



User Guide

The ICN Hub is a secure place to connect with ICN centers, learning labs, patients, and parents. It is our platform for *sharing seamlessly & stealing shamelessly*, promoting and catalyzing collaboration on projects that will improve care, health, and costs for all kids with IBD.

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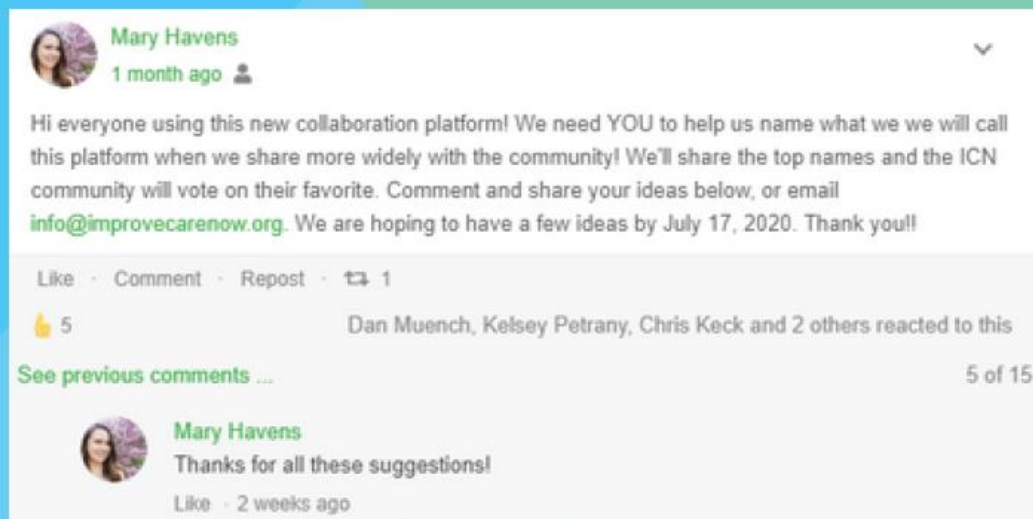
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PRIMARY FEATURES



CONVERSATIONS

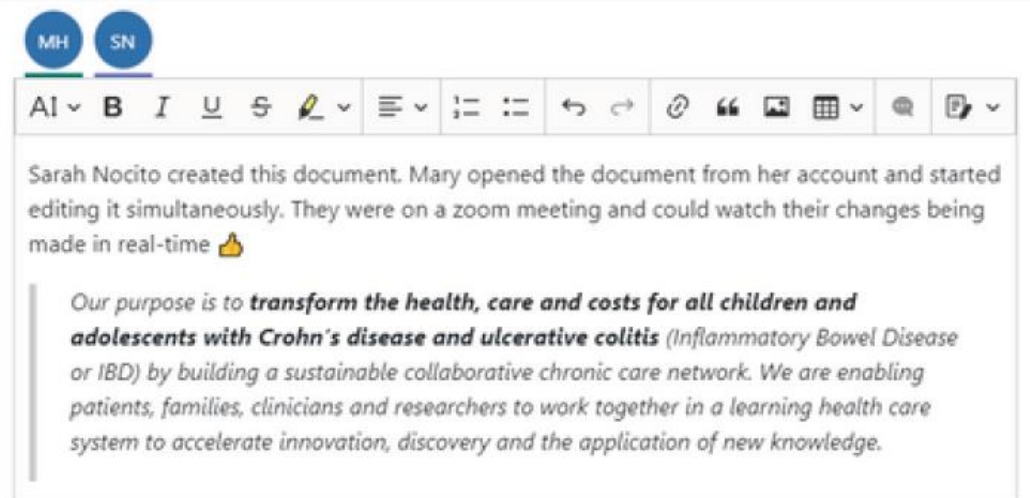
Chat via private message or join a topic-focused discussion thread



A screenshot of a social media post by Mary Havens, dated 1 month ago. The post text reads: "Hi everyone using this new collaboration platform! We need YOU to help us name what we we will call this platform when we share more widely with the community! We'll share the top names and the ICN community will vote on their favorite. Comment and share your ideas below, or email info@improvecarenow.org. We are hoping to have a few ideas by July 17, 2020. Thank you!!". Below the text are interaction options: "Like · Comment · Repost · 1". A reaction summary shows "5" reactions from "Dan Muench, Kelsey Petrary, Chris Keck and 2 others". A link to "See previous comments ..." is shown with "5 of 15" comments. A reply from Mary Havens, dated 2 weeks ago, says "Thanks for all these suggestions!".

SHARE + EDIT FILES

Co-produce with colleagues using real-time, synced file editing



A screenshot of a document editor interface. At the top, there are user avatars for "MH" and "SN". Below them is a rich text editor toolbar with icons for text color, bold, italic, underline, strikethrough, text color, bulleted list, numbered list, undo, redo, link, unlink, insert image, insert table, comment, and share. The main text area contains a paragraph: "Sarah Nocito created this document. Mary opened the document from her account and started editing it simultaneously. They were on a zoom meeting and could watch their changes being made in real-time 🙌". Below this is a quote block with the text: "Our purpose is to **transform the health, care and costs for all children and adolescents with Crohn's disease and ulcerative colitis** (Inflammatory Bowel Disease or IBD) by building a sustainable collaborative chronic care network. We are enabling patients, families, clinicians and researchers to work together in a learning health care system to accelerate innovation, discovery and the application of new knowledge."

GROUP WORK

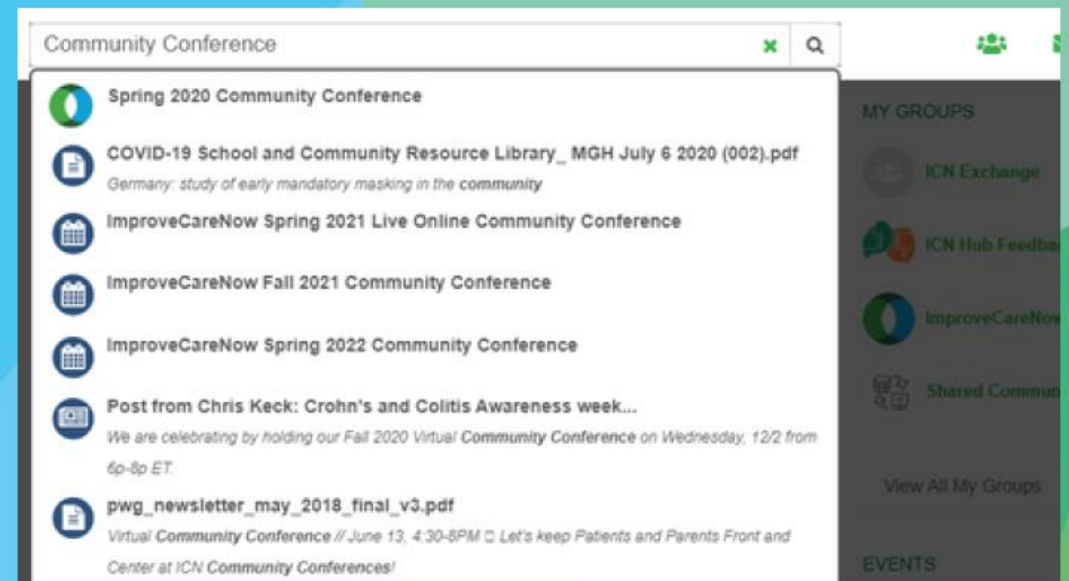
Actively collaborate with each other through private and public groups



