

Creating Help in a Wiki Environment

STC Webinar. June 7, 2012

Tom Johnson

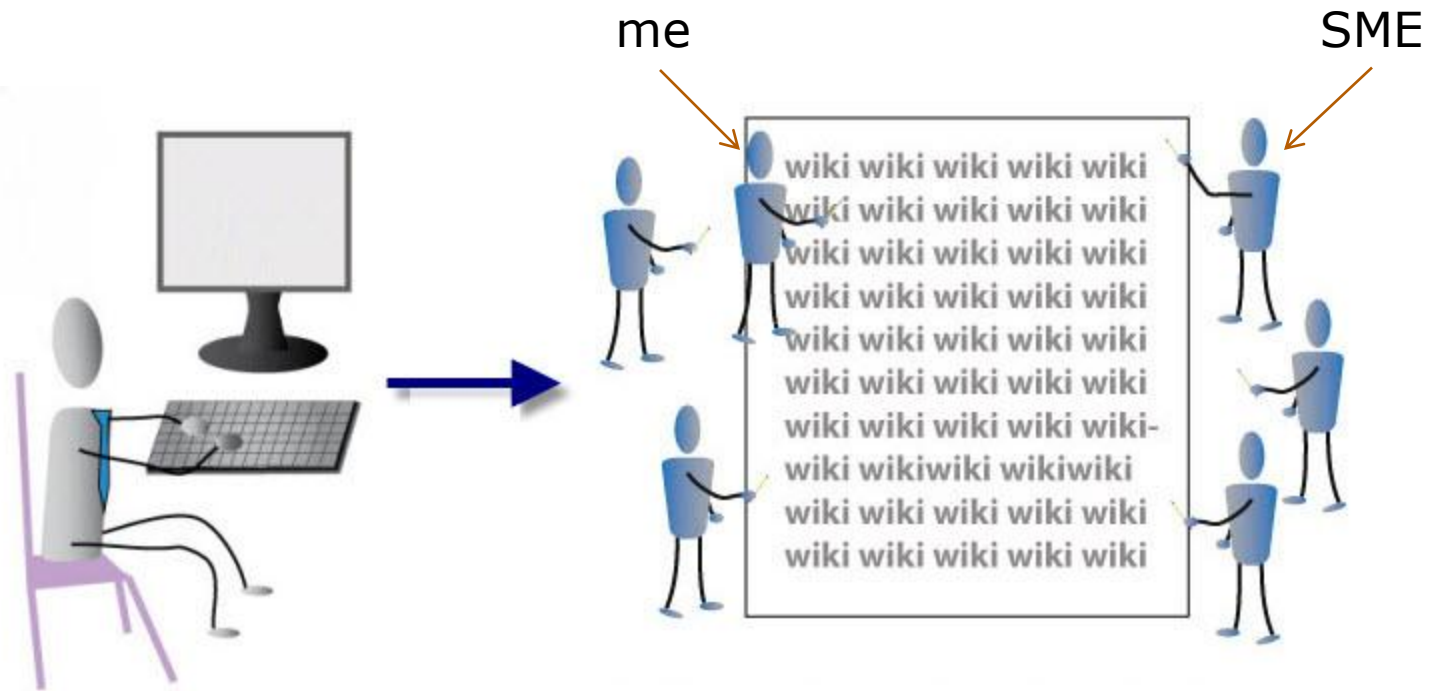
Email: tom@idratherbewriting.com

Twitter: @tomjohnson

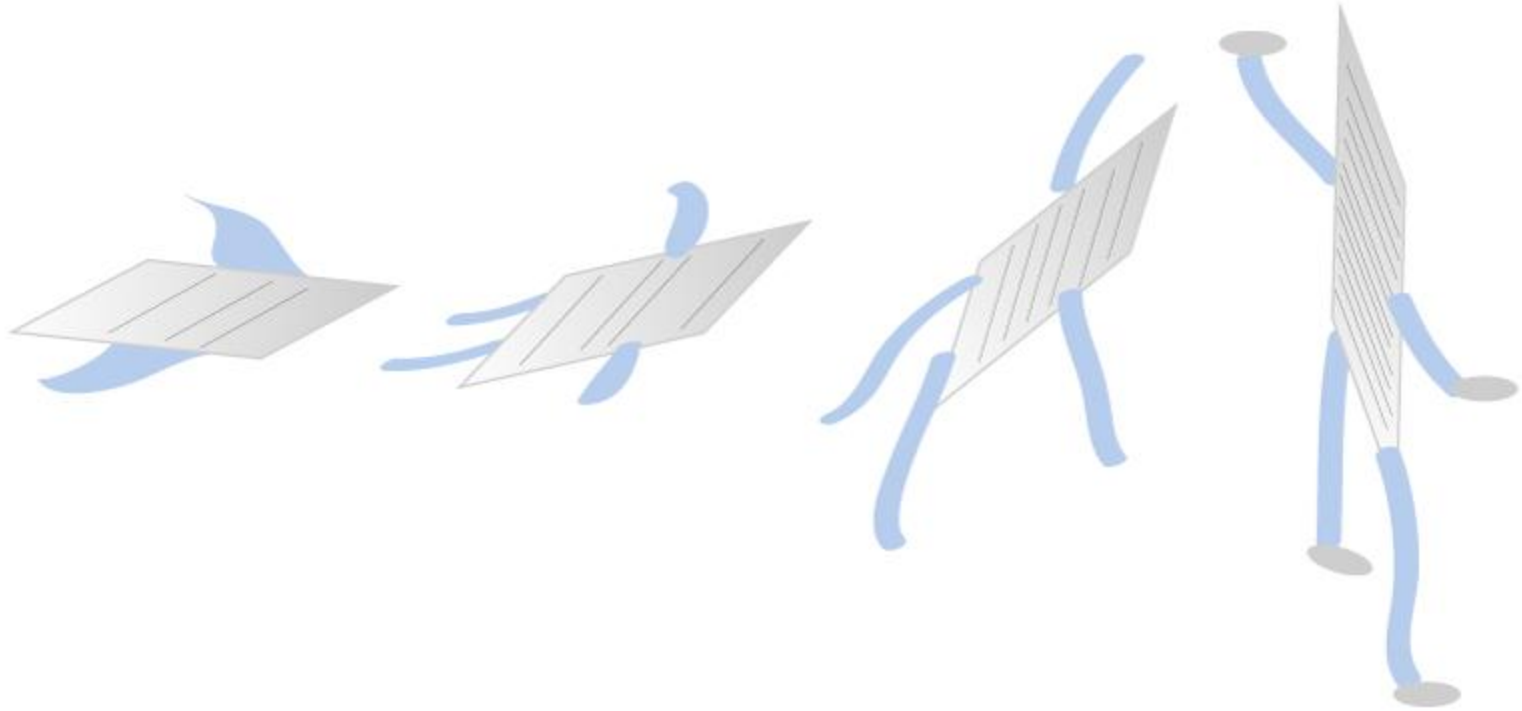
Blog: <http://idratherbewriting.com>



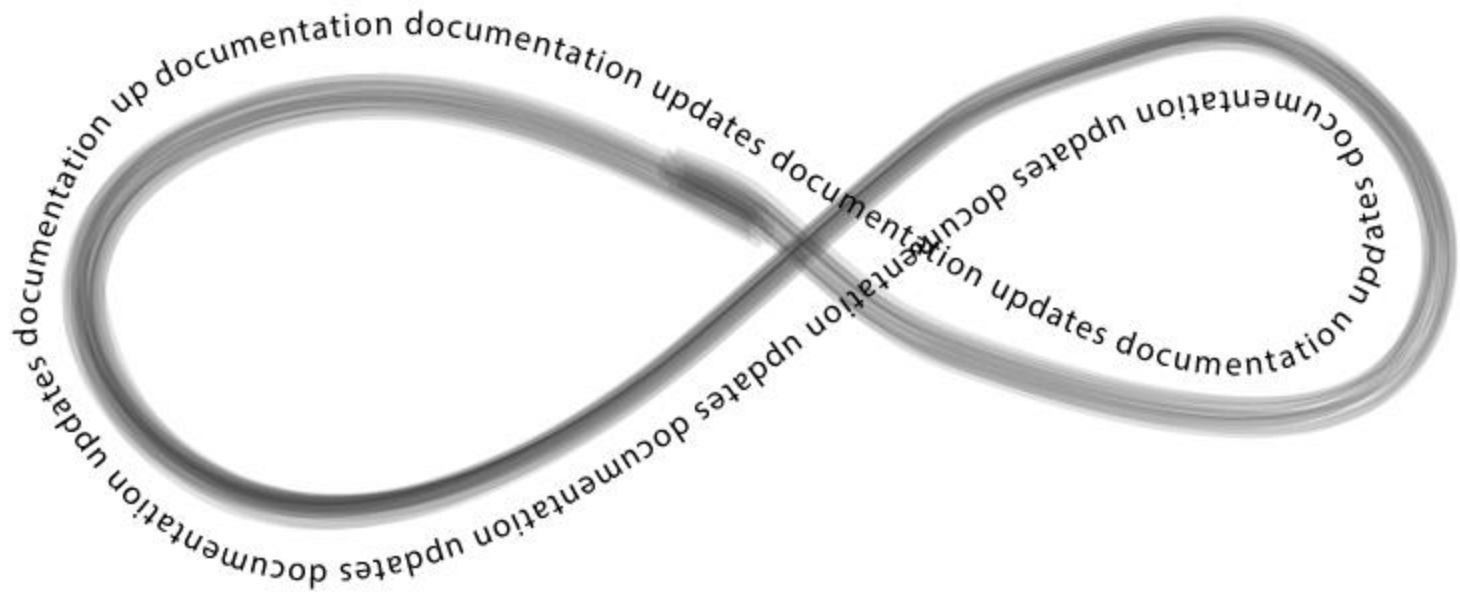
Why a wiki in the first place?



The Need for Shared Ownership



The Need for Constant Updates



Agile documentation methods



Some Wiki Basics

Content Ownership



Search WordPress.org

[Home](#) [Showcase](#) [Themes](#) [Plugins](#) [Mobile](#) [About](#) [Docs](#) [Blog](#) [Forums](#) [Hosting](#) [Download](#)

Codex

Codex tools: [TomJohnson](#) [My talk](#) [My preferences](#) [My watchlist](#) [My contributions](#) [Log out](#)

WordPress Quick Start Guide

This article is [marked](#) as in need of editing. You can [help](#) Codex by [editing it](#).

[\[edit\]](#) Get Set Up

The [New To WordPress - Where to Start](#) article accompanies this section, though it contains duplicate information and should be merged with this section.

[\[edit\]](#) Advantages of Self-Hosted WordPress Blogs

A self-hosted WordPress blog has a number of advantages over freely hosted blogs. With a self-hosted WordPress blog, you have complete control over your code, so you can implement any theme, modify it entirely, or create your own. You can add any plugin you want, and then hack the code. The application's code is completely open, allowing you total access to modify, tweak, or explore what you want.

WordPress also has a large community of enthusiastic bloggers who help each other in forums, create and share themes and plugins, and help move the software forward with new features and better design. With such

Contents

[\[hide\]](#)

- 1 Get Set Up
 - 1.1 Advantages of Self-Hosted WordPress Blogs
