




Guide to cLc Wikis



cLc v1.7

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1 Objectives of this Guide

At the end of this 'Guide to cLc Wikis' you will be able to:

- Create a wiki and interconnected Articles
- Comment on a version of an Article
- Discuss and Article
- View any version of an Article
- Show or hide inappropriate comments, discussion or page versions
- Directly view a wiki contributors homepage if permissions allow
- Directly message or email a wiki contributors homepage if permissions allow

2 Pre-requisites to using this guide

Before using this guide, UniServity recommend that you first have an understanding of the cLc Learning Platform, the cLc Resources and your chosen WYSIWYG editor.



2.1 User access rights required to use this guide

To use this cLc guide you will need to check that you have access to view:

- **My Resources** tools within your right hand side My Panel, or the
- **Group Administration** component when viewing at least one 'sub-group Community' within your cLc learning platform.

My Panel > My Resources



Control Panel > Group Administration > Resources



Requires the following user access rights, either:

- **Group Editor**
- **Group Owner**
- **cLc Manager (Super User)**

If you cannot view any of the above, or if you have any queries with regards to your access rights, please contact a cLc Manager. To learn about the different cLc user access rights levels, please refer to the '**Guide to cLc Access Levels**', or [Click here](#) to view online.

3 Key Concepts in cLc Wikis ?

3.1 What is a wiki?



The word 'Wiki' is Hawaiian for fast.









According to Wikipedia:

"A Wiki is a collection of web pages designed to enable anyone who accesses it to contribute or modify content, using a simplified markup language. Wikis are often used to create collaborative websites and to power community websites. The collaborative encyclopedia Wikipedia is one of the best-known Wikis."

The cLc Wiki tool differs slightly from this definition by removing the need to learn a mark-up language, and they also have additional security tools in place to ensure that any pupil user information is protected from the public domain.

3.2 Key concepts?

Concept	Description
 cLc Wiki	<p>A cLc Wiki is a collection web pages designed to facilitate collaborative learning. All web pages within a cLc Wiki are called Articles.</p> <p>A cLc Wiki can be created by those cLc users who have been granted permission to either:</p> <ul style="list-style-type: none"> a) Edit a cLc Sub-Group Community (e.g. a class) or b) Have access to their My Panel ePortfolio tools (My Resources) <p><i>When setting-up the user permissions for Wiki within a cLc Group Community an option is available to make the Wiki and all of its content public to cLc visitors. However, it is not possible for a public visitor to contribute to the cLc Wiki, and any cLc user details of those who have contributed are hidden from display.</i></p> <p><i>Any cLc user who has been granted permission to view a cLc Wiki must first login to contribute to and/or edit any Article content.</i></p>
Main Article	<p>Each cLc Wiki has a 'Main Article' that is automatically created when a new Wiki is added to the cLc. <i>(Please note: this Main Article cannot be deleted).</i></p> <p><i>New Wiki Articles can be created from this 'Main Article' and other future Articles by using a Wiki Hot-link tool. (see below)</i></p>
Articles	<p>Articles are the web pages within a Wiki.</p> <p>Using the cLc Editor, Articles can include text, images, links to other Articles, links to other web pages, and embed multimedia <i>(audio/video or other web content)</i>.</p> <p><i>New Articles are created by selecting the Wiki Hot-link tool  when editing any Article. (See below)</i></p>

 Wiki Hot-link	<p>The Wiki Hot-link tool  allows cLc Users (<i>granted with permission to view a cLc Wiki</i>) with the ability to create new Wiki Articles or links to any other existing Wiki Articles.</p> <p><i>This tool is available within the cLc Editor toolbar when editing an existing Wiki Article, to all cLc users granted with permission to view/contribute to a Wiki. (Including the Main Article).</i></p>
 Article Discussions	<p>Each Wiki Article can have its own Discussion.</p> <p>Using the “Discuss Article” tab  cLc Users (<i>granted with permission to view/contribute to the cLc Wiki</i>) can start a new Article discussion, view any existing discussion comments, and post new discussion comments.</p>
Article Versions	<p>When a cLc user (<i>granted with permission to view/contribute to the cLc Wiki</i>) updates or edits any content within a Wiki Article, a new version of that Article is automatically saved.</p> <p><i>This provides the capability for other cLc users (granted with permission to view/contribute to a cLc Wiki) to review previous versions of an Article using the Article History. (See below)</i></p>
Version Comments	<p>Comments can be posted to the bottom of the latest version of an Article by cLc Users (<i>granted with permission to view/contribute to the cLc Wiki</i>).</p> <p><i>(Please note: Each time a Wiki Article is updated/edited a new Article version is stored with its own comments, Previous version comments will no longer be visible at the bottom of the new Article. These can only be observed when reviewing each of the previous versions of the Article. i.e. only the version comments for each Article version will be displayed.</i></p>
 Article History	<p>The Article History is a tool that allows cLc users (<i>granted with permission to view/contribute to a cLc Wiki</i>) with the ability to view the different stored versions of Wiki Articles.</p> <p>Using the Article History tab  the page displays information relating to the time the new Article version was created and its author (cLc user). It also allows cLc users (<i>granted with permission to view/contribute a cLc Wiki</i>) with the ability to click and navigate directly to previous versions of an Article.</p>
 The Wiki Map	<p>The Wiki Map is a tool that lists all Articles created within a cLc Wiki.</p> <p>Using the Wiki Map tab  it also allows cLc Users (<i>granted with permission to view a cLc Wiki</i>) to navigate directly to any Wiki Article.</p>
Public vs. Private access	<p>An option is available to provide a public view of a wiki. When public, a wiki can be viewed by anyone. However, public viewers are not able to contribute to a wiki and user details of those who have contributed are hidden.</p>

