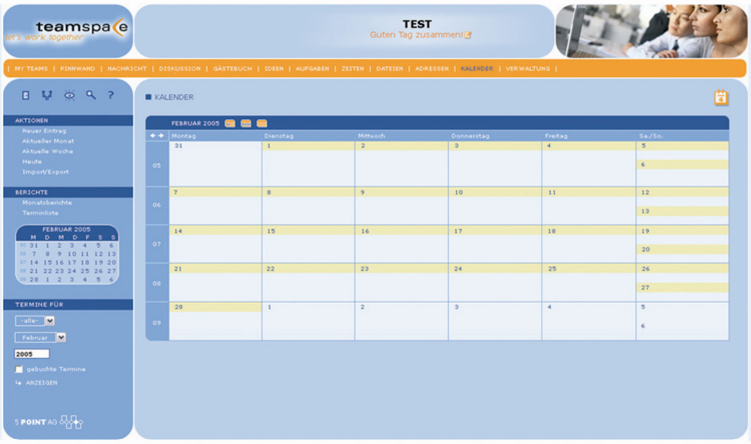

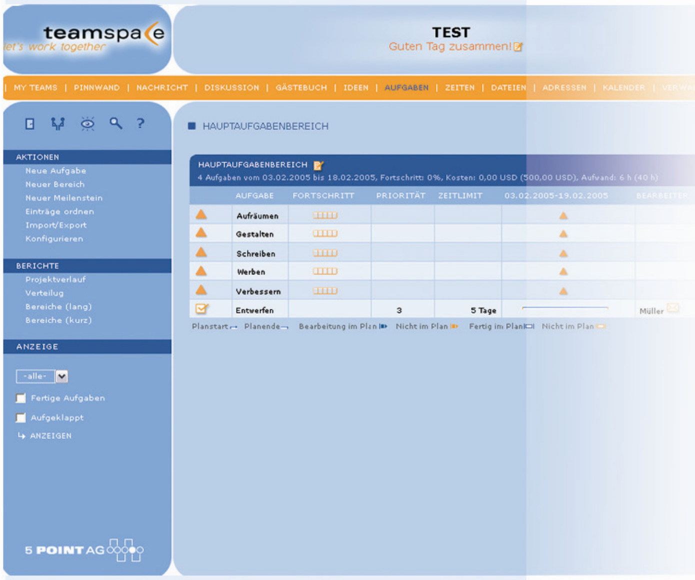

teamspace

let's work together

Manual

Release 4.3 | April 2006

Content

1 Introduction

teamspace is your virtual office on the web. With teamspace geographically and organizationally spread teams can work together professionally and efficiently. The needed infrastructure for communication, coordination and cooperation of the team is provided by teamspace. It collects and spreads information, reminds of dates and offers an efficient platform for collaboration to each team.

Figure 1: teamspace

1.1 Ways to use teamspace

Online teams

You have an individual team on our platform on the web at www.teamspace.com. These teams are created and licensed individually. For both the respective team leaders are responsible. Please look up everything important about creating and licensing an online team in chapter 2 of this manual.

Enterprise Server or Portal teams

You have a team within an Enterprise Server or Enterprise Portal license of a company. In this case it is not necessary to create, license or pay your team like it is for online teams.

With Enterprise Server and Enterprise Portal licenses the conditions for creating a team vary depending on the individual wishes of the customer. Licensing or paying any teams separately is not necessary. You can learn more about details of your company's license from the administrator for teamspace at the customer or from our support crew.

1.2 Icons in teamspace

	Today	"Today" gives you an overview of all elements inside the team that are of important to you that day.
	Chat	With this button you open the teamspace chat in a separate window.
	Search	You can search within the whole team using keywords.
?	Online help	Opens the Online Help files.
	Logout	Please always leave your team using this button and don't just close the browser window, because teamspace will list you as "logged in" for your team mates if you do so.

Chart 1: Icons in teamspace

1.3 Frequently used commands in teamspace

Multi item processing

With the multi item processing you can select multiple items for one action. Please activate all items by clicking the corresponding icon and then choose a command in the drop-down menu. You'll find this feature in Tasks, Time Sheets, Files and Addresses.

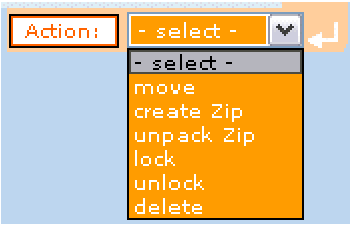

Figure 2: Multi item processing

Access rights

When you create items in teamspace, you can define which user groups have access to that information. You can distinguish between the right to be able to "view" only or "view and change". The user groups "team leader" and "member" have got the default rights "view and change" and the group "guest" only have "view" rights.

Abb. 3: Access rights

If a user group has "no rights" to an item, it doesn't see it at all. If a team member is part of multiple user groups, he only needs access rights in one of these groups to have access to an item or folder. It is not necessary to adjust the rights in all groups he is a member of. So when a team member is in more than one user group and the rights in these groups are different from one another, teamspace always applies the higher authorization.

In Tasks and Files, one always has to have the access rights for a folder or an area to be able to see any items inside it.

A special functionality for the access rights system can be used in Tasks and Files. There you have the option to administer access rights for a folder and include all folders and items beneath it into this setting. It is no longer necessary to administer these rights to each folder one by one.

This feature is available for all folders except for the root folder/root area.

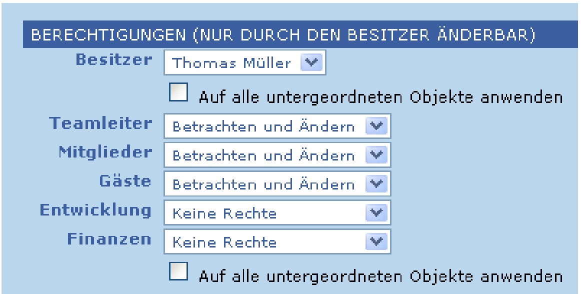

Fig. 4: Access rights in Tasks and Files (folder settings only)

Linking modules

To create a reference between different modules, you can link elements in teamspace. You can, for example, link a task to a note on the pin board, link a member name to his address or link a file to a discussion.

Alternative 1 – :

You have to open the element you want to link to and click on the symbol to create a reference.

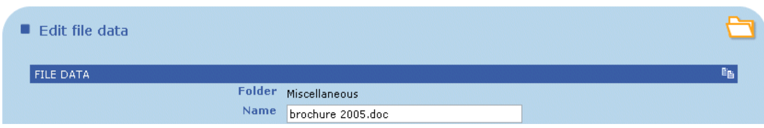

Figure 4: Linking modules

A small window will pop up; it contains the reference to this element. Please copy this code and close the window.

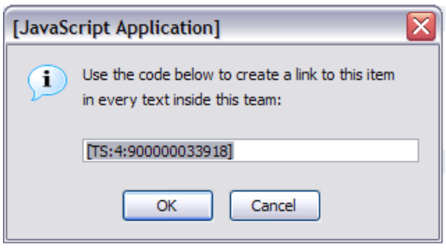

Figure 5: Code to link this element

Afterwards you can paste the reference code in every other element in teamspace. You can, for example, edit existing notes and paste the code there, or create new elements and paste the code there.

Alternative 2:

When you are just writing the text the link has to be pasted in, use the teamspace search in a separate window. Enter the search item for the wanted data.

In the results you see the code for linking the element in square brackets e.g. [TS:32:110000119299].

Figure 6: Linking modules

1.4 Reports

In all modules, except Pin board and Messages, you can use the "Report" command to generate reports and overviews of all data. The report opens in a separate browser window. You can either print it out or import it into other chart formats like MS Excel®.

1.5 Login

Access data

Each member has his own login, consisting of the team ID, his user name and his password. To log in to the team, a member can either use the direct login link from the original e-mail he got (only possible with security level “low”) or he logs in on our website at the login page.

Each user can change his user name and password in the individual settings inside the team's administration ("Admin", vide chapter 3.2).

SSL-encryption

As an option teamspace can be used with SSL-encryption. Team leaders can make this option a default for their team (vide chapter 3.5). In SSL-encrypted teams you have to login at the SSL-Login page.

Forgot access data?

If you forget your access data, you can request it on our web pages in the login area by clicking on the link Forgot access data. Just enter your e-mail address and you will get all existing logins of this address automatically within a few seconds by e-mail.

IMPORTANT: Other team members and our staff cannot find out or access your login data. Therefore it is not possible to get your login data through our teamspace support.

2 Creating a team, invoices and licensing

New teams can be created and licensed on-line and on your own. Just go to our website at www.teamspace.com and click on the link "Create a new team" on the bottom half of the left menu. Please choose between starting with a team in test mode or licensing a team right away. The terms for both options are outlined above the corresponding bottom.

Figure 7: Create a new team

Please click on the corresponding button and fill out the form on the next screen. Your login data is then sent immediately to your e-mail address.

IMPORTANT: Please check that you gave the correct e-mail address, because otherwise you won't get your access data and we have no possibility to contact you.

You can log in to your team either by using the direct login link on the e-mail or by going to our login page. When creating a licensed team you then have to fill in some forms with the license information. Please just follow the instructions on the specific screens.

In the test mode you directly get to the "Welcome" screen. Please check the settings for language, date format and time zone and change them if necessary.

IMPORTANT: At the start all licensed teams are in set up mode. Learn more about the set up mode in chapter 3.5.

2.1 Licensing a team

If you create a licensed team right away you license it before you start working. Test teams can be transformed into licensed teams anytime during the 30-day test period. In both cases the following steps are the same.

