

Information Sharing Web Portal for Mombasa and Dar es Salaam ISCs

User manual – version 1.0

1 July 2011

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The Information Sharing Centres (ISCs) in Dar es Salaam and Mombasa are utilising a web portal to share information with National Focal Points. The web address of the web portal is <https://www.dcc-isn.net/isn>

All National Focal Points have been allocated a username and password to access the web portal and all traffic between the web browser and the portal is encrypted over a secure http (https) connection.

Furthermore, separate email addresses dedicated to receiving information and updates from the web portal have been set up for each NFP. The email inbox of these accounts can also be accessed with a web browser at the address <http://webmail.dcc-isn.net>.

The ISC managers will be forwarding your individual "Username" and "Password" for the web portal and your email accounts by separate email.

If you have queries regarding the use of the portal or have forgotten your login settings, please send an email to:

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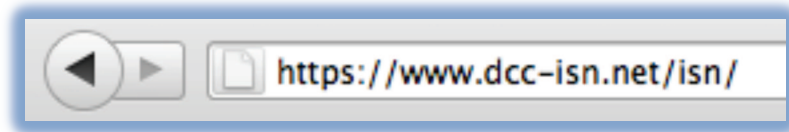
Accessing the web portal

Step 1:

Ensure you have an internet connection. On your designated PC or Laptop, open your web browser. **(Please note that the web portal works with most modern browsers but it has been tested most extensively with Mozilla Firefox)**

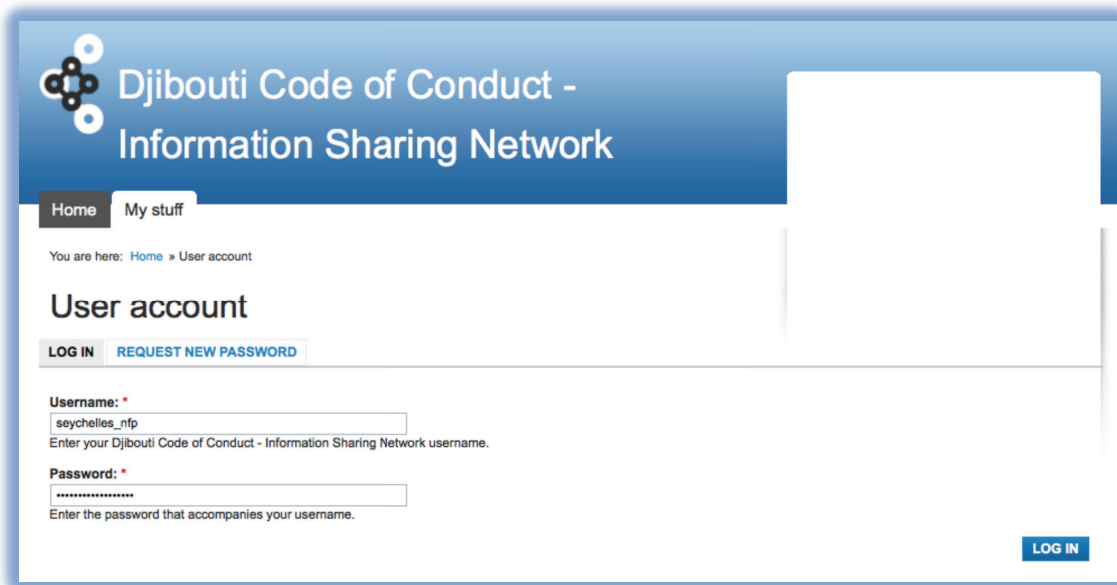
Step 2:

In your address bar at the top of your browser, type <https://www.dcc-isn.net/isn> and hit enter on your keyboard



Step 3:

At the login page, in the Username and Password boxes, enter the Username and Password that you received from the ISC Manager, and click on "Log in".

A screenshot of the login page for the "Djibouti Code of Conduct - Information Sharing Network". The page has a blue header with the network's logo and name. Below the header, there are navigation tabs for "Home" and "My stuff". A breadcrumb trail shows "You are here: Home > User account". The main heading is "User account". There are two buttons: "LOG IN" and "REQUEST NEW PASSWORD". The "LOG IN" button is highlighted. Below the buttons, there are two input fields: "Username: *" with the value "seychelles_nfp" and "Password: *" with masked characters. Below each field is a small instruction: "Enter your Djibouti Code of Conduct - Information Sharing Network username." and "Enter the password that accompanies your username." respectively. A "LOG IN" button is located at the bottom right of the form.

