



# Confluence Wiki Guide

8 March 2011



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## Confluence Wiki Guide

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## 1. Welcome

This document was developed to give a brief introduction and guidance on how to utilize the ICANN Confluence Community Wiki.

This document will be translated into French and Spanish shortly.

Please note that the wiki is designed so that the menu and sub-menu tool bar on the top right hand side of the screen will change into French and/or Spanish depending on the computer user's language settings. All other content, including the tabs at the top of the screen as well as the workspace names will remain in the originally input language (English).

These menu toolbar items and some additional commonly used sub-menu toolbar items will display as follows:

English Toolbar Terms	French Menu Terms	Spanish Menu Terms
<b>Edit</b>	éditez	corrija
<b>Add</b>	ajoutez	agregue
<b>Tools</b>	des outils	las herramientas
<b>Browse</b>	passez en revue	hojee
<b>Page</b>	page	página
<b>Bookmark</b>	repère	señal
<b>Comment</b>	commentaire	comentario
<b>Attachment</b>	attachement	accesorio
<b>Copy</b>	copiez	copie
<b>Move</b>	déplacez-vous	muévase
<b>Remove</b>	enlevez	quite
<b>View in Hierarchy</b>	regardez dans la hiérarchie	vea en jerarquía

This guidebook will be updated periodically as needed.

Feedback is welcome. Please send your comments to: [staff@atlarge.icann.org](mailto:staff@atlarge.icann.org). Any specific content questions should also be directed to: [staff@atlarge.icann.org](mailto:staff@atlarge.icann.org).

## 2. Frequently Asked Questions (FAQ)

### 2.1 What is a wiki?

A wiki is a tool to support collaboration of information at an individual, team, corporate or community level. Wikis allow edition of information by all contributors. *Simply put, a wiki is a website that allows you to edit content in an easy and collaborative way*

### 2.2 What is Confluence wiki?

Confluence is the brand of wiki that ICANN has selected for its <http://community.icann.org> site. This wiki installation is set-up to allow

global viewing and editing of content by ICANN's community members.

### 2.3 Where can I get additional documentation about Confluence wikis?

A wealth of information and documentation exists for the Confluence wiki at the following websites:

<http://confluence.atlassian.com/display/DOC/Confluence+Documentation+Home>

A User's Guide for Confluence is located at the following location:

<http://confluence.atlassian.com/display/CONF34/Confluence+User%27s+Guide>.

## 3. General Confluence Structure

Confluence consists of a few key areas that allow you to locate and organize content. Content in confluence is structured in a specific way.

The Confluence wiki is separated into **workspaces**. **Workspaces** contain pages. **Pages** contain information (text and images) and can have attachments (images, office docs, pdfs etc.).

Pages are organized in a workspace in a hierarchical structure. If a page is added to another page, the resulting page is known as a child page. The initial page is the parent page.

## 4. Navigating Confluence

When you go to <http://community.icann.org>, you will see a Dashboard area with tabs at the top that refer to specific ICANN wiki communities (i.e. At-Large Advisory Committee (ALAC) or Generic Names Supporting Organization (GNSO)).

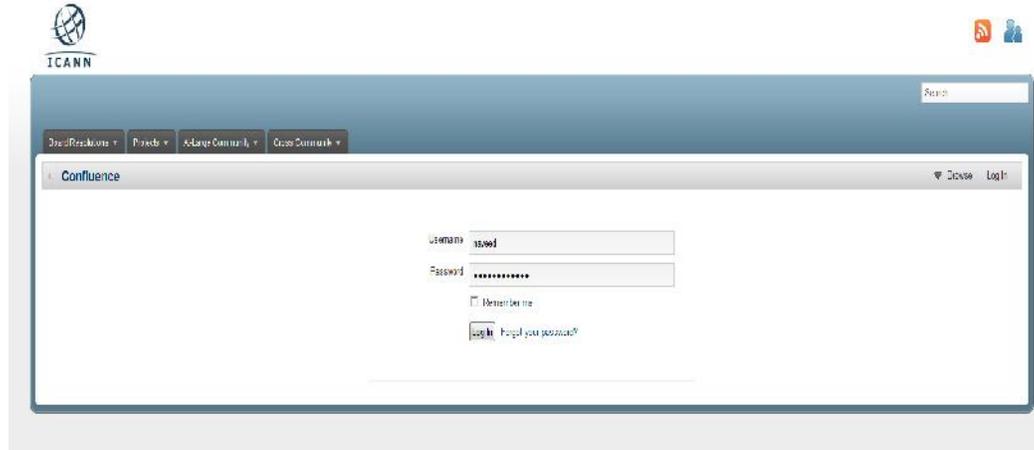
You will only see tabs for wiki communities whose permissions are set for read-only permissions for global visitors. On the left hand side you will see all the workspaces whose permissions are set for read-only for global visitors.

