DeskControl Frequently Asked Questions

December 2001

My Day Frequently Asked Questions

What is the Latest News page?
The Latest News page is maintained by DeskControl and is used to keep you informed of any new interface features and updates as they occur. The Latest News page is the first page that loads when you log into DeskControl, or click on the **My Day** menu tab.

What are the items in the My Today and Group Today sections?
The My Today and Group Today sections contain Articles that other users have shared to you as My Day Articles. My Today Articles have been shared to you as a user, and Group Today Articles have been shared to you as a member of a group.

How can I make Articles appear in the My Today and Group Today sections?
All users can make My Today or Group Today Articles, by sharing their Knowledge Tree Article with a group or user. For more details on how to make an Article appear in the My Today or Group Today sections, please view the Sharing Frequently Asked Questions, which begin on page 17 of this document

How can I remove Articles from the My Today and Group Today sections?
All users can remove Articles from the My Today or Group Today sections, by completing the Sharing Wizard. Please note that users are only able to remove their own Articles from the My Today and Group Today sections – any Articles that were placed in these sections by other DeskControl users can only be removed by these DeskControl users. For more details on how to remove an Article from the My Today or Group Today sections, please view the Sharing Frequently Asked Questions, which begin on page 17 of this document.

What do the Daily and Weekly Calendar allow me to do?
You can view the Daily or Weekly Calendar by clicking on the relevant link in the **My Day** menu. The Daily and Weekly Calendars will provide you with (by default) a view of either the current day or the current week, but you will also be able to use the back and forward icons to view the previous and next days or weeks.

The Daily Calendar provides you with a list of the Appointments that due to occur on the selected day, while the Weekly Calendar provides you with a list of the Appointments that are due to occur during the selected week. Each Appointment that appears in the Calendar will have a title and a grey coloured block - which signifies the Appointment time. Clicking on the Appointment title will allow you to view the details of the Appointment, and clicking on the Appointment time block will allow you to edit the details of the Appointment. To create a new Appointment, you can click on the white blocks in the Calendar.

What does the Monthly Calendar allow me to do?
The Monthly Calendar appears in the **My Day** menu, and allows you to quickly search for and select a particular day. The Monthly Calendar will provide you with (by default) a view

of the current month, but you are also able to use the back and forward icons to view the previous months or the next months.

Clicking on a particular date in the Monthly Calendar will open the relevant Daily Calendar, where you can view the Appointments that have been created for that day. To quickly return to the current Month in the Monthly Calendar after viewing other months, you can click on the "Return To [month] [day]" link which appears at the bottom of the Calendar.

How can I create new Appointments?

New Appointments can be created from a number of locations:

1. Click on the "Add Appointment" link which appears in the My Day menu
2. Click on the white blocks which appear in the Daily and Weekly Calendars
3. Click on the Add Appointment icons which appear in the Daily and Weekly Calendars, the View Appointment page and the Edit Appointment page

When creating Appointments, you will need to complete all of the fields. You may also want to ensure that your Start Time occurs before your Finish Time. If you try to create a new Appointment without completing the required fields, or with invalid information in the fields, you will be presented with an error.

How can I edit existing Appointments?

Existing Appointments can be edited from a number of locations:

1. Click on the relevant grey block in the Daily or Weekly Calendar
2. Click on the Edit Appointment link which appears in the View Appointment page

When editing Appointments, you will need to complete all of the fields. You may also want to ensure that your Start Time occurs before your Finish Time. If you try to edit an Appointment without completing the required fields, or with invalid information in the fields, you will be presented with an error.

How can I delete Appointments?

Appointments can be deleted from the Edit Appointment page, which can be accessed from a number of locations:

1. In the Daily or Weekly Calendar, click on the grey block of the Appointment which you would like to delete – this will open the Edit Appointment page, where you can click on the Delete button
2. Click on the Edit Appointment or Delete Appointment links which appear in the View Appointment page - this will open the Edit Appointment page, where you can click on the Delete button

Clicking on the Delete button will open a Delete table underneath the Edit Appointment table. You will be asked if you are sure you would like to continue deleting your Appointment - if you wish to continue with the deletion process, you should click on the Yes button, but if you would like to cancel the deletion process, you should click on the No button. Once an Appointment is deleted, it is no longer accessible.

Messages Frequently Asked Questions

What is the My Information section?
The My Information section provides you with details that relate to your email box , such as your:

- Main Web Site Address
- Primary Email Address
- Additional Email Addresses
- Auto-Forwarder set-up
- Auto-Responder set-up
- Aliased Domains

What are Additional Email Addresses?
Additional Email Addresses are configured aliases, which allow mail to be received by several different addresses but stored in a single mailbox. Users are able to create five aliases for their mailbox.

How can I create, edit and delete Additional Email Addresses?
Additional Email Addresses are maintained through Mission Control – ask your DeskControl Administrator for more details.

What is Auto-Forwarding?
Auto-Forwarding allows you to automatically forward any mail which is sent to your email account to another email address.

What happens to my mail when I set the Auto-Forwarder to "Forward all email to the email address below"?
All email that is sent to your email address will automatically be forwarded directly to the email address that is entered into the provided text box.

What happens to my mail when I set the Auto-Forwarder to "Store a copy of all email forwarded to the email address below"?
A copy of any email that is sent to your email address will be stored on our mail servers for you retrieve, and a copy will also be automatically forwarded directly to the email address that is entered into the provided text box.

What is Auto-Responding?
Auto-Responding allows you automatically respond to any mail which is sent to your email account. When mail reaches your mailbox, a standard reply message is generated and sent to the person who sent you the mail - different responses can be generated depending on the subject of the message.

