



# Contact Us

# User Guide

Published by: The Dysert O'Dea Clan Association

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Date Created: 21 Dec 2008

Date Updated: 31 Dec 2008



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# 1. What is the Purpose of This Facility?

This facility enables the user to access a set of forms which can be used to contact the O'Dea Clan by e-mail.

## 1.1. Key Points

A summary of the key points covered in this document is shown in Table 1.

Item	Reference
1. Definition of the different types of forms.	Section 1.2 on page 4.
2. Terms used in this document.	Section 2.1 on page 5.
3. An outline of the functions available.	Section 3 on page 6.
4. How to access the Contact Us Page.	Section 6.1 on page 9.
5. Where to go for help and where to find additional information.	Section 7 on page 12.

**Table 1: Things You Need to Know**



## 1.2. Types of Contact Forms

There are 10 types<sup>1</sup> of contact forms:

1. **Contact the Clan Association.** This form is designed for Anonymous Users, Registered Users, and O'Dea Clan Members to Contact the Clan Association about membership of the O'Dea Clan or matters of a general genealogical nature. This form will generate an e-mail to the Secretary of the O'Dea Clan.
2. **Contact the Editor.** This form is designed for Registered Users and O'Dea Clan Members to contact the Editor of the O'Dea Clan Newsletter. This form will generate an e-mail to the Editor.
3. **Send Us Feedback.** This form is designed for Anonymous Users, Registered Users, and O'Dea Clan Members to provide feedback about the O'Dea Clan Web site. This form will generate an e-mail to the Webmaster.
4. **Change of E-Mail Address.** This form is designed for Registered Users and O'Dea Clan Members to request a change of e-mail address. This form will generate an e-mail to the Web site administrator.
5. **Recommend a New Calendar Event.** This form is designed for Registered Users and O'Dea Clan Members to contact the Secretary to submit a recommendation for a new event to be added to the calendar. This form will generate an e-mail to the Secretary.
6. **Recommend a New Web Site Link.** This form is designed for Registered Users and O'Dea Clan Members to contact the Web site Administrator to submit a recommendation for a new web site link to be added. This form will generate an e-mail to the Web site administrator.
7. **Recommend a New FAQ Category.** This form is designed for Registered Users and O'Dea Clan Members to contact the Web site Administrator to submit a recommendation for a new FAQ category. This form will generate an e-mail to the Web site administrator.
8. **Recommend a New Forum Name.** This form is designed for Registered Users and O'Dea Clan Members to contact the Web site Administrator to submit a recommendation for a new Forum name. This form will generate an e-mail to the Web site administrator.
9. **Recommend a New Notice Board Category.** This form is designed for Registered Users and O'Dea Clan Members to contact the Web site Administrator to submit a recommendation for a new Notice Board category. This form will generate an e-mail to the Web site administrator.
10. **Recommend a New Photo Gallery Category.** This form is designed for Registered Users and O'Dea Clan Members to contact the Web site Administrator to submit a recommendation for a new Photo Gallery category. This form will generate an e-mail to the Web site administrator.

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<sup>1</sup> The types of forms available to a particular user depend on the User Group to which the user belongs.



## 2. Terms and Concepts

This section provides a definition of the terms and concepts used in this document.

### 2.1. Terms

Term	Definition
Anonymous User	A Web site user who is just visiting, i.e. a Guest.
O'Dea Clan Member	A user who has applied for membership of the O'Dea Clan and has paid the appropriate membership fee.
FAQ	FAQ is an acronym for "Frequently Asked Question(s)". The term refers to listed questions and answers, all supposed to be frequently asked in some context, and pertaining to a particular topic.
Forum	An Internet forum is a web application for holding discussions and posting user generated content. Internet forums are also commonly referred to as Web forums, message boards, discussion boards, (electronic) discussion groups, discussion forums, bulletin boards, fora (the Latin plural) or simply forums.
Help Desk	The Help Desk provides the users with a central point for help on various issues in using the Web site. The user notifies the help desk of his or her issue, and the system issues a Ticket that has details of the problem. This enables the Web site administrators to manage the issues through to resolution.
Home Page	The homepage (often written as home page) or main page is the front page, webserver directory index, or main web page of a website of a group, company, organisation, or individual.
Registered User	A user who has registered with the O'Dea Clan Web site by providing basic information including a userid and a valid e-mail address. There is no fee required.

Table 2: Definition of Terms



### 3. What Functions are Available?

This section provides an outline of the functions available on the Contact Us page.

The Contact Us page allows the user to access a set of forms which can be used to contact the O'Dea Clan by e-mail.

