socialprotection.org

Online Community Administration Guidelines

As the administrator of an Online Community, you will need to be registered on socialprotection.org. Administrators of Online Communities are assigned the role “Administrator” within their socialprotection.org profile.
Online Community Administration Guidelines

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1. Creating an Online Community

The online community (OC) feature provides socialprotection.org members with the opportunity to create and administer an OC. An OC is a designated public or private online space for knowledge exchange and engagement among members who are dedicated to a particular social protection topic. OCs can contribute to generating visibility on a topic or institution and establishing a community of practice.

Creating an Online Community is simple. Begin by creating an account on socialprotection.org. Once you are logged in, click on Connect, then select Online Communities.

Once you are redirected to the Online Community page, click on Add Community.
Alternatively, you can click on Add Community on the drop-down menu under Share:

- Fill in the Title of the community (this should readily identify its interest area):

- You can also include a community banner/Logo – the recommended dimensions are 507x285 pixels:
• Provide a summary of the content and objectives of the Community in the About section. Please be reminded to select the Full HTML text format under the description box, and to justify the community description.

• Classify the community according to the Social Protection Programmes, Topics and Cross-Cutting Areas it addresses.

You may read the Theoretical Content Classification Guidelines to learn how to classify.

• Choose the relevant Organiser(s) administrating the community.

• Please note that the organiser must already be included as a Stakeholder on the platform. If the institution is not included, please add it first and then proceed with creating your community.
• Choose **Related Communities** (if any) which already exist on the platform. Related communities are the ones which address similar topics.

• Determine the **Geographic Coverage** of the community in terms of its interest areas.

• Provide relevant **Social Media** details to be linked to the community homepage.
Please note that, once you have created an **Online Community**, it will not be immediately accessible, as it will need to be reviewed and moderated by socialprotection.org’s Knowledge Management Team. Following this review, it will be published and made accessible on the platform.

**While the community is unpublished, you will only be able to add members and content.** Please be reminded to save the link of your unpublished community, as it will only be accessible through it before it is published.

Please note that once an OC is created, its default privacy settings will be **Semi-private**. This means that membership requests need to be reviewed by community administrators. If you would like to have a different category of OC, please see [section 2.4](#) to recognise the different array of privacy settings and how to manage them.

### 2. Managing your Online Community

On the homepage of your Online Community, the left-hand bar displays all features available, including **Discussions, Documents, Calendar, Announcements, Members, the About section, Community Resources, Related Communities, and the Community administrators.**
To manage your Online Community and check your privacy settings, access the homepage and click on the Manage Community button.
In this area will you will be able to enter the administrative section of the Online Community, where you can;

1. Access your community settings
2. Manage members

2.1. Community Settings

This section allows community administrators to define the community privacy settings. Under it, you may define the community privacy and whether it should be hidden or not.
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Community settings

<table>
<thead>
<tr>
<th>Community privacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public: Members can join the OC without administrative approval.</td>
</tr>
<tr>
<td>Private: Members can only join the OC by invite.</td>
</tr>
<tr>
<td>Semi-private: Members can join the community upon approval of the administrators.</td>
</tr>
</tbody>
</table>

Would you like your Online Community (OC) to be hidden?
This means that the OC will not be displayed in the list of communities for non-members.

- Yes
- No

- Community privacy:

Online Communities can be configured to tailor to different needs. There are three main categories of OCs:

- **Public**
  - If you choose to create a public OC, members will be able to join it without administrative approval. They will simply click on the ‘Join’ button to be added. The community contents will be available to members only.

- **Semi-private**
  - In semi-private OCs, people can join the community upon approval of the administrators. The ‘Join’ button will appear on the community homepage, and the membership requests need to be approved by the OC administrator(s). The community contents will be available to members only.

- **Private**
  - In private communities, members can only join the OC by invite. Therefore, the OC will not display a ‘Join’ button on its homepage. The community contents will be available to members only.
Additionally, members may opt for repository communities, which are public communities. Those are accessible to all socialprotection.org users.

- **Repository**
  ✓ Repository communities are open communities where all materials are visible to the public (even non-members). People can join the OC without administrative approval. Only members can add contents. As this community setting requires approval, please refer to the socialprotection.org team if you wish to set your community as a repository.