- COVID-19 Response**
A place to share best practices, questions, and resources for safely opening clinics.
General Public 23
- Engagement Team**
No description for this group yet.
Site Group Category Public 8
- Cincinnati Children's Hospital Medical Center**
No description for this group yet.
Site Group Category Public 4

ENHANCED SEARCH

Search filenames and within posts & documents to find what you need



Community Conference

- Spring 2020 Community Conference
- COVID-19 School and Community Resource Library_ MGH July 6 2020 (002).pdf
Germany: study of early mandatory masking in the community
- ImproveCareNow Spring 2021 Live Online Community Conference
- ImproveCareNow Fall 2021 Community Conference
- ImproveCareNow Spring 2022 Community Conference
- Post from Chris Keck: Crohn's and Colitis Awareness week...
We are celebrating by holding our Fall 2020 Virtual Community Conference on Wednesday, 12/2 from 6p-8p ET.
- pwg_newsletter_may_2018_final_v3.pdf
Virtual Community Conference // June 13, 4:30-8PM ☐ Let's Keep Patients and Parents Front and Center at ICN Community Conferences!

PLATFORM OVERVIEW



Accessing the Site

IMPROVECARENOW™

Don't have an account yet?
Register now and start interacting with people from this community today!

[Register new account](#)

Already have an account?

Your email address

Your password

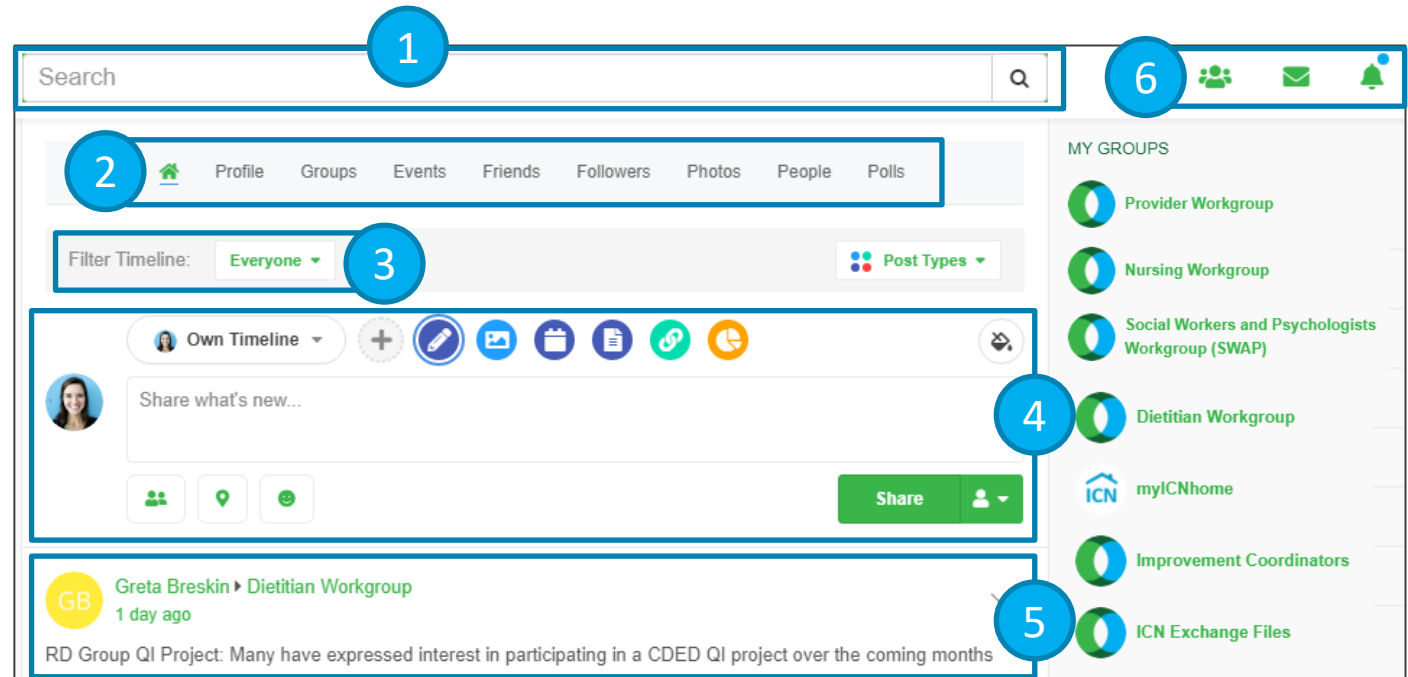
[Login](#)

[I forgot my password](#)

