



my connected community

Owners' & Moderators' Guide to my connected community

mc2.vicnet.net.au

Part 6: Managing your Community



Although the information found in this *Owners' & Moderators' Guide* was correct at the time of printing, the **my connected community (mc2)** Web site is a dynamic environment which continues to develop.

As such, the contents of this *Owners' & Moderators' Guide* may vary from that found on mc2 Web site
mc2.vicnet.net.au

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RESPONSIBILITIES OF BEING THE OWNER OR MODERATOR OF AN MC2 COMMUNITY

In addition to encouraging involvement in your community, the owner of an mc2 community takes overall responsibility for ensuring their members are aware of and adhere to the mc2 CODE OF CONDUCT (see Appendix A, p. 35).

The owner, along with any moderator(s), is also responsible for

- deleting any inappropriate entries posted to the FORUM, GUESTBOOK AND NOTICEBOARD
- activating the MAILING LIST and encouraging members to join
- ensuring members understand the etiquette of CHAT (see Appendix B, p. 36)
- creating categories for LINKS
- approving new EVENTS & LINKS
- creating new POLLS
- deleting any inappropriate files uploaded to the SHARED FILES
- upload files to the GROUP FILES
- removing members who are in breach of the CODE OF CONDUCT

Tip

- if you need to delete any content created by a member, or ban a member, you can refer them to the appropriate section of our most recent CODE OF CONDUCT page (mc2.vicnet.net.au/help/code.html) to explain why


Address	mc2.vicnet.net.au/help/code.html
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MONITORING YOUR MC2 FORUM

If a member posts a message to your FORUM that contains inappropriate content, or that belongs in a different area of your community (eg. the NOTICE BOARD), you can delete it.

Delete a message posted to a forum

To delete a message posted to a forum

(i) click on  (found down the left side of your community's home page)

(ii) click on 

 **house sitter wanted - June to Dec 2003** - Pippi Williams - 31/03/2003

(iii) click on 

Tips

- if the message you delete is the start of a *thread* (new topic of discussion), deleting it will also delete all of the replies posted to it

 **Upcoming mc2 Advanced Training sessions** - Neil Shedden - 22/03/2003
 **RE:Upcoming mc2 Advanced Training sessions** - Jo Summers - 26/03/2003

- once deleted, messages cannot be retrieved as there is no *archive* (backup) of forum messages

MONITORING YOUR MC2 GUESTBOOK

If a member writes an entry in your GUESTBOOK that contains inappropriate content, you can delete it.

Delete an entry written in a guestbook

To delete an entry written in a guestbook

- (i) click on **Guestbook** (found down the left side of your community's home page)
- (ii) click on **Delete Message**

Pippi Williams (pippiwilliams@hotmail.com)

31/03/2003

As seen on NBC, CBS, CNN, and even Oprah. As reported on in the New England Journal of Medicine. Reverses aging while burning fat, without dieting or exercise. And it's Guaranteed! Please visit our website to learn the facts about this quality health product

<http://www.1verio.com/health/index.html>

[Delete Message](#)

- (iii) click on **YES - DELETE IT**

MONITORING YOUR MC2 MAILING LIST

Members of your community can now choose to discuss issues using either the *Web-based* FORUM or the *email-based* MAILING LIST, but firstly you need to activate your community's MAILING LIST and then encourage new and existing members to subscribe to it.

Tip

- to avoid duplication and possible confusion, some owners may choose to have only one of the FORUM and MAILING LIST available to their members

Activate the mailing list for your community

The mailing list isn't automatically available to an mc2 community by default - the owner must *activate it* to make it visible

- click on **Group Settings** (found down the left side of your community's home page)
- scroll down and select **YES** next to MAILING LIST

Website Functions:	
Forum	YES <input checked="" type="radio"/> NO <input type="radio"/>
Guestbook	YES <input checked="" type="radio"/> NO <input type="radio"/>
Mailing List	YES <input checked="" type="radio"/> NO <input type="radio"/>
Notice Board	YES <input checked="" type="radio"/> NO <input type="radio"/>

- click on **Save Changes**

Tip

- once this is done, MAILING LIST will appear down the left side of your community's home page between GUESTBOOK and NOTICE BOARD

▶ Group Info
Forum
Guestbook
Mailing List
Notice Board
Chat
Shared Files
Group Files
Events
Polls
Links
Invite a friend
Members
Group Settings
Group Files
Group Webpage
Delete Group
Change Ownership


Encourage new and existing members to subscribe to a mailing list

The only person subscribed to the mailing list after it's been activated is the owner. Before you start posting to the list, you need to get other members to subscribe to it.

Tips

- the email address of all mc2 communities' mailing lists follow a similar format

mystcrime@mc2.vicnet.net.au

 - they all begin with the community's *listname* (eg. mystcrime), which is the WEBSITE NAME you chose when creating your community
 - the rest of the email address is always *@mc2.vicnet.net.au*
- members who are subscribed to the mailing list will have a  next to their name in the **Members** section of your community's home page

				Email Notification	
		Forum	Alerts		
	Lottie Hunder	owner			
	James Davies	Remove?	Make Mod	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Go
	Jo Summers	Remove?	Make Mod	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Go
	Kevin S Davies	Remove?	Make Mod	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Go
	Pippi Williams	Remove?	Make Mod	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Go

You can encourage members to subscribe to the mailing list in a number of ways, including

- posting a message to your **Forum**
- adding to the GROUP DESCRIPTION (click on **Group Settings**)
- adding to your GROUP WELCOME MESSAGE for new members (click on **Group Settings**)

Monitor messages posted to a mailing list

While all members can delete messages sent to the mailing list from their individual email accounts, it is not possible for the owner/moderators to delete messages from the mailing list *archive* found on the community's home page.

Mailing List



	new book by Patricia Cornwell , Pippi Williams, 03/04/2003
	Bayside book club meetings , Jo Summers, 03/04/2003
	Re: Bayside book club meetings , Jo Summers, 03/04/2003
	Re: Bayside book club meetings , Kevin S Davies, 03/04/2003

If a member of your community posts messages to your mailing list that contain inappropriate content, you should email the person and refer them to the appropriate section of our most recent CODE OF CONDUCT page (mc2.vicnet.net.au/help/code.html).

Address


If the person continues to post inappropriate messages to your mailing list, you may need to remove them (see p. 31).


MONITORING YOUR MC2 NOTICE BOARD

If a member adds an entry to your NOTICE BOARD that contains inappropriate content, you can delete it.