Step 4:

You are now presented with your profile page (as an example, the profile for the Seychelles is shown). From here you are able to get an overview of your recent activity on the portal, your contact information and the groups that you belong to.

The screenshot shows the user profile page for 'seychelles_nfp'. The page header includes the network logo and navigation tabs: Home, Community, My stuff, Create Report, and Overview map. A breadcrumb trail indicates the user is on the 'seychelles_nfp' profile page. The profile itself features a flag image, a 'RECENT ACTIVITY' section with three entries (joining groups and a profile change), and a 'My groups' sidebar listing several collaboration spaces. A search bar and a 'Find other users' section are also visible.

A user can change their contact information by clicking on “Edit my profile” and adding or amending information under the “General Information” tab.

This screenshot shows the 'Edit my profile' page for 'seychelles_nfp', with the 'GENERAL INFORMATION' tab selected. The form contains a checkbox for 'Individual NFP?', a text field for 'Name of Organisation' (pre-filled with 'Seychelles NFP'), and a large text area for 'Full Contact Information'. A 'SAVE' button is located at the bottom right of the form.

Key concepts of the web portal

The two basic concepts of the web portal are “Members” and “Groups”.

Each user is a “Member” of the web portal. Each member also belongs to one or more “Groups”. A group is a virtual collaboration space and members of a group can submit content to the group. Whenever new content is submitted to a group then all members of that group receive an email notification containing a link to the new content.

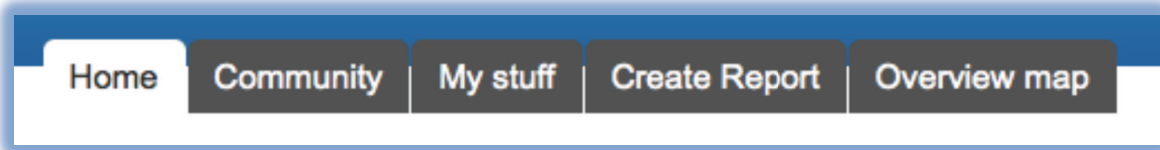
For the purposes of the Information Sharing Network there are five groups

1. **Incident Reporting** (Submit piracy incident reports)
2. **Dar es Salaam ISC Collaboration space** (Read documents produced by Dar ISC or submit information relevant to Dar ISC)
3. **Mombasa ISC Collaboration space** (Read documents produced by Mombasa ISC or submit information relevant to Mombasa ISC)
4. **ReMISC Collaboration space** (Read documents produced by ReMISC or submit information relevant to ReMISC)
5. **NATO Shipping Centre** (Read NATO Shipping Centre updates)
6. **UKMTO announcements** (Read UKMTO updates and analyses)

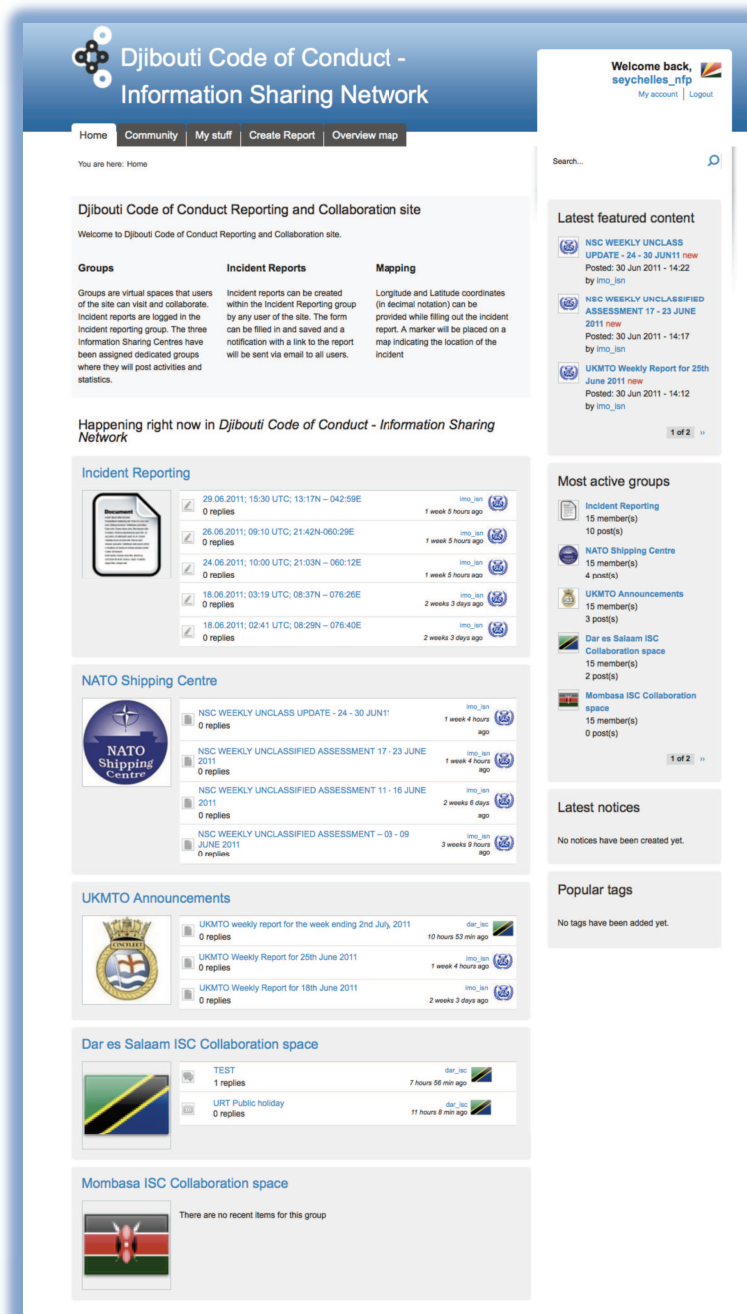
The “Incident Reporting” group can only hold “Reports” (piracy incident reports) whereas all other groups can contain three types of content, namely “Discussions”, “Documents” and “Events”.

