

International Communication Center

Quick Reference User Guide

INTRODUCTION

With a standard Web browser you can comfortably search for cataloged assets, collect them into a collection basket and download them as required.

Keywords

To get started with the Communication Center, you need to understand only a few basic concepts.

Asset – a document or photo in the Communication Center

Record – information associated with an asset such as date, source, notes, etc.

Catalog – a group of assets that belongs to a particular charity or group (MTCF, DWAM, etc.)

Category – a logical group of assets within a catalog (documents, photos, etc.)

Collection basket – a place to gather assets for download

LOGGING IN

1. Start a Web browser of your choice (e.g. Internet Explorer).
2. Open www.communications-intl.com
3. Click "Communication Center Login."
4. The login window opens.



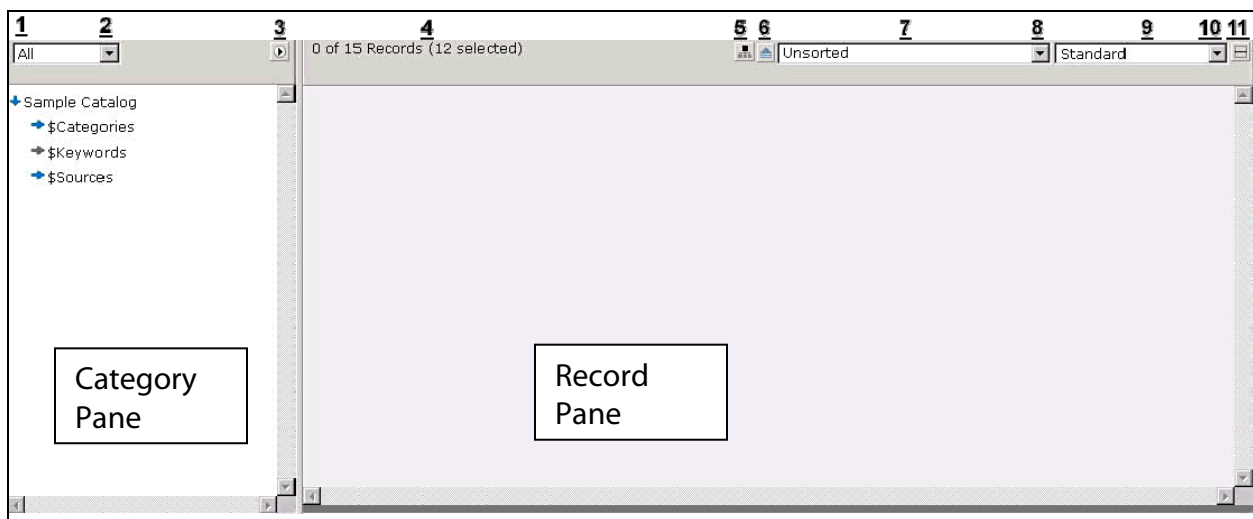
5. Enter "localhost" as the server, and your provided user name and password.
 - You will be prompted to choose a personal password the first time you log in.
 - Do not check "Use Password Encryption."
 - If you check "Reopen Collection," you will automatically be taken to the last catalog you accessed.

- If you did not check "Reopen Collection" you will see a list of all the catalogs to which you have access. You can select and open more than one catalog at a time by holding down Shift and clicking all catalogs you wish to open. You can choose between them in the Category Pane.

Notes:

- Don't use your browser's back button in the Communication Center—it will take you back to the login screen.
- If you try to log in and you are brought back to the login screen with an error message "The current session has expired", you should lower the "privacy" settings on your browser.
 1. In Internet Explorer 7, choose Tools > Internet Options.
 2. Click on the Privacy tab.
 3. Set it to "Low" so that your browser will accept the Communication Center cookie.

COMMUNICATION CENTER WEB INTERFACE



Status Bar

1. Displays the selected Category tab.
2. Click to select a Category tab.
3. Click to select a Category View Set.
4. The section shows the total number of records in the catalog, how many are visible, and how many are selected.
5. Click to have the main Record Pane displaying records of master assets only.
6. Click to sort the records in ascending/descending order.
7. Displays the record field selected for sorting.
8. Click to select a record field for sorting.
9. Displays the selected Record View Set.
10. Click to select a Record View Set.
11. Click to open a sub-pane for related asset view.