IMPORTANT: Licensing, cancellations and changes to licenses can only be done by team leaders. Our support cannot conduct these changes on your behalf.

2.2 Invoices and payments

All invoices are at your disposal as PDF-files in the licensing section of the team's Administration. They are not sent to you via mail or e-mail. If a new invoice has been generated, the team leaders are informed by e-mail that a new invoice has been placed in the licensing section of their team.

You can settle invoices in two ways: Bank transfer to the account of 5 POINT AG that is shown on each invoice or payment by credit card. Payments by credit card (Visa, MasterCard, American Express) can be done securely and easily inside the team by using WORLD PAY.

Please just click on the icon of your credit card next to the invoice you want to pay. The invoice is shown to you as "paid" right after the transaction. Bank transfers are done outside the team. After the term of payment you have 4 weeks to pay the bill. When the money has arrived on the account of 5 POINT AG the invoice is put into "paid" status.

Figure 8: Invoices and payments

2.3 Change license data and size of the team

You can change the invoice data (address, division, contacts) and the size of your team (members and storage capacity) anytime by yourself inside the licensing section of your team. For all changes to the team size, please note that extensions are at your disposal at once. The additional license fees are calculated on a pro-rata basis till the end of the current licensing period. The issuing of the invoices is done as explained in chapter 2.2. Reductions of the team size can be done until 30 days to the end of the current licensing period and come into effect at the start of the next licensing period.

2.4 Canceling teams and expansions

No matter what licensing period you choose, you can cancel a team until 30 days to the end of each billing circle. If you haven't cancelled the license until this date, it is automatically extended.

Cancellations can be revoked in the licensing section. For your data's security, each cancelled team remains blocked for another 30 days after the license expired. It is not possible to access the team, but you can reactivate it by licensing another period. After these 30 days the team and all its data are deleted.

3 Aministration

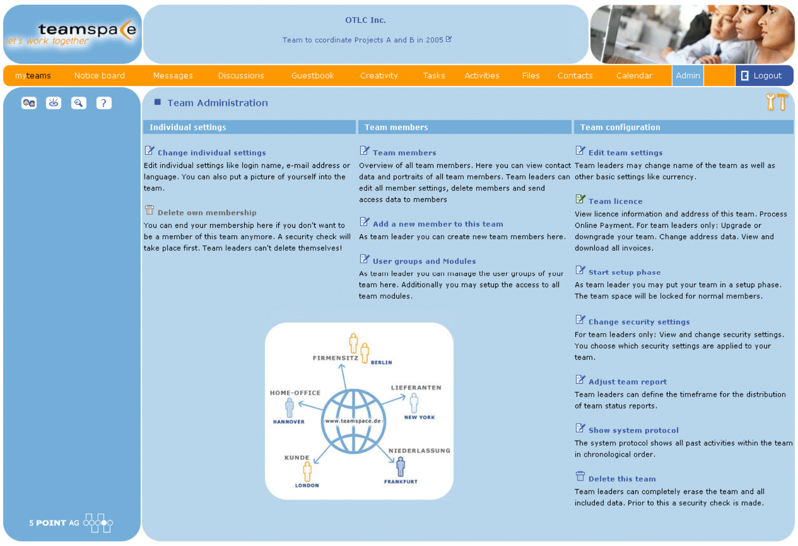

Figure 9: Administration

3.1 Icons in teamspace

While working with teamspace you will find certain icons in all modules for specific actions. In the following chart the most often used icons are listed. Icons in a yellow color indicate that this functionality is only available to team leaders.

	Choose new members for a group.
	It shown next to the name of a team member and enables you to send reminders or the login data to this member.
	Marks a member that is currently logged in the team.
neu	New or changed entry. This symbol stays until your next login to the team. No matter whether you access the item or not.
	If you put the mouse on this icon, you get more information about it.

Chart 2: Icons in Administration

3.2 Individual settings

Please check your individual settings when you start working in your team by going to the "Change individual settings" section in the Admin module.

Member data

Each user can adjust settings like time zone, language or date and time formats individually. Please check these settings at the beginning of your membership to make sure that they are correct.

Change reports

Change reports keep you up to date on new developments inside the team. The offered intervals define the time period in which teamspace is looking for changes and will inform you by e-mail about them. If, for example, you choose "daily", teamspace will send you a report each day, if something has changed inside the team. When there are no changes, no report is sent.

Java script

If Java script is activated, you can work with teamspace more comfortable because of added graphic elements. You can edit notes for Pin boards or use graphics to fill in dates faster by choosing with one click from a monthly calendar. Generally you can use teamspace in full capacity without Java script, the only exception is "Warn before deleting", which can only be used in connection with Java script.

Warn before deleting

Activate this option and you get a warning before you delete objects. We recommend that you choose this option to prevent you from unintentionally deleting items. You need to activate Java script to use this feature.

HTML in e-mails

You can choose between getting e-mails from teamspace with HTML elements or in text format. Both options have the same content, but HTML e-mails contain graphical elements and are thus easier to read.

Access data in e-mails

Please determine whether your access data should be at the bottom of each e-mail you receive from teamspace or not. E-mails with access data make it easier to access your team after you received an e-mail.

Delete own membership

Each member can terminate his membership on his own. Other team leaders can only delete team leaders. In addition team leaders have the option to reinstate members that deleted themselves.

3.3 Create a new member

The team leader has the possibility to create and add new members. The following fields are necessary for new members: name, e-mail-address, group and language. He can choose to which user group the new member will be added. This classification determines the access rights for the new member. The team leader can also choose if the access data is sent to the new member immediately. The new member will receive an e-mail with his personal access data right away. The team leader is able to deactivate this message and to send the access data later on by himself.

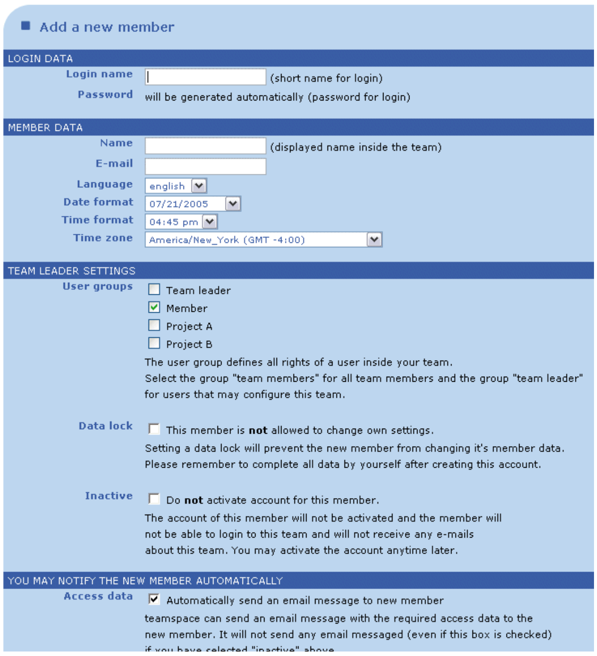

Figure 10: Add a new member

3.4 Module usage

In this section the team leader can set the module access rights for each group. He can also determine the module shown as startup screen.

3.5 Configure a team

License information

The licensing section is only available to team leaders. Members can only see information about team size and licensing period. All other settings can only be seen and changed by team leaders.

Overall settings

You can choose a second, alternative team-ID that is easier to re-member and change the team's currency for all monetary informa-tion. Changes to the layout can only be chosen by certain Enterprise Server or Portal licenses.

Set up phase

The set up phase enables team leaders to make changes to the team without any team member or guest being able to enter the team during this period. In a set up phase no e-mails are sent to members and guests. Licensed teams start automatically in set up phase and team leaders can put the team in and out of set up phases whenever they want to.

When starting a new team use the initial set up phase to equip the team, add all members and get yourself and all other team leaders familiar with the system. When you want to start working with your team, just end the set up phase by clicking on "end set up phase" on the top right side on every screen. Then all members automatically get their login data by e-mail and work can start.

Security settings

teamspace offers three different security levels. The specific charac-teristics of each level are shown when you access "Security settings". Please weigh up the different options and think about the effects of them on your team's work and choose your level accordingly. The default setting is level one "low". The settings can always be changed by team leaders and are valid for the whole team.

Status reports

Please choose the interval for the status reports. Contrary to change reports status reports contain not only changes but also the status of all subjects in the team. Thus status reports are also sent if there are no changes since the last report.

We recommend sending these reports once each week. Then every member gets his status report on Monday morning when he starts working. The default setting is "never".

Delete team

Only team leaders can delete the whole team including all data. This action is final and cannot be revoked. In any case you get a warning before the team is really deleted.

3.6 Access rights

Due to an access right system it is possible not only to integrate internal staff but also to integrate external persons like suppliers and customers at a common teamspace platform. The access to non public or sensitive information is determined by the access rights. The team leader can define which modules (calendar, discussion, etc.) may be used and which data elements may be viewed or changed. Besides the two created groups "team leader" and "member" you may create multiple groups that have different rights. The two default groups "team leader" and "member" can not be deleted.

3.7 Rights

The team leader has the right to create, edit and delete user groups.

He can configure the modules and access rights within the administration of teamspace. For example he may allow a group "customers" access to tasks and discussions.

Following the menu "create new group" the team leader may first name the group. The individual rights for the group are subdivided into three categories:

The special rights are:

- Access to the modules: here you define which modules may be used by the group (calendar, discussion) at all.
- Module privileges: some modules are individually configured. Only the owner of configuration right may adjust these settings.