What happens when I set the Auto-Responder with only a Default Response?
Any mail that is sent to your email address will receive the standard reply that has been entered into the Default Response text box.

What happens when I set the Auto-Responder with an If Response?
When messages arrive in your inbox, and the subject contains the text which was entered in the If text box, the relevant Reply With text will be automatically sent.

What happens when I set the Auto-Responder with a Default Response and an If Response?
When messages arrive in your inbox, and the subject contains the text which was entered in the If text box, the relevant Reply With text will be automatically sent.

Any mail which is sent to your email address that doesn't have a subject that contains the text which was entered in the If text box, will receive the standard reply that has been entered into the Default Response text box.

How long does it take for Auto-Forwarding and Auto-Responding to start working?
Once you set your Auto-Forwarder or Auto-Responder, or make any changes to your settings, it will take up to two hours for the changes to take effect.

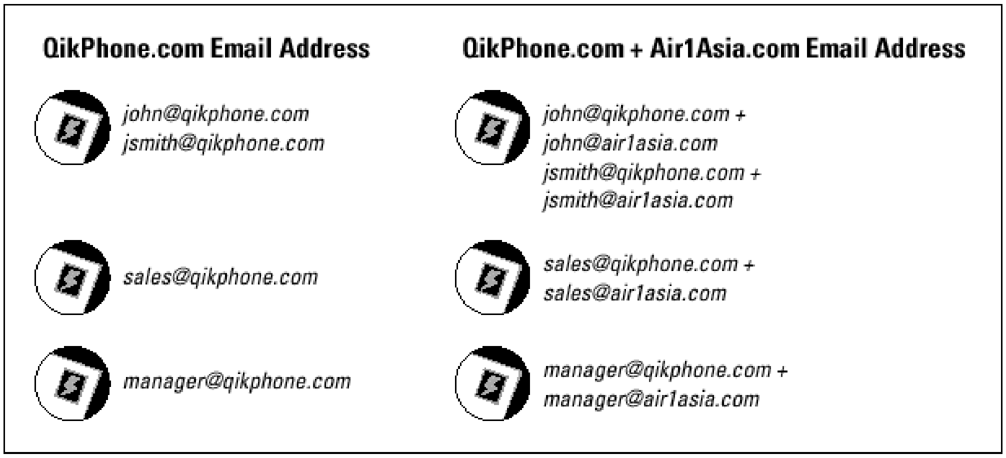
What are Aliased Domains?
The Domain Email Alias provides a quick and effective way to ensure that customers can maximise flexibilities in the use of email addresses across multiple domains. Many customers maintain multiple domain names, in order to give

- Internet presences to:
- Multiple businesses
- Divisions of a single business
- Different international offices
- Different product lines

Here's an Example:
Say you have an account with the domain name qikphone.com and you have already set up three mailboxes with the email addresses:

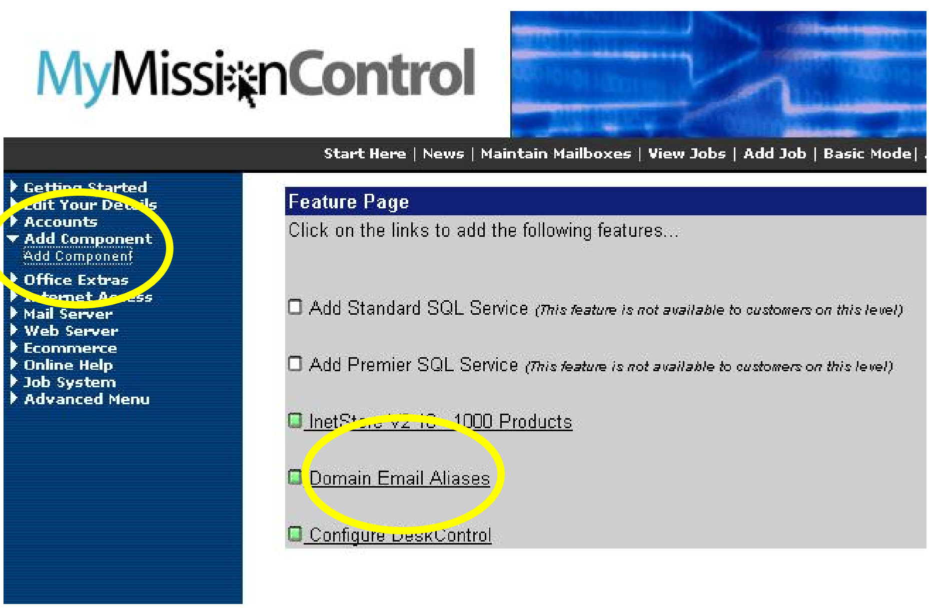
john@qikphone.com
sales@qikphone.com and
manager@qikphone.com

Then you register a new domain name called air1asia.com. Rather than creating new mailboxes for the new domain name, the new domain can be aliased to the primary domain, qikphone.com.



How do I create Aliased Domains?

To enable the Domain Email Alias, your DeskControl Administrator should access the Mission Control for the primary account, which should already have mailboxes enabled on it. Then click on the "Add Component" link, then the Add Domain Email Alias link from the page that will load. Another page will then load, where you enter the vs. number and password for the secondary account. This feature automatically enables email accounts on the secondary account that precisely match the email addresses on the primary account, except they have the secondary domain name.



What is the Email Preview section?

Email Preview is a function of DeskControl, which allows users of the service to quickly and easily preview messages that are stored on their mail server. Email Preview is ideal for users who just want to peruse their received mail, without actually responding to the messages. Email Preview is unlike WebMail, which not only allows you to view the messages in your inbox, but also send and receive messages.

What is NetMeeting?