Getting an overview of recent submissions to the web portal

Click on the “Home” tab on the horizontal menu bar

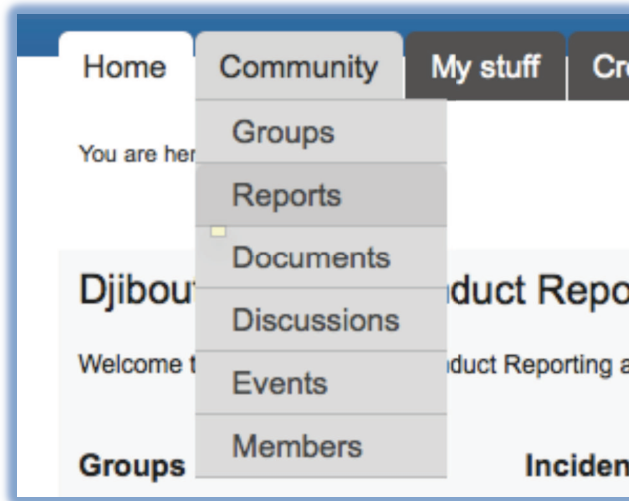


You will be taken to the home page of the web portal that shows blocks corresponding to each of the five “Groups” listing the latest five content posts in each group. The slimmer right hand column shows the latest featured contents and a list of the most active groups based on the number of content posts.

A screenshot of the web portal's home page. The header features the site logo and title "Djibouti Code of Conduct - Information Sharing Network". Below the header is a navigation menu with tabs for "Home", "Community", "My stuff", "Create Report", and "Overview map". The main content area is divided into several sections: "Djibouti Code of Conduct Reporting and Collaboration site" with a welcome message and navigation links for "Groups", "Incident Reports", and "Mapping"; "Happening right now in Djibouti Code of Conduct - Information Sharing Network" with a sub-section for "Incident Reporting" listing recent reports; "NATO Shipping Centre" with a list of weekly updates and assessments; "UKMTO Announcements" with weekly reports; "Dar es Salaam ISC Collaboration space" with a "TEST" post; and "Mombasa ISC Collaboration space" with a message that there are no recent items. On the right side, there is a sidebar with a search bar, "Latest featured content" listing recent posts, "Most active groups" listing groups by member count, and "Latest notices" and "Popular tags" sections.

