



Biosecurity  
COMMONS

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# Support – Quick Start Guide

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Last modified: 11 December 2024

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## Support

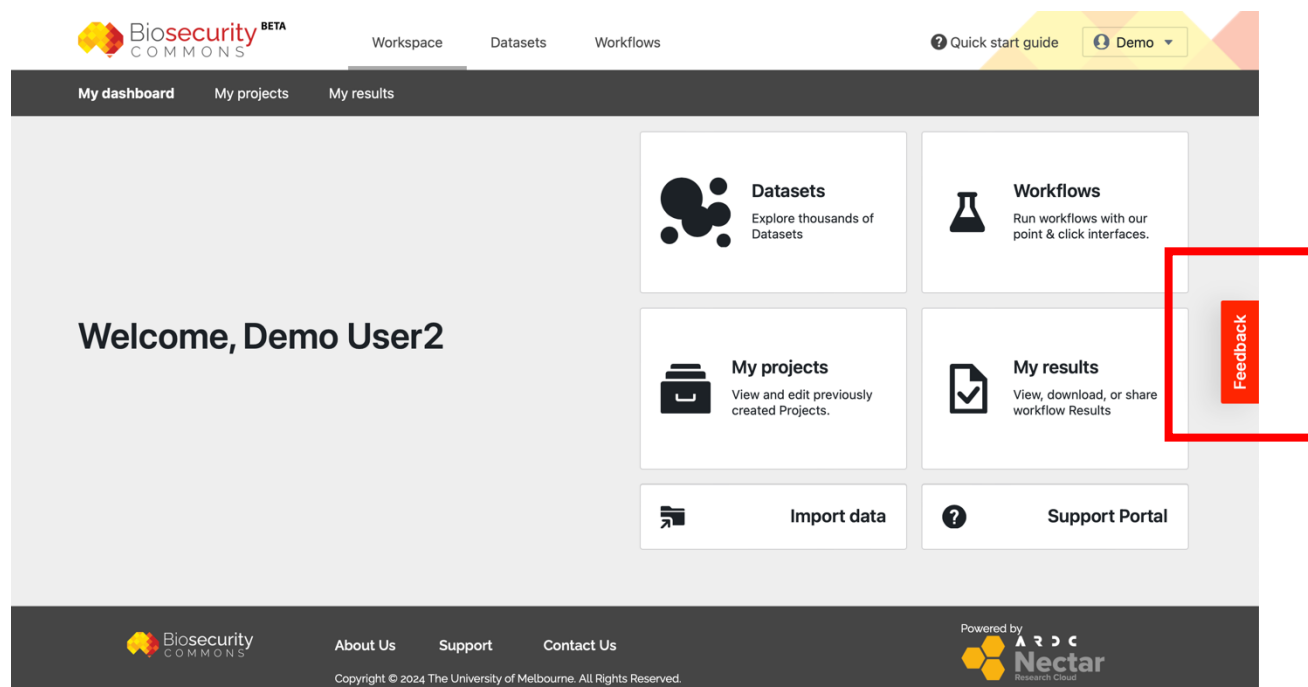
Biosecurity Commons provides a range of support resources for users which help explain how the platform works and what you can do with it.

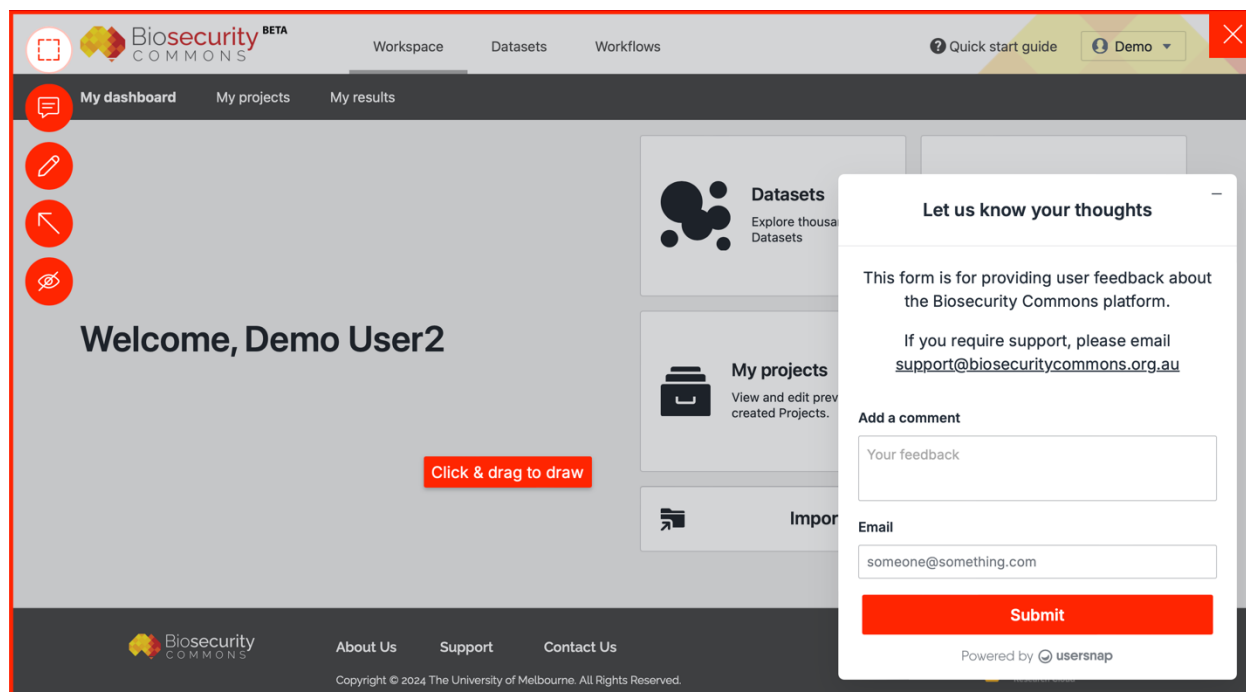
Users can contact [support@biosecuritycommons.org.au](mailto:support@biosecuritycommons.org.au) to explain their problem if an answer can't be found in these resources. Our team will get in touch to help resolve the issue.

