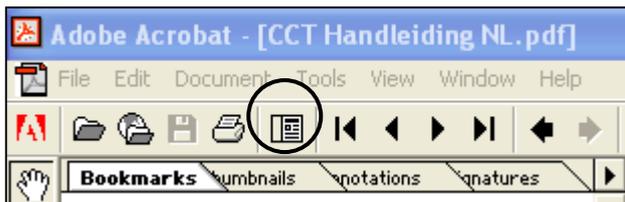


USERS MANUAL OF EQUAL TCA 866's COMMUNICATION AND CONTROLLING TOOL (E-Adaptation for Business & Learning)

Version 1.4 UK of 19/8/02

Welcome!

If you are reading this document in Acrobat (PDF) format, we suggest you to open the bookmarks in a separate window. Just click the icon as indicated to do so, if relevant:



You can navigate through the different parts of this manual by clicking the desired part in the left window.

If you cannot read PDF-files, you need some software (Acrobat reader). You can download it free on this site: <http://www.adobe.com/products/acrobat/readstep2.html>

To get more help on the CCT application, read [chapter 14: help](#)

1 Preface

CCT (**Communications and Controlling Tool**) is an application joining the partners of the European project EQUAL, TCA 866 together by the Internet. Participants can be organised in groups. Several password-controlled accesses are possible, with specific competences. This software offers several modules, each accessible by clicking these tabs:

[Calendar](#): Can be accessed by different groups and persons

[Contacts](#): With the possibility to import, data from popular applications as Outlook (express)

[Forum](#): With erase possibilities for each participant

[Files](#) (up and download)

[Projects](#): With filter possibilities, statistics and timeline

[Timecard](#): Making it easy to administer budgets

[Notes](#)

[RTS](#) (Request Tracking System) with a knowledge base linked

[Mail](#): Attachments and listing made possible

[Options](#): To adapt settings of the application

[? \(Help\)](#): More explanations for newbies

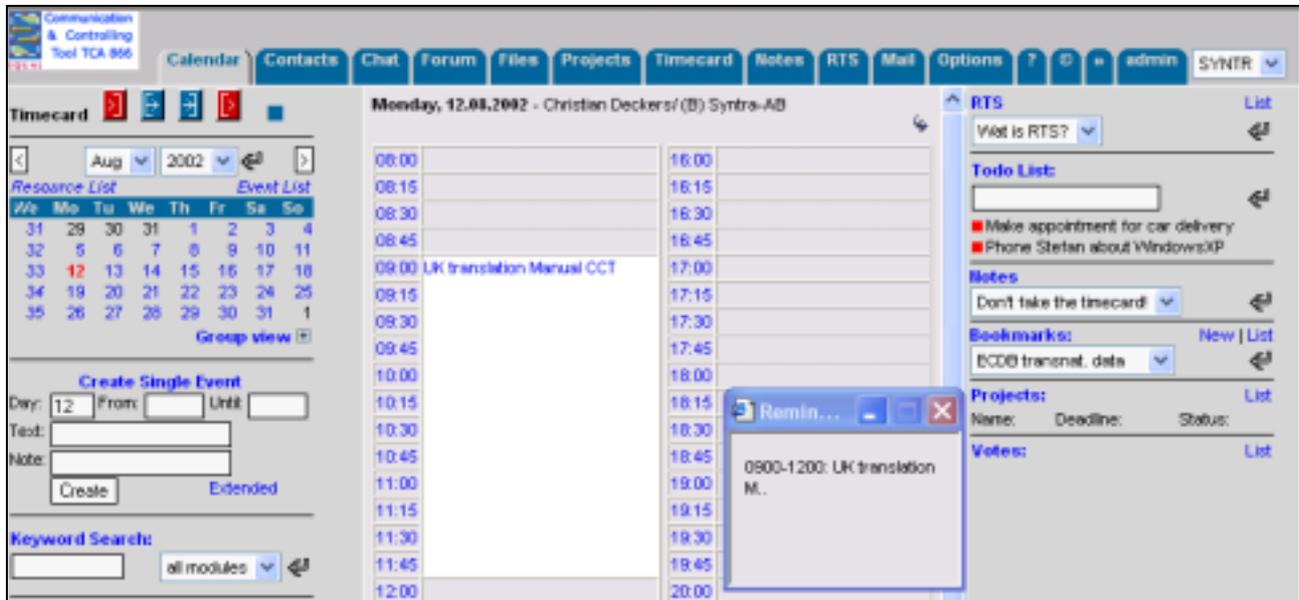
[© Copyright](#): credits to who deserves

[>>](#): quit the application

[Admin](#): Administrators only. Possibility to create users and change settings.

3 GUI (Graphical User Interface)

After you logged in successfully, the calendar page opens. A small pop-up window will remind your appointments of the day.



At the top of the application window, remark the address field of your browser. The URL to reach the application is

<http://www.syntra-ab.be/equal/cct/index.php>

Newbies can try out the application without harm on the address

<http://www.syntra-ab.be/equal/project/index.php>



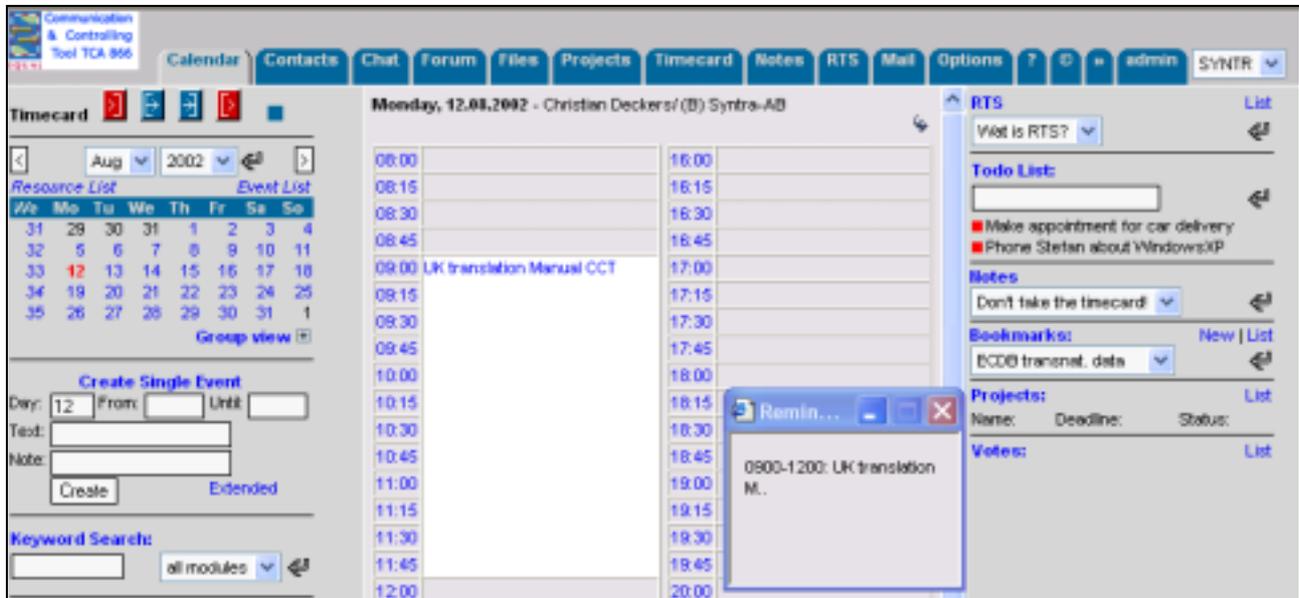
At the far right of the menu bar, at the right of the Close tab, you will see to which group your login belongs (SYNTR in this example). If you are member of several groups, you can select another group by clicking the arrow. If you are an administrator, you will see the Admin tab, which others will not see.