Main Toolbar Items

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|---|--|
| <ol style="list-style-type: none"> 1. Show Thumbnail View. 2. Show Details View. 3. Show Info View. 4. Show Preview View. 5. Open Collection Basket. <p>NOTE: Records can be added to the Collection Basket by dragging their thumbnails onto the Collection Basket icon or by using the record context menu (right click on the asset).</p> <p><i>TIP: The record context menu includes an option to immediately download an asset, bypassing the Collection Basket.</i></p> <ol style="list-style-type: none"> 6. Show small thumbnails/previews when in Thumbnail View /Preview View. 7. Show medium thumbnails/previews when in Thumbnail View /Preview View. 8. Show large thumbnails/previews when in Thumbnail View /Preview View. 9. Delete a row from the current view. | <ol style="list-style-type: none"> 10. Add a row to the current view. 11. Open the Record Find window. 12. Open a list from which you can select opening the Record Find window, the Find All option or performing saved search queries. 13. Entry field for Quicksearch (Default: a "contains" search) A search item will be found if it is contained in one of the fields. 14. Perform a Quicksearch. 15. Open a list of previous Quicksearch items. 16. Show the first record from the collection window's current selection. 17. Show the previous record from the collection window's current selection. 18. Display the order number of the selected record. 19. Show the next record from the collection window's current selection. 20. Show the last |
|---|--|

Note: To preview the contents of Word Documents, right-click the asset and choose "Show Original" from the menu. (Remember to hit Esc if the explorer menu is covering the record menu.)

SEARCHING FOR ASSETS

The Communication Center provides several ways to search for records: searching by category, quick searching and searching with the Find window. Depending on the size of the catalogs and the complexity of your search requirements, you may find one way better suited to your needs.

Search for records by Categories

The simplest way to search for records is to double click on a category in the Category Pane on the left. This quickly finds all of the records that are associated with that category.

- In the Category Pane, use the arrows to expand or collapse categories.
 - Move between the tabs at the top to select a category or keyword, and double click to view all records associated with that category or keyword.
- Tip: Hold down "Control" to select multiple categories, then double click on any selected category to open them all together in the Record Pane.*

Searching with Quicksearch

Using the search function of the toolbar you can perform a Quicksearch, which is a “contains” search in the Record Name, Notes, Keywords, and Categories.

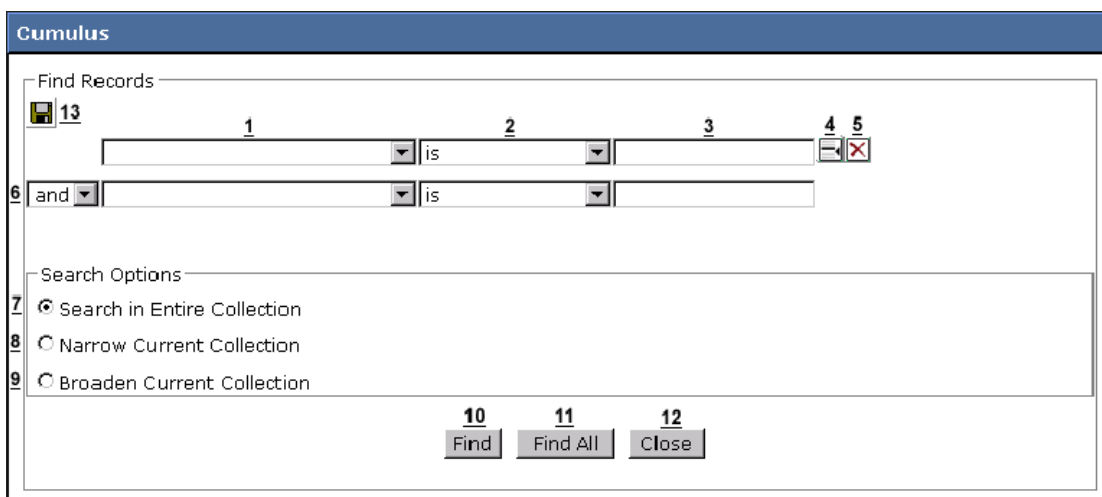
- **EITHER, OR:** By default, the search connects the fields with “or”. This means a search item will be found if it is contained in one of the fields.
- **AND:** You can also set up the search to connect the searched fields with “and”. Then you must connect the search items with &&. If you search for *Africa && blind*, Quicksearch will find records that contain *Africa* and *blind* in any record field of the asset.
Tip: You must have a space between each search term and the &&, (e.g. Africa && blind). You can also search more than two terms at a time, (e.g. Africa && blind && girl).
- **EXACT PHRASE:** If you want to search for an item consisting of two or more words, you have to combine them by using quotation marks. Then Quicksearch regards the string in double quotation marks as one search item.

