

# Support for Discussion Forums

April 2011



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## What is a Forum?

The forum is a web application that manages user-generated content. It is a website where online discussions take place. **Forums may also be referred to as message boards or discussion boards.**

Discussions are categorized. Within each category, there may be subcategories, and posts. The Administrator of the form controls who can:

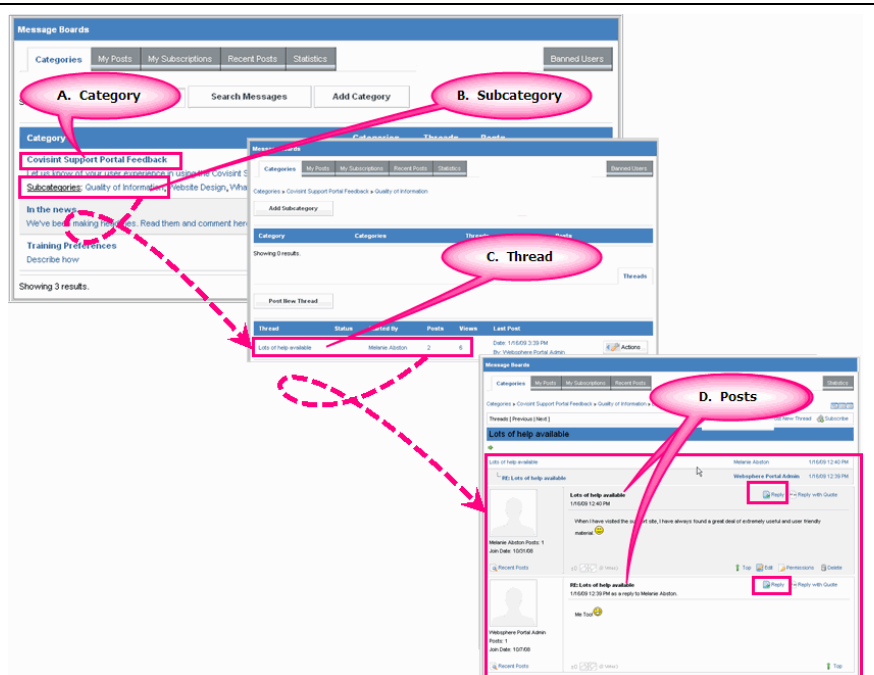
- view the discussion forum, category, *threads*, and *posts*
- add messages
- reply to messages
- add subcategories
- attach files
- perform other maintenance tasks

### Screen A: CATEGORY

This is the main Discussion Forum (also referred to as Message Boards), where categories are listed. As indicated, the first category also contains several subcategories.

### Screen B: SUBCATEGORY

Subcategories used to organize information. In this example, a subcategory belongs to the category Quality of Information. There are two posts to this subcategory. To read posts, click on the name in the thread column.



**Screen C:  
THREAD**

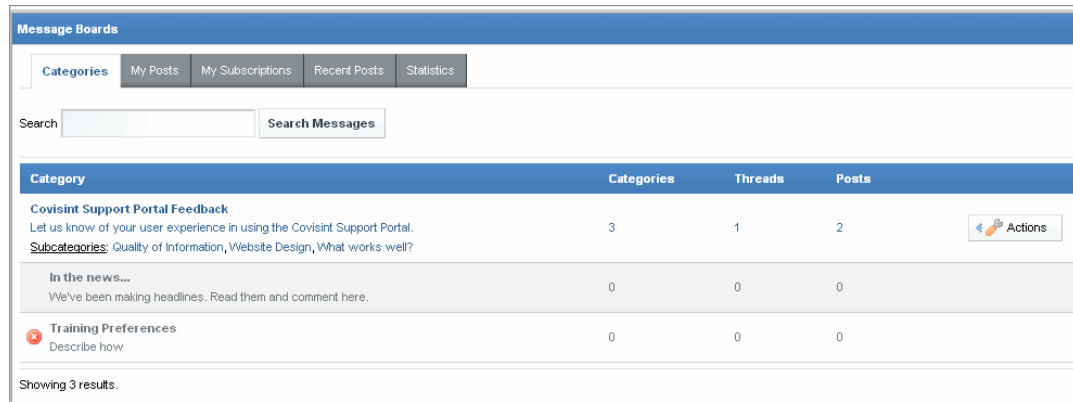
Topic within the Subcategory "Quality of Information". This is an example of the screen display after the subcategory has been clicked.

**Screen D:  
POSTS**

This screen is a result of clicking on the thread column in the category or subcategory. In this example, there have been two posts within this subcategory.

## Tasks All Users Can Perform


### Reading Threads and Posts



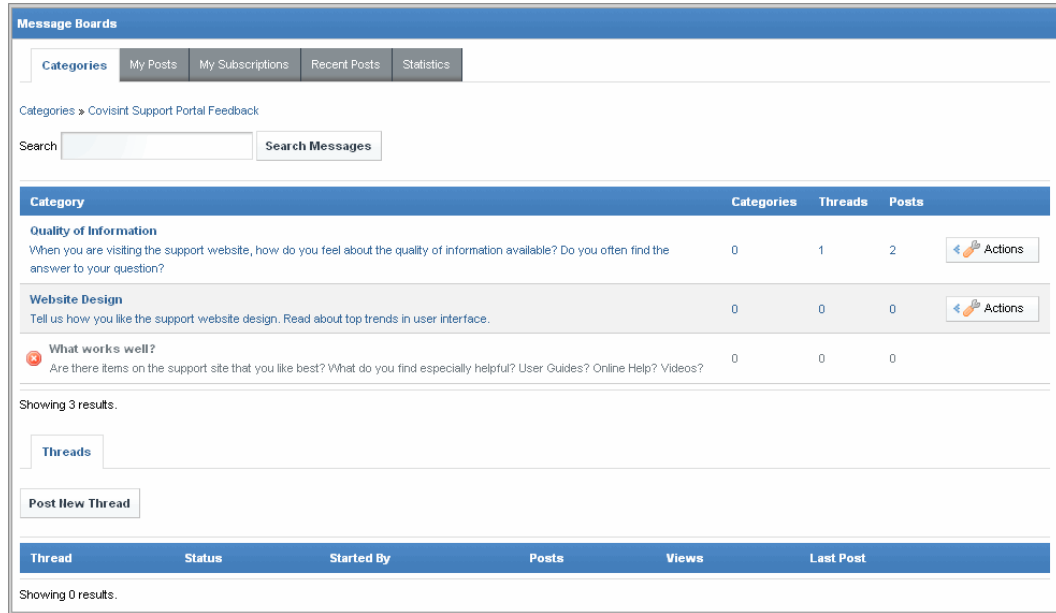
The screenshot shows the 'Message Boards' interface. At the top, there are tabs for 'Categories', 'My Posts', 'My Subscriptions', 'Recent Posts', and 'Statistics'. Below the tabs is a search bar with a 'Search Messages' button. The main content is a table with columns for 'Category', 'Categories', 'Threads', and 'Posts'. The table lists three categories: 'Covisint Support Portal Feedback', 'In the news...', and 'Training Preferences'. The 'Covisint Support Portal Feedback' category has 3 subcategories, 1 thread, and 2 posts. The 'In the news...' category has 0 subcategories, 0 threads, and 0 posts. The 'Training Preferences' category has 0 subcategories, 0 threads, and 0 posts. An 'Actions' button is visible next to the first category. At the bottom, it says 'Showing 3 results.'

Category	Categories	Threads	Posts
<b>Covisint Support Portal Feedback</b> Let us know of your user experience in using the Covisint Support Portal. <u>Subcategories:</u> Quality of Information, Website Design, What works well?	3	1	2
<b>In the news...</b> We've been making headlines. Read them and comment here.	0	0	0
<b>Training Preferences</b> Describe how	0	0	0



Categories marked with  indicate that you do not have privileges to take action on it.

1. In the Discussion Forum portlet, read the descriptions of the categories listed. Using the Covisint Support Portal Feedback category as an example, there are three subcategories that have been added, one discussion thread (message) has been created, and two posts (replies) to the discussion thread have been added.
2. Click on a **Category** in the Discussion Forum. This example uses the Covisint Support Portal Feedback category (thread).



3. Read the description of the subcategories (threads) listed. Using the Quality of Information subcategory as an example, there have been no subcategories added, one discussion thread (message) has been created, and two posts (replies) to the discussion thread have been added.