The system distinguishes competences as follows:

- Users are able to view events from other group members, but not the text of those events
- Chefs are able to write events into other calendars, additionally they can create statistics and projects
- Administrators have access to the admin section. They can create new users, change passwords, etc. Administrators have all those rights only in the group to which they belong.

4 Calendar

After your login, the system automatically shows up the Calendar window. If you are in another part of the application, just click the tab Calendar to get there.



Remark the three vertical panels of the calendar:

- The left panel consist of the calendar and a form to create single events. The results pop up in the middle pane.
- The middle pane lists the events of the day. You can view them individually or as a group view.
- Several utilities are grouped in the right pane:
 - RTS requests dedicated to you
 - Your TODO-list
 - Notes
 - Bookmarks
 - Projects
 - Pending votes

4.1 The left Calendar pane

4.1.1 Booking your activities on the timecard.



Above the calendar, you will find a button bar commanding the timecard. The first red button registers your starting time; the last red button registers your ending time. Register your breaks and interruptions with the blue buttons. Check the name of the buttons by hovering them.

You can make the registrations in the timecard itself. Click on the tab Timecard of the menu bar to reach the form.

4.1.1.1 Registering the start of your activities (red button at the left).

Begin

Day	Begin	End	Out of office	Back in office	Sum
Sum for 08/2002: 0 Hours, 0 minutes					

[print](#)

Timecard: [export csv-list](#)
Bookings: [export csv-list](#)

Click the first red button to open the registering form, then click the Submit button to register your begin time in your timecard.

To check registered times, click the tab Timecard of the menu bar.

Use the hyperlinks "Print" or "export CSV-list" to make a paper copy of your data, or to create a CSV file in order to export your data in e.g. a spreadsheet.

4.1.1.2 Registering breaks and interruptions (blue buttons)

Out of office

Day	Begin	End	Out of office	Back in office	Sum
Sum for 08/2002: 0 Hours, 0 minutes					

[print](#)

Timecard: [export csv-list](#)
Bookings: [export csv-list](#)

Click the left blue button to pause the registration of your working time until you click the second blue button. You can use this buttons for breaks, interruptions or Out of Offices. You only can interrupt your work once a day.

To see the results of your clicking, open the timecard by clicking Timecard tab in the menu bar.

Do not forget to click the submit button to confirm your action.

4.1.1.3 Booking your end of activities (red button at the right)

End

Day	Begin	End	Out of office	Back in office	Sum
Sum for 08/2002: 0 Hours, 0 minutes					

[print](#)

Timecard: [export csv-list](#)
Bookings: [export csv-list](#)

You can register your end of activities by clicking the right red button above your calendar. Do not forget to click the submit button to confirm your action.

To see the results of your clicking, open the timecard by clicking Timecard tab in the menu bar.

You cannot give more than one begin or end time. Use the blue buttons to indicate breaks or interruptions in your working time

4.1.2 Calendar



Within the calendar, which opens in the current month, you will find the day of the month of your computer clock indicated in red. Month and year are in the utmost line, left and right of it arrows to go up and down the row of months. Always confirm changes with the return arrow (↵).

You will find the week numbers left of Monday. Week 1 is the week with the first labour day of the year in it.

4.1.2.1 Resource list

By clicking the hyperlink "Resource List", you get the list of resources, booked for the indicated day. If you would like to see the complete list of booked resources, click the tab Options in the menu bar, and there List of Resources. Confirm by clicking the button View.

You can book resources while creating an appointment in the extended mode. Only administrators can create resources.

4.1.2.2 Event List

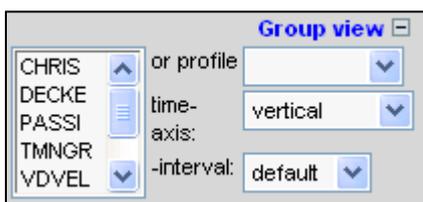
By clicking the hyperlink "Event List", the application opens in the middle panel the list of pending events of the logged person.



With the Search function, you can indicate a word in text, note or remark to retrieve some events.

By checking the checkbox "Entire List", you will get all the passed appointments as well. Confirm your action with the return button (↵).

The red quadrangle in front of the date indicates that you can delete this event. Click on it to do so.



By clicking the + sign behind Group View, you can view several calendars of persons of your group. To view the list of calendars belonging to other groups, change the group in list box situated in the upper right corner of the application window.

You can select a profile of calendars in order to remember the list of calendars you often want to show up. Create profiles in the module Options, which you reach by clicking the Option tab in the menu bar.

With the time axis and the time interval, you can manipulate the way you want to view these calendars.

View the grouped calendars in the middle pane. They only include the current month. You can change this month by changing the date in the calendar itself.

4.1.3 Create and delete events.

Create Single Event

Day: From: Until:

Text:

Note:

[Extended](#)

In order to create an event the quick way, use the form in the left pane of the Calendar page. Check the date in the upper form (calendar), and fill in the fields "From:" and "Until:" in the format HHMM, without any sign between the figures. Then fill in the field "Text:", which will show up in the event list. Optionally you can add some comments, e.g. the location where the event occurs or the agenda of a meeting. Confirm your action with the Create button.

Create & Delete Events

Date: Day: . . From: Until:

Text:

Note:

Visibility: ▼

Resources: ▼

Contacts: ▼

Project: ▼

Remark:

multiple events: ▼ Until: . .

