CIFnet User Manual

User Manual for the Climate Investment Funds knowledge and networking platform (CIFnet)

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1. Overview

The Climate Investment Funds (CIF) is a unique pair of financing instruments designed to pilot actions to initiate transformational change towards low-emissions and climate-resilient development. Scaled-up financing is channeled through the five Multilateral Development Banks (MDBs): African Development Bank, Asian Development Bank, European Bank for Reconstruction & Development, Inter-American Development Bank, and World Bank. With CIF support, 45 developing countries are piloting transformations in clean technology, sustainable management of forests, increased energy access through renewable energy and climate-resilient development. The CIF are channeled through the African Development Bank, Asian Development Bank, European Bank for Reconstruction and Development, Inter-American Development Bank, and World Bank Group.

CIFnet, or the CIF knowledge and networking platform, was developed to provide the CIF network of pilot countries, multilateral development banks (MDBs), development agencies, civil society organizations, private sector companies, indigenous peoples groups, and other stakeholders with a hub to access, contribute to, and learn from each others' experience, knowledge, and expertise.

CIFnet makes it easy to:

- Share, manage, and access CIF country, investment plan, and project information and documentation;
- Communicate and share lessons within and between CIF country and project teams;
- Engage with development partners and stakeholders; and
- Access the CIF Helpdesk.

Registered users will have access to a suite of communications tools. Members of government and MDB project teams will be able to upload project documentation, establish links with similar projects in other countries, and post questions to the CIF Helpdesk. All registered users, including civil society members and development partners, will be able to blog and join discussions on project and investment plan pages, and contribute to the Helpdesk by vetting questions and answers. CIFnet also comes equipped with a selective notification system so all registered users can choose the projects and content that they want to stay up-to-date with, and avoid getting un-wanted emails.

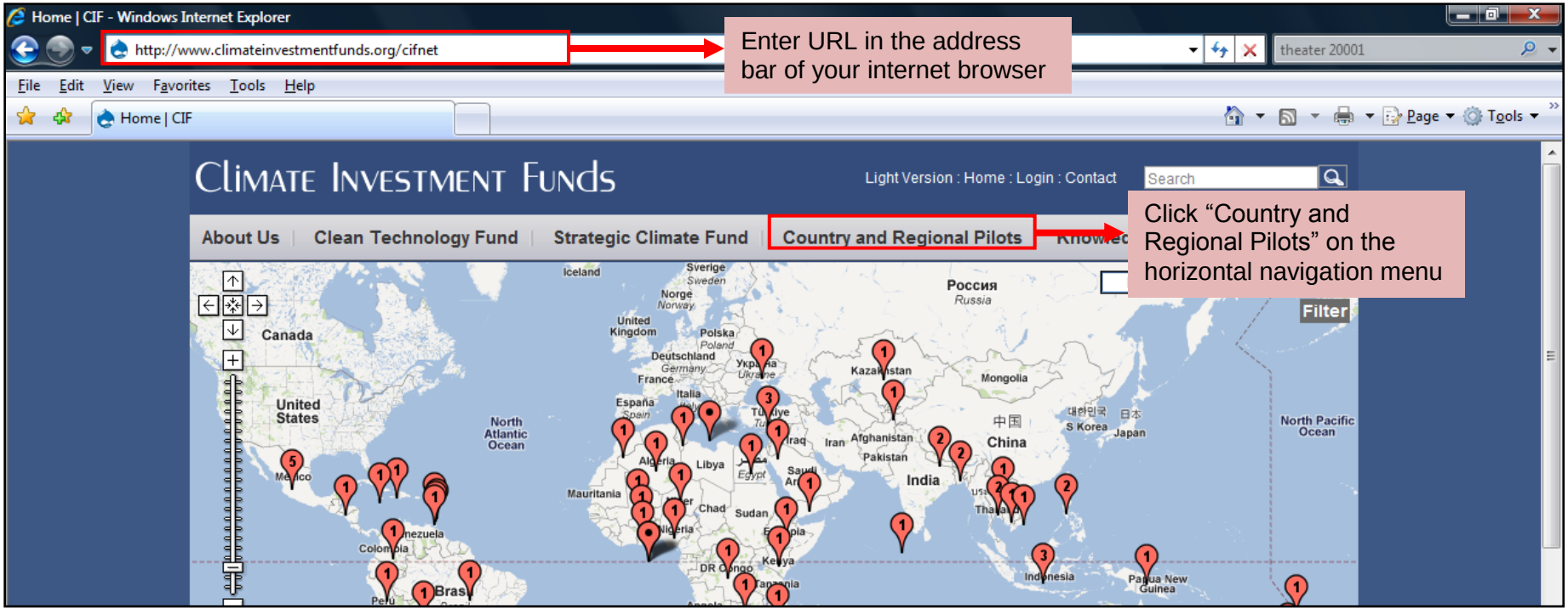
This User Manual covers all of CIFnet's tools and features. It provides step by step instructions on how to visit the site, register, log in, create and edit your profile, sign up for notifications, start and join discussions and blogs, edit pages, upload documents and communications materials, and more.

2. Exploring CIFnet

One of the main purposes of CIFnet is to share information about what the CIF community is learning from the design and implementation of climate change action: what is each of the 45 developing countries in the CIF network doing and learning? What technologies and approaches are they testing and scaling-up? What progress are they making and what challenges are they facing? What partnerships are being formed to build capacity and leverage comparative advantages? You can find the answers to these questions through CIFnet.

2.1 Visiting the CIFnet home page

- Visit the main CIF website – http://www.climateinvestmentfunds.org – and click on "Countries and Regions" in the horizontal navigation menu, OR
- Type the following URL in the address bar of your internet browser: http://www.climateinvestmentfunds.org/cifnet
- The CIFnet home page will open as shown in the screen shot below:

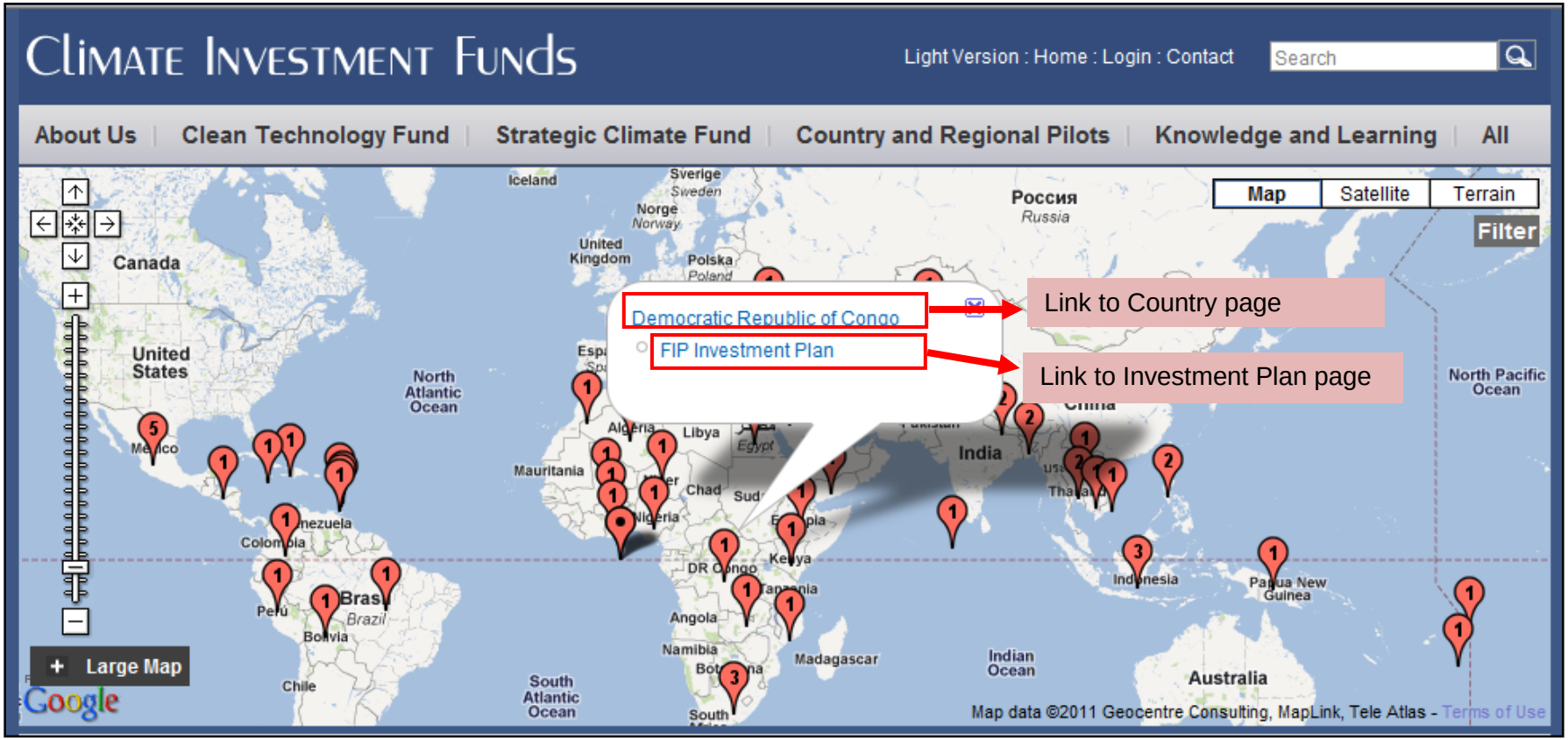


2.2 Navigating the world map

The world map makes it easy to navigate to country and investment plan pages. Red markers indicate the countries that are participating in the CIF. The number inside each marker indicates the number of projects that have already been approved for that country.

- Click on a country's red marker and a white bubble will appear with links to the country and investment plan pages.
- In the white bubble, click on the name of the country or investment plan to travel to its page.

Following is a screen shot of the world map from the CIFnet home page.



2.3 Using the map's project filter

In the top right corner of the map, there is a small gray box that is labeled "Filter". You can use this filter to search for projects that match your criteria. Once you have found the projects, you can easily travel to the project pages to find out more.

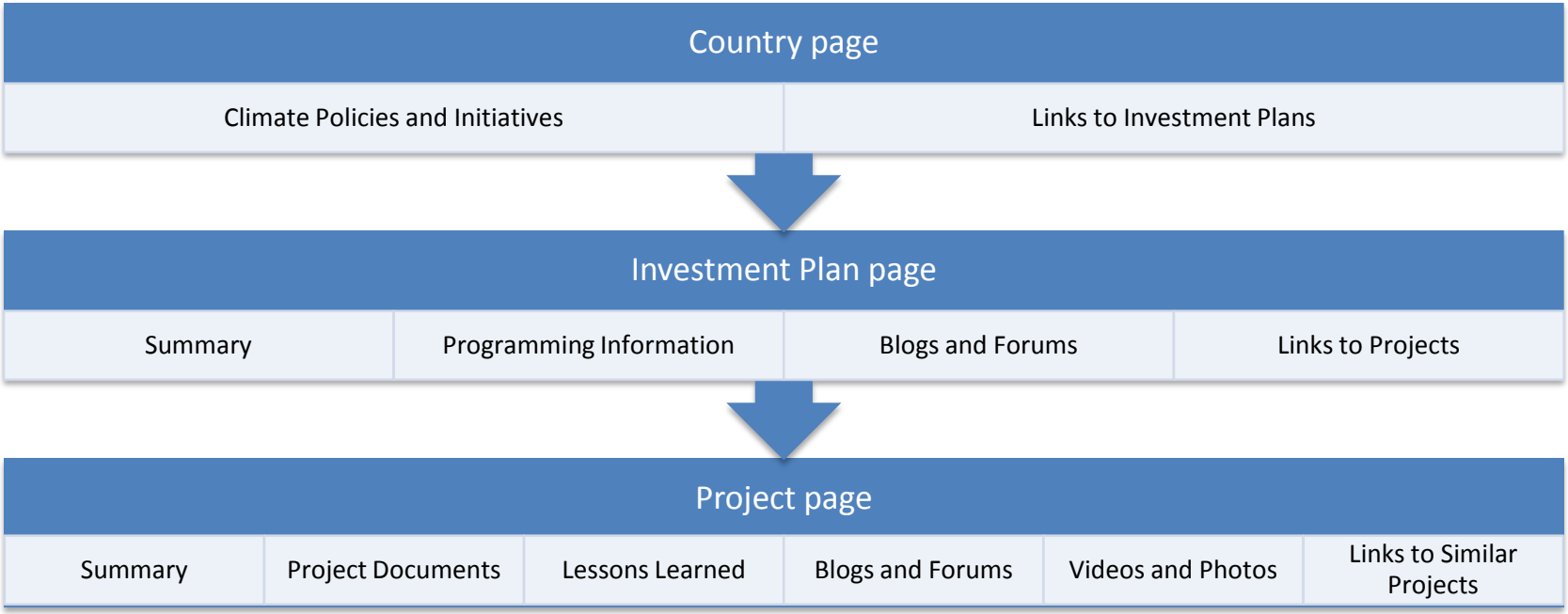
- Click on the gray "Filter" box, located in the top right corner of the world map, to open the filter menu.
- In the filter menu that appears, click on "Fund", "Sector", or "Type" to reveal the criteria for filtering. Click on the boxes next to the specific criteria you are searching for. You can select multiple criteria. You can also clear your selections by clicking "Reset".
- The world map will reload and the locations of the projects that match your criteria will be indicated by markers. Note that the project markers are color coded by the Fund that they are associated with (CTF = purple, PPCR = blue, FIP = green, SREP = yellow).
- Click on the project markers to reveal the names of the projects and links to the project pages.

Following is a screen shot of the world map's project filter from the CIFnet home page.

2.4 Finding information about pilot countries, investment plans, and projects

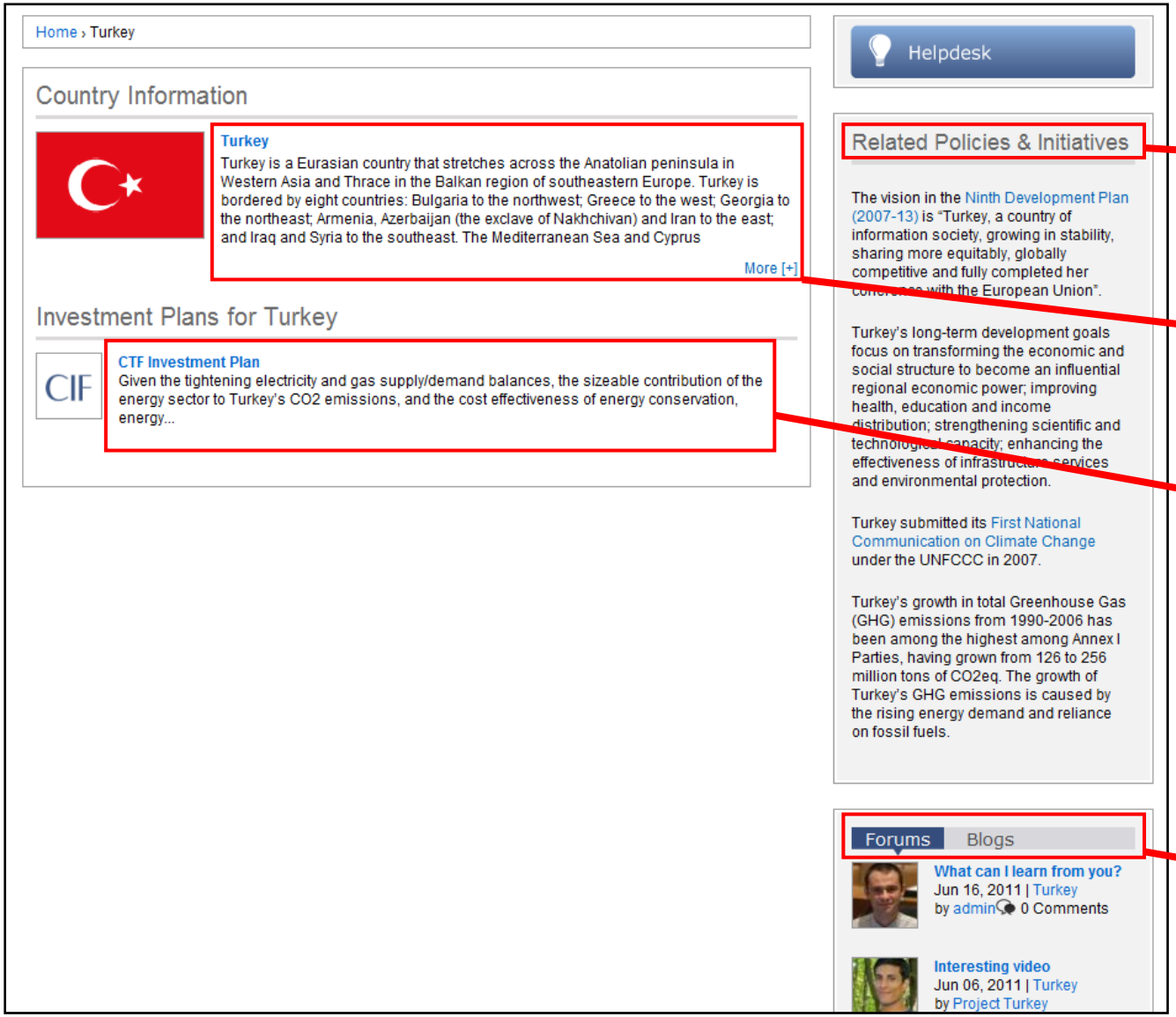
Each country that is participating in the CIF has developed, or is in the process of developing, and investment plan. These plans, or strategic programs, include a suite of different projects. CIFnet's structure follows the structure of CIF investments. On CIFnet, you can find information about each country, their investment plan, and their projects.

The following diagram below explains what types of information and interactive features are available on each of the pages.


Country page
Climate Policies and Initiatives
Links to Investment Plans
Investment Plan page
Summary
Programming Information
Blogs and Forums
Links to Projects
Project page
Summary
Project Documents
Lessons Learned
Blogs and Forums
Videos and Photos
Links to Similar Projects

Country pages include a description of the country, information on national climate policies and initiatives, and links to Investment Plan pages.

Following is a screen shot of the Country page for Turkey (content was created for demonstration purposes only).



Read about the country's climate change policies, plans and projects. Visit links to external websites.

Read a profile of the country and its climate challenges. Click "More (+)" to expand.

Read a teaser of the investment plan summary. Click the link to be transferred to the Investment Plan page.

Browse the most recent Blogs and Discussion Forums, aggregated from the country's Investment Plan and Project pages. Click their titles to read them.

Investment Plan pages include a summary of the investment plan, downloadable reports, programming information, and links to Project pages. They also include interactive discussion forums and blogs.

Following is a screen shot of the CTF Investment Plan page for Turkey (content was created for demonstration purposes only).

Review the investment plan's official programming history and information. Click "More" to view more information.

Read a summary of the investment plan. Click "More (+)" to expand the summary.

Browse the investment plan's most recent Blogs and Discussion Forums. Click the blog or discussion title to read its contents.

View the list of projects approved under the investment plan. Click on the "<" and ">" arrows to scroll. Click a project's title to be transferred to its page.

Download the endorsed investment plan and other reports. Click the document's title to begin downloading it.

Project pages include a description of the project, project documentation, information on lessons learned, multimedia, and links to other CIF projects with similar characteristics. They also include interactive blogs and discussion forums that can be used to communicate with project teams, partners, and stakeholders.

Following is a screen shot of a Project page for Turkey (content was created for demonstration purposes only).

Find out who the MDB partners are for this project.

Browse this project's documents. Click a document's title to download it.

Read a description of this Project. Click "More (+)" to expand the description.

Browse lessons learned from this Project. Click a lesson's title to read its contents.

Browse the project's most recent Blogs and Discussion Forums. Click the blog or forum title to read its contents.

View or download pictures and videos from the project. Click the title of an image or video to view it.

View the list of projects whose scopes are similar to this one's. Click on the "<" and ">" arrows to scroll the list. Click a project's title to be transferred to its page.

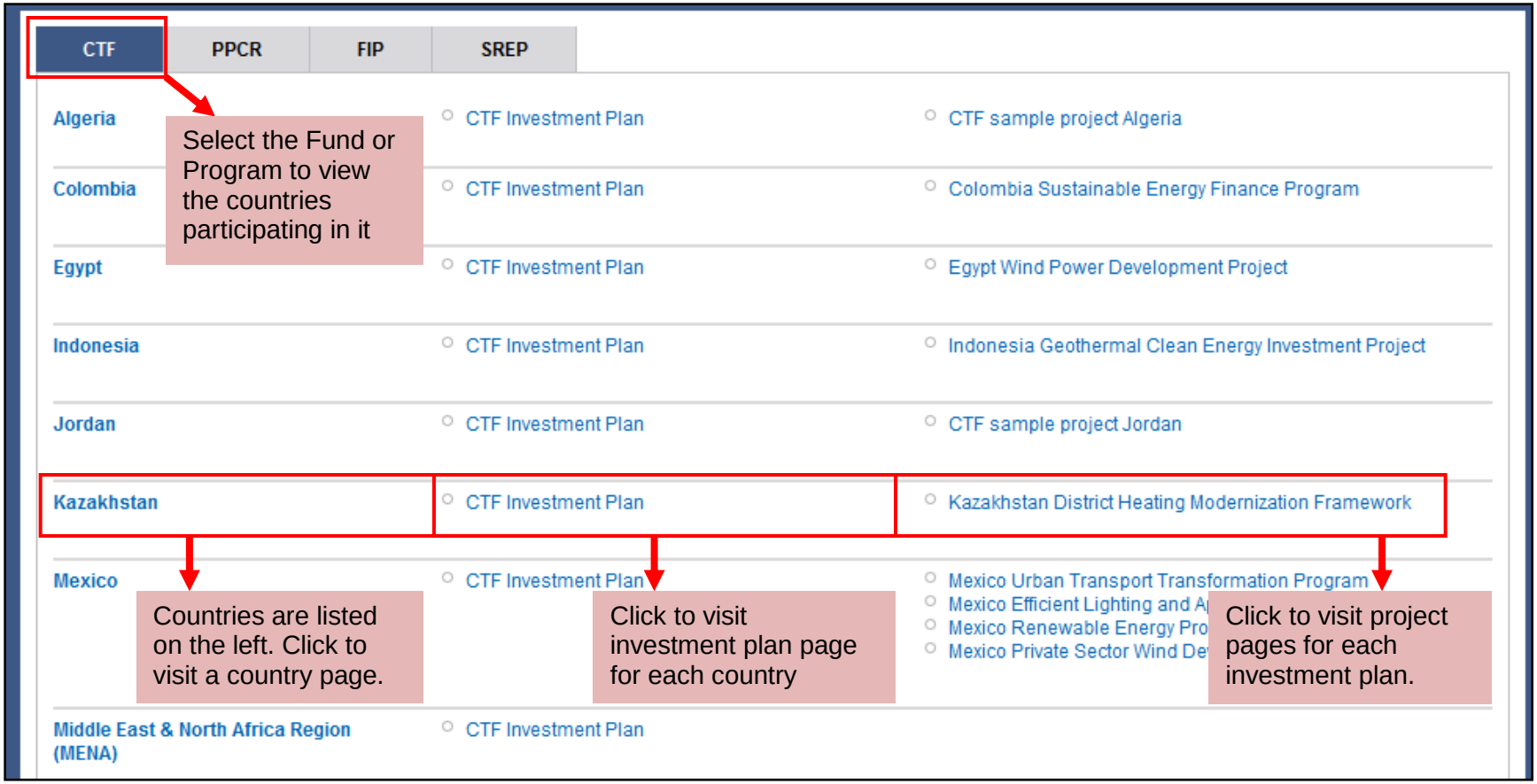
2.5 Light version of CIFnet (for slow internet connections)

Recognizing that many of the countries in which you live and work have slow or unreliable internet connections, CIFnet is also available in a "Light" version with its own URL, or web address (http://light.cifnet.climateinvestmentfunds.org). It is also linked from the CIFnet home page (see screen shot below).

The light version is text only, so images, videos and the world map interface are not available on it. The world map navigation is replaced by a text navigation menu that has links to each of the Country or Region, Investment Plan, and Project pages. The contents, and the instructions for editing and sharing information, are the same on the light version as they are on the main site.

Following is a screen shot of the CIFnet home page and the link to the Light Version of CIFnet.

Following is a screen shot of the CIFnet Light navigation menu.



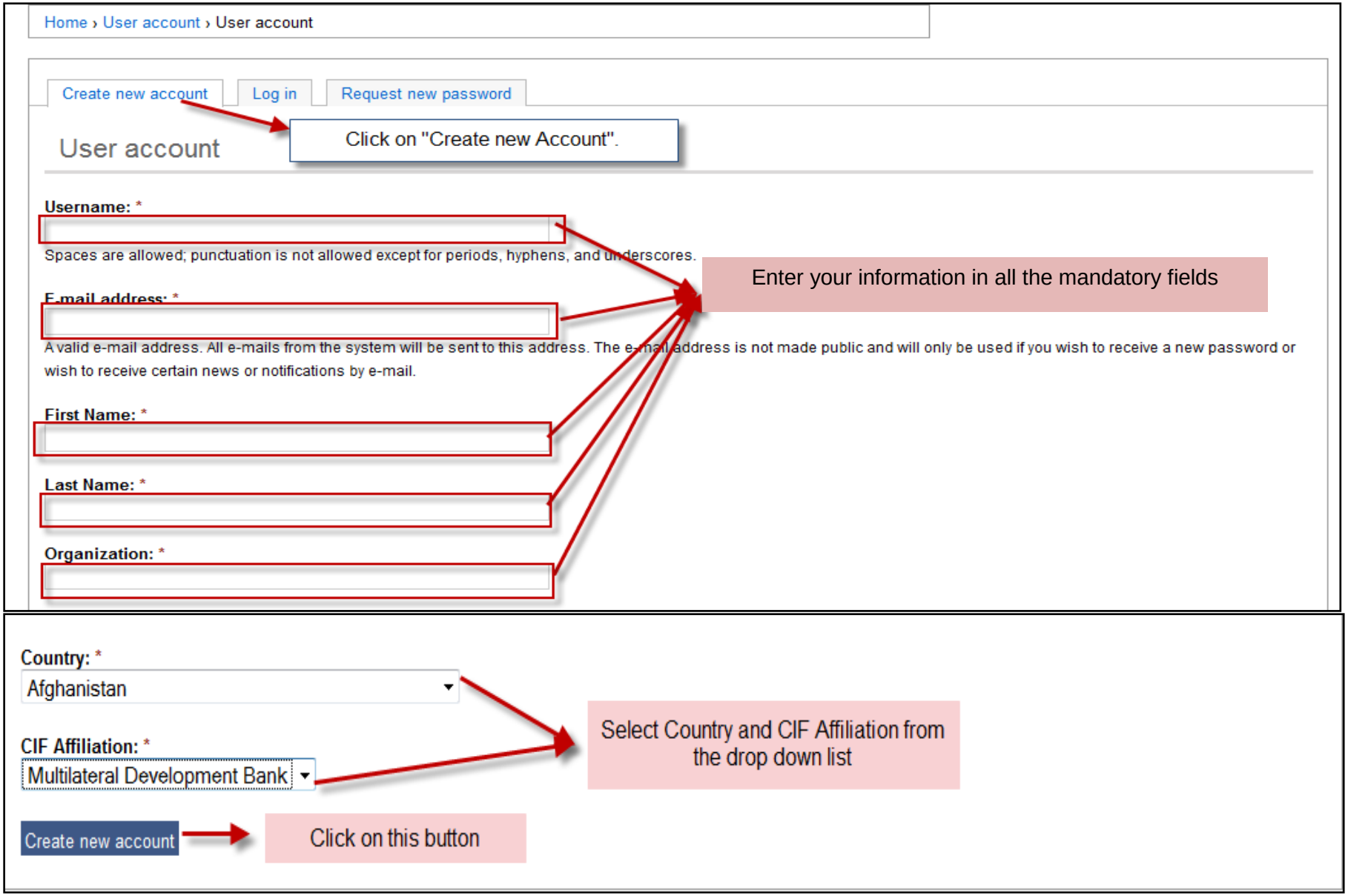
3. Getting Connected

3.1 Creating a new account

In order to have access to CIFnet's knowledge and networking tools, you must first create a CIFnet account. To register follow these instructions:

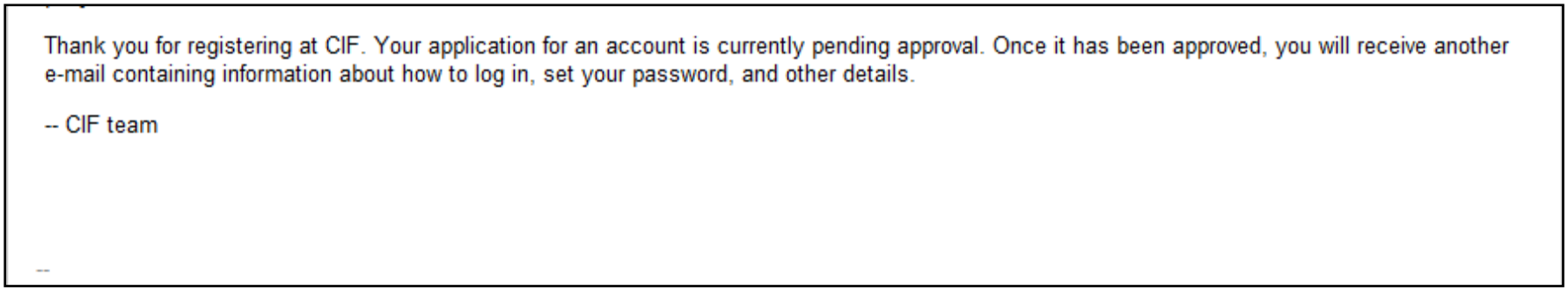
- Click on the "Login" link on the CIFnet header (look at the top right corner of the page, next to the search bar).
- When the Login page loads, click on the tab that says "Create new account" (see screen shot on the following page).
- Enter a Username, Email Address, First name, Last name, and Organization. Select the Country you live in or represent, and select your CIF Affiliation from the drop down list. All fields must be filled out in order for the registration form to be accepted.
- Click on the "Create new account" button on the bottom of the page to submit your registration form.

Following is a screen shot of the Login page where you can create a new account.



Creating a new account does not give you automatic access to CIFnet 's tools and features. Note that you will need to follow a few more steps before you can login for the first time and create your password.

Once you have registered for a new account, you will receive an automatically generated email notification, as shown in the screen shot below.



Thank you for registering at CIF. Your application for an account is currently pending approval. Once it has been approved, you will receive another e-mail containing information about how to log in, set your password, and other details.

-- CIF team

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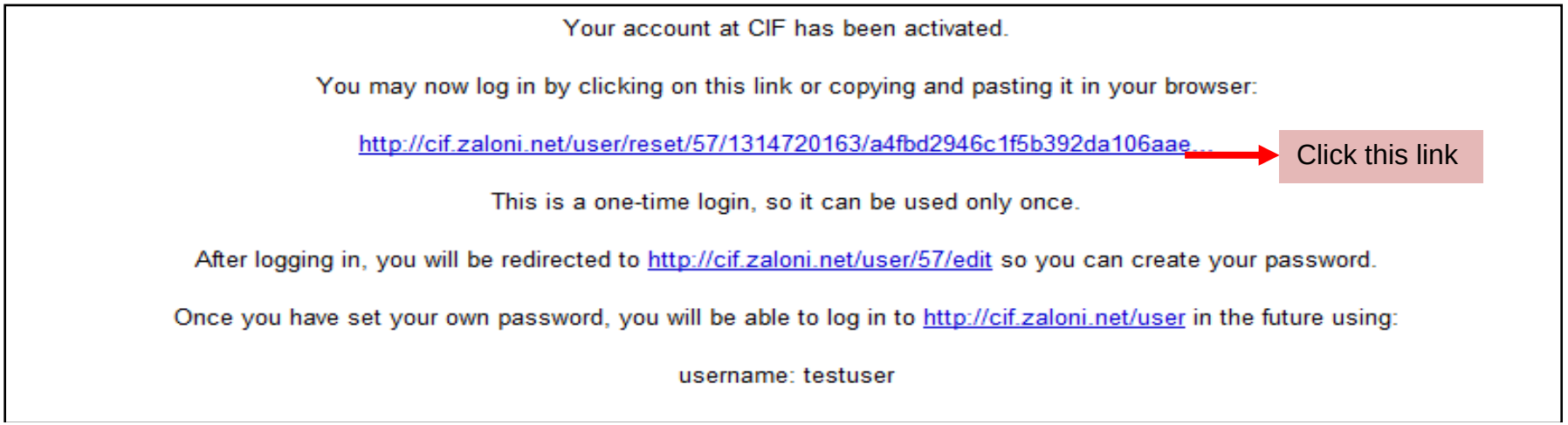
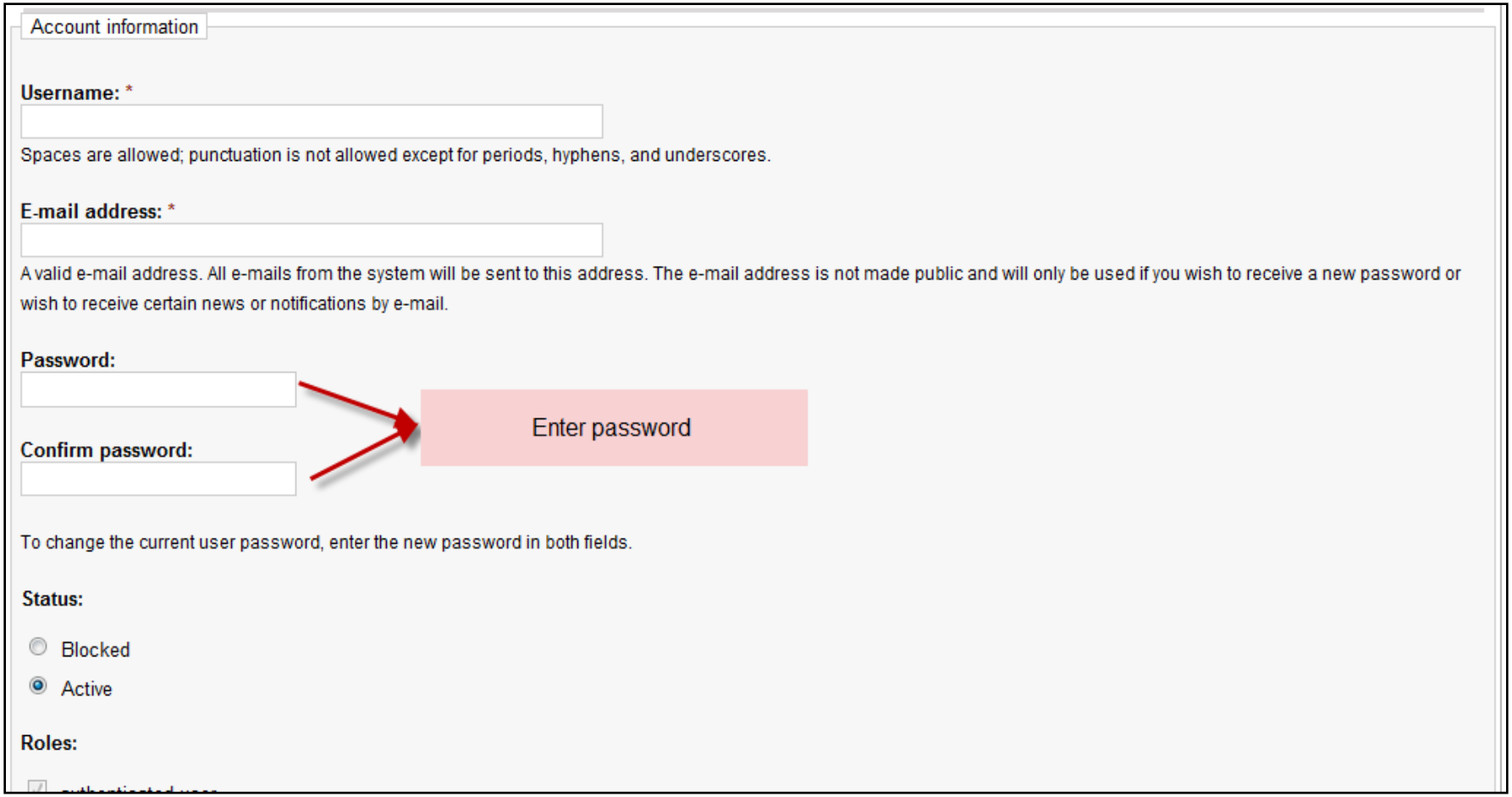
You will receive another notification email once the CIFnet Administrator activates your account.

- Click on the link provided in the activation email to login for the first time, as indicated in the screenshot below.



- The link will take you to a page where you can immediately login by clicking the “login” button.
- Once you click that button, you will be transferred to the page shown in the screenshot below, where you will be asked to create the password for your CIFnet account.

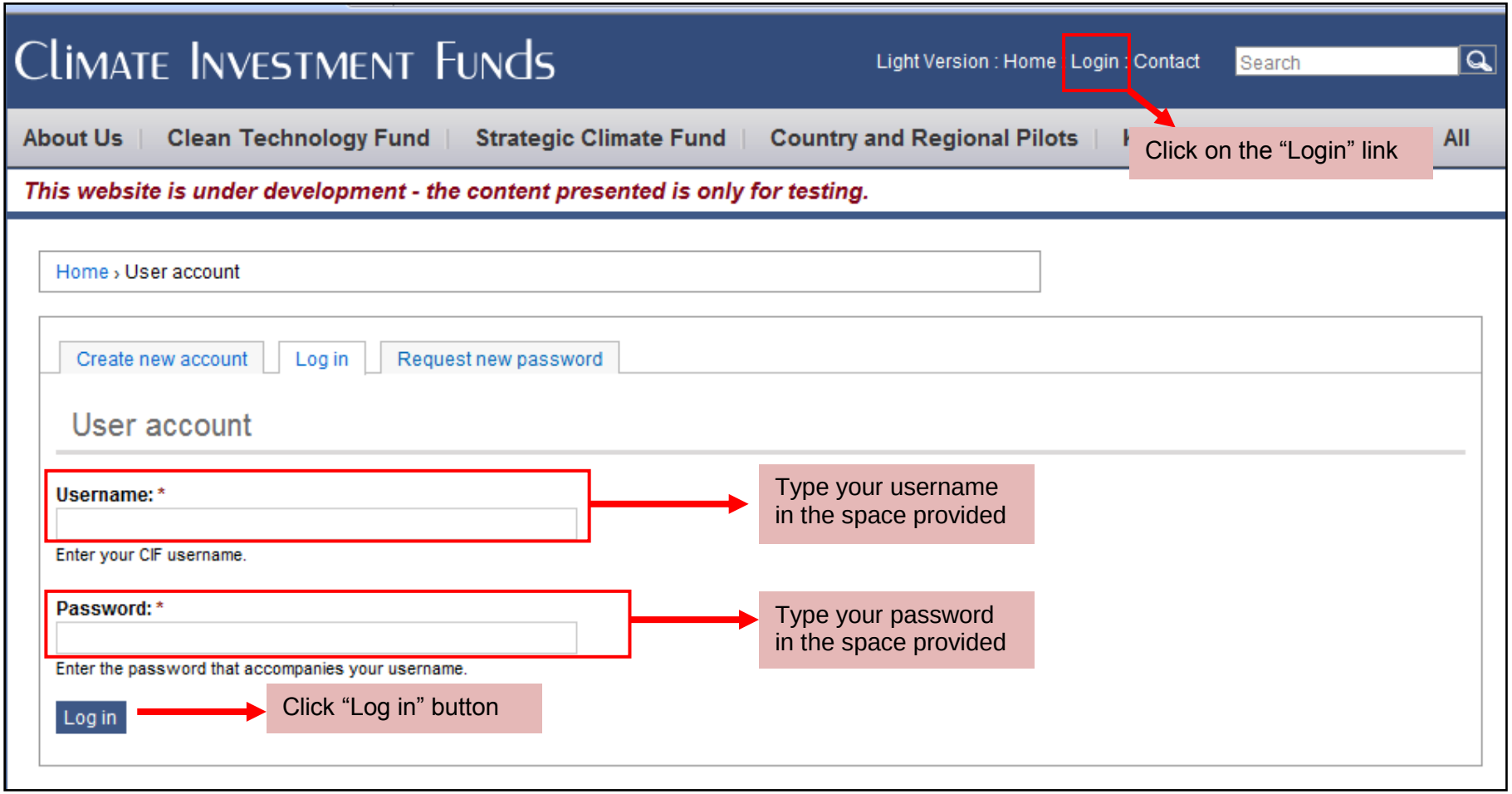


3.2 Logging in as a registered user

Any registered user can login to CIFnet by following the steps below:

- Click on “Login” link present on the header.
- Enter username and password in the space provided.
- Click on “Login” button.

Following is a screen shot of “Login” page.