4 How to? Guides

4.1 What do I see when I look at a Wiki?

When a cLc user first looks at a cLc Wiki, they are presented with the following screen below. From here cLc users are able to view the 'Main Article' content, navigate to other Articles within the Wiki, discuss the Articles, and comment on any of the different versions an Article.



Urang-utan (Man of the Forest)

The tabs provide a convenient means of navigation around the wiki

Article Discuss Article Article History Wiki Map

The Man of the Forest

The orangutans are two species of great apes known for their intelligence, long arms and reddish-brown hair. Native to Indonesia and Malaysia, they are currently found only in rainforests on the islands of Borneo and Sumatra, though fossils have been found in Java, Vietnam and China. They are the only surviving species in the genus Pongo and the subfamily Ponginae (which also includes the extinct genera Gigantopithecus and Sivapithecus). Their name derives from the Malay and Indonesian phrase orang hutan, meaning "man of the forest". The orangutan is an official state animal of Sabah in Malaysia.

Wiki Hot-links to other Articles

The main area of an Article includes relevant content and links to other pages in the wiki

Discuss This Article Edit This Article

Last updated on 04 September 2008 10:32 by Mr Gradwell - UniServity Staff











To comment on this version of an Article simply click on the button

Add Version Comment

4.2 User Access Permission Levels


There are three different user access permission levels for a cLc Wikis;



- Administrators (*Group Editors/Owners or ePortfolio Owner*)
- Contributors (*Logged in cLc Users granted with permission to view the cLc Wiki*)
- Read Only (*Public cLc visitors granted with permission to view the cLc Wiki – Sub-Group Community only*)

	Type of Wiki User		
	Read Only <i>(Public cLc Visitors) If allowed</i>	Contributor <i>(cLc Users)</i>	Administrator <i>(Group Editors/Owners or ePortfolio Owner)</i>
 Wiki			
View	<i>(Content Only)*</i>	Yes	Yes
Create New			Yes
Edit Wiki Title / User Permissions			Yes
Delete			Yes
Articles			
View All Articles	<i>(Content Only)*</i>	Yes	Yes
 Create New Article		Yes	Yes
Edit		Yes	Yes
Delete <i>(via Wiki Map)</i>		Yes	Yes
 Article Discussions			
View All Article Discussions		Yes	Yes
Discussion Comments	Discuss/Post	Yes	Yes
	Edit	<i>(Edit Own Comment Only)</i>	<i>(Edit All User Comments)</i>
	 View cLc User's* ePortfolio 'My Homepage'	<i>(Allowed cLc Users Only)</i>	<i>(Allowed cLc Users Only)</i>
	  Contact cLc User*	<i>(Allowed cLc Users Only)</i>	<i>(Allowed cLc Users Only)</i>
	Hide / Show*		Yes
Article Versions			
 Article History: View All Different Article Versions	<i>(Content Only)*</i>	Yes	Yes
Version Comments	View	Yes	Yes
	Post	Yes	Yes
	Edit	<i>(Edit Own Comment Only)</i>	<i>(Edit All User Comments)</i>
	 View cLc User's* ePortfolio 'My Homepage'	<i>(Allowed cLc Users Only)</i>	<i>(Allowed cLc Users Only)</i>
	  Contact cLc User*	<i>(Allowed cLc Users Only)</i>	<i>(Allowed cLc Users Only)</i>
Hide / Show*		Yes	
 Wiki Map			
View Wiki Map <i>(All Articles)</i>	Yes	Yes	Yes
Delete Articles			Yes

***Content Only** - No access to view the author of any Wiki Articles, Version Comments and Discussion Comments

***Hide / Show** – The ability to hide any Wiki Articles /Comments from display to cLc Users *(Administrators Only)*

* **View cLc User's ePortfolio** – The ability to view cLc Users ePortfolio 'My Homepage' 
(If granted permission within User Directory Security)