Administration privileges:

- Members and groups: the owner of this right may create groups, edit or delete them.
- Changing the team license: with this right you are able to change the size of a team, terminate the license or change the data for the billing.
- Configuration of the team: all settings in the administration except the two mentioned above can be configured owning this right.
- Assume ownership of data: owners of this right can take over ownership for every data element in every module.
-
- Import and export: files can be exported from the modules into external lists (for example Excel), can be edited and afterwards imported into a team.

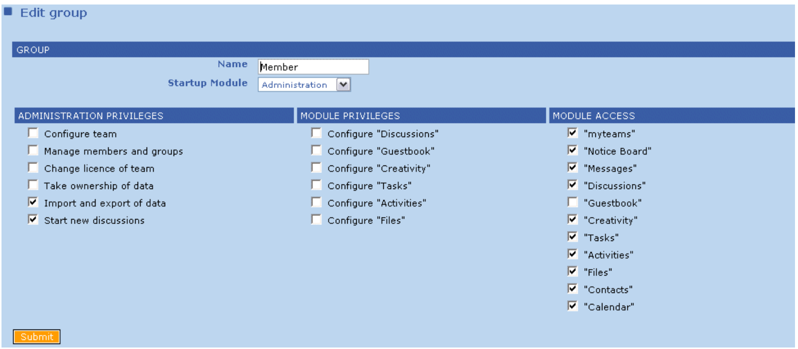

Figure 11: Special rights

In this case the group "team leader" owns all administration and module privileges, but is limited in access to the modules because "Guestbook", "Timesheet" and "Creativity" are not available for them.

The rights may be adjusted any time by any member owning the right "manage members and groups".

3.8 Membership in a group

If the group has been created the members may be selected. The team leader has to activate the checkbox behind the person’s name and save these changes. The two first members in figure 6 are members of the group “team leader”.

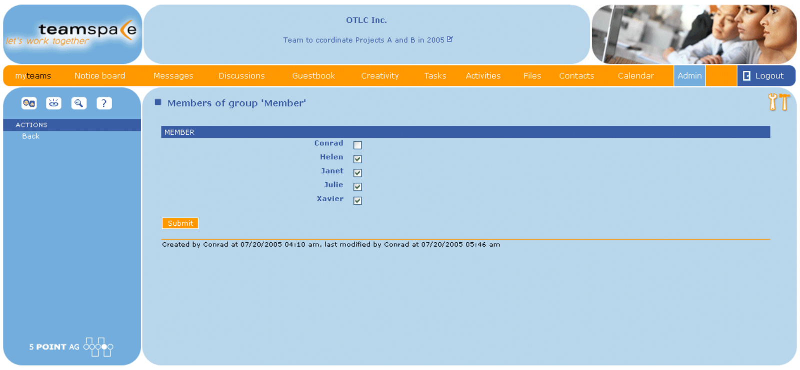

Figure 12: Group members

After the members have been assigned to the groups, the team leader can view a list of all groups. The groups may be edited , enlarged by adding new members, or deleted at any time.

3.9 Managing rights for data elements

Besides the above mentioned special rights you can set access rights for all items in teamspace. This is useful to avoid changing or deleting elements by unauthorized members.

Rights of data elements:

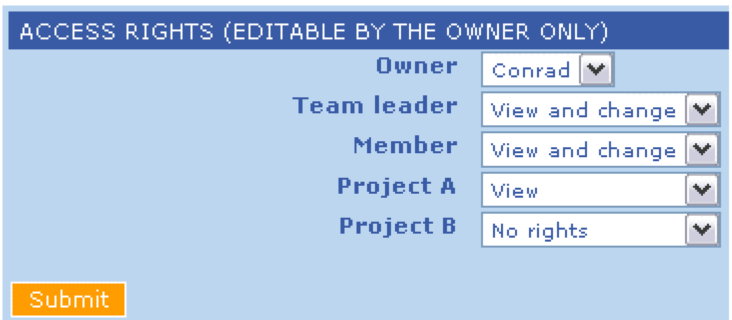

Figure 13: Privileges in general

The owner of an element, in this case Max Muster, may set the access rights for this element for each group. He can distinguish from “no right”, “view” or “view and change”.

Max Muster set the right "view and edit" for the group "team leader" for this element, whereas the group "customer" has no rights.

The creator of an element is automatically the first owner. The owner may hand ownership over to another team member. Participants who have the right "assume ownership" can take over the ownership by themselves by clicking on the corresponding icon . This guarantees that the data element may be used and edited if the creator is absent or the tasks have been redistributed.

System protocol

The system protocol records all activities inside a team. Only team leaders can access or save it. This protocol can be temporarily or permanently stopped. So if you don't need to protocol your teams activities, team leader can switch off the feature at "Edit team settings".

3.10 Import and export of data

You can export data of the Calendar-, Contact-, Task-, and Time Sheet-modules to your local PC and view it with MS Word, Excel etc. Same is valid for importing data. All you have to do is save an Excel file as CSV-file and upload it to teamspace.

4 myteams – connection of multiple teams

With myteams all users that are members of multiple teams have a connection between these teams and thus can work more comfortable. The other teams are always just one click away.

myteams is updated automatically for each user once you created a connection. There is no need to edit connections on your own. If you change your password in a team, myteams will automatically adopt these changes.

Figure 14: myteams

4.1 Possibilities of myteams

Single-Sign-On

Log into one of your teams and get to all others directly from there without further login procedures.

Easy working in multiple teams at the same time

The most used modules from different teams can be assembled in favorites and thus reached directly.

Creation of sub-teams inside a work group

Each subgroup gets an own team. With myteams everybody has access to his sub team and the overall team. The data of the different teams is kept separately, but all members can switch between teams as if it would be one. Additional sub teams consisting of members of the overall team are free of charge for Enterprise Server customers, all Online Service customers have to license additional teams.

Individual use of teamspace with business and private data

In addition to an existing team users can create another personal team to also coordinate their personal appointments and contacts. The addition of teamSync (vide chapter 7) allows you to also transfer all data back and forth between your workstation at the office, your laptop and your PC at home automatically. All important data is at your disposal all the time. The additional personal team is free of charge for Enterprise Server customers, all Online Service customers have to license an additional team.

4.2 Setting up myteams

To set up direct links to other teams or other teams' modules you have to identify with team ID, user name and password, just like when logging into a team. This prohibits other users from accessing your data through myteams. Therefore please have your login data for the teams you want to connect at hand when setting up myteams. After the initial setup it is no longer necessary to log into each team separately and in succession. You reach all teams from each single other team through myteams. You call up myteams from everywhere inside teamspace by choosing it from the main menu. To leave myteams please close it with the X-icon on the top right of the myteams screen.

The initial screen contains no Favorites and the only team connected is the one you are logged into. By clicking the "Edit"-icon you can add modules to Favorites and/or teams to "My teams".

With "New" you add connections. Please remember that you cannot create a new team in myteams. All teams you want to connect have to be created before entering myteams. To add a team you need your login data (vide fig.7). Please always remember to acknowledge all changes with "Save".

Figure 15: Add a new team

4.3 Changing or deleting connections

To change connections in myteams please use the "Edit"-icon on the overview screen. All connections are then shown to you in a list and you can change or delete them one by one.

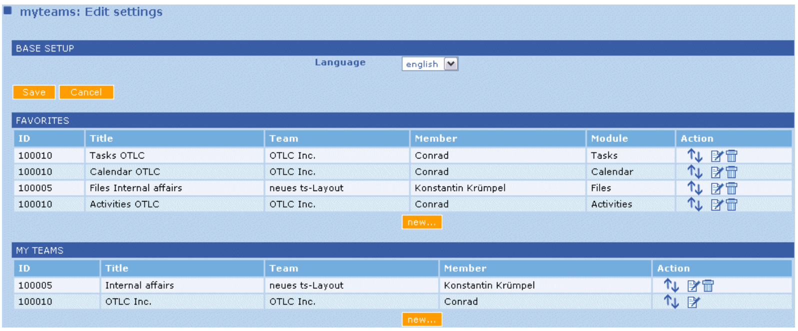

Figure 16: Edit settings

5 Calendar

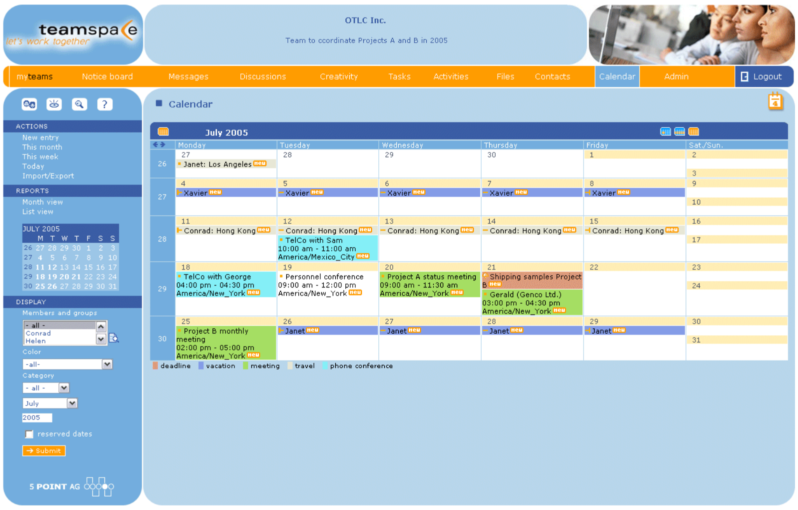

Figure 17: Calendar

5.1 Icons in Calendar

	Monthly view
	Weekly view
	Daily view
	Turn forward
	Turn back
	An appointment on only this day.
	Recurring appointment.
	An appointment of several days’ duration starts at this day.
	An appointment of several days’ duration ends at this day.
	A reminder by e-mail will be sent.

