iCan

User Guide

Click here to get started!

Welcome to iCan

iCan has been designed with you in mind, based on genuine feedback on what you'd like to see.

It offers simplified navigation, improved content, a powerful search engine and the opportunity to communicate, collaborate and share ideas with colleagues across the organisation.

We hope that you'll enjoy being part of the community. Visit often and get involved – **let's work better, together.**

Connect

Populate your profile

It's really important for people to be able to find you easily. Make sure your profile is up-to-date, and add your skills and interests too.

Your expertise could be invaluable to another person or team. Think of your profile as another tool for collaboration. Use the opportunity to sell yourself and fill in all of the fields available.

You'll notice that certain fields are locked and can't be edited via iCan, that's not a fault; you can update those fields by visiting the Shared Staff Directory (SSD). Changes made in the SSD will take 24 hours to publish to iCan.

Follow a colleague

You can 'follow' a colleague which will highlight anything that they contribute on your activity feed.

Activity feeds are a great way to connect, benefit from each other's skills and build better working relationships. Why not share what you're working on?

The more we help each other, the more effectively we'll be able to work.

Collaborate

Participate in a group

Groups are great for really putting collaboration into practice. Whether you're part of a project team, a working group or simply want to set up a social team within the council, you'll be able to discuss and share whatever you want whenever you need. Store related documents, set up tasks and chat about your project in one place.

Forums

You can also collaborate in one of our online forums. You can ask questions, post items for sale and share ideas for feedback. Know the answer to a question? Don't be shy – show off your knowledge!

If you spot something that needs improving, even if it's on the tech side, let us know.

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Notifications

We've made it even easier for you to keep up-to-date on what's happening. You'll be notified via email about current activity that you might find useful. This includes:

- Changes to content that you watch;
- Being asked to give feedback;
- Activity in your collaborative area;
- Someone 'following' or @mentioning you;
- Someone you 'follow' adding a blog post;
- Any updates on forms or bookings that you've submitted.

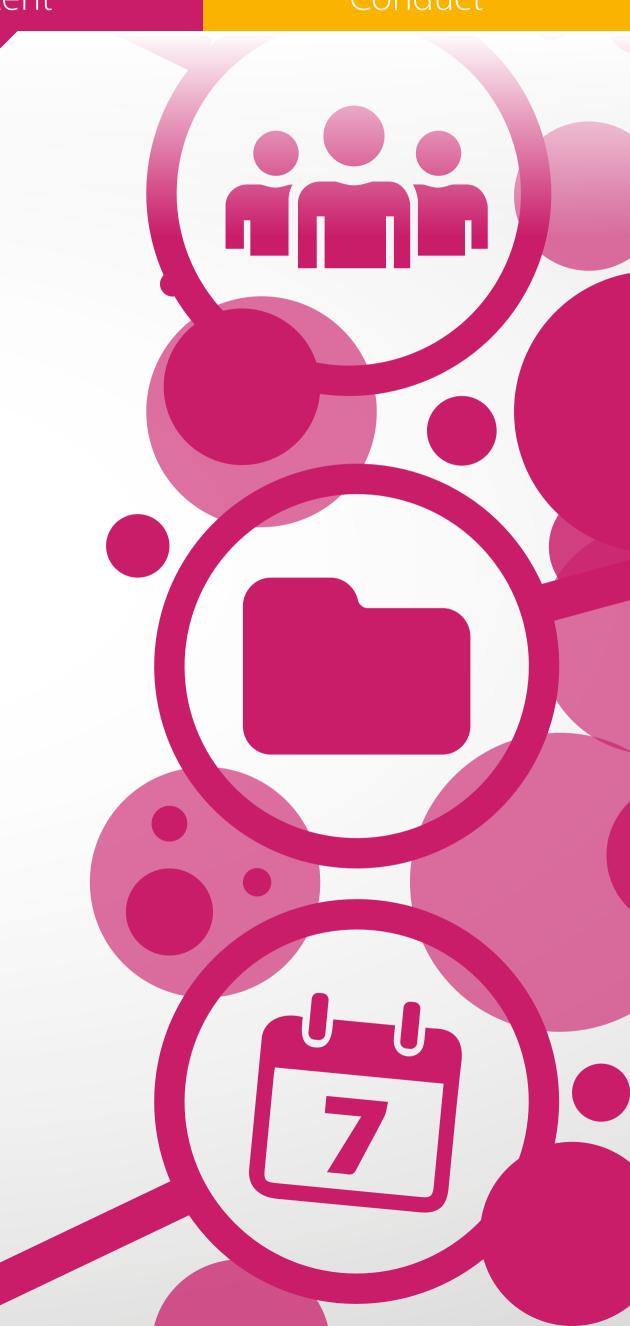You'll also see all your notifications when you visit.

Content

Using search

Wasting time trying to find something or someone is a thing of the past. Make full use of the fast and intelligent search engine to access what you need – quickly and accurately. As soon as you start typing you will receive autosuggestions, you can even find HR documents directly on iCan.

