Communities of Practice

What is a Community of Practice?

Access the CoP

How to exchange with colleagues about a topic

How to find useful resources

How to find other CoP members

Support & FAQ

What is a Community of Practice?

A **Community of Practice (CoP) is a group of people who share a concern or a passion for something they do, and learn how to do it better as they interact regularly.**

It is a **collaborative learning environment** within Tembo, which complements the various existing accessible learning resources.

The **CoP is part of the development and learning system of MSF and it is available in Tembo**.

Access the Community of Practice

To find and access the CoP, you need to follow these steps:
  On the menu at the top, click on *Communities of Practice*.

- If you are not member yet of any CoP and/or you are looking for a Community to join, click on *Find Communities*.

You will see the communities available for you to join, either by direct enrolment or by request. To see the CoP´s description, click on each CoP.

- To join a CoP, click on *Request to Join*. You will have to wait for the administrator to validate your enrollment before you can access the CoP. Note that this process may take several hours or days.

- If you are already a member, click on *Your Communities*. You will automatically be directed to the CoPs of which you are a member.


tembo
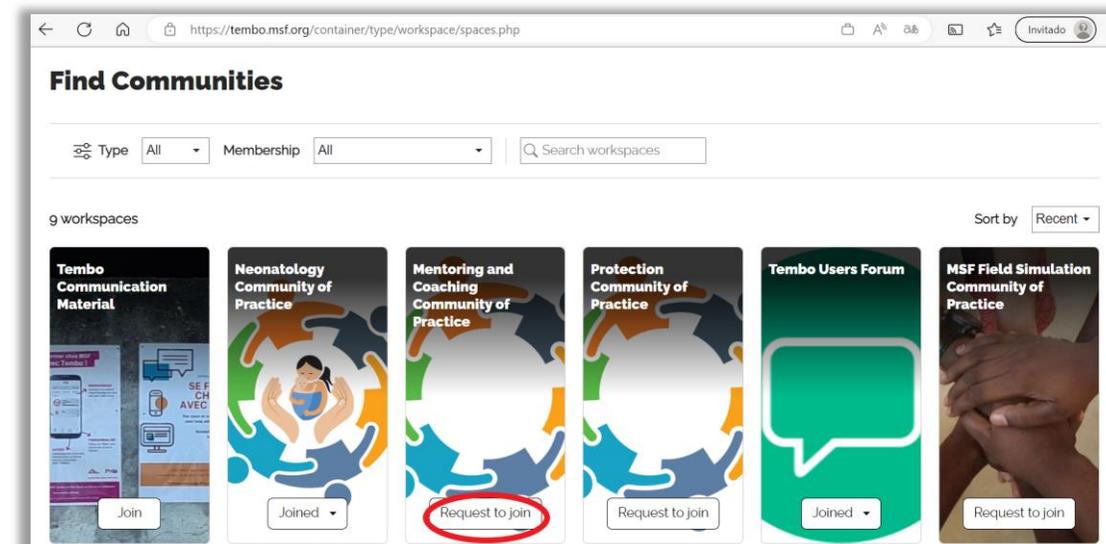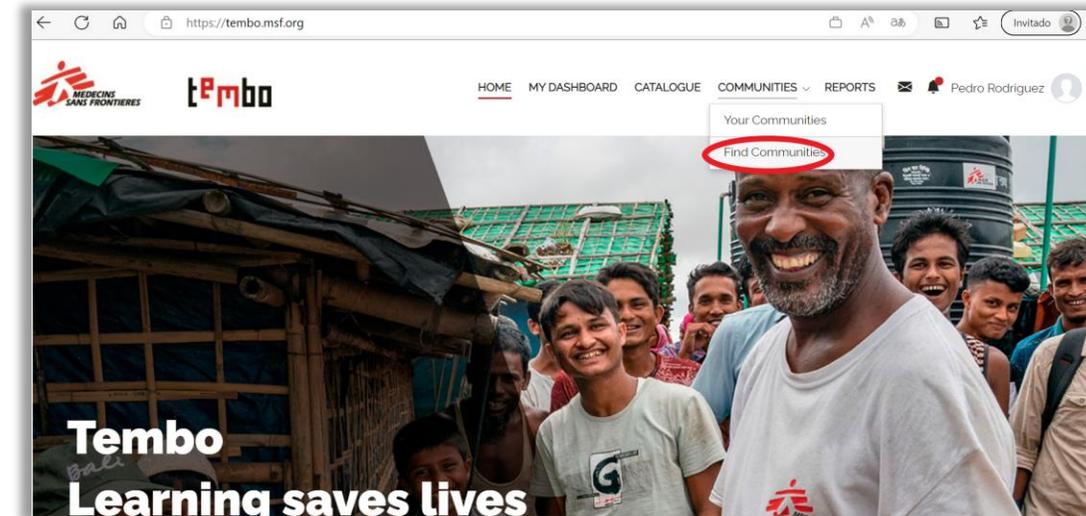
The three main areas on the CoP are Discussions, Library and Members. You can see them by clicking on the appropriate tab, displayed on the main screen of the workspace.

