User Handbook
For
JCSE
Family Readiness Team Portal

Version 1.0

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What is FRT?

An FRT is a unit or organization consisting of enlisted Service members, officers, and family-member volunteers who provide social and emotional support, outreach and information to family members before, during and after deployments, extended tours of duty, and field-training exercises.

The purpose of the FRT is to ease the pressure and emotional stress associated with military separation for the Service member and family members.

The FRT's main objective is to enable a unit's family members to establish and operate a system through which they can effectively share information, solve problems and provide mutual support.

Who Can You Collaborate With?

This environment allows family members to collaborate with JCSE members in support of FRT. The portal is part of a bigger community called HarmonieWeb.org. This extended community allows DoD to collaborate with U.S. departments and agencies, foreign governments and security forces, international organizations (IOs), non-governmental organizations (NGOs), local organizations including civil groups, community assistance organizations and members of the private sector. It allows users to define meeting sites as open or access restricted as required.

Tools Available

Family Readiness Team Portal provides web-based services and collaborative tools through a dynamic portal. Tools provided include:

- **Virtual Workspaces/Event Sites:** is a collaboration area for a group of people or organizations. A Work Space is an assembly of other tools to provide a tailored collaboration experience. Some tools include chat, imagery, lists, document libraries, blog, wiki, and discussion boards to name a few. These Work Spaces can be tailored to meet the specific communication needs of the group.
- **Adobe Connect:** is a virtual collaboration tool connected to the Family Readiness Team Portal portal. It allows users to conduct virtual meetings in real time using voice and video. Meeting hosts can invite users who do not have Family Readiness Team Portal accounts into their Adobe Connect meeting by simply sending out a web link.
- **Microsoft Office Communicator:** is an Instant Messenger tool that offers real-time communication and allows easy collaboration, which might be considered more akin to genuine conversation than email's "letter" format. In contrast to e-mail, the parties know whether the peer is available. This solution allows the user to set an online status or away message so peers are notified when the user is available, busy, or away from the computer. On the other hand, people are not forced to reply immediately to incoming messages.
- **Wiki:** In business environments, a Wiki site provides a low-maintenance way to record knowledge. Information that is usually traded in e-mail messages, gleaned from hallway conversations, or written on paper can instead be recorded in a Wiki site, in context with similar knowledge.

- **Blogs:** is a site designed to help you share information. Blogs can be used as news sites, journals, diaries, team sites, and more. It is your place on the World Wide Web. Blogs are typically displayed in reverse chronological order (newest entries first), and consist of frequent short postings. With this Blog, it is also possible for your site visitors to comment on your postings. In business, Blogs can be used as a team communication tool. Keep team members in touch by providing a central place for links, relevant news, and even gossip.

How is Family Readiness Team Portal Secured?

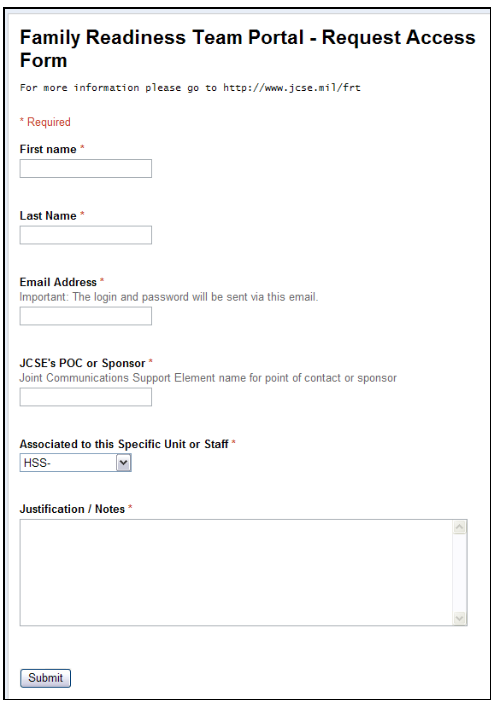
Family Readiness Team Portal uses industry standard information security techniques to provide data encryption, authentication, and security groups and file level access control.

