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.
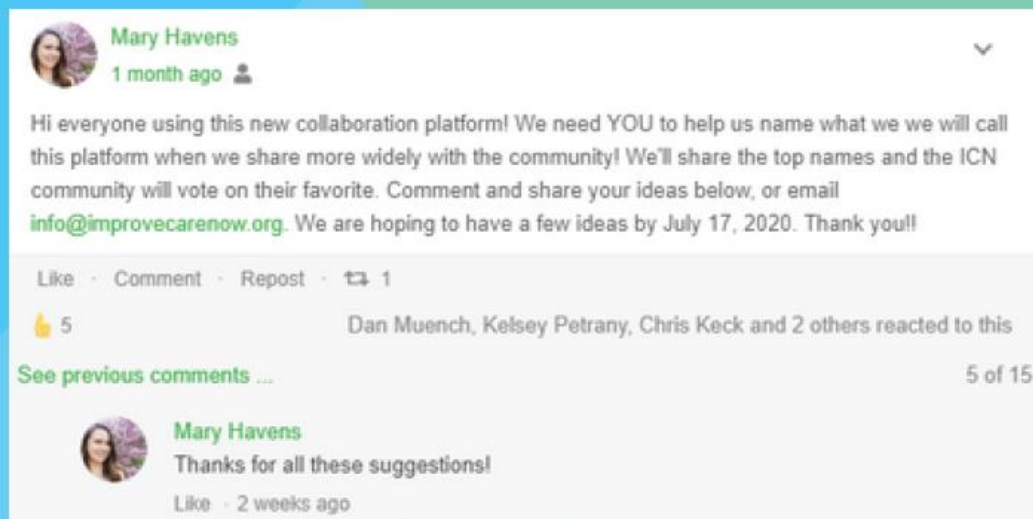
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PRIMARY FEATURES

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

Mary Havens
1 month ago

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!!

Like · Comment · Repost · ⟲ 1

👍 5   Dan Muench, Kelsey Petrany, Chris Keck and 2 others reacted to this

See previous comments ...   5 of 15

Mary Havens
Thanks for all these suggestions!
Like · 2 weeks ago

SHARE + EDIT FILES
Co-produce with colleagues using real-time, synced file editing

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 👍

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.
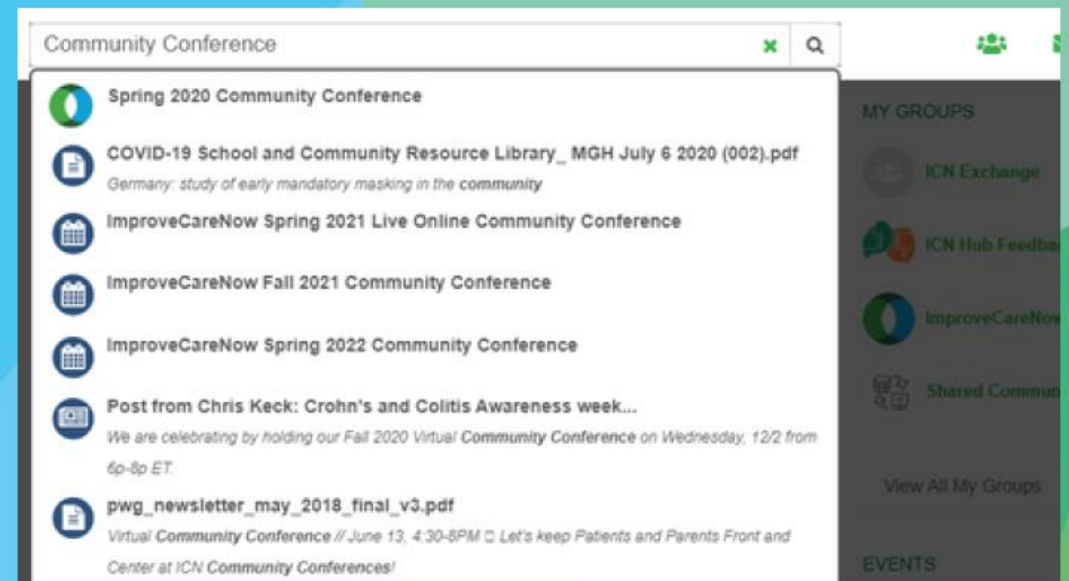
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PLATFORM OVERVIEW

Accessing the Site

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.'