Delete an entry added to a notice board

To delete an entry added to a notice board

(i) click on  (found down the left side of your community's home page)

(ii) click on 



(iii) click on 

MONITORING YOUR MC2 CHAT SESSIONS

Unless your community is especially large and active online, your CHAT room will often be empty or quiet unless you organise a session in advance. It is also possible that some of your members may experience problems joining a chat session.

Organise a successful chat session

To organise a successful chat session, you can do one or more of the following

- create a **Polls** to let members to vote on their preferred chat time, topic, etc.
- post a message to your **Forum** and/or to your **Events** informing members of upcoming chat times and topics
- add **Links** to Web sites relevant to upcoming chat topics

Tip

- you should also make sure your members are aware of the *etiquette of chat* (see Appendix B, p. 36)

Troubleshoot problems joining a chat session

At least a few days prior to a scheduled chat session, you should ask all members (eg. via a message posted to your **Forum**) to check that they can successfully use mc2 JAVA CHAT.

Two of the most common problems members experience joining a chat session are

- use of a non java-enabled Web browser
- computer network restrictions

Use of a non java-enabled Web browser

If, when trying to join a chat session, a member sees a “grey box” or can’t see the new window showing the chat session, it could be because they don’t have Java or Javascript enabled in their Web browser.

To remedy this problem, members can access our JAVASCRIPT page (mc2.vicnet.net.au/help/javascript_enabling.html)

Address	mc2.vicnet.net.au/help/javascript_enabling.html
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Tip

- if your members continue to have problems chatting using mc2 JAVA CHAT, they can try chatting using MIRC (see Appendix C, pp. 37 - 38)

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Computer network restrictions

If your members are using mc2 CHAT in a network situation (ie. where several computers are linked together to share Internet access), it may be that only one computer can chat, or that none of the computers can connect to the mc2 CHAT server.

1. If you're using WINGATE to share Internet access across your computers and only one computer can chat, this problem may be able to be corrected by adjusting its settings
 - if you are familiar with WINGATE, access our NETWORK CHAT WITH WINGATE page (mc2.vicnet.net.au/chat/chathelp_Wingate.html) and make the changes yourself

Address mc2.vicnet.net.au/help/chathelp_Wingate.html

or

- phone us on 8664 7001 or 1800 629 835 (toll free), mention that it is an mc2 enquiry and ask to speak with someone regarding WINGATE CHAT SETTINGS problems to have them talk you through the required changes
2. If mc2 JAVA CHAT is working, but you're having problems connecting to the mc2 CHAT server, it may be a *firewall* problem. Unfortunately we are unable to help here - you'll need to ask the person in charge of your computer network to make the necessary changes to allow access to port 6667.

Tip

- for more detailed help, access our CHAT HELP page (mc2.vicnet.net.au/help/chathelp.html) and click on one of the topics listed

Address mc2.vicnet.net.au/help/chathelp.html



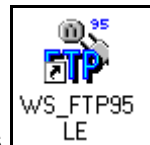
▶ What is a Nickname?	▶ Advanced Settings
▶ What is an Applet?	▶ Acronyms & Smileys :-)
▶ Using Java Chat	▶ Chat still doesn't work?
▶ Where do I type my messages?	▶ Java support must be enabled
▶ Netiquette of Chat	▶ Using mIRC for mc2 Chat
▶ Tips for Moderating a Chat	▶ mIRC chat added security
▶ Formatting Text and other Chat Features	▶ Channel Operators
▶ Select An Action	▶ jIRC commands
▶ Play a Sound	▶ Connection or Firewall problems
▶ Emoticons	▶ Only one machine on the Network can Chat?
▶ Large Text - Increasing Font Size	[using Wingate]
▶ Private Chat: 1-on-1	▶ How to organise a successful mc2 chat session
▶ Keeping a record of the Chat	

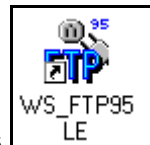
MONITORING AND MANAGING YOUR MC2 SHARED FILES AND GROUP FILES

The GROUP FILES feature allows the owner or moderator(s) to manage the various files they have uploaded to the 50Mb of Webspace each community has been allocated on the mc2 Web server at VICNET. You can delete files uploaded to your community's SHARED FILES or GROUP FILES, create folders to store your group files in, password protect folders that contain "sensitive" files, upload new files, move files between folders, and rename files.

Tips

- while all members can *upload* files to their mc2 community's SHARED FILES, only the owner and moderator(s) can perform the tasks described on the following pages
- it is the responsibility of owners and moderators of mc2 communities to ensure that their members
 - are not breaching copyright or other laws by uploading, broadcasting, publishing, storing or delivering any information in any format (text, images, audio, video, etc.)
 - are not engaging in any illegal activities including, but not restricted to, knowingly attempting to damage systems by spreading viruses, or cracking, probing or analysing security systems
- mc2 was not established with the sole intention of creating an international file server; intensive use of the file management system by some members and communities will impact on the quality of service mc2 is able to provide to all our users and as such mc2 staff reserve the right to
 - impose a limit on the maximum permissible file size; the current maximum individual file size is 2Mb, but this may change according to available bandwidth
 - to remove, without notice, files exceeding this limit or any file using excessive bandwidth
- owners and moderators of currently active, Victorian-based communities can also



now use an *FTP* (file transfer protocol) *program* such as  to manage their group files; see Appendix D (pp. 39 - 40) for more information

Delete a file from your shared files or group files

To delete a file from your shared files or group files

- (i) click on **Group Files** (found down the left side of your community's home page)

Tip

- if you click on **Shared Files** you'll only be able to access an existing shared file, or upload a new shared file, you can not delete it

- (ii) click on the folder that contains your all your community's files (eg. **mystcrime**)

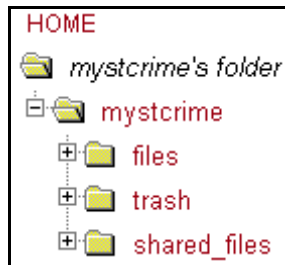


- (iii) click on the folder that contains the file you want to delete

➤ **files** for files the owner or moderator(s) have uploaded

or



➤ **shared_files** for files your community's members have uploaded





- (iv) scroll down the right side of the page and click in the box(es) next to the name(s) of the file(s) you want to delete

/home/mystcrime/shared_files				
	filename	filesize	date	time
<input type="checkbox"/>	WebCopy&PasteWord.doc	59904		
<input type="checkbox"/>	GoogleQuiz.doc	23552	Mar 31	13:42
<input checked="" type="checkbox"/>	KevCurtin4.jpg	6338	Mar 31	13:42
<input checked="" type="checkbox"/>	Angels_fearing_to_tread.doc	27648	Mar 31	13:43
<input type="checkbox"/>	LetterABRWriter.doc	20480	Mar 31	13:44
<input type="checkbox"/>	Recommended_Reading_2003.doc	36864	Apr 4	16:35

