

Citizen's Guide

Introduction to Webocrat

How to use Webocrat?



Webocrat

This page is empty



- 1 Introduction 2
 - 1.1 Load up homepage 2
 - 1.2 Basic terms 4
 - 1.3 Pictures 4
- 2 Parts of Screen..... 6
 - 2.1 Upper Navigation Bar 6
 - 2.2 Menu..... 7
 - 2.3 User 7
 - 2.4 Main Window..... 8
 - 2.5 Lists 9
- 3 Actions. How to...? 9
 - 3.1 Logging into the system 9
 - 3.2 Profile creation 9
 - 3.3 Fulltext search 10
 - 3.4 Context search 10
 - 3.5 Polling 10
 - 3.6 Discussion Forums, posting messages 11
 - 3.7 Submissions, sending a filled Form 11
 - 3.8 Tenders 12

1 Introduction

WEBOCRAT system is a system for the simplified communication between citizen and the local authority. Citizen can find the information provided by the local authority in the Webocrat System and he/she can participate in the discussions, where not only citizens but also a Local Authority employees can participate. He/She can participate in the pollings ad submit submissions to the local authority via predefined forms. If he will decide to register with the system he will be informed about the information he is interesting in via the predefined profile.

Information in the WEBOCRAT is interconnected via knowledge base. That means, user can search information related via it's content. For example, user can find all the related articles, discussions, pollings, forms, tenders and weblinks to published article.

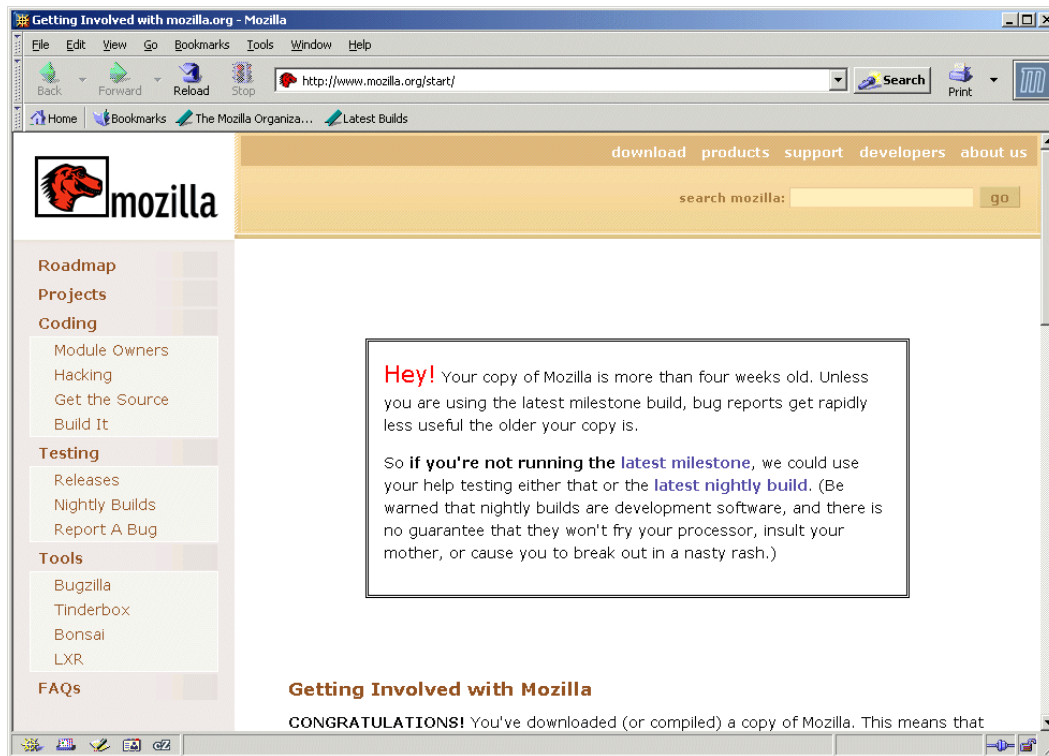
Users can be divided into the users groups, so only the relevant published information will be visible to the particular users group. Contact system adminstrator for the information about what user groups are registered in your system.