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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.
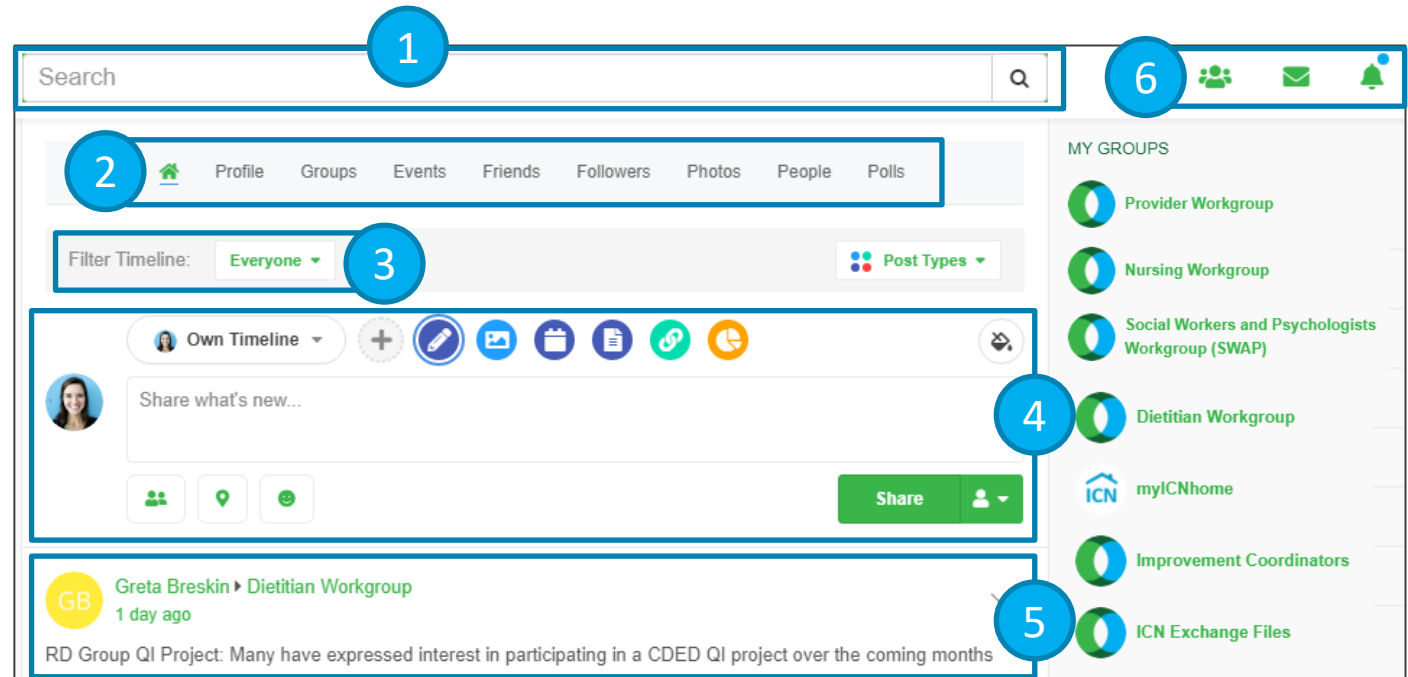
Alert Settings
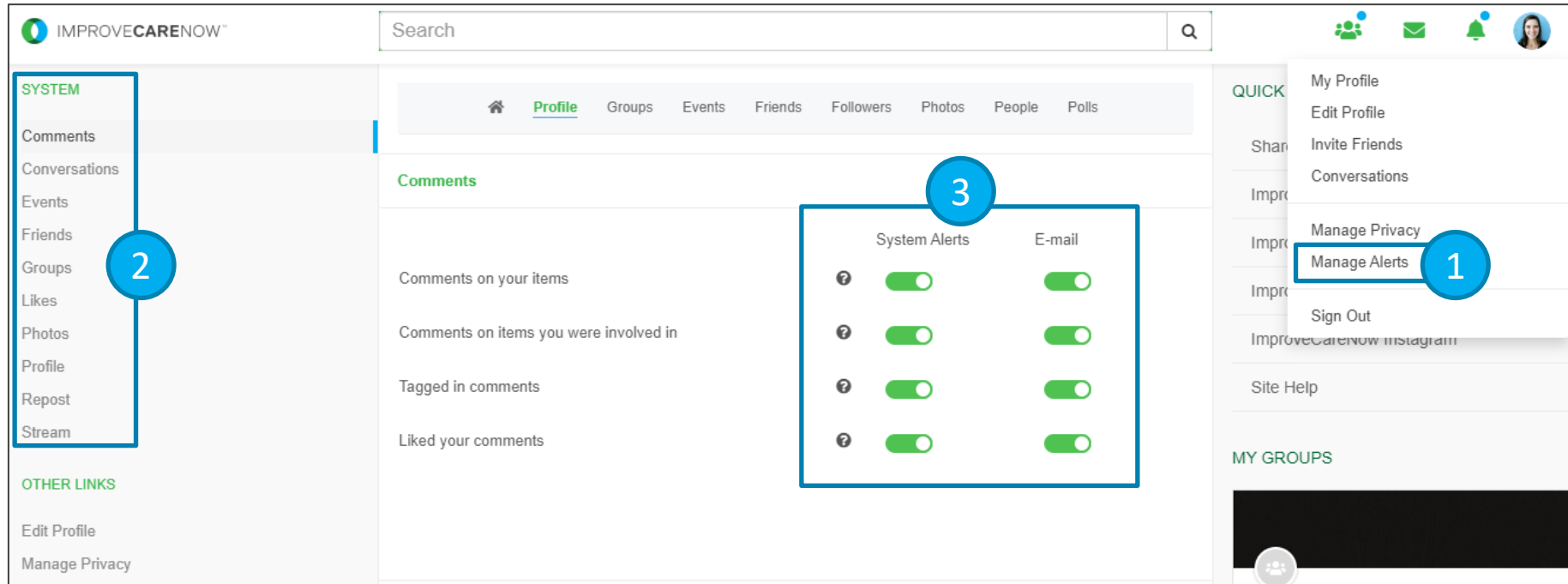
1. Select your profile picture, then 'Manage Alerts' from the global menu bar to access and manage your alerts.
2. Select from the list under 'System' to bring up different settings.
3. Turn the 'System Alert' and 'E-mail' settings on or off depending on your preference. 