NetMeeting is a product which enables groups or users to teleconference using the Internet as the transmission medium. NetMeeting supports Voice on the Net, chat sessions, a whiteboard, and application sharing. To enable NetMeeting, users must have NetMeeting3 installed on their local machine.

What is the Phone Message page?

The Phone Message page allows you to record and then send phone messages to other DeskControl users. The Phone Message format is similar to a standard phone message, and allows you to track the Caller's Name, Organisation, Phone Number and Message.

Using the To dropdown menu (which provides you with a current list of the DeskControl users who have active mailboxes), select the user to which you would like to send a phone message, then using the From dropdown menu (which provides you with a list of your current aliased and additional email addresses), select the Email Address that you would like to use. Once you have completed the other necessary fields, click on the Send button to send an email version of your phone message to the selected user.

What is the Internal Message page?

The Internal Message page allows you to send emails to other DeskControl users. The format is similar to a standard email, and allows you to enter a Subject and a Message.

Using the To dropdown menu (which provides you with a current list of the DeskControl users who have active mailboxes), select the user to which you would like to send an Internal Message, then using the From dropdown menu (which provides you with a list of your current aliased and additional email addresses), select the Email Address that you would like to use. Once you have completed the Subject and Message fields, click on the Send button to send your message to the selected user.

What are the Phone and Extension Lists?

The Phone and Extension Lists provide you with the contact details of other DeskControl users. The advantage of having an online List is that you can view the most up-to-date contact details in real time.

The information which is displayed in these sections comes from the details entered in the My Details page, which can be found in the **My Profile** menu. Where information has not been entered, a blank field will be displayed. The tabs (ABC, DEF, etc) at the top of the page allow you to view the details of the DeskControl users whose names begin with that letter.

Clicking on another user's name, will allow you to send them a Phone Message, while clicking on your own name will provide you with a direct link to your Update My Details page where you can edit your personal details. A NetMeeting icon will be displayed next to a user's name if the user has set up their NetMeeting – clicking on this icon automatically places a NetMeeting call to the relevant user.

What is the Email List?

The Email List provides you with the email addresses of other DeskControl users. The advantage of having an online Email List is that users can view the most up-to-date information in real time. The tabs (ABC, DEF, etc) at the top of the page allow you to view the DeskControl users whose names begin with that letter.

Clicking on another user's name, will allow you to send them an Internal Message, while clicking on your own name will provide you with a direct link to your Update My Details page, where you can edit your personal details.

What is the Staff Search?

The Staff Search allows you to search for a particular DeskControl user. You can search for their entire name, for the first letter of their name or for a letter which appears anywhere in their name. When you enter the necessary details in the provided text box and then click on the Search button, you will be provided with a list of the Search Results.

Clicking on another user's name, will allow you to send them an Internal Message, while clicking on your own name will provide you with a direct link to your Update My Details page, where you can edit your personal details.

What is the Staff Photos section?

The Staff Photos section allows you to upload and share a photo to other DeskControl users. The Staff Photo section is great for new DeskControl users, because it allows them to immediately get to know other users. Each manager is able to maintain the Staff Photos for all DeskControl users, and users can maintain their own Staff Photo.

How do I select a Staff Photo?

To select a Staff Photo, click on the Staff Photos link which appears in the **Books** menu, and then complete the following steps:

1. Select a Staff Member - Click on the text box to get a list of the Staff Members and then click on the user's name to select that user. Once a user has been selected, the Select User page will close, and the user's name will appear in the Staff Member text box. Click on the Next button once a user has been selected.
2. Upload a File – If you have already uploaded a File, continue to step 3, but if you haven't already uploaded a photo for the Staff Member, click on the Upload New File button, complete all of the fields in the Upload Document page and then click on the Upload button. Once the File has finished uploading, you will be redirected to the Staff Photo page.
3. Select a File - Click on the text box to get a list of your Files, and then click on the File name to select that File. Once a File has been selected, the Select Object page will close, and the File name will appear in the File text box. Click on the Update button once the File has been selected to apply the Staff Photo privilege to that File - this will allow all DeskControl users to view the Staff Photo.

Rooms Frequently Asked Questions

What is the Rooms section?

The **Rooms** section provides you with access to useful business tools and web links. To create your own web links (often referred to as "Favourites" or "Bookmarks"), please view the Documents/Shortcuts Frequently Asked Questions, which begin on page 11/14 of this document.

What is in the Reception Room?

The Reception Room contains a link to the ASIC database search facilities, where you can search for Business or Company Names and Numbers.

What is in the Mail Room?

The Mail Room has Australian Post Code and Suburb searches to help you find information about a particular Suburb or Post Code. The Mail Room also provides you with a Domestic or International Postage Calculator that allows you to estimate the postage cost for a particular package.

What is in the Finance Room?

The Finance Room has a Currency Converter which allows you to convert Australian dollars into overseas currency, as well as links to both Australian and US shares sites.

What is in the Library?

The Library provides you with several searches – Roget's Thesaurus, Macquarie Dictionary, Encyclopedia Britannica and Acronym Explainer. The Encyclopedia Britannica search allows you to display a certain number of results per page.

What is in the Search The Web page?

The Search The Web page has a Google search, as well as tips on getting the best results when performing searches and a link to the Google web site.

What is in the News Room?

The News Room has links to the major Australian newspapers so that you can keep up-to-date with current affairs in a single click. The News Room also provides you with links to non-English newspapers.

Knowledge Tree Frequently Asked Questions

What are Knowledge Tree Articles and Knowledge Trees?

Knowledge Tree Articles are documents that you can create and maintain within DeskControl. Knowledge Tree Articles can then be stored and organised within a Knowledge Tree. Knowledge Trees and Knowledge Tree Articles can be either personal or public.

What are My Knowledge Trees and Group Knowledge Trees?