There are 10 types<sup>2</sup> of contact forms:

1. **Contact the Clan Association.** Please use this form if you wish to send an e-mail to the Secretary of the O'Dea Clan.
2. **Contact the Editor.** Please use this form if you wish to send an e-mail to the Editor of the O'Dea Clan Newsletter.
3. **Send Us Feedback.** Please use this form if you wish to provide feedback regarding the Web site.
4. **Change of E-Mail Address.** Please use this form to request a change of e-mail address.
5. **Recommend a New Calendar Event.** Please use this form if you wish to send an e-mail to the Secretary of the O'Dea Clan with a recommendation for a new event to be added to the calendar.
6. **Recommend a New Web Site Link.** Please use this form if you wish to send an e-mail to the Web site Administrator with a recommendation for a new web site link to be added.
7. **Recommend a New FAQ Category.** Please use this form if you wish to send an e-mail to the Web site Administrator with a recommendation for a new FAQ category.
8. **Recommend a New Forum Name.** Please use this form if you wish to send an e-mail to the Web site Administrator with a recommendation for a new Forum name.
9. **Recommend a New Notice Board Category.** Please use this form if you wish to send an e-mail to the Web site Administrator with a recommendation for a new Notice Board category.
10. **Recommend a New Photo Gallery Category.** Please use this form if you wish to send an e-mail to the Web site Administrator with a recommendation for a new Photo Gallery category.

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<sup>2</sup> The types of forms available to a particular user depend on the User Group to which the user belongs.



## 4. Who Uses This Facility?

This section explains what particular user groups can and cannot do on the Contact Us page.

### 4.1. Anonymous Users

Anonymous Users will see two types of contact forms:

1. **Contact the Clan Association.** Please use this form if you wish to send an e-mail to the Secretary of the O'Dea Clan.
2. **Send Us Feedback.** Please use this form if you wish to provide feedback regarding the Web site.

### 4.2. Registered Users

Registered Users will see nine types of contact forms:

1. **Contact the Clan Association.** Please use this form if you wish to send an e-mail to the Secretary of the O'Dea Clan.
2. **Send Us Feedback.** Please use this form if you wish to provide feedback regarding the Web site.
3. **Change of E-Mail Address.** Please use this form to request a change of e-mail address.
4. **Recommend a New Calendar Event.** Please use this form if you wish to send an e-mail to the Secretary of the O'Dea Clan with a recommendation for a new event to be added to the calendar.
5. **Recommend a New Web Site Link.** Please use this form if you wish to send an e-mail to the Web site Administrator with a recommendation for a new web site link to be added.
6. **Recommend a New FAQ Category.** Please use this form if you wish to send an e-mail to the Web site Administrator with a recommendation for a new FAQ category.
7. **Recommend a New Forum Name.** Please use this form if you wish to send an e-mail to the Web site Administrator with a recommendation for a new Forum name.
8. **Recommend a New Notice Board Category.** Please use this form if you wish to send an e-mail to the Web site Administrator with a recommendation for a new Notice Board category.
9. **Recommend a New Photo Gallery Category.** Please use this form if you wish to send an e-mail to the Web site Administrator with a recommendation for a new Photo Gallery category.



### **4.3. Financial Members/Honorary Members**

Financial Members and Honorary Members will see ten types of contact forms:

1. **Contact the Clan Association.** Please use this form if you wish to send an e-mail to the Secretary of the O'Dea Clan.
2. **Contact the Editor.** Please use this form if you wish to send an e-mail to the Editor of the O'Dea Clan Newsletter.
3. **Send Us Feedback.** Please use this form if you wish to provide feedback regarding the Web site.
4. **Change of E-Mail Address.** Please use this form to request a change of e-mail address.
5. **Recommend a New Calendar Event.** Please use this form if you wish to send an e-mail to the Secretary of the O'Dea Clan with a recommendation for a new event to be added to the calendar.
6. **Recommend a New Web Site Link.** Please use this form if you wish to send an e-mail to the Web site Administrator with a recommendation for a new web site link to be added.
7. **Recommend a New FAQ Category.** Please use this form if you wish to send an e-mail to the Web site Administrator with a recommendation for a new FAQ category.
8. **Recommend a New Forum Name.** Please use this form if you wish to send an e-mail to the Web site Administrator with a recommendation for a new Forum name.
9. **Recommend a New Notice Board Category.** Please use this form if you wish to send an e-mail to the Web site Administrator with a recommendation for a new Notice Board category.
10. **Recommend a New Photo Gallery Category.** Please use this form if you wish to send an e-mail to the Web site Administrator with a recommendation for a new Photo Gallery category.