Family Readiness Team Portal Help and Information

For further information or comments contact the Family Readiness Team Portal project management at: Ignacio.Diaz@jcse.mil.

How to Request an Account

To request a JCSE Family Readiness Portal account, navigate to http://www.jcse.mil. From the menu on the left, navigate to Community Links and then click on Family Resource Team. From the Family Resource Team page, click on Request an Account. Enter the information requested and click submit.


Family Readiness Team Portal - Request Access Form

For more information please go to http://www.jcse.mil/frt

* Required

First name *

Last Name *

Email Address *
Important: The login and password will be sent via this email.

JCSE's POC or Sponsor *
Joint Communications Support Element name for point of contact or sponsor

Associated to this Specific Unit or Staff *
HSS-

Justification / Notes *

Submit

How to Change Your Password

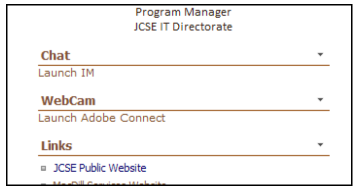
There are two situations in which you will want to change your password. Once you have received your username and password for the JCSE Family Resource Portal, you will probably want to change it to something you can easily remember and if you forget your password you will need it reset.

When you receive your initial password, navigate to http://www.jcse.mil. From the menu on the left, hover over Community Links and click on Family Resource Team. From the Family Resource Team web page, click JCSE Family Portal. When the page loads, enter your login information. In the right column on the home page of the portal, find the web part called "Change your account password". Enter the required information and click "Change Password". Your new password must be at least 7 characters long, contain a number, one capital letter, one lower case letter and one special character.

If you have forgotten your password, navigate to http://www.jcse.mil. From the menu on the left, hover over Community Links and click on Family Resource Team. From the Family Resource Team web page, click Reset Your Password. You will be taken to the Lost Password Help page at our parent site, HarmonieWeb.org. Enter your username and click "Submit". Your password will be emailed to the email account you entered when you registered.

How to Launch Instant Messenger

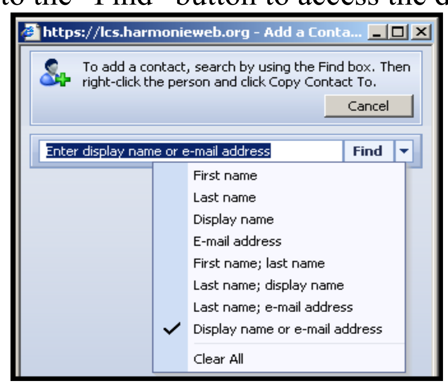
1. After logging in find the "Chat" web part in the right column.
2. Click "Launch IM"
3. If your Pop-up Blocker is enabled you will need to follow the onscreen instructions for the Instant Messenger to function.



How to Add a Contact

1. After launching the instant messenger, click on the "Contacts" menu to access the drop down menu.

2. Click on "Add a Contact"
3. Click the down arrow next to the "Find" button to access the drop down menu.

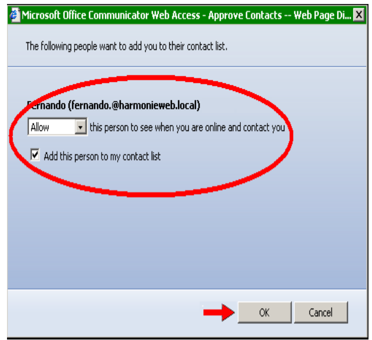


4. Select the search criteria from the list.
5. Enter the contact information in the text box and click "Find".
6. Right click on the contacts name and select "Add to Group".

When Others Add You as a Contact

1. When someone adds you to their contact list you get an alert on your Instant Messenger screen above your contacts groups.

