

Getting Started & Setting Yourself Up

From NTAP Wiki

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Contents

- 1 Nuts and Bolts of Your Online Office
- 2 Jabber
- 3 LSNTAP.Org Account
- 4 LSNTAP E-mail
- 5 Contractor Invoicing and Online Timesheets
- 6 E-mail Lists
- 7 Basecamp
- 8 Meeting Scheduler
- 9 FreeConference.Com
- 10 Bookmarks & Internet Browsing
- 11 Poverty Law Survey Tool
- 12 LegalMeetings Web Conferencing with Citrix
- 13 RSS

Nuts and Bolts of Your Online Office

Besides the people and the work, one of the best things about working with NTAP is the virtual office space. It offers independence, flexibility, and efficiency... Thanks to many of our online tools, it doesn't sacrifice community. You may feel awkward communicating with folks on staff or from other programs with whom you've never connected. Believe us, it will pass after one email or instant message. Folks are really easy to approach and work with. It's a requisite for working with us.

Our board and staff are located across the states: California, Washington, Montana, Michigan, Chicago, Maine, and Alabama. The good part about an online office is you can be anywhere. (That's also the bad part at times because vacations are sort of hard to come by unless you have no Internet access!) But, we've built NTAP on using online tools that help our efficiency and communication -- to create a sense of community without the gossip. :) They are great tools, but they take some setting up. Read through on how to get yourself started.

First Priority: All Staff, AmeriCorps, and Contractors

1. Sign up for Jabber Instant Messenger
2. Join the LSNTAP.Org Site
3. Join the LStech Email List
4. Set up your Email Account
5. Join Basecamp
6. Set up an account with MeetingWizard
7. Set up an account with FreeConference.Com
8. Join OnlineTimesheets.Com if staff
9. Bookmark Management & Browser Organization

Second Priority: All Staff, AmeriCorps, and Some Contractors

1. Use or sign up for other online tools as necessary, such as:
 - Survey Tool
 - LegalMeetings Web Conferencing
 - RSS and Netvibes

Jabber

What is Jabber?

You will need jabber as it is a backbone to our communication. It is a private instant messaging service that we use, which is free and open source. Jabber allows us, despite the distance, to have quick communication.

To set up, you will need to get a jabber account and download a free "client". For full instructions on this, see [Jabber.Org QuickGuide (<http://www.jabber.org/user/quickstart.shtml>)]

Getting a Jabber Account. There are several servers that offer you a free jabber account (that is, your name@jabber.org, for example). The [list of them (<http://www.jabber.org/user/publicservers.shtml>)] is here. Some of us use the server **jabber.kaivo.com**. (Kaivo is a developer we work with, and they have offered this, but notice it is not on the list hyperlinked above. You can use whatever you want, fyi.)

Getting a Jabber Client. Once you have a jabber account, you'll need to download something to make it work as your IM. Jabber can work with other IMs, and the client you choose can support that. We all use different ones. There is a [list of clients (<http://www.jabber.org/software/clients.shtml>)] here. (Note: some folks use Exodus, some PSI, some Adium...It doesn't matter. You can look at the list and make whatever choice suits you.)

Once you have the client installed on your computer, you simply follow the prompts to create an account. You will now have instant messaging capability.

Add Others to Your Jabber. Here is a [list of all staff and contractors on jabber (http://ntap.lstech.org/wiki/index.php/Jabber_IDs)] . Once you've created

yours, add it to this list!

Note for AmeriCorps. If you are in AmeriCorps in Montana, I have good news and bad news. The good news is you can have the IT person do a lot of the setup of your computer or your computer may already come with this software. The bad news is you will need 2 jabber accounts one for NTAP one for MLSA. I have used PSI Jabber client for that account and it has worked well.

LSNTAP.Org Account

A key piece of everyone's job is to post or edit content on the LSNTAP.Org website. You will need to register for an account on the www.LSNTAP.org website. This account will allow you to add content, change content, and administer the LSNTAP website. (With this privilege is a lot of responsibility, so before you play around on the site, make sure you review XXX.)

To register, go to this link, Join Now (<http://lsntap.mayfirst.org/user/register>) , and fill in the form.

To post or learn more about posting: After you have created an account, you will be approved by email. You can learn how to post content. We recommend:

1. How do I post? (<http://lsntap.mayfirst.org/howdoipost>) : This is a simple way to get started on the basics of posting.
2. More advanced info on wiki [LINK](#)

LSNTAP E-mail

LSNTAP.Org Email Address. LSNTAP will give you an email address (if you're around for longer than 3 months) that is your firstname@lsntap.org. Ultimately, we'd like folks to use this email to send and receive. However, currently we haven't figured out the former. (Would love your help if you can resolve it. Should be easy, just a matter of time.) As such, you will actually be sending from a different email. If we are busy, we will ask you to create your own email address. Check out the instructions for creating an email address (http://ntap.lstech.org/wiki/index.php/All_About_Hosting:_Where_Everything_Lives_%28Websites%2C_Email_Addys%2C_Email_Lists%2C_Tools%29#)

Gmail Address. Whether or not we fix this and you are sending and receiving from lsntap.org, you are required to get a gmail account dedicated to NTAP. We recommend getting a GMAIL account for two reasons:

1. it has outstanding reliability, functionality, and ease of use.
2. it acts as your email (and important file) backup.

