



Intranet DASHBOARD

iD 4.1 Considerations for Upgrading

Table of Contents

- 1 INTRODUCTION AND PURPOSE3**
- 2 ID CMS VIDEO COMPONENT4**
- 3 RICH TEXT EDITOR.....5**
- 4 MY TOOLS6**
 - 4.1 Comments and Ratings – Usability Improvements.....6*
 - 4.2 Comments – Functionality Improvements6*
 - 4.3 Ratings – Functionality Improvements.....6*
- 5 COMMENTS AND RATINGS REPORTING.....7**
- 6 PUSH NOTIFICATIONS8**
- 7 FAQ'S9**
- 8 FORUM10**
- 9 UPGRADE CONSIDERATIONS11**
 - 9.1 Accessing iD CMS on the Front End 11*
 - 9.2 Comments and Ratings on the Front End 12*

1 Introduction and Purpose

Our latest release, iD 4.1, is now available for upgrade. The new version includes a combination of exciting new functionality, and several major usability enhancements.

This document has been prepared to step you through all the major changes to iD.

As valued iD clients, we have made it our priority to ensure you know exactly what to expect from your upgrade, and can take full advantage of everything on offer in iD 4.1.

If you have any questions, please do not hesitate to contact support@intranetdashboard.com.

2 iD CMS Video Component

The Video Component is a new iD CMS component designed to enable video files to be easily uploaded, stored and displayed within your intranet. This can be done in one of two ways:

1. Uploading and encoding a video file that is then stored within iD. (NEW)
2. Embedding a file from an external source i.e. YouTube.

While iD has previously been able to display videos, the process for doing so has now been significantly streamlined. Located in the 'Media' tab of iD CMS, content editors can now simply drag the Video Component onto an iD CMS page and upload a video directly onto the page.

3 Rich Text Editor

To improve usability throughout iD, a consistent Rich Text Editor has been implemented as the standard Rich Text Editor throughout the software, both Front End (iD CMS) and the Admin.

This has been done to ensure the process of entering Rich Text into iD is as simple and efficient as possible.

4 My Tools

In iD 4.1, the Front End navigational option known as “My Tools” no longer exists. The functionality previously contained within “My Tools” however, still does, and it has been significantly improved.

Each of the specific areas that were previously contained within My Tools now enjoys increased functionality, their own independence and increased visibility and usability.

4.1 Comments and Ratings – Usability Improvements

In keeping with current usability trends and in line with industry best practice, Comments and Ratings now appear in the page footer. In doing this, the functionality is both more visible and user-friendly, promoting uptake.

The functionality remains flexible, allowing Administrators to turn these features on or off on a per site and per app basis as required. For instructions on how to do so, [click here](#).

4.2 Comments – Functionality Improvements

The aesthetics of the interface have received a major upgrade, allowing the user to:

- Post longer comments.
- See more comments displayed at the one time.
- Be alerted to new comments more effectively.

The process of reading and adding comments on a page has also been significantly streamlined, reducing the number of clicks required to comment on a page from 3 to 1.

In addition, we have implemented new functionality to display the total number of comments on a page in the bread crumb bar, giving you a better indication of the number of users responding to content.

A new config setting has also been created to allow administrators to set comments to require approval prior to publishing: ‘COMMENTS_APPROVAL_REQUIRED’. By default, approval will not be required.

For instructions on how to change a config setting, [click here](#).

4.3 Ratings – Functionality Improvements

iD’s inbuilt rating system has now been converted to a binary ‘Thumbs Up/ Thumbs Down’ rating system, as opposed to a rating out of 10. This reflects current usability trends on leading social network applications such as Facebook and YouTube.

Where ratings have previously been set for a page, existing data will be migrated over to the new system. Ratings from 1-4 will be converted to a negative/thumbs down, and from 6-10, converted to a positive/thumbs up. An aggregate rating will then be shown for each page.

There is also an option to turn off the ‘Thumbs Down’ option if necessary, via config setting: ‘RATING_HIDE_NEGATIVE’

The functionality can be switched off completely if required. For instructions on how to do so, [click here](#).

5 Comments and Ratings Reporting

iD 4.1 includes comprehensive reporting functionality for Comments and Ratings. Quantitative (ratings) and Qualitative/anecdotal (comments) give evidence of the effectiveness of the intranet.

This new reporting functionality will give administrators an understanding of how the intranet is being used, and get the most value out of user feedback.

As a consequence of the reporting, Administrators will be able to view and moderate all comments and ratings from the Reporting interface, giving them better control over the manner, and to what extent the functionality is used.

There is also the ability to view aggregate lists of all content that has been rated and/or commented on, and also all responses to a specifically nominated piece of content – moderating as required.

6 Push Notifications

Push Notifications is a major enhancement to existing iD Notifications functionality. It has been created to enable content creators to “Push” content out to relevant users, ensuring they are automatically notified of all changes and additions made to content.

There are two new aspects of Notification functionality:

1. Assigning Notifications to an individual User account other than your own.
2. Assigning Notifications to User Groups.

The ability to push notifications is available to Full Control Users only. For further information on iD security profiles, [click here](#).

For these users, the ‘Assign Notifications’ link is visible in the footer of every page in iD. It can also be accessed from the User Manager drop down menu, found in either the breadcrumb bar or in the header of the site depending on where the app has been placed in the layout.

The ‘Manage Notifications’ screen has undergone significant enhancements to coincide with the integration of this new functionality, making it easier for administrators to track and moderate assigned notifications.