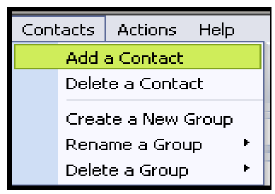
2. Double click the persons name to open the "Approve Contacts" pop up box.
3. Select whether you want to "Allow" the person to see when you're online using the drop down menu.



4. Select the check box to add the person to your contact list.
5. Click “OK”.

How to Create a Group

1. After launching the instant messenger, click on the “Contacts” menu to access the drop down menu.

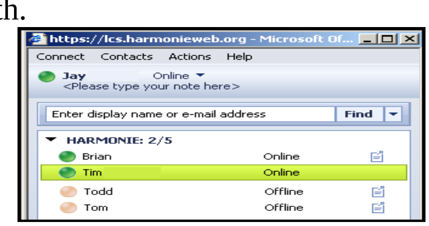


2. Type in your group name in the text box and click “Enter”.

(You can now add users to your group. See “How to add a Contact” earlier in this guide.)

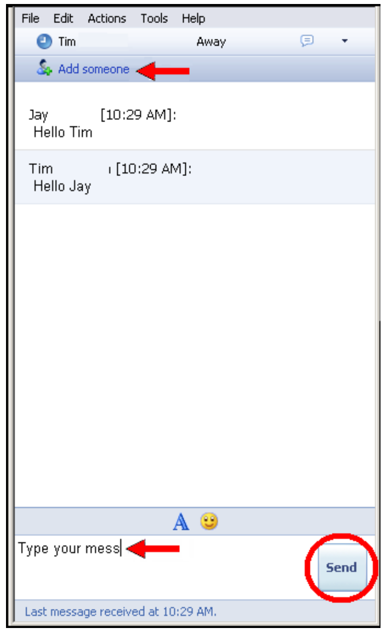
How to Send an Instant Message

1. After launching the instant messenger, double click on the contract name that you want to start an Instant Message with.



2. An Instant Message screen will appear, type your message in the bottom text box and click the “Send” button.

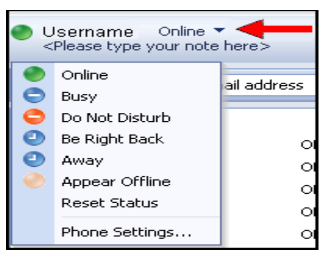
3. To add another contact to the Instant Message, click the “Add Someone” icon at the top of the discussion field.



4. Select the contact from the list by double clicking on the contacts name.

How to Change Your Online Status

1. After launching the instant messenger, click the down arrow next to your name and status to access the drop down menu.



2. Click on the status you wish to set.

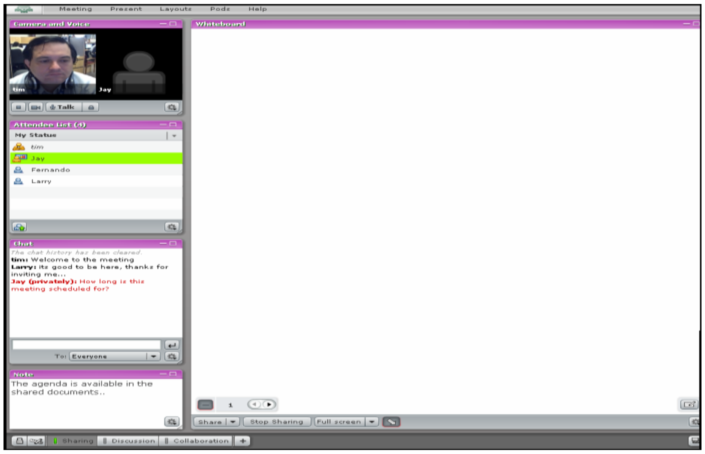
(Note: After 30 minutes of no activity your status is automatically set to away. This will change back to your set status when activity is detected again.)

