



NATIONAL CANCER INSTITUTE
**Center for Biomedical Informatics
& Information Technology**



NCI Community Hub

User Guide

NCI Community Hub User Guide

Welcome to the NCI Community Hub!

The NCI Community Hub (the Hub) is a collaborative workspace supporting knowledge and resource sharing within the cancer research community. This user guide serves as a basic overview of Hub features for quick reference. For additional information, please visit the NCI Hub knowledge base: <https://ncihub.org/kb/>

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Version history

Version	Editor
1.0	Brian Cheung, Esmeralda Casas-Silva

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Account creation

1. To create a new account on the NCI Community Hub, navigate to the main landing page and select the **"Login/Register"** button located at the top right of the screen (figure 1).
2. From there, select the **"Create an account"** button underneath the sign-in box (figure 2). There are multiple ways to create an account and sign into the Hub. Users can authenticate through an affiliated institution, through Google, or create an account using a personal email.

We recommend creating an account through the **"Affiliated institution"** option (figure 3), as it will apply your institutional credentials from email accounts ending with a '.gov' or '.edu', to authenticate the user's account and allow it to be enabled immediately. Accounts created without connecting to an affiliated institution will require further approval from NCI Hub and can take up to 48 hours.

Note: When creating an account with a non '.gov' or '.edu' email, please submit a ticket through NCI Hub to confirm account request

Once a new user's account has been created and confirmed, the user will be able to log into the Hub from the home page. Make sure to choose the login option that matches how the account was created.

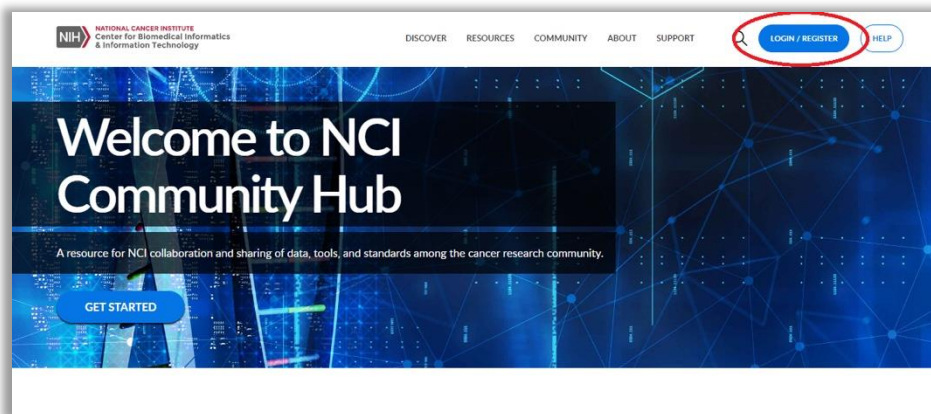


Figure 1. NCI Hub landing page

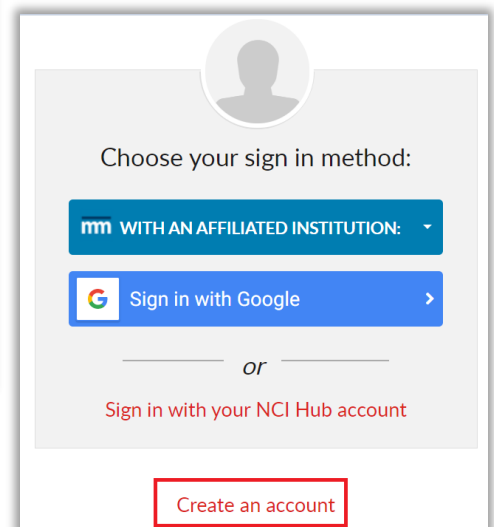


Figure 2. Creating an account through the login page

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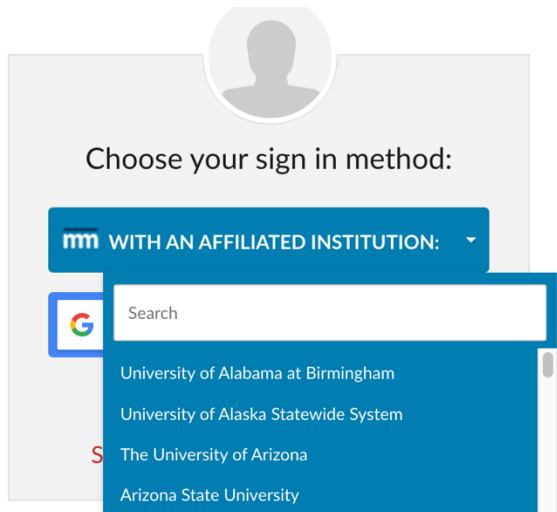


Figure 3. Logging in with institution credentials

Dashboard

After logging in, the user will be brought to their dashboard which includes group memberships and quick links to existing Hub resources. From the dashboard sidebar on the left, users can manage profile information, submit support tickets, view messages, and much more (figure 4). Sidebar feature selections can change when opening a group page depending on access permissions set for a user.

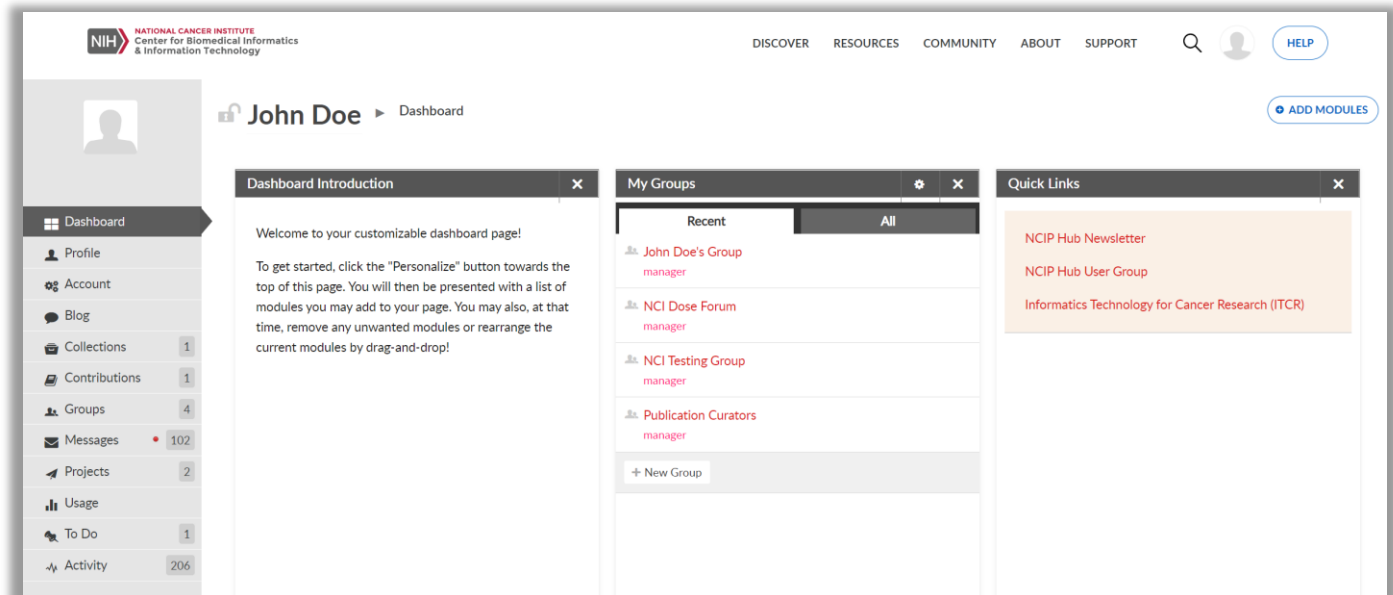


Figure 4: Dashboard view

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Groups

Groups are the primary cores of the Community Hub. They host the many working groups, project teams, research organizations, and other collaborators on the Hub. Creating a group is easy and group managers can choose from several customizable tools and add-ons relevant to the group.

Creating a group

1. To create a new group from the account Dashboard, navigate to the **"groups"** tab on the left-hand sidebar (figure 5).
2. Select the **"Create new user group"** button on the top right of the screen (figure 6).

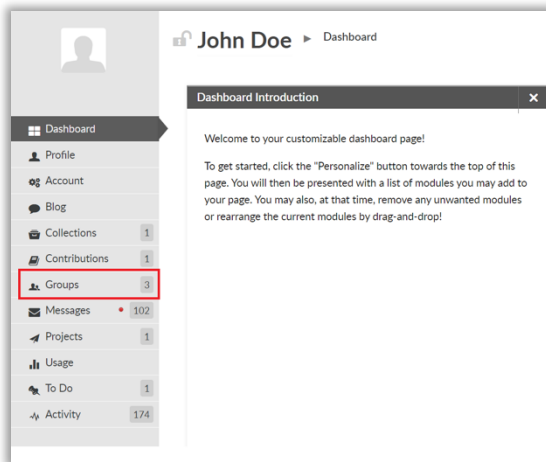


Figure 5. Accessing the group feature from the dashboard.