## Feedback Widget

The feedback widget is available on the right-hand side of the platform (see first screenshot below). Selecting the widget will launch the feedback tool and allow users to highlight areas, add comments and draw on the web page (see second screenshot below). Please include your email address so we can contact you if we need more information.

We encourage all users of the platform to use the widget to easily provide feedback directly to our development team.





## Support Portal

The [Biosecurity Commons Support Portal](#) is the home of a range of support and training resources for users. These include:

- **Support articles:** The portal hosts more than 35 support articles which describe how to use the platform and what the platform can do
- **Forum:** The forum is a space for users to ask and respond to questions, generate discussion and read about updates to the platform
- **Create a ticket:** Users can also create a support ticket in the portal. This allows you to describe a problem you might be having with the platform which will be sent to our support team who will respond to help solve the issue

## Support articles

The portal hosts more than 35 support articles which describe how to use the platform and what the platform can do.

Head to the [Support Portal](#) and then click on the “Solutions” tab at the top of the page (see screenshot below).

Home

Solutions

Forums

## How can we help you today?

Enter your search term here...



New Support Ticket



Check Ticket Status

Scroll down and you'll find the support articles in a section called "Knowledge base".






### Knowledge base

Educational resources

#### Biosecurity workflow articles (5)




-  Risk Mapping workflow overview
-  Dispersal Modelling workflow overview
-  Biosecurity Surveillance Design / optimizati...
-  Biosecurity Proof of Freedom
-  Impact Analysis

#### Species distribution models described (15)






-  Bioclim SDM explained
-  Range-bagging
-  Climatch- lite
-  Surface Range Envelope SDM explained
-  Maxent SDM explained

[View all 15](#)

#### Importing and uploading data (3)

-  Import species data from a third-party
-  Upload your own data for SDM experiments
-  Find and visualise your data




#### Platform guides and explainers (9)

-  How to login and request an account
-  Overview of the Biosecurity Commons platf...
-  Run a Climate Change Experiment
-  Introduction to Species Distribution Models
-  Run an Ensemble Analysis Experiment

[View all 9](#)

#### FAQs

##### FAQs (3)

-  What is the difference between geographic a...
-  How do I share data, results or projects?
-  Climate data, what layers are available on Bi...

The support articles are divided into five different sections:

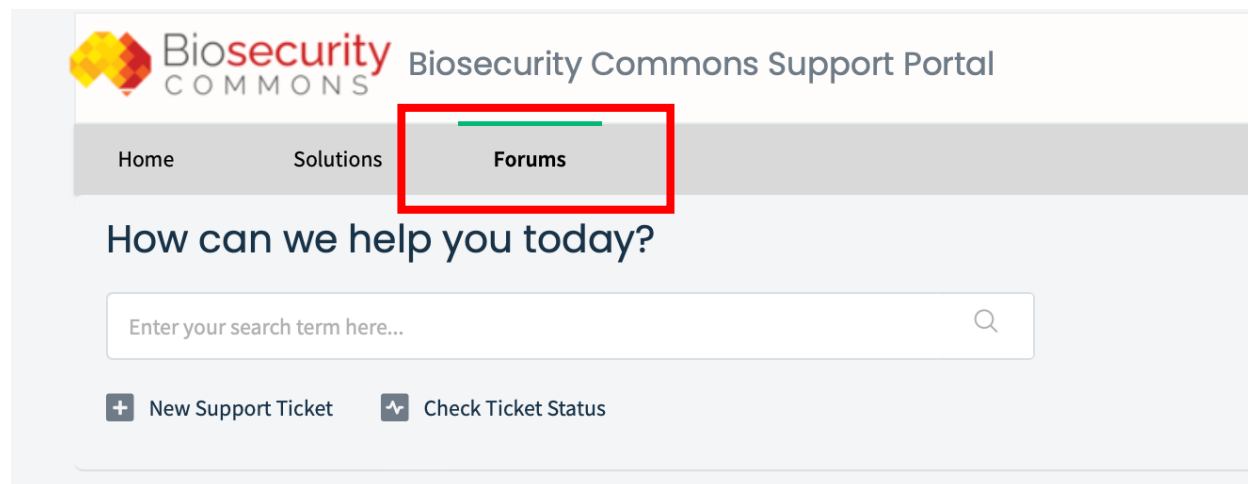
- **Biosecurity workflow articles:** These articles provide a technical overview of each workflow available on Biosecurity Commons
- **Species Distribution Models described:** These articles explain each of the Species Distribution Modelling algorithms including those hosted on our sister platform EcoCommons
- **Importing and Uploading data:** These articles describe how users can import, upload and find data
- **Platform guides and explainers:** These articles explain and guide users through various processes on the platform
- **FAQs:** Articles covering commonly asked questions

## Forum

The forum is designed as a community space for users to ask and respond to questions, generate discussion and read about updates to the platform.