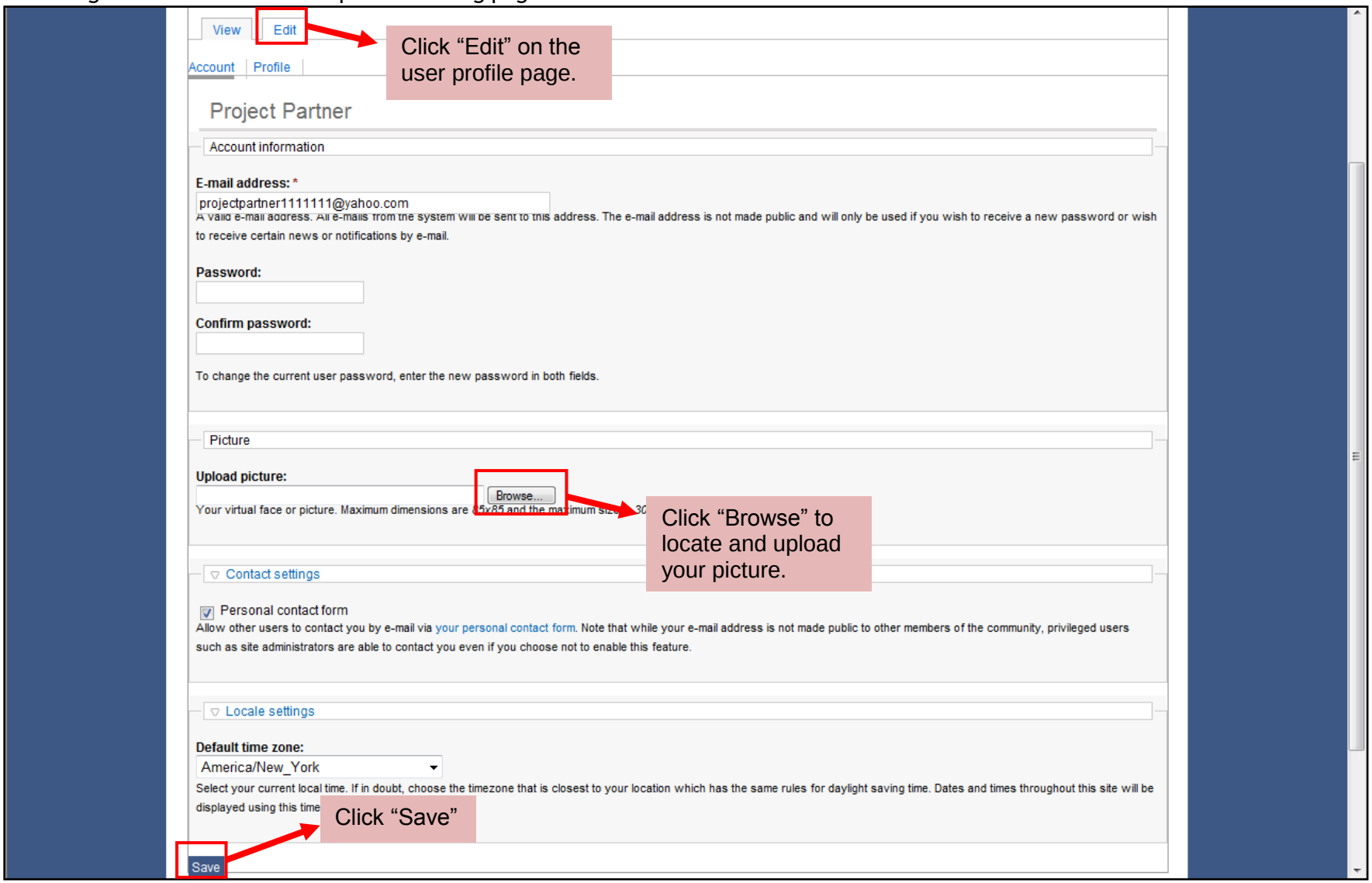


Once you are logged in, you will be taken to a page where your user profile is displayed. The profile picture shown on this page will be displayed alongside any comments you post on CIFnet.

To add or change your profile picture, follow these instructions:

- First click "Edit" (see screen shot below).
- Then scroll down to the "Upload Picture" section of the profile editing page.
- Click "Browse" to locate the image you want to be attached to your profile.
- Once the image file has been located and selected, click "Open".
- Finally click "Save" at the bottom of the profile editing page.

Following is a screen shot of the profile editing page.



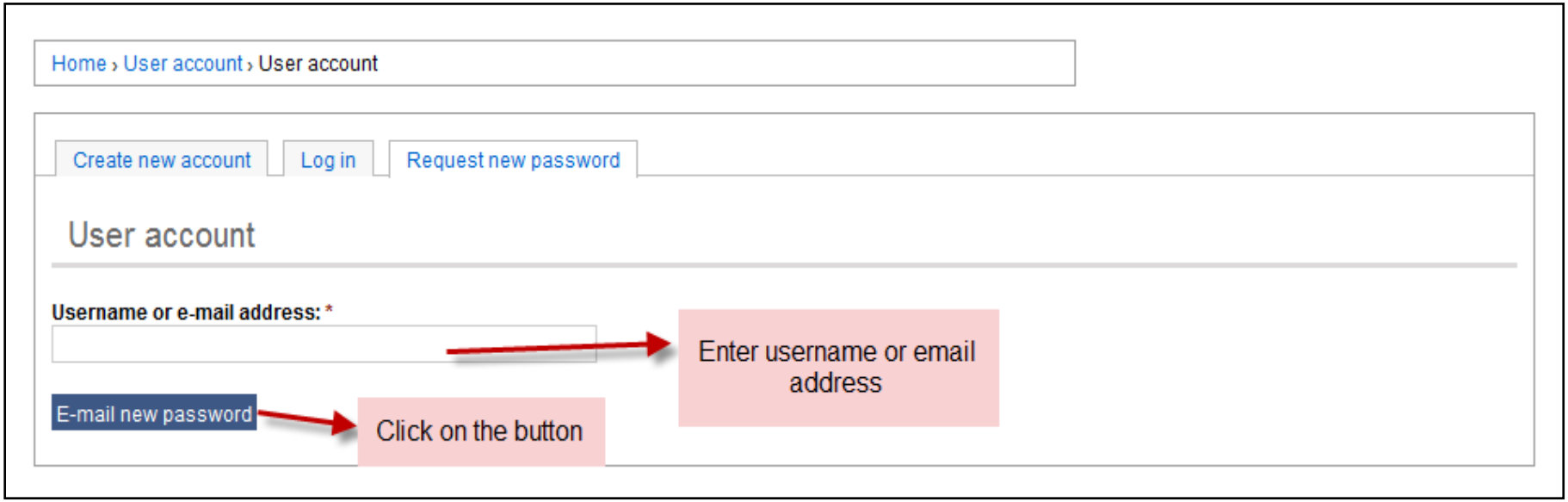
For security reasons, remember to always log out after you are finished using CIFnet, as some internet browsers may keep you logged in even if you have closed the browsing window.

3.3 Resetting your forgotten password

If you are not able to access the site because you forgot your password or username, just follow these steps:

- Click on “Login” link
- Click on “Request new password”, enter username or email address
- Click the “E-mail new password” button.

Following is the view of the “Request new password” page:



- You will receive an email in response to the password request.
- Follow the instructions in the email to reset your password.

4. Knowledge and Networking Tools (Organized by User Role)

Everyone can contribute and participate. CIFnet makes it easy by giving registered users access to the following tools:

Government focal points and MDB team leaders can…
- Track the projects under their supervision using built-in notifications.
- Share their insights into the national context for climate action.
- Learn from their counterparts' experiences with governance issues and institutional arrangements.

Project managers and staff can…
- Share project information, experiences, lessons, multi-media, and more.
- Connect and stay up-to-date with staff working on similar projects elsewhere in the world.
- Connect with stakeholders from their countries and communities.
- Access the Helpdesk service.

Development partners, civil society, the private sector, and indigenous peoples can…
- Stay updated on projects of interest using CIFnet's selective notification system.
- Communicate with country and project staff by participating in discussions and blogs.

Users must be registered and logged in to CIFnet to use its knowledge and networking tools. The suite of tools at their disposal will depend on their role in relation to the CIF. The following user roles have been created, differentiating between roles for users that are carrying out CIF operations (i.e. managers or members of country and project teams), and roles for other involved stakeholders (i.e. members of civil society, private sector, development partner organizations, indigenous peoples, or the general public):

- **Country administrators** can edit their country and investment plan pages; participate in forums and blogs on all pages; sign up for notifications; and browse all content.
- **Project implementers** can edit their project page; upload documents, lessons, and multimedia to their project page; connect to related projects; participate in forums and blogs on all pages; sign up for notifications; and browse all content.
- **Stakeholders** can participate in forums and blogs on all pages; sign up for notifications; and browse all content.
- **Un-registered users** can browse all content.

Note that these user roles were created only for the purposes of administering CIFnet. They were not created as official titles or designations in the CIF governance structure. The CIFnet Administrator will determine which users are given country administrator and project implementer roles in consultation with government and MDB focal points. Also note that users can have multiple roles (e.g. country administrator and a project implementer).

4.1 Tools for country administrators

To become a country administrator, you must be designated directly by your country's CTF, FIP, PPCR, or SREP Focal Point via an email to the CIFnet Administrator (CIFnet@worldbank.org). Focal Points may also designate themselves as country administrators. The CIF Administrator will verify your designation as a country administrator and grant you the appropriate access when you create a CIFnet account (see section 3.1 above). The Focal Point can designate several people as country administrators for their country, and all will be given equal access to edit country and investment plan pages and use CIFnet tools.

- As a country administrator, you are responsible for editing your own Country page and your Investment Plan page(s), keeping them up-to-date, and ensuring the quality of information presented in them. Your first task, on your Country page, is to edit your country's profile and the description of your country's climate-related policies and initiatives. On your Investment Plan page, you will also need to edit the description of your country's investment plan. If you need assistance, contact the CIFnet Administrator or your MDB partners.
- You will automatically be notified by email when your own Country and Investment Plan pages have been edited or updated (i.e. a country administrator adds an update on a new climate policy, or a member of the private sector starts a discussion on your Investment Plan page).
- You will also be automatically notified by email when Project pages that fall within your country's investment plan are edited or updated (i.e. a new document or lesson learned is posted on the page of a project included in their investment plan).

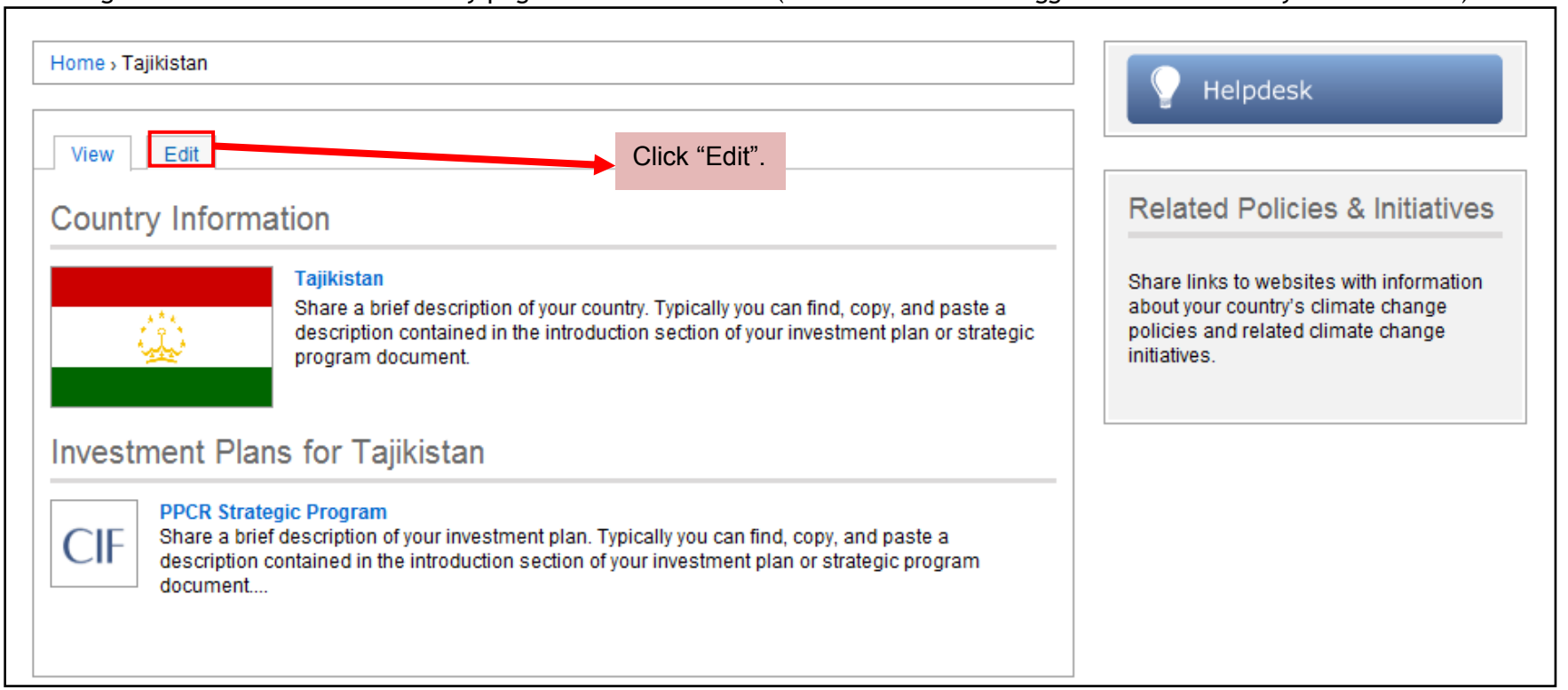
4.1.1 Editing your Country page

On your Country page, you can share a brief or detailed description of your country and its policies and initiatives related to climate change. Typically you can find, copy, paste, and edit a country description from the introduction section of your investment plan or strategic program document. Under "Related Policies & Initiatives", you can describe your country's climate change goals and share links to government, MDB, NGO and other websites with information about your country's climate change policies and related climate change initiatives.

After logging in to your country administrator account, follow these steps to edit the contents of your Country page:

- Navigate to your Country page (see section 2.3 above).
- Click "Edit" above the "Country Information" title (see screen shot on the following page).

Following is a screen shot of the Country page and the “Edit” tab (note: user must be logged in as the country administrator).



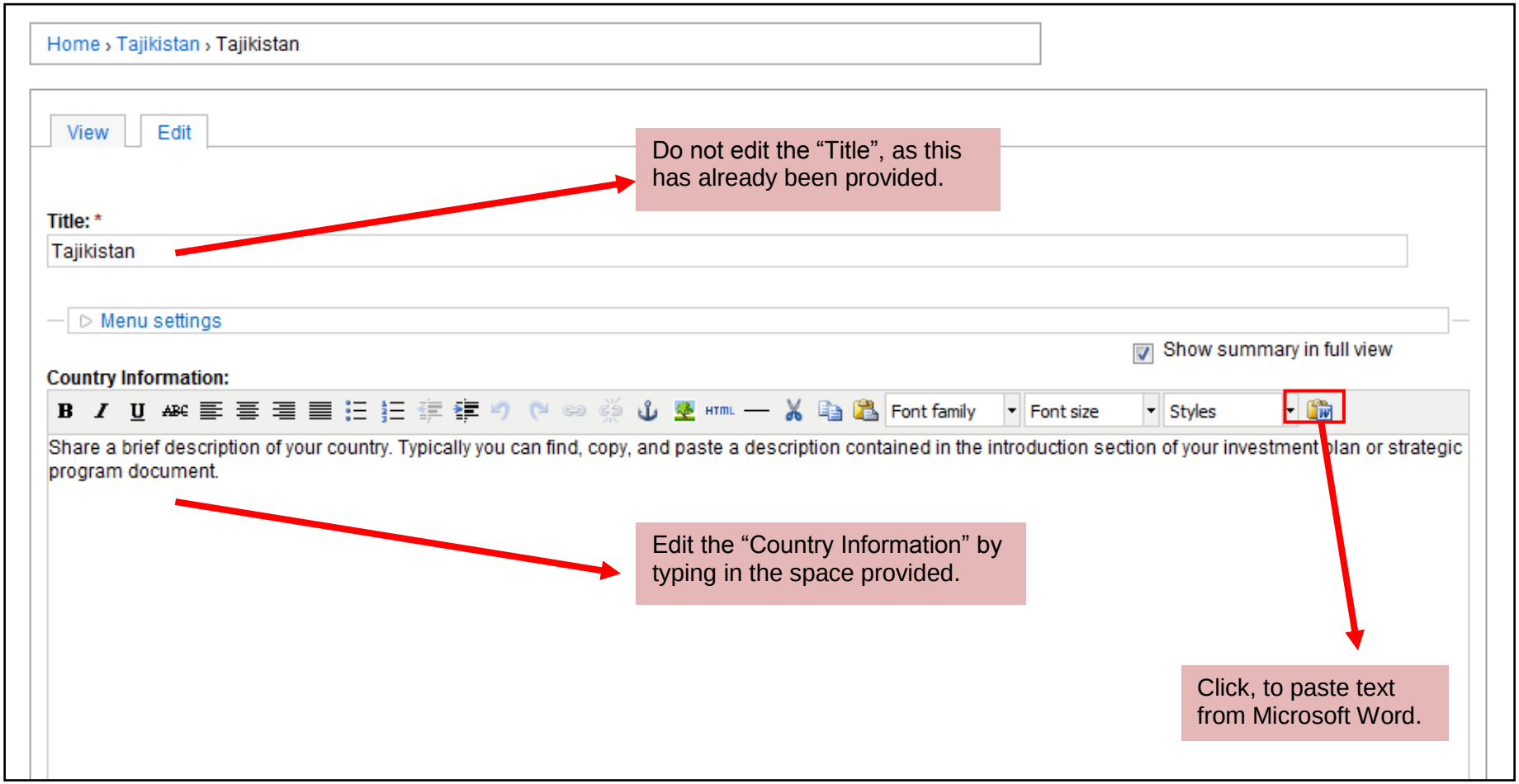
By clicking on “Edit”, you will be transferred to the Country editing page where you can edit the following information:

- “Title” – name of country.
- “Country Information” – description of country.
- “Related Policies & Initiatives” – description of climate policies and initiatives, with links to other relevant websites and pages.
- “Location” – location of your country, as depicted on the CIFnet world map.
- “Flag” – image of country flag, as displayed on Country page.
- “File attachments” – relevant documents for download.
- “Shared Users” – all of the CIFnet users that are country administrators that have access to edit this Country page.

When the Country editing page loads, you should begin by adding or editing the text in the space provided under "Country Information".

- Using your keyboard, type a description of your country in the space provided under "Country Information". You can also find, cut, copy, paste and edit a description of your country contained in your investment plan or strategic program document.
- Do not change the "Title", as your country's name will already have been entered in this space.
- The new text you enter, and any other changes you make, will only be reflected in the published Country page after you click the "Save" button at the bottom of the Country editing page.

Following is a screen shot of the top of the Country editing page, where the "Country Information" can be edited.



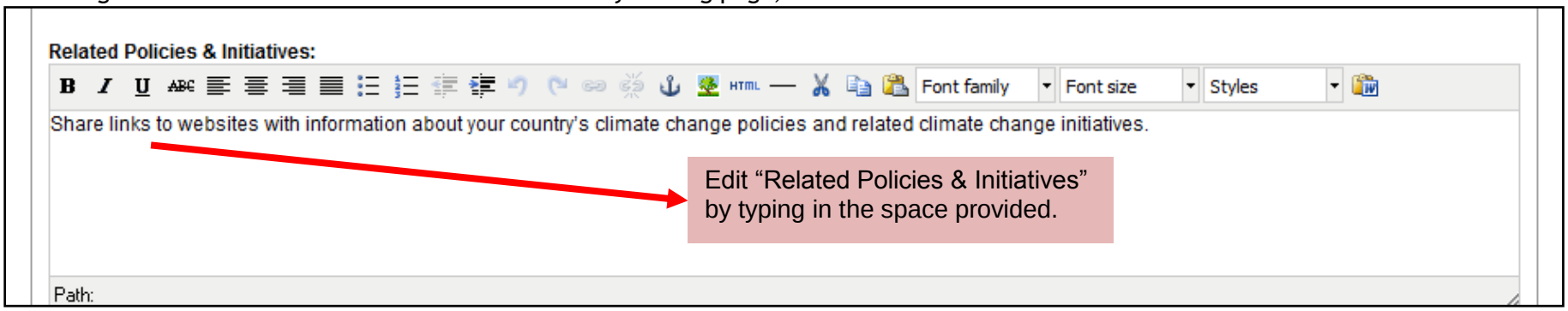
The next task will be to edit the description of your country's climate change policies and related initiatives under "Related Policies & Initiatives".

- Using your keyboard, type a description of your country's climate change goals and share links to government, MDB, NGO and other websites with information about your country's climate change policies and related climate change initiatives.

To include a link to a website, follow these instructions:

- Type the web address of the website you want to link to in the space provided (http://www.meteo.tj/eng/climate_change.html).
- The web address will automatically be turned into a link that users can click.
- To change the link so that it displays a title, rather than the actual web address, simply click on the web address link and type the title over the web address. For example you could change the web address link http://www.meteo.tj/eng/climate_change.html into a link title that says Tajikistan's Climate Change Centre website.

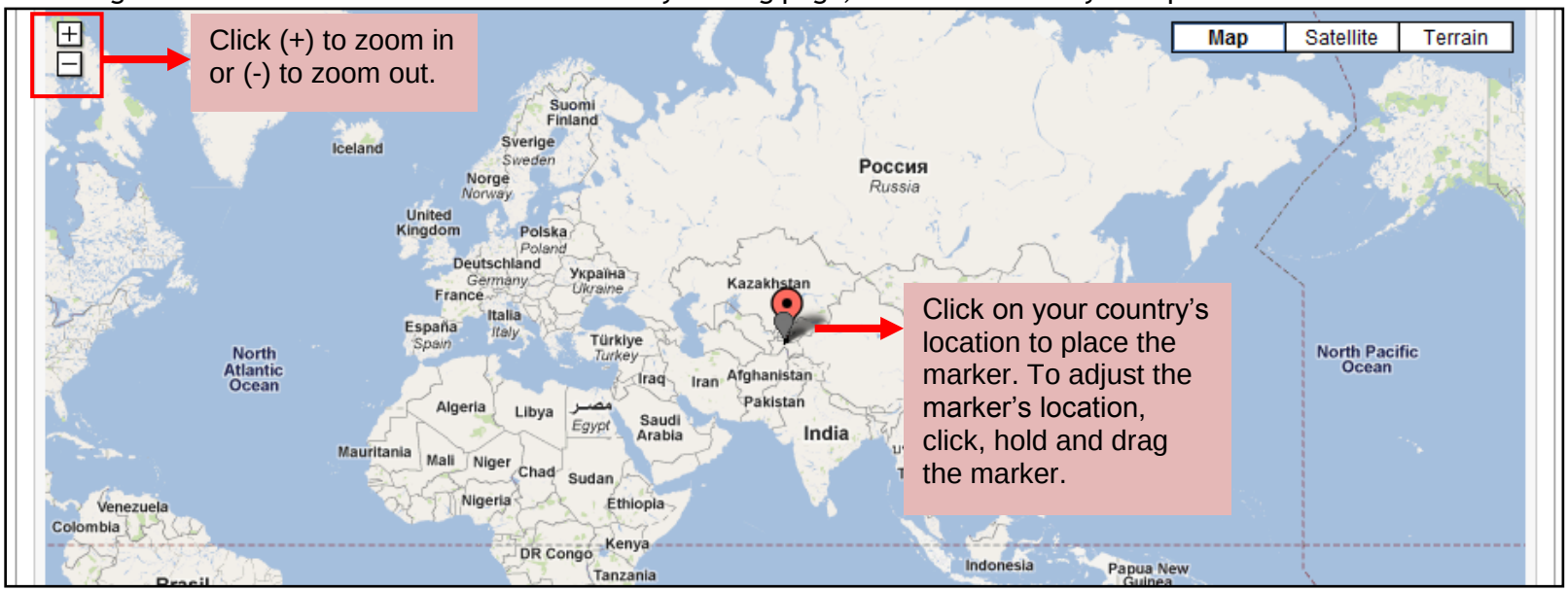
Following is a screen shot of the section of the Country editing page, where the "Related Policies & Initiatives" can be edited.



Further down the Country editing page, you can adjust your country's location marker on the world map.

- Click on the (+) or (-) buttons in the top left corner of the world map to zoom in or zoom out to the appropriate scale.
- Click on your country's location to place the marker.
- To adjust the marker's location, click, hold, and drag the marker to your desired location.

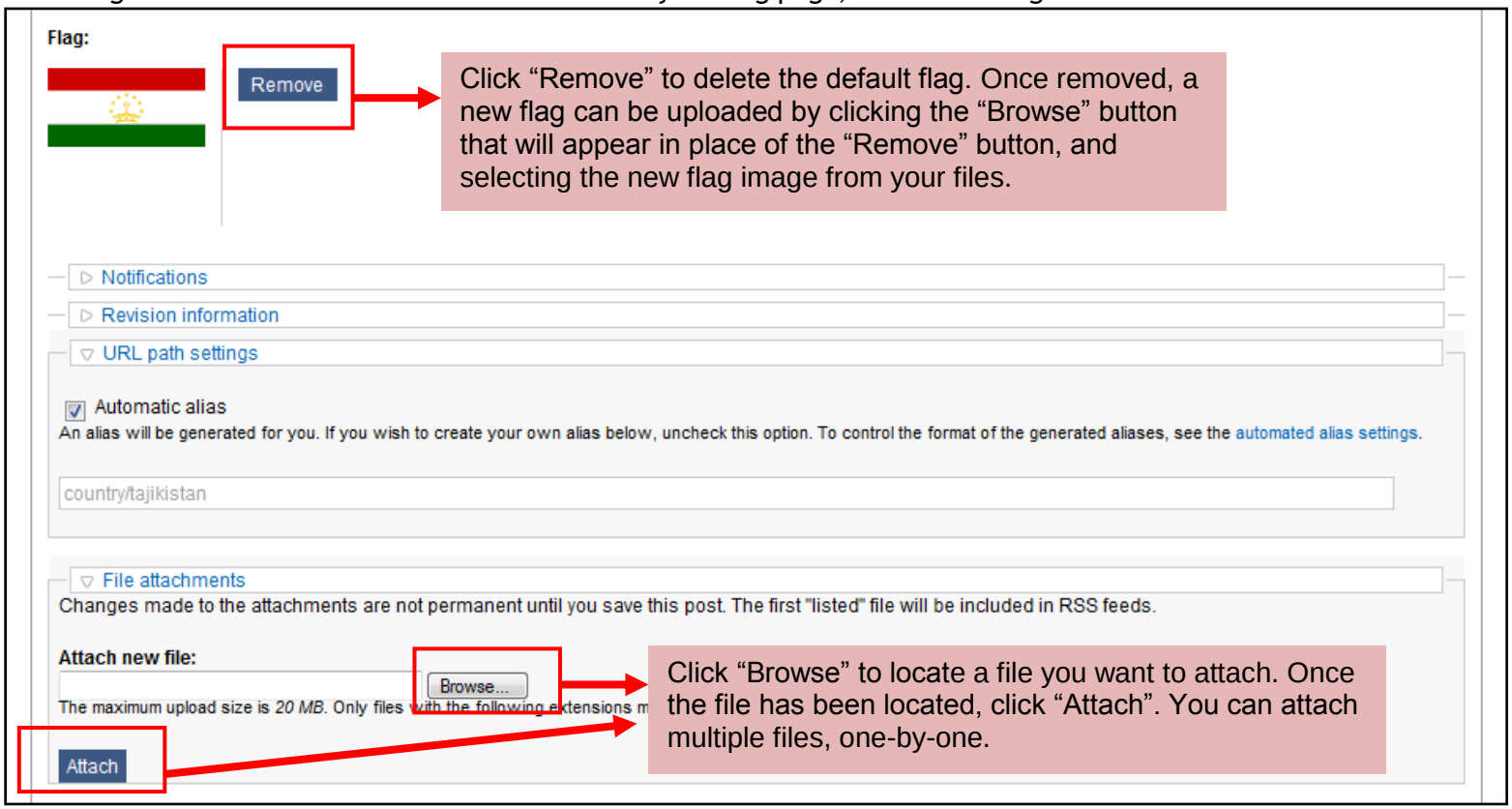
Following is a screen shot of the area of the Country editing page, where the country's map location can be edited.



Lower on the Country editing page, you can remove or change your country's flag and add file attachments.

- To remove the image of your country's flag, click the "Remove" button. You could leave your country page without a flag or, alternatively, upload an image of your country's flag from your own files.
- To add a file attachment, click "Browse" to locate the file you want to attach. Once the file has been selected, click "Attach".

Following is a screen shot of the area of the Country editing page, where the flag and file attachments can be edited.



At the bottom of the Country editing page, you can delegate editing rights to other country administrators and save any changes you have made in the current editing session.

As mentioned above in section 4.1, your country's Focal Point can designate several people as country administrators, and all will be given equal access to edit the Country page. The CIFnet usernames of these country administrators will be listed in the "Shared Users" section of the Country editing page. Note that only their usernames will be listed, not their actual names.

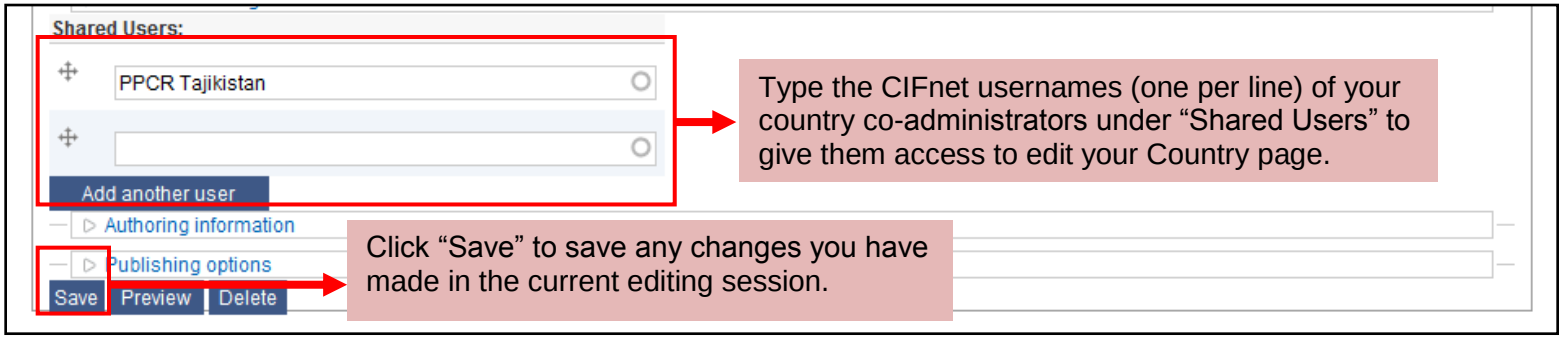
To manage a country administrator's access to edit your Country page, follow these instructions:

- Type the CIFnet username of the person you want to give editing rights to in one of the empty username boxes under "Shared Users". Note that only one username can be entered per line. Also note that only CIFnet users with country administrator roles can be added under the "Shared Users" list on the Country page.
- As you type the username in the box, the program will provide you with options of usernames that are already in the system. If the username of the person you wish to delegate editing rights to does not appear, it means either that you misspelled their username or that they have not been designated by your Focal Point as a country administrator. To resolve this, you should send a request to the CIFnet Administrator (cifnet@worldbank.org), via your Focal Point, to give the user role of country administrator to the user.
- If all the username boxes are filled, click "Add another user", and a new empty box will be added. Then follow the first step.
- If you delete a user's name from the "Shared Users" list, their access to edit the page will be taken away.

To save all edits that you have made during the current editing session:

- Click "Save" at the bottom of the Country editing page.

Following is a screen shot of the bottom of the Country editing page where "Shared Users" can be edited and all edits can be saved.



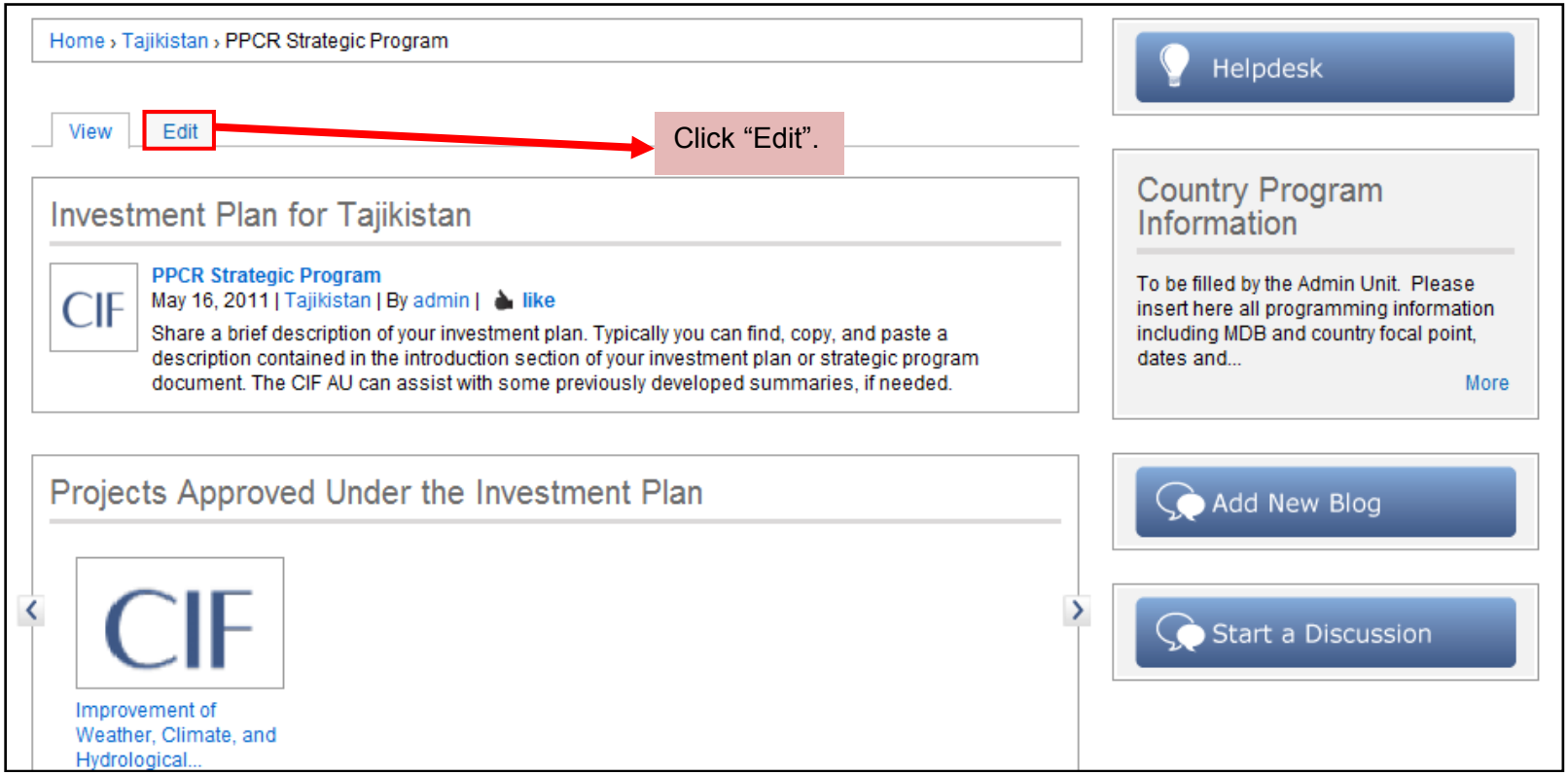
4.1.2 Editing your Investment Plan page

On your Investment Plan page, you can share a brief or detailed description of your country's investment plan or strategic program. Typically you can find, copy, paste, and edit the summary from your investment plan or strategic program document. You can also add a blog or start a discussion on your own Investment Plan page (see section 4.1.3 and 4.1.4).

After logging in to your Country Administrator account, follow these steps to edit the contents of your Investment Plan page:

- Navigate to your Investment Plan page (see section 2.3 above).
- Click "Edit" above the Investment Plan title (see screen shot below).

Following is a screen shot of the top of the Investment Plan page (note: user must be logged in as the country administrator).



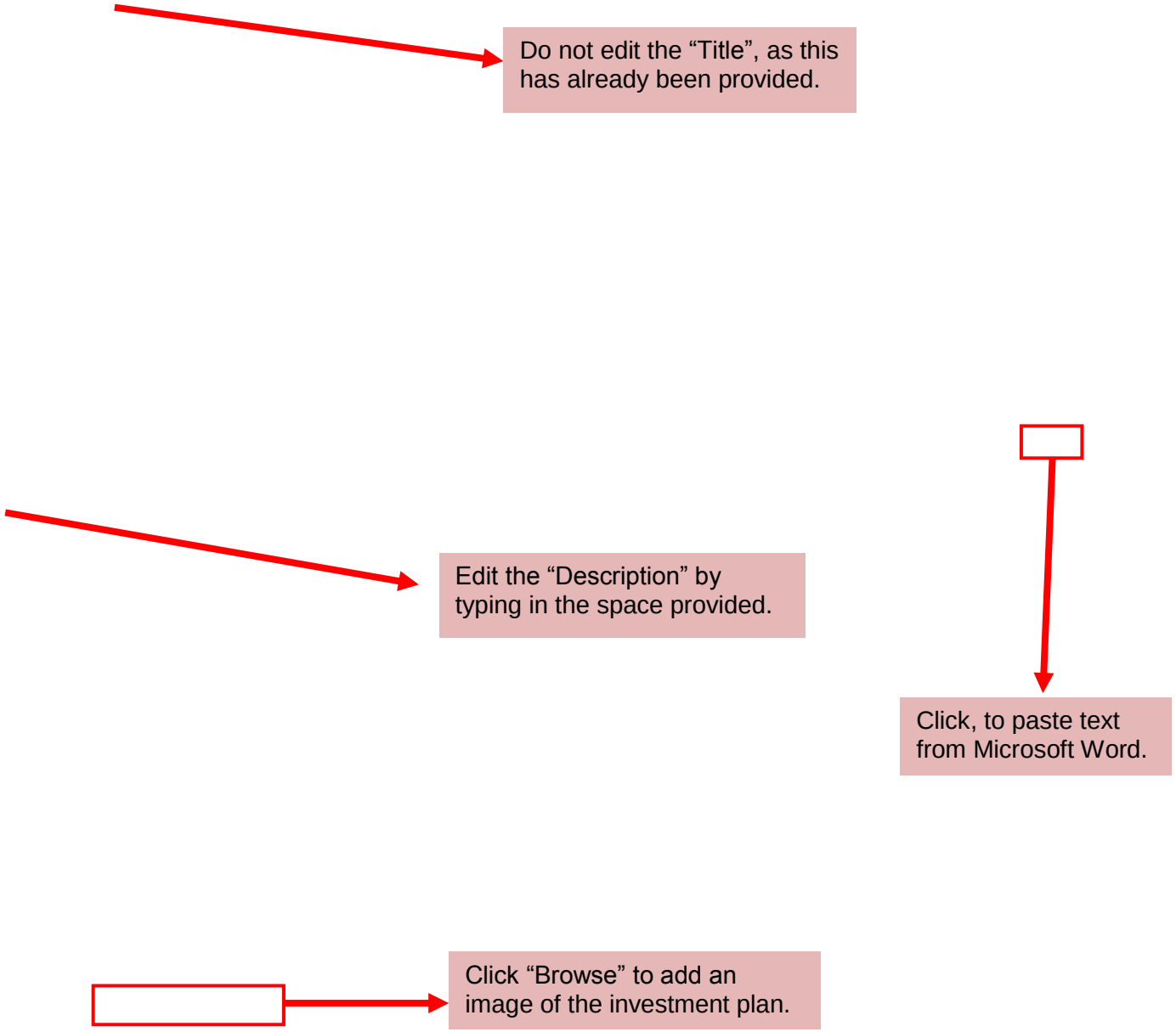
By clicking on "Edit", you will be transferred to the Investment Plan editing page where you can edit the following information:

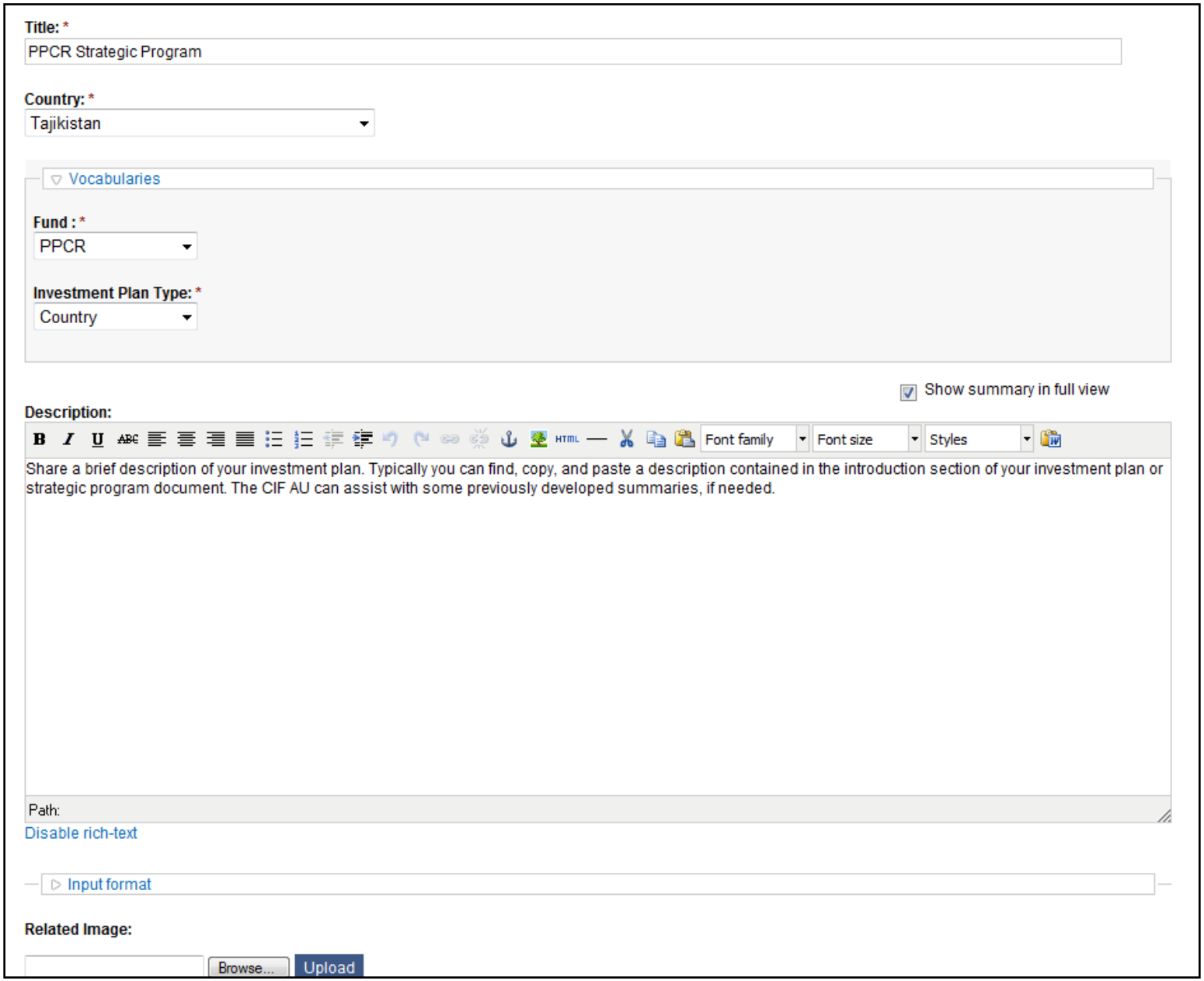
- "Title" – name of the investment plan following this format: "CTF Investment Plan" or "PPCR Strategic Program".
- "Country" – name of the country to which the investment plan belongs.
- "Fund" – CIF fund or program to which the investment plan belongs (i.e. CTF, PPCR, FIP, SREP).
- "Investment Plan Type" – distinguishes between country and regional investment plans.
- "Description" – summary of the investment plan.
- "Related Image" – an image of the investment plan that will be displayed on the investment plan and project pages.
- "Location" – location of the country, as depicted on the CIFnet world map.
- "File attachments" – relevant documents for download, like the full approved investment plan, an executive summary, posters, or presentations.
- "Shared Users" – all of the CIFnet users that are country administrators that have access to edit this Country page.