For example: If you search for *Mother Teresa*, Quicksearch will find records that contain either *Mother* or *Teresa* in one of the searched record fields. If you search for “*Mother Teresa*”, Quicksearch will find records that contain the string *Mother Teresa* but not a mother with her child.

- **EXCLUDE:** You can also set up the search to exclude items from the result. Then the excluded item must be preceded by a – (minus symbol). If you search for *Cumulus && -Cloud*, Quicksearch will find records that contain *Cumulus* in any record field but not *Cloud* in any record field. Just enter what you are looking for and click the icon or press the ENTER key. Quicksearch will search the current collection. The records found as a result of your Quicksearch will replace the records in the current collection.
- **ALL RECORDS:** To display all records, click the Quicksearch icon or press the ENTER key when the Quicksearch box is empty. All records of all open catalogs will be found. (Equivalent to the menu option Collection! Find All Records.)

Searching with the Find Window

The Find Window reveals the true search power of the Communication Center. Complex search setups can be constructed to find virtually any type of data stored as an asset. Boolean operators (and, or) increase the query possibilities even further. The records found as a result of your search can either replace the records in the current collection or comprise a new collection of their own.



To open the Find window, select Collection > Find Records

The Find Window and Sample Search Options

1. Search criteria.
2. Search operator.
3. Search value.

*NOTE: You can search for whole words, not just for matching strings – if the Record field set as search criteria is activated for word-searching. Enclose the word you are searching for in single quotation marks and the Communication Center will only find the records that contain the exact word. For example searching for **copy** will find records containing the words **copy** as well as **copyright**, **copyhold**, **copyfree** and so on. Searching for '**copy**' will find records containing the word **copy** only.*

4. Inserts a new search condition after the current one.
5. Deletes the current search condition.
6. Boolean operator that connects the previous and next search conditions. With **and** both conditions must match. With **or** only one of the conditions needs to match.
7. Will search the entire collection, this means all selected catalogs are searched.
8. Will search the current collection only and replace it with the new search result.
9. Will search the entire collection and add the search result to the current collection.
10. Starts the search.
11. All records/categories of those catalogs opened in the current collection will be shown.
12. Closes the window and return to the main window.
13. Opens a menu for saving or deleting queries. (Available with the appropriate permissions only.)

COLLECTING AND DOWNLOADING ASSETS

- In the Record Pane, select the asset(s) you want to collect and download.
- PC users: right-click/Mac users: control+click on the asset(s) to view the “record context menu.”
Tip: In Internet Explorer 7, if a typical browser menu opens up with the record context menu behind it, hit the “Esc” key to close the browser menu and reveal the record context menu.
Tip: To preview the contents of Word Documents, right-click/control+click the asset and choose “Show Original” from the menu.
- Choose “Add to collection basket”
Tip: You can choose “Download” to bypass the collection basket and immediately download one asset at a time.
- Once you have all the assets you wish to download, click the “Open Collection Basket” button (shopping cart) on the main toolbar.
- The Collection Basket window and toolbar open.



Collection Basket Toolbar Items

1. Change back to main window.
2. Opens a dialog for downloading the contents of the collection basket.
3. *Not available.*
4. Opens a dialog for emailing the contents of the collection basket.
5. *Not available.*
6. Removes all records from the collection basket.
7. Closes the Collection Basket and opens the main window.