'System Alert' means you will 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
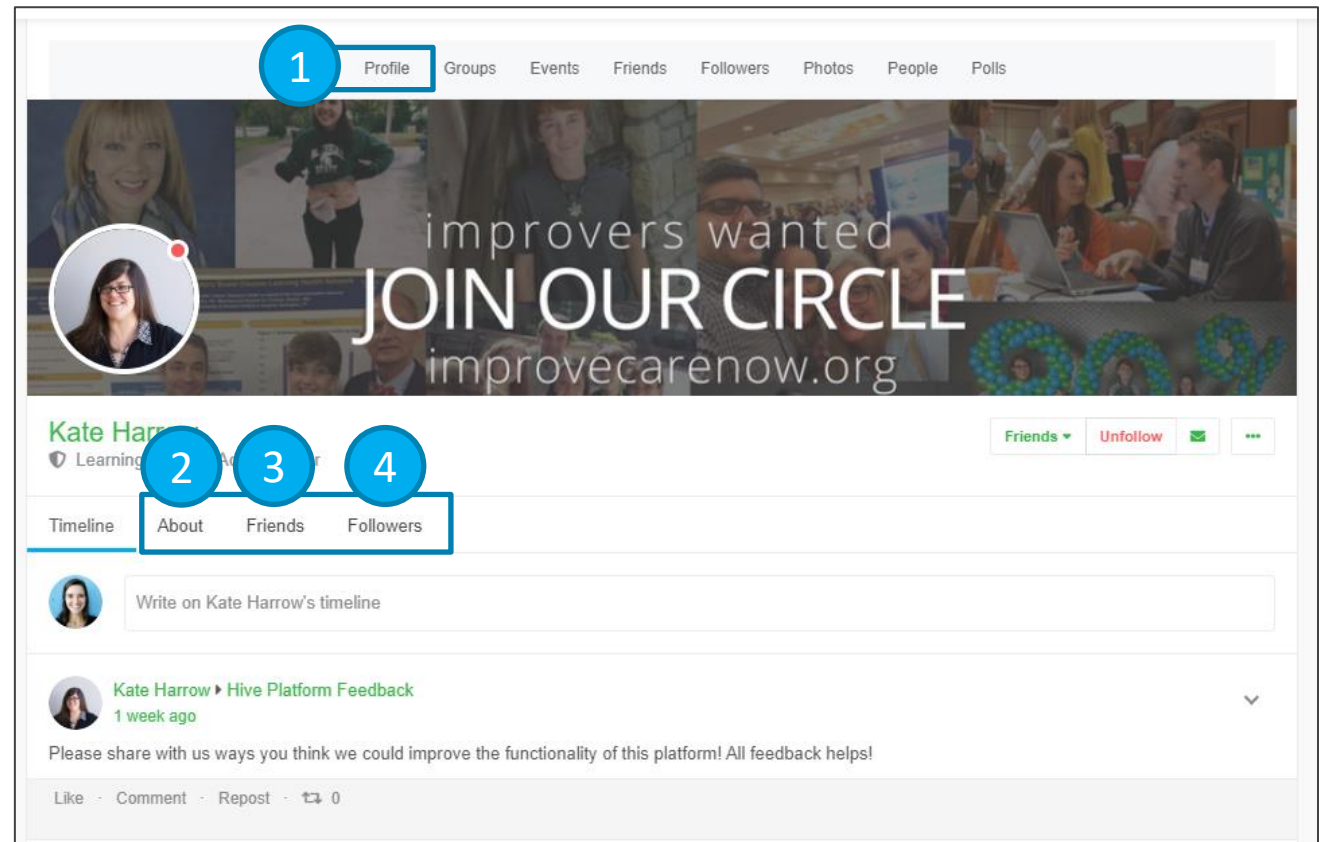
Friends
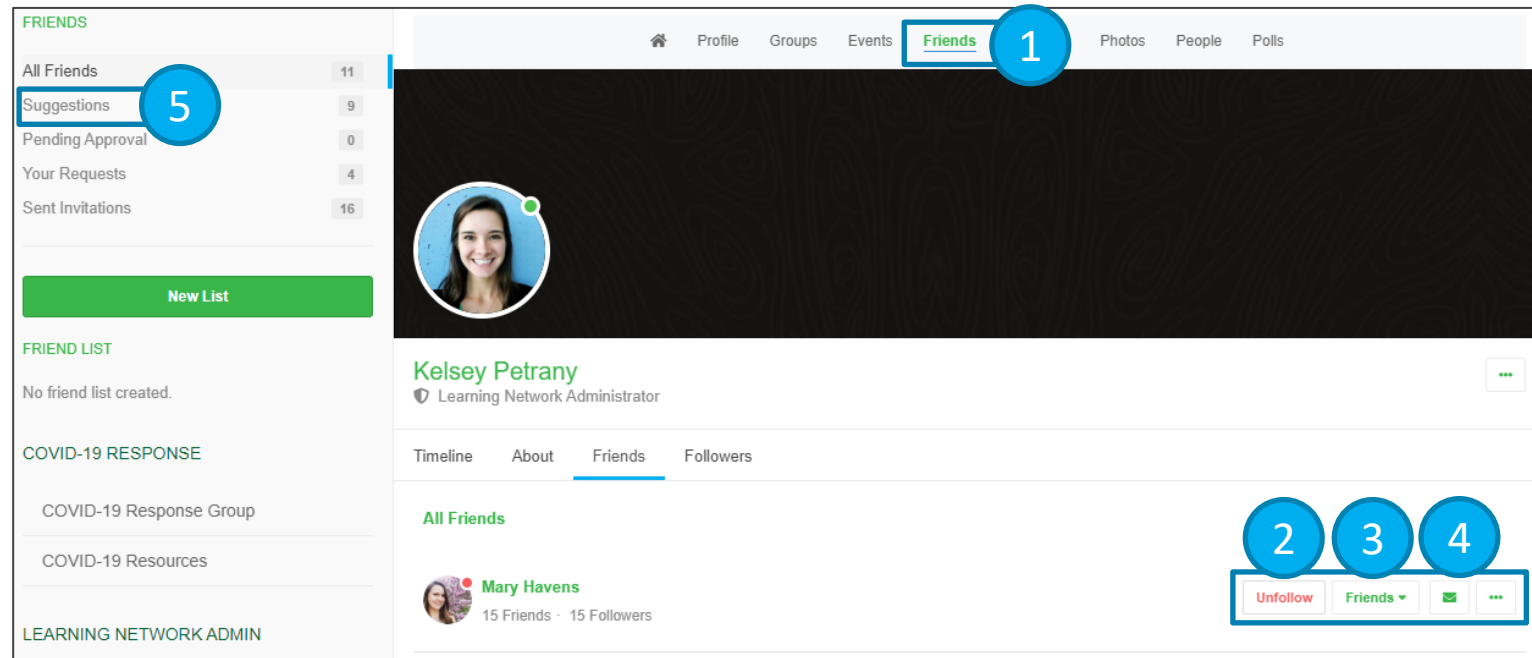
1. Select 'Friends' from the menu bar to access and manage your Friends list.
2. To unfollow a friend, select the option next to the appropriate Friend. Once selected, their posts will no longer appear on your timeline.
