Technical Guide

Event Management – HOW EVENTive!

Series 8 Flexible Learning Toolbox

Supporting the Diploma of Event Management
THT50202 from the Tourism Training Package THT02

18/11/2005: Version 1.0
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</tr>
<tr>
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<td>19</td>
</tr>
</tbody>
</table>
Introduction

The HOW EVENTive! Toolbox is an online learning resource that has been designed to allow for maximum flexibility in delivery across a variety of different platforms and learning environments. It can be used as a CD-ROM, delivered from a web server or incorporated into a Learning Management System such as WebCT, Janison or Moodle. It has also been designed to be disaggregable and customisable, allowing teachers to deliver content relevant to their students in chunks appropriate to their teaching methods. The Toolbox has been developed to conform with W3C Accessibility Guidelines and makes use of an integrated navigation system which degrades well without JavaScript and CSS in order to improve the user experience when viewing it with a screen reader.

HOW EVENTive! is made up of the entry pages, sections, resources, and a collection of learning objects in regards to Event Management. The resources include company newsletters, memos and documents, a company website with staff only intranet section, a client website, a glossary, and a communications tool place holder.

This Technical Guide has been developed to support you in delivering the Diploma of Event Management qualification.

This Technical Guide is divided into three sections:

- System requirements
- Customising Toolbox content
- Technical support (FAQs, troubleshooting, help desk)
System requirements

To play

- 600 MHz or Pentium III or equivalent running Windows 2000/ME/XP
  or
  Macintosh PowerPC 500 MHz or above running OS9 or OSX
- 128 MB RAM
- 800 x 600 screen resolution with minimum 16 bit colour (recommended 1024 x 768)
- Internet Explorer 6.0 +
  or Netscape 6.2 +
- CD-ROM
- Internet Access 28.8 Kbps or above
- Flash Player 6 or above

To customise

- Pentium IV or equivalent processor
- Macromedia Dreamweaver (Or equivalent HTML web authoring tool) or a
- Text editor such as MS Notepad or EmEditor
- Flash MX/MX2004 development software
- Photoshop/Fireworks (or equivalent) for editing still images
- SoundEdit16 (or equivalent) for editing sound content

To serve

- Any web server capable of serving HTML and file based attachments (such as
  Microsoft Internet Information Server, Apache HTTPD Web Server or Apache Tomcat)
- SCORM compatible Learning Management System (For Learning Objects)
- 300 MB available hard disk space
- High bandwidth Internet connection
Customising Toolbox content

In most cases Toolboxes are able to be modified and redistributed with minimal licensing or copyright encumbrance. However, before commencing any modifications we recommend that you check the license details of the Toolbox, to ensure that any customisation undertaken does not contravene the conditions of that license.

For licensing conditions visit: [http://www.flexiblelearning.net.au/toolbox/license.htm](http://www.flexiblelearning.net.au/toolbox/license.htm)

Remember to retain the original files in their CD-ROM format so that you always have an original copy of the Toolbox as a backup.

HOW EVENTive! has been developed using a simple mixture of xHTML and Cascading Style Sheets (CSS). This separates the content from the design, allowing for very simple changes to be made across the whole site if required. Knowledge of HTML or similar HTML authoring tools (such as Macromedia Dreamweaver or MS Front Page) is required to make changes to the content and design of the site.

Associated documents embedded within the pages such as Macromedia Flash, MSWord and PDF files may require special software to change the content.

What features can be customised?

Toolboxes can be customised by users under the flexible licensing arrangements, as long as they are not on-sold. You are therefore encouraged to customise the Toolboxes. However, before embarking on any modifications or customisation, we suggest that you:

- check the licensing details of the Toolboxes to ensure that any customisation does not contravene the conditions of the licence
- have the required trained personnel
- retain the original files in the CD-ROM format as a backup (should you require them at a later stage).

Some design aspects of the Toolboxes can be easily customisable. However, there are other aspects of the Toolboxes that are more difficult. For this complex customisation we recommend that you proceed only if you have the relevant trained technical personnel.