 - 1.2 Become Familiar with FTP
 - 1.3 Install WordPress on Your Web Host
 - 1.4 Explore Your New WordPress Blog
 - 1.5 Configure General Settings
 - 1.6 Import Your Content from Blogger or Elsewhere
- 2 Create Content
 - 2.1 Write a Post
 - 2.2 Create a Page
 - 2.3 Make Categories for Your Posts
 - 2.4 Add Tags to Your Posts
 - 2.5 Edit a Page or Post
- 3 Style Your Site
 - 3.1 Change Your Theme

Views

- [Page](#)
- [Discussion](#)
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- [History](#)
- [Move](#)
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Toolbox

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- [Home Page](#)
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- [Getting Started](#)
- [Working with WordPress](#)

Content Ownership (continued)



User Pages



WIKIPEDIA
The Free Encyclopedia

[Main page](#)
[Contents](#)
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[Random article](#)
[Donate to Wikipedia](#)

Interaction

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Article [Talk](#)

[Read](#)

[Edit](#)

[View history](#)



Technical communication: Revision history

[View logs for this page](#)

Browse history

From year (and earlier): From month (and earlier): Tag filter:
Deleted only

For any version listed below, click on its date to view it. For more help, see [Help:Page history](#) and [Help:Edit summary](#).

External tools: [Revision history statistics](#) · [Revision history search](#) · [Contributors](#) · [User edits](#) · [Number of watchers](#) · [Page view statistics](#)

(cur) = difference from current version, (prev) = difference from preceding version,

m = minor edit, → = section edit, ← = automatic edit summary

(latest | earliest) [View](#) (newer 50 | older 50) (20 | 50 | 100 | 250 | 500)