When the Investment Plan editing page loads, you should begin by adding or editing the text in the space provided under "Description".

- Using your keyboard, type the summary of your investment plan in the space provided under "Description". You can also find, copy, paste, and edit the summary from your investment plan or strategic program document.
- Please do not change the "Title", "Country", "Fund" or "Investment Plan Type" as this information will already have been entered in the relevant spaces.
- The new text you enter under "Description", and any other changes you make, will only be reflected in the published Investment Plan page after you click the "Save" button at the bottom of the Investment Plan editing page.
- To add a picture of your investment plan to your investment plan and country pages, click the "Browse" button under "Related Image". Then select the image from your files and click "Open".

Following is a screen shot of the top of the Investment Plan editing page, where the “Description” can be edited.

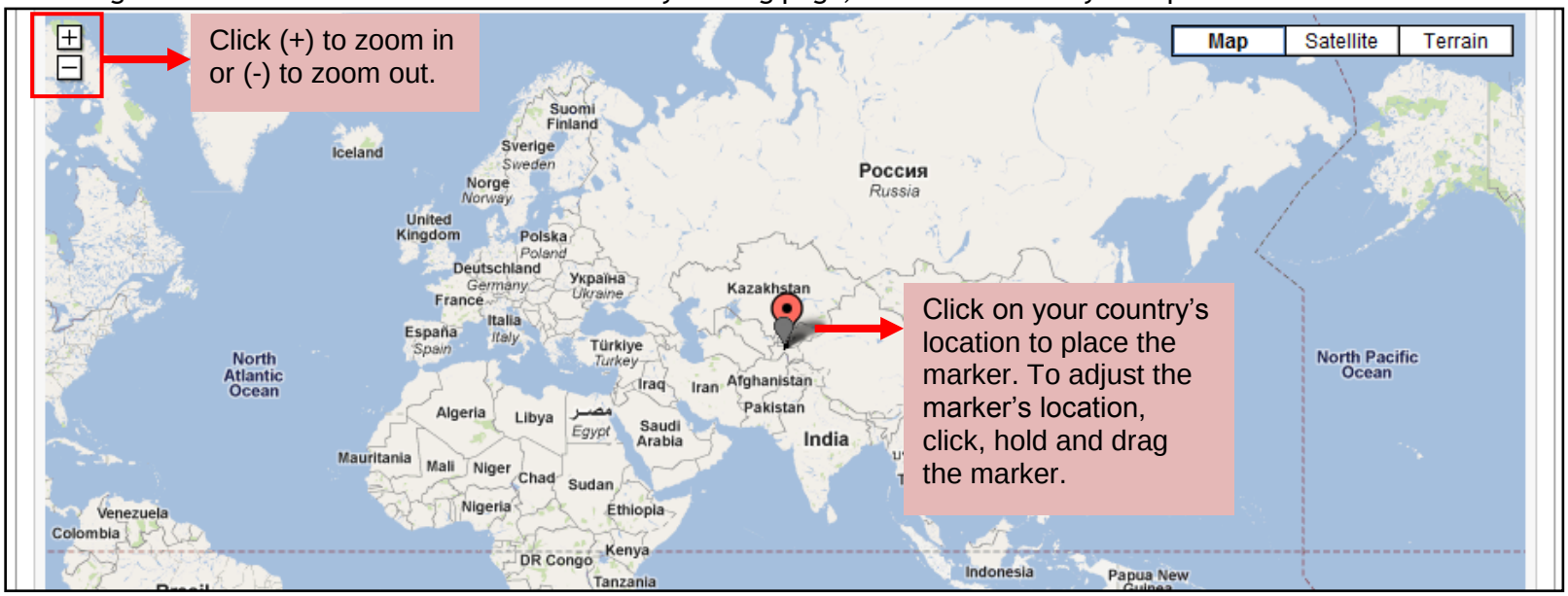



Title: *
PPCR Strategic Program
Country: *
Tajikistan
Vocabularies
Fund : *
PPCR
Investment Plan Type: *
Country
Show summary in full view
Description:
Font family
Font size
Styles
Share a brief description of your investment plan. Typically you can find, copy, and paste a description contained in the introduction section of your investment plan or strategic program document. The CIF AU can assist with some previously developed summaries, if needed.
Path:
Disable rich-text
Input format
Related Image:
Browse...
Upload

Further down the Investment Plan editing page, you can adjust your country's location marker on the world map.

- Click on the (+) or (-) buttons in the top left corner of the world map to zoom in or zoom out to the appropriate scale.
- Click on your country's location to place the marker.
- To adjust the marker's location, click, hold, and drag the marker to your desired location.

Following is a screen shot of the area of the Country editing page, where the country's map "Location" can be edited.



Lower on the Investment Plan editing page, you can add file attachments.

- To add a file attachment, click "Browse" to locate the file you want to attach. Once the file has been selected, click "Attach".

Following is a screen shot of the area of the Investment Plan editing page, where file attachments can be added.

At the bottom of the Investment Plan editing page, you can delegate editing rights to other country administrators and save any changes you have made in the current editing session.

As mentioned above in section 4.1, your country's Focal Point can designate several people as country administrators, and all will be given equal access to edit the Country page. The CIFnet usernames of these country administrators will be listed in the "Shared Users" section of the Investment Plan editing page. Note that only their usernames will be listed, not their actual names.

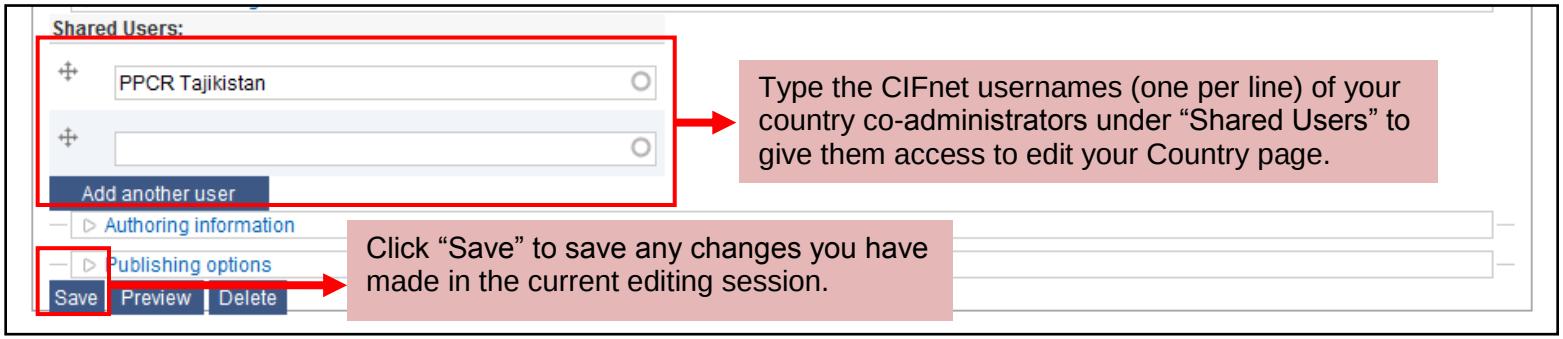
To manage a country administrator's access to edit your Investment Plan page, follow these instructions:

- Type the CIFnet username of the person you want to give editing rights to in one of the empty username boxes under "Shared Users". Note that only one username can be entered per line. Also note that only CIFnet users with country administrator roles can be added under the "Shared Users" list on the Investment Plan page.
- As you type the username in the box, the program will provide you with options of usernames that are already in the system. If the username of the person you wish to delegate editing rights to does not appear, it means either that you misspelled their username or that they have not been designated by your Focal Point as a country administrator. To resolve this, you should send a request to the CIFnet Administrator (cifnet@worldbank.org), via your Focal Point, to give the user role of country administrator to the user.
- If all the username boxes are filled, click "Add another user", and a new empty box will be added. Then follow the first step.
- If you delete a user's name from the "Shared Users" list, their access to edit the page will be taken away.

To save all edits that you have made during the current editing session:

- Click "Save" at the bottom of the Investment Plan editing page.

Following is a screen shot of the bottom of the Investment Plan editing page where "Shared Users" can be edited and all edits can be saved.


Shared Users:
PPCR Tajikistan
Add another user
Authoring information
Publishing options
Save
Preview
Delete
Type the CIFnet usernames (one per line) of your country co-administrators under “Shared Users” to give them access to edit your Country page.
Click “Save” to save any changes you have made in the current editing session.

4.1.3 Starting or joining a blog

Blogs are useful tools for sharing stories about your Investment Plan with the public and reporting on progress during preparation and implementation, similar to a news update. For example, you could provide an update on national stakeholder consultations or share the outcomes of a recent workshop. You can also provide links to other blogs such as those posted to MDB or government websites.

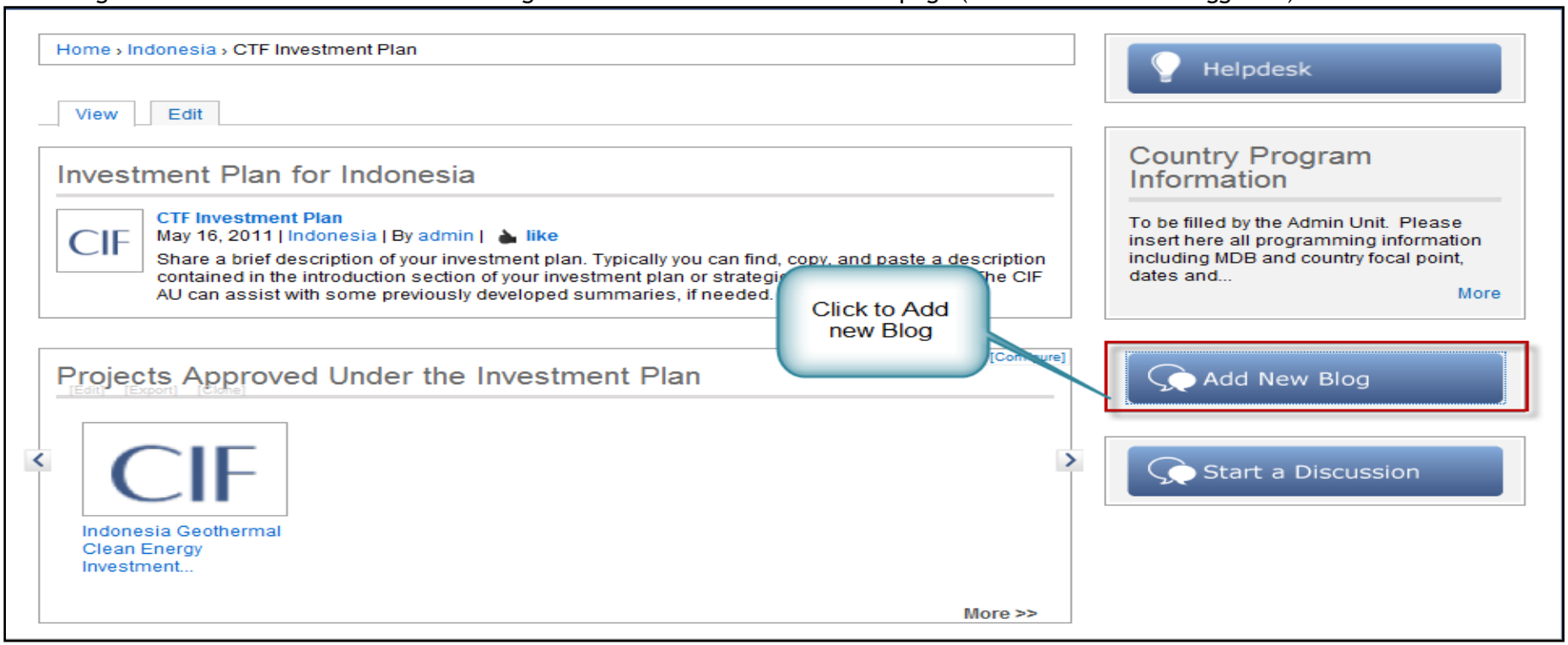
Since email notifications are built into CIFnet, starting or joining a blog on the Investment Plan or Project page is an easy way for you to get in touch with country and project team members. In the same spirit, other CIFnet users may start or join blogs on your Investment Plan page, and it will be your responsibility to engage with them courteously, as you would expect them to do with you.

All registered users, including country administrators, can start or join blogs, not only on your own Investment page but on all Investment Plan and Project pages on CIFnet.

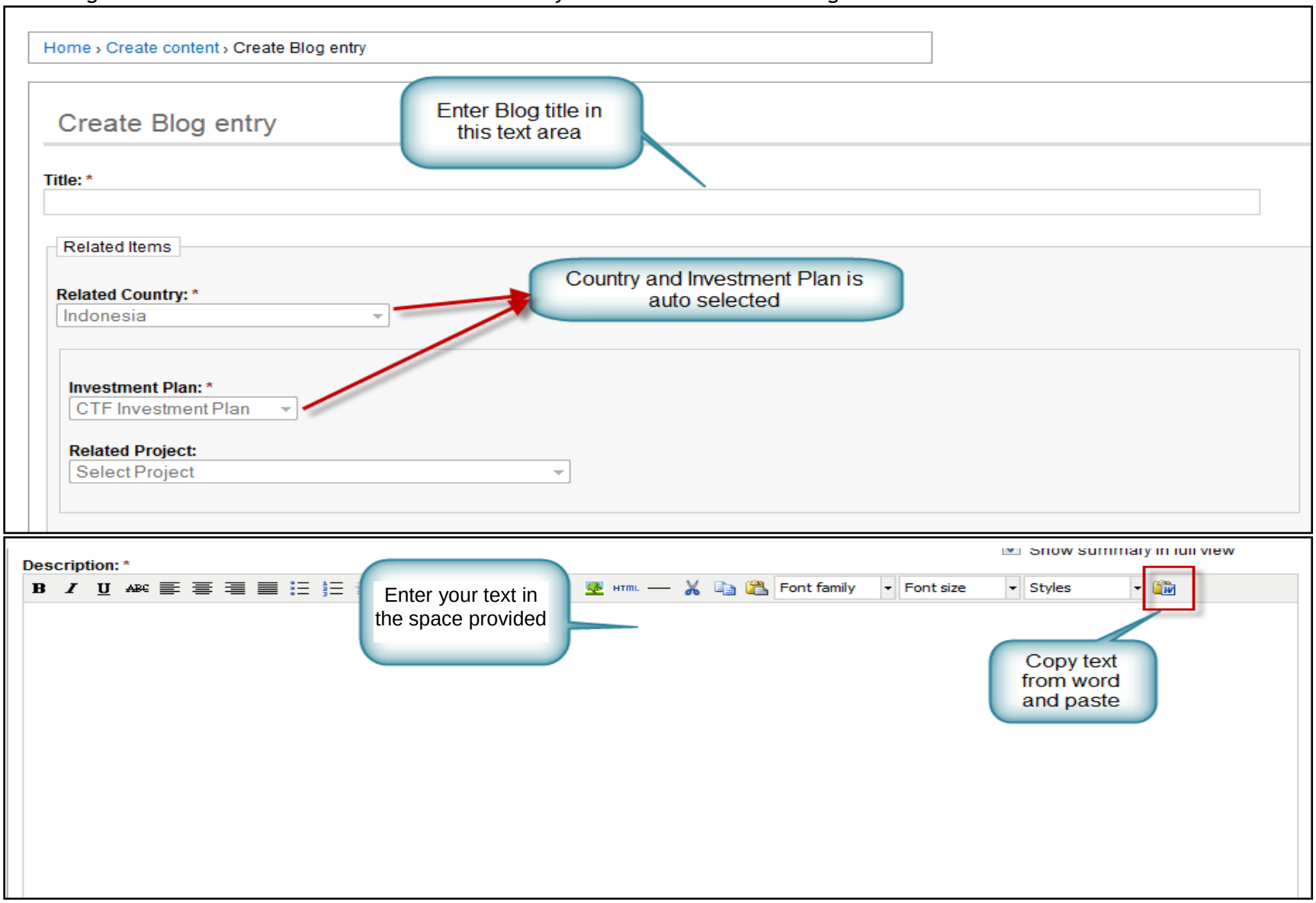
After logging in to your country administrator account, follow these steps to start a new blog on an Investment Plan or Project page:

- Navigate to your Investment Plan page or the page on which you wish to start a blog (see section 2.3 and 2.4).
- To add a new blog on the page, click on the "Add New Blog" button in the right hand column
- Type your comments in the form that loads, and click "Save".
- Your Blog will be posted in the Blogs box on the Investment Plan page and any page upstream; AND
- An email notification will be sent to the country administrators that manage that page.
- When someone comments on your blog, you will be automatically notified by email.

Following is a screen shot of the “Add New Blog” button on the Investment Plan page (note: user must be logged in).



Following is a screen shot of the form that loads when you click the “Add New Blog” button.



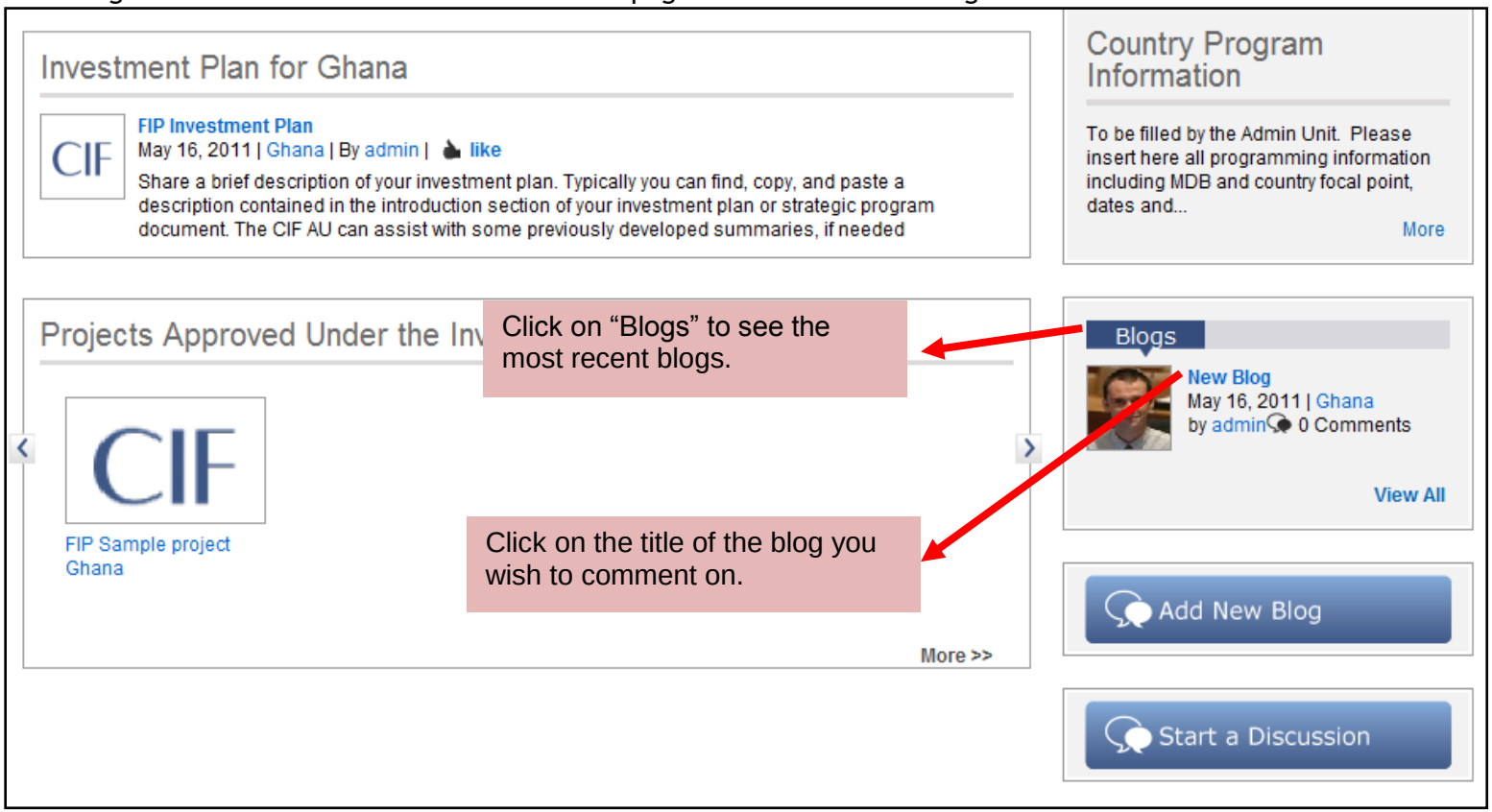
Screen shot continued on following page…

Screen shot continued from previous page…

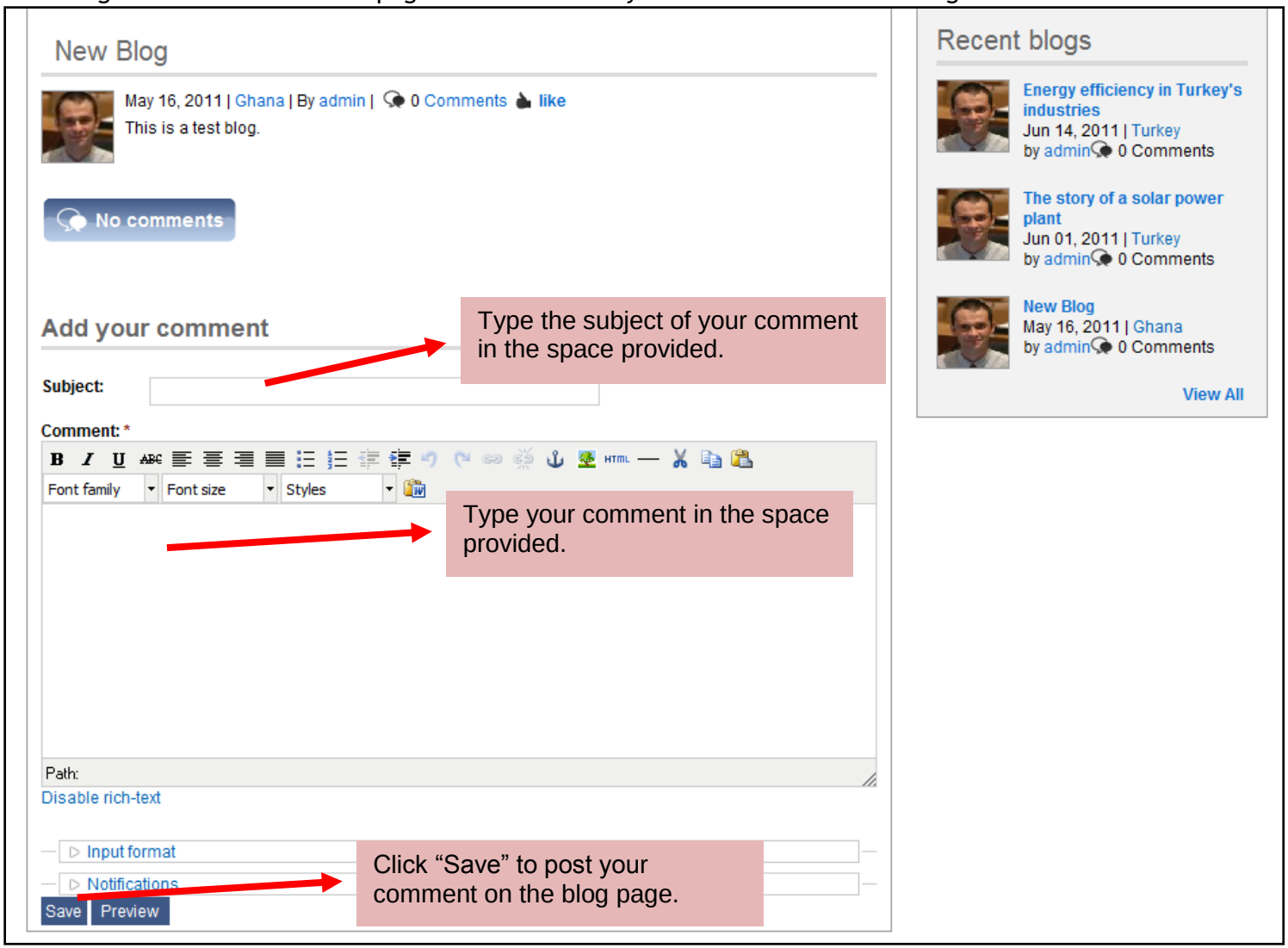
Follow these steps to comment on an existing blog on an Investment Plan or Project page:

- Navigate to the Investment Plan page or the page on which you wish to comment on a blog (see section 2.3 and 2.4).
- In the "Forums/Blogs" box, click on Blogs to see the most recent blogs.
- Click on the title of the Blog you want to comment on.
- Type your comments in the form that loads, and click "Save".
- Your comments will be posted on the page of the blog; AND
- An email notification will be sent to the user that created the blog you commented on and the country administrators that manages that page.
- When someone else comments on the blog or responds to your comment, you will be automatically notified by email.

Following is a screen shot of the Investment Plan page and the “Forums/Blogs” box.



Following is a screen shot of the page that loads when you click the title of the blog.



Following is a screen shot of the blog page after a comment has been added.

4.1.4 Starting or joining a discussion

Discussion forums are useful tools for communicating and networking with staff from other country and project teams and engaging with registered stakeholders. For example you may want to contact someone from another country team to find out how they set up their national steering committee or why they included a specific project in their investment plan.

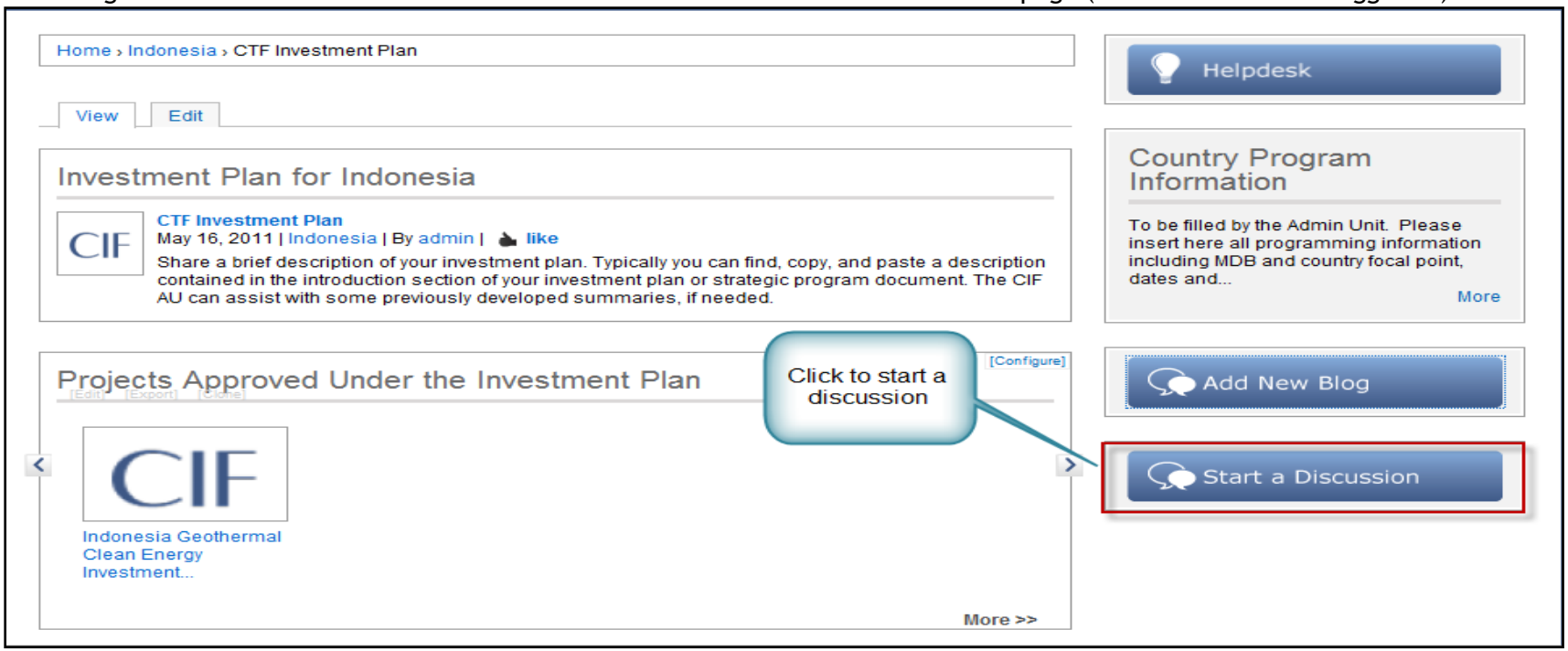
Again, since email notifications are built into CIFnet, starting or joining a discussion on the Investment Plan or Project page is one of the easiest ways for you to get in touch with country and project team members. In the same spirit, other CIFnet users may start or join discussions on your Investment Plan page, and it will be your responsibility to engage with them courteously, as you would expect them to do with you.

All registered users, including country administrators, can start or join discussions, not only on their own Investment Plan page, but on all Investment Plan and Project pages in CIFnet.

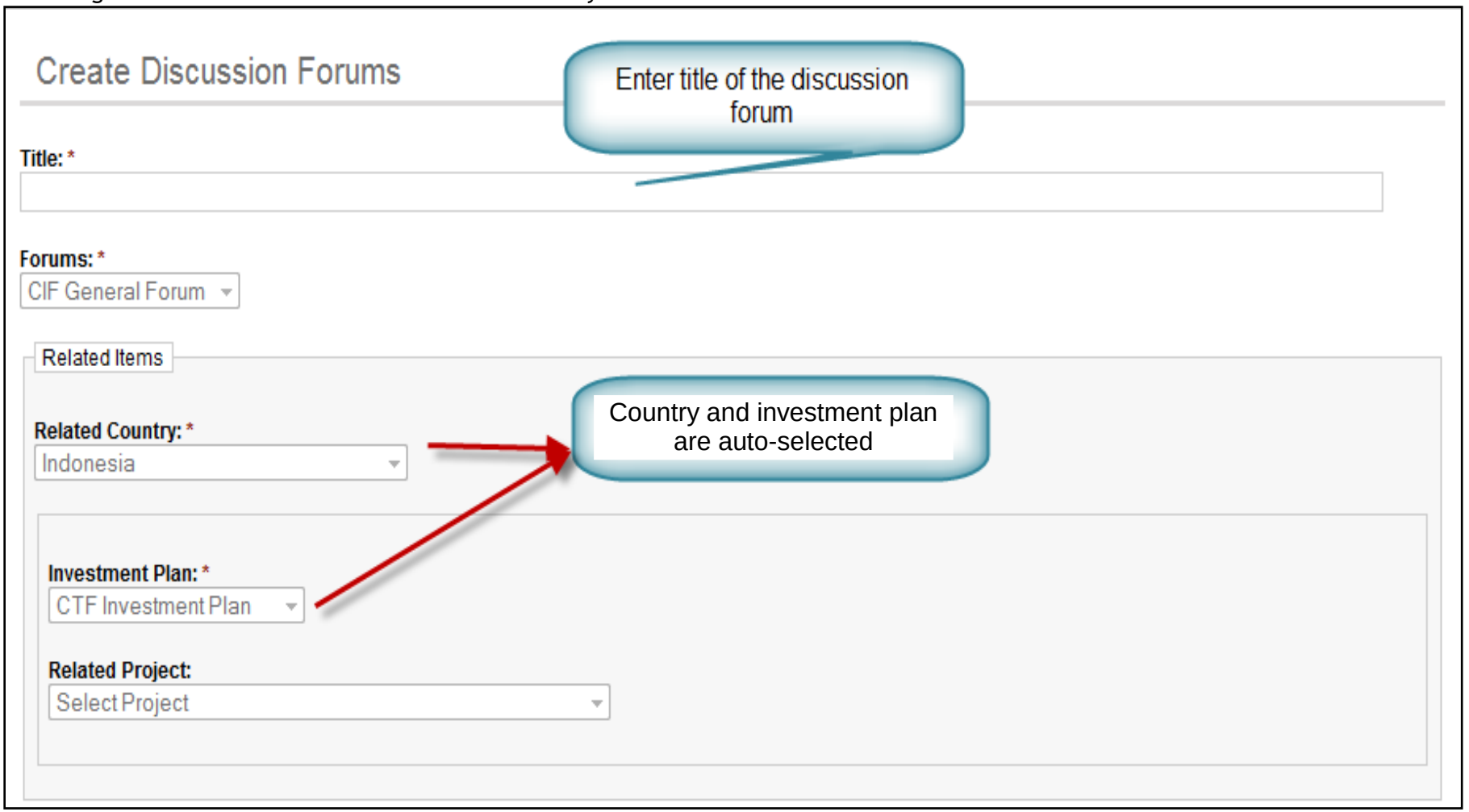
After logging in to your country administrator account, follow these steps to start a discussion on an Investment Plan or Project page:

- Navigate to the Investment Plan page on which you wish to start a discussion (see section 3.2 and 3.3).
- To start a new discussion on the page, click on the "Start a Discussion" button in the right hand column.
- Type your comments in the form that loads, and click "Save".
- Your discussion will be posted in the Forums box on the Investment Plan page and any page upstream; AND
- An email notification will be sent to the country administrators that manage that page.
- When someone joins your discussion, you will be automatically notified by email.

Following is a screen shot of the “Start a Discussion” button on the Investment Plan page (note: user must be logged in).

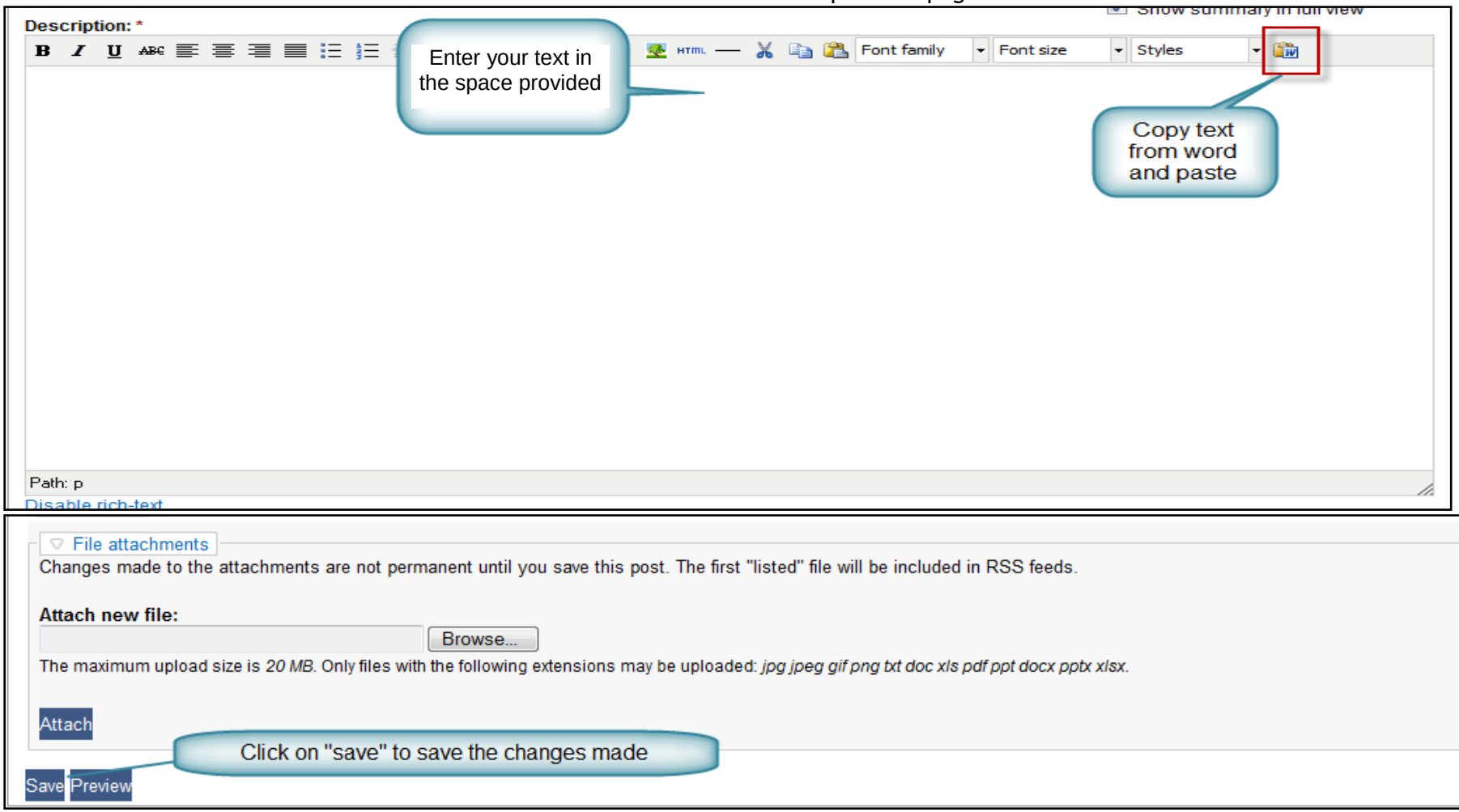


Following is a screen shot of the form that loads when you click the “Start a Discussion” button.