* **Contact cLc User** – The ability to contact cLc Users via instant message  or email 
(If granted permission within User Directory Security)

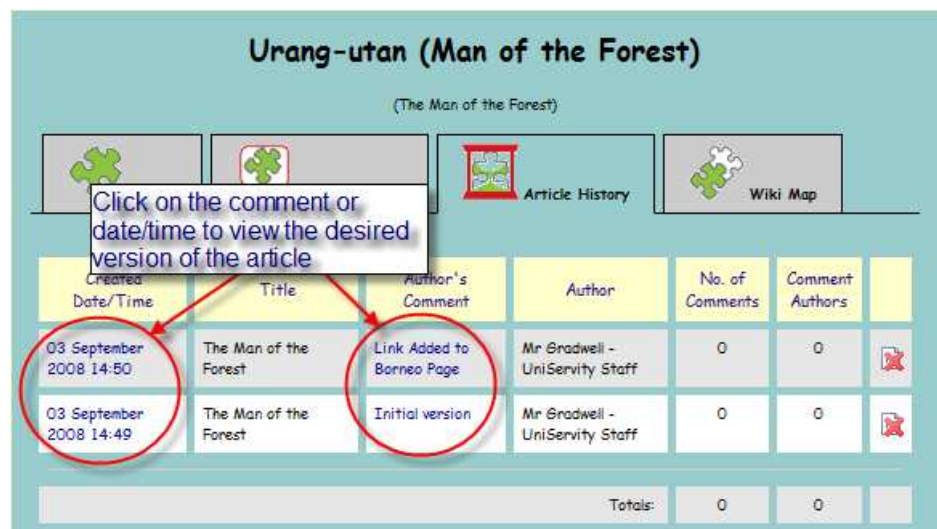
4.2.1 Administrators (Group Editors/Owners or ePortfolio Owner)

The Administrators to cLc Wiki will depend on where the cLc the Wiki is set-up:

Where?	Administrators	
cLc Sub-Group Community	cLc Managers, Sub-Group Editors / Owners	Those cLc User's that have been granted permission to use the Group Administration component of the Control Panel
cLc User ePortfolio 📁 My Resources'	ePortfolio Owner	Those cLc User's that have been granted permission to use cLc ePortfolio tools.

Administrators have permission to:

- View / Create / Edit / Delete cLc Wiki's
- View / Create / Edit / Hide / Delete existing Articles
 - View / Post / Edit / Hide / Delete Article Discussion Comments
 - View / Post / Edit / Hide / Delete Article Version Comments.
- View the following Article History:



Urang-utan (Man of the Forest)
(The Man of the Forest)

Created Date/Time	Title	Author's Comment	Author	No. of Comments	Comment Authors
03 September 2008 14:50	The Man of the Forest	Link Added to Borneo Page	Mr Gradwell - UniServity Staff	0	0
03 September 2008 14:49	The Man of the Forest	Initial version	Mr Gradwell - UniServity Staff	0	0
Totals:				0	0

4.2.2 Contributors

Contributors are those cLc Users who have been given permission to view a cLc Wiki. They have permission to do the following:

They have permission to:

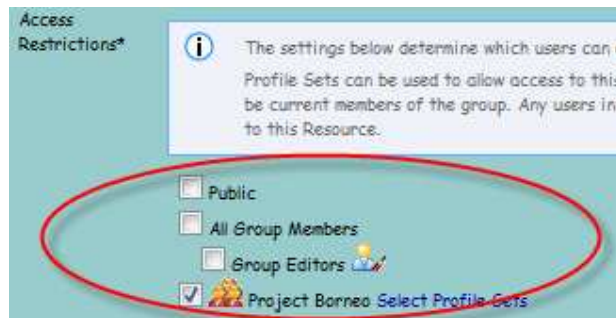
- View cLc Wiki Content
- View / Create / Edit / Delete existing Articles
 - View / Post / Edit* Article Discussion Comments
 - View / Post / Edit* Article Version Comments.

** Contributors can only edit their own discussion comments*


- View the following Article History:
 - View details regarding the author of Articles, Version Comments and Discussion Comments

4.2.2.1 How do I make a cLc user a Wiki Contributor?

Sub-Group Community Wiki's: To make a cLc user a contributor to a cLc Wiki within a sub-group community they must be selected during the set-up of the Wiki.



Please note that selecting the 'Public' option will allow public visitors read-only access to the Wiki (see below for details).

cLc User ePortfolio Wiki: The ePortfolio Owner can allow other cLc Users to be potential Wiki Contributors when placing the resource into a published folder within their  My Resources. Those who have access to view the published folder within a cLc User's ePortfolio will have access to contribute to the Wiki.