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
- (v) scroll back up the right side of the page and click on 
- (vi) click on 



- (vii) click on 
- (viii) scroll down to the bottom of the right side of the page and click on  to return to your community's home page

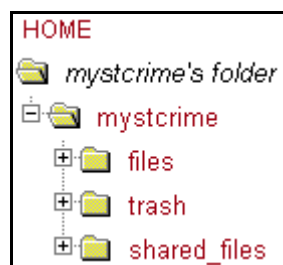
Create a new folder for your group files


To create a new folder for your group files

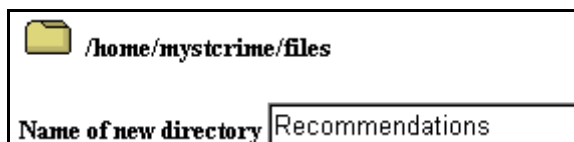
- (i) click on  (found down the left side of your community's home page)
- (ii) click on the folder containing all your community's files (eg.  **mystcrime**)






- (iii) click on the  **files** folder






- (iv) click on 
- (v) type a name for the new folder, without any spaces, in the text box

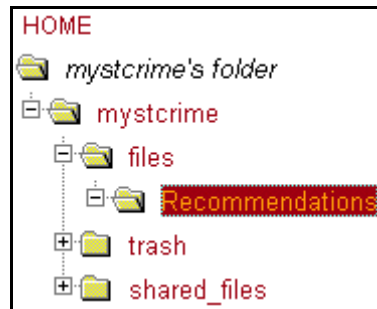




- (vi) click on 
- (vii) click on 
- (viii) scroll down to the bottom of the right side of the page and click on  to return to your community's home page

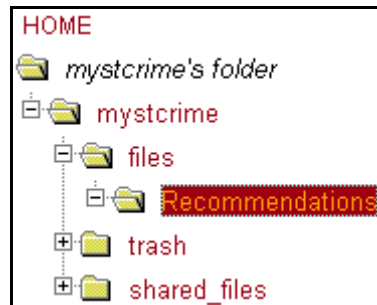
... continued over the page ...




Tips

- a  symbol next to a folder indicates that it contains further folders or individual files; when you click on a  symbol or on the name of a folder, the symbol changes to  and the contents of the folder are displayed on the right side of the page




- to delete a folder you've created (and all the files it contains)
 - a) navigate through your group files and click on the required folder (eg.   Recommendations)

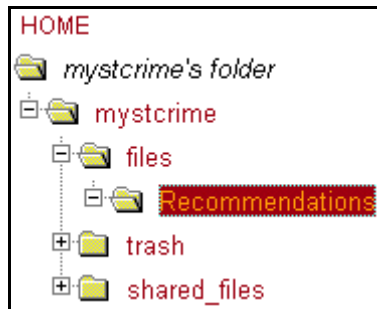


- b) click on 
- c) click on  again on the next screen that appears
- d) click on 

Password protect a folder in your group files

To password protect a folder

- (i) click on **Group Files** (found down the left side of your community's home page)
- (ii) navigate through your group files and click on the required folder to select it
(eg.  **Recommendations**)



Tip

- if you password protect a folder, only those who know the USERNAME and PASSWORD will be able to access the files it contains

- (iii) click on **Password Protect Directory**
- (iv) type the relevant details in the text boxes; your PASSWORD must contain at least 6 characters, one of which is a digit (0 - 9) and no spaces

Username	private
Password	*****
Confirm Password	*****

- (v) click on **Make directory password protected?**
- (vi) click on **Refresh**
- (vii) scroll down to the bottom of the right side of the page and click on **Quit Group Files** to return to your community's home page

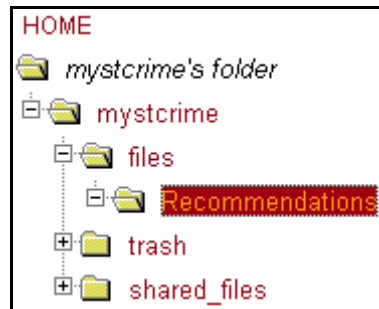
Tip

- you can later remove password protection from a particular folder by clicking on the required folder to select it and then clicking on **Remove Password Protection**

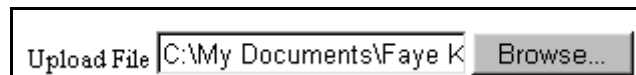
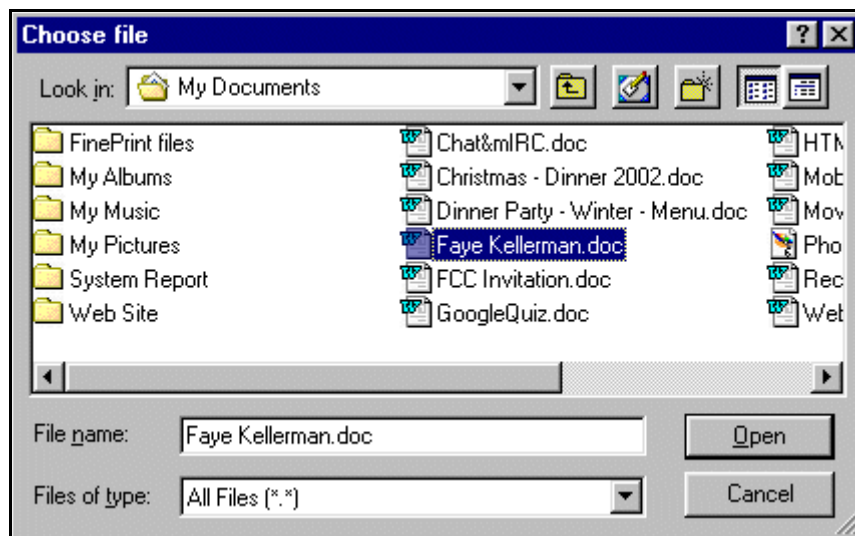
Upload a file to a folder in your group files

To upload a file to a folder in your group files

- (i) click on **Group Files** (found down the left side of your community's home page)
- (ii) navigate through your group files and click on the folder you want to upload the file to (eg. **Recommendations**)



- (iii) click on **Upload File**
- (iv) click on **Browse...**, and then double-click on the name of the file you want to upload to have its *file path* (location on your computer's hard drive) automatically inserted in the UPLOAD FILE text box