3. To remove a friend, select the 'Friends' dropdown and click Remove. The friend 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
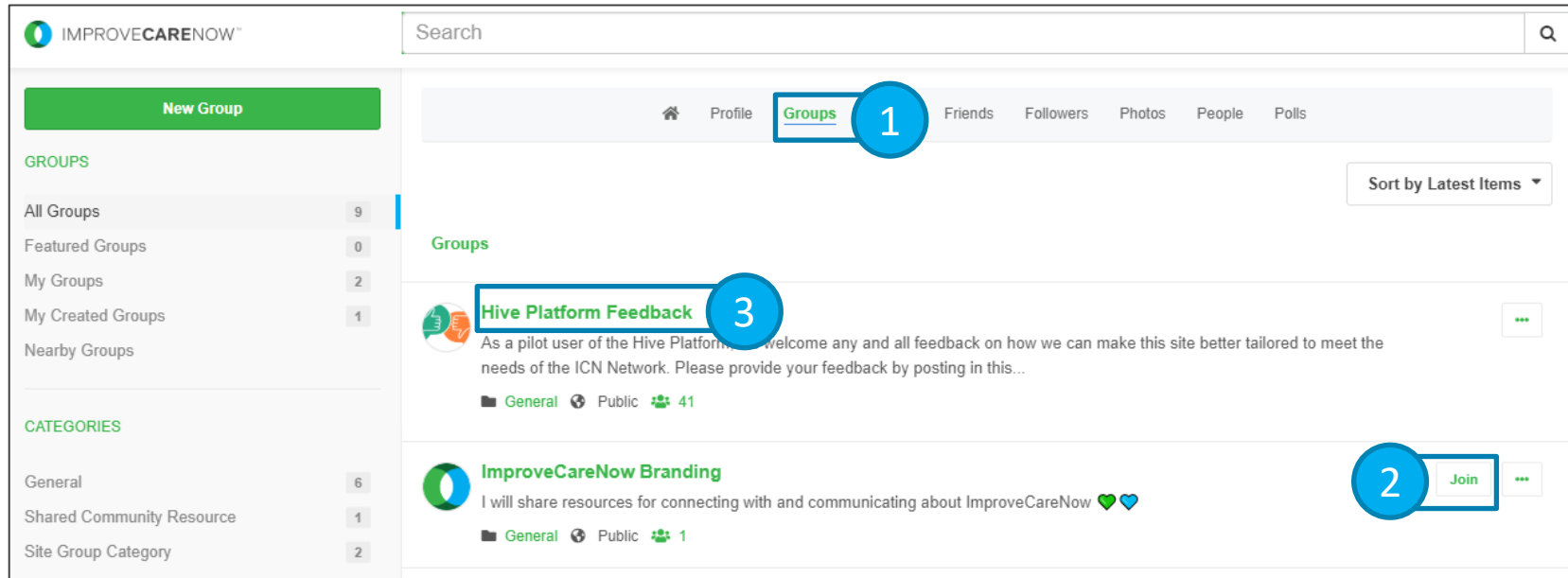
1. Select 'Groups' from the menu bar to access and manage your groups.
2. Select 'Join' or 'Leave' button next to the Group for which you would like to join or an existing group which you would like to leave. *Note that a Group may be configured as private, requiring the Group Administrator to approve 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.*