4.2.3 Read Only (Public)

Public cLc visitors can be given read-only access to a Wiki and have the following permissions:

- Read all Articles in a Wiki but not view Version Comments or Discussion Comments.
- **No access to view the author of Articles, Version Comments and Discussion Comments**

4.3 How do I add a Wiki in the cLc?

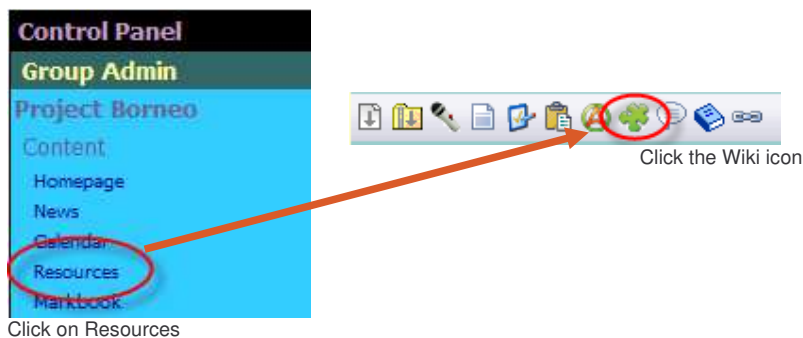
Wikis can either be created as a resource within:

- cLc Sub-Group Community
- or
- cLc User's ePortfolio (📁 *My Resources*).

cLc Sub-Group Community:

Only those cLc Users who are Group Editors/Owners of a cLc Sub-Group Community are able to create **Wiki** within the Group Admin>Resources tools.

Click on the Resources under Group Admin in the Control Panel, and click on the Wiki icon 🌿 in the Resource tool bar




It is then possible to:

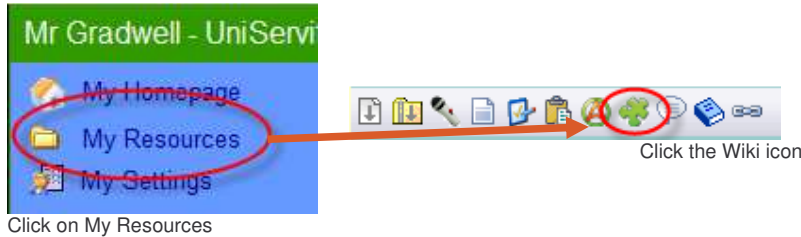
- Give the Wiki a title
- Choose publish to/from dates
- Select access restrictions
- Choose a category
- Add a description

Title*	<input type="text" value="Urang-utan (Men of the Forest)"/>
Publish From(dd mmm yyyy)	<input type="text"/> <input type="text"/>
Publish To(dd mmm yyyy)	<input type="text"/> <input type="text"/>
<p>i No publish to and publish from date means that there are no restrictions.</p>	
Access Restrictions*	<p>i The settings below determine which users can access this Resource</p> <p>Profile Sets can be used to allow access to this Resource for additional users, who may not be current members of the group. Any users in the chosen profile sets below will have access to this Resource.</p> <p><input checked="" type="checkbox"/> Public</p> <p><input checked="" type="checkbox"/> All Group Members</p> <p><input checked="" type="checkbox"/> Group Editors 🧑🎨</p> <p><input checked="" type="checkbox"/> Select Profile Sets</p>
Category	<input type="text" value="(Please select)"/>
Description	<input type="text"/>
<input type="button" value="Add Wiki"/>	

cLc User's ePortfolio (*My Resources*):

Those cLc Users that have been granted permission to use the 'My Resources' ePortfolio tools are able to create a **Wiki in My Resources**

Click on your My Resources (in your My Panel), and then click on the Wiki icon  in the tool bar



It is then possible to:

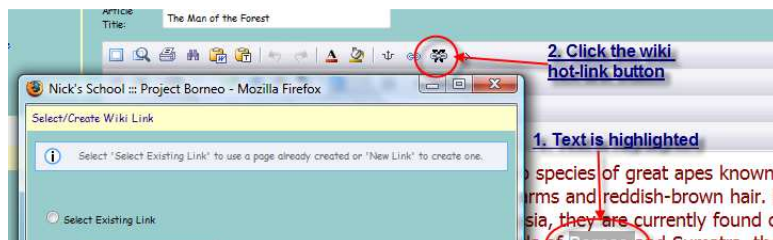
- Give the Wiki a title
- Choose a category
- Add a description

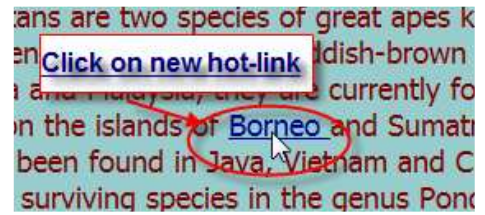
4.4 How do I edit a wiki article?

