To: Users of PING PONG 6.0
From: Ping Pong AB

PING PONG 6.0 User Guide

The main purpose of this guide is to describe the new features in PING PONG 6.0 and how it differs from previous versions of PING PONG. Therefore, it is not a complete manual.

PING PONG is no longer divided into Entry module and Event module. Instead, the system offers a portal which links everything together and allows the user to choose what will be displayed in different windows. Event remains as a concept and is where courses, tests, project work etc. for selected groups are conducted. PING PONG functions which exist independently of events have been designated as My pages.

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Part 1. Overview

Design
PING PONG looks really different as soon as you log in. The interface is simpler, better looking and more enjoyable to use. The new learning environment offers a consistent design with functions placed where they are easy to find. The earlier, comparatively fixed nineties design has been replaced by one that is future proof, standardised and useable. The user interface is clearer and navigation is simpler.

User friendliness
One of our foremost goals has been to produce a highly user friendly system. The learning environment is more accessible to people with disabilities and meets W3C standards for accessibility. Fonts, colours and contrast have been optimized for high readability. Functions are designed, and information is presented in ways which contribute to flexibility and effectiveness. With the new interface, people with different types of impairments can use PING PONG on their own terms. Course participants with impaired vision can increase text size without adversely affecting the functionality, interface or design. With the help of suitable equipment and software, the screen contents can be read aloud or set in Braille. For users who have difficulty using a mouse, PING PONG has also been designed to be fully navigable by keyboard. All this has been achieved without compromising elegance and functionality.

Web browser’s normal functions
You can now use more of your web browser’s normal functions such as the forward and back buttons and bookmarks (favourites). By right-clicking on links, you can open the page in a new window. You have as many open windows as you like. You do not need to close one event before opening another. If you resize a window, the page contents will adapt to fit.

Breadcrumb trail
Breadcrumbs are a common way to make it easier to navigate a website’s different sections and subsections. On a row, towards the top, the name of the current page is listed to the right of the preceding pages. By clicking on the name of a page, you can go directly to that page.
Spell-checker

It is possible to use PING PONG’s spell-checking function in virtually every text field. It compares each word with a dictionary built into the system. If it alerts you to a possible misspelling, you can choose to change it (in which case, alternative words are offered), ignore it or add the word to your own, personalised dictionary. Click **Continue** to go to the next misspelled word. Click **Save** to exit from the spell-checker and use the text.
Part 2. My pages

Top navigation
This is positioned at the top of PING PONG and gives you access to every part of the program.

The Communication section contains shortcuts to Unread PIMs, What’s new and contacts who are Online. You can see how many new items have appeared under Unread PIMs and What’s new plus how many of your contacts are online. You can also choose which of these functions are displayed (Personal/Preferences).

The Tools section links to Notepad, Calculator, Calendar and Help. Administrators can place links to other tools here. You can remove all the links except Help (see Personal/Preferences).

Along the Top navigation you will see Start Page, Events, Personal, Communication, Tools and Support. Each of these contains a drop-down menu to give you access to every part of PING PONG.
**Start page**

You can always return to the *Start page* by clicking *Start page* in the *Top navigation* or on the PING PONG logo in the top left corner.

The *Start page* can include different *Page elements*. Some are fixed by an administrator but you can change the rest. You can make your own adjustments under *Adjust your start page* (*Personal/Preferences*).

**Possible page elements**

- *Contact list*
- *Information*
- *My events*. This also includes links to the last 10 events you logged into plus a shortcut to *My events*.
- *What’s new*. Links to new messages, discussion contributions etc. in your events
- *Coming events*. The next 5 events on your calendar.
- *Coming tasks*. The 5 tasks which have highest priority and are nearing their deadlines.
- *PING PONG tips*. Useful tips about PING PONG.
- *My shortcuts*. Your own links to external websites.
- *Organization’s shortcuts*. External links, placed here by an administrator.
- *PING PONG logo*
- *PING PONG Guide*
- *Project groups*. Shortcuts to project groups in your events.
- *Images*.

**Images**

An administrator may make images available or fix them on the start page. You can also upload your own images under *Adjust your start page*.

