Web4Health

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Attachment A to REPORT D 5.1 version 1.2

Report D 5.1A

KOM2002 Groupware Use in Web4Health

Written by:

Jacob Palme, KTH

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1 How To Guide

2 Executive Summary

The KOM2002 Groupware is a software system to assist a group of experts in different countries to develop multi-lingual informational FAQs (answers to Frequently Asked Questions). Functions of this software are:

- Storage of a large set of informational FAQs.

- Each informational FAQ can have a number of attributes, selected freely for each user group.

- Each informational FAQ can be provided in multiple languages.

- A forum discussion can be associated with each informational FAQ.

- Experts can easily modify the informational FAQs.

- To avoid problems if two experts are simultaneously updating the same FAQ, warnings are provided when a second experts tries to edit a FAQ in a certain language, which another expert started editing within the last 24 hours.

- Experts get regular e-mail notifications, informing them of what happens in the groupware, such as new discussion items, new FAQs, new translations, etc.

This document is a user instruction for using KOM2002 with the special document format to be used in the KOM2002 EU project for producing medical informational FAQs. This document is not a general instruction for using the groupware for other sets of FAQs, and it is not a managerial instruction for setting up and managing a data base using KOM2002.

3 Account

To use KOM2002, you need an account. You get an account by connecting to http://cmc.dsv.su.se/eu/kom/. You will then see the following page:

Push the Register button. You will then find the following page:

Register in EU-KOM

Fill in the form and click on the "Submit" button below.
TIP: Use the TAB button to jump between the fields.

Your name: ← Type your name, for example Mary Middleton

Choose a short, unique login id: ← Choose a login id, for example marym

Your email address:

Choose a password:

Repeat the password:

○ Male ○ Female   **(not required)**

☐ I want a newsletter by e-mail [once a week ▼] ← How often do you want to be reminded when there is news for you in KOM. Once a day is recommended.

Default for text input: Plain Text ○ Smart ○ HTML ○

Command Language: [Give language ▼]   all languages are not fully supported

Preferred Languages: Give the languages in the format: sv,en,de

Personal homepage (not required):
http:// ← Not important or required

[Give language ▼] **Short presentation of yourself (not required):** Plain Text ○
Smart ○ HTML ○

Language codes:
de = German
en = English
el = Greek
it = Italian
nl = Dutch
sv = Swedish

[Submit] [Preview/Save] [Delete]
← Push the Submit button

After you have registered, write an e-mail to cmc@dsv.su.se and ask us to give you privileges as an expert in our project. We will then admit you to the internal pages for our project.

4 Entering as a Registered Expert

Once you have been admitted as a registered expert, go again to the login page at http://cmc.dsv.su.se/eu/kom/ and log in with the shortname and password you registered in the registration page.

When you log in, you will either get to the **News** or the **All forums** pages:

5 Important Pages

5.1 The News Page

You click on The **News** command in the top left corner of the screen to go to the News page. It looks something like this:

This page uses the following different colours and icons on the new items as follows:

Colour	Icon	Usage
Blue		Ordinary news like new comments in forums.
Blue		A new personally addressed message to a user.
Blue		New female user.
Blue		New male user.
Green		You have become a member of a new closed forum or a new closed forum has been created.
Green		You have become a member of a new open forum, or a new open forum has been created.
Red		An unfinished, draft piece of text. Will not be seen by others than the author until finished by the author.
Red		Moderated entries, which the moderator should check for acceptance.
Yellow		Not so important changes or translations to existing entries.

5.2 The Private Page

You go to the **Private** page by clicking on Private in the top of the screen. It looks something like
this:

| News | Private | All forums | Help | Logout |

Go to:
All forums
 Users
  Jacob Palme

Show History

Personal profile for *Jacob Palme*

Subtract link

Who are present

Create open forum

Create closed forum

Create open category

Create closed category

Index this forum

Create Meta object

ⓘinfo

👤 **Jacob Palme**
Login id: jpalme
Belongs to: Users
Modified by: KOM Administrator, Thu 03 Oct 15:04 2002

Organiser Forum:

**5. Web4Health FAQs, KOM Administrator, Mon 30 Sep
15:21 2002**
FAQs (answers to frequently asked questions) are produced
here.

8. Jacob Palme, Tue 01 Oct 11:21 2002
Professor of computer science at Stockholm University and
KTH Technical University in Sweden.

Member Forum:

**9. FAQ production, KOM Administrator, Wed 02 Oct 11:50
2002 (141)**
FAQs are produced here

2. Users, Mon 30 Sep 15:08 2002
This is where all users are based.

1. All forums, Mon 30 Sep 15:07 2002
This is the root of this KOM 2002 system.

Here is a list of
forums, where you
are a member.

The number in brackets after
the forum name is the number
of contributions in this forum.

Here is a list of
forums, where you
are organizer.

5.3 The All Forums Page

The **All forums** command, in the middle of the top row, will take you to the All Forums page. From this page, you can directly and indirectly find all forums, which are accessible to you. Also forums, in which you are not a member, can be found from this page.

News	Private	All forums	Help	Logout

info

All forums   This page contains a list of the main forum categories.

Go to:
All forums

Show History

Exclude members

Who are present

Show members

Create open forum

Create closed forum

Unsubscribe from *All forums*

Next unread

Create group

Create open course

Create closed course

Create genealogy

Create dictionary

Short name: allforums
Language: Swedish (o) , English (o)

Open for Forum:

555. Ask the Expert Areas , Jacob Palme , Sat 26 Oct 15:30 2002
Area for asking questions to psychological/psychiatric experts.

552. Discussion Forums , Jacob Palme , Sat 26 Oct 12:34 2002
Open forums for discussion of psychological and psychiatric issues.

2. Users , Sat 05 Oct 20:41 2002

Closed for Forum:

6. Web4Health FAQs , KOM Administrator , Sat 05 Oct 20:46 2002

Open for Forums are forums, open for everyone.

Closed for Forums are forums open only for some users.

Web4Health FAQs closed area for the KOM2002 project.

5.4 The Web4Health FAQs page

Web4Health FAQs

Short name: faqs
Language: German (o) , Swedish (o) , English (o)
Closed for: All forums
Closed for: Thomas de Jong
Open for: Thomas de Jong

This page contains a list of forums for content production, only accessible to project partners.

Open for Forum:

599. KOM2002 chats , Jacob Palme , Tue 05 Nov 12:08 2002 (8)
Area for chats within the KOM2002 project.

598. Testing , Jacob Palme , Tue 05 Nov 12:07 2002 (3)
This conference is only for testing, not for actual work.

557. KOM 2002 Internal Documents , Jacob Palme , Sat 26 Oct 15:32 2002 (7)
Area for storing internal documents within the KOM 2002 project.

7. FAQ production , KOM Administrator , Sat 05 Oct 20:47 2002 (188)

FAQ production here are all the FAQs.

Closed for Forum:

165. FAQ Export objects , KOM Administrator , Sat 05 Oct 22:34 2002 (10)
Keep export objects here.

FAQ Export objects here you can find the substitutes list, the stop list, and templates for formatting of export.

5.5 The FAQ Production Page

You can go to the FAQ production category page either directly, by using its web address, http://cmc.dsv.su.se/eu/kom/faqprod1;login, or indirectly from other pages, which have links to it.

