



iCoHERE 9 System Highlights

Revised October 2011

The iCoHERE collaboration platform is:

- ✓ **Flexible:** Easily configured without programming or special technical expertise.
- ✓ **Feature-rich:** A broad set of components to serve the communication and collaboration needs of most organizations, including online conferences, e-Learning and course delivery, webinars, team workspaces, and communities of practice (learning communities)
- ✓ **Affordable:** Annual nonprofit cloud-hosted subscriptions start at just \$7,350 for 50 enabled users, including all iCoHERE modules, multiple iCoHERE sites, and a 200-seat webcast room with unlimited back-to-back meetings, streaming audio/video and recording. There are no fees for Setup, initial training, administrator help desk, or end-user login support.
- ✓ **Integrated:** Integrates real-time (synchronous) and over-time (asynchronous) features into a single environment.
- ✓ **Easy-to-Use:** Managed and used through simple web pages; most users can begin participating without any formal training!
- ✓ **Secure:** Offers strong security as a standalone platform and can integrate with the security and authentication of your existing site.
- ✓ **Supported:** We measure our success by the experience you have working with us. We provide every client with:
 - Site administrator training
 - Unlimited administrator help desk support
 - Unlimited user login support
 - Hosting and system upgrades
 - Membership in iCoHERE's User Group
 - Semi-annual "Check-Ups" to review your goals and progress

The core features of the iCoHERE system are listed on the following pages. Most features can be turned "On" or "Off" by site administrators at any time. NO programming is required!



iCoHERE 9 Core Features

WELCOME PAGE – welcomes users and orients them to the options in the site

- Easily created and customized using the welcome template
- A streaming site tour with general instructions can be included with the site
- Create a custom welcome presentation with your own narration
- Embed a graphic or photograph, and make them “clickable” so they link to a prerecorded presentation

ANNOUNCEMENTS – communicate timely information to site members

- Send news and updates to your community
- Attach files and website links
- Embed images, and make them “clickable” so they link to a website, prerecorded presentation or learning object
- Create multiple-choice polls or RSVPs
- Forward announcements to members’ external email; members can respond to polls directly from email

DISCUSSION FORUMS – for online learning, workgroup collaboration, and more

- Create multiple public or private discussion areas and topics
- Rate entries and search by rating (both yours and average)
- Send new posts to external email via the built-in list server functionality
- Attach files and website links
- Embed images, and make them “clickable” so they link to a website or prerecorded presentation or learning object
- Designate the discussion area open to public (to all members), private (to assigned groups), or guest (read-only) access
- Allow anonymous posts
- Archive and restore closed topics
- Search content of discussion area/topic
- Receive nightly or weekly digests of posts via email





MEDIA PLAYER – “YouTube” like player but no ads, no time limit

- Multimedia content can be embedded in announcements, discussion areas, the welcome page, the Help Desk, and member profiles
- All popular video formats are supported, up to 1GB per file
- No time limit on videos
- Auto-sense streaming for Apple, Droid, Windows, Blackberry mobile devices
- Embed YouTube® and Vimeo® videos
- Player is free of advertising

Enhanced!

iCOHERE MOBILE – for Blackberry, Droid, iPhone, and Windows Mobile phones

- Access iCohere site features from your phone
- Log in to iCohere from mobile browsers
- Login Wizard for first-time users
- View discussion topics and post messages
- View site resources: member directory, documents, messages, discussions, announcements, Help Desk
- High quality video replays

Enhanced!

RESOURCE LIBRARY – document repository and management system

- Configure 15 levels of folders and subfolders, 10GB standard document storage
- Track versions and document check-in and check-out
- Rate and comment on documents
- Email notifications when a document is uploaded or replaced
- Uploaded files are checked with Norton Anti-Virus Enterprise software

Enhanced!