Group Types

| Public Group	Public Group (Require Moderation to Join)	Private Group	Invite Only Group
• Anyone can join the group (does not require approval) • Group appears in search results • All content is visible to all users	• 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	• Users will need to request to join the group (requires approval by admin) • Group appears in search results • Content is only visible to members	• 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 | About | Files | Members | Events | Discussions | Announcements | Polls
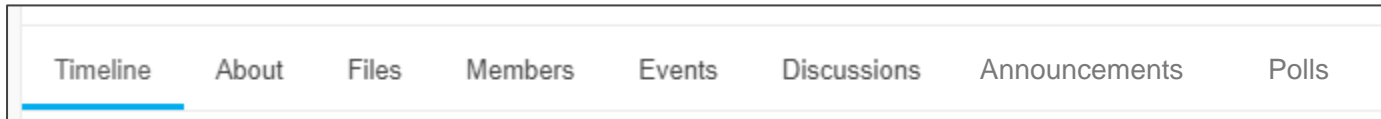
Timeline
- Chronological list of group activity
- Like Facebook Timeline

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.

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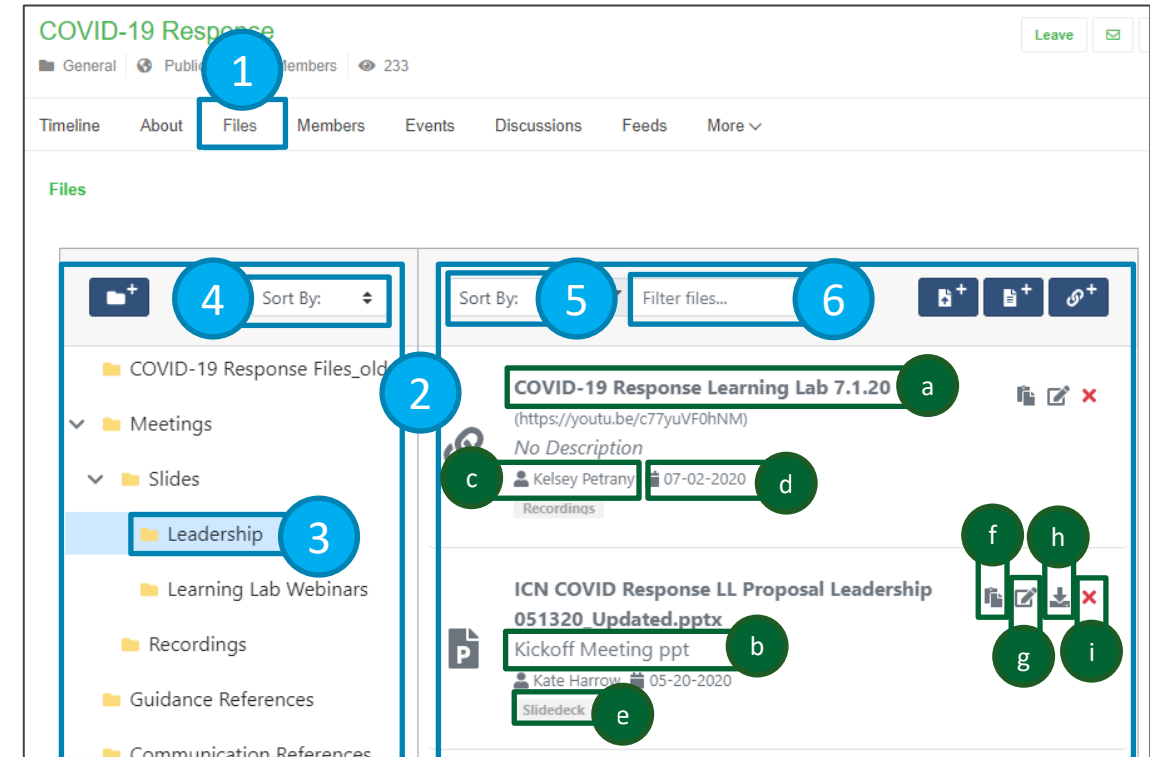
Adding Files