Articles comprise the main content of a wiki. Articles can be created, linked together and edited by users with the correct permissions (see **Error! Reference source not found. Error! Reference source not found.**). This section explains how to create, edit and “hot-link” articles together.

4.4.1 Creating a new wiki Article

With one exception, Articles are created in cLc wikis whenever a hot-link is added to existing wiki content for an Article that has to be yet created. Clicking on the hot-link will navigate to the new Article in edit mode, allowing content to be created directly. The exception to this is in the instance when an new Wiki is created. In this case a “Main Article” is created which serves as a starting point for a new wiki. This Article cannot be deleted and is removed only when the Wiki resource is deleted.






Once an article has been created/edited, and provided the user is logged in, the details of the editor will show as follows:

Last updated on 11 August 2008 16:04 by Mr Teacher   

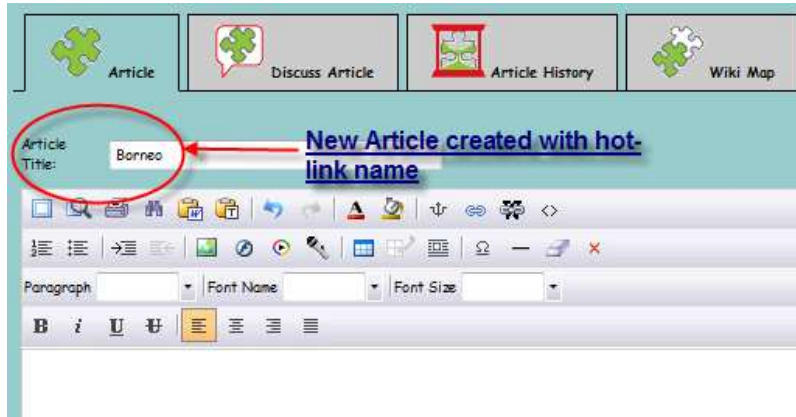
The icons associated with the update message allow users viewing the Wiki to navigate to the editor's homepage, send them a message or an email. This is based on the [User Directory Security](#) settings and will be visible if permissions are granted.

4.4.2 Editing a Wiki Article

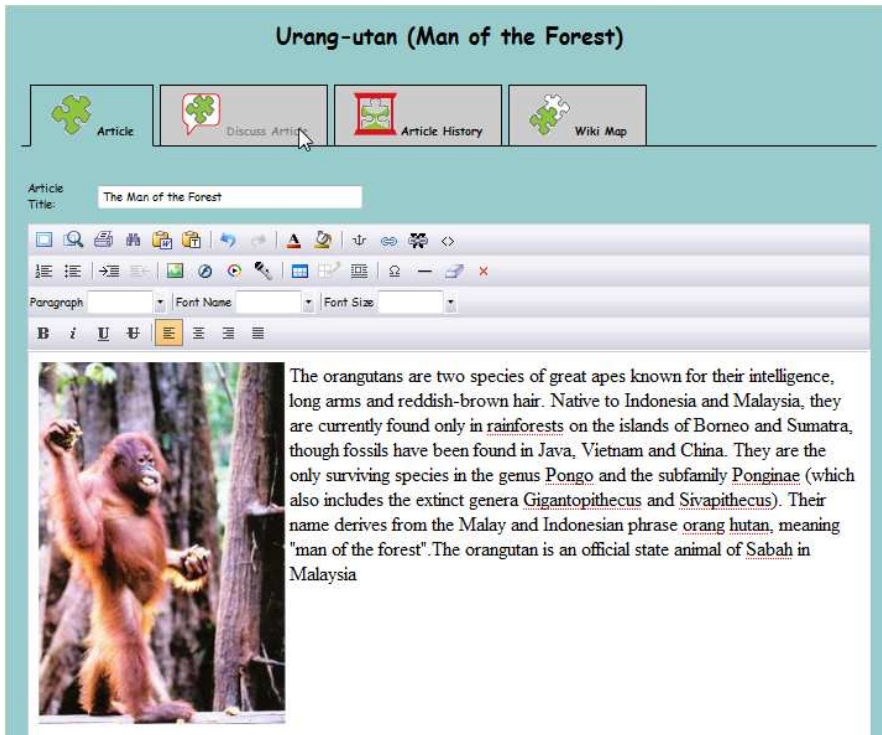
Articles can be edited in three ways:

- By creating a new Wiki
- Navigating to an Article that has no content
- Click on edit icon  at the top or the button [Edit This Article](#) at the bottom of an Article

Each Article has its own title.



When in edit mode the Article can be edited using your chosen WYSIWYG editor.