4. Perform one or more of the following:

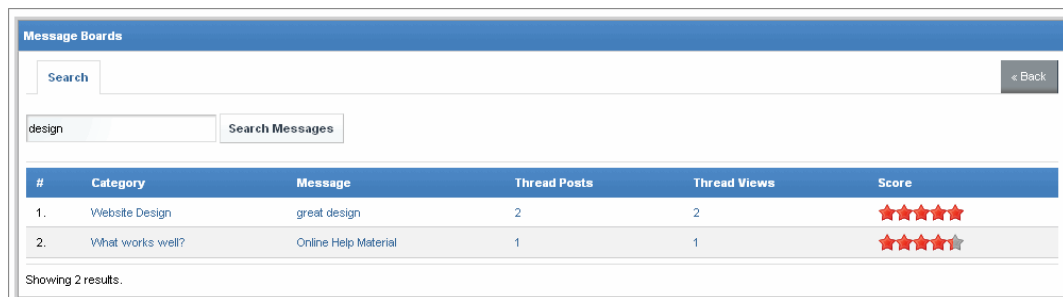
IF YOU WISH TO...	THEN:
<b>Add a message (post) to the category (thread) Covisint Support Portal Feedback</b>	<ul style="list-style-type: none"> <li>a. Click on the <b>Subcategory Name</b> (Quality of Information in this example).</li> <li>b. Read the <b>Thread(s)</b>.</li> </ul>
<b>Read the posts to a thread</b>	<ul style="list-style-type: none"> <li>c. Click on the <b>Subcategory Name</b> (Quality of Information in this example).</li> <li>d. Click on the <b>Thread</b>.</li> <li>e. Read the <b>posts</b>.</li> </ul>
<b>Read the threads or posts to a subcategory</b>	Click <b>Post New Thread</b> .
<b>Receive email alerts when updates have been made to the thread</b>	Subscribe to a Discussion Category (Thread)

**RESULT:**

You have successfully read threads and posts.

## Searching for a Discussion

1. From the Discussion Forum, key in search criteria in the **Search** open text field.  
Additional Details:
  - search criteria may include a word that is within the category name or message
  - search stays within the domain of the category you are viewing
  - supports searching for phrases in quotes (e.g. "what works well")
2. Click **Search**. Search results are displayed.



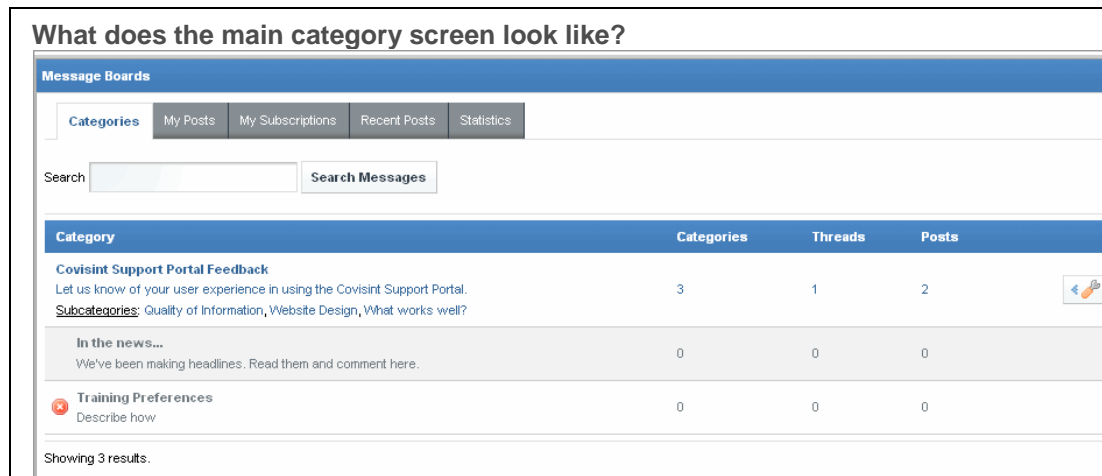
### RESULT:

You have successfully searched for a discussion.



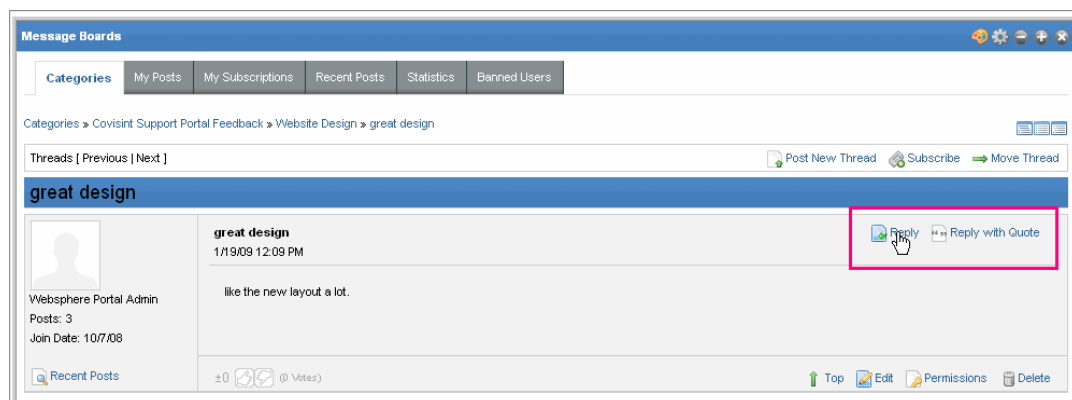
## Replying to a Post

1. In the Discussion Forum portlet, click on a **Category**. This example uses the **Covisint Support Portal Feedback category**.



Categories marked with  indicate that you do not have privileges to take action on it.

2. Click on the *subcategory* to which you wish to reply. This example uses the **Website Design category**.



3. Click either **Reply** or **Reply with Quotes** on the post to which you wish to reply.
4. In the *Body* open text field, key in your reply.
5. Click **Save**. Your reply is added to the post.



The options available on a post, thread, or discussion forum depend upon how the Discussion Forum Owner configured the forum. The Discussion Forum Owner may have elected to turn off options such as the ability for users to:

- move the thread
- subscribe to the thread
- modify permissions
- delete thread
- vote on a thread
- etc.

If you do not see these options on your forum, then the Discussion Forum Owner configured it as such.

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**RESULT:**

You have successfully replied to a post.


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## Adding a Thread (also known as Posting a New Thread)

1. In the Discussion Forum portlet, click on the *name of the category or subcategory* to which you wish to add a thread.

The screenshot shows the 'Message Boards' interface. At the top, there are tabs for 'Categories', 'My Posts', 'My Subscriptions', 'Recent Posts', and 'Statistics'. Below the tabs, the breadcrumb path is 'Categories » Covisint Support Portal Feedback'. There is a search bar with the text 'Search Messages' and a 'Search Messages' button. A table lists categories with columns for 'Category', 'Categories', 'Threads', and 'Posts'. The categories listed are 'Quality of Information', 'Website Design', and 'What works well?'. The 'What works well?' category has a red 'x' icon in the 'Categories' column. Below the table, there is a 'Showing 3 results.' label, a 'Threads' tab, and a 'Post New Thread' button. At the bottom, there is a table header with columns 'Thread', 'Status', 'Started By', 'Posts', 'Views', and 'Last Post', followed by 'Showing 0 results.'



Categories marked with  indicate that you do not have privileges to take action on it.

2. Click **Post New Thread**.

Categories > Covisint Support Portal Feedback > Quality of Information > Add Message

Subject: Lots of help available

Body: When I have visited the support site, I have always found a great deal of extremely useful and user friendly material.

Mark as a Question

Anonymous

Tags:  Add Tags Or Select Tags Suggestions

Permissions [Configure >](#)

Save Attach Files Preview Cancel

3. In the *Subject* open text field, key in the subject as you wish it to appear in the forum.
4. In the *Body* open text field, key in the message as you wish it to appear in the forum



The ability to perform steps 5 - 8 depends upon how the Discussion Forum Owner configured this Discussion Forum. The Discussion Forum Owner may have elected to turn off these options on this forum. If these options are turned off, proceed directly to step 9.

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5. Enable the checkbox next to *Mark as a Question* if you wish to post a question on the Discussion Forum. (When checked, subsequent replies to this message may be marked as answers to this question by the person posting the reply).
6. Enable the checkbox next to *Anonymous* if you wish to post this message anonymously.
7. Optionally, attach a file to the message by clicking **Attach Files**.
  - a. Click **Browse**.
  - b. Select the file you wish to attach.
  - c. Click **Open**. The screen refreshes, and the file is attached to the message.
8. Optionally, click **Preview** to view the post as it will appear on the portal before publishing it.
9. Click **Save**. The screen refreshes, and the thread is published to the portal.

### RESULT:

You have successfully added a thread.

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## Posting a Question on the Discussion Forum

When a post is marked as a question, subsequent replies to the message may be marked as answers to this question by the person posting the reply.

In order to post a question, complete the steps in the section “ Adding a Thread”, and be sure to check the box next to **Mark as a Question**.

The screenshot shows the 'Message Boards' interface for adding a message. The breadcrumb trail is 'Categories > Covisint Support Portal Feedback > Add Message'. There is a 'Subject' text input field. Below it is a rich text editor toolbar with options for Font, Size, Bold (B), Italic (I), Underline (U), Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Quote, and Smiley. The main 'Body' text area is empty. At the bottom, there are several options: 'Mark as a Question' (checkbox checked, highlighted with a red box), 'Anonymous' (checkbox checked), 'Tags' (input field), 'Add Tags' button, 'Or' text, 'Select Tags' button, and 'Suggestions' button. There is also a 'Permissions' section with a 'Configure >' link. At the very bottom are 'Save', 'Preview', and 'Cancel' buttons.