Chart 3: Icons in Calendar

5.2 New entries

Select "New entry" to enter a new appointment. Alternatively you can click directly on the calendar and pick the day from there. Please remember to add the participants for an appointment by clicking on "Participants" and then choosing them from the list of all team members. This facilitates the use of the Calendar for every member, because everybody can easily select all appointments that he participates in. If you don't fill in any participants, the entry will keep the default setting "all".

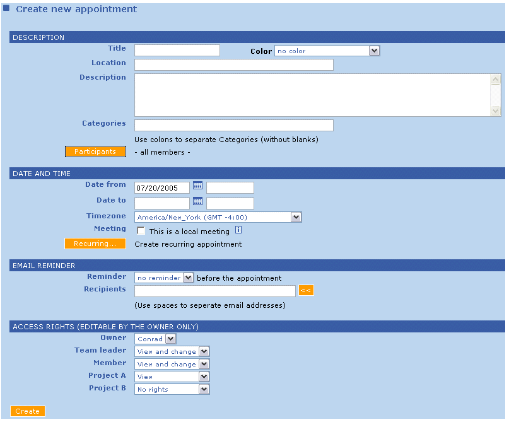

Figure 18: New entry

Mail reminder

By activating the corresponding check box you can have automatic reminders sent by e-mail to all participants. Please just select a time and date for the reminder. You can fill in the e-mail addresses by hand or select all participants of the appointment with the -icon.

Participants

The "Participants" option in Calendar is important for those teams that also want to be able to display entries of individual members only. If you use the setting "all", automatically all members are participants and thus the appointment is shown in the individual display of all members.

When using teamSync to synchronize data from and to Outlook, the default setting for participants is the uploading member. If you want to add others participants you have to do so manually in teamspace after the appointment was initially uploaded.

We recommend to always fill in the "Participant" information in order to use Calendar to its full advantage by being able to distinguish between entries for single members.

5.3 Recurring dates

The calendar also supports recurring dates. To create a recurring date click on the button "Recurring" in choose the recurring time for the appointment.

If you click on one date of a series, you can either choose to edit only this specific date by simply changing the data in the "edit appointment of series" screen. Or you can change to whole series by choosing "edit series" on the left-side menu in the "edit appointment" screen.

Recurring dates are not yet synchronized with Outlook. This will be possible with the new version of teamSync available from September 2005 in release 4.1.

5.4 Time zones

The time zone for each appointment can be adjusted. Each user gets the time shown in his or her individual time zone. If you for example work in London and have arranged a conference call for 6 p.m. local time, a team member in New York automatically gets the time shown as

1 p.m. EST. This prevents misunderstandings within the team and nobody has to keep the different time zones in mind when working with teamspace.

Another feature to facilitate working together from different time zones is the "Meeting" option "This is a local meeting". If you activate the box, the time of the appointment will be shown to everybody in the local time you chose only.

For example: You work in London and will travel to New York the following week. There you will have a meeting at 10 o'clock in the morning with your other team members. In teamspace this appointment will be shown as a local meeting in the local time 10 am EST, even if your personal time zone is different.

Please only choose the "local Meeting" option when it is really necessary, because the display of the time zone in the calendar overviews takes up additional space and thus an uncontrolled use of this option overcrowds the displays. If all members of your team are in one time zone, you don't have to use this option at all.

5.5 Private Entries

If the access rights are set so that no one but the owner is eligible to view an entry and all other groups have "no rights", it is a private entry for its owner only. Neither the title nor the place of the date will be shown to other members, but they can see when the meeting takes place and who, if any, in the team is assigned as participant. This secures privacy for the owner of the private entry, while also giving other members the chance to consider this date for future plans.

To be able to consider private entries of other members when trying to plan a date, please activate the "reserved dates" option at Display. Then these entries are included into the overview.

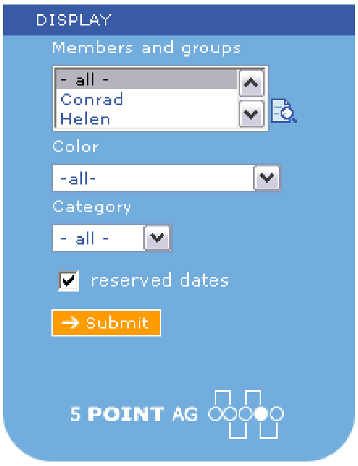

Figure 19: Private Entries

5.6 Assigning colors

Team leaders can enhance the feature of assigning colors to dates by labeling the colors. These types of dates can also be displayed separately in the overviews. For labeling colors please go to "Configure". A caption in the footer on each overview in Calendar automatically shows all labeled colors.

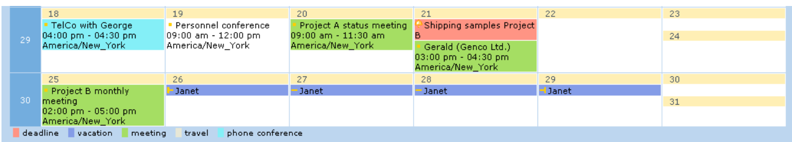

Figure 20: Labeled Colors

5.7 Categories

Similar to Contacts, Calendar also features freely assignable categories for each entry. To assign an entry to multiple categories, simply separate each category by commas.

All dates belonging to a category can be displayed separately in the overviews.

5.8 Availability check

Check the availability of several team mates at once with the display option to show only the dates of some members together in one overview. It is an easy way to find open dates for multiple people in one step. Please also activate the "reserved dates" option to include all dates of the members into the overview.

You see all possible options for a new date and can insert and publish the new entry directly.

5.9 Export entries

To export single entries into common calendar software like Microsoft Outlook® or Lotus Notes® you first have to call up the entry to reach the detailed view. Then just select "Export entry" on the left side menu and the data will be shown to you in a separate window already filled into the form of your Outlook or Notes. Select "Save" in this screen and the data is automatically saved locally on your PC.

The functionality is only useful for exporting single entries from teamspace to your PC. An ex-/import of all data and a synchronization of teamspace with your PC are only possible with the teamspace tool teamSync.

5.10 Outlook-Synchronization

Every member can synchronize the calendar partly or complete with a calendar folder of MS Outlook®. The synchronization of teamspace with MS Outlook® will be discussed at length in chapter 7 of this manual.

6 Contacts

Contacts is your tool for managing all contact data your team needs. You have different options of how the contacts are sorted and you can also select between showing all contacts in one screen or just those with the same initial letter.

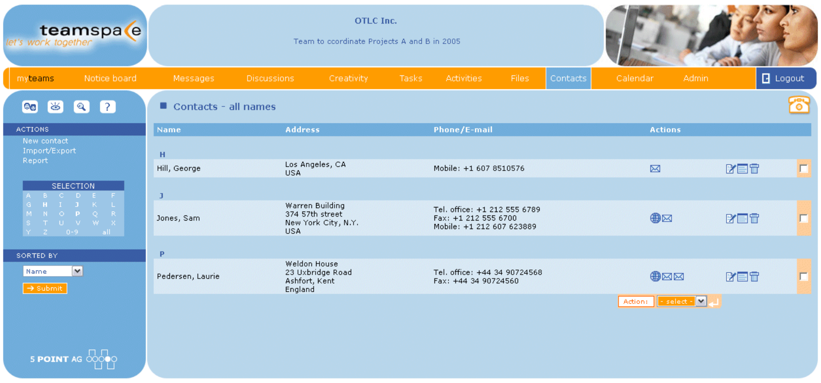

Figure 21: Contacts

6.1 Icons in Contacts

	Links to a web page.
	Click on this icon if you want to send an e-mail to this contact.
	Export this contact into your local contacts program.

Chart 4: Icons in Contacts

6.2 Add a contact

Please choose "New Address" on the left side menu in the overview and then insert all boxes you want to fill out. There also is the option to add a comment or a history if needed. Finish by clicking on "Create Address".

6.3 Categories

Similar to Calendar, Contacts also features freely assignable categories for each entry. To assign an entry to multiple categories, simply separate each category by commas.

You can sort all entries after categories. If a contact belongs to multiple categories, it is shown separately in each category.

6.4 Export / import contacts

To export single contacts into programs like Microsoft Outlook® or Lotus Notes® you just have to click on the "Export Address" -icon . Then the data will be shown to you in a separate window already filled into the form of your Outlook or Notes. Select "Save" in this screen and the data is automatically saved locally on your PC. The functionality is only useful for exporting single entries from teamspace to your PC. An ex-/import of all data and a synchronization of teamspace with your PC are only possible with the teamspace tool teamSync.

6.5 Outlook-Synchronization

Every member can synchronize the calendar partly or complete with a contact folder of MS Outlook®. The synchronization of teamspace with MS Outlook® will be discussed at length in chapter 7 of this manual.

7 Files

The structure of Files is similar to the one of Microsoft Windows-Explorer®. You can enter folders or files by simply clicking on them. “Folder overview” shows all folders in Files in one view. If you choose “Expanded view” you additionally see all files within the folders.

Figure 22: Files

7.1 Icons in Files

	Edit	Change items.
	View	Shows you information about a specific item.
	Locked file	View of a locked MS Word file.
	Assume ownership	You can assume ownership of an item.
	Information	If you put the mouse on this icon, you get more information about it.
	Overview	Shows an overview of the structure of the corresponding module.
	Delete	Delete items.