**Adjust your Start page**

Under *Adjust your start page* you can upload your own images plus choose or take away page elements and images.

**Choose and position page elements**

To choose any of the page elements named above: Select it from the drop-down menu (in the *Page element* box) and click *Add*. The page element will then appear lower down on the page. The page element acquires green arrows which you can click on to move the element around the page.
If a page element has no green arrows, this means that it is fixed and cannot be moved. No other page element can occupy a fixed page element’s place.

If you wish to add My shortcuts to your start page, you should also add names and Web addresses under My shortcuts.

Remove page elements
To remove a page element, click on the trash can/Delete. Fixed page elements cannot be removed.

The Reset button resets your start page to the default layout chosen by your administrator.
Events

Events is one of the menu alternatives in the Top navigation, containing My events, Catalogue plus shortcuts to the last 10 events you have been into. If you have not been into 10 events, other events from My events are shown.

My events

A list is displayed here of your Current events, Events passed and All events. You can choose how many events will be shown on the page. When you choose to display a list, you can make different choices for the events:

- If you have many events in the list, you can sort them alphabetically by name or by the date you last visited them by clicking on the respective heading.
- Click on the name of the event to open it. Under Personal/Preferences you can choose if you wish to open events in their own, new windows and if you wish to hide the Top navigation when you are in your events. Details about how to work in events can be found in Part 3, Event.
- Click on i to get more information about an event, including a brief description, the names of the trainers, statistics and information relating to your progress in the event.
- Click Edit to make changes to the contents of an event. This is only possible for users who have trainer rights in that event.
- Click Statistics to see what has occurred in the event. This is only possible for users who have trainer rights in that event.
- Click Admin to perform tasks such as assign participants to that event. This is only possible for users who have administrator rights in that event.

Catalogue

This contains events which your administrator has chosen to display to you. Some may be “public” events which are open to all, without any need to sign up. Others may be Open for application or be Password protected. The events in the catalogue may also be grouped in different ways by your administrator. These groups of events appear under the Search box.

You can also search for an event using either part of the event’s name or description.
Personal

Personal is one of the menu alternatives in the Top navigation. In this section, you can view and edit your personal details, preferences and documents, plus work with your portfolio, competence profile and your CV.

Personal information

This is where you can fill in your personal details. Administrators decide which fields shall be used and which (if any) are obligatory. You can also upload a photograph of yourself to be used in PING PONG. The photo will be displayed in two sizes in different parts of the system.

Preferences

Here you can make changes to different aspects of PING PONG’s appearance and behaviour when you log in:
- Adjust the Start page.
- Choose which types of communication to show in the Top navigation; PIM, What's new and Contacts online.
- Choose which tools shall be available in the Top navigation: Notepad, Calendar, Calculator, Administration (only available to administrators) and Skills management (only available to skills administrators).
- Choose if you want others to see your online status.
- Choose how PIMs are handled.
- Decide if events should open in new windows or in the existing window.
- Choose if you wish to hide the Top navigation when you are within an event. It is a good idea to try out both alternatives to see which works best for you.
- Choose interface language.
- Change the password you use to log in to PING PONG.
**My documents** (Previously Reference)
As before, you collect your uploaded documents here and organise them in folders.

There are two ways to move documents and files:
- Click on the document/folders and drag it to its destination.
- Select one or more documents/folders by pointing to the name and use the Destination function to the right.

**Portfolio**
Here you can see your results from tests and assignments, if the trainer has linked them to your portfolio. You can also place documents here yourself.

**Competence profile**
You can view your competence profile here. Often, an administrator may set the system up to allow you to edit your own skills profile as well. Here you can find:
- *Job title*. Choose from a predefined list of jobs.
- *My competencies*. Choose from a predefined list of competencies.
- *Current competencies*.
- *My competence needs*.
- *My knowledge events*. This is where you can record details of your education and training. Your organisation may also place a predefined list of different types of educational/training activities.

Job description, skills and an organisation’s list of educational/training activities are stored in a searchable database. An administrator can use this information to look for personnel who have particular skills or experience.