All pages within the HOW EVENTive! are able to be edited. The actual content is usually found below the `<div id="content">` html tag to the bottom of the code.

In HTML authoring tools the content will be obvious. Be aware that changing the menu items without a true understanding of which files they link to may cause problems. However, with knowledge of the site it should not be a problem.

Also in HTML authoring tools, if you are changing a file which is referred to in a number of different locations within the site, then it is advisable to make a "Global" change using the authoring tool so that all references to that file are made through out the site.
Table 1: Customisable elements

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homepage and Welcome screens</td>
<td>The Homepage and Welcome pages are formatted in HTML and contain Flash objects which are used to navigate to sections within the Toolbox. To customise, take note of the URL and use that to find the appropriate file in the Toolbox directories. Open the file in a HTML authoring tool and make the required changes. To edit the Flash object, open the HTML file that contains the Flash object. Under the properties of the object, you will see a filename such as 04B_task.swf. You cannot change this directly, but must edit it from the source file located on the additional CD-ROMs. The Homepage and Welcome pages all have a text-only navigation page formatted entirely in HTML. If editing any of these pages it is important to also edit the equivalent text-only navigation page.</td>
<td>index.htm director/index.htm events_coord/index.htm finance/index.htm logistics/index.htm marketing/index.htm</td>
</tr>
<tr>
<td>Orientation</td>
<td>Formatted entirely in HTML. Browse to the location in the Toolbox, take note of the URL, and use that to find the appropriate file in the orientation directory. Open the file in a HTML authoring tool and make the required changes.</td>
<td>/orientation/html/* .htm</td>
</tr>
<tr>
<td>Flash interactions</td>
<td>Most of these interactions can be customised by anyone with basic Macromedia Flash design skills. However, some are more complex, and require actionscript knowledge. Some Flash objects contain links that open HTML files. In some instances JavaScript is used so that these HTML files open at a set width, height, location etc. The JavaScript for these files is located in the <code>&lt;head&gt;</code> tag of the parent HTML file. To customise, open the parent HTML file in a HTML authoring tool and make the required changes to the JavaScript code found in the <code>&lt;head&gt;</code> tag. To edit a Flash file, open the HTML file that contains the Flash object. Under the properties of the object, you will see a</td>
<td>/source/*.fla</td>
</tr>
</tbody>
</table>


filename such as 04B_task.swf. You cannot edit this directly.

Using Flash MX or MX2004 authoring software, locate a .fla file on the additional CD-ROMs. This is the file you need to edit.

<table>
<thead>
<tr>
<th>Resources</th>
<th>All resources are formatted in HTML. To customise, take note of the URL and use that to find the appropriate file in the Toolbox directories. Open the file in a HTML authoring tool and make the required changes.</th>
</tr>
</thead>
</table>
| HOW EVENTive! Website | The HOW EVENTive! Company website is accessed by clicking on the ‘Company’ button located at the top of each content page.  

All pages in this website are formatted in HTML. To customise, take note of the URL and use that to find the appropriate file in the Toolbox directories. Open the file in a HTML authoring tool and make the required changes. |
|                 | shared/company/resources                                                                                                             |
| Town of Bunjerinni website | The Town of Bunjerinni website is accessed by clicking on the ‘Client’ button located at the top of each content page.  

All pages in this website are formatted in HTML. To customise, take note of the URL and use that to find the appropriate file in the Toolbox directories. Open the file in a HTML authoring tool and make the required changes.  

To substitute the Town of Bunjerinni website for a town website located on the internet, use a HTML authoring tool to conduct a global find and replace command. Search for ../../../shared/client/index.htm and replace with the URL of the substitute website. |
|                 | shared/client                                                                                                                      |
Basic editing

There are numerous ways of editing the content of this Toolbox. The approach is similar to editing pages that might be found on any website.

The two simplest ways are:
1. Using a HTML authoring tool (MS FrontPage or Macromedia Dreamweaver).
2. Using a straight text editor (MS Notepad, EmEditor or your favourite text editor).

