



# BASIS Community Forum User's Guide

## Overview

BASIS supports a variety of Google Group community forums. Each forum is set up to cater to a specific community that uses one or more BASIS products. These forums are designed to encourage and support the exchange of information, suggestions, insights, and experiences between the community users as they explore and apply BASIS products to meet their business needs.

Please note that Google updated their Google Groups User Interface (UI) in June 2020, and although the basic functionality remains the same, the UI changed significantly. This document reflects the newer UI in terms of screenshots and menu options.

## Joining a BASIS Community Forum

To join the community forums listed below, see BASIS' Discussion Forums web page at <https://www.basis.cloud/discussion-forums>. This page provides detailed steps to request membership in a forum and also provides other useful information.

### Addon-Developer

- **Google Group URL:** <https://groups.google.com/a/basis.cloud/g/addon-developer>
- **Email Address:** [addon-developer@basis.cloud](mailto:addon-developer@basis.cloud)
- **Google Groups Organization:** Public Group
- **Purpose:** For users of the AddonSoftware ERP package

### Barista-List

- **Google Group URL:** <https://groups.google.com/a/basis.cloud/g/barista-list>
- **Email Address:** [barista-list@basis.cloud](mailto:barista-list@basis.cloud)
- **Google Groups Organization:** BASIS International Ltd. Group
- **Purpose:** For users of the Barista Rapid Application Development (RAD) toolset

## BBj-Developer

- **Google Group URL:** <https://groups.google.com/g/bbj-developer>
- **Email Address:** [bbj-developer@googlegroups.com](mailto:bbj-developer@googlegroups.com)
- **Google Groups Organization:** Public Group
- **Purpose:** For users of the BBj/BBx language, including PRO/5 and VPRO/5, and administrative tools such as the Enterprise Manager

## IDE-User-Group

- **Google Group URL:** <https://groups.google.com/a/basis.cloud/g/ide-user-group>
- **Email Address:** [ide-user-group@basis.cloud](mailto:ide-user-group@basis.cloud)
- **Google Groups Organization:** BASIS International Ltd. Group
- **Purpose:** For users of the Eclipse IDE and the Business BASIS Development Tools (BDT) plug-ins, including other legacy and current development utilities

# Administrative Details

## Forum Oversight

The BASIS community forums are intended as vehicles for open communication and knowledge sharing among our Customers. The posts will be reviewed by BASIS personnel to ensure that the information shared is both appropriate and valid. However, the forums are not avenues for free technical support. Please note that BASIS personnel are not required to respond to community forum posts.

Remember, if you or your company need technical support in a timely manner, such as assistance in resolving your issues or answers to questions about BASIS products, you must contact technical support at [support@basis.cloud](mailto:support@basis.cloud) and open a trouble ticket.

## Behavior Guidelines

We expect all participants in these forums to be civil, professional, and respectful of each other. We will not tolerate insults, foul language, or threats to other participants. You can be permanently barred from participating if you violate these behavior guidelines. Because of the business use of these forums, we ask that you:

- Stick to one subject per conversation. If you wish to change subjects or roam further afield than the current conversation supports, please start a new conversation with a new subject. Be respectful.
- Refrain from sending jokes, since one person's joke can be another person's insult. Be respectful.

- Avoid controversial subjects such as political commentaries or opinions. Be professional.
- Do not start or participate in non-BASIS discussions, including discussions about other competing products or offerings. Be professional.

## How to Participate

In the [Joining a BASIS Community Forum](#) section, we defined a Google Group URL ([Option 1](#)) and an Email Address ([Option 2](#)) for each community forum. These represent the two ways available to access each forum. Of course, you can also combine these two approaches if you like. Below are the details, and some of the benefits, of using each access model.

## Definitions

We need to define some important terminology to help you understand the Google Group paradigm.