If NTAP gives you an lsntap.org address, you will set it up so that all email coming into lsntap.org will be forwarded to gmail. You will also get into the habit of cc'ing or bcc'ing yourself on important documents. As they sit in your gmail account, you will have a backup if you ever need it should your laptop or computer crash or be unavailable. If you are full-time, this is not optional. It is our backup protocol.

Naming: please use either your full name, first.last, or first initial last name as your naming convention for Gmail. For a list of everyone's email address, see here. [LINK](#). Add yours to the list once it's complete.

Contractor Invoicing and Online Timesheets

Staff Timesheets. NTAP uses OnlineTimesheets.com to process payroll. You should email Becky Levine (becky@lsntap.org) for a user name and password. Then, you will simply log your time at OnlineTimesheets.Com (<http://www.onlinetimesheets.com>) . They should be submitted electronically to Gabrielle Hammond every two weeks on the 31st and the 15th (gabrielle@lsntap.org).

Besides entering your time, you will also be tracking it to a grant. Take a look at our Grant Codes (http://ntap.lstech.org/wiki/index.php/Online_Timesheets_and_Contractor_Invoicing) to see if you can identify the grant that most likely covers your work or time. Verify it with Gabrielle Hammond via email.

Contractor Invoices. Your contract should specify how to process your invoices. If you don't have a standard invoice, you can use this sample invoice we've provided. [LINK](#) Generally, you can submit them as often as you like, like monthly or quarterly. Send your email with an attached invoice to Gabrielle Hammond (gabrielle@lsntap.org). California wants to tax contractors state tax if you step foot in California. Therefore, you should indicate in your invoice and/or email the following:

1. Where the services were geographically performed
2. Services completed
3. Hours and billing rate and total
4. Where to send payment

E-mail Lists

Key to communication with the community is the LStech Email List. This list is dedicated to technological implementation and questions in Legal Services. A second list that is optional to join is NTAP Tech Manage. This list is for the directors of technology related projects. You can sign up for both of these lists at this area of the NTAP website, Mail Lists (<http://lsntap.mayfirst.org/maillists>) . You can also scroll through the rest and sign up for any that are appealing to you.

Basecamp

To manage its projects and coordination among many players, NTAP uses Basecamp, an online project management system. In Basecamp, you can set milestones (projects, to do lists, messages and a few other things which are viewable and editable by other NTAP staff.

Touring around Basecamp will give you a good sense of the day-to-day work related to various projects. NTAP uses Basecamp as a way to track projects so everyone is on the same page. Our project url is: <http://lsntap.projectpath.com/clients> (<http://lsntap.projectpath.com/clients>) . Bookmark it.

Getting Started. You will need to be added as an administrator. To do this, go to: Basecamp (<http://lsntap.projectpath.com/clients/>) .

- For the **FIRST TIME ONLY**, log in with user name: **lsntap** | **pwd: nt@p777**. Once you are in, go to the tab **PEOPLE**. Click on **LSNTAP Company** and click **Add Person** to this Company. Add your name and contact information. Give yourself administrative privileges, which will allow you to view all projects and add projects as needed. You should get a notifying email. When you do, from then on, use your own name and password to log into Basecamp.

Meeting Scheduler

Scheduling meetings is an art, especially when we're all virtual. NTAP has a protocol to use online meeting schedulers to schedule meetings with more than two people. (Jabber works for less than 2 others.)

Online meeting tools are free and available online. They will allow everyone to pick a time that works for them, assuming you've provided enough options. Some also send out an reminder e-mail before the event is set to occur. These also ease some of the confusion of setting up meetings in different timezones.

There are two online schedulers: MeetingWizard (<http://meetingwizard.com:>) and Meet-o-Matic (<http://meetomatic.com:>) . MeetingWizard allows you to select specific times and dates. It emails directly to the persons you've selected and emails reminders. Meet-o-Matic allows you to get folks' availability for a window (AM or PM) of certain days. It does not email folks, but gives you a link to insert in an email you send, that has a link to the online scheduler. To learn about them and sign up with an account online, go to: Online Meetings (<http://lsntap.org/node/303>) .

Read about How to Schedule Meetings (http://ntap.lstech.org/wiki/index.php/Communication_Protocols_%26_How_Tos#Scheduling_Meetings:)

Believe us, from experience, meeting scheduling sounds easy but is its own art.