We encourage everyone to post and ask questions because there is no such thing as a silly question and we are here to help.

To access the forum, head to the [Support Portal](#) and then click on the “Forums” tab at the top of the page (see screenshot below).



Scroll down and you will see the forum in the section titled “Community forums” (screenshot below).

## Community forums

[Start a new topic](#)

### Biosecurity Commons

#### **Questions** (2)

 Post your questions about Biosecurity Com...

Posted by **Biosecurity Commons**, 6 months ago

[Last Reply](#) by Biosecurity Commons 6 months ago

 Question of the month!

Posted by **Biosecurity Commons**, 6 months ago

[Last Reply](#) by Biosecurity Commons 6 months ago

#### **Updates/Announcements** (2)

 Library of tutorial videos is growing

Posted by **Rob Clemens**, about 1 year ago

[Last Reply](#) by Biosecurity Commons 6 months ago

 Dispersal Modelling tutorial video on Youtube

Posted by **Biosecurity Commons**, 5 months ago

[Last Reply](#) by Biosecurity Commons 5 months ago

#### **Ideas** (1)

 Your ideas for Biosecurity Commons

Posted by **Biosecurity Commons**, 6 months ago

[Last Reply](#) by Biosecurity Commons 6 months ago

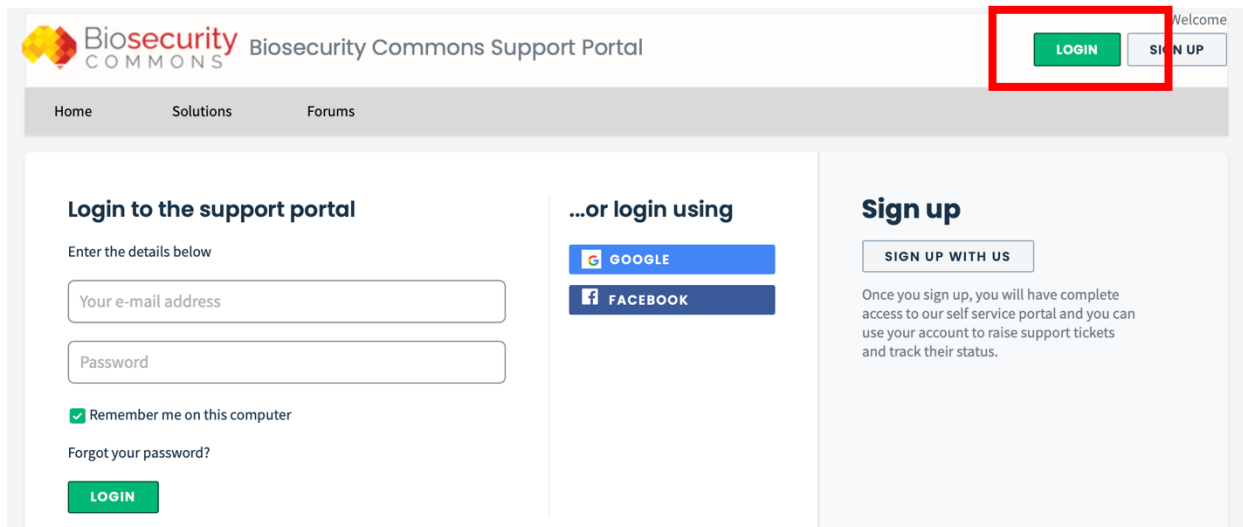
The forum is divided into three sections:

- **Questions:** Users can post any questions they have about the platform and respond to any questions other users have posted. Our support team will also contribute with responses
- **Ideas:** Users can post their ideas for the platform and what functionality they would like to see
- **Updates/Announcements:** Here the Biosecurity Commons team will post updates and announcements

### How to login

Anyone can read the forum without a login, but users need to sign-in to the forum to post or respond to a thread.

In the top right-hand corner of the portal there is a green “Login” button (see screenshot below). Click on this and you will see the login page below.



Biosecurity Commons Support Portal

Welcome

LOGIN SIGN UP

Home Solutions Forums

### Login to the support portal

Enter the details below

Your e-mail address

Password

Remember me on this computer

Forgot your password?

LOGIN

### ...or login using

GOOGLE

FACEBOOK

### Sign up

SIGN UP WITH US

Once you sign up, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status.