Screen shot continued on the next page…

Screen shot continued form the previous page…

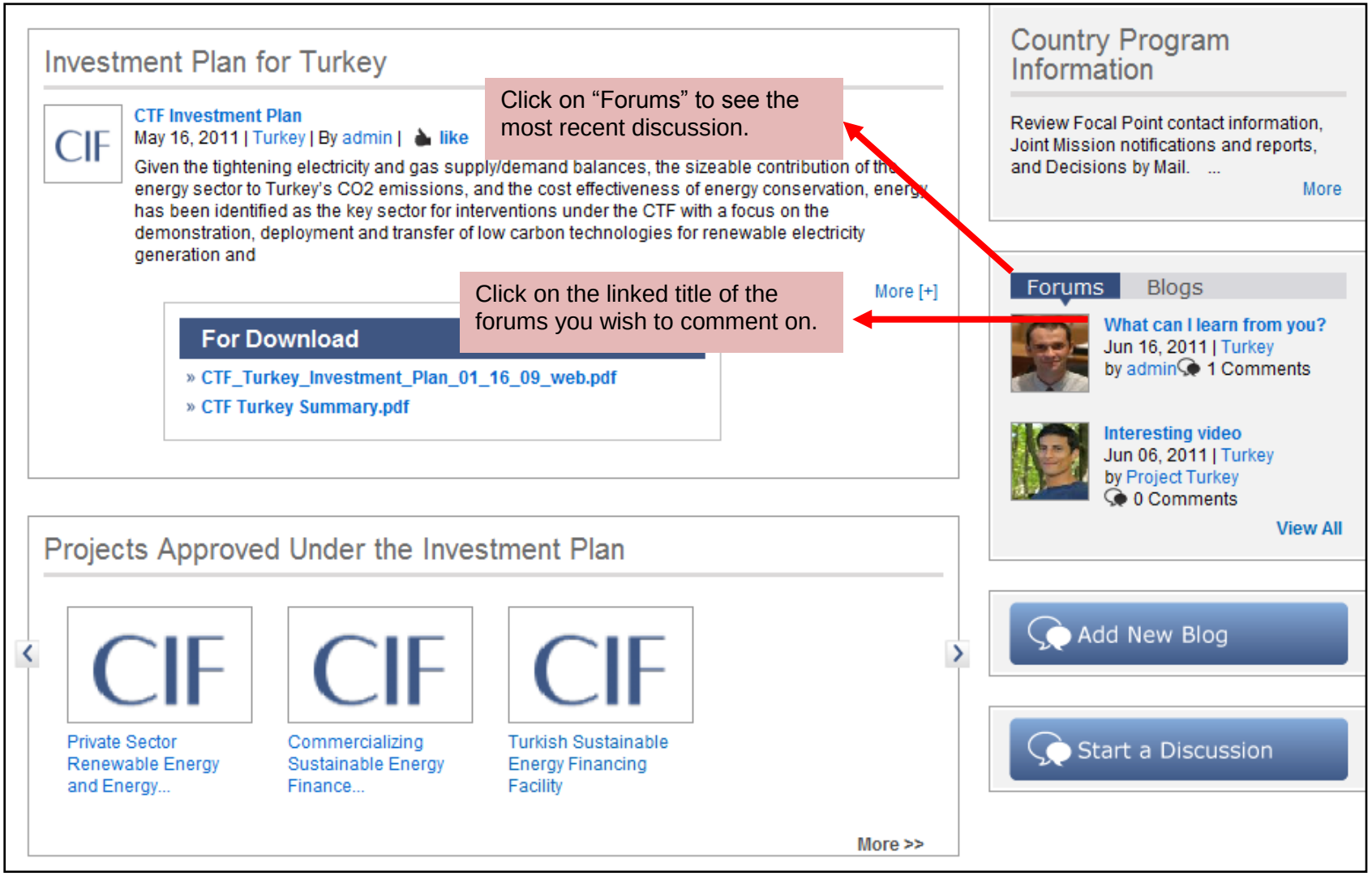


Follow these steps to comment on an existing discussion on an Investment Plan or Project page:

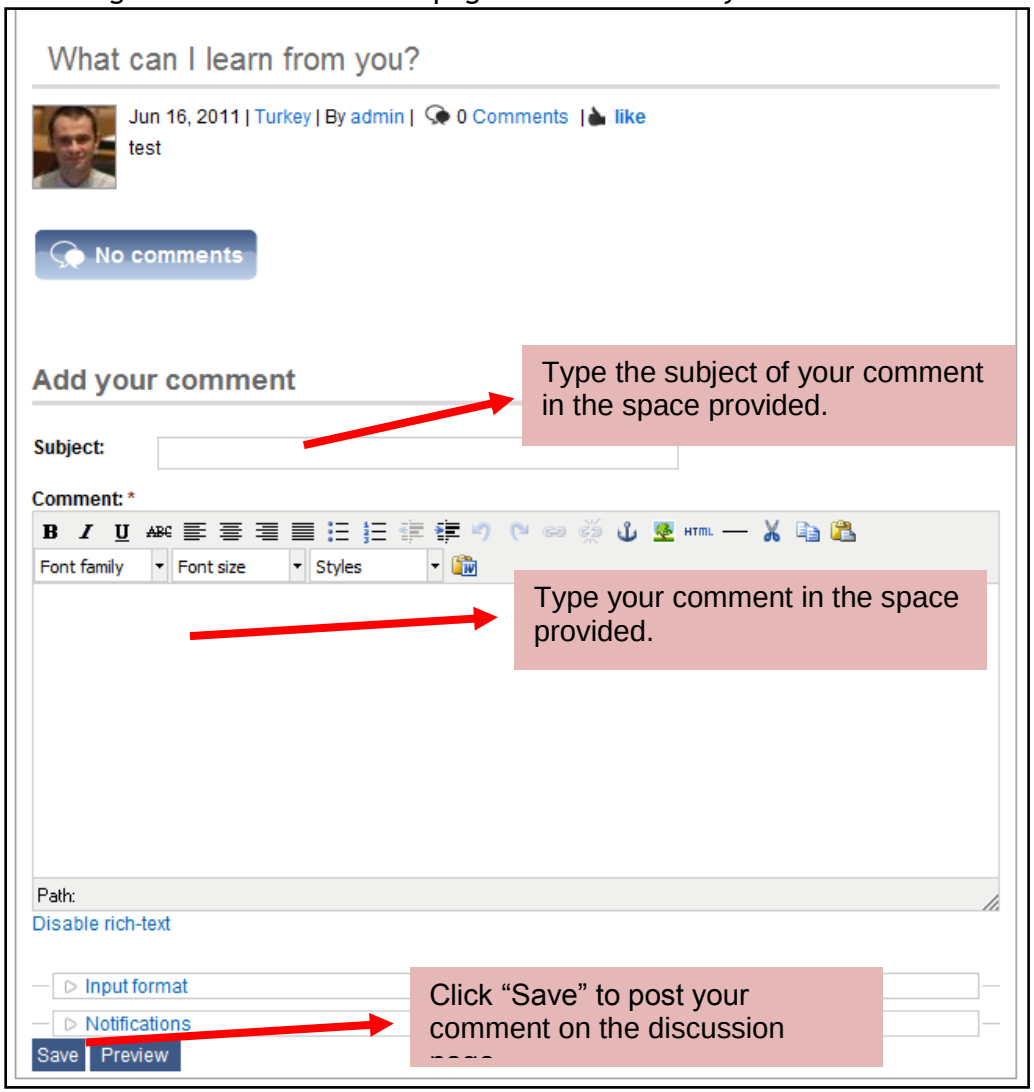
- Navigate to the Investment Plan page or the page on which you wish to comment on a discussion (see section 2.3 and 2.4).
- In the “Forums/Blogs” box, click on “Forums” to see the most recent forums.
- Click on the title of the discussion you want to comment on.
- Type your comments in the form that loads, and click “Save”.

- Your comments will be posted on the page of the discussion; AND
- An email notification will be sent to the user that created the discussion you commented on and the country administrator that manages that page.
- When someone else comments on the discussion or responds to your comment, you will be automatically notified by email.

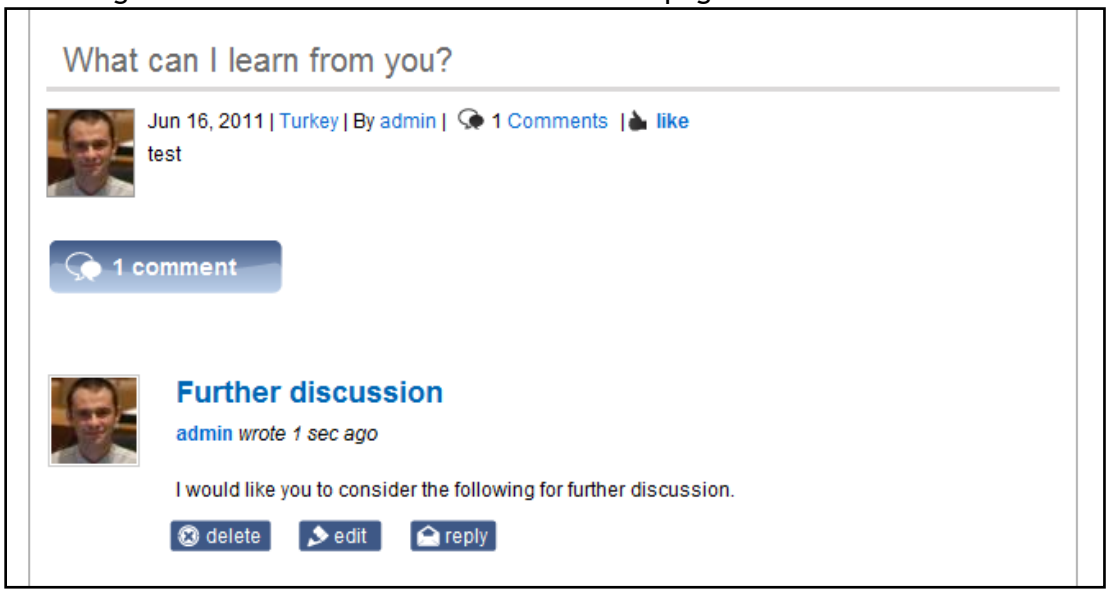
Following is a screen shot of the Investment Plan page and the "Forums/Blogs" box.



Following is a screen shot of the page that loads when you click the title of the discussion forum.



Following is a screen shot of the discussion forum page after a comment has been added.



4.1.5 Commenting on project lessons

Sharing lessons learned from CIF activities is a major objective of the CIF, and many projects will include information sharing and learning or knowledge management activities, such as workshops, awareness campaigns, assessments, toolkits, etc. Lessons learned from developing and implementing investment plans may also be shared, for example about coordination, monitoring and evaluation, etc. In many cases, countries have decided to create a specific project focused on knowledge management or capacity building, and it is on that project page that such lessons will be shared.

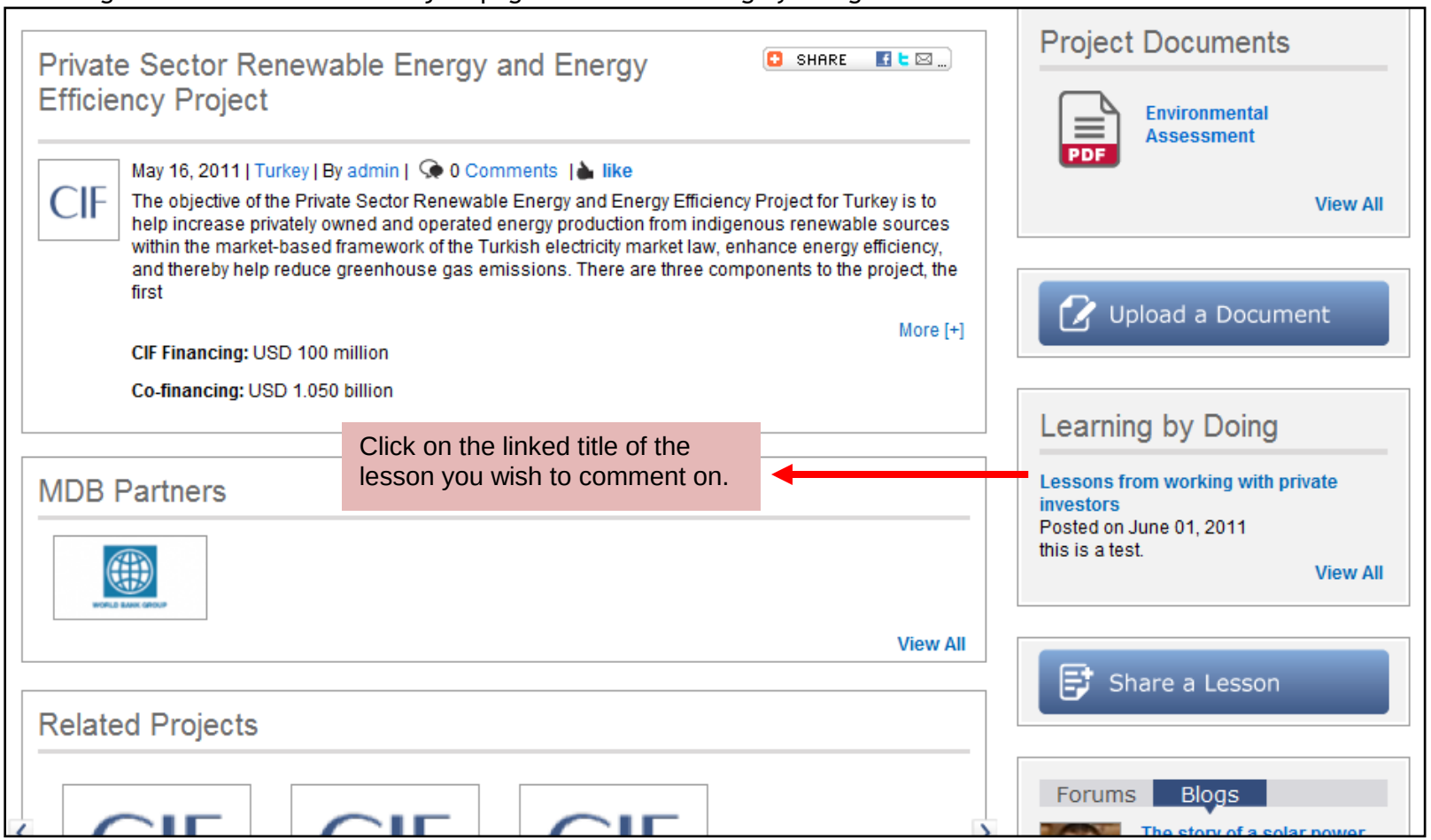
MDBs and project teams will undoubtedly be producing reports on their knowledge management and information sharing and learning activities, perhaps for different audiences or in different languages. These lessons should also be shared through CIFnet, even if that means copying from one document and pasting into the CIFnet platform, or adding a link to another website where the information is captured. It is for this reason that CIFnet's "share a lesson" function has an open format. It is not prescriptive in the way that lessons should be reported.

After logging in, you can easily comment on lessons shared on a Project page by following these instructions:

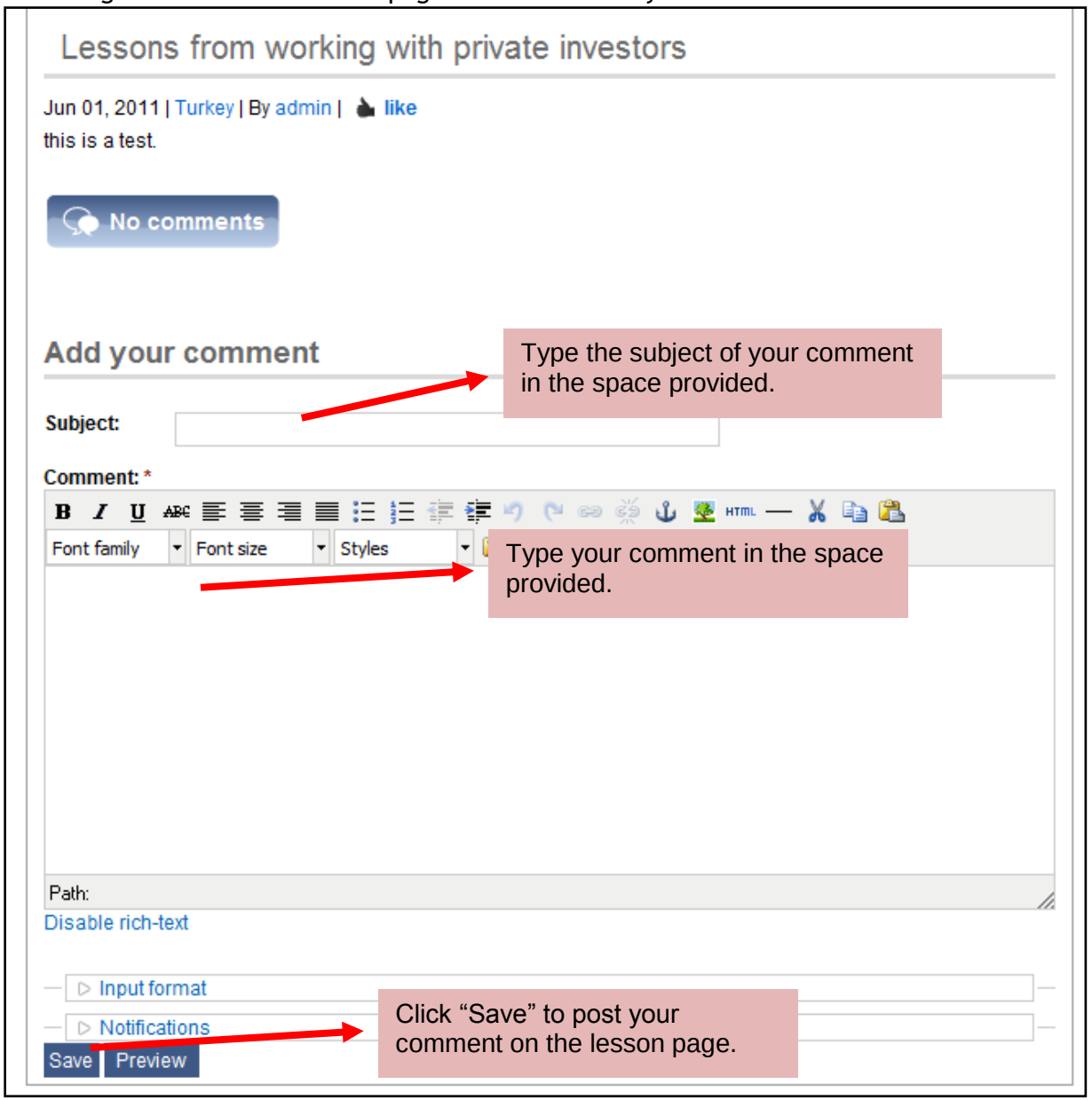
- Navigate to the Project page on which you wish to comment on a lesson (see section 2.3 and 2.4).

- In the “Learning by Doing” box, click on the title of the lesson you want to comment on.
- Type your comments in the form provided, and click “Save”.
- Your comments will be posted on the page of the lesson; AND
- An email notification will be sent to the project implementer that created the lesson you commented on.
- When someone else comments on the lesson or responds to your comment, you will be automatically notified by email.

Following is a screen shot of the Project page and the “Learning by Doing” box.



Following is a screen shot of the page that loads when you click the title of the lesson.



Following is a screen shot of the lesson page after a comment has been added.

4.1.6 Registering for updates

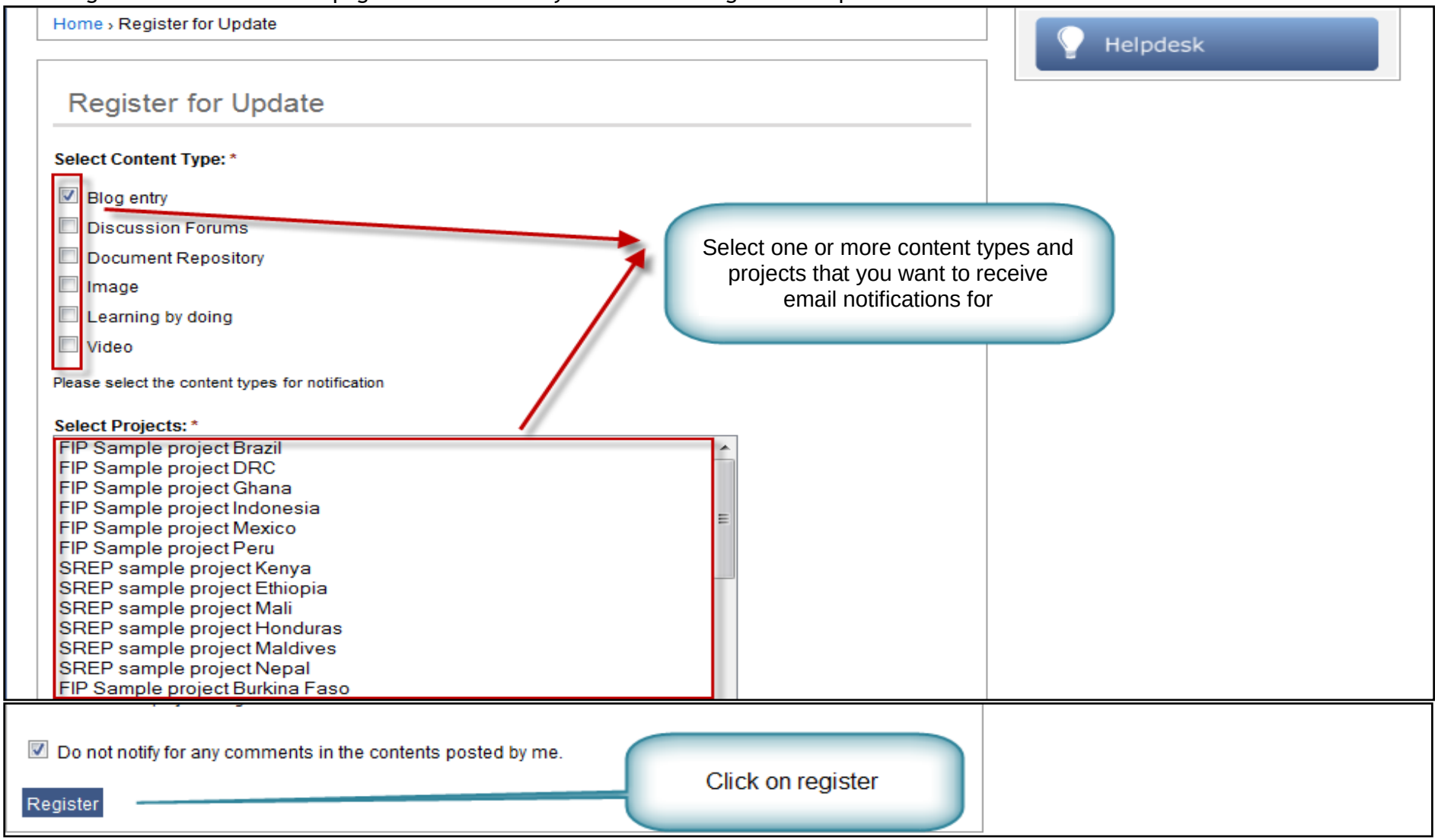
All registered users, including country administrators, can register for updates. CIFnet's notification system allows you to select the projects and the content types that you would like to receive email notifications for. For example, if you want to be notified when blogs, discussion forums, lessons learned, and videos are updated on only one specific project, you can select to only receive those updates. In contrast, if you want to receive notifications of updates on all projects but only the "lessons learned" content type, you can select to only receive those updates. The system is very flexible.

After logging in to your Country Administrator account, follow these steps to register for updates:

- Click on the "Register for Updates" link (look on the top right corner of the page, next to the search bar).
- On the page that loads, select one or more content types from the menu of options.
- Select one or more projects from the scrolling menu (to select multiple projects, hold the CTRL key on your keyboard while you click on the projects you wish to select).
- Click "Register" to save your selections.

Following is a screen shot of the "Register for Updates" link (note: user must be logged in).

Following is a screen shot of the page that loads when you click the “Register for Updates” link.



4.2 Tools for project implementers

To become a project implementer, you must be designated directly by your country's Focal Point via an email to the CIFnet Administrator (CIFnet@worldbank.org). Focal Points can also designate themselves as project implementers. The CIF Administrator will verify your designation as a project implementer and grant you the appropriate access when you create a CIFnet account (see section 3.1 above). The Focal Point can designate several people as project implementers, and all will be given equal access to edit pages and use CIFnet tools.

- As a project implementer, you are responsible for editing your Project page(s), keeping them up-to-date, and ensuring the quality of information presented on it. Your first task is to edit the description of your project and upload any project documents.
- You will automatically be notified by email when your Project page(s) has been edited or updated (i.e. a project implementer adds a new video from your project, or a member of civil society starts a discussion on your Project page).
- Country administrators will also be automatically notified by email when Project pages that fall within their investment plan are edited or updated.

4.2.1 Editing your Project page

On your Project page, you can share a brief or detailed description of your project. Typically you can find, copy, paste, and edit a description from your project documents. You will also have the opportunity to share various types of documentation and communications materials, including lessons learned, but the instructions for sharing these are covered in following sections (see 4.2.2 - 4.2.7).

After logging in to your project implementer account, follow these steps to edit the contents of your Project page:

- Navigate to your Project page (see section 2.4 above).
- Click "Edit" above the Project title (see screen shot below).

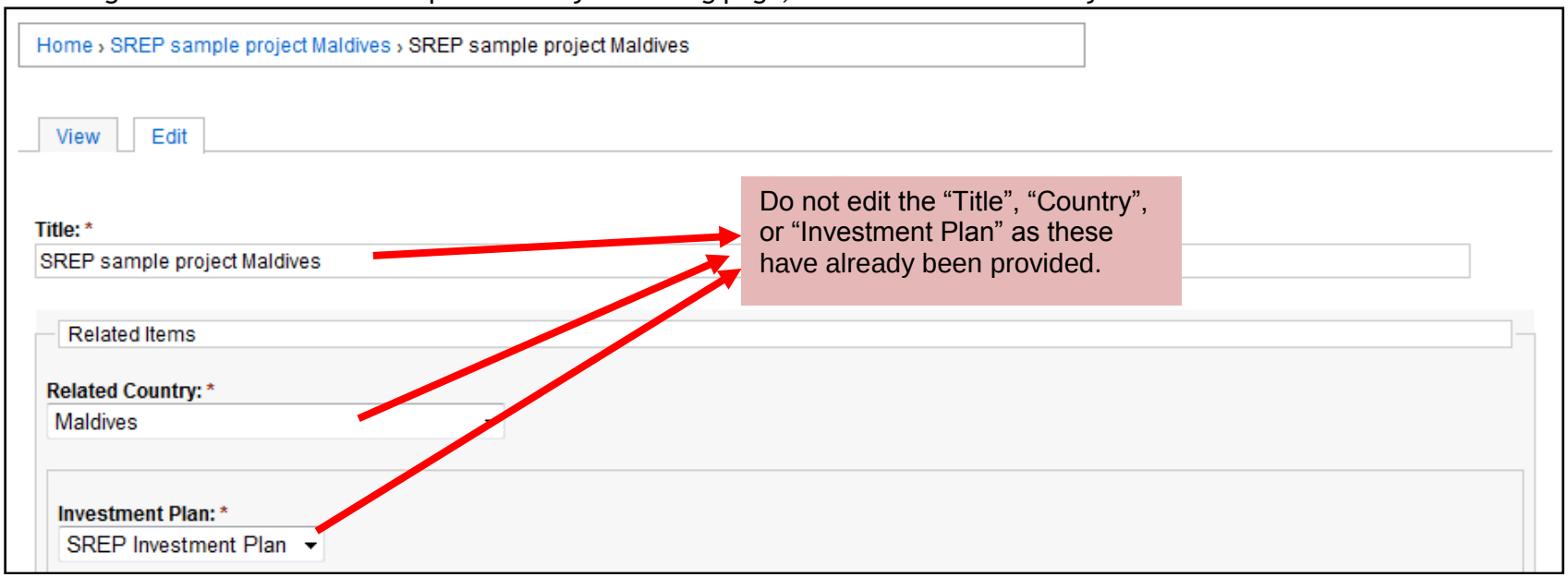
Following is a screen shot of the top of the Project page (note: user must be logged in as the project implementer).

By clicking on “Edit”, you will be transferred to the Project editing page where you can edit the following information:

- “Title” – name of the project.
- “Related Country” – name of the country to which the project belongs.
- “Investment Plan” – name of the investment plan to which the project belongs.
- “Related Projects” – other CIF projects that have a scope similar to the project you are implementing.
- “Fund” – CIF fund or program to which the project belongs (CTF, PPCR, FIP or SREP), as depicted in the CIFnet project filter.
- “Sector” – differentiates between which sectors the project is related to, as depicted in the CIFnet project filter.
- “Type” – differentiates between public sector projects, private sector projects, or public-private partnership projects, as depicted in the CIFnet project filter.
- “Location” – location of the project, as depicted on the CIFnet world map.
- “Executing Partners” – name of the MDB that is supervising the project.
- “Body” – description of the project.
- “CIF Financing” – the amount of financing in US dollars that the project is receiving from the CIF.
- “Co-financing” – the amount of financing in US dollars that the project is receiving from other sources.
- “Related Image” – an image of the project that will be displayed on the project and investment plan pages.
- “File attachments” – relevant documents for download, like the full approved project proposal, an executive summary, poster, or presentations.
- “Shared Users” – all of the CIFnet users that are project implementers that have access to edit this Project page.

When the Project editing page loads, you will notice that the "Title", "Related Country", and "Investment Plan" fields have already been entered. Please do not edit these sections.

Following is a screen shot of the top of the Project editing page, where the "Related Projects" can be selected.

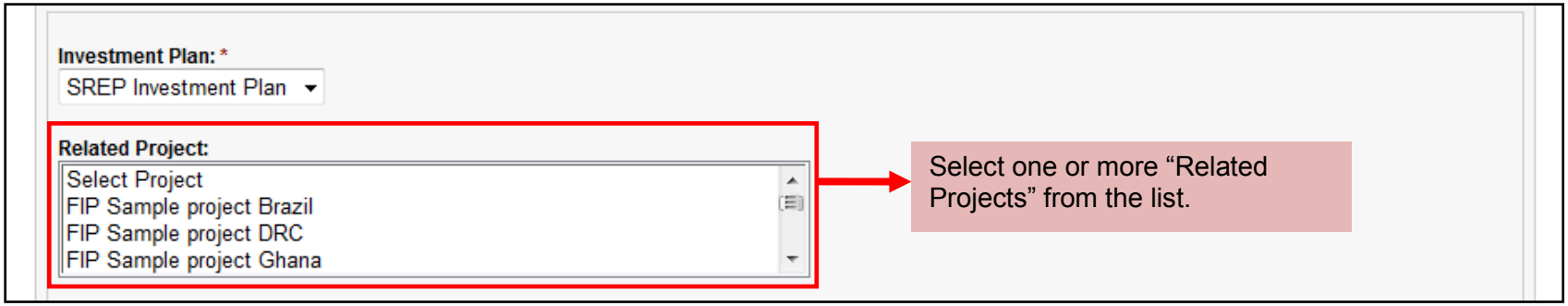


You should begin editing your Project page by selecting "Related Projects". "Related Projects" are other CIF projects that have a similar scope to the project you are implementing. Once you select the projects that are related to yours, links to the pages of the related projects you select will be added to the bottom of your Project page so that you can easily access the information shared on those pages and communicate and network with the teams involved in those projects. This tool also allows you to point users to projects similar to yours and therefore facilitate the establishment of networks.

To select related projects, follow these instructions:

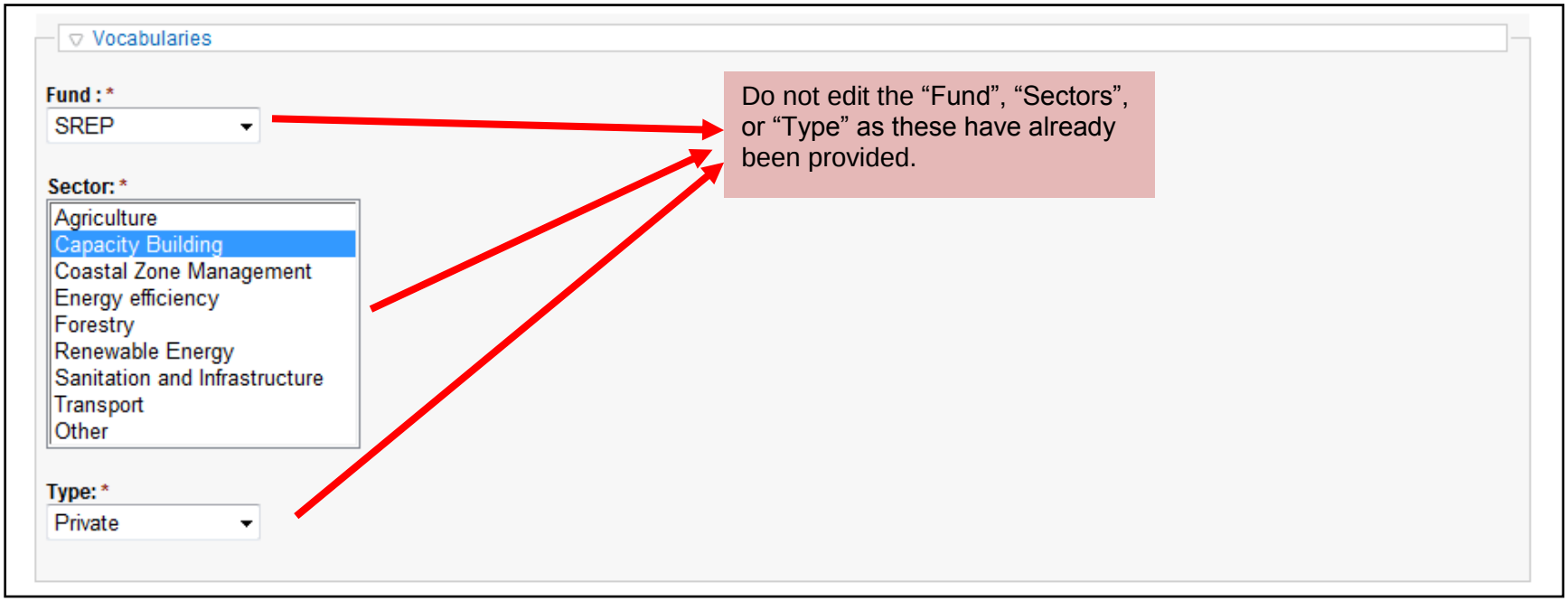
- Scroll through the list of "Related Projects" to find projects that have a similar scope to the project you are implementing.
- Select one or more projects from the scrolling "Related Projects" menu by clicking on the project titles (to select multiple projects, hold the CTRL key on your keyboard while you click on the projects you wish to select).
- Note that any changes you make will only be reflected in the published Project page after you click the "Save" button at the bottom of the Project editing page.

Following is a screen shot of the section of the Project editing page, where the “Related Projects” can be selected.



The next section of the Project editing page identifies the “Fund” and “Sectors” within which the project is operating, as well as the “Type” of finance (i.e. private, public, or public-private). Please do not edit these sections, as they link the Project page to the Project Filter (see section 2.4). If you think there is an error with regards to these, please contact the CIFnet Administrator via email (CIFnet@worldbank.org).

Following is a screen shot of the section of the Project editing page described above.


Vocabularies
Fund : *
SREP
Sector: *
Agriculture
Capacity Building
Coastal Zone Management
Energy efficiency
Forestry
Renewable Energy
Sanitation and Infrastructure
Transport
Other
Type: *
Private
Do not edit the “Fund”, “Sectors”, or “Type” as these have already been provided.

Further down the Project editing page, you can edit your project's location marker on the world map. Note that not all projects have one defined location – some may even have multiple locations. In these cases, you may use your judgment as to where the project marker is located. You may for example place it over the capital city of your country or over your organization's location.

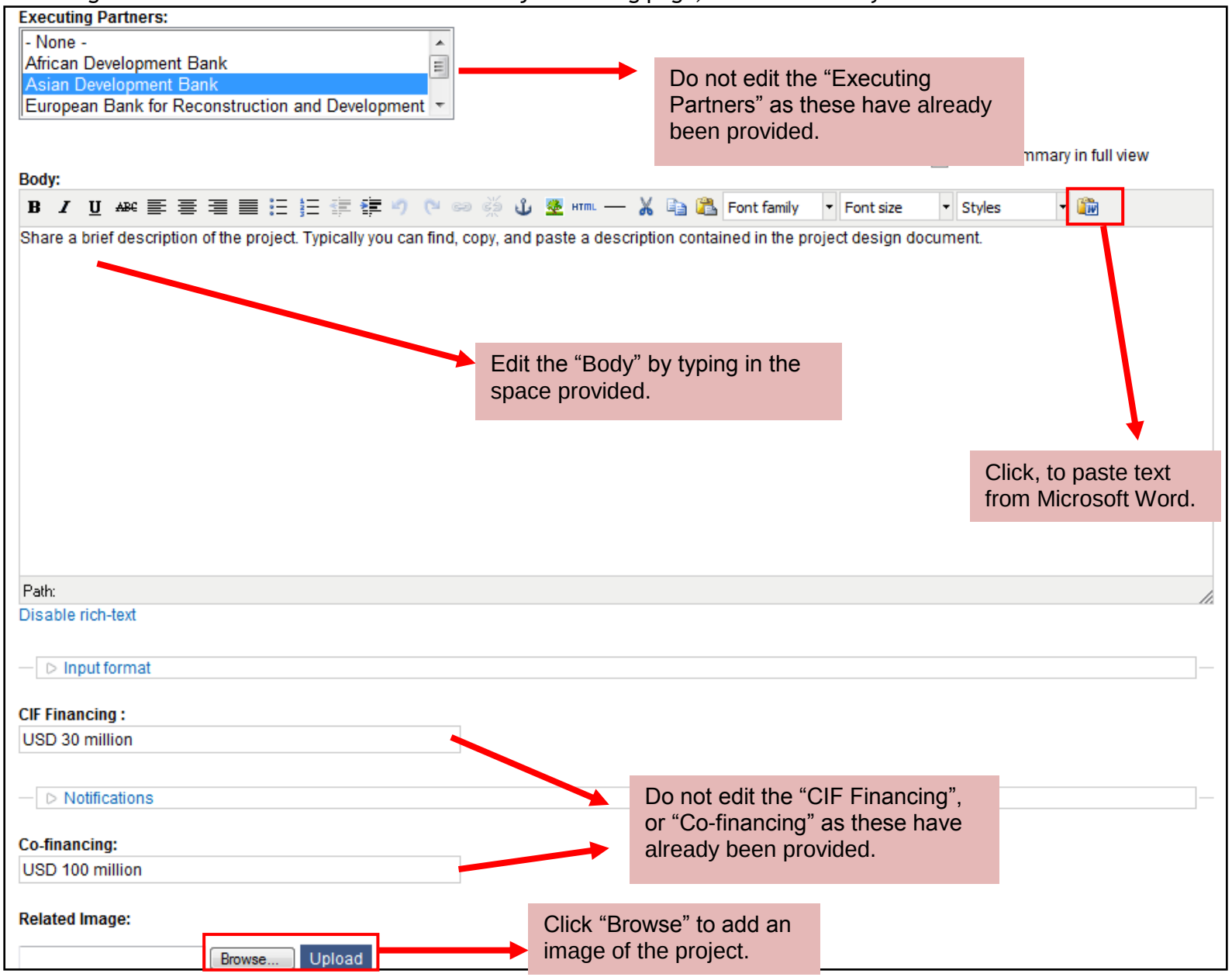
- Click on the (+) or (-) buttons in the top left corner of the world map to zoom in or zoom out to the appropriate scale.
- Click on your project's location to place the marker.
- To adjust the marker's location, click, hold, and drag the marker to your desired location.

Following is a screen shot of the area of the Project editing page, where the project's map "Location" can be edited.

In the next section of the Project editing page you can add the description of your project.

- To edit the project description, type the description text in the space provided under "Body". Again, you can typically find, copy, paste, and edit a description from your project documents.
- You will notice that above and below the "Body" section, the list of MDB "Executing Partners" and the "CIF Financing" and "Co-financing" sections are already entered, so please do not edit them. If you think there is an error with regards to these sections, please contact the CIFnet Administrator via email (CIFnet@worldbank.org).
- To add a picture of your project to your project and investment plan page, click the "Browse" button under "Related Image".

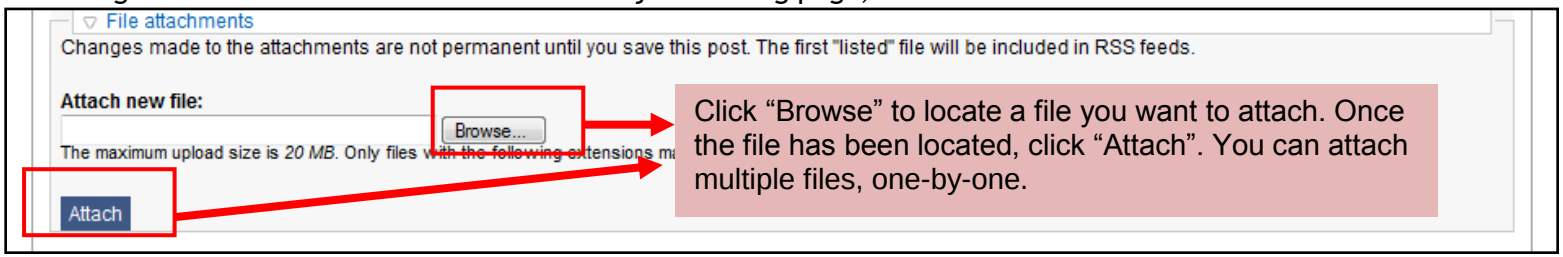
Following is a screen shot of the section of the Project editing page, where the “Body” can be edited.



Lower on the Project editing page, you can add file attachments to your project page. However, we would advise you to upload documents as described in section 4.2.2.

- To add a file attachment, click "Browse" to locate the file you want to attach. Once the file has been selected, click "Attach". Note that this is not the preferred way for you to add project documents. See section 4.2.2 for proper instructions.

Following is a screen shot of the area of the Project editing page, where file attachments can be added.



At the bottom of the Project editing page, you can delegate editing rights to other project implementers and save any changes you have made in the current editing session.

As mentioned above in section 4.2, your country's Focal Point can designate several people as project implementers, and all will be given equal access to edit the Project page. The CIFnet usernames of these project implementers will be listed in the "Shared Users" section of the Project editing page. Note that only their usernames will be listed, not their actual names.

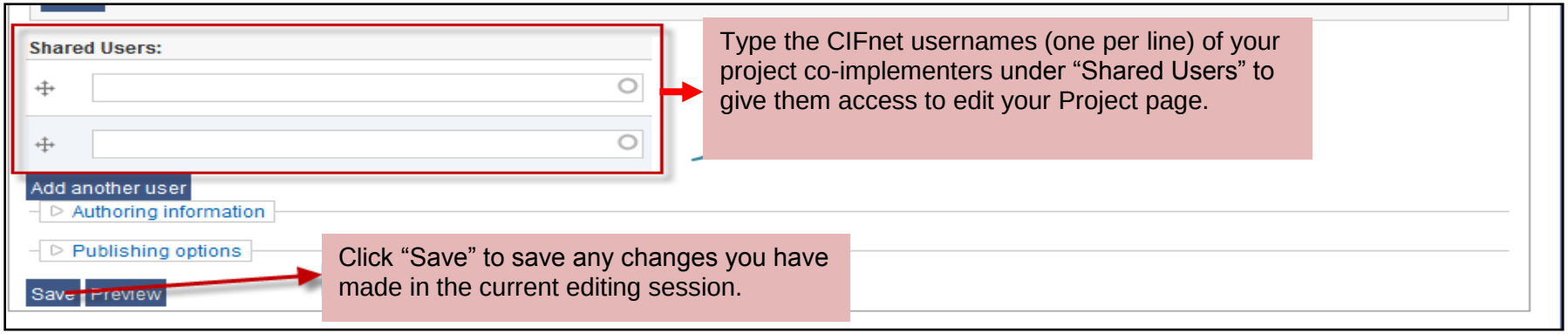
To manage a project implementer's access to edit your Project page, follow these instructions:

- Type the CIFnet username of the person you want to give editing rights to in one of the empty username boxes under "Shared Users". Note that only one username can be entered per line. Also note that only CIFnet users with project implementer roles can be added under the "Shared Users" list on the Project page.
- As you type the username in the box, the program will provide you with options of usernames that are already in the system. If the username of the person you wish to delegate editing rights to does not appear, it means either that you misspelled their username or that they have not been designated by your Focal Point as a project implementer. To resolve this, you should send a request to the CIFnet Administrator (cifnet@worldbank.org), via your Focal Point, to give the user role of project implementer to the user.
- If all the username boxes are filled, click "Add another user", and a new empty box will be added. Then follow the first step.
- If you delete a user's name from the "Shared Users" list, their access to edit the page will be taken away.

