

Clearspace Help

[Getting Started](#) | [Creating Content](#) | [Collaborating](#) | [Finding People and Content](#)

For a step-by-step tour of Clearspace, be sure to see the [Clearspace Quick Tour](#).

Getting Started

- [What can I do in Clearspace?](#)
- [How can I use the keyboard to control Clearspace menus?](#)

Creating Content

- [What kinds of content can I create?](#)
- [What's the difference between a document, a blog post, and a discussion?](#)
- [What can I do with documents?](#)
- [What can I do with blogs?](#)
- [What can I do with discussions?](#)
- [How do I display an image within content text?](#)
- [How do I upload a file \(such as a Word or Excel file\) so that other people can see it?](#)
- [How do I make sure my document isn't visible to other people until I'm ready?](#)
- [How do I move a discussion thread to another space?](#)
- [How do I convert a discussion thread to a document?](#)
- [How do I lock a thread so others can't comment on it?](#)

Collaborating

- [What does it mean to collaborate in Clearspace?](#)
- [How do I create a document that other people can work on?](#)
- [How do I announce something so that other people are more likely to see it?](#)
- [How do I ask a question?](#)
- [If someone answers my question, how do I say so?](#)
- [How do I create a poll?](#)

Finding People and Content

- [How can I find people?](#)
- [How can I find content?](#)
- [How do I make something easier to find?](#)
- [What are tags and tag groups?](#)
- [How do I apply tags and tag groups?](#)
- [What is RSS?](#)
- [How do I use the RSS feeds I get from Clearspace?](#)

- [How do I get notified about changes to content?](#)

Getting Started

What can I do in Clearspace?

Clearspace is a collaboration application that you use through a web browser. In Clearspace you can:

- Create and find content. From wiki documents to blogs to discussions, pick the best vehicle for your thoughts. For more information, see:
 - [What kinds of content can I create?](#)
 - [How can I find content?](#)
- Ask questions. Discussions and polls provide ways to take the pulse of your community. Also see:
 - [What can I do with discussions?](#)
 - [How do I create a poll?](#)
- Share ideas and ask for feedback.
 - [What can I do with blogs?](#)
 - [What can I do with discussions?](#)
- Collaborate with other people.
 - [What does it mean to collaborate in Clearspace?](#)
- Stay on top of what's happening.
 - [How can I find content?](#)
 - [How do I get notified about changes to content?](#)

How can I use the keyboard to control Clearspace menus?

You have access to Clearspace menus through the keyboard. The exact keyboard combination will vary depending on which browser you're using, as show in the table below. Note that once the menu is open you can use the up and down arrow keys to navigate; press ENTER to select an item.

Menu or Command	Firefox 2.0	Firefox Before 2.0, Internet Explorer 6 and 7	Firefox 2.0 on Max OS X
New	ALT+SHIFT+N	ALT+N	CTRL+N
Your Stuff	ALT+SHIFT+Y	ALT+Y	CTRL+Y
History	ALT+SHIFT+H	ALT+H	CTRL+H
Browse	ALT+SHIFT+B	ALT+B	CTRL+B
Search	ALT+SHIFT+S	ALT+S	CTRL+S
Login	ALT+SHIFT+L	ALT+L	CTRL+L
Register	ALT+SHIFT+R	ALT+R	CTRL+R
Print	ALT+SHIFT+P	ALT+P	CTRL+P

Creating Content

What kinds of content can I create?

Content you create in Clearspace includes wiki documents, uploaded files, blog posts, discussion posts, and the comments people associate with these. (In a way, profiles are also content because when you search for something, you get profiles, too.) You'll probably find that each of these types of content is best for particular uses. Be sure to see recommendations for [documents](#), [blogs](#), and [discussions](#). You can also read more about the [differences](#) between them.

To create new content, click the **New** menu, then click the type of content you want to create.

What's the difference between a document, a blog post, and a discussion?

Wiki documents, blogs, and discussions were born and raised on the Web, so you use them in Clearspace as you would there. The following table suggests ways to think about the content types.