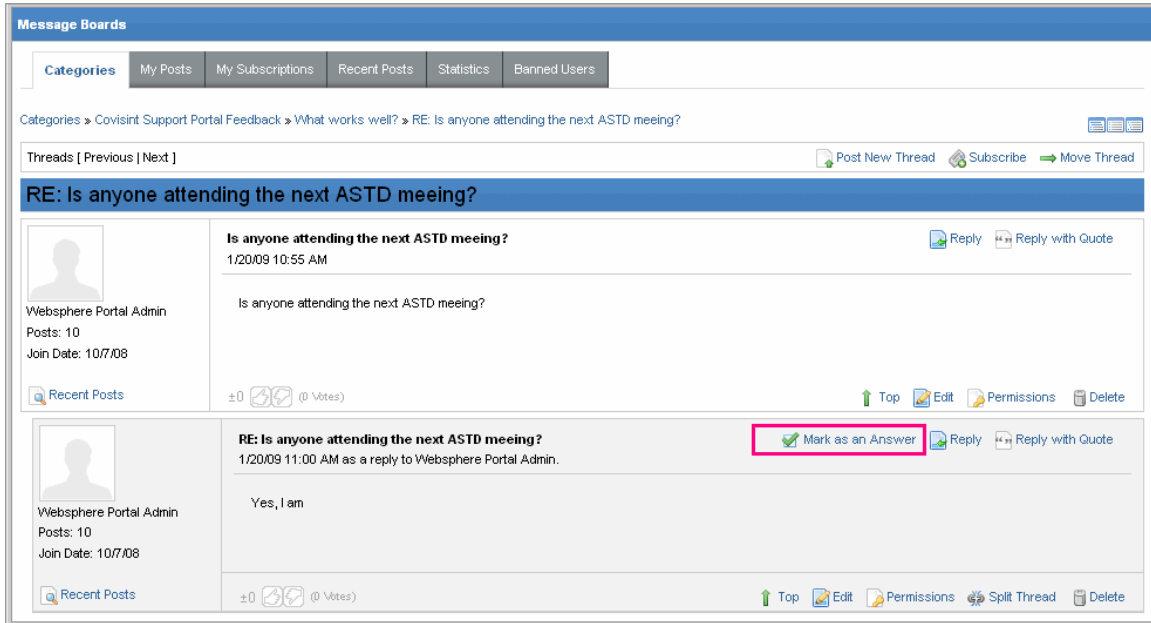
### RESULT:

You have successfully posted a question by adding a thread and marking the thread as a question.

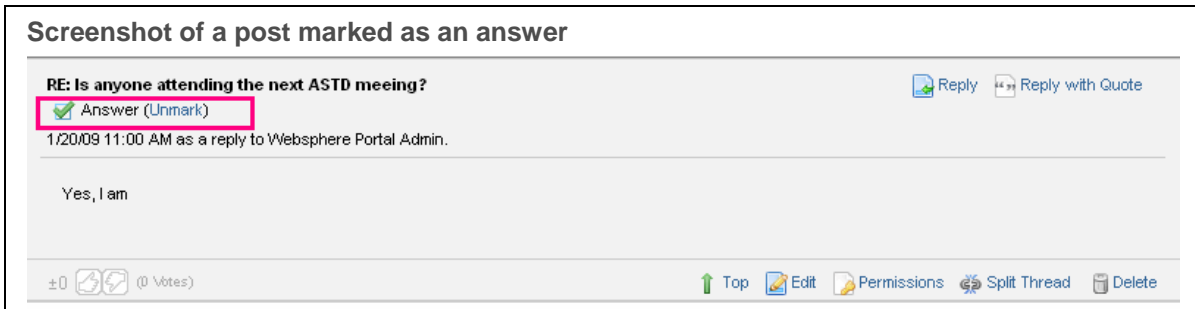
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## Answering a Question on the Discussion Forum

Some threads are marked as questions on the Discussion Forum. In order to reply to a question, complete all of the steps in the section “Replying to a Post”. After your reply is posted, click **Mark as an Answer**.



View a screenshot of a post marked as an answer >>>



### RESULT:

You have successfully answered a question by replying to a post, and then marking the post as an answer.

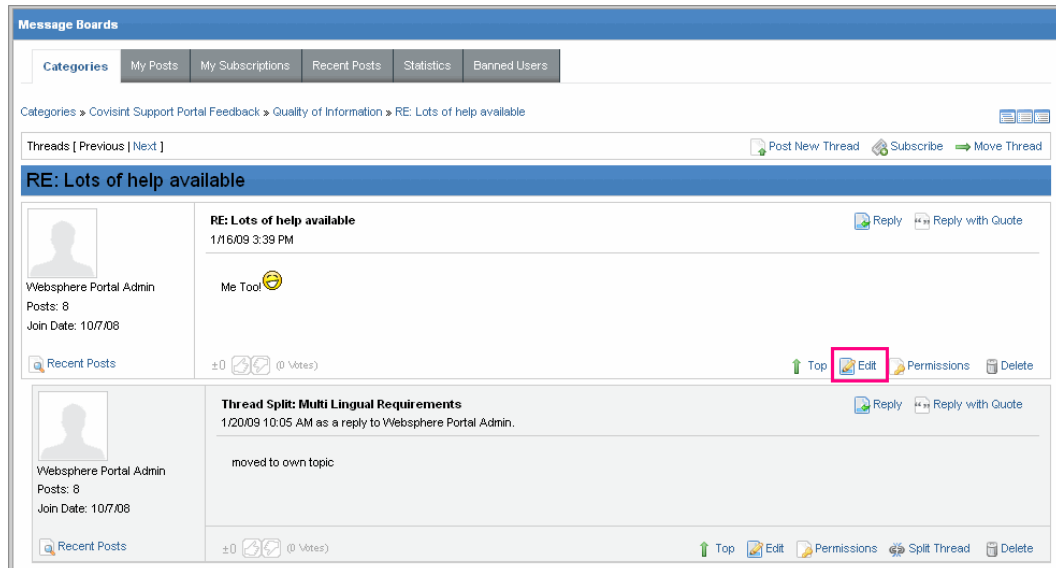


## Editing a Thread



If your Discussion Forum was configured to allow editing, then you must be the thread author or an Administrator to perform this task.

1. In the Discussion Forum portlet, drill down to the thread you wish to edit.



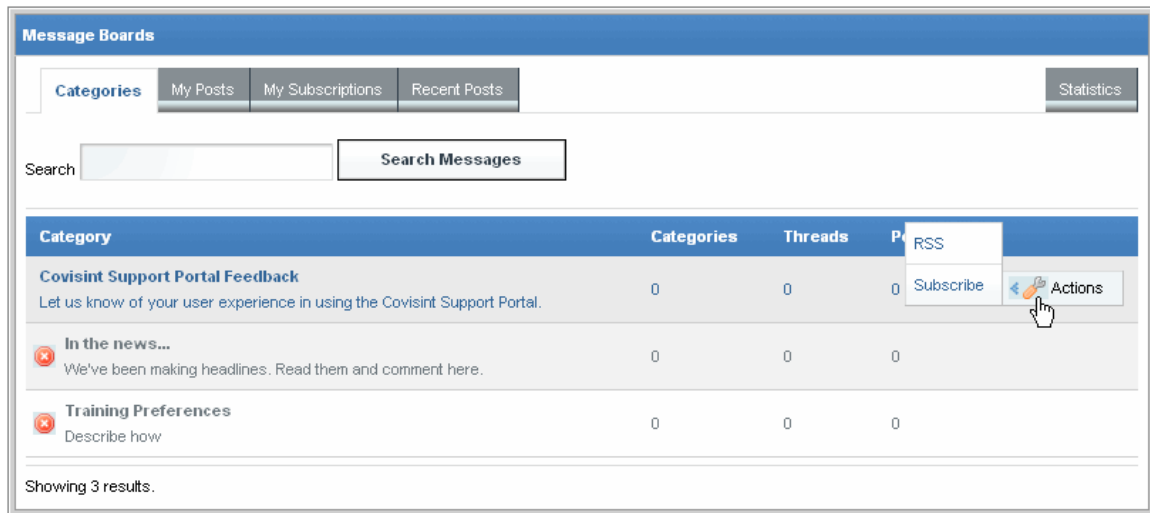
2. Click **Edit**. The screen refreshes, and the thread is opened in the editor to modify.
3. Modify text as desired.
4. Click **Save**. The screen refreshes, and the edited thread is posted on the portal.

### RESULT:

You have successfully edited a thread.




## Subscribing to a Discussion Category



The screenshot shows the 'Message Boards' interface. At the top, there are tabs for 'Categories', 'My Posts', 'My Subscriptions', 'Recent Posts', and 'Statistics'. Below the tabs is a search bar with the text 'Search Messages'. The main content area displays a table of discussion categories. The table has columns for 'Category', 'Categories', 'Threads', and 'RSS'. The 'Covisint Support Portal Feedback' category is highlighted, and the 'Actions' menu is open, showing a 'Subscribe' button. A mouse cursor is pointing at the 'Subscribe' button. Below the table, it says 'Showing 3 results.'