The FAQ production page can look something like this:

The red flags indicate that you have some unseen information on this page.

Important commands in this page are:

 Here you can search for a particular FAQ, using a word in its title or body as search criterion. For more information about searching for existing FAQs, see section 9 on page 26.

 Command to add a completely new FAQ.

5.6   Page for Viewing a Single FAQ

If you click on the name of a single FAQ, you go to the page for this single FAQ. Here is an example of how the top of this page can look like:

The two most important commands above is:

This command is used if you want to modify any of the attributes of this FAQ.

This command is used to enter a new translation to a language, to which this FAQ has not yet been translated.

The bottom of a page showing a single FAQ looks like this:

To Discussions:
1356. Re: Illegal content, Jacob Palme, Wed 18 Sep 19:48 2002
1355. Illegal content, Jacob Palme, Wed 18 Sep 19:47 2002

List of comments on this page (only for project partners) written by project partners. There is a red flag on comments you have not yet read.

Area for writing a comment (discussion item) for the other project partners on this FAQ. Not shown to users, only to project partners.

5.7 Discussing an FAQ

If you want to make a comment on an FAQ, you can do it as follows:

1. Go to the web page http://cmc.dsv.su.se/eu/kom/faqprod1;login.[1]

2. Locate the FAQ to discuss in the groupware showing the FAQ. Use, for example the **Word:** [ ] **Search** to locate the FAQ.

   If the command above is not visible, click on **Index this forum** and wait a minute until **Word:** [ ] **Search** appears.

3. Below the text of the FAQ there may be an area which looks like this:

   To Discussions:
   641. Addictive exercise, Jacob Palme, Wed 13 Nov 03:13 2002

   This area lists already existing comments on this FAQ.

4. If you want to comment on an existing discussion item, click on its name above (**Addictive exercise** in the example above), and then click on **Reply to all**.

5. If you want start a new discussion thread on this FAQ, Scroll to the bottom of the window, where you will find a **Write message** area to write a new comment on this FAQ.

6 Forums for Users

6.1 Open Forums for all Users

Ordinary users of Web4health are able to get to only the open forums. When this is written, there are only two open forums:

"All forums: Discussion Forums: General Discussion" and

"All forums: As the Expert Areas: Ask The Expert Here".

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[1] To easily find pages you often need to get to, you can make bookmarks for them in your web browser. This is explained in chapter 13 on page 34.

6.2   Show Members Command

If you go to such a forum and give the command "Show members", you will get a list of the members of this forums. Some of them are marked as Organisers. Example of the members list for one forum at 25 May 2003:

Ask The Expert Here

Short name: ask-the-expert-here

Language: Swedish (0) , **English** (**O** 1)
Open for: Ask the Expert Areas
Modified by: KOM Administrator , 06 Mar 20:02

Organiser: Jacob Palme
Member: Torgny Tholerus
Member: Lars Enderin
Member: Andrea Andrenucci
Member: KOM Administrator
Member: Carola Bengtsson
Member: Gunborg Palme
Organiser: Gunborg Palme
Member: Martin Winkler
Organiser: Fabio
Organiser: Martin Winkler

Organiser: Petros Skapinakis
Organiser: fabio Piccini
Organiser: moelker
Organiser: rijsbergen
Organiser: Eva Gerasi
Member: Hogne Sandvik
Member: Jamie Brammer
Member: Pelle Carlson
Member: Alicia Rey Nozal
Member: giuditta de prato

Those members which are marked as organisers are allowed to read, check and accept or reject contributions to pre-moderated forums. They can also write their own messages without moderator control.

6.3   How to handle a contribution to the "Ask the Experts Here" forum

If you are an Organiser of the "Ask the Experts Here" forum, then you will when you give the News command see new contributions to "Ask the Experts Here" like this:

The name of the question, Ritalina in the figure above, is coloured in red and marked with the icon [icon]. This indicates that this is a contribution, which has not yet been accepted by any of the organisers of the "Ask The Expert Here" forum.

To accept or reject such a contribution, click on its name in the figure above. You will then see the question from the user as this:

| Start | News | All forums | Logout | Ask the expert | My area | Help |

Go to:
All forums
   Ask the Expert Areas
    Ask The Expert Here
     Ritalina

Who are present

Next unread

Ritalina

Ritalina
Draft: Ask The Expert Here
Author: Carola Bengtsson

Ritalina
From: **Carola Bengtsson**
Date: Sun, 25 May 2003 12:18:35 +0200
Language: **English** (**o**)

Reply to all   Personal reply   Subtract recipients   Add Recipients   Translate to   Show History   Mark

Why does Ritalina help ADHD patients? What is its effect on them?

Write Message

Subject: Ritalina   Submit

Enter the text...   Plain Text ○   Guess ○   HTML ○

Why does Ritalina help ADHD patients? What is its effect on
them?

Attachment: Browse...

Submit   Preview/Save   CancelRitalina

To accept this contribution, click on the Submit button. To reject it, click on the Cancel button. Before clicking on the Submit button, you can modify the text of the question, for example abbreviate a long question.

After clicking Submit , you can write your answer using the Reply to all command .

If you have written an answer, and want to change it, you can use the Modify message commannd to change your answer.

Note: Even if one organiser has already answered a question, the other organisers can also write additional answers or comments on the answer written by someone else.

7 Creating a New FAQ

7.1 Use of Dreamweaver or Direct Entry of HTML Code?

This is not an either/or, you might choose to learn to use both methods. But then the issue is which to learn first.

	Advantage of using Dreamweaver	Advantage of writing direct code
Ease to learn	You have to learn Dreamweaver.	You need not learn Dreamweaver, but will have to learn some HTML.
Editing	You can easily use more advanced HTML facilities like pictures, tables, enumerations.	You may have to ask someone else for help when your answer needs such advanced formatting.
See result 1	You can see the layout of the future text while you edit the HTML using Dreamweaver.	You have to submit a change and export it to the web site before seeing how it looks like.
See result 2	If you submit Dreamweaver text to KTH for batch processing, it may take a week or two before it gets into the test/demo data base.	You can immediately test how your changed text will work when viewed by users, and when searched for using the FAQ system.

For an example of an FAQ with tables and pictures, see
http://web4health.info/en/answers/ed-psy-versus-normal.htm

Another example of an FAQ with tables and some coloured text, too, see

http://web4health.info/en/answers/ed-dia-classification.htm

For an example of an FAQ with enumerations, see
http://web4health.info/en/answers/ed-causes-addictive.htm

7.2 Using Dreamweaver

1. Use the **File->New from Template...** command in Dreamweaver to open a new FAQ file. See [D 5.1 B] for more information.

2. Save the file with a suitable name, see [D 5.1C] on naming of FAQs.

3. Edit the text with Dreamweaver.

4. Either send the text to KTH (suitable if you have a large number of FAQs to enter at the same time) or go to the FAQ production page in KOM (see page 9), and create the new FAQ using the **Create FAQ type 1** command. Paste the content (hold the shift key down when copying from Dreamweaver) and Submit the new FAQ.