How to Sign Out

1. Select the “Connect” menu to access the drop down menu.
2. Click the “Sign Out” option.

3. Close the Instant Messenger “Sign In” screen.

Adobe Connect



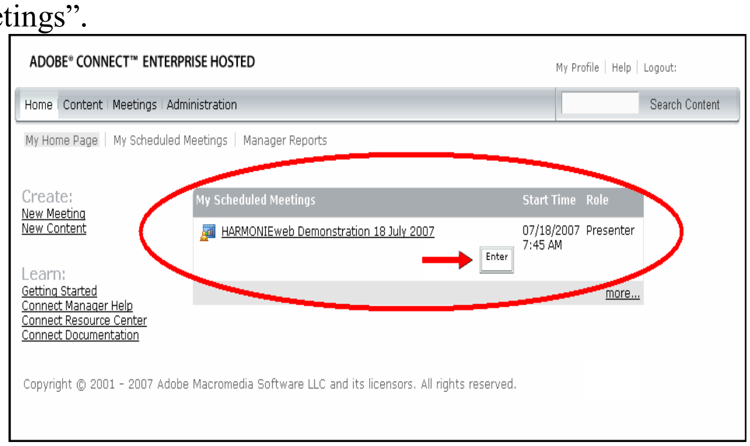
How to Access Adobe Connect

1. After logging in find the "WebCam" web part in the right column.

2. Click "Launch Adobe Connect".

How to Enter a Scheduled Adobe Connect Meeting

1. After selecting "Launch Adobe Connect" from the portal an "Adobe Connect Enterprise Hosted" screen appears.
2. Click the "Enter" button next to the meeting that you want to attend from under the "My Scheduled Meetings".



How to Use the Camera and Voice Pod in Adobe Connect

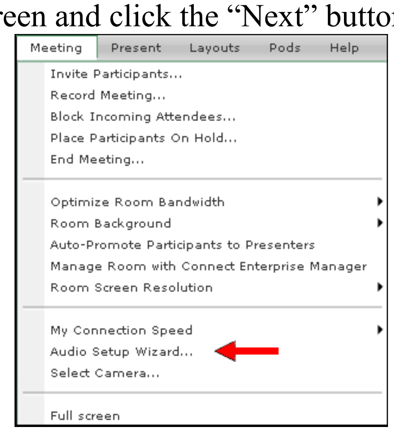
1. After entering an Adobe Connect meeting, in the Camera and Voice pod click the camera/microphone icon. 

   (NOTE: only users who have been granted “Presenter” rights by the Host will be able to activate their camera and microphone for the meeting.)
2. Click the “Allow” button in the pop up screen to initiate your microphone and camera.

3. If you have a camera configured on your system a video image will display in the pod. If you do not have a camera a generic image will appear with your name. To pause the video image click the  icon, to restart the image click the icon again.
4. To talk click and hold the  button. To lock the microphone open click the padlock icon next to the talk button. To release the “hot mike” click the padlock icon again.
5. To quit using camera and microphone capability, click  the icon.

How to Check Audio Setup in Adobe Connect

1. After entering an Adobe Connect meeting, follow the instructions on the “Audio Setup Wizard” screen and click the “Next” button to advance through the different audio tests.

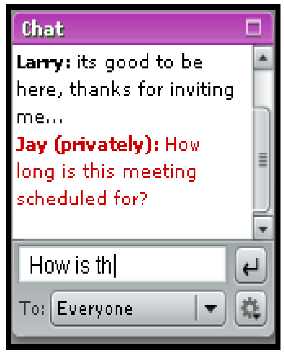


2. After completing the audio tests click the finish button on the last “Audio Setup Wizard” screen.

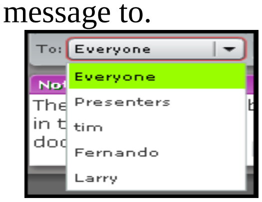
(Note: If you cannot hear or speak after completing the Audio Setup Wizard you should check your operating system audio setting and check that your headset and microphone do not have mute settings.)