Chart 5: Icons in Files

7.2 New files

With “File upload” you can upload files from your PC into teamspace

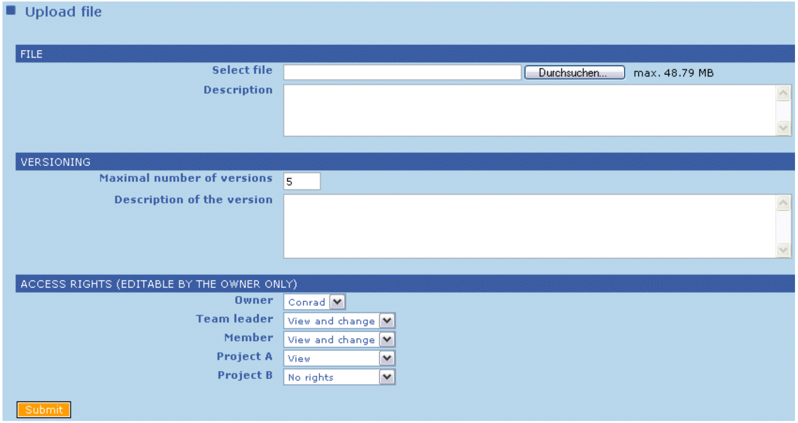

Figure 23: Upload new file

7.3 Open files

If you just want to open a file to look at it without making changes, just click on it and it will open in a separate window. It is not necessary to save the file or download it. When finished, just close the window to leave the file.

7.4 Edit files

If you want to edit a file, you first have to download it to your PC, then open it there and make the changes. This changed version can be uploaded again and eventually saved as a new version of this file or simply replace the former version.

7.5 New folder

New folders are automatically created within the current folder you are in. Folders and files can also be moved freely within Files.

7.6 New versions

Files can be saved in multiple versions. The initially uploaded file is automatically version one. The creator decides if and how many more versions a file can have.

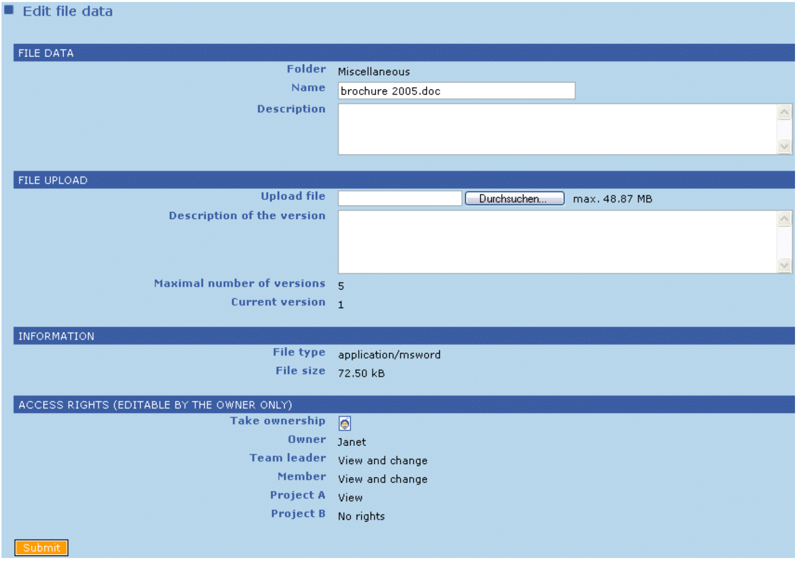

Figure 24: New version

If you want to save an edited file as a new version of the original file, you upload this version by clicking on the “Edit”-icon of the former version of the file. On the next screen “Edit file data” you have the option to upload the changed file from your PC as the new/next version including a description of your changes.

All different versions of a file and the descriptions can be viewed by going to the “Version” column in the file overview. Just click on the number and you see all information available about the different versions.

IMPORTANT: If the maximum number of versions is reached, each additional new version means that automatically the oldest recorded version is deleted.

7.7 Notes

With "Create note" you can create a file inside teamspace in form of a text file. Notes should be used to take down small information that you might need later on inside the team. Notes are saved inside Files and can be edited from there, unlike all other files. Therefore it is not necessary to save them on your PC before editing them.

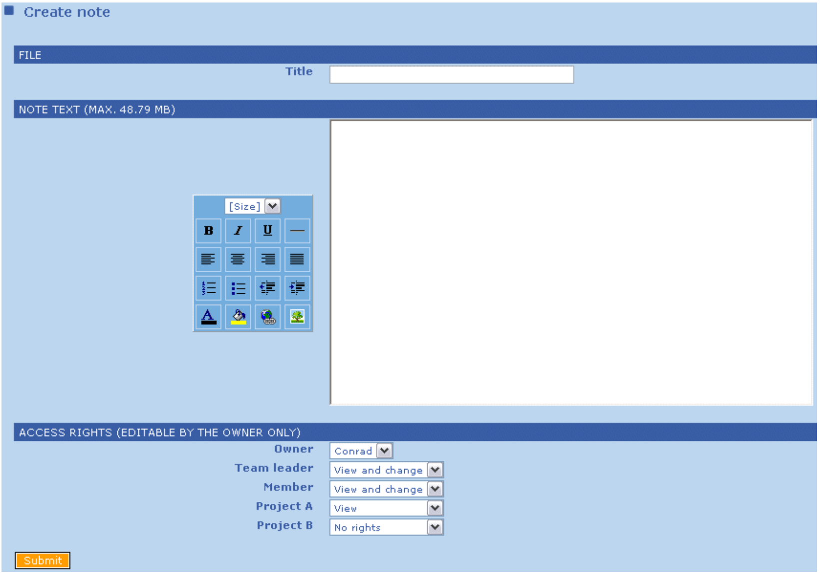

Figure 25: New note

8 Tasks / Projects

The Task module was designed to help teams manage their tasks and projects. Tasks can be assigned to different areas and members. They can contain descriptions, limits for time and effort and milestones. The folder structure is, like in Files, modeled after the Microsoft Windows-Explorer® that most users are familiar with. So it should be no problem to navigate and configure Tasks, even for users without much experience in working with project management software. All tasks and task areas are sorted alphabetically as a default.

Figure 26: Tasks

8.1 Icons in Tasks

	Task area
	Task
	Progress
	Update work progress
	Hand over a task to another team member.
	Send a reminder for this task.

Chart 6: Icons in Tasks

8.2 Configure Tasks

Team leaders should configure Tasks at the start of the team's work. The configuration can be edited by choosing "Configure" out of the menu on the left side. You can edit the following parameters for the team's future project documentation and surveillance:

Priority	Importance of a task
Start and end date	Planned start and end of a task
Planned budget	Planned duration of a task
Budget	Planned/assigned budget for the task

Chart 7: Configuration of Tasks

8.3 New task / task area

New tasks or task areas are automatically created in the area where the option is selected. Just fill out the screen and acknowledge all entries with "Create task/task area" at the end.

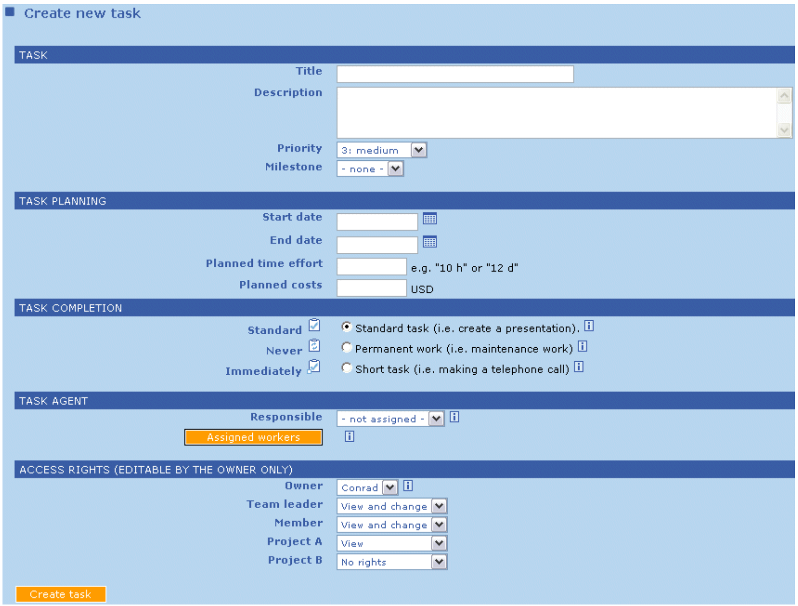

Figure 27: Create a new task

8.4 New milestone

A milestone is positioned between two project phases and marks the point, when the previously done work is evaluated and then the next planned steps are started.

8.5 Import / export of data

With the import/export functionality tasks can be exchanged in form of CSV-files.

8.6 Rearranging Tasks

You can sort your task in any order you want to. Just click on the small arrows to move the tasks. You can sort them as often as you need.

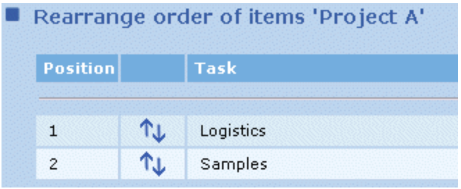

Figure 28: Rearranging tasks

9 Activities

Time Sheets were designed to complement the task module and to help teams keeping track of the efforts they spend on several tasks. Time sheets can be used together with Tasks and all times can be assigned to a task or it can be used separately to simply record single work packages.