In addition, you will see a Favorite Pages box that will list pages in workspaces that have been added recently to the global visitor favorites list. There will also be a Tag Cloud with popular keywords.



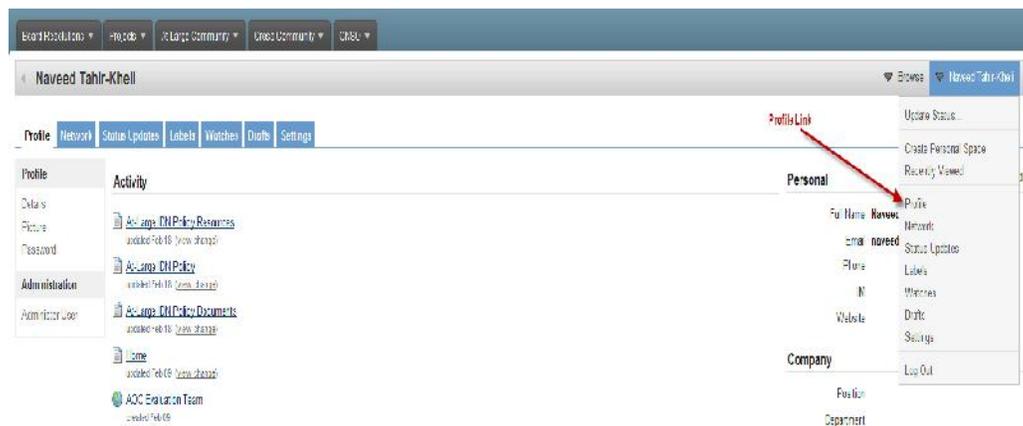
do that, you will be granted editing rights to the ALAC workspaces you are authorized to edit.

When you click on Log In, you will see the following screen:

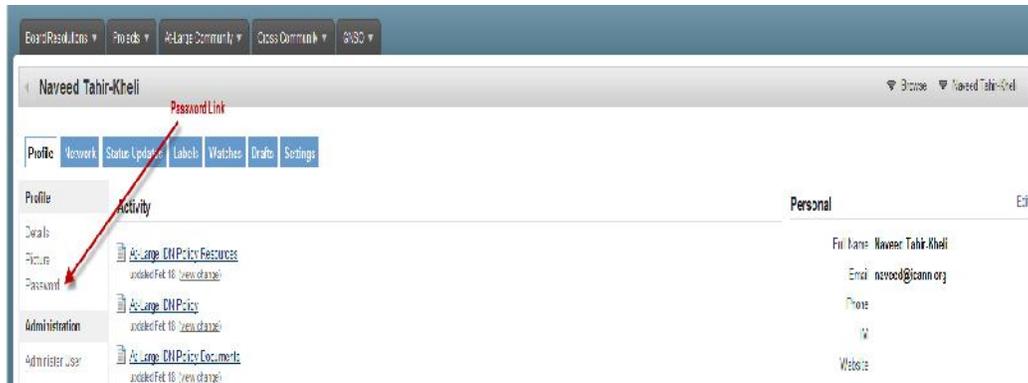


In the Username and Password text boxes, you will enter the Username/Password sent to you by a Confluence Wiki Administrator. If you require this information, please contact [tech-support@icann.org](mailto:tech-support@icann.org).

The first time you login to Confluence, you will use this administrator submitted data. Once you login, you will click on your name which will appear in the top right hand menu. This will give you a drop-down menu from which you will select the Profile link.



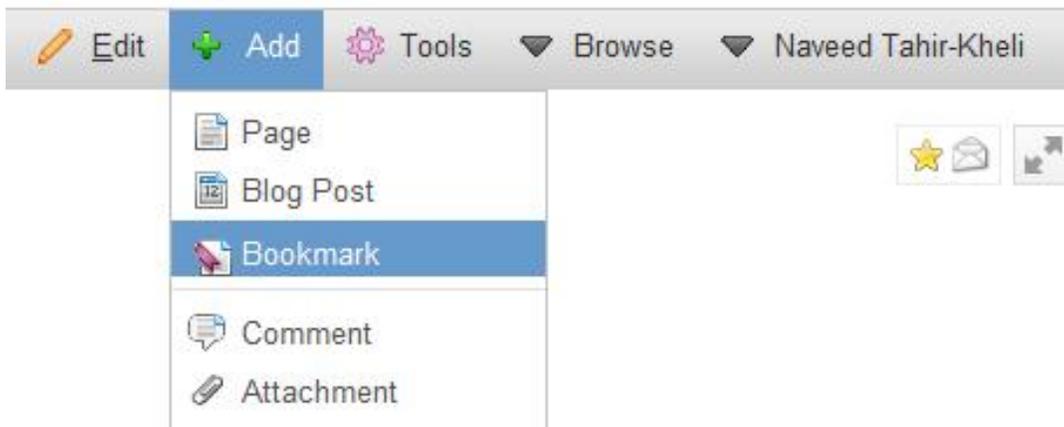
This will give you the following page:



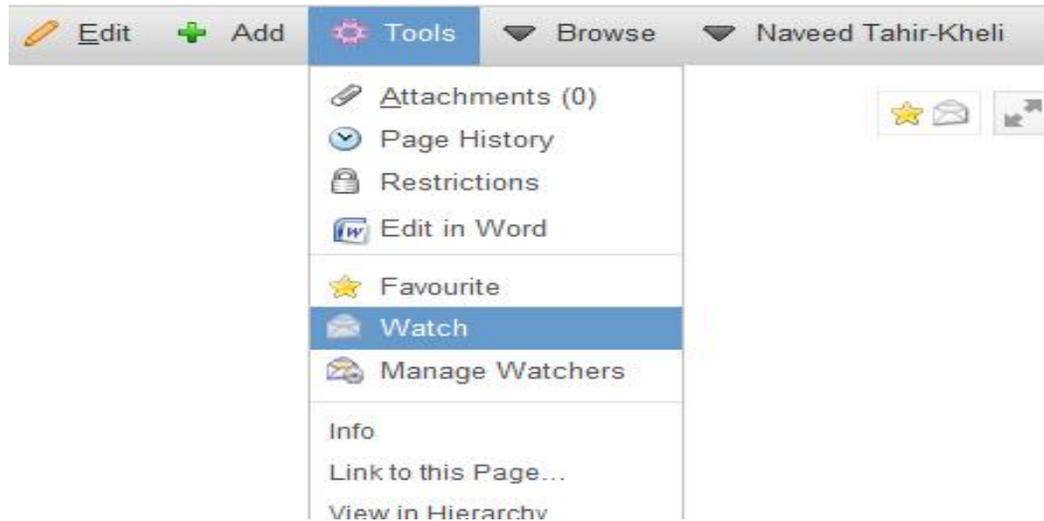
Click on the Password link to change your password.

Two additional tabs that will be useful to the Confluence beginner are Labels and Watches.

When you bookmark a page by clicking on the Add menu item and then selecting Bookmark, (see below) a link to this page will be added to the Labels section of your profile. This allows you to access the page quickly at a later time.



Watches are pages or spaces that you chose to watch. You will be notified of changes to these pages via email. You watch a page by selecting Watch in the Tools menu item (see below). This page will now be listed under your Watches tab in your profile.



The following link will give you more information on working with User Profiles:

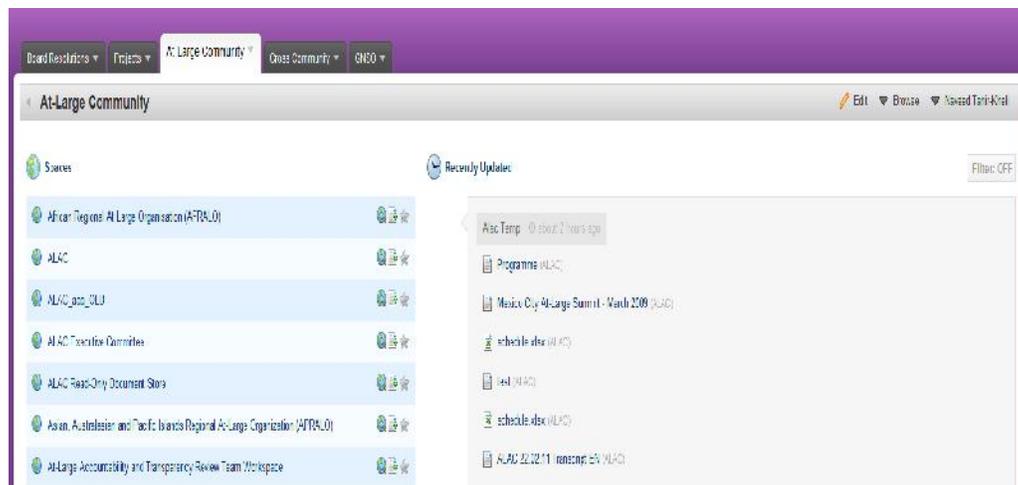
<http://confluence.atlassian.com/display/CONF34/Confluence+User%27s+Guide#ConfluenceUser%27sGuide-WorkingwithUserProfiles>

## 5. Managing Content in Confluence Workspaces

Once you login to Confluence, you will be able to select a workspace for which you have editing rights and can manage content.