How to Use the Chat Pod in Adobe Connect

1. After entering an Adobe Connect meeting everyone has the ability to post text in the "Chat" pod.



2. Enter your text message in the bottom text box and click "Enter". Your posting will appear with your name associated with it.
3. To send a Private Message click the down arrow on the "To" button and select the person from the list you want to send the message to.

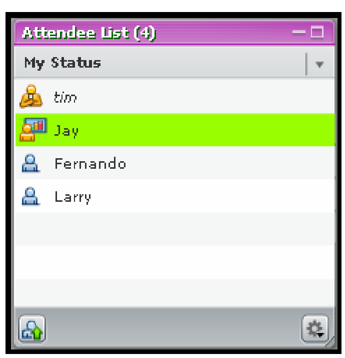


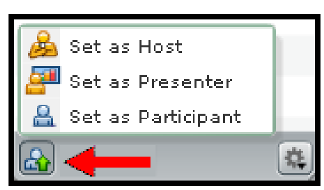
(NOTE: Private messages will appear in red and only the sender and receiver will see the message in their chat pods.)

How to Use the Attendee List Pod in Adobe Connect

1. After entering an Adobe Connect meeting the "Attendee List" pod will show all the users currently in the meeting along with an icon indicating their role.

2. As a meeting Host you can set the "Roles" of the participants in the meeting. Highlight the user you wish to set the role for and click the "Set User Role" icon in the left corner of the pod.





3. You can set your status by clicking the drop down menu arrow on the “My Status” bar.

4. Select the message you want to have appear next to your name in the “Attendee List” pod.

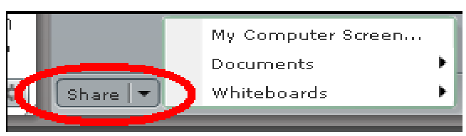
How to Use the Notes Pod in Adobe Connect

1. After entering an Adobe Connect meeting the “Note Pod” will display a message from presenters for all users to view.
2. As a Presenter click inside of the text area of the Note Pod and type your message.

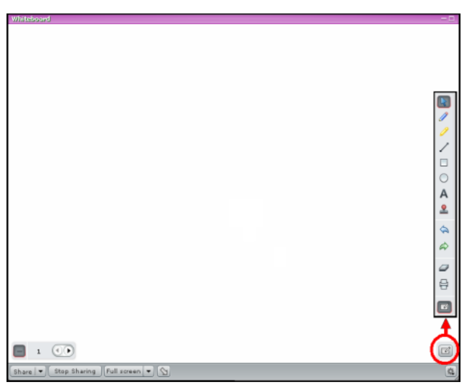
(NOTE: Multiple notes can be created and changed to during the meeting by using the Pod Options icon to create and select new notes.)

How to Use the Whiteboard in Adobe Connect

1. After entering an Adobe Connect meeting, click the “Share” button at the bottom left corner of the Share pod.



2. From the menu choose “Whiteboards” then select “New Whiteboard”
3. On the whiteboard click the “Whiteboard Tools” icon in the lower right corner to access the tools.

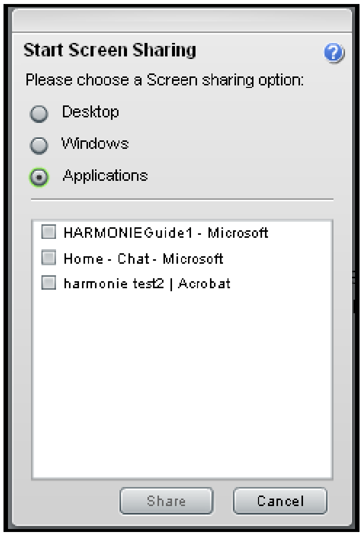


4. Select a tool from the icon menu to use it on the whiteboard.
5. To stop sharing the whiteboard click the "Stop Sharing" button.

How to Use Screen Sharing in Adobe Connect

1. After entering an Adobe Connect meeting, click the "Share" button at the bottom left corner of the Share pod.

2. From the menu choose "My Computer Screen…"
3. Choose what you would like to share from the "Start Screen Sharing" window.



