

OnSemble Portal Suite Guide

My Alerts Island



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Introduction

This Guide is one of many “mini-Guides” designed to explain all about the functionality of each of the Islands found in OnSemble Begin.

How to Use This Guide

We strongly suggest that this Guide be used in conjunction our Workgroup Configuration Guide, the Workgroup Content Guide and with the help of your Portal Administrator (and he or she should be armed with the Portal Administrator’s Guide!)

We have included a small Glossary of terms specific to this Guide. The Workgroup Manager Guides also have very useful Glossaries and set of FAQ that you may wish to review before using this Guide.

Throughout this Guide, we may call out Important Notes with the following symbols:

! Critical Note – These are very important and often involve security issues.

💡 Side Note – These are points of information designed to clarify a larger topic.

★ OS Pro Note – Best practices, ‘outside-the-box’ thinking and fun facts from our Customer Success Team.

🧩 Example Time – Actual examples we run across in our day-to-day.

Navigation Note:

Your Portal has two types of Navigation available, ‘Horizontal’ (with drop down menus, across the top) and ‘Vertical’ (in a collapsible sidebar on the left of your screen). Your Portal Administrator will determine which Navigation type is available to you. This guide shows primarily Vertical Navigation for screen caps, but may show both Vertical Navigation and Horizontal Navigation where space allows. We will also note where there are distinct differences. Almost all tasks can be performed with either type of Navigation.

! Critical Note: This Guide is written from the perspective of a Workgroup Manager. If you are an Assistant Manager, you might not be able to perform ALL the actions listed here, and we have tried to note the differences. If you happen to be a Portal Administrator using this Guide, remember, you may have to “add yourself” as a Workgroup Manager or Assistant Manager to perform some of these actions!

★ OS Pro Note: Do you have feedback on this Guide? Do you want to share great ideas for F.A.Q., Glossary terms – or even another Guide we need? We would love to include your thoughts in our next Guide Update! Reach out to your Customer Success Manager and share your thoughts!

FAQ

Q: I added an Assistant Manager, but they still cannot edit my Workgroup Pages.

A: It's likely one of two things. First, check permissions. After adding an Assistant Manager, you must then set the permissions for that Assistant Manager. See the Workgroup Configuration Guide for more details. Second, make sure he or she is working with the actual Workgroup Page and not a "Public Page." Public Pages cannot be edited – you must work with the native Page.

Q: How do you resize Islands on a page?

A: We cover both placing Islands and resizing Islands in depth in the Workgroup Content Guide.

Q: Can a Portal Administrator automatically manage all Workgroup Pages?

A: No. A Portal Administrator is not a Workgroup Manager or Member automatically or by default. Portal Administrators do have the ability to grant themselves whatever permissions and access they see fit. See the Portal Administrator Guide for more details.

Q: Why can't I create new Workgroup Pages?

A: Whether or not a User is allowed to create his or her own Workgroup Pages is controlled by the Workgroup Manager and Assistant Managers. Please contact your them for more details.

My Alerts Island Mini-Glossary

"My" Island – Any Island that is prefaced with the word "My" is going to display information relevant to the User who is logged in. This means two different Users will likely have two completely different Islands worth of content displayed – even if they are visiting the exact same Portal Page.

Information Only Island – These are Islands that only display information. Once placed, the Content inside the Island cannot be edited, though it may be "clickable."


Variable Content Island – These are Islands which will change size (typically length) depending on the User who is logged in and/or another User(s) activity. OnSemble "knows" who is logged in and only displays content relevant to that User, that's User's preferences, and that User's permissions.

My Alerts Island – About

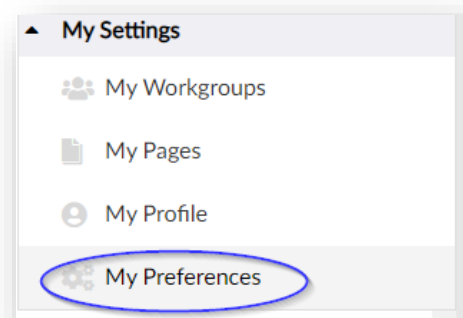
What Does the My Alerts Island Do?


The My Alerts Island is an “information only” island that will keep you in the loop with all Alerts that may be sent to you from any other module within OnSemble. Alerts can come from several different places, but some common examples are:

- Someone posts a new Announcement to a Workgroup you are a Member of.
- A Calendar that you’re Subscribed to has an Event added to it.
- A direct Alert is sent to you via Workgroup Essentials.
- A Conversation you’re Subscribed to has a comment added to it.
- ... and LOTS more!

