OneStart Publishing Guidelines
companion to the Oct 9th, 2003 OneStart release

I. Introduction

The OneStart portal (see Appendix) offers distributed publishing to its users. Users can publish their content within the OneStart framework, and make it available to rest of the OneStart user community.

This document presents the guidelines and requirements for creating and publishing content within the OneStart portal. This step by step guide is designed to assist you with publishing in OneStart.

OneStart supports two kinds of publishers - Channel Publishers and Tabset Publishers. To become a Channel or a Tabset Publisher, contact the OneStart Project Team <onestart@indiana.edu>. Presently, publishers in OneStart are either representing an organizational unit at IU, or are acting as campus representatives to publish services offered within an IU campus.

Please note that OneStart is continually under development, and significant changes may be made between releases.

II. Security

OneStart uses Central Authentication Service (CAS), which is a login service that allows users to access multiple password-protected systems in the portal through a single login. CAS currently supports both the Kerberos authentication and the SafeWord card authentication <http://kb.indiana.edu/data/abvw.html>.
In future, other IU password-protected systems will begin using CAS, allowing users to access these systems through a single OneStart login screen. For example, when users access services like CFS, Webmail, or Oncourse in the portal, the services will open automatically without prompting users for their login information.

In future, CAS will be the standard authentication service for all new systems at IU. The existing applications' authentication mechanisms will be upgraded to the CAS system in order to take advantage of the single login feature.

Privacy of OneStart users' personal data is an important concern for the OneStart Project Team. OneStart uses Platform for Privacy Preferences (P3P) <http://www.w3c.org/P3P/> to provide a simple, automated way for users to gain more control over the use of their personal information on websites they visit through the portal. P3P, created by the World Wide Web Consortium (W3C) <http://www.w3c.org>, enhances user control by putting human-readable privacy policies where users can find them, in a form users can understand, and, most importantly, enables users to act on what they see.

P3P provides a way for a website to encode its data-collection and data-use practices in a machine-readable format which can be compared to privacy preferences set in a user's browser. If the website's privacy practices do not match the user's privacy preferences, the user can be warned, can consult the website's human-readable privacy policy, and can decide whether or not to continue with the website.

All OneStart channels that collect user data of some kind must use P3P. If a publisher's channel collects personal user information, their channel must be P3P compliant. For more information on P3P policy and how it can be deployed, please refer to the P3P documentation <http://docs.onestart.iu.edu/dav/MY/publishing_guidelines/P3Pdocumentation.html>.

### III. User Interface

![Illustration of OneStart](image)

**Figure 1. Illustration of OneStart**
Channel
Channels are the heart of OneStart. All content in OneStart is delivered as channels. A channel is an area of the portal screen that behaves as a mini-browser window, allowing users to interact with channel content just as with any webpage. The channel content may be static HTML or an application that is delivered via the Web. The portal uses iframes so that the content of each channel refreshes independently from other channels and does not cause the entire portal screen to constantly refresh. Each channel in the portal has a title bar that displays the title of the channel and a set of icons for interacting with the channel.

Channels are owned and maintained by their publishers, but the portal team reserves the right to make any channel inactive if it is found to interfere with the proper functioning of OneStart.

Detach Functionality of a Channel
To detach a channel using the icon (available on the channel's title bar) means to open it in a new browser window. The new detached browser window will have the browser's navigation buttons and address bar. A default 'detach' width and height of the detached window can be specified by the channel publishers. The 'detach' functionality has been provided so the users can navigate through the channel with more ease. If users cannot view the channel content properly within the portal framework, they can 'detach' the channel into a new browser window.

Once a channel is published in OneStart, the authorized OneStart users and tabset publishers can add that channel to their tabs.

Tabset, Tab and Subtab
A tabset is a collection of navigation tabs that have similar content or audience-focus. Tabs are the primary navigation elements in OneStart. A tab is a collection of independent channels, arranged in one, two, or three columns. Iframes allow users to switch between channels under a single tab without reloading the entire portal page, so a tab is an effective way to group similar content. Tabs offer a persistent navigation in OneStart because they are always visible and available on a user's portal even while the content section may change.