4. What you choose will bring that window in front of the Adobe Connect Meeting.
5. To stop sharing click the "Stop Sharing" button in the upper right hand corner of the title bar.

(NOTE: CAUTION: When you allow sharing of your Desktop, Windows or Applications other users will have access to all the functions of the program you are sharing.)

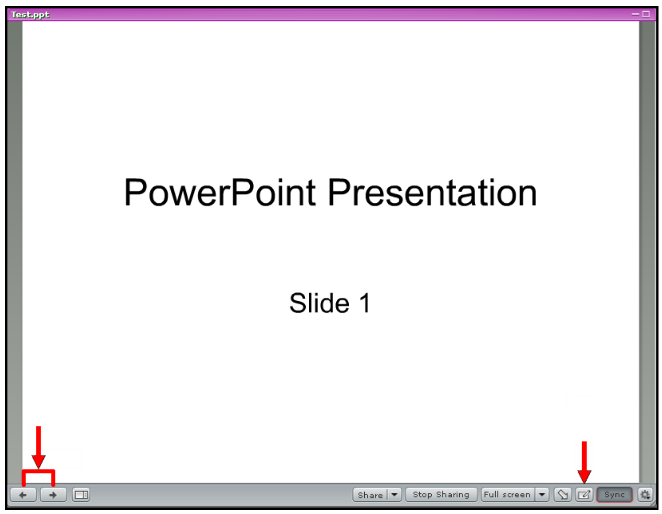
How to Share PowerPoint Presentations in Adobe Connect

1. After entering an Adobe Connect meeting, click the "Share" button at the bottom left corner of the Share pod.

2. From the menu choose "Documents".
3. Use the browser window to find the file you would like to share from your computer or network drives.

4. After clicking “Open” Adobe converts the PowerPoint presentation. While this happens you will see a screen indicating that the conversion is taking place.

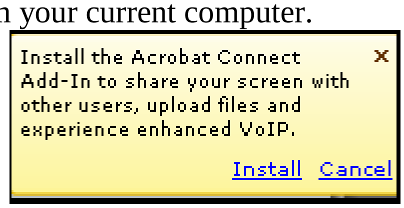
5. Once the presentation has been converted the slide show will appear in the main screen of the Share pod.



6. Use the left and right arrow buttons to navigate through the presentation.
7. To use the whiteboard tools to draw on the slides click the “Whiteboard Tools” icon in the lower left corner of the pod to bring up the tools icon menu.
8. To stop sharing the presentation click the “Stop Sharing” button.

Acrobat Connect Add-In required for using Sharing functions

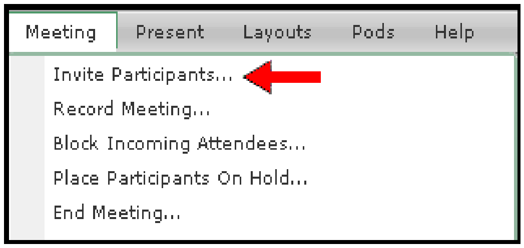
If the Acrobat Connect Add-In is not installed on your computer the first time you try to use the sharing functions a pop-up window will appear informing you need to install the add-in. Click “Install” and Adobe will restart your meeting window. You will then be able to use the share functions in future meetings from your current computer.



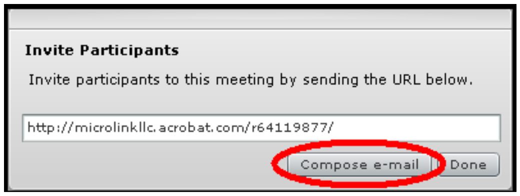
How to Invite New Participants Via Email in Adobe Connect