- **Discussions** is a board to write and reply to posts. It is displayed by default when you enter the CoP. This is where most of the exchanges with other members will happen.
- **Library** is the area where the materials (documents, news, videos, articles, etc) related to the CoP are stored as Resources. You can see these resources individually or grouped together as Playlists.
- **Members** is where you can see all the members that belong to your Community and learn a bit more about them.

Also, you will find a Description area on the right side, which will give you information about the Community you are now a member of.
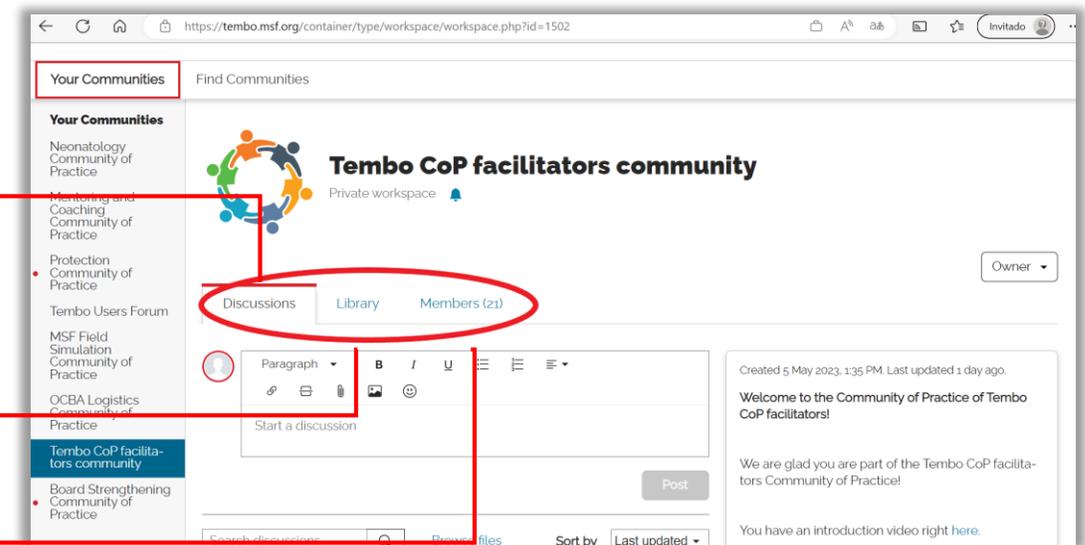
The CoP description area

The description area is located on the right side of the screen. You will find essential information about the CoP such as:

- Introduction text about the purpose of the COP and other key information for you to get started
- Link to an introduction video (when available)
- Link to the Rules of Participation (mandatory reading for members!)
- Email to Tembo technical help (ZenIT Help)
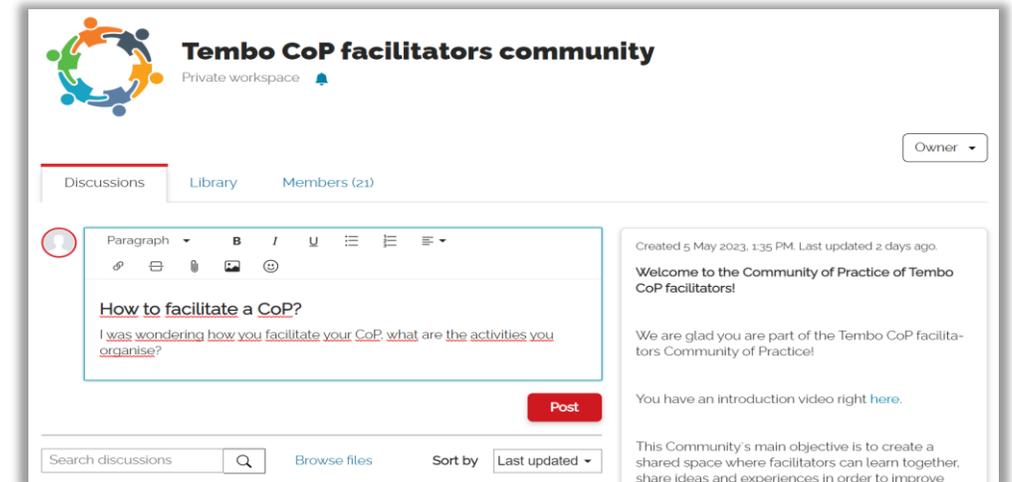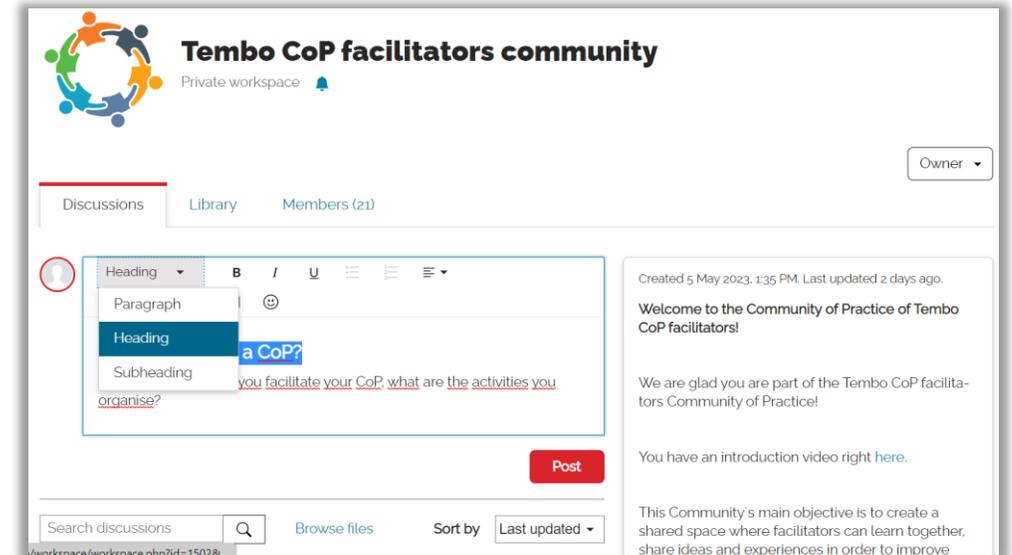- List of relevant hashtags available for your CoP
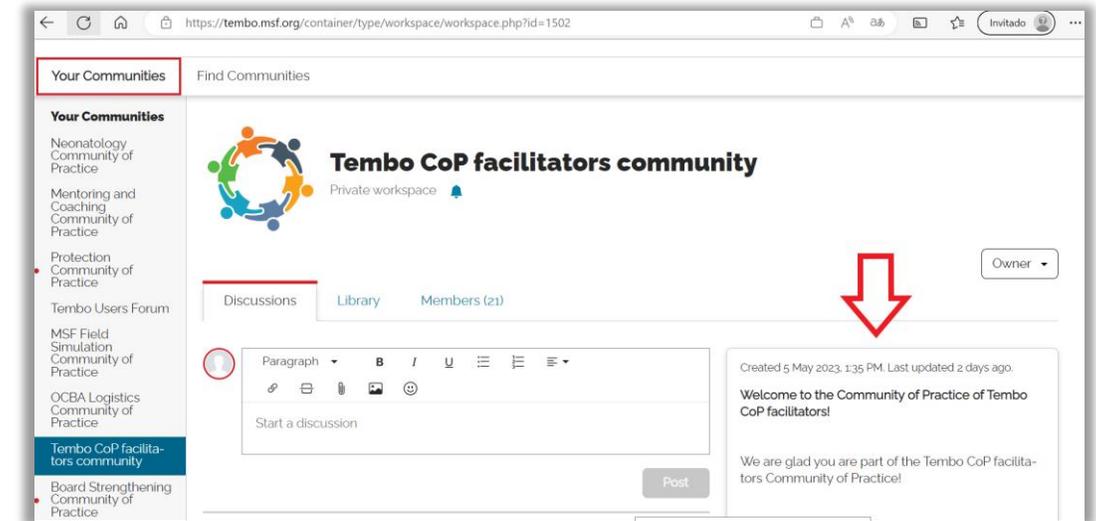
Discussions I – Post and reply to conversation