**CV**
Using PING PONG’s CV-tool, you can extract information from different parts of the system to create a CV-type document. As well as using data supplied under *Personal information*, *My CV* can include details of your work, skills and education stored in PING PONG plus current and passed events. You can then supplement the CV that PING PONG has produced with your own extra information, e.g. qualifications.
Communication

Communication is one of the menu alternatives in the Top navigation. You can send and read Ping Pong Instant Messages (PIM) here, get a list of What’s new, read Information plus manage your Contact list. Remember that in addition to the above, different types of communication are often incorporated into events.

PIM

Received

View PING PONG Instant Messages which you have received here. Click on a title to read and reply to a PIM. The preceding conversation appears in a new window.

Sent

You can view PIMs you sent previously here.

Send PIM

Here you can also send PIMs to everyone in your list of Contacts. You choose people in your contact list under Communication/Contact list. You can also send PIMs to people who are not on your contact list if they are online. It is better to be able to send a PIM to someone who can reply quickly, which is why this feature is included.

Delete

To delete a PIM, mark the box next to the PIM you wish to delete and click Delete on the left.

What’s new

Here you can see new or unread messages or information in the system. You can choose to sort news items according to function or by event. All news items are listed as clickable links which take you to the message/information in its proper context. You can open all links in What’s new in their own windows. This allows you to visit each new item whilst having the What’s new list still open to refer back to.

Sort What’s new by function

- Information. This shows how many unread messages you have received from the administrators
- Message Board. This shows how many unread messages there are in your events.
- Discussion. This shows how many unread contributions there are to discussions in events which you are following.
- Assignments. As a participant, you can see if there are any unread comments on your assignments from trainers. As a trainer, you can see how many assignments need checking and commenting on in your different events.

- Objectives and progress. As a participant, you can see if there are any new comments on your own Objectives and progress. As a trainer, you can see how many unread comments there are in Objectives and progress amongst your different events.

- Answer questions. As a trainer, you can see how many unanswered questions from Ask/Answer questions in your different events.

- Free text questions. As a trainer in an event, you can see how many free text questions need to be reviewed in your different events.

Sort What’s new by event
All new items in the Message boards, Discussions, Objectives and Progress plus comments on assignments are sorted according to which event they belong to. As a trainer, you can also see unread assignments, unanswered questions and unread free text answers plus additions to Objectives & Progress. Information, which does not belong to a particular event, is shown at the top.

Preferences
Click on the Preferences button to choose which discussion forums to show in What’s new. All the discussions you have joined are shown automatically. To take away a discussion forum, tick the box next to the discussion in the list to the right. Click Save when you have finished making your choices. Those discussions will now cease to appear on your What’s new page.

Information
The information here is posted by the administrators. Some of the messages are displayed as headings which you expand by clicking on them. When you have read a message, you can move it to the Archive.

- Current. Messages which you have not moved to the Archive.
- Archive. Messages which you have moved to the Archive and which have not passed their expiry date. (Message administrators can also view messages that have passed their expiry date).

If a message seems to have disappeared, it is probably because it has passed its expiry date or an administrator has removed it.
If you are a message administrator, you can create new messages under *Information* by clicking on *New messages*.

**Contact list**
This is where you can create a list of people you need to contact most often.

**Add new contact**
You can search for new contacts amongst all or just one of the events you are participating in. You can search using all or just part of a name, and limit your search to trainers or participants.

When your search is successful, one or more names will appear. Tick the boxes next to the names of anyone you wish to add to your contact list, then click *Add* to the left.

You can then send PIM or e-mails to anyone on your list of contacts and view any additional available information by clicking on a person’s name.
**Tools**

*Tools* is one of the menu alternatives in the *Top navigation*. These include *Notepad*, *Calendar* and *Calculator*. Administrators and Competence administrators can also place additional tools here.

**Notepad**

You can make an unlimited number of notes, including mathematical formulas using *Notepad*. These notes are stored and are always available whenever you work in PING PONG.

**Calendar**

You can access different calendars in PING PONG. You can create a personal calendar. Each of your events can have one or more calendars. Each project group you are a member of can also have a calendar. You can choose which of these calendars you wish to be visible under *Preferences*. There is also a calendar which incorporates tasks and events from all of your calendars in a single view.