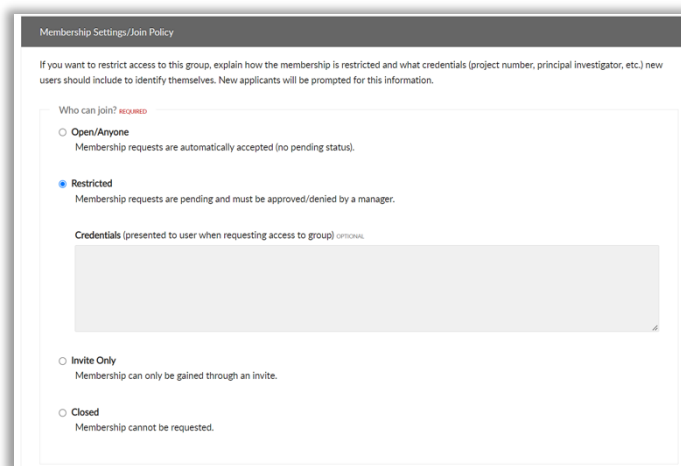


Figure 6. Creating a new group from the group section of the hub

3. The **"Create new group"** page will now appear. Complete the requested information in the group Details sections:
 - **Group ID:** This will be the custom URL that directs to a group page and must be unique to each group. The group ID should not contain any special characters, capital letters, or spaces.
 - **Title:** The group title will appear at the top of the group page. Titles can have capital letters, special characters, spaces.
 - **Tags:** Assigning a tag will enable users to easily search for groups of interest.
 - **Public Description:** Public group descriptions are viewable by the public and do not require an account to access. Both public and private descriptions fields are required fields.
 - **Private Description:** Private group descriptions are only viewable by group members. Both public and private descriptions fields are required fields.

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4. **Setting membership /join policies:** Membership settings include the following (figure 7):



Membership Settings/Join Policy

If you want to restrict access to this group, explain how the membership is restricted and what credentials (project number, principal investigator, etc.) new users should include to identify themselves. New applicants will be prompted for this information.

Who can join? REQUIRED

☐ **Open/Anyone**
Membership requests are automatically accepted (no pending status).

☒ **Restricted**
Membership requests are pending and must be approved/denied by a manager.

Credentials (presented to user when requesting access to group) OPTIONAL

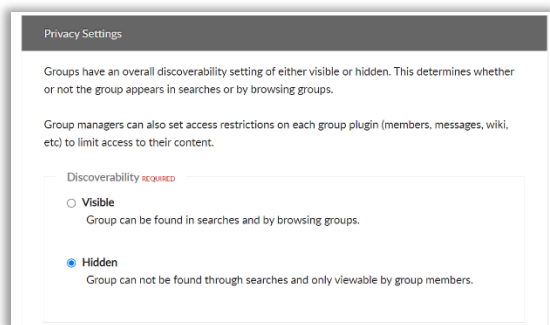
☐ **Invite Only**
Membership can only be gained through an invite.

☐ **Closed**
Membership cannot be requested.

- **Open/Anyone:** Any one can request membership to a group and access will be automatically approved.
- **Restricted:** Membership request must be approved/denied by the group manager.
- **Invite Only:** Membership is invitation only. Sent by the group manager.
- **Closed:** No membership can be requested.

Figure 7. Configuring access policy to the group

5. **Choosing group privacy settings:** Control group visibility options (figure 8).



Privacy Settings

Groups have an overall discoverability setting of either visible or hidden. This determines whether or not the group appears in searches or by browsing groups.

Group managers can also set access restrictions on each group plugin (members, messages, wiki, etc) to limit access to their content.

Discoverability REQUIRED

☐ **Visible**
Group can be found in searches and by browsing groups.

☒ **Hidden**
Group can not be found through searches and only viewable by group members.

- **Visible:** The group will be publicly visible and searchable.
- **Hidden:** The group will not be visible to the public through searches and can only be viewed by group members.

Figure 8. Configuring visibility policy for a group

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6. **Selecting group tool permissions:** Group administrators can select tools available to members as well as member access options (figure 9). This information may be updated at any time.

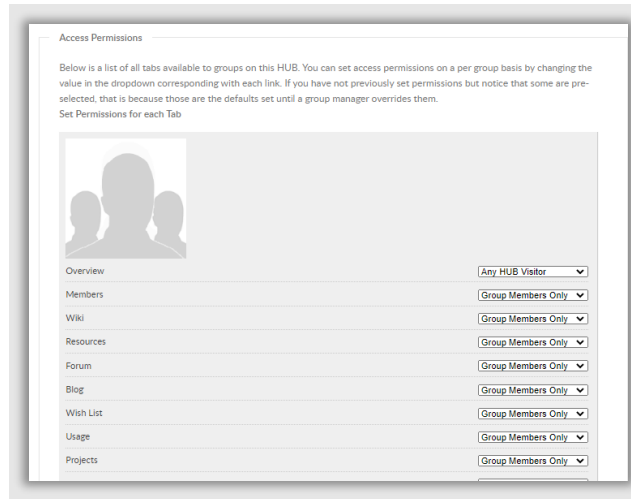


Figure 9. Configure tool permissions for the group

7. Once group permissions have been set, scroll to the bottom of the page, and hit the **"Save group"** button to save your settings and establish your Hub group.

Personalizing a group

Once a group is created, group managers can customize their group by adding an image (logo) and personalized the group's Overview page.

Editing the group logo

1. To edit a group logo, hover over the dropdown arrow next to the **"group manager"** button on the upper left-hand corner of a group page and select the **"Edit group settings"** button (figure 10).
2. Scroll down to the **"Logo"** section and use the file uploader box on the right to drag and drop a file to upload.
3. Once an image has been uploaded, click the dropdown that says **"Select a logo"** to choose the image that was uploaded (figure 11).

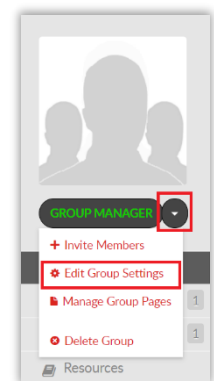


Figure 10. Navigation to the group settings page

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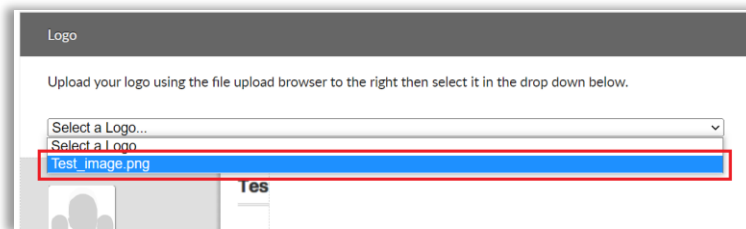


Figure 11. Selecting the image file for the logo

- Tips for uploading logo images:

- Pictures will work best in a 1:1 height-width ratio.
- If the image does not appear on the dropdown menu after uploading an image, try reloading the page.

4. Save your changes.

Editing the group overview page

The group overview page is the landing page for a group. To edit the group overview page:

1. Hover over the dropdown arrow next to the “**group manager**” button and select “**Manage group pages**”. Initially, the only page listed will be the “**Overview**” page.
2. Click the “**Manage page**” button to open the page editor.
3. Hover over the drop-down menu next to the “**Manage page**” button and select “**Edit page**” (figure 12).