To save all edits that you have made during the current editing session:

- Click “Save” at the bottom of the Project editing page.

Following is a screen shot of the bottom of the Project editing page where “Shared Users” can be edited and all edits can be saved.



4.2.2 Uploading a document

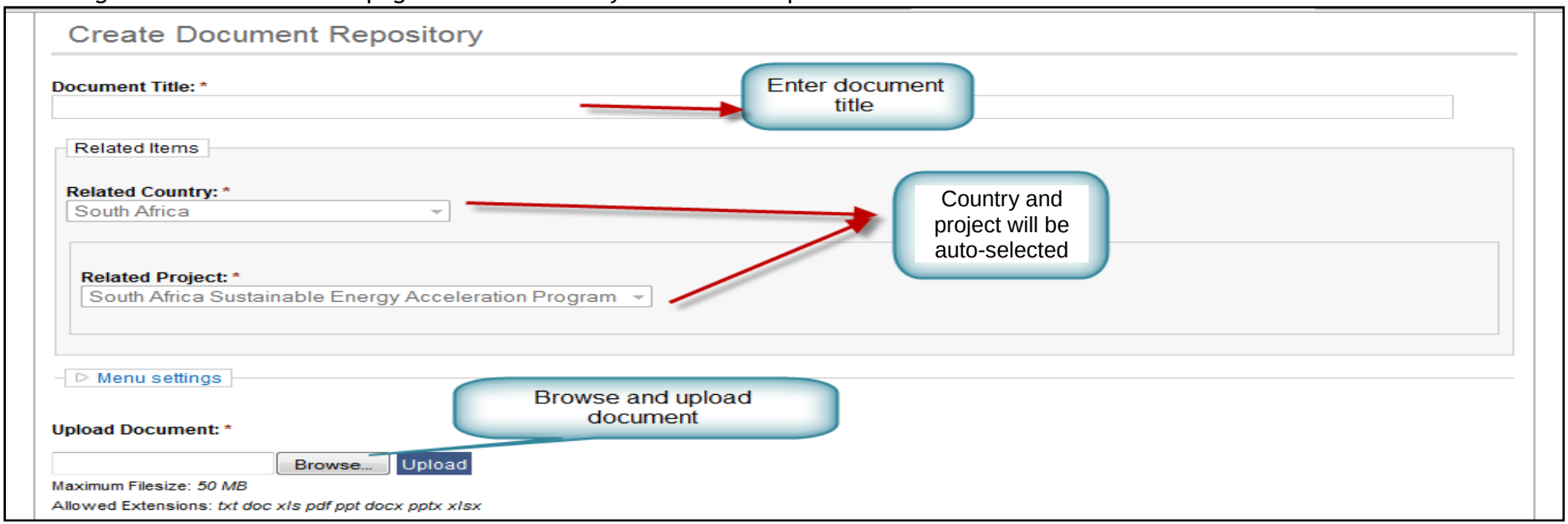
Project documents are very valuable sources of information for project implementers to share. These may be technical background studies, environmental and social assessments, official MDB or government reports, or other communications materials used in the project (e.g. pamphlets, flyers, posters, and presentations). It is ok if these documents are in different languages or written for different end users. The important thing is to have all of the documentation in one place - CIFnet.

After logging in, you can easily upload project documents to your Project page by following these instructions:

- Navigate to your Project page (see section 2.4).
- Click on the “Upload a Document” button (see screen shot below).
- In the page that loads, create a “Title”, and under the “Upload Document” section click the “Browse” button to locate the file.
- Finally, click “Upload” and then “Save”. The document will be available for download in the “Project Documents” box on the Project page.
- Note that only project implementers that are logged in can upload documents to your Project page.

Following is a screen shot of the Project page and the “Upload a Document” button.

Following is a screen shot of the page that loads when you click the “Upload a Document” button.



4.2.3 Sharing and commenting on project lessons

Sharing lessons learned from CIF activities is a major objective of the CIF, and many projects will include information sharing and learning or knowledge management activities, such as workshops, awareness campaigns, assessments, toolkits, etc. Lessons learned from developing and implementing investment plans may also be shared, for example about coordination, monitoring and evaluation, etc. In many cases, countries have decided to create a specific project focused on knowledge management or capacity building, and it is on that project page that such lessons will be shared.

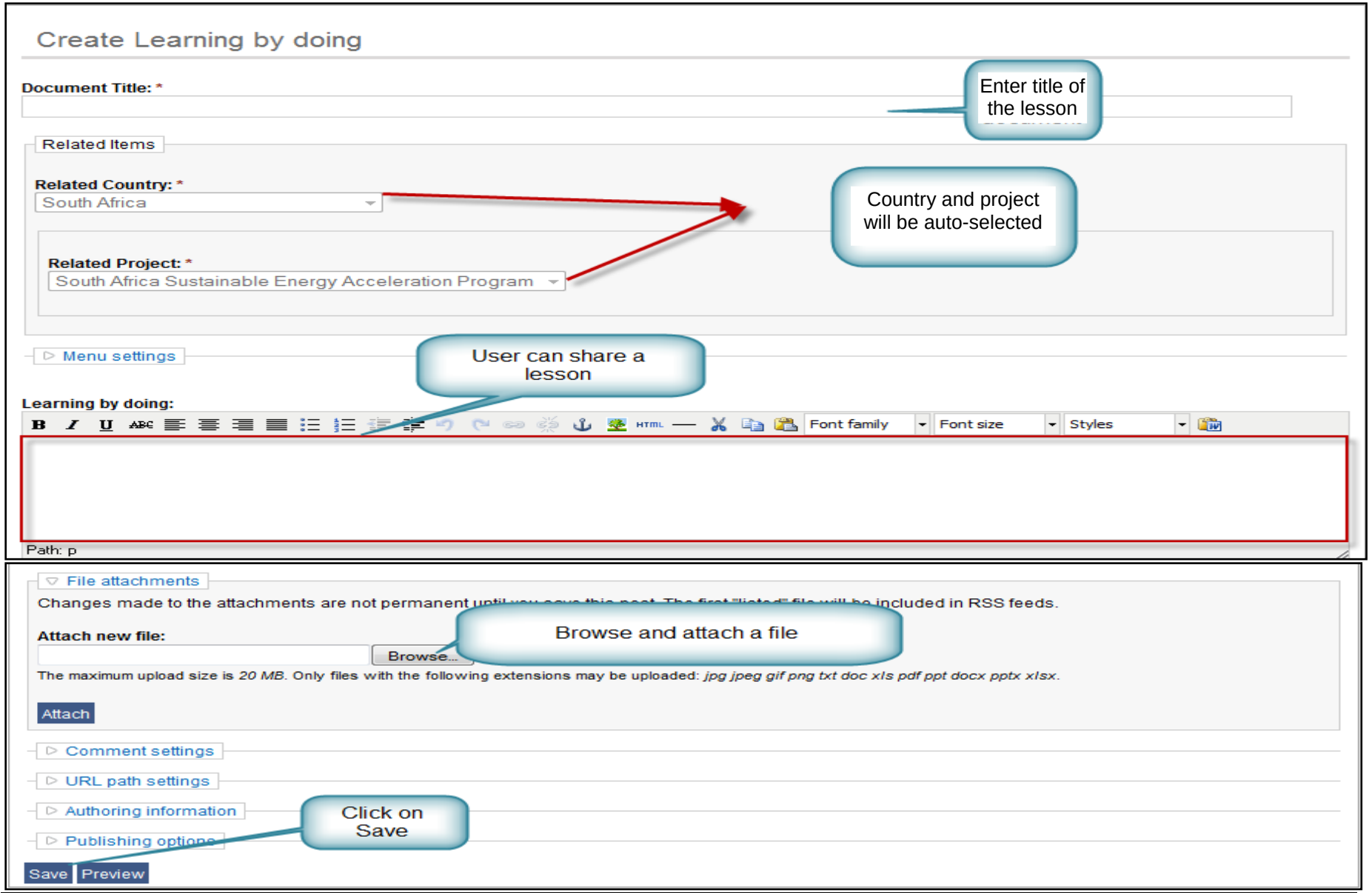
MDBs and project teams will undoubtedly be producing reports on their knowledge management and information sharing and learning activities, perhaps for different audiences or in different languages. These lessons should also be shared through CIFnet, even if that means copying from one document and pasting into the CIFnet platform, or adding a link to another website where the information is captured. It is for this reason that CIFnet's "share a lesson" function has an open format. It is not prescriptive in the way that lessons should be reported.

After logging in, you can easily share lessons learned on your Project page by following these instructions:

- Navigate to your Project page (see section 2.4).
- Click on the "Share a Lesson" button (see screen shot below).
- In the page that loads, create a "Title", and type in the text of the lesson in the space provided under "Learning by Doing".
- "Browse" and attach any related files, and then click "Save". The learning brief will be available for viewing in the "Learning by Doing" box on the Project page.
- Note that only project implementers that are logged in can share lessons on your Project page.

Following is a screen shot of the Project page and the "Share a Lesson" button.

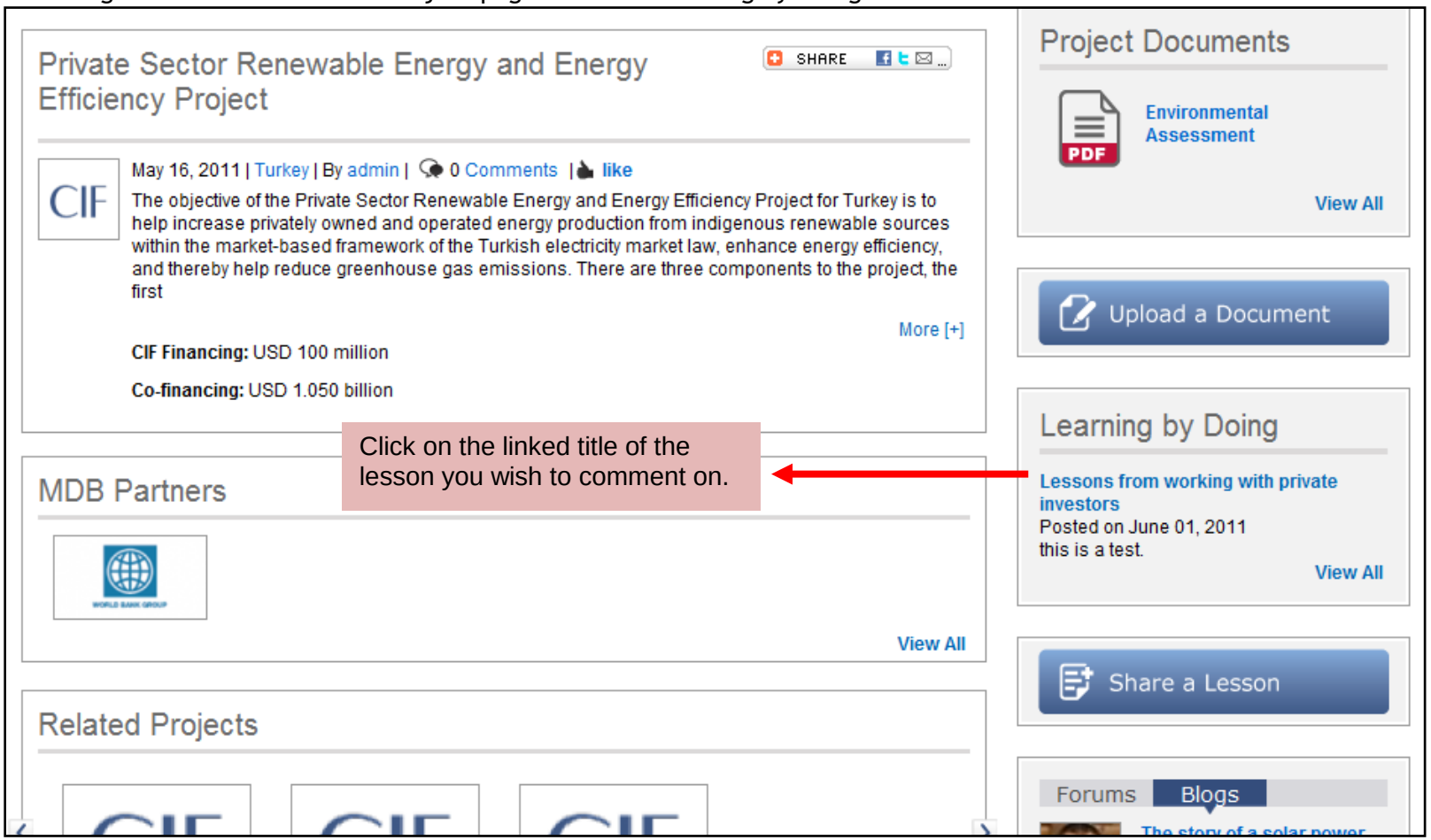
Following is a screen shot of the page that loads when you click the “Share a Lesson” button.



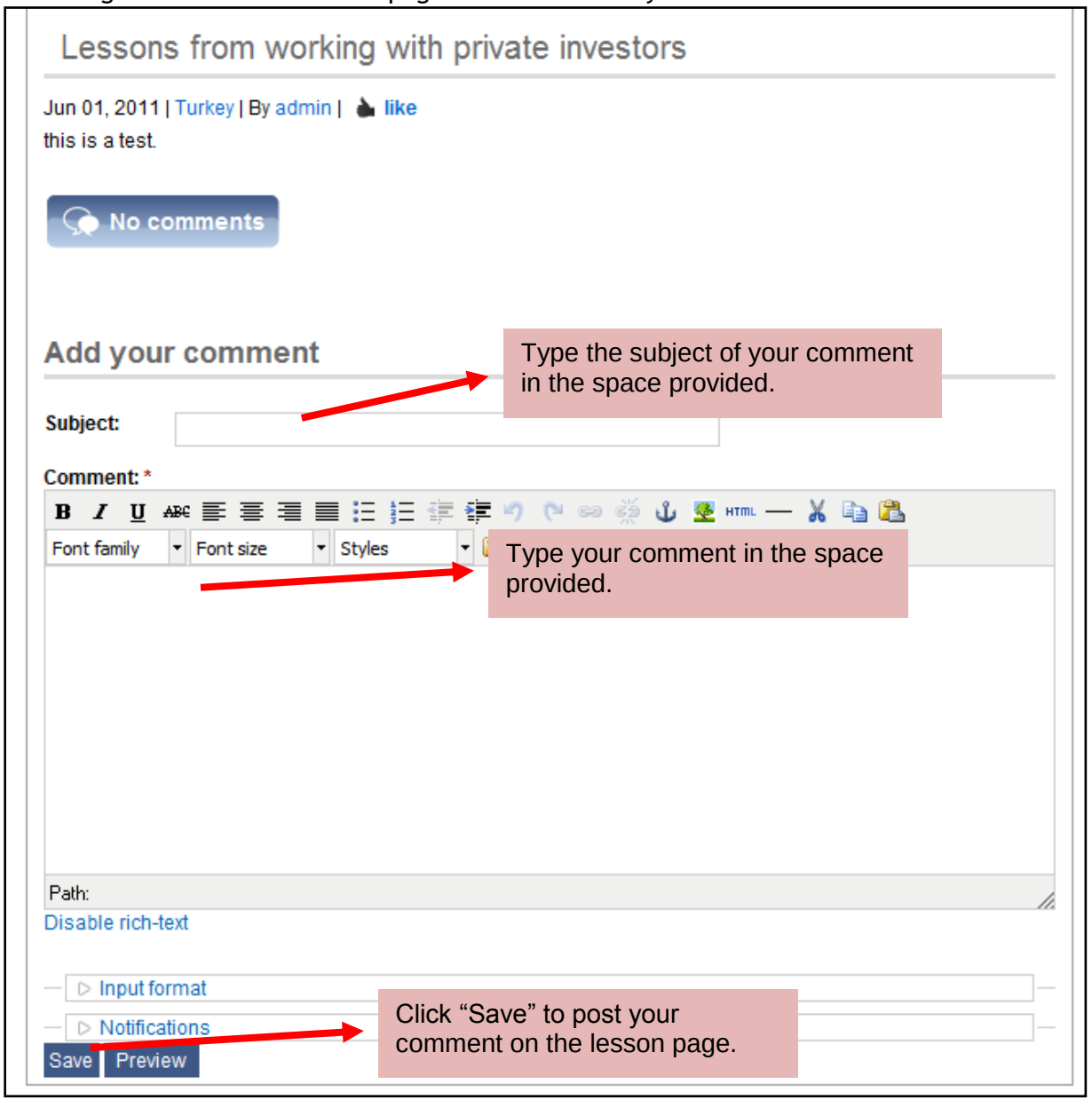
Follow these steps to comment on a lesson posted on another Project page:

- Navigate to the Project page on which you wish to comment on a lesson (see section 2.3 and 2.4).
- In the "Learning by Doing" box, click on the title of the lesson you want to comment on.
- Type your comments in the form provided and click "Save".
- Your comments will be posted on the page of the lesson; AND
- An email notification will be sent to the project implementer that created the lesson you commented on.
- When someone else comments on the lesson or responds to your comment, you will be automatically notified by email.

Following is a screen shot of the Project page and the “Learning by Doing” box.



Following is a screen shot of the page that loads when you click the title of the lesson.



Following is a screen shot of the lesson page after a comment has been added.

4.2.4 Starting or joining a blog

Blogs are useful tools for sharing stories about your Project with the public and reporting on progress during preparation and implementation, similar to a news update. For example, you could provide an update on community stakeholder consultations or share the outcomes of a recent phase of construction. You can also provide links to other blogs such as those posted to MDB or government websites.

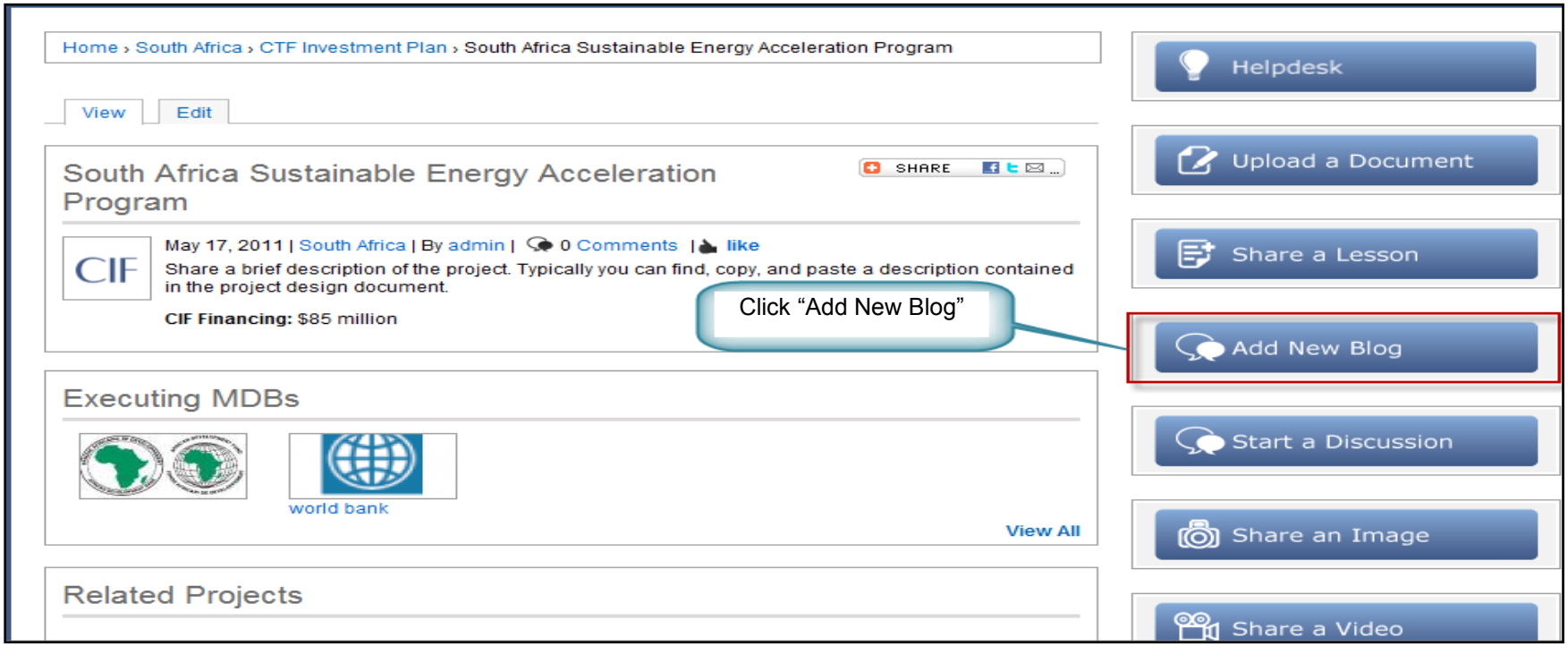
Since email notifications are built into CIFnet, starting or joining a blog on the Investment Plan or Project page is an easy way for you to get in touch with country and project team members. In the same spirit, other CIFnet users may start or join blogs on your Project page, and it will be your responsibility to engage with them courteously, as you would expect them to do with you.

All registered users, including project implementers, can start or join blogs, not only on their own Project page, but on all Investment Plan and Project pages on CIFnet.

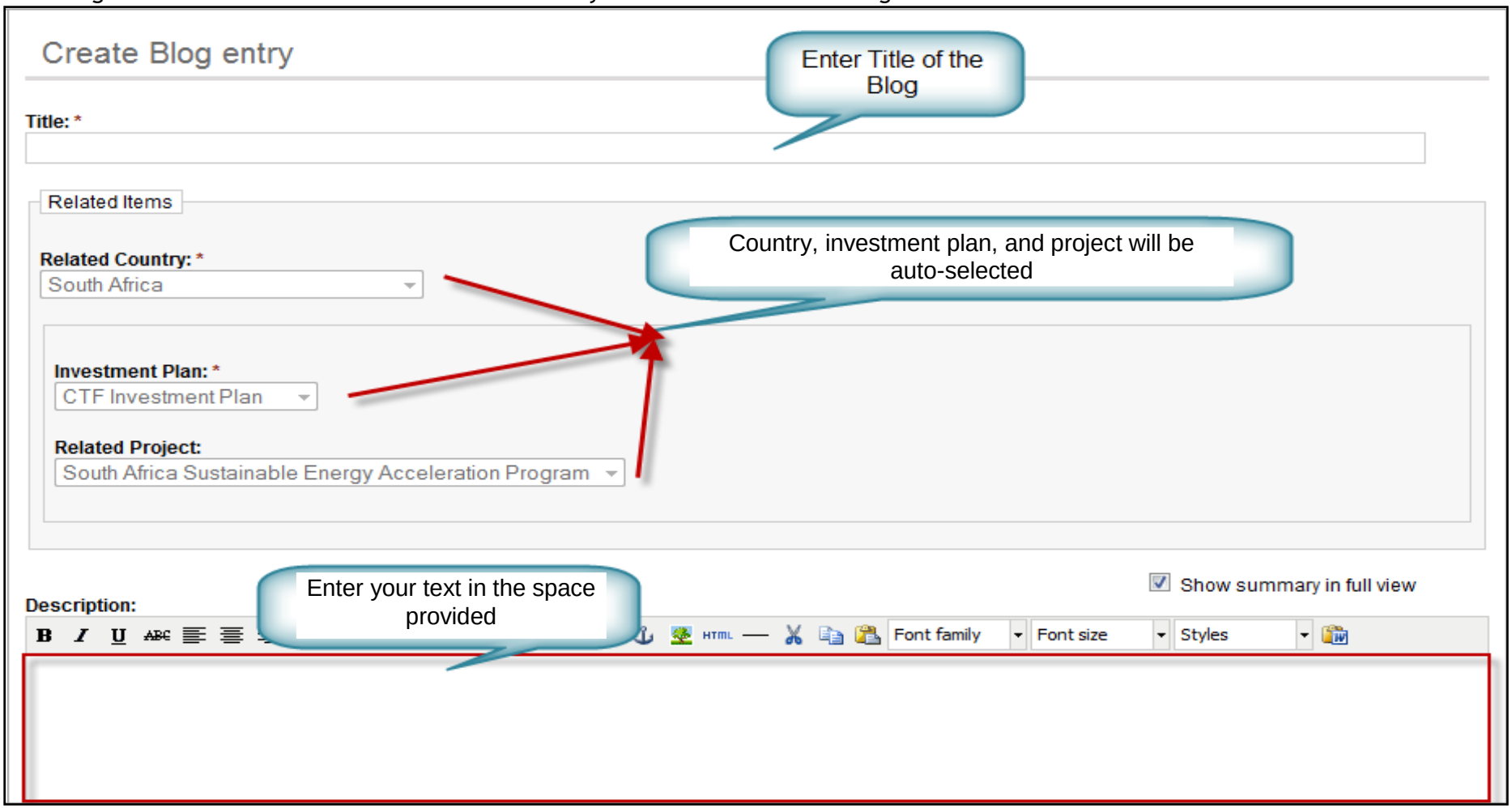
After logging in to your project implementer account, follow these steps to start a blog on an Investment Plan or Project page:

- Navigate to your Project page or the page on which you wish to start a blog (see section 2.4).
- To add a new blog on the page, click on the "Add New Blog" button in the right hand column.
- Type your comments in the form provided, and click "Save".
- Your Blog will be posted in the Blogs box on the Project page and any page upstream; AND
- An email notification will be sent to the project implementers that manage that page and their country administrators.
- When someone comments on your blog, you will be automatically notified by email.

Following is a screen shot of the "Add New Blog" button on the Project page (note: user must be logged in).



Following is a screen shot of the form that loads when you click the “Add New Blog” button.



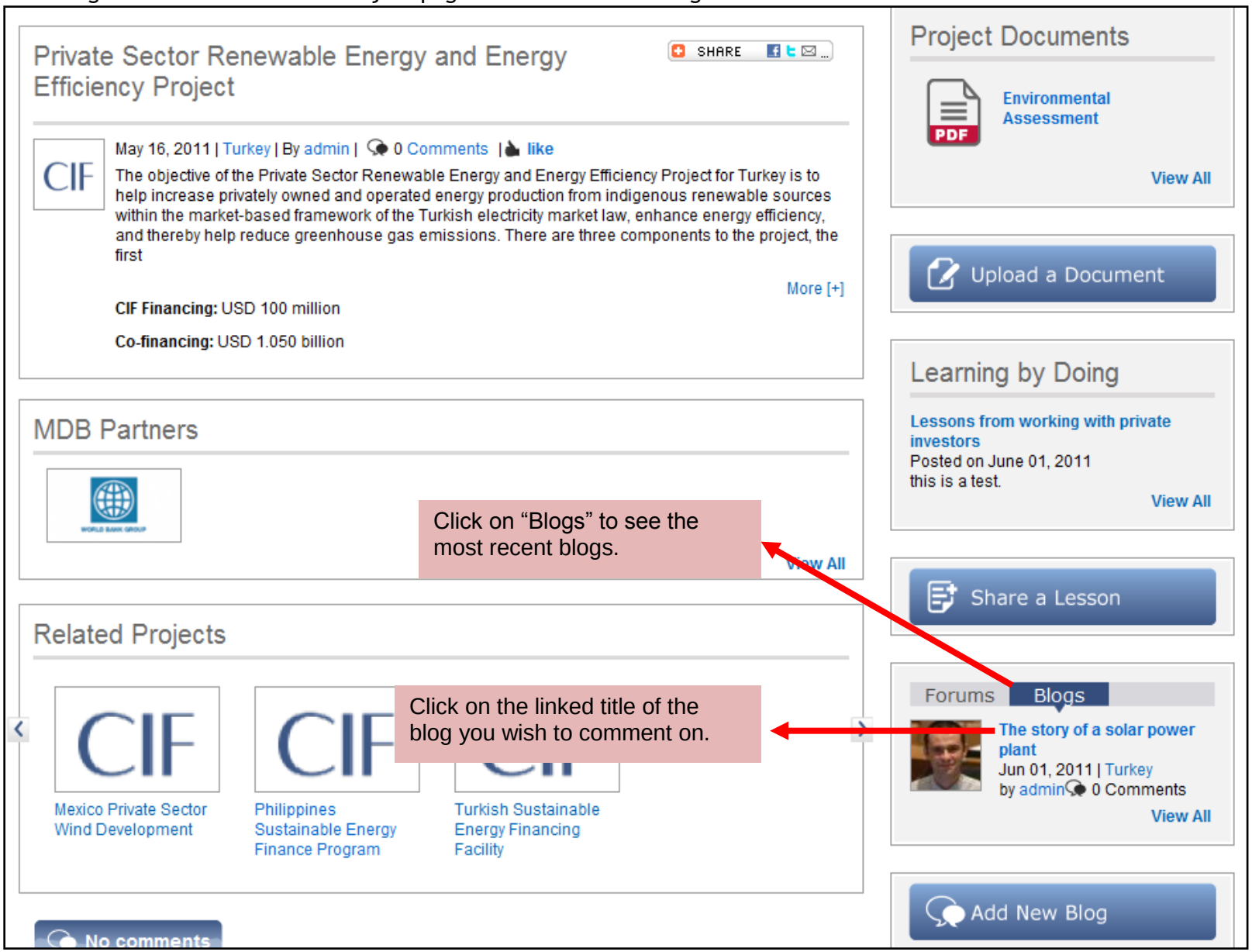
Screen shot continued on the next page…

Screen shot continued from the previous page…

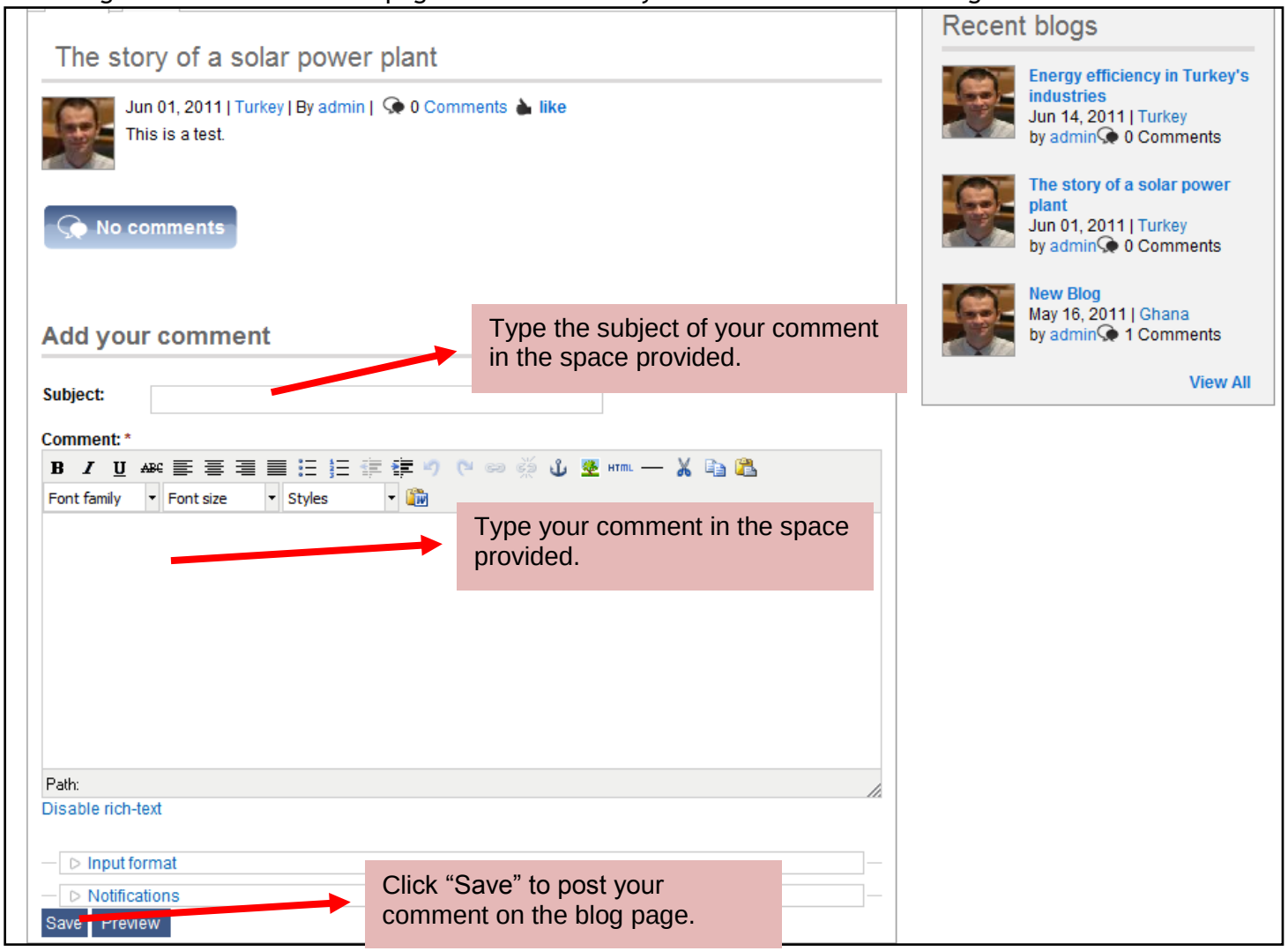
Follow these steps to comment on an existing blog on an Investment Plan or Project page:

- Navigate to the Project page or the page on which you wish to comment on a blog (see section 2.3 and 2.4).
- In the “Forums/Blogs” box, click on “Blogs” to see the most recent blogs.
- Click on the title of the Blog you want to comment on.
- Type your comments in the form provided, and click “Save”.
- Your comments will be posted on the page of the blog; AND
- An email notification will be sent to the user that created the blog you commented on and the project implementer that manages that page.
- When someone else comments on the blog or responds to your comment, you will be automatically notified by email.

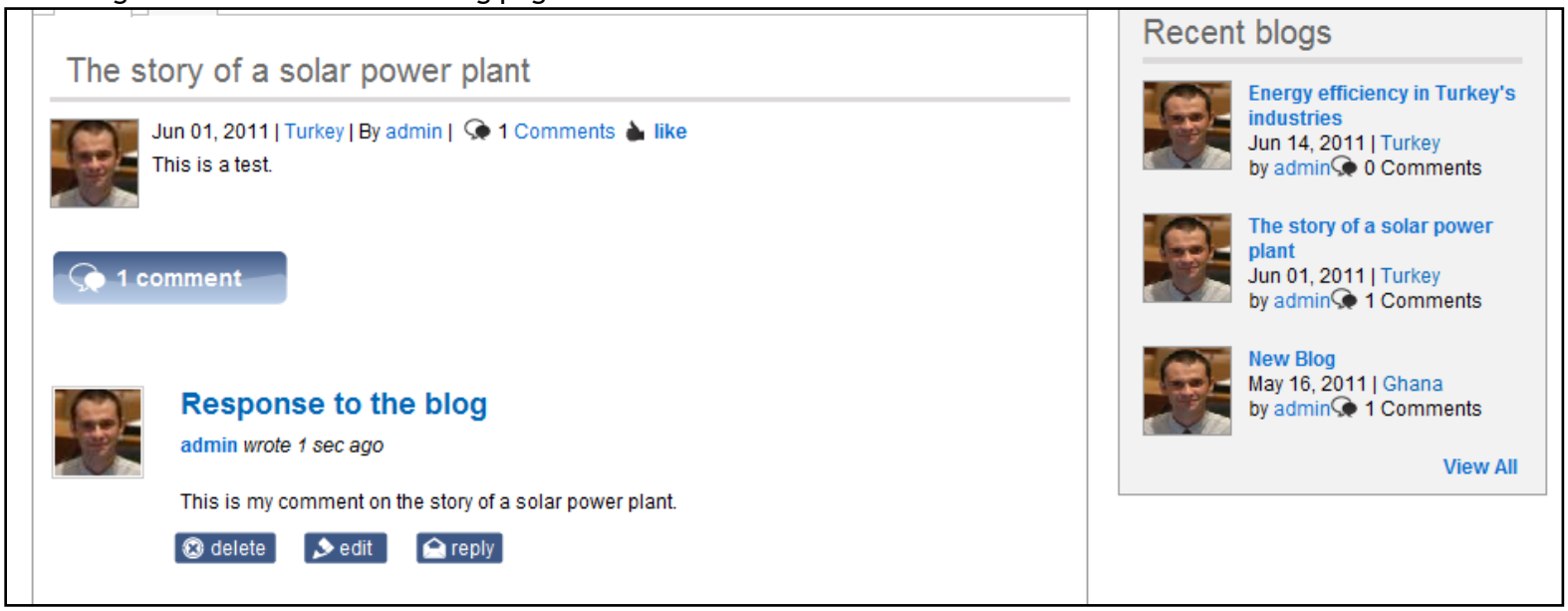
Following is a screen shot of the Project page and the “Forums/Blogs” box.



Following is a screen shot of the page that loads when you click the title of the blog.



Following is a screen shot of the blog page after a comment has been added.



4.2.5 Starting or joining a discussion

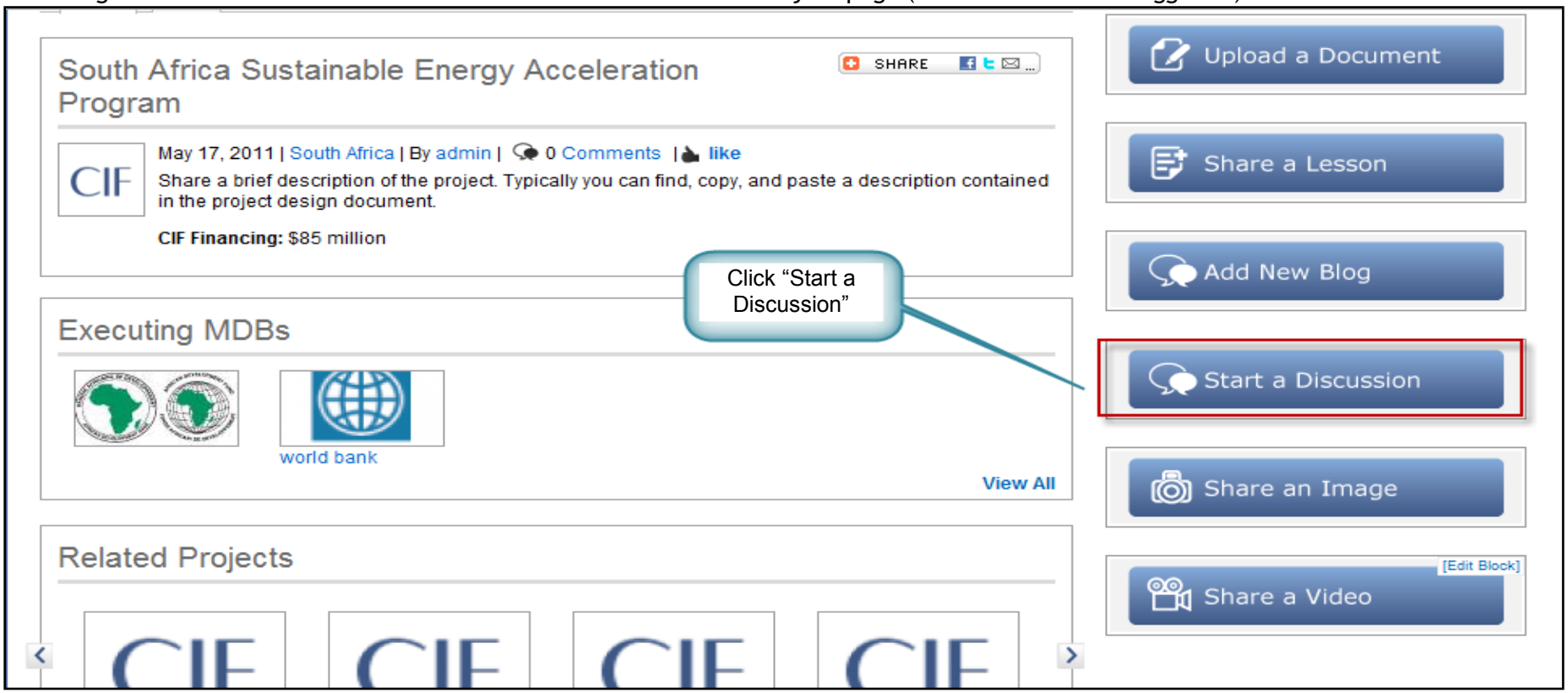
Discussion forums are useful tools for communicating and networking with staff from other country and project teams and engaging with the public. For example you may want to contact someone from another project team to find out about their experiences with a technology you are considering using in your project or how they are monitoring the impact of their project.

Since email notifications are built into CIFnet, starting or joining a discussion on the Investment Plan or Project page is one of the easiest ways for you to get in touch with country and project team members. In the same spirit, other CIFnet users may start or join discussions on your Project page, and it will be your responsibility to engage with them courteously, as you would expect them to do with you.

