

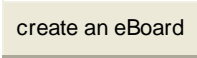


General Questions

How do I create an eBoard?

Follow these easy directions to create an eBoard!

Go to www.myschool.site.eboard.com and click on "Create an eBoard" and complete the following steps.



Note: Contact your eBoard Administrator if you are prompted for a password to create your eBoard.

Step 1

1. Enter your "first and last name"
2. Enter your email address and confirm (if your email address changes go to your Control Panel and update the change)
3. Accept the User Agreement (you can print this out)
4. Click on "Continue"

Step 2

1. "Name your eBoard" using the following naming convention: first initial last name (nospaces)
2. The "Read Password" is optional - leave this field empty.
3. Enter the "Admin" password. This will give you access to edit the eBoard. **Security Alert!** Use a password with at least 6 characters and include both letters and numbers.
4. Select the "Add a Calendar" option if you want a calendar tab initially added to your eBoard (you can add this later in the Control Panel)
5. Click on "Go to My eBoard" and you can begin adding notes and tabs to your eBoard!

Note: eBoard will email you a link to your eBoard and your passwords - SAVE THIS EMAIL!

What do I do if I forget my password?

Our system can send you a list of all eBoards registered under your email address and the passwords for those eBoards. You must have access to the email account you used when you created your eBoards. *It is important to keep your email address updated in your Control Panel to retrieve your passwords!* If you do not receive your password by completing the online form, contact Customer Support.

Customer Support

If our frequently asked questions (www.eboard.com/support) does not have the answer to your question, our customer support team is available to help. You can reach us:

- **By phone.** Our number is 1-866-326-2731; support is generally available from 9AM to 5PM Eastern time. If possible, please have your [eBoard name](#) and [site name](#) available when you call.
- **By email.** You can reach us by email at info@eboard.com and we'll get back to you as soon as possible. Please make sure to include your [eBoard name](#) and [site name](#) in your message.



Title Banner Questions

What is a 'title banner'?

The 'title banner' provides a Rich Text Editing field to personalize your eBoard by adding images and formatted text.

How do I edit the title banner?

1. Enter admin mode.
2. Click "edit" in the title banner field on the top of your eBoard
3. Highlight the text for the title of your eBoard and use the options in the editing tool bar to change the color, font, size, etc. of the text.
4. Click 'save' at the bottom of the title banner field to save the changes to the title banner.

How do I edit the text in the title banner?

1. Enter admin mode.
2. Click "edit" in the title banner field on the top of your eBoard.
3. Highlight the text for the title of your eBoard and use the options in the editing tool bar to change the color, font, size, etc. of the text.
4. Click 'save' at the bottom of the title banner field to save the changes to the title banner.

How do I add an image to the title banner?

1. Log on to your eBoard in 'post/edit' mode
2. Click on the option in the tool bar (the tree) to "insert/edit image".
3. Open another browser window and select an image (A great site to use for Royalty Free images is <http://istockphoto.com>).
4. Right click on the image and select "properties".
5. Highlight the address (URL) of the image (example: http://eboard.com/img/logo_pad_summer08.jpg).
6. Return to your eBoard and paste the URL in the "image URL" field.
7. Enter an "image description" (this is for browsers that do not display images and for users with vision issues).
8. Select "insert" and the image will be inserted into the title banner
9. To align the image, right click on the image and select "alignment" and select either left, right, or center
10. Click 'save' at the bottom of the title banner field to save the changes to the title banner.

How do I align an image to the title banner?

1. Enter admin mode.
2. Click "edit" in the title banner field on the top of your eBoard.
3. Right click on the image and select "alignment".
4. Select either left, right, or center.
5. Click 'save' at the bottom of the title banner field to save the changes to the title banner.



Control Panel Questions

How do I access the control panel?

Updated 7/2008

1. Click "post/edit mode" and enter your post/edit password.
2. Click "control panel" in the upper right hand corner of your eBoard.

How do I create, change, or remove the title of my eBoard?

1. Click "post/edit mode" and enter your post/edit password.
2. Click "control panel" in the upper right hand corner of your eBoard.
3. Look for the box that says "eBoard title" and enter the new title for your eBoard.
4. Click "Save and Exit" to save your changes and exit the control panel.

What is the email eBoard owner feature and how does it work?

