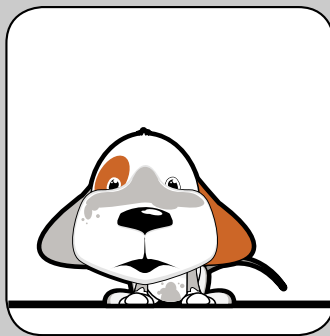
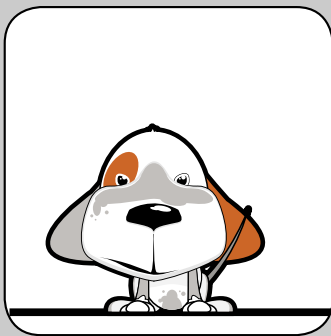




The Seniorkom.at-Guide





The Seniorkom.at-Guide

the small Seniorkom guide
with lots of questions and answers
about the website
www.seniorkom.at



The initiative Seniorkom.at

Internet without an age limit

SENIORKOM.AT IS AN INITIATIVE OF THE AUSTRIAN COUNCIL OF SENIOR CITIZEN, most of all the chairmen Karl Blecha and Andreas Khol, the ECHO media house, as well as the Telekom Austria, Microsoft Austria and other commercial partners.

The federal president Dr. Heinz Fischer stands as large supporters at the point of the campaign for absolut nonpartisanship and intensifies the social concern: the fight against the digital divide in Austria.

Seniorkom.at should make elderly people the entrance to the internet easier.

Great offers, easy to used-products and free training courses allay the fear of computers.

AGAINST THE DIGITAL DICHOTOMY OF AUSTRIA.

The two-thirds society in the communication deepend the gap between the generations.

The consequences are ostracism, formation of ghettos and growing incomprehension between old and young. The percentage of elderly people who have internet access at home is still low.

THE WEBSITE WWW.SENIORKOM.AT WHICH IS SUITABLE FOR THE ELDERLY.

Seniorkom.at was founded on 1st October 2003, one of the biggest and largest platform for elderly people in the internet. Seniorkom.at offers informaton, service and lots of current topics with many exciting functions – established for people, who wants to enjoy the internet and don't want to bother with it.



An overview - the layout of www.seniorkom.at

SENIORKOM.AT CONSISTS OF THREE BIG PARTS:

- The content, with many nationwide and regional articles and appointments;
- The interactive club with many functions and possibilities to be active on Seniorekom;
- The service zone contains information about the initiative Seniorekom, the partners, and the contact zone, furthermore a sitemap (content) and HELP to the platform.

WELCOME PAGE OF SENIORKOM.AT



THE ARRANGEMENT OF THE WELCOME PAGE

CONTENT:

1. Main navigation
2. Map of Austria
Map of Europe
3. Appointment calendar
4. Articles
5. Raffle
6. External links

CLUBZONE:

7. Login/Registration
8. Clubzone
9. Current in the forum

SERVICE AREA:

10. Help and contact
11. Comfort-settings
12. Internal links
13. Partner links



An overview - continuation 1

1. Main navigation:

On Seniorkom.at we divide all published articles in six main categories (health, leisure&travelling, love of life, security, hobby editorial and this &that), whereas all of this points divide in as far as six further categories again.

2. Map of Austria and Europe

With the help of the Austrian map it is possible, to navigate to articles and appointments, of certain regions or districts. Every Austrian province and district has its own welcome page and lot of regional information.

If you want to see all articles or appointments, you have to klick on „Meine Region“ (my region), „Österreich“ (Austria).

3. Appointment calender:



The appointment calender includes lots of current appointments – throughout Austria. If you use the Austrian map (see point 2) it is possible to specialize the search for appointments of a particular region.

4. Article:

Here you can see the three most current articles, in dependence to the Austrian map (2).

5. Raffle:

Here registered users can take part in current raffles.



An overview - continuation 2

6. External links:

Here you can find links of special interesting websites.

7. Login/ Registration:

This box is used to log in into the Seniorkom.at-community. If you aren't a member of these website, you can register here for free.

8. Club:

The club zone works like a virtual – in the internet operating – common room. In the web forum the Seniorkom.at users could inform and exchange themselves, the internet-ombudsman (expert) informs about current or interesting topics, but also answers all questions.

Furthermore there is a free e-mail adress, which can be administrated through the Seniorkom-club.

The club zone offers lots of possibilities to be active. To ask the ombudsman questions or to take part in the chat, you have to record and become a member of the Seniorkom.at community for free.