- [\(cur | prev\)](#) 03:47, 21 May 2012 [SchreiberBike](#) ([talk](#) | [contribs](#)) .. (11,634 bytes) (+15) .. *(Repairing links to disambiguation pages - You can help! - Headers)* ([undo](#))
- [\(cur | prev\)](#) 08:46, 7 February 2012 [203.59.7.132](#) ([talk](#)) .. (11,619 bytes) (-15) .. *(→Content creation)* ([undo](#))
- [\(cur | prev\)](#) 08:45, 7 February 2012 [203.59.7.132](#) ([talk](#)) .. (11,634 bytes) (+15) .. *(→Content creation)* ([undo](#))
- [\(cur | prev\)](#) 19:44, 5 December 2011 [24.99.15.94](#) ([talk](#)) .. (11,619 bytes) (+2) .. *(→Content creation)* ([undo](#))
- [\(cur | prev\)](#) 02:30, 4 December 2011 [27.110.155.163](#) ([talk](#)) .. (11,617 bytes) (-5) .. *(→Content creation)* ([undo](#))
- [\(cur | prev\)](#) 22:26, 4 October 2011 [Mandarax](#) ([talk](#) | [contribs](#)) [m](#) .. (11,622 bytes) (+1) .. *(→Editing for grammar: Typo patrol using AWB (7794))* ([undo](#))
- [\(cur | prev\)](#) 01:20, 30 September 2011 [72.218.36.67](#) ([talk](#)) .. (11,621 bytes) (-1) .. ([undo](#))

User Pages

 [Tomjohnson1492](#) [My talk](#) [My sandbox](#) [My preferences](#) [My watchlist](#) [My contributions](#) [Log out](#)

[Visit the main page](#)



WIKIPEDIA
The Free Encyclopedia

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en.wikipedia.org/wiki/Main_Page

User page [Talk](#)

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User:SchreiberBike

From Wikipedia, the free encyclopedia

I am primarily working on [Wikipedia:Disambiguation pages with links](#). While I'm doing that, I watch for other problems and I try to correct them when I can. I especially like to add to and organize disambiguation pages. I'm being bold and trying to do the right things, but I'd appreciate any feedback. Thank you.

[Workspace - Archive](#)

Categories: [Wikipedians who help fix disambiguation pages with links](#)

This page was last modified on 10 May 2012 at 06:27.

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[Privacy policy](#) [About Wikipedia](#) [Disclaimers](#) [Mobile view](#)



This user repairs links to disambiguation pages.



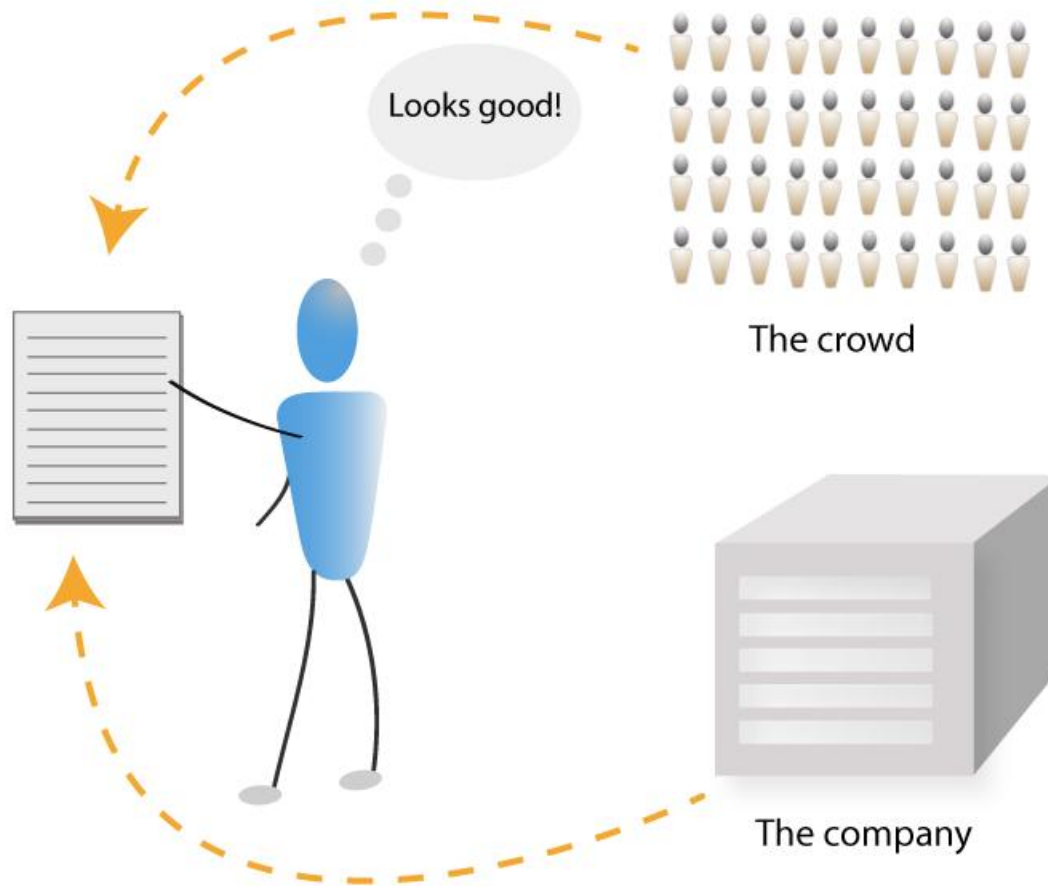
This user is a **skeptic**.



This user is a swimmer.



Authoritative Content



Recent Changes

Recent changes

Track the most recent changes to the wiki on this page.

Recent changes options

Show last **50** | [100](#) | [250](#) | [500](#) changes in last [1](#) | [3](#) | **7** | [14](#) | [30](#) days

[Hide](#) minor edits | [Show](#) bots | [Hide](#) anonymous users | [Hide](#) logged-in users | [Hide](#) my edits

Show new changes starting from [07:14, 5 June 2012](#)

Namespace: Invert selection Associated namespace

5 June 2012

- [\(diff | hist\)](#) . . [User:Partridgerm](#); 07:02 . . **(-180)** . . [Partridgerm](#) ([Talk](#) | [contribs](#)) (*→About Me:*)
- [\(diff | hist\)](#) . . [User talk:Partridgerm](#); 06:59 . . **(+38)** . . [Partridgerm](#) ([Talk](#) | [contribs](#)) (*→Questions to Ask to Troubleshoot Leader and Clerk Resources Issues:*
- [\(diff | hist\)](#) . . [User talk:Partridgerm](#); 06:54 . . **(+19)** . . [Partridgerm](#) ([Talk](#) | [contribs](#)) (*→Questions to Ask to Troubleshoot MLS Web Issues:*)
- [\(diff | hist\)](#) . . [User talk:Partridgerm](#); 06:54 . . **(-1,117)** . . [Partridgerm](#) ([Talk](#) | [contribs](#)) (*→Upgrade MLS to version 3.3 and Fix Duplicate Position Problems:*
- [\(diff | hist\)](#) . . [Talk:Clerk Resources Help](#); 06:53 . . **(+170)** . . [Partridgerm](#) ([Talk](#) | [contribs](#))

