



Ektron CMS400.NET Wiki Starter Site User Manual

Version 1.0, Revision 2

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Version 1.0, Revision 2

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Introduction to Ektron CMS400.NET

NOTE [The Ektron CMS400.NET is built on top of Ektron CMS400.Net. Knowledge of that application will enhance your understanding of the Wiki Site.](#)

Ektron CMS400.NET helps you track and manage content. The kinds of content you can manage include:

- Human Resources Department
- College Academic Departments
- Marketing Campaigns

Basically, you can use the Wiki to create and manage any set of related content items.

Wiki Tasks

Users can perform the following Wiki tasks.

- *create new content* describing the Wiki's goals, ongoing issues, etc.
- use an *online discussion forum*, where anyone can post questions or comments and receive replies about Wiki content. All postings are kept, so anyone can find previous postings at any time.
- *drag-and-drop Wiki-related files*, such as specification documents, email, Power Point presentations, multimedia (for example, Flash) files, etc. Once a file is added to the Wiki, anyone can view and edit it.
- use *blogs* to communicate about Wiki topics
- use a Frequently Asked Question (FAQ) page to supply answers to common queries

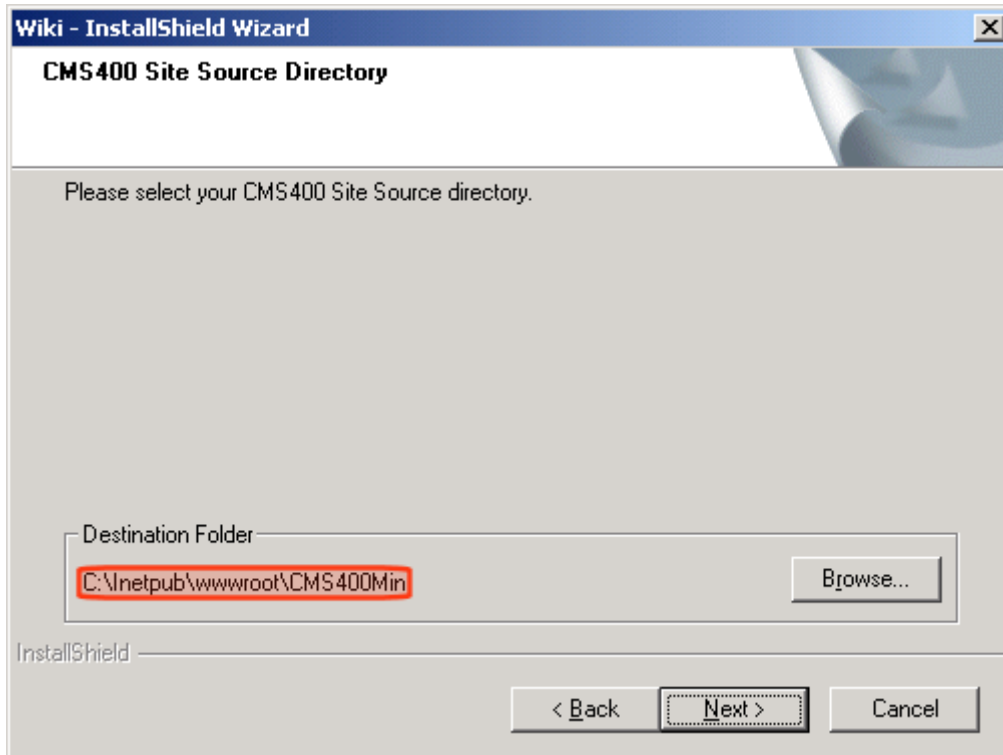
Installing and Signing on to the Wiki

Installing the Wiki

Before installing the Wiki starter site, install Ektron CMS400.NET, version 7.0.2 or higher.

Next, download the Wiki starter site from Ektron's Web site, <http://www.ektron.com/cms400-web-cms.aspx?id=4295>. Then, run the Wiki installation file, Wiki.exe.

While installing the Wiki installation, you are prompted to specify an Ektron CMS400.net site it will work with.



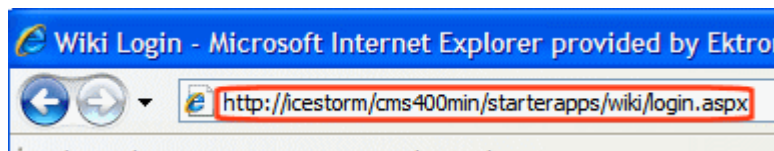
Use this site when going into the CMS Workarea to perform actions, such as adding membership users to a private Wiki's group.

Launching the Wiki Starter Site

To launch the Wiki site, enter the following into your browser's address bar:

`site root folder/starterapps/Wiki/Login.aspx`

For example:



This page displays the Login screen.

Signing On

If you are an Ektron CMS 400.Net user, enter your username and password to access the Wiki.

Non-CMS users can register themselves using the **Register** option on the Login screen.



Username:

Password:

Log In

[Register](#) [Recover Password](#)

How a New Member Registers Himself

1. Access the sign-in screen. See "[Launching the Wiki Starter Site](#)" on page 3.
2. Click **Register**.
3. Complete the Register New Member screen.



The screenshot shows the registration interface for a Wiki. At the top, there is a blue header with the word "Wiki" in white. Below the header is a navigation bar with "login» profile" in white text on a blue background. The main content area is titled "Register" in blue. It contains several input fields: "*First Name:", "*Last Name:", "*Password:", "*Confirm Pwd:", "*E-Mail Address:", "Display Name:", and "User Language:". The "User Language" field is a dropdown menu currently set to "English (U.S.)". At the bottom right of the form are two buttons: "Register" and "Reset".

IMPORTANT! Your email address is your user name. Use this and your password to log in.

Managing Wiki Users

The Wiki supports three types of users.

User Type	How registered
Membership	Anyone can register himself.
CMS	Within CMS, by a CMS user with administrator privileges.
CMS Administrator	Within CMS, by a CMS user with administrator privileges.