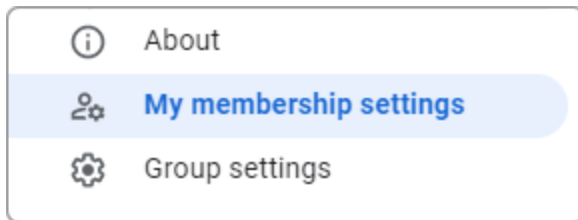
- **Post** - a single message or contribution to a Google Group is a “post”.
  - Do not post private or sensitive information, including source code snippets or files. A large number of individuals will be able to see whatever you post.
  - Posts to any conversation may not be seen by all of the group’s members, or may not be seen for some time. This depends largely on how they have configured their email preferences.
- **Conversation** - a collection of posts that share a single “subject” is called a conversation.
  - If you view posts via email, then the subject line of the email will include the conversation’s subject.
  - Please respect the conversation’s subject. If you want to discuss some other subject than the one in which you are currently participating, then please start a new subject rather than simply posting your question with the same old subject. Discussing multiple questions or issues in one conversation can easily lead to confusion among the participants.
  - Keeping each conversation focused helps to make future searches easier, too.
- **Members** - individuals who request permission to join a community forum, and are then confirmed as having a valid reason to join, become members. Only members can:
  - Start a new conversation.
  - Post a message to an existing conversation.
  - View/review a conversation and its posts.

## Option 1: Google Group URL

In this approach, open a browser window on the Google Group URL for the forum. This takes you to that forum's homepage. Let's look at each of the important actions you can take from this homepage.

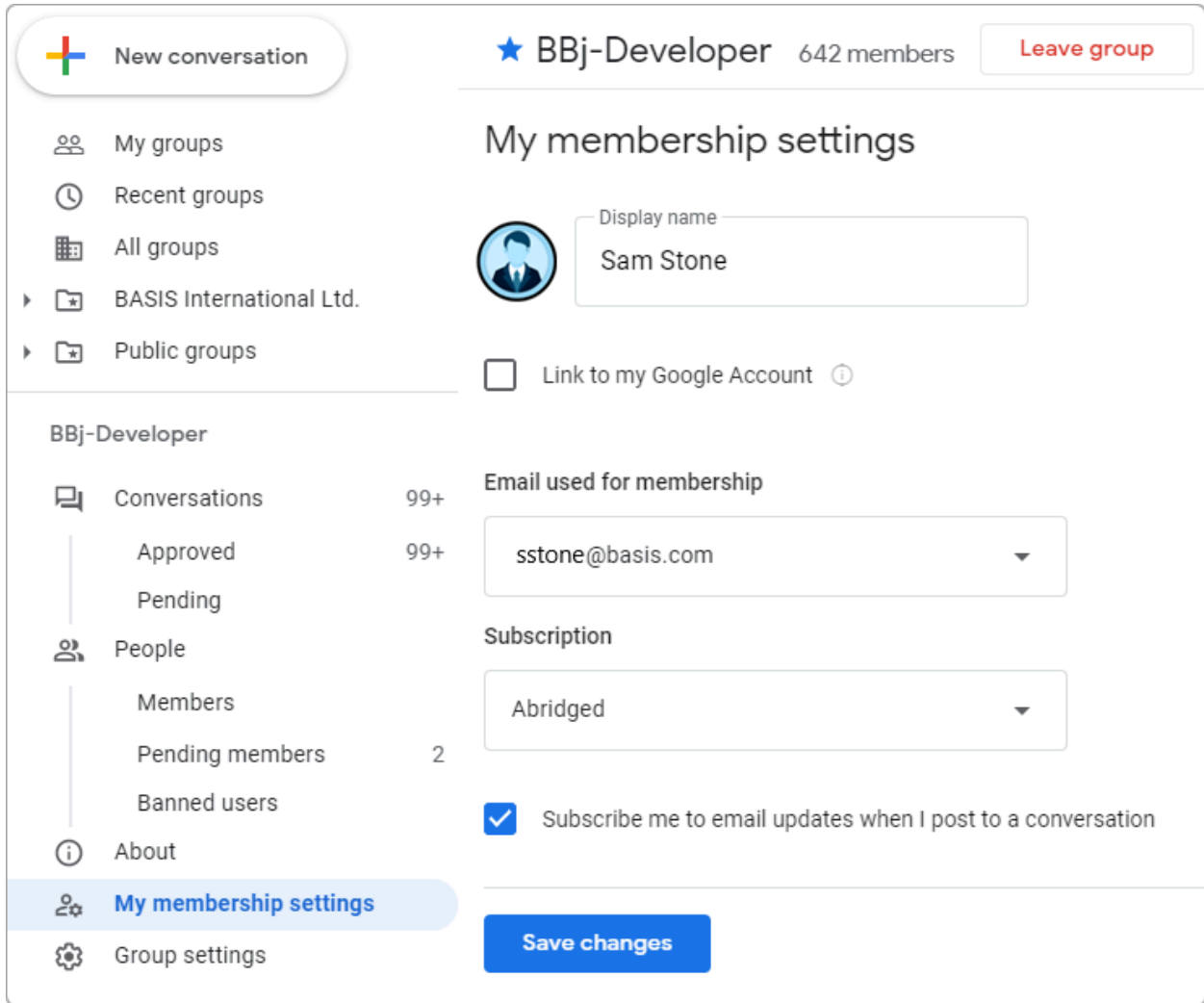
### Configure Membership and Email Settings