7.3 Using direct entry of HTML Code

1. Go to http://cmc.dsv.su.se/eu/kom/faqprod1;login.

2. Use the command **Create FAQ type 1** to start writing a new FAQ.

3. Fill in your HTML-formatted answer in the textbox for the body.

7.4 HTML to use

If you choose choice 5.3, you need knowledge of some HTML commands. Most of them are simple. For the more complex examples at the end of this chapter, you may need to use Dreamweaver or get help from someone who knows more about HTML.

7.4.1 Special Character Encodings

Note: KTH plans to modify our software so that you can use the ordinary characters in input to our program, and we will convert them to the encoding described below. You may thus not very often have to see these ugly encodings.

A few characters must be replaced with special encodings in HTML. The most common of them are:

Character	Encoding	Example as seen by user	Example as coded in HTML
"	"	"Something Fishy"	"Something Fishy"
<	<	If your age is < 65 years	If your age is < 65 years
>	>	If your age is > 15	If your age is > 15
&	&	Johnson & Co	Johnson & Co
ü Ü	ü Ü	Übersetzung	Überzetsung
å Å	å Å	Åkerblom	Åkerblom
ä Ä	ä Ä	Länder	Länder
ö Ö	ö &Ouml	Veröffentlichungen	Veröffentlichungen
é, É	é É	Actualité	Actualité

A larger table of these special encodings can be found at http://www.ramsch.org/martin/uni/fmi-hp/iso8859-1.html.

7.4.2 Ordinary Plain Text with no Special Formatting

Text looks like this to users:

The HTML you write looks like this:

```
Parents can help children achieve healthy hunger and feelings of satisfaction by
encouraging them to respect their own body signals. They should not impose upon them their
own opinions concerning when eating should take place. The children themselves, of course,
have to feel whether they are hungry or satisfied. Parents should avoid giving children
food as a consolation or reward. The child's own hunger signals must be the basis of a
decision. Food should not be associated with anything other than physical hunger. Parents
should make sure that there is always wholesome food at home and try to avoid having
tempting junk food within reach. Children may think that junk food is tastier and chose to
satisfy their hunger with it. By so doing, they deprive their growing bodies of the
nutrition they urgently need.
<p>
It is difficult for all parents to satisfy children's needs, especially if they themselves
are emotionally disturbed or pre-occupied with their own problems. They can then find it
extra hard to interpret a child's expression of its needs.
```

That is, the only special coding you will have to think of is to put a "<p>" between paragraphs.

7.4.3   Adding a Link to Another of our FAQs into your FAQ

Text looks like this to users:

Also Parents who Only Mean Well Can Give their Children Eating Disorders

⬆Top ⇨ Discuss this ⇨ Ask an expert 🖨 Print

Question: Is it neglected children who get eating disorders?

Answer: Investigations of the childhood of people with eating disorders does not indicate that they have been seriously neglected. Ordinary terms like "lack of love" do not help us to understand their problems. Those details which can be found are often very subtle.

The determining factor is whether the reaction to the child's needs was suitable or was only what the parents wrongly thought was the case. Something has gone wrong in those processes of experience and behaviour which surrounded the handling of food and other bodily needs. Initial faulty and confusing experiences have interfered with their ability to recognize hunger and satisfaction and to separate hunger (the desire to eat) from other unpleasant signals which did not have anything to do with lack of food, and from emotional stress caused by many different conflicts and problems.

More about child uppbringing and how to prevent eating disorders.

The HTML you write looks like this:

In the Question input area:

```
Is it neglected children who get eating disorders?
```

In the Body Input area:

Note: Colour in the HTML examples are just for readability, you need not use these colours.

```
Investigations of the childhood of people with eating disorders does not indicate that
they have been seriously neglected. Ordinary terms like "lack of love" do not help us to
understand their problems. Those details which can be found are often very subtle.
<p>
The determining factor is whether the reaction to the child's needs was suitable or was
only what the parents wrongly thought was the case. Something has gone wrong in those
processes of experience and behaviour which surrounded the handling of food and other
bodily needs. Initial faulty and confusing experiences have interfered with their ability
to recognize hunger and satisfaction and to separate hunger (the desire to eat) from other
unpleasant signals which did not have anything to do with lack of food, and from emotional
stress caused by many different conflicts and problems.
<p>
<a class=mini href="ed-child-raise-infant.htm">
More about child upbringing and how to prevent eating disorders.</a>
```

Where "`ed-child-raise-infant.htm`" is the identifier of the other FAQ you want to refer to (with "`.htm`" added at the end), and "`More about child upbringing and how to prevent eating disorders`" is the text which the user clicks on to find this other FAQ.

If you want to put more than one such reference to another FAQ at the bottom, write like this example:

```
<a class=mini href="ed-child.htm">
More about child upbringing and how to prevent eating disorders.</a>
<br>
<a class=mini href="ed-treat-child.htm">
Is slimming needed for fat children?</a>
```

If you want a reference to a an external web site, you have to include the full web address of the site. Example:

```
<a class=mini href="http://www.something-fishy.org/isf/genetics.php">
More about genetic predispositions for eating disorders.</a>
```

If you want to include a reference in the text of an FAQ, for example your FAQ contains the word vaginismus, and you want a reference to another FAQ with more information about FAQ, you can also do it lik this:

```
Sexual problems can be divided into the following groups:
<p>
  Reduced sexual desire: to lack enough desire to make love or to have an
  aversion to certain or all forms of sexual contact.
<p>
  Sexual arousal disorder (problems with getting sexually aroused): the
  erection disorder of the man (problems to get or keep the penis
  completely stiff while making love) or problems of the woman to get
  aroused (insufficient lubrication of the vagina).
<p>
  Orgasm disorders: to come too early or not at all.
<p>
  Sexual pain disorder: to have pain while making love (dyspareunia and
  <a href="sex-vaginismus-what.htm">vaginismums</a>.
```

Which will look like this when users view page:

Sexual problems can be divided into the following groups:

Reduced sexual desire: to lack enough desire to make love or to have an aversion to certain or all forms of sexual contact.

Sexual arousal disorder (problems with getting sexually aroused): the erection disorder of the man (problems to get or keep the penis completely stiff while making love) or problems of the woman to get aroused (insufficient lubrication of the vagina).

  Orgasm disorders: to come too early or not at all.

  Sexual pain disorder: to have pain while making love (dyspareunia and vaginismums.

An alternative might be this HTML code:

```
Sexual problems can be divided into the following groups:
<p class=bread>
  Reduced sexual desire: to lack enough desire to make love or to have an
  aversion to certain or all forms of sexual contact.
<p class=bread>
  Sexual arousal disorder (problems with getting sexually aroused): the
  erection disorder of the man (problems to get or keep the penis
  completely stiff while making love) or problems of the woman to get
  aroused (insufficient lubrication of the vagina).
<p class=bread>
  Orgasm disorders: to come too early or not at all.
<p class=bread>
  Sexual pain disorder: to have pain while making love (dyspareunia and
vaginistmums <a href="sex-vaginismus-what.htm" class=more>more</a>.
```

Which will look at the web page like this:

Sexual problems can be divided into the following groups:

Reduced sexual desire: to lack enough desire to make love or to have an aversion to certain or all forms of sexual contact.

Sexual arousal disorder (problems with getting sexually aroused): the erection disorder of the man (problems to get or keep the penis completely stiff while making love) or problems of the woman to get aroused (insufficient lubrication of the vagina).