**Calculator**

This is PING PONG’s own simple, effective calculator. If you wish, you can click *Scientific* to access scientific functions.
Support
Support is one of the menu alternatives in the *Top Navigation*. Under *Support* you will find *Guide, Help, Check your computer, Frequently asked questions, Contact* plus *About PING PONG*.

Help
Detailed information on PING PONG’s functions is given here. The information is context related but you can also search for help by entering keywords or using the help contents list.

Guide
The Guide is a tour of the system to help new users familiarise themselves with PING PONG.

Check your computer
PING PONG automatically checks your computer and gives you a report which tells you if you need to install or update any essential programs or components in order to gain complete access to PING PONG and the learning materials.

Frequently asked questions
Answers to the most common questions concerning hardware or software requirements for using PING PONG.

Contact
This tells you who to contact if you need technical assistance or if you have questions about a particular event in PING PONG. You can send a PIM, e-mail or get further information about the contact person.

For technical support, fill in the form and describe your question/problem. When you send the form, important technical details about your system are automatically included with your message.

About PING PONG
Information about PING PONG the program and PING PONG AB, the company behind it.
Part 3. Events

Events are PING PONG’s learning environment. An event is often equivalent to a whole course in a specific subject. Teachers can publish pages of web-based materials here and can also place materials in Documents which do not need to be web-based. The event can include objectives, tests and surveys. The Communication function allows you to participate in communicative or project work as an integral part of the activity.

When you open an event, the contents are shown in a menu to the left. NB. The menu and its contents are decided by the trainer who is responsible for the activity. We recommend that trainers remove redundant or unnecessary functions from the menu to make it easier for participants to use.

A typical event menu: Trainers also have a third box:
The event’s contents

The event’s start page
The trainer chooses which page is shown first when a participant opens an event. The default first page is Overview but the teacher can designate a contents page, a survey, a discussion forum or something else as the first page you see.

What’s new
Here you can see new or unread messages or information in the event. All news items are listed as clickable links which take you to the message/information in its proper context.

You can open What’s new in a new window, along with all the items it contains. This allows you to visit each new item whilst keeping the What’s new list still open to refer back to.

What’s new includes any new additions to: Message board, Discussion, Objectives and Progress plus comments on assignments. Trainers can view assignments awaiting review, unanswered questions, unmarked free-text submissions plus anything new relating to Objectives and Progress.

Overview
Overview is often chosen as an event’s start page. Overview contains one or both of the following:
1. A text written by the trainer (or whoever created the event).
2. Information about the contents of the left-side menu.

Introduction
This can be included as a separate page and can be used to offer a general introduction to the event.

Objectives and Progress
The trainer states the objectives of the event here, and can split them into sub-objectives and connect them to tests, surveys and assignments in PING PONG. Sometimes you can decide whether you have successfully achieved a particular sub-objective; sometimes it is your trainer who decides this and sometimes it is done automatically by PING PONG. A bar chart shows what percentage of the event you have completed and how much remains.
**Contents**

A structured menu opens when you click on *Contents*. It lists the titles of all the pages your trainer has created for this event.

*Contents* pages are created by trainers or whoever produces the event. The pages themselves can contain text, images, movies, sounds and other web-based material. The contents can consist of tests, surveys, assignments and other materials created in PING PONG plus educational material from external sources such as publishers and training companies. Often a trainer will include instructions on how to use the material.

The pages titles are sorted and their titles are shown in the left-side menu. Click on the title to open a page. When a page is opened, *Search* and *Print* are shown in the menu, above the page titles.

**Document (previously Reference)**

This is divided into three sections: *My documents*, *Event documents* and *Project group documents*.

**My Documents**

You can gather together your uploaded documents here and organise them into folders. You are the only person with access to documents in this folder, but you can share them by placing copies in a *Project group documents* folder. Any changes you make from within an event will be reflected when you access *My documents* from outside the event (*Top navigation/Personal/My documents*).

**Event documents**

This is the folder used by the trainer to make documents available to participants. If you are a participant, you cannot change these documents here but you can copy them to *My documents*.