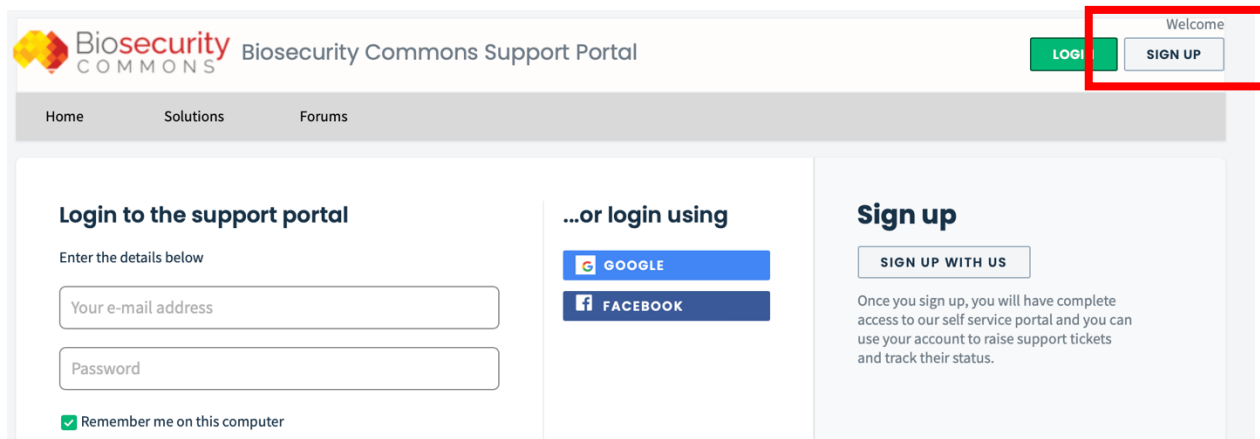
Users can login using their Google or Facebook credentials. With these options you **do not need to create an account**.

If you don't want to login via Google or Facebook you can create your own login (see the section below) and then enter your details to login to the portal.

**NOTE:** You cannot login with your Biosecurity Commons details

## How to sign up

In the top right-hand corner of the portal there is a “Sign Up” button (see screenshot below).



Biosecurity Commons Support Portal

Welcome

LOGIN SIGN UP

Home Solutions Forums

### Login to the support portal

Enter the details below

Your e-mail address

Password

Remember me on this computer

### ...or login using

GOOGLE

FACEBOOK

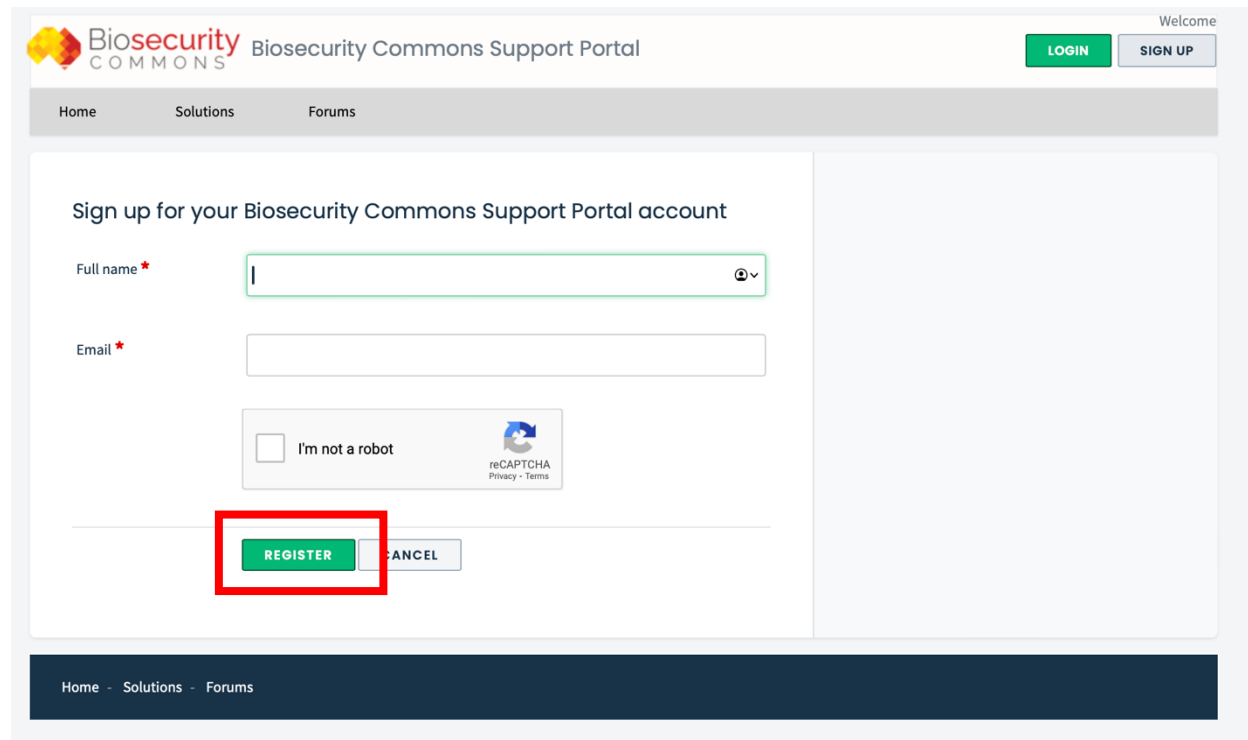
### Sign up

SIGN UP WITH US

Once you sign up, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status.



Click on the “Sign Up” button and you will see the page below.