## **5. When is This Facility Needed?**

This section describes the situations where the user needs to make use of the Contact Us page.

The Contact Us page is needed when a user wishes to:

1. Contact the Clan Association about membership of the O'Dea Clan or matters of a general genealogical nature.
2. Contact the Editor of the O'Dea Clan Newsletter.
3. Provide feedback about the O'Dea Clan Web site.
4. Request a change of e-mail address.
5. Recommend a new event to be added to the calendar.
6. Recommend a new web site link to be added.
7. Recommend a new FAQ category.
8. Recommend a new Forum name.
9. Recommend a new Notice Board category.
10. Recommend a new Photo Gallery category.



## 6. How Do I Use This Facility?

This section describes the steps required to perform each function available on the Contact Us page.

### 6.1. Accessing the Contact Us Page

To access the Contact Us page, you simply select the **Contact Us** item on the Main Menu. The system will display the Contact Us page. The types of forms listed on this page will depend on the type of user, i.e. Anonymous User, Registered User, Financial Member or Honorary Member.

### 6.2. Anonymous Users

An example of a Contact Us page for Anonymous Users is shown in Figure 1.

From this page, the user selects the type of form to be used:

- Contact the Clan Association.
- Send Us Feedback.



Figure 1: Sample Contact Us Page - Anonymous Users



### 6.3. Registered Users

An example of a Contact Us page for Registered Users is shown in Figure 2.

From this page, the user selects the type of form to be used:

- Contact the Clan Association.
- Send Us Feedback.
- Change of E-Mail Address.
- Recommend a New Calendar Event.
- Recommend a New Web Site Link.
- Recommend a New FAQ Category.
- Recommend a New Forum Name.
- Recommend a New Notice Board Category.
- Recommend a New Photo Gallery Category.



Figure 2: Sample Contact Us Page - Registered Users



## 6.4. Financial Members/Honorary Members

An example of a Contact Us page for Financial Members and Honorary Members is shown in Figure 3.

From this page, the user selects the type of form to be used:

- Contact the Clan Association.
- Contact the Editor.
- Send Us Feedback.
- Change of E-Mail Address.
- Recommend a New Calendar Event.
- Recommend a New Web Site Link.
- Recommend a New FAQ Category.
- Recommend a New Forum Name.
- Recommend a New Notice Board Category.
- Recommend a New Photo Gallery Category.