Let's start by selecting the At-Large Community tab or by going to the following direct link:

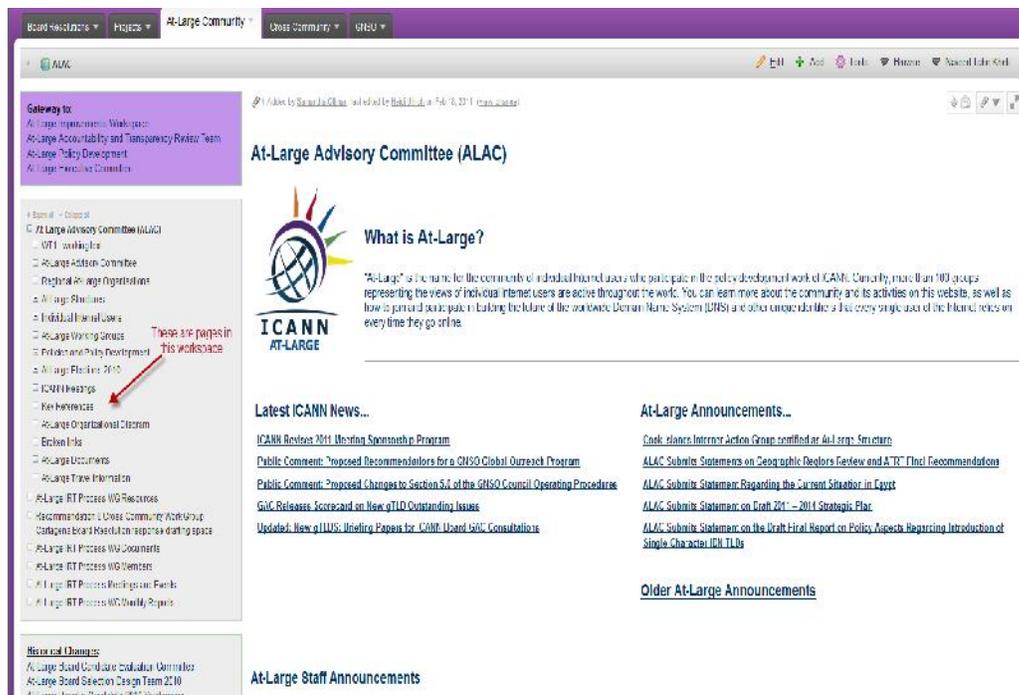
<https://community.icann.org/category/sub-dashboard.action?categoryKey=atlarge>



For this tutorial, we will be using the At-Large Advisory Community (ALAC) workspace. In the picture above, this workspace is the second workspace in the Spaces list located on the left hand side.

**Please note that this ALAC workspace is designed to be the gateway to all the other ALAC workspaces and should be your starting point when you visit the ALAC Community workspaces on this wiki.**

Once you select the ALAC workspace, you will see the following screen (Please note that all ALAC spaces have been designed to have a purple background):



You will see pages that are in this workspace located in the gray box in the middle of the left hand side of the page. The purple box at the top left hand side and the gray box below the larger gray box contain special links to other workspaces. Most workspaces will not have these two boxes and will only have the larger gray box.

The pages in this workspace are arranged in a hierarchical structure with parent pages and children pages as described earlier in this document.

So let's select a page and see how to manage its content. More detailed information on this topic can also be found at the following link:  
<http://confluence.atlassian.com/display/CONF34/Confluence+User%27s>