- (v) click on **Upload Now!**
- (vi) click on **Refresh**
- (vii) scroll down to the bottom of the right side of the page and click on **Quit Group Files** to return to your community's home page

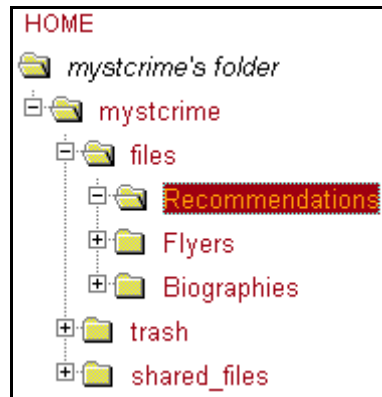
Tip

- if you want to include an image on your **Group Info** page, you should upload the image to your **files** folder

Move a file in your shared or group files to a different folder

To move a file in your shared or group files to a different folder

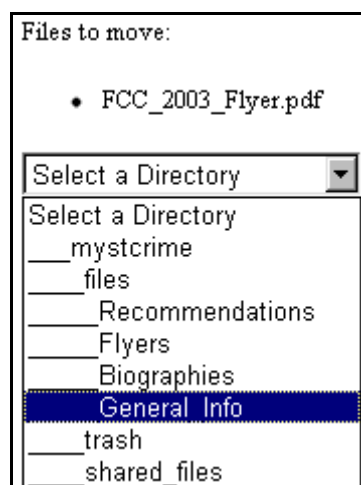
- (i) click on **Group Files** (found down the left side of your community's home page)
- (ii) click on the folder that contains the file you want to move
(eg. **Recommendations**)



- (iii) scroll down the right side of the page and click in the box(es) next to the name(s) of the file(s) you want to move

/home/mystcrime/files/Recommendations				
	filename	filesize	date	time
<input type="checkbox"/>	Timetable_-_Brief_-_Terms_1_&_2,_2003.doc	45568		
<input type="checkbox"/>	Faye_Kellerman.doc	36864	Apr 4	22:44
<input type="checkbox"/>	Aussie_Writers.doc	20480	Apr 4	22:45
<input checked="" type="checkbox"/>	FCC_2003_Flyer.pdf	407490	Apr 4	23:43

- (iv) scroll back up to the top of the right side of the page and click on **Move Files**
- (v) click on **Select a Directory** and then click on the required folder from the drop-down list (eg. **General Info**)



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- (vi) click on **Move Files**
- (vii) click on **Refresh**
- (viii) scroll down to the bottom of the right side of the page and click on **Quit Group Files** to return to your community's home page

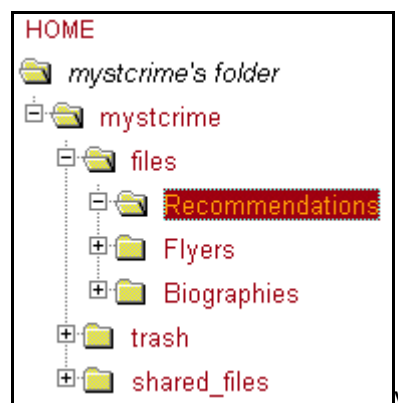
Tip

- if you want to make a *copy* of an existing file in a different folder, rather than *moving* it, follow the steps above but click on **Copy Files** instead of clicking on **Move Files**

Rename a file in your shared or group files

To rename a file

- (i) click on **Group Files** (found down the left side of your community's home page)
- (ii) click on the folder that contains the file you want to rename
(eg. **Recommendations**)



- (iii) scroll down the right side of the page and click in the box next to the name of the file you want to rename

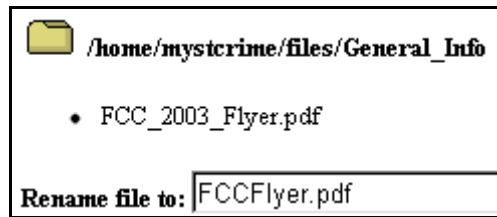
/home/mystcrime/files/General_Info				
	filename	filesize	date	time
<input checked="" type="checkbox"/>	FCC_2003_Flyer.pdf	407490	Apr 4	23:43

Tip

- you can only rename one file at a time

... continued over the page ...

- (iv) scroll back up to the top of the right side of the page and click on **Rename File**
- (v) type a new name for the file, including any *file extension* (eg. .pdf) in the text box



- (vi) click on **Rename File Now**
- (vii) click on **Refresh**
- (viii) scroll down to the bottom of the right side of the page and click on **Quit Group Files** to return to your community's home page

MONITORING YOUR MC2 EVENTS

If a member submits a new EVENT, you must approve it before it is released to your community's calendar. You can also suspend an existing event (eg. if it has been postponed), edit an event (eg. to correct spelling mistakes), and delete an event if it contains inappropriate content, is finished or has been cancelled.

Approve a new event

To approve a new event

- (i) click on **Events** (found down the left side of your community's home page)
- (ii) click on **Events pending approval**
- (iii) click on **Approve**

Pending FCC - Fiction Crime Convention	FROM 21 June 2003
Approve Join us as we listen to some of the best Crime & Mystery fiction	TO 21 June 2003
Edit authors Australia has to offer.	
Delete More Details	

- (iv) click on **Return** to go back to the events page

Suspend an existing event

To suspend an existing event

- (i) click on **Events** (found down the left side of your community's home page)
- (ii) click on **Released events**
- (iii) click on **Suspend**

Approved FCC - Fiction Crime Convention	FROM 21 June 2003
Suspend Join us as we listen to some of the best Crime & Mystery fiction	TO 21 June 2003
Edit authors Australia has to offer.	
Delete More Details	

- (iv) click on **Return** to go back to the events page

Edit an event

To edit an event

- (i) click on **Events** (found down the left side of your community's home page)
- (ii) click on **Events pending approval** or on **Released events** (depending on whether you've approved the event already)
- (iii) click on **Edit**

Approved FCC - Fiction Crime Convention	FROM 21 June 2003
Suspend Join us as we listen to some of the best Crime & Mystery fiction	TO 21 June 2003
Edit authors Australia has to offer.	
Delete More Details	

- (iv) make the required changes (eg. correct any spelling errors, change the date)
- (v) click on **Update Event**
- (vi) click on **Return** to go back to the events page

Delete an event

To delete an event

- (i) click on **Events** (found down the left side of your community's home page)
- (ii) click on **Events pending approval** or on **Released events** (depending on whether you've approved the event already)
- (iii) click on **Delete**