	Document	Blog	Discussion
Purposes	Collaborate with others on a single document; capture information that should be available for a while; create a report, agenda, or meeting notes. See What can I do with documents?	Express a point of view; call something timely to others' attention; make a proposal to get feedback from others; ponder an idea. See What can I do with blogs?	Ask a question of the community; ask for suggestions; make a short observation or assertion to get feedback; report a problem. See What can I do with discussions?
Format	Most of the content is in the document itself, with some added in comments by readers and authors.	Most of the content is usually in the initial post, with other content added through comments by readers.	Most of the content tends to be in responses to the initial question.
Style	More formal, often in the third person.	Informal, usually in the first person.	Informal, usually in the first person.
Authoring	Clearspace editor — rich or plain text with preview. Same as for blog and discussion posts.	Clearspace editor — rich or plain text with preview. Same as for documents and discussion posts.	Clearspace editor — rich or plain text with preview. Same as for documents and blog posts.

What can I do with documents?

Clearspace is a place to create and keep track of documents. You can use the built-in wiki documents to author and edit content or you can upload files from outside Clearspace.

- **Wiki documents** are great for when a document will have more than one author — such as a document that describes team plans or one that will need to be reviewed by others before it's ready to publish to others. They're also an ideal place for just stashing information you want to hang on to for a while, such as a list of insurance contacts for the Human Resources department.
- **Uploaded files** give you a way to include files authored with another tool, such as Microsoft Word or Adobe PDF files.

For wiki documents and uploaded files, you can:

- Add collaborators who should be co-authors, reviewers, or approvers. For more information, see [How do I create a document that other people can work on?](#)
- [Manage versions](#) (of wiki documents) so that you can see what changed from one version to the next.
- Receive [email notifications](#) to know when the document is changed.
- Assign [tags and tag groups](#) to make the document easier to find by others.
- [Display images](#).

To create a new document, click **New > Document**. For more on the difference between open and closed documents, see [How do I make sure my document isn't visible to other people until I'm ready?](#)

What can I do with blogs?

Posting to a blog is a great way to say something individual to other people on Clearspace. Use a blog to express an opinion, call attention to something noteworthy you've seen (such as an article on the Internet), or make a proposal. Other people can comment on your blog posts, so that a blog is a great way to pitch ideas that could impact the team or the company. Of course, you can comment on posts, too.

Your Clearspace setup might include several blogs, each allowing posts from specific people. For example, you might see "Bill's Blog" (with posts from Bill) or "Human Resources Blog" (with posts from people in the HR department). Your Clearspace administrator creates blogs, associating them with particular people. If you've got something to say, get a blog going!

With blogs, you can:

- Assign tags when you're editing the blog.
- Import other blog content. Navigate to your blog, click **Manage Blog**, then click **Import**.
- Save the blog as draft before you're ready to publish. When you're editing, click the **Save** button.
- [Display images](#).

To view blogs, go to the Clearspace home page and click **Blog Posts**. To post to your blog, click **New > Blog Post**, select the blog you want to post to, then click **Create new blog post**.

To create a new blog post, click **New > Blog Post**.

What can I do with discussions?

Discussions are made for brief questions or ideas you want the community to see. Usually you make a discussion post when you want to get quick feedback or know the answer to something. You can specifically [mark a discussion as a question](#), such as when you have a specific question that another person probably has the answer to. That will help ensure that your question gets the kind of attention it needs.

When a discussion thread collects information that you want to preserve for other uses, you can save the discussion as a document. For more information, see [How do I convert a discussion thread to a](#)

[document?](#)

With discussions you can:

- Attach files.
- [Display images](#).
- Assign [tags and tag groups](#).

To make a new discussion post, click **New > Discussion**, select the space you want the discussion to live in, then click **Create New Discussion**.

How do I display an image within content text?

You can include an image in the text of wiki documents, blogs, and discussion posts. To do this, you first attach the image to the document in Clearspace, then use its Clearspace path in the text. Here's the step-by-step process:

1. Navigate to the content and click the link to edit it.
2. Browse for the image file you want to include and attach it.
3. Save or publish the content.
4. Look for the list of attachments. Click the attached file to display it get its URL from the browser's address bar. (You can also right-click the attached file, then copy its URL; in Firefox, for example, this command is **Copy Link Location**).
5. Edit the document again.
6. Find the place in the text where you want the image to be displayed. Paste the URL there and add an exclamation point at the beginning and end of the URL. So a link to an attached MyPicture.png would look something like this:
!http://example.com/servlet/JiveServlet/download/1935-1-1312/MyPicture.png!