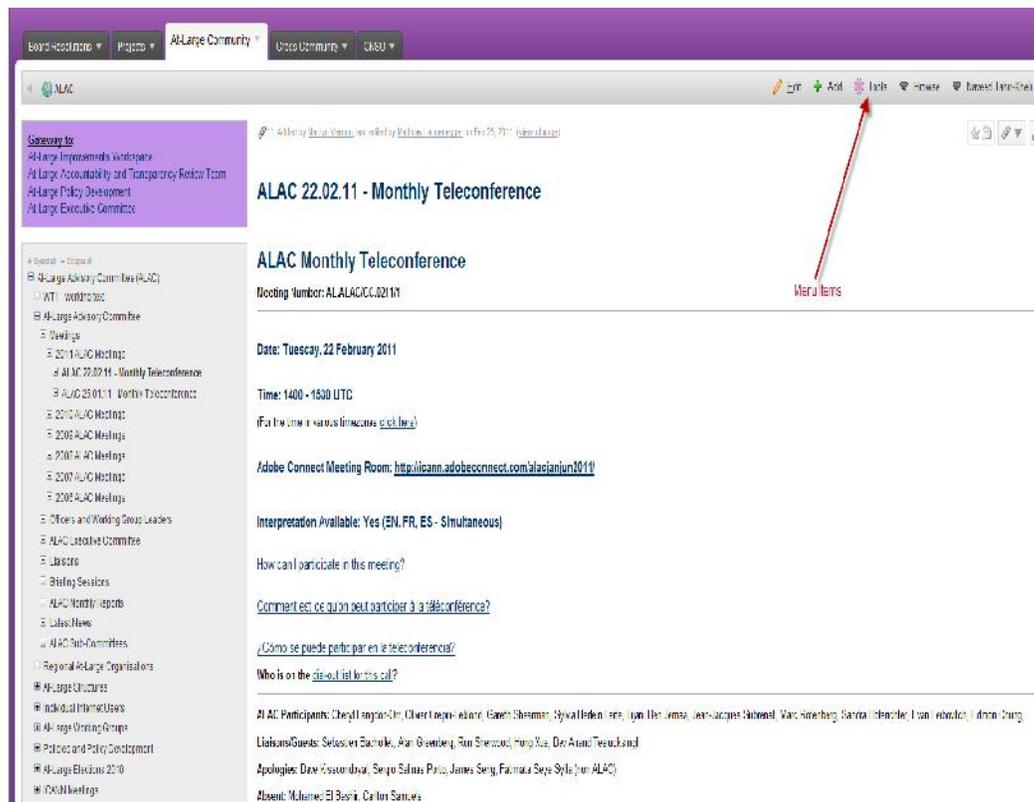
## +Guide#ConfluenceUser%27sGuide-WorkingwithPages

We will select for this example an ALAC Monthly Teleconference page.

Please go to the following link to follow along with this guide:

<https://community.icann.org/display/atlarge/ALAC+22.02.11+-+Monthly+Teleconference>

When you click on the link indicated above, you will see the following screen:



The screenshot shows a Confluence page titled "ALAC 22.02.11 - Monthly Teleconference". The page layout includes a sidebar on the left with a navigation menu, a main content area, and a top toolbar. The toolbar contains icons for "edit", "add", "tools", "browse", and "login". A red arrow points to the "tools" icon. The main content area displays the following information:

- ALAC 22.02.11 - Monthly Teleconference**
- ALAC Monthly Teleconference**
- Meeting Number:** ALALACCC.021111
- Date:** Tuesday, 22 February 2011
- Time:** 1400 - 1630 UTC
- Adobe Connect Meeting Room:** <http://icann.adobeconnect.com/alacjan11011/>
- Interpretation Available:** Yes (EN, FR, ES - Simultaneous)
- How can I participate in this meeting?**
- Comment est-ce qu'on peut participer à la téléconférence?**
- ¿Cómo se puede participar en la teleconferencia?**
- Who is on the [closed list for this call?](#)**
- ALAC Participants:** Cheryl Ingalls, Oliver Ingebrigtsen, Gavin Sherman, Mykal Henderson, Ryan Hen James, Jean-Lucques Vabrest, Marc Rittenberg, Sandra Schreder, Iwan Wobolko, Adam Chang
- Liasons/Guests:** Selvaraj Balakrishnan, Ron Greenberg, Ron Sherwood, Hing Xie, Dan Arund, Teruaki Ando
- Apologies:** Dave Cassard, Sergio Salinas, Paulo James Sergio, Fatima Beya Syle (on ALAC)
- Absent:** Mohamed El Beshi, Carlton Samuel

On the top right hand side of the page, you will see a menu with the following items:

**Edit, Add, Tools, Browse and your login name.**

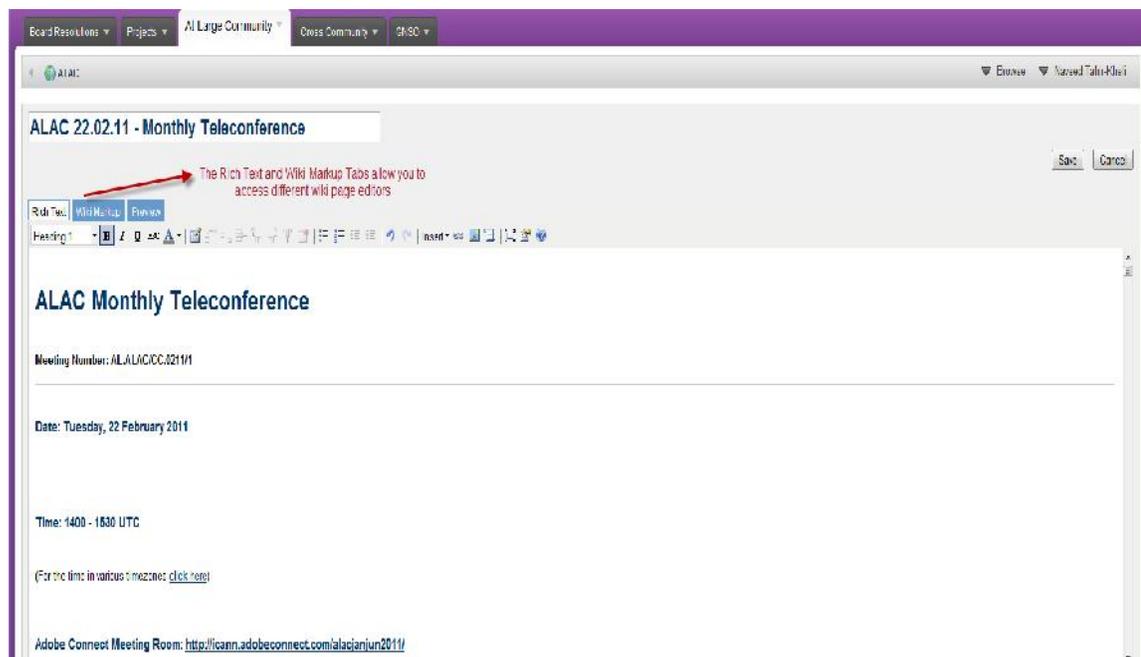
As mentioned before in the Welcome section of this document, this guide will be translated into two additional languages (French and Spanish), the only changes that occur in the Confluence software when using French and/or Spanish language enabled computers are to these menu and sub-menu items. All other content, including the tabs located at the top of your screen and the workspace names will remain in English.

These menu toolbar items and some additional commonly used sub-menu

toolbar items will display as follows:

English Toolbar Terms	French Menu Terms	Spanish Menu Terms
<b>Edit</b>	éditez	corrija
<b>Add</b>	ajoutez	agregue
<b>Tools</b>	des outils	las herramientas
<b>Browse</b>	passez en revue	hojee
<b>Page</b>	page	página
<b>Bookmark</b>	repère	señal
<b>Comment</b>	commentaire	comentario
<b>Attachment</b>	attachement	accesorio
<b>Copy</b>	copiez	copie
<b>Move</b>	déplacez-vous	muévase
<b>Remove</b>	enlevez	quite
<b>View in Hierarchy</b>	regardez dans la hiérarchie	vea en jerarquía

If you want to edit the page, you will now click on the Edit link. This will give you the following screen:



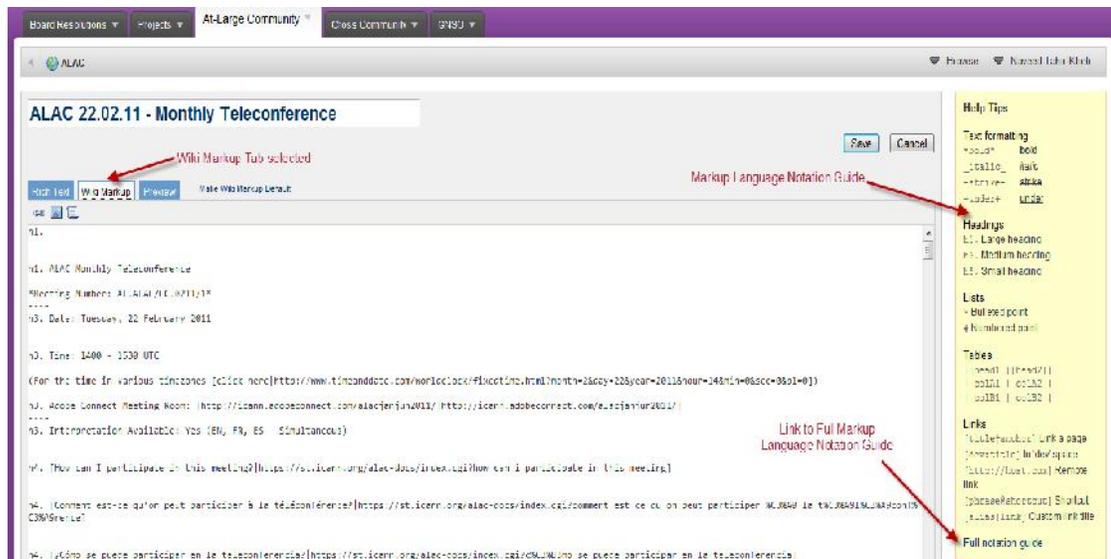
Your default editing mode for a page is **Rich Text**, which is similar to working with a standard word processing program (i.e., Open Office or Microsoft Word). You can go into the area where the ALAC Monthly Teleconference text is located and type your editing changes. You can use the icons in the menu bar under the Rich Text, WikiMarkup and Preview