Channels, in addition to being organized in columns, can also be added to a tab as Subtabs. Subtab channels appear as a horizontal line of links right below the tab, providing a secondary layer of navigation within a tab. When a subtab link is selected, it is displayed in a focused view as a single, full-width channel.

OneStart has two types of tabs: Default tabs and Personal tabs. All tabs are displayed horizontally along the portal screen, and when a user selects a tab, the entire portal screen refreshes.

- Default tabs may be set up and maintained by tabset publishers belonging to an organizational unit at IU, like a department, school or other campus group. Default tabs provide easy access to useful information, and they cannot be personalized or deleted by users. When new users login to OneStart, the default tabs they have access to will depend upon their role(s) and the group(s) they belong to at IU. A more detailed explanation about roles can be found in the 'Basic Features' section.
- Personal tabs can be personalized by users. Users can create new personal tabs, select their column layout, and choose the channels and subtabs they want on the tabs. Users have the ability to add, rename, modify, and delete any of their personal tabs. For example, a user may create a "personal finance" tab that consists of channels and subtabs containing websites of banking and credit card institutions; the same user may also create a "work" tab containing channels and subtabs used in his/her job. There are no limits on the number of personal tabs users may create, or on the number of channels they add to a tab.
"Subtab only" tabs
In addition to adding channels as subtabs, tabset publishers can also add their tabs as subtabs under other existing tabs. So while maintaining a tabset, publishers can assign their tab(s) to function as subtab(s) only, hence referred to as "subtab only" tabs. Tabset publishers can do this while personalizing their tabset:

- Go to Publish -> Edit a tabset, click on the name of tabset, and click "next".
- Under Personalize -> Manage tabs, tick the "Is Sub Tab Only" checkbox for tab(s) that need to function as subtab(s) only. This allows tabset publishers to define their selected tab(s) not as tab(s), but instead as subtab(s) only.
- Now, to add the "subtab only" tab(s) to another existing tab, go to Personalize -> Arrange channels. The "subtab only" tabs will be under the "Page Channels" folder. Note that the "subtab only" tabs will only be available under the "Page Channels" folder when personalizing a published tabset.

To change a "subtab only" tab back into a normal tab, publishers can uncheck the tab that they no longer want available as "subtab only". This will remove the corresponding "subtab only" tab from the "Page Channels" folder, and the tab will show up as a tab again.

"Subtab only" tabs inherit all the user groups that their tabset has been published. So, if a tabset publisher wants to share their "subtab only" tabs with another different tabset in OneStart, they must ensure that the user groups for the two different tabsets overlap in some way. Otherwise, they will not see the "subtab only" tabs of the original tabset while they maintain a different tabset.

Column
A column is a vertically defined area of a tab that can contain one or more channels. Users may format each tab into one, two, or three columns. The predefined column layouts are:

- One column layout: Every channel spans the entire width of the screen.
- Two columns layout: The screen contains a narrow column (225 pixels wide) on the left and one column filling the remaining space on the right (the wide column). The width of the wide column will depend on the user's monitor display settings. For example, in a 1024x768 screen resolution, the narrow column will take up 225 pixels (plus 10 pixels for the scrollbar, if any), and the wide column will fill the remaining 779 pixels (plus 10 pixels for the scrollbar, if any).
- Three columns: The first (leftmost) and third (rightmost) columns are each 225 pixels in width (plus 10 pixels for the scrollbar, if any). The rest of the area is allotted for the middle (wide) column. This configuration works best for those users that have higher screen resolutions.

The wide column has been set to a minimum width of 500 pixels. These specifications for wide and narrow columns are based on a standard screen resolution of 1024x768 for which OneStart is designed. So, a channel that is intended to fit in a wide column should be designed for a 500 pixels width. As a user moves to higher screen resolutions, the channel content in the wide column would adjust accordingly. But at lower screen resolutions (800x600 and lower), the wide column will not shrink beyond the pre-defined 500 pixels width.