1.1 Load up homepage

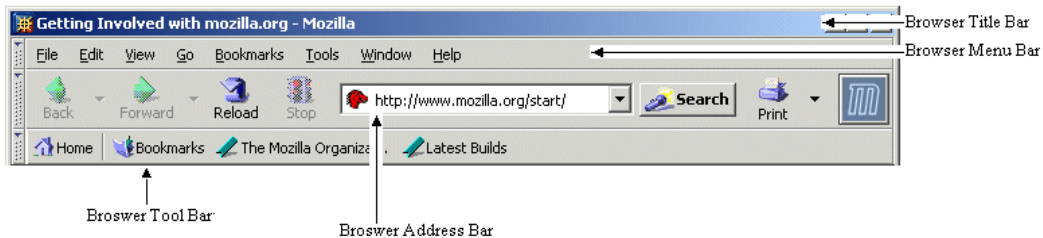
Using the mouse double click on your web browser icon for example Mozilla or Internet Explorer:



The Browser window is displayed:

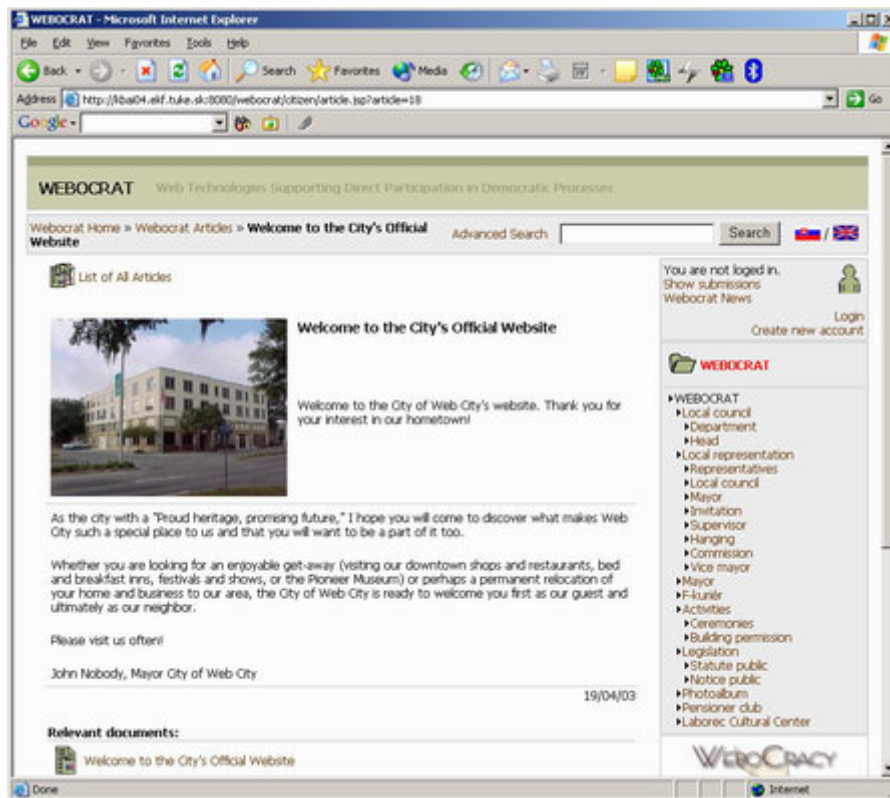


A majority of the web browsers have a similar layout. A major difference is the location of the Address Bar and the different names of the menus. Locate the Address bar of your browser.



To access the Webocrat website in the Address Bar type: www.yourwebocrat.somewhere and press enter.

The Webocrat page is displayed. If it is not make sure that you have entered the correct website address.



1.2 Basic terms

Basic terms used in the system interface:

user: citizen, or local authority employee

profile: basic data about the user and his/her area of interest

area of interest: chosen categories, user wants to be informed about

categories: items in the menu right part of the users screen, logical structure of the themes
documents: published information. Articles, Discussions, Pollings, Tenders, Forms, Web Links

articles: information published in form of the text with images and attachment

forums: Discussions about several topics









pollings: User can answer to predefined answers in the Polls




tenders: Publishing of the tenders

forms: Used to send submissions to local authority. Submission is visible only to the user who sent it.

1.3 Pictures

User can use pictograms to orient through the system:

-  user
-  setting up the informations about the user
-  user's area of teh interest
-  password settings, logging into the system
-  category
-  category in the user's area of the interest
-  add category to the area of the interest
-  search
-  news
-  articles, article
-  discussions, discussion
-  add thread to the discussion
-  add post to the discussion
-  view posts as a list, view posts as a tree
-  pollings, polling
-  polling results
-  polling informal answers
-  forms, form
-  submissions, submission
-  tenders, tender
-  web link

-  relevancy measure (more the green points, more relevant the document is)
-  language switch
-  unchanged document
-  changed document
-  new document
-  view more

2 Parts of Screen

WEBOCRAT screen can be divided into 5 basic parts



2.1 Upper Navigation Bar

[Webocrat » Articles](#)

[Advanced search](#)