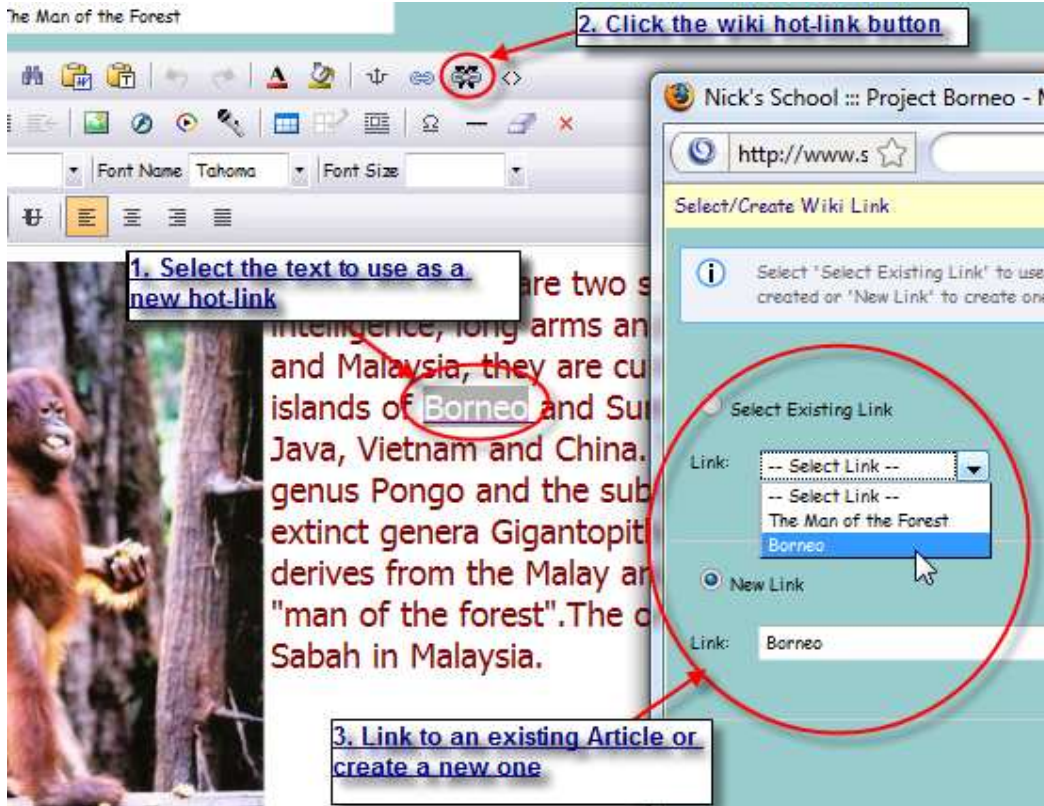


When creating or editing an Article a text box, at the bottom of the Article provides the option to comment on the edit. It is a good idea to describe the changes made to provide information to other users when browsing versions of the Article.

4.4.3 Hot-linking

Hot-links are the mechanism employed to bind Articles together in a wiki. When creating a hot-link, users are able to choose to link to existing Articles or create a new Article.

To create a hot-link:-


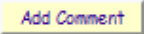



4.5 How do I comment on a version of an Article?





Version Comments provide an option to comment on a version of an Article without modifying its contents. . In contrast to Discussions, a Version Comment is directly linked to the version of an Article. This means that when a new version of an article is created, the comments from the previous version will no longer be visible unless the previous version of the article is viewed through the Article History.

Version Comments can only be viewed if the user is logged into the system.

To add a Version Comment:

1. Navigate to the bottom of the Article and click the Add Version Comment  button
2. Enter the version comments in the textbox
3. Click the Add Comment button  to add the comment or click Cancel button  to abort.

Once a comment has been added, group owners/editors of the group in which the wiki resides will have the following additional icons displayed for each comment:

- Edit comment . Available to the creator of the comment in addition to group owners/editors. This allows users to edit the comment.
- Hide comment . Used to hide inappropriate comments from users who are not group owners/editors.
- Show comment . Used to display hidden comments
- Toggle discussion visibility . When a comment is hidden, the content and author are hidden. Clicking on this icon allows the user to toggle between showing/hiding the comment and author.

Once a version comment has been created, and provided the user is logged in, the details of the editor will show as follows:

Last updated on 11 August 2008 16:04 by Mr Teacher   

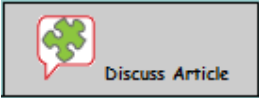

The icons associated with the update message allow users viewing the Wiki to navigate to the editor's homepage, send them a message or an email. This is based on the [User Directory Security](#) settings and will be visible if permissions are granted.