A basic understanding of HTML and the software package is useful.

**HTML authoring tool**

- Download the complete Toolbox contents onto your machine.
- Identify the pages you would like to edit (these are displayed in the address bar at the top of the browser page when viewing).
- Locate these files in the downloaded files, following the paths displayed in the browser.
- Open each file in your HTML authoring tool and make appropriate changes.
- Save each file.
- Check your edits in a web browser to see if it displays properly.

**Text editor (i.e. MS Notepad or EmEditor)**

- Download complete Toolbox contents onto your machine.
- Locate the file you wish to edit, following the paths displayed in the browser.
- Open the file using a text editor (i.e. MS Notepad).
- Make appropriate changes, following the CSS styles, some of which are:
  - `<h1>` (Main Headings) larger blue font in caps,
  - `<h2>` (Sub headings) green fonts,
  - `<p>` (main content i.e. paragraphs) black text.
- Save each file.
- Check your edits in a web browser to see if it displays properly.

A useful tool when editing HTML, xHTML or CSS is the “Web Developer” toolbar available free of charge for use with Mozilla Firefox. This allows you to identify which parts of the page (HTML document) are formatted in which CSS style, making it easier for editing purposes.

To use this tool, once you have installed Mozilla Firefox (the equivalent of Internet Explorer) onto your machine, select

- “Tools”, then
- “Extensions”, then at the bottom right hand corner of the pop up box, select
- “Get More Extensions” this will take you to the Mozilla Extensions page
- Locate the Web Developer extension, then click
- Install Now

This will give you a number of tools at the top of your Firefox browser, the “CSS” and the “Information – Display ID and Class” being the most useful.
File structure

Almost all major elements of the Toolbox are organised within their own specific folders.

The general structure of the toolbox groups the “commonly” used files such as stylesheets, images, shared resources such as the referenced websites etc into the shared folder and then the subsequent folders contain the information for each of the identified competencies.

This allows the user to make “whole of toolbox” changes from the common images and style sheets used in conjunction with the Cascading Style sheets used in the design minimising the need for multiple changes within every html page to make simple structural and design changes.

The files have been organised in a directory structure to make it easier to extract and deliver individual components of this toolbox. The following table outlines the directory structure:

<table>
<thead>
<tr>
<th>Folder Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>autorun</td>
<td>CD-ROM autorun files</td>
</tr>
<tr>
<td>director</td>
<td>Content related to the Creative Director</td>
</tr>
<tr>
<td>director_shared</td>
<td>Audio transcript, text alternative navigation, task menu (Flash)</td>
</tr>
<tr>
<td>thtfme04b</td>
<td>Content related to THTFME04A</td>
</tr>
<tr>
<td>04b_shared</td>
<td>Competency information, shared images</td>
</tr>
<tr>
<td>04b_task_1</td>
<td>Task 1: Develop an Event Concept</td>
</tr>
<tr>
<td>events_coord</td>
<td>contains all content related to the Events Coordinator</td>
</tr>
<tr>
<td>events_coord_shared</td>
<td>Audio transcript, text alternative navigation, task menu (Flash)</td>
</tr>
<tr>
<td>thtfme02b_06a</td>
<td>Contains all content related to THTFME02B and THTFME06A</td>
</tr>
<tr>
<td>02b_06a_shared</td>
<td>Competency information, shared images</td>
</tr>
<tr>
<td>02b_06a_task1</td>
<td>Task 1: Identify &amp; Prepare Event Operational Requirements</td>
</tr>
<tr>
<td>02b_06a_task2</td>
<td>Task 2: Source &amp; Engage Contractors</td>
</tr>
<tr>
<td>02b_06a_task3</td>
<td>Task 3: Manage On-site Staff &amp; Volunteers</td>
</tr>
<tr>
<td>02b_06a_task4</td>
<td>Task 4: Monitor Event Contractors &amp; Event Operations</td>
</tr>
<tr>
<td>finance</td>
<td>Contains all content related to the Finance Manager</td>
</tr>
<tr>
<td>finance_shared</td>
<td>Audio transcript, text alternative navigation, task menu (Flash)</td>
</tr>
<tr>
<td>thhggle13b_14b</td>
<td>Contains all content related to THHGGLE13B and THHGGLE14B</td>
</tr>
<tr>
<td>13b_14b_shared</td>
<td>Competency information, shared images</td>
</tr>
<tr>
<td>13b_14b_task1</td>
<td>Task 1: Develop a Budget for your Event</td>
</tr>
<tr>
<td>13b_14b_task2</td>
<td>Task 2: Monitor &amp; Review your Event Budget</td>
</tr>
<tr>
<td>images</td>
<td>Background image for Homepage and Welcome pages and main menu (Flash)</td>
</tr>
<tr>
<td>logistics</td>
<td>Content related to the Logistics Manager</td>
</tr>
<tr>
<td>logistics_shared</td>
<td>Audio transcript, text alternative navigation, task menu (Flash)</td>
</tr>
<tr>
<td>Component</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------</td>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>thhgle22a</td>
<td>Contains all content related to THHGLE22A</td>
</tr>
<tr>
<td>22a_shared</td>
<td>Competency information, shared images</td>
</tr>
<tr>
<td>22a_task1</td>
<td>Task 1: Develop Risk Management Strategies</td>
</tr>
<tr>
<td>22a_task2</td>
<td>Task 2: Implement Risk Management Strategies</td>
</tr>
<tr>
<td>22a_task3</td>
<td>Task 3: Monitor &amp; Review Risk Management Strategies</td>
</tr>
<tr>
<td>marketing</td>
<td>Content related to the Sponsorship &amp; Marketing Manager</td>
</tr>
<tr>
<td>marketing_shared</td>
<td>Audio transcript, text alternative navigation, task menu (Flash)</td>
</tr>
<tr>
<td>thhgcs07b</td>
<td>Content related to THHGCS07B - Marketing</td>
</tr>
<tr>
<td>07b_shared</td>
<td>Competency information, shared images</td>
</tr>
<tr>
<td>07b_task1</td>
<td>Task 1: Develop a Promotional Plan</td>
</tr>
<tr>
<td>07b_task2</td>
<td>Task 2: Develop a Media Kit</td>
</tr>
<tr>
<td>07b_task3</td>
<td>Task 3: Review &amp; Report on Promotional Activities</td>
</tr>
<tr>
<td>thttpdp10b</td>
<td>Content related to THTPPD10B – Sponsorship</td>
</tr>
<tr>
<td>10b_shared</td>
<td>Competency information, shared images</td>
</tr>
<tr>
<td>10b_task1</td>
<td>Task 1: Identify Sponsorship Opportunities</td>
</tr>
<tr>
<td>10b_task2</td>
<td>Task 2: Create &amp; Promote a Sponsorship Plan</td>
</tr>
<tr>
<td>10b_task3</td>
<td>Task 3: Implement Sponsorship Activities &amp; Follow-up with Sponsors</td>
</tr>
<tr>
<td>orientation</td>
<td>Content related to the Orientation</td>
</tr>
<tr>
<td>html</td>
<td>Orientation HTML pages</td>
</tr>
<tr>
<td>images</td>
<td>Orientation images</td>
</tr>
<tr>
<td>shared</td>
<td>All shared information</td>
</tr>
<tr>
<td>client</td>
<td>Content related to the Town of Bunjerinni website</td>
</tr>
<tr>
<td>html</td>
<td>Town of Bunjerinni website HTML pages</td>
</tr>
<tr>
<td>images</td>
<td>Town of Bunjerinni website images</td>
</tr>
<tr>
<td>styles</td>
<td>Stylesheets for the Town of Bunjerinni website</td>
</tr>
<tr>
<td>company</td>
<td>Content related to the HOW EVENTive! website</td>
</tr>
<tr>
<td>assessment</td>
<td>Workbooks and assessment templates for all tasks</td>
</tr>
<tr>
<td>html</td>
<td>HOW EVENTive! website HTML pages</td>
</tr>
<tr>
<td>images</td>
<td>HOW EVENTive! website images</td>
</tr>
<tr>
<td>resources</td>
<td>Resources for all tasks</td>
</tr>
<tr>
<td>styles</td>
<td>Stylesheets for the HOW EVENTive! website</td>
</tr>
<tr>
<td>content</td>
<td>Teachers guide, installation guide, acknowledgements, text-only navigation</td>
</tr>
<tr>
<td>glossary</td>
<td>Glossary HTML files</td>
</tr>
<tr>
<td>images</td>
<td>Shared images</td>
</tr>
<tr>
<td>styles</td>
<td>Contains stylesheets for the content pages, glossary, hint boxes, index pages, pop-ups, and text alternative navigation</td>
</tr>
</tbody>
</table>
Customising a Toolbox for single unit delivery