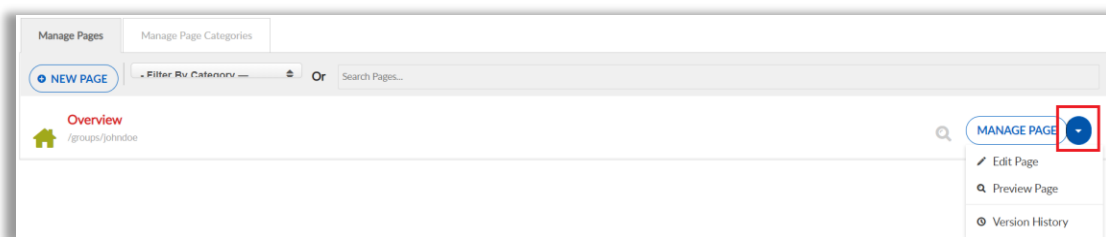


Figure 12. Navigate to overview management to configure additional settings

4. Enter all required information (figure 13):

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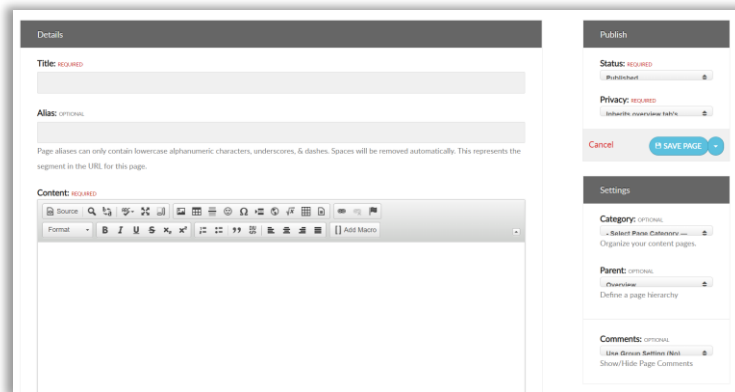


Figure 13. Editing a group overview page

- **Title:** A required field displaying the title of the overview page.
- **Alias:** An optional field that can be used to customize the URL of the page.
- **Content:** The main body of the overview page where content of the overview page is entered. The content field is customizable and can be edited via html.
- **Status:** Displays the status of the page currently being edited, this field is defaulted to published and read only as it is intended for informational purposes only.
- **Privacy:** Select from two visibility options:
 - Inherit the Overview Tab's Privacy Setting: Access to this page mirror privacy settings from the overview tab.
 - Private Page: Only accessible to group members.
- **Versions:** Clicking on the "**Browse versions**" will display all previous versions of the overview page.

5. Click "**Save page**" to publish the new Overview page. User will then be taken back to the Page Manager.
6. Click "**Back to group**" to review the completed page.

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Creating a new group page

To create a new group page:

1. Click **"Manage group pages"** under the **"group manager"** button.
2. Click **"New page"** on the top left of the bar (figure 14).

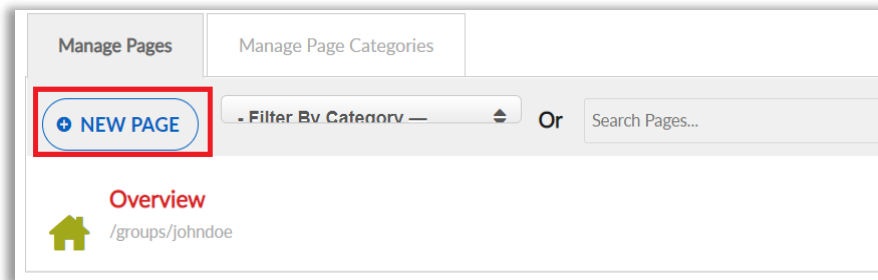


Figure 14. Creating a new page

3. Complete the required fields (figure 15).

The **Status** field for new pages will have additional options instead of being read only as seen in the overview page:

- **Published:** When selected the page will be viewable to user according to the privacy setting selected.
- **Unpublished:** Will not be viewable by any user. Use this option when creating a draft that is not ready for consumption.

Page categories

Group administrators can create and assign categories for each group page. These categories are completely customizable. To create a new category, click the dropdown and select **"Other"**. Enter the new desired category.

Parent

Select what existing page the new page should be nested under.

Comments

Select whether to show or hide page comments.

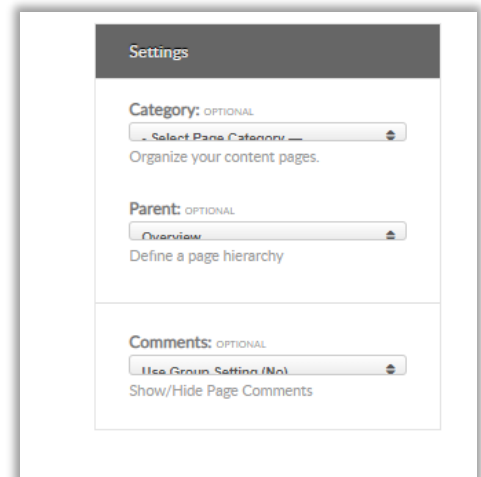


Figure 15. Configuring setting for Category, Parent, and Comments

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Hub Features

NCI Hub offers several features that provide collaboration tools. Features include blogs, wikis, projects, and more.

Managing feature permissions

To specify feature permissions for groups:

1. Go to the **"Edit group settings"** option of the **"group manager"** dropdown.
2. Scroll down to the **"Access permissions"** section and select the permissions from the dropdown menu for each feature (figure 16).
3. Click **"Save group"**.

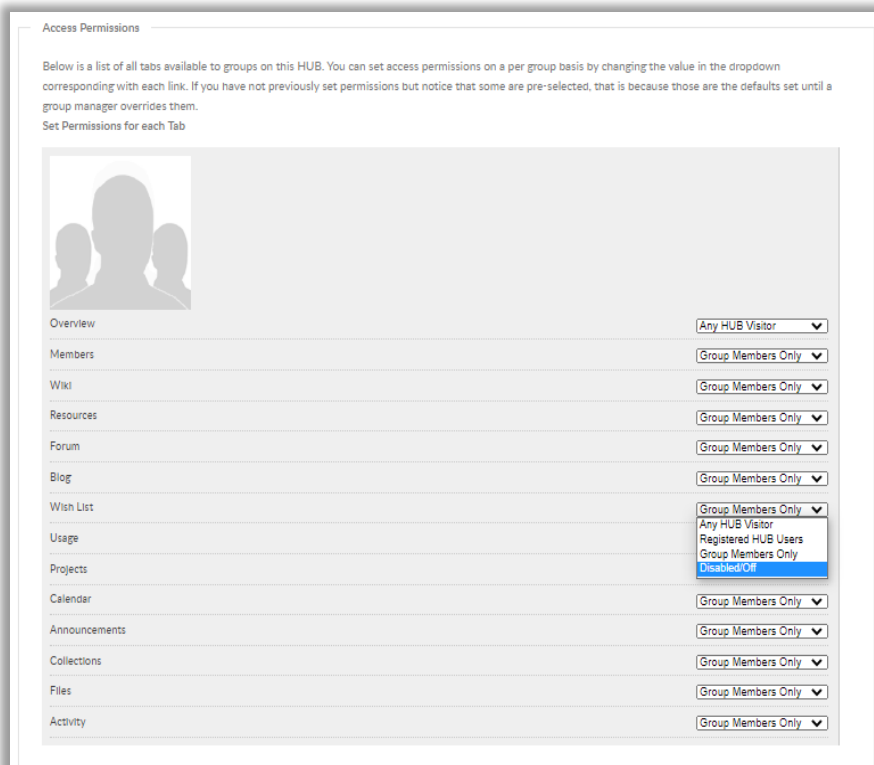


Figure 16. Selecting the group permission setting for each tool

Feature permission descriptions

Any Hub Visitor

Allows the tab to be seen by anyone looking at a group, regardless of their membership.

Registered Hub Users

Makes the tab visible to any visitor who is logged into a Hub account, regardless of whether they are a member of the group.

group Members Only

Makes content only visible to members of the group.

Disabled/Off

Deactivates the tab for anyone looking at the group. Tabs can always be reactivated by a group manager.

Wiki pages

Wikis are collections of articles in a group that are edited collaboratively. Wikis are a working document which may be updated at any time.

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1. To create a new wiki article, go to your group page and click the **"Wiki"** button on the left sidebar of the screen, then select either **"New page"** in the upper right corner or **"Create a new article"** under **"Getting started"** (figure 17).
2. Complete the required fields.

Note: Articles on a wiki inherit the same access permissions as the wiki tab itself.

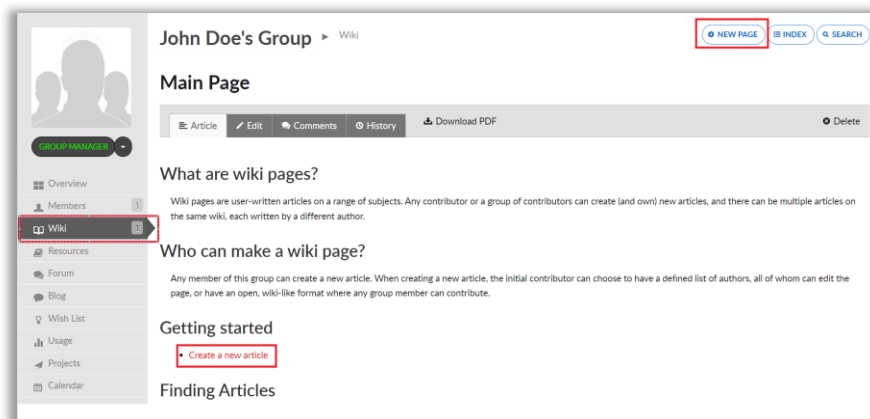


Figure 17. Creating a new wiki page

3. Users can upload images or PDF files to be inserted into each wiki article using the file upload option. To include an image or PDF directly into the article, use the markup formatting listed to the right of the file upload button.
4. Click **"Save"** at the bottom of the page to publish the new article.