Category	Categories	Threads	P	RSS	Actions
<b>Covisint Support Portal Feedback</b> Let us know of your user experience in using the Covisint Support Portal.	0	0	0	Subscribe	Actions
<b>In the news...</b> We've been making headlines. Read them and comment here.	0	0	0		
<b>Training Preferences</b> Describe how	0	0	0		



Categories marked with  indicate that you do not have privileges to take action on it.

1. In the Discussion Forum portlet, click the **Actions** menu of the category to which you wish to subscribe.
2. Click **Subscribe**. The screen refreshes, and your subscription is activated. You will receive an email each time an action takes place regarding this category. The email will arrive in the Inbox of the email account you specified during registration.

### RESULT:


You have successfully subscribed to a discussion category.

## Unsubscribing to a Discussion Category

The screenshot shows the 'Message Boards' interface. At the top, there are tabs for 'Categories', 'My Posts', 'My Subscriptions', 'Recent Posts', and 'Statistics'. Below the tabs is a search bar with the text 'Search Messages'. The main content area displays a table of categories. The first category is 'Covisint Support Portal Feedback', which has 3 categories, 8 threads, and an 'Unsubscribe' button highlighted in a pink box. A red arrow points to the 'Unsubscribe' button. The 'Actions' menu is also visible. Below the table, there are sections for 'In the news...' and 'Training Preferences'. At the bottom, it says 'Showing 3 results.'

Category	Categories	Threads	Actions
<b>Covisint Support Portal Feedback</b> Let us know of your user experience in using the Covisint Support Portal. <u>Subcategories:</u> Quality of Information, Website Design, What works well?	3	8	RSS Unsubscribe Actions
<b>In the news...</b> We've been making headlines. Read them and comment here.	0	0	0
<b>Training Preferences</b> Describe how	0	0	0



Categories marked with  indicate that you do not have privileges to take action on it.

1. In the Discussion Forum portlet, click the **Actions** menu of the category to which you wish to unsubscribe.
2. Click **Unsubscribe**. The screen refreshes, and your subscription is deactivated. You will no longer receive an email each time an action takes place regarding this category.

### RESULT:

You have successfully unsubscribed to a discussion category.

## Setting Up an RSS Feed to a Category

RSS is a feed format used to publish frequently updated works—such as blog entries, news headlines, etc. An RSS document includes full or summarized text, plus metadata such as publishing dates and authorship.

Web feeds benefit publishers by letting them syndicate content automatically. They benefit readers who want to subscribe to timely updates from favored websites or to aggregate feeds from many sites into one place.

When activity occurs in the category (e.g. a new thread or thread reply) the RSS feed is updated, and your reader will immediately get the newly published content.

The screenshot shows the 'Message Boards' interface. At the top, there are tabs for 'Categories', 'My Posts', 'My Subscriptions', 'Recent Posts', and 'Statistics'. Below the tabs is a search bar with the text 'Search Messages'. The main content area is a table with the following columns: 'Category', 'Categories', 'Threads', 'P', 'RSS', and 'Actions'. The table lists three categories: 'Covisint Support Portal Feedback', 'In the news...', and 'Training Preferences'. The 'RSS' column for the first category has a 'Subscribe' button. The 'Actions' column for the first category has a dropdown menu with a 'Subscribe' button and an 'Actions' button. A mouse cursor is pointing at the 'Actions' button. At the bottom of the table, it says 'Showing 3 results.'



Categories marked with  indicate that you do not have privileges to take action on it.

1. In the Discussion Forum portlet, click the **Actions** menu of the category to which you wish to set up an RSS.
2. Click **RSS**. A new browser window will open and resolve to that feeds' URL.
3. Copy and paste the URL into your favorite feed reader to subscribe to the feed.

### RESULT:

You have successfully set up an RSS feed on a category. When activity occurs in the category (e.g. a new thread or thread reply) the RSS feed is updated, and your reader will immediately get the newly published content.

## Viewing a Summary of My Posts

In the Discussion Forum portlet, click **My Posts**. A list of all posts you created is displayed. You may perform management of your posts by clicking the **Actions** button.



Tabs available on your Discussion Forum may vary depending upon the way in which the forum was configured by the Discussion Forum Owner.

The screenshot shows the 'Message Boards' interface with the 'My Posts' tab selected. The table below lists the threads created by the user.

Thread	Started By	Posts	Views	Last Post	Actions
Online Help Material	Websphere Portal Admin	1	1	Date: 1/19/09 11:52 AM By: Websphere Portal Admin	Actions
great design	Websphere Portal Admin	2	2	Date: 1/19/09 12:12 PM By: Websphere Portal Admin	Actions
Lots of help available	Melanie Abston	2	14	Date: 1/16/09 3:39 PM By: Websphere Portal Admin	Actions

Showing 3 results.

### RESULT:

You have successfully viewed a summary of your posts.

## Viewing a Summary of Recent Posts

In the Discussion Forum portlet, click **Recent Posts**. A list of all recent posts created is all users are displayed. You may perform management of the posts by clicking the **Actions** button.



Tabs available on your Discussion Forum may vary depending upon the way in which the forum was configured by the Discussion Forum Owner. You may or may not have access to the Recent Posts tab.

**Message Boards**

Categories
My Posts
My Subscriptions
Recent Posts
Statistics

Thread	Started By	Posts	Views	Last Post	
<b>Online Help Material</b>	Websphere Portal Admin	1	1	Date: 1/19/09 8:52 AM By: Websphere Portal Admin	<a href="#">Actions</a>
great design	Websphere Portal Admin	2	2	Date: 1/19/09 9:12 AM By: Websphere Portal Admin	<a href="#">RSS</a>
Lots of help available	Melanie Abston	2	14	Date: 1/16/09 12:39 PM By: Websphere Portal Admin	<a href="#">Actions</a>

Showing 3 results.

[Subscribe to recent posts.](#)

### RESULT:

You have successfully viewed a summary of recent posts.

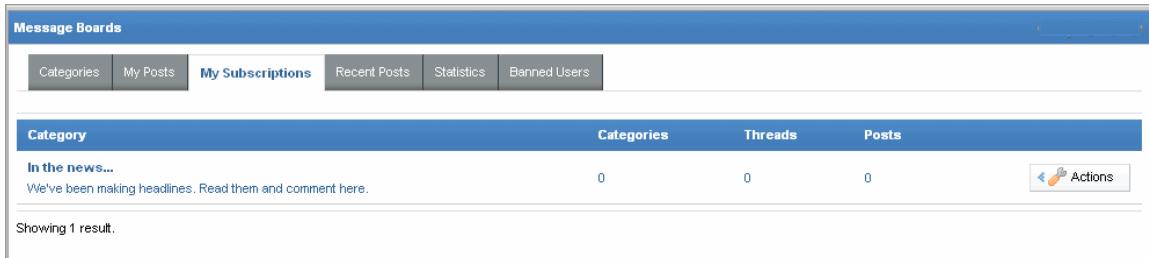
## Viewing a Summary of My Subscriptions

In the Discussion Forum portlet, click **My Subscriptions**. A list of all subscriptions you have requested are displayed. You may perform management of your subscriptions by clicking the **Actions** button.



Tabs available on your Discussion Forum may vary depending upon the way in which the board was configured by the Discussion Forum Owner.

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Category	Categories	Threads	Posts	
<b>In the news...</b> We've been making headlines. Read them and comment here.	0	0	0	<a href="#">Actions</a>

Showing 1 result.

### RESULT:

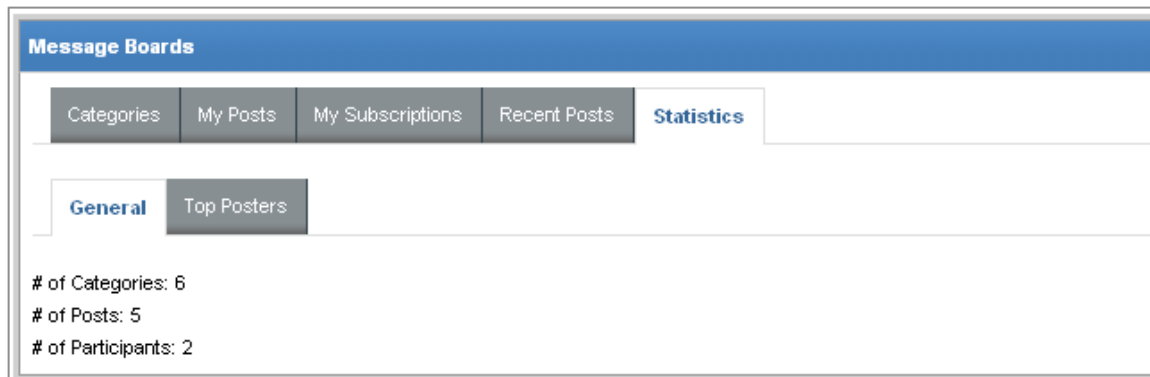
You have successfully viewed a summary of your subscriptions.

