



Web Dialogues

User Guide

Requesting a Discussion

Initial Set-up:

1. Complete and submit a Moderator Request Form (as pictured below). This form can be downloaded from the customer support help site, or can be requested by e-mailing embassy-help@getusinfo.com. Once completed, the form must be signed by the PAO and faxed back to the team at: 202-203-7800.
2. Once the CMS team has received a valid form with the PAO's signature the following items will be issued:
 - Moderator's user ID and password
 - URL for the discussion
 - Session ID

For subsequent discussions, only the Session ID will change. A moderator uses the same User ID and Password indefinitely.

To Request a Discussion for an Existing Moderator Account:

1. Request a new discussion by e-mailing the help desk at: embassy-help@getusinfo.com with the following information:
 - Moderator's Name
 - Topic
 - Discussion Question (if applicable)
2. The PAO must be copied on all requests for new discussions. If the PAO is not copied, the request will be delayed.
3. Once a request is received, it will be processed within 72 hours (Monday – Friday) and the requestor will receive the following information:
 - Discussion URL
 - Session ID
4. The CMS team will create the template for the discussion under the Resources Section, and the Web Manager is responsible for creating a link to the chat on the Home page, and exporting the discussion to make it LIVE.

Examples:

Joe would like to have an "Ask the Ambassador" feature. He will be the moderator of the discussion and this is his first request. He should follow these steps:

1. Complete a Moderator Request form and have it signed by the PAO
2. Fax the completed form to 202-203-7800
3. Submit a request by e-mailing embassy-help@getusinfo.com with the following information
 - a. Moderator's Name (Joe)
 - b. Topic (Ask the Ambassador)
 - c. Discussion Question (none, the visitors will supply the questions)

Mary would like to post an opinion discussion and has moderated a discussion in the past. She should follow these steps:

1. Submit a request by e-mailing embassy-help@getusinfo.com with the following:
 - a. Moderator's Name (Mary, we will have her original request form on file)
 - b. Topic (Ambassador's Self Help Fund)
 - c. Discussion Question (Post your questions or a suggestions about the Ambassador's Self Help Fund)

Web Manager Responsibilities

The web manager is primarily responsible for the marketing and set-up of the Web Dialogues discussion, we recommend the following:

1. One week prior to the discussion, begin advertising the upcoming chat by posting a notice on the Home page of the site. This notice can be posted in a feature box, as the Embassy Highlight, or in the Latest Headlines section. Include the name of the discussion, who will be the speaker (if there is one), and provide a brief summary.
2. One week prior to the discussion, e-mail any subscribers to announce the upcoming discussion
3. The day of the discussion launch, place a link in the Home page announcement so that visitors can access the materials, export both the Home page and the discussion pages that were created for you by the Team in Washington

Moderator Functions

Each moderator account is associated with an e-mail account set up at squirrelmail. This account is the primary tool used in moderating discussions, and is accessed by the moderator to review and approve posts made by the public.

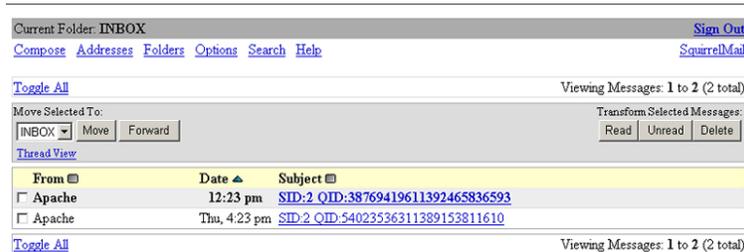
Accessing Squirrelmail:

1. Point your browser to: <https://sp01.getusinfo.com/webmail/>
2. Log in with the User ID and Password provided by the CMS Team.

The Squirrelmail Inbox:

Submissions from the chat are forwarded to the Moderator's e-mail inbox. Once submitted, a message appears in the moderator's e-mail inbox (see picture below). The view from the inbox displays the following information:

- The date and time the message was sent
- The Session ID (This identifies the Chat in which the user is participating)

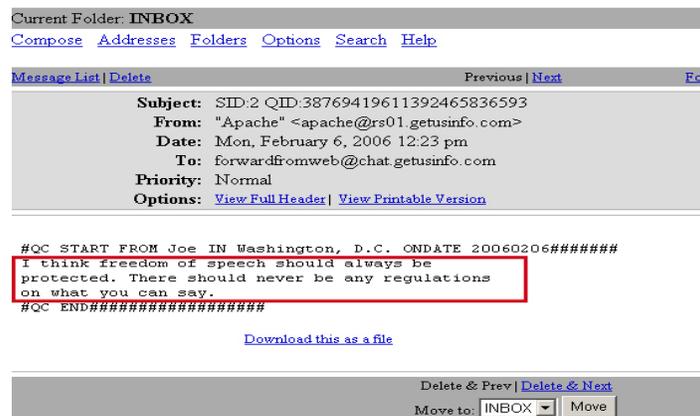


- Clicking on a message will open it in the mail client, enabling the Moderator to view the message, approve the message, and publish the message to the LIVE site.