WEB FORMS – forms-based data gathering tool

- Create custom forms for capturing, searching, and sharing information
- Create a simple template to customize data entry
- Rate and comment on web forms
- Build unlimited data fields and enforce validation rules
- Search and sort data
- Export to Excel format

CHAT ROOMS – areas for scheduled or spontaneous online meetings

- Create unlimited meeting rooms that can be assigned to specific groups
- Moderated or open sessions; roundtable panel discussions
- Upload and share files and URL links
- Post responses publicly or privately to selected participants
- Generate and save transcripts automatically



WEBCAST / WEBINAR ROOM – a high-end web conferencing facility

- 200-seat room with unlimited back-to-back meetings (1,000 seat room available)
- Streaming audio (VoIP) and webcam video, up to 6 concurrent presenters
- Application and desktop sharing
- Recording and streaming archive playback
- Meetings include iCal objects for linking to Outlook, Lotus, Google, etc.
- Integrated with iCoHERE reporting
- Integrated with phone conference calls for streaming and recording

REGISTRATION & PAYMENT PROCESSING – integrated signup forms for events & items

- Customizable forms for event or item registration
- Flexible discount codes by date, amount and percentage
- Automatically adds purchasers to specified iCoHERE groups
- Email templates for customized transaction notices
- “Save As” for easy replication of registration forms
- PayPal integration, NO transaction fees to iCoHERE



QUICK MEETINGS – spontaneous online chats with text and video

- Instantly create an online meeting between two or more members
- Create a meeting space, with no special administrative setup
- Allows members to decline invitations to meet
- Skype video chat or use iCoHERE webcast room for instant meetings

PROJECT TASK TRACKER – a task management tool for groups and teams

- Organize and track an unlimited number of projects
- Create unlimited hierarchical task/sub-task lists for each project
- Assign individuals or task teams to tasks
- Track progress by status and due dates

MESSAGES – an email system for site members

- Send, reply and forward messages to individuals or group(s)
- Include web links, attachments, even web pages using the HTML editor
- Organize messages in an unlimited number of folders/sub-folders
- Forward messages to recipient’s external email address



CALENDAR – a scheduling and communications tool

- Shared calendar or private calendar options
- Color-code calendar items by type
- iCal attachment for calendar items (save to Outlook, Lotus, Google, etc.)
- Allow shared calendar access based on group/team permissions
- Generate notifications and reminders of upcoming events
- Link RSVPs/polls to calendar entries
- Include web links and attachments in calendared events

MEMBER PROFILES – social networking tools

- New members of a site are prompted to complete their profile
- Required fields are created by site administrators with a pre-defined template
- Can contain any number of text-based, numeric, or date fields
- Fields can be fill-in text, drop-downs, or radio buttons
- Social site links for Facebook, LinkedIn, Twitter, Skype, and more

WEB LINKS – essential links to other websites

- Provide users with easy access to community-related websites
- Create unlimited categories and/or folders for organizing website links
- Allow access based on group permissions

MEMBER DIRECTORY – a searchable list of site members

- Search and filter based on member profile fields and group memberships
- Photo may be added to the directory
- Members' profiles may be displayed for networking within the community
- Export user information to Outlook (VCF format)

PHOTO ALBUMS – bulk upload photos, add captions and share

- Upload, preview and rearrange photos
- Set names and captions for each photo
- View photos in "Gallery" or "Slide Show" mode
- Attach albums to discussions, announcements, profiles, forms

PREFERENCES – members can customize their individual site settings

- Edit your personal profile and contact information
- Set options for receiving messages (or not) in your external email
- Subscribe to discussions and digests
- Choose time zone and language options



SITE SEARCH – fast ways to find pertinent content in the site

- Search all site modules and content by keywords
- Select which features/modules to search
- Display of new items since last login
- “Deep Search” of content within uploaded files



CUSTOM MENU BUTTONS – enable extra content specific to your needs

- Site administrators can create new menu buttons that link to external websites, web applications, or additional discussion areas within the site
- Create a custom menu to integrate third-party or proprietary web-based tools

BLOGS – single-author posts for notes and/or commentary

- One person or a team can create and contribute to a blog
- Post graphics and links
- Allow or disallow comments
- Create private (inside iCoHERE only) or public (posted on a website) blogs

ADA SECTION 508 SUPPORT – for users needing high accessibility

- iCoHERE is compliant with Section 508 usability guidelines
- Section 508 support includes the same features as iCoHERE Mobile (above)

HELP DESK – an easy way for users to ask for assistance

- Links to the online User Guide
- Send questions to the support staff
- Initiate a QuickMeeting when a support staff member is online

RSS SUBSCRIPTIONS – publish content to RSS-enabled websites and applications

- Utilize RSS feeds for announcements, discussion topics, blogs, document resources, and community members
- RSS feed readers include iGoogle, Yahoo!, Outlook, etc.