From this home page, the navigation bar on the left offers the **My membership settings** option (shown in **Figure 1**).



**Figure 1.** Accessing **My membership settings** from a Google Group homepage

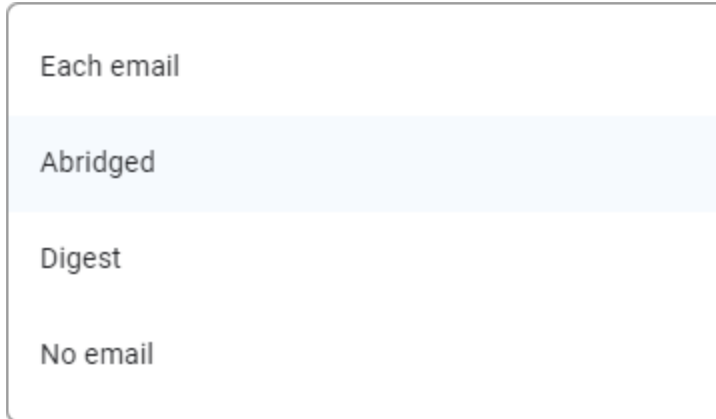
Click **My membership settings** to configure how you see and interact with the various forum posts (you can customize the conversation display, and so on) as shown in **Figure 2**.



**Figure 2. My membership settings for an Administrator**

The settings you can configure here are:

- **Display name** - enter the name you wish other members of the group to see for your posts.
- **Link to my Google account** - check this to use your Google account photo and other information for your posts.
- **Email used for membership** - select the email address that Google should use to notify you about conversation posts. Unless you have Google email aliases, you should only be able to choose the email account that you used to sign in.
- **Subscription** - select a subscription model for Google to send notification emails to you (**Figure 3**):