Page
A page is viewed with one channel that is opened in a focused, full screen mode. All subtab channels can be opened as focused pages by clicking once on a subtab channel link. The links within a channel can also be defined by the channel publishers to open as focused pages within OneStart.
**Immutable Bar**
The immutable bar is a section of the portal that never moves or changes irrespective of the content being displayed in the portal. It comprises of the Action List icon on the left side, and the Search function on the right side of the portal.

**Role Selector**
The Role selector is made available as a "select your role" dropdown on the upper right side of the main portal screen. Every time a user logs into OneStart, the role selector offers all the roles that the user belongs to at IU. The role selector allows users to filter their tabs based on their roles. Roles can be Student, Faculty, Staff, Guest, or Public. One other role that is always available in the role selector is called Personal. The "Personal" role contains all the personal tabs created by the user.

If a user has more than one role at IU, they can choose roles and display the tabs relevant to that role. For example, if a user is a staff member and a student at the same time, they will see both Student and Staff roles in their "select your role" dropdown. The user can simply select the role appropriate for the services they need to use in OneStart.

By selecting "All Roles" in the "select your role" dropdown, users can see all the tabs in all their roles.

**IV. Basic Features**
The tools bar in OneStart (see Figure 1 above) is made available on the top right corner of the main portal screen. The tools bar allows users to perform a variety of functions:

- Personalize - allows users to customize the portal to suit their needs
- Publish - allows channel and tablet publishers to deliver useful content to selected groups of OneStart users
- Explore - allows users to browse through the variety of services available in OneStart
- Help - allows users to search for channel help and frequently asked questions about OneStart
- Feedback - allows users to send their comments to the OneStart Project Team

**User Personalization**
The Personalize feature allows users to create tabs and add channels to their tabs according to individual preferences. Users may also create new custom channels to add websites and services of their choice. Custom channels are personal channels that appear only for the user who creates them. They are not made public to other OneStart users. Users can also choose from a variety of colors for their portal's background and their tabs.

**Dynamic Role-based Customization**
Role-based customization in OneStart determines which channels and which default tabs (containing content for a selected group of users) a user has access to.

Every time a user logs in to OneStart, the system determines that user's association with IU. An association in this context is defined as a Role on an IU Campus. Presently, these roles are implemented in OneStart for each campus: student, faculty, and staff. Two additional roles are Guest (users who login using an IU guest login) and Public (for public access of OneStart). Multiple roles are recognized by the system when a user logs in to OneStart, e.g., a user may be identified as both an IUPUI student and a staff member at IUE.
A further association of users is done based on the ADS groups they belong to at IU. Hence, specific channels and tabsets can be published and delivered to members belonging to particular ADS groups. For example, if an IU department or group maintains a list of users for its website or applications, that content can be published in OneStart to those selected users only.

In the current release of OneStart, a user's default tabs and the channels are delivered and customized dynamically based on their roles and the ADS groups they belong to. This means that OneStart will deliver different default tabs and channels to an IUPUI student and an IUB staff member. Since the channels and tabs can be targeted to specific roles and ADS groups, publishers must define which roles and ADS groups their channels and tabsets should be made available to.

**Managing ADS Groups**

Publishing channels or tabsets to selected groups of users in OneStart is managed via ADS groups. To publish to selected groups of users, you will need to create an ADS group for managing users who can view your channel or tabset in the portal. You may need another ADS group for managing users who can help you maintain your channels or tabset in OneStart. Once you have these ADS groups created, you can assign them in OneStart as group types "USER" (for users who can only view) or "PUBLISHER" (for users who can maintain) for your channel or tabset in OneStart. This will delegate everyone belonging to the "USER" type ADS group viewing privileges for your channel or tabset, and everyone belonging to the "PUBLISHER" type ADS group editing privileges for your channel or tabset.