 **Side Note:** My Alerts will only display Alerts that you have “checked” under your Alert Settings. As long as you have at least one option (Pop-Up, Email, or Mobile Phone) checked, the Portal will also send that Alert to the My Alerts Island as well.

Visit My Settings -> My Preferences to see which Alerts you have checked.



 **OS Pro Note:** Some Portal Administrators choose these Alerts for their Users on set up. Some Portal Administrators do not allow their Users to change their own Alert Preferences. Some Portal Administrators occasionally contact their Customer Success Manager to have all Users “re-set” to Alert parameters of their choosing.

What Do Alerts Look Like?

There are two kinds of Alerts, Normal and Urgent. The difference is shown by the color of the Alarm Bell. All Alerts can have the Subject line clicked on to learn more.

 emitchell@passageways.com	Normal	New 'OnSemble Guide Changes' Help Desk Request (3248): test
 bbauer@passageways.com	Urgent	After-work dinner

How Many Alerts, and How Long?

There is no practical limit to how many Alerts can appear in the Island. The Alerts will remain on the Island until you Delete them, or until the Alerts expire.

My Alerts Island - Placing it on a Page


Island Height to Content Height

The My Alerts Island is a Variable Content Island. The content inside will change in length, depending on who is logged in and what Alerts that User has received.

If the Island properties are set to content height, the Island can get very long. Let's quickly discuss how that impacts different Page Methods:

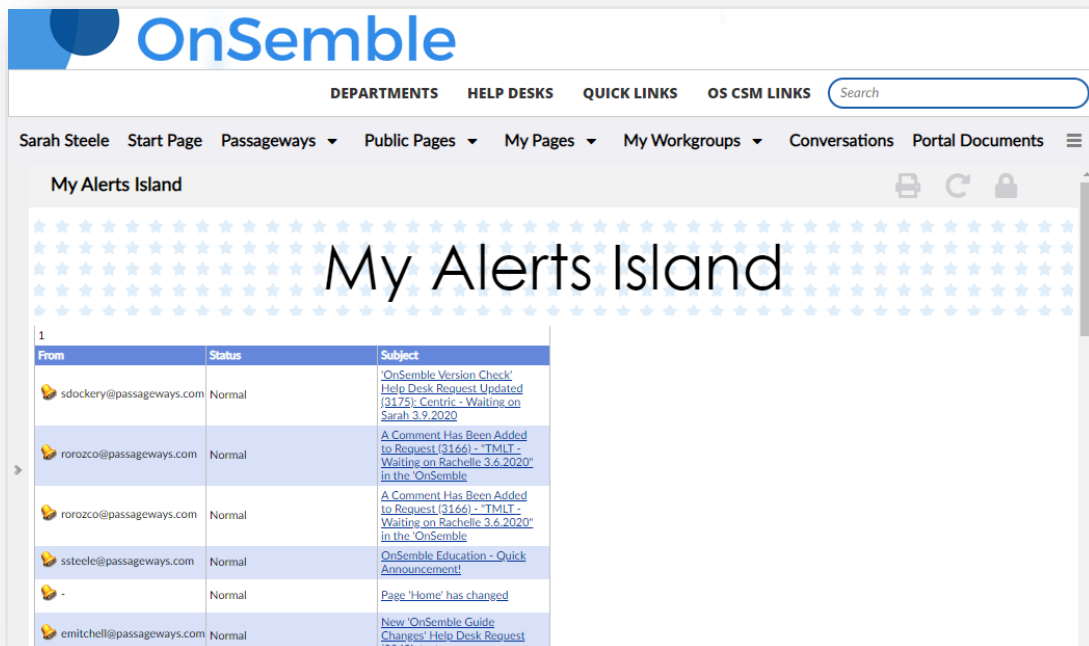
- In a Structure, this could make the Section change height.
- In Layout, this could make the Layout Column change height.
- In Freeform, the Island could “overlap” or “underlap” Islands below it.







For this reason, we suggest that if you select Content Height, you should place the My Alerts Island at the bottom of a Page to reduce negative impact.

 **Side Note:** If the Island content is wider than the Island, the content will not respond but will generate a left-right scroll bar. For this reason, we suggest **at least 500 px width**. On most monitors, 50% is more than satisfactory. (See the last example for an illustration!)

Example Time:

Activity Feed on the left of a 50/50 Section in a Structure.