**Figure 3.** Subscription choices

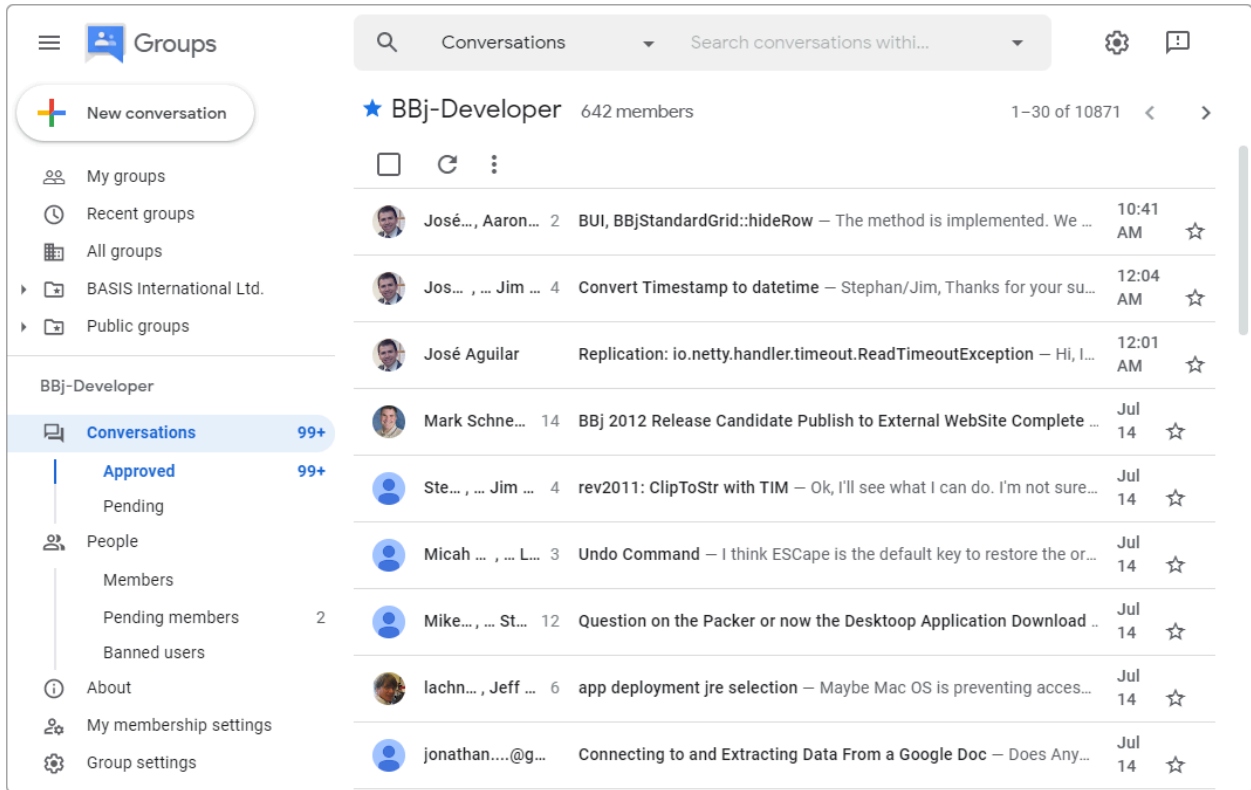
- **Each email** - receive a separate email for each post to a conversation
- **Abridged** - receive bundles of up to 150 conversation posts in a single email, sent once a day or upon reaching 150 posts (whichever comes first)
- **Digest** - receive bundles of 25 conversation posts in a single email
- **No email** - do not receive any emails about a conversation
- **Subscribe me to email updates when I post to a conversation** - select this to have Google send you individual emails for any conversation to which you have posted.  
**NOTE:** Checking this overrides the **No email** subscription model - you will still receive emails once you post to a conversation.

These values are meant to be self-explanatory, so we won't provide further details here. Click the **[Save changes]** button when you are done with these settings.

There is one other option on the **My membership settings** display that may be important: in the upper right corner is a **Leave group** button. Use this option when you no longer want to be a member of this group.

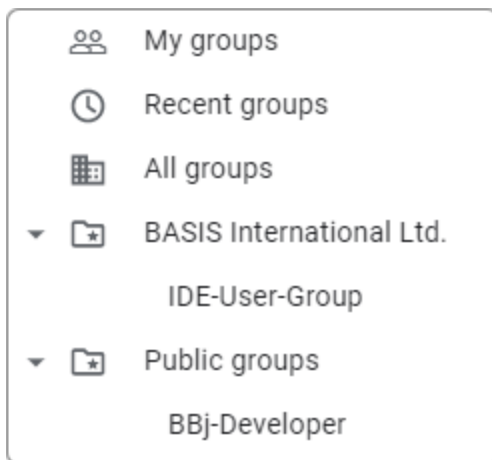
## Interacting with Conversations

Each Google Group's home page can display information about the conversations in that group when you select **Conversations** in the navigation bar on the left, just below the <Group Name>. In **Figure 4** below, you see a list of the BBJ-Developer conversations with the most recent posts, with the most recent at the very top of the list:



**Figure 4.** Most Recent Conversation Posts for the BBJ-Developer Google Group

In this display, you can mark this group as a “favorite” by clicking the star to the left of the group name (in **Figure 4**, the star is blue). Favorite groups can be easily accessed because they show up under either the BASIS International Ltd. or Public Groups nodes in the navigation bar. Because it is marked as a favorite, the BBJ-Developer group appears under the favorite **Public groups** node as shown in **Figure 5**.