ADS groups are created by the Messaging Team. They are not handled by the OneStart team. So you will need to work with the Messaging Team to get ADS groups created. For information on how to contact the Messaging Team, see: [http://www.indiana.edu/~lanlab/win2k/ads/](http://www.indiana.edu/~lanlab/win2k/ads/). The Messaging Team will create an ADS group for you, and may hand over the managing rights for that ADS group to you.

Once you have access to manage your ADS group, you will need to download the ADS management tools. For detailed information on how to get the ADS management tools and how to use them see these KB articles:

- Creating ADS Groups: [http://kb.indiana.edu/data/ajlw.html](http://kb.indiana.edu/data/ajlw.html)
- Managing ADS Groups: [http://kb.indiana.edu/data/ajmu.html](http://kb.indiana.edu/data/ajmu.html)

**V. Channel Layout**

**Channel Width**

There are both narrow and wide columns in a tab in the portal. The narrow and wide columns in the tab contain narrow and wide channels respectively. A narrow column is 225 pixels in width, but the wide column has a flexible width. Depending upon the number of columns in the tab (i.e., one, two or three), the wide column may take up the entire width of the portal or take up the remaining space on the user's portal. The minimum width that a wide channel will shrink to is 500 pixels. At screen resolutions lower than 1024x768, the wide channel will remain at a minimum of 500 pixels width, and the portal will have a horizontal scrollbar at the bottom. When designing for a narrow column (recommended for News and small application functions), try not to exceed 225 pixels. In the current version of OneStart, following are some channels that have been designed specifically for the narrow column: My Finances, Dictionary, Bookmarks, Weather channels, etc.

**Channel Height**

While publishing a channel, the publisher can specify its height in the portal. Channel height defines the height that the channel will appear when it is added to a user's tab. OneStart is
designed to allow users to place multiple channels within a column; therefore, it will be advisable to specify a vertical height of 400 pixels or less in most instances. The height should be set such that the channel does not require much scrolling in the portal. A channel should only take as much height as is required to make the channel useful.

Screen Resolution
The portal is designed to work with screen resolutions of 1024x768 and above, but it also works at 800x600. Try to make the channel content scalable because different users may be looking at your channel on different screen resolutions. To test your channel on varying screen resolutions, please refer to the “Testing Channels” section of this document.

VI. Channel Design

Graphics
Minimizing the size of graphic elements will permit faster loading of your channel. Two types of file formats - GIF and JPEG - are commonly used for displaying graphics on the Web. The file format you choose depends on the kind of graphic you want to display in your channel.

GIF format has smaller file sizes than JPEG, but it offers only 256 colors versus millions of colors in JPEG. GIF is ideal for small navigational icons, and simple diagrams and illustrations where accuracy is required, or graphics with large blocks of a single color. JPEG is more appropriate for photographs. Unlike JPEG, GIF is loss-less, meaning it does not get blurry or messy upon compression. JPEG images can get blurry at high compression. Unlike JPEG, GIF also allows transparency, allowing graphics to display on whatever color they are placed.

HTML
To ensure that your channels can be viewed on a range of platforms and browsers, use standard html. More information can be found at the HTML Home Page published by the W3C <http://www.w3.org/MarkUp/>.

The OneStart team (onestart@indiana.edu) provides standard template HTML files to all channel publishers for creating both a narrow and a wide channel. These standard channel templates offer a consistent look and feel to all channels in OneStart. The templates utilize a standard stylesheet that defines the standard fonts, graphics and a standard content layout. The templates make channel publishing very quick and convenient for the publishers. The channel templates are also linked to a javascript that provides various navigation options within a channel. Publishers have the option to define all hyperlinks in their channel to either pop-up into new browser windows, or to keep them within the OneStart framework by utilizing the focus feature. The focus feature opens the hyperlinks in a focused, full screen page within the OneStart window, instead of opening a new window for every hyperlink. The focus feature gives users the capability to work in a full-screen mode, without the hassle of having too many pop-up windows.

Navigation
Use appropriate navigation to keep your channel content within its channel wherever possible. To avoid confusion for your users, if your channel requires opening additional browser windows to function properly, try to limit their number.