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
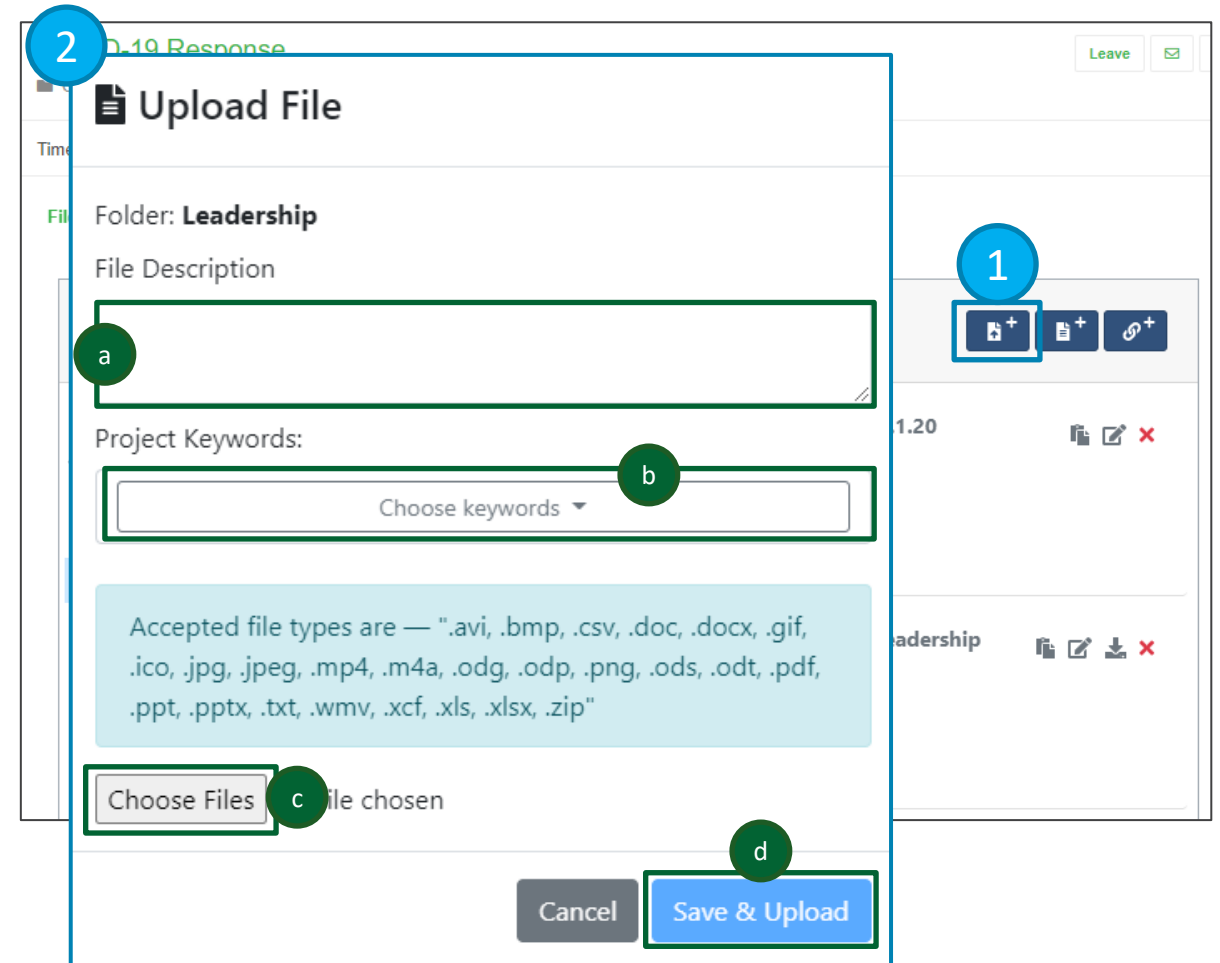
Adding Links