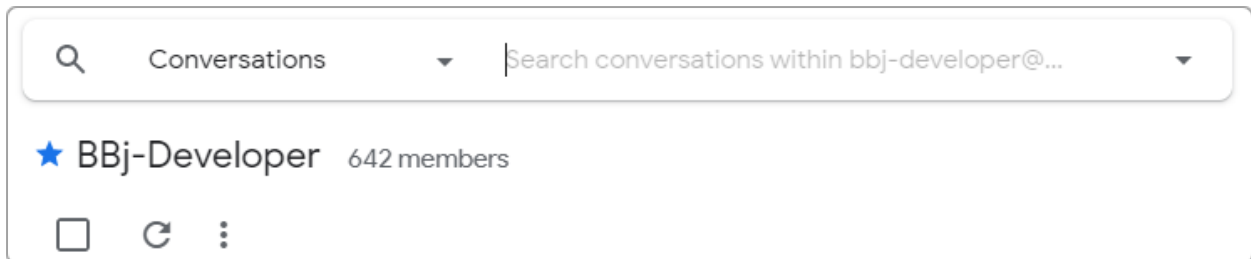


**Figure 5.** Favorite Google Groups

To remove any group from your favorites lists, simply click the blue star again.

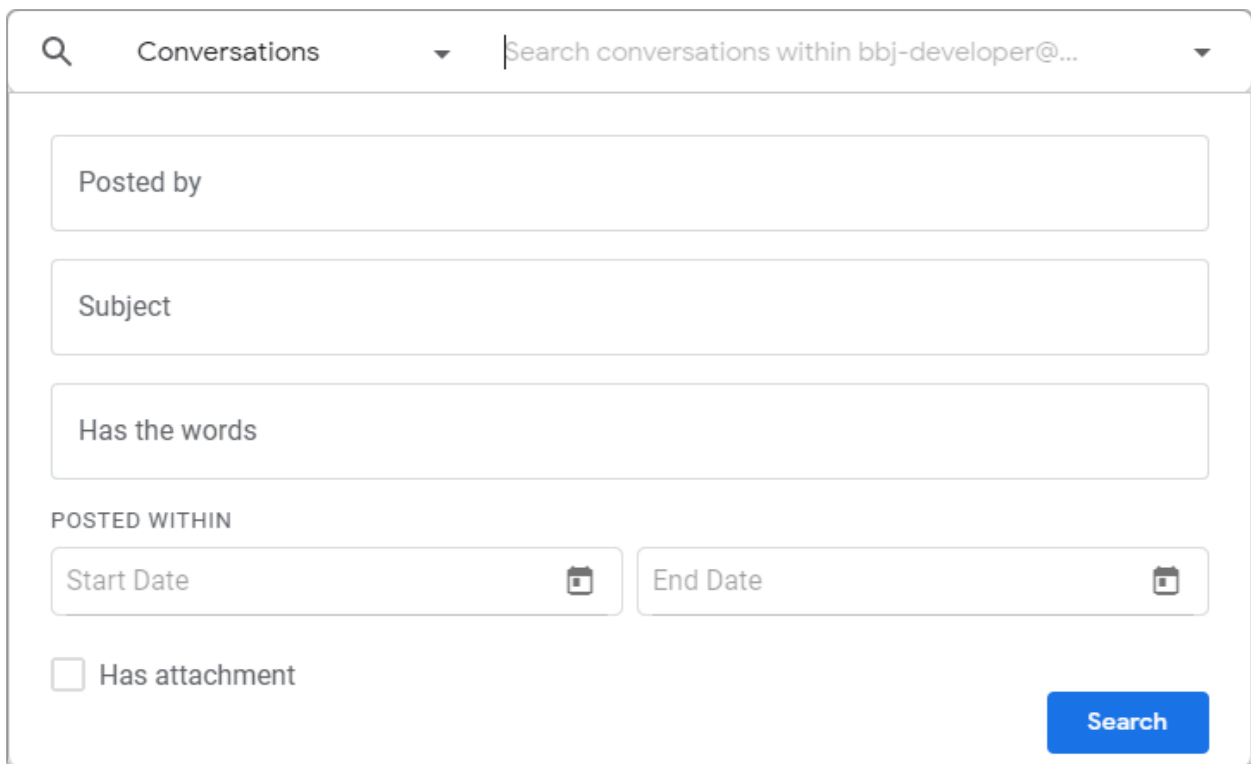
## Search Conversations

To search the list of conversations, use the dropdown area just above the group name as shown in **Figure 6**:



**Figure 6.** Search Conversations within BBJ-Developer

Click on the downward triangle on the far right of that search control to get an expanded display of the search options (**Figure 7**). Most of these options are intuitive, so we will not spend any significant amount of time explaining them here. Feel free to explore on your own.



