

Desktop

Your Desktop

All users will see the following icons on their FirstClass desktop.

Each icon is a link to a conference, Address Book or Calendar to open any of them just double click on the icon.



Your Mailbox is your personal area. It is the storage place for all of your

personal electronic mail (e-mail or mail). It contains copies of everything you have received and sent. These messages may be addressed to individuals, a group of people or to a conference, but they all appear in the mailbox.



Your Address Book gives you the ability to create a shorthand name for

addressing outgoing messages. It also allows you to store personal information and contact details for the people you choose to include in your address book.



Your FirstClass Calendar can be used in the same way as a paper calendar

or a personal diary/organiser. You can also share your calendar with other users on the FirstClass system.



OU Service News - This conference is used to announce important User

information such as new facilities and server downtimes - please check this conference regularly.

The OU Service News conference will auto open if there are any messages that you have not read inside the conference to prompt you to read them.

Inside the OU Service News conference are some subconferences, including:

- Conditions of Use - this contains the most up-to-date versions of the OU Conditions of Use and Code of Conduct for FirstClass (These will automatically open for you to read when you first access your FirstClass account.)

The Complaints Procedure can also be found in this conference.

- New FirstClass Software - this is where new versions of the software will be posted

for downloading as they become available.

- Networked Conferences - this contains a selection of national/international conferences from Usenet News conferences.

- LTS Applications - This conference currently contains two applications:

Disk Quota Viewer - allows you to check how much disk space you have used.

Missing Conferences - allows you to restore the Open University, LTS Helpdesk and Practice Conference conferences if you have deleted them in error.



LTS Helpdesk - This conference can be used to post questions asking for

help on various topics, these are then answered by staff from the Learning and Teaching Solutions (LTS) Helpdesk or the FirstClass Administrators.

There are several subconferences within the LTS Helpdesk conference, so that queries on similar topics can be grouped together.

The LTS Helpdesk conference and FAQs are reserved for announcements from Helpdesk staff, so you cannot send messages to the 'top-level' conferences yourself.



Open University - is the 'virtual campus'. It contains a wide variety of generally

accessible conferences. Within the campus are conferences for the different faculties, OU Students Association and various other faculties; most of these conferences will open to reveal subconferences.

You will not see course specific conferences within this area, as these are private to students and staff on a particular course.



Practice Conference - this conference is an area provided for learning to use

FirstClass; it is not for general discussion. Please read the message 'What this conference is for' before use.

Course-related Conferences - Users may also see a conference(s) specifically for the course(s) they are associated with. Course-related conferences will have the appropriate course code in their name.

Many conferences will have a Welcome, Spirit of Conference or About this conference message in them explaining their purpose. It will probably be the first message in the conference, so you may have to scroll down the list of messages to find it.

Finding a Conference

Some conferences will be directly on your desktop, others may be found as subconferences. These subconferences can be accessed by opening (double-clicking) the top-level conference and navigating (by opening subconferences) down to the conference you require.

The area which currently has the most subconferences is the OU Students Association (OUSA) found within the Open University. The OUSA area contains subconferences which are both social and course related.

The purpose of this exercise is to navigate down through a series of conferences to find the OUSA Eastenders conference.

To open the Open University either

- Highlight the conference and from the menubar select File> Open> Open Selected or

- Double-click on the conference icon to open it

Open the OU Students Association

Open OUSA LIVE

Open OUSA Interests

Open OUSA Soaps

Add a Conference to Your Desktop

All subconferences can be navigated to via a top-level conference, but it is also possible to add a subconference directly to your FirstClass desktop once located.

Locate the subconference you want to add to your FirstClass desktop

Highlight this subconference

Select Collaborate> Add to Desktop or right click in the highlighted area and select Add to Desktop

The selected subconference will appear immediately on your FirstClass desktop. If the selected conference contains messages and you have sound on your computer it will make a chiming sound to alert you.

Finding Help

There are a few areas you can visit which contain useful information:

The Open University FirstClass Client Documentation Website:-

<http://firstclass.open.ac.uk> and click on the link to Documentation.

This site contains documentation and animations which explain and demonstrate how to perform certain tasks. This site will be updated regularly as more animations are completed.

LTS Helpdesk  - This conference can be used to post questions asking for

help on various topics these are then answered by staff from the Learning and Teaching Solutions (LTS) Helpdesk or the FirstClass Administrators.