It is advisable that publishers check their channel in all the platforms and browsers that OneStart supports <http://kb.indiana.edu/data/ajqo.html>. For further information on platforms and browsers, see the "Supported Platforms & Browsers" section of the Appendix.
VII. Channel Content Requirements

Prerequisite Technical Requirements
Each channel being published in OneStart should conform to the following technical requirements:

- Channels must be provided on a secure server (i.e., https, not http) to avoid any 'mixed content' pop-up messages.
- Channels using WebDAV content must be published with the URL "https://docs.onestart.iu.edu/dav/", instead of "https://es-prod-doc.uits.indiana.edu/dav/". This is because using "https://es-prod-doc.uits.indiana.edu/dav/" form of URL causes security warning pop-ups when the channel is added to a tab in OneStart. Also, channels on test WebDAV should not be published in OneStart, because there is no test version of WebDAV that does not have popups. Instead, it is recommended that publishers create a "test" directory in their prod WebDAV for creating channels for testing purposes. For more information on WebDAV, see http://www.webdav.org/.
- Channels must not have javascript code that rewrites the top.location, because this hinders the framing of channel content within an iframe, and causes the channel to blow out of the portal whenever it loads.
- If a service in the channel requires cookies, channel publishers must provide a P3P policy to ensure that appropriate access will be granted for use of the service with default installations of Internet Explorer (IE) 6.0.
- If a service in the channel requires users to login, it should be CAS (Central Authentication Service) enabled. Once users login to OneStart with a CAS credential, they should be able to access the service without having to login again.

For more detailed requirements guidelines for channels, see OneStart Integration Standards and Guidelines . This document describes:

- The standards for "OneStart Certified" Services
- The standards for "OneStart Compliant" Services, and
- The standards for "OneStart Accessible" Services

Each channel should also conform to the following requirements:

Advertising and Commercial Content
As a rule, advertisements and commercial content are not appropriate for OneStart. Channels that provide necessary Indiana University services (e.g., parking permit purchases) are permitted in the portal. Channels that sell university-related items (e.g., football tickets, textbooks, and apparel sales) will be considered on a case-by-case basis by the Office of the Vice President for Information Technology. Contact the OneStart Project Team if you have questions about appropriate content.

Copyright Statement
A copyright statement is not required if your channel is hosted on an IU machine, or if Indiana University or the Trustees of Indiana University does not copyright its content. You may consider adding a copyright statement if you think users might print out your channel and if you are concerned about the ownership of the printed text. For more information about copyright at Indiana University, see the IU Copyright Statement <http://www.indiana.edu/copyright.html> and visit the Copyright Management Center <http://www.copyright.iupui.edu/>.
Error Messages
Include a user-friendly message in case of a channel failure. Do not force the user out of the portal, but instead issue the error directly into the portal framework where the channel content would normally reside. Each error message should indicate that the problem is with the channel and not with the portal - generic failure messages could lead to confusion.

As long as a channel's web server is up, you should provide as much detail about the error as possible and instructions for reporting the error (if applicable). The user may not know which application s/he is in if the channel is part of a larger software application, so be sure to include in your error messages what the user should do in case of an error, an error number or identifier, and any relevant contact information. If the user is to contact a support organization, give enough information so that the support provider can identify the appropriate channel support information.

The portal will also allow channel publishers to specify standard and emergency downtimes for their channels.

Functionality
Each channel should only contain a clearly defined bit of functionality or informational content. Each channel should deliver a discrete service or set of services, instead of delivering the entire website or application. For example, instead of having the "Purchasing System" website as one channel, you might split it up into individual services like "View Existing Purchase Orders", "Create New Purchase Order", and "Approve Purchase Orders", etc. Having services with discrete and limited functionality in a channel makes them easier to use.