[back](#)

If you want more data for your event, click the hyperlink "Extended" to open an enlarged form in the middle pane. You have the same possibilities as in the quick window, plus this features:

- Visibility: normal, Personal (only you), or Public
- Resource: you can select one only.
- Contact: you can select one only.
- Project: you can select one only.
- Remark
- Multiple events: once, daily, weekly, monthly or yearly with or without end date.

Do not forget to confirm your entries with the Create button. Click the Delete button to delete.

4.1.4 Searching

In order to find events, type the string to search on. Next, select the modules to search in. Do not forget to confirm your action with the return () button.

The results list contains a hyperlink for each found event. Just click on it to view it.

4.2 Middle pane of Calendar

This pane shows the data you asked for. In the utmost line, you will find the date, the name of the logged person and the name of his/her organisation.

Monday, 12.08.2002 - Christian Deckers/ (B) Syntra-AB	
08:00	
08:15	
08:30	
08:45	
09:00	
09:15	■ Equal CTT meeting
09:30	
09:45	
10:00	
10:15	
10:30	
10:45	
11:00	

In order to create a new event, just click on the desired hour, after checking the date. Click on the hyperlink "Extended" in the left pane if you want to put in detailed information.

At the bottom left, remark the hyperlink "Print". By clicking it, you will get a paper copy of the visible page.

To edit an event, click on the blue text of it. The event appears in the middle pane. Choose for clicking on the Modify button to register your changes, on the Delete button to delete this event.

Click on the hyperlink "Back" to return to the former view of the events.

4.3 Right pane of Calendar

The pane of the Calendar page groups several utilities, listed in this table:

RTS <input type="text" value="Wat is RTS?"/>	List RTS (Request Tracking System): list of requests addressed to you. Click the hyperlink "List" for more details. Confirm with the Return button.
Todo List: <input type="text"/> CHRIS <input checked="" type="checkbox"/> Make appointment for car delivery <input checked="" type="checkbox"/> Phone Stefan about WindowsXP	TODO-list: list of your to-dos imposed by yourself or imposed by members of your group. Create a to-do for yourself or for a member of your group by choosing a name code from the list box and typing in the field box at the left of this list. Click the Return button to confirm. The red quadrangle indicates that you can delete this to-do. Just click on it to do so.
Notes <input type="text" value="Don't fake the timecard!"/>	Notes: List of the notes that you created.
Bookmarks: New List <input type="text" value="ECDB transnat. data"/>	Bookmarks: list of your URL links. Click on "New" to create a new one, or click on "List" to see the complete list. Confirm with Return button.
Projects: List Name: Deadline: Status: CCT Manual UK 31.12.2003 %	Projects: list of projects in which you are involved, created with chief status. Click the hyperlink "List" to see more details.
Votes: List <input checked="" type="checkbox"/> Location next Equal Meeting <input type="checkbox"/> Stresa <input type="checkbox"/> Bourges <input type="checkbox"/> Mechelen	Votes: Not yet responded votes. Click the hyperlink "List" to see the result of this voting. Answer the vote by clicking near your choice. If several alternatives are permitted, hold the CTRL-key down while clicking. Do not forget to confirm your action by clicking the return button.

Look for more explanations of these utilities:

[RTS \(Request Tracking System\)](#)

[Notes](#)

[Bookmarks](#)

[Projects](#)

5 Contacts



View the Contacts page by clicking the Contact tab of the menu bar. Contacts are divided in two groups: "Group Members" and "External Contacts". You cannot see them both at once.

Only the administrator of a group can create members of that group. Create External Contacts by clicking the hyperlink "New". This opens the New Contact form:

 A screenshot of the 'New contact' form. The form is divided into two main sections: 'New contact' on the left and 'Comment' on the right. The 'New contact' section contains the following fields: Title, First Name, Family Name, Company, Email, Email 2, URL, Phone 1, Phone 2, Phone mobil, Fax, Street, City, Zip code, Country, State, Category, Userdefined 1, and Userdefined 2. Below these fields is a checkbox labeled 'Open to all:'. At the bottom of the form are two buttons: 'Create' and 'back'. The 'Comment' section is a large text area with a vertical scrollbar on the right side.

To move from one field to the other, use TAB, to move backwards, use SHIFT + TAB. Do not use the return key.

By dedicating some contacts to a category (e.g. "Partners"), you can later filter this category for searching.

Mark the checkbox "Open to all", if you would like the others to see this contact. De default is unmarked.

To create your new contact, click the Create button, to delete it, click the Delete button.

You can put any information in the Comment box. Put some keywords in this box, which can facilitate your search operations.

5.1.1 Importing Contacts

You will probably own electronic lists of contacts in vCard, Outlook, Outlook Express or in some other format. You can import these by making an export file in the original application (e.g. Outlook) in CSV format (Comma Separated Value). Use the Windows variant if asked

Maybe you will have to adjust the fields. Your CSV-file should contain these fields, in the same order:

title, first name, family name, company, email, email 2, phone 1, phone 2, fax, mobile phone, street, zip code, city, country, state, category, remark, web address.

Make empty columns (in a spreadsheet like Excel) for the fields you do not have in your contacts

Import the CSV-file in CCT. Choose "Import" on the Contacts module, and indicate the original application where your data comes from. Indicate where the CSV-file can be found.

Eventually indicate a category to filter on.

Check the checkbox "Open to All" if you want these contacts to be visible for others.

After a successful import, you should get something like this:

Family Name	First Name	Company	Email	Phone 1	Fax	Category
A.	A.	Association de Gestion Agréée des Professions Libérales des	ags.liberales@wanadoo.fr	+33 (03) 243.331.17	+33 (03) 243.381.61	Openbare Besturen
Archesso	Barbara	Fundazione CUOA	barchesso@cuoa.it	+39 (04444) 333808		CUOA,EGUAL
Benoit	Michel	Credit Lyonnais Givet		+33 (03) 24 41 58 41	+33 (03) 24 41 58 38	Banken;Givet;Leveranciers
Borzee	Sven	Evolution-Formation sprl	sven.borzee@evolution-formation.com	+32 (015) 248.13.24		jobs
CIPAV		CIPAV		+33 (01) 44 95 68 19	+33 (01) 537.520.41	Givet;Openbare Besturen
de l'An 1600	Auberge	Auberge de l'An 1600		+32 (061) 46.40.60	+32 (061) 46.83.82	Horeca
De Varkenspot	Restaurant	De Varkenspot	varkenspot@resto.be	+32 (03) 232.63.63	+32 (03) 213.21.55	Horeca
Delphine	PERILLIAT	La Poste Givet		+33 (03) 24 41 53 01	+33 (03) 24 42 34 61	Banken;Givet;Leveranciers
DI POL	Maryse	GRETA de Bourges/Sant-Amand	greta18oud@dactyl-buro.fr	+33 (02) 48 204 594	+33 (02) 482 046 78	EGUAL;GRETA Bourges

A small green quadrangle indicates a personal contact, invisible to others.