The My Knowledge Trees section lists any Knowledge Trees that you have created, along with any Knowledge Trees that have been shared with you as a user. The Group Knowledge Trees section lists any Knowledge Trees that have been shared with you as a group member.

Both the My Knowledge Trees and Group Knowledge Trees sections will display the Knowledge Tree name and owner, as well as the groups or users that the Knowledge Tree has been shared with. The Knowledge Tree owner is the person who created the Knowledge Tree.

How do I create Knowledge Trees?

To create a new Knowledge Tree, click on the Create icon in the My Knowledge Trees title bar and then type the name that you would like to give your Knowledge Tree. Click on the Create button - your Knowledge Tree will be created and you will be redirected to the View Knowledge Tree page for the Knowledge Tree you have just created. From the View Knowledge Tree page you can create new Articles for your Tree, or edit the name of your Tree.

How do I edit Knowledge Trees?

To edit a Knowledge Tree - in the My Knowledge Trees page click on the name of the Tree that you would like to edit. The View Knowledge Tree page will open, and you can then click on the Edit icon, which is in the title bar. The Edit Tree page will open with the current name of the Tree - type the name that you would like to give your Knowledge Tree. Click on the Update button - your Knowledge Tree will be edited and you will be redirected to the View Knowledge Tree page for the Knowledge Tree you have just edited. From the View Knowledge Tree page you can create new Articles for your Tree, or once again edit the name of your Tree.

How do I delete Knowledge Trees?

To delete a Knowledge Tree - in the My Knowledge Trees page click on the Delete icon. The Delete Knowledge Tree page will open, and you can then put a check in the 'Selected' box for any Trees that you would like to delete. Click on the Delete button – you will be asked if you would like to continue with the deletion process, or if you would like to cancel the deletion process. Click OK to continue deleting the selected Knowledge

Trees – these Trees will be moved to the Recycle Bin, and the Delete Knowledge Tree page will refresh without the deleted Trees.

If I delete a Knowledge Tree, are all of the Articles in the Tree also deleted?

When a Knowledge Tree is deleted, any Articles that were created in the Tree will be deleted along with the Tree. Deleted Knowledge Trees and their Articles will be moved to the Recycle Bin. Knowledge Trees and Articles can be restored or deleted from the Recycle Bin. Please note, once Knowledge Trees and Articles are deleted from the Recycle Bin, they cannot be recovered.

How do I view Knowledge Trees?

To view Knowledge Trees and the list of Articles that belong to a Knowledge Tree - in the My Knowledge Trees page click on the name of the Tree that you would like to view. The relevant View Knowledge Tree page will open with a list of Articles.

How do I view Knowledge Tree Articles?

To view an Article that belongs to a Knowledge Tree, in the My Knowledge Trees page click on the name of the Tree that contains the Article you would like to view - the relevant View Knowledge Tree page will open with a list of Articles. Click on the name of the Article that you would like to view, and a view of that Article will open.

How do I create Knowledge Tree Articles?

Knowledge Tree Articles can be created by completing the following steps:

1. In the My Knowledge Trees page, click on the name of the Tree in which you would like to create an Article.
2. When the View Knowledge Tree page opens, click on the Create icon.
3. When the Create Article page opens, complete all of the required fields and then click on the Save button – your Article will be saved and you will then be given the option of sharing your Article.

Users can also create new Articles via the View Knowledge Tree Article page:

1. In the My Knowledge Trees page, click on the name of the Tree in which you would like to create an Article.
2. When the View Knowledge Tree page opens, click on the name of an Article.
3. When the View Article page opens click on the Create icon.
4. When the Create Article page opens, complete all of the required fields and then click on the Save button – your Article will be saved and you will then be given the option of sharing your Article.

How do I edit Knowledge Tree Articles?

Knowledge Tree Articles can be edited by completing the following steps:

1. In the My Knowledge Trees page, click on the name of the Tree in which your is stored
2. When the View Knowledge Tree page opens, click on the name of an Article which you would like to edit
4. When the View Article page opens click on the Edit icon

5. When the Edit Article page opens, complete all of the required fields and then click on the Save button – your edited Article will be saved and you will then be given the option of sharing your Article.

How do I search Knowledge Trees?
Users can search all Knowledge Trees or a particular Knowledge Tree either by the expiry date, or by the keywords. The keywords are those words that are entered into the Keyword text box when an Article is being created or edited.

Can I view a list of the dates that modifications have been made to my Articles?
All DeskControl users can view the modifications that have been made to a particular Article. When viewing an Article, simply click on the View Modifications Log icon, and you will be able to view all of the modifications that have been made to the Article, including:

- The User who made the modification
- The Date and Time that the modification was made
- A Short message from the user who modified the Article.

How do I navigate the Knowledge Tree section?
Users can navigate the Knowledge Tree section by using the arrow icons that are in the title bars – the arrow pointing to the left will show you the previous Article, the arrow pointing to the right will show you the next Article and the arrow pointing up will take you to the parent page.

Shortcut Tree Frequently Asked Questions

How Do I Create New Shortcut Trees?

Clicking on the Create Shortcut Tree icon, which appears in the 'My Shortcut Trees' table, creates Trees. Once this icon is clicked on, a new page will open where you will be able to enter the name of your new Shortcut Tree. To complete the creation process, you will need to click on the Create button. Please note that you cannot create a new Shortcut Tree unless you have included a Tree Name.

How Do I Delete Existing Shortcut Trees?