4 June 2012

- [\(diff | hist\)](#) . . [Accessing from mobile devices \(Directory\)](#); 21:02 . . **(+93)** . . [Aebrown](#) ([Talk](#) | [contribs](#)) (*Add link to webOS version*)
- [\(diff | hist\)](#) . . [Church-service missionary opportunities with LDSTech](#); 18:22 . . **(0)** . . [Sierakowski](#) ([Talk](#) | [contribs](#))
- [\(diff | hist\)](#) . . [m LDS Java Stack training](#); 16:43 . . **(+4)** . . [Wheelermm](#) ([Talk](#) | [contribs](#)) (*→Security/LDS Account Integration:*)
- [\(diff | hist\)](#) . . [Administrators \(Lesson Schedules\)](#); 16:31 . . **(-58)** . . [Johnsonth](#) ([Talk](#) | [contribs](#)) (*inaccurate information.*)
- [\(diff | hist\)](#) . . [Church-service missionary opportunities with LDSTech](#); 16:31 . . **(+592)** . . [Sierakowski](#) ([Talk](#) | [contribs](#))
- [\(diff | hist\)](#) . . [m Meetinghouse technology site map](#); 14:51 . . **(+2)** . . [Shcowley](#) ([Talk](#) | [contribs](#))
- [\(diff | hist\)](#) . . [Meetinghouse technology site map](#); 14:49 . . **(+1)** . . [Shcowley](#) ([Talk](#) | [contribs](#))
- [\(diff | hist\)](#) . . [m Remote Debugging Tomcat Servers](#); 14:49 . . **(+6)** . . [Mcewanbr](#) ([Talk](#) | [contribs](#)) (*People are reading "restart the server"*

Talk Pages

Log in

Page **Discussion** View source History

Talk:Editing your profile (Directory)

Contents [hide]

- 1 [Problems changing phone numbers](#)
- 2 [Request to change personal information](#)
- 3 [Change perspective of article instructions](#)
- 4 [Changing existing email or phone number](#)

Problems changing phone numbers

can't make changes to phone numbers on list, it tells me incorrect format for e-mail, and it is a phone number i am trying to change. NOT VERY USER FRIENDLY!!!!!! -- [Ralger](#) 22:31, 12 December 2011 (UTC)

This kind of issue is better reported on the LDSTech Forum. These talk pages are to discuss the documentation, not the way the application works. -- [Aebrown](#) 05:36, 29 January 2012 (UTC)

Request to change personal information

[Alfredwilliam](#), I undid your recent edit. It appears you were using this wiki page, which is general documentation for the Directory application on Ids.org, to make a specific request for a change in your membership information. No one here can help you with that; you need to discuss it with your ward clerk. I'm sure he'd be happy to help you. -- [Aebrown](#) 05:36, 29 January 2012 (UTC)

Change perspective of article instructions

Everything on One Site

The screenshot shows the LDS.org Wiki page for 'LDS.org applications'. The navigation bar at the top includes links for LDSTech, Contribute, Self Support, Forum, Wiki, Jira, and Projects. Below the navigation bar, there are tabs for Page, Discussion, View source, and History, and a search box with 'wiki search...' and 'Go' and 'Search' buttons. The main content area is titled 'LDS.org applications' and contains a paragraph of introductory text. Below this is a section titled 'LDS.org help materials' which is divided into two columns: 'Tools' and 'Other'. The 'Tools' column lists various resources like Calendar, Directory, Maps, My Study Notebook, Newsletter, Lesson Schedules, Leader Resources and Clerk Resources, LDS.org Tools menu, and Local Unit Apps Help Options. The 'Other' column lists LDS.org getting started guides, LDS.org Search, Leadership Training Library, LDS.org scriptures, LDS Account, and Local Unit Application Beta Testing. A red box highlights the 'Tools' list, and a blue box with the text 'Everything is on the same site.' is connected to it by a red line. Another red box highlights the 'Other' list.

LDSTech Contribute Self Support Forum Wiki Jira Projects

Log in

Page Discussion View source History

wiki search... Go Search

LDS.org applications

This page lists help material for LDS.org applications, tools, and resources. **New users**, please review the [Requirements for Participation](#) and [Wiki Guidelines](#) pages.

LDS.org help materials

Tools	Other
<ul style="list-style-type: none">• Calendar• Directory• Maps• My Study Notebook• Newsletter• Lesson Schedules• Leader Resources and Clerk Resources• LDS.org Tools menu• Local Unit Apps Help Options	<ul style="list-style-type: none">• LDS.org getting started guides• LDS.org Search• Leadership Training Library• LDS.org scriptures• LDS Account• Local Unit Application Beta Testing

Everything is on the same site.

Wiki Syntax

The screenshot shows a wiki page titled "Editing Calendar (section)". The page content is displayed on the left, and the corresponding HTML source code is shown on the right. A red box highlights the rendered text on the left, and another red box highlights the corresponding HTML code on the right. A red arrow points from the code box to the rendered text box.

Rendered Text (Left):

```
== Accessing the Calendar ==
You can access the ward and stake calendar anywhere you can
# Go to [https://lds.org LDS.org].
# Click '''Tools''' and select '''Calendar'''
# Sign in with your [[LDS Account]]. If you don't have an LDS
[http://ldsaccount.lds.org ldsaccount.lds.org].
```

HTML Source Code (Right):

```
270 </p>
271 <h2><span class="editsection">[<a href="/wiki/index.php?title=Calendar&action=edit&section=6"
class="mw-headline" id="Accessing the Calendar"> Accessing the Calendar </span></h2>
272 <p>You can access the ward and stake calendar anywhere you can
273 </p>
274 <ol><li> Go to <a rel="nofollow" class="external text" href="https://lds.org">LDS.org</a>.
275 </li><li> Click <b>Tools</b> and select <b>Calendar</b>.
276 </li><li> Sign in with your <a href="/wiki/LDS_Account" title="LDS Account">LDS Account</a>. If you d
class="external text" href="http://ldsaccount.lds.org">ldsaccount.lds.org</a>.
277 </li></ol>
278 <h2><span class="editsection">[<a href="/wiki/index.php?title=Calendar&action=edit&section=7"
<span class="mw-headline" id="Frequently asked questions"> Frequently asked questions</span></h2>
279 <p>For a list of frequently asked questions about the calendar, see <a href="/wiki/Frequently_asked_q
(Calendar)">Frequently asked questions</a>.
280 </p>
281 <h2><span class="editsection">[<a href="/wiki/index.php?title=Calendar&action=edit&section=8"
headline" id="Getting help"> Getting help </span></h2>
282 <p>For help with the Calendar, contact your ward or stake website administrator. Ward and stake websi
specialist. Stake technology specialists who need help should post their questions on the <a rel="nof
Forum</a>. If all of these methods fail, contact <a href="/wiki/Local_Unit_Support" title="Local Unit
283 </p>
```

Translation

WIKIPEDIA

English

The Free Encyclopedia

3 907 000+ articles

日本語
フリー百科事典
799 000+ 記事

Español

La enciclopedia libre

879 000+ artículos

Русский

Свободная энциклопедия

838 000+ статей

Italiano

L'enciclopedia libera

905 000+ voci

Português

A enciclopédia livre

718 000+ artigos

中文

自由的百科全書

429 000+ 條目

Deutsch

Die freie Enzyklopädie

1 383 000+ Artikel

Français

L'encyclopédie libre

1 230 000+ articles

Polski

Wolna encyklopedia

887 000+ haseł



Content Re-use

LDSTech Contribute Self Support Forum Wiki Jira Projects

Page Discussion View source History Log in

{{calendar}}

wiki search...