Orgasm disorders: to come too early or not at all.

Sexual pain disorder: to have pain while making love (dyspareunia and vaginismums. More.

Ordinary plain text in web page should be given the class=bread attribute. Especially if you create tables, put this on the <TABLE> element, i.e. <TABLE class=bread>.

See for example this part of the http://web4health.info/en/answers/ed-dia-overview.htm FAQ:

Here are some factors which may indicate an eating disorder, especially when several of those factors are present:

- An excessive fear of becoming fat.
- Feels a social pressure to change body weight. More.
- Avoids eating despite hunger.
- Eats without being able to stop.
- Can not recognize true physical hunger. More.
- Vomiting after binge-eating. More.
- Exaggerated interest in healthy living, eating and exercise. More.
- Abnormally thin or overweight. More.

There are tests, which you can take yourself to test if you have an eating disorder. Some of them are available on the Internet. Two wellknown tests are Q-EDD and EAT-26.

	In Swedish	In English
EAT-26	Not available	Test yourself
Q-EDD	Not available	Not available

The main difference between Anorexia Nervosa and Bulimia Nervosa is the body weight. If the body weight, measured as BMI, is less than 17.5, a person is classified as Anorexia even if the other symptoms are the same as for Bulimia.

In the HTML behind the text above, there are many More.-links to related pages.

The table above was created with the following HTML code, note the `class=bread` on the `<table>` element:

```
<table border="1" class=bread>
<tr bgcolor="#FFFF99">
<td></td>
<td>In Swedish</td>
<td>In English</td>
</tr>
<tr><td>
<a href="http://river-centre.org/pretest.html">EAT-26</a></td>
<td>
Not available</td>
<td><p>
```

```
<a href="http://www.thecenter4.com/health/EatingAttitudesTest.asp">  Test
yourself</a></p>
</td>
</tr>
<tr><td>
<a href="http://www.cebm.utoronto.ca/syllabi/men/print/diagnosis.htm">Q-EDD</a></td>
<td>
Not available</td>
<td>
Not available</td>
</tr>
</table>
```

7.4.4   Adding a Picture in your FAQ

Text looks like this to users:

Sugar raises the amount of sugar in your blood. Your body then produces insulin in order to reduce the amount of sugar. This may cause you to feel low, and want to take another dose of sugar. If you have this problem, switch to food which is taken up slower by the body.

Unfortunately, a lot of foods contain unnecessary sugar. For example, bread and salad sauces often contain sugar which need not be there. Most candies also contain sugar. And bananas consist mostly of sugar. It is possible to make good salad sauces, bread and other food without using sugar.

The HTML you write looks like this:

If you want to include a picture in a page, write like follows for a link to a picture with the filename `salad-sauce.jpg` for the picture file:

```
<p>Sugar raises the amount of sugar in your blood. Your body then produces insulin in
order to reduce the amount of sugar. This may cause you to feel low, and want to take
another dose of sugar. If you have this problem, switch to food which is taken up slower
by the body.
 <p>
<img src="/images/salad-sauce.jpg" width=55 height=113 align=left vspace=5 hspace=5>
Unfortunately, a lot of foods contain unnecessary sugar. For example, bread and salad
sauces often contain sugar which need not be there. Most candies also contain sugar. And
bananas consist mostly of sugar. It is possible to make good salad sauces, bread and other
food without using sugar.
```

You must also send the picture to KTH for inclusion in our web site. The above example is for a language-independent picture, as for example on the page http://web4health.info/en/answers/life-food-sugar.htm. "`align=left`" causes text to flow around the picture as on page http://web4health.info/en/answers/life-food-sugar.htm. If you exclude "`align=left`" and have `<p>` before and after the picture, then the picture will be placed between paragraphs.

If you need to include a reference to a language-dependent picture (picture with text in the picture, as in http://web4health.info/en/answers/ed-psy-versus-normal.htm), then instead of `src="/images/salad-sauce.jpg"` write `src="images/picture-file.gif"` where `picture-file.gif` is the name of the file with the language-dependent picture.

7.4.5 Bulleted Lists

Text looks like this to users:

- Alcoholism and drug disorders
- Eating disorders
- Compulsive sex dependence
- Compulsive gambling
- Self-injury and anorexia nervosa (even body injury can stimulate the reward centre in order to protect the body from pain).

The HTML behind this might be:

```
<ul>
  <li>Alcoholism and drug disorders
  <li>Eating disorders
  <li>Compulsive sex dependence>
  <li>Compulsive gambling
  <li>Self-injury and anorexia nervosa (even body injury can stimulate the
      reward centre in order to protect the body from pain).
</ul>
```

7.4.6 Numbered Lists

Numbered lists are often used in the "sources" field.

Text looks like this to users:

1. Fabio Piccini, doctor and Jungian psychotherapist, in charge of the "Centre for Eating Disorders Therapy" at "Malatesta Novello" nursing home in Cesena. Works privately in Rimini and Chiavari. E-mail: fabio.piccini@iol.it

2. Daniela Bavestrello, psychologist and psychotherapist with psychodynamic training. Contract professor of Groups' Dynamics in the University of Bologna. Is jointly responsible for the Clinical Psychology and Psychotherapy Services at "Malatesta Novello" nursing home in Cesena. She works privately in Rimini and Chiavari. Writes for "Donna Moderna" and "Starbene" magazines. E-mail: daniela.bavestrello@iol.it

The HTML behind this might be:

```
<ol>
<li>Fabio Piccini, doctor and Jungian psychotherapist, in charge of
&quot;the Centre for Eating Disorders Therapy&quot; at &quot;Malatesta
Novello&quot; nursing home in Cesena. Works privately in Rimini and Chiavari.
E-mail: <a href="mailto:fabio.piccini@iol.it">fabio.piccini@iol.it</a>
<li>Daniela Bavestrello, psychologist and psychotherapist. Professor
in Group dynamics at Bologna university. Responsible for clinical psychology
and psychotherapy at &quot;Malatesta Novello&quot; nursing home.
She works privately in Rimini and Chiavar. She writes for
&quot;Donna Moderna&quot; and &quot;Starbene&quot; magazines.&quot;
E-post: <a href="mailto:daniela.bavestrello@iol.it">daniela.bavestrello@iol.it</a>
</ol>
```

7.4.7 Link List Pages

Link list pages are more difficult to produce without Dreamweaver or help from an HTML expert. They are even somewhat tricky to produce with Dreamweaver.

Text looks like this to users:

Causes ⚡
Child care • Slim ideals • Cultural
causes • Fast food • Preventing eating
disorders • Food addiction • Sexual
abuse • Lack of self-esteem ...

Diagnosis and Treatment ⚡
Drugs • Surgery • Step by step • Plan
for getting well • Self-monitoring,
diariesl • Self-help • Self-feeding •
Psychotherapy ⚡ • Exercise • Your
ideal weight • Changing your life style •
Changing your eating habits • Family
and friends • Do something else
instead of eating • Where can I get
help? ...