**Project group documents**

You can share documents with fellow members of a project group from here. You can also upload, download and place copies of documents from *My documents* and *Event documents*.

There are two ways to move documents and folders in PING PONG:
- Click on the document/folder and drag it to a destination.
- Select one or more documents/folders by pointing to the name and use the Destination function on the right-hand side.

Tests
If an event includes tests, they can be placed on a single page. This makes it easier for the participant to get an overview of the event’s tests and understand what needs to be done. Each test is displayed in a separate box.

Surveys
If an event includes surveys, they can be placed on a single page. This makes it easier for the participant to get an overview of the event’s surveys and understand what needs to be done. Each survey is displayed in a separate box.

Assignments
If an event includes assignments, they can be placed on a single page. This makes it easier for the participant to get an overview of the event’s assignments and understand what needs to be done. Each assignment is displayed in a separate box.

FAQ (Frequently asked questions)
The trainer can post common questions and answers here. The questions can be categorised under different headings.

As before, trainers can create new questions and edit existing ones. Questions can be hidden from participants (and saved for subsequent use) and are then marked with a red flag.

Portfolio
Here you can see your test and assignment results, if the trainer has linked them to your portfolio. You can also place documents here yourself. You can also access your Portfolio from outside an event using the Top navigation/Personal/Portfolio. However, when you access Portfolio from within an event, the focus is placed on those elements which relate to the event you are in.

Calendar
This gives access to the event’s calendar along with all your calendars.
**Statistics**
This offers you a summary of your participation in the event.
Communication

Participants
The participants and trainers with access to this event are all listed here. You can get their contact details, sort them into different lists and send them PIMs etc.

Message board
You can view any messages that have been placed on the event’s message board here, along with those directed to a project group you belong to. You can sort the messages in a better way than previously (e.g. by recipient group). When you click a message’s title to read it, it is displayed in a page of its own.

Discussion
PING PONG’s discussion forum has a new design and functions in a more similar way to standard discussion forums on the Web.

1. Discussion (previously, discussion subjects)
When you go into Discussion, you see a list of discussions to which you have access. Here you can choose which discussion you want to go into.

Trainers can also create new discussions and choose which participants or groups will have access to the discussion and adjust its settings.

2. Subject (previously, new message)
When you have chosen a discussion, you reach a new page where you can choose a subject or start a new subject.

Within a subject, you can add new messages, read other people’s messages and reply to them. You can also edit your own messages.

You can choose to display messages under a subject as a thread. If messages are shown as threads, they will appear slightly indented to the right, underneath the particular message they are responding to.

A difference in this version of PING PONG: You cannot see all messages within a discussion in the same view; only those belonging to the subject you are in. This is to avoid too much information on different subjects being displayed at the same time.
**Project groups**

This works in a similar way to the previous version of PING PONG. One improvement is in the way you can brows between the project groups overview page and other functions. There are links to each project group’s *Message board*, *Discussions* and *Documents*. When you follow a link, the project group is kept in focus better than before.

The system can be set up to allow participants to form new project groups. A project group created by a participant can be edited by all members of the group. When a trainer creates a project group, only a trainer can edit it. In both cases, all members of a project group can put messages on the *Message board*, upload documents, engage in discussions and much more.

**E-meeting**

If you have access to Marratech’s e-meeting software, this service can be opened in PING PONG, as previously.

**Chat**

Chat now features *Emotional icons* plus a bigger input field.

**Ask a question**

Participants can send questions to the event’s trainers here
Trainer’s tools

Preferences
The trainer can configure a range of settings relating to the event. Amongst other things, you can:
- Choose which functions will be available in the event and therefore shown in the left side menu.
- Write a text and set up the Overview page.
- Create your own links to be displayed in the left side menu.
- Work on the event’s Objectives.
- Set privileges for participants, e.g. whether they are allowed to create project groups.

Answer questions
When participants use the Ask a question function, the trainer can read and answer the questions here. Answers are sent by e-mail to the questioners.

The questions are now divided into Answered (if you want to look at previously answered questions) and Unanswered (which await your attention). You can reply to a question again by clicking Update answer.