Calendar

The **calendar** on LDS.org is the latest version of the new calendar for wards and stakes. By regularly checking the calendar, you can stay updated about all the events and meetings going on at church.

Contents [hide]

- 1 Quick Reference Guides
- 2 Video tutorials
- 3 Webinar slides and recording
 - 3.1 Advanced Training
 - 3.2 General Training
- 4 Accessing the Calendar
- 5 Frequently asked questions
- 6 Getting help

Quick Reference Guides

You can print off quick reference guides for each role in the calendar. These one-page guides are perfect for handing out in meetings to help members and leaders get started.

Setup Guide
Quick Reference Guide

The calendar requires ward clerks, stake clerks, and building schedules to complete three main steps to begin using it.

Default administrators at the ward level include:

To Do List

- ✓ Setup & Import
- ✓ Locations
- ✓ Administrators

Members
Quick Reference Guide

The calendar shows events for your ward and stake. By regularly checking the calendar, you can stay updated about all the events and meetings going on at church. You can also print the calendar in month or week views.

To access the calendar, go to **Tools > Calendar** on

Calendar Help Edit

Overview

- [Getting started with the calendar](#)
- [Release Notes](#)
- [Frequently asked questions](#)
- [Known limitations](#)
- [Troubleshooting problems](#)

Viewing calendars

- [Viewing calendars](#)
- [Printing the calendar](#)
- [Syncing with third-party calendars](#)
- [Managing e-mail notifications](#)
- [Viewing calendars FAQ](#)

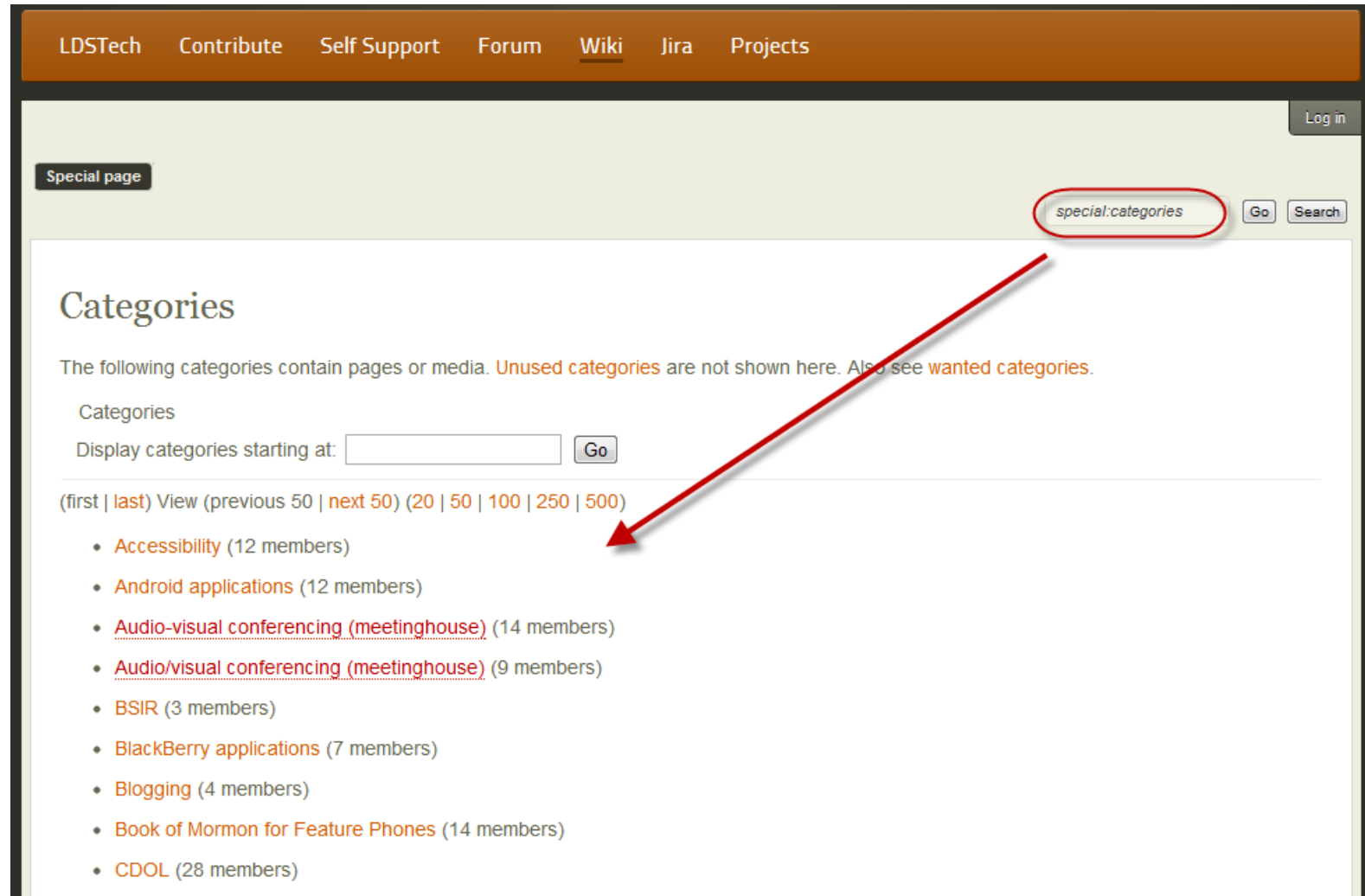
Rights and roles

- [Rights and roles](#)
- [Managing rights and roles](#)
- [Rights and roles FAQ](#)

Scheduling events

- [About scheduling events](#)
- [Scheduling events](#)
- [Handling scheduling conflicts](#)
- [Scheduling repeating events](#)
- [Scheduling repeating events FAQ](#)

Managing Content



The screenshot shows a Wiki interface with a navigation bar at the top containing links for LDSTech, Contribute, Self Support, Forum, Wiki, Jira, and Projects. A 'Log in' button is in the top right. Below the navigation bar is a 'Special page' section with a search bar containing 'special:categories' and 'Go' and 'Search' buttons. The main content area is titled 'Categories' and contains a paragraph: 'The following categories contain pages or media. Unused categories are not shown here. Also see wanted categories.' Below this is a form for 'Categories' with a 'Display categories starting at:' input field and a 'Go' button. A horizontal line separates the form from a list of categories. The list includes: Accessibility (12 members), Android applications (12 members), Audio-visual conferencing (meetinghouse) (14 members), Audio/visual conferencing (meetinghouse) (9 members), BSIR (3 members), BlackBerry applications (7 members), Blogging (4 members), Book of Mormon for Feature Phones (14 members), and CDOL (28 members). A red arrow points from the search bar to the first category, 'Accessibility'.