FreeConference.Com

If you will manage scheduling conference calls among more than 2 persons, you should sign up for an account with FreeConference.Com (<http://freeconference.com>) . With an account, you can schedule conference calls where everyone pays their own long distance, but bridging costs are free.

Bookmarks & Internet Browsing

Because most of NTAP's tools are online, bookmark management is key. You will waste an inordinate amount of time if you work from your online sites by memory. Take a moment when you start to organize your bookmarks. If you've never done that before, you can check out our training (<http://http://lsntap.org/coll104>) , the first part of which is relevant to bookmarking and toolbars.

Internet Browsing. Some people out of habit use Internet Explorer (the blue E). We recommend you use Mozilla Firefox for most browsing. It's easier and

will change your online experience. Go to Mozilla (<http://www.mozilla.com>) and download it.

Sample Bookmarks & Bookmark Organization. Here are a list of beneficial bookmarks. Pick and choose what is relevant to you. This is just how Gabe's are organized, for better or worse, followed by a list of beneficial bookmarks. She has others not listed here. You may develop your own as well. Use Del.icio.us to share them. See below.

1. **NetVibes** (<http://www.netvibes.com>)

2. **Folder 1: LSNTAP.Org**

1. LSNTAP.Org (<http://lsntap.org>)
2. Tech Library (<http://lsntap.org/techlibrary>)
3. Post Story (<http://lsntap.org/node/add/story>)
4. Post Content (<http://lsntap.org/node/add>)
5. Admin (<http://lsntap.org/admin>)
6. News.LSNTAP (<http://news.lsntap.org/>)
7. AW Stats (<http://lsntap.org/stats/>) lsntap | sie4ai

3. **Folder 2: NTAP Project**

1. LegalMeetings (<http://www.gotomeeting.com>)
2. **SubFolder: Meetings and Calls**
 1. MeetingWizard (<http://www.meetingwizard.com>)
 2. Meet-O-Matic (<http://www.meetomatic.com>)
 3. Free Conference (<http://www.freeconference.com>)
3. Basecamp (<http://lsntap.projectpath.com/clients>)
4. **SubFolder: Classic LStech.Org** (These are links from our old website, which are not public, but still has stuff we may ask you to find, reference, convert, or us.)
 1. Classic LStech (<http://classic.lstech.org>)
 2. Classic Training Registration (http://classic.lstech.org/ntap/trainings/registration/registration_admin) We now use GoToMeeting for our training registration. But from 2004 - May 2007, we used the training registration system on our old site. This registration admin allows you to see who has registered for a past or future training. You can also email all registrants in a training, view registrants by training type and other categories.
 3. Eval Mgmt (http://classic.lstech.org/ntap/trainings/evaluation/evaluation_admin) he evaluation administration allows you to pull evaluation reports from completed trainings.
 4. Original Eval Form (http://classic.lstech.org/ntap/trainings/evaluation/eval_form)
5. Poverty Law Survey Tool (<http://survey.lstech.org>)
6. LSC TIG Site (<http://tig.lsc.gov>)
7. GIS Mapping Server (<http://tnatlas.geog.utk.edu/lasc.htm>)

4. **Folder 3: Wikis**

1. NTAP Wiki (http://ntap.lstech.org/wiki/index.php/Main_Page)
2. Grange Wiki (http://grange.wiki.lstech.org/index.php/Main_Page)
3. Becky Wiki (http://becky.wiki.lstech.org/index.php/Main_Page)

5. Folder 4: Partner Links

1. Pro Bono Net (<http://www.probono.net>) This is our partner on many projects such as the statewide websites and other technology initiatives. Much of their website is for members of specific content areas so if you interested in access simply complete the form. We will send the staff their an email introducing you so that you can be approved for different ares.
2. SelfHelpSupport.Org (<http://www.selfhelpsupport.org>) This website provides information for courts and legal services programs specifically oriented towards serving self-represented litigants. Again, much of the information is password protected - you can complete the form to join the area.
3. LSC's Tech Section (<http://www.lri.lsc.gov>) This is the Legal Services Corporation (our funder) resource site. The primary are you would use is the Technology Section.
4. The American Bar Association Technology Resource Center (<http://www.abanet.org/tech/ltrc/>) . This site is not specific to legal aid, however, it contains a lot of information and resources that apply to our services.

6. Folder 5: GoogleTools

1. Gmail (<http://www.gmail.com>)
2. GoogleMaps (<http://maps.google.com>)
3. GoogleNews (<http://news.google.com>)

7. **Folder 6: LiveFeeds** This houses other sites that you can feed here via RSS (http://ntap.lstech.org/wiki/index.php/Setting_up#RSS) .