NOTE [To learn more about managing Ektron CMS400.Net users, see the Ektron CMS400.Net Administrator Manual section “Managing Users and Permissions.”](#)

Wikis and User/Membership Groups

Whenever a Wiki is created, corresponding CMS and membership user groups are created in the CMS400 Workarea. For example, if you create a Wiki named **Human Resources**, the following user groups are automatically created:

- CMS User group - Wiki.Human Resources
- Membership User Group - Wiki.mem.Human Resources

Public vs. Private Wikis

The Wiki Starter Site supports two kinds of Wikis: public and private. Public Wikis are open to all users, while Private Wikis are restricted to a selected group of users.

Working with Private Wikis

In order for users to work with a *private* Wiki, a CMS administrator must assign them to the corresponding user group through the

Workarea's Add (Membership) User screen. If a CMS or membership user is not assigned to the group, he does not see a private Wiki.

Exception: Administrator group members automatically have access to all Wiki functions.

Working with Public Wikis

All users can work with a *public* Wiki, whether or not they belong to the corresponding membership group.

Table of Tasks Per User

The following table lists all Wiki tasks and indicates the type of user authorized to perform each one.

Non-administrator CMS and membership users can perform these tasks on public Wikis. But to do them for a private Wiki, they must be assigned to the corresponding user/membership group. See *Also: "Public vs. Private Wikis" on page 6*

NOTE Administrators can customize the tasks each user type can perform by editing folder permissions in the CMS 400.NET Workarea. For more information, see the Ektron CMS 400.NET Administrator Manual section "Managing Users and Permissions" > "Setting Permissions."

Task	CMS Administrator	CMS User	Membership User
Create (register) new membership user	✔ Via CMS workarea	✘	✔ From Wiki login screen
Edit membership user information	✔ Via CMS workarea	✘	✘
Recover lost password	✘	✘	✔ For themselves only
Create new Wiki	✔	✔	✘

Task	CMS Administrator	CMS User	Membership User
Remove Wiki	✓	✓	✗
Can be assigned to private Wiki	automatic access to all Wikis; no assignment needed	✓	✓
Add new content to Wiki	✓	✓	✓
Edit Wiki content	✓	✓	✓
Delete Wiki content	✓	✓	✗
Restore previous version of Wiki content	✓	✗	✗
Create new discussion post	✓	✓	✓
View blog	✓	✓	✓
Post to blog	✓	✓	✓
View FAQs	✓	✓	✓
Enter/Update FAQs	✓	✓	✓
Search for content in project <u>Note: The search is limited to content within one Wiki.</u>	✓	✓	✓

Working with Wikis

The Wiki Starter Site can contain several Wikis. Each Wiki is either public or private, and collects the following types of content related to a topic.

- HTML
- external documents and images, such as Word, PDF and .jpg files
- discussion forum postings
- blog posts
- Frequently Asked Questions (FAQs)

All related information is saved in one Wiki.

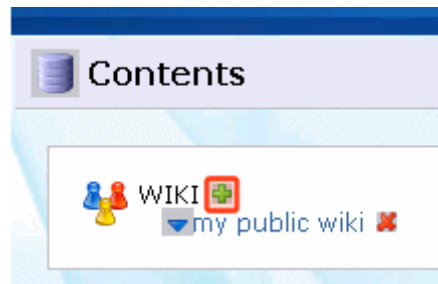
The search feature is also Wiki-specific: it is limited to content within a Wiki. It does not search the entire site.

Similarly, every Wiki can have a unique set of users. If the Wiki is private, you can restrict what non-administrator users can do. See *Also: "Managing Wiki Users" on page 6*

Creating and Deleting Wikis

Only CMS users can create and delete Wikis - membership users cannot. To create a Wiki, follow these steps.

1. Log in to the Wiki site. See *"Signing On" on page 4*.
2. Click the green plus sign next to Wiki, illustrated below.



3. An Add Wiki area opens to the right, illustrated below.

 A screenshot of a dialog box titled 'Add Wiki' with a red pushpin icon. It contains a text input field labeled 'Wiki Name:' with a red asterisk to its right. Below the field are two radio buttons: 'Public' (which is selected) and 'Private'. At the bottom are two buttons: 'Cancel' and 'Add Wiki'.

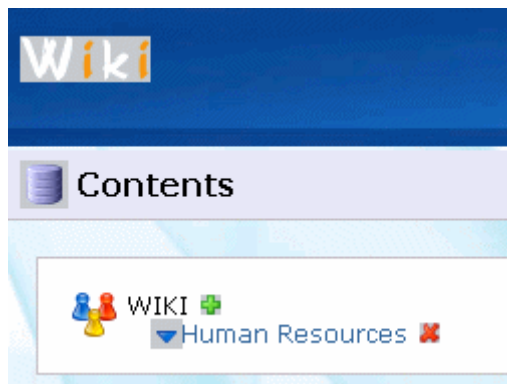
4. Assign a name to the Wiki.

IMPORTANT!

The name cannot exceed 17 characters, and cannot include the following characters: #, %, ;, (comma), +, {, }.