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

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.
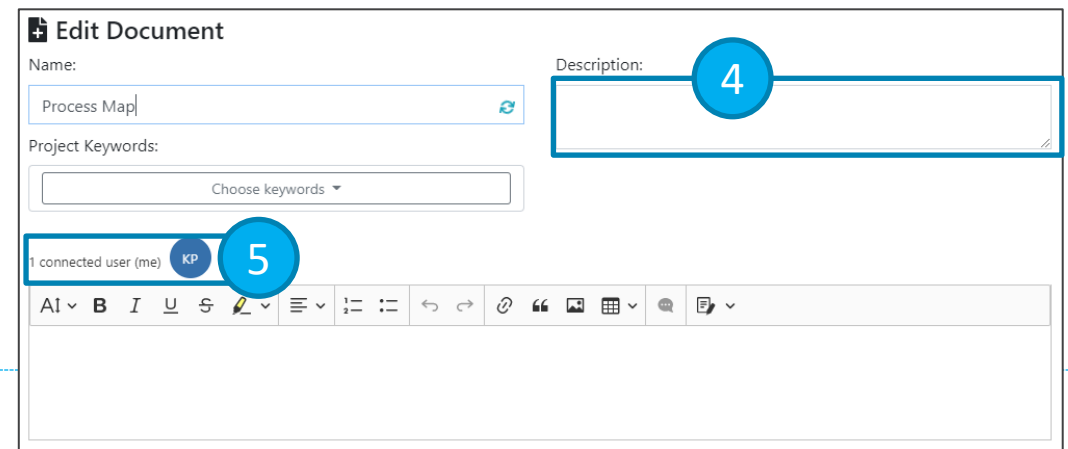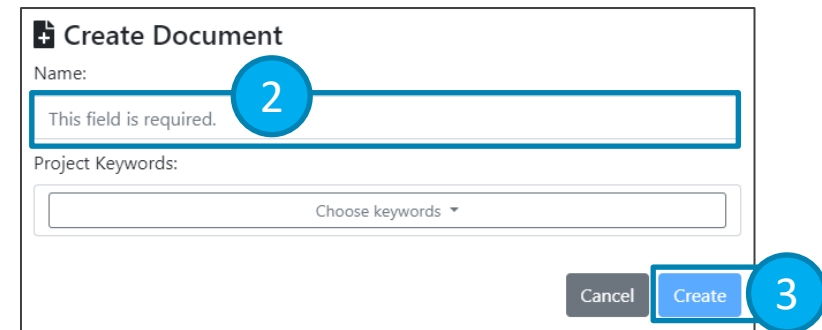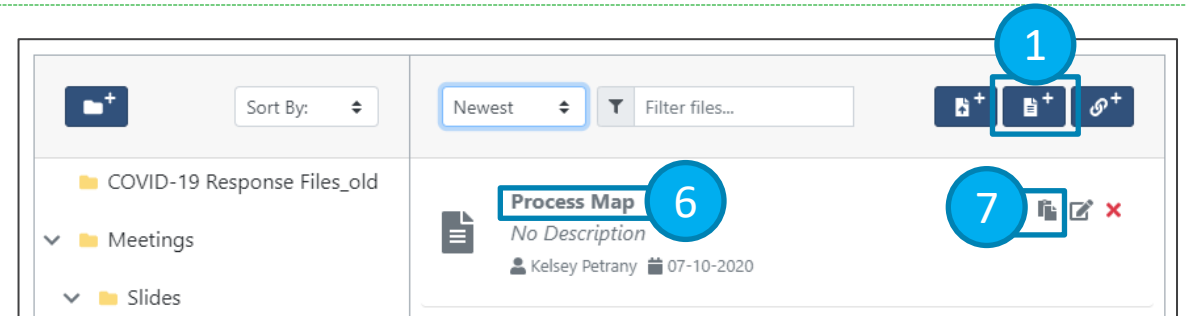
Events