LDSTech Contribute Self Support Forum Wiki Jira Projects

Log in

Special page

special:categories Go Search

Categories

The following categories contain pages or media. Unused categories are not shown here. Also see wanted categories.

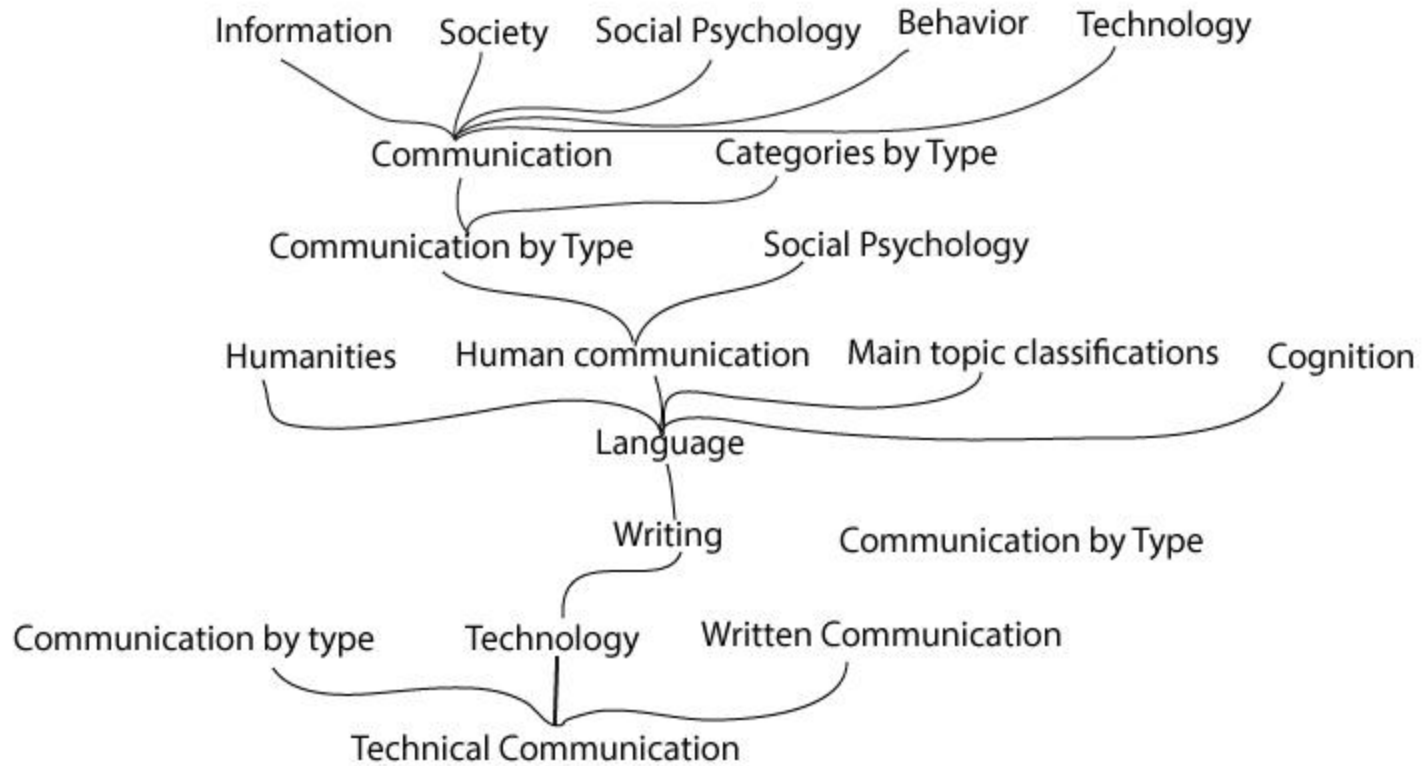
Categories

Display categories starting at: Go

(first | last) View (previous 50 | next 50) (20 | 50 | 100 | 250 | 500)

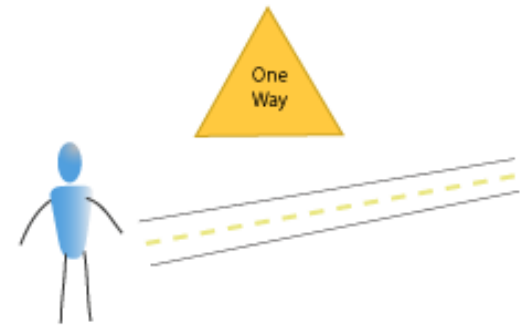
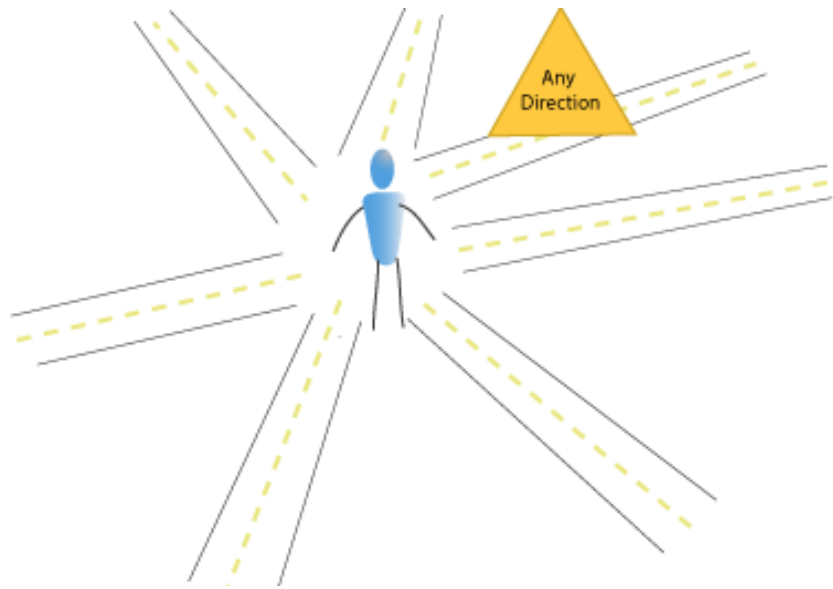
- [Accessibility](#) (12 members)
- [Android applications](#) (12 members)
- [Audio-visual conferencing \(meetinghouse\)](#) (14 members)
- [Audio/visual conferencing \(meetinghouse\)](#) (9 members)
- [BSIR](#) (3 members)
- [BlackBerry applications](#) (7 members)
- [Blogging](#) (4 members)
- [Book of Mormon for Feature Phones](#) (14 members)
- [CDOL](#) (28 members)