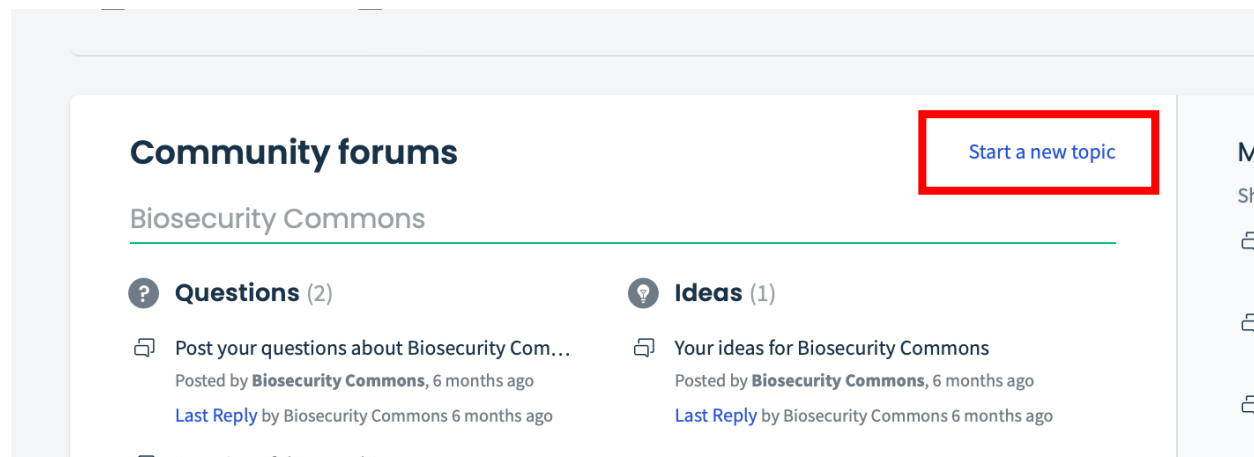
The screenshot shows the Biosecurity Commons Support Portal registration page. At the top left is the Biosecurity Commons logo. To its right is the text "Biosecurity Commons Support Portal". In the top right corner, there is a "Welcome" message and two buttons: "LOGIN" (green) and "SIGN UP" (grey). Below this is a navigation bar with "Home", "Solutions", and "Forums" links. The main content area is titled "Sign up for your Biosecurity Commons Support Portal account". It contains a form with the following elements: a "Full name\*" field with a dropdown arrow, an "Email\*" field, a reCAPTCHA widget with the text "I'm not a robot" and a "reCAPTCHA Privacy - Terms" link, and two buttons at the bottom: "REGISTER" (green) and "CANCEL" (grey). The "REGISTER" button is highlighted with a red rectangular box. At the bottom of the page, there is a dark blue footer with the text "Home - Solutions - Forums".

Enter the details you want to use to login and then click the green “Register” button to create your account.

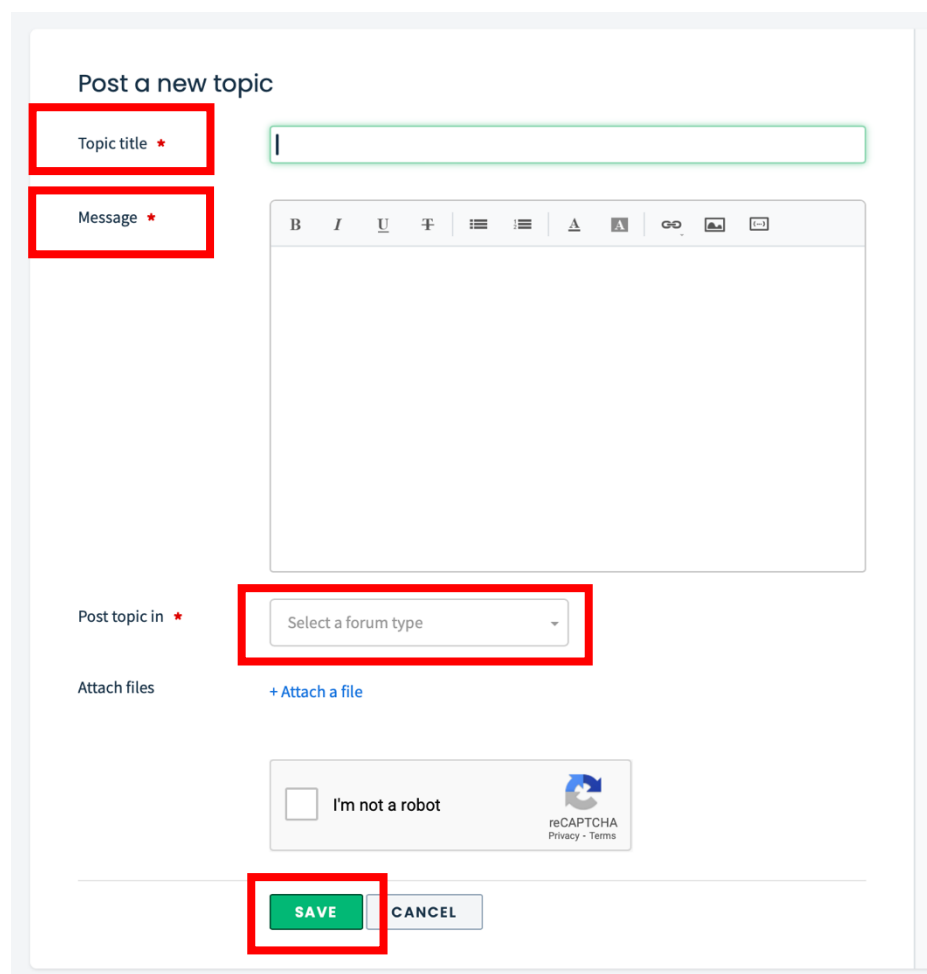
**NOTE:** This login is different from your Biosecurity Commons login

### How to start a new topic

To start a new topic in any of the sections (e.g. Questions, Ideas or Announcements), click on the “Start a new topic” button on the forum homepage (see screenshot below).