An overview - continuation 3

9. Current in the web forum:

On the welcome page you can see an overview about the most current topics in the web forum, the 7 latest contributions of each category are listed there. Furthermore you can also see the latest fifty contributions in the user forums with just one click on „zu den 50 aktuellsten Einträgen der Benutzerforen“ (to the fifty latest contributions of the user forums).

10. Help and contact:

The navigation of the website offers an overview about all project partners, a contact-option to the editorial office, a content and general support or links.

11. Comfort-settings:

On Seniorkom.at you have the possibility to change the colors on the whole website. We offer four different color contrasts in addition to the „normal“ view. These are black/yellow, yellow/black, blue/white, white/blue. These four colors were recommended by the Austrian blind- and visually handicapped organisation, because they are the four strongest contrasts for the human eye. Thereby people with a visual handicap can read the website easier. It is also possible to change the font size with the plus and the minus on the right side.

12. Internal links:

On the left side of the welcome page you can find direct links to interesting articles and topics.

13. Partners:

There are also direct links to the websites of our partners.

For detailed questions click on HELP or FAQ on the left side navigation.



tips'n tricks

FAQ [frequently asked questions]

HOW CAN I PLACE A PICTURE INTO MY PROFILE?

If you want to place your picture on your profile site, you should use a „.jpg“ picture. You see this on your computer by clicking on the file and calling the information. The picture should have the ending „.jpg“.

Now it is only important that you are logged-in. Klick on the button „Profil verwalten“ (edit profile). Afterwards you can upload a profile picture on the bottom by your profile administration. Klick on the button „Durchsuchen“ (brows) and the familiar environment with the index of your fixed disk appears. Choose the desired picture and push „Öffnen“ (open). Then you just have to save the changings.

IS IT POSSIBLE TO HAVE A BIG DISPLAY OF A PROFILE PICTURE?

No. The Seniorkom-system adapts the picture to the fixed size automatically. It appears in the top left-hand corner of your profile.

There are just bigger displays in the photo album and only members of the Seniorkom.at-community, who have enough points collected with their activities, can create one.

CAN I USE A PICTURE FOR MY PROFILE, WHICH IS MADE BY A DIGITAL CAMERA?

Yes. This is actually the ideal condition for a profile picture, because the most digital cameras save the pictures in the suitable size („.jpg“) and you needn't to edit them.

WHICH PICTURES ARE SUITABLE FOR THE PROFILE?

For the reason that other members of the Seniorkom.at-community can imagine who you are, it would be nice to see a picture of you. We recommend to use a photo with a close-up view, because it's unenlarged. Only with a close-up view you are well-visible.



tips'n tricks

FAQ 2

CAN I CHOOSE ANOTHER DISPLAY WINDOW?

No. In the Seniorkom.at-system it isn't possible to edit the picture. You have to do it before placing the picture in your profile. The right handling can be learned at various courses, which are offered by Seniorkom.at and our partners.

You need an image editing program. It isn't too expensive and sometimes you can download it from the internet for free.

HOW CAN I EXCHANGE MY PROFILE-PICTURE?

1. Klick on „Mein Profil“ (my profile) – „Profil ändern“ (change profile) on the button“ Foto löschen“ (delete photo) and afterwards klick on „Profil speichern“ (save profile).
2. Klick again on „Profil ändern“ (change profile) and choose under „Durchsuchen“ (brows) the new picture. Klick on „Profil speichern“ (save profile) again.
3. To see the new picture immediatly, klick on „Seite aktualisieren bzw. reloaden“ (reload the current page).

HOW MANY PICTURES CAN I PLACE INTO MY PHOTO ALBUM? IN WHICH ORDER DO THEY APPEAR?

All Seniorkom.at-members, which have reached 1.000 points can create a photo album in their profile. The number of pictures is limited to 150 pictures, to support the clarity of the profile for visitors. The photos can be ordered by names e.g. the first photo's name is Amsterdam and because of the A it is on the first place. It's also possible to number the photos serially.

CAUTION!: If you have more than 10 photos you should start with 01, 02, otherwise it will be 1,11,12 – don't forget the 0!

For the purpose of the line construction: the photos are orderd by their window breadth. If you make the window bigger and smaller, you can see different numbers of pictures a line.



tips'n tricks

FAQ 3

WHEN DOES A PICTURE POSE A BREACH OF THE RULES?

WHAT IS IMPORTANT WITH PICTURES:

- You have to respect the copyright and so you must not publish pictures, which are not yours or hurt and touch rights of a third party.
- All pictures have to be G-rated – even if Seniorkom.at is a site for elderly people. Seniorkom.at sees itself as an amusing, exciting and legitimate portal and so pornographic pictures are not required.