4.6 How do I create a Discussion for an Article?

Article Discussions provide an option to discuss an Article without modifying the content of the Article. . In contrast to Version Comments, a discussion is independent of the version of the article and should be used for general discussion around the Article.

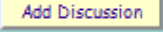

Discussions can only be viewed if the user is logged into the system

There are two ways to navigate to an Article discussion area:





1. Click on the Discuss Article tab 
2. Click on the "Discuss This Article" button  at the bottom of the Article

To add a discussion:

1. Click the Discuss  button
2. Enter the discussion comments in the textbox

3. Click the Add Discussion button  to add the comment or click Cancel button  to abort.

Once the discussion has been added, group owners/editors of the group in which the wiki resides will have the following additional icons displayed for each discussion entry:

- Edit discussion comment . Available to the creator of the comment in addition to group owners/editors. This allows users to edit the comment.
- Hide discussion comment . Used to hide inappropriate comments from users who are not group owners/editors.
- Show discussion comment  Used to display hidden comments
- Toggle discussion visibility . When a comment is hidden, the content and author are hidden. Clicking on this icon allows the user to toggle between showing/hiding the comment and author.

Once a discussion comment has been created, and provided the user is logged in, the details of the editor will show as follows:

Last updated on 11 August 2008 16:04 by Mr Teacher   

The icons associated with the update message allow users viewing the Wiki to navigate to the editor’s homepage, send them a message or an email. This is based on the [User Directory Security](#) settings and will be visible if permissions are granted.

4.7 How do I view previous versions of Articles (Article History)?

Each time a new version of an Article has been created an entry is added to the Article History. The Article History tab allows users to view previous versions of an Article. To view the Article history, click on the Article History



tab at the top of the page.

Urang-utan (Man of the Forest)



(The Man of the Forest)

Article History

Wiki Map

Created Date/Time	Title	Author's Comment	Author	No. of Comments	Comment Authors
03 September 2008 14:50	The Man of the Forest	Link Added to Borneo Page	Mr Gradwell - UniServity Staff	0	0
03 September 2008 14:49	The Man of the Forest	Initial version	Mr Gradwell - UniServity Staff	0	0
Totals:				0	0

When viewing the Article history, group owners/editor in which the wiki resides may have the following additional icons displayed for each version:

- Hide version . Used to hide inappropriate comments from users who are not group owners/editors.
- Show version  Please note: Used to display hidden comments

- Toggle visibility When a comment is hidden, the content and author are hidden. Clicking on this icon allows the user to toggle between showing/hiding the comment and author.

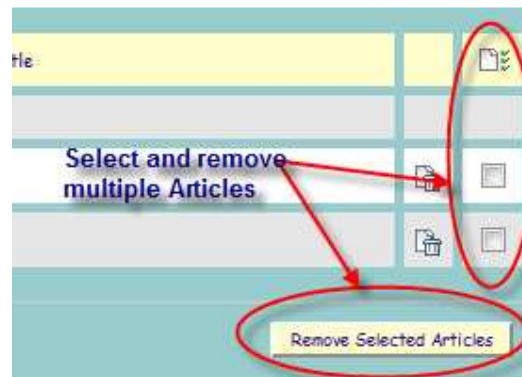
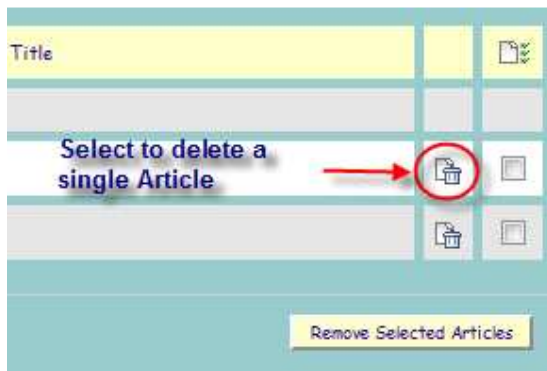
4.8 How do I list the Articles in a wiki?

The Wiki Map list the main article followed by an alphabetical list of all other Articles contained within the wiki.



To view a list of the Articles in the wiki, click on the Wiki Map tab at the top of the page.

From the Wiki Map page it is possible to view or delete an Article. The Main Article in a Wiki cannot be removed.

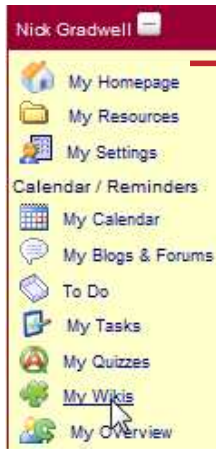


It is possible remove single or multiple Articles from the wiki using this tab

4.9 What are My Wikis?

My Wikis allow a user to navigate simply to and view their wiki contributions.