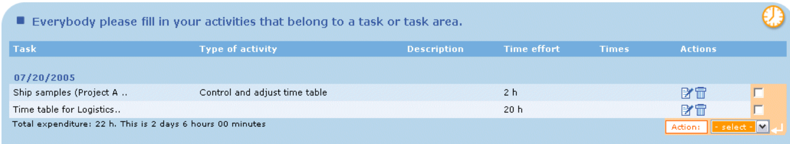

Figure 29: Activities

9.1 Icons in Activities

	Shows you information about a specific item.
	Change items
	Duration

Chart 8: Icons in Activities

9.2 New activity

An activity can consist of two pieces of information:

- To which project does this activity belong? You can choose from all tasks that have been created so far and assign the activity to one of them.
- You can add a description of the activity. At "Time" you fill in the effort in minutes, hours or money.

9.3 Activities

With "Activities" you can create an overview of all entries in Time Sheets for a single member or the whole team. "Tasks" gives you the same overview, but with the corresponding tasks attached to each entry. You can print these screens or export them into chart software like Microsoft Excel® by selecting "Export" on the left side menu.

9.4 Configuration

Only team leaders can configure Time Sheets. The team leaders should decide beforehand which of the multiple options to configure Time Sheets are useful to their team.

By activating the option “time effort” each activity has a duration and teamspace then shows the overall time used on all activities. It is in any case useful to allow activities in Time Sheets to be connected to Tasks, because normally most activities within a team belong to one single task. Team and project leaders thus can keep track of the overall effort used within their team.

10 Messages

To write a message, just fill out the form and send it to all or single members of your team. Messages can be sent as e-mails or telegrams. The lightning bulb shows you, which other team members are inside the team at that moment. If you just want to contact one of these members, choose the telegram option. Your message is then displayed to the member on the top of his screen inside the team. If you send a telegram to somebody who is currently not inside the team, they will see it the next time they log in into the team. In all other cases you send your messages by e-mail.

If you want to save the message you have written, please just activate the box next to "save messages in files". It is then automatically stored in the system folder "Messages" in the files module.

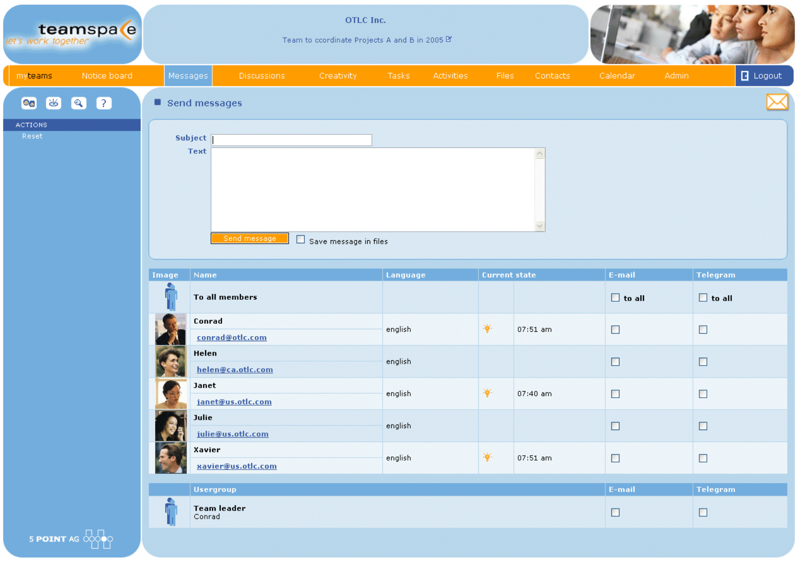

Figure 30: Messages

11 SMS

You can send SMS messages to any mobile number by using the free receiver box. The mobile number of the sender will be inserted automatically.

In addition to the independet SMS module the SMS functionality has been integrated in contacts. You can send SMS messages to all your contacts that provide a mobile number just by one mouse click.

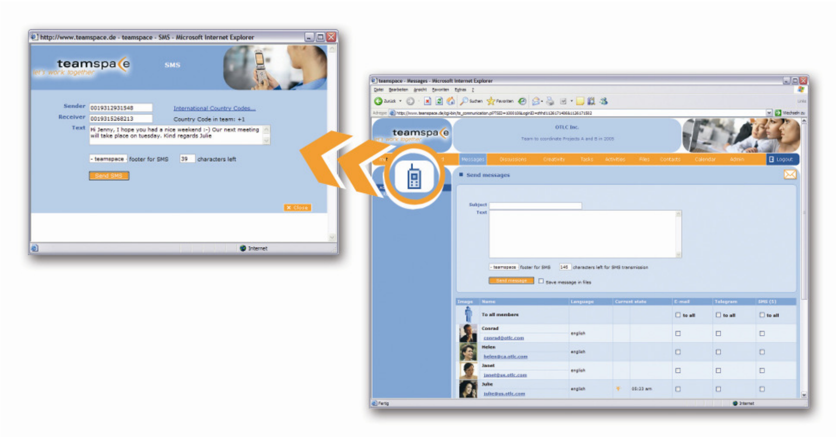

Figure 31: SMS

12 Notice board

You can post as many notes as you like on the notice board, plus you can set access rights. To create a new note on the notice board just select "new notice" on the left menu. You can select the number of notes per line and you can select the position of a note on the board.

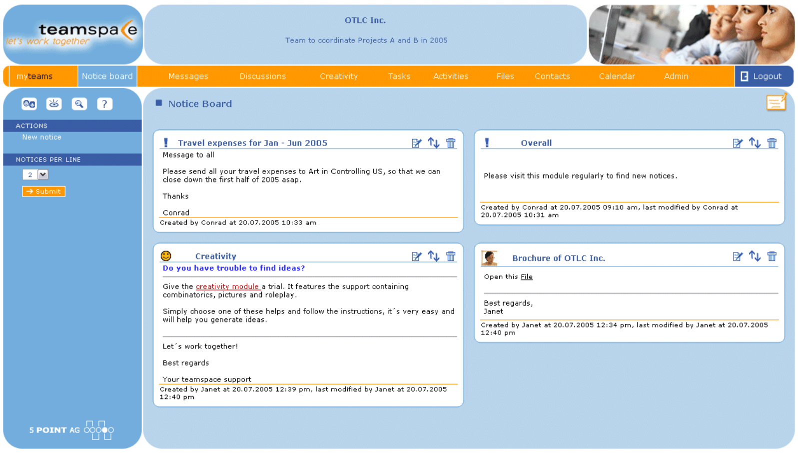

Figure 32: Notice board

13 Chat

You enter the Chat from each screen by clicking the button. The chat opens in a separate window. On the right side of the chat screen is a list of all currently participating members. Please use the field at the bottom of the screen to write a message and send it with "Enter" on your keyboard or with the "Send" button on the screen. If the Chat isn't working, you probably don't have the Java Virtual Machine (JVM) installed. You can download the newest version at www.java.com.

If you put an "!" in front of your message, your comment will be displayed without your name. You can record each session with "Rec". With "Stop" you stop or interrupt the recording process. If you record a session it is automatically stored in the "Chat" folder inside the files module. When a recording is started, interrupted or finished, each participant automatically gets this information on his screen immediately. So every participant knows in advance when entries are recorded.

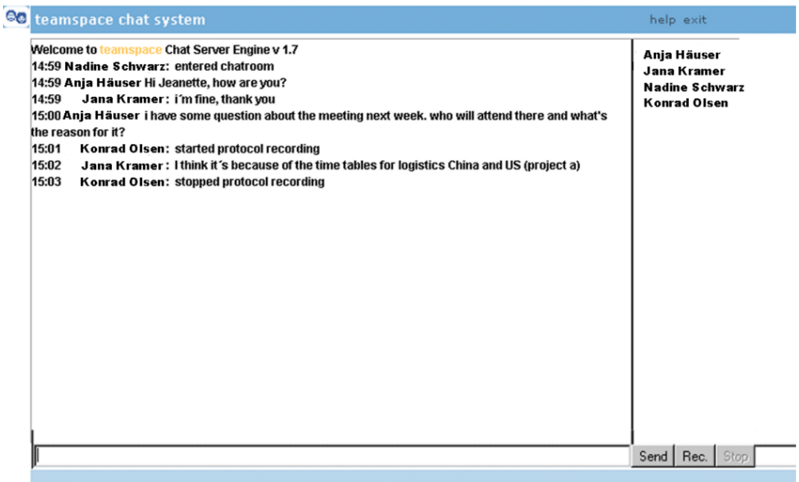

Figure 33: Chat

14 Discussions

In the overview of "Discussions" you see a list of all ongoing discussions in the team. By opening one of the discussions you see all entries chronologically and can insert your own entries. With "Overview" on the menu on the left side you always get back to the start screen of Discussions. The order of discussions in the overview cannot be changed.

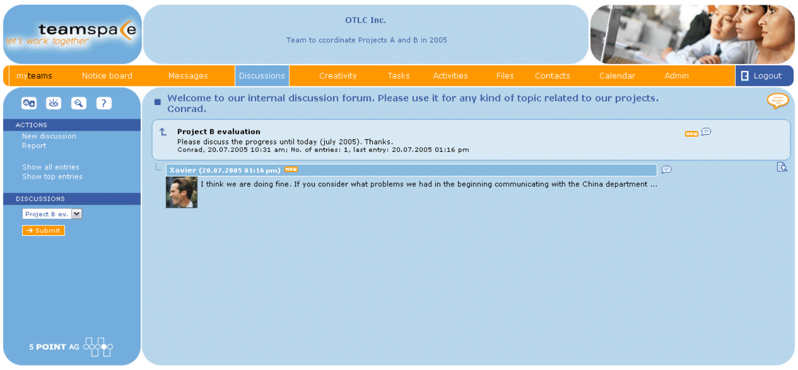

Figure 34: Discussions

14.1 Icons in Discussions

	Open	Enter a single discussion.
	Respond	Click this icon to respond to an entry.