Shortcut Trees can be deleted by clicking on the Delete Shortcut Tree icon, which appears in the 'My Shortcut Trees' table. Once this icon is clicked on, a new page will open with a list of the Shortcut Trees that you have been given permission to delete. To complete the deletion process, you will need to click on the Delete button, which corresponds with the Shortcut Tree, which you would like to delete. You will be asked if you are sure you want to delete the Shortcut Tree - if you would like to continue with the deletion of the Shortcut Tree, you can select OK, but if you would like to keep the Shortcut Tree, you can select Cancel, and the Shortcut Tree will remain intact.

What are My Shortcut Trees and Group Shortcut Trees?

The My Shortcut Trees section lists any Shortcut Trees that you have created, along with any Shortcut Trees that have been shared with you as a user. The Group Shortcut Trees section lists any Shortcut Trees that have been shared with you as a group member.

Both the My Shortcut Trees and Group Shortcut Trees sections will display the Shortcut Tree name and owner, as well as the groups or users that the Shortcut Tree has been shared with. The Shortcut Tree owner is the person who created the Shortcut Tree.

Hard Drive Frequently Asked Questions

What is the 'My Drive' section?
You can upload files to the 'My drive' section. This will allow you to then access them anywhere in the world through a web browser. Users can have such files as Microsoft office files, Images, of other types of files uploaded to the 'My Drive'.

What is the 'Group Drive' section?
The group drive is all files, which have been uploaded to the private drive, and shared to another group in the company. If you wish to upload a file to this drive, you will first need to Upload the file to your "My Drive" then you will need to go to "My Profile" choose sharing wizard, and then run thought he sharing wizard to share the file. Once this process is complete, the file will show in the Group Drive for everyone in that group.

How do I tell how many files my staff and I have uploaded?
The drive usage lists the total drive usage for the company. This shows the individual users My Drive total. The drive usage option is lonely available to users with the status of manager. This is set in the "My Details" section.

Can I upload files of any size to the Hard Drive?
Users are unable to upload files larger than 5Mb in size.

What happens if I try to upload files that are larger than the limit?
An error appear to the user, informing them that they are unable to upload files that are larger than 5MB in size.

Can I upload as many files as I like?
Users can upload as many files as they like as long as the total space that is used by all files in the intranet is no more than 5MB. The storage size is made up of all of the documents uploaded to DeskControl, by all of the users of the DeskControl service under your account. Once the first 5MB of Hard Drive space has been filled, the DeskControl Administrator will be required to pay for each extra MB of data that is uploaded.

Do I need to complete all of the fields when I'm uploading a file?
Users are required to complete all fields when they are preparing to upload a file - if users do not complete the Document Title, Description and File fields before they click on the upload button, an error will be displayed. The error informs users of the fields that have been left incomplete.

Do I have to include a file extension when I'm uploading files?
A file extension is automatically retrieved from the file extension associated with the file that you are uploading.

When I enter either ' or ' into any of the fields when I'm uploading a file, it doesn't appear in the document info section...why?
This is a security of feature of DeskControl to prevent errors from occurring.

Can I upload files that have the same file name?
Yes you can upload files with the same name, and you will be able to tell them apart by the difference in their creation date.

Can I delete files that don't belong to me?
No, only the owner of the file can delete the file.

Can I retrieve my files once they have been deleted?
When you delete any files in DeskControl, these files automatically go into the recycle bin, which can be located in the "My Profile" section. You have the option to restore a file when it is in the recycle bin, and you can also permanently delete a file if it is in the recycle bin. Once you are in the recycle bin, any files that you have deleted will be listed. All you will need to do is place a tick in the check box, which is, listed under the select heading, and then hit the restore button. Should you check the article and then hit delete, the file will be permanently deleted.

How do I create a Group Drive File?
The group drive is all files, which have been uploaded to the private drive, and shared to another group in the company.

If you wish to upload a file to this drive, you will first need to Upload the file to your "My Drive" then you will need to go to "My Profile", then choose the sharing wizard, and then run thought he sharing wizard to share the file to a group. Once this process is complete, the file will show in the Group Drive for everyone in that group.

How do I remove a Group Drive File?
Files can be removed from the group drive in the same process that they are created. The user will need to re-run the sharing wizard by going to the 'My Profile' section, choosing the sharing wizard on the file that the user wishes to unshared, and removing the shared permissions. The file will then be unshared, and only viewable in their 'My Drive'

Can files be downloaded?
When you click on a file from the 'My Drive' or the 'Group Drive' you will be given the option to either open the file from is current location, or to save the file to one of the drives on your local machine.

Can I view files from within DeskControl, or do I have to download the files before I can view them?
When you click on a file from the 'My Drive' or the 'Group Drive' you are given the option of running it from its current location or you can choose to download the file.

Sharing Wizard Frequently Asked Questions

How do I share my objects?
Objects can be shared by selecting the "Sharing Wizard" option from the Sharing menu and following the four steps:

1. Select Object – all users are provided with a list of the Files, Knowledge Tree Articles, Knowledge Trees, Shortcuts and Shortcut Trees that they have created. Users can select the object that they would like to share by clicking on the object's name.
2. Share with Group or User – users must select whether they would like to share their object with a group/user.
3. Select Group/User – all object owners will be provided with a list of either all DeskControl groups or all DeskControl users. Object owners can then select the group/user that they would like to share with by clicking on the group/user's name.
4. Set the Privileges – object owners can share their object to the selected group/user by changing the relevant privilege from Denied to Granted using the provided menu.

Once each of these steps have been completed, the object will be shared to the selected group/user. To view all of the privileges that you have currently granted to other DeskControl groups/users, you can select the "Shared To Others?" option from the Sharing menu.

Can I share an object with multiple groups or users?
Object owners can share their object with multiple groups/users by following the steps in the Sharing Wizard multiple times. Once an object owner has finished sharing their object with one group/user, they will have the option of sharing the object with other groups/users.