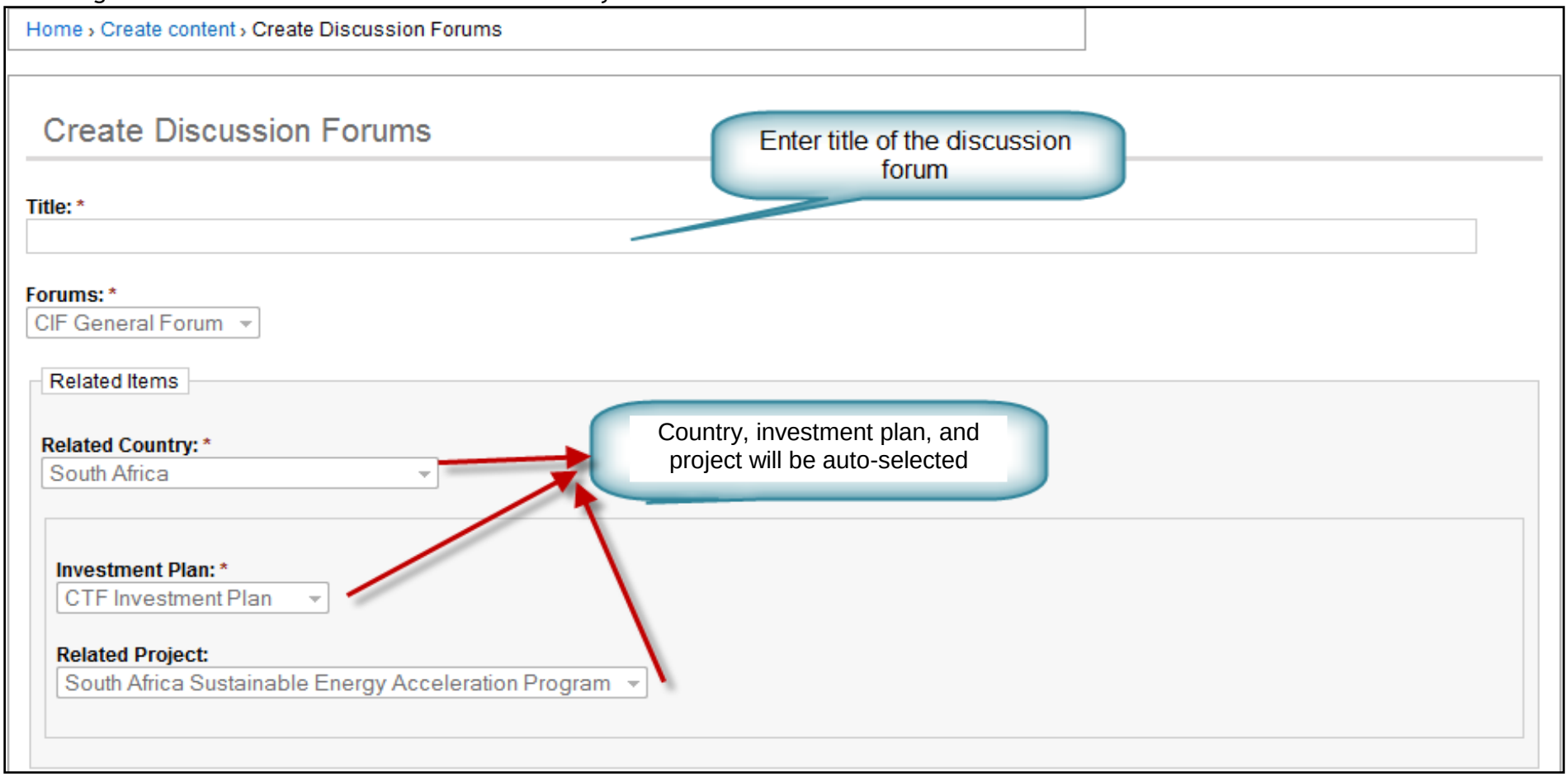
All registered users, including project implementers, can start or join discussions, not only on their own Project page, but on all Investment Plan and Project pages in CIFnet. After logging in to your project implementer account, follow these steps to start a discussion on an Investment Plan or Project page:

- Navigate to your Project page or the page on which you wish to start a discussion (see section 2.3 and 2.4).
- To start a new discussion on the page, click on the "Start a Discussion" button in the right hand column.
- Type your comments in the form provided, and click "Save".
- Your discussion will be posted in the Forums box on the Project page and any page upstream; AND
- An email notification will be sent to the project implementers that manage that page and their country administrators.
- When someone joins your discussion, you will be automatically notified by email.

Following is a screen shot of the “Start a Discussion” button on the Project page (note: user must be logged in).

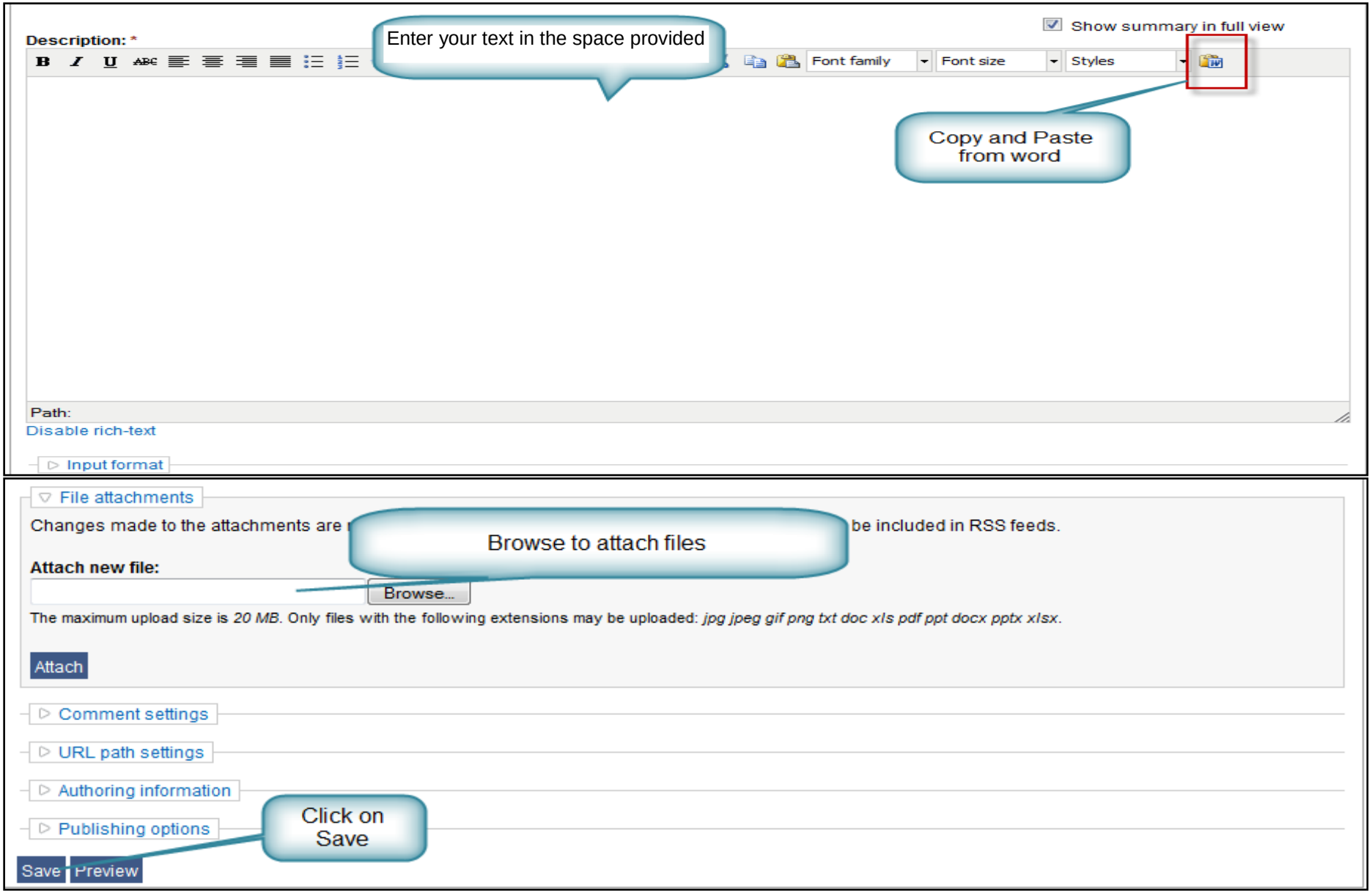


Following is a screen shot of the form that loads when you click the “Start a Discussion” button.



Screen shot continued on the next page…

Screen shot continued from the previous page…

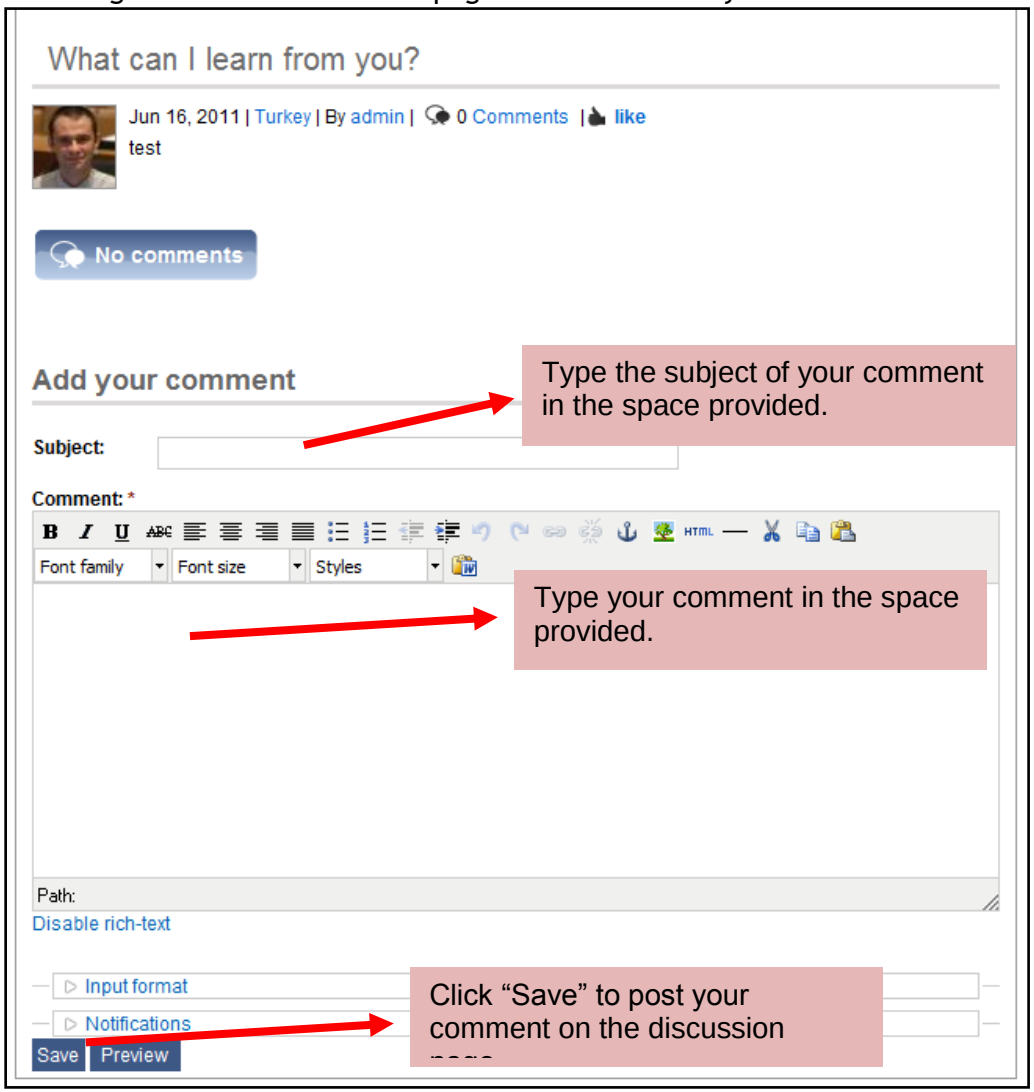


Follow these steps to comment on an existing discussion on an Investment Plan or Project page:

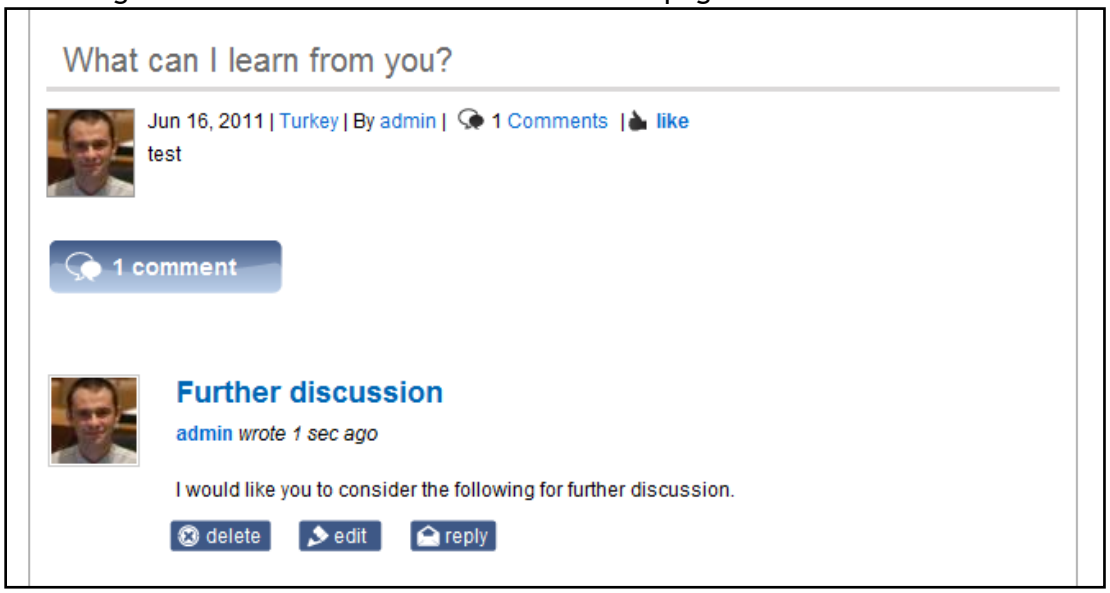
- Navigate to the Project page or the page on which you wish to comment on a discussion (see section 2.3 and 2.4).
- In the "Forums/Blogs" box, click on "Forums" to see the most recent forums.
- Click on the title of the Discussion you want to comment on.
- Type your comments in the form provided, and click "Save".
- Your comments will be posted on the page of the discussion; AND
- An email notification will be sent to the user that created the discussion you commented on and the project implementer that manages that page.
- When someone else comments on the discussion or responds to your comment, you will be automatically notified by email.

Following is a screen shot of the Project page and the “Forums/Blogs” box.

Following is a screen shot of the page that loads when you click the title of the discussion forum.



Following is a screen shot of the discussion forum page after a comment has been added.



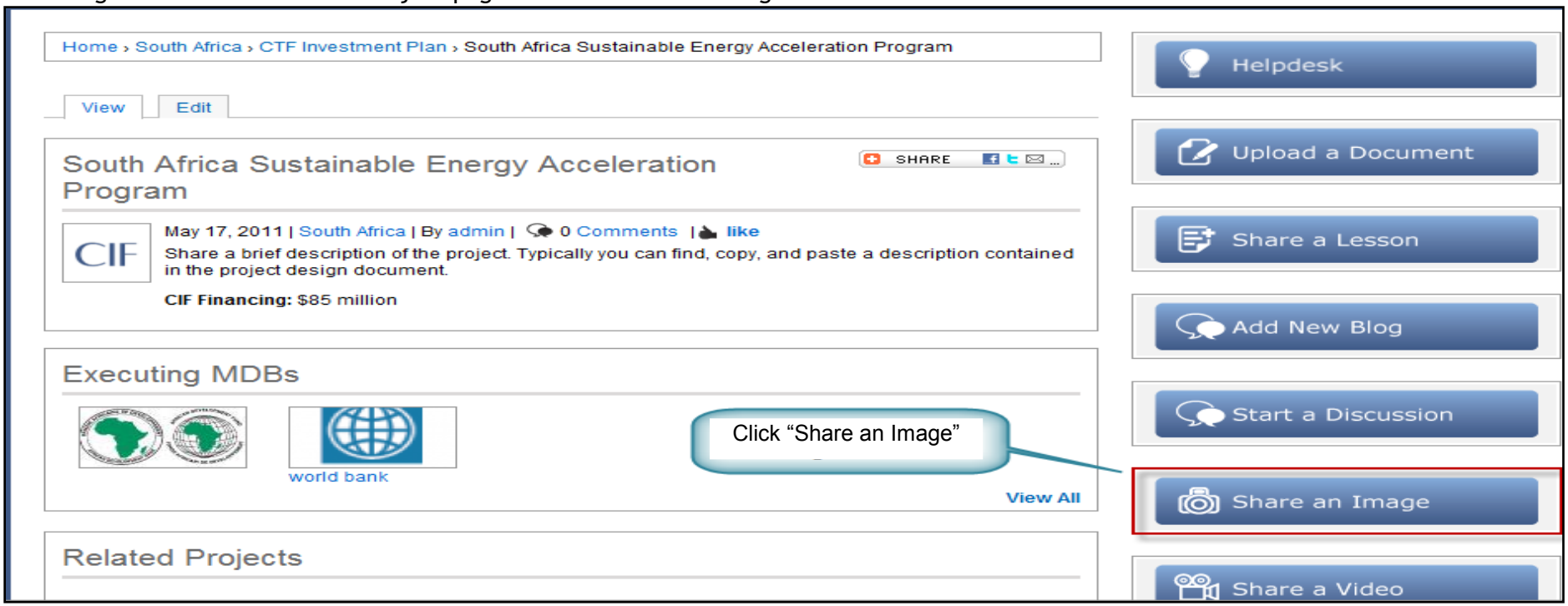
4.2.6 Sharing an image

You may have many opportunities for capturing and sharing images of the people, location, and activities that are involved in your project. Multimedia, like photos and videos, can be helpful for conveying what is happening on the ground, who is benefiting from a project, and where the work is having an impact. Your MDB partners often take project photos and put them on internet sites.

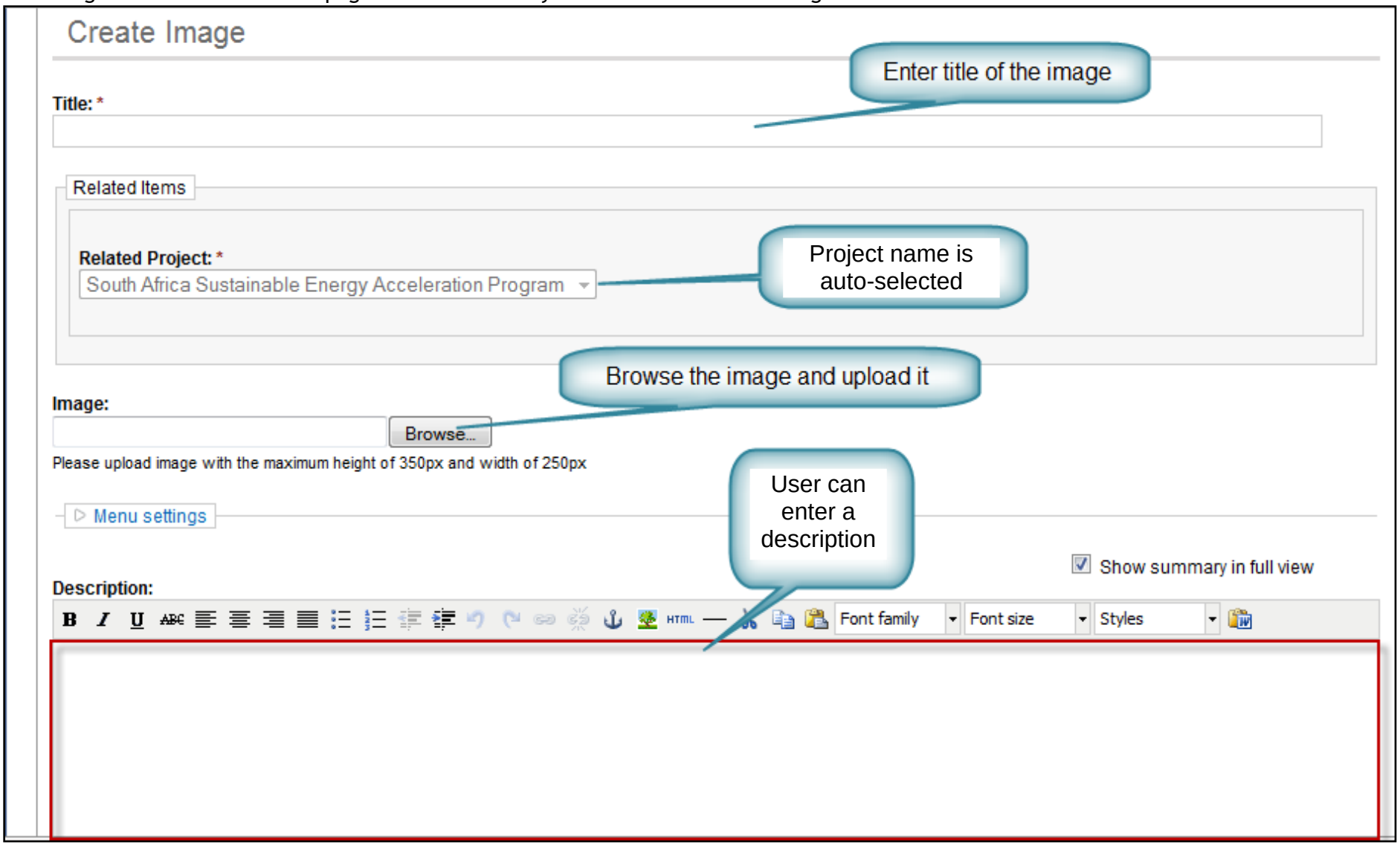
After logging in, you can easily share an image taken from a digital camera on your Project page by following these instructions:

- Navigate to your Project page (see section 2.4).
- Click on the "Share an Image" button (see screen shot below).
- In the page that loads, create a "Title", and under the "Image" section click the "Browse" button to locate the file.
- Finally, click "Upload" and then "Save". The image will be available for download in the "Media Gallery" box on the Project page.
- Note that only project implementers that are logged in can upload photos to your Project page.

Following is a screen shot of the Project page and the “Share an Image” button.



Following is a screen shot of the page that loads when you click the “Share an Image” button.



Screen shot continued on the following page…

Screen shot continued from previous page…

4.2.7 Sharing a video

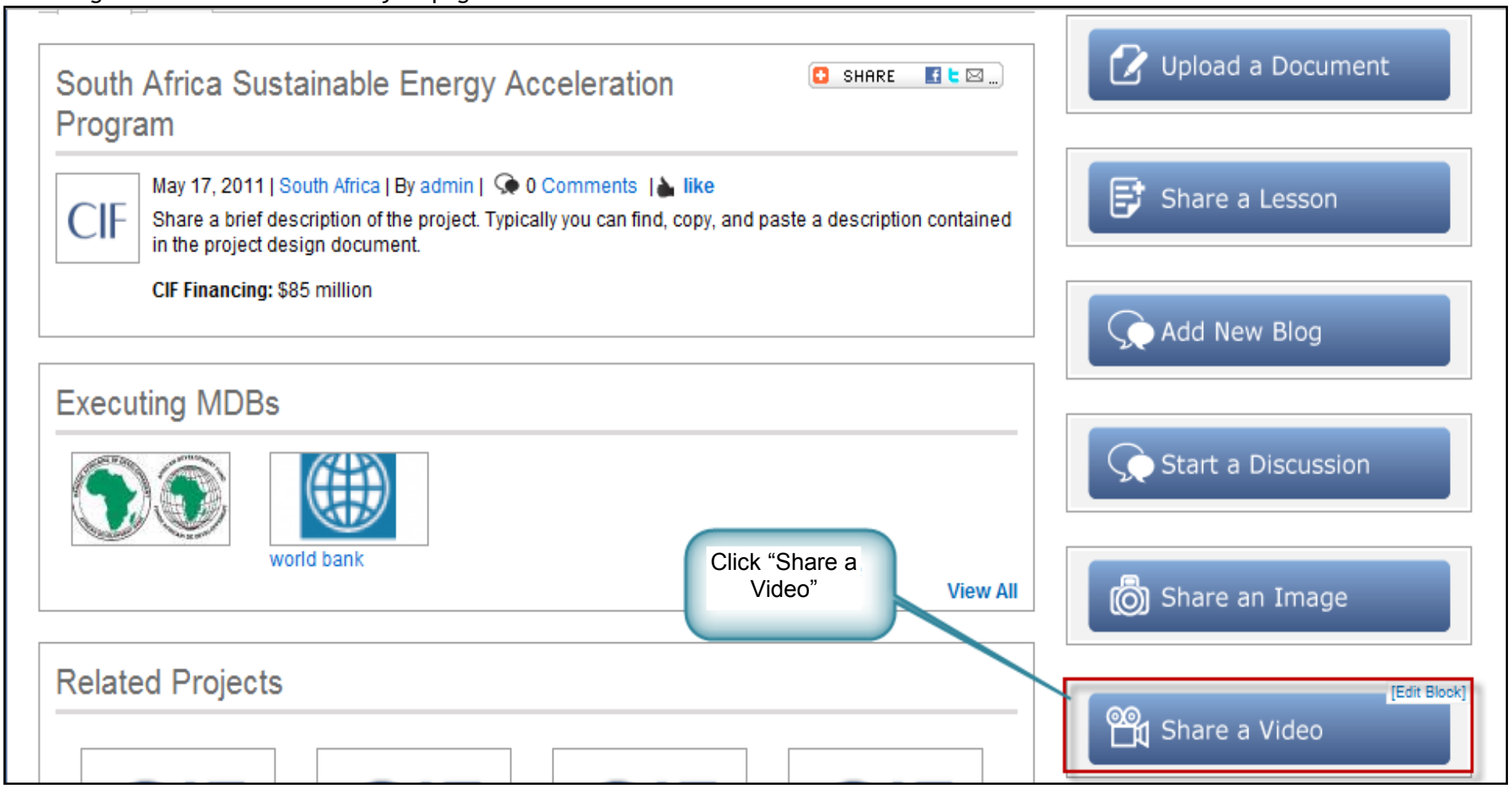
You may have opportunities for capturing and sharing videos of the people, location, and activities that are involved in your project. Multimedia, like photos and videos, can be helpful for conveying what is happening on the ground, who is benefiting from a project, and where the work is having an impact. Your MDB partners often make project videos and put them on YouTube (www.youtube.com).

In order for you to share a video in your project media gallery, the video must first be posted on YouTube (www.youtube.com). YouTube has instructions on how to post a video on its website. These instructions can be found on the following website: http://www.youtube.com/t/about_getting_started

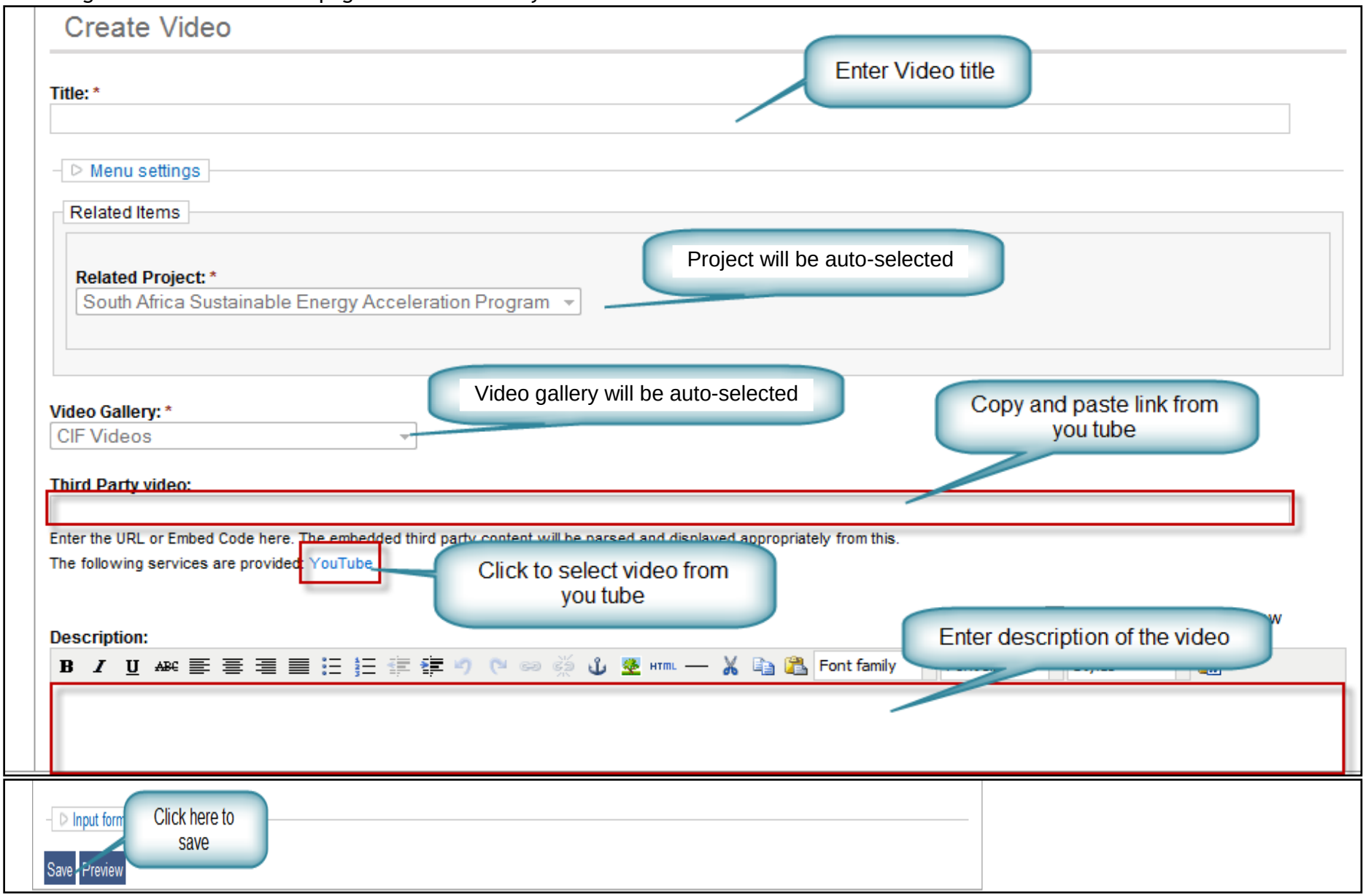
After logging in to CIFnet, you can easily share a YouTube video on your Project page by following these instructions:

- Navigate to your Project page (see section 2.4).
- Click on the "Share a Video" button (see screen shot below).
- In the page that loads, create a "Title", and under the "Third Party Video" section copy and paste the URL (web address) of the YouTube video.
- Finally, click "Save". The video will be available for viewing in the "Media Gallery" box on the Project page.
- Note that only project implementers that are logged in can share videos on your Project page.

Following is a screen shot of the Project page and the “Share a Video” button.



Following is a screen shot of the page that loads when you click the “Share a Video” button.



4.2.8 Registering for updates

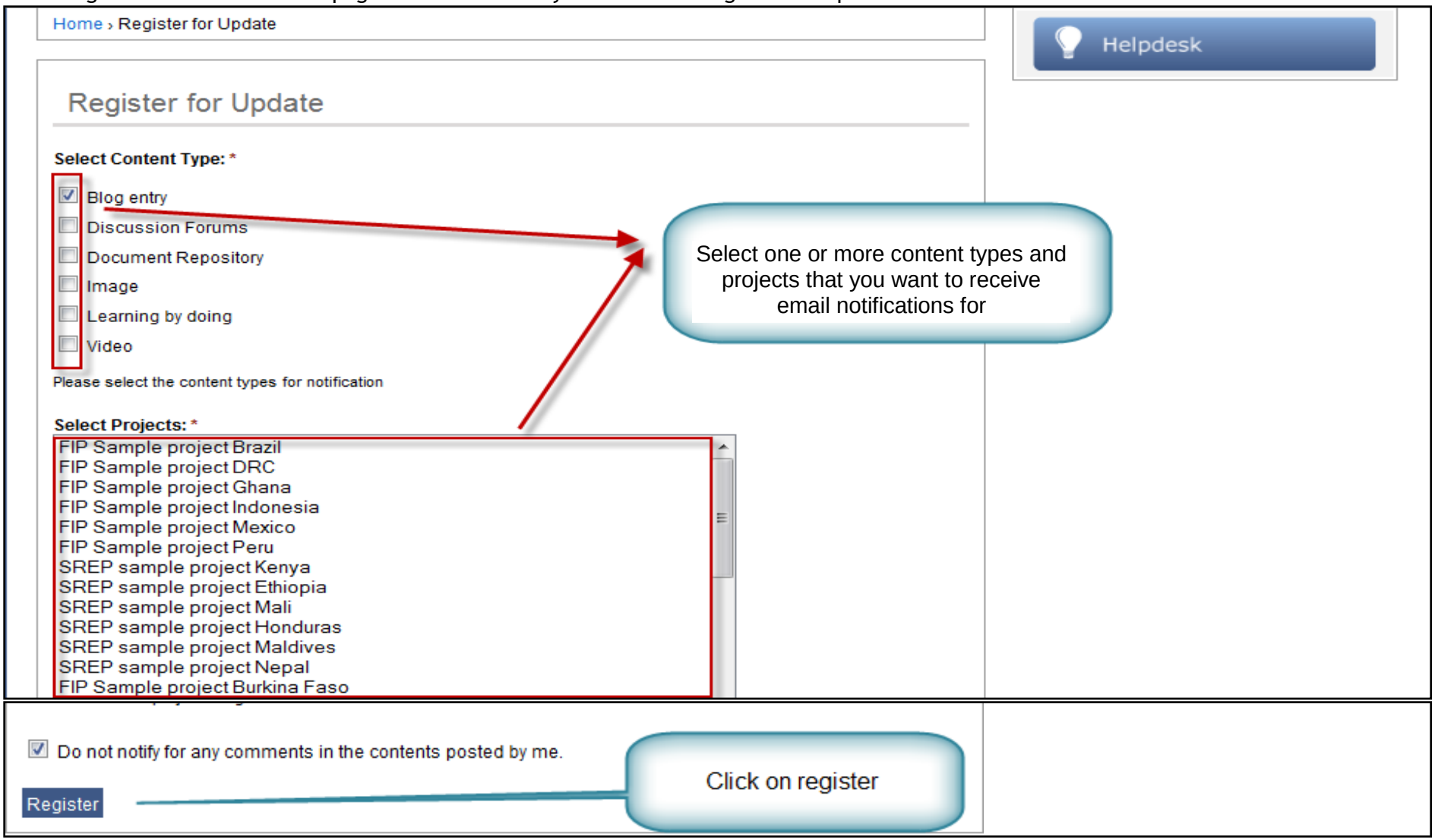
All registered users, including country administrators, can register for updates. CIFnet's notification system allows you to select the projects and the content types that you would like to receive email notifications for. For example, if you want to be notified when blogs, discussion forums, lessons learned, and videos are updated on only one specific project, you can select to only receive those updates. In contrast, if you want to receive notifications of updates on all projects but only the "lessons learned" content type, you can select to only receive those updates. The system is very flexible.

After logging in to your Country Administrator account, follow these steps to register for updates:

- Click on the "Register for Updates" link (look on the top right corner of the page, next to the search bar).
- On the page that loads, select one or more content types from the menu of options.
- Select one or more projects from the scrolling menu (to select multiple projects, hold the CTRL key on your keyboard while you click on the projects you wish to select).
- Click "Register" to save your selections.

Following is a screen shot of the "Register for Updates" link (note: user must be logged in).

Following is a screen shot of the page that loads when you click the “Register for Updates” link.



4.3 Tools for CIF stakeholders

Members of NGOs, the private sector, development agencies, indigenous peoples groups, and local communities bring with them diverse experience, knowledge, and expertise. CIFnet provides a central hub for these actors to communicate and engage with CIF partners and each other with a view to building an open community of practice that can enhance and benefit from the work being done under the CIF. However, they must register as a CIFnet user and they must be respectful in the way they engage with other users.

As a registered user, you will be able to:

- Blog and take part in discussions on Investment Plan and Project pages.
- Comment on project lessons.
- Provide additional answers to questions posted on the Helpdesk page.
- Register for selective notifications, so that you can stay up-to-date with the projects you are interested in and avoid getting un-wanted emails.

4.3.1 Starting or joining a blog

Blogs are useful tools for sharing stories with the public and reporting on progress during preparation and implementation, similar to a news update. For example, you could provide an update on community stakeholder consultations or share the outcomes of a recent phase of construction. You can also provide links to other blogs such as those posted to MDB or government websites.

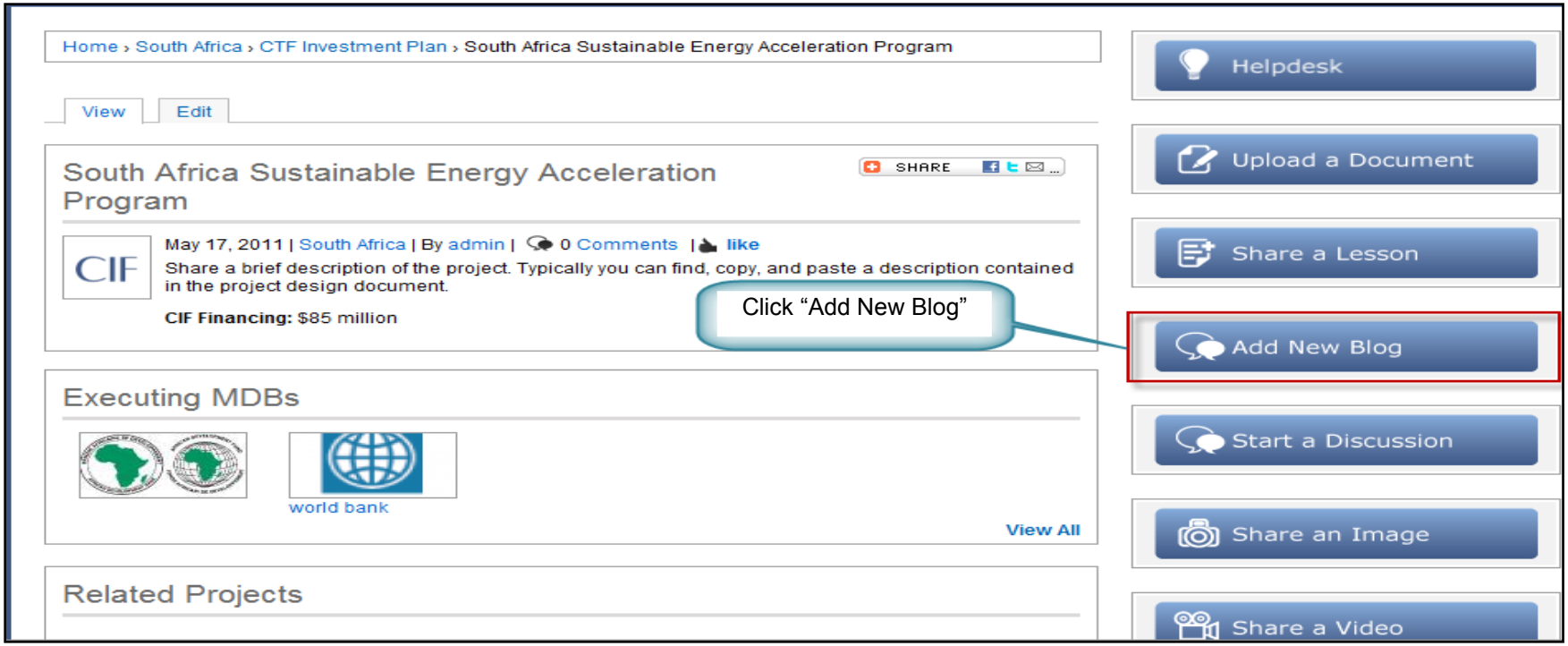
Since email notifications are built into CIFnet, starting or joining a blog on the Investment Plan or Project page is an easy way for you to get in touch with country and project team members. It will be your responsibility to engage with them courteously, as you would expect them to do with you.

All registered users can start or join blogs on all Investment Plan and Project pages in CIFnet.