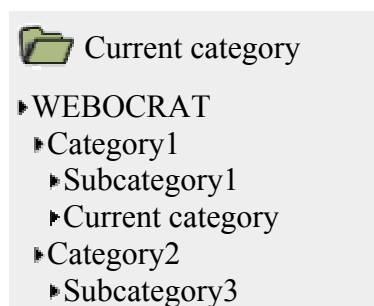
- [Webocrat » Articles](#) – Navigation path in the site structure. It Webocrat is the upper path element. Other elements are listed as user browses the site.
- [Advanced search](#) – Clickin on this link user is taken to window where advanced search parameters can be set
- "Search" button. First enter searched words into the frame before this bytton, then press it. Relevant documents will be searched for.
- National flag pictures. Fo rthe language switch.

2.2 Menu

A hierarchical structure of categories is displayed in the main window. The WEBOCRAT category, also referenced as *home category*, is shown on the upper level.

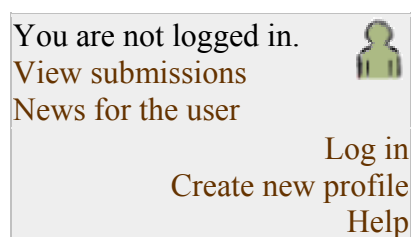
The category we are actually in is called a *current category*. It is highlighted in different color above the menu.

User can click any category to browse for the information related to this category.



2.3 User

If there is no user logged into the system user's part of the window looks like follows:



Clicking on **View submissions** will show all submissions sent by anonymous user.

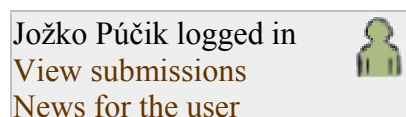
Clicking on **News for the user** will show all the news for the anonymous user.

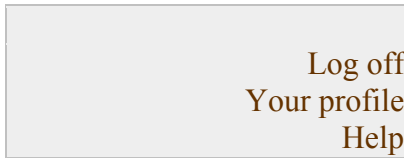
Clicking on **Log in** will open the page where user can log into the system

Clicking on **Create new profile** will open the page, where new user can register into the system.

Clicking on **Help** will open window you are currently reading.

If the user is logged into the system:





Clicking on **View submissions** will show all submissions sent by the user currently logged in.
Clicking on **News for the user** will show all the news for the user currently logged in.
Clicking on **Log off** sa prihlásený používateľ odhlási zo systému.
Clicking on **Your profile** will enable to change the profile information of the user currently logged in.
Clicking on **Help** will open window you are currently reading.

2.4 Main Window

According to the situation, Main Window can show several types of the content. User can identify, what is currently in the main window by pictogram picture in the left upper part of the main window.



If this picture is in the left upper part, category is viewed in the main window. List of the documents related to this category is listed also. If the registered user is loggen in, he/she may see news in the main window also.



Category currentli viewed is also in the user's area of the interest.



Published article (with list of related documents) is viewed, or the list of the articles is viewed.

Similar to the articles above, the Discussions, Pollings, Tenders and Forms can be viewed (see pictures)



discussion thread is viewed



news are viewed



areas of the interest are viewed



user personal settigs



login screen or password change screen is viewed



search, or advanced search or search results are viewed

2.5 Lists

To show full list of the published documents of one type user can click links in the bottom right part of the screen.

3 Actions. How to...?

3.1 Logging into the system

Not registered user cannot see the material published only for the registered users. He also cannot set up his area of the interest.

Registered user is automatically informed about the changes related to his area of the interest.

Logging in is held via the **Log in** link in the User part of the screen.

Not registered users can **create new account** via the **Create new profile** link in the user part of the screen. After clicking this link user has to enter his new login name, password, first name, last name. He/she also can fill in the e-mail, Street, Street number, Town, eslo, kontaktnú e-mail adresu (táto je nepovinná), meno, priezvisko. Môže tiež zadať ulicu, číslo domu, miesto a PSČ a po potvrdení sa mu vytvorí nové konto. Tým je používateľ zaregistrovaný a prihlásený do systému.

3.2 Profile creation

Profile is user's area of interest defined by chosen categories from the menu. If there is a new document in the system related to the category in the user's area of interest, he is notified about it by e-mail or in the news part of interface.

To change profile user should click link **change your profile** in user part of the screen. He can then change registration information as name, login, address. selecting tab "Areas of interest" two lists of categories will be shown. First one is the list of the categories already in the users area of uinterest and second one is the list of all categories in system. Selecting categories and clicking Add or Remove buttons will add or remove categories from the first list. Changes are stored immediately.