Chart 9: Icons in Discussions

14.2 New discussion

Depending on the individual configuration of your team either all members or just team leaders can start new discussions. Everybody can always change or delete his entries as long as no one has responded to this entry. After that changes to earlier entries are no longer possible.

15 Ideas and Creativity

This module can be configured with the menu on the left side. Team leaders can switch between the different stages and thereby determine when a stage is completed. Team members and guests can only fill out the corresponding screens and cannot change the setting of an idea sampling process or a poll.

Figure 35: Ideas and Creativity

15.1 Configuration

Team leaders can choose between two ways of configuring the idea module. They can change the stage as mentioned above and control the settings of each stage. They can determine with which method ideas should be evaluated by the participants and they can call up the final analysis of the poll.

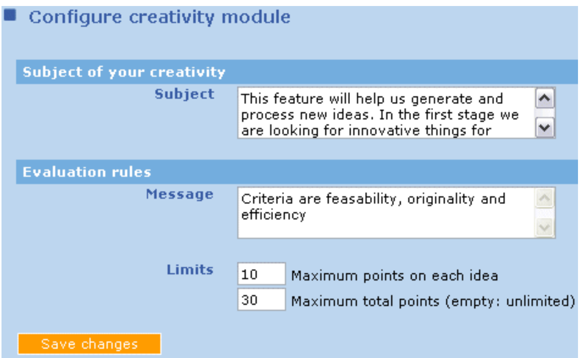

Figure 36: Configuration

15.2 Creativity modes

Team leaders are responsible for choosing the right idea mode. A typical idea finding process should include all four modes listed below:

Overview	An overview of all ideas collected up to that point. At this stage it is not possible to add new ideas.
Enter	This stage is for entering new ideas. Already entered ideas are shown above the entry box
Evaluation	The participants evaluate all ideas collected in the "Enter" stage. Before that the team leader has the opportunity to edit the ideas.
Results	Shows the results of the third stage in an overview.

Chart 10: Meaning of different modes

15.3 Edit Ideas

With "Edit Ideas" team leaders can edit or delete the ideas the participants entered. If the idea finding stage is finished, the team leader switches to the evaluation mode. The participants are then only able to evaluate the current sample of ideas, but unable to add new ones.

15.4 Evaluation

Each participant can only evaluate ideas once by distributing points. The team leader selects the method how the points have to be distributed. A team leader can delete each evaluation. Then every participant can add a new evaluation, the old data is deleted.

Figure 37: Evaluation

15.5 Support for finding ideas

The support should help users being creative and finding new ideas. You can use this help when in "Input" mode. You have three possible sets of help at your disposition: Combinatorics, pictures and role play.

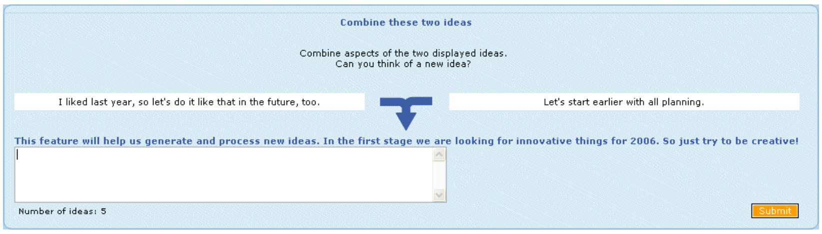

Figure 38: Combinatorics

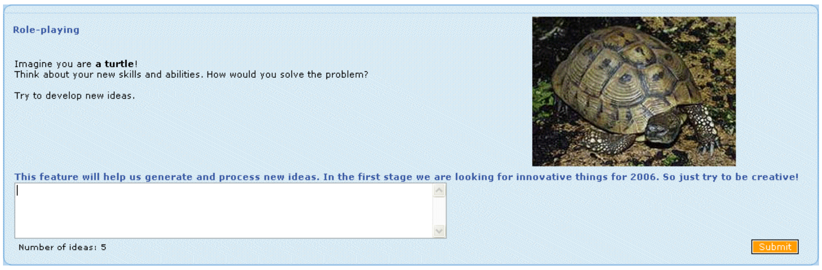

Figure 39: Role play

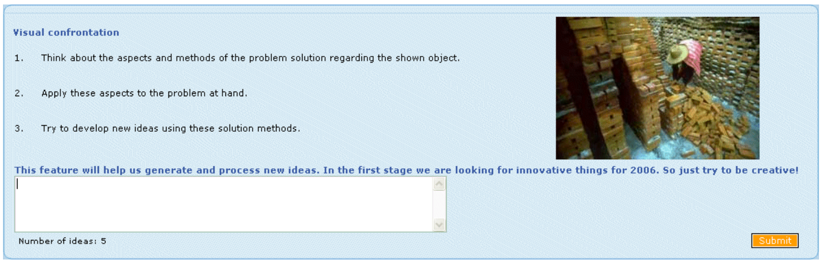

Figure 40: Pictures

16 Guestbook

All members can register themselves in the guestbook.

Please note that all entries can be read by everyone and cannot be deleted. Only team leaders can edit and delete guest book entries.

Figure 41: Guestbook

16.1 Create new entry

To create a new entry, enter your note into the description field and click "insert".

16.2 Delete all entries

With "delete" the team leader can delete all entries in the guestbook. Single entries can not be deleted.

17 Outlook-Synchronization

17.1 Icons in teamSync

	Edit overall settings of teamspace
	Add a new connection
	Close teamsync
	Start synchronization manually (only shown if a connection has already been installed)

Chart 11: Icons in teamSync

17.2 Installation

To use teamSync for synchronizing Outlook and teamspace please install our software teamSync on your PC first. You can download teamSync on our website's Download area. An assistant will guide you through the initial installation process.

IMPORTANT: Please close Outlook before installing teamSync. After installation, please restart your system and then open Outlook again.

Please open the file teamsync.exe after the initial installation. Icons to open teamSync will then be placed on your desktop screen and the desktop bar. You can always call up teamSync by clicking on the red icon on the lower right corner of your desktop screen (vide fig.9).

IMPORTANT: To call up teamSync, you have to click on the red boomerang icon shown in figure 9. teamSync doesn't open if you try to start it from the regular start menu of Windows® or from a desktop icon. These two commands are only used to get the red start icon into the lower right corner of the PC screen.

Figure 42: Start icon on the desktop

You get directly to the following overview. The icons to work with teamSync are explained in chart 4 on the next page.

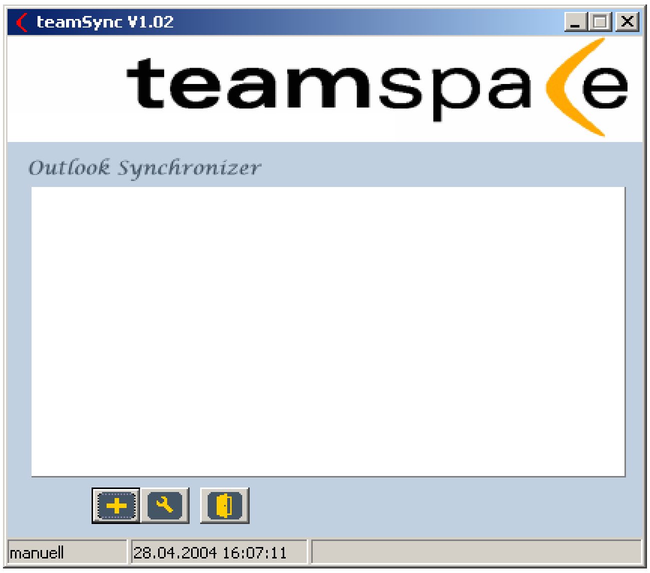

Figure 43: Overview at the start of teamSync

Overall settings

You can adjust the language and choose between manual and automatic synchronization. Please also set the period for synchronization and the SSL-option.

If you use a Proxy server please also fill in the details at "Web Connection". All other users leave this part blank. Please confirm all changes by clicking on OK at the end.

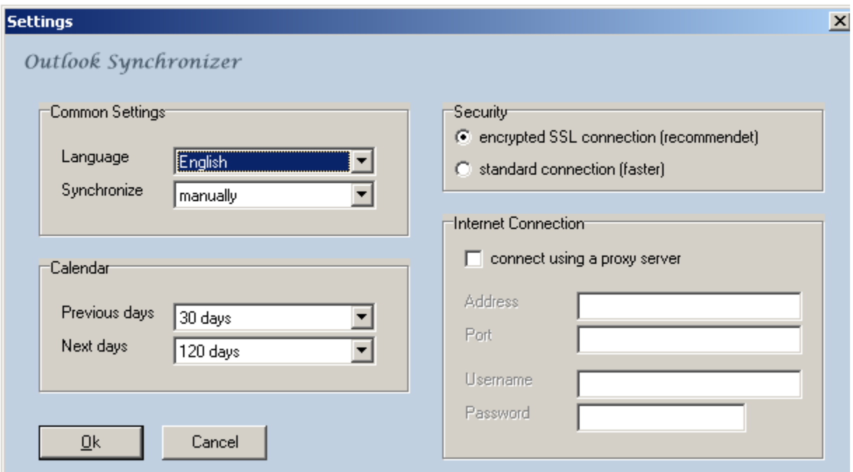

Figure 44: Overall settings

Add a new connection

teamSync offers four modes to synchronize data between Outlook and teamspace. The differences between the four are in the depth of data exchange between teamspace and Outlook.