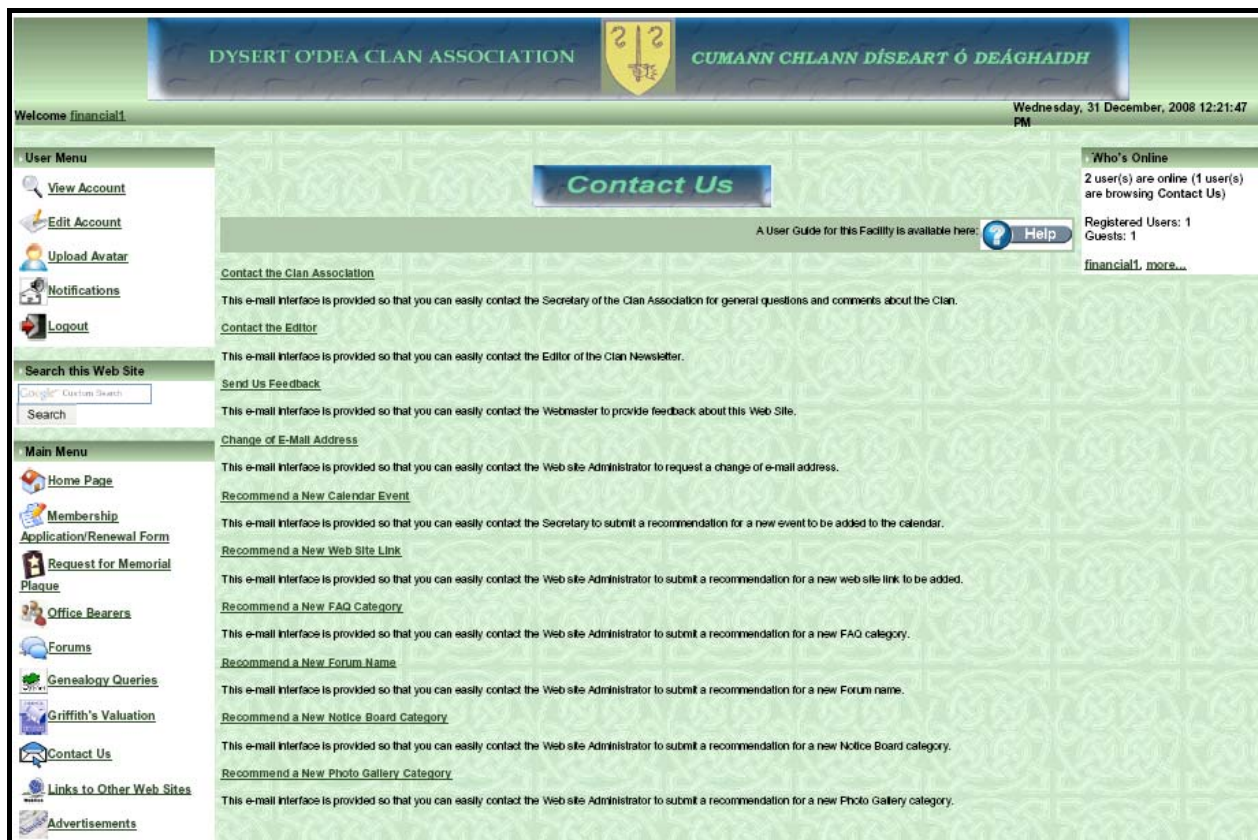


Figure 3: Sample Contact Us Page - Financial Members and Honorary Members



## 7. Where Do I Go for Help?

This section explains what to do if you find errors or omissions, if you have questions, if you have comments or suggestions, or if you have problems using the Web site.

### 7.1. Errors and Omissions

If there are any errors or omissions in this document, please use the **Help Desk** facility on this Web Site to report the problem. A *Ticket* will be opened in your name so that the administrators can manage the problem through to resolution.

### 7.2. Questions

If you have any questions about the information in this document, please use the **FAQ** facility on this Web Site. By searching the set of FAQs you may find the information you are looking for. If you cannot find the answer to your question, please submit your question using the **FAQ** facility so the administrators can respond.

### 7.3. Comments and Suggestions

If you have any comments about the functions provided by this Facility or if you have suggestions for improvement, please use the **Forums** facility on this Web Site. This will enable the administrators and other users to respond to your comments.

### 7.4. System Problems

If you encounter an error when using this Facility, please use the **Help Desk** facility on this Web Site to report the problem. A *Ticket* will be opened in your name so that the administrators can manage the problem through to resolution.

### 7.5. Related Documents

A list of related User Guides is shown in Table 3.

To find out how to	Refer to this User Guide
Find information about: <ul style="list-style-type: none"> <li>• The O'Dea Clan's aims and pursuits.</li> <li>• News about recent activities (e.g. the latest publications of the O'Dea Clan Newsletter).</li> <li>• News about forthcoming events.</li> <li>• News about the latest Forum topics.</li> <li>• News about the latest FAQ items.</li> <li>• The latest advertisements.</li> </ul>	Home Page - User Guide.pdf
Access O'Dea Clan Web site facilities through the	Home Page - User Guide.pdf



To find out how to	Refer to this User Guide
User Menu and the Main Menu.	
Access the site-wide search facility.	Home Page - User Guide.pdf
Access a set of forms which can be used to contact the O'Dea Clan by e-mail.	Contact Us - User Guide.pdf (this document)
Contact the O'Dea Clan about membership of the O'Dea Clan or matters of a general genealogical nature. This form will generate an e-mail to the Secretary.	Contact Us - Contact the Clan Association - User Guide.pdf
Contact the Editor of the O'Dea Clan Newsletter. This form will generate an e-mail to the Editor.	Contact Us - Contact the Editor - User Guide.pdf
Provide feedback about the O'Dea Clan Web site. This form will generate an e-mail to the Webmaster.	Contact Us - Send Us Feedback - User Guide.pdf
Request a change to your registered e-mail address. This form will generate an e-mail to the Web site administrator.	Contact Us - Change of E-Mail Address - User Guide.pdf
Submit a recommendation for a new event to be added to the calendar.	Contact Us - Recommend a New Calendar Event - User Guide.pdf
Submit a recommendation for a new web site link to be added.	Contact Us - Recommend a New Web Site Link - User Guide.pdf
Submit a recommendation for a new FAQ category.	Contact Us - Recommend a New FAQ Category - User Guide.pdf
Submit a recommendation for a new Forum name.	Contact Us - Recommend a New Forum Name - User Guide.pdf
Submit a recommendation for a new Notice Board category.	Contact Us - Recommend a New Notice Board Category - User Guide.pdf
Submit a recommendation for a new Photo Gallery category.	Contact Us - Recommend a New Photo Gallery Category - User Guide.pdf

**Table 3: Related Documents**