Questions and answers can be saved, as previously, under FAQ.

Send message
Trainers can use this function to send an e-mail, PIM or text message (SMS) to particular users or groups.

Project groups
Trainers can view all project groups in an event here, including those to which the trainer is invited or is not a member of.

As a trainer, you can edit settings for project groups and, amongst other things, add yourself as a member of a group. The members will see that the trainer has joined the group. When you are a member of a group, you can then go into the group and work within it.

To gain the same view as the participants, go to Project groups under Communication.
**Progress**
The concept of “zones” has gone and we now say Progress tool instead. Under Progress you can follow the participants’ activity and results in the event. You can look at an individual or a group.

Progress now opens in its own window. First you see an overview from which you reach different sections. When you click a menu alternative, e.g. Test results, it opens that section of Progress. From this point on, every page is similar to those in earlier versions of PING PONG.

Within Progress, the concept of Remote control has gone. Certain buttons remain in their previous positions.

Lesson is now called Contents. Contact is now called Communication.

**Progress / Content**
Lesson is now called Contents. When you use this function, you can now choose to see all the content material in a single view or sort them by category:
- PP (common elements)
- Test
- Survey
- Folder
- Assignment
- SCO (SCORM object)

If you click on an element, you can get:
- A list of all members of a group and their status regarding that particular element.
- For SCO elements, more detailed information regarding an individual. You can view all information reported by the SCORM object.

**Edit content**
The concept of “zones” has gone and we now say Edit content tool instead. The event’s Contents are created and edited using PING PONG’s Edit content tool which now opens in its own window. In this way, the Edit tool and the completed material can be open in separate windows, simultaneously. This means that when you publish or update material, you can see the results immediately.
Note that only material shown under *Contents (sections/pages)* can be edited with the *Edit content* tool. All other functions are managed directly in the learning environment under *Trainer’s tools/Preferences* or within the function itself.

*Remote control* is no longer present under *Edit content*. Some of the buttons remain in the remote control’s original position. Otherwise, the *Edit content* tool is similar to that found in earlier versions of PING PONG.
**Part 3. Administration**

Ping Pong 6.0 is similar to previous versions from an administrator’s point of view. Changes in the latest version primarily concern *Entry administration* and *Message administration* because the *Entry module* no longer exists in the new version.

The administrative tools are accessed under *Top navigation/Tools/Administration*.

Under *Organisation* there is a completely new tab: *Interface*

The *Skill management tool* is accessed under *Top navigation/Tools/Skill management*.

**Information (previously, Entry message)**

*Entrance messages* is now called *Information*. This function can be reached from *Top navigation* under *Communication*. Usually administrators allow *Information* to be shown directly on the users’ start pages. Users can read information messages and administrators can write new messages here.

The *New message* button lets you write new messages.
1. Write a title and message.
2. Choose which groups will see the message. All the groups for which you are message administrator are listed.
3. Choose the priority level of the message: *Title only*, *Whole message* or *Not for display*.
4. Choose dates and times when and how long the message will be displayed.
5. Save.

**Skill management (under Personal)**

With your permission, users can edit their own *Competence profiles* under *Top navigation/Personal/Competence profile*. You can set this up in *Administration/Users/User groups -> Choose group -> Edit -> Competence profile*. Here you can decide if users in the group will be able to see their *Competence profile* and if they will be permitted to edit it. You can also choose to have PING PONG send reminders to participants to review their skills profile at regular intervals.
If the CV-function is made active, it is applied across the whole organisation rather than by group. Skill management settings which apply across the whole organisation are made under Administration/Organisation/Preferences/Competence management.

**Catalogue (under Events)**

Events/Catalogue can be used to create a course catalogue for your organisation, amongst other things. The events can be grouped with titles to give the catalogue a clear structure. Here is how an administrator can group activities in a catalogue:

1. Decide a title for a group of activities, e.g. *Financial courses*
2. Create an *Event group* called *Financial courses*
3. Place every event which you want to be displayed under this heading into this category.
4. Do not forget to set each activity as *Public, Password-protected* or *Open for application* so that this can also be shown in the catalogue.
Start page preferences
All users’ start pages can be configured under Administration/Organisation/Interface. PING PONG’s start page is highly configurable, from both an end user’s and administrator’s perspective. The basic idea is to allow the end user a high degree of freedom to adapt the page to their own preferences, including whatever functions, page elements, contacts and images they want to be easily available. At the same time, administrators have overriding access for messages and images they deem important.