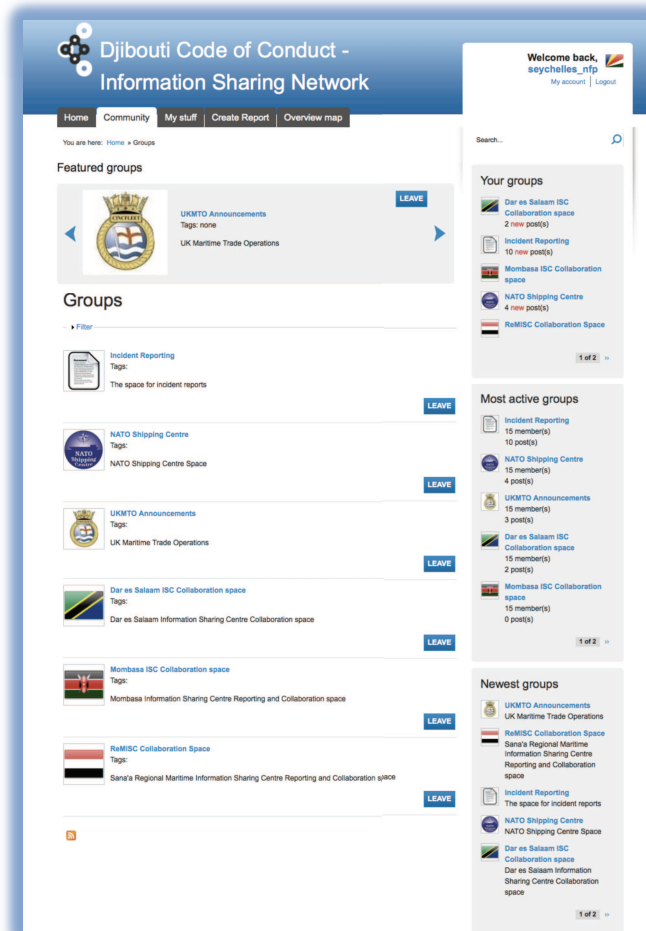
Browsing content

Users can view all content by clicking the corresponding entry under the “Community” tab on the horizontal menu.

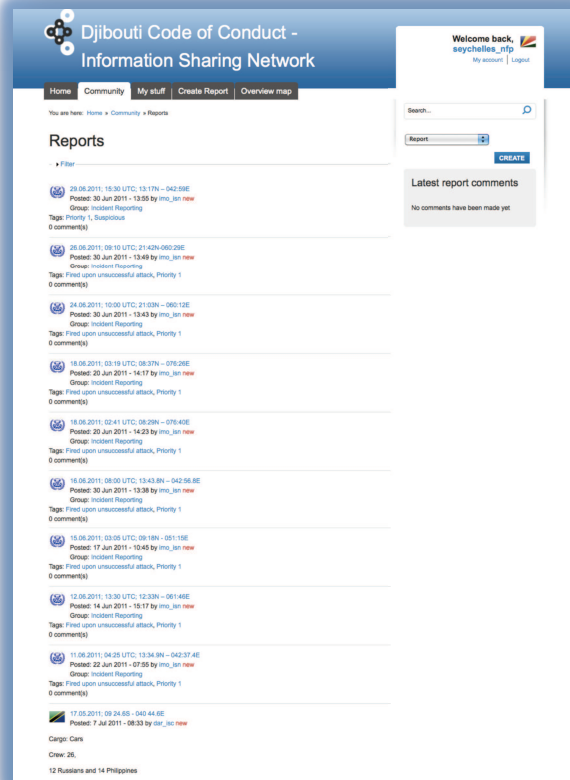


By clicking the “Groups” menu entry, the user is redirected to a page listing all groups. Clicking the “Reports” menu entry redirects to a page listing all piracy incident reports. Similar views are available for Documents, Discussions, Events and Members.

List view of Groups after clicking on “Community -> Groups”

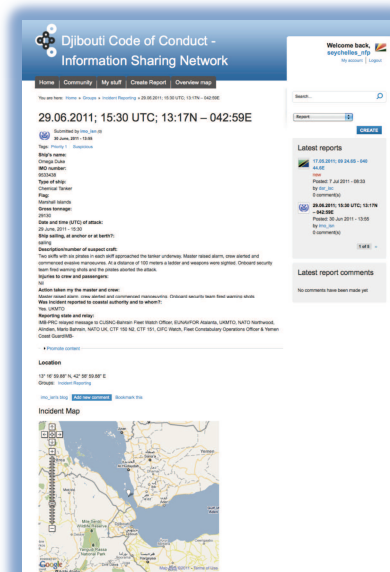


List view of incident reports after clicking on “Community -> Reports”



Clicking on the title of a report from the list view redirects to a new page displaying the details of the report. If the coordinates of an incident are known then a marker is displayed on a map at the bottom of the individual incident view, pinpointing the reported location of the piracy incident.

View of an individual incident



Submitting an incident report

Click on “Create Report” on the horizontal menu bar



The report form is built according to the template of MSC Circular 1334. The only obligatory fields are the “Title” (at the top of the form), the “Priority” and the “Event type” (both close to the bottom of the form).