A small blue quadrangle hides the second phone number, the mobile number and second mail address if any. Just hold the mouse indicator over the quadrangle to see these data (hover).

The name is a hyperlink to the form. If you are the creator of it, you can edit it to modify or delete it.

To open the mail module, just click on a mail address in the contacts. A new mail form is opened, with your contact as addressee.

You can find a contact by choosing a field for the search operation. Do not forget to confirm your action by clicking the return button (↵).

6 Forum

To open the Forum page, just click the Forum tab in the menu bar. You can only watch the Forum which is dedicated to your own group. If you are member of several groups, first change of group in the list at the right of the menu bar, and open Forum afterwards.

In the upper line, you can filter contributions to the forum on text or name of the contributor.

Title	From:	Date:
Forumtest: The quick brown fox jumps over the lazy dog.	Deckers, Christian	13.08.2002 09.14
Opgelet voor Equalvirus!	Van de Velde, Stefan	04.08.2002 16.38
Re: Opgelet voor Equalvirus!	Deckers, Kris	06.08.2002 11.34

The title of the contribution is a hyperlink. Just click on it to open the whole contribution.

At the bottom, the hyperlinks "Print" and "Back" are just doing what they suggest: print out the contribution or bring you back from where you came from.

To contribute as an answer to an existing one, just type your text in the white box and click the Post button. Your contribution will be preceded by "RE: " (Return) and show indented forming a thread.

7 Files (archives)

You will find the File page by clicking the File tab in the menu bar. From there on you can upload or download files to the system.

Filename	Date	Byte	Category	Comment
CCT Handleiding NL 1_3.pdf	09.08.2002	652.52 k	Manuals	User manual CCT in Dutch.
CCT Handleiding NL volledig.doc	09.08.2002	1.38 M	Manuals	User manual CCT in Word format (XP), more images than in PDF. Dutch.
CCT Handleiding UK 1_3.doc	13.08.2002	967.67 k	Manuals	CCT User Manual UK
CUOA Nationaal project.DOC	09.08.2002	47.76 k	National Projects	july 2002
Fourmi project UK.doc	08.08.2002	140.40 k	GRETA de Bourges	update 16/01/02
transnatguide_en.pdf	09.08.2002	910.10 k	Transnat	Equal Guide for Transnationality. UK version.

Sum: 6 objects, 4 M Byte

The meaning of the coloured quadrangles is as follows:

- **Red** indicates that you can delete this file from the server;
- **Blue** indicates that you are allowed to make changes;
- **Green** indicates that this file is for your eyes only (personal)

Just click on the coloured quadrangle to activate it. Hoover on it to see its meaning.

After clicking the "New" hyperlink, you open the form File Management.

File management		New :	Upload	Directory	Link
Upload (Max. file size: 10485760 Byte)					
Filename and path:	<input type="text"/>	<input type="text" value="Bladeren..."/>			
Crypt upload file with password	<input type="text"/>	Repeat	<input type="text"/>		
Directory:			<input type="button" value="v"/>		
Category:	New :	<input type="text"/>	or:	<input type="button" value="v"/>	
Project	<input type="button" value="v"/>				
Access: (multiple select with the 'Ctrl'-key):	<input checked="" type="radio"/> me	<input type="radio"/> all	<input type="radio"/> some:	<input type="button" value="v"/> (B) SYNTRA-AB, TCA member (F) GRETA, TCA member (I) CUOA, TCA candidate (I) ISTUD, TCA member Archesso, Barbara Deckers, Kris <input type="button" value="v"/>	
Comment:	<input type="text"/>				
<input type="button" value="go"/>	<input type="button" value="back"/>				

Enter the filename and path to the file you want to copy to the server, or activate the button at the right of it to search for it.

You can encrypt the file with a password, which is needed in order to be able to read or download it from the server.

Indicate a new category in the field Category, or indicate an existing one in the field at the right of it.

Make your choice for the access possibilities. Choose the "Me" check box if you want it Personal, "All" if you want everybody to be able to view the file (and download it). Choose a profile if you want a group to see it. Choose "Some" to indicate manually (by holding the CTRL-key) the persons allowed to view and to download your file.

The text you type in the Comment box will be repeated in the File page.

Finally click the Go button if you are satisfied with your choices and the Back button if you are not.

8 Projects

To open the Project page, just click the Project tab in the menu bar. Projects are linked to timecards. That way you can dedicate the working time of persons or budgets to projects. Only administrators and chiefs can create and edit projects. Only the projects of the group linked to the login can be viewed.

In the upper line, to select projects for searching with or without their subprojects, click the radio button "Open" or "Closed". You can also filter on fields and categories.

In order to view the subprojects from the list, just click the + sign, close by clicking the minus sign.

List of Projects Filter: <input type="text"/> at <input type="text"/> all fields <input type="text"/> Category: <input type="text"/> <input type="radio"/> open <input type="radio"/> closed 30 items/page										
New Statistics Timeline										
Name of Project	Begin	End	Category	Status	Priority	Leader	Contact	Budget [€]	Hourly rate	Booked until now [€]/[h]
<input type="checkbox"/> Handleiding	03.08.2002	08.15.2003	working	%	1	WYNAN		10000	50	€492 - h:9/m:50
CCT Manual UK	12.08.2002	31.12.2003	working	%	5	WYNAN		4500	45	€0 - h:0/m:0
Opmaak handleiding	01.08.2002	12.08.2002	working	15 %	1	DECKE		0	0	€0 - h:24/m:10
Publicatie handleid	14.08.2002	15.08.2002	ordered	%	1	VDVEL		0	0	€0 - h:0/m:0
Test handleiding	05.08.2002	31.08.2002	waiting	%	5	VDVEL	Roelants	125	20	€0 - h:0/m:0
Sum								14625		€:492 - h:34/m:0

To open a project, click on the hyperlink with its name. If you cannot you are not allowed. Project assistants and visitors only can view the title and some data

Name of Project:	<input type="text" value="CCT Manual UK"/>	Participants:	<div style="border: 1px solid black; padding: 2px;">Deckers, Christian Deckers, Kris project assistant, test project manager, test Van de Velde, Stefan Visitor, test Wynants, Rik</div>
Category:	<input type="text" value="working"/>	Aim:	<input type="text" value="15/8/02"/>
Status: %	Last change:	Remark:	<div style="border: 1px solid black; padding: 5px;">Also the screenshots should be in English.</div>
Begin [yyyy-mm-dd]:	<input type="text" value="2002-08-12"/>		
End [yyyy-mm-dd]:	<input type="text" value="2003-12-31"/>		
Subproject of:	<input type="text" value="Handleiding"/>		
Leader:	<input type="text" value="Wynants, Rik"/>		
Contact:	<input type="text"/>		
Hourly rate:	<input type="text" value="45"/> €h		
Calculated budget:	<input type="text" value="4500"/> €		
Priority:	<input type="text" value="5"/>		
	<input type="button" value="Modify"/>	<input type="button" value="Delete"/>	
	New subproject		
	back	print	
Notes:	Create	Files:	Name Byte

Watch your dates: they should be in the format YYYY-MM-DD in order to get a chronological listing.