The HTML behind this page is rather complex. It looks like this:

```
<table width="100%" border="0" cellspacing="0" cellpadding="9">
<tr>
<td class=body width="50%" valign="top">
<p><b><a href="/FAQ-entries/ed-causes-links.htm">
Causes
 <img src="/images/links-big.gif" width="9" height="12" border="0"
align=baseline></a></b><br>
<a href="/FAQ-entries/ed-child-links.htm"><font size="2">
Child care
</font></a><font size="2"><img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-causes-slim-ideal.htm">
Slim ideals
</a>
<img src="/images/small-ball.gif" width="6" height="6"> <a href="/FAQ-entries/ed-causes-
culture.htm">
Cultural causes
</a> <img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/life-food-fast.htm">
Fast food
</a> <img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-treat-prevent.htm">
Preventing eating disorders
</a> <img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-causes-addictive.htm">
Food addiction
</a> <img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-dia-sexual-abuse.htm">
Sexual abuse
</a> <img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-psy-self-esteem.html">
Lack of self-esteem
</a>
...
</font></p>
</td>
<td width="50%" valign="top">
<p><b><a href="/FAQ-entries/ed-treat-links.htm">
Diagnosis and Treatment
<img src="/images/links-big.gif" width="9" height="12" border="0" align=baseline><br>
</a></b><a href="/FAQ-entries/ed-treat-drugs.htm"><font size="2">
Drugs
</font></a><font size="2"><img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-treat-plastic-op.htm">
```

```
Surgery
</a> <img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-treat-psy-behave-change.htm">
Step by step
</a> <img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-treat-general.htm">
Plan for getting well
</a> <img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-treat-self-monitoring.htm">
Self-monitoring, diaries
</a><a href="/FAQ-entries/ed-treat-general.htm">l</a>
<img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-treat-self-help.html">
Self-help
</a> <img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-treat-self-feeding.htm">
 Self-feeding
</a><img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-treat-psychotherapy.htm">
Psychotherapy
</a> <img src="/images/links-small.gif" width="6" height="7">
<img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-other-exercise-general.htm">
Exercise
</a><img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-dia-weight-ideal.htm">Your
ideal weight</a> <img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-treat-change-life.htm">
Changing your life style
</a>
<img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-treat-behavior.htm">
Changing
your eating habits
</a> <img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-treat-links.htm">
Family and friends
</a> <img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-treat-do-instead.htm">
Do something else instead of eating
</a>
<img src="/images/small-ball.gif" width="6" height="6">
<a href="/FAQ-entries/ed-treat-get-help.htm">
Where can I get help?
</a></font> ...
</td>
</tr>
</table>
```

8 Exporting an FAQ

After entering or modifying an FAQ, you may want to export this FAQ to the areas where ordinary users can see it. This is done using the Export command. When viewing an FAQ, you will see the following text at the bottom of the FAQ:

Export this page to: ⓘ
☐ Web area for answers (*)
☐ Export to FAQ server (*)
☐ Printable answers (*)
☐ Web directory for sources (*)
☐ Export in DW full source format (*)
☐ FAQ text export in DW format (*)
☐ All of the destinations above
☐ Export all objects. Confirm if you want to export all objects☐
Selection: [*   ] Modified since: [YYYY-MM-D]
[Export]

By checking one or more of the checkboxes, and then clicking on the [Export] button, you get the FAQ exported.

The meaning of the checkboxes are as follows:

☐	Web area for answers	The static tree with FAQs, which you can access using the syntax tree on the Web4health home page.
☐	Export to FAQ server	The natural-language question-answering system.
☐	Printable answers	The static page which users will see if they click on the 🖨 Print icon.
☐	Web directory for sources	The page which users will see if they push the Source link at the bottom of an FAQ.
☐	Export in DW full source format	All attributes of the FAQ are exported, this is primarily used for backup purposes. The export results will be placed in the directory at http://web4health.info/en/KOMFAQ/ or the corresponding directory for other languages.
☐	FAQ text export in DW format	The main user-visible texts of an FAQ in Dreamweaver format. This can be used if you want to export a number of FAQs and update them locally on your computer using Dreamweaver. The exported files will be found at http://web4health.info/en/KOMFAQ-text/ or the corresponding directory for other languages than English.
		To get them entered again into the FAQ data base, you will have to send them to KTH (mailto:cmc@dsv.su.se)
☐	All of the destinations above	This is probably what you will most commonly do.
☐	Export all objects	Export not only the current FAQ, but all FAQs in the entire data base (in the current language).
Selection: [ed-dia-]		Export all FAQs whose short name begins with "ed-dia-."
Modified since: [2003-01-25]		Export all FAQs which have been modified after a certain date.

Note 1: Export is always only done in one language only at a time. There is no command to export multiple translations with a single command.

Note 2: Later on, we will have two data bases, one data base for testing and one database for users. http://web4health.info/ will then refer to the user data base, and another URL (webb address) will access the testing area. This will allow us to test new FAQs, and see how they will look to users, before we actually make them available to external users.

Note 3: When you have modified or translated an FAQ, there will be a button labelled
[Submit and export everywhere] . This button is a shortcut for entering the change into the
KOM2002 data base, and exporting the new text (in one language only) just as if you
had first clicked [Submit] and then checkmarked "⊠ All of the destinations above" and
clicked [Export].

9 Finding an FAQ

You may want to find existing FAQs in order to modify them, to translate them, to
make a link between different FAQs, or to check which FAQs already exist on a
particular topic.

There are several techniques you can use to find a particular FAQ.

9.1 If you know the short name of the FAQ

If you know that the short name of the FAQ is, for example,"life-food-and-exercise",
then log in to the KOM2002 system, and type this text as a replacement for the Web
address in the address bar. The address bar may for example contain

http://cmc.dsv.su.se/eu/kom/2032;1043515208;lang=en

and you then replace the end of it with the short name of the FAQ, as shown below:

http://cmc.dsv.su.se/eu/kom/life-food-and-exercise

After that, push the Enter key. You will then be shown the latest version of this FAQ in
some language. If the language is not right, it is easy to find the wanted language and
version by clicking on an item in the list of translations and versions at the top of the
FAQ:

Language: Swedish (0 1 2) , **English** (O 1 2 3 4 5 6 7 8 9 10 11 12)

9.2 If you know several exact words in the FAQ

If you know several words, exactly as spelled, in the FAQ, then go to FAQ production
at the web address http://cmc.dsv.su.se/eu/kom/faqprod1;login and type these words
into the Word: [   ] [Search] box. You will then get a list of all FAQs which contains
all of the words you have typed, exactly as spelled.

9.3 If you know some terms and want to find FAQs using these terms

Go to the web address http://web4health.info/en/answers/ and type some words into the
[   ] [Full text search on entire website] textbox. Each word will
match longer words, which it is an abbreviation of. The standard behaviour is that all
pages containing any of the words specified is found. But you can put a "+" in front of a
word to require this word in all matches, and a "-" to omit pages containing this word.

Examples:

This query	Will find
anore bulimi	Any page containg, for example, any of the words anorexia or anorectic or bulimia.
+obes caus reason	Any page containg, for example, the word obesity or either of the words cause or reason.
+obes -food	Any page containg, for example, the word obesity and not containing the word food.

9.4 If you want to find if there exists an answer to a certain question

Go to the web address http://web4health.info/en/answers/ (or the corresponding address for other languages than English) and type some words into

[   ]

Submit question

Note: This search will be done in all languages, not only in the language of the page from which you started the search.