If the email eBoard owner feature is enabled for your eBoard, a small envelope will appear in the upper left corner of your eBoard. Users can click on this link to send you an email message. Your email address is not displayed; users can only send you email through the web form that is part of eBoard.

1. Click "post/edit mode" and enter your post/edit password.
2. Click "control panel" in the upper right hand corner of your eBoard.
3. Select "allow users to email you".
4. Click "Save and Exit" to save your changes and exit the control panel.



Note and Attachment Questions

How do I post a note?

1. Click "post/edit mode" and enter your post/edit password.
2. Click on the link "add a note" in the upper right hand corner of your eBoard.
3. Enter a title for your new note in "note title" box.
4. Enter the text in the "text" box. Visitors will see this text when they click on your note.
5. Click on the "Spell Check" button to spell-check your text.
6. To attach an image or document, scroll down to "options" and click "Browse". Select the file you want to upload and click "Open". Enter a caption for your image or document.
7. To attach multiple images or documents, click the check box that says "add additional attachments" and submit your note. You can then add 10 attachments.
8. To post your note, click "submit".

How do I make changes to a note?

1. Click "post/edit mode" and enter your post/edit password.
2. Click the "edit" link on the note you want to edit.
3. Make your changes.
4. Scroll down to the bottom of your note and click "submit".

New! How do I password protect a note?

1. Enter admin mode (see [What is admin mode?](#)).
2. Create a note or click the "edit" link on the note you want to password protect.
3. Scroll to the bottom of the note and select "enable note password".
4. Enter a password in the "note password" field.
5. When you are ready to post your note, click "submit".
6. The note will have the image of a 'lock' to indicate that a password is required to view the content.

7. When a visitor clicks to open the note, they will be prompted to enter a password.

New! How do I change or remove a note password?

You can remove or change the note password at any time.

1. Enter admin mode (see [What is admin mode?](#)).
2. Click the "edit" link on the note that you want to change or remove the note password.
3. Scroll to the bottom of the note and either deselect "enable note password" or delete and change the current note password.
4. When you are ready to post your note, click "submit".

How do I attach a picture or document to a note?

1. Click "post/edit mode" and enter your post/edit password.
2. Click "edit" on the note you want to edit.
3. Scroll down below the text box to "attachment:"
4. Click on "Browse".
5. Select the file you want to upload and click "Open".
6. Enter a caption for your image or document (optional).
7. Scroll to the bottom of your note and click "submit".

How many pictures or documents can I attach to my notes? Is there a maximum size?

There is no limit on the number of attachments, but the total size of all of your attachments combined is limited. If your school or district has purchased an [Academic License](#), you may upload up to 500 MB of attachments per eBoard. Individual eBoard users may upload up to 100 MB of attachments. Free trial eBoards are limited to a total of 10 MB of attachments.



Tab Questions

How do I create a new tab?

1. Click "post/edit mode" and enter your post/edit password.
2. Select "control panel" in the upper right hand corner of your eBoard.
3. Click the tab that says "tabs".
4. Select "Add a new tab" and enter a name for your tab.
5. Choose a color for your new tab from the list provided.
6. Click "Save and Exit" to create your new tab and exit the control panel.

Note: If you want to create several new tabs, click "Save" instead of "Save and Exit" when you get to the last step. You will go back to the "tabs" portion of the control panel and can repeat the last two steps.

How do I change the color of a tab?

1. Click "post/edit mode" and enter your post/edit password.
2. Look for a link that says "control panel" in the upper right hand corner of your eBoard, and click on it.
3. From the control panel, click the link that says "tabs". You will see a list of all of your tabs.
4. Find the tab you want to change and choose a new color for it from the dropdown in the "Tab Color" column.
5. Click "Save and Exit" to change the color of your tab and exit the control panel.

How do I change the order of my tabs?

1. Click "post/edit mode" and enter your post/edit password.
2. Click on the "control panel" in the upper right hand corner of your eBoard.
3. Click the link "tabs".
4. Choose the new position from the "New Position" column.
5. Click "Save and Exit" to make your changes and exit the control panel.

How do I delete a tab?

1. Click "post/edit mode" and enter your post/edit password.
2. Select "control panel" in the upper right hand corner of your eBoard.
3. Click the link that says "tabs".
4. Check the box in the "Delete" column.