After clicking on “Start a new topic” you will either be directed to the login page or, if you are already logged in, you will be directed to the page below:



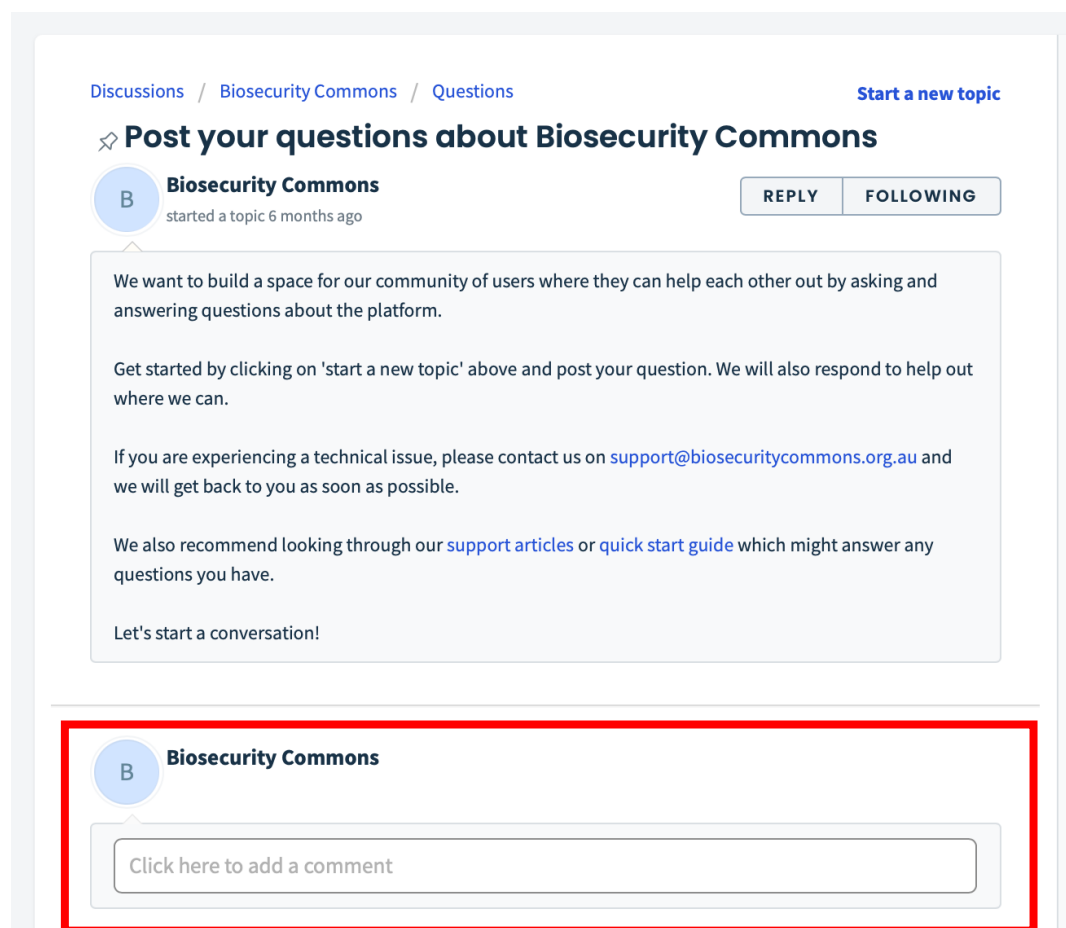
The screenshot displays the 'Post a new topic' form. The 'Topic title' input field and the 'Message' text area are both highlighted with red boxes. Below the message area is a dropdown menu labeled 'Post topic in' with the text 'Select a forum type', also highlighted with a red box. At the bottom of the form, there is a checkbox for 'I'm not a robot' next to a reCAPTCHA logo, and a green 'SAVE' button and a grey 'CANCEL' button, both highlighted with red boxes.

Enter your “Topic title”, your “Message”, choose the section you want to post in from the “Post topic in” drop-down menu, then click the green “Save” button and your post will pass through our moderation checks before going live on the forum.

## How to post a reply

Navigate to the thread you would like to reply to. If you are logged in, you will see a space to add a reply underneath the thread (see screenshot below).

If you are not logged in, there will be a login button underneath the thread. Click the login button, enter your details, and you will be able to post a reply.



The screenshot shows a discussion thread on Biosecurity Commons. At the top, there are navigation links: "Discussions / Biosecurity Commons / Questions" and a "Start a new topic" button. The main heading is "Post your questions about Biosecurity Commons". Below this, a user profile for "Biosecurity Commons" (initials 'B') is shown, with the text "started a topic 6 months ago". To the right of the profile are two buttons: "REPLY" and "FOLLOWING". The main content of the post is a large text box containing the following text: "We want to build a space for our community of users where they can help each other out by asking and answering questions about the platform. Get started by clicking on 'start a new topic' above and post your question. We will also respond to help out where we can. If you are experiencing a technical issue, please contact us on [support@biosecuritycommons.org.au](mailto:support@biosecuritycommons.org.au) and we will get back to you as soon as possible. We also recommend looking through our [support articles](#) or [quick start guide](#) which might answer any questions you have. Let's start a conversation!". Below the main post, there is a red-bordered box containing a user profile for "Biosecurity Commons" (initials 'B') and a text input field with the placeholder text "Click here to add a comment".