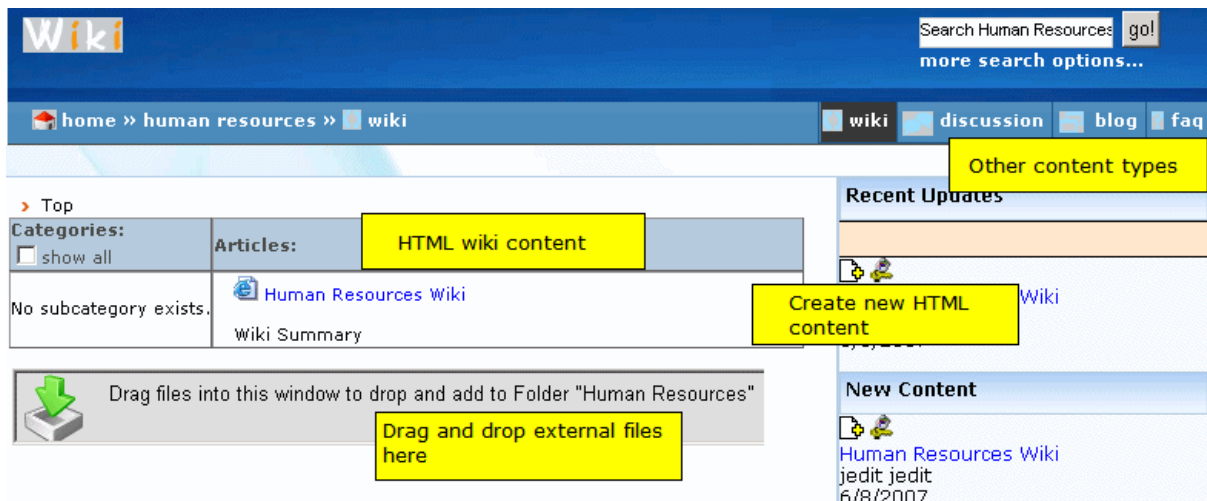
5. Check either **Public** or **Private**. See *Also: "Public vs. Private Wikis" on page 6*

After you create the Wiki, authorized users see it on the Contents screen.



The Wiki Screen

After you create a Wiki, you and other users can begin adding content to it. When you select a Wiki from the Contents screen, the main Wiki screen appears.



The following are key aspects of this screen.

- In the center of the screen, the **Articles** column shows content that has been added to the Wiki. (The **Categories** column is explained in ["Display of Taxonomy Categories on Wiki Screen" on page 27](#)).

The content is arranged in alphabetical order by title. If more than 5 items exist, arrows at the bottom of the table indicate how to view additional items.

- The title and summary of each content item appear. Click the title to proceed to another screen and view the full content.

NOTE

One piece of sample content is created whenever you create a Wiki.

- Use the gray box below **Articles** to drag and drop external files into the Wiki. These include Word documents, PDF files, images, multimedia presentations, etc.

- The upper right corner of the screen's links let you work with other content types: a discussion forum, blog, and list of frequently asked questions (FAQs).
- The right side of the screen has two lists:
 - **Recent Updates** shows content that has been *added or modified* in chronological order, with the most recent ones on top
 - **New Content** shows only *new* content in chronological order, with the most recent ones on top

Each list shows the content title followed by the user who created/modified it and the date. Click the title to view the content.

Working with Wiki Content



This chapter covers the following topics:

- "Creating Wiki Content" on page 14
- "Editing Wiki Content" on page 17
- "Deleting Wiki Content" on page 20

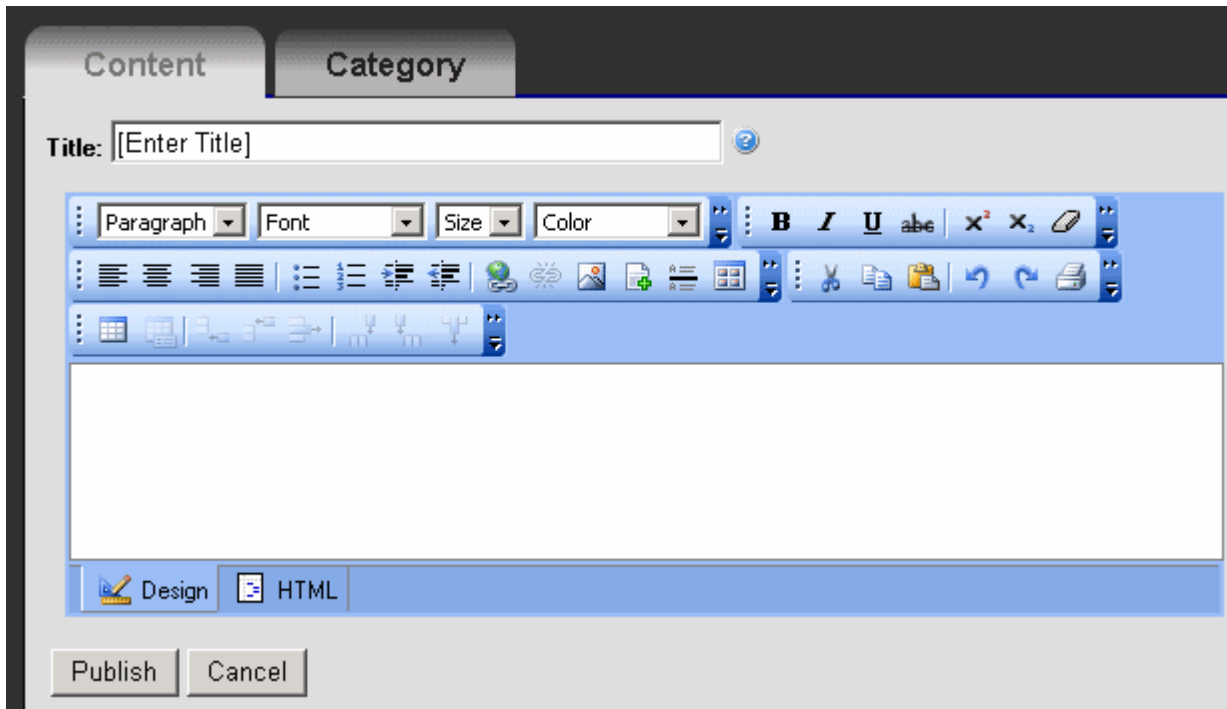
Creating Wiki Content

Creating New HTML Content

The process of adding new HTML content is slightly different, depending on whether you are a CMS or membership user. Both user types click the add icon from **Recent Updates** box on the right side of the screen.

- CMS users - The screenshot shows a 'Recent Updates' box with a light blue header. Below the header is a light orange bar containing a red-bordered icon of a document with a green plus sign and the text 'add item'. Below this bar is a blue bar with the text 'generalinformation'.
- Membership users - The screenshot shows a 'Recent Updates' box with a light blue header. Below the header is a light orange bar containing a red-bordered icon of a document with a yellow plus sign and a small yellow figure. Below this bar is a blue bar with the text 'generalinformatio'.