tabs to modify the text to Bold, Italics or Underline. Other icons allow you to change the color, add bulleted lists, and insert tables, pictures, links or attachments.

Once you are done with your editing, please press Save and your changes will be saved.

Another editor that is available is the Wiki Markup Editor. This editor will allow you to use a markup language similar to HTML when editing your pages. This editor can be activated by clicking on the Wiki Markup Editor tab, which appears next to the Rich Text Editor tab.

Once you click on this tab, the editor will change and at the same time, a user's guide for the markup language will appear on your right hand side, with a link to a more detailed guide (see below).

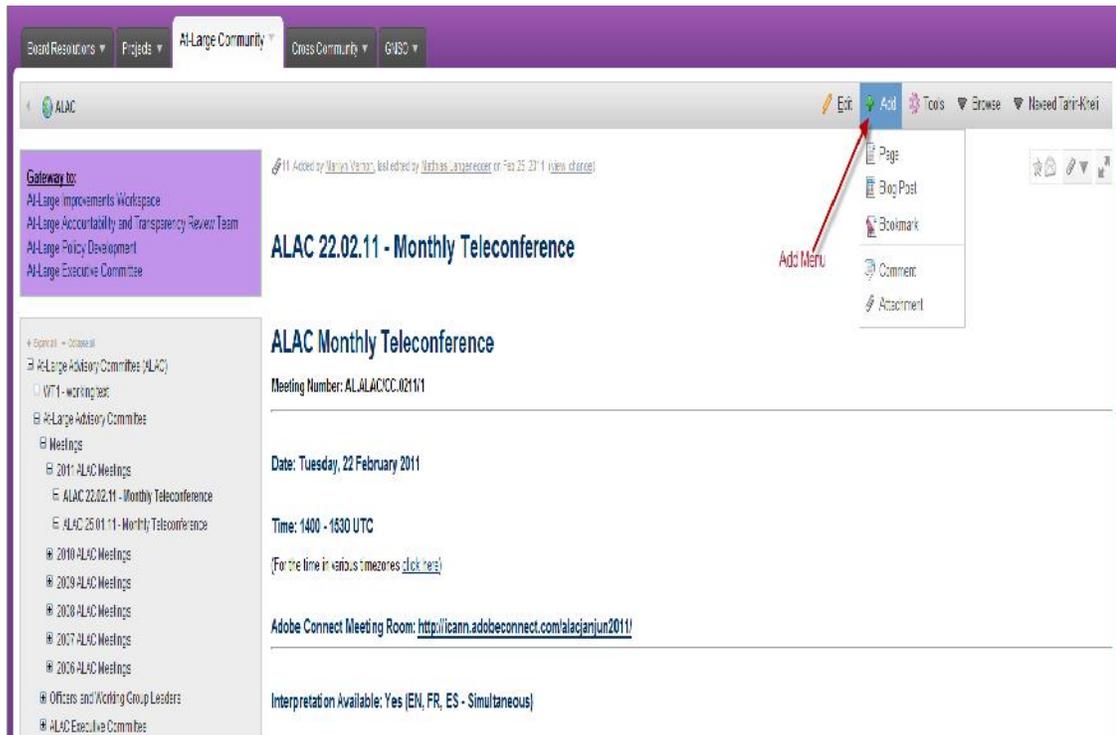


You can default to either 'Rich Text' or 'Wiki Markup' modes of editing depending on your preference.

If you prefer to use the Wiki Markup Editor as your default, you can change your editor default as follows:

1. Go to the edit tab of the page. This will open up the page in your current default mode.
2. If the current edit mode is not your default, you can make it your default by clicking the '**Make Default**' link beside the tabs.

The Add Menu item link will allow you to add a new page to this workspace's hierarchy. You can add comments to a page and you can also bookmark a page for future quick access.



The attachment sub-menu, for the Add menu item, allows you to add an attachment to a page that can later on be linked to text on the page.