Site-Wide Events	Group-Specific Events

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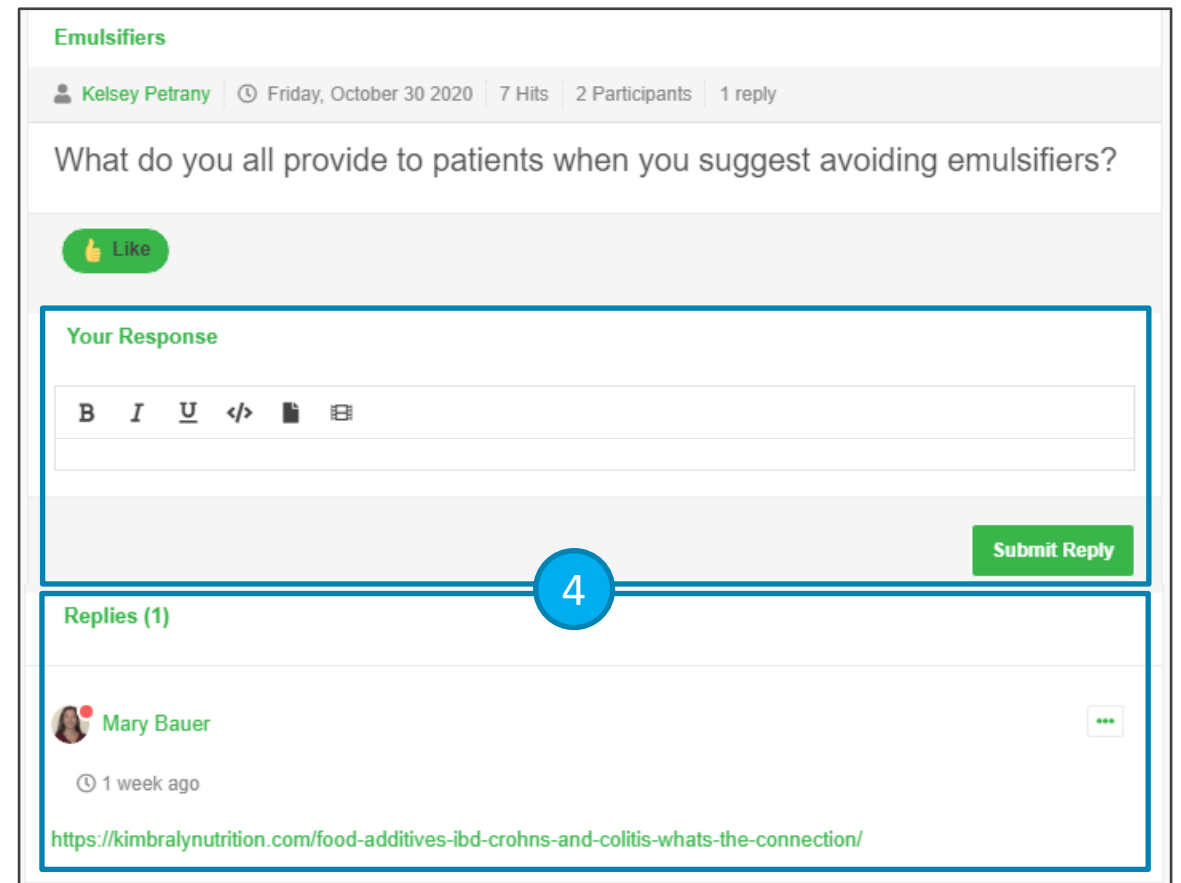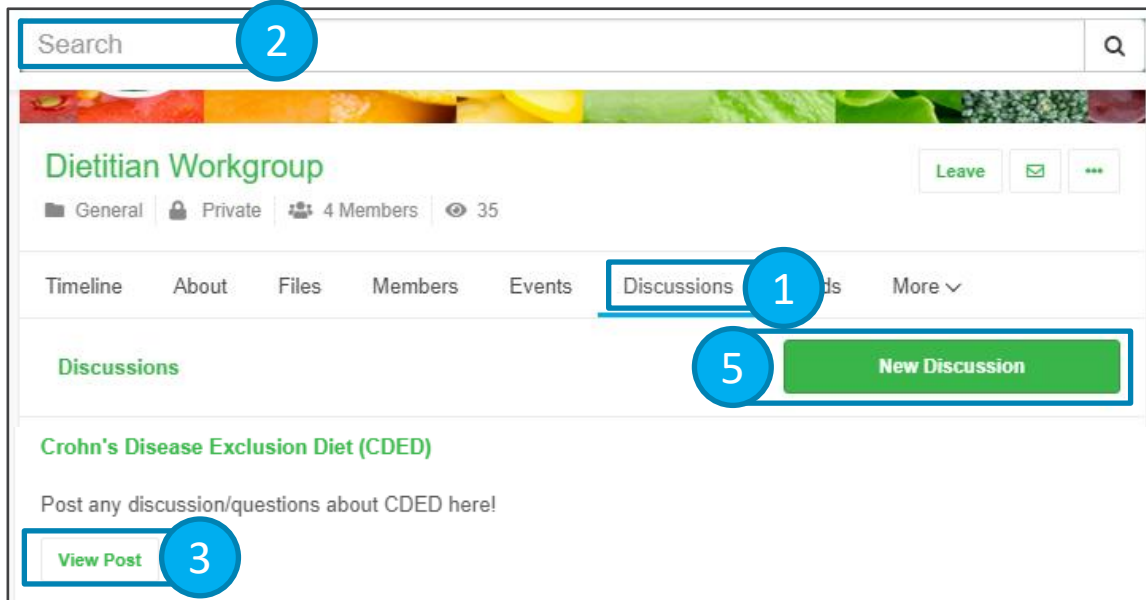
1. Select 'Discussions' from the group menu bar to view and create discussions.
2. You can use the global search bar to see if a specific discussion has been posted prior.
3. Select 'View Post' to view or reply to a discussion.
4. Submit your response or review previous replies to a discussion post.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

Polls

Site-Wide Polls

Group-Specific Polls

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.