When the icon is clicked, an editor appears. The following illustration shows the editor a membership user sees. A CMS user sees the **Ektron CMS400.NET** editor.



Here, you enter the title and text of the new content. You also apply a taxonomy category. See Also: ["Using Taxonomies with the Wiki" on page 26](#)



For details about the membership editor, click the help button (?).


Adding New External Files

To add any file (for example, Word documents) to the Wiki, drag and drop it into the box shown below. Once the file is added to the Wiki, anyone can view and update it.

home » human resources » wiki

> Top

Categories:	Articles:
<input type="checkbox"/> show all	
No subcategory exists.	 generalinformation Application FormGeneral InformationLast NameSuffixFirst NameMiddle NamePermanent Mailing AddressNumber & Street 1Number & Street 2(
	 Human Resources Wiki Wiki Summary


 Drag files into this window to drop and add to Folder "Human Resources"





To add any document or file to the Wiki, follow these steps.

Prerequisite: You must know the Windows folder location of the file you want to add.

1. Resize the Wiki window so that it occupies about one half of your screen.
2. Open Windows Explorer.
3. Resize the Explorer window so that it occupies the other half of your screen. In this way, you can see both windows.
4. In Windows Explorer, navigate to the folder that contains the file you want to add.
5. Drag the file from the Explorer window to the illustrated section of the Wiki screen.

The file types that can be dragged and dropped are determined in the accompanying CMS's Asset Management Configuration Screen's **File Types** field (shown below).

NOTE [Only CMS administrators can see this screen.](#)

Asset Management Configuration		
Tag	Value	
 CatalogLocation	C:/Program Files/Ektron/Catalogs/CMS400Demo4302007121201/Conte	
 CatalogName	CMS400Demo4302007121201Content	
 DomainName	localhost	
 FileTypes	*.doc,*.xls,*.ppt,*.pdf,*.gif,*.jpg,*.jpeg,*.txt,*.log,*.vsd,*.dot,*.zip,*. *.mp3,*.rm,*.wmv,*.ra,*.mov,*.odt,*.odf,*.odp,*.odg,*.ods,*.pr	

Editing Wiki Content

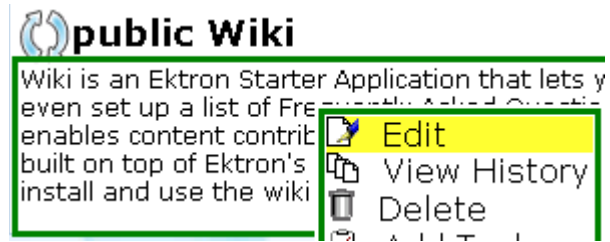
The process of editing HTML content is slightly different, depending on whether you are a CMS or membership user. In both cases, you first select the content to be edited.

- **Membership user** - click Edit icon circled below



Wiki is an Ektron Starter Application that even set up a list of Frequently Asked (enables content contributors to choose built on top of Ektron's CMS400.NET Co

- **CMS user** - Within the green border, right click the mouse and select **Edit** from the menu



Editing An External File or Document

Prerequisite: An application that can edit the file must be installed on your computer. For example, for a Word document, your computer must have Microsoft Word.

NOTE [To learn which application is associated with a file type, open Windows Explorer. Then go to Tools > Folder Options > File Types.](#)

You can edit some text documents (such as Word and .txt files) within the Wiki. Other files must be downloaded to your computer, where you edit them using the Windows-associated application. For example, you edit .jpg files using PhotoShop.

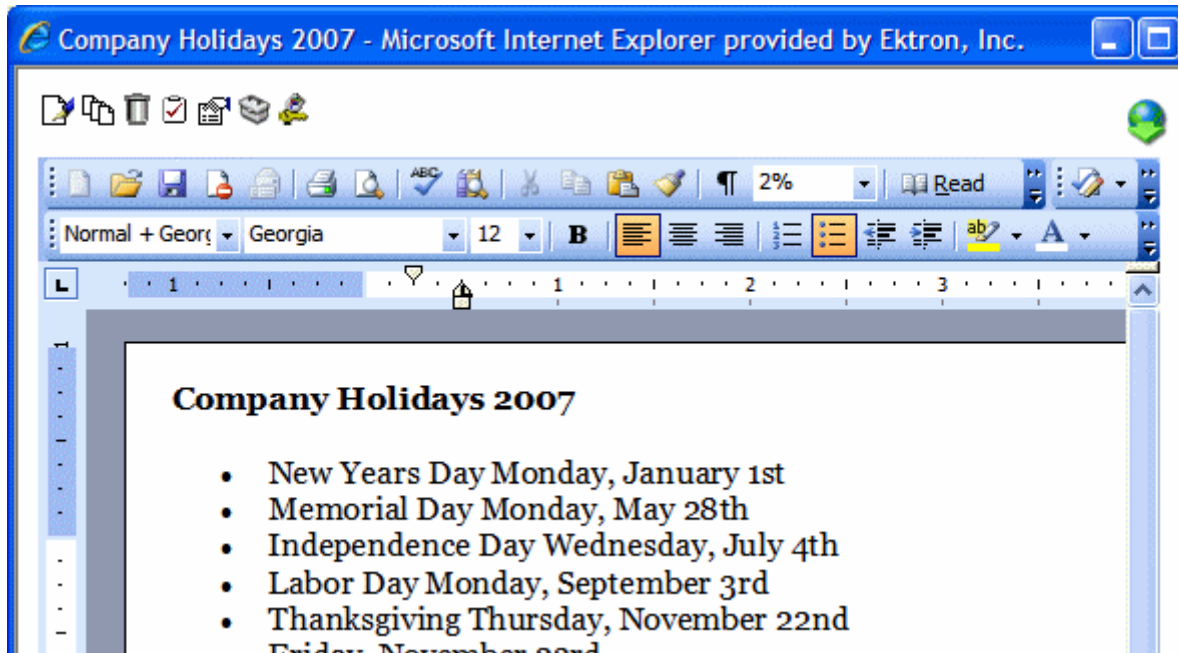
So, this section provides two procedures for editing documents.