From this form, you can create subprojects by clicking the hyperlink "New Project". You can create Notes by clicking the hyperlink "Notes" and print the data by clicking "Print". Click on "Back" if you do not want the system to keep your changes.

8.1 Creating a project



Name of Project	Begin	End	Category	Status
+ Handleiding	03.08.2002	08.15.2003	working	%

You need to be an Administrator or Chief in order to be able to create projects. If you have this status for several groups, first indicate in which group you want to create a project. Just choose the group from the list box at the right of the menu bar.

To create a new project, just click the "New" hyperlink at the left. The Project form opens.

In the field "Name of the Project", the name you will type will be shown in the list as a hyperlink.



With the content of the field Category, you will be able to make selections in your search options. If you do not want a category for this project, leave the list box empty.

Watch the date format in the "Begin" and "End" fields: they should be formatted as YYYY-MM-DD. The system will control your input.

You can indicate whether this project is part of another project, by filling in the field "Subproject of".

The Leader of the project is not necessarily Administrator or Chief, but (s)he must be member of the group. To make a new group member, you should be Administrator.

The hourly rate is expressed in Euros. So is the budget. You cannot change this, even not with the settings in the configuration of your computer.

You can specify the priority of the project in nine degrees.

Indicate at the right who is participating in the project. Only group members can be selected. If your project is important, you can ask your administrator to create a group for the project. In order to select several participants, hold down the CTRL key when clicking.

8.2 Project Statistics

In order to follow up projects, you can view statistics by clicking the "Statistics" hyperlink in the Project page.

In the left pane of the Statistics window, you can select projects per person and per dates. Confirm your action by clicking the return button (↵).

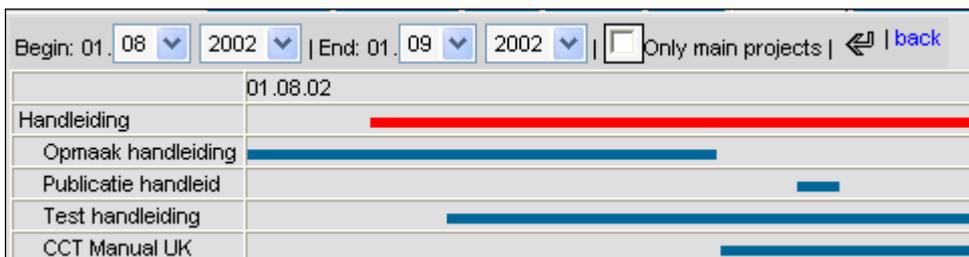
The result is shown in the right pane:

Statistics				
Name of Project	Person	Hours	minutes	
Handleiding	Deckers	4	20	
Handleiding	Visitor	5	30	
Opmaak handleiding	Deckers	24	10	

8.3 Timeline of Projects

In order to view a simplified Gantt chart of (a selection of) the project you are involved in, click the "Timeline" hyperlink in de Project page, which you access by clicking the Project tab in the menu bar.

In the up most line, you can indicate the period of the timeline expressed in months. You can also select whether or not you want to see the subprojects. Confirm your choice by clicking the return button (↵).



9 Timecard

To view and edit timecards, click on the Timecard tab in the menu bar. Here you can register times afterwards. To register time "on the spot", see [Calendar](#).

The Timecard window presents as follows:

Timecard

Enter records afterwards
Please fill in only empty records! (Copy to the boss)
Day: 03 .08.2002 Time: 0800 Begin

Assigning projects
Select a day: 06 . 08 . 2002

06.08.2002: 7 Hours, 24 minutes

Name of Project	h	m	Remark
Handeiding	<input type="text"/>	<input type="text"/>	<input type="text"/>
Opmaak handeiding	<input type="text"/>	<input type="text"/>	<input type="text"/>

Unassigned time: 7 h / 24 m

Month: Aug 2002 Show bookings

Day	Begin	End	Out of office	Back in Sum office
Tuesday 13.08.2002	0900	1800	1200	1315 7:45
Tuesday 06.08.2002	0902	1745	1210	1329 7:24
Monday 05.08.2002	1000	1830	1230	1400 7:0
Sunday 04.08.2002	1000	1800	1200	1300 7:0
Saturday 03.08.2002	1400	1800		4:0
Friday 02.08.2002	0900	1800	1230	1330 8:0
Thursday 01.08.2002	0900	1730	1230	1330 7:30
Sum for 08/2002: 48 Hours, 39 minutes				

print
Timecard: [export csv-list](#)
Bookings: [export csv-list](#)

You can enter records afterwards, but notice that your chief will get a copy by mail.

To assign your time to projects, just fill in the amount of hours and minutes per project. Within the Project window (statistics), you can check the total amount, or the amount of time per person.

You can export these figures to a CSV file. Most spreadsheets can import this file. Click on "Export CSV list" either for exporting the timecard or the bookings.

If you want a detailed view of your time, just mark the checkbox "Show Bookings" in the up most line. Confirm your action with the return button (↵)

9.1 Deleting a time record

Tuesday	13.08.2002	0900	1800	1200	1315	7:45	
---------	------------	------	------	------	------	------	--

Only the time records followed by a red quadrangle can be deleted. Just click on it to do so. Confirm in the pop up window.

To edit a record in order to change them, you should first delete and create a new one. Your chief will get a notice of this changes by mail.

9.1.1 Create a new time record after date

Use the Calendar to record your times. See [Calendar](#).

If you want to record times on another day, you have to pass through the Timecard page, which you access by clicking the timecard tab on the menu bar. Choose the right day, and eventually correct the month in the right pane. Bring in begin- and end break times one by one, followed by a click on the return button (). Your chief will be assigned of your changes by mail.