Pending FCC - Fiction Crime Convention	FROM 21 June 2003
Approve Join us as we listen to some of the best Crime & Mystery fiction	TO 21 June 2003
Edit authors Australia has to offer.	
Delete More Details	

- (iv) click on **Return** to go back to the events page

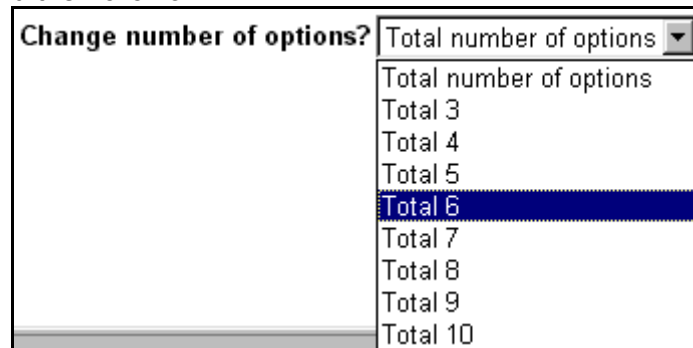
MONITORING YOUR MC2 POLLS

Only the owners and moderators of a community can create new POLLS, though members can send you an email message suggesting one. Note that once a poll has been created it can not be modified - if you need to make any changes you will have to delete the poll and create it again. As an owner or moderator, you can also close a poll when you feel members have had sufficient time to vote, or when the poll question no longer has any relevance.

Create a new poll

To create a new poll

- (i) click on **Polls** (found down the left side of your community's home page)
- (ii) click on **Create a Poll**
- (iii) if necessary - increase the number of options (alternative answers to your poll question) and then click on **Change**



Change number of options?	Total number of options
	Total 3
	Total 4
	Total 5
	Total 6
	Total 7
	Total 8
	Total 9
	Total 10

- (iv) type the relevant details in the QUESTION and OPTION text boxes



Question:	Who is your favourite contemporary crime fiction author?
Option 1:	Ruth Rendell
Option 2:	Jonathon Kellerman
Option 3:	Michael Connelly
Option 4:	Patricia Cornwell
Option 5:	Gabrielle Lord
Option 6:	none of the above

- (v) click on **Add Poll**

Close an existing poll

To close an existing poll

- (i) click on **Polls** (found down the left side of your community's home page)
- (ii) click on **Close Poll**

Polls Open for Voting			
Who is your favourite contemporary crime fiction author?	View	Vote	Close Poll Delete
What is the best time for you to chat online?	View	Vote	Close Poll Delete

- (iii) click on **YES**
- (iv) click on **Back** to return to the polls page

Tip

- you can't re-open a poll once it has closed

Delete a closed or existing poll

To delete a closed or existing poll

- (i) click on **Polls** (found down the left side of your community's home page)
- (ii) click on **Delete**

Polls Open for Voting			
Who is your favourite contemporary crime fiction author?	View	Vote	Close Poll Delete
Closed Polls			
What is the best time for you to chat online?	View		Delete

- (iii) click on **YES**
- (iv) click on **Back** to return to the polls page

MONITORING YOUR MC2 LINKS

Before members can submit any LINKS for your community, you need to set up one or more categories (ie. topics relevant to your community's interests and needs). You can later edit a category if it contains errors (eg. spelling mistakes), and delete it if it is no longer relevant. If a member submits a new link, you must approve it before it's added to the appropriate category. It is also possible to edit a link, move it to a different category, and delete it if the Webpage it refers to no longer exists.

Create a new category for links

To create a new category for links

- (i) click on **Links** (found down the left side of your community's home page)
- (ii) click on **Add a category**
- (iii) type the relevant details in the CATEGORY NAME AND DESCRIPTION text boxes

Category Name:	Australian Mystery & Crim
Description:	Links to Australian Mystery & Crime Fiction Web sites

- (iv) click on **Add Category**
- (v) click on **Return** to go back to the links page

Delete an existing category for links

To delete an existing category for links

- (i) click on **Links** (found down the left side of your community's home page)
- (ii) click on **Delete**

Categories (links)	Description	
Australian Mystery & Crime Fiction (2)	Links to Australian Mystery & Crime Fiction Web sites	Add link Delete
British Mystery & Crime Fiction (5)	Links to British Mystery & Crime Fiction Web sites	Add link Delete
Reviews (1)	Links to Web sites providing reviews of Mystery & Crime Fiction	Add link Delete

- (iii) click on **DELETE CATEGORY**
- (iv) click on **Return** to go back to the links page

Tip

- if you delete a category, all the *links* in the category will also be deleted

Approve a new link

To approve a new link

- (i) click on **Links** (found down the left side of your community's home page)
- (ii) click on **Links pending approval**
- (iii) click on **Approve**

Ruth Rendell Reviews of the books by the single most reliable writer of English mysteries.	Move link Edit Approve Delete
---	--

- (iv) click on **Return** to go back to the links page

Tips

- before approving a new link, make sure it works (ie. that the URL / WEBPAGE address it points to is correct), and that it contains information relevant to your community's interests and needs
- you should also check all existing links on a regular (eg. monthly) basis to make sure they still work and contain useful information

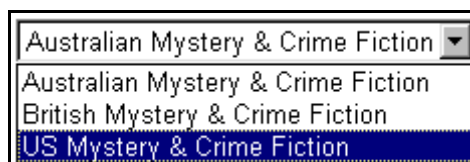
Move a link to a different category

To move a link to a different category

- (i) click on **Links** (found down the left side of your community's home page)
- (ii) click on **Links pending approval** or on **Approved Links** (depending on whether you've approved the link already)
- (iii) click on **Move link**

Michael Connelly The official Web site of bestselling Michael Connelly, author of the Harry Bosch novels.	Move link Edit Delete
--	---

- (iv) click on the required category from the drop-down list



- (v) click on **Move Link**
- (vi) click on **Return** to go back to the links page

Edit a link

To edit a link

- (i) click on **Links** (found down the left side of your community's home page)
- (ii) click on **Links pending approval** or on **Approved Links** (depending on whether you've approved the link already)
- (iii) click on **Edit**

Gabriele Lord	Lots of info about Australia's leading crime fiction writer	Move link Edit Delete
----------------------	---	-----------------------------

- (iv) make the required changes (eg. correct the URL / WEBPAGE address or any spelling errors)
- (v) click on **Submit Link**
- (vi) click on **Return** to go back to the links page

Delete a link

To delete a link

- (i) click on **Links** (found down the left side of your community's home page)
- (ii) click on **Links pending approval** or on **Approved Links** (depending on whether you've approved the link already)
- (iii) click on **Delete**

Amazon.com	The world's biggest online bookstore!	Move link Edit Delete
-------------------	---------------------------------------	-----------------------------

- (iv) click on **DELETE LINK**
- (v) click on **Return** to go back to the links page

MONITORING YOUR MC2 MEMBERS

The MEMBERS section lists the names and email addresses of everyone who has joined your community so you can send them individual email messages. It also allows you to subscribe members to forum & alerts email notification messages, to remove a member who has consistently breached the mc2 CODE OF CONDUCT, make one or members a *moderator* (someone who has all the responsibilities and rights outlined in these notes), and make a member the new owner.