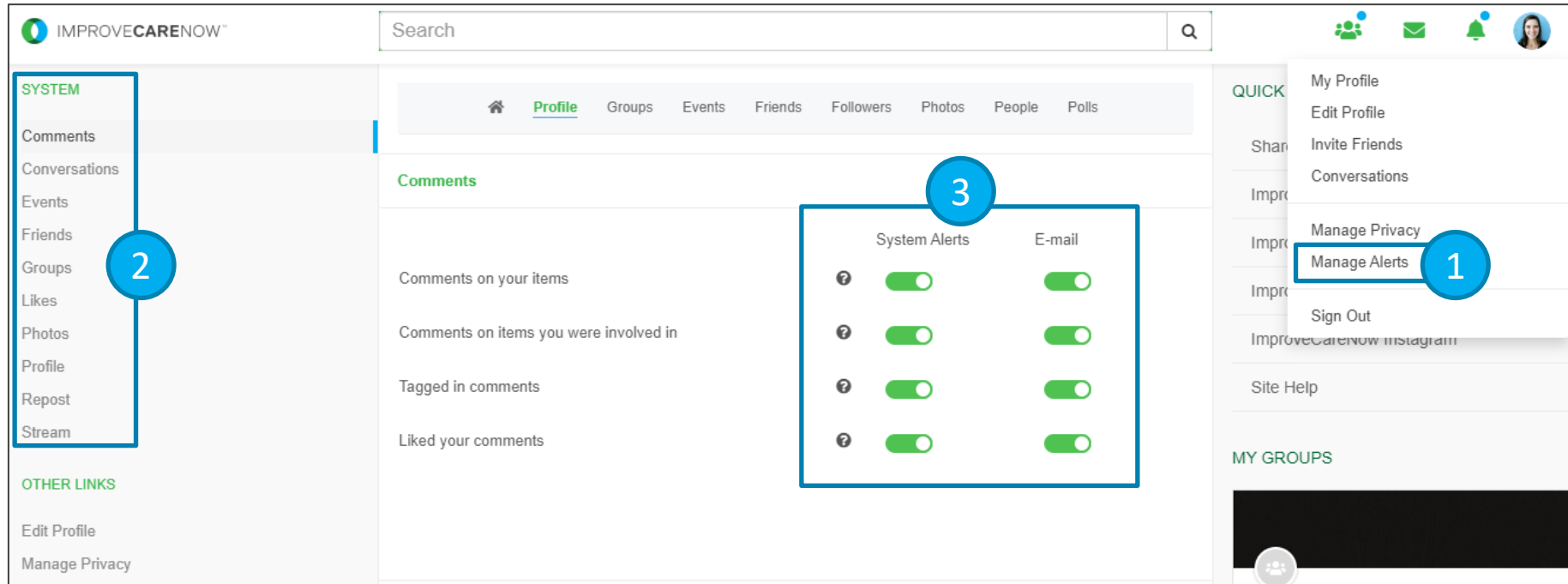
1. Navigate to icnhub.org
2. To create a new account, select 'Register new Account' and complete all required information.
3. To login with your existing account, enter your email address and password, then select 'Login.'

Homepage

1. Use the **search bar** to search the entire platform for files, colleagues, groups, discussions, etc.
2. The **global menu bar** provides quick access to each of the key features of the site.
3. Filter your **timeline** to configure which types of posts appear on your timeline.
4. Create a new **post** by entering information in the text field and selecting 'Share'. You may add various attachments to the post by clicking the appropriate icons above the text field. Additionally, you may configure who has access to your post by selecting the dropdown next to 'Share.'
5. Your **timeline** allows you to view posts from your subscribed friends, groups, and events.
6. Notifications, direct messages, and alert settings are accessible by clicking the icons in the upper right corner.