**Figure 7.** Expanded Search Options

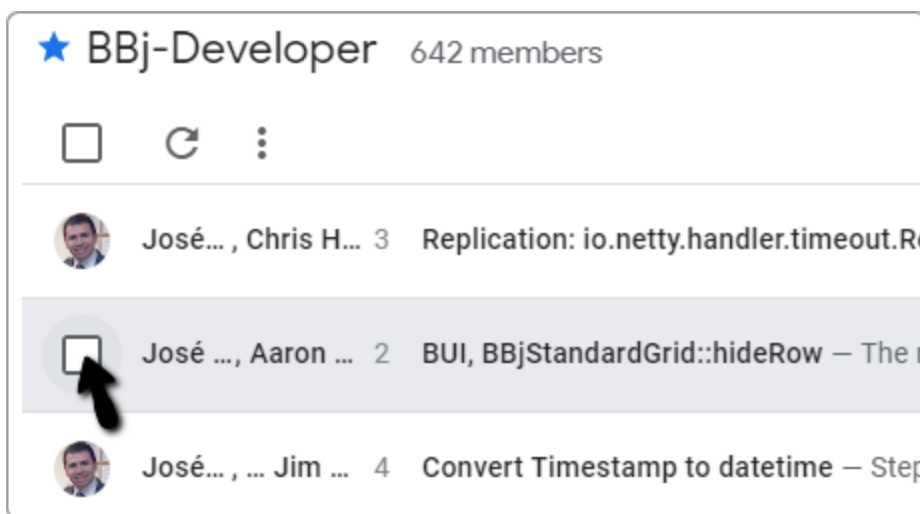


## Star Conversations

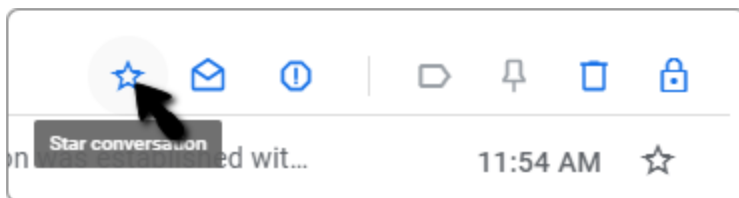
In the Google Group homepage, you can also “star” any conversation you like. To star a single conversation, simply click on the star icon you see on the far right side of **Figure 4**. To un-star it, simply click that star again.

To star or un-star multiple conversations at one time:

- Hover the mouse over each conversation’s member image on the left (see **Figure 8**) - this causes a checkbox to appear there
- Click the checkbox
- Click the “Star conversation” star icon that then appears in the upper right corner as shown in **Figure 9**