You may only want to offer only part of the Toolbox by restricting access to certain sections and tasks.

To disable access to sections, open the Toolbox Entry.fla file in Macromedia Flash MX/MX2004 and edit the link targets for the sections you wish to disable to point to shared/content/disabled.htm. You will also need to edit the relevant text-only navigation file. When users click the edited links, they will receive a pop-up message saying that this content is not available at this time. You can modify this message by changing shared/content/disabled.htm.

To disable access to tasks, open the * _overview.fla file in Macromedia Flash and edit the link targets for the tasks you wish to disable to point to shared/content/disabled.htm. Remember to edit the relevant text-only navigation file.

For example, to restrict access to the task “Implement Risk Management Strategies”, open risk_overview.fla in Macromedia FlashMX/MX2004. Edit the task link so that it opens the file shared/content/disabled.htm. Open the file logistics/logistics_shared/text_nav.htm in a HTML authoring tool and edit the task link so that it also opens shared/content/disabled.htm.

If you want to distribute a smaller version by pruning the unnecessary content, you will need to follow the above process, and in addition delete the appropriate folders.

Keeping to the standards

This Toolbox has been developed in accordance with a number of internal conventions and international standards. These standards are related to accessibility, cross-browser compatibility, or just to enable the easy location and customisation of content.

Keep this in mind when you are customising as whatever you produce will need to be accessible, cross-browser compatible and able to be further customised.

Try to ensure that any changes you make are conformant with the following standards.

- W3C Priority One - Web Accessibility Initiative - http://www.w3.org/WAI/
- XHTML 1.0 Transitional - http://www.w3.org/TR/xhtml1/
- CSS 2 - http://www.w3.org/TR/REC-CSS2/

Visual design

This Toolbox has been created with Cascading Style Sheets (CSS). This will enable you to make global changes to the look and feel of this Toolbox. If you don’t have a good understanding of HTML and at least a beginner’s level understanding of CSS you should get somebody with this knowledge to help you.

The file /shared/styles/806eventive.css is the main CSS file controlling most of the site layout and design of HOW EVENTive!

A simple way of changing the look of the Toolbox and not the associated sites (i.e. the company and client website) is to open the /shared/styles/806eventive.css file and simply insert new
“splice image (6px width x 47px height)” located at `shared/images/splice.jpg`. The slither image is used to make the effect at the top of the site that the image continues along the page when in actual fact the image stops at a certain point and the slither image is then repeated for the rest of the size of the browser.

“top banner (624px width x 47px height)” located at `shared/images/top_banner.jpg`. The top banner is the main image located in the top right and corner of the site.

change the H1, H2, H3, p CSS tags so the colours match your new design.

change the image that appears in the menu bar that makes the menu item look green which is the `rollover_notab.jpg` located at `shared/images/rollover_totab.jpg` and change this image colour to one that matches your design.

By changing these four items you will easily change the look of the complete toolbox. We do highly recommend you consult a designer to make these changes so that the images work well with the site as well as being compliant for people with disabilities.