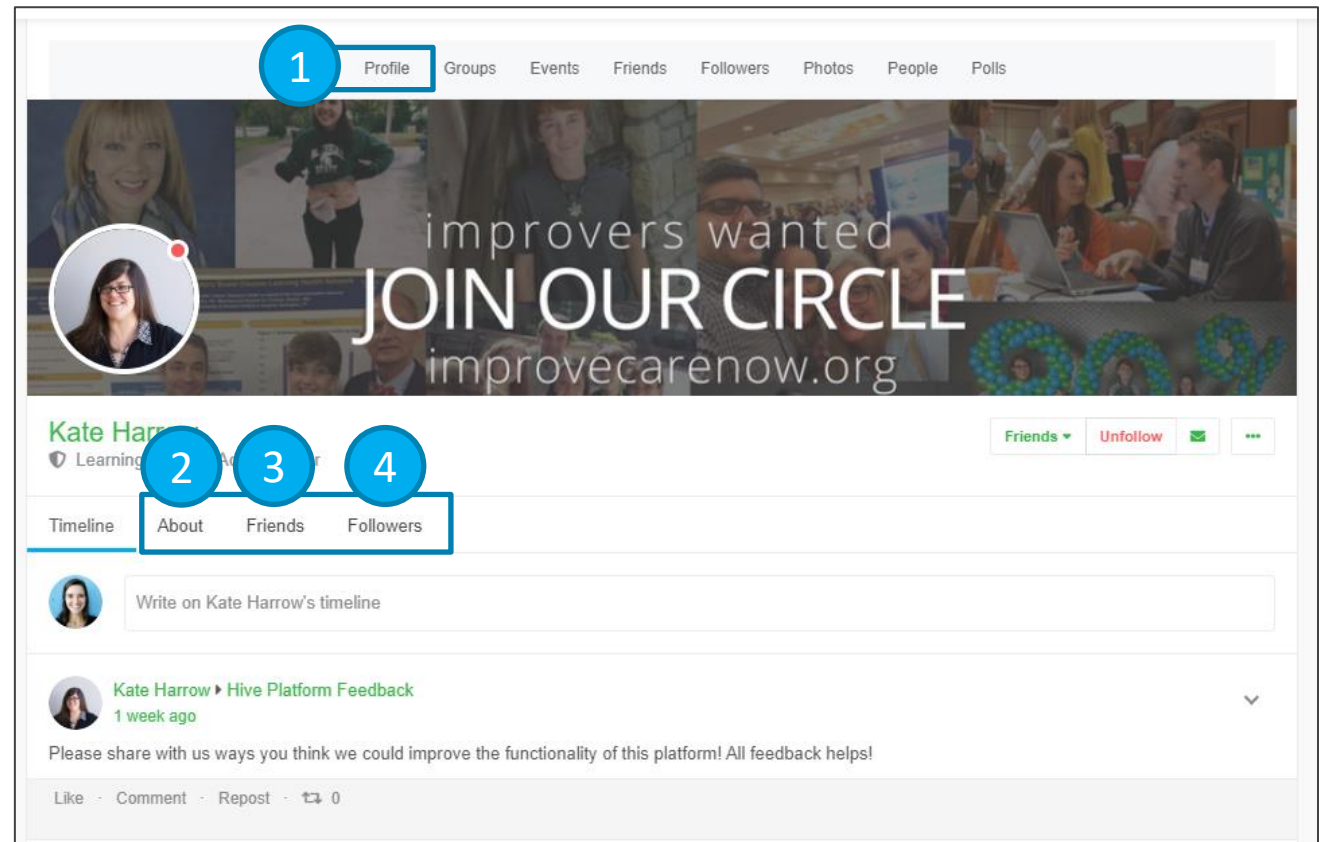
Alert Settings



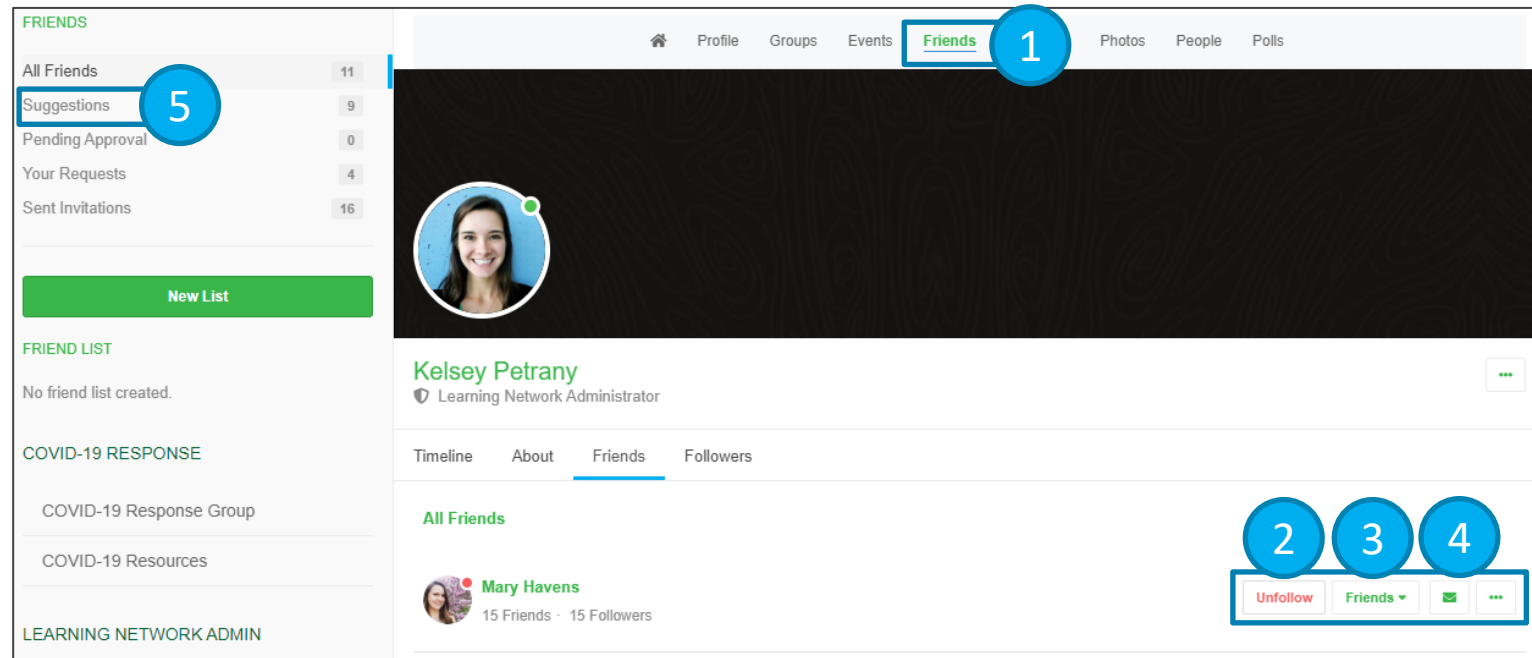
1. Select your profile picture, then 'Manage Alerts' from the global menu bar to access and manage your alerts.
2. Select from the list under 'System' to bring up different settings.
3. Turn the 'System Alert' and 'E-mail' settings on or off depending on your preference. 'System Alert' means you will receive a notification on the platform. 'E-mail' means you will receive notifications via email.

Configure Profile

1. Select 'Profile' from the menu bar to view and edit your profile information as well as manage your Friends and Followers.
2. Select 'About' to edit your profile information
3. Select 'Friends' to manage your Friends list
4. Select 'Followers' to manage your Followers list



Friends

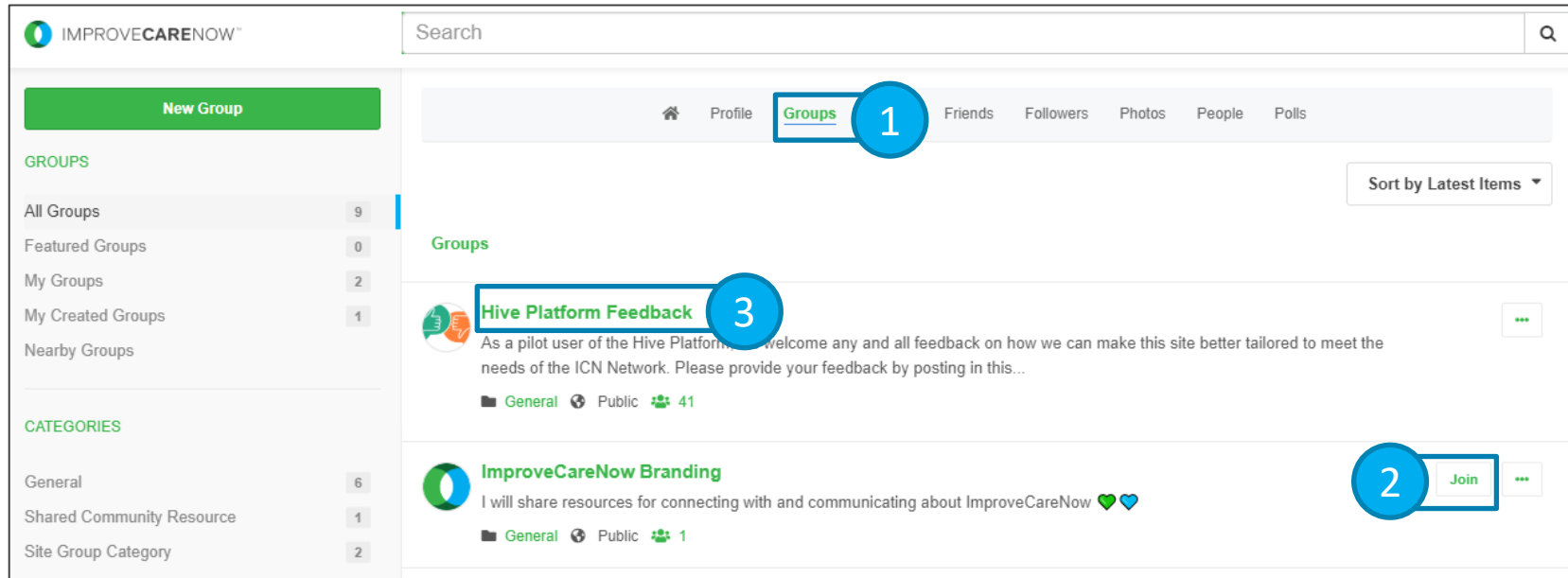


1. Select 'Friends' from the menu bar to access and manage your Friends list.
2. To unfollow a friend, select the option next to the appropriate Friend. Once selected, their posts will no longer appear on your timeline.
3. To remove a friend, select the 'Friends' dropdown and click Remove. The friend will be removed from your list and no longer have access to your posts.
4. Select the message icon to send a direct message to your friend.
5. To find additional Friends, select 'Suggestions'

