

# **Getting your readers involved in the documentation**

**WritersUA Conference for Software User Assistance  
13<sup>th</sup> – 16<sup>th</sup> March 2011, Long Beach CA**

# Introducing the topic

- The social enterprise
  - Engaging customers and readers
  - Documentation as living, interactive hub
- How to get your readers involved
  - Social media
  - Documentation as an emotional experience

Huh?



"Documentation as an emotional experience"

Weird?

But wait...



**This @\$\$#! documentation SUCKS!**

**OK. Let's go for laughter,  
pleasure, satisfaction**

"Documentation as an emotional experience"

Weird?

But wait...



I felt the earth move  
when I read your docs, mate

OK. Let's go for laughter,  
pleasure, satisfaction

# Tools

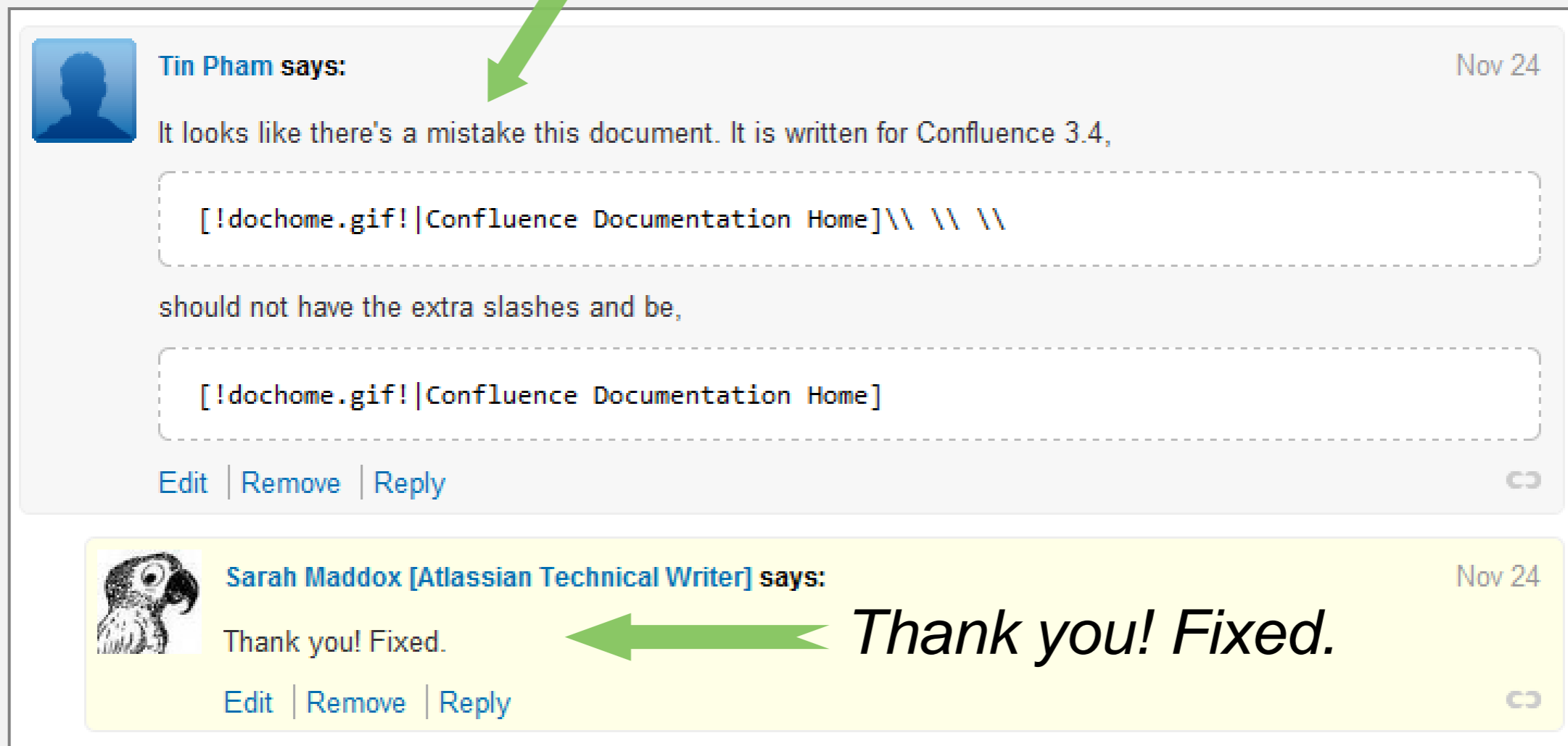
- Comments and feedback
- Linking to readers' blogs
- Open editing of documentation
- Tweeting release notes and tips
- Badges to reward contributors
- Doc sprints
- Games – Dragon Slayer




# Comments

Some readers' comments are simple – typos and such

*It looks like there's a mistake this document...*




 **Tin Pham says:** Nov 24

It looks like there's a mistake this document. It is written for Confluence 3.4,


```
[!dochome.gif!|Confluence Documentation Home]\\ \\ \\
```

should not have the extra slashes and be,


```
[!dochome.gif!|Confluence Documentation Home]
```

[Edit](#) | [Remove](#) | [Reply](#) 

---

 **Sarah Maddox [Atlassian Technical Writer] says:** Nov 24

Thank you! Fixed. *Thank you! Fixed.*

[Edit](#) | [Remove](#) | [Reply](#) 

# Comments



Jos Donners says:

Sep 02

Finally got a version working the way I want it to be. I wanted to create a new page for every article (wiki-page).

The standard item as mentioned in the standard CSS didn't seem to work:

```
h1.pagetitle
{
  page-break-before: always;
}
```

The point to get a new page for every wiki-page is solved with:

```
/* Creates a new page before every Wiki-Page */
.pagetitle
{
  page-break-before: always;
}
```

You can even add ".pagetitle h1 h2 h3 h4" to force it on every header, but that seems the same as adding the page-break-before in the standard h1 notation

[Edit](#) | [Remove](#) | [Reply](#)



Lauren Womack says:

Sep 14

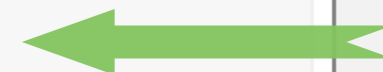
This is BRILLIANT! I just implemented it. Thank you.

[Edit](#) | [Remove](#) | [Reply](#)



Some comments are full of hard-won and relevant information