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## Viewing Statistics of a Discussion Forum



Tabs available on your Discussion Forum may vary depending upon the way in which the forum was configured by the Discussion Forum Owner. You may or may not have access to perform this task.



1. In the Discussion Forum portlet, click **Statistics**.
2. Click the **General** tab. A list of the total numbers of categories, posts, and participants is displayed.
3. Click the **Top Posters** tab. A list of the users that have added the most posts, along with the number per user is displayed.

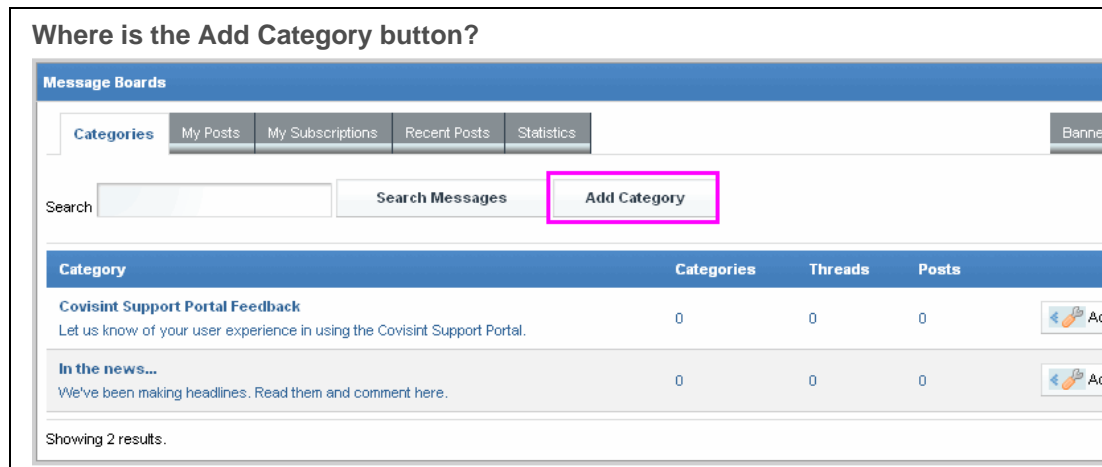
### RESULT:

You have successfully viewed statistics of a Discussion Forum.

## Administrator Tasks

### Creating a Category

1. In the Discussion Forum portlet, click **Add Category**. The Add Category screen is displayed.



The screenshot shows the 'Add Category' form. It has a 'Name' text field and a 'Description' text area. Below the description is a 'Permissions' section with a 'Configure >' link. At the bottom right, there is a 'Mailing List' button. At the bottom left, there is an 'Active' checkbox and 'Save' and 'Cancel' buttons.

1. In the Name open text field, key in the *name of the category* as you wish it to display on the portal.
2. In the Description open text field, key in the *description of the category* as you wish it to display on the portal.
3. Click **Configure** next to the Permissions option. A list of actions, as well as user types are displayed. If you wish to configure advanced permissions, complete the steps in the section "Modifying Permissions on a Category".



	Action	Community	Guest
	Add File	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Add Message	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Permissions	Reply to Message	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Subscribe	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	View	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



In this example, there are two user types configured to view the Discussion Forum. Those are "guests" (non-logged in users) and "community" (logged in users). Your System Administrator may have turned off some options, as is the case for "Add File" for Guest Users in this example. If you wish to configure advanced permissions, complete the steps in the section "Modifying Permissions on a Category".

4. Enable the checkbox of each task you wish each user type to be able to perform.
5. Disable the checkbox of each task you wish to remove from each user type.
6. Click **Save**. The screen refreshes, and the category is added to the Discussion Forum.

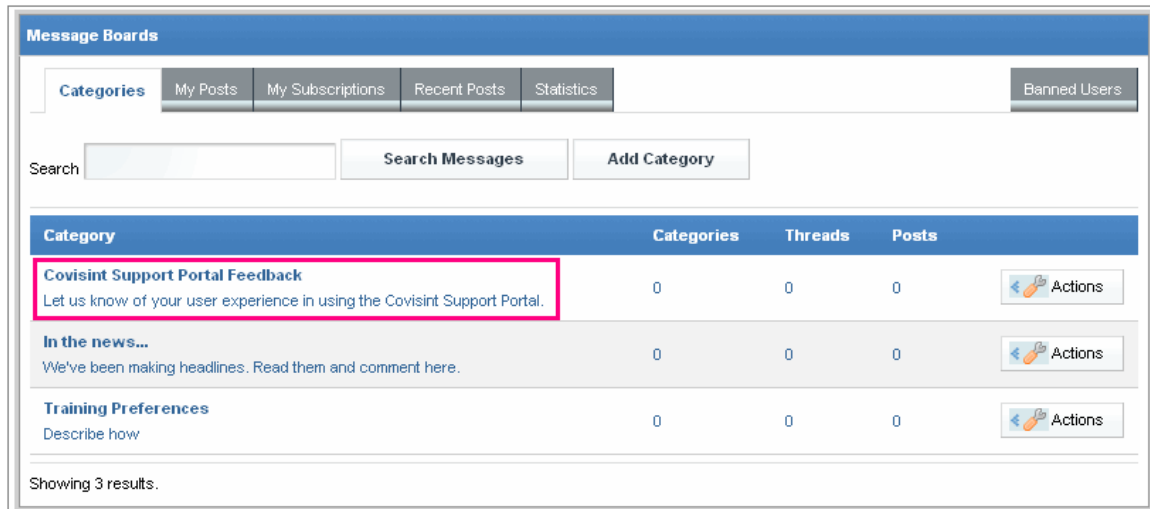
#### RESULTS:

You have successfully created a category.

## Adding a Subcategory

Adding subcategories to main categories is a way of organizing information, as well as the comments and replies to that information. In this example, a category called Covisint Support Portal Feedback contains subcategories such as 1) website design, 2) quality of information, 3) what works well, and 4) things to improve.

Complete the following steps to add a subcategory to an existing category.



The screenshot shows the 'Message Boards' interface. At the top, there are tabs for 'Categories', 'My Posts', 'My Subscriptions', 'Recent Posts', 'Statistics', and 'Banned Users'. Below the tabs is a search bar and buttons for 'Search Messages' and 'Add Category'. The main content area displays a table of categories:

Category	Categories	Threads	Posts	Actions
<b>Covisint Support Portal Feedback</b> Let us know of your user experience in using the Covisint Support Portal.	0	0	0	Actions
<b>In the news...</b> We've been making headlines. Read them and comment here.	0	0	0	Actions
<b>Training Preferences</b> Describe how	0	0	0	Actions

Showing 3 results.

1. In the Discussion Forum portlet, click on the *category name* to which you wish to add a subcategory. This example uses the "Covisint Support Portal Feedback" category.
2. Click **Add Subcategory**.
3. In the *Name* open text field, key in the name of the subcategory as you wish it to appear on the portal.
4. In the *Description* open text field, key in the description of the subcategory as you wish it to appear on the portal.
5. Optionally, configure permissions. If you wish to configure advanced permissions, complete the steps in the section "Modifying Permissions on a Category".



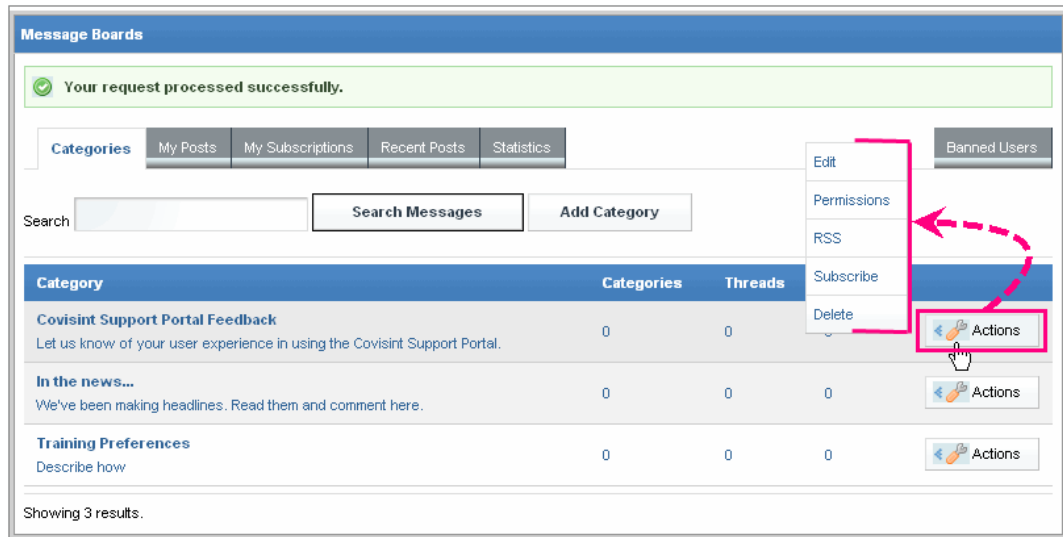
Subcategories inherit the permissions of the category to which it belongs, unless you explicitly modify subcategory permissions.

6. Click **Save**. The screen refreshes, and the subcategory has been added.
7. Optionally, continue adding additional subcategories by repeating steps 2 - 6.