8. **YouSendIt** (<http://www.yousendit.com>) This allows you to send big files to others.

9. **TinyURL** (<http://www.tinyurl.com>) This allows you to send out smaller urls. As a protocol, make sure you include the full url in the email text along with the TinyURL, so people know what they are clicking on. And, as you get familiar with LSNTAP.Org, you'll see that some links are really long. We'd rather send out a link with LSNTAP in the url than a tiny url. See our protocols for sending out LSNTAP links.

10. **del.icio.us** (<http://del.icio.us/>) This is a social bookmarking tool. You can set up an account and use it to manage bookmarks online. Other people can also see your bookmarks and, in some cases, search them to find people with similar interests. When you find these people you can look at their other bookmarks and see if they are useful for you. For example, you can search LSNTAP or LStech to find bookmarks others in the community have tagged. If you come across things, also bookmark them as LSNTAP or LStech. You can also send them to Gabe. Her account is gabe777.

Other Beneficial Bookmarks: There are specific projects that require additional online tools. See LSNTAP.Org (<http://lsntap.org>) for a block on the lower Right titled: Links to Bookmark for other project-specific links.

Poverty Law Survey Tool

At some point, you will be asked to help create or analyze an online survey. NTAP uses these online surveys to conduct evaluations of programs or to get input. The Poverty Law Survey Tool was created through a grant by the Legal Aid of East Tennessee and is available to the poverty law community for free. There are pros and cons to the tool, but the number one feature of it is you can share surveys with others in the legal aid community. Please learn about this tool here: About Poverty Law Survey Tool (<http://www.lsntap.org/node/866>) .

You will likely need an account. Sign up here, Survey Tool Sign up (<http://lsntap.mayfirst.org/node/891>) . To learn more about the tool, its uses, and how to use it look a this page in the Tech library, Survey Tool Info (<http://lsntap.mayfirst.org/taxonomy/term/53>) . Make sure you review our trainings as well before you begin a survey.

LegalMeetings Web Conferencing with Citrix

For many of our meetings, we use web conferencing. Our web conferencing project is called LegalMeetings, which uses Citrix GoToMeeting as the platform. LegalMeetings is the web conferencing tool which NTAP provides legal aid programs with for a low cost. This tool allows people from across the country, state, or hallway to view a presenter's computer screen typically viewing a PowerPoint presentation or any other document you are co-viewing or editing. The participants also call into a conference call so they can hear and see the presentation. This tool is very useful for trainings and some meetings where you would like to do collaborative work with someone in a different location. **You will need to learn how to use it and, depending on your role at NTAP, sign up for an account.**

Learn More: On the website you can find more information about LegalMeetings (<http://lsntap.mayfirst.org/aboutlegalmeetings>) here. Make sure you check out our section called: LegalMeetings Roundtables and LegalMeetings Training Materials on R.

Get an Account: Gene will set up an account and determine if it's needed. Contact him at gene@lsntap.org.

Administrating Citrix: If you are helping Gene or Gabe administer the LegalMeetings project, other passwords are found here: Passwords (<http://ntap.lstech.org/wiki/index.php/Passwords>) .

RSS

RSS stands for Really Simple Syndication (these days). For those of you new to RSS, that acronym or its full name still won't make sense. Basically, RSS is the technology that enables you to make the Internet work for you. Instead of having to go out to various websites to look at news, blogs, video, or other content, RSS allows you to SUBSCRIBE to information so that it comes directly to you: to your web browser (into your LiveFeeds folder we mentioned above in your bookmarks), to your NetVibes page, or to your email (depends on your email client). RSS is a way of consolidating a lot of information from many sources into one place. Content that is RSS-able (meaning, content that can be subscribed to) has a special symbol: an orange broadcast symbol, the letters RSS, the letters XML... These usually appear in the address bar of a website or next to specific content. For an example, go to LSNTAP.Org (<http://lsntap.org>)

. Notice the orange broadcast symbol in the block on the R in Latest News or Blogs? That means that content can be delivered to you directly, without you having to come to this site to get it. If you have Mozilla Firefox or IE 7, simply click on the symbol and it will ask where you want that content to go. In Firefox, you can put it in your LiveFeeds folder on your Bookmark Toolbar.

If you are new to RSS, it won't take you long to learn. Start learning by reading some articles here RSS in Poverty Law (<http://lsntap.mayfirst.org/node/1156>) . Make sure you review this training: RSS for Advocates: A Primer (<http://lsntap.mayfirst.org/coll104>) .

You can get started easily with RSS if you use Mozilla as your browser (or Internet Explorer 7). If you don't use Firefox or IE 7, there are plenty other RSS Readers out there that are standalone clients from companies like Google, Google Reader (<http://www.google.com/reader/view/>) . You will then need to add in the sites which you would like to watch and add them into your reader.

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