Help
Users can access help documentation for a specific channel by clicking on  on the channel's title bar. To provide channel help, publishers can -

- Use the Generic channel help provided by OneStart
- Create their own Custom help, using the help publishing feature of the portal
- Use the URL option to point to an existing, external help documentation for that channel, or
- Use the Existing help option to link to an existing channel help entry within OneStart

To create a Custom help entry, each channel publisher must provide the following information:

- Channel's functionality
- Appropriate channel usage instructions, and
- Contact information

Publishers can also provide external links in their help entries to refer to additional help information. For an example of a customized help entry with links to additional help information, see the help entry for OneStart's "My Bookmarks" channel.

Language
The use of standardized terminology in all channels will reduce potential confusion. For example, to leave an application use 'logout' not 'exit', to get into an application use 'login' not 'enter', etc. The channel-level functions should be clearly distinguished from the portal-level functions. For example, using 'Logout' instead of 'Logout of Transcript' may cause users to logout of the portal, instead of only logging out of the transcript. For more information on standardized terminology, please refer to the official Indiana University style guide available at the IU Office of Publications <http://www.indiana.edu/~iupubs/style.html>.
Privacy Statement
A privacy statement will be required when Indiana University has formalized its standard statement. As of this document's latest revision, the standard IU privacy policy had not been completed by the Information Technology Policy Office <http://www.itpo.iu.edu>. For more information on how to write an appropriate privacy statement, see the OneStart Privacy Statement <http://docs.onestart.iu.edu/dav/MY/htdocs/my_privacy2.html>.

All OneStart channels that collect personal user data must be P3P compliant. Publishers who collect user information through their channels are responsible for providing privacy policies in a place where users can find them, and in a form that the users can understand. For more information on P3P compliant privacy policies, refer to the Platform for Privacy Preferences (P3P) section on the W3C website <http://www.w3c.org/P3P/>.

VIII. Channel Restrictions
Each channel should conform to the following restrictions. These are important for the proper functioning of channels within the portal framework.

Focus
Do not set focus in a field by default within your channel. This will cause the user's screen to scroll to this field, regardless of where the channel is located on their tab. And, if the field is beyond the vertical height of your channel, your channel's content will also scroll. For example, in Google <http://www.google.com> the focus is set on the search box. So if Google is added as a channel to the portal, the portal will always scroll down to the Google search box because a focus is set there.

Frames
Avoid frames if at all possible. If you must use frames, test the channel carefully in the portal. Name your frames explicitly and avoid referencing generic frames, such as _top, in your HTML so that your channel will not replace the portal in the browser window. Instead refer to your frames explicitly using either their direct names or traverse the parent child tree until you can get a handle on the desired frame.

The portal presents channels in iframes. Do not use any scripts that would prevent your channel from being presented in a frame unless absolutely necessary. Specifically avoid scripts that would set top.location, and avoid having links that have a target="_top". For instance, when ESPN is added as a channel to a tab, it replaces the portal in the browser window.

Scripting
Avoid using browser-specific scripting, such as VBScript on the client. Use only the W3C DOM whenever possible <http://www.w3.org/DOM/>. Avoid deprecated functions.

Do not close the portal browser window in your code. Many applications use close window actions that will close the main portal window, if selected, while the channel is being used in the portal.

IX. Accessibility
With each release of OneStart there will be accessibility enhancements that allow users to personalize the portal in a way that works well for them. Some important HTML coding elements may need to be included to make your channel more accessible to users. For information on
these coding elements, please consult the Content Accessibility guidelines <http://www.yourhtmlsource.com/accessibility/contentaccessibility.html>.

Below are some ways you can learn about accessibility and test your content.

**W3C Priority 1 Accessibility Guidelines**
The list may be found at W3C Priority 1 Accessibility Guidelines <http://www.w3.org/TR/WAI-WEBCONTENT/>. There are three priority levels. Compliance with the Priority 1 Guidelines is required for channels published in OneStart.

**IU Web Accessibility Guidelines**
Channel and Tabset Publishers can also refer to the IU Web Accessibility Guidelines <http://www.indiana.edu/~iuweb/access.shtml> to learn more about accessibility.