### RESULT:

You have successfully created a subcategory.

## Modifying Permissions on a Category or Subcategory



1. In the Discussion Forum portlet, click the **Actions** menu of the category or subcategory of which you wish to modify permissions.



Subcategories inherit the permissions of the category to which it belongs, unless you explicitly modify subcategory permissions.

2. Click **Permissions**. The screen refreshes, and a list of Roles, which are user types is listed in the first column, and available tasks are listed in each additional column.

The screenshot shows the 'Permissions' configuration screen. It features a table with columns for roles and various tasks. The 'Owner' role has all permissions checked.

Role	Add Role	Add Message	Add Subcategory	Delete	Move Thread	Permissions	Reply to Message	Subscribe	Update	Update Thread Priority	View
Covisint Content Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Owner	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Portal Member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Portal Memeber	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power User	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Project Rockstar Member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time Tracker User	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Administrator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Owner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A 'Submit' button is located at the bottom left of the table.



The name of Roles in your organization may not be the same as the screen shot above; however, the steps to modify permissions apply to your user types.

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3. Enable the checkbox of each task you wish to allow for each role (user type).
4. Disable the checkbox of each task you wish to disallow for each role (user type).
5. Click **Submit**. The screen refreshes and permissions are updated.

**RESULT:**

You have successfully modified permissions on a category or subcategory.

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## Editing a Category Name or Description

The screenshot shows the 'Message Boards' interface. At the top, there is a success message: 'Your request processed successfully.' Below this, there are navigation tabs: 'Categories', 'My Posts', 'My Subscriptions', 'Recent Posts', and 'Statistics'. A search bar is present with 'Search Messages' and 'Add Category' buttons. A 'Banned Users' button is also visible. The main content is a table with columns: 'Category', 'Categories', and 'Threads'. The table lists three categories: 'Covisint Support Portal Feedback', 'In the news...', and 'Training Preferences'. For each category, there is an 'Actions' button. A context menu is open over the 'Actions' button for the first category, showing options: 'Edit', 'Permissions', 'RSS', 'Subscribe', and 'Delete'. A red dashed arrow points from the 'Actions' button to the 'Edit' option in the menu.

Category	Categories	Threads
<b>Covisint Support Portal Feedback</b> Let us know of your user experience in using the Covisint Support Portal.	0	0
<b>In the news...</b> We've been making headlines. Read them and comment here.	0	0
<b>Training Preferences</b> Describe how	0	0

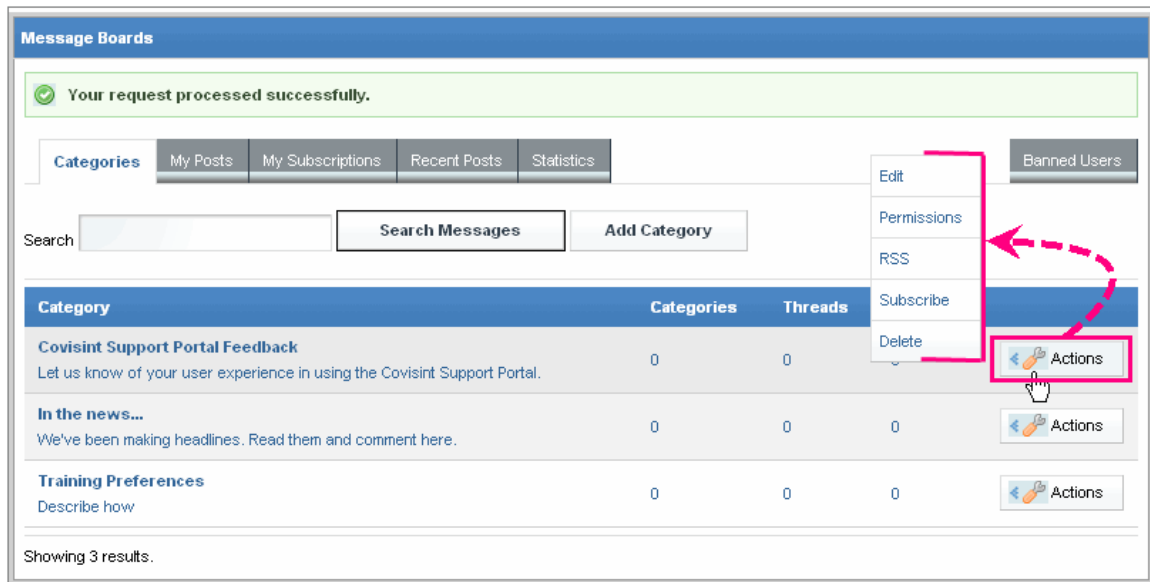
Showing 3 results.

1. In the Discussion Forum portlet, click the **Actions** menu of the category you wish to edit.
2. Click **Edit**.
3. Key in the modified category name or description in the appropriate field.
4. Click **Save**.

### RESULT:

You have successfully edited a category name or description.

## Deleting a Category or Subcategory

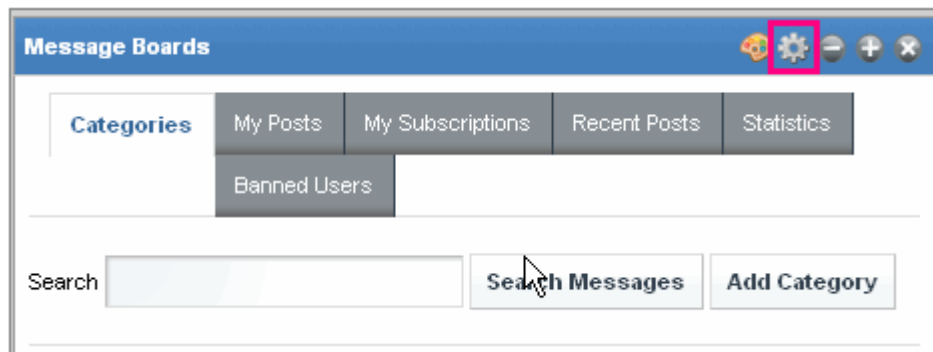


1. In the Discussion Forum portlet, navigate to the Category or Subcategory you wish to delete.
2. Click **Actions**.
3. Click **Delete**.
4. Click **OK** to confirm deletion.

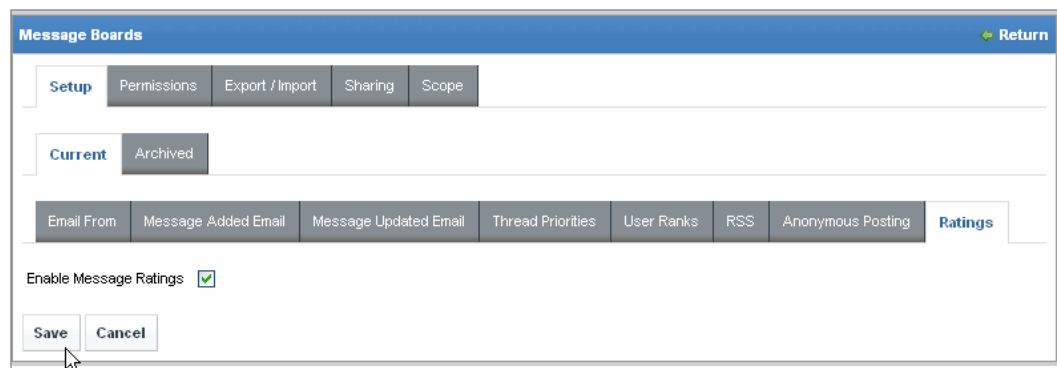
### RESULT:

You have successfully deleted a category or subcategory.

## Enabling / Removing Ability to Rate Messages



1. In the Discussion Forum portlet, click the **Configuration** icon.

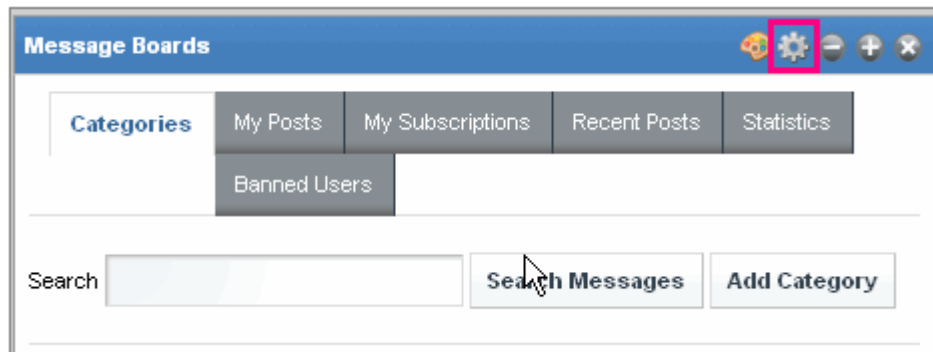


2. Click the **Ratings** tab.
3. To allow users to rate messages, enable the checkbox next to **Enable Message Ratings**.
4. To remove the 'rate messages' option, disable the checkbox next to **Enable Message Ratings**.
5. Click **Save**.