- editing within the Wiki
- downloading to your local computer and editing using the native application


Editing within the Wiki

To edit a Wiki external document, follow these steps.

1. Click the document or file.
2. You are prompted to open or save the file. Click **Open**.
3. The document appears within an editor.



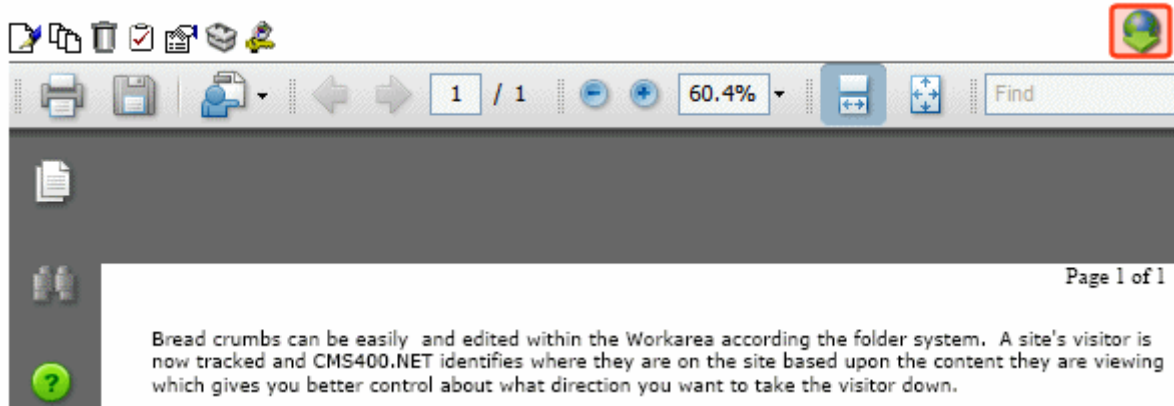
4. Edit as necessary

5. Click the Publish button () to save the changes.

Downloading and Editing a File or Document

To download a document to your computer and edit it, follow these steps.


1. From the Wiki screen, click the document or file to be edited.
2. Click the download icon on the top right corner.



3. Click **Save**.
4. Navigate to the folder to which you will save the file.
5. Click **Save**.
6. Double click the file within the folder.
7. It launches within the associated application.
8. Edit as necessary.
9. Save when done.
10. Drag and drop the file back into the Wiki. See ["Adding New External Files" on page 15](#)

Since the original file remains within the Wiki, the next highest number is added to the edited version's name. For example, for a file named `myfile`, the updated version is `myfile(2)`. You may want to delete the older version.

Deleting Wiki Content

- **Membership users** - lack privileges to delete content
- **CMS Users** - Select the item. Within the green border, right click the mouse and click the **Delete** icon ().



When you do, CMS View Content screen appears. Select the Delete button from that screen (circled below).



Finding Wiki Content

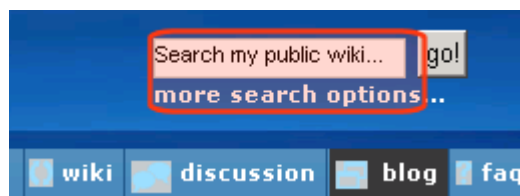
There are three ways to find Wiki content.

Method	Finds	
Search	All content, discussion forum, blog and FAQs within selected Wiki. Does not find content across several Wikis.	"The Wiki Search" on page 22
Recent Updates and New Content	Recent Updates - content that has been added or modified New Content - only new content	"The right side of the screen has two lists:" on page 13
Taxonomy	Content organized by taxonomy categories	"Using Taxonomies with the Wiki" on page 26

The Wiki Search

You can find Wiki content using the search, which appears in the top right corner of the screen after you select a Wiki.

NOTE Enter one or more *complete words*. For example, if the content includes the word **receipts** and you enter **receipt**, that content is not found. You must enter **receipts** to find it.



After you create a Wiki and add content, Discussion Forum posts, blog entries, or FAQs to it, the content is only available within that Wiki. You cannot access it from other Wikis.

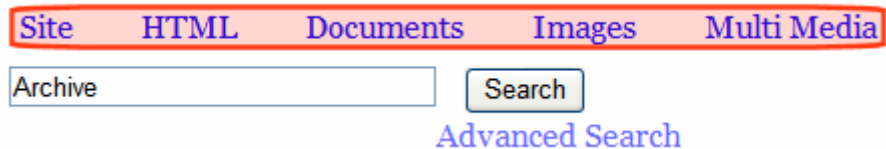
The same is true for the search: it only finds content within a selected Wiki, not the entire site.

Wiki Search Results

Under the title of each content item are the name of the user who created/updated it and the date when that occurred. You can click any item to view and possibly update it.

More Search Options

The search results screen provides additional categories by which you can narrow down results by content type (circled below).

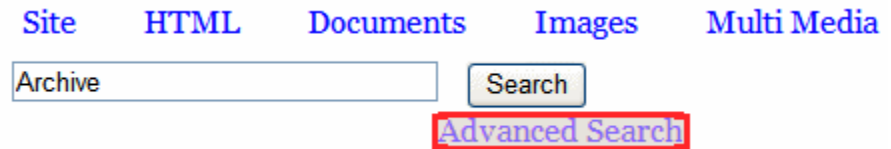


Content type options are explained below.