In the discussions page, you will be able to see, comment and like all the discussions members have posted. The drop-down menu allows you to see the latest discussions posted and sorted by date of publication, from most recent to oldest.

You will also be able to copy the link to a discussion and to share it with other members.

To add a post, just start writing on the text area on top of the discussion board and click on "post" when you are ready to publish it.

To improve discussions search, it is highly recommended to introduce a title in your discussion. For that, select the words to highlight and, in the typing menu, choose the **Heading mode**. This will change the format of the text to look like a heading.

In the case you find a discussion inappropriate because its content seems offensive or it might be a risky practice or information, you can report it by clicking in **Report** in the right side in the three dots icon. The CoP facilitator will review it and make the decision whether to ask for more information on the post or, in the worst case, to delete it.

tembo
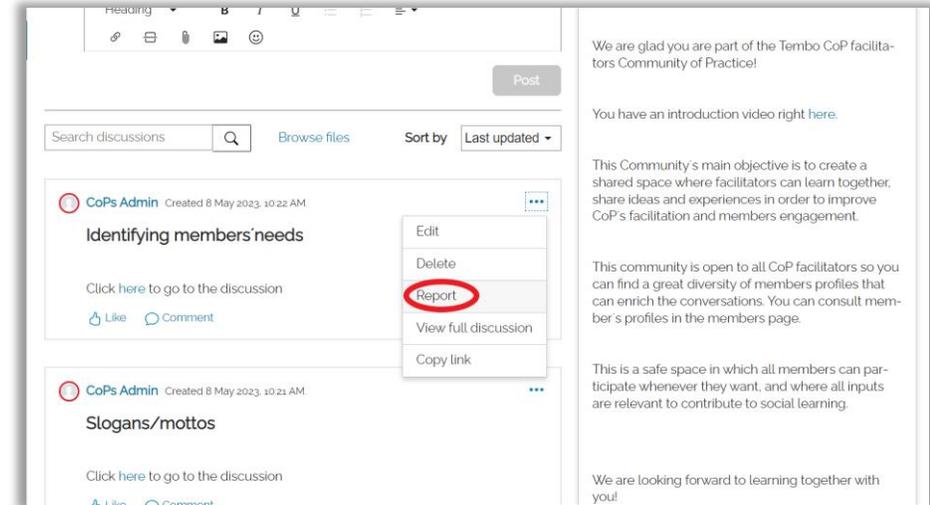
Discussions II – How to find a discussion about a topic

To find discussions about a specific topic, go to the menu **Discussions** and click on the **Search discussion** option in the left side. Introduce the specific word related to the topic that interest you. All the discussions that are using this word will appear.