Timecard

Enter records afterwards
Please fill in only empty records! (Copy to the boss)

Day: .08.2002 Time: Begin

Begin

End

Out of office

Back in office

You should fill in the time as XXXX without ":" between the figures. Confirm with the return button.

9.1.2 Assigning time to projects

De timecard sums the time passed per day. If you want to split up this time on one or more projects, use the left pane of the timecard.

Assigning projects

Select a day: . .

13.08.2002: 7 Hours, 45 minutes

Name of Project	h	m	Remark
Handleiding	<input type="text" value="0"/>	<input type="text" value="30"/>	Discussion with Rik about publishing UK
CCT	<input type="text" value="7"/>	<input type="text" value="15"/>	translation NL/UK
Manual UK			

Unassigned time: 0 h / 0 m

Select the day under "Assigning Projects" and confirm with the return button ().

Select per project the time in hours and minutes, and click the return button to confirm. You only can see the projects in which you are involved on the selected day.

By assigning too much time, the unassigned time turns into red.

If you checked "Show Bookings" in the up most line, our example turns as follows:

Month: Aug 2002 Show bookings

Day	Begin	End	Out of office	Back in	Sum
Tuesday	13.08.2002	0900	1800	1200	1315 7:45
CCT Manual UK - 7h. 15m					
Handleiding - 0h. 30m					

10 Notes

To open the Notes page, click the Notes tab in the menu bar. Consider notes as appendixes of projects and contacts in most of the cases, or as stand-alone documents.

The "Open to All" notes can be viewed in the right pane of the [calendar](#). You cannot create notes in the calendar.

Contact Notes or Project Notes are situated in their respective pages, with the possibility to create them there as well.

Title	added	changed	Contact	Project
Don't fake the timecard!	12.08.2002 08:55	12.08.2002 08:55		
Voorb notitie vanuit Projecten	05.08.2002 18:00	05.08.2002 18:00		Test handleiding
Openingsuren	05.08.2002 17:23	05.08.2002 17:23	Toerisme	
Onafhankelijke notitie	05.08.2002 17:05	05.08.2002 17:05		
Publicatie handleiding	05.08.2002 17:01	05.08.2002 17:01	Wynants	Publicatie handleid
notitie van visitor	05.08.2002 14:19	05.08.2002 14:19	CPAV	Handleiding
Vertaling handleiding	04.08.2002 10:55	04.08.2002 10:55		

The Notes page is vertically divided in two panes. The left pane is for editing the title and text, the right one is for listing them.

Notes can be public or personal. Public means: all the members of the group to which the login belongs.

Personal notes are marked with a green quadrangle.

A red quadrangle indicates the possibility to delete this note. You can only delete your own notes, the red squares thus mark all your own notes.

When hovering the blue quadrangle, you should be able to read the first words of the hovered note.

To open a note, just click on the title of it.

10.1 Creating a Contact Note

In order to create a contact note, first open the Contact page by clicking the Contact tab in the menu bar.

Click name of the contact on which you wish to link the new note. The contact form is opened.

In the Contact form, click the hyperlink "Notes - Create". The Notes form is opened and linked to the contact you indicated.

Make your note and confirm your action with the return button.

You also can start in the Notes page, and indicate the contact in the lower left corner.

The new note will be listed as first in the Notes list.

By opening the contact on which the note is linked, you will remark the list of notes linked to that contact. You can open the note from there by clicking the title.

10.2 Creating a Project Note

In order to create a project note, first open the Project page by clicking the Project tab in the menu bar.

Click name of the project on which you wish to link the new note. The project form is opened.

The screenshot shows a web-based project management interface. The 'Name of Project' field is filled with 'Handleiding'. The 'Category' is set to 'working'. The 'Begin' date is '2002-08-03' and the 'End' date is '2003-15-08'. The 'Leader' is 'Wynants, Rik'. The 'Hourly rate' is '50 €h' and the 'Calculated budget' is '10000 €'. The 'Priority' is '1'. The 'Booked until now' is '€517 - h:10/m:20'. There is a 'Modify' button and a 'New subproject' link. The 'Participants' list includes 'Deckers, Christian', 'Deckers, Kris', 'project assistant, test', 'project manager, test', 'Van de Velde, Stefan', 'Visitor, test', and 'Wynants, Rik'. The 'Aim' is 'Handleiding PHProject voor Equal'. The 'Remark' field is empty. The 'Files' section is empty. The 'Notes' section at the bottom left is circled in red, showing a 'Create' button.

In the project form, click the hyperlink "Notes - Create". The Notes form is opened and linked to the project you indicated.

Make your note and confirm your action with the return button.

You also can start in the Notes page, and indicate the project in the lower left corner. Confirm your action with the return button (↵)

The screenshot shows a close-up of the 'Notes' form. The 'Project' dropdown menu is open, displaying a list of projects: 'Handleiding', 'CCT Manual UK', 'Opmaak handleiding', 'Publicatie handleid', and 'Test handleiding'. The 'Contact' field is empty. The 'Open to all' checkbox is unchecked. The return button (↵) is visible next to the Project dropdown.

The new note will be listed first in the Notes list.

10.3 Creating a new Note in the Notes page.

Notes can be created in the Notes page as well. To access the Notes page, click on the Notes tab in the menu bar.

Title	added	changed	Contact	Project
New parking is nice!	13.08.2002 14:56	13.08.2002 14:56	de l'An 1600	
Don't fake the timecard!	12.08.2002 09:55	12.08.2002 09:55		
Voorb notitie vanuit Projecten	05.08.2002 18:00	05.08.2002 18:00		Test handleiding
Openingsuren	05.08.2002 17:23	05.08.2002 17:23	Toerisme	
Onafhankelijke notitie	05.08.2002 17:05	05.08.2002 17:05		
Publicatie handleiding	05.08.2002 17:01	05.08.2002 17:01	Wynants	Publicatie handleid
notitie van visitor	05.08.2002 14:19	05.08.2002 14:19	CPAV	Handleiding
Vertaling handleiding	04.08.2002 10:55	04.08.2002 10:55		

The title will be listed as hyperlink at the right. If you want to link your note to a contact and/or a project, make your choice in the list boxes under the input box under the title.

As you will be able to perform search actions on the text in the input box, put some keywords or references in it in order to facilitate your later searches.

The list boxes Contact and Project only admit one and only selection each. The Project list boxes lists projects and subprojects.

By marking the checkbox "Open to all", you make this note public to the members of your group. By leaving it unmarked, your note is marked green (Personal), and is invisible for other users of the system.

Confirm your action with the return button (↵)

11 RTS (Request Tracking System)

The Request Tracking System, also called 'trouble ticket system', helps the users to get out of trouble. It also helps the administrators to get grip on the failures of the system

Everybody can use RTS to ask questions, consult data, make remarks and give answers.