More information can be found in the *Help: Wiki Formatting* article. Navigate to the wiki page (figure 17) and select the Wiki Formatting link (figure 18) under **"Questions?"**.



Figure 18. Selecting the group permission setting for each tool

Index and search

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The “**Index**” and “**Search**” buttons that appear next to the “**New page**” button on the top right of a group page (figure 19) allow users to view an index of all existing pages in the group wiki and search the wiki for specific text, respectively.



Figure 19. Search and view all wiki pages available

Resources

Resources are materials connected to a group including meeting recordings, documents and databases or shared browser tools created for a group. Resources can be set as public (accessible by any Hub user) or private (only able to be viewed and accessed by group members). Resources can be sorted by title, upload date, or rating.

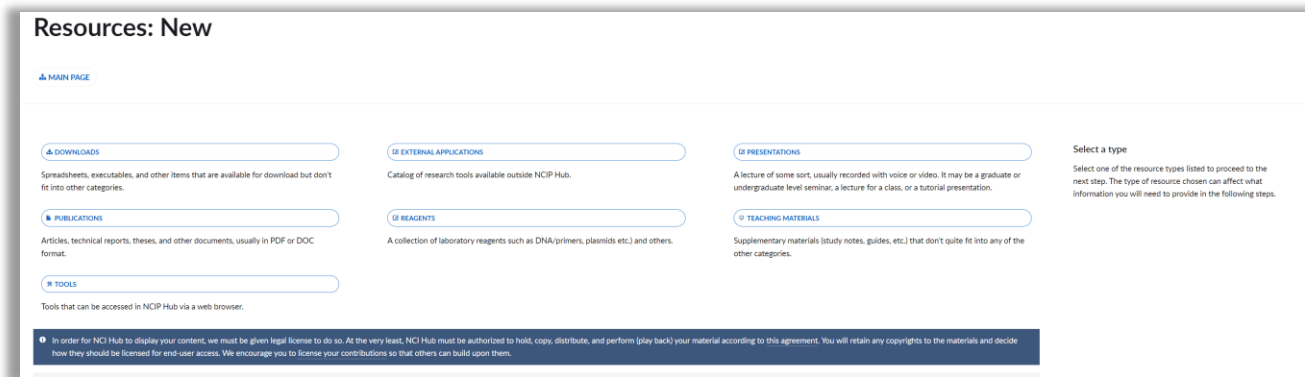
Uploading a resource connected to a group:

1. Click on “**Resources**” page to the left of your group page.
2. Click “**Start a contribution**” at the top right of the resources page (figure 20).
3. Select the category of the resource you will be uploading (figure 21).
4. Fill out all required fields.
5. Click on “**Submit contribution**”.



Figure 20. Create a new contribution

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Resources: New

[MAIN PAGE](#)

DOWNLOADS

Spreadsheets, executables, and other items that are available for download but don't fit into other categories.

EXTERNAL APPLICATIONS

Catalog of research tools available outside NCI Hub.

PRESENTATIONS

A lecture of some sort, usually recorded with voice or video. It may be a graduate or undergraduate level seminar, a lecture for a class, or a tutorial presentation.

PUBLICATIONS

Articles, technical reports, theses, and other documents, usually in PDF or DOC format.

REAGENTS

A collection of laboratory reagents such as DNA/primers, plasmids etc.) and others.

TEACHING MATERIALS

Supplementary materials (study notes, guides, etc.) that don't quite fit into any of the other categories.

TOOLS

Tools that can be accessed in NCI Hub via a web browser.

Select a type

Select one of the resource types listed to proceed to the next step. The type of resource chosen can affect what information you will need to provide in the following steps.

In order for NCI Hub to display your content, we must be given legal license to do so. At the very least, NCI Hub must be authorized to hold, copy, distribute, and perform (play back) your material according to this agreement. You will retain any copyrights to the materials and decide how they should be licensed for end-user access. We encourage you to license your contributions so that others can build upon them.

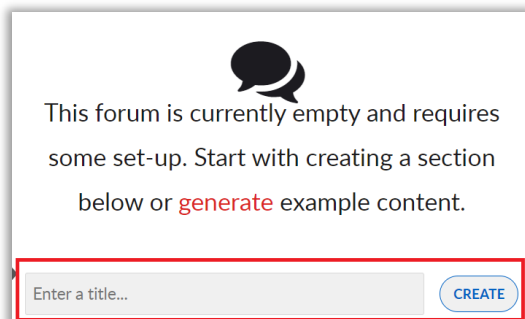
Figure 21. Selecting a category for new contributions


Forum

Forums are spaces where users can create specific categories and topics for discussion that any group member can respond and contribute to. Groups are limited to one forum; however, each forum can have multiple categories and sub-categories. Forums may be searched.

To create a forum

1. Click **"Forum"** under your group manager menu.
2. Enter a forum title, then click **"Create"** (figure 22).





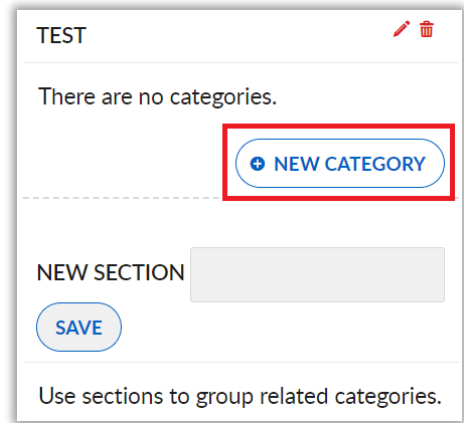
This forum is currently empty and requires some set-up. Start with creating a section below or **generate** example content.

Enter a title... [CREATE](#)

Figure 22. Creating a new forum

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- From the forum view, users can create categories and topics for discussion. To create a new category, simply select the **"New category"** button from the main forum page as shown in figure 23.
- Select what section to assign the category to.
- Enter a category title and description.
- Set the desired visibility category.
- Click **"Lock category"** to remove the option for new posts.
- Save the new category.



TEST

There are no categories.

[+ NEW CATEGORY](#)

NEW SECTION

[SAVE](#)

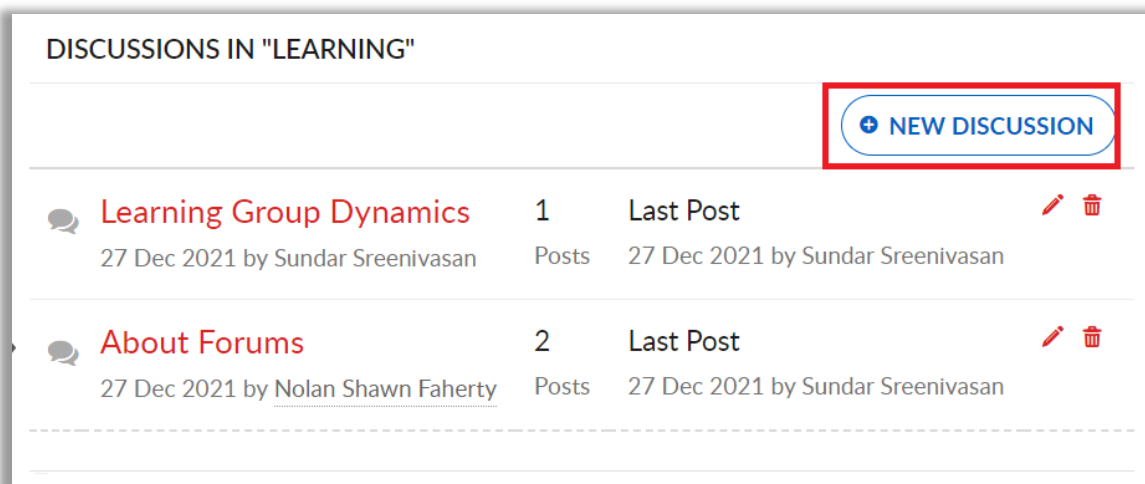
Use sections to group related categories.

Figure 23. Create a new forum category

Creating a discussion

Within a category, users can create discussions assigned to category topics. For example, there can be several discussions, each relating to different projects the group is working on. Discussions can be sorted by title, number of posts, or recent activity.