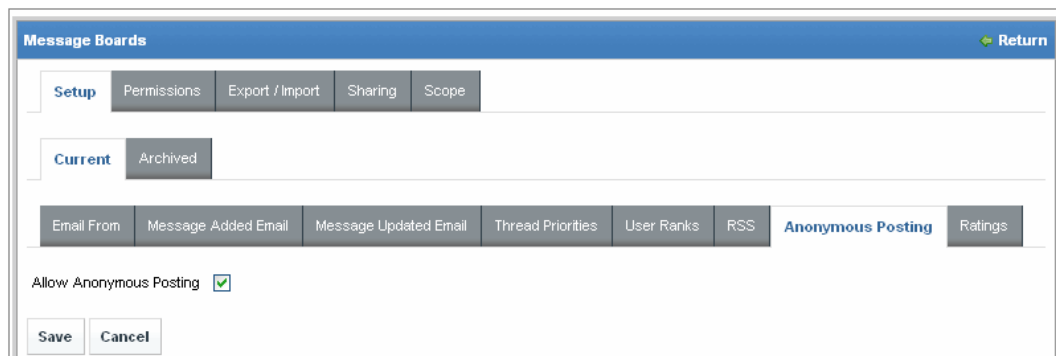
### RESULT:

You have successfully managed user's ability to rate messages.

## Enabling / Removing Ability to Post Anonymously



1. In the Discussion Forum portlet, click the **Configuration** icon.



2. Click the **Anonymous Postings** tab.
3. To allow users to post anonymously, enable the checkbox next to **Allow Anonymous Posting**.
4. To remove user's ability to post anonymously, disable the checkbox next to **Allow Anonymous Posting**.
5. Click **Save**.

### RESULT:

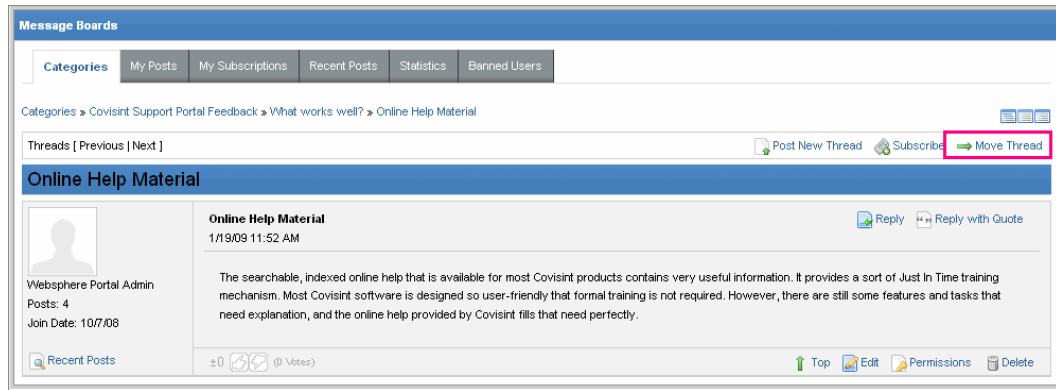
You have successfully managed user's ability to rate messages.

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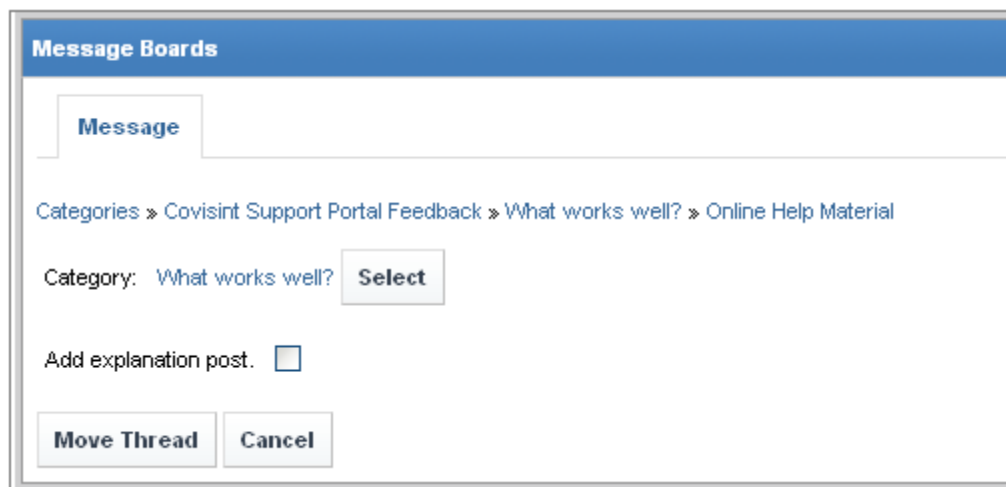


## Moving a Thread

1. In the Discussion Forum portlet, drill down to the thread you wish to move.



2. Click **Move Thread**. The screen refreshes, and the navigation path to the thread you wish to move is displayed.



3. Click **Select**. A list of threads to which you may choose to move this thread is displayed.

Categories				
Categories » Covisint Support Portal Feedback				
Category	# of Categories	# of Threads	# of Posts	
Quality of Information When you are visiting the support website, how do you feel about the quality of information available? Do you often find the answer to your question?	0	1	2	<a href="#">Choose</a>
Website Design Tell us how you like the support website design. Read about top trends in user interface.	0	1	2	<a href="#">Choose</a>
What works well? Are there items on the support site that you like best? What do you find especially helpful? User Guides? Online Help? Videos?	0	1	1	<a href="#">Choose</a>

Showing 3 results.

- Click **Choose**. The screen refreshes, and the **location to which you wish to move the thread is displayed**.

Where is the new location displayed?

**Message Boards**

**Message**

Categories » Covisint Support Portal Feedback » Website Design » Online Help Material

Category: Website Design [Select](#)

Add explanation post.

[Move Thread](#) [Cancel](#)

New location selected for this thread

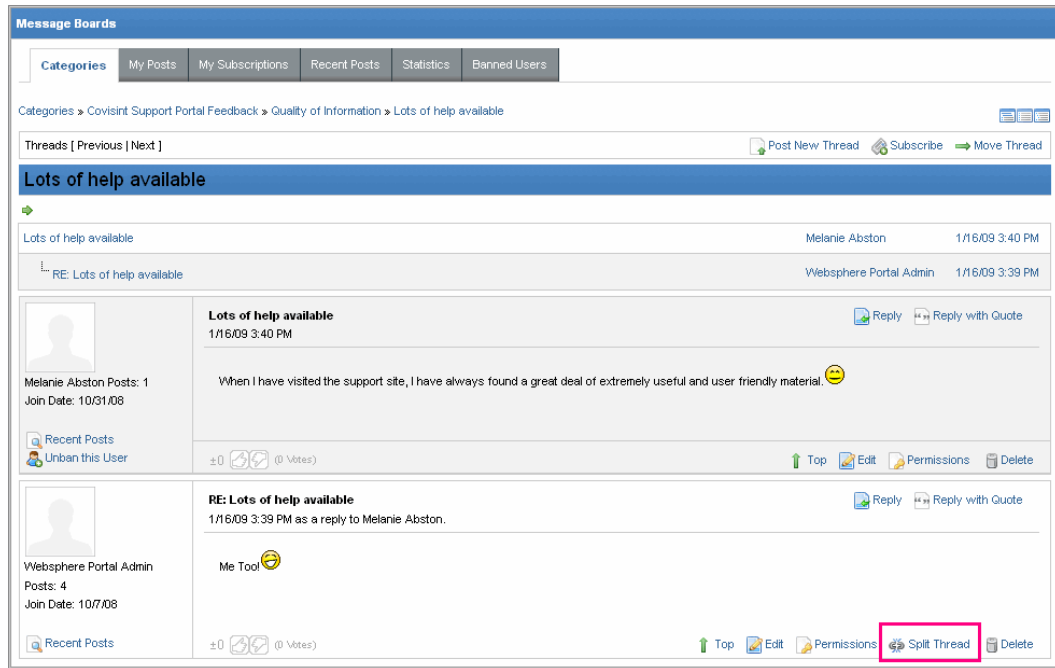
- Optionally, enable the Add explanation post checkbox to include your justification for moving the thread.
- Click **Move Thread**. The screen refreshes, and the thread is moved to the newly selected location.