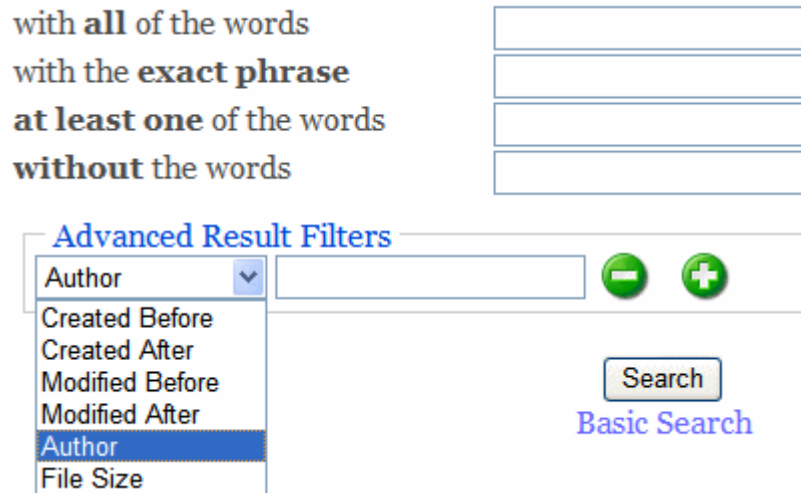
Content Type	Finds this kind of content	For more information ,see
Site	All	
HTML	HTML content	"Creating New HTML Content" on page 14
Documents	Any document dragged and dropped onto the Documents screen	"Adding New External Files" on page 15
Images	Any image file dragged and dropped onto the Documents screen	"Adding New External Files" on page 15
Multi Media	Any multimedia file dragged and dropped onto the Documents screen	"Adding New External Files" on page 15

Advanced Search

If you want to use additional search criteria, click **Advanced Search** (illustrated below).



When you do, the following screen appears.



Advanced Search provides additional wording options as well as advanced filters.

Using an Advanced Result Filter

After choosing any filter in the dropdown list, enter a value in the field next to it. The filter options are explained below.

You can include as many options as you wish by clicking the plus and minus signs to the right of each criterion.

IMPORTANT! Enter dates in YYYY/MM/DD format. For example, 2006/01/25 is January 25, 2006.


Option	Description
Created Before	Content created before date you enter
Created After	Content created after date you enter
Modified Before	Content changed before date you enter
Modified After	Content changed after date you enter
Author	Last person to update content. Enter firstname<space>last name. You can enter part of either name surrounded by asterisks (*). For example, *Jo* finds any author whose first or last name contains those letters.
File Size	File size in kilobytes. You can use greater and less than signs (>, <). For example, > 1000 finds content over 1000 KB.

Using Taxonomies with the Wiki

Ektron CMS400.NET's Taxonomy Feature lets you assign custom made information categories to content items. The categories can be hierarchical, so that a parent category can have any number of child categories. Collectively, the categories are known as a taxonomy.

After creating a taxonomy, you can assign appropriate categories to content. The result is a simple organizational scheme that makes your content easy to find, as illustrated below.

> [Top](#) > [Benefits](#) > [Holiday Time \(2\)](#)

Categories:	Articles:
<input checked="" type="checkbox"/> show all	
No subcategory exists.	 Company Holidays 2007 Company Holidays 2007 New Years Day Monday, January 1st Memorial Day Monday, May 28th Independence Day Wednesday, July 4th Labor Day Monday, September 3rd Thanksgiving Thursday, November 22nd Friday, November 23rd Christmas Monday, December 24th Tuesday, December 25th

As shown above, the Wiki's taxonomy has a category named Benefits. Under Benefits is another category named Holiday Time. The Word document listing company holidays was assigned to Holiday Time.

Creating Taxonomy Categories

To use the Taxonomy feature, you create a hierarchical tree of categories. For example, if the Wiki communicates information about your Human Resources Department, the categories might look like this.

```

Human Resources
  Job Descriptions
  Personnel Management
  Benefits
    Holiday Time
  
```

You set up this organization in the Ektron CMS400.NET Workarea under Modules > Taxonomy > Wiki. *WikiName*.

To learn more about creating a Taxonomy, see the Ektron CMS400.NET Administrator Manual section “Web Site Navigation Aids” > “Taxonomy” > “Creating a Taxonomy.”

How Taxonomy Categories are used in the Wiki Starter Site

Every content item in the Wiki *must* have a taxonomy category assigned - it is not optional. This section explains how users assign them when creating content.

Display of Taxonomy Categories on Wiki Screen

The Wiki screen displays the taxonomy assigned to the content in two ways.

- the currently selected category appears as a trail above the table in the center of the screen



- categories one level below the selected category appear in the **Categories** column



The number following a category indicates the number of content items assigned to it. In the example above, two content items were assigned to the **Holiday Time** category, and one was assigned to its parent category, **Benefits**.

Whenever a user selects a category

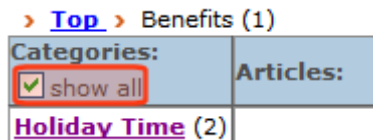
- its child categories (if any) appear in the table's **Categories** column
- content assigned to the category appears in the table's **Articles** column

If a user selects a child category from the **Categories** column

- it moves to the taxonomy display above the table
- its child categories (if any) appear in the **Categories** column
- content assign to the child category (if any) appears in the **Articles** column

The Show All Checkbox

The **show all** check box plays an important role in users' ability to assign categories.



Status of Show All Checkbox	Categories that Appear
Unchecked	Only categories that have been applied to content
Checked	All categories, even if applied to no content

When you are *assigning* categories to content, **show all** should be checked, so you can see all possible categories and apply the appropriate ones.

But if you are *searching* for content, it is more efficient to uncheck **show all**. This limits the search to categories applied to content.

The Default Taxonomy and Category

Whenever a new Wiki is created, a taxonomy is set up named Wiki.*Wikiname*. For example, if the Wiki is named Human Resources, the taxonomy is named Wiki.Human Resources.