Send an email message to a member


To send an email message to a member

- (i) click on **Members** (found down the left side of your community's home page)

If you use a free Web-based email service such as MC2 WEBMAIL

- (i) position your mouse pointer on the relevant person's name (eg. *Pippi Williams*)



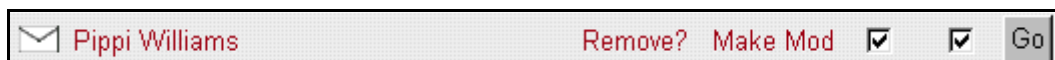
- (ii) look in the bottom left corner of your screen (above the  button) and make a written note of their email address (eg. *pippiwilliams@hotmail.com* - not the *mailto:* part)



- (iii) access your email account
- (iv) create a new message
- (v) type the person's email address in the TO box
- (vi) write and then send them a message


If you use an email program such as OUTLOOK EXPRESS

- (i) click on the person's name (eg. *Pippi Williams*)



- (ii) an email message window will appear, with the person's email address automatically inserted in the TO box
- (iii) write and then send them a message

Tip

- a  next to a member's name indicates that they are subscribed to your community's MAILING LIST

Subscribe a member to forum & alerts email notification messages

By default, when a person first becomes a member of your community, they are automatically subscribed to receive notifications by email every time

- a new message or reply is posted to the FORUM
- a new file is uploaded to the SHARED FILES, a new EVENT or LINK is approved, or a new POLL is created (known as ALERTS)

In practice this means they don't have to access the mc2 Web site each day to see if there's any new information in your community, as the email notification messages contain direct links to the new information.

If one or more members of your community has turned off the option to receive these email notification messages, the owner or moderators of a community can turn it back on.

To subscribe a member to forum & alerts email notification messages

- click on **Members** (found down the left side of your community's home page)
- click in the box(es) to the far right of the relevant person's name to "check" (put a tick in) them & subscribe the person to FORUM or ALERTS email notification



- click on **Go**

- click on **Back**

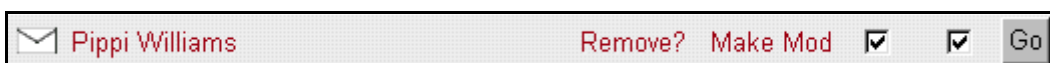
Tip

- you may want to send a member a personal email message explaining why you're subscribing them to FORUM & ALERTS email notification messages

Remove a member

To remove a member

- click on **Members** (found down the left side of your community's home page)
- click on **Remove?**



- click on **Back** to return to the members page

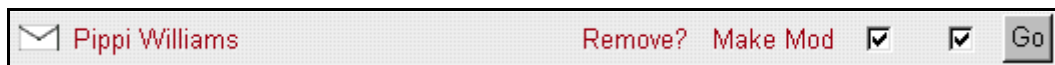
Tip

- before removing a member, send them an email message explaining why (eg. warning them about their breaches of the CODE OF CONDUCT)

Make a member a moderator

To make a member a moderator

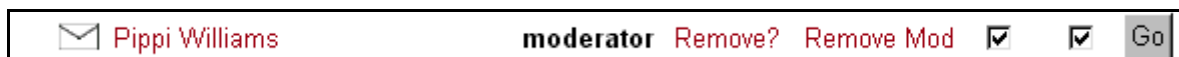
- (i) click on **Members** (found down the left side of your community's home page)
- (ii) click on **Make Mod**



- (iii) click on **Back** to return to the members page

Tips

- only the owner of a community can make an existing member a moderator, or remove them
- to take these responsibilities away from a member, click on **Remove Mod**



- a community can have any number of moderators, but only one owner

Make a member the new owner

To make a member the new owner

- (i) click on **Change Ownership** (found down the left side of your community's home page)
- (ii) click on the required member's name from the drop-down list



- (iii) click on **Change Ownership**
- (iv) click on **Return** to go back to the members page

Tips

- only the owner can change the ownership of a community
- once you've handed over ownership, you'll revert to ordinary member status and only the new owner will be able to appoint moderators and change ownership again

DELETING AN MC2 COMMUNITY



If you no longer have the time or interest in being the owner of an mc2 community, and have contacted existing members to ask whether they are prepared to assume the responsibilities of being its owner, you should delete it rather than let it go stale.

Tips

- only the owner of a community can delete it
- when you delete a community, all of its content (FORUM messages, LINKS, etc.) will also be deleted

Delete a community

To delete a community

- (i) click on  (found down the left side of your community's home page)
- (ii) click on 

NOTES

APPENDIX A

MC2 CODE OF CONDUCT

The CODE OF CONDUCT is designed to provide a safe and secure environment in which members can participate in mc2 communities.

While the following notes provide a brief overview of what is generally considered acceptable behaviour when interacting with others on the Internet (known as *netiquette*), it is the responsibility of every mc2 member to be aware of and adhere to our most recent CODE OF CONDUCT (mc2.vicnet.net.au/help/code.html)

Address	mc2.vicnet.net.au/help/code.html
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After joining an mc2 community

- *lurk* for a while (read what is being discussed without participating) to become acquainted with the general tone of conversation, current topics of interest, and to avoid raising an issue that's been recently covered

If you decide to participate in an mc2 community

- don't harass other members or use offensive language
- don't engage in illegal activities such as *cracking* (attempting to break into secure systems), or breaching copyright
- stay on topic; keep your comments brief and to the point
- avoid typing in all capitals (considered as SCREAMING!)
- be wary of giving out your home address, telephone number, etc., to another member unless you know them personally
- don't send *spam* (eg. unsolicited ads), *chain letters* or *virus hoax messages*
- don't upload a file over 2 Mb (~ 2000 Kb) in size; to preserve bandwidth mc2 staff reserve the right to remove files exceeding this limit and to remove, without notice, any file that is deemed inappropriate
- if you have a complaint, report it to the owner/moderator of a community rather than sending it to all members or to an individual member

The mc2 project staff, community owners and moderators reserve the right to remove any content deemed inappropriate, and to suspend or ban any user or community in breach of the CODE OF CONDUCT.