Can I share multiple objects with a particular group or user?
Object owners are able to share multiple objects with one group/user by following all of the steps in the Sharing Wizard for each object. Once an object owner has finished sharing one object with a group/user, they can complete the Sharing Wizard again to share another object to the same group/user.

How do I unshare my objects?
Objects can be unshared by selecting the "Sharing Wizard" option from the Sharing menu and following the four steps:

1. Select Object – all object owners are provided with a list of the Files, Knowledge Tree Articles, Knowledge Trees, Shortcuts and Shortcut Trees that they have created. Object owners can select the object that they would like to unshare by clicking on the object's name.
2. Unshare from Group/User – object owners must select whether they would like to remove a group/user's sharing privileges for the object selected in step 1.

3. Select Group/User – all object owners will be provided with a list of either all DeskControl groups or all DeskControl users. Object owners can select the group/user that they would like to unshare from by clicking on the group/user's name.
4. Set the Privileges – object owners can unshare the object from the selected group/user by changing the relevant privilege from Granted to Denied using the provided menu.

Once each of these steps have been completed, the object will be unshared from the selected group/user. To ensure that the privileges have been removed for the group/user, object owners can select the "Shared To Others?" option from the Sharing menu. The "Shared To Others?" section provides a list of all of the privileges that you have currently granted to each DeskControl group/user – if the group/user's name doesn't appear in this section along with the object that was shared, the sharing privileges have been successfully removed from the object.

Can I unshare an object from multiple users or groups?
Object owners can unshare their object from multiple groups/users by following the steps in the "Sharing Wizard" multiple times. Once an object owner has finished unsharing their object from one group/user, they will have the option of unsharing the object from other groups/users.

Can I unshare multiple objects from a particular group or user?
Object owners are able to unshare multiple objects from one group/user by following all of the steps in the "Sharing Wizard" for each object. Once an object owner has finished unsharing one object from a group or user, they can complete the "Sharing Wizard" again to unshare another object.

Where do my shared objects appear?
Shared objects will appear in different locations, depending upon whether the object was shared with a group/user:

- Objects that have been shared with a user will appear in one of the 'My' sections - "My Today", "My Knowledge Trees" , "My Shortcut Trees" or "My Drive" - for example, if I share a Knowledge Tree with 'Joe Bloggs' who is a user, the Knowledge Tree will appear in the "My Knowledge Trees" section.
- Objects that have been shared with a group will appear in one of the 'Group' sections - "Group Today", "Group Knowledge Trees" , "Group Shortcut Trees" or "Group Drive" - for example, if I share a Shortcut Tree with the 'Everyone' group, the Shortcut Tree will appear in the 'Group Shortcut Trees' section for all members of the 'Everyone' group.

How can I tell which objects have been shared to me by other users?
All users can view the objects that have been shared with them by other DeskControl users by selecting the "Shared With Me?" option from the Sharing menu. The "Shared With Me?" section will provide you with the following details:

- the Object Type
- the Object Name
- the Privileges which have been applied to the object

- the Group/User that the privileges were granted to
- the Privilege Expiry Date

The “Shared With Me?” section allows you to view a breakdown of the objects that have been shared with you by other DeskControl users. The shared objects can be viewed by:

  - Object Type
  - Owner
  - Group

How can I tell which objects I have shared with other users?
All users can view the objects that they have shared with other DeskControl users by selecting the “Shared To Others?” option from the Sharing menu. The “Shared To Others?” section will provide you with the following details:

- the Object Type
- the Object Name
- the Privileges which have been applied to the object
- the Group/User that the privileges were granted to
- the Privilege Expiry Date

The “Shared To Others?” section allows you to view a breakdown of the objects that you have shared with other DeskControl groups/users. The shared objects can be viewed by:

  - Object Type
  - User
  - Group

Must Read / Today Frequently Asked Questions

What is a Must Read Article?
A Must Read Article is a Knowledge Tree Article that has been set to appear for certain users when they log in to DeskControl. Must Read Articles provide a vital quality assurance tool – each time a Must Read Article is read by a specified user, an entry will be created in the Article's Must Read Log. Entries created in the Must Read Log display the users who have read the Article, and when the Article was read.

What is a My Day Article?
A My Day Article is a Knowledge Tree Article that has been set to display in the My Day menu for certain users. The My Day menu allows users to identify any Articles that should be reviewed.

Can Article owners select who will see a Must Read or My Day Article?
Yes – owners can apply Must Read or My Day privileges to their Knowledge Tree Article for any groups or users.

How do Article owners make Must Read or My Day Articles?
Owners can apply Must Read or My Day privileges to their Article in a number of ways:

1. Creating or Editing Articles - when owners create or edit their Knowledge Tree Article, they will be given the option of sharing their Article. If the user selects to share their Article, they will be taken through the Sharing Wizard where they can select the group or user that they would like to share the Article with. Once the owner has selected the group or user, they can then set the privileges for that group or user. Owners can go through the Sharing Wizard and share their Article with as many groups or users as they would like.
2. Sharing Wizard – owners can share their Knowledge Tree Article by going to the Sharing Wizard option in the Sharing menu. The owner can select the Article that they would like to share and then select the group or user that they would like to share the Article with, and then set the privileges for that group or user. Owners can go through the Sharing Wizard and share their Article with as many groups or users as they would like.
3. Shared To Others – owners can share their Knowledge Tree Article by selecting the Shared To Others option in the Sharing menu. The owner can select the Article that they would like to share from the list of Articles that have already been shared and then select the group or user that they would like to share the Article with. Once the owner has selected the group or user, they can then set the privileges for that group or user. Owners can go through the Sharing Wizard and share their Article with as many groups or users as they would like.