- **Hidden**

  Hidden communities will not appear to users who were not previously added as community members on the Online Communities list. This privacy setting is usually recommended for internal working groups dealing with sensitive information.

On the table below, you may check which content is available for members, non-members and administrators according to our OC types:

<table>
<thead>
<tr>
<th></th>
<th>Public OC</th>
<th>Semi-Private OC</th>
<th>Private OC</th>
<th>Repository OC</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Anonymous</td>
<td>SP Member</td>
<td>OC Member</td>
<td>Anonymous</td>
</tr>
<tr>
<td>Join button</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>(join an OC)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Join upon</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Only by</td>
</tr>
<tr>
<td>administrative</td>
<td></td>
<td></td>
<td></td>
<td>invitation</td>
</tr>
<tr>
<td>approval</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>About session</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Documents</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Announcements</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Discussions</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>News</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Calendar</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Members</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Timeline</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

contact@socialprotection.org

www.socialprotection.org
2.1 Members:

This section allows community administrators to manage memberships, assign roles, and invite registered socialprotection.org members to join the community.

Aside from assigning the administrative role to members, or removing members from your community, this section allows you to invite users to join your community. Simply click on the ‘Add Members’ button.

After clicking on it, you will be redirected to a page where you will be able to add members by filling in their full name or username:
This process also allows you to set members as administrators by ticking the option ‘administrator member’. Once you have filled out the required fields, click on ‘Add users’.

Alternatively, you can add new members by clicking on the Members feature on the Online Community’s homepage and then on the Add Member button.
3. Adding Content to your Online Community

Both the administrators and members of your Online Community can add content to the Community, including **Discussions**, **Documents**, events to the **Calendar**, and **News** (if you wish to provide this kind of permission). Members are also able to view the profile of fellow members.

As an Online Community administrator, it is your responsibility to keep content up to date to stimulate knowledge exchange and dialogue among members. You can also invite individuals to administrate the Online Community with you or moderate discussions by making them an administrator.

To add content, access the homepage of the Online Community. There you will see the links to direct you to the various content pages:

<table>
<thead>
<tr>
<th>Home</th>
<th>Discussions</th>
<th>Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>43</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Calendar</th>
<th>Announcements</th>
<th>Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>6</td>
<td>18</td>
</tr>
</tbody>
</table>

**Important:**
All content added in the Online Community by members must be reviewed by its administrators before it is published. To review content, please click on **Manage Community** and then on **Administer content**. This option is being developed at the moment.

4.1 Create a Community Discussion:
Discussions are listed in the Discussions section under their respective titles. Discussions facilitate private or public knowledge exchange and productive debate, in discussion forum format, on topics related to the interest area which the Online Community is dedicated to.

- Click on the Discussions icon on the Online Community homepage and then click on ‘Add discussion’.

- You will be directed to the Create Community discussion page. Fill in the fields, noting the required fields (marked with an asterisk).

- Then Save or Preview the content.

- To comment on a discussion, access the Discussion topic and scroll down to ‘Add new comment’. You also have the option of attaching multiple files to your discussion or
comment. Simply click on Choose File, select the file for upload and then click on Upload. Once complete, click on Send. Your comment and attachments will immediately appear on the discussion page.

4.1.1 Administering Online Community Discussions

The socialprotection.org team is readily available to assist the community administrator in the technical aspects of creating and managing a community. However, the administration of internal discussions and the responsibility for maintaining an updated community lie with the administrator.

It is strongly recommended that the administrator mediates each discussion. If needed, the administrator can grant the administrator role to others to help moderating the discussions (see
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2.1 Members). The moderator should be responsible for nurturing debates in the ‘Discussions’ section of the community, motivating members’ inputs and participation.

Administering and moderating discussions involve several potential challenges. Below you can find recommendations for two hypothetical occurrences:

- **If the discussion does not take off or stagnates:**

  **Action:**
  
  a) Consult with the moderator and experts involved in the discussion on how to stimulate the debate. Equipping the discussions with publications related to the thematic and with thought-inducing questions are good practices to enhance member participation.
  
  b) Engage users directly – you may use the **Announcements** tool to emphasise the need for interaction in the discussions, inviting members to join the debate. Alternatively, you may also access member’s profiles and send them a direct message, by clicking on **Send message**, under the member’s name, which will send a notification to their email.
  
  c) Give a sample response – when creating a new discussion, it is important to demonstrate participation from the start. If the discussion was posted by the administrator, the moderator may kick-off the debate with a response, and vice-versa.
  
  d) Upload a new Document or a new question or topic for discussion.