APPENDIX B

ETIQUETTE OF CHAT

You should make members of your community aware of the following simple guidelines as to what is considered polite and acceptable behaviour in a chat room

- after joining a chat room, *lurk* (read what others are chatting about without joining in) for a while before participating to get an understanding of the topic and the general tone of conversation
- talking in a chat room is like walking into a room full of strangers - you wouldn't normally run into such a room shouting, swearing or being abusive, so make sure you don't here either
- don't worry about spelling, punctuation and grammar, but avoid typing in capitals (considered as SHOUTING)
- introduce yourself to any members already there, but don't greet everyone personally (ie. one *hi all* is usually enough)
- welcome new members entering the room, especially newcomers
- when responding to a particular person's comment, preface it by their nickname (eg. *froggy - have u sent a job app?*)
- keep your comments brief - don't hog the conversation
- don't *flame* (make derogatory comments about) other members
- don't *flood* (send repeated comments / large files)
- don't provide personal information (eg. your home address, telephone number) unless you're sure you know the person asking for these details
- if another member asks you to type something and you don't know what it means, don't

Tip

- if a member consistently breaches chat etiquette, you should initially warn them and then possibly ban them from further participation

APPENDIX C

CHAT USING MIRC

If your members have problems chatting using mc2 JAVA CHAT, they can try chatting using MIRC - a free software program they can download and use for chatting without Java.

Step 1 (if necessary) - download and install mIRC

- (i) access the MIRC Web site (www.mirc.com) to download and then install MIRC




Address

Step 2 - find out your mc2 community's chat password

- (i) login to mc2 and access the relevant community
- (ii) click on **Chat** (found down the left side of the community's home page)
- (iii) click on **Advanced Settings**
- (iv) click on **Get the Chat Password Emailed to you**
- (v) check your email to find out the password

Step 3 - set up mIRC to access mc2 chat

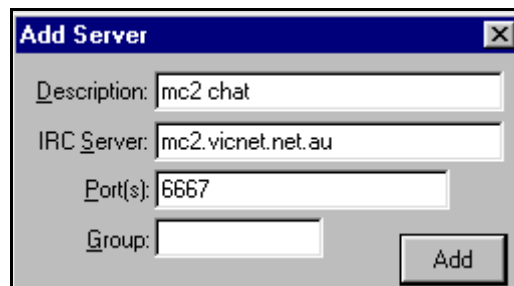


- (i) open 
- (ii) if necessary - close the MIRC introduction window
- (iii) click on **Add**



IRC Network:

- (iv) type the details shown below in the text boxes and then click on **Add**



Add Server

Description:

IRC Server:


Port(s):

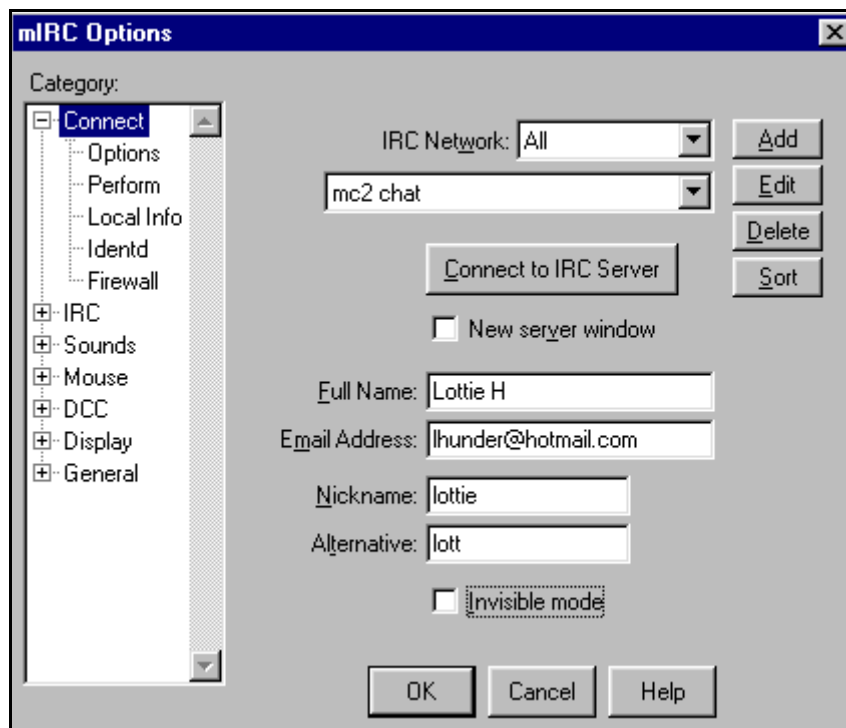
Group:

Tips

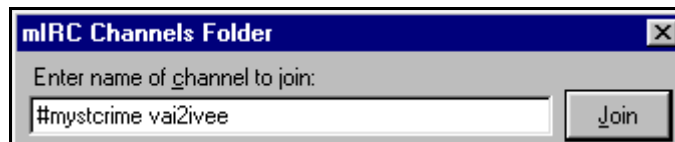
- to bypass DNS, type 203.10.72.244 as the IRC SERVER
- to connect to MIRC via WINGATE, type the IP address of your WINGATE server as the IRC SERVER (eg. 192.168.0.1)

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- (v) type (some version of) your FULL NAME, EMAIL ADDRESS, NICKNAME and an ALTERNATIVE in the text boxes and then click on 



- (vi) type #***** %%%% in the text box, where
- ***** = the community's MAILING LIST / WEBSpace name (eg. *mystcrime*)
 - %%%% = the community's password (eg. *vai2ivee*)



- (vii) click on 

Step 4 - start chatting!

Tip

- if you have problems chatting using MIRC, please phone us on 8664 7001 or 1800 629 835 (toll free), mention that it is an mc2 enquiry and ask to speak with someone regarding MIRC CHAT

APPENDIX D

FILE MANAGEMENT USING WS_FTP LE

Owners of currently active, Victorian-based communities can also now use an *FTP* (file transfer protocol) *program* such as WS_FTP LE to manage their group files.