PUBLIC CONTENT – view-only and public posting of discussion topics

- Completely open content including text, multimedia, documents
- Guest registration with screen names
- x50 Subscriber Guests (so 100 user license gets 5,000 Guests)



Administrative Highlights

ROLES AND PERMISSIONS – facilitate collaboration, learning, and sharing

Site administrators can grant permissions within the site that determine who can see what, based on assigned roles:

- Administrator
- Member and Group Manager
- Group Leader/Facilitator
- Content Manager
- Group Member/General Member
- “Anonymous VIP” Role
- “Broadcaster” Role

MULTIPLE LANGUAGE INTERFACES

Members may have a pre-assigned language interface or may be allowed to choose a language themselves:

- English
- French
- Spanish
- Portuguese
- German

UPLOAD NEW MEMBERS – save time by adding names “in bulk”

Large quantities of new members may be imported from existing table lists

SECURITY LEVELS

- Multiple options, from highly secure https-encrypted sites to “open communities” that allow members to self-register
- Login ID /Password settings
- Timeout settings
- Active/Inactive member settings



SITE BRANDING – make your site look and feel match your overall branding

- Incorporate a logo
- Choose from a range of color palettes
- Use a custom “domain name” to access the site
- Build a “login widget” directly into your organization’s web site
- Create custom labels for each feature

SPONSOR / ADVERTISING SUPPORT– entice attendees to learn more about Sponsored services

- Opportunities to acknowledge organizational sponsors and generate revenue
- Display rotating sponsor logo(s) in the “sponsor spot” in the site
- Create links, announcements, or entire discussion forums for sponsors

REPORTS – provide an overview of the participation activities of members

- Track login activity by day, week, month with graphs
- Track how many times and for how long members worked in each module
- Track the number of posts per member in each discussion topic
- Report on document downloads by member and by resource
- Report by Group
- Download reports in Excel format
- Create color bar graphs and charts from reports

Enhanced!



iCoHERE 9 — Dare to Compare!

Capability	iCoHERE 9 Included...	The Other Folks...
Unlimited Sites on a Single Platform for Communities, Courses, and Conferences	<i>Yes!</i>	
Setup / Implementation / Upgrade Fees	<i>None!</i>	
Administrator Training Fees	<i>None!</i>	
Unlimited Administrator Live Help Desk	<i>Yes!</i>	
Announcements	<i>Yes!</i>	
Chat Rooms	<i>Yes!</i>	
Discussion Forums, Blogs, RSS Feeds	<i>Yes!</i>	
Document & Resource Library	<i>Yes!</i>	
Public Internet Content – Discussion Forums, Blogs, Videos & More	<i>Yes!</i>	
iCoHERE Mobile for iPhones, Droids, Blackberries, and Windows Mobile phones	<i>Yes!</i>	
Registration and Payment Processing	<i>Yes!</i>	
Webcast/Webinar Room (200 seats) with VoIP, Video, Unlimited back-to-back meetings	<i>Yes!</i>	
Registration and Payment Processing	<i>Yes!</i>	
Media Player (video/music), 1GB files, no time limit, no advertising, mobile device support	<i>Yes!</i>	
Project Task Manager	<i>Yes!</i>	
Group Calendar, Outlook Integration	<i>Yes!</i>	
Web Links Area	<i>Yes!</i>	
Member Directory and Profiles with Social Media Links, Skype integration	<i>Yes!</i>	
Advanced Site Search	<i>Yes!</i>	
Email Messaging, Unlimited Use	<i>Yes!</i>	
Personal Preferences	<i>Yes!</i>	
Help Desk for Community Members	<i>Yes!</i>	
Login Support for Community Members	<i>Yes!</i>	
Professional Hosting, Upgrades, Data Backup	<i>Yes!</i>	
Custom Site Colors	\$ 1,000 Setup	
Integrated Web Site Pass-through Login	\$ 1,500 Setup	
Custom Domain Name	\$ 1,000 Setup	
Additional Webcast Room (200 seats)	\$2,000 /Year	