Please look at all four options and choose the one that suits you best. teamSync generally only synchronizes data from Outlook that can be displayed in teamspace. All other data is not transferred and remains untouched in Outlook.

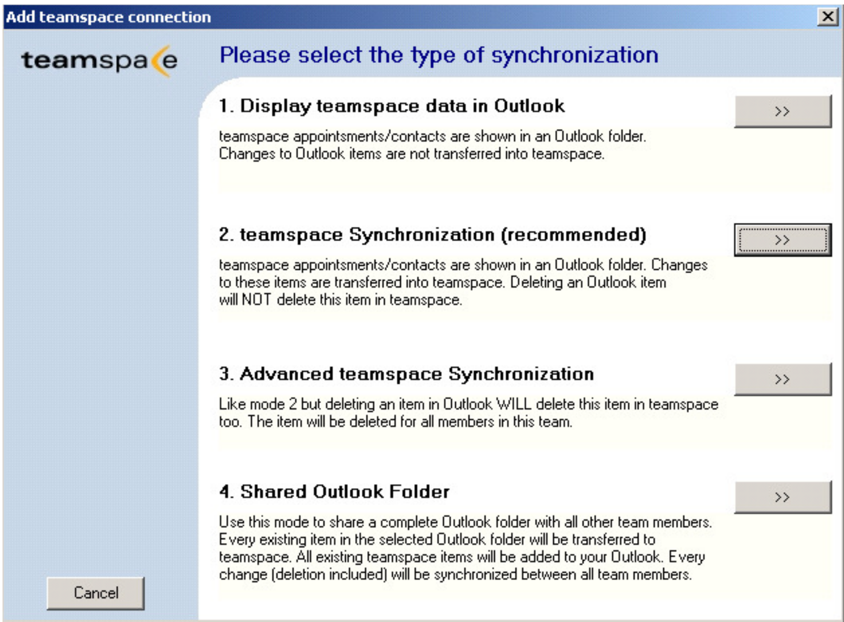

Figure 45: Types of synchronization

Mode 1: Display teamspace data in Outlook (one-sided synchronization)

This mode is suited for all users who just want to download their data from a team to their Outlook automatically.

- teamspace dates and contacts are exported to an Outlook folder and can be viewed there.
- Imported data is marked in Outlook to distinguish it from all other Outlook data. Changes to imported teamspace data in Outlook won’t be transferred back to teamspace. The same is true for teamspace data deleted in Outlook. teamspace data can only be changed or deleted within the teamspace team itself.
- No Outlook data is exported into teamspace.

Mode 2: teamspace synchronization

Compared to mode 1 there is a two-sided exchange of data in mode 2. Data is synchronized between Outlook and teamspace. The export of data from Outlook to teamspace is however limited strictly to exporting changes made in Outlook to teamspace data that was originally imported from teamspace.

- Deleting teamspace data in Outlook does not lead to the deletion of this data in teamspace.
- All other data in Outlook that doesn't come from teamspace is not exported into teamspace at all.
-

Mode 3: Advanced teamspace synchronization

Is equivalent to mode 2 only that in this mode deleting teamspace data in Outlook also means deletion of this data in teamspace.

- All other data in Outlook, that doesn't come from teamspace is not exported into teamspace at all.
-

Mode 4: Shared Outlook folders (complete two-sided synchronization)

In this mode a complete Outlook folder is synchronized and thus shared with all team members.

- A complete synchronization of all data between Outlook and teamspace takes place.
- All data and changes are synchronized and transferred to teamspace.
- All other team members that also use this mode have the exact same data.
- Changes or deleted items are automatically transferred to all connected Outlooks and to teamspace.

If you plan to keep joint folders with co-workers via teamspace, please keep in mind that if you choose the fourth mode, only one participant should enter data from his Outlook that other members might have also. If not, an entry kept by multiple members is shown in all calendars or contacts separately. To prevent this, please start out by one participant entering his data from Outlook. Then all other participants only enter data from their Outlooks that hasn't already been uploaded. The easiest way to start a joint data pool with this mode is if only one person initially enters data from Outlook at all. All others take a new and empty Outlook folder.

Categories created in Outlook for calendar or contact entries are not synchronized to teamspace. So if you choose the fourth mode to synchronize Outlook and teamspace, you will eventually have the categories overwritten by data from teamspace that doesn't contain the categories.

Select Outlook folder

Please select an existing Outlook folder from the choices given or create a new folder in Outlook and go back to this screen, refresh it and select the new one. teamSync shows you all existing folders.

You can only choose one folder per connection. If you want to connect more than one folder to a team, you have to add another separate connection.

Select a team

Please insert the login data (team ID, user name, and password) of the team you want to connect to Outlook. The authentication serves your security and ensures that only you can access your data.

Please remember that you can only synchronize one team per connection. If you want to connect multiple teams to Outlook, you have to add a separate connection for each team.

IMPORTANT: If you change your login data by creating a new password or username, you also have to make these changes in the corresponding teamSync connection, because the connections still use the old login data.

Insert an Outlook category (only modes 1 to 3)

Add a category for all data imported from teamspace into Outlook. Then you can distinguish between original Outlook data that is not synchronized and data coming from and being synchronized back to teamspace.

Please choose a random token as category. All data from teamspace automatically carries this token in Outlook.

Inserting categories also enables you to create entries in Outlook and include them into the synchronization by giving them the teamspace category.

17.3 Settings

Mark teamspace entries in Outlook

All modes enable marking. You can choose a random name or token that precedes each teamspace entry in square brackets in Outlook to distinguish them from all other data in Outlook. This is especially helpful when more than one team is synchronized: You can always tell to which team an entry belongs.

Access rights for new entries (only modes 2, 3 and 4)

This option is usable in modes 2 to 4 when any data is exported from Outlook to teamspace. Access rights decide who is able to see and/or edit data that you exported from Outlook.

Please remember that all changes to these entries (including deletion) automatically are done in all connected folders.

Settings for appointments

This option only applies to data created in teamspace, because only with these entries you have the option of assigning them to different participants. Your local Outlook doesn't have the option to include members of your teamspace team. This setting determines which entries are imported into Outlook from teamspace. If the check box is activated only teamspace entries you are participating in or where all team members are participants are imported. If the check box is deactivated, all entries will be imported.

17.4 Edit and delete a connection

To edit or delete an existing connection in teamSync, please click on the connection with the right mouse tab. You then have the following options:

Enter team

A new browser window is opened that leads you directly to your team without another login.

Edit

With this option you can change the settings of a connection. Please remember to acknowledge all changes by saving them at the end.

Delete connection

The connection will be deleted. You have the following options:

YES (recommended)	All data from teamspace that has been imported into Outlook will be deleted in your Outlook. All data remains untouched in teamspace.
NO	The connection is deleted, but all data from teamspace in your Outlook folder remains untouched.
CANCEL	Deleting process gets cancelled; connection and data are not deleted.

Chart 12: Options when deleting a connection

18 Public Pages

The Public Pages module enables you to release other modules such as Notice board, Files, Contacts or Calendar completely or in parts on the web. By setting restrictions through access rights, you can easily decide what information is published and when.

18.1 Icons in Public Pages

	This Public Page is for releasing the "Notice board" module
	This Public Page is for releasing the "Tasks" module
	This Public Page is for releasing the "Files" module
	This Public Page is for releasing the "Contacts" module
	This Public Page is for releasing the "Calendar" module

18.2 Creating a new Public Page

To create a new Public Page, please go to the team's administration first. In order to be able to create and edit Public Pages you have to own the right to "manage members and groups". As a default this right is given to team leaders only. A team leader then can give that right to other groups, too.

If you are allowed to create and edit Public Pages, please go to the corresponding Link in Admin. You then see an overview of all existing Public Pages and a link to create a "new Public Page".

Module and access settings

Please first choose the module you want to put on the web. In "Title" you choose the name under which the site will be published, while at "URL" you choose the address of the webpage (e.g. …/team-calendar). Please remember that the address has to consist of at least 3 but not more than 30 characters, consisting of numbers, small and capital letters and dashes. At "Group" you choose which of your access rights group's view will be posted on the website. It is the first restriction you can/have to determine.

On the following screen you can further set defaults for the new Public Page. The options depend on the module you have chosen. You can learn more about these options in the corresponding chapters of each module in this manual.

18.3 Access to Public Pages

Use the newly available own homepage at www.teamspace.com

By activating the Public Pages, you get your own, public URL on a teamspace server. Your team's homepage can be reached by using the prefix of the team id (e.g. "11099.teamspace.com") or the alternative id (e.g. "sales-team.treamspace.com"). There is no need to set up the URL. It is automatically available from the start of your team.

Include teamspace Public Pages into your existing homepage

You can make the Public Pages part of your own website. When creating the Public Pages you get a link in form of an HTML-code, which you can insert into your website (example of the link below). The team's data is then visualized on your homepage.

```
<html>

…

<iframe

src="http://finance-team.teamspace.com/login"
name="teamspaceLoginPage" width="100%" height="700"

frameborder="0">

</iframe>


</html>
```

18.4 Managing Public Pages

In the main menu of Public Pages you can edit all existing pages with the following icons:

	Deactivating a public page
	Activating a public page
	Editing a page
	Deleting existing pages

19 Contact/Support

You can learn more about teamspace, virtual cooperation and about our company 5 POINT AG on the web at www.teamspace.com and www.5point.de.

In the download area on the teamspace pages you can find all sorts of documents as PDF files at your disposal.

To find out more about teamspace and exactly how we can help you, please contact us directly or select a contact in your region from our homepage.

teamspace International

5 POINT AG

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