WHO IS ABLE TO WRITE INTO MY GUESTBOOK?

All members of the Seniorkom.at-community are able to write in your guestbook, if they are logged-in. The guestbook is visible for all registered users. You are not able to write an entry in your guestbook, but in the guestbooks of other users, of course.

WHAT HAPPENS IF I DELETE AN ENTRY?

If you delete an entry in your guestbook, the entry is past recovery and no more in the system. But there are no admission to other entries.

ARE ALL ENTRIES IN MY GUESTBOOK PUBLIC?

Yes, all entries into the guestbooks on all pages of our members are public. This means that just the logged-in members can read the entries of all other members, but no visitor is able to do this.

HOW CAN I WRITE AN ENTRY IN THE FORUM?

To be active on Seniorkom.at, e.g. to write in the forum you have to become club-member in the Seniorkom.at-community and register yourself (for free) on our site.

After your registration and your log-in click on „Forum“ (web forum) on the right side. Afterwards choose your desired topic and click on the thread you want to read.



tips'n tricks

FAQ 4

If you want to answer or join in the conversation go to the end of the discussion and click on the latest entry on „Antworten“ (answer). Now you can write your contribution. Please fill out all fields which are marked with a „*“. After you have finished your text click on the button „Eintrag erstellen“ (make entry). Now you come to a new window where you can choose between three buttons: „Eintrag bearbeiten“ (revise entry) „Eintrag verwerfen“ (reject entry) and „Eintrag bestätigen“ (authenticate entry). If you are unsatisfied with your text click on the accorded button to revise or reject it. But if you want to send it, authenticate your entry. Now you come back to the thread, and if you scroll down to the end you will see your entry.

WHAT IS SORTATION AND SUBSCRIPTION OF THE FORUM?

HERE ARE THE DETAILED FUNCTIONS:

In the profile under „Aktionen“ (activities) is a new point: „Foren & Themen Einstellungen“ (forum and topic settings)

There you can change the sortation (according to date) of topic entries of all web forums. This means you can set up that the latest entry will be indicated on the top or on the bottom.

You can also subscribe to a thread.

If you are in a forum discussion, e.g. under „Auto, Motorrad und Verkehr“ (car, bike and traffic) in the topic „Führerschein“ (driving licence), you can click on top right „Thema abonnieren“ (subscribe topic). After that you will be forwarded to the web forum settings in your profile. Here you can choose between getting informed by e-mail or not. Also without a notification you see under „Forum“ in your profile-box on the left side if somebody had written new entries in the subscribed web forum.

The number which is in the bracket is the number of new entries.



tips'n tricks

FAQ 5

If you choose notification per e-mail, the system checks every five minutes if there are new entries. To every topic you get only one e-mail when there is a new entry. If there follows more new entries you don't get an additional e-mail before you hadn't visited the certain topic before.

Under „Foren & Themen Einstellungen“ (forum & topic settings) you see the first threads with one or more new entries. Under „Themen“ (topics) is a list with all subscribed threads without new entries.

To cancel a subscription, you have to click on the subscribed topic top right on „Abonnement kündigen“ (cancel subscription).

HOW DOES THE MESSAGE SYSTEM WORKS?

1ST QUESTION: CAN I ENTER MORE THAN ONE ADDRESSEE, IF I SEND A MESSAGE?

ANSWER: No, every message only has one sender and one addressee. This system is not appropriated for mass transmissions.

2ND QUESTION: CAN I WRITE MESSAGES TO SOMEONE WHO IS NOT REGISTERED AT SENIORKOM?

ANSWER: No, for this you should use E-mail. The message service is only available for Seniorkom.at-members.

3RD QUESTION: CAN I SEARCH FOR A MESSAGE?

ANSWER: A search function is currently not available yet. The messages are currently sorted by their date, so you can find the latest messages on the top and the oldest on the bottom.



tips'n tricks

FAQ 6

4ST QUESTION: CAN I DELETE A MESSAGE?

ANSWER: You can order a message back. As long as the addressee hasn't read the message you can order it back and delete it. If the addressee had it already read, the sender couldn't delete it anymore. Only the addressee is able to delete the received message.

5ST QUESTION: CAN I SORT THE INPUT AND OUTPUT IN ANOTHER WAY?

ANSWER: The sortation is currently fixed by the date. Other ways of sortation are still under examination.

WHERE DO I FIND MEMBERS, THE NETTIQUETTE AND THE LATEST MEMBERS?

