



# Quick Start Guide



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## About @CUMEN!

@CUMEN makes it easy for you to find the information you need, when you need it. It is a knowledge-sharing tool based on the most successful way of getting information - asking questions. You need a web browser (such as Microsoft Internet Explorer) to use @CUMEN.

The main players in @CUMEN are:

- **Inquisitors** who ask questions. To become an inquisitor you simply open an account with @CUMEN. See **Opening your account** on Page 4 of this guide.
- **Experts** who answer questions. Any inquisitor can become an expert using the **Expert Wizard**. See **Becoming an expert** on Page 5 of this guide.
- **The Administrator** who maintains and monitors the @CUMEN knowledge-sharing tools.

The main tools in @CUMEN are:

- **The @CUMEN Hierarchy** – an electronic filing system, which categorises questions & answers and document solutions under topics to make them easy to find.
- **The @CUMEN KnowledgeBase** - a searchable archive of questions and answers.
- **The @CUMEN Document Library** - a searchable archive of document solutions.
- **The @CUMEN Messaging System** - to send and receive messages without using your e-mail system.
- **The @CUMEN Search Engine** - searches questions and answers, document solutions and experts details to find answers to your questions.

## Opening your account

You will need to open an account before you can log in and use some @CUMEN services.

To open an account:

1. Point your web browser to the @CUMEN home page. Contact your network administrator if you do not know the address.
2. Click the **Sign up Now!** menu option. @CUMEN opens the **Sign Up** page.
3. Complete the **Personal Details** section.
4. Complete the **Login Details** section.
5. To automatically log in without having to enter your log-in name and password, tick the checkbox against **Please log me in automatically whenever I use @CUMEN.**
6. Click the **Submit** button.
7. @CUMEN shows a welcome note and logs you in. You are now an **inquisitor** and can start using @CUMEN!



Click the **Help** menu option to get help entering information in the **Personal Details** or **Login Details** sections.

## Logging in

You may need to log in before you can use some @CUMEN services.

To log in to @CUMEN:

1. Open the @CUMEN home page in your web browser. Go the **Existing Members** section and enter your **Login Name** and **Password**.
2. Click the **Login** button.
3. Now you can start using @CUMEN!





- Passwords are case-sensitive.
- To save time, add the @CUMEN home page to your favourites in your web browser.
- Remember to log out when you have finished. To log out, click the **Logout** menu option on any page.

## Becoming an expert



Experts share their knowledge by answering questions and contributing to the **@CUMEN KnowledgeBase** and the **@CUMEN Document Library**.

The quickest way to become an expert is to use the **Expert Wizard**:

1. Click **Settings** on the menu on any page.
2. Click the  icon to open the **Expert Details** page, then click the Expert wizard icon .
3. @CUMEN opens the **Become an Expert** page, which will guide you through the steps you need to complete to become an expert.

## About My HomePage

**My HomePage** summarizes your activities on @CUMEN and provides one-click access to many of them:

Icon	Activity	Topic in the online Help
	Asking questions	Reviewing your outstanding questions Reviewing responses
	Answering questions	Answering questions
	Using the Document Library	Uploading documents to the Document Library
	Sending Messages	Reading messages & replying
	Live consultations	About live consultations
	Your favourites	Specifying favourite and least-favourite experts Specifying favourite categories

**My HomePage** may also list the information that people are currently looking for.



You can automatically open **My HomePage** each time you log in to @CUMEN. See **Entering, viewing or changing your personal preferences** in the online help.

## Finding information

You can find information in several different ways:

Method	More information
<p>Search or browse for documents in the <b>Document Library</b></p> <p>Search or browse for questions and answers in the <b>KnowledgeBase</b></p>	<p>This a quicker way to find information than asking a question if:</p> <ul style="list-style-type: none"> <li>Your question has already been asked and answered.</li> <li>An expert has provided a document solution that answers your question.</li> </ul>
<p>Ask a question</p>	<p>You can ask questions in several ways:</p> <ul style="list-style-type: none"> <li>Ask a question, which one or more experts can answer</li> <li>Ask a specific expert a question</li> <li>Ask one of your favourite experts a question using the link on <b>My HomePage</b></li> </ul>
<p>Hold a <b>live consultation</b> with an expert</p>	<p>A live consultation is a meeting between an inquisitor and an expert, held on the internet, or across your corporate intranet.</p> <p>To join in a live consultation, you must have a collaboration program (such as Microsoft NetMeeting) installed on your computer. Using this program, you can hold video and audio conferences, share ideas on an electronic whiteboard, transfer files, share applications, and more.</p> <p>Live consultations are useful when a simple, text-based response will not answer a question. For example, when an inquisitor wants informed advice or a discussion, rather than pure facts.</p>

## How to use Help

@CUMEN online help guides you through @CUMEN concepts, tools, commands and features. Click the **Help** menu option on any page to get help on that topic.

Use the **Contents**, **Index**, **Search**, or **Glossary** buttons on the toolbar to navigate the online help:



### Contents

Browse Help topics on pages in an electronic book.



### Index

Browse an alphabetical list of keywords. Each keyword links to one or more topics.



### Search

Search for topics using words the topic might contain.



### Glossary

The glossary contains definitions for the terms we use in @CUMEN.



See [How to use Help](#) in the online help for more information.

## More help resources

To make sure that you get the most out of @CUMEN, the online help system includes:

- Video tutorials
- Printable manuals in PDF format. For details, see [More Help resources](#) in the online help

You can also contact our technical support team for help:

**Phone:** (020) 8948 7622

**Fax:** (020) 8948 7632

**E-Mail:** [support@bumperbrain.biz](mailto:support@bumperbrain.biz)