There are several subconferences within the LTS Helpdesk conference, so that queries on similar topics can be grouped together.

The LTS Helpdesk conference and FAQs are reserved for announcements from Helpdesk staff, so you cannot send messages to the 'top-level' conferences yourself.

You can only post messages to the conferences inside the FAQ areas. It would be particularly helpful if you could include your course code and/or your role (e.g. student or associate lecturer) with your query, as FirstClass desktops are unique to your situation.

Help (on the Menu Bar) - This help section has been customised to cover topics that are relevant to the Open University's use of FirstClass.

Private Chat

Private Chat is a synchronous form of communication.

A copy of Private Chat is not stored on the LTS servers, so if anyone feels that the content breaches the FirstClass Code of Conduct a record should be kept by using the File> Save As option in the menu.

The purpose of this exercise is to start and invite another FirstClass user to participate in a Private Chat

Select Collaborate> Private Chat from the menu, alternatively click on the Private Chat icon  on the toolbar

The Private Chat window pops up as shown in Figure 1

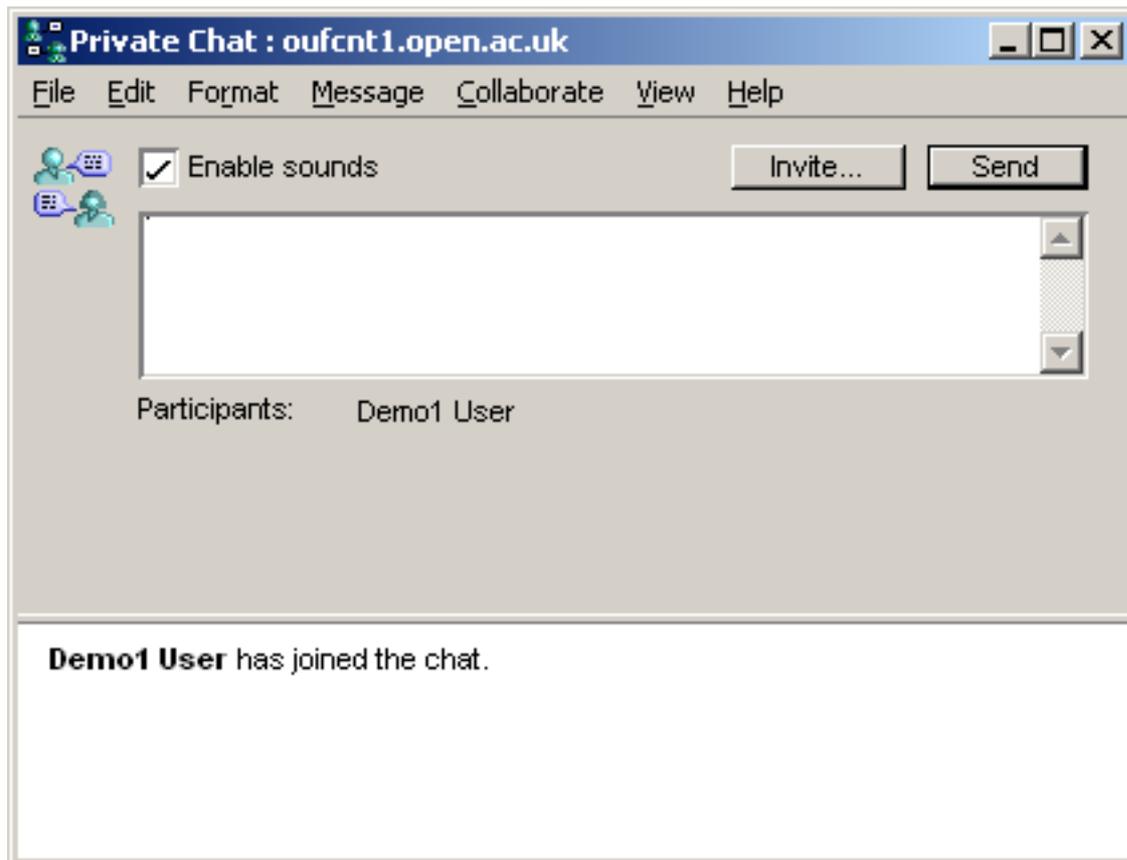


Figure 1 - Private Chat

Click on the Invite button and the Who's Online screen opens as shown in Figure 2