GROUPS



Finding & Joining Groups



1. Select 'Groups' from the menu bar to access and manage your groups.
2. Select 'Join' or 'Leave' button next to the Group for which you would like to join or an existing group which you would like to leave. *Note that a Group may be configured as private, requiring the Group Administrator to approve your request prior to gaining access.*
3. Click on the title of a Group to view that Group's homepage where you may review and add posts, files, events, discussions, etc. specific to that Group.

Suggested Groups

- ▶ We highly encourage you join the [Shared Community Resources](#) group to access ICN resources
- ▶ Based on your role, we recommend joining the following groups:
 - ▶ **Coordinators:** [Improvement Coordinators Workgroup](#)
 - ▶ **Dietitians:** [Dietitian Workgroup](#)
 - ▶ **Nurses:** [Nursing Workgroup](#)
 - ▶ **Parents:** [Parent Working Group](#)
 - ▶ **Patients:** [Patient Advisory Council](#)
 - ▶ **Providers:** [Provider Workgroup](#)
 - ▶ **Social Workers and Psychologists:** [SWAP Workgroup](#)

Creating a New Group

1. Select 'Groups' from the menu bar to access and manage your groups.
2. Select 'New Group' to create a Group.
3. Enter in all required information to complete the creation of your new group. *Review slides 13 & 14 for information on Group Types and Features.*

The screenshot shows the 'New Group' creation interface. The left sidebar contains a 'GROUPS' section with links: 'All Groups' (20), 'Featured Groups' (1), 'My Groups' (10), 'My Created Groups' (3), and 'Nearby Groups'. Below this is a 'CATEGORIES' section with links: 'General' (14), 'Shared Community Resource' (2), and 'Site Group Category' (4). The main content area has a top navigation bar with 'Groups' highlighted (callout 1). Below the navigation bar, there is a 'New Group' button (callout 2) and a 'Group Details' section (callout 3). The 'Group Details' section includes a 'Set the default group details.' heading, a '* Group Title:' label with an input field, and a 'Group Description:' label with a text area. A progress indicator at the top of the main content area shows a green checkmark (callout 1) and a flag icon.

Group Types

Public Group

- Anyone can join the group (does not require approval)
- Group appears in search results
- All content is visible to all users

Public Group (Require Moderation to Join)

- Users will need to request to join the group (requires approval by admin)
- Group appears in search results
- Content (excluding files) is visible to all users, but only members can edit
- Files are only visible to members

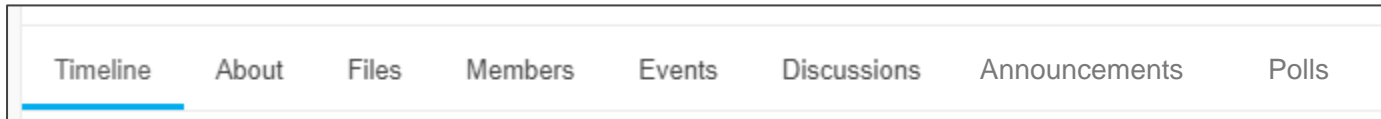
Private Group

- Users will need to request to join the group (requires approval by admin)
- Group appears in search results
- Content is only visible to members

Invite Only Group

- Only group members can invite others to join the group
- Group does NOT appear in search results
- Content is only visible to members

Group Features



Timeline

- Chronological list of group activity
- Like Facebook Timeline

About

- Short description of the group's purpose & aims

Files

- Document & Links Repository
See slides 18-20 for more info

Members

- List of group members

Events

- List of previous & upcoming events for the group
See slide 22 for more info

Discussions

- Area for focused discussions
See slide 23 for more info

Announcements

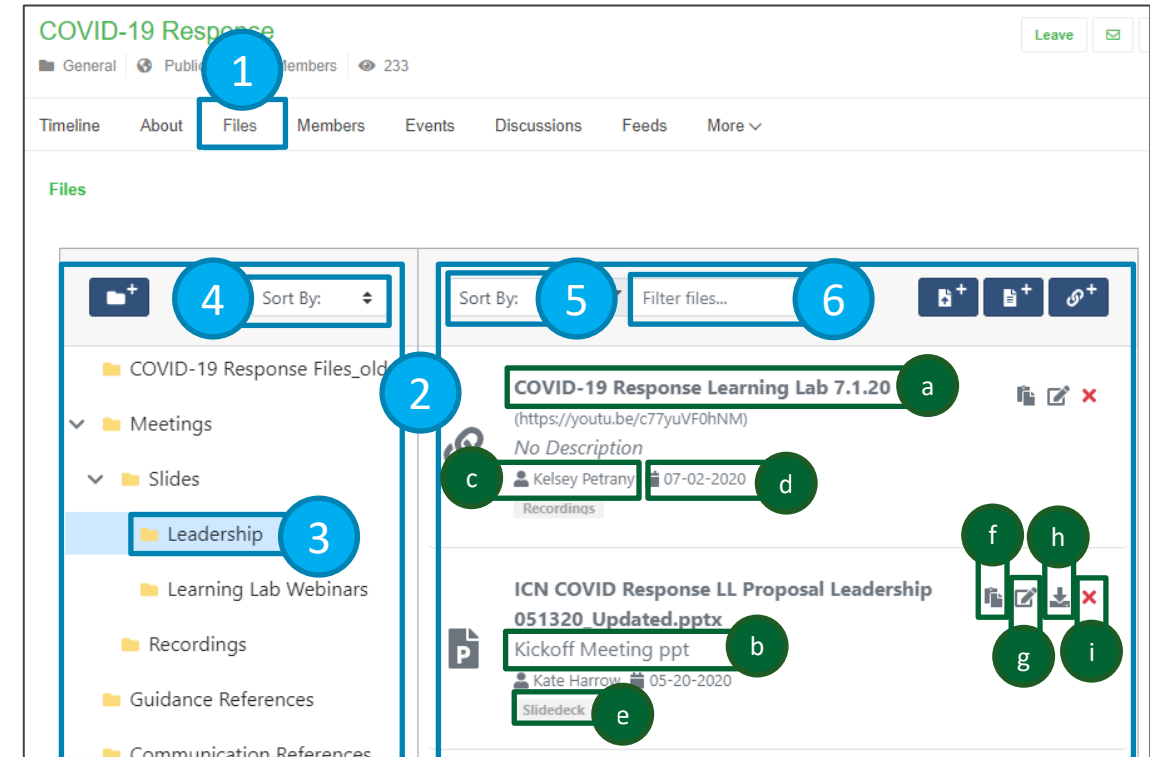
- Area to share important information relevant to group