How do I upload a file (such as a Word or Excel file) so that other people can see it?

Uploading a file is a great way to include an externally-authored document or track its progress using Clearspace. For example, you can upload a document, then add collaborators so that it gets reviewed by other team members.

You can also attach files to other content, such as documents, discussion posts, and blog posts.

To upload a file, click **New > Document**, then click **Uploaded File**.

How do I make sure my document isn't visible to other people until I'm ready?

To limit a document's visibility, make it a closed document. You can do this when you create the document by selecting the **Closed** option. A closed document won't be found when searching.

When you make a closed document, it will only be visible to people you add to the document's collaborator's list. For more on collaboration, see [How do I create a document that other people can work](#)

[on?](#)

How do I see how a wiki document was changed between versions?

You can view the differences between two versions of a wiki document that has been edited and published multiple times. You can also delete specific versions or restore a previous version so that it is the current version.

To manage a document's versions, navigate to the document and then click **Manage Versions**. On the Manage Versions page you can view changes in one version from the preceding by clicking the **Changes** icon for the later version; you can select the check boxes for any two versions to compare them. You can also restore and delete previous versions.

How do I move a discussion thread to another space?

To move a discussion thread from one Clearspace space to another, navigate to the discussion and click **Move Thread**.

How do I convert a discussion thread to a document?

When you want to save a discussion into another format — such as to preserve its information for another use — you can convert the discussion thread to a wiki document. When you do, Clearspace will create a new document that contains the original post and all replies in the discussion. You can edit the new document and save it.

To convert a discussion to a document, navigate to the discussion, then click **Convert thread to document**.

How do I lock a thread so others can't comment on it?

To ensure that no one will be able to add more replies to a discussion thread, navigate to the discussion thread and click **Lock Thread**.

Collaborating

What does it mean to collaborate in Clearspace?

Clearspace is designed for collaboration. Over time, as you and others use Clearspace -- adding and tagging content, capturing ideas in documents, expressing ideas in blogs, asking and answering questions in discussions -- you'll find that the application shapes itself to your needs. Through your collaboration, you'll develop a list of tags that describes your content intuitively, a group of people who seem to always have answers when people ask, and a batch of ideas that arrive because you can see what others are thinking and working on.

In more concrete terms, with Clearspace you can:

- Work with others to co-author a document that you can all contribute to ([wiki document](#)). See [How do I create a document that other people can work on?](#)
- Designate others as reviewers on a document. See [How do I create a document that other people can work on?](#)
- Add or receive comments on documents, [blog](#) posts, and [discussion](#) posts.
- Create or respond to [a poll](#).
- Add [tags](#) that you and others can use to find content.

How do I create a document that other people can work on?

By default, when create a new wiki document, the new document allows multiple authors. In other words, by default anyone else can make changes.

You can limit the list of people who can make changes by [making it a closed document](#) and adding other authors as collaborators. For each of the collaborators you add, you can assign specific permission to do certain things. You add collaborators after you've saved the document.

To add collaborators, navigate to the document and click **Manage Collaboration**. Under **Collaborators**, click **Add Collaborator** to enter the name of a person you want to collaborate on the document. After entering the person's name, select check boxes to indicate what role the person will have.

Role	Description
Reviewer	Can read the document even if it's closed.
Author	Can edit the document even if it's closed.
Approver	Must approve the document before it can be published.

How do I announce something so that other people are more likely to see it?

You can post an announcement that will appear on the home page for a particular space.

To create an announcement, navigate to the space's home page and click **Create Announcement**. On the **Post Announcement** page, you can set the announcement text as well as when and for how long the announcement will be visible.

How do I ask a question?

Ask a question by posting it as a discussion. There might be another person who has the answer to your question and can post a reply. You can mark a discussion post specifically as a question when you create the post. (If you don't initially mark the discussion as a question, you have 15 minutes to change your mind. Within that time, you'll see a link in the discussion post.)