**RESULT:**  
You have successfully moved a thread.

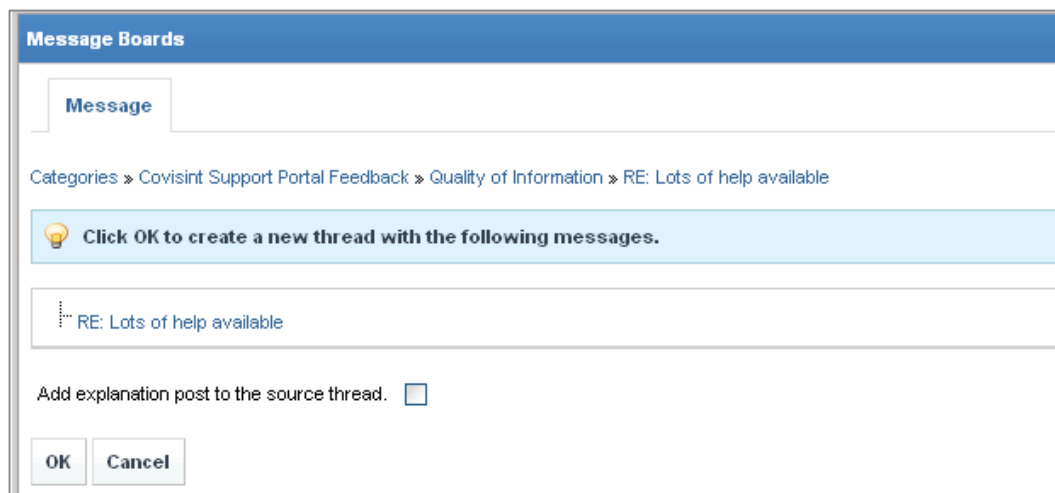
## Splitting a Thread

Splitting a thread may become necessary when off-topic discussions begin to permeate throughout the thread. When this becomes necessary, you may wish to split the thread, and give the new thread a title related to the 'other' discussion that caused the split.

1. In the Discussion Forum portlet, drill down to the thread you wish to split.



2. Click **Split Thread**.



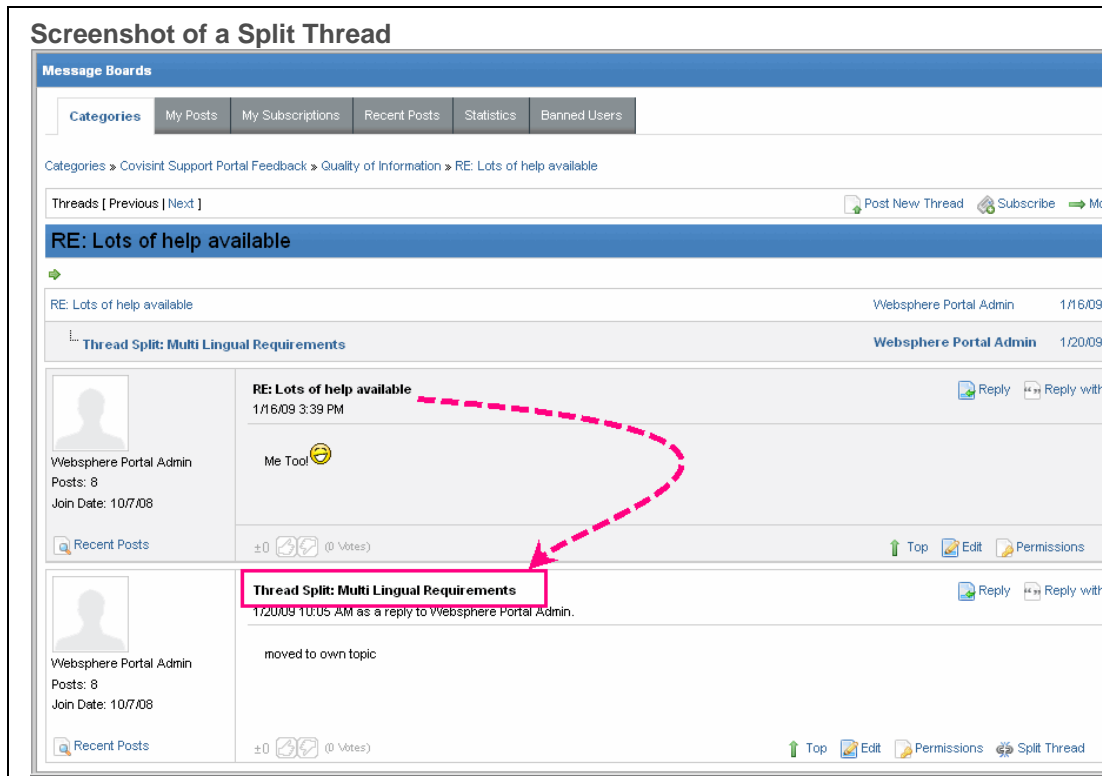
3. Enable the checkbox next to **Add explanation post to the source thread.**
4. In the subject open text field, key in the reason for the split.



A good rule of thumb is to provide the name of the new thread in the explanation as well as the comment "Thread Split". In this example, the subject will be keyed in as: "Thread Split: Multi Lingual Requirements"

5. In the body open text field, key in the reason for the split.
6. Click **OK**. The screen refreshes, and the thread is split.

**View a screenshot of the thread after splitting>>>**



**RESULT:**

You have successfully split a thread.

## Deleting a Thread

Message Boards

Categories My Posts My Subscriptions **Recent Posts** Statistics

Thread	Started By	Posts	Views	Last Post	
Online Help Material	Websphere Portal Admin	1	1	Date: 1/19/09 8:52 AM By: Websphere Portal Admin	Actions
great design	Websphere Portal Admin	2	2	Date: 1/19/09 9:12 AM By: Websphere Portal Admin	RSS
Lots of help available	Melanie Abston	2	14	Date: 1/16/09 12:39 PM By: Websphere Portal Admin	Actions

Showing 3 results.

Subscribe to recent posts.

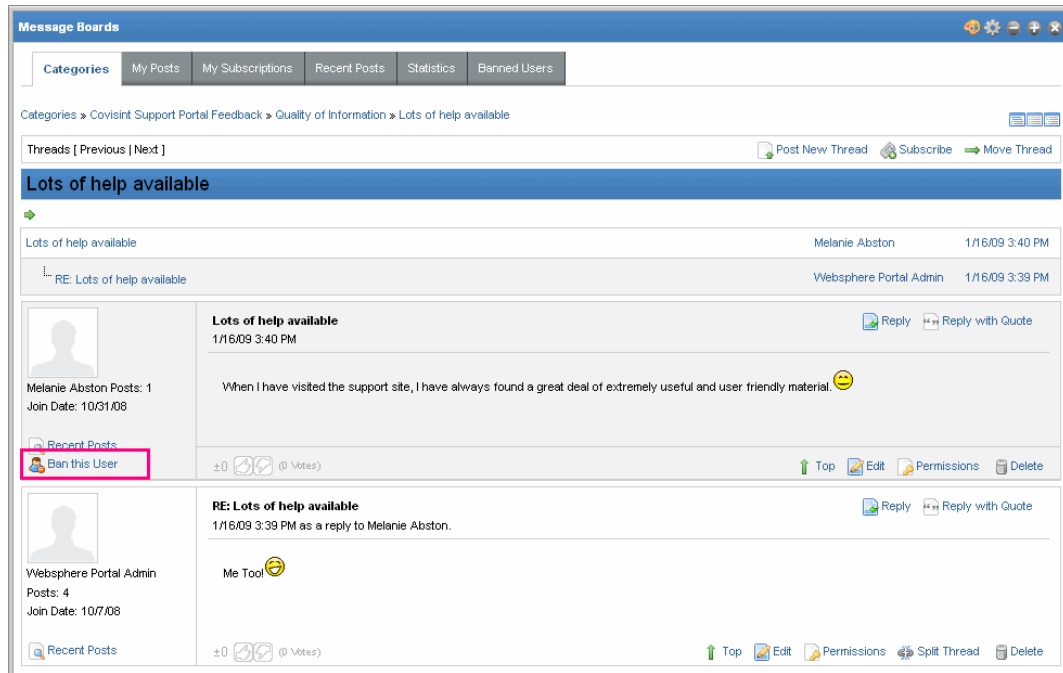
1. In the Discussion Forum portlet, navigate to the *thread* of the Category or Subcategory you wish to delete.
2. Click **Actions**.
3. Click **Delete**.
4. Click **OK** to confirm deletion.

### RESULT:

You have successfully deleted a thread.

## Banning a User

1. In the Discussion Forum portlet, drill down to the thread written by the user you wish to ban.



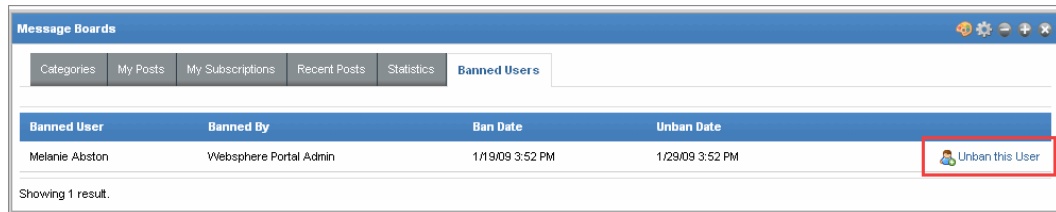
2. Click **Ban this User**. The screen refreshes, and the user is banned.

### RESULT:

You have successfully banned a user.

## Unbanning a User

1. In the Discussion Forum portlet, like the **Banned Users** tab. A list of banned users is displayed.



2. Click **Unban this User** in the row of the user you wish to reinstate. The screen refreshes, and the user is unbanned.



Another way to unban a user is to navigate to the thread written by the user marked as 'banned' and click **Unban this User**.

### RESULT:

You have successfully unbanned a user.