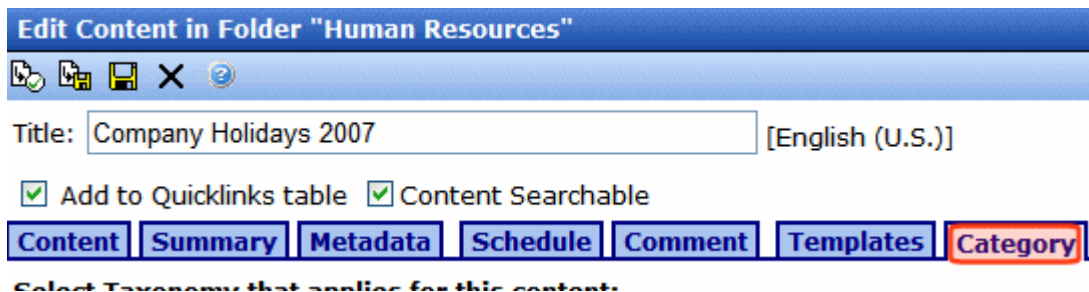
Within that taxonomy, one category is created: **General**. By default, all content must have one category assigned. So, even if the user assigns no categories, **General** is applied to all content.

Applying Taxonomy Categories to Wiki Content

HTML Content

See Also: ["Creating New HTML Content" on page 14.](#)

After you create new HTML content, but before you can publish it, click the **Category** tab to assign a category.



Initially, the Category screen only shows the taxonomy's top level. Open levels until you find the most appropriate one, that is, the category that will make it easiest for other users to find this content.

In the following example, we apply the **Holiday Time** category to the Company Holidays 2007 content item.

Edit Content in Folder "Human Resources"

Title: [English (U.S.)]

Add to Quicklinks table Content Searchable

[Content](#) [Summary](#) [Metadata](#) [Schedule](#) [Comment](#) [Templates](#) [Category](#)

Select Taxonomy that applies for this content:

- wiki.Human Resources (1)
 - General (0)
 - Job Descriptions (0)
 - Personnel Management (0)
 - Benefits (0)
 - Holiday Time (0)**

By default, every piece of content must have at least one category assigned. If you do not see an appropriate category, right click next to a category, select **Add**, and create a new category.

External Files

As described in "[Adding New External Files](#)" on page 15, you add external files to the Wiki by dragging and dropping them. Before doing that, select a category. That category is applied to the dropped content.

As described in "[Display of Taxonomy Categories on Wiki Screen](#)" on page 27, the current category appears at the end of the trail above the table. In the example below, the **Holiday Time** category is applied to all dropped content.

> [Top](#) > [Benefits](#) > [Holiday Time \(2\)](#)

Categories:	Articles:
<input checked="" type="checkbox"/> show all	 Company Holidays 2007

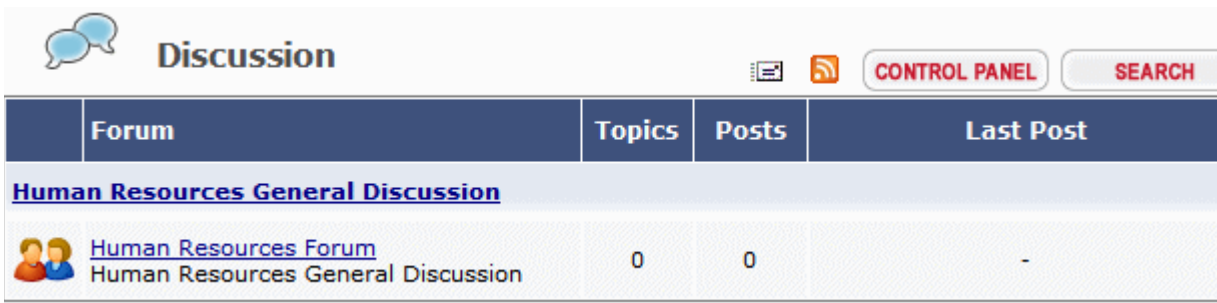
To select a category, follow these steps.

1. Under **Categories** column, click **show all**.
2. All categories within the current one appears.
3. If the category you want to apply is not the selected one, click a category. It moves above the table, and its child categories appear in the **Categories** column
4. Keep selecting categories until the one you want to apply is at the end of the trail above the table.


The Discussion Forum

The Discussion Forum lets users post information or questions/ replies about the project. It can be divided into any number of topics. All postings are kept for later reference.

One of the most powerful features is the search. Click the **Search** button in the top right corner of the screen to find all postings that include a specified word or words.



The screenshot shows the 'Discussion' forum interface. At the top, there is a 'Discussion' header with a speech bubble icon, a 'CONTROL PANEL' button, and a 'SEARCH' button. Below this is a table with the following structure:

Forum	Topics	Posts	Last Post
<u>Human Resources General Discussion</u>			
 Human Resources Forum Human Resources General Discussion	0	0	-

To learn more about Discussion Boards, please see the Ektron CMS400.Net Administrator Manual chapter “Managing Content “ > Discussion Boards” > “Working with Topics,” “Working with Posts,” and “Using the Control Panel.”

Blogs

Blogs (short for Web Logs) are a form of online information sharing that let a group of people express their thoughts on a subject. One person creates the main post, and others comment on it.

In blogs, the most recent post appears at the top. As a result, site visitors can quickly find the latest entries.

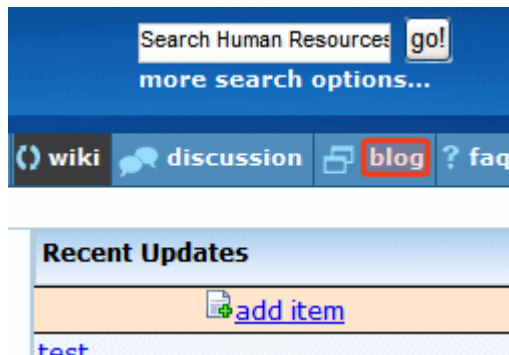
Blogs are made up of multiple elements, which let users view or create a blog post, add comments, and see a roll call of associated blogs. In addition, the blog calendar indicates which days have blog posts.

For a full description of blogs, see the Ektron CSM400.Net User Manual chapter “Working with Folders and Content” > “Blogs.”