Categories

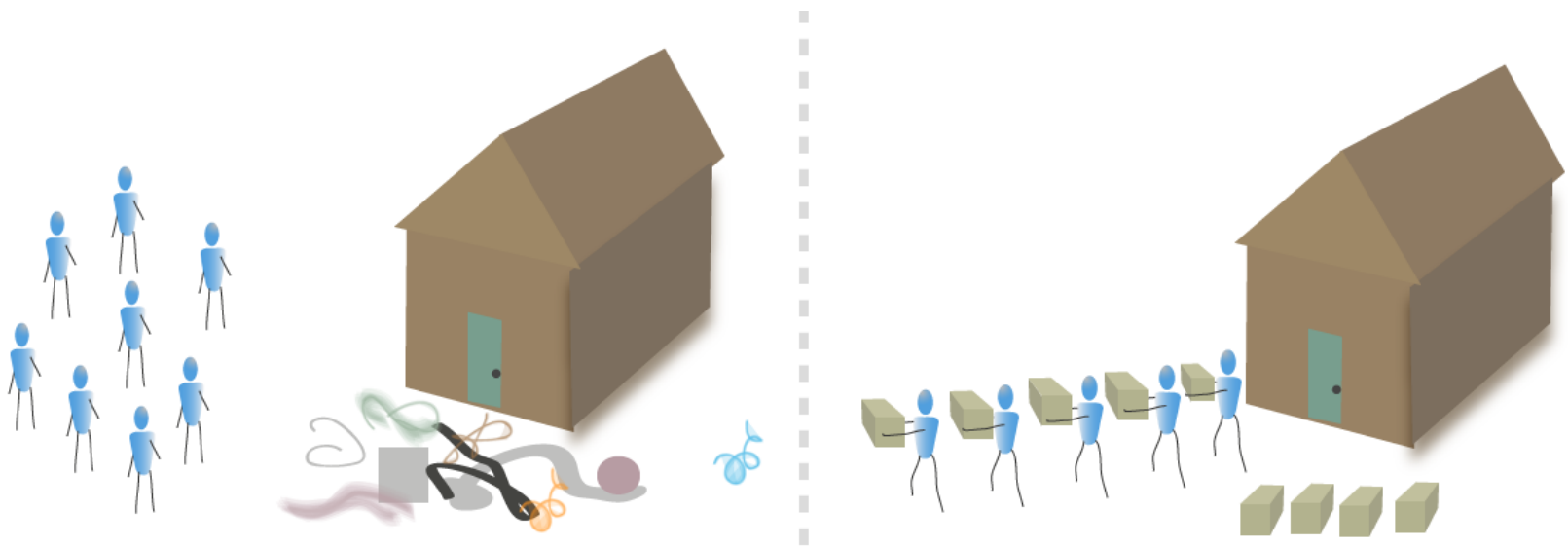




Community and Collaboration



Spontaneous versus Directed Efforts



A Guiding Metaphor



Calendar



Directory



LDS Account



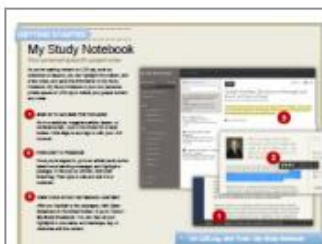
Leader & Clerk Resources



Lesson Schedules



Mormon.org



My Study Notebook



Newsletter



LDS.org



Maps



Youth.lds.org

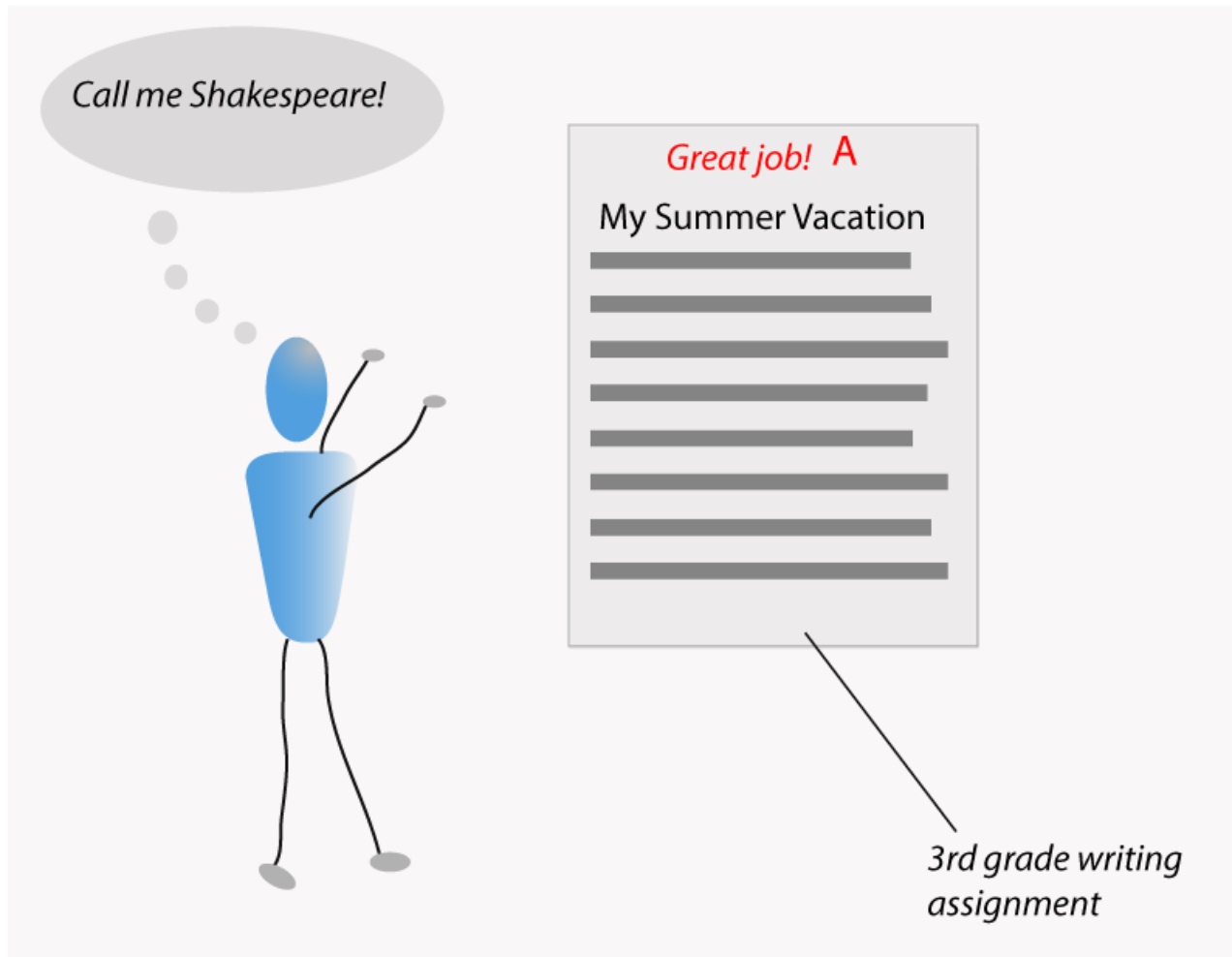


Duty to God

The Successes



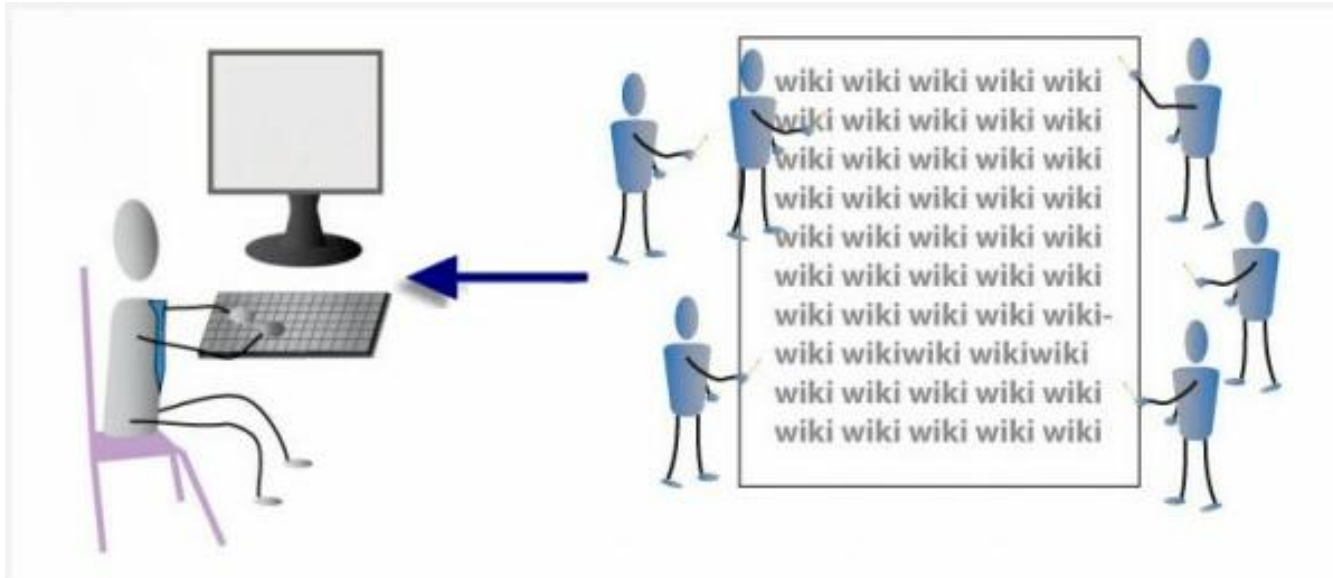
The Need for Insider Knowledge



Writing Is Harder Than Most Think



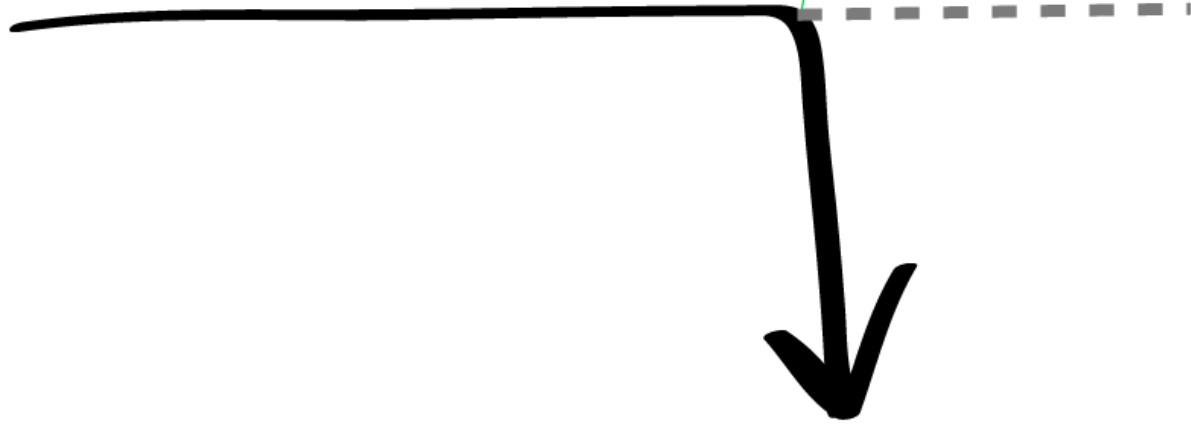
**Do You Really Need a Wiki for
Volunteers?**



Do You Really Need a Wiki for Volunteers?

Wait, what if there's a better way to collaborate with non-writers?

wikis • wikis • wikis • wikis • wikis • wikis • wikis • wikis • wikis • wikis • wikis • wi



Crowdsource documentation
Testing

Turning Point



Failed test cases are automatically logged as bugs in JIRA.

Time for Another Model: Testing Documentation

BETA

Testing Stats

LDSTech Blog and Wiki

Back Edit

3:14am Thursday, 7 June 2012 (GMT)

You do not need to do all test cases. You do not need to go in order.

Build

Enter the build or version number if you know it. It isn't required.

Search:

Note: Selecting fail will open a dialog to input details.

#	Test case	Pass	Fail
225	Directory: Test the steps in Find a member .	<input type="radio"/>	<input type="radio"/>
226	Directory: Test the steps in Find a ward or stake leader .	<input type="radio"/>	<input type="radio"/>