**Figure 8.** Selecting a Conversation

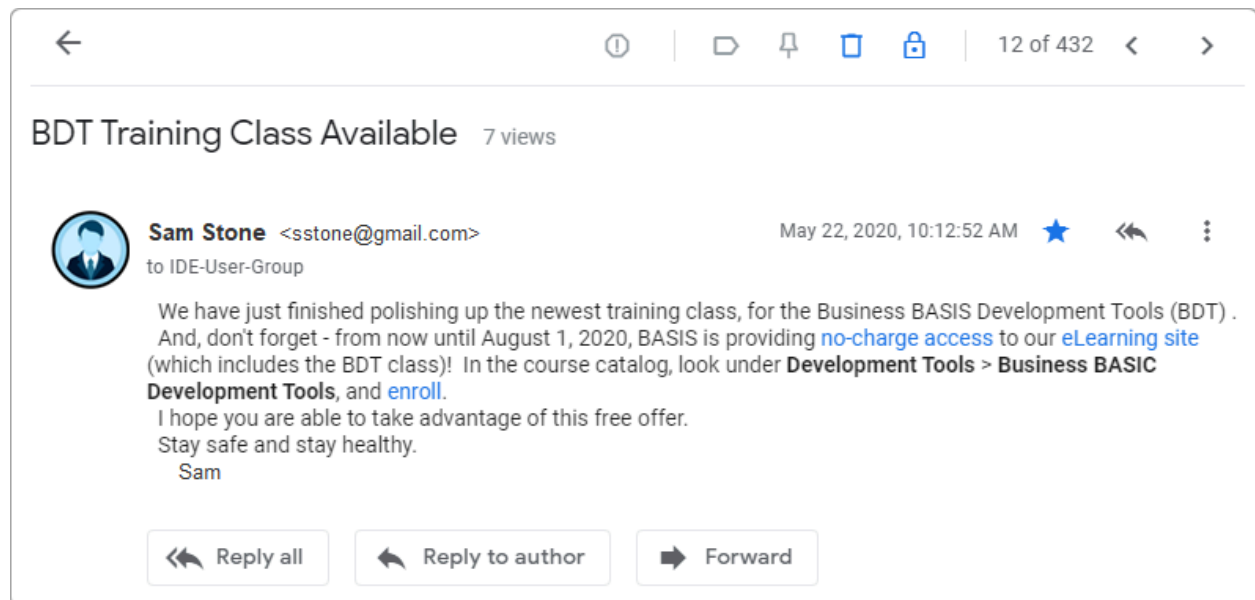


**Figure 9.** Starring (or Unstarring) the Selected Conversations

The blue stars can help you locate important conversations later. But, there is no concept of “favorite conversations” like there is for groups.

## View a Conversation

To see all of the posts for a specific conversation, simply click that conversation in the Google Group homepage (see **Figure 4**). **Figure 10** shows an example of a conversation with one post:



**Figure 10.** A Conversation with One Post

When there are multiple posts, you can click near the top of any post (near the photo/name or the timestamp/icons on the right) to expand or collapse it for easier viewing. **Note:** you cannot always collapse the first or last post for a conversation.

### Conversation Actions

While you are in this conversation display, there are a few options that help you participate in the conversation.

The back arrow in the upper left corner of **Figure 10** permits you to return to the Google Group homepage (when you are done reviewing this conversation).

To reply or post to a conversation, or to forward the post to someone else, use the buttons at the bottom of **Figure 10** or use the vertical three dots icon on the far right.

NOTE: Once you are editing a post or reply to a conversation, you can insert a screenshot or image by either:

- Using the “Add attachment” paperclip icon by the **[Post message]** button, and then navigating to and selecting the image file to attach
- Copy-and-pasting the image into the post editor while replying

If you attempt to drag-and-drop an image file into the post you are creating, the browser will assume you wish to navigate away from the Google Group page instead of inserting the image. Remember, you can also reply directly to individual emails you received from Google.

## Navigating Through the Conversations

From the Conversation list seen in **Figure 4**, you can navigate through all of the conversations (a screen-full at a time) by using the left- and right-arrow buttons in the upper right corner, or in the center at the bottom of the current display.

This navigation model is merely a convenience to minimize the number of mouse clicks needed to review a number of conversations in one session. If there are a large number of conversations in a group, it may be easier to use the search capability instead.

## Option 2: Email Address

Most of the time you will have your email preferences configured so that Google will notify you when new conversations and posts are available. In that case, you may simply wish to treat each conversation like any other email thread: replying to the notification email will cause Google to post your reply as though you had navigated to the conversation and used the **[Post message]** button. This is by far the simplest way to participate in the discussions. It permits you to do your editing and composing in your favorite email client and allows you to review posts in small batches, as time permits. In this mode, inserting a screenshot or other image into a post is accomplished through your email client - whatever model it supports will work.

To start a new conversation, simply create an email with a new subject, and send the email to the specified Email Address for that group. Google uses the email subject to uniquely identify the conversation.