To post a question, click **New > Discussion**, then click **Create New Discussion**. Under **Post New Thread**, after titling and describing your question, be sure to select the **Mark this thread as a**

question check box before clicking **Post Message**.

Note: You can also ask a question as a [poll](#).

If someone answers my question, how do I say so?

If you post a question and someone replies with information that you can use, it's a good idea to mark the reply as either helpful or correct. That way, others who have the same question can quickly see which replies might be most useful for them. A *helpful* reply is on the right track, while a *correct* reply answered your question. Keep in mind that you and others get more status points for posting replies that are marked as helpful or correct!

When you feel that your question has been answered, you should mark the original question as answered. That way, people will know whether or not to keep trying to answer your question.

How do I create a poll?

A poll is a way to ask a multiple choice question of other people in the community. When you create a poll, you define the question and the possible answers. The poll appears on the home page for the space it's created in. As people respond to the poll, results are shown graphically as colored bars. (Clearspace ensures that a person has only one opportunity to vote in the poll.)

To create a poll, navigate to the space where you want the poll to live. Under **Actions**, click **Create Poll**.

Finding People and Content

How can I find people?

You can search for people based on the content in their profiles, very much as you would search for content. This works even better when you and other people add to your profiles information that the rest of the community might be interested in. For example, you could add a list of the things you're skilled at, a list of your interests, and so on.

To find people, click **Browse > People**. On the **People** page, enter the terms you want to search for, then click Search. You can click **More options** to tell Clearspace what parts of profiles you want to search. If you get a lot of results from your search, you can narrow the list further by using the filter options to the right of the list.

When you click the name of someone in the search results list, you can get their profile and a lot more. You also get lists of the person's content, tags they commonly use, and more.

How can I find content?

There are three main ways to find things in Clearspace: by browsing, by searching, and by tags.

Browsing. One of the easiest ways to browse for content is to use the menus at the top of each page:

- The **Your Stuff** menu lists things that are specifically about you (such as your profile or preferences) or that you created (such as documents, blog posts, and discussion posts you made).
- The **History** menu lists pages you've looked at most recently.
- The **Browse** menu gives you a way to go to the home page for a particular space or to pages where you can browse for blogs, discussions, and documents.

You can also browse for content, people and by tags by clicking the links in the list at the right of the home page.

Searching. You can search for content using the search box in the upper right of each Clearspace page. Enter your search phrase and click **Search** to view a page from which you can filter your search results.

Tags. When people assign [tags and tag groups](#) to content you can use the tags to find the content again. Clearspace displays tags in a "tag cloud" where you can click a tag to see the content associated with it. For example, if you navigate to a space home page (click **Browse**, then click the name of the space), you'll see a tag cloud of popular tags (by default, on the lower left of the page). Notice that the tags listed there are in alphabetical order, but that they're displayed in different font sizes. A larger font means a tag that is assigned to more content.

How do I make something easier to find?

To help other people find the content that you create, you can do two important things:

- Put the content in a place where it's likely to be discovered. For example, be sure to choose the best space in which to create the content. (Note that after you create a document in one space, you won't be able to move it to another.)
- Apply [tags and tag groups](#) to the content. Tags give other people a way to find things based on the ways your community thinks about them.

Don't forget that you can make [yourself](#) easier to find by adding information to your profile that other people might be interested in looking for. What are you good at? What do you know? Add these to your expertise list.

What are tags and tag groups?

Tags are like index keywords you and others [assign to content](#) and use to [look for content](#). When you create or edit content, it's a good idea to make sure that the list of tags assigned to the content accurately describes what's in it. One way to do this is to ask yourself what tags you would use to look for this content if you were searching for it.

Tag groups collect tags so that you can find content by or assign all of the collected tags at once. For example, if you wanted to browse content via a tag group that collected the tags `new_products` and `research`, you'd get all content to which either tag had been assigned (rather than, say, any content to which *both* tags had been assigned).

As a general rule, always try to make sure that content you edit has a useful set of tags and tag groups assigned to it.

How do I apply tags and tag groups?