1. After entering an Adobe Connect meeting, open the “Meeting” menu.

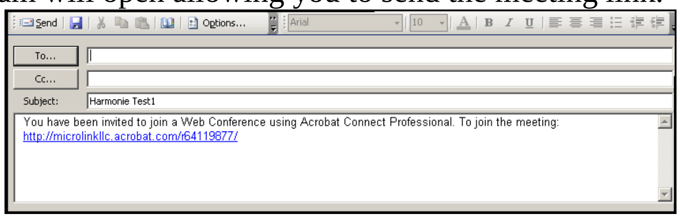
2. Choose “Invite Participants…”



3. Click the “Compose e-mail” button.



4. Your e-mail program will open allowing you to send the meeting link.



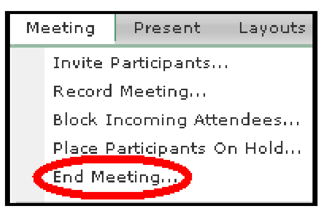
(Note: This allows you to invite users as guests who may not have a Family Readiness Team Portal account.)

How to Exit an Adobe Connect Meeting

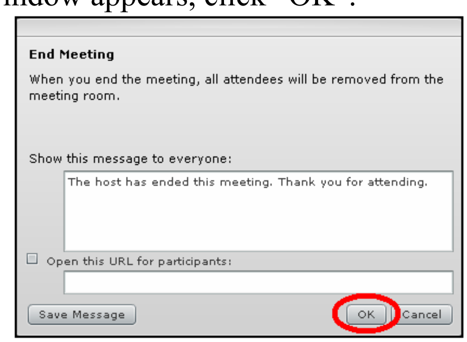
1. To exit Adobe Connect meetings simply close the window using the X icon in the upper right hand corner.

How to End an Adobe Connect Meeting as Host

1. As the host in an Adobe Connect meeting select “Meetings” from the menu bar to access the drop down menu.
2. Select “End Meeting”.



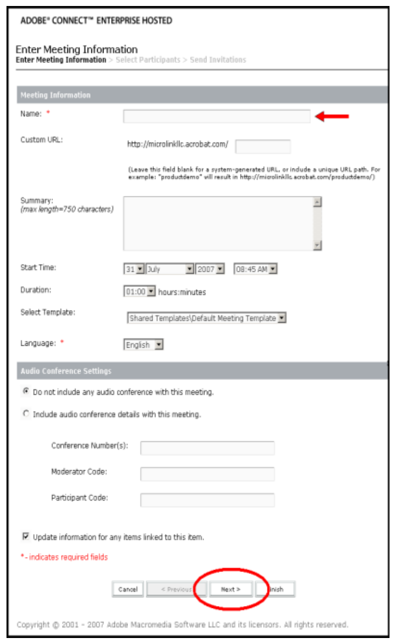
3. An End Meeting pop up window appears, click “OK”.



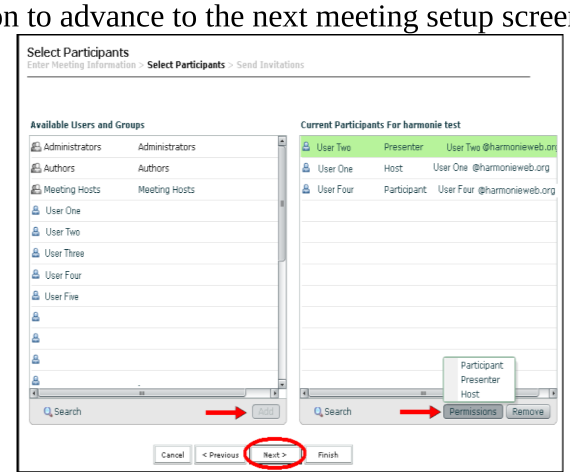
How to Create a New Adobe Connect Meeting

1. After selecting “Launch Adobe Connect” from the portal an “Adobe Connect Enterprise Hosted” screen appears.
2. Under the “Create” menu select New Meeting”.