Another way of adding category is to click on link  add category to favorite. You will find it on the page, when category is viewed and user is logged in.

3.3 Fulltext search

All the published content is indexed fulltextually. It enables the fulltext for information. Indexing is periodical, so it is possible, some information will not be available immediately after it is published (according to administrator settings).

Fulltext search can be run by filling searched word sentence into the textbox in the navigation bar and pressin Search button or via **Advanced search** link clicking. Searched text should be in the standard syntax (see <http://jakarta.apache.org/lucene> for more information) using operators like AND, OR, NOT, *, a pod. After the search, list of the documents is listed, ordered by the relevancy.

3.4 Context search

As published information is linked in various ways via knowledge based, non fulltext so called context search can result in more accuracy in returned relevant documents.

Context search is hidden in several operations in the system.

1. Search documents by category
When clicking on any category, search for the documents related to the category automatically runs resulting in list of relevant documents under the category description.
2. Search documents by documents
When document of any type is viewed in the webocrat, list of relevant documents is listed also.
3. Search document by keywords.
Everytime the WEBOCRAT system lists list of searched documents (via fulltext search, search by category, search by documents, search by keywords) list of keywords related to this list of documents is also listed. User can click on any keyword and he will be provided with list of all documents related to this keyword.

3.5 Polling

User can participate in pollings published in the system. Pollings are:


- visible to all ,all users including anonymous user can participate in it
- or **adressed**, visible only to the selected group of users

Link to the polling user can achieve when it is listed as related to any category, document, keyword or fulltext search or he/she can click on

List of all pollings

in the Lists section right bottom of the screen.

After he clicks on the polling link, he can answer to listed answers and send it to the local authority by clicking on "Send polling" button. It is possible to view preliminary results also

If the polling is no more active, it is only possible to view its results. Answers in form of free text can be viewed by clicking on [View informal answers](#)  in the results of the polling.

3.6 Discussion Forums, posting messages

User can post messages in forums published in the system. Forums are:

- visible to all, all users including anonymous user can participate in it
- or **addressed**, visible only to the selected group of users



User can achieve link to the forum when it is listed as a related document to any category, document, keyword or fulltext search or he/she can click on


[List of all forums](#)

link in the Lists section right bottom part of the screen.

After he clicks on the Forum link he will be provided with possibility to click on one of the threads already discussed about the main topic or he/she can create the new thread by clicking on

[Create new thread](#) 

If he/she want to post message to any thread, he/she can click on any thread and the list of posted messages will appear. Messages can be sorted as a list , or as a tree .

To answer any message it is needed to click on [Answer](#)  link next to any post. Window will open where user can write in his/her text of a message. If the user is not logged into the system, Anonymous will be the autor of new posts.

If the Discussion Forum is moderated, messages and threads will not appear in the WEBOCRAT immediately. They will appear after the one of the moderator users will validate it.

3.7 Submissions, sending a filled Form

System enables filling of the predefined forms and sending them as an submissions to the local authority. Forms can be

- visible to all, all users including anonymous user can submit them
- or **addressed**, visible only to the selected group of users

User can achieve link to the form when it is listed as a related document to any category, document, keyword or fulltext search or he/she can click on

[List of all forms](#)

link in the Lists section right bottom part of the screen.

After he clicks on the Form, window will appear where he can fill in informations. After he clicks on Send button he can review informations filled in and by clicking Send button again the submission is sent to the local government.

List of the submissions, submissions are the submitted filled in forms. To view list of all submissions user can click on

View all submissions 

link in the user part of the screen or clicking the same link at the top of the all Forms list. User can also click "View submissions" link next to Form in the all Forms list to view onli submissions related to this Form.

In the list of the submissions user can see the date when the submission was sent, status of the submission (where it currently is on the local authority) and if it is already answered by the local authority, he will find the answer here.

3.8 Tenders

It is possible to publish tenders on WEBOCRAT site. Like the other documents in the WEBOCRAT, tenders can be

- visible to all ,all users including anonymous user can view and participate in it
- **adressed**, visible only to the selected group of users

User can achieve link to the tender when it is listed as a related document to any category, document, keyword or fulltext search or he/she can click on

List of all tenders

link in the Lists section right bottom part of the screen.

After the user clicks on tender he is able to view details about the tender. If the tender is finished, user can view the details of the tender grant.

This page is empty



This guide is deliverable of Webocracy Project (Project Deliverable R10.4)
The Project is funded by European Commission DG INFSO under the IST programme, contract No. IST-1999-20364.



The content of this publication is the sole responsibility of the authors,
and in no way represents the view of the European Commission or its services.