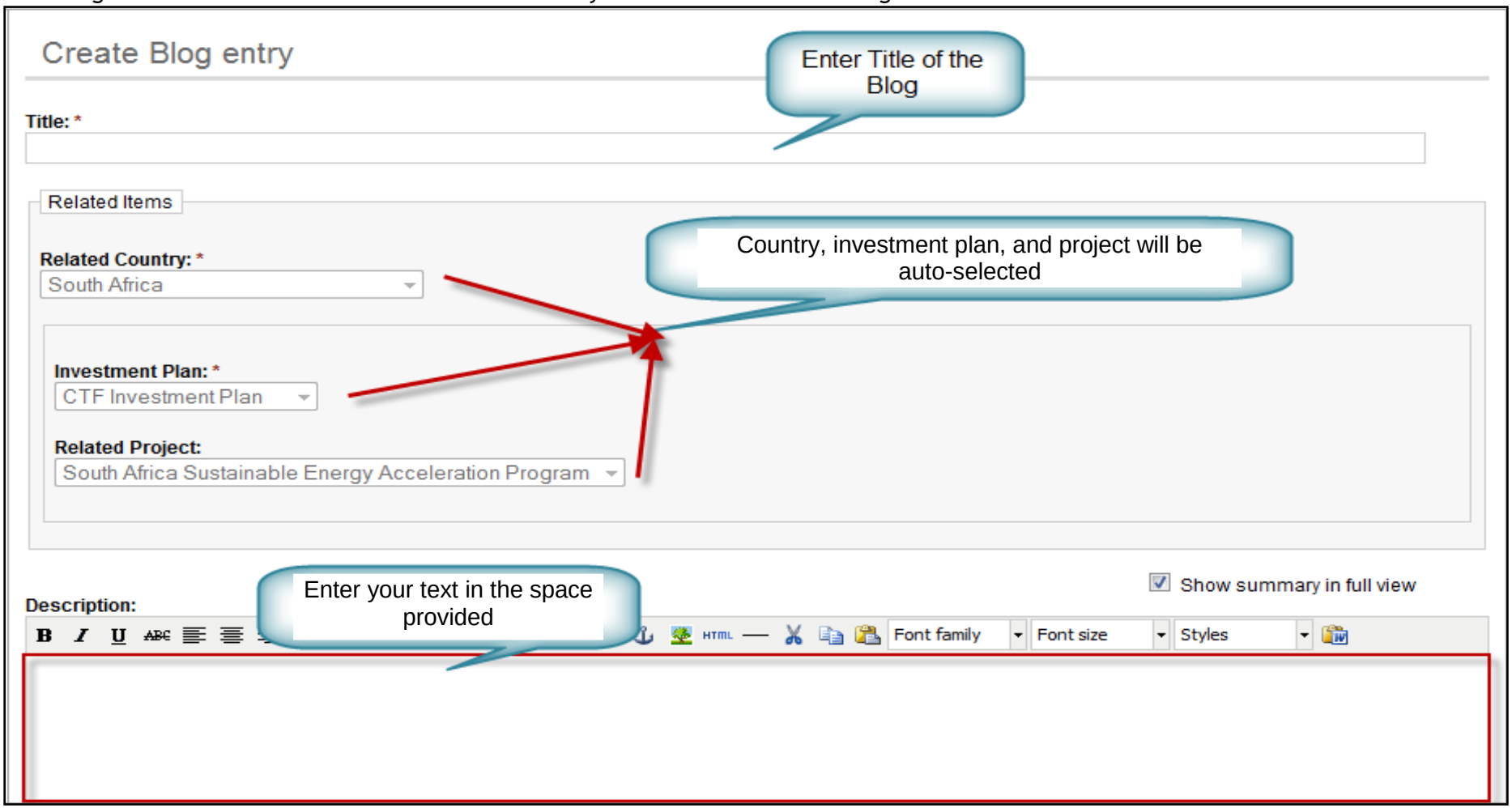
After logging in to your account, follow these steps to start a blog on an Investment Plan or Project page:

- Navigate to the page on which you wish to start a blog (see section 2.3 and 2.4).
- To add a new blog on the page, click on the "Add New Blog" button in the right hand column.
- Type your comments in the form that loads, and click "Save".
- Your Blog will be posted in the Blogs box on the page and any page upstream; AND
- An email notification will be sent to the project implementers or country administrators that manage that page.
- When someone comments on your blog, you will be automatically notified by email.

Following is a screen shot of the “Add New Blog” button on the Project page (note: user must be logged in).



Following is a screen shot of the form that loads when you click the “Add New Blog” button.



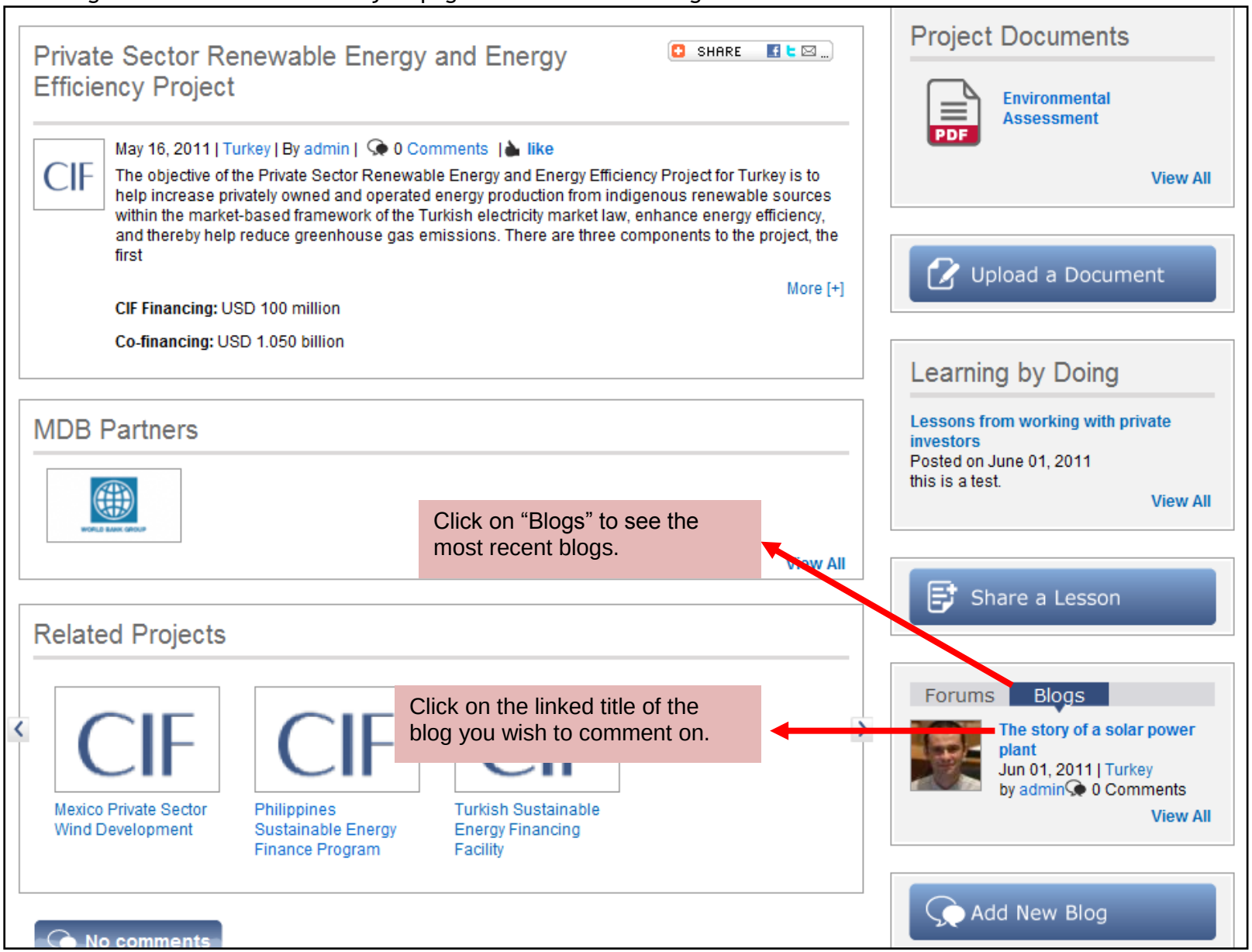
Screen shot continued on the next page…

Screen shot continued form the previous page…

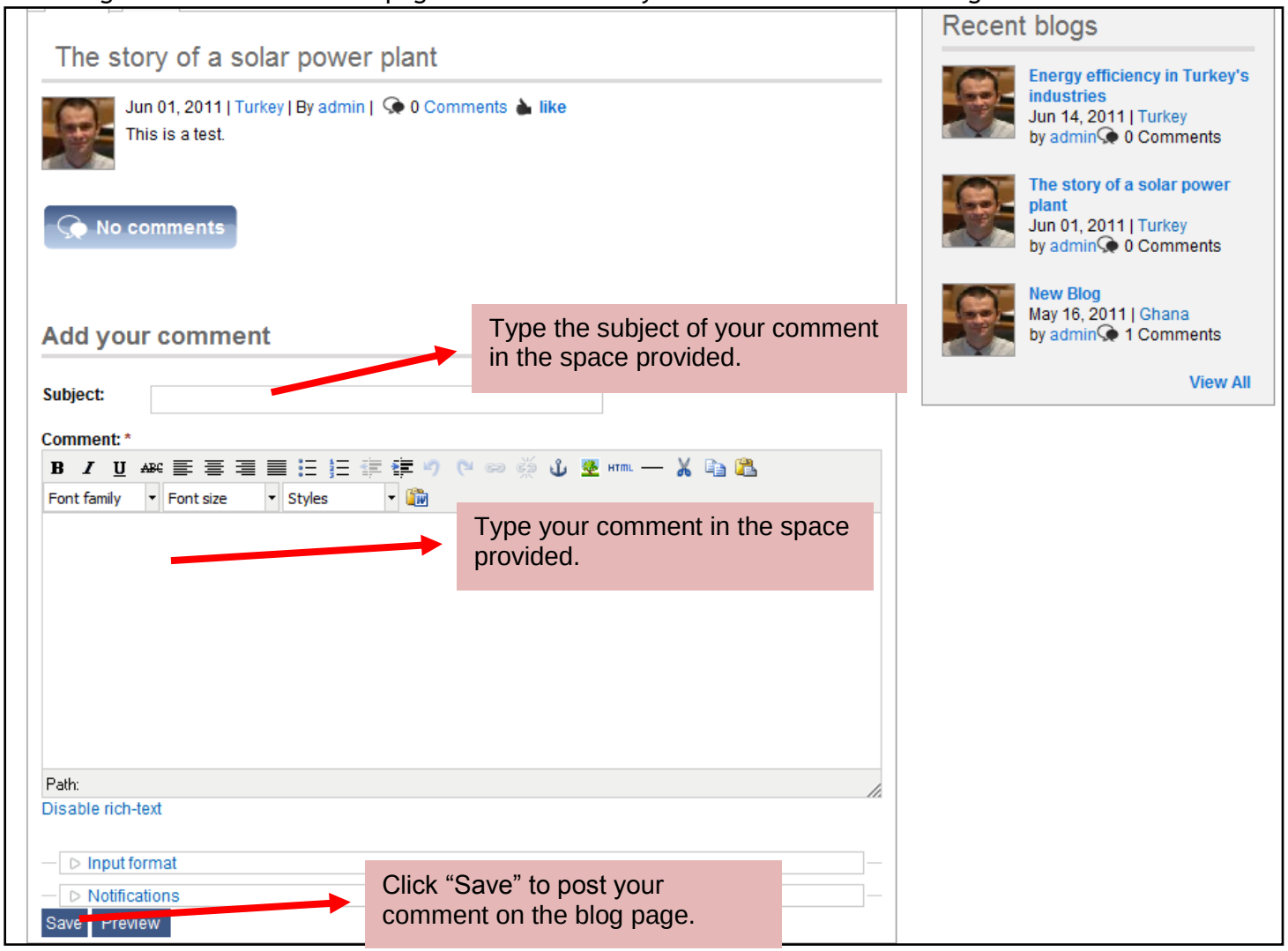
Follow these steps to comment on an existing blog on an Investment Plan or Project page:

- Navigate to the Project page or the page on which you wish to comment on a blog (see section 2.3 and 2.4).
- In the “Forums/Blogs” box, click on “Blogs” to see the most recent blogs.
- Click on the title of the Blog you want to comment on.
- Type your comments in the form provided, and click “Save”.
- Your comments will be posted on the page of the blog; AND
- An email notification will be sent to the user that created the blog you commented on and the project implementer that manages that page.
- When someone else comments on the blog or responds to your comment, you will be automatically notified by email.

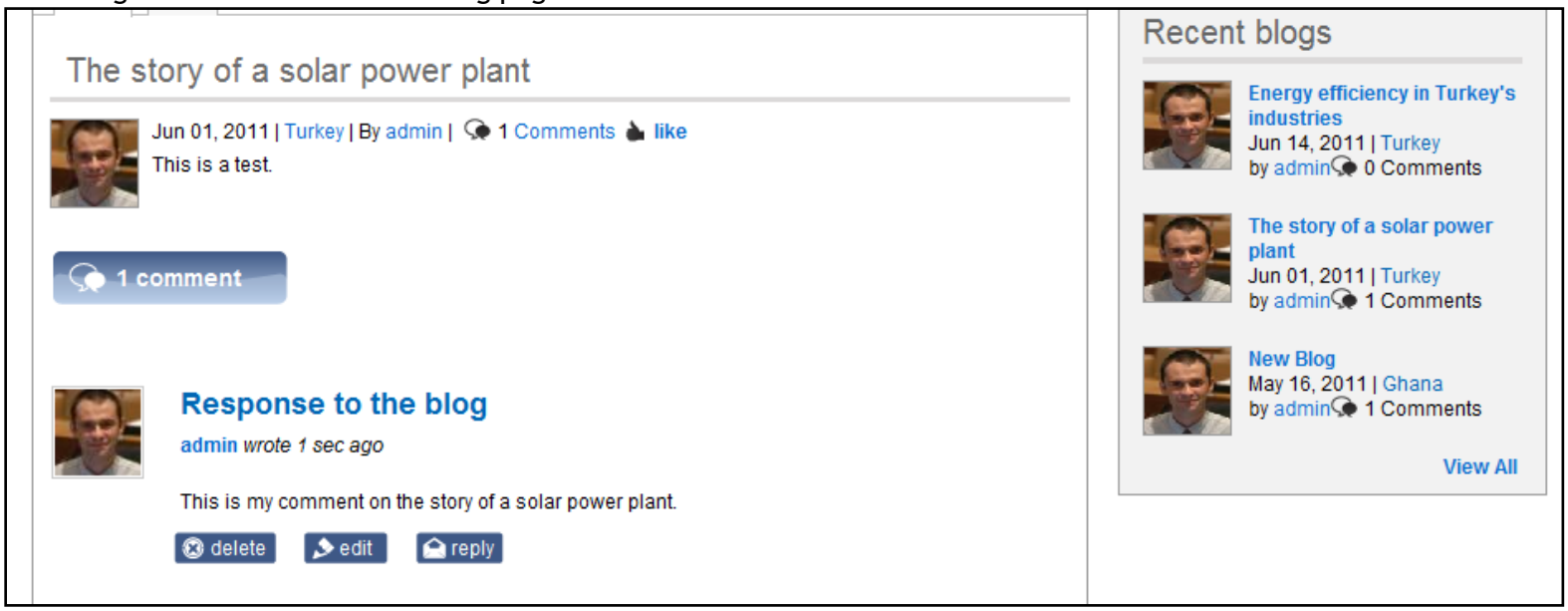
Following is a screen shot of the Project page and the “Forums/Blogs” box.



Following is a screen shot of the page that loads when you click the title of the blog.



Following is a screen shot of the blog page after a comment has been added.



4.3.2 Starting or joining a discussion

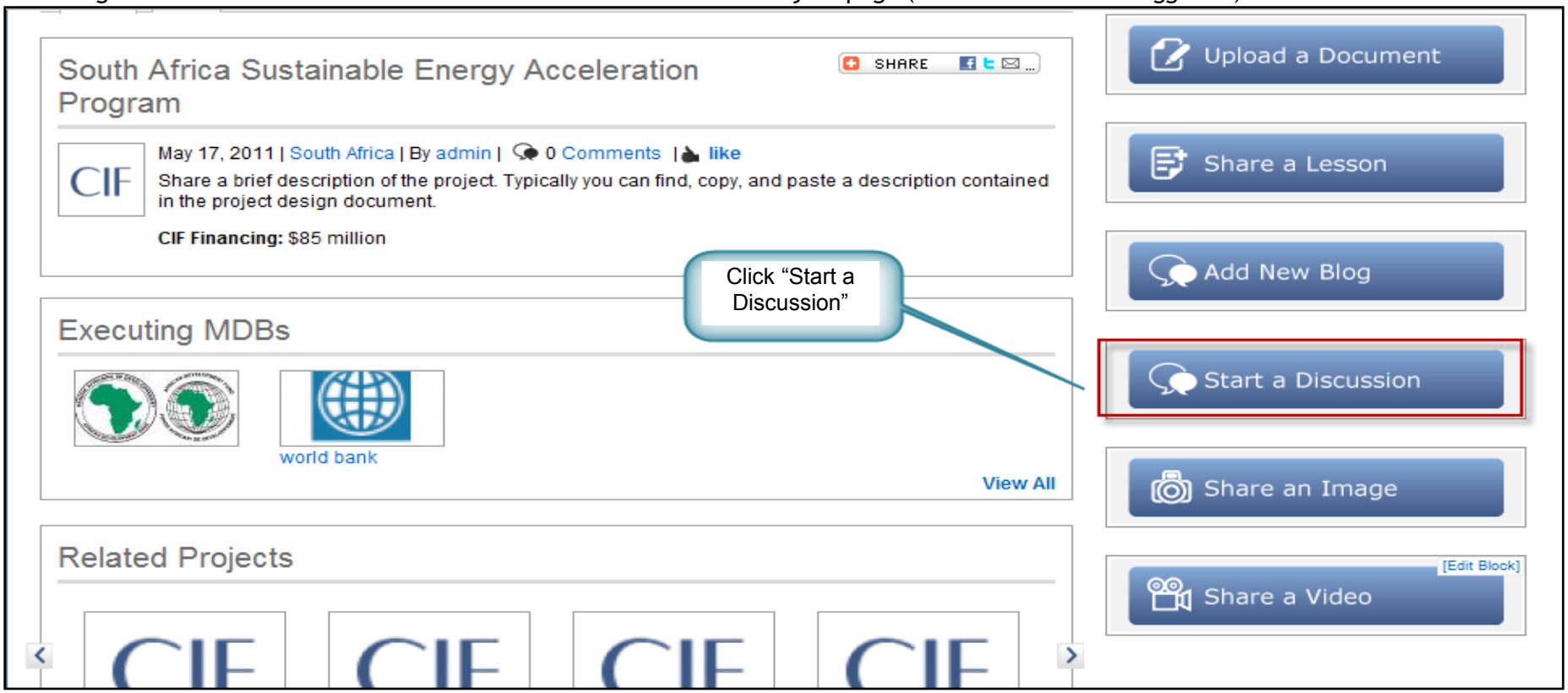
Discussion forums are useful tools for communicating and networking with staff from other country and project teams and engaging with the public. For example you may want to contact someone from another project team to find out about their experiences with a technology you are interested in or how they are monitoring the impact of their project.

Since email notifications are built into CIFnet, starting or joining a discussion on the Investment Plan or Project page is one of the easiest ways for you to get in touch with country and project team members. Again, it will be your responsibility to engage with them courteously, as you would expect them to do with you.

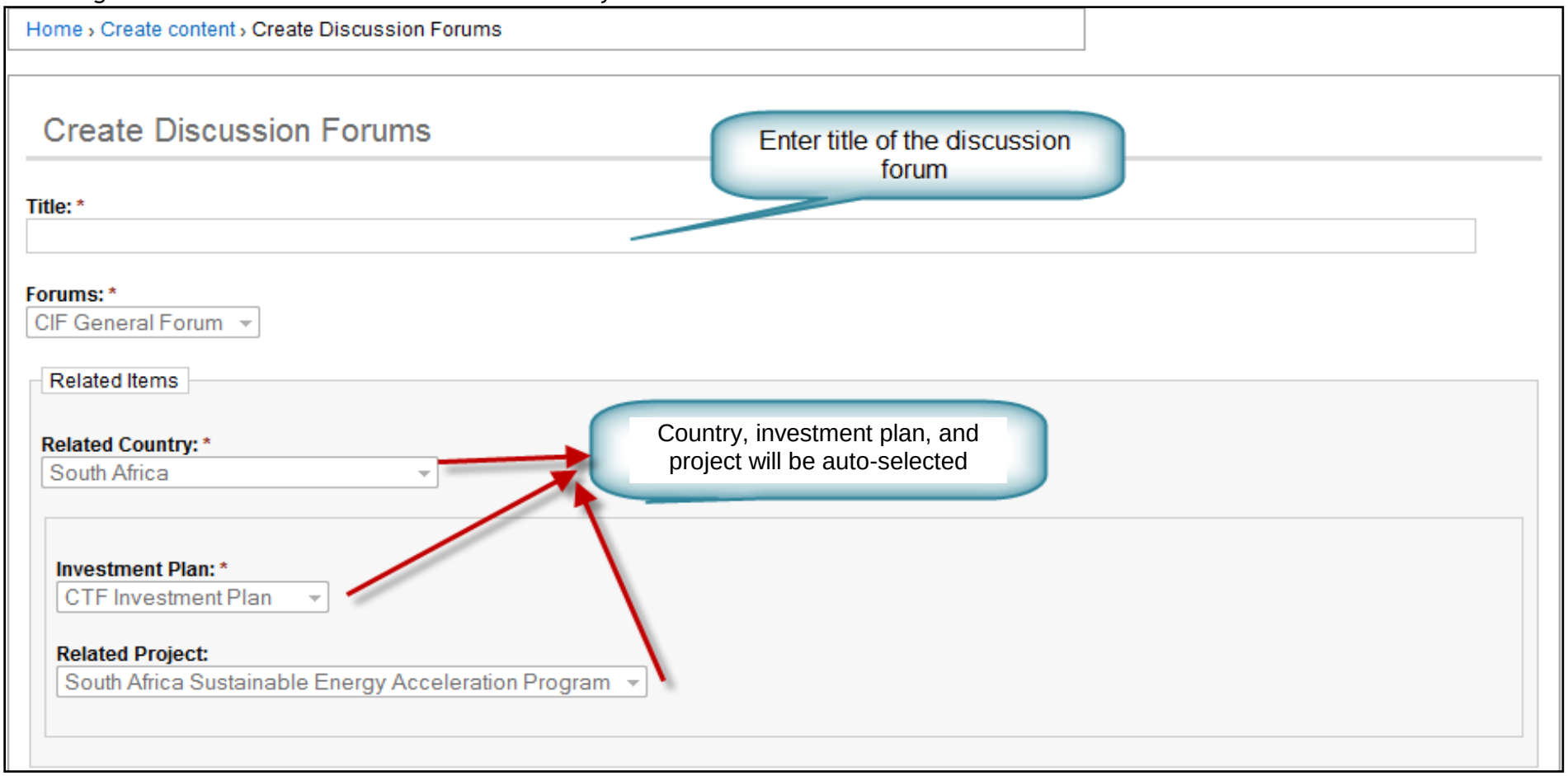
All registered users can start or join discussions on all Investment Plan and Project pages in CIFnet. After logging in to your account, follow these steps to start a discussion on an Investment Plan or Project page:

- Navigate to the page on which you wish to start a discussion (see section 2.3 and 2.4).
- To start a new discussion on the page, click on the "Start a Discussion" button in the right hand column.
- Type your comments in the form provided, and click "Save".
- Your discussion will be posted in the Forums box on the page and any page upstream; AND
- An email notification will be sent to the project implementers or country administrators that manage that page.
- When someone joins your discussion, you will be automatically notified by email.

Following is a screen shot of the “Start a Discussion” button on the Project page (note: user must be logged in).

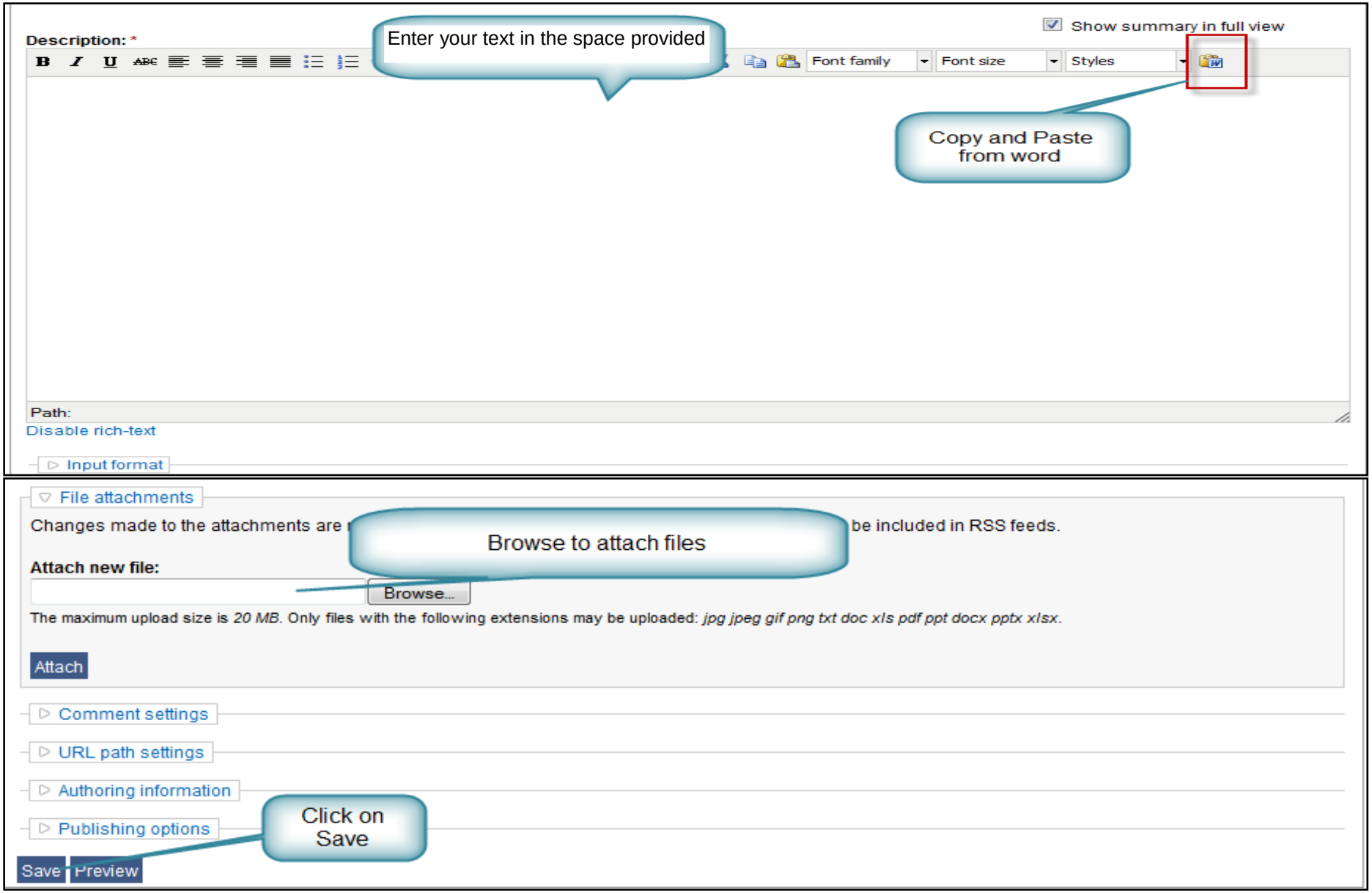


Following is a screen shot of the form that loads when you click the “Start a Discussion” button.



Screen shot continued on the next page…

Screen shot continued form the previous page…

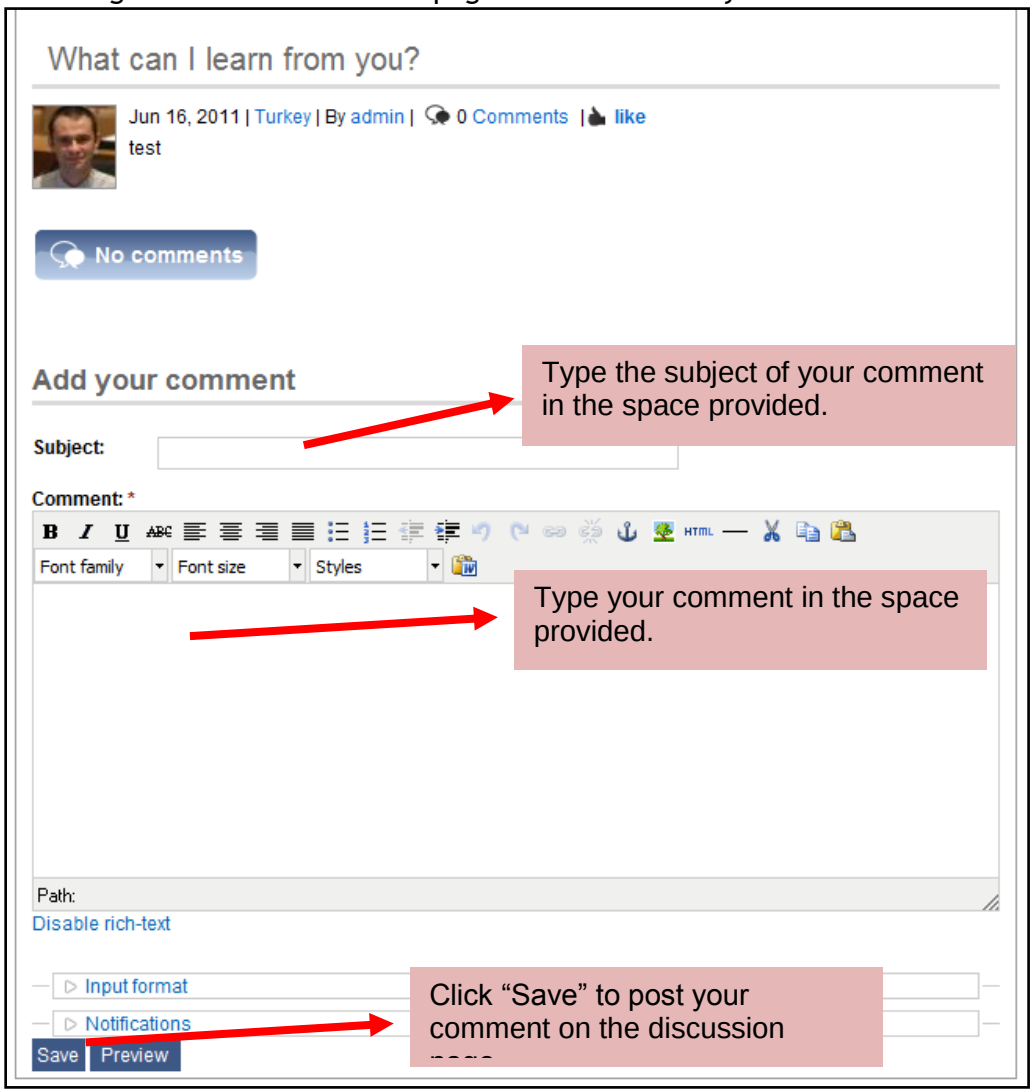


Follow these steps to comment on an existing discussion on an Investment Plan or Project page:

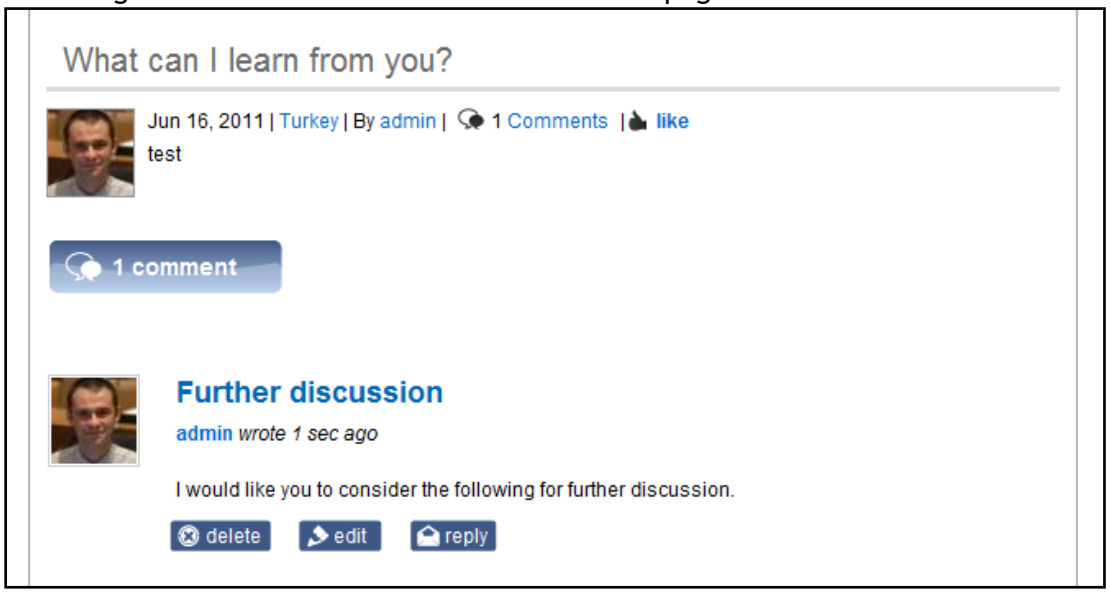
- Navigate to the Project page or the page on which you wish to comment on a discussion (see section 2.3 and 2.4).
- In the "Forums/Blogs" box, click on "Forums" to see the most recent forums.
- Click on the title of the Discussion you want to comment on.
- Type your comments in the form provided, and click "Save".
- Your comments will be posted on the page of the discussion; AND
- An email notification will be sent to the user that created the discussion you commented on and the project implementer that manages that page.
- When someone else comments on the discussion or responds to your comment, you will be automatically notified by email.

Following is a screen shot of the Project page and the “Forums/Blogs” box.

Following is a screen shot of the page that loads when you click the title of the discussion forum.



Following is a screen shot of the discussion forum page after a comment has been added.



4.3.3 Commenting on project lessons

Sharing lessons learned from CIF activities is a major objective of the CIF, and many projects will include information sharing and learning or knowledge management activities, such as workshops, awareness campaigns, assessments, toolkits, etc. Lessons learned from developing and implementing investment plans may also be shared, for example about coordination, monitoring and evaluation, etc. In many cases, countries have decided to create a specific project focused on knowledge management or capacity building, and it is on that project page that such lessons will be shared.

MDBs and project teams will undoubtedly be producing reports on their knowledge management and information sharing and learning activities, perhaps for different audiences or in different languages.

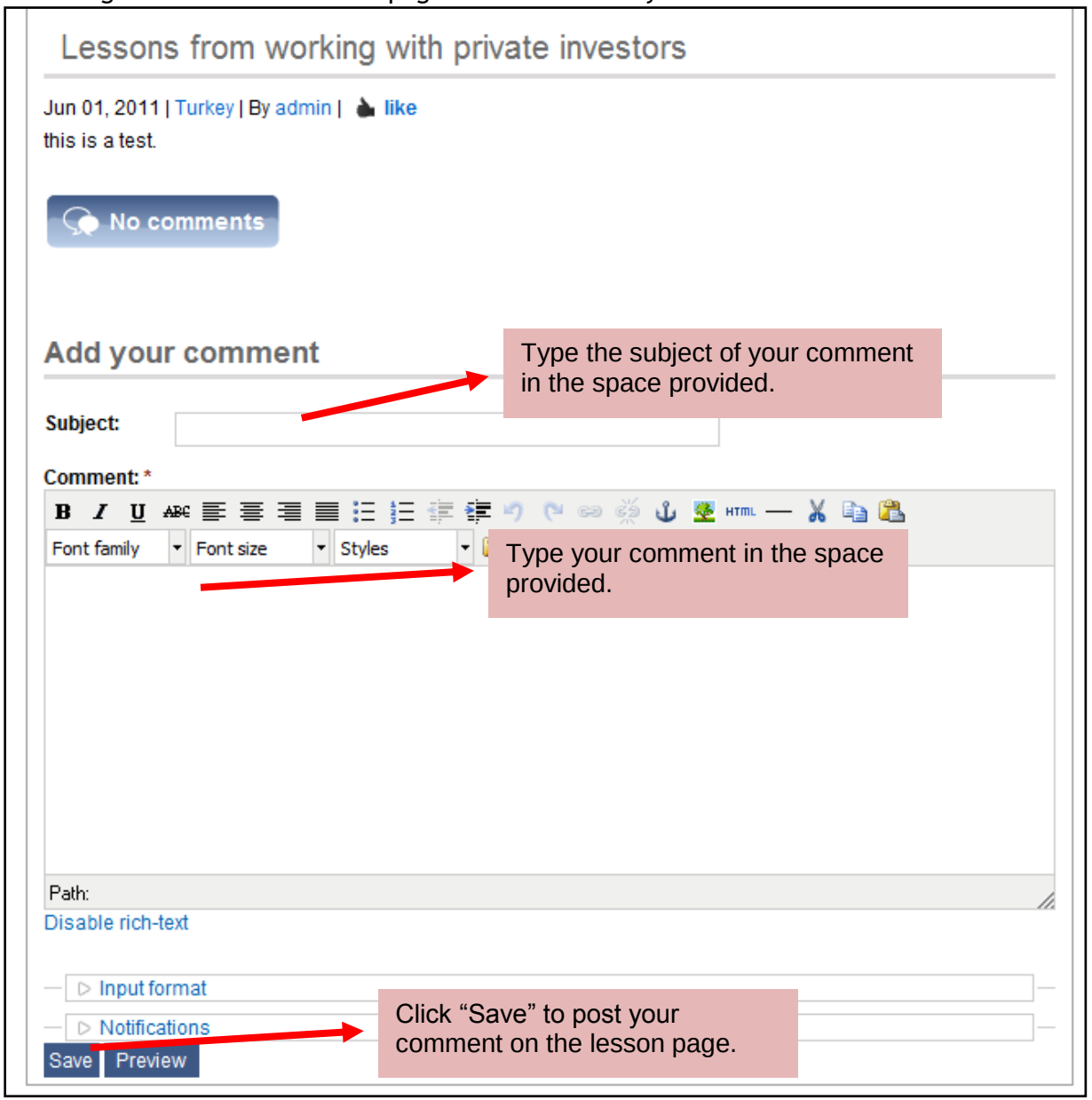
After logging in, you can easily comment on lessons shared on a Project page by following these instructions:

- Navigate to the Project page on which you wish to comment on a lesson (see section 2.3 and 2.4).
- In the "Learning by Doing" box, click on the title of the lesson you want to comment on.
- Type your comments in the form provided, and click "Save".
- Your comments will be posted on the page of the lesson; AND

- An email notification will be sent to the project implementer that created the lesson you commented on.
- When someone else comments on the lesson or responds to your comment, you will be automatically notified by email.

Following is a screen shot of the Project page and the "Learning by Doing" box.

Following is a screen shot of the page that loads when you click the title of the lesson.



Following is a screen shot of the lesson page after a comment has been added.

4.3.4 Registering for updates

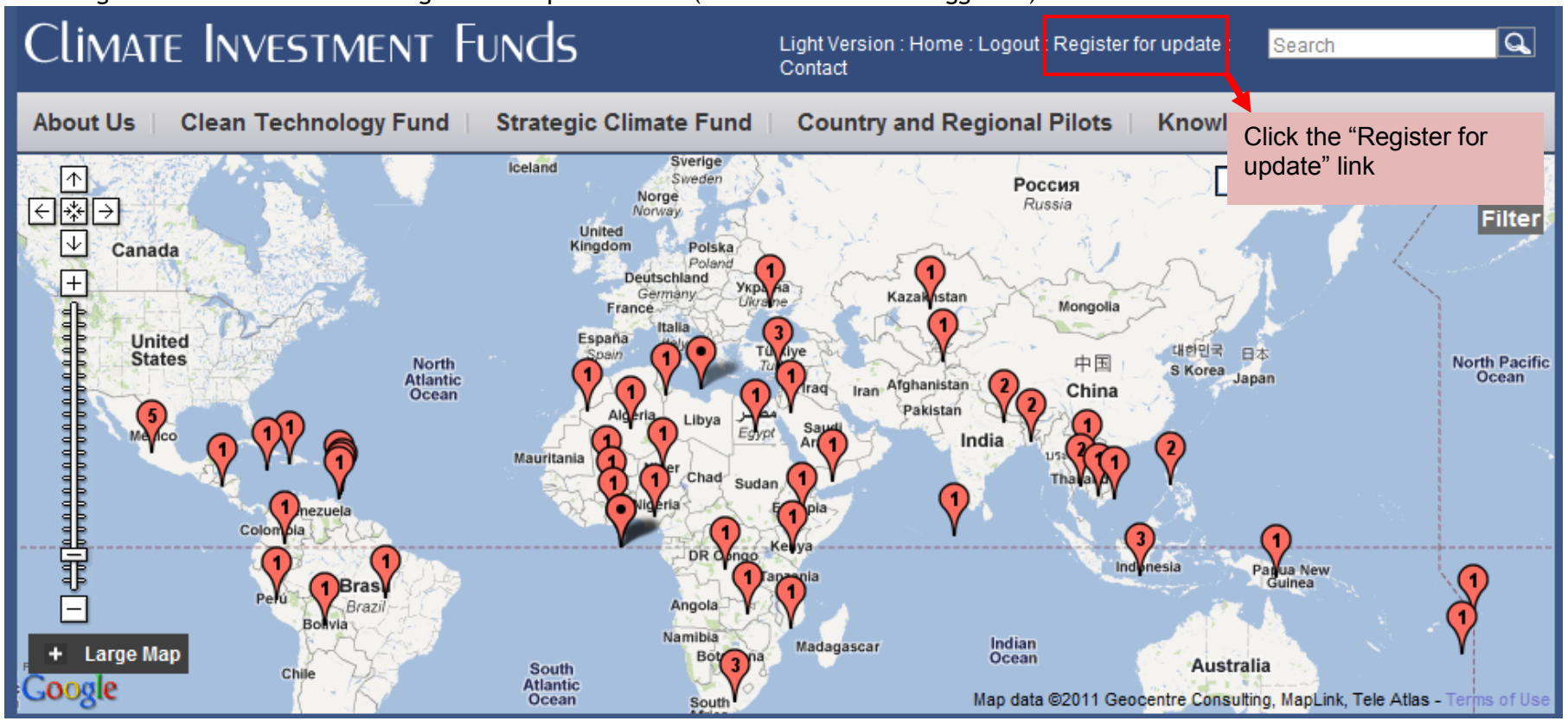
All registered users can register for updates. CIFnet's notification system allows you to select the projects and the content types that you would like to receive email notifications for. For example, if you want to be notified when blogs, discussion forums, lessons learned, and videos are updated on only one specific project, you can select to only receive those updates. In contrast, if you want to receive notifications of updates on all projects but only the "lessons learned" content type, you can select to only receive those updates. The system is very flexible.