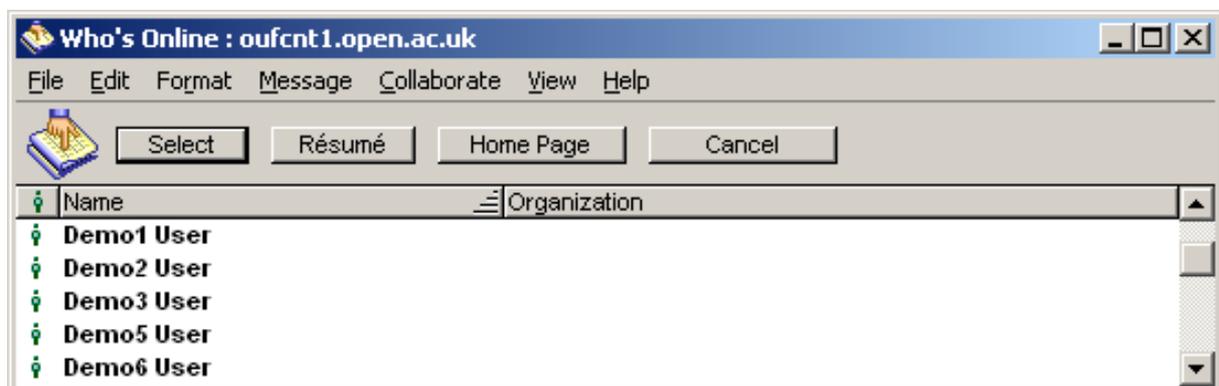


Figure 2 - Who's Online

Scroll through to find the name of the person you may like to invite to chat

Select them by clicking on their name

- You can find some information about them if they have filled in their Resume by clicking on the Resume button.

- Once you have read the resume (if they have one) you can close this window

Click on the Select button and they will receive an invite to chat from you as shown in

Figure 3



Figure 3 - Chat Invite

If they choose to accept your invitation they will join the chat as shown in Figure 4