9.5 The Table Tool

The table tool allows you to flexibly produce tables of FAQs. You can select which information is included in a table, and select only certain FAQs for inclusion in the table.

To get to the table tool, go to the web address http://cmc.dsv.su.se/eu/kom/meta-template-1 (You can get to this page by clicking on "Meta Template 1" in "FAQ Production".)

You will then see a table construction tool which looks like this:

```
All              ▲     Max
question        ▤     text
group                 field
Pshort                length:   Selection:                Languages:
date-created                                                                    ┌──────────────┐
date-last-modified      ┌────┐ ┌──────────┐  ┌──────────────────┐  │   List all   │
body                    │ 30 │ │ .*       │  │ en sv de it nl fr el │  └──────────────┘
author           ▼     └────┘ └──────────┘  └──────────────────┘
        (1)               (2)       (3)              (4)              (5)
```

(1) Here you can select which attributes you want to see in the table. If, for example, you want to see the Author, then click this. You can Control-click more than one item in the list, for example Date-crated and Author if you want columns with both these values.

  Note 1: The Title is always included in the table.

  Note 2: By "Pshort" is meant the short name of the FAQ, for example "adhd-stim-toxic".

(2) If the value in an attribute is longer than this number of characters, the table will only show the size. If the value is less, the table will show the whole value.

(3) Here you can select only those FAQs which contain a certain string in their short name. For example, if you type "adhd" you will only see FAQs which have "adhd" in their short name, if you type "causes" you will only see FAQs which have "causes" in their short name.

(4) Here you can select to only see information in a certain language. Default is "en sv de it nl fr el", i.e. all the Web4health languages.

(5) Click here to get the table.

Example 1: You want to check if all FAQs on ADHD in English have a value for the "question" attribute. You then might write like this:

Part of the table you will get with the command above is shown below:

Title	question	Pshort
en: ADHD or Sleep deprivation ?	en: 31	en: adhd-sleep-enough
en: ADHD and Obesity	en: 41	en: adhd-comorbid-obesity
en: Sugar and hyperactivity	en: 106	en: adhd-cause-sugar
en: ADHD a real disorder	en: Is ADHD a real disorder?	en: adhd-real-disorder

Note: The empty table cells above are "adhd" FAQs which are available in other languages, but not in English.

Example 2: You want too see the full text of the body of all questions in all languages. You might then specify this:

The table you get then will be very large, and part of it may look like this:

Title	Pshort	body
sv: ed-causes - Övervikt, viktkontroll, ätstörningar, orsaker en: ed-causes - Obesity, weight control, eating disorders, causes	sv: ed-causes- en: ed-causes-	sv: ed-causes - Gruppdefinition för Web4Healths Frågor och Svar. Detta används bara för att definiera en grupp. en: ed-causes - Group header for Web4Health FAQ Answering system. This is used only to define a group.
en: Is a Slim Woman More Popular?	en: ed-causes-beauty	en: A contributory cause of eating disorders is the prevailing slim beauty ideal. Models are getting slimmer every year. The stars of half a century ago were much rounder. Today's models have

abnormally slim figures and in order to achieve these they are compelled to go around insufficiently nourished.

Many women feel that they should have figures like the models and, as a result, an increasing number are getting eating disorders. Compulsive eating and anorexia nervosa often begin with attempts to slim. Foods containing relatively large amounts of fat and sugar are widely advertised and marketed. Those who eat a lot of such food can easily put on weight.

A person who is initially healthy and normal can get problems by following the ideals which are spread by the mass media. Self-imposed slimming causes many weight problems and eating disorders. Many of those who have normal figures imagine that they are overweight and start slimming even though it is harmful to them. ... ...

10 Modifying an FAQ

10.1 Modifying an FAQ in an existing language version

To modify an already entered FAQ, go to the page for viewing a single FAQ, and click on the **Modify** command. To enter a translation to a new language, go to the same page and click on the **Translate to** button.

You will then find a new version of the page, which has a modification area at the bottom. The top of this modification area looks like this:

If you only want to make small changes in the wording, you can edit the HTML text in the body text box. For example, select the word serious as below:

Body: ⓘ
```
<p>
Web4Health is intended for serious exchange of information and
experience
on eating disorders. If you want to discuss your own or your
friends' or
relatives' problems, you can participate
<a href="project-this-site-privacy.htm">  pseudonymously</a>
(your real name is secret), but you still have to adhere to
these rules.
<ul>
<li>
You may not use Web4Health to say illegal things, such as racial
```

and type a replacement text, such as such as "sincere":

Body: ⓘ
```
<p>
Web4Health is intended for sincere exchange of information and
experience
on eating disorders. If you want to discuss your own or your
friends' or
relatives' problems, you can participate
<a href="project-this-site-privacy.htm">  pseudonymously</a>
(your real name is secret), but you still have to adhere to
these rules.
<ul>
<li>
You may not use Web4Health to say illegal things, such as racial
```

When you are ready, scroll down to the bottom of the page, and push the **Submit** button.

If you want to make larger changes, click in the text box, whose content is to be changed, for example the "**Body**" text box, and give the command **Select all** (Ctrl-A) to your web browser. Then give the command **Copy** **(Ctrl-C)** to your web browser, move to the Dreamweaver program, and open a new or existing FAQ based on the template for our project (see lD 5.1 B]).

Then, in Dreamweaver, move to the Body area, click anywhere inside it, click on mm.editable at the bottom of the main window, and give the **Paste** (Ctrl-V) command to Dreamweaver, *holding the Shift button down while pasting*.

Then make the modifications in Dreamweaver, click mm.editable again, give the **Copy (Ctrl-C)** command to Dreamweaver, *holding the Shift button down while copying*. Then move to your web browser, give the **Paste** (Ctrl-V) command to your web browser, move down to the bottom of the page and push the **Submit** button.

10.2 Translating an FAQ

To enter a new translation of an FAQ to a new language, use the Translate to ⇕ button. The actual translation is done in similar ways to modifying an existing translation, as described in section 10.1 above. When you start, you will see the text in the language you saw before starting the translation. Replace this text with the text in the target language.

Note: Never translate the short name (identifier). It should be the same (English-based) for all languages.

10.3 Locking of FAQs

When you use the **Modify** command, a lock mark will be put on this FAQ. The lock mark will stay until you enter a revised text, but not more than 24 hours. The lock mark will also disappear if you push the **Cancel** button. This lock mark will not actually prevent someone else from modifying the same FAQ at the same time. It is, however, a warning, since if two people modify the same FAQ simultaneously, only one of their changes will actually be done. So if you want to change an FAQ with a locked mark, first contact the person who locked it. Or wait until the lock mark disappears after not more than 24 hours.

If you want to work with modification of an FAQ for more than 24 hours, then you have to relock it with an interval of less than 24 hours, or warn the other users in some other way, telling them that you are working on this FAQ and they should not modify it at the same time.

Locking is always only for the version of an FAQ in one particular language, not for other translations to other languages.

10.4 Comparing FAQs

The **Show differences** command can be used to see what has been changed between two versions of the same FAQ. When you look at an FAQ, you see the following at the top of the FAQ:

🗨 Sexual Problems Range

Short name: sex-gen-incidence
Language: **English** (**O** 1 2 3 4 5)

Show Differences   between version `4` and version `5`   as HTML: ☐

Clicking on The **Show differences** button will show the differences between version 4 and 5 of this FAQ. You can type other values into the boxes, for example 0 and 5 will show the differences between the first and the latest version of this FAQ.