Share what you've found

A simple way to start contributing is to like and share content. Found something that you think a colleague would be interested in? Just @mention them and they'll be notified.

'Watch' a page and you'll know when it's amended or added to. 'Favourite' something and you can easily navigate back to useful content.
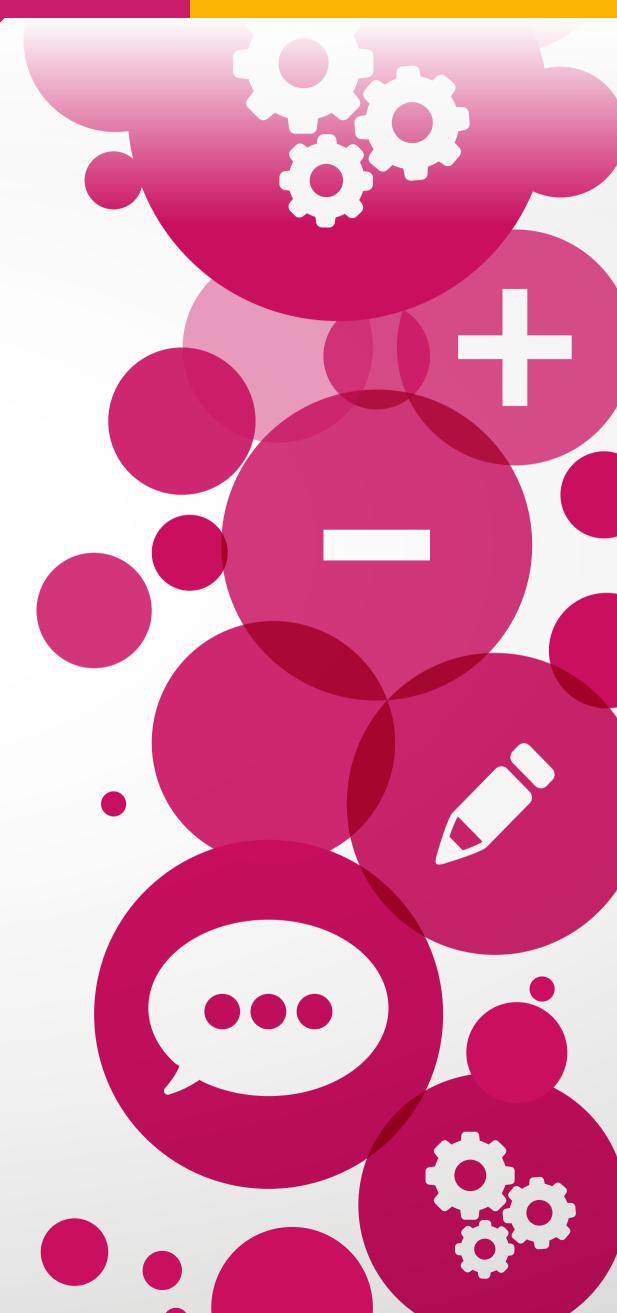
Adding or editing content

If you'd like any new corporate content added, or need changes made to existing content, please contact the Communications intranet team. They'll discuss your needs and work with you to decide how best to publish your information.

We expect you to apply a common sense approach – if it's simply a case of wanting a sentence changed, we won't need to meet with you, just get in touch!

Personal blogs

If there's a budding writer in you dying to get out, start a blog. Share what you're working on, review your favourite films or books - give people an insight into you.

Conduct

Superusers

- Add and edit menu areas and structure
- Manage permissions
- Liaise with support team to fix any issues
- Overall responsibility for the system

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Communications intranet team

- Add, edit and maintain information pages
- Add team areas
- Analyse content and implement improvements

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Users

- Start a discussion or contribute in forms
- Comment and respond
- Make suggestions for improvements
- Create and participate in groups
- Write a personal blog
- Get to know your colleagues

What iCan do

Please have a read of the roles and responsibilities – everyone has a part to play in making iCan a great place to visit!

Stuck? Need help?

If you have a question about the system, ask Dot! Dot's an expert and can answer all your iCan related queries. Do check the forum first, to see if your questions have been asked already.

Alternatively, you'll find a list of iCan representatives in the tech support section, who will be happy to help too!

Finally...

We trust that you will behave professionally and correctly, showing courtesy and positivity to fellow users.

While iCan has administrators, it is intended to be a peer-to-peer collaborative tool. Little is pre-moderated; you are simply encouraged to use the tool in the way in which it was designed.

Any posts containing swear words or racist, sexist, abusive, threatening, defamatory, obscene or illegal material will be deleted and the person(s) responsible will be reported immediately. This includes linking to, or directing others to, content in direct violation of the guidelines.

Get stuck in...

iCan.canterbury.gov.uk

For any queries or if any problems arise
please don't hesitate to contact:

webteam@canterbury.gov.uk