Viewing the Blog

Like all other Wiki content, a blog is part of a Wiki. So, you can only access it after selecting its Wiki. To view a Wiki’s blog, follow these steps.

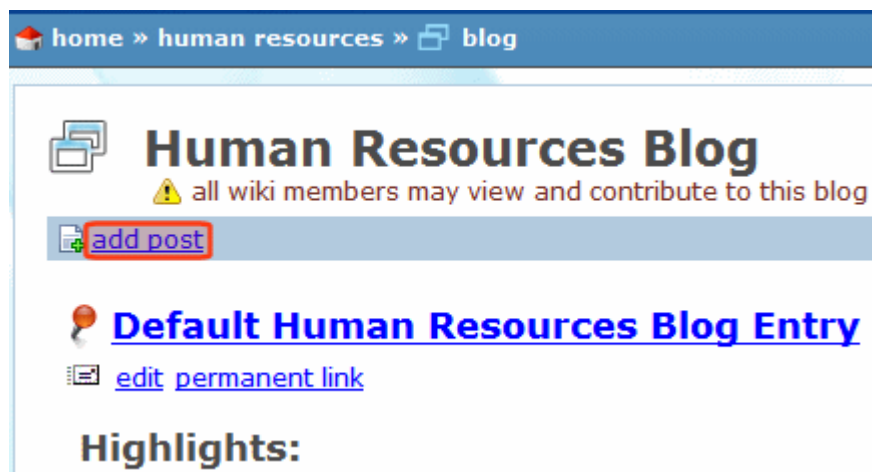
1. From the Content screen, select the Wiki whose blog you want to view or edit.
2. In the top right corner, click **blog**.




Adding a New Blog Post

Follow these steps when you want to submit a new entry to the blog.

1. Complete the steps in "[Viewing the Blog](#)" on page 33 to get to the blog page.
2. In the blue bar above the title, click **add post**.



3. A new screen appears.
4. Enter the blog content.
5. When done, click the publish button ()

Adding a Blog Post Comment

1. Select the post you want to comment on.
2. Click the title of the post.
3. The **Leave a Comment** screen appears below.

Leave a comment

Homepage

http://

Comment

Post Comment

Field	Description
Home page	Enter the URL to your home page.
Comment	Enter your reactions to the blog post.

Editing a Blog Post

To edit any post, click **edit** under the blog's title.



Highlights:

Identifying a Post's Permanent Link



If you click this link, a new screen appears. The new screen indicates the *permanent link* to this blog post. As long as the blog post remains within Ektron CMS400.NET, you can access it via the URL that appears in the browser's address bar when you click **permanent link**.

Most blog pages show only recent posts. After a post is moved off the blog's front page, you can still access it via this link.

Subscribing/Unsubscribing to a Blog

All users can subscribe to a blog or a blog post. By subscribing to a

- *blog*, users receive notification when posts are added to the blog.
- *blog post*, users are notified when comments are added to the post.

When you no longer want to receive notices, you can unsubscribe.

To subscribe to a blog, click **Subscribe** above the calendar.

documents milestones blog search

subscribe

<< march 2007 >>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Frequently Asked Questions

The Frequently Asked Questions (FAQ) screen provides simple way to log common questions and answers about the Wiki. For example, if the Wiki maintains Human Resources information, it could contain the following FAQ.

Q: What are the holidays for 2007?

A: The company holidays are as follows:

- New Years Day Monday, January 1st
- Memorial Day Monday, May 28th
- Independence Day Wednesday, July 4th
- Labor Day Monday, September 3rd
- Thanksgiving Thursday, November 22nd
- Friday, November 23rd
- Christmas Monday, December 24th
- Tuesday, December 25th

Each FAQ consists of one HTML content block. The content's title holds the question, and the body contains the response.

When someone visits the FAQ page, he sees all questions. Click once to see the response summary. (The summary consists of the first 40 words of content.) To see the full response, click **More Information**.

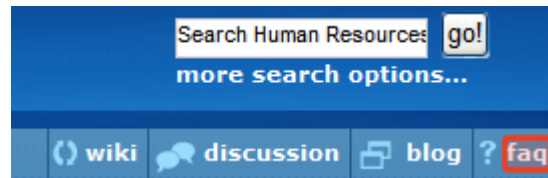
Q: What is our Internet Usage policy?

The Company's computer network allows access to resources and services through Internet connectivity. This doc our official policy regarding Internet usage, and all Internet users are expected to be familiar with and to comply v

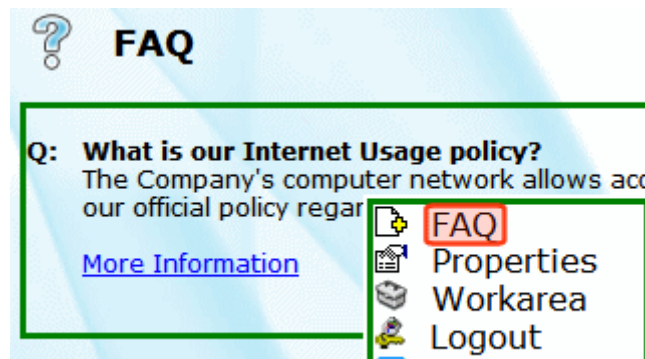
[More Information](#)


Adding an FAQ

1. Select a Wiki.
2. From the top right corner of the screen, click **faq**.



3. If there are no FAQs on the screen, click **No Items**.
If the screen has at least one question, move the cursor over it.
4. From the popup menu, click **FAQ**.





5. In the content's **Title** field, enter the question.
6. In the content body, enter the response.
7. Click the Publish button () to save the changes.

Editing an FAQ

To edit an FAQ, follow these steps.

1. Place the cursor over the FAQ.
2. Right click the mouse.
3. Select **properties**.

4. The View Contents of Folder screen appears. Click the FAQ you want to edit.
5. Click the Edit button ().
6. Edit as needed.
7. Click the Publish button () to save the changes.