Polls

- Area for Polls related to your group
See slide 24 for more info

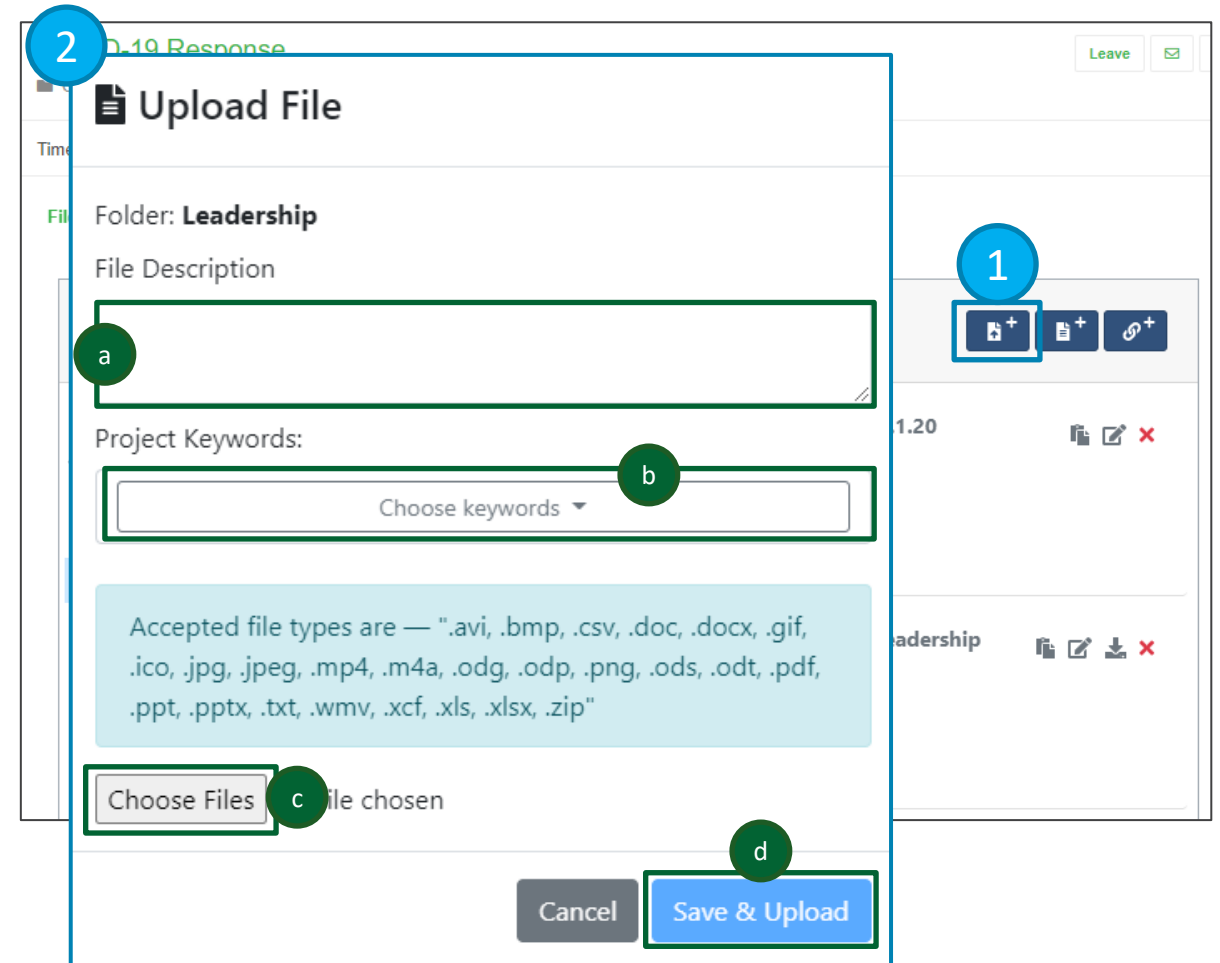
Files Overview

1. Within a group, select 'Files ' from the menu bar
2. The left side of the screen features the folder sections. The right side of the screen features the files within a selected folder.
3. Once you've selected a folder, you will see all files and links within that folder.
 - a) The name of the file or link. Clicking on the name will open it in a new window
 - b) Brief description of the file or link
 - c) Name of the file or link owner
 - d) The date of upload
 - e) Keywords associated with file or link
 - f) Copy the file or link to your clipboard
 - g) Edit information for a previously uploaded file or link
 - h) Download a copy of the file to your device
 - i) Delete the file or link from folder
4. Select 'Sort By' to sort folders alphabetically or by date of creation.
5. Select 'Sort By' to sort files alphabetically or by date of creation.
6. Type in the 'Filter Files' to search within the selected folder.