Important Note: Deleting a tab will delete all notes and attachments on that entry, as well as any iNote entries that may be present. Deleted items will be available in the Recycle Bin for 30 days.

What is the archive tab?

The archive tab is a special tab which you can use to save notes which you have created to use them again later. Visitors to your eBoard will not see the archive tab - it is a private storage place just for you and is only visible when you are in admin mode.



Calendar Questions

How do I create an eBoard Calendar?

1. Click "post/edit mode" and enter your post/edit password.
2. Click "control panel" in the upper right hand corner of your eBoard.
3. Click "tabs".
4. Click "Add a new tab" and enter a name for your calendar.
5. Choose a "Type" for the tab "Calendar".
6. Click "Save and Exit" to create your calendar and exit the control panel.

Note: If you do not see the "Add a new tab" box, you most likely already have the maximum number of tabs and will need to delete one of your existing tabs if you wish to create a calendar.

How do I add new entries to my eBoard Calendar?

1. Click "post/edit mode" and enter your post/edit password.
2. Click "add a note" in the upper right hand corner of your eBoard.
3. Enter a title for your new calendar entry.
4. Choose a date for your new calendar entry.
5. Enter text in the note, attach pictures or documents, turn on iNote.
6. Scroll to the bottom of the page and click "Submit".



iNote Questions

What is an iNote?

An iNote is an online discussion or “blog” which allows students, parents and teachers to communicate and collaborate using eBoard. The eBoard owner has the option to control who has access to the iNote content by selecting either the “unmoderated” or “moderated” feature. If the iNote option is not available, contact your district eBoard Site Administrator.

How do I create an iNote?

1. Click “post/edit mode” and enter your post/edit password.
2. If you are posting a new iNote, click the "add a note" link and enter the title and text of your note. If you are changing an existing note into an iNote, click the "edit" link on the note you want to edit, or click on the note and then click the "edit note" button.
3. Scroll down to the bottom of the note and look for a control labeled "iNote status".
4. Select "Moderated" if you would like to create a moderated iNote (all postings must be approved by you before visitors can see them) or "Unmoderated" if you would like to create an unmoderated iNote (postings appear immediately).
5. Scroll down to the bottom of your note and click "submit".

How do I or visitors to my eBoard post a new iNote entry?

1. Click “post/edit mode” and enter your post/edit password. .
2. Enter your name in the "your name" box.
3. Enter your message in the "your message" box.
4. Click the "Spell Check" button to spell-check your message,
5. Click "submit".

How do I use moderated iNotes?

1. Click “post/edit mode” and enter your post/edit password. .
2. Add a new note or select 'edit' on an existing note.
3. Scroll down to the iNote section and select 'moderated' from the drop down menu.
4. Click "submit".

How do I approve iNote entries?

1. Click “post/edit mode” and enter your post/edit password.
2. Click "edit" on the note that includes the iNote.
3. Scroll down until you see the red box labeled "unapproved postings".
4. Click the box in the column headed by a green check mark to approve and post the posting
5. Click the box in the column headed by a red X to delete a posting.
6. Scroll to the bottom of your note and click "submit".

How do I delete iNote entries?

1. Click “post/edit mode” and enter your post/edit password.
2. Click "edit" on the note you want to edit,
3. Scroll down until you see the iNote entry you want to delete.
4. Check the box in the column headed by a red X.
5. Scroll down to the bottom of your note and click "submit".

How can I identify who posted an iNote entry?

1. Click “post/edit mode” and enter your post/edit password.
2. Click "edit" on the note that included the iNote with the posting that you want to identify.
3. Scroll down until you see the iNote entry and next to the name is the date, time and IP address.
4. Document the IP address, or print out the web page.
5. Scroll down to the bottom of your note and click "submit".

Important: *If there is ever a situation where inappropriate content is entered in an iNote, do not to delete the Note – just move it to Archive where it can be saved, but not viewed, so you will have access to the data for reference.*



eBoard Directory Questions

What is eBoard Directory?

eBoard Directory creates and updates links to the district wide eBoards making it easy for parents and students to access classroom eBoards. eBoard Directory manages the information “live” and creates an organized, up to date listing of links to post on the district or school homepage.

How is the eBoard Directory created?