Step 1 (if necessary) - download and install WS_FTP LE

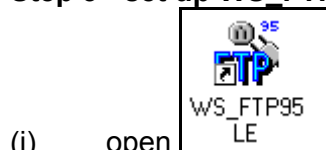
- (i) access the FTP PLANET Web site (www.ftpplanet.com/download.htm) to download and then install WS_FTP LE



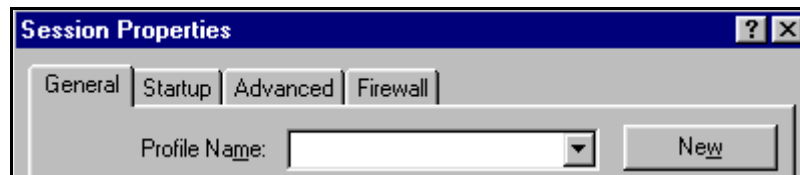
Step 2 - find out your mc2 community's FTP password

- (i) click on **Group Settings** (found down the left side of your community's home page)
- (ii) scroll to the bottom of the page and click on **Advanced Settings**
- (iii) click on **Get FTP Password**
- (iv) click on **Save Changes**
- (v) click on **Back**
- (vi) access your email account and make a note of your community's FTP password

Step 3 - set up WS_FTP LE

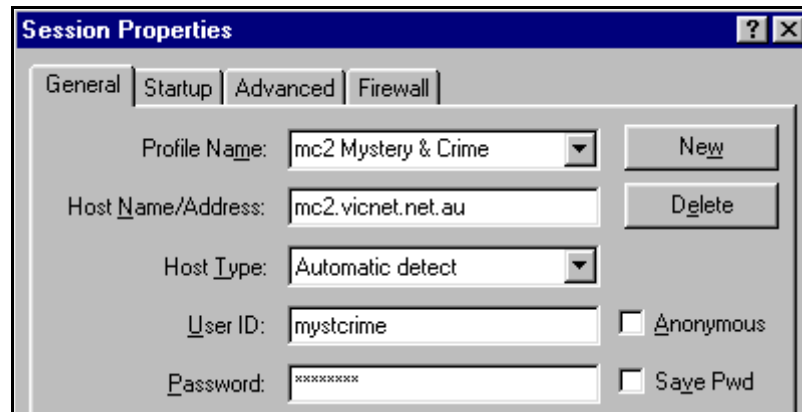


- (i) open
- (ii) click on **New**



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(iii) type the details similar to those shown below in the text boxes

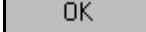


Tip

- use
 - any PROFILE NAME that's meaningful to you / relates to your community
 - the same HOST NAME/ADDRESS as shown above
 - your WEBSITE NAME as the USER ID
 - the PASSWORD you received via email in Step 2 on the previous page of these notes

(iv) optional - click in the box next to SAVE PWD



(v) click on 

Step 4 - use WS_FTP LE to manage your community's files!

Tip

- if you're new to WS_FTP
 - access the WS_FTP LE INTERACTIVE TRANSFER TUTORIAL (tutorial.ftpplanet.com/LE) to learn how to upload a file using your WS_FTP LE
- or
 - phone us on 8664 7001 or 1800 629 835 (toll free), mention that it is an mc2 enquiry and ask to speak with someone regarding WS_FTP LE
- For more information regarding the use of FTP at mc2, take a look at the FTP Help page: mc2.vicnet.net.au/help/ftp.html

APPENDIX E

SOME USEFUL WEBPAGE ADDRESSES

mc2	mc2.vicnet.net.au
mc2 Help for Owners	mc2.vicnet.net.au/help/newowner.html
mc2 Help for Moderators	mc2.vicnet.net.au/help/moderators.html
mc2 Resources for Website Builders	mc2.vicnet.net.au/help/website_builders.html
mc2 Glossary of Internet Terms	mc2.vicnet.net.au/help/glossary.html
VICNET	www.vicnet.net.au
Skills.net	www.skills.net.au
Yahoo Mail (alternative free email)	mail.yahoo.com.au
mIRC (alternative chat software)	www.mirc.com
FTP Planet Web site (WS_FTP LE software)	www.ftpplanet.com/download.htm
Clipart.Com (copyright-free Web images)	www.clipart.com
Google (comprehensive Search Engine)	www.google.com.au

Tip

- you can also access our LINKS page (mc2.vicnet.net.au/help/links.html) for some links to general online community resources, and the option of searching the entire Web using a search engine such as GOOGLE

Address	mc2.vicnet.net.au/help/links.html
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APPENDIX F - GROUP ACCESS

You do not need to login to view entries made in a Public or Read Only Group. As a security measure, however, to stop anonymous posting, **you need to login to mc2 before you can post anything anywhere on the site**. In this way, nobody can contribute to mc2 without first providing their details during the registration process, identifying themselves when they login, and agreeing to observe the Code of Conduct. These steps are necessary for the protection of all mc2 members, and to create a safe, secure environment for people to share their experiences and engage with others.

The question of Approval of New Members is a separate one. When first established, the default is that groups are Members Only, with New Members requiring Approval. Owners can alter this as they create the group, and Moderators can edit this later via Group Settings. See more on Approving Members in the *Owners' & Moderators' Guide Part 5*, page 17: Approving New Members, and at: mc2.vicnet.net.au/help/moderators.html

Summary of Group Access:

Not Logged in, or not a registered member of mc2:

Public Group - Read Only Access
Read Only Group - Read Only Access
Members Only Group - No Access

Logged in, but Not a Member of the group:

Public Group - Read/Write Access
Read Only Group - Read Only Access
Members Only Group - No Access

Logged in and also a Member of the Group:

Public Group - Read/Write Access
Read Only Group - Read/Write Access
Members Only Group - Read/Write Access

Owners and Moderators are still the only ones with access to modify the **Group Settings**, **Group Files** and the **Group Webpage**. Only they can Approve New Members and Edit, Delete and Approve new Links & Events, as well as create new Polls.

Only **Owners** can Delete the Group, Change Ownership and appoint Moderators.

See also:

Notes for New Owners - what to do after creating a group
mc2.vicnet.net.au/help/newowner.html

Tips & Tricks for Owners - The need for Skills, Access & Content
mc2.vicnet.net.au/help/owners.html

Monitoring your mc2 Group / Community - How & Why Moderators need to Monitor their group and Approve new Members & Content
mc2.vicnet.net.au/help/moderators.html

If you require any assistance using the **my connected community (mc2)** Web site, you can

* phone the VICNET Help Desk
8664 7001 or **1800 629 835** (toll free)

or

* email the mc2 staff
mc2@vicnet.net.au

or

* access the Help section of the mc2 Web site
mc2.vicnet.net.au/help

If you contact us by phone or email,
please mention that it is a
my connected community (mc2) enquiry and state the nature
of your enquiry, e.g., Web site related or a training booking.