A screenshot of a web form titled "Create Report". The form contains several sections: "Title" (text input), "Audience" (checkbox for "Incident Reporting"), "Ship's name", "IMO number", "Type of ship", "Flag", "Gross tonnage", "Date and time (UTC) of attack" (with format examples), "Ship sailing, at anchor or at berth?" (checkboxes), "Description/number of suspect craft", "Description/number of pirates/robbers", "Injuries to crew and passengers", "Damage to ship", "Weapons carried/used?", "Details of stolen property/cargo", "Action taken by the master and crew", "Was incident reported to coastal authority and to whom?", "Reporting state and relay", "Action taken by the coastal State", "Attach a file" (with "Browse" and "Upload" buttons), "ADD ANOTHER ITEM" button, "Summary" section with a rich text editor, "Location" section with a map and latitude/longitude inputs, and "Vocabularies" section with "Priority" and "Event type" dropdown menus. At the bottom are "PREVIEW" and "SAVE" buttons.

The “Title” should follow the format: **Date of incident; Time of incident UTC; coordinates**
e.g. 29 June, 2011; 15:30 UTC; 13:17N – 042:59E

The “Priority” can be selected from a drop-down menu and set to Priority 1, 2 or 3, the highest priority being 1.

The “Event type” can either be set to Hijack, Fired upon unsuccessful attack or Suspicious.

If the geographical coordinates are known then they should be input (**in decimal notation**) in the location block and a marker will be displayed on the map. Converting between degrees and decimal notation can be done on the website at http://www.calculatorcat.com/latitude_longitude.phtml

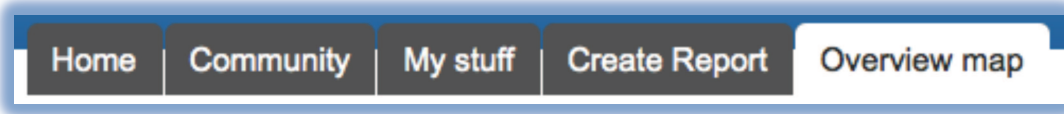
Files can also be attached to reports by scrolling to the “Attach a file:” section of the form, clicking on the “Browse” button, selecting a file from your computer and uploading it to the portal. After the form is saved the file will be attached to the report.

Any information regarding the incident that does not correspond to an existing field can be typed into the “Summary” box.

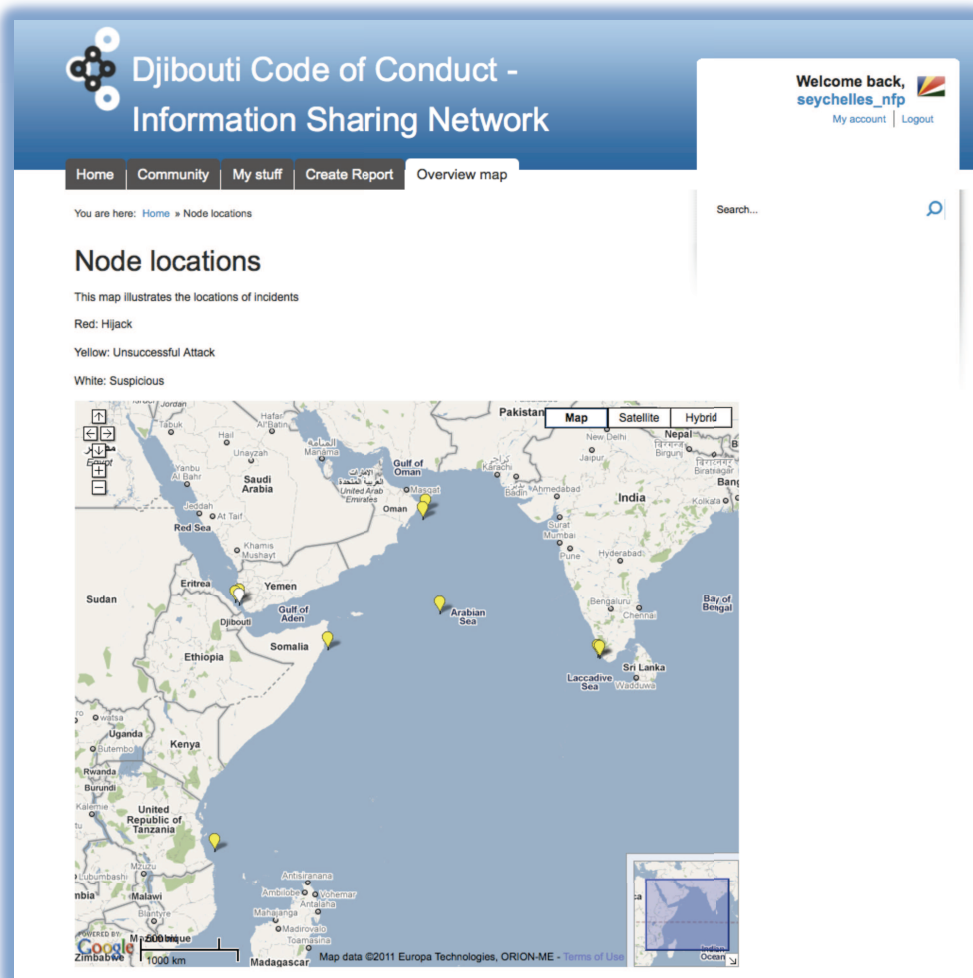
Once the report is saved, a notification email is automatically sent to all members of the portal with a link to the particular incident report. Users who receive that email will have to click on the link and be logged into the portal in order to view the full report.