## How to create a support ticket

Users can create a ticket if they are having a problem with the platform. Our team will respond to help resolve the issue.

To raise a ticket, click on the "New Support Ticket" button on the portal homepage (see screenshot below).

How can we help you today?

Enter your search term here...



[+ New Support Ticket](#)

[- Check Ticket Status](#)






Users will then see the screen below. To submit a ticket, fill out the details and click the green “Submit” button and our team will get back in touch using the email address you provided.

### Submit a ticket


Requester \*

Subject \*

Description \* 

**B**   *I*   U               

[+ Attach a file](#)

I'm not a robot   
reCAPTCHA  
Privacy - Terms

Alternatively, users can email [support@biosecuritycommons.org.au](mailto:support@biosecuritycommons.org.au) directly to create a ticket.

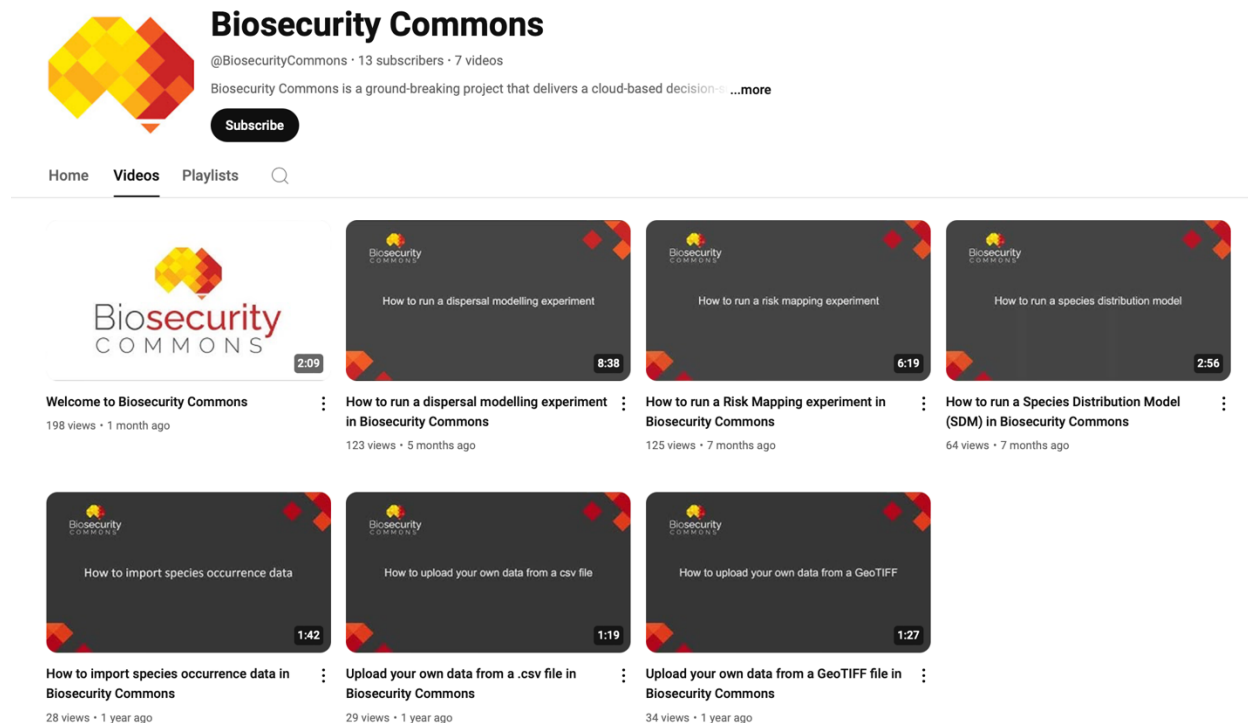
## Youtube tutorial videos

We have created several tutorial videos for the [Biosecurity Commons Youtube channel](#) to help guide our users through some of the workflows and the processes on the platform.

These videos complement the support articles discussed previously in this quick start guide. They walk users through each step of a workflow while the support articles provide more depth and detail.

Head to our [Youtube channel](#) and you will see all our available videos (screenshot below). Have a look, leave a comment and let us know what else you would like to see and how we can improve.

We will update these videos as the platform changes and, as a result, the content might be a little bit different to the platform as we are constantly improving and updating Biosecurity Commons.



The screenshot shows the YouTube channel page for Biosecurity Commons. The channel name is "Biosecurity Commons" with the handle "@BiosecurityCommons", 13 subscribers, and 7 videos. A bio states: "Biosecurity Commons is a ground-breaking project that delivers a cloud-based decision...more". There is a "Subscribe" button and navigation tabs for Home, Videos, and Playlists. The video grid includes:

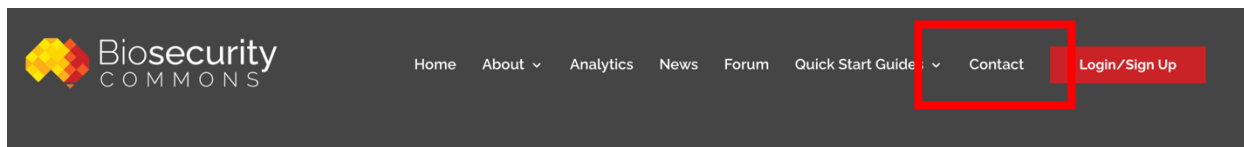
- Welcome to Biosecurity Commons**: 198 views • 1 month ago (2:09)
- How to run a dispersal modelling experiment in Biosecurity Commons**: 123 views • 5 months ago (8:38)
- How to run a Risk Mapping experiment in Biosecurity Commons**: 125 views • 7 months ago (6:19)
- How to run a Species Distribution Model (SDM) in Biosecurity Commons**: 64 views • 7 months ago (2:56)
- How to import species occurrence data in Biosecurity Commons**: 28 views • 1 year ago (1:42)
- Upload your own data from a .csv file in Biosecurity Commons**: 29 views • 1 year ago (1:19)
- Upload your own data from a GeoTIFF file in Biosecurity Commons**: 34 views • 1 year ago (1:27)

## Website contact form

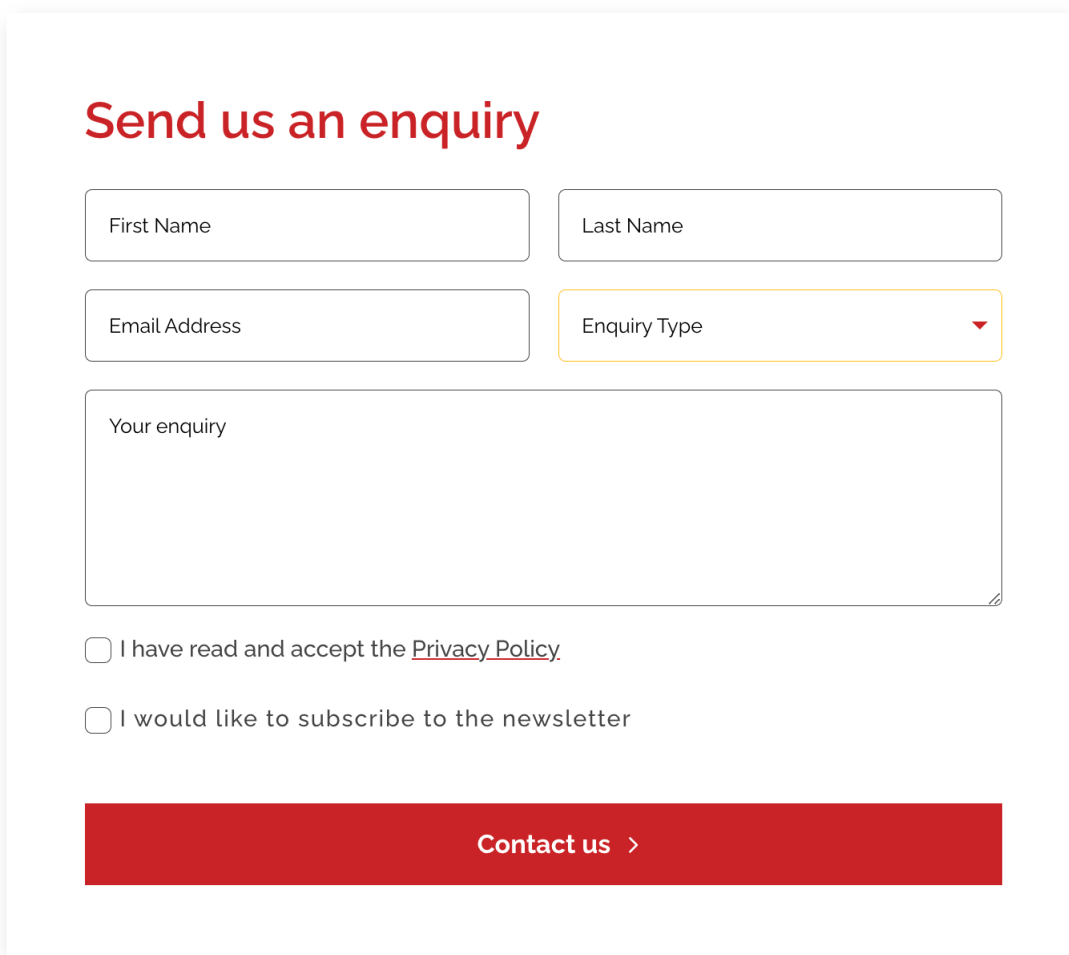
If you want to send us an enquiry, you can contact us via our enquiry form on the website.

This could be to make a complaint, leave feedback, enquire about a collaboration, or leave a general comment.

Click on the “Contact” button on the menu at the top of the homepage of the Biosecurity Commons website (see screenshot below).



This will take you to the enquiry form below.



The screenshot shows an enquiry form titled 'Send us an enquiry' in red text. The form contains the following fields and options:

- First Name (text input)
- Last Name (text input)
- Email Address (text input)
- Enquiry Type (dropdown menu)
- Your enquiry (text area)
- I have read and accept the [Privacy Policy](#).
- I would like to subscribe to the newsletter

At the bottom of the form is a large red button labeled 'Contact us >'.

Fill out the form, click the red “Contact us” button and our team will get back in touch.

Alternatively, users can email [support@biosecuritycommons.org.au](mailto:support@biosecuritycommons.org.au) directly.