**JAWS**
JAWS is a screen reader used by visually handicapped users to access webpages that may be used with audio speakers or a Braille reader. It is highly recommended that you test your channel with JAWS or similar technology to ensure that it is accessible to those who cannot see the screen. JAWS may be used at the Adaptive Technology Lab in Bloomington <http://www.indiana.edu/~iuadapts/>.

As of this document's latest revision an evaluation copy of JAWS was available free of charge <http://www.freedomscientific.com/index.html>.

**Bobby**
The Bobby software is free to use and allows you to test your channel content against the W3C Priority 1 guidelines <http://www.cast.org/bobby>. Your results will be clearer if you test your channel with Bobby outside of the portal, rather than testing your channel inside of the portal.

**X. Testing Channels**

Each channel must be thoroughly tested within the portal to ensure that it functions properly and does not disrupt the use of the portal.

**Test Outside the Portal**
Test your channel by using any of automated tools for accessibility and standards compliance listed in this document. Do any testing you would normally do to ensure that your content or application behave as expected and meet any requirements you have. Some that you may wish to consider are as follows:

**Validate HTML and CSS**
There are many resources available for validating documents. Some useful ones are:

- Weblint <http://webmaster.indiana.edu/tool_guide_info/web-lint.shtml>
- HTML Tidy <http://www.w3.org/People/Raggett/tidy>
- HTML Validator <http://validator.w3.org>
- CSS Validator <http://jigsaw.w3.org/css-validator>

**Test Channel Load Time**
Check the loading time of your channel. Through OneStart the user will be loading your channel at the same time as several others, so try to minimize the load times. A fairly accurate measure of
page loading times for various speeds of connections is available at: EchoEcho.com

Test Channel Layout
There are many tests you can do within your supported browsers to mimic what a user might do to personalize the portal. These include:

- Change the resolution of your monitor to test 800 x 600, 1024 x 768, and 1280 x 1024 resolutions.
- Change the font sizes on your channel through the browser menu. If your channel does not allow the user to change the font size, consider changing your layout to accommodate it.
- Check your channel on all the platforms and browsers that OneStart supports <http://kb.indiana.edu/data/ajqo.html>. The same version of a browser may work differently on different platforms, so it is important to test those as well. For more information, refer to the 'Supported Platforms & Browsers' section of the Appendix.
- Resize your browser window to check if there are any changes to the layout for different size windows.

Required Testing Inside the Portal
Initial testing in the portal can be accomplished using the custom channels functionality. "Custom Channels" is a feature that has been made available to the users of OneStart to let them define their own channels for their portal. These channels appear only to the user who creates them, and are never made public within the portal framework.

Please perform the following tests on your channel:

1. Define the channel you are testing as a custom channel. Now this channel can be accessed through "Explore", or can be added to one of your personal tabs.
2. Add this channel to a tab in your portal. To add the channel to a tab, go to "Personalize" - "Arrange Channels" and select your custom channel from the "My Custom Channels" folder on the left. Does your channel look good when placed on a tab with other channels?
3. Test all of your navigation links to make sure they do not have unexpected behaviors when used from within the portal.
4. Test a tab that contains your channel while your channel is unavailable. Is a friendly message displayed to the user?
5. If you have a browser requirement that is more restrictive than OneStart's, test your channel within the portal using a browser that you do not support. Is a message displayed to the user indicating why the channel may not be working?

For more information on ways of testing your channel or tabset, please refer to the 'Usability Consulting Services' section of the Appendix.

XI. Names & Categories

Naming a Channel
Portal channels may deliver static or dynamic information. They may also require users to perform a transaction or an activity.
The name of a channel should convey the information it delivers or the service it provides. The name should be concise and easy for the intended audience to understand. For example, a channel that allows users to register for classes can be named 'Class Registration'.

To keep the name brief, you can also abbreviate words, but only if you are confident that your users will understand it. For example, Information Technology can be abbreviated to 'Info Technology'. Examples of some commonly used abbreviated words - Info (Information), Tech. (Technology), IT (Information Technology), Mgmt (Management), Dev. (Development), Enviro. (Environment), Mktg (Marketing), VP (Vice President), Acad. (Academic), Grad. (Graduate), App. (Appointment), etc.