You may wish to set preferences in the order described below.

Logo – Groups
Here you can upload a logo to be displayed in the top left corner. If you do not change the logo, the PING PONG logo will be displayed instead.

You can view different images for different groups of users. The logo is always displayed when the user is in the My pages window. When users click on the logo, they reach the Start page. Under Group weights you can set what happens if a user is in several groups which have different logos.

Group start pages

Welcome message
You can write a welcome message to users which will be displayed at the top of their Start page. If you do not write anything, a default message will be displayed:
Welcome! This is your Start page in PING PONG. Click here to adjust your Start page.

First, choose a group to write a message to. If you want all users to receive the same message, choose the “top group”.

If you are writing different messages to different groups, you should go to Group weights as soon as the messages are ready. Here you can decide what happens if a user is in several groups which have different welcome messages.

Group images
Here you can upload images which will be shown on users’ (or groups of users’) start pages. They can be logos, banners or campaign images. Images can also contain links. The images will be placed within the page element category, Group images.
Users who are members of several groups with group images will see several images. In addition, each user can also upload personal images to their start page.

**Start page layout**

Decide here how each page element and image will be deployed. The same settings are applied to all groups and users in your organisation.

**Concept:**

*Unused page element*: any elements you place in this list will not be displayed on the users’ start pages and will not be available for the end users to choose from.

*Use page element*: the elements you place in this list will be used in one of the following ways:

- **Standard**: Elements marked by you as standard will be displayed on new users’ start pages. However, each user can choose to remove the element when they set their own *Start page* preferences.

- **Available**: Elements marked by you as available will **not** be displayed on users’ start pages. However, each end user can choose to add them to their own *Start page*.

- **Fixed**: Elements marked by you as fixed will be shown on end users’ start pages and the users will **not** be able to move or remove them. If the administrators in your organisation use the *Information* channel to important messages, it is a good idea to set *Information* as a fixed element.

**Decide how the different page elements will be used**

For each element, decide if they will be *Unused* or *Used*. For each used page element, decide of they will be *Standard, Available* or *Fixed*.

The following page elements are available to choose from:

- Information
- Contact list
- My events. This includes shortcuts to the last 10 events you logged into plus a shortcut to My events.
- What’s new. Links to new messages, discussion contributions etc. in your events
- Coming events. The next 5 events on your calendar.
- Coming tasks. The 5 tasks which have highest priority and are nearing their deadlines.
- PING PONG tips. Useful tips about PING PONG.
- My shortcuts. Your own links to external websites as well as events.
- Organisation’s shortcuts. External links, placed here by an administrator.
- PING PONG logo
- PING PONG Guide
- Project groups. Shortcuts to project groups in your events.
- Group images. See above, Group start pages

**Positioning page elements**
When you have chosen how the page elements will be used, those which were marked as *Standard* or *Fixed* will be displayed towards the bottom of the window.
Using the green arrows, you can reposition them as you wish. *Fixed* elements can only be placed at the top. The end user can reposition *Standard* page elements, but not *Fixed* elements.

If you want to change a page element, e.g. from *Fixed* to *Available*, you can do this where the page element is shown towards the bottom of the window.

When you are finished making your choices, close the window.

**Group weights**
If you have applied different settings to different groups, the groups’ names will be shown here. If a user belongs to more than one group, this could create a conflict between the different groups’ settings. Which should take precedence? For this reason, you should set each group’s weight. Place each group on top of groups over which it has precedence.

**Menu alternatives**
Here you can choose which functions shall be accessible through the *Top navigation* in *My pages*.

The following functions are always available to users as possible *Start page elements*, regardless of the administrator’s preferences:
- *Information*
- *Contact list*
- My events
- What’s new

Team PING PONG