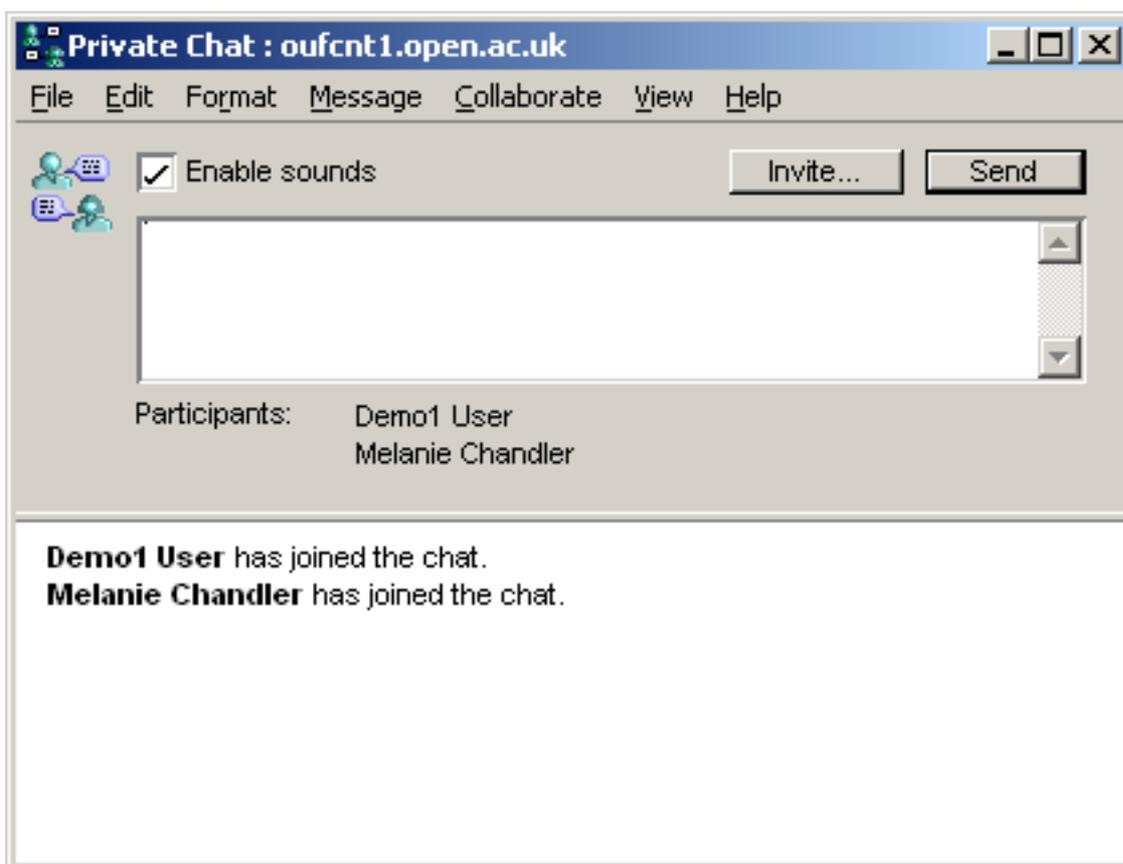


Figure 4 - Accepted and joined

Type your message/response in the top blank area of the window and press return (or click on Send)

Your message will be displayed and tagged as coming from you as shown in Figure 5

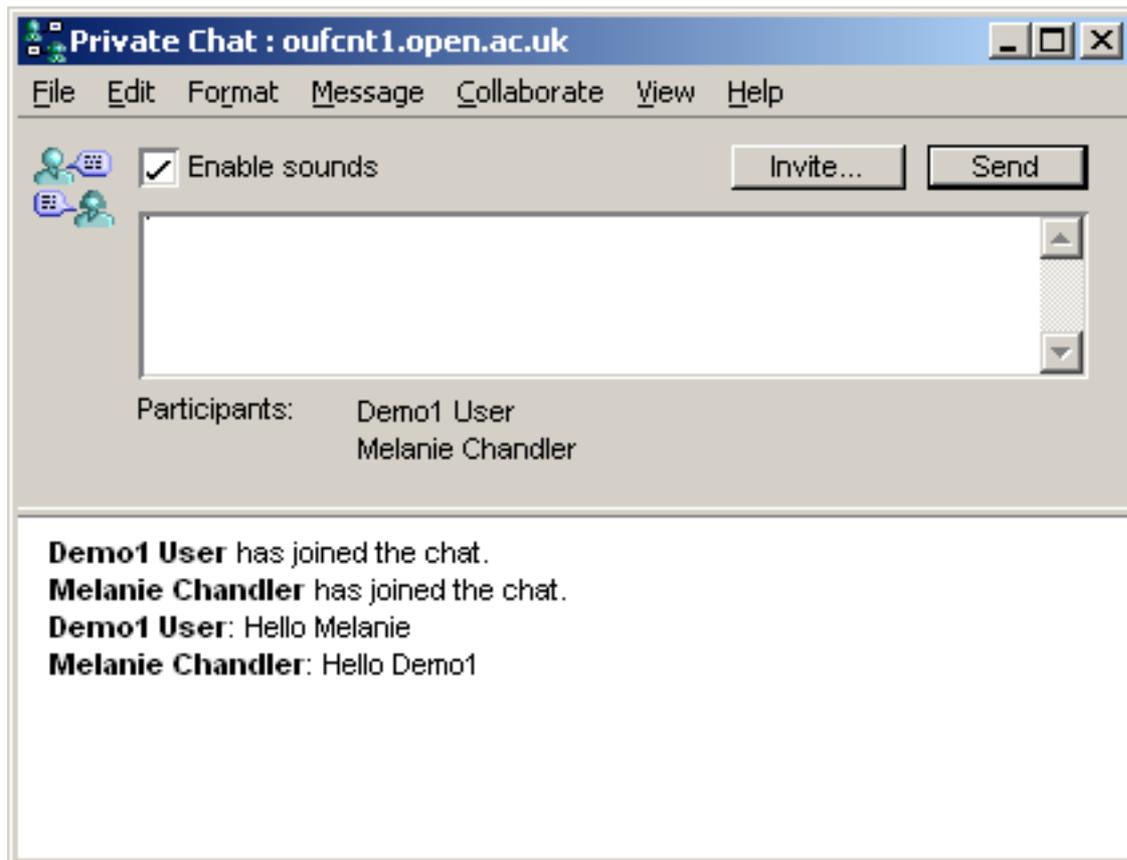


Figure 5 - Chat

To leave the chat simply close down the window - it is polite to let the other participants know you are leaving