NEW ADMINISTRATOR QUICK START GUIDE

What is the Role of a CoP Knowledge Owner?

The role of the Knowledge Owner (KO) in a CoP is similar to that of the Founder in PBMA's ESWG tool. The Knowledge Owner is the individual who requests the CoP and is ultimately responsible for all content posted to the CoP. They determine the CoP security status (normal, private, CUI) and membership. The KO's name and contact information is displayed on the CoP homepage in the Knowledge Owner widget, and they receive any feedback emails related to the CoP membership. The Knowledge Owner has access to the CoP Administration functions and the Home Page Editor.

What is the Role of a CoP Administrator?

The CoP Knowledge Owner can assign CoP Administrator status to others. The roll of CoP Administrator is crucial to evolving from a startup community to an efficiently operating community of virtual collaboration regardless of whether it is performed by the Knowledge Owner or an assigned Administrator. CoP Administrators perform workspace feature setup, as well as ongoing maintenance activities related to those features. They add and remove users as community membership fluctuates and assign roles. Other activities include, but are not limited to, monitoring links for connectivity, creating and managing the file structure in the Document Management System (DMS), approving community Calendar events, updating News Ticker content, setting up Discussion Forums, and so on.

Are there different kinds of CoPs?

Yes, when a Knowledge Owner establishes a Community of Practice they have the option of creating a normal or private CoP.

- A normal CoP is visible on the master list of NSCKN CoPs, and anyone with an NSCKN account can see that it exists.
- A private CoP only appears to members and is not listed on the master list of CoPs. All CoPs containing Controlled Unclassified Information (CUI) need to be made private.
- Additionally, CoP homepages and modules may be restricted to allow access by CoP members only.

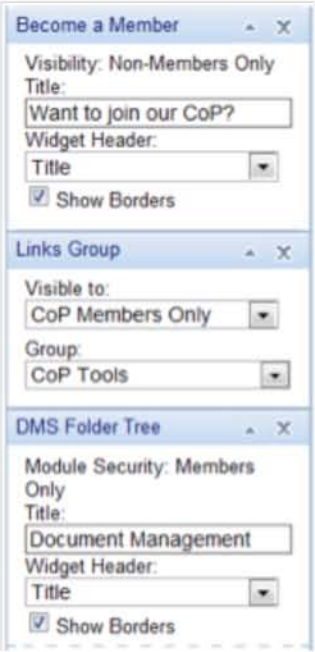
How do I Access CoP Admin functions?

CoP Administrators use the **Admin Links** dropdown to initiate administrative activities.

- Log in to the CoP for which you are an Administrator.
- In the **Admin Links** dropdown located in the page header, click the module for which you would like to access the Administrator functions.

How do I Design/Customize my CoP Homepage?

Each CoP's homepage is designed and customized by Knowledge Owners and CoP-level Administrators. To customize your CoP, in the **Admin Links** dropdown, click **Home Page Editor**.



A CoP homepage is simply a collection of widgets (or modules). Administrators customize each widget's content and location. Simply drag and drop widgets from the **Widget** flyout to the desired location on the **Homepage Editor** grid.

Each NSCKN Module has its own default widget. Use the Links Group widgets to create internal, external, or module links. You can also create any content you like using a Text/HTML widget.

What is User Administration?

The **User Administration** feature enables you to establish and maintain user accounts for community members. Thus, you use this feature to add new users, edit user information, remove users from the community, adjust user privileges, and so on—all depending upon the needs existing at both community and individual levels.
You will be notified via email when a user requests to become a member of your community. The request email will supply a link back to the CoP User Admin page where you can approve or deny the requesting member access to the community.

How do I Add a Member to my CoP?

- In **User Administration**, enter the last name of the user you wish to add in the header **Search** field. Click **Search**. NOTE: The resulting page lists individuals with the last name you entered (or similar last name) throughout all existing communities who have valid NSCKN user accounts in place (and who are not already members of your CoP).
- Click the name of the user you want to add.
- In the header bar, click **Add Membership**.
- Specify the permissions you want the individual to have for your CoP modules. A single individual could be a user in one module and an administrator in another.
- Click **Save**.

Note: You will only be able to add individuals to your CoP who have an NSCKN account. If you are interested in adding a member who doesn't have an account yet, they will need to request one.

How do I Remove a User from a Community?

If it becomes necessary to remove any current member's access to a community, the CoP Administrator is responsible for this activity. (For example, the individual may no longer be employed within the workgroup, or may have changed positions.)
To remove community member access:

- In **User Administration**, locate the user you want to delete. Click on the user's name to highlight it.
- In the header, click **Delete Account**.
- When you are prompted to confirm the removal of the member, click **OK**.
- By selecting **OK** in the previous step, access is removed; the individual will no longer be a member of the community.

NOTE: Removing a member's access does not permanently delete the user account in NSCKN. Because the user account remains in place, it will continue to be available for selection on the **Add New User** page. Therefore, you can add the individual as a community member again, if it becomes necessary to do so.