Klick on the word „Klub“ (club) below your profile (on the left hand). Here you can see the 5 latest members in the Seniorkom.at-community, how many members there are, how many members are currently online and how many members are in the chat now. Furthermore you will find „So funktioniert Seniorkom“ (how Seniorkom works), „Seniorkom Netiquette“, our member search and the members, ordered by their province and international.

WHY SHOULD I HAVE A FRIENDS-LIST? HOW DOES IT WORKS?

If you want to meet new friends, like it is common in such communities in the internet, it is good to have a friends-list. You grant the users the possibility to get to know you.

Go to the profile of the desired friend and klick on the button „zur Freundesliste hinzufügen“ (adding to my friends-list). The name appears in your friends-list in your profile immediatly. Of course you can delete someone from your friends-list again. Therefore you have to klick on „Freund löschen“ (delete friend).



tips'n tricks

FAQ 7

WHO CAN SEE MY FRIENDS-LIST?

All logged-in users can see your friends-list, when they are on your profile page. You can also find out who the friends of other users are. By this way you can also find people, who have the same friends like you, although you don't know them.

WHAT IS THE „LIST OF HIDDEN USERS“?

There are all users listed, whose entries are hidden in your guestbook as well as in the web forum.

If you put a member of the Seniorkom.at-community on your list, all entries of this person – in the web forum and the guestbook – are invisible. The contributions exist in the system, and after deleting the user from your „list of hidden users“ , you can read them.

WHY IS IT POSSIBLE THAT DISPLAY PROBLEMS OCCOUR IN THE INTERNET?

Sometimes it is a problem of your used browser. This often occurs if you don't surf with the latest version of software. You can solve the problem through:

Update your Internet Explorer (IE):

- Start your IE
- Klick on the button „extra“ – „windows update“
- Now you are on the official windows update page. On this page you can choose between „Schnellinstallation“ (quick setup) and „Benutzerdefinierte Installation“ (user-defined setup). Your current version of windows get checked with the already setted up program-moduls and with a list of all available updates adapted.

1. If you have pressed the button „Schnellinstallation“ (quick setup), you just have to acknowledge the setup.
2. If you have pressed the button „Benutzerdefinierte Installation“ (user-defined setup) you have to choose your program-moduls before you can acknowledge the setup.



tips'n tricks

FAQ 8

Caution! On the left side you have a few sub-items (recommended security updates, software updates, driver updates). You have to choose your needed program-moduls first before you can reinstal them.

You can find the IE-Update under the sub-item „Softwareupdate“.

If you don't want to continue using IE there are a few alternatives (e.g. Mozilla Firefox oder Opera, which you can download in the internet) for free.

Firefox you find under:

<http://www.mozilla.org>

Opera under:

<http://www.opera.com>

DO I NEED JAVA OR JAVASCRIPT FOR USING SENIORKOM.AT?

For logging in at Seniorkom.at, you needn't have activated Java.

For an easy Seniorkom.at-registration you needn't have activated Plug-Ins, Java, not even JavaScript.

But for some additional functions you need it.

To use the free Seniorkom.at-E-Mail adress and the CHAT, you must have JavaScript activated. Caution: You have to allow cookies.

If you want to write, discuss, create your own profile, meet people you needn't additional things like Java.

We try to explain our users the several options and risks. You will find further information about Java and JavaScript under the form and the help.



The point-based system of Seniorkom.at- in return for your activity

While being active on the Seniorkom.at page you can earn points. After a certain number of points you get more rights in our internet community as well as little surprises.

Levels of our point system:

- Level 1: from a successful registration on
- Level 2: from 1.000 points on
- Level 3: from 5.000 points on
- Level 4: from 10.000 points on

POSSIBILITIES LEVEL 1

Every Seniorkom-member can write entries in the web forums, make guestbook-entries by other users, create an own guestbook, publish comments to articles, use an own e-mail-address, have a friends-list, take part in raffles and the chat. You can also inform the editorial office about breaches of the rules.

POSSIBILITIES LEVEL 2

Additional to the existing possibilities you can create a photo album and you can post proposals for the crossword puzzle.

POSSIBILITIES LEVEL 3

After 5.000 points are reached we grant you the possibility to have your own diary. You can edit this diary in your profile. All recorded friends could read it. For all others it is closed. Furthermore you can open and name chatrooms.

POSSIBILITIES LEVEL 4

With 10.000 points you have reached the maximum number of points and get your own forum which you can manage yourself.

AWARDING OF POINTS

With the pointsystem on Seniorkom.at we reward the activity of the users.