Getting a geographical overview of all incidents logged on the web-portal

Click on “Overview Map” on the horizontal menu bar



The page that loads shows a google map with markers corresponding to all incidents reported in the portal.



Clicking on a marker brings up a pop-up window with a summary of the incident. The title of the pop-up windows can be clicked and consequently the user is directed to the detailed view of the incident.

The screenshot displays the 'Djibouti Code of Conduct - Information Sharing Network' website. The page title is 'Node locations'. Below the title, it states 'This map illustrates the locations of incidents'. A legend indicates: Red: Hijack, Yellow: Unsuccessful Attack, White: Suspicious. A map of the region is shown with several yellow markers. A pop-up window is open over a marker, displaying the following information:

- Date and time (UTC) of attack: 15.06.2011; 03:05 UTC; 09:18N - 051:15E
- Submitted by: lmo_isn (@)
- Date: 17 June, 2011 - 10:45
- Tags: Fired upon unsuccessful attack | Priority 1
- Ship's name: Suez
- Date and time (UTC) of attack: 15 June, 2011 - 03:05
- Location: 9° 18' 0" N, 51° 15' 0" E

The map shows the Gulf of Aden, Arabian Sea, and parts of the Indian Ocean, with countries like Yemen, Somalia, Ethiopia, Kenya, and India visible. The pop-up window title is a clickable link to the detailed view of the incident.

Creating/posting content in a particular group

Any documents, calendar events, or discussion threads should be posted to the most relevant group. For example, UKMTO reports are posted in the “UKMTO Announcements” group whereas reports from each of the three information sharing centres will be posted in their corresponding groups i.e. Dar es Salaam ISC Collaboration Space, Mombasa ISC Collaboration Space, ReMISC collaboration space.

All authenticated users of the web portal can also post content to any of the groups. For example, if a user wants to post a document in the Mombasa ISC Collaboration Space, they have to follow the following steps:

Step 1:

Go to the list view of the groups by clicking on Community -> Groups on the top tab bar.

Step 2:

Click on the desired group, in this case Mombasa ISC Collaboration Space

Step 3

On the top right hand part of the screen, under the search box, click on the list box and select Document



Step 4

Click on “Create”.

Step 5

Once the document creation form loads, type a title, type a summary text in the summary box and if required attach a file.

The screenshot shows the 'Create Document' interface. At the top, there's a navigation bar with 'Home', 'Community', 'My stuff', and 'Overview map'. Below that, a search bar and a 'Welcome back, benchouling_1176' notification are visible. The main heading is 'Create Document'. There's a 'Title' field, a 'Tags' section with an 'Assigned Tags' input, and a large 'Body' text area with a rich text editor toolbar. Below the body area, there's a 'Location' section, an 'Audience' section with radio buttons for 'Dar es Salaam ISC Collaboration space', 'Mombasa ISC Collaboration space' (selected), 'NATD Shipping Centre', 'NATDSC Collaboration Space', and 'NATD Announcements'. At the bottom, there's a 'Files' section with 'Browse' and 'Upload' buttons, and a 'SAVE' button.

Step 6

Click "Save". The Document will be saved in the Mombasa ISC Collaboration Space and a notification will be sent to all the users of the portal that a new document has been posted.

Equivalent steps can be followed for creating a discussion thread or a calendar event