Reviewing Messages:

The following information is a part of each Chat submission:

- Subject – Includes the Session ID so that the moderator can identify the discussion
- From – Identifies the User who posted the comment
- Date – When the message was posted/sent
- The message the user posted appears between the ### marks and is what will display online if published



Once the Moderator views the message, they must determine the appropriate action:

- Reply to the User – To thank the user for participating, ask for clarification on a question, etc.
- Forward the message to someone else to review – If unsure a comment/question is suitable for publishing, the moderator may forward the mail to another person for review
- Forward the message to speaker(s) – Ask the speaker a question about the submission (and it will not be published to the LIVE site), or forward the question to the speaker so that he/she may answer it
- Spell check the message
- Publish the message – Make the approved submission LIVE on the public site

Current Folder: INBOX
[Compose](#) [Addresses](#) [Folders](#) [Options](#) [Search](#) [Help](#)

To:
Cc:
Bcc:
Subject: [Fwd: SID:2 QID:38769419611392465836593]
Priority: Normal Receipt On Read On Delivery

Dear Speaker,
Do you agree that this comment is appropriate to post online? Thank you.
- Moderator

----- Original Message -----
Subject: SID:2 QID:38769419611392465836593
From: "Apache" <apache@rs01.getusinfo.com>
Date: Mon, February 6, 2006 12:23 pm
To: forwardfromweb@chat.getusinfo.com

#QC START FROM Joe IN Washington, D.C. ONDATE 20060206#####
I think freedom of speech should always be protected. There should never be any regulations on what you can say.
#QC END#####

Publishing Messages:

To publish a post to the LIVE site, the moderator should forward the e-mail to: publish@chat.getusinfo.com, which enables the message and any speaker comments to appear online.

Current Folder: INBOX
[Compose](#) [Addresses](#) [Folders](#) [Options](#) [Search](#) [Help](#)

To:
Cc:
Bcc:
Subject: [Fwd: SID:2 QID:38769419611392465836593]
Priority: Normal Receipt On Read On Delivery

----- Original Message -----

Within a few minutes, the message will appear on the discussion board. The original comment will appear above the speaker's comment. The newest message appears at the top. The online page is updated automatically.

**Note: The CMS Site does not reflect any discussion comments. These comments go directly to the LIVE site and cannot be viewed within the CMS.*

Speaker Functions

Receiving messages for response:

Each speaker account is associated with an e-mail account set up at squirrelmail. This account is the primary tool used in answering discussion questions, and is accessed by the speaker to provide answers to posts made by the public.

Accessing Squirrelmail:

3. Point your browser to: <https://sp01.getusinfo.com/webmail/>
4. Log in with the User ID and Password provided by the CMS Team.

The Squirrelmail Inbox:

Questions from the chat are forwarded by the Moderator to the Speaker's e-mail inbox. Once submitted, a message appears in the speaker's e-mail inbox (see picture below). The view from the inbox displays the following information:

- The date and time the message was sent
- The Session ID (This identifies the Chat in which the user is participating)



- Clicking on a message will open it in the mail client, enabling the Speaker to view the question, and answer the question by responding to the Moderator.

Answering a Question:

1. Open the mail by clicking on it in the inbox
2. Click "reply" to reply to the moderator
3. Type the response to the question in the signature block between "REPLY START" and "REPLY END"
4. Click "send"

To: "Michelle Austein" <maustein@chat.getusinfo.com>
Cc:
Bcc:
Subject: Re: [Fwd: SID:2 QID:38769419611392465836593]

Priority: Normal Receipt: On Read On Delivery

Signature Addresses Save Draft Send Check Spelling

```
> From: "Apache" <apache@rs01.getusinfo.com>
> Date: Mon, February 6, 2006 12:23 pm
> To: forwardfromweb@chat.getusinfo.com
>
> -----
> #QC START FROM Joe IN Washington, D.C. ONDATE 20060206#####
> I think freedom of speech should always be
> protected. There should never be any regulations
> on what you can say.
> #QC END#####
>
#REPLY START FROM Dr. Test #####
There should never be any regulations on what you can print in a
publication.
#REPLY END#####
```

How Visitors Interact with Web Dialogues

To Submit a Comment or Question:

1. The visitor clicks on the link: "Post A Comment"
2. The Feedback Form opens
3. The visitor completes the Feedback form and clicks "submit"
4. The visitor receives a "Thank You" message

Visitors can also:

1. Click on "View the Discussion" to see the entire discussion
2. Click on "Discussion Archives" to see past discussions

<p>Latest Discussion</p> <hr/> <p>TOPIC: Lorem ipsum Discussion closes on Sunday, 28 February 2006</p> <p>Question: Lorem ipsum dolor sit amet, con sectetuer adipiscing elit?</p> <p>Post A Comment View the Discussion</p> <p>Related Items:</p> <ul style="list-style-type: none"> • Lorem - Lorem ipsum dolor sit amet, con sectetuer adipiscing. • Ipsum - Lorem ipsum dolor sit amet, con sectetuer. 	<div style="background-color: #4a7ebb; color: white; padding: 5px; text-align: center;">Feedback</div> <p>Name: <input type="text"/></p> <p>Location: <input type="text"/></p> <p>Message: <input style="width: 100%; height: 100px;" type="text"/></p> <p style="text-align: center;"><input type="button" value="SUBMIT"/></p> <p style="text-align: right;"><input type="checkbox"/> Close window</p>
<i>Example: Discussion Description</i>	<i>Example: Discussion Feedback</i>

<p>TOPIC: Lorem ipsum <small>Discussion closes on Sunday, 26 February 2006</small></p> <p>Question: Lorem ipsum dolor sit amet, con sectetuer adipiscing elit?</p> <p>Answer: Lorem ipsum dolor sit amet, con sectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut. Lorem ipsum dolor sit amet, con sectetuer adipiscing elit, sed diam nonummy nibh euismod. Lorem ipsum dolor sit amet, con sectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut.</p> <p>Dominique <small>from Work in DC 04 May 2006</small></p> <p>Testing the web discussion to see if it works as plan. -Dominique</p> <p>Joe <small>from DC 04 May 2006</small></p> <p>Test Comment</p> <p>- Back to Discussions -</p>	<p>Past Discussions (11)</p> <table border="1"> <thead> <tr> <th>Topic</th> <th>Closing Date</th> </tr> </thead> <tbody> <tr><td> Lorem ipsum dolor sit amet, con sectetuer adipiscing elit </td><td> Sunday, 26 February 2006 </td></tr> <tr><td> Lorem ipsum dolor sit amet, con sectetuer adipiscing elit </td><td> Sunday, 26 February 2006 </td></tr> <tr><td> Lorem ipsum dolor sit amet, con sectetuer adipiscing elit </td><td> Sunday, 26 February 2006 </td></tr> <tr><td> Lorem ipsum dolor sit amet, con sectetuer adipiscing elit </td><td> Sunday, 26 February 2006 </td></tr> <tr><td> Lorem ipsum dolor sit amet, con sectetuer adipiscing elit </td><td> Sunday, 26 February 2006 </td></tr> <tr><td> Lorem ipsum dolor sit amet, con sectetuer adipiscing elit </td><td> Sunday, 26 February 2006 </td></tr> <tr><td> Lorem ipsum dolor sit amet, con sectetuer adipiscing elit </td><td> Sunday, 26 February 2006 </td></tr> <tr><td> Lorem ipsum dolor sit amet, con sectetuer adipiscing elit </td><td> Sunday, 26 February 2006 </td></tr> <tr><td> Lorem ipsum dolor sit amet, con sectetuer adipiscing elit </td><td> Sunday, 26 February 2006 </td></tr> <tr><td> Lorem ipsum dolor sit amet, con sectetuer adipiscing elit </td><td> Sunday, 26 February 2006 </td></tr> <tr><td> Lorem ipsum dolor sit amet, con sectetuer adipiscing elit </td><td> Sunday, 26 February 2006 </td></tr> </tbody> </table> <p>- Back to Discussions -</p>	Topic	Closing Date	Lorem ipsum dolor sit amet, con sectetuer adipiscing elit	Sunday, 26 February 2006	Lorem ipsum dolor sit amet, con sectetuer adipiscing elit	Sunday, 26 February 2006	Lorem ipsum dolor sit amet, con sectetuer adipiscing elit	Sunday, 26 February 2006	Lorem ipsum dolor sit amet, con sectetuer adipiscing elit	Sunday, 26 February 2006	Lorem ipsum dolor sit amet, con sectetuer adipiscing elit	Sunday, 26 February 2006	Lorem ipsum dolor sit amet, con sectetuer adipiscing elit	Sunday, 26 February 2006	Lorem ipsum dolor sit amet, con sectetuer adipiscing elit	Sunday, 26 February 2006	Lorem ipsum dolor sit amet, con sectetuer adipiscing elit	Sunday, 26 February 2006	Lorem ipsum dolor sit amet, con sectetuer adipiscing elit	Sunday, 26 February 2006	Lorem ipsum dolor sit amet, con sectetuer adipiscing elit	Sunday, 26 February 2006	Lorem ipsum dolor sit amet, con sectetuer adipiscing elit	Sunday, 26 February 2006
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