2) A member posts a new discussion:

**Action:**

 a) Review the discussion.

 b) If irrelevant to the community, delete it and inform the member.

 c) If the discussion requires editing, edit it and inform the member.

 d) Discussion content must conform to socialprotection.org’s Terms of Use: no spam or foul language is tolerated.

 e) If a member performs inappropriate behaviour, consult with the moderator and determine whether to warn the member informing them of the Terms of Use. Delete the member from the community if the behaviour persists.
4.2 Add a Community Document:

You may add documents to your Online Community. Documents must be specifically related to the Online Community and intended to support knowledge exchange and support community dialogue. Documents must be appropriate for Online Community viewing. Added files must be less than 10 MB in TXT, PDF, DOC, DOCX, XLS or XLSX format.

**Important**

In case the document included is relevant to the field of social protection, kindly share it on the socialprotection.org main database before – this can be easily done by clicking on Share and selecting Publication. Once the publication has been reviewed by our knowledge management team, please use the published document’s link on the Online Community.

If the document is private and is meant only for internal usage, please feel free to share it directly on your community. These instructions mainly apply for occasions in which you are going to share a link in the “Documents” or “Community Resources” area.

To add a new document in the OC:

- Click on the **Document** icon on the Online Community homepage;

- Then, click on **Add document**.
You will be directed to the Create Community document page. You can choose to upload a document or to insert a URL.

Fill in all mandatory fields (marked by an asterisk) – you also have the option of categorising your documents in pre-defined categories. These will appear as a specific filter that can be applied in the community’s document search.
4.3 Create a community event on the Calendar:

You are able to add events to the calendar of the Online Community. Events must be specifically related to the Online Community and its interest area.

- Click the Document icon on the Online Community homepage and then click on ‘Add event’.

- You will be directed to the Create Community event page. Fill in the fields, noting the required fields (marked by an asterisk).
• Then **Save** or **Preview** the content.

• Saved events will then appear on the Online Community’s Calendar.

4.4 **Create Community Announcements:**

*You may create Announcements to the Online Community. Announcements are messages that are sent out to all OC members. This tool is usually used to advertise new content (job opportunities, calls for papers, publications etc.), or to notify members of any updates (inclusion of a new community resource, discussions, webinars, events).*

• Click the Announcements icon on the Online Community homepage and then click on **Add announcements**.
• You will be directed to the Create Community Announcement page. Fill in the fields, noting the required fields (marked by an asterisk).

• Then Save or Preview the content.

4.5 Create Community Resource:

Community Resources are linked on the homepage of the Online Community on the About section. These serve as a blank canvas to organise content in libraries, create institutional pages, compile webinars etc. They provide important content as well as further insight into the purpose and mission of the Online Community. Please note that only community administrators should be able to create a community resource.
You can create as many Community Resources as necessary and decide on the title and content of each page. To do so:

- On the community homepage, click on “Add page”:

  ![](image)

- You will then be redirected to the “Create Community Page” form. Please be reminded that the body of the page allows for hyperlinks, videos and diverse text formatting, but it does not allow file uploads (for uploads use the space called “Documents” in the OC’s homepage).

  ![](image)

- After filling in the page click on “Save” or “Preview”.

5. **Notifications**
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Socialprotection.org also features a notification system. All members and administrators will be notified when any edits or uploads are made to their Online Communities. Please, note that we are currently working to improve the notifications functioning. To check or modify your personalized notification settings:

- Click on your profile, on the upper gray bar, and select Notification settings. Please be reminded that these settings can only be accessed by members themselves;

- Once in this page you can select the types of notifications you would like to receive and their frequency (the options are: never, as it happens, once a day, once a week, once a month);

- If you choose not to receive the notifications via e-mail, they will appear under the bell icon on the upper right corner of the page:
6. Leaving a Community

In case you would like to unsubscribe from an OC that you are currently a member of, access the community home page and click on the “Unsubscribe” button on the upper right bar. You will no longer be a member of the Online Community.