Adding Files

1. In each folder you have the option to Add a File. The 'Add File' icon allows you to upload a file from your device. To upload files, you may either drag and drop files from your device into the files section on the right side or click the 'Add File' icon. There is a file size restriction of 50 MB.
2. Regardless of which option utilized in Step 1, you will be presented with the 'Upload File' dialog box.
 - a) Enter a brief File Description
 - b) Add any Keywords that are associated with this file (optional)
 - c) If you clicked the 'Add File' button in Step 2, then you must click 'Choose File' to select the file to upload. If you chose to drag and drop a file for upload, the file will already be specified here. Select the file to upload from your device .
 - d) Once all these steps are complete 'Save & Upload' the file



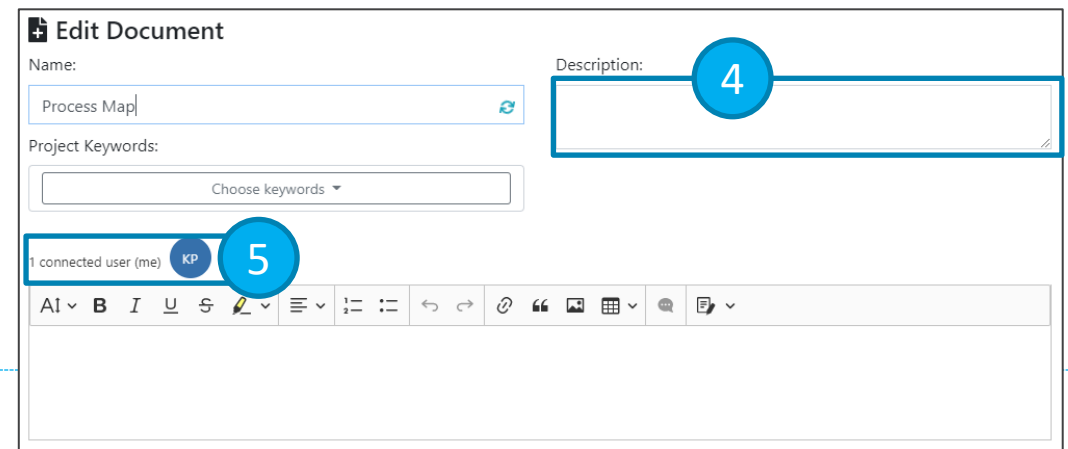
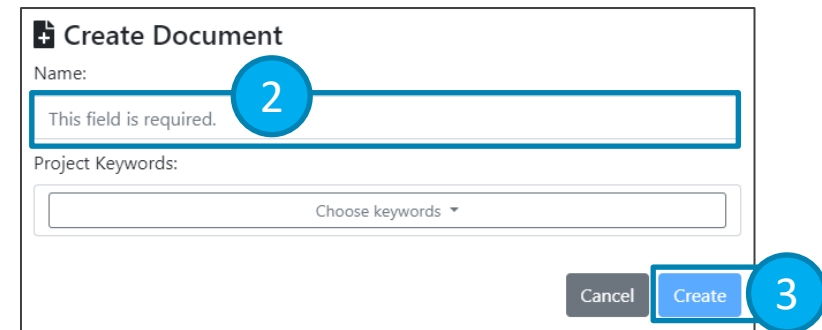
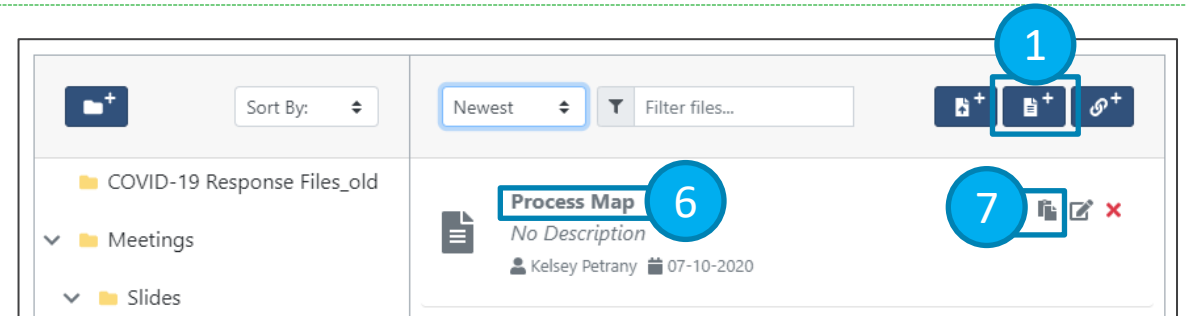
Adding Links

1. In each folder you have the option to Add a Link. The 'Add Link' icon allows you to add links to external websites for additional reading. To upload a link, click the 'Add Link' icon.
2. You will be presented with the 'Create Link' dialog box
 - a) Enter a name for the URL
 - b) Enter the URL you would like to upload
 - c) Type a brief description of the link you are sharing
 - d) Add any Keywords that are associated with this link (optional)
 - e) Once all these steps are complete, 'Save & Upload' the link

The screenshot shows the 'Create Link' dialog box in a software interface. The dialog is titled 'Create Link' and is set to the 'Leadership' folder. It contains five input fields: 'URL Name' (with a red error message 'This field is required.'), 'URL' (with a dropdown menu showing 'https://' and a red error message 'This field is required.'), 'Description' (empty), 'Project Keywords' (with a dropdown menu showing 'Choose keywords'), and 'Save & Upload' (highlighted in blue). A 'Cancel' button is also present. A blue circle with the number '2' is in the top left corner of the dialog, and a blue circle with the number '1' is in the top right corner of the background interface, pointing to the 'Add Link' icon.

Adding Collaboration Documents

1. In each folder you have the option to Add a Collaboration Document. The 'Create Document' icon allows you to initiate the document collaboration component.
2. Add the name of the collaboration document.
3. Click on "Create" to generate the collaboration document.
4. Add the description of the collaboration document.
5. The users currently editing the document in real time. More than one person can edit at a time. *NOTE: Any user who can see files can also see the contents of the collaborative document. Only users who can add files can create and edit a collaborative document.*
6. Click a document name to open and edit an existing collaborative document.
7. Click the clipboard to copy a link to the document.



Events

Site-Wide Events

1

4

3

Fall 2020 Live Online Community Conference

2020 Vision - Better Together

General Invite Only 24th Sep, 2020 - 25th Sep, 2020 - America/New_York 1

RSVP

Group-Specific Events

2

4

3

ICN RD Group Quarterly Meeting: January 2021

No description for this group yet.

