

# **Web4Health**

22071Y2C2DMAL2

**Attachment A to REPORT D 5.1 version 1.1 to 1.2 diff**

Report D 5.1A

## **KOM2002 Groupware Use in Web4Health**

This offprint only shows sections changed from version 1.1 to 1.2

**Written by:**

Jacob Palme, KTH

**Contractual Date of Delivery:** 1 Jan 2003

**Last Revision:** 25 May 2003

**Nature of the Deliverable:** Report

**Deliverable Type:** Public

**Workpackage** WP1

**Responsible Partner:** FH NON

---

**\*Type: PU-public, LI-limited, RP-restricted**

**\*\*Nature: PR-Prototype, RE-Report, SP-Specification, TO-Tool, OT-Other**

## Table of Contents

6	Forums for Users .....	2	9	Finding an FAQ .....	4
	6.1 Open Forums for all Users.....	2		9.5 The Table Tool .....	4
	6.2 Show Members Command.....	2	10	Modifying an FAQ.....	6
	6.3 How to handle a contribution to the “Ask the Experts Here” forum .....	3		10.4 Comparing FAQs .....	6

## 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”.

### 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 \(01\)](#)

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 screenshot shows a forum interface with a navigation bar at the top containing: Start, News, All forums, Logout, Ask the expert, My area, and Help. On the left, there is a sidebar with links: Go to: All forums, Users, Carola Bengtsson, Who are present, Show History, Subtract link, and Start query. The main content area displays the heading "You have the following unread messages:" followed by a table with two columns: Forum and Messages. The Forum column lists "FAQ Export objects" and "Ask The Expert Here". The Messages column lists several links, each preceded by a checkmark icon, including "Export to FAQ server", "Web directory for sources", "Printable answers", "Web area for answers", "Export in DW source format", "FAQ text export in DW format", "Export für Redigieren und Neuladung", and "Examples of answer texts". The "Ask The Expert Here" forum entry is highlighted in red and marked with a blue icon.

You are logged in as Jacob Palme  
Today's date: Sun, 25 May 2003 12:18:43 +0200

KOM 2003

The name of the question, Ritalina in the figure above, is coloured in red and marked with the 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:

The screenshot shows the forum interface with the navigation bar: Start, News, All forums, Logout, Ask the expert, My area, and Help. The sidebar on the left includes: Go to: All forums, Ask the Expert Areas, Ask The Expert Here, Ritalina, Who are present, and Next unread. The main content area displays the heading "Ritalina" in red, followed by "Draft: Ask The Expert Here" and "Author: Carola Bengtsson". Below this is a yellow bar with the message details: "Ritalina", "From: Carola Bengtsson", "Date: Sun, 25 May 2003 12:18:35 +0200", and "Language: English ( \_ )". To the right of the message details are icons for "Reply to all", "Personal reply", "Add Recipients", "Show History", and "Mark". There is also a "Subtract recipients" button and a "Translate to" dropdown menu.

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

## Write Message

Subject:

Enter the text...  Plain Text  Guess  HTML

Attachment:

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** command to change your answer.

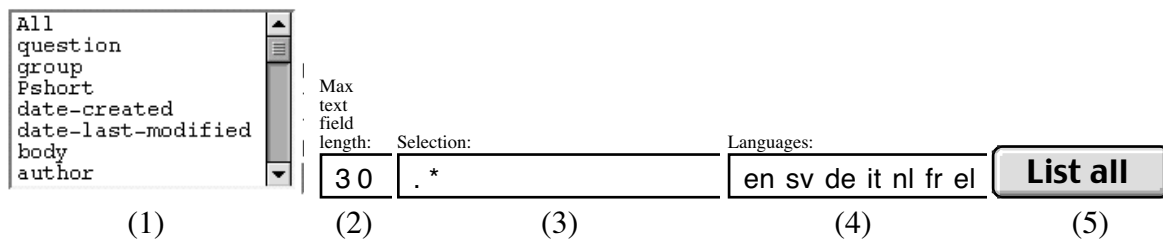
Note: Even if one organiser has already answered a question, the other organisers can also write additional answers or comments on the answer written by someone else.

## 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:



(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
<a href="#">en: ADHD or Sleep deprivation ?</a>	en: 31	en: adhd-sleep-enough
<a href="#">en: ADHD and Obesity</a>	en: 41	en: adhd-comorbid-obesity
<a href="#">en: Sugar and hyperactivity</a>	en: 106	en: adhd-cause-sugar
<a href="#">en: ADHD a real disorder</a>	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
<a href="#">sv: ed-causes - Övervikt, viktkontroll, ätstörningar, orsaker</a> <a href="#">en: ed-causes - Obesity, weight control, eating disorders, causes</a>	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.
<a href="#">en: Is a Slim Woman More Popular?</a>	en: ed-causes-beauty	en: A contributory cause of <a href="#">eating disorders</a> 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

		<p>abnormally slim figures and in order to achieve these they are compelled to go around insufficiently nourished.</p> <p>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.</p> <p>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. ... ..</p>
--	--	---

### 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](#) ( [0](#) [1](#) [2](#) [3](#) [4](#) [5](#) )


**Show Differences** between version  and version  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 ... ..