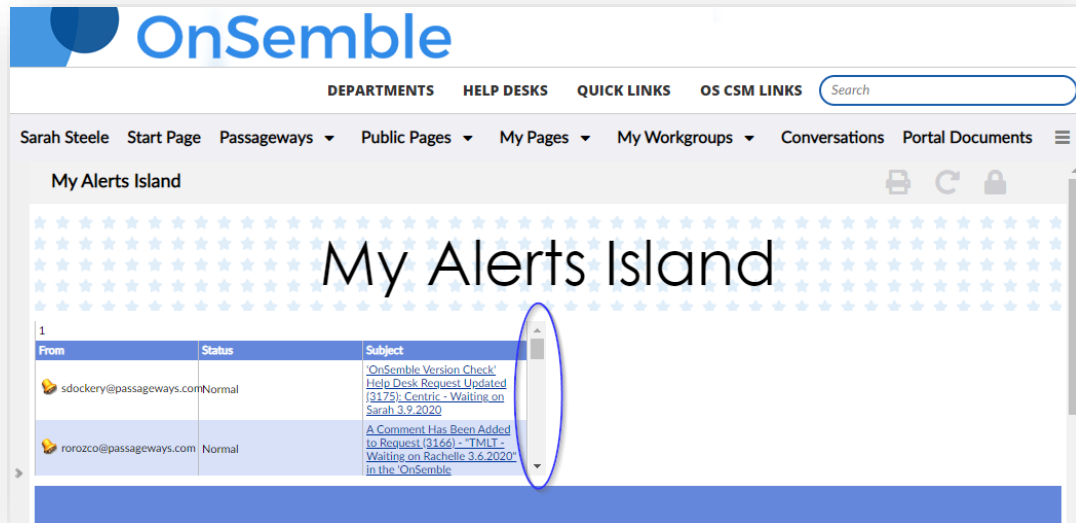
From	Status	Subject
 sdockery@passageways.com	Normal	'OnSemble Version Check' Help Desk Request Updated (3175)- Centric - Waiting on Sarah 3.9.2020
 rorozco@passageways.com	Normal	A Comment Has Been Added to Request (3166) - 'TMLT - Waiting on Rachelle 3.6.2020' in the 'OnSemble
 rorozco@passageways.com	Normal	A Comment Has Been Added to Request (3166) - 'TMLT - Waiting on Rachelle 3.6.2020' in the 'OnSemble
 ssteele@passageways.com	Normal	OnSemble Education - Quick Announcement!
 -	Normal	Page 'Home' has changed
 emitchell@passageways.com	Normal	New 'OnSemble Guide Changes' Help Desk Request (3166)

Island Height to Fixed Height

If the Island properties are set to a specific height in pixels, and the content exceeds that length, a scroll bar will appear on the right side of the Island so you can scroll through the content. This mitigates the issues listed above and works in all Page Methods.

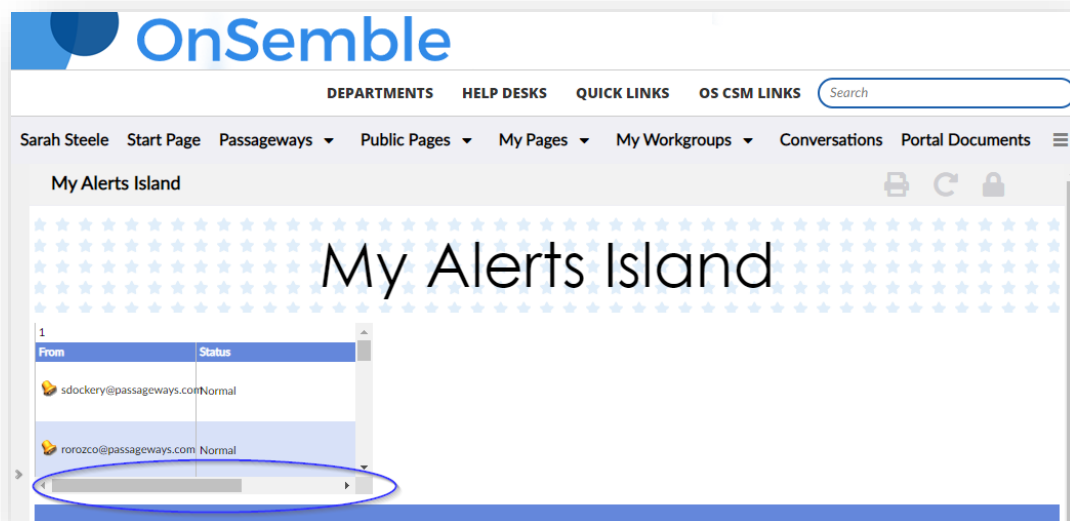
 Example Time:

My Alerts Island on the left of a 50/50 Section in a Structure and set to fixed height.



 Example Time:

My Alerts Island on the left of a 33/33/33 Section in a Structure illustrating left/right scroll.



Take Note!

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*Tested on Passageways Portal Framework v7.1.2.6269 – S.Steele
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