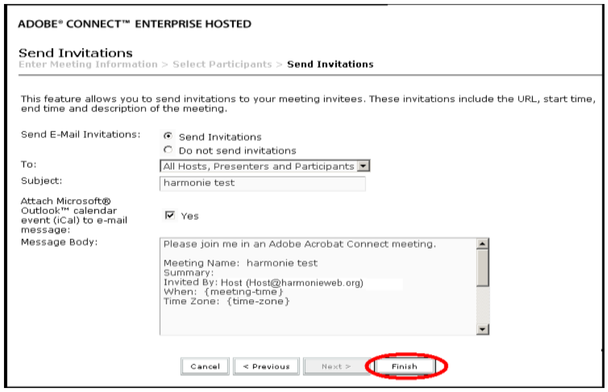
3. Enter the meeting information on the screen and click the “Next” button to advance to the next setup screen.



4. Select the participants by selecting their name in the “Available Users and Groups Menu and clicking the “Add” button to push them into the “Current Participants” list.
5. Set the users role by clicking the “Permissions” button and assigning the user a role.
6. Click the “Next” button to advance to the next meeting setup screen.



7. If you wish to send email invitations out select the “Send Email Invitations” radio button and from the drop down menu select who you wish to receive the invites.
8. Click the “Finish” button.



9. Review the meeting setup information and click the “Enter Meeting Room” button to launch into the meeting.

My Site

My Site is your personal workspace inside of the Family Readiness Team Portal. You can use this page as central location point to manage all your tasks on the portal, you can create links, set up a calendar, link to RSS feeds and track information on colleagues. To get to your My Site, click on "My Site" in the upper right corner of any page in the FRT Portal.

Use the links under the "Get Started with My Site" web part to describe yourself. The information entered here shows up on your public profile.

Use the Quick Launch (navigation bar on the left side of the page) to manage your documents, links, pictures or any content you would like to store at your site.

For more information on My Site, see the following Microsoft sites:

About My Site
http://office.microsoft.com/en-us/sharepointserver/HA011605561033.aspx

My Site Help and How-To
http://office.microsoft.com/en-us/sharepointserver/CH100964111033.aspx

How to Use the Wiki Library

You can use this wiki library to share knowledge, brainstorm ideas, collaborate with your team on a design, create an instruction guide, build an encyclopedia of knowledge, or just write down daily information in an easily accessible and modifiable format.

Editing Wiki Pages

This wiki library provides what-you-see-is-what-you-get (WYSIWYG) editing. To edit a page, click **Edit** at the top of the page. You can insert tables and pictures with the click of a button. When you are happy with your changes you can click **OK** to update the page.

Creating links to pages

You can link to another page in this wiki library by enclosing the name of the page in double brackets on the edit form. For example, type [[Home]] to create a link to the page named Home and [[How To Use This Wiki Library]] to create a link to this page.

To create a link to a page and have the link display different text than the page name, type a pipe character (|) after the page name, and then type the display text. For example, type [[Home|Home Page]] to create the link labeled Home Page that points to the page named Home.

To display double opening or closing brackets without making a link, type a backslash before the two brackets. For example, \[[or \]].

Creating pages

There are two main ways to create a new page in your wiki library:

1. <u>Create a forward link to another page and then click on it to create the page</u>:
   This is the recommended way to create a page because it is easier for people to find the page when another page links to it.

   Forward links to pages that do not exist have a dashed underline. Start by adding the link (follow the **Creating links to pages** process earlier on this page). Click the link to go to the Create Page form where you can start typing your content.

2. <u>Create a page that is not linked to any other</u>:
   In the **Recent Changes** section, click **View All Pages**. Then, on the **New** menu, click **New Wiki Page**. This takes you to the Create Page form where you can start typing your content.

Managing Your Wiki Library

You can manage the pages in your wiki library by clicking **View All Pages** in the **Recent Changes** section.

Restoring a page

If you need to restore a previous version of a page, click **History** at the top of the page. You can then click on any of the dates to view the page as it existed on that date. When you find the version that you want to restore, click **Restore this version** on the toolbar.

Viewing incoming links

You can see which pages link to the current page by clicking **Incoming Links** at the top of the page.