Note that there is no automatic translation which means that you will find discussions that use the word in the language in which you write it.
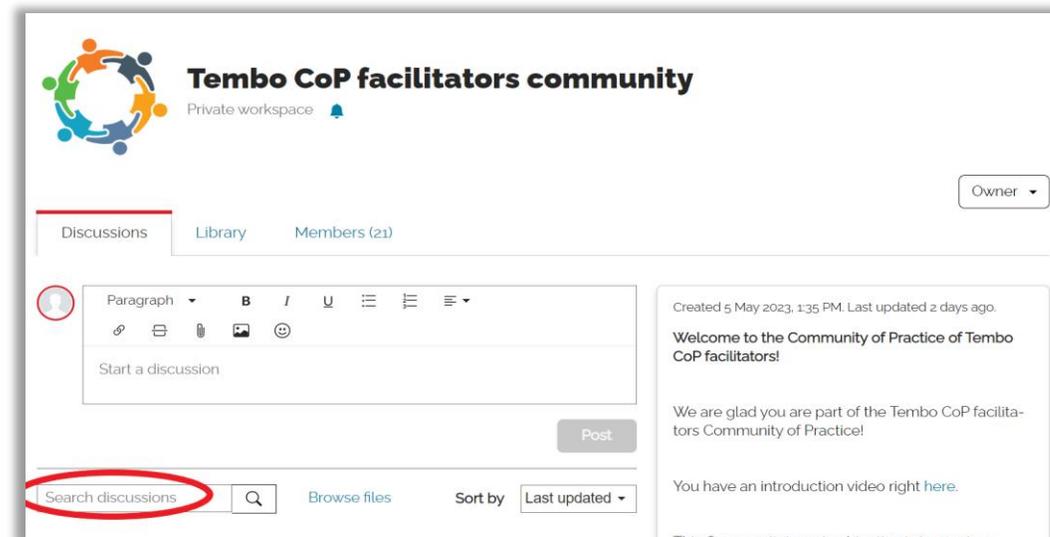
Resources - Like and Comment

Add a "Like" or a comment to a resource

When you view a Resource on the workspace **Library**, you will see the contents of the resource and will be able to like it or comment on it.

To add a "like": click on the "**Like**" icon under the Overview tab on the right-hand side of the screen (web). You can "unlike" the resource by clicking again on the icon.

To add a comment: click on the "**Comments**" tab on the right-hand side of the screen (web) , then write and post your comment.
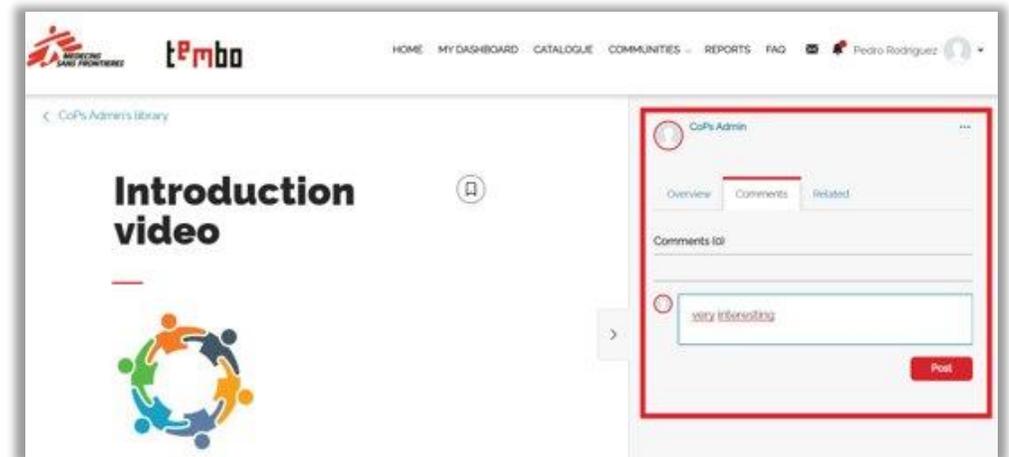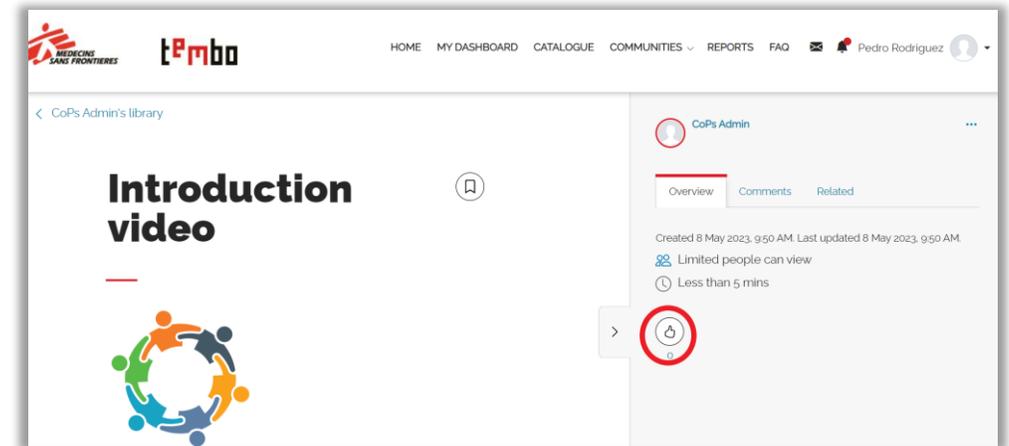
Resources- View Field Challenges

For now, you can view only the completed Field Challenges migrated from the previous system.