Here is an example of part of the result from the **Show differences** command:

Differences between ~~version~~ 0 and version 5

Date-last-modified: ⓘ ~~14 Apr~~22 May 2003

Body: ⓘ
In the Netherlands, an estimated ~~300.000 people per~~two percent of the population each year go to their general practitioner with questions and complaints about their sexuality. Half of these people have sexual
... ...

---

11 Modifying the Stoplist and Substitutes List

The stop lists and the substitutes list used by the natural language question answering system are stored in an area named "FAQ Export objects". It can be found within the area named "Web4Health FAQs", or by using the web address http://cmc.dsv.su.se/eu/kom/expobjs;login.

With the FAQ Export objects area, the following objects store the stoplist and substitutes list:

Object name	Webb address	Contents
. **Substitutions in FAQ word lists**	http://cmc.dsv.su.se/eu/kom/substlist1;login	The substitutes list in all languages
. **Stopword list for Web4Health FAQs**	http://cmc.dsv.su.se/eu/kom/stoplist;login	The stop list in all languages

To modify these lists:

1. Go to the list to be modified.
2. Ensure that you have the right language version. If not, select language version at the top of the page.
3. Click on the **Modify** command.
4. Either modify the list directly in the text box, or copy the entire contents of the text box to an editor, edit it, and paste it back again.
5. Push the **Submit and export everywhere** button.

Warning: Changing the substitutes list may influence the existing question templates in unintended ways. Use the **Word: Search** command in "FAQ Production", to find where the substitute is used, and then try out these pages in the natural-language question-answering system, to ensure that they still give intended results.

12 Internal Repository of Documents

Note: This chapter describes how to add files, such as Word documents or Acrobat documents. It does *not* describe how to add FAQs.

There is in the groupware an area for internal storage of documents. You can find this area at the web address: http://cmc.dsv.su.se/eu/kom/kom2002-documents;login[1]

12.1 To Find a Document

1. Go to http://cmc.dsv.su.se/eu/kom/kom2002-documents;login
2. (You will be asked to log in if you are not already logged in.)
3. Click on the name of the document you want to find.
4. After the word **Attachment** (in red colour) is a link to download the document.
5. If there is more than one **Attachment** with the same name, the last one is the latest version.

12.2 Finding an Earlier Version of a Revised Document

If you want to download an earlier, not the latest version, perform step 1-3 in section 12.1. You may also see the text

Language: English(1 2 3 4) Swedish (1 2 3)

Each number represents a version. The last number, 4 in the example above is usually the latest version. The currently shown language name is boldfaced.

---

[1] To easily find pages you often need to get to, you can make bookmarks for them in your web browser. This is explained in chapter 13 on page 34.

You might also see several entries, the entry lowest down on the page is the latest.

If there are more than one **Attachment** with the same name, they represent different older and newer versions of this attachment.

12.3 Adding a New Document

1. Go to http://cmc.dsv.su.se/eu/kom/kom2002-documents;login
2. (You will be asked to log in if you are not already logged in.)
3. Scroll down to the bottom of the screen.
4. Write the title of the document in the Subject line.
5. Write an abstract of the document in the large text box.
6. Click on the Browse... button.
7. Locate the file you want to upload.
8. Note: If you want to attach more than one attachment, click on Preview/Save between each attachment. Each Preview/Save may take some time.
9. Click on the Submit button.
10. Wait... submission of a large document may take some time.

12.4 Saving Draft Versions of a Document

Note: If you push the **Preview/Save** button, the text will be stored in a draft area only available to you. It will not be stored in the main data base until you push the **Submit** button.

You can view what you have saved as drafts by clicking on the **News** button. What you have saved as draft is listed under the title **Draft discussions**. You can open each draft separately, and click **Cancel** to remove it or **Submit** to submit it to the main data base.

12.5 Language Checking

When you submit a text, the KOM software will automatically check that it is in the right language, by looking for common words and word parts in each language. If KOM thinks that you have submitted a message in the wrong language, KOM will give you an error message when you click on the **Submit** button. This error message is in red colour and looks like this:

Language appears to be Swedish, not German.
Please check that the subject is also in the desired language.

Ignore warning =>

If you are sure that the language is right (and KOM's language check is wrong) then push Ignore warning =>. If you want to insist that the language is in fact correct, in spite of the warning, then you will then have put a checkmark at Ignore warning: ☐ and **Submit** the text once more.

If the language is wrong, scroll down and click on the incorrect language button Deutsch ⬍ and select the correct language, and then submit again. Note that if KOM believes that the language is wrong, then KOM will not submit the text unless

you change the language or put a checkmark at `Ignore warning:` ☐ and **Submit** the text once more.

12.6 Adding a Revised Version of an Existing Document

1. Go to http://cmc.dsv.su.se/eu/kom/kom2002-documents;login
2. (You will be asked to log in if you are not already logged in.)
3. Click on the name of the document you want to revise.
4. Click on the `Translate or modify message` command.
5. Continue from step 4 in section 12.3.

Note: If you are told that you are not allowed to perform the `Translate or modify message` command, then instead use the `Reply to all` command.

13 Making Bookmarks in Your Web Browser

If you often need to go to a particular web page, you can make a bookmark to it in your web browser. Pages, which you may want to bookmark for our project are:

1. The forum and chat system, http://cmc.dsv.su.se/eu/kom/
2. The project-internal area, http://cmc.dsv.su.se/eu/kom/faqs/;login
3. The FAQ production area, http://cmc.dsv.su.se/eu/kom/faqprod1;login
4. The area for storage of internal documents, http://cmc.dsv.su.se/eu/kom/kom2002-documents;login
5. The main static user web page, http://web4health.info/

How to add bookmarks for this is below explained using the Microsoft Internet Explorer web browser version 6.0 on a Windows 98 computer.

Preparations first (done only once)

(a) Pull down the **Favourites** menu to **Organize Favourites**

(b) Click on the button `Create Folder`

(c) Type a suitable name for the new folder, such as Web4health

(d) Click on the new folder, and pull it upwards to somewhere at the top of the list of folders.

(e) Click on the `Close` button.

You have now create a folder, in which to put the Web4Health bookmarks.

Adding a bookmark (repeat for each bookmark to add)

(a) Go to the page you want to bookmark.

(b) Pull down the **favourites** menu to **Add to Favourites**.

(c) Click on 📁 Web4health.

(d) Click on `Create in >>`

Repeat these steps for all pages you want to bookmark.

14 Getting Someone to View a Certain Page

You may sometimes want to give an URL (webb address) to someone in order to ask them to view some information in our data base. In principle, you can just copy the

URL shown by the software for a certain page. For example, if you view a certain FAQ, and you see the URL of this FAQ in the address field of your web browser as http://cmc.dsv.su.se/eu/kom/2841;1045930787, you can in principle just give this webb address to someone who is to view it. However, some changes to the URL may make it work better.