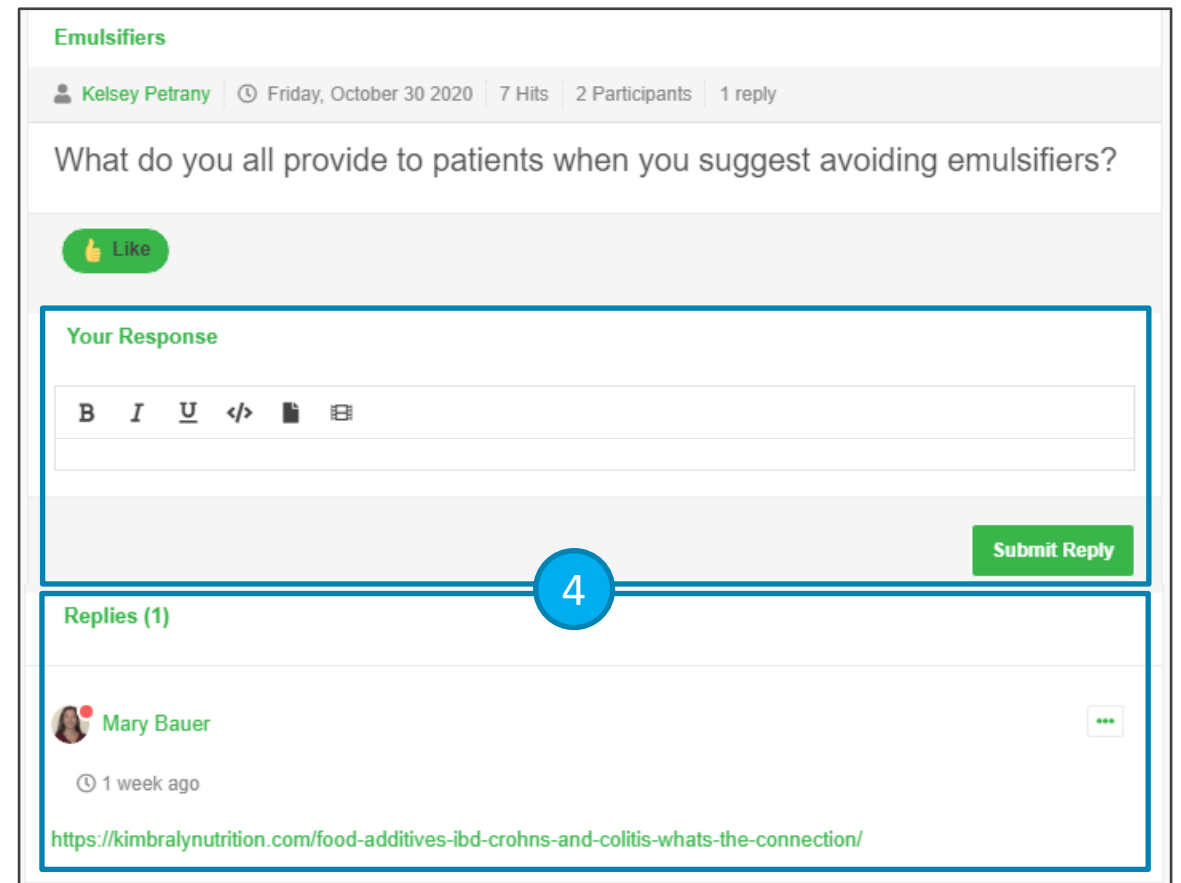
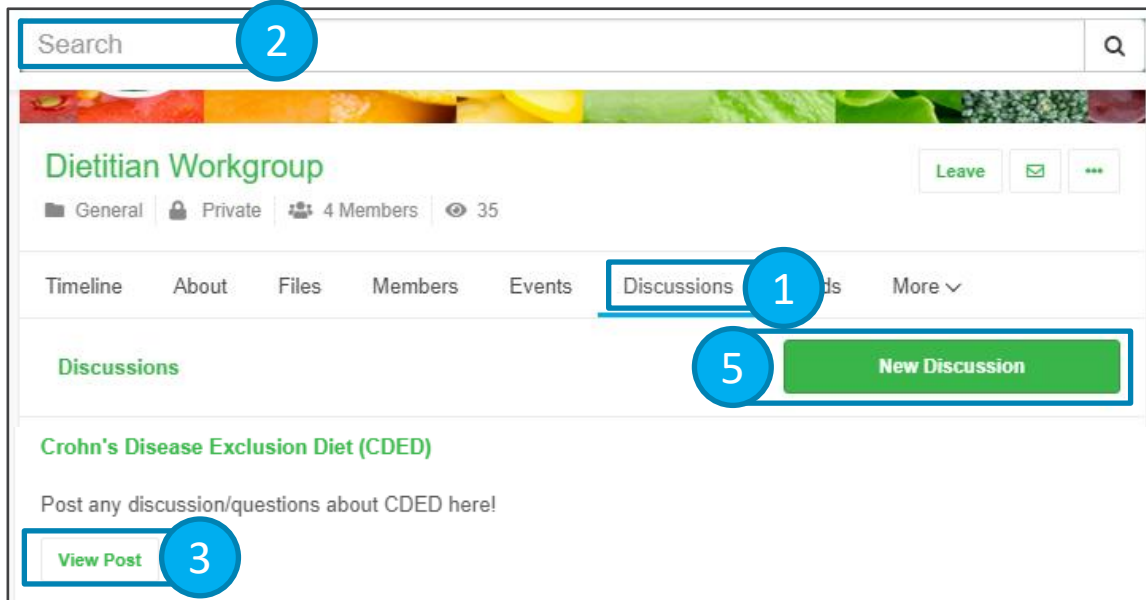
General Group Event

28th Jan, 2021 10:30AM - 11:30AM - America/New_York 1

RSVP

1. Select 'Events' from the menu bar to view and create *site-wide events*.
2. Select 'Events' from the menu bar *within a group* to view and create *group-specific events*.
3. Existing Events appear in the event timeline. Select the event title to view more details or select the 'RSVP' dropdown to indicate your attendance for the event.
4. Select 'New Event' to create a new public or private Event. Then, select a category and enter event details to complete configuring your event.

Discussions



1. Select 'Discussions' from the group menu bar to view and create discussions.
2. You can use the global search bar to see if a specific discussion has been posted prior.
3. Select 'View Post' to view or reply to a discussion.
4. Submit your response or review previous replies to a discussion post.
5. Select 'New Discussion' to create a new discussion for your group.

Polls

Site-Wide Polls

The screenshot shows the main navigation bar with 'Polls' highlighted (1). Below it, a 'New Poll' button is highlighted (4). A poll titled 'Are you getting alerts in your email about activities on the SCIP platform?' is highlighted (3). The poll shows 7 votes and is a single selection.

Group-Specific Polls

The screenshot shows the group-specific navigation bar with 'Polls' highlighted (2). Below it, a 'New Poll' button is highlighted (4). A poll titled 'Would you prefer bi-monthly or quarterly RD calls?' is highlighted (3). The poll shows 7 votes and is a single selection.

1. Select 'Polls' from the menu bar to view and create *site-wide polls*.
2. Select 'Polls' from the menu bar *within a group* to view and create *group-specific events*.
3. To vote in an existing poll, click the title of the poll and then make your selection.
4. Select 'New Poll' and then follow the on-screen prompts to create a new public or private poll.