- Click on the "Library" tab on the Workspace main screen.
- When you see all the Library contents, click on the "Type" selection menu under the tab strip, and then choose "Playlist" from the list. The screen will change to display only the playlists available.
- Click on the "Field Challenge COMPLETED" playlist to browse and view all the challenges.

Note: you can "like" or add a comment to the field challenge. See slide 9 "**Add a "Like" or a comment to a resource**"

tembo
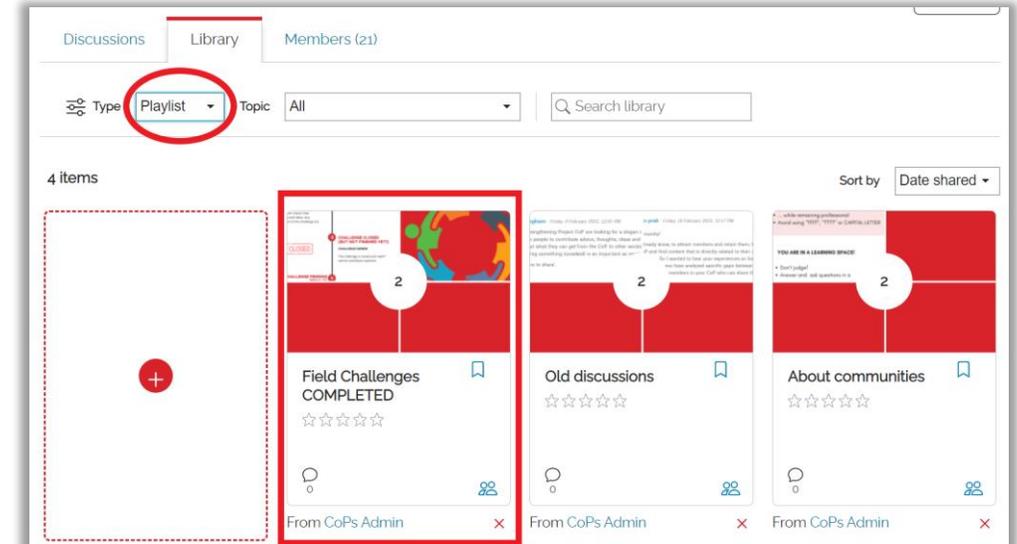
CoP members

If you have seen an interesting discussion that a member has posted, or you have met a colleague at an online event, and you want to know a bit more about their good practice or their project, go to the **Members** menu and you will be able to see all the profiles of CoP members. If you already know their name, you can type it in the search browser on the right.