Common classes are used such as h1, h2, h3, p etc which controls most of the design of the text and headings within the content.

If your browser or browsing device does not support style sheets at all, the content and menu structure of each page is still readable.

**Table 3: CSS stylesheets**

<table>
<thead>
<tr>
<th>Directory / Filename</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>shared/styles</td>
<td></td>
</tr>
<tr>
<td><code>806eventive.css</code></td>
<td>task HTML pages</td>
</tr>
<tr>
<td><code>glossary.css</code></td>
<td>glossary HTML pages</td>
</tr>
<tr>
<td><code>hint_box.css</code></td>
<td>hint boxes within the tasks</td>
</tr>
<tr>
<td><code>index_pages.css</code></td>
<td>Toolbox Homepage and Welcome pages</td>
</tr>
<tr>
<td><code>popup.css</code></td>
<td>pop-up pages e.g. text alternatives, competency information etc.</td>
</tr>
<tr>
<td><code>text_navigation.css</code></td>
<td>text-only navigation pages</td>
</tr>
<tr>
<td>shared/client/styles</td>
<td></td>
</tr>
<tr>
<td><code>town_styles.css</code></td>
<td>Town of Bunjerinni website HTML pages</td>
</tr>
<tr>
<td>shared/company/styles</td>
<td></td>
</tr>
<tr>
<td><code>eventive_elements.css</code></td>
<td>all EVENTive! elements resources</td>
</tr>
<tr>
<td><code>eventivedocs.css</code></td>
<td>pop-up resource pages</td>
</tr>
<tr>
<td><code>howeventive.css</code></td>
<td>HOW EVENTive! website HTML pages</td>
</tr>
</tbody>
</table>

If stylesheets are not supported the design degrades so that the content is still visible as well as the menu items. Obviously the look of the site degrades as well.
Navigation

The main menu structure (left hand side of pages) is a basic list of html links driven by associated CSS styles. This form of menu is very accessible, degrades well in any browser or operating system and is very simple to edit.

The main CSS file is located at `shared/styles/806eventive.css`

The main menu for each competency is located on each HTML page, just below the body tag, and looks like:

```html
<div id="nav-bar-bg"><p>Develop an Event Concept</p></div>
<div id="nav-bar">
    <div id="nav-bar-padder">
        <a href="../../../index.htm" >Toolbox Home</a><br />
        <a href="../../index.htm" >Back to Task Menu</a><br />
        <a href="04b_introduction.htm" >Introduction</a><br />
        <a href="04b_task.htm" >Task</a><br />
        <a href="04b_prepare_1.htm" >Prepare</a><br />
        <a href="04b_coll.htm" >Collaborate</a><br />
        <a href="04b_selfcheck.htm" >Self Check</a><br />
        <a href="04b_project.htm" >Project</a><br />
    </div>
</div>
```

To edit the menu items, simply change the Title of the Menu item as well as the path of the new file you are linking to. It is wise to make this change throughout the whole competency, so that the navigation is the same on each of the pages.

The secondary navigation along the top of the site again is just text links.

The code for this is located just below the “main menu” code, discussed above, and looks like this:

```html
<%-- topbuttons %>
<table width="503" border="0" cellpadding="3" cellspacing="0" align="right">
<tr>
    <td width="118"><a href="../../../shared/company/html/about_us.htm" onclick="window.open(this.href," _blank"," toolbar=no,location=no,directories=no,status=no,menubar=no,scrollbars=yes, resizable=no,width=750,height=550,top=20,left=20" );return false;"; onmouseout="MM_swapImgRestore()" onmouseover="MM_swapImage('Image6','','../../../shared/images/company_2.jpg',1)" >
        <img src="../../../shared/images/company.jpg" alt="HOW EVENTive! website" name="Image6" width="112" height="28" border="0" src="image6.jpg" /></a></td>
    <td width="116"><a href="../../../shared/client/index.htm" onclick="window.open(this.href," _blank"," toolbar=no,location=no,directories=no,status=no,menubar=no,scrollbars=yes, resizable=no,width=810,height=550,top=20,left=20" );return false;"; onmouseout="MM_swapImgRestore()" onmouseover="MM_swapImage('Image9','','../../../shared/images/client_2.jpg',1)" >
        <img src="../../../shared/images/client.jpg" alt="Town of Bunjerinni website" name="Image9" width="110" height="28" border="0" src="image9.jpg" /></a></td>
</tr>
</table>
```
To edit the menu items, simply change the Title of the Menu item as well as the path of the new file you are linking to. It is wise to make this change throughout the whole competency, so that the navigation is the same on each of the pages.