227	Directory: Test the steps in Find a member in another ward in your stake .	<input type="radio"/>	<input type="radio"/>
228	Directory: Test the steps in Find information for a member outside the stake .	<input type="radio"/>	<input type="radio"/>
229	Directory: Test the steps in Find worldwide leadership information . (stake presidents, bishops, and clerks)	<input type="radio"/>	<input type="radio"/>
230	Directory: Test the steps in Find missionaries serving in or from your ward .	<input type="radio"/>	<input type="radio"/>
231	Directory: Test the steps in Change household and personal information .	<input type="radio"/>	<input type="radio"/>
232	Directory: Test the clarity in Privacy considerations for photos .	<input type="radio"/>	<input type="radio"/>
233	Directory: Test the steps in Add a picture for me or a family member .	<input type="radio"/>	<input type="radio"/>
234	Directory: Test the steps in Make my profile public or private .	<input type="radio"/>	<input type="radio"/>
235	Directory: Test the steps in Set individual privacy levels .	<input type="radio"/>	<input type="radio"/>
236	Directory: Test the steps in Set an overall privacy level .	<input type="radio"/>	<input type="radio"/>
237	Directory: Test the steps in Reviewing the privacy agreement .	<input type="radio"/>	<input type="radio"/>

First Experiences with Crowdsource Testing

Thanks for attending.

Tom Johnson

Email: tom@idratherbewriting.com

Twitter: @tomjohnson

Blog: <http://idratherbewriting.com>