To create a discussion, select the **"New discussion"** on the top right (figure 24).



DISCUSSIONS IN "LEARNING"

[+ NEW DISCUSSION](#)






	Learning Group Dynamics 27 Dec 2021 by Sundar Sreenivasan	1 Posts	Last Post 27 Dec 2021 by Sundar Sreenivasan	 
	About Forums 27 Dec 2021 by <u>Nolan Shawn Faherty</u>	2 Posts	Last Post 27 Dec 2021 by Sundar Sreenivasan	 

Figure 24. Creating a new discussion within a forum category

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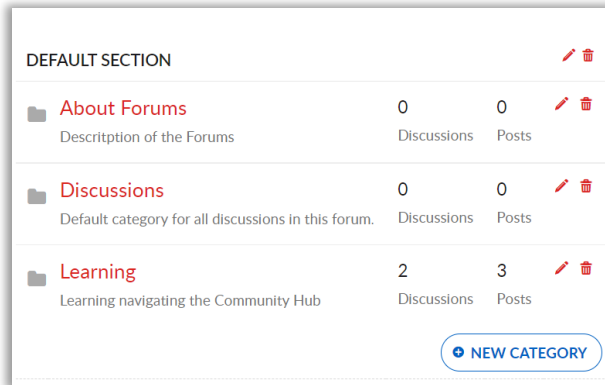


Figure 25. Selecting a category to post to



Figure 26. Selecting a discussion to post to

Posting to a forum

1. To post on a forum, navigate and select the category and discussion of your choosing (figure 25 and 26).
2. Once a discussion is selected complete the "Comments" under the "Add post" section and select "Submit" to add a post. Users can also add tags and upload attachments in this section.

***Note:** Public discussions can be posted anonymously, be sure to monitor public categories closely for spam or improper use. Group owners are responsible for posted content

Blogs

Blogs are a space where users can post group updates, announcements, events, and more. Every blog post is kept together within a group on one page, with the most recent entry appearing at the top.

To add a new blog entry

1. Navigate to the blog feature and click the "New entry" button at the top right of the main blog (figure 27 and 28).

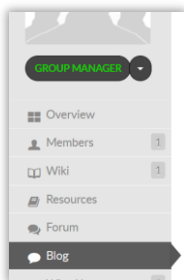


Figure 27. Navigating to the Blog feature

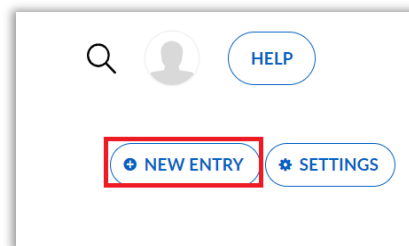


Figure 28. Creating a new blog entry

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- Enter information in the editor, upload files as needed, set desired privacy options and whether comments will be allowed (figure 29). **Note:** Default privacy settings for a blog post are set to public.



Figure 29. Filling out the content of the blog entry

Wish list

The Wish List is a space where changes to the group, or “**Wishes**”, can be suggested, and voted on by group members (figure 30). Under the group manager menu, click “**Wish list**”. Enter information in the details section, select whether to post anonymously and if the list will be visible to the group or to private to list owners only. Click save to submit.

- Once submitted, the wish will appear on the main Wish List page for the group or to the list owners only if this option was selected.
- Once posted, group members can either vote thumbs up or thumbs down on the wish to indicate their opinion of the suggestion (figure 31). Users may also leave comments on wishes.

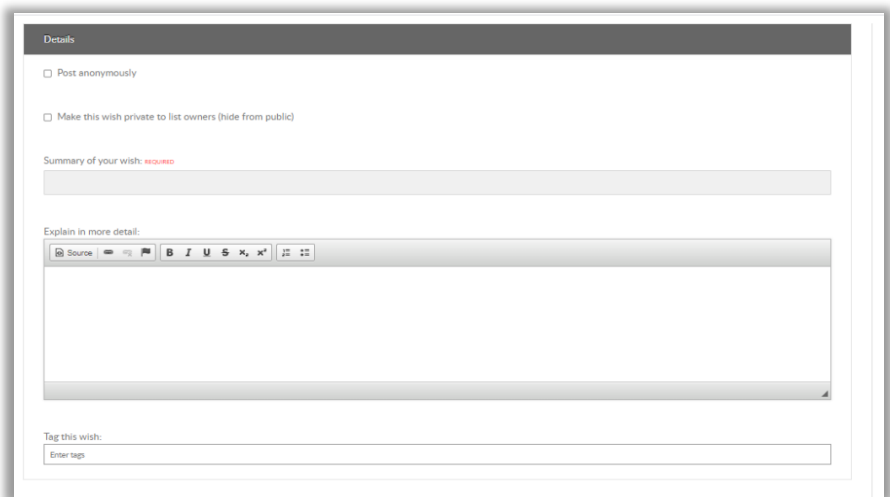


Figure 30. Filling out the content of a wish list entry

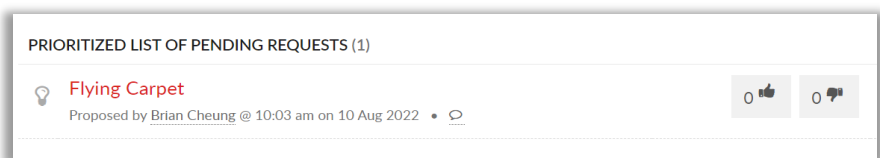


Figure 31. Up or down voting a wish list item

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Calendar

Calendars are available to keep members up to date regarding upcoming events and can be linked to external calendars such as Google calendars or Outlook.

- To begin setting up a group calendar, click the **"Manage calendars"** button on the top right of the Calendar tab (figure 32).

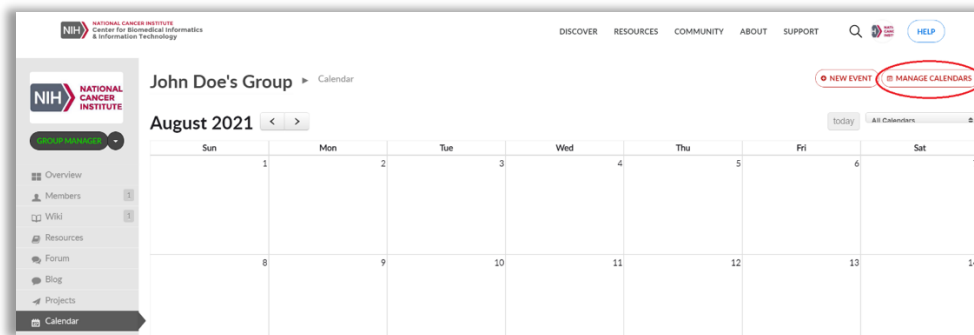


Figure 32. Selectin the **"Manage calendars"** button on the calendar tab

- From here, click **"Add calendar"** to create a new calendar. Groups may create more than one calendar.
- Fill out required fields (figure 33):
 - Title: Specify the calendar name
 - URL: To link an external calendar (optional) such as Google, place the URL to that calendar in this field, otherwise leave this field blank
 - Color: Assign a color to the calendar to help distinguish it from others (optional)

Note: External calendars must be public to be able to be imported by the Hub, see [this link](#) for instructions on how to do so with a Google Calendar.

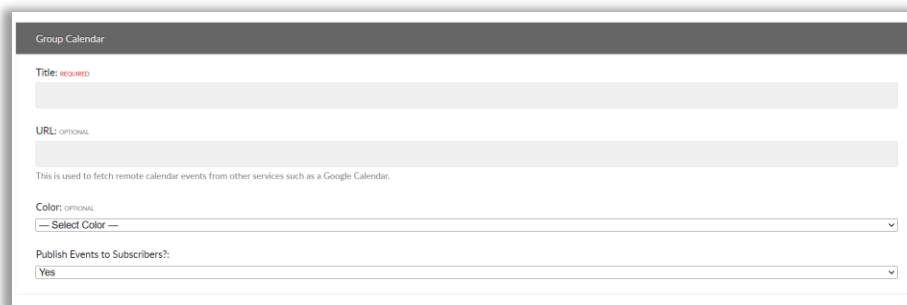


Figure 33. Creating a new calendar

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Create new calendar event

1. To create a new calendar event, select the **"New event"** button in the upper right corner of the calendar page as seen in figure 34.

