



Confluence Newbie Training

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What brings you here?

We'll use this for followup, or to recommend future training

- [collect input from class members]

Welcome to Confluence at MZ!

- What Confluence is
- What Confluence isn't
- Terminology
- Things you can do with Confluence (from newbie to advanced)
- Live training exercises
- Other in-house Confluence courses
- Where to find help



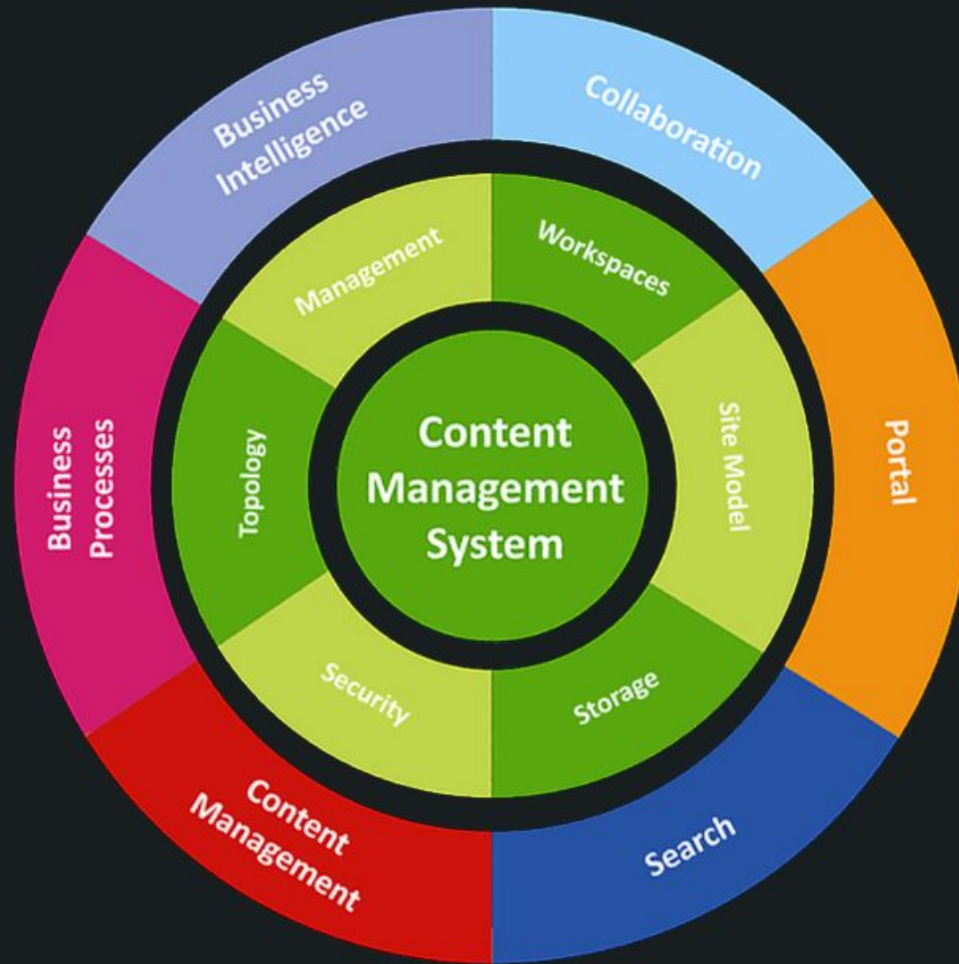
What is Confluence? (1)

Confluence is wiki software produced by Atlassian. MZ uses its Confluence instance as a content management system for most of its internal documentation.

The following slide shows an idealized graphic that depicts the kinds of things a content management system can do. Confluence doesn't have all the features shown there, but it has enough of them to be very useful as a tool for creating and storing MZ's internal doc.



What is Confluence? (2)



What is Confluence? (3)

Confluence may seem scary (especially to those who dread having to learn Yet Another Complex Tool), but it really isn't.

The Confluence user interface is actually pretty familiar to most users:

- **Similarities to Microsoft Word**
 - editing controls
 - table controls
 - preview/save



What is Confluence? (3)

- Similarities to internet web pages
 - pages are coded in XML
 - pages support both internal and external cross-referencing
 - pages support enough HTML (through a widget) to do things like play external videos, display graphics, and support animated GIFs
- Similarities to web browsers
 - you can navigate between pages without needing to open them



What is Confluence? (3)

Thus, to use Confluence effectively, it's helpful to have the following skills:

- Experience with Microsoft Word
- Experience with structuring documents
- A bit of exposure to XML/HTML (not HTML5)



What is Confluence not? (1)

Confluence is not a website.

A wiki is a content database that allows collaborative editing of its content and structure by its users. (Think Wikipedia.) So this thing acts like an old-fashioned “intranet”, but it isn’t really.



What is Confluence not? (2)

Similarities:

- Content is “published” to the wiki the same way HTML content is uploaded (“published”) to the internet.
- Content is “served” to users by the wiki.

Differences:

- No “directories” to organize content.*
- Strong limitations in functionality, compared with the internet.
- No support for HTML5.
- Better security!
- Automatic versioning!



What is Confluence not? (3)

Thus, to use Confluence effectively, you need to FORGET the following skills:

- CSS
- Javascript
- Structuring content by directory
- Complex HTML layout skills
- Designing with a variety of fonts and page background colors

(or at least lose your attachment to them during work hours)



Terminology

You say	Confluence says	Definition
website	wiki	"Website" that allows collaborative editing of its content and structure by its users
site or page	space	A partitioned area of the wiki that's dedicated to a particular group or function. Also called a <i>sil</i> o.
directory		<p>No Confluence equivalent, since Confluence finds all wiki pages by their unique numeric ID. Humans who want to organize pages can create this artificially by creating a "parent" page for the pages to be organized, creating subordinate pages that are "children", and then using the Children Display macro to list them.</p> <p>Examples of this in our wiki include https://confluence.addsrv.com/display/IKB/User+Guides.</p>
wiki	page	A page is a single article in a wiki. One wiki, many pages.
subordinate page	child	See <i>directory</i> , above.



Things you can do with Confluence

- Correcting/updating existing pages
- Creating new pages
- Add graphical content to a page
- Linking pages to other pages within Confluence
- Linking pages to content outside of Confluence
- Creating new pages with cool stuff on it, or with creative page layout
- Using Lucidchart
- Organizing/reorganizing content by deleting, archiving, reordering, or moving pages
- Pruning attachments to existing pages
- Protecting content by restricting access
- Creating pages that include protected content
- Publishing a blog
- Managing a space and its users



Live Training

1. Create your personal space, set permissions
2. Hands-on exercises:
 - Create a new page
 - Edit a page (closing without saving edits, saving edits)
 - Reverse edits to a page
 - Insert comments on another person's page (inline or page bottom)
 - Respond to someone else's inline or bottom-of-page comments (resolve inline edits)
 - Add visual content to a page (create Lucidchart or add a .png)
 - Link pages to other Confluence pages or URLs



Help with Confluence

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#confluence_community

[Knowledge Management service desk](#)

[confluenceblog](#)

[Confluence at MZ](#) space



More in-house Confluence training

Visual skills training

- Creative page layout
- Using Lucidchart
- Working within the limitations of a non-HTML5 world

Advanced/Space Admin training

- Pruning attachments to existing pages
- Protecting content by restricting access
- Organizing/reorganizing content by reordering or moving pages
- Publishing a blog
- Managing a space and its users





Thank you!



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