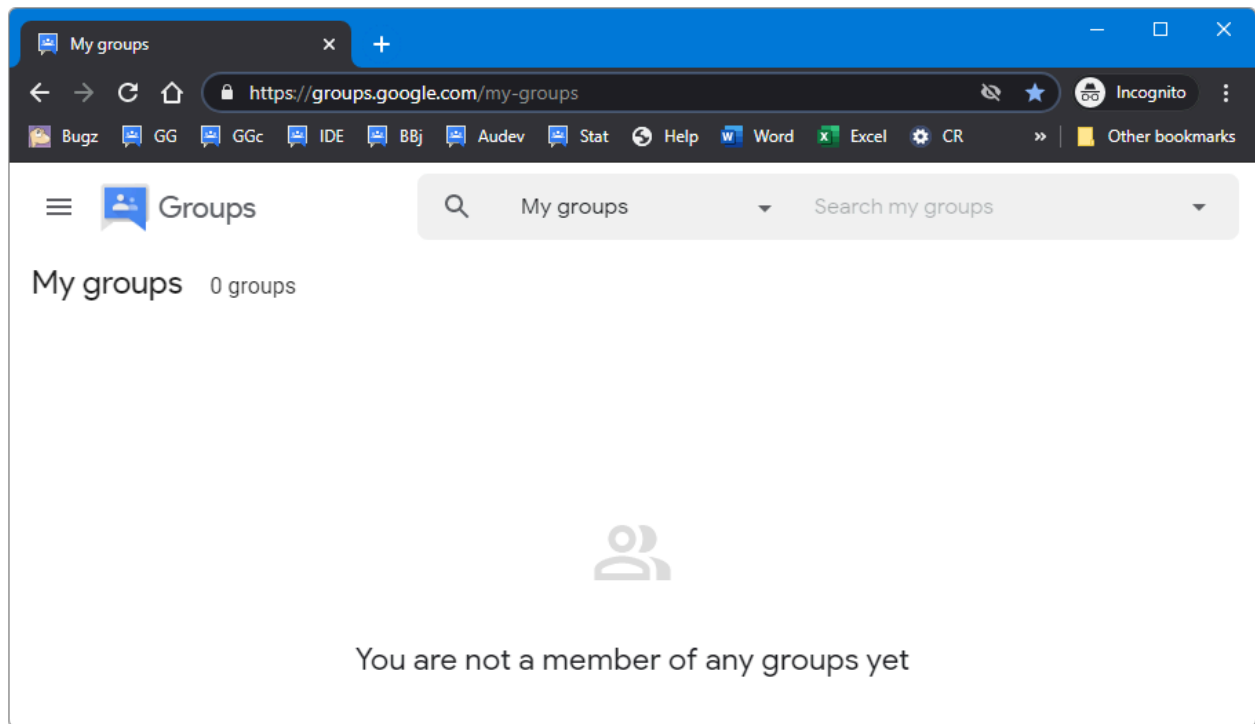
## Combination

You may want to use both methods at different times. For example, on a day-to-day basis, you may prefer to interact by email because of its simplicity and ease of use. However, other times you may want to search the conversations for the information you would like to “see again”, or you may want to change your participation preferences. In that case, simply navigate to the Google Group homepage, using the URL provided, and interact that way. The only significant difference for posting replies between the two UIs can occur when inserting an image from a file.

## My Google Groups

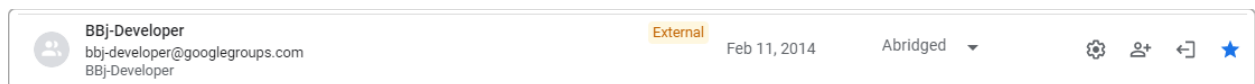
Once you are a member of at least one Google Group, you may find it helpful to know how to reach the “My Google Groups” web page. This page lists all of your Google Groups (in case you forget how to go directly to one of their interface pages, for example). To get started, visit

<https://groups.google.com/my-groups>. Depending on whether or not you are signed in as a recognized Google Groups user, you will either get **Figure 11**:



**Figure 11.** Google Groups Listing - Without Signing In

Or, you will get a list of entries like the one in **Figure 12**, one entry for each group to which you belong:



**Figure 12.** One Google Group Entry - Signed In

Once you are signed in, click on any Google Group entry to reach the conversations for that group (as shown in **Figure 4**).

On the left is a navigation bar with several standard options (My Groups, Recent Groups, All Groups, BASIS International Ltd., and Public Groups). These entries give you the ability to selectively view some of your groups. The BASIS International Ltd. and Public Groups listings each have a folder icon with a star on them - they represent those groups that you have marked as favorites (that you “starred”). These two entries will be empty until you are a member of at least one group and star one or more of them.

Of the five BASIS community forums, three of them are Public Groups, and two are BASIS International Ltd. groups. To see which groups are which, look at the **Google Groups Organization** field for each entry in the [Joining a BASIS Community Forum](#) section.

# Additional Resources

To encourage participation in the community forums, BASIS offers additional options for community sharing of information and resources. Currently, there are two wiki sites available:

- The [IDE User Group wiki](#): This wiki includes topic-specific information, sample programs, and conference presentations related to using one of the BASIS development IDEs.
- The [Barista and Addon wiki](#): This wiki includes topic-specific information, sample programs, and helpful documentation related to using the Barista or AddonSoftware products.

Contact your sales representative to obtain access to either of these wiki sites.