](image-url)