The following links provide additional information for working with:

**attachments;**

<http://confluence.atlassian.com/display/CONF34/Confluence+User%27s+Guide#ConfluenceUser%27sGuide-WorkingwithAttachments>,

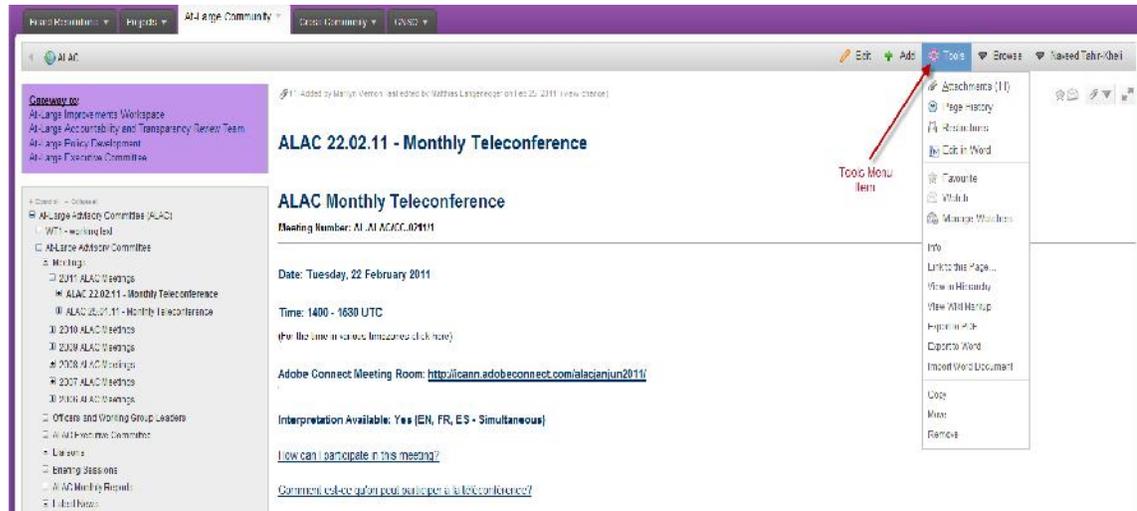
**images;**

<http://confluence.atlassian.com/display/CONF34/Confluence+User%27s+Guide#ConfluenceUser%27sGuide-WorkingwithImages>

and, **links.**

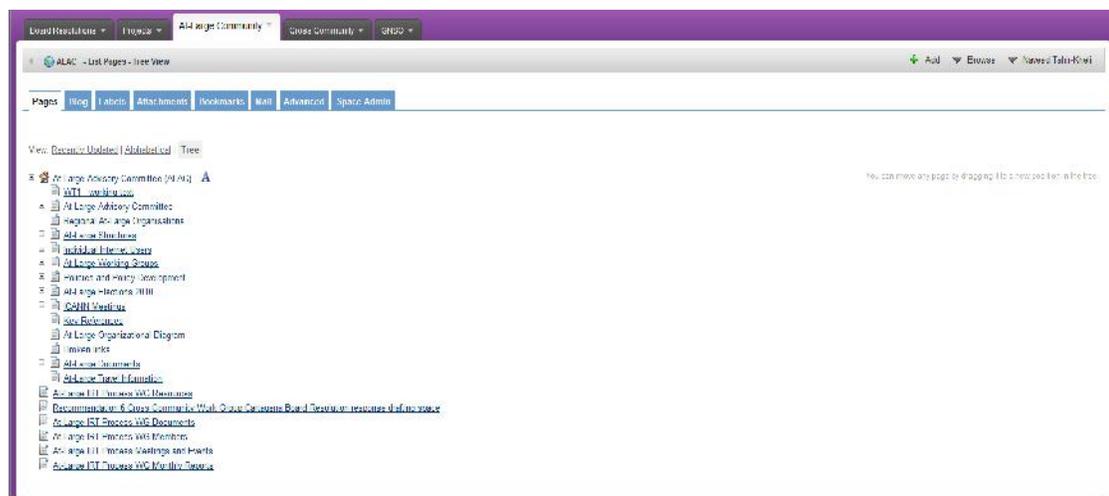
<http://confluence.atlassian.com/display/CONF34/Confluence+User%27s+Guide#ConfluenceUser%27sGuide-WorkingwithLinks>

The Tools Menu item link contains a few menu items that will be used regularly.



The Copy link near the bottom of this menu box will copy this page and its content to another page in the workspace. The Move link will move this page to another workspace in this wiki. The Remove link will delete this page from the workspace.

Another link in this menu box will also be used quite frequently is View in Hierarchy. This link will generate a Tree view of all the pages in the workspace.



Once this tree view is generated, one moves any page by dragging it to a new position in the tree hierarchy of the workspace.