Navigation in the company and client sites are similar in structure and again just need changes to the menu item and the associated path for the item you are linking to.

**Accessibility**

The site is compliant with W3C Content Accessibility Priority 1 guidelines, XHTML Transitional.

**Flash**

Flash MX 2004 has been used to build Flash interactions. This version of Flash offers improved accessibility for people with visual disabilities when compared with earlier versions. Note however that it's only accessible to screen readers on Windows, not Mac. Text alternative versions of all Flash interactions are provided to counter this, and as an alternative for low-bandwidth users. To access the alternative version click the [Text Alternative] link under each Flash interaction. If you modify any of this Flash content, remember to modify the content in the text alternative version as well.

**Text equivalents of rich elements**

All content images used in this site include descriptive ALT attributes. Complex images include LONGDESC attributes or inline descriptions to explain the significance of each image to non-visual readers. Purely decorative graphics include null ALT attributes. If you replace any image with another, it is important that you update the Alt tag or Longdesc tag appropriately.

**Links**

Title attributes have been used on links to describe the link in greater detail. If the text of the link already fully describes the target (such as the headline of an article), then the title attribute may be skipped.

Links have been written so users with screen-readers can make sense of them out of context.
Technical support

Technical support is available from the Toolbox Help Desk, which is detailed at the end of this section. However before calling or emailing, please make sure that the answer you seek is not located elsewhere in this section.

Installation on a web server

Copy the entire contents (except for autorun.inf, and start.exe from the CD-ROM to the appropriate directory on your web server (see some example locations below – or contact your webmaster). If you are only copying selected Units to your server or CD-ROM, you must make sure the entire shared folder is also copied.

Example locations:

IIS: %SystemDrive%\Inetpub\wwwroot
Apache: /var/www/html/

There are no server side technologies utilised by this Toolbox, so no server configuration will be necessary. However some web servers need to be configured to be able to serve certain files according to their MIME type.

The MIME types used for this toolbox:

- text/html
- application/x-shockwave-flash

The web server also needs to be configured to use index.htm and default.htm as an index page. Please consult your web server’s documentation or contact your webmaster.

Installation into a SCORM compliant LMS

If you wish to make content from this Toolbox available through your LMS, and your LMS is SCORM compliant, then you can install the relevant learning objects (LOs) by using the following process:

2. Search on the name of this Toolbox, you will find a number of learning objects, each relating to a section of the Toolbox CD-ROM.
3. Download each object that you wish to place on your LMS. They will be delivered as IMS content packages, which look exactly like .zip files.
4. Follow your LMS’s specific instructions for uploading these IMS content packages.

Be aware that not all LMS’s are SCORM compliant, and that some claiming to be compliant cannot process IMS content packages so probably aren’t.

Please refer issues with the uploading of content to your LMS administrator, not the Toolbox Help Desk. The administrator or LMS vendor will contact us if necessary.

Producing CD-ROMs for distribution

Whether producing one-off copies of CD-ROMs, or class sets, use the following procedure:

1. Start up your CD-ROM burning software
2. Select the data option (don’t simply copy the whole CD-ROM)
3. Drag and drop all files
4. You may wish to delete the Teacher Guide and Technical Guide located in the
   shared/content directory
5. Burn

Before you burn yourself a class set, it might be wise to test that the first one works as expected.

Known issues

The following are known technical issues that users may experience when using this Toolbox.

- IIS 6.0 will not serve content of unknown MIME type.
- Pages display strangely on IE 5.5 due to incompatibilities with its implementation of the CSS standard.
- Flash detection issues in WebCT
- Lotus Notes based training environments don’t allow pop-ups.
- Issues with pop-up blocking by Windows XP SP2, and others (i.e. Google).
- Browser printing (right hand edge of page may be cut off).
- Issues trying to use Dreamweaver templates inside FrontPage.

Windows XP Service Packs 2 blocks the Flash content when using from a CD-ROM

The first time a page containing Flash content is loaded Internet Explorer will display the following message:

“Active content can harm your computer or disclose personal information. Are you sure that you want to allow CDs to run active content on your computer?”

![Internet Explorer Warning](image)

The user should click “Yes” in order to run the Toolbox.

If Internet Explorer has already been set to block Active Content from CDs, the following pop up will appear when trying to load the Toolbox:
In this case the user needs to click on the message and select "Allow Blocked Content..." then click "Yes".

Windows XP Service Pack 2 blocks pop up windows

When clicking on a link on the resources the user may get this message:

In this case the user needs to click on the message and select "Always Allow Pop-us from This Site..." from the pop up menu. Then click "Yes".

Exceptions

The only known exception within the HOW EVENTive! Toolbox is the double scroll bar effect which is displayed while using the Netscape browser.

This is only a “visual” issue and does not affect the viewing or interaction of the information.

To overcome the double scroll bar effect we recommend you use either

- Mozilla Browser, http://www.mozilla.com/ or
- Internet Explorer Browser, http://www.microsoft.com/windows/ie/default.mspx which do not produce the double scroll bar effect.

Troubleshooting

The main issues we believe to cause problems for users of the HOW EVENTive! Toolbox are:

1. Not having Macromedia Flash Player installed so that the flash movies will not play within the Toolbox,

2. Windows Service Pack 2 blocks content running from CD
   a. SOLUTION – follow the instructions below

   “Active content can harm your computer or disclose personal information. Are you sure that you want to allow CDs to run active content on your computer?”
The user should click "Yes" in order to run the Toolbox.

If Internet Explorer has already been set to block Active Content from CDs, the following pop up will appear when trying to load the Toolbox:

In this case the user needs to click on the message and select "Allow Blocked Content..." then click "Yes".

Windows XP Service Pack 2 blocks pop up windows

When clicking on a link on the resources the user may get this message:

In this case the user needs to click on the message and select "Always Allow Pop-ups from This Site..." from the pop up menu. Then click "Yes".

3 Older Browsers render the toolbox incorrectly
   a. SOLUTION – Try to upgrade your browser to a newer version if possible.

The Toolbox Help Desk

If you need technical assistance with a Toolbox, a single help desk call is all that is needed.

   email: Toolboxhelp@flexiblelearning.net.au
   phone: 1300 736 710

Before contacting the Toolbox Help Desk

- The Toolbox Help Desk is here to help you with installing Toolboxes and solving technical issues.
- Before contacting the help desk please assist us by following these steps:
- Check if your question has already been answered in the Frequently Asked Questions (FAQs) section of this website.
• Find the Toolbox stock code that identifies the Toolbox eg: atp9107
• Please provide:
  o the Toolbox name (HOW EVENT ive!), series number (Series 8) and product code (806)
  o your name, phone number and email address
  o the problem you need help with.

The Flexible Learning Toolbox Help Desk will contact you as soon as possible.

References

Toolbox contact details:

Flexible Learning Toolbox Help Desk
Phone: 1300 736 710
Email: toolboxhelp@flexiblelearning.net.au
Website: flexiblelearning.net.au/toolbox

For more information contact:
2005 Australian Flexible Learning Framework
National Communication
Phone: (07) 3247 5511
Fax: (07) 3237 0419
Email: enquiries@flexiblelearning.net.au
Website: flexiblelearning.net.au
Locked Mail Bag 527 GPO
Brisbane QLD 4001