Can Article owners make an entire Must Read or My Day Knowledge Tree?
Yes - if each Article in the Knowledge Tree has Must Read or My Day privileges applied individually. Article owners are unable to set a Knowledge Tree so that any new Articles

created in the Knowledge Tree automatically have Must Read or My Day privileges applied.

What happens when a Knowledge Tree is shared to a new group/user?
Must Read and My Day privileges are independent of the Knowledge Tree privileges, so when a Knowledge Tree is shared to a new group/user any Articles that have Must Read or My Day privileges applied will not appear to the new group/user unless the Article's Must Read and My Day privileges are also applied for the new group/user.

How do Article owners remove the Must Read or My Day privileges from their Article?
Article owners can remove the Must Read or My Day privileges from an Article by going through the Sharing Wizard:

1. Select the relevant Knowledge Tree Article.
2. Select whether the privileges are to be removed from a group/user.
3. Select the relevant group/user.
4. In the relevant Granted/Denied menu box, change the Granted option to Denied.

What happens when the Must Read and My Day privileges are removed from an Article?
When the Must Read or My Day privileges are removed from an Article, the group/user who has had the privileges removed will not be required to read the Article, and the Article will no longer be displayed in the Must Read list or the My Day menu. If the Article owner decides to reapply the Must Read or My Day privileges to the Article, the group/user will be required to read the Article, as if the privileges have been applied to the Article for the first time.

What happens when a Knowledge Tree that contains a Must Read or My Day Article, is unshared?
When a Knowledge Tree that contains a Must Read or My Day Article is unshared, any privileges associated with the Article will not be unshared with the Knowledge Tree, because the Knowledge Tree Article and Knowledge Tree privileges are independent.

In what order are Must Read and My Day Articles displayed?
Must Read Articles are displayed in the order that they are created - first created, first viewed, and My Day Articles are displayed in alphabetical order.

Can I enter DeskControl if I haven't read all of the Must Read Articles in the list?
At the moment, users are unable to enter DeskControl unless they have read all of their Must Read Articles. In later DeskControl releases, when Article owners are creating or editing their Must Read Articles, they will be able to decide whether or not they can be skipped. If the owner has allowed for the Article to be skipped, users will be able to enter DeskControl without reading the Article.

Can I view a list of the users who have read my Must Read Article?
Text

Groups Frequently Asked Questions

What are these groups used for?
Accessed via the Sharing menu, the “Groups” section allows managers to create groups which can be used by all DeskControl users to quickly and easily share objects such as Knowledge Trees, Shortcut Trees and Hard Drive Files.

Unlike sharing an object with individual users, sharing with a group allows users to share an object with two or more DeskControl users by completing the “Sharing Wizard” only once. For example, if you often share files with certain DeskControl users, you can create a group for these users, and then share objects from your "My Drive" section - once shared, these files will appear in the "Group Drive section for each member of the group.

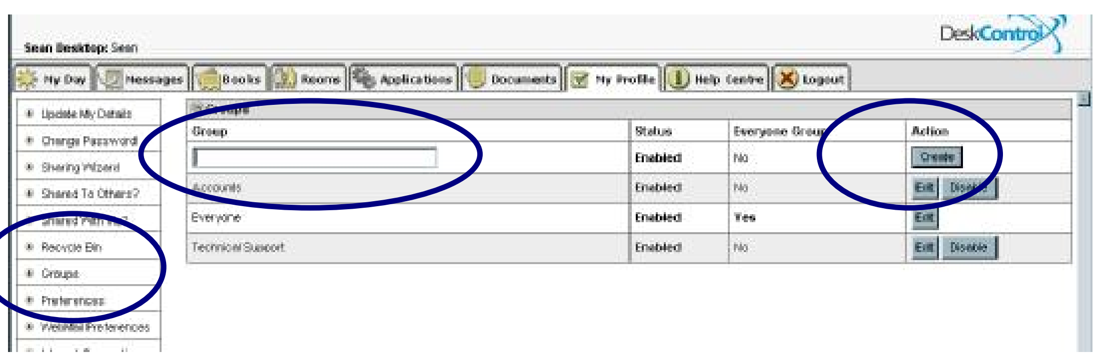
Can anyone create, edit or disable a group?
Currently, only managers are able to create new groups, or edit and disable existing groups.

If I create a group, can other managers make changes to my group?
Currently, all managers are able edit or disable groups that were created by other managers.

Can I stop other managers from making changes to the groups that I create?
Currently, it is not possible prevent other managers from making changes to a group that you have created.

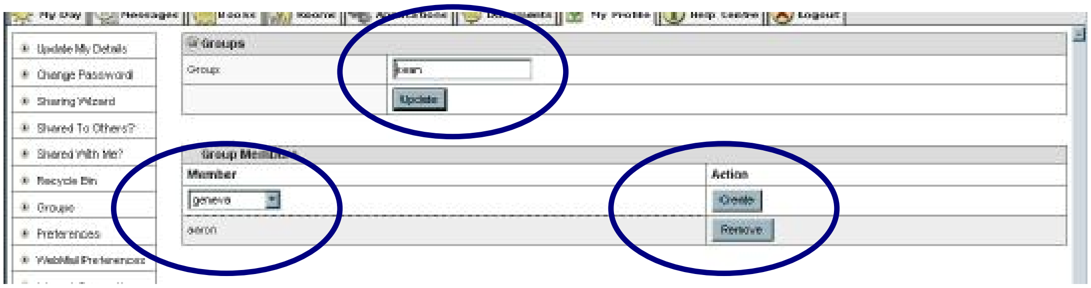
How do I create a new group?
New groups can be created by using the Groups section of the Sharing menu:

1. The new group name needs to be typed into the provided text box and then the Create button must be clicked. Clicking on the Create button opens the Group Members page where you can add members to your new group.