7 FAQ's

The 5 Star rating system previously integrated within FAQ's will no longer appear in the new version. It has now been replaced by the 'Thumbs Up/Thumbs Down' rating system utilized throughout the rest of iD.

Comments left on FAQ's will also now be visible from the Front End, whereas previously access would be restricted to administrators.

8 Forum

The Forum app will now no longer has an independent Notifications system based on user profile. All notifications will be managed through the general Front End Notifications system. Previously set notifications will be migrated over when upgrading.


9 Upgrade Considerations

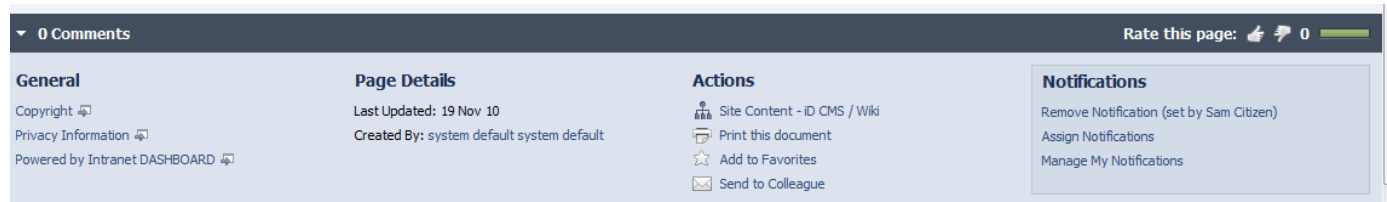
9.1 Accessing iD CMS on the Front End

All custom iD Themes will need to be updated when upgrading to iD 4.1. [Click here](#) for instructions on how to do so.

Upgrading will result in a number of interface changes that Front End content editors will need to be made aware of. Predominantly this concerns the way apps including iD CMS, Comments and Ratings appear on the Front End.

iD CMS can now be accessed in one of two ways:

1. Clicking on the  icon, found in the top left hand corner of your page, under the horizontal navigation bar.
2. Following the **'Manage iD CMS Content'** link in the list of **'Actions'** featured in the page footer, as shown below.



Both will navigate to the iD CMS 'tree view' or folder list, as would have happened previously when selecting 'iD CMS/Wiki' from the My Tools Menu.

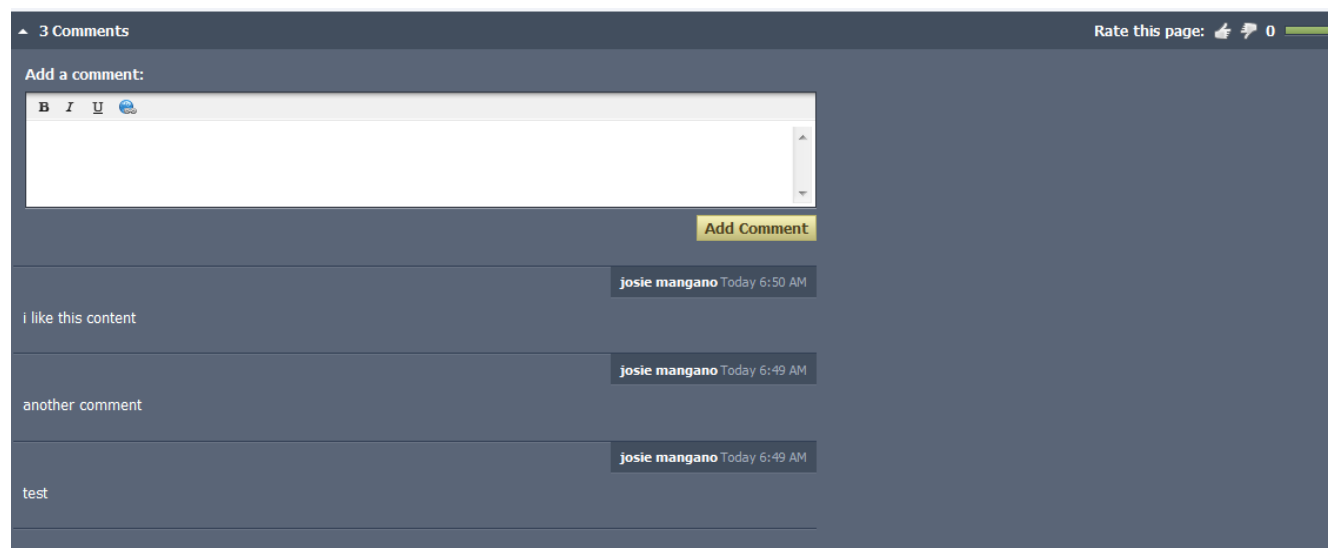
9.2 Comments and Ratings on the Front End

Comments and Ratings functionality will also look different to all previous versions.

Ratings can be seen in the screenshot above, with the Thumbs Up/Thumbs Down binary system now visible.

The images are colored green and red when rated a positive or negative rating is submitted, respectively. An aggregate rating for the page will also be shown via the bar to the right of the icons.

Comments will now appear as a white box, below the page footer on all iD pages where the functionality is enabled – as shown below.



The list of user comments are not expanded by default, but this can be changed via config setting: 'COMMENTS_LOAD_EXPANDED'.

When expanded, the latest ten comments are displayed by default. This can be changed using config setting: 'COMMENTS_PAGE_SIZE'.

Please see the [Config Settings Help page](#) for instructions on how to change Config Settings.

In order to make the most of the enhanced functionality available in iD 4.1, please ensure all content editors are familiarized with the new Front End design.