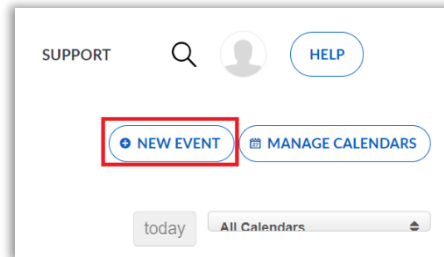


Figure 34. Creating a new calendar event

2. The **"Add group event"** page will appear. Complete the required fields to create a new event (figure 35).

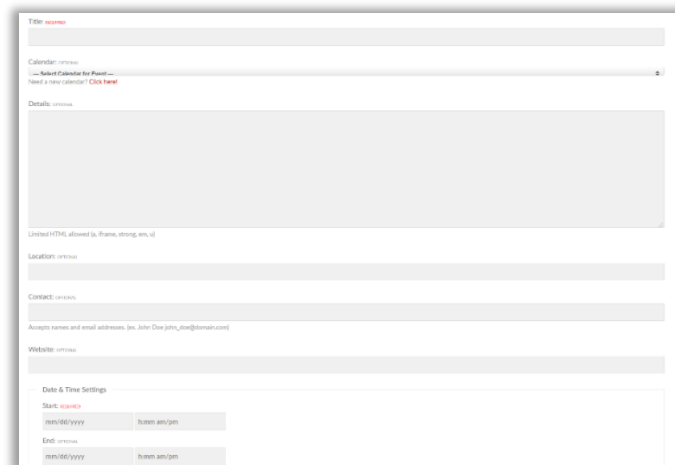


Figure 35. Creating a new group calendar event

3. Click the **"Submit"** button at the bottom of the page to add it to the selected calendar.

Announcements

Group announcements allow streamlined communication with group members regarding important information. Announcements appear as a red banner at the top of the group site screen for anyone visiting the group page.

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1. To create a new announcement, click "**Announcements**" under the "**group manager**" menu (figure 36). Click "**New announcement**" button on the top right of the page.

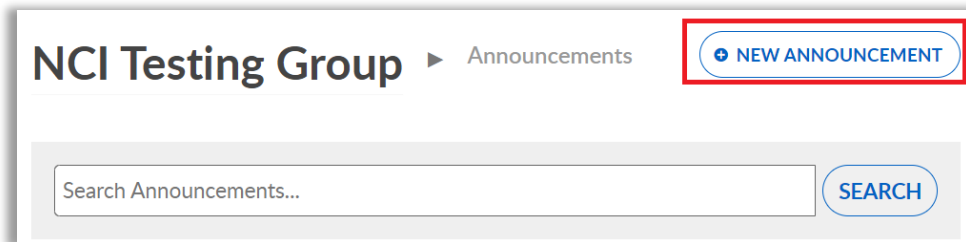


Figure 36. Creating new announcement

2. Enter the announcement information in the publishing window and specify when the announcement will go live (figure 37).

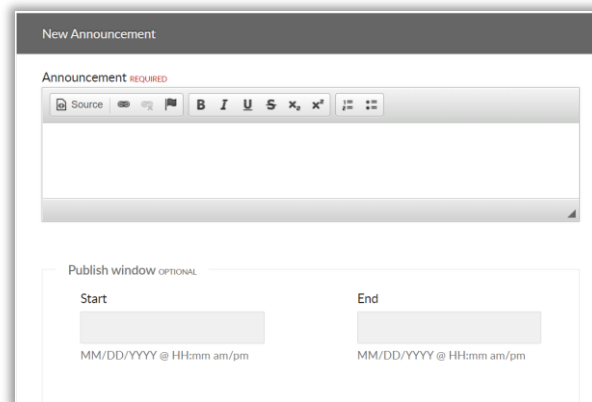


Figure 37. Completing calendar event details

3. Several options are also available for announcement distribution:
 - Email announcement to group member: The announcement will be sent to group members who have opted in for email notifications.
 - Mark as High Priority: If there is more than one announcement posted at a time, the "**High priority**" designation will post the announcement to the top of the list.
 - Sticky Announcement: Keeps the announcement on the page.

Collections

Collections are spaces within a group to organize files, links, text information, and more (figure 38).

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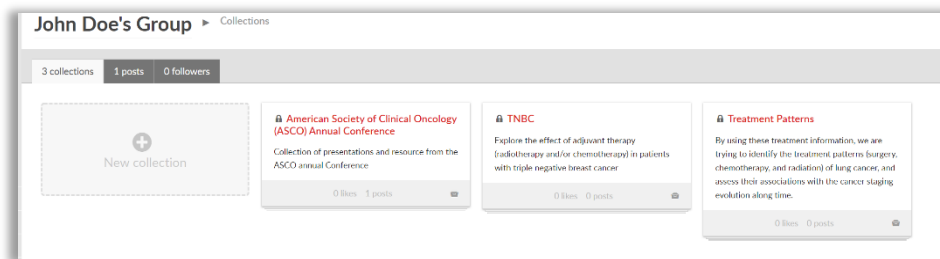


Figure 38. Sample "Collections" menu

1. To start a collection, click on **"Collection"** under the **"group manager"** menu. Then click **"New collection"** button at the center of the collections tab. Enter a title, description, privacy selections, and desired layout options for posts. Click **"Save"** to create your new collection.
2. Group members can add posts, including files, to collection items by clicking on a given item, then clicking on **"New post"** at the center of the page. Tags can also be added to posts.

Users can group posts and add them to other collections they have access to within the group or in a different group altogether.

Projects

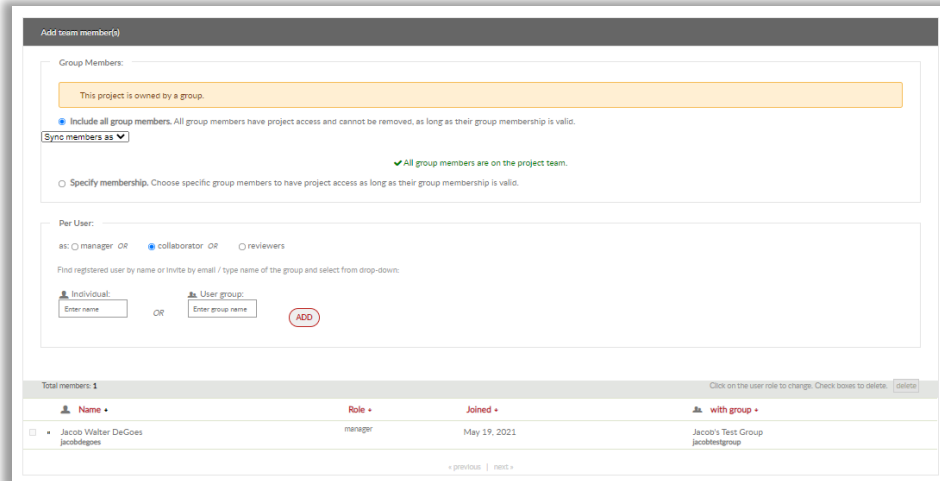
A project is a contained environment for communication, file sharing, and project management that can be limited to specific members of a group. This is extremely useful if a group has multiple smaller teams that would appreciate their own collaboration space within the same overall group umbrella. Each group is given 500MB of storage space and can be upgraded upon request.

Note: The Community Hub is not authorized to hold sensitive data such as personal identifiable information (PII) or personal health information (PHI), so the uploading of such information to the Hub is a violation of federal security guidelines. Prior to creating a project, users will be prompted to agree that no sensitive or restricted data will be uploaded to a project.

Creating a project

1. Click on **"Projects"** under the **"group manager"** menu. Select **"Add project"** on the top right of the Projects page.
2. Enter all required information, including assigned roles (figure 39):

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Add team member(s)

Group Members:

This project is owned by a group.

☒ Include all group members. All group members have project access and cannot be removed, as long as their group membership is valid.

Sync members as ▼

☐ Specify membership. Choose specific group members to have project access as long as their group membership is valid.

✓ All group members are on the project team.

Per User:

as: ☐ manager OR ☒ collaborator OR ☐ reviewers

Find registered user by name or invite by email / type name of the group and select from drop-down.

Individual: Enter name OR User group: Enter group name **ADD**

Name	Role	Joined	with group
Jacob Walter DeGoes jacobdeg	manager	May 19, 2021	Jacob's Test Group jacobtestgroup

Total members: 1

Click on the user role to change. Check boxes to delete. **delete**

← previous | next →

Figure 39. Creating a project

Reviewer: Reviewers can view project files, publications, notes, to-do lists, and team members. Reviewers cannot edit.

Collaborator: Collaborators can upload and manage files, edit publications, and use all available project tools.

Manager: A manager has the same privileges as collaborators. Additionally, managers can invite and remove team members and change project information and settings.

3. Users can add any applicable research grant information. This will make them eligible for more storage space for the project, if needed.

Master repository

The master repository houses all the data for a given project. To access the repository, navigate to the **"Master repository"** link on the left sidebar. Select **"Upload"** and drag and drop the file to be loaded.