1. You can remove the number after the ";", "1045930787" in the example above, it is not needed.

2. You can replace the number, 2841 in the example above, with the short name of the FAQ, i.e. in the example above change http://cmc.dsv.su.se/eu/ko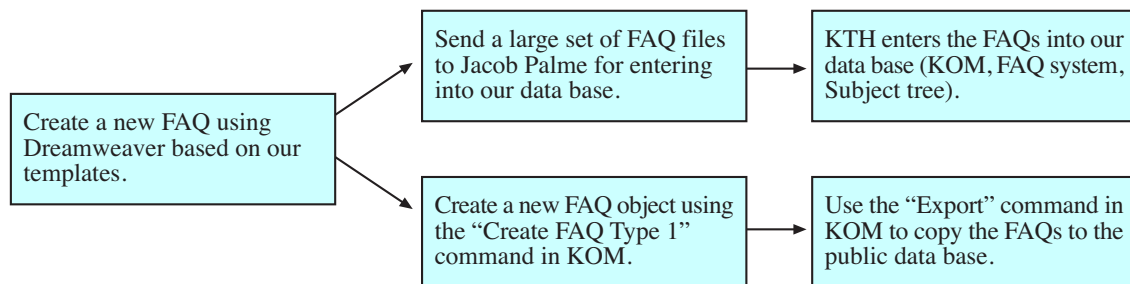m/2841, to http://cmc.dsv.su.se/eu/kom/ed-psy-say-yes-and-no. This is just for readability, it is not necessary. And you can only do it for URLs which refer to an object which has a visibile short name.

3. You can add ";lang=en" or any other language, to ensure that the recipient will see the version of the document you refer to in a certain language.

4. You can, and should usually, add ";login", at the end of the URL. The advantage with this, is that if the person who uses the URL is not logged in, that user will be asked to log in and then get to the document you refer to. If you do not add ";login", and the person tries to use it without logging in first, the person will just be told that he does not have access rights to view this page.

5. You should not add ";login" in the following case:
    (a) The object to be seen is visible for anyone, like a contribution to a public forum,
    (b) The person who is to view it does not have any account in the groupware.

6. You can do what is described above for any URL. For example, if you want to ask someone to review all contributions written by Martin Winkler, you can go to "FAQ production", fill in "Winkler" i the search field, and perform a search. You will then get the following URL as the title of the search result page: http://cmc.dsv.su.se/eu/kom/7;search=winkler. You can then give someone the following URL http://cmc.dsv.su.se/eu/kom/7;search=winkler;login. The person will then, when using this URL, be shown a list of all FAQs which contain the word "Winkler".

7. To get into a chat, associated with a forum with the short name xyz, you can use the URL http://cmc.dsv.su.se/eu/kom/xyz;type=Chat;limit=5000;login . Note: Exactly "Chat", not "chat" or "CHAT".
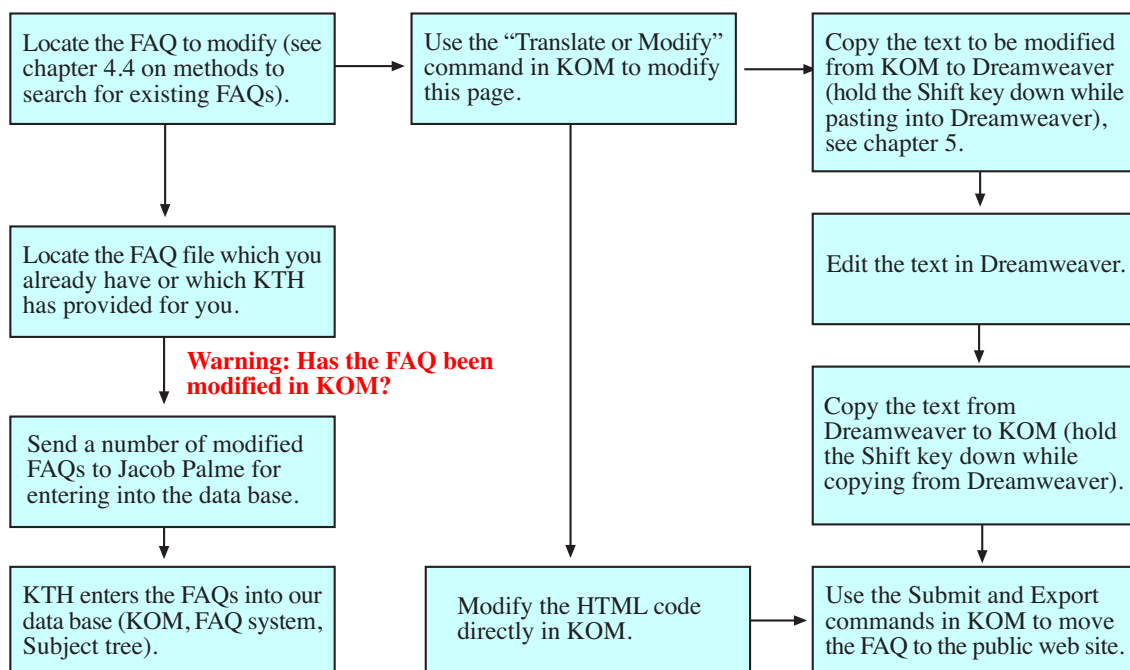
15 The FAQ Production Process

Note: If you send a large set of FAQ files to Jacob Palme for entering, you can use the Word template instead of the Dreamweaver template. For more information about the Word template, see [D5.1 B].
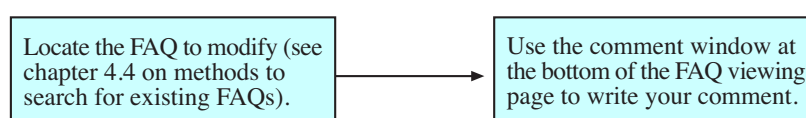
Creating a new FAQ

Create a new FAQ using Dreamweaver based on our templates.	Send a large set of FAQ files to Jacob Palme for entering into our data base.	KTH enters the FAQs into our data base (KOM, FAQ system, Subject tree).
	Create a new FAQ object using the "Create FAQ Type 1" command in KOM.	Use the "Export" command in KOM to copy the FAQs to the public data base.

Modifying or translating an existing FAQ

Locate the FAQ to modify (see chapter 4.4 on methods to search for existing FAQs).	Use the "Translate or Modify" command in KOM to modify this page.	Copy the text to be modified from KOM to Dreamweaver (hold the Shift key down while pasting into Dreamweaver), see chapter 5.
Locate the FAQ file which you already have or which KTH has provided for you.		Edit the text in Dreamweaver.
Warning: Has the FAQ been modified in KOM?		
Send a number of modified FAQs to Jacob Palme for entering into the data base.		Copy the text from Dreamweaver to KOM (hold the Shift key down while copying from Dreamweaver).
KTH enters the FAQs into our data base (KOM, FAQ system, Subject tree).	Modify the HTML code directly in KOM.	Use the Submit and Export commands in KOM to move the FAQ to the public web site.

Discussing/commenting on an existing FAQ text

Locate the FAQ to modify (see chapter 4.4 on methods to search for existing FAQs).	Use the comment window at the bottom of the FAQ viewing page to write your comment.

16 References

D5.1B   Dreamweaver templates for Web4Health web site design, by Jacob Palme. KOM2002 deliverable D 5.1B.

D 5.1C   Naming of Web4Health Informational Pages, by Jacob Palme, KOM 2002 deliverable D 5.1C.