The Directory is created “live” by querying the database for a list of all boards and their attributes in the Control Panel of every eBoard. The information selected in the eBoard Control Panel determines where an eBoard will be located on the Directory. A typical Directory will organize the eBoards by building, grade or department, and position.

How do I select or update my information on the Directory?

It is important to update your information including your name, location, and email address to maintain accurate information in the Directory.

Follow these steps to update your Directory information:

1. Click “post/edit mode” and enter your post/edit password.
2. Click on the “control panel” link in the upper right hand corner of your eBoard.
3. On the “Admin” tab enter or select your information.
4. Click “save and exit” to return to your eBoard.

How do I change my email address on the Directory?

Follow these steps:

1. Click “post/edit mode” and enter your post/edit password.
2. Click on the “control panel” link in the upper right hand corner of your eBoard.
3. Select the “Passwords” tab.
4. Enter your correct email address.
5. Click “save and exit” to return to your eBoard.

How do I post my eBoard on the eBoard Directory?

In the “Directory Control” option in your Control Panel you select to either “include” or “exclude” your eBoard from the Directory. You may choose to “exclude” your eBoard while you are adding content to your eBoard, and when you are finished, change to “include” your eBoard on the directory. For specific information on your district Directory, contact your district Site Administrator.

To post your eBoard on the Directory follow these steps:

1. Click “post/edit mode” and enter your post/edit password.
2. Click on the “control panel” link in the upper right hand corner of your eBoard.
3. On the Admin Tab under “Directory Control” select “Include in Directory”.
4. Click “save and exit” to return to your eBoard.

How often will the Directory information be updated?

The Directory is “live” and any updates will be immediately posted on the Directory.

Who do I contact with questions about my directory?

For district specific questions contact your eBoard Site Administrator. For eBoard product questions visit the eBoard Directory FAQ's at <http://eboard.com/support> or contact eBoard Customer Support at 866-eboard1 (866326-2731)



Recycle Bin Questions

What is eBoard Recycle Bin?

eBoard Recycle Bin temporarily stores all deleted content including Notes, Tabs, iNote entries, and Calendar items. This enables you to retrieve content that you may have accidentally deleted.

How long are deleted items stored in the Recycle Bin?

Items are stored in the Recycle Bin for 30 days from the date they were deleted. After 30 days items left in the recycle bin will be purged automatically.

How do I view the content in the Recycle Bin?

Follow these steps:

1. Click "post/edit mode" and enter your post/edit password.
2. Click on the "recycle bin" link in the upper right hand corner of your eBoard.

How do I restore items from the Recycle Bin?

Follow these steps:

1. Click "post/edit mode" and enter your post/edit password.
2. Click on the "recycle bin" link in the upper right hand corner of your eBoard.
3. Select the item(s) you wish to restore back to your eBoard.
4. Select the "restore" button on the bottom of the page to return items to their original location.
5. Click "exit" to return to your eBoard.

How do I delete items from the Recycle Bin?

Follow these steps:

1. Click "post/edit mode" and enter your post/edit password.
2. Click on the "recycle bin" link in the upper right hand corner of your eBoard.
3. Select the item(s) you wish to permanently delete.
4. Select the "delete" button on the bottom of the page.
5. Click "exit" to return to your eBoard.

Are items in the Recycle Bin counted towards the total space for my eBoard?

Yes, deleted items still take up eBoard space until they are either permanently deleted or purged after 30 days.

Can my eBoard be restored if I delete my entire eBoard?

Yes, your eBoard can be restored. If you have purchased a district-wide educator license, contact your district eBoard Site Administrator or contact eBoard customer support for further assistance.



Announcements Questions

What are the eBoard Announcements?

eBoard Announcements is our latest feature to share ideas, updates, resources, and other information among the eBoard community. Information is posted by sending an email to the eBoard Team at comments@eboard.com. The content will be reviewed by our Professional Development Team prior to posting.

Who can view eBoard Announcements?

The eBoard owner can view the Announcements when in admin mode. Visitors to the eBoard do not have access to the Announcements.

What type of information should I send for the eBoard Announcements?

You can send any information that you would like to share with other eBoard users – links to great websites, ideas on using eBoard for instruction, projects you have implemented, or submit your eBoard to be showcased!