Project file organization

Projects can create connections with outside cloud file storage services such as Google Drive, Dropbox, and GitHub. To create a connect to an outside service, select **"File"** from the left sidebar of the project. Click the **"New connection"** dropdown and select the service to connect to.

Files

The file feature displays all data loaded to the repository internally and linked from an external source (figure 40).

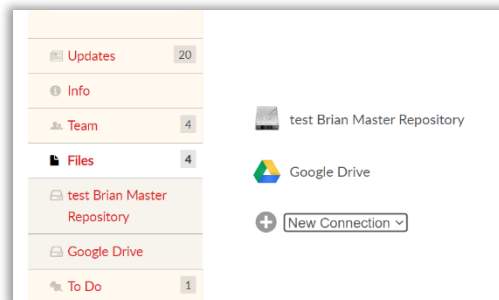


Figure 40. Loading data or creating a link to data from an external service

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To-do list

To-do lists can be used to prioritize tasks within a project. An item can be given a due date, assigned to specific project members, and can be organized based on completion status and the date they were created.

To get started, select a project, click on **"To do"** in the menu on the left of the projects tab. Click on **"Add a to do"** on the top right of the page (figure 41), enter the task information, due date, and assign to a project member, if applicable.

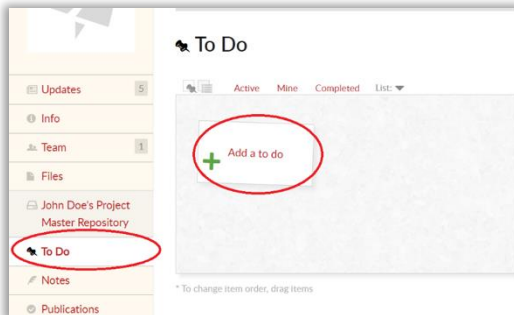


Figure 41. Creating new To Do list

Notes

Notes may be created for a project and shared within a group or accessed by others outside of the project by generating a public link. Users may also add comments to notes. Updates to notes are accessible from the note's menu at the top (figure 42).

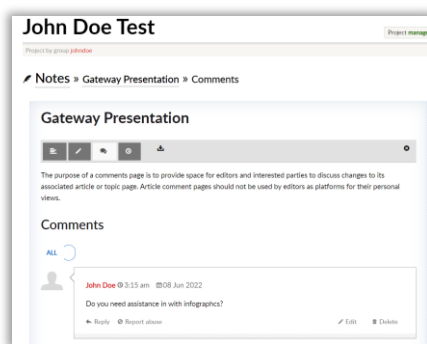


Figure 42. Creating a note

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Publications

The publications feature provides a place to share research products such as data sets, white papers, and citations. All publications, when submitted, will go through a review process by the Hub team to ensure that there is no personal identifiable information (PII), personal health information (PHI), or inappropriate material prior to posting. Once approved the publication will be posted and included in listings and search. Each published product undergoes a curation process by the Hub team to receive a Digital Object Identifier (DOI) license prior to being published. DOI is an international standard for identifying published materials and protecting copyrights. It also enables ease of retrieval and citation with the DOI string that is created. Publications can be created through a project or as a standalone publication.

1. Load all relevant files to the master repository through the creation of a database or connecting external files before creating a new publication.
2. Navigate to the project under which the new publication is to be created. Click on **"Start a new publication"** on the menu to the left (Figure 43).

Note: Publications can only be created under a project

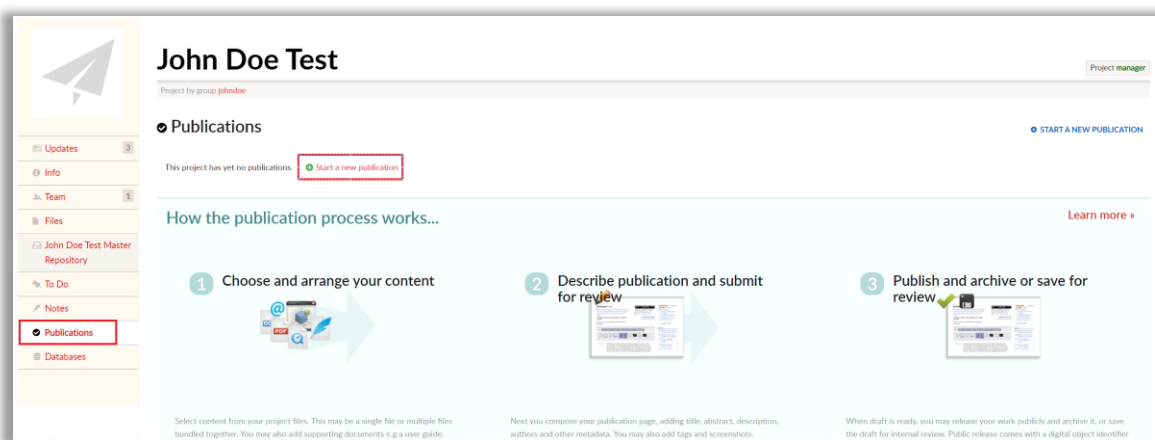
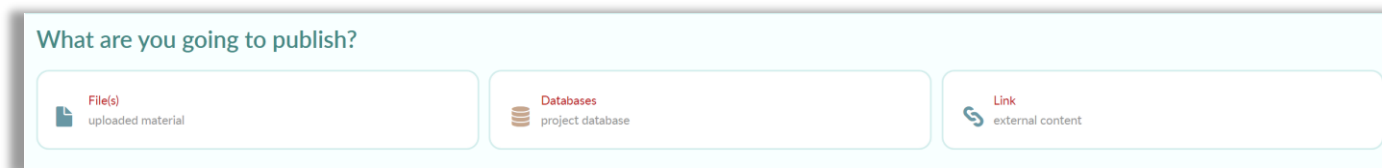


Figure 43. Creating a new publication

3. Select the type of data to be published (figure 44).
 - Files: Select files from those that have been loaded.
 - Databases: Select an available database.
 - Link: Select files from an external source. This option requires an existing connection with an external source under Files section of the sidebar.

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What are you going to publish?

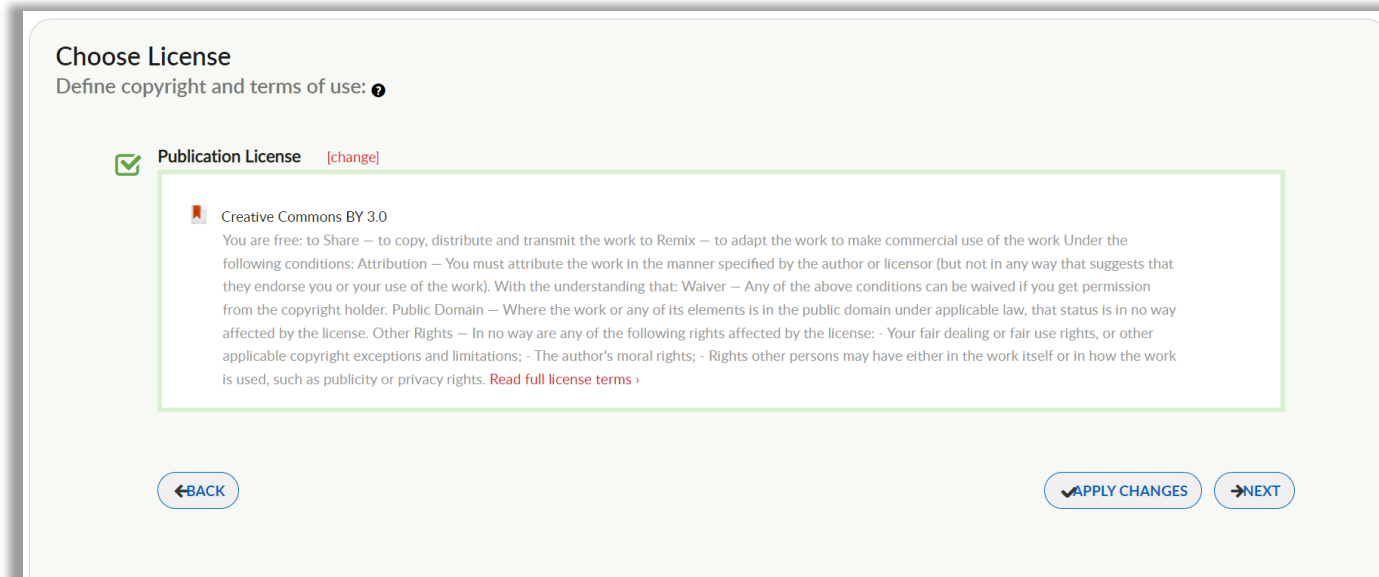
File(s)
uploaded material

Databases
project database

Link
external content

Figure 44. Selecting the data type for the publication


4. Add your content, including title, abstract, and a brief description.
5. Select authors. Add images or supporting documentation to the publication.
6. Click **"Next"** and select any optional images or support documents.
7. Click next to continue to select the type of license to assign to your publication. Review the entire terms of the license before selecting **"Next"** to move to the next step (figure 45).