The member card will appear and if you click on it, you will be able to see the profile information the member has provided. If you want to use Tembo messenger to write directly to the member, click on the **email icon** above and enter the member's name to start chatting.
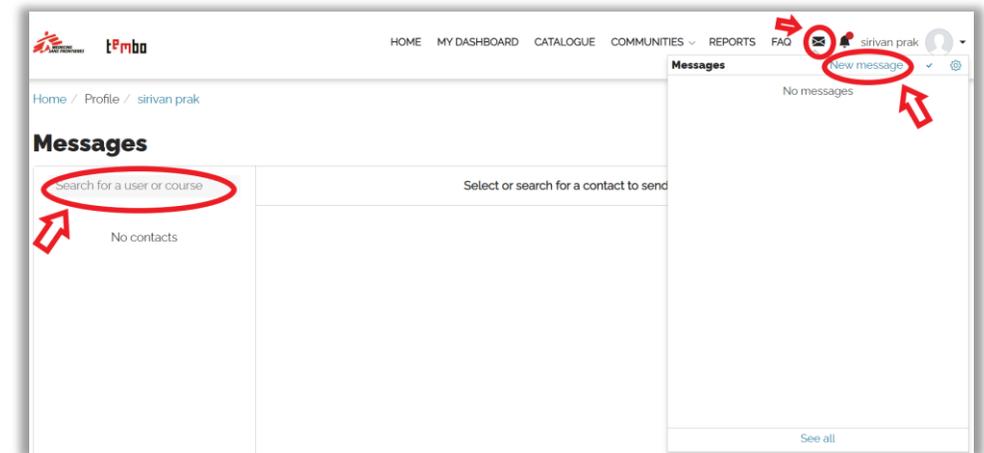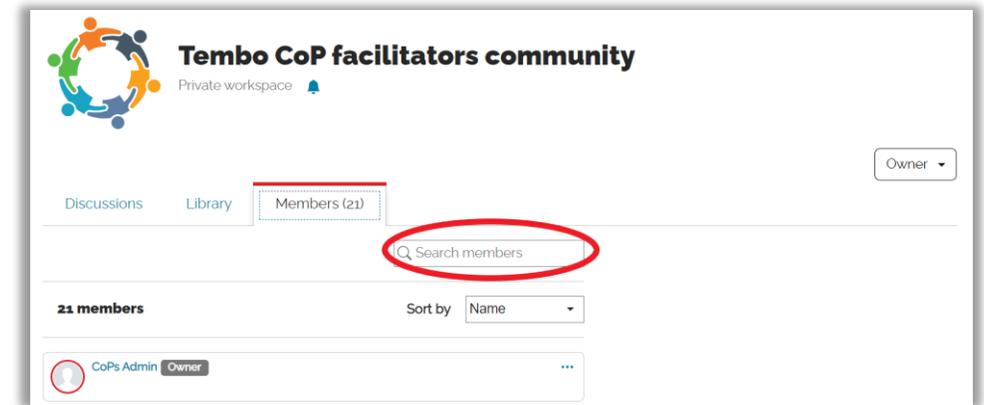
Manage Notifications

By default, you will get a system notification when there is activity in the CoP, such as the addition of a new resource or a new post on the Discussion board.

When you have new notifications, you will see a red dot on the bell icon next to your name on the top right of the screen. Please note that you must be logged into the platform to see it. Click on it to see a list of your recent notifications.

You can mute notifications for a specific CoP by clicking on the bell icon under the title of the CoP/Workspace. To unmute notifications, click on the icon again.

In addition to system notifications, you may receive announcements from the Community facilitators. Such announcements will be sent to the email address you used to register in Tembo. Make sure to check your inbox often so will not miss relevant updates about the CoP.

Support & FAQ
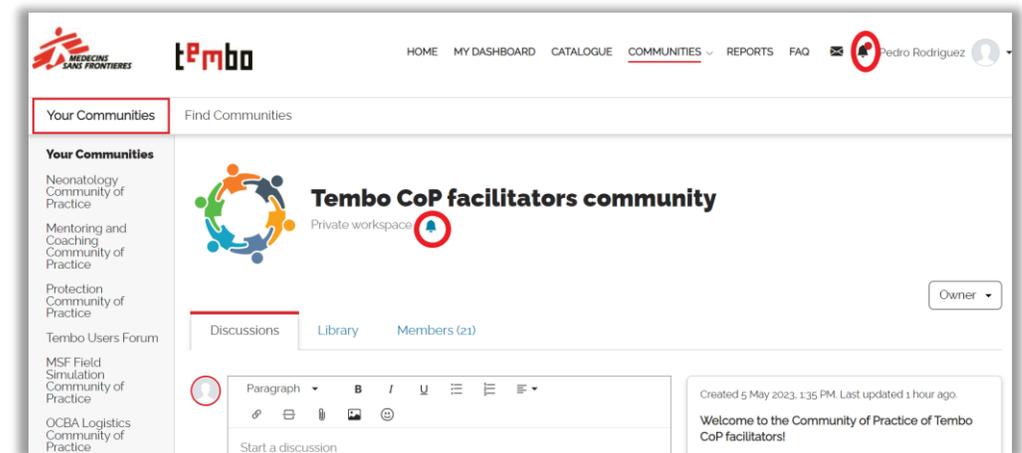
- **For any doubt related to CoP on Tembo platform, please check our [FAQ section](#).**
- If you have any questions about the next activities of your CoP, please contact your Community of Practice facilitator.
- For any technical issue, please write directly to zenithelp.tembo@barcelona.msf.org

tembo