



Using Campfire: AskAway's Group Chat Tool

1. Start at the Askaway staff page: <http://askaway.org/staff>

Click on *Campfire Login* to get to the <http://askawayps.campfirenow.com> login page

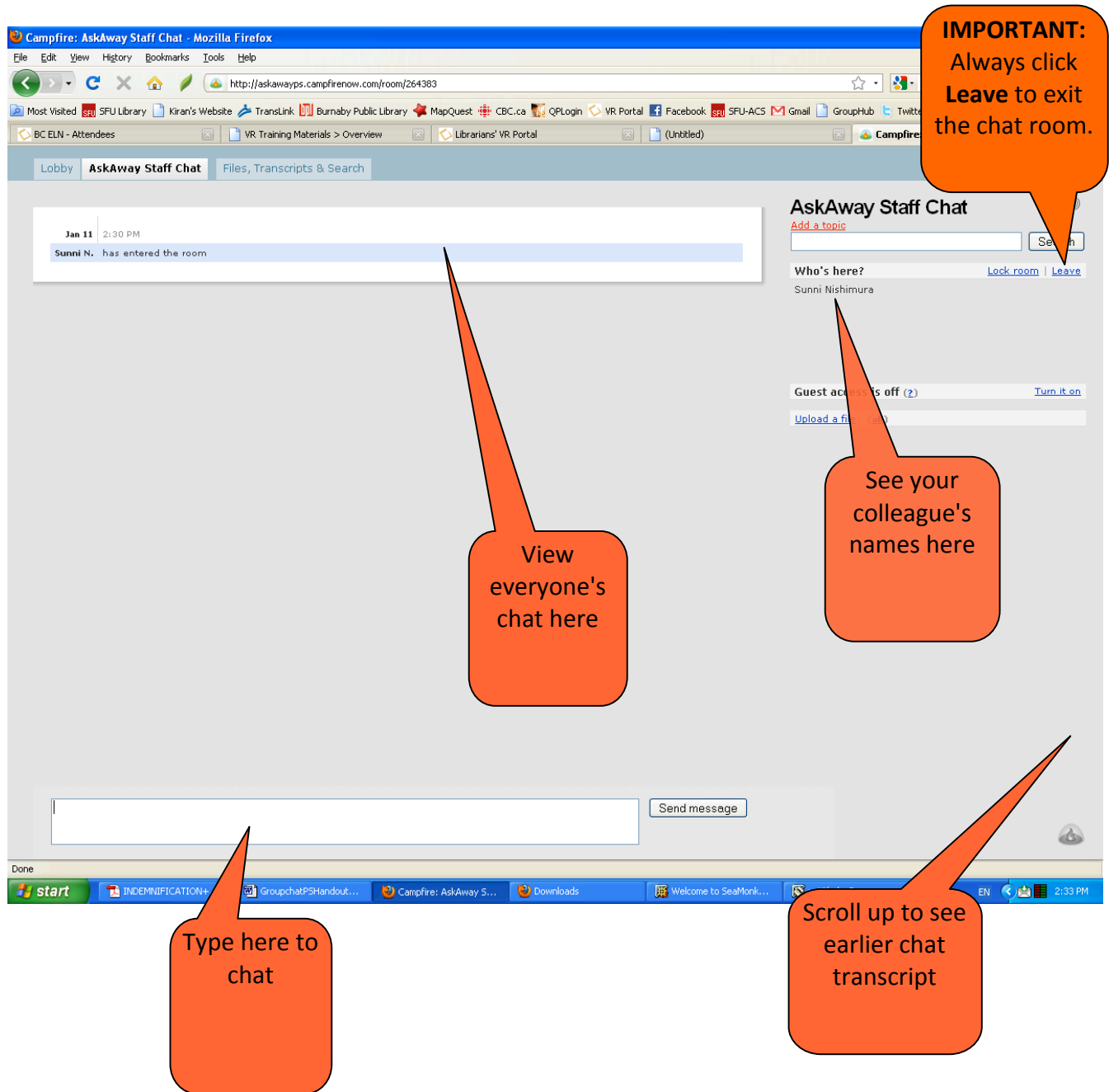
The screenshot shows the Askaway Staff Portal. At the top is a navigation bar with links: Home, Schedule, Local Coordinators, Best Practices, and About AskAway. Below the navigation bar is a search box and a 'Public site' link. The main content area is titled 'Staff Portal' and 'Key Links for Each Shift'. It lists four items: 1. QuestionPoint Login - Select and save both the Primary & BME Queues. 2. Campfire Login - Log in **minutes early** to organize question transfers. 3. Guest Logins - Use the protected guest logins page to assist patrons at AskAway institutions. Contact the Admin Centre if you've forgotten the password. 4. Library Policy Pages - Quick references and links for key information about individual libraries. Below this list is a note: 'Contact the AskAway Administrative Centre if you are unable to log in to these sites.' There is also a 'Swamped Message' section with a 'Swamped' button and a note: 'Click the Swamped form button below to enter your authorized email address and send out a call for assistance to the ELN AskAway Service Providers listserv.' On the left side, there is a 'Staff Menu' with a tree view containing: Service Provider Home, Shift Checklist, Cheat Sheets, Troubleshooting, AskAway Wiki, FAQ, Unusual patrons, Schedule, Partner Library Info, Policies and Procedures, Guides and Resources, Training Resources, and Contacts. At the bottom left, there is a 'Coordinator Menu'.

2. Login to get to the chat rooms and then select your chat room.

The screenshot shows the Campfire Login page in a Windows Internet Explorer browser. The page has a login form with fields for 'Email:' and 'Password:', a 'Remember me' checkbox, and a 'Sign In' button. An orange callout bubble points to the form with the text: 'Enter your login & password (NOT the same as your QP login)'. The browser's address bar shows the URL: <http://askawayps.campfirenow.com/login>.

The screenshot shows the AskAway Staff Chat page in a Mozilla Firefox browser. The page has a 'Lobby' header and a 'Files, Transcripts & Search' sub-header. Below this is a large blue mouse cursor icon and a link for 'AskAway Staff Chat' with the status 'Unoccupied'. An orange callout bubble points to the link with the text: 'Click on AskAway Staff Chat to enter the chat room.' The browser's address bar shows the URL: <http://askawayps.campfirenow.com/>.

3. Chatting with your colleagues



The screenshot shows the AskAway Staff Chat interface in a Mozilla Firefox browser. The chat window displays a message from Sunni N. at 2:30 PM. The interface includes a search bar, a 'Who's here?' section listing Sunni Nishimura, and a 'Send message' button. The Windows taskbar at the bottom shows the system tray with the time 2:33 PM.

IMPORTANT: Always click **Leave** to exit the chat room.

View everyone's chat here

See your colleague's names here

Type here to chat

Scroll up to see earlier chat transcript

4. That's it. It's easy!