Choose License

Define copyright and terms of use: ?

☒ Publication License [\[change\]](#)

 Creative Commons BY 3.0

You are free: to Share — to copy, distribute and transmit the work to Remix — to adapt the work to make commercial use of the work Under the following conditions: Attribution — You must attribute the work in the manner specified by the author or licensor (but not in any way that suggests that they endorse you or your use of the work). With the understanding that: Waiver — Any of the above conditions can be waived if you get permission from the copyright holder. Public Domain — Where the work or any of its elements is in the public domain under applicable law, that status is in no way affected by the license. Other Rights — In no way are any of the following rights affected by the license: - Your fair dealing or fair use rights, or other applicable copyright exceptions and limitations; - The author's moral rights; - Rights other persons may have either in the work itself or in how the work is used, such as publicity or privacy rights. [Read full license terms](#)

←BACK

✓APPLY CHANGES

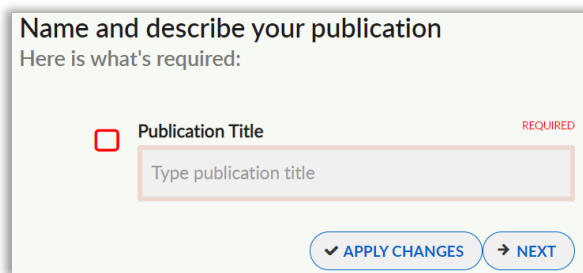
→NEXT

Figure 45. Licensing terms agreement

8. Add appropriate tags to make content more discoverable. Publications must include at least one tag.
9. Add version release notes to be included with the publication.
10. The publication can now be reviewed on the **"Publication review"** page prior to submitting it for review.
11. Click submit to finalize the publication.

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Note: To save prior to submitting, select **“Apply changes”** in the bottom right corner to save progress. The check box next to each field indicates whether data has been entered and saved (figure 46). A red check box indicates a required field and will turn green once filled out and saved (figure 47).



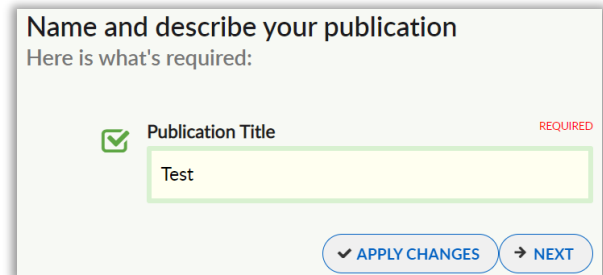
Name and describe your publication
Here is what's required:

☐ Publication Title REQUIRED

Type publication title

✓ APPLY CHANGES → NEXT

Figure 46. Red checkbox indicating the publication title is required and not yet completed



Name and describe your publication
Here is what's required:

☒ Publication Title REQUIRED

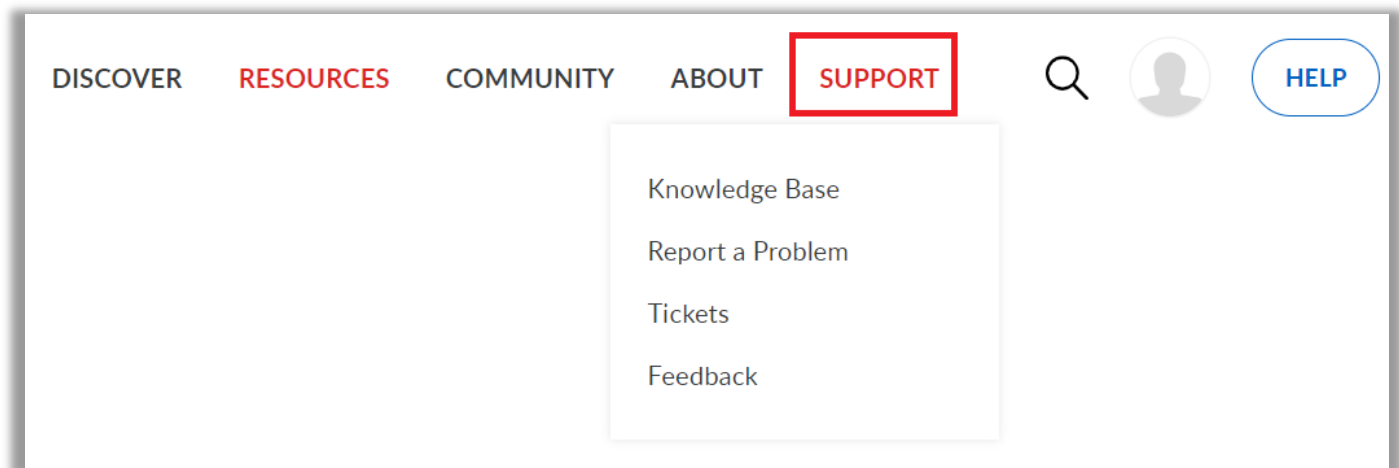
Test

✓ APPLY CHANGES → NEXT

Figure 47. Green checkbox indicating that the field has been completed and saved

Support

The NCI Hub offers several support resources available under the **Support** tab (figure 48).



DISCOVER RESOURCES COMMUNITY ABOUT **SUPPORT** 🔍 👤 HELP

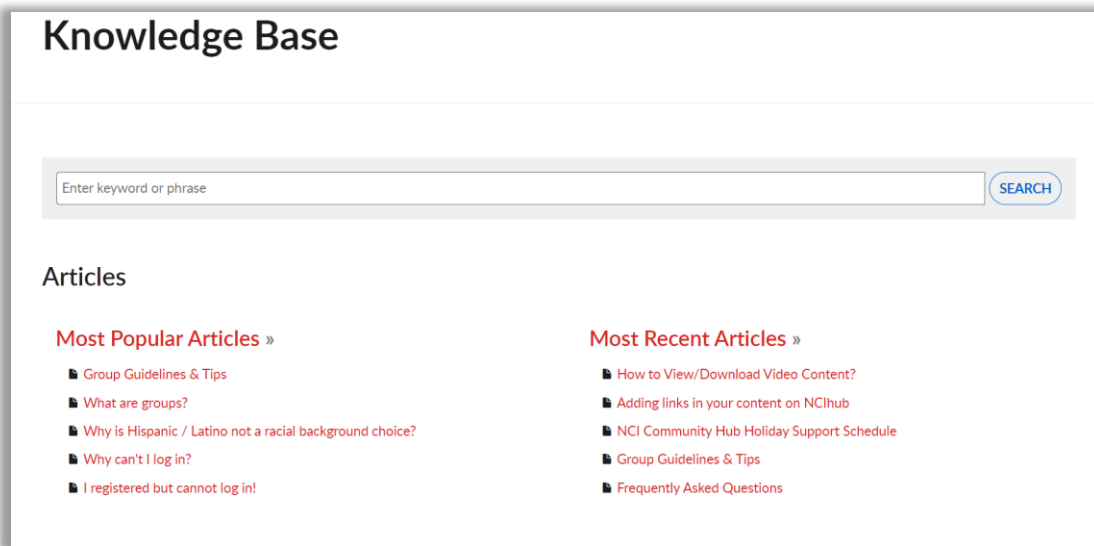
- Knowledge Base
- Report a Problem
- Tickets
- Feedback

Figure 48. Support resources

Knowledge base

The Knowledge base contains helpful articles on how to utilize the features of the hub. These articles are categorized by type for easy navigation (figure 49).

NCI Community Hub User Guide



Knowledge Base

Enter keyword or phrase

Articles

Most Popular Articles »

- Group Guidelines & Tips
- What are groups?
- Why is Hispanic / Latino not a racial background choice?
- Why can't I log in?
- I registered but cannot log in!


Most Recent Articles »

- How to View/Download Video Content?
- Adding links in your content on NCImhub
- NCI Community Hub Holiday Support Schedule
- Group Guidelines & Tips
- Frequently Asked Questions

Figure 49. Browse knowledge base articles for additional help

Tickets

For additional help users can report a problem by submitting a support ticket (figure 50).



User Information

Username

Name REQUIRED

Email REQUIRED

Your problem(s)

Detailed Description REQUIRED

Figure 50. Create a support ticket for additional help