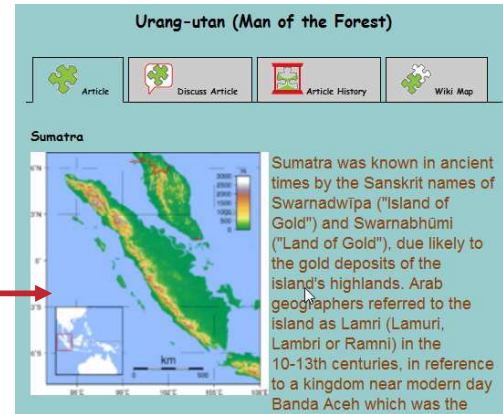
1. Click on My Wikis in My Panel displays wiki contributions



2. Contributions can be viewed by clicking on the entry



3. The contribution is displayed



5 Additional Help & Support

Further help and support on how to set-up your cLc is available via:

- a. www.cLcSuccess.com – cLc knowledge hub
- b. cLc Help Component
- c. Contacting the UniServity support team *(Nominated cLc Support Contacts Only)*

a. www.cLcSuccess.com :

cLc success is an online knowledge hub that provides UniServity cLc users with the resources, content, user guides and best practice examples to enhance teaching and improve learning outcomes. It is also the gateway for schools around the world to join groundbreaking collaborative projects.

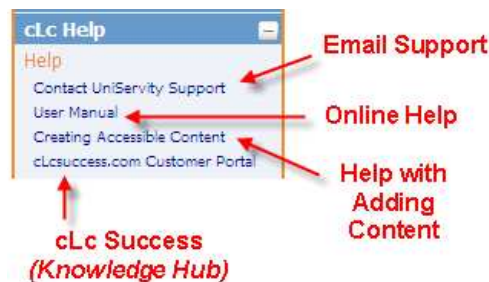
cLc Success is available to cLc Managers and cLc Group Owners only via:

- i) www.clcsuccess.com *(Please enter full username and password to access content)*

When logged into your cLc:

- ii) cLc Help component of the Control Panel *(see next page)*
- iii) My Panel, under the UniServity drop down category

b. cLc Help Component:



All cLc users who have been granted permission to edit their cLc will have access to the cLc Help component at the bottom right hand side of the screen underneath their My Panel. This will contain some or all of the following options, depending on their access permission level:

1. **Email Support** - Nominated cLc support contacts will see a ‘**Contact UniServity Support**’ option within the cLc Help component. Selecting this option will display an online email form that can be completed and sent directly to the UniServity support team.
(Please ask an existing cLc Manager to email a request to UniServity if you want to create any new nominated cLc support contacts – for more information on Nominated cLc support contacts please [click here](#)).
2. **Online Help** – This option is available to all cLc users who have been granted permission to edit their cLc, and provides a link to the online cLc User Help Manual.
3. **Creating Accessible Content** – This option provides a link to cLc accessibility help pages, providing assistance on how to create content that is accessible to all internet users.
4. www.cLcSuccess.com – All cLc Managers and Group Owners will have access to a link to the cLc knowledge Hub customer portal.
(Please note: This also appears within their My Panel, under the UniServity drop down category)








c. UniServity support team contact details:

- **UniServity Support Helpline:** 0845 6751151
- **Email:** Support@uniservity.com

Please note: These contact details are only available to Nominated cLc Support Contacts. In order to contact the UniServity support team you will need to quote your support password. For more information on how to set-up your support password please [click here](#)

6 Next Steps

Once you are confident with using the cLc Wikis, UniServity recommend reading the following help guides:

Guide	Overview
 Guide to cLc Podcasts (GA 1b Podcasts)	A Folder of Resources that allows the end user to subscribe to be updated when new resources are added.
 Guide to cLc Tasks (GA 1b Tasks)	A Resource with instructions and downloads, that can be directed to an individual or group of individuals. Also enables the end user to send completed resources back to the Task via their ePortfolio>My Resources
 Guide to cLc Forums (GA 1b Forums)	A Resource which facilitates discussion area. Great for encouraging debate, questioning and reasoning on a download
 Guide to cLc Surveys (GA 1b Surveys)	A form building Resource which facilitates user feedback/Assessment.
 Guide to cLc Custom Pages (GA 1b Custom Pages)	A Resource which enables the creation of Web Pages
 Guide to cLc Links (GA 1b Links)	A Resource which allows you to create Hyperlinks. Useful to point to other web pages that support the download
 Guide to cLc (SCORM) Learning Resources (GA 1b SCORM)	A Resource which allows the uploading of SCORM compatible learning content

7 Feedback to this Guide

At UniServity we are always looking to continue to improve our cLc support. Please feel free to send us feedback on how useful you found this cLc guide, or if you think there are ways that it can be improved, by emailing support@uniservity.com and quoting the reference number at the bottom of the page.