11.1 Opening a request in RTS

To open the RTS page just click the tab RTS in the menu bar. The page opens with a list of pending questions:

RTS										
Search:		<input type="text"/>	at:	all fields	AND Status:	pending	30	items/page		
New request										
Nr.	Customer	Submit	Due date	Title	Text	Status	Ass.	Pri.	Remark	Solution access
6	test.equal@frabelux.com	12.08.2002 09:52		How to make a link to google?..		pending	MANGR	0	..	open
5	stefan@cmo-mechelen.be	06.08.2002 09:54		test RTS..		pending	DECKE	0	..	open
1	equal@syntra-ab.be	04.08.2002 10:28		Wat is RTS?..	Ik begrijp de afkorting niet...	pending	SYNTR	6	..	open

To open a request, just click the number at the left of it. These are unique identification numbers, which are communicated by mail to the creator of the request.

In the status column you can see in which phase the request belongs.

The column Ass. (Assigned to) shows the code of the person to whom the request is directed by its creation. This can be updated later on. This person will see the request in his calendar (right pane)

How the form shows up, depends of who opened it: the assigned or another person:

Opened by not-assigned person:

Status: pending	ID: 6 Customer: test.equal@frabelux.com	access: open
Submit: 12.08.2002 - 09:52	Title: How to make a link to google?	Assigned: 'MANGR'
Due date: 12.08.2002	Text:	Priority: 0
Remark:		
<div style="border: 1px solid black; height: 100px;"></div>		
Solution:		
<input type="button" value="cancel"/> <input type="button" value="update"/> <input type="button" value="remark"/> <input type="button" value="Delete"/> <input type="button" value="print"/>		

Opened by assigned person:

Status: pending	ID: 6 Customer: test.equal@frabelux.com	access: open ▾
Submit: 12.08.2002 - 09:52	Title: How to make a link to google?	Assigned: 'DECKE' ▾
Due date: 12.08.2002	Text:	Priority: 0 ▾

Remark:

Solution:

[print](#)

Subproject of: ▾ Name of Project: ↵

Move to request Nr: ▾ ↵

Everybody can give comments on a RTS, only the assign person can answer it. However, the assigned person can be changed by the originally assigned person.

11.2 Creating a RTS

The right place to start the creation of a RTS is the RTS tab in the menu bar.

Click on the Hyperlink "New Request" in the up most left corner to open the Request form:

Check the indicated mail address. The answer of your request will be sent to that address.

Above the form, the button "Show Queue" offers the possibility to view the pending requests.

Be as specific as possible when typing the title as later on searches can be made on it. A good formulated request will be answered sooner. Maybe it is not a bad idea to check the Knowledge Base prior to the creation of a new request, as your question is possibly answered several times yet...

To publish your request, click the button "GO" at the right. You will get the confirmation that your request is queued. An E-mail will be sent to your address as well.

11.3 Assigning a RTS request

Only the assigned person can answer a request. All other persons can make remarks. The assigned person can "pass" the request by assigning another person from the Assigned list. Only one person or group can be assigned.

If you want to assign a request to another person just open the list box. Divided by a horizontal line, you remark in the upper part groups, persons below. Make your choice and click the update button.

By declaring the access as open, you make your request public.

You also can indicate the importance you attach on your request by choosing on a scale from zero to nine.

11.4 Creating a remark on a RTS request

Status: pending	ID: 7 Customer: kris@cmo-mechelen.be	access: open
Submit: 13.08.2002 - 16:07	Title: Importing contacts from Outlook XP	Assigned: 'ADMIN'
Due date: 13.08.2002	Text: I had problems by creating the CSV file. CCT gives an error when importing the CSV in the Contacts, stipulating the format is not OK. I had indicated Outlook as exporting application.	Priority: 0
Remark:		
<div style="border: 1px solid black; padding: 5px;"> <p>13/8/02 Stefan's remark: Try "Other List" instead of "Outlook", and check the number of fields.</p> </div>		
Solution:		
<input type="button" value="cancel"/> <input type="button" value="update"/> <input type="button" value="remark"/> <input type="button" value="Delete"/> <input type="button" value="print"/>		

If you are not assigned to answer a request, but think you can contribute to its solution, just place a remark with it. Just open the request by clicking its number in the request list, and type your comment. Mention your name, date, and confirm by clicking the update button.

11.5 Answering a RTS request.

Status: pending	ID: 7 Customer: kris@cmo-mechelen.be	access: open
Submit: 13.08.2002 - 16:07	Title: Importing contacts from Outlook XP	Assigned: 'DECE'
Due date: 13.08.2002	Text: I had problems by creating the CSV file. CCT gives an error when importing the CSV in the Contacts, stipulating the format is not OK. I had indicated Outlook as exporting application.	Priority: 0
Remark:		
<div style="border: 1px solid gray; height: 60px;"></div>		
Solution:		
<div style="border: 1px solid gray; height: 80px;"></div>		
<input type="button" value="cancel"/> <input type="button" value="update"/> <input type="button" value="remark"/> <input type="button" value="Delete"/> <input type="button" value="solve"/> <input type="button" value="final"/> <input type="button" value="print"/>		
Subject of:	Name of Project:	
Move to request file:		

You should be assigned in order to answer a request in the RTS. If you are, you will see an answering window by opening the request. You open the request by clicking its number at the left of its title in the RTS page.

Type your remark in the remark box or your answer in the solution box.

Click respectively the Remark or the Solve button to confirm.

Eventually link this solved request to a contact or a project. If you do so, confirm by clicking the return button.

If you feel this request makes part of another, move it there and confirm with the other return button.

By these actions, the creator of the request gets his solution by mail, and the request itself is recorded in the Knowledge Base.

To make the request invisible for others, but visible for you as assigned person, click the Stall button. You can view the stalled request by searching the Stall category.

To access the Knowledge Base, open the RTS page by clicking RTS on the menu bar, click on the hyperlink "New Request" and click on the "Search the knowledge base" hyperlink.

12 Mails

The application is linked with the mail system on your computer and network. It does not replace it, it cooperates with it by requesting to send for it E-mails. By using the application, you get your incoming mails in the usual place (inbox).

Group members:	External contacts:
Deckers, Christian Deckers, Kris Van de Velde, Stefan Wynants, Rik	A., A.G.A.A A., A. Archesso, Barbara Borzee, Sven Borzee, Sven De Borger, Cathy De Groof, Toni De l'Escaut, Laura De Varkenspoot, Restaurant Dewilde, Marc DI POL, Maryse DI POL, Maryse Hermans, Raymond Hermans, Raymond Huybrechts, Anja Roelants, Betty Roelants, Betty Tabutin, Olivier Uyttersprot, Lien
or profile: <input type="text"/>	

To open the Mail page, click the Mail tab on the menu bar.