You can assign [tags and tag groups](#) to the following content types when you're creating or editing them:

- A [document](#), such as a wiki document or uploaded file (but not its comments).
- A [blog](#) post (but not its comments).
- The initial post of a [discussion](#) thread (but not its replies).

To assign tags, open the content for editing and scroll to the bottom of the page. Beneath the editing window, in the **Tag** box, type the tags you want to assign to the content you have open. Where possible, it's best to use tags that already exist. That way, you stand a better chance of assigning tags that people are already familiar with and that might be assigned to related content. The easiest way to apply existing tags is to just click the name of a tag in **Popular Tags** list; if you know the name of an existing tag (or if it's not listed), you can also just type it.

How do I get notified about changes to content?

To avoid having to keep checking back for changes to content in Clearspace, you can use RSS feeds and email notifications.

- [RSS feeds](#) give you a way to see information about content changes and additions all in one place. To view the list of changes you use what's called an "RSS [aggregator](#)," or "RSS reader." By [subscribing to RSS feeds](#) and using a reader you can view updates about content changes and additions through a single tool.
- With [email notifications](#), Clearspace sends you an email each time content you're interested in (that is, for which you've requested email notification) is changed or added. Requesting email notification is a way to get updates about content changes and additions in a more immediate way.


What is RSS?

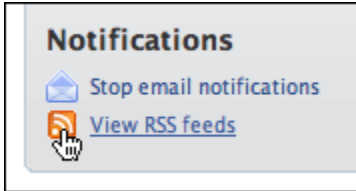
RSS is a way for you to keep track of changes or additions to content you care about. (The acronym RSS stands for Really Simple Syndication.) By "subscribing" to the *RSS feed* for content in Clearspace, you're asking to have easy access to information about content changes or additions. An RSS feed brings you a list of updates that you can view in an RSS reader (also known as an [aggregator](#)). See [How do I use the RSS feeds I get from Clearspace?](#) for more info. Subscribing to RSS feeds is an alternative to receiving [email notifications](#), in which an email is sent each time content is changed or added (although you can also do both). You might prefer email notifications if you want to receive updates in a more "passive" but immediate way.

You can [subscribe to RSS feeds](#) for content lists (such as a list of blogs, discussions, or documents you'd view in Clearspace), spaces, or for discussion threads.

How do I use the RSS feeds I get from Clearspace?

To view [RSS feeds](#) you use an RSS reader (also known as an [aggregator](#)). A reader is designed to collect information about content from the places whose RSS feeds you've subscribed to. This could be as simple as using your web browser to collect the feeds (recent versions of Firefox, Internet Explorer, and Safari

support this). To try this out, simply go to a Clearspace community (or piece of content) you want to receive updates on and click the RSS icon  there. There are also reader applications that are specifically designed to help you collect RSS feeds. **Note:** When you're adding Clearspace RSS subscriptions to your RSS reader, you might have to associate your Clearspace user name and password with the subscription. That's because the RSS reader is getting information from Clearspace on your behalf. Clearspace needs to know it's not giving the information to just anyone!



For the feeds you've subscribed to, you'll typically get a list of summaries for content that has recently been added or changed. You can view the content itself or mark it in the list as having been "read."

To subscribe to the RSS feed for content, you add the link URL for the RSS feed to your RSS aggregator. One way to get the URL is to click the RSS Feed icon when you're viewing content, then copy the URL out of the address bar at the top of your browser. You can also get the URL from a list of all the available RSS feeds for a space by clicking **Subscribe via RSS** under **Actions**.

Note: Some browsers will display an RSS feed symbol at the right side of the address bar (at the top, where the page URL is). If you click the symbol, you'll get a list of the RSS feeds available. This is a good way to get feeds for wiki documents, for example.

What are email notifications?

You can have Clearspace send you email when content you care about is added or changed. This is an alternative to [RSS feeds](#), which require an RSS aggregator (although you can use both RSS and email notifications, of course). Because an email is sent for each notification you request, you might prefer subscribing to RSS feeds if you'd rather not get all the email.

To begin receiving email notifications, navigate to the area you care about — a space or document or blog, for example — and click **Receive Email Notifications** under **Actions**. To stop receiving email notifications, click **Stop Email Notifications** instead.