After logging in to your account, follow these steps to register for updates:

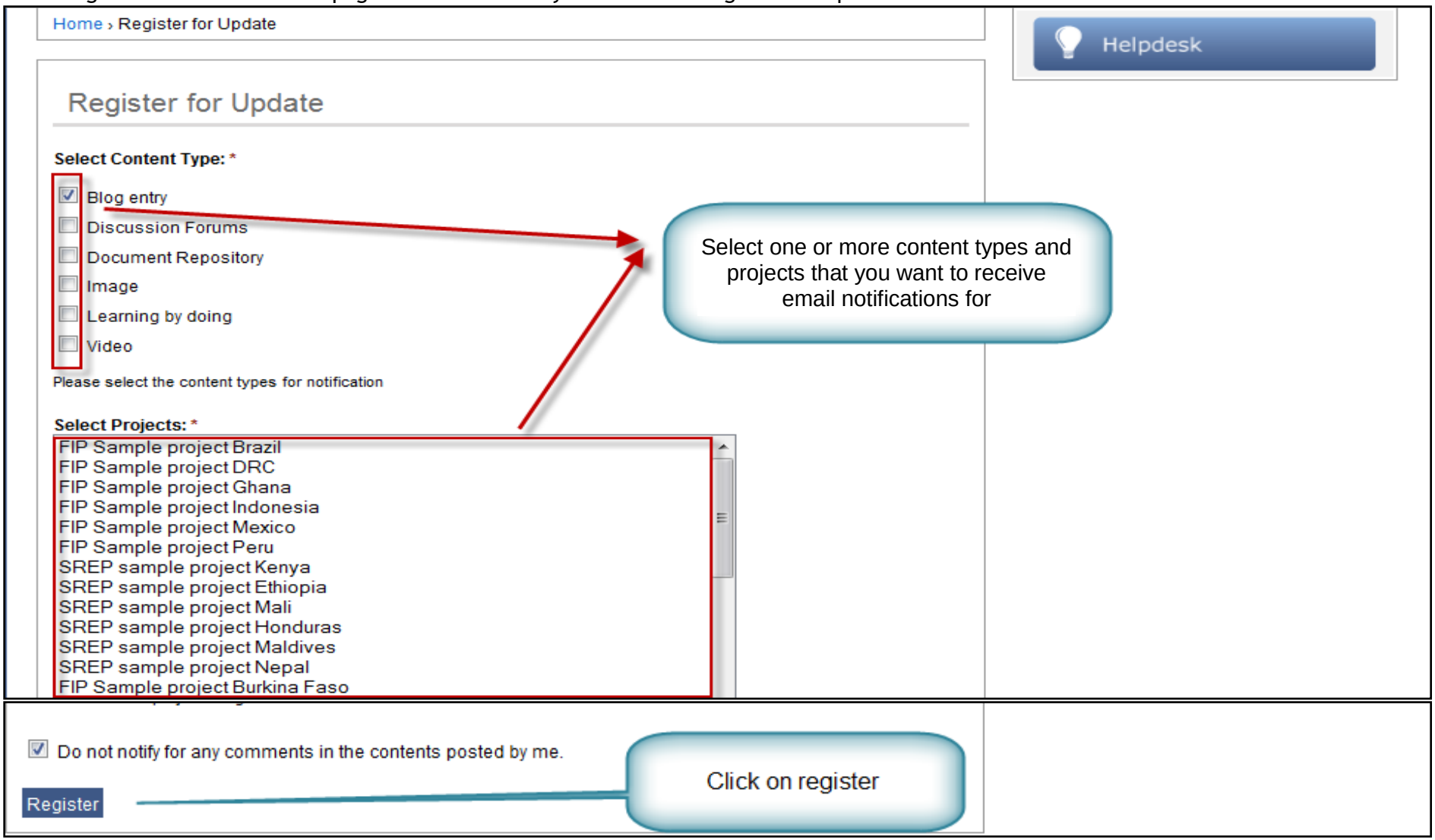
- Click on the "Register for Updates" link (look on the top right corner of the page, next to the search bar).
- On the page that loads, select one or more content types from the menu of options.
- Select one or more projects from the scrolling menu (to select multiple projects, hold the CTRL key on your keyboard while you click on the projects you wish to select).

- Click “Register” to save your selections.

Following is a screen shot of the “Register for Updates” link (note: user must be logged in).



Following is a screen shot of the page that loads when you click the “Register for Updates” link.



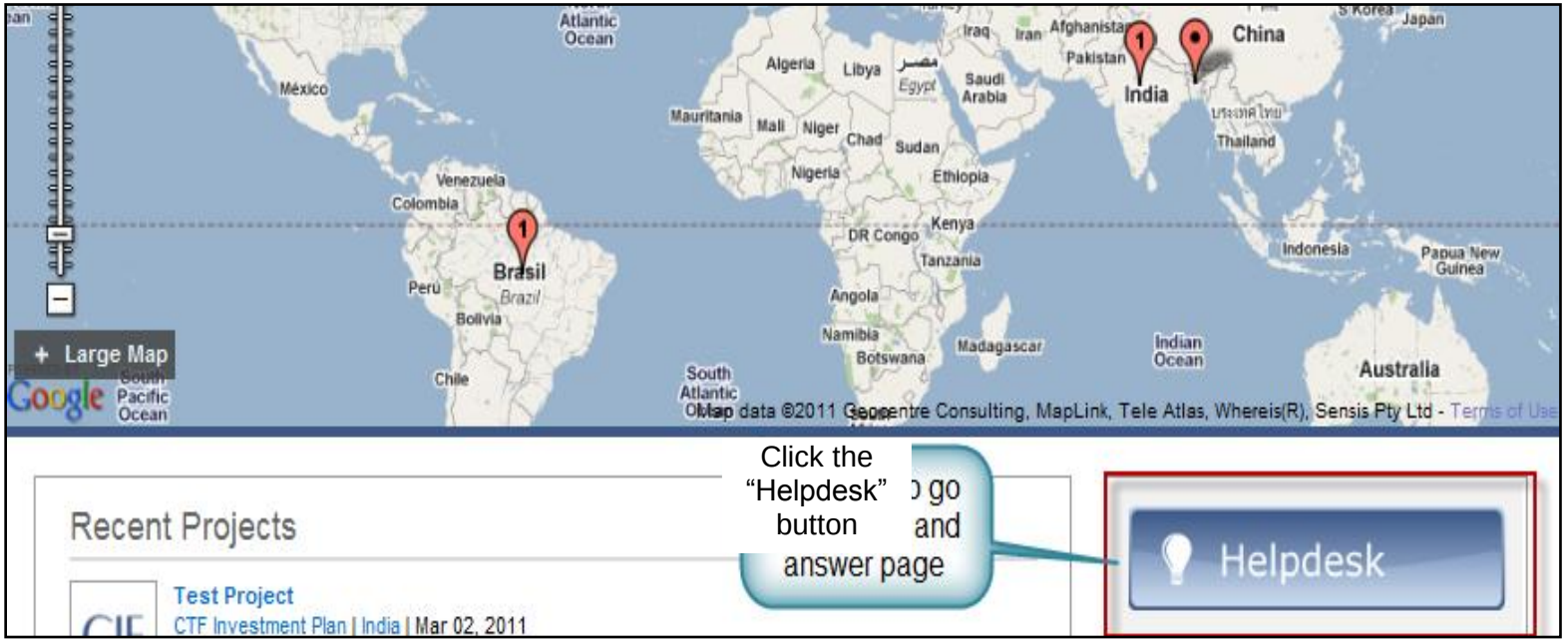
5. Using the Helpdesk

The Helpdesk is a service available for country administrators and project implementers to pose questions to and receive answers from partners in the MDBs and CIF Admin Unit, and from other CIFnet registered users. As a repository of past questions and answers, the Helpdesk page will also be a useful resource for the entire CIF community. Whether you have access to the Helpdesk page's different tools, for example the "Ask a Question" feature, will depend on your CIFnet user role. The following is a list of the user roles and the associated Helpdesk tools that are accessible to them:

- **Country administrators:** Post new questions and answers. Search past questions and answers by keyword, country, or project.
- **Project implementers:** Post new questions and answers. Search past questions and answers by keyword, country, or project.
- **Registered users:** Post answers. Search past questions and answers by keyword, country, or project.
- **Un-registered users:** Search past questions and answers by keyword, country, or project.

Navigate to the Helpdesk page by clicking on the "Helpdesk" button. The "Helpdesk" button is located on almost all CIFnet pages.

Following is a screen shot of the CIFnet home page and the "Helpdesk" button.



When the Helpdesk page loads, you will notice several useful features or tools for sorting and searching through questions and answers that have already been posted to the Helpdesk. If you are a project implementer or country administrator, you can use these tools before you post a new question to the Helpdesk to see if your question has already been asked and answered.

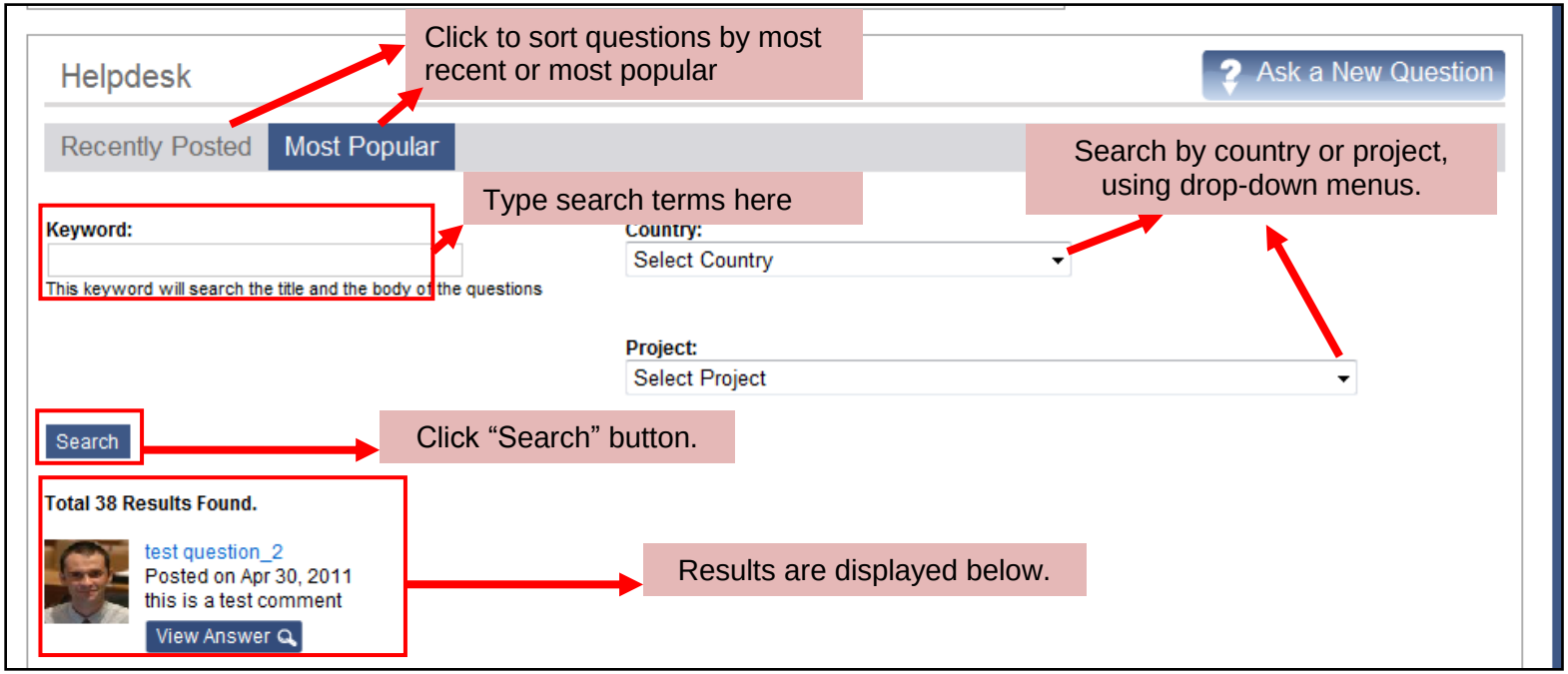
To sort questions, choose between the following options:

- Click "Recently Posted", to view the most recent questions to be posted on the Helpdesk page.
- Click "Most Popular", to see the most frequently viewed questions.

To search questions and answers, use one or more of the following search tools:

- Type any search term you are looking for in the "Keyword" search bar. The Helpdesk search engine will find any questions or answers that include the term you are looking for.
- Select a country from the "Country" drop down menu. The search engine will find any questions or answers pertaining to that particular country.
- Select a project from the "Project drop down menu. The search engine will find any questions or answers pertaining to that particular project.

Following is a screen shot of the Helpdesk page and the location of the Helpdesk search tools and buttons.

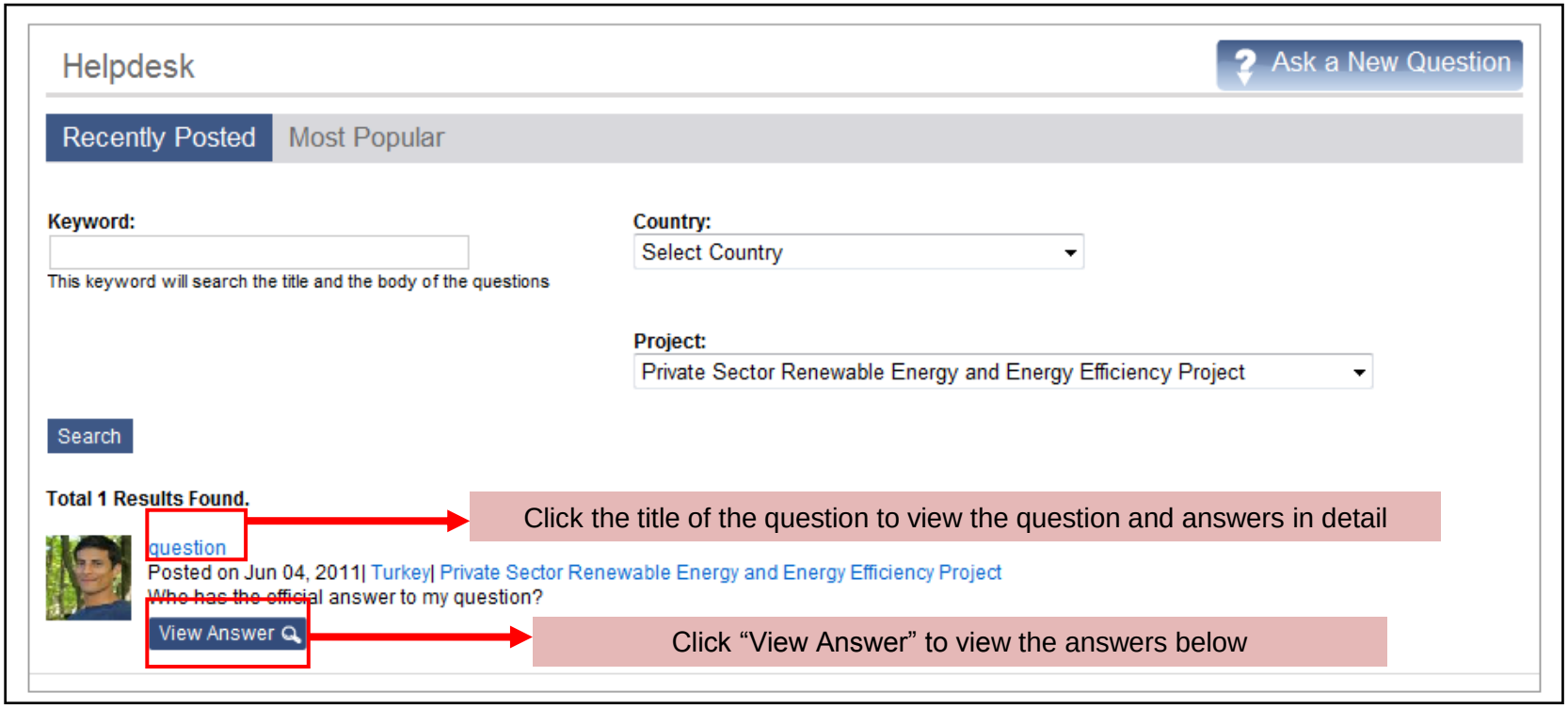


To view the answers that have been posted in response to a question, you have two options:

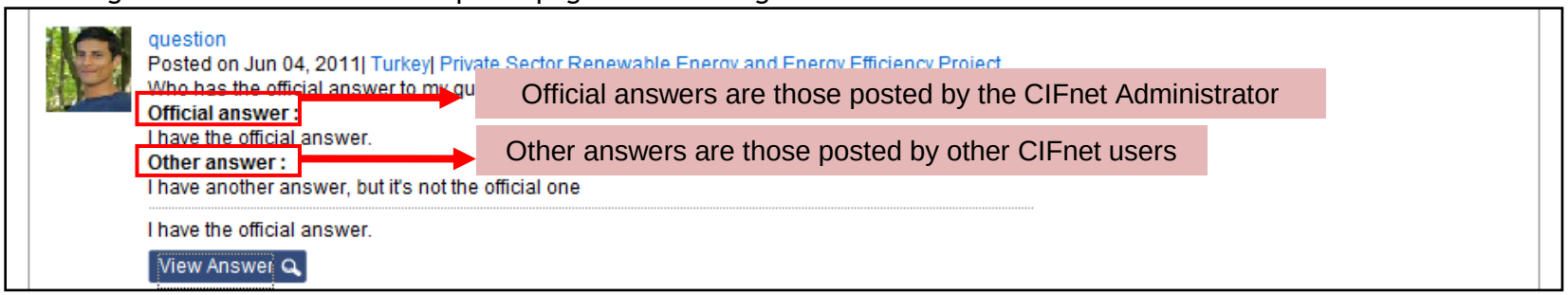
- Click on the title of the question, and you will be linked to page that displays the question and answers in detail; OR
- Click the "View Answer" button below the question, and the answers will be displayed below the question.

Note that answers displayed as "Official" answers are those posted by the CIFnet Administrator, while "Other" answers have been posted by other CIFnet users.

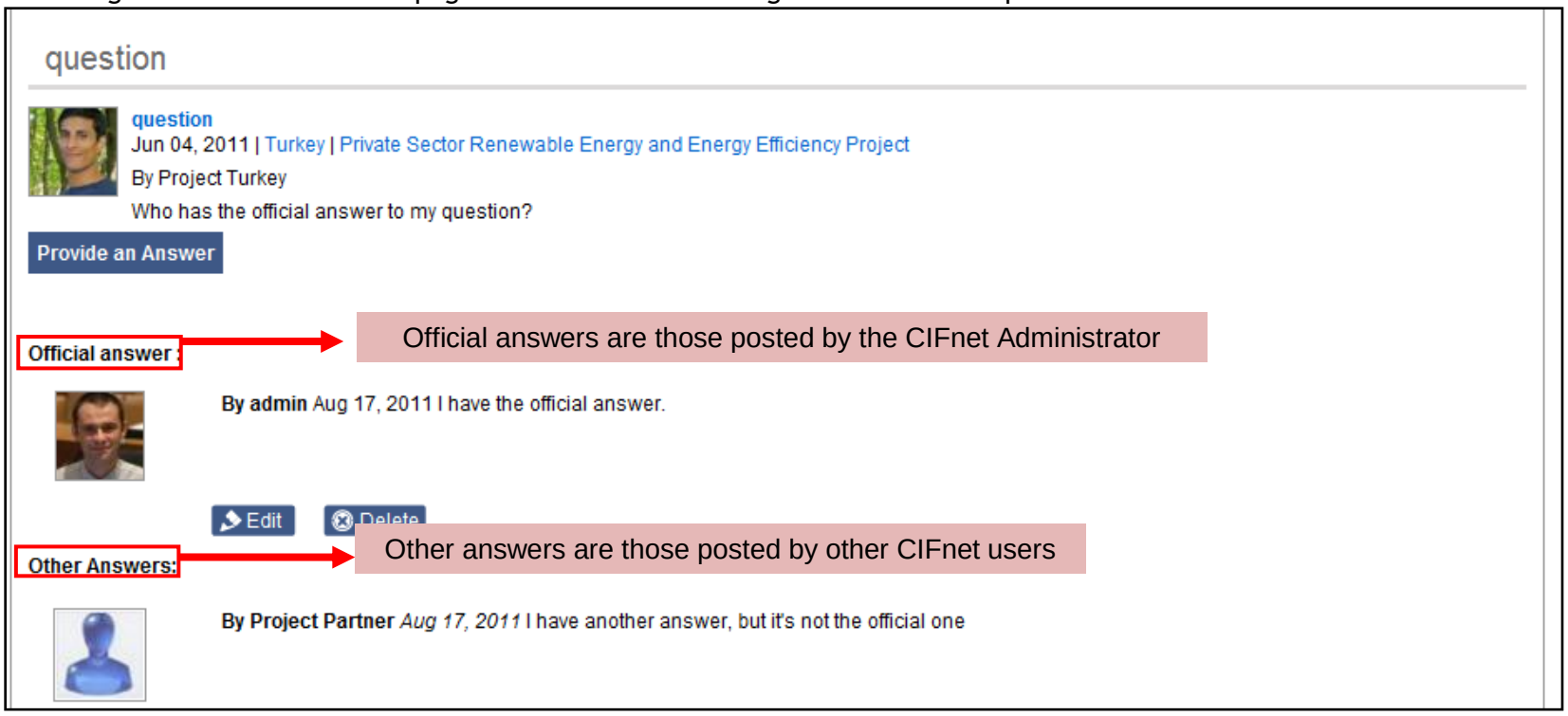
Following is a screen shot of the Helpdesk page showing the tools for viewing answers to questions.



Following is a screen shot of the Helpdesk page after clicking the “View Answer” button.



Following is a screen shot of the page that loads after clicking on the title of a question.

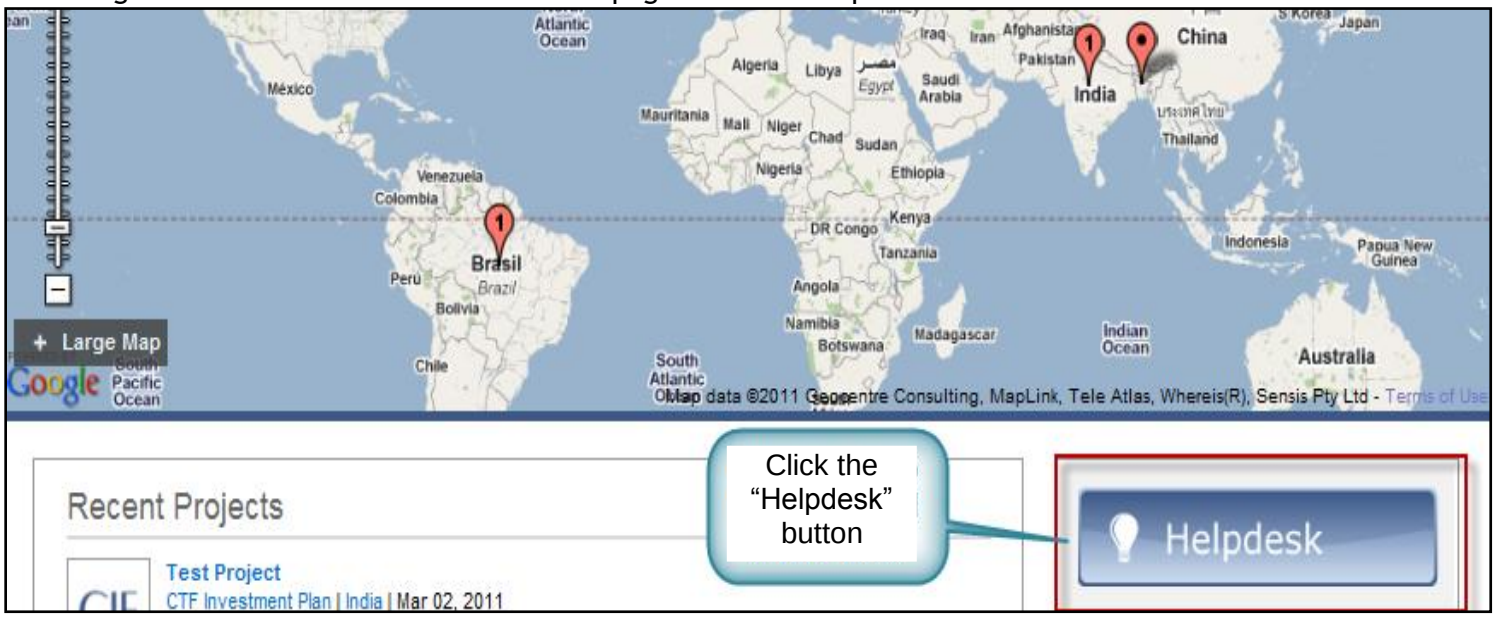


Country administrators and project implementers can post questions on the CIFnet Helpdesk page. The Helpdesk page has a built-in notification system to automatically alert the CIFnet Administrator via email when a question has been posted and to automatically email the person who posted the question once an answer has been posted in response.

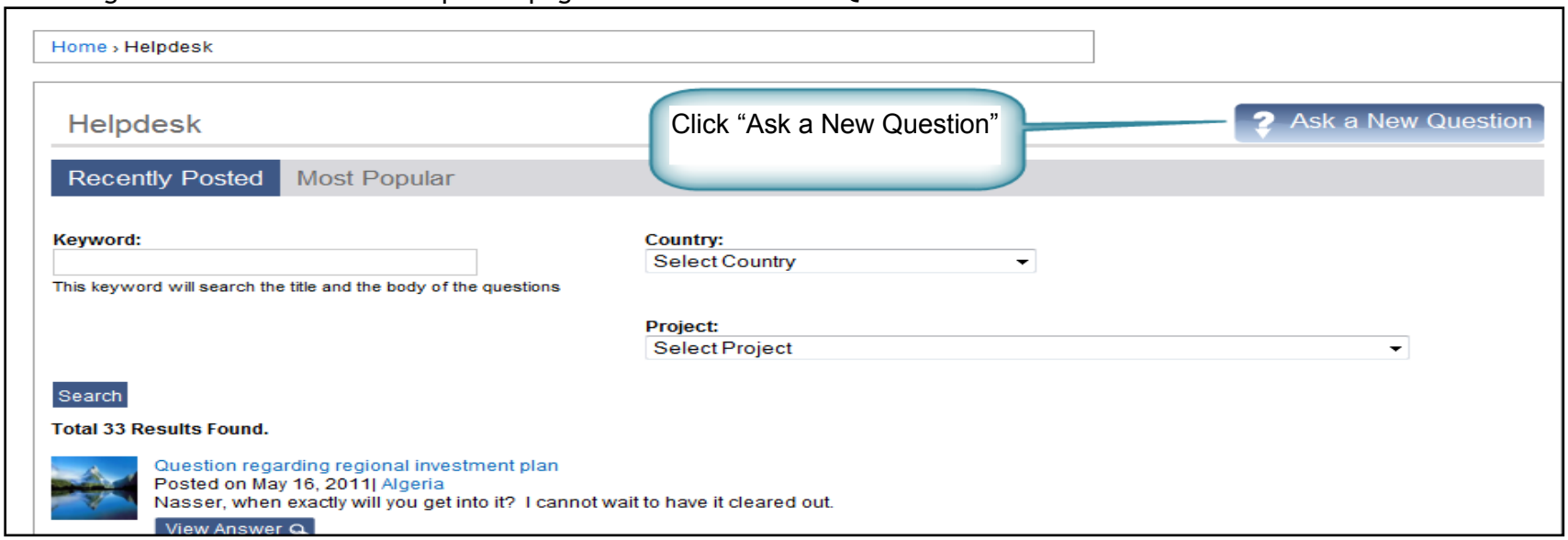
After logging in to your country administrator or project implementer account, follow these steps to post a question on the Helpdesk:

- Navigate to the Helpdesk page by clicking on the "Helpdesk" button. The "Helpdesk" button is located on all CIFnet pages.
- Once the Helpdesk page loads, click on the "Ask a New Question" button in the top right corner of the Helpdesk page.
- Type your question in the form that loads; select the country, investment plan, or project that the question is about; and click "Save".
- Your question will be posted to the Helpdesk page; AND
- An email notification will be sent to the CIFnet Administrator.
- When the CIFnet Administrator posts the "Official Answer" or other users submit "Other Answers" to your question, you will be automatically notified by email.

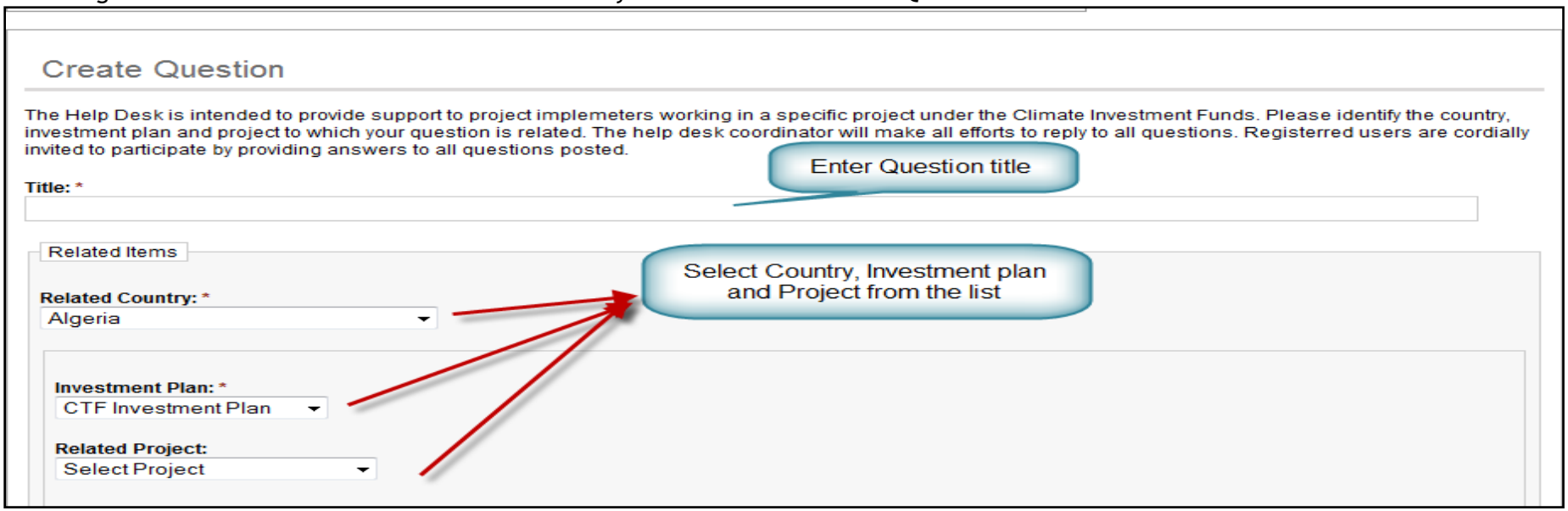
Following is a screen shot of the CIFnet home page and the "Helpdesk" button.



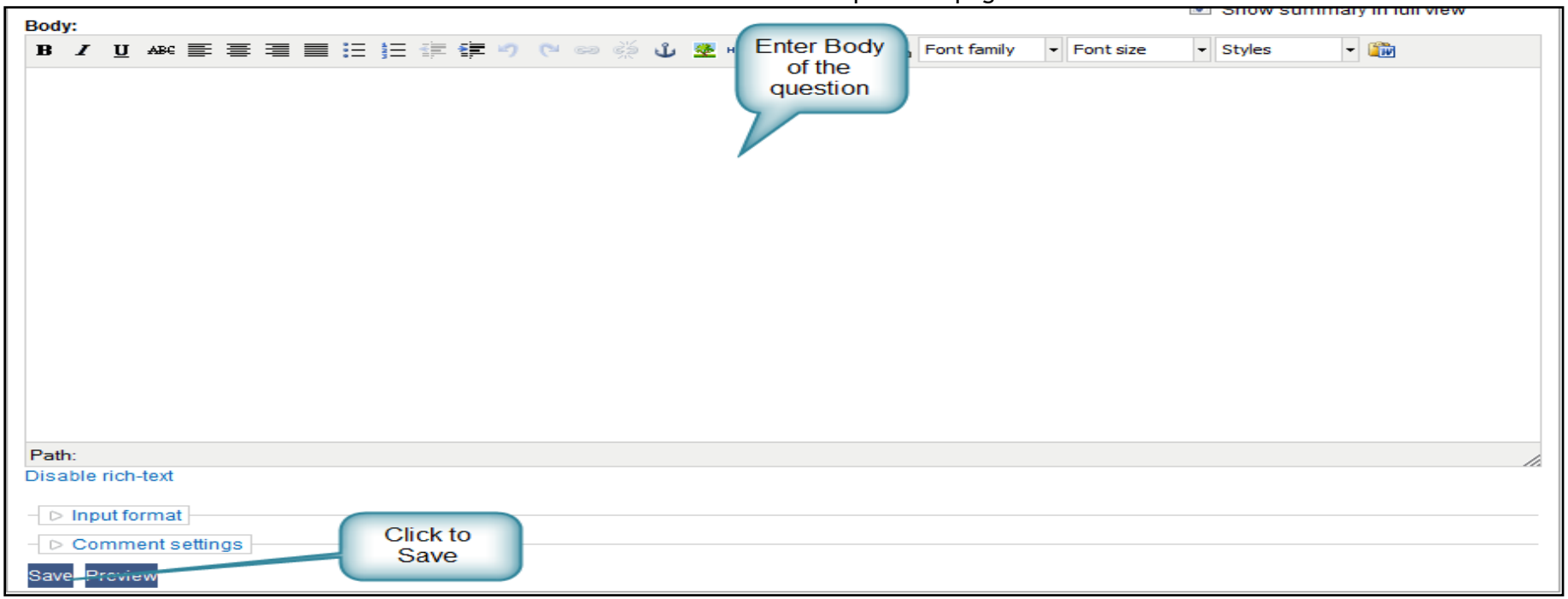
Following is a screen shot of the Help Desk page and the “Ask a New Question” button.



Following is a screen shot of the form that loads when you click the “Ask a New Question” button.



Screen shot continued from previous page…

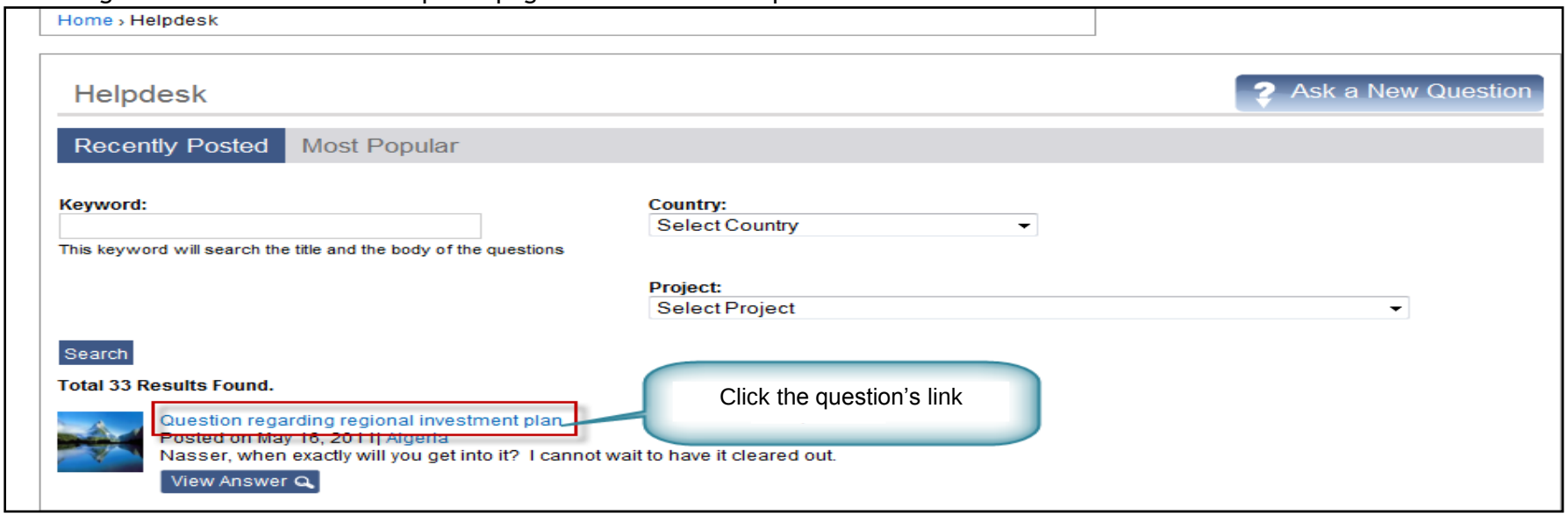
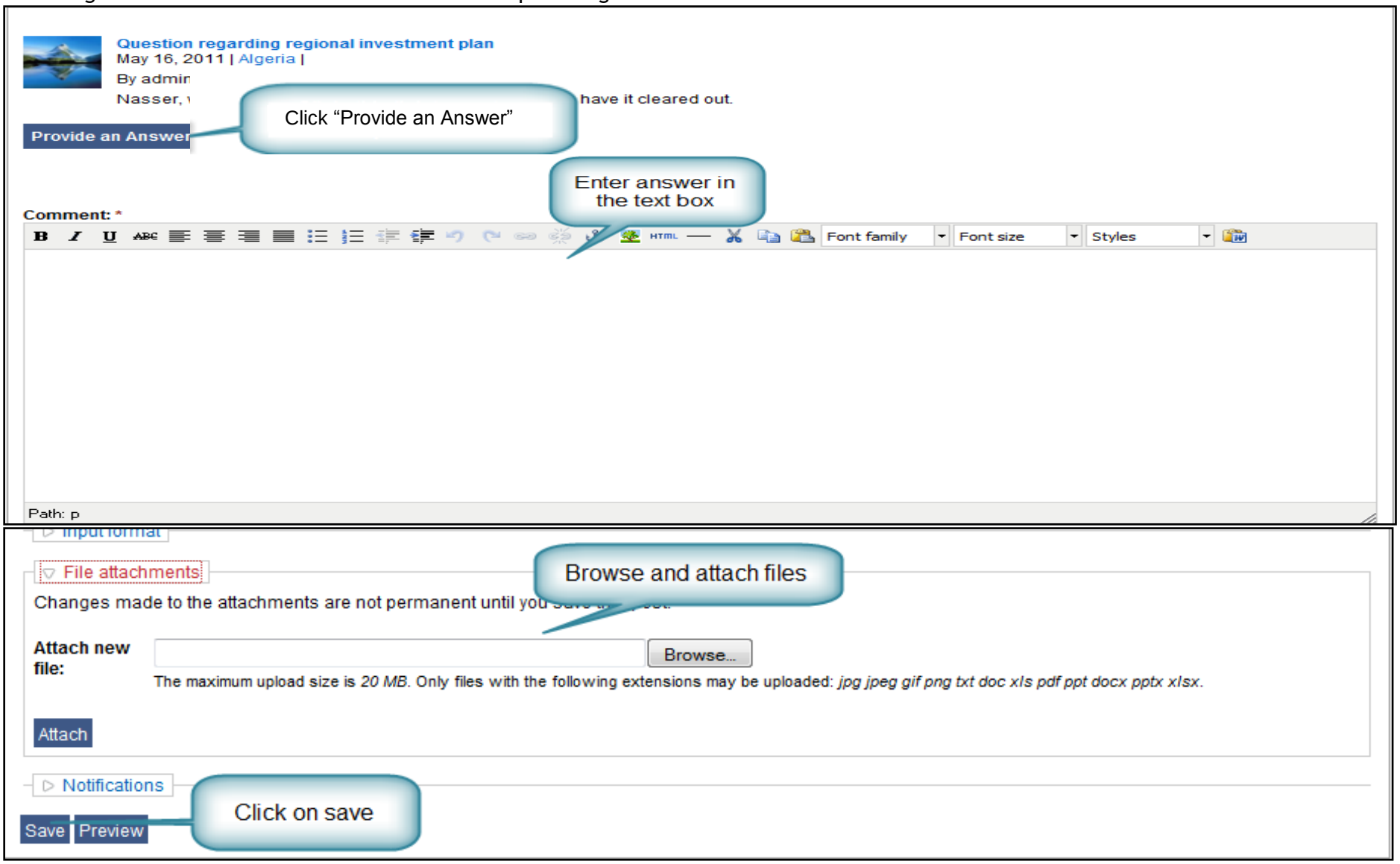


Any registered user, including country administrators, can post answers to questions on the CIFnet Helpdesk page. An answer posted by the CIFnet Administrator will be designated as an "Official Answer", whereas answers posted by other registered users will be noted as "Other Answers".

After logging in to your account, follow these steps to post an answer to a question on the Helpdesk:

- Navigate to the Helpdesk page by clicking on the "Helpdesk" button. The "Helpdesk" button is located on all CIFnet pages.
- Once the Helpdesk page loads, click on the title of any question you wish to post an answer to.
- In the page that loads, click on the "Provide an Answer" button, below the question text.
- In the form that loads, type your answer in the "Comments" box, and click "Save".
- Your answer will be posted to the Helpdesk page under "Other Answers"; AND
- An email notification will be sent to the person who posted the question.

Following is a screen shot of the Helpdesk page and the title of a question.



Following is a screen shot of the form that loads for providing answers.