

1. Introduction

1.1 WHAT IS EDDESK?

edDesk is an "editor's desk" that allows you to write, edit, produce and distribute content for multiple media. edDesk brings together everyone on a team so you can see who is working on what, and where it is up to in the editing process.

There are two basic concepts in edDesk –

- you have content
- you can organise and display your content in several ways, depending on your role and objectives.

edDesk separates content from appearance, letting content contributors concentrate on content, and not be concerned about the layout of that content. edDesk also provides version control and workflow management, making it easy and effective to use when your team is located in more than one place. You can access edDesk from two places:

Web browser. This is mainly for simple editing, writing copy and filing copy. There are some features of edDesk that are not available through your web browser.

Lotus Notes. This is the recommended access when you need to do a lot of editing. There are several features available through Notes that are not available in the web version.

This user guide covers only the Lotus Notes version of edDesk.

1.2 GENERAL OBJECTIVES

After reading this user guide and participating in an introductory training session you should be able to:

- login and logout from edDesk
- navigate accurately through edDesk
- use Views to list articles that meet certain criteria
- search for articles from within Views
- create new articles
- create a hierarchy of related articles
- use the edDesk workflows to manage the progress of your articles
- edit articles and subarticles
- attach files in various formats to your articles
- import and insert images into your articles
- cancel articles when they are no longer required
- edit homepages

- replicate your databases and know when replication has occurred successfully
- add your most often used databases to your Favorites
- create and maintain a Folder structure so you can quickly access your articles
- print Views and articles

After attending the introductory course you are eligible to attend an advanced training session. By the end of the advanced training session you will be able to:

- create simple Views to list articles fulfilling particular criteria
- create simple "Agents" to automate some processes for you
- delete Agents that you have created but no longer need.

<p>Specialised courses These courses are not yet available.</p>
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1.3 INTENDED AUDIENCE

This user guide and accompanying training course are intended for those people who have not used edDesk before but now need to use it to write and edit articles and prepare those articles for publishing - in various media formats.

It is not intended for those people involved in the technical setup and support of edDesk.

1.4 ABOUT THIS USER GUIDE

This user guide instructs you in how to use the most common features of the Lotus Notes version of edDesk.

This user guide is structured so that you:

- first learn the various ways of viewing content that is already in edDesk and then
- learn to create your own content (called articles).

The primary goal of this guide is to be a reference for you when you have returned to your work location. It will be referred to during training courses, but not followed cover to cover.

Appendices introduce you to some of the more “advanced” features of edDesk. Some people will not need to learn these features, others may wish to attend a more specialised training course, dealing with just those features.

1.5 NOTATION CONVENTIONS

This guide uses the following notation conventions:

Bold screen names and for general emphasis

Italics Menu option that you select

Bold courier	edDesk tabs and article tabs (article tabs are tabs within an article)
Lucida sans console	Field names
<italics>	button to be clicked to get to the next step
Courier	text of on-screen messages and prompts
century gothic	used for examples
<div style="border: 1px solid black; padding: 2px; display: inline-block;">bordered century gothic</div>	Used for important points and handy hints that you should try to remember!

i Spelling

Australian English is used throughout this guide, except where Lotus Notes menus use American English.

ii Control keys

If you see an instruction written like “Press <Ctrl>+b” then you hold down the <Ctrl> key while you press the letter after the plus sign.

For example, <Ctrl>+b means hold down <Ctrl> while you press b, then let both keys go.

1.6 TERMINOLOGY

The terms listed alphabetically below are mentioned only in context of their relationship to edDesk.

Article	Each story is called an article.
Database	The collection of articles for your organisation. An organisation may have several databases – often one for “production” (real articles, to be published); one for “playing” (often used for training, or experimenting with new features). Your organisation may also have separate databases for large projects.
edDesk	The application you use to create and edit articles and to manage the workflow for the publishing of those articles
Form	Any page that requires you to enter information so that content can be updated and saved.
Menu	A list of options that drops down (opens) when you click on the menu name. For example, the Tools menu in the article toolbar. When you click on Tools a list of options opens for you.
Menu – Lotus	Menu that appears along the top of your Lotus Notes window. Different

Notes menus are displayed depending on what you are doing in edDesk.



Navigation pane The menu down the left side of your screen. Options vary depending on which tab you have opened (and your organisation's requirements).

Subarticle / Related article Large articles may be broken into smaller parts, called subarticles or related articles. Subarticles are "children" of articles.
For example if you are reviewing digital cameras you may want each camera reviewed to be in a separate subarticle. They can be reordered easily within the article structure.

Tab List of windows you have opened in edDesk. Appears along the top of your edDesk screen.

The first tab you normally see is the **Home** tab.

In addition each article has a set of tabs that allow you to enter specific types of information.

Toolbar A list of options that you can select, displayed horizontally.

Toolbar – article The toolbar that appears along the top of an article.



View A way of organising the display of articles in a relevant manner. For example, if you are in the Creating tab you can organise your content by Story Idea, Active Briefs, Filed Copy.

Workflow Where an article is up to in the entire production process – ranging from story concept to published.