If you want to send the same mail to several persons, hold the CTRL key down when selecting in the list boxes.

You are still able to add an extra address by typing it in the field Additional Address.

You can use the profiles to send a mail to a defined group of persons. Profiles are created in Options.

By marking the checkbox "Send Single Mails", each addressee will get his separate mail.

You can attach a file to your mail by using the field Attachment.

Confirm your choices by clicking the return button ()

Look for a copy of what you sent in the Sent Items box of your mail Client (e.g. Outlook or Eudora).

13 Setting up Options

To set up options click the Options tab in the menu bar.

Depending of your status, you can use several options:

- Password change
- Bookmarks: creating URL's to your favourite Intranet or Internet sites.
- Delete Forum Threads: only yours, of course
- Profiles: create, edit or delete profiles
- List of Resources: create it needs the admin status
- Show bookings: shows the reservation of resources per person
- Voting formula: withdraw your vote or create one yourself.

13.1 Change Password

To renew your password, just type the actual one and fill in two times the new one. Use only the characters mentioned.

Password change

Valid characters: %!/?/#*|() : ; , _ - 123456789abcdefghijklmnopqrstuvwxyz
 ABCDEFGHIJKLMNOPQRSTUVWXYZ

Old password:

New Password:

Retype new password:



Confirm your action by clicking the return button. ()

You can change your password as many times as you like. If you forgot you password or if you are not sure, you are the only one to know it, ask your administrator a new one. Change it immediately, in order to have a password only known by you.

13.2 Bookmarks

Bookmarks (URL's to Internet and Intranet locations) can be viewed in the right pane of your calendar. You can ask for the complete list of your bookmarks, you can create a new one, but you cannot delete bookmarks in your calendar.

Bookmarks

In this section you can create, modify or delete bookmarks:

or

ECDB transnat. data

To delete a bookmark go to the Options page, where you will find the other bookmark options as well.

13.3 Delete Forum threads

Delete forum threads

Here you can delete your own threads
Only threads without a comment will appear.

Forumtest: The quick brown fox jumps ove ▼ Delete

In order to delete your own threads without comments of a forum, go to the options page. Make your choice from the list box and click the Delete button. The system will ask for your confirmation.

13.4 Profiles

A profile is the list of a group of persons, addressed by one name in order to act for all the members once in the same way, e.g. to send the same mail. Profiles are very efficient and time saving. To create a profile click the Options tab in the menu bar, click the Create button under Profiles, and complete the Profile form.

Description:

- Deckers, Christian schedule readable to others
- Deckers, Kris schedule readable to others
- project assistant, test schedule readable to others
- project manager , test schedule readable to others
- Van de Velde, Stefan schedule readable to others
- Visitor , test schedule readable to others
- Wynants, Rik schedule readable to others

Give a name for your profile in the Description box in five characters, and check the names of the members of this group. You only get the list of the member of your group.

Finish your work by clicking the GO button.

The system will confirm the creation, but be aware that the new profile will only be effective after an update of the memory. To update the memory use the F5 key or click on another menu tab, e.g. Calendar.

13.5 List of resources

List of Resources

Nr.	Name of Resource	Comments	Category
2	Vergaderlokaal	links vooraan	lokalen
1	Beamer	Sony	Toestellen

[print](#)

[export csv-list | \(help\)](#)

You can view the list of booked resources of the running day in the left pane of your calendar. To view the complete list of resources you should go the Options page.

Click the View button under "List of Resources" to get the list, which you can print out, or export as a CSV file by clicking the respective hyperlink.

Only administrators can create new resources

13.6 Show bookings

Show bookings							
Last name	Day	Text	From	Until	h	m	Resource
Deckers	2002-08-16	Meeting tast1	1000	1200	2	0	Beamer
Deckers	2002-08-14	Meeting tast1	1000	1200	2	0	Beamer
Deckers	2002-08-15	Meeting tast1	1000	1200	2	0	Beamer
Deckers	2002-08-13	Meeting tast1	1000	1200	2	0	Beamer

You can view the resource bookings of the running day in the left pane of your calendar. In order to view the complete list of bookings, open the Options page in the menu bar, look for Show bookings, choose the name of the booking person or a text, and click the Show button.

13.7 Voting Formula

You can make your vote on the right panel of your calendar. There you also can view the results of the voting of the other members of your group. To view these results, click on the hyperlink "List". To create a vote, open the Options page on the menu bar, en find the Voting Formula form.

Voting Formula

Delete vote: ▼ Delete

Create:

Question:

just one **Alternative** or several to choose?

Text 1:

Text 2:

Text 3:

Participants:

Wynants, Rik Deckers, Christian project assistant, test project manager

Visitor, test Deckers, Kris Van de Velde, Stefan

or profile: ▼

Create

In the Voting form create the question, indicate whether voters can only give one or several alternatives, and check the members of your group you would like to vote. Use a profile if necessary. They will see the question and the alternative answers on the right panel of their calendar.

If allowed to indicate several alternatives, the voter will hold the CTRL key while clicking the radio buttons of his choice.

Once voted, this question will disappear from the calendar, but the results still can be viewed by clicking the hyperlink "List".

Once voted, you still can withdraw your vote in the Options page. Just click the delete button above the question.

14 Help

You can get help on the application several ways.



- The names of forms in blue are hyperlinks, taking you in a separate window to a help file in the language of login.
- You can find a list of help pages by clicking the question mark (?) in the menu bar.
- You can download this manual in the File page of the menu bar, both in Word and in PDF format, in several languages. If you read the manual on screen, you can jump from each hyperlink to the linked text by using CTRL + Click in Word, or click in the left panel in Adobe Acrobat.
- Use the RTS tab on the menu bar to put a direct question about the application.
- Open a new thread in the Forum if you think the problem or your question might be interesting several people.
- Mail to the person who you think might help you. Put a screenshot as attachment. To make a screenshot, just click the Prt Scr (Print Screen) key of the specific screen, and position your mouse in an empty page of your word processor and click CTRL + V, or use another technique to paste. Save the document, and put it as an attachment to your mail.

15 Copyright note

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[back](#)

16 Admin: administration

Administrators have sole access to some parameters to which the other users do not.

Administrators are created by the super-administrator. Super administrator is created by the installation of the application on your computer system.

A SQL database should be installed on your computer system prior to the installation of the application.

Administrators will find an extra help page under the admin tab of the menu bar.