2. Click on the text box in the Add Members table to open a window that contains a list of the current DeskControl users.
3. Click on the name of the user that you would like to add to your group - clicking on the user’s name will select the user and close the Select User window.

4. Once a user has been selected, they can be added to the group by clicking on the Add button.
5. Continue with this process until you have added all of your group members and then click on the Update button in the Groups table. The Update button will return you to the Groups page where you can view all the groups which have been created.



When new groups are created, are they automatically enabled, or do they need to be manually enabled?

Once users have been added to a newly created group, the group will be automatically enabled.

How do I view the members of a group?

From the "Groups" page, the group must be selected and then the relevant "Edit" button must be clicked. The page which opens contains has an 'Add Members' table which contains a 'View Members' link. Click on this link to view a complete list of the current group members.

How do I edit the members of a group?

From the "Groups" page, the group must be selected and then the relevant "Edit" button must be clicked:

- To add members:
  1. Click on the text box in the 'Add Members' table to open a window that contains a list of the current DeskControl users
  2. Click on the name of the user that you would like to add to your group - clicking on the user's name will select the user and close the 'Select User' window.
  3. Once a user has been selected, they can be added to the group by clicking on the 'Add' button.
- To remove members:
  1. Click on the text box in the 'Add Members' table to open a window that contains a list of the current DeskControl users OR click on the 'View Members' link to open a window that contains a list of the current group members.
  2. Click on the name of the user that you would like to remove from your group - clicking on the user's name will select the user and close the 'Select User' or 'Select Group Member' window.
  3. Once the user has been selected, they can be removed from the group by clicking on the 'Remove' button.

How do I edit the name of a group?

To edit your group name, click on the relevant 'Edit' button in the "Groups" page. A text box containing the current name of the group will be displayed. Make the necessary changes to the group name and then click on the 'Update' button to return to the "Groups" page, where your new group name will be displayed.

Can I disable my groups?
Groups can be disabled from the "Groups" page by clicking on the relevant "Disable" button.

If groups are disabled, can they be recovered?
Disabled groups can be re-enabled, by clicking on the relevant 'ReEnable' button.

When groups are disabled, are the members deleted?
Disabling a group will stop users from being able to share objects to the group, but the group members are not deleted. When the group is re-enabled, the members of the group will be as they were when the group was disabled, unless the group was edited while it was disabled.

When a group is disabled, what happens to the objects that have been shared to the group members?
When groups are disabled, users will not be able to share more objects to the group. Any objects that were already shared to the group will still exist, however the members of the group will no longer be able to access objects which have been shared with the group.

If I edit the members or name of a group while it is disabled, will the changes take effect when the group is re-enabled?
Yes the changes will be in place when you re-enable the group.

Can I delete Groups?
Groups cannot be deleted - they can only be disabled. If groups have been created in error, they can be renamed and used at a later date.

How many members can I have in a Group?
There is no limit to the number of members that your group can contain - you have the ability to add as many members to a group as you have users of your DeskControl.

How many Groups can I create?
There is no limit to the number of groups that managers can create.

What will happen when a new member is added to a group which has had objects shared to it?
When a new member is added to a group, the new member will have the same access to objects that have been shared to the group as the existing group members.

What will happen when a group member is removed from a group which has had objects shared to it?

When a group member is removed from a group, that member will no longer have access to the objects that were shared to the group – all privileges will be removed.

My Profile Frequently Asked Questions

What is the My Details section?

The fields which are listed in the update my details section are set by the by the Office Manager in Mission Control. Such fields, which can be entered, are for address details; phone contact details and personal information fields such as date of birth and emergency contact details. The Company HR manager can specify the names of the fields which the employee must fill in, and then review these details through Mission Control. This enables the HR manager to update any tother employee record system that the company may be using, with up to date information at any time. These fields could be used by the Human resource department of the company to gather information such as Tax File Number, the start date of staff in the company or for mobile or notebook computer serial numbers for example. This section has been designed to allow office managers customisation to capture the information that they require, not the information that we foresee they will require. The data input into these fields is displayed in the "Books" section. This information fills in such lists as phone, and email lists for example.

If I change my password, what will this effect?

Changing your password will change the password that you use to access:-

- Your DeskControl Account
- Your Email Account
- Your DeskControl Internet Access

How do I change my password?

To change the password, you need to type in your existing current password, then type in the new password you wish to type in the new password field, and then retype this again to confirm. The next time you use these services, you will need to provide the new password.

Once I change my password, how long will this take-to-take effect?

It may take up to 2 hours for the password to propagate to all mail servers, and take effect.

What does the 'Preferences' section allow me to do?

The preferences section allows you to set the preferences that will apply to your settings in DeskControl. For example, you can set the local time that will be used, and also any other World time clocks that will be displayed at the bottom of your screen. You can also set the connection speed that you are using to access DeskControl, this will be used to calculate the time that it will take for you to download files form the drive section, and also the date and time formats to be displayed.

What is the 'System Information' section?

The system information section provides you with details of the version of DeskControl that you are accessing with. This section is helpful if you are calling in regards to technical support, as this will assist the call Centre technician in diagnosing the version of

DeskControl you are accessing under. Please have this page open if you are contacting our technical support department.

What are support tickets?

If you require any assistance through sections of DeskControl, you can log a support ticket. The company assistance can then respond to the request direct to the user, or contact the web hosting help desk if they require any further assistance.

When I log a support ticket, who will receive it?

This Support ticket will be sent to the user who was appointed as the company assistance support person. This person who receives this ticket can be through Mission Control. The company assistance can then respond to the request direct to the user, or contact WebCentral if they require any further assistance.