Following are a few naming standards for channels in OneStart. These naming standards help establish a consistency in channel titles, which makes their retrieval easier for the users.

- Maximum length of the channel title should not exceed 25 characters.
- The beginning alphabet of every word in the title should be capitalized.
- Preferably, a channel title should not begin with a verb.
- IU campus names should be all capitals, like IUB, IUPUI, IUPUC etc.
- All acronyms should be capitalized, without any white spaces or dots in between.
- Channel titles should not contain the following characters: \\
- Commonly-used abbreviations can be used to shorten the length of the channel title. Preferably, abbreviations should end with a dot.

Categorizing a Channel
All channels in OneStart are organized in folders and sub-folders. All the folders, sub-folders and the channels they contain can be viewed by clicking on the "Explore" link at the top right corner of your main portal screen.

Each folder in "Explore" represents a certain concept or subject matter. Some folders are further divided into different sub-folders. Each channel in OneStart is assigned to one particular folder or sub-folder to which it best fits.

Categorizing channels in folders and sub-folders allows grouping similar channels together. This makes retrieval of channels easier for the users. It allows users to find a single channel that fits their specific need, or gather multiple channels on a particular topic.

Please contact the OneStart Project Team if you are unable to:

- Choose the most appropriate category for your channel, or
- Find a suitable category for your channel in the list provided in OneStart.

The team will be happy to assist you in choosing the right category for your channel or creating a new one.

XII. Contact Us
Please contact the OneStart Project Team if you have any further questions about the information contained in this document or the Indiana University OneStart portal.

XIII. Appendix

(i) Description of the OneStart Portal

OneStart is a web-based, vertical enterprise portal that provides a unified front end to Indiana University information systems. OneStart itself does not host applications; instead it provides a framework to bring applications and content together to the user's desktop. Its user-centered environment offers an expanding array of services to encourage the development of life-long campus citizens of Indiana University. Key components of the portal include:

- Single sign-on and authentication [not yet available]
- Role-based customization of services
- Easy-to-use personalization of user's desktop
- Public interface for service or channel integration
- Universal access via web browsers and wireless technology

The portal infrastructure, Enterprise Development Environment (EDEN), consists of object-oriented and reusable standard modules for building services. EDEN provides flexibility, scalability, and extensibility which will allow the portal to grow and adjust to the fast-paced world of information technology.

(ii) Supported Platforms & Browsers

Check the current list of Supported Platforms and Browsers [http://kb.indiana.edu/data/ajqo.html].

Additional browsers will be supported according to demand. You should test your channel and tabset using these browsers before attempting to make them available to the users. If you will be restricting the browsers that may use your channel, you MUST include a browser test and a friendly message to the users describing why they cannot see your channel if the wrong browser is used. Several administrative applications are specific to one browser only, and some of those restrictions conflict with each other. A user may be required to use something other than your preferred browser in order to get his or her work done.

(iii) User Experience Group [http://www.indiana.edu/~usable/]

User Experience Group (UXG) helps make systems easier to use by applying a user-centered approach to systems design, development and evaluation. They assist project teams within UITS and provide consulting services to other departments at IU.

UXG has played an important role in the development of the OneStart portal. Using their state-of-art usability lab they have collected data with potential OneStart users, analyzed it to identify usability problems with the portal, and recommended design strategies to improve usability of the portal.

UXG can also help you with your channel design effort. UXG can give you the information you need to design an easy-to-use website or application. UXG offers guidance on conducting user-centered design activities for teams with varying needs of support. You can make use of their
services at any time during your design process. However, earlier involvement generally leads to
less resources being spent and results in a better system.

We encourage OneStart publishers to contact the usability consultants <usable@indiana.edu> if
you need assistance or guidance with making your channels and tabsets work better in the portal.

Following books, among many others, are available in UXG's library. All UITS staff are eligible to
sign out any book in their collection:
Another useful usability resource is the "Human Factors International" website
(http://www.humanfactors.com/downloads/).