



## Using the ICT Hub Knowledgebase

[www.icthubknowledgebase.org.uk](http://www.icthubknowledgebase.org.uk)

The Knowledgebase is a comprehensive source of independent ICT information and advice designed to help community and voluntary sector organisations access the benefits of information technology. This information sheet outlines some of the features available on the ICT Hub Knowledgebase. For additional information please see the [Site Help](#) page.

### **Registration**

By registering on this site (or if you have previously registered on the ICT Hub website) you receive several benefits. For example you can:

- Keep a record of your favourite Knowledgebase articles
- Receive email updates from the ICT Hub
- Contribute to the discussion forums
- Set up and customise your own Knowledgebase news feed so you know when new articles are published
- Leave comments on knowledgebase articles

### **Finding Articles**

You can find knowledgebase articles by searching, or by “browsing” the headings in the main navigation on the left. There is also a site map. At the end of most Knowledgebase articles there is a list of related articles.

### **Searching**

The search box is in the top right corner of all pages on the website.

Type a single word, or series of words separated by spaces, into the search box to find an article or page that contains ALL of the words you require (known as an AND search). To find an article that contains any combination of the words you want, place 'OR' between the words (e.g. wireless OR router). To search for an exact phrase, place it into quotation marks e.g. "wireless router".

Click 'search' to start the search.

### **Browsing**

Knowledgebase articles organised into categories and sub categories with descriptions. A full list of categories and subcategories is accessible from the navigation on the left. There is also a breadcrumb trail at the top of each article that provides access to categories and subcategories.

## ***Favourite articles***

By registering on this site (or if you have previously registered on the ICT Hub website), you can store a list of your favourite Knowledgebase articles. You can then access this list from any computer by signing in when visiting the Knowledgebase. Use the "Add to my favourites" link at the top of each article to add it to your favourites.

## ***Emailing articles***

If you read an article that you think would be of interest to a colleague, simply use the "email this article link" at the top of each article. Enter your own email address and the email address of the person you'd like to send the article to and they'll be sent a link to the article.

## ***Printing articles***

You can use the "Print this article link" at the top of each article to create a printer-friendly version of any article.

## ***Discussion and Article Comments***

You can discuss articles or their topics on the discussion forums. The forums are a useful place to share knowledge, experiences, and ask questions. At the top and bottom of each article there is a link to the discussion forums. Registered users can sign in and post messages to use the discussion forums. Anyone can view the forums.

If you have useful information to add to an article you can use the comments feature at the end of each article to add a comment. Registered users can add comments to articles when signed in to the Knowledgebase.

Recent discussion and comments appear on the home page, together with a list of the most recent articles and the most popular articles.

## ***Glossary***

Throughout articles, wherever possible, and at the end of each article, any jargon terms link through to a glossary for a more detailed explanation of the term. You can also browse the contents of the glossary by clicking on the link to the glossary in the main navigation column on the left.

## ***Common questions***

A list of commonly asked questions and their answers can be found by clicking on the "Common Questions" link in the main navigation column on the left.

## ***Skill level***

Where relevant, Knowledgebase articles are assigned a skill level to give an indication of the level of technical experience required to understand the article.

### **PPP Starting Out**

Short articles highlighting an ICT issue or concept and signposting to further information on the Knowledgebase. No technical knowledge required to understand the article.



Introductory or general articles about an ICT issue or concept. Little or no technical knowledge required to understand the article.



Articles that may contain some content that requires some understanding of technical concepts or issues, or which contain information or advice that should be carried out by confident ICT users.



Article contains information about complex concepts and /or requires technical knowledge to get the most out of the article. Aimed at the more experienced / ambitious ICT manager or accidental techie.

## **RSS**

RSS (Really Simple Syndication or Rich Site Summary) is another way of making information available on the web.

RSS Feeds consist of the most recent articles published on a web site, or in a given category. They are a handy means to access the information you are interested in without having to check a website for updates.

Clicking on the orange RSS button on the site home page allows you to subscribe to our site feeds.

For more on RSS see the knowledgebase article "[What is RSS](#)"

**ICT Hub Knowledgebase feeds are intended for personal use in aggregators only. Please contact us if you wish to use our RSS feeds on your website.**