The point-based system of Seniorkom.at- in return for your activity

HOW CAN I EARN POINTS?

At first you can earn points by the daily visiting of our website. For logging in once a day you get credited 20 points. Furthermore you get points by nearly every klick. But it make no sense if you reload the page or klick on the links a few times, without noticing the content. We were keen to put a fair rating behind the system, that also includes a time- and adressblock. Every minute you can only earn one point.

But you get also points if your not logged in. For every visitor at your profile you get another point. According to the number of points you also get visual prizes. Depending on the levels every user collects awards, butterflys, stamps or cubes.

If you have futher questions to our pointsystem, please contact our editorial office (redaktion@seniorkom.at)



Netiquette on Seniorkom.at

- for a harmonious forum

In a community like Seniorkom.at, it is really important to have a minimum number of rules to guarantee good communication. One of our rules is: „Treat your fellow men like you want to be treated by them“.

In the most cases this statement is enough. To avoid misinterpretation, we would like to inform you detailed about the meaning in a document which is in the internet known as „NETIQUETTE“.

With our seniorkom.at-NETIQUETTE we want to configure a harmoniously community and to set the legal framework.

TOPIC LIGATION

To preserve the clearness of our categories, the right positioning of the contributions to the forums and topics as well as significant title are essential.

Please avoid titles like „Help me!“, „I have a problem!“, „It is desperate to read this!“ or „@User“.

Furthermore there should be a minimum information in the entry and it shouldn't be disabusing. To avoid misunderstandings please mark sarcaistical comments. Be careful, in a written media misunderstandings appear more often because of the missing gesture and facial expression.

The editorial office can displace or delete inappropriate topics, also without stating reasons for this reaction.

MANAGEMENT OF COPIED ARTICLES

It is allowed to copy an article into the seniorkom-forum, in the case that:

- it is appropriate as an input into a discussion AND
- that it is endued with a personal opinion
- don't forget the copyright.



Netiquette on Seniorkom.at

- for a harmonious forum

This means: You can copy an article to refer to it, for example if: you don't agree with the content and you want to point out things of criticism, or if the article refer to a current topic and you want to use the information from it for your personal opinion. Of course, you have to tell your source.

Hand in hand with this rule we want to animate all users, to call our attention by mail (redaktion@seniorkom.at) to a copied article. So we can intervene as quickly as possible. To protect all forum-writers against verbal attacks in the future, we don't want to have forum-answers, just with the aim to point a copied article out. Because this entries are not in our mind and don't implicate constructive discussions.

PERSONAL DATA

We recommend you to publicize just selective personal data on Seniorkom.at and mainly in the forum.

It is forbidden to publicize data from another member.

FREEDOM OF OPINION

In general freedom of opinion is valid.

Exceptions are entries/user names with an extreme right wing, nationalistic or sexist content. The same applies to defamation of so called fringe groups, other nationalities, minorities, religions and handicapped persons.

Furthermore verbalizations which damnifies another person aren't tolerated.



Netiquette on Seniorkom.at

- for a harmonious forum

LEGAL REGULATION OF CONTENT/PICTURES

It is legal to publicize short abridgements of proprietary texts for information (with a detailed reference). Everything else which transcends this is illegal. Newspaper articles, books, songtexts, programs, pictures etc. are a part of copyrighted material. It is also illegal to appeal to criminal offenses with word and/or pictures or to deliver a instruction at least.

Take care that you never break a law with an entry.

Furthermore the exchange or sale of weapons, booze or other illegal things is forbidden.

ADVERTISEMENT

Commercial advertisement is forbidden for every member; it is possible to purchase and advertisement or you can apply for a special approval by the editorial office.

THE MOST IMPORTANT POINTS IN A NUTSHELL:

Seniorkom.at is an open internet platform for and also from seniors. Information, discussions and communication are in the front.

All visitors should feel free to take part in discussions and to post entries to topics of our community. You can write serious or blithe articles and distribute your opinion, but you also have to respect other users' opinions.



Netiquette on Seniorkom.at

- nobody owns Seniorkom.at alone
- sentiments of other members have to be taken seriously
- do not write entries too excessively
- entries have to be formulated clear and short
- don't be brash, bossily or disabusing
- don't contribute that a discussion becomes absurd
- don't publicize verbalizations which are personal offending
- don't publish defamatory, racist or sexist contents
- no commercial oriented advertisements, offenses against copyrights

The internet platform Seniorkom.at is also subject to the media- and telecommunicationright and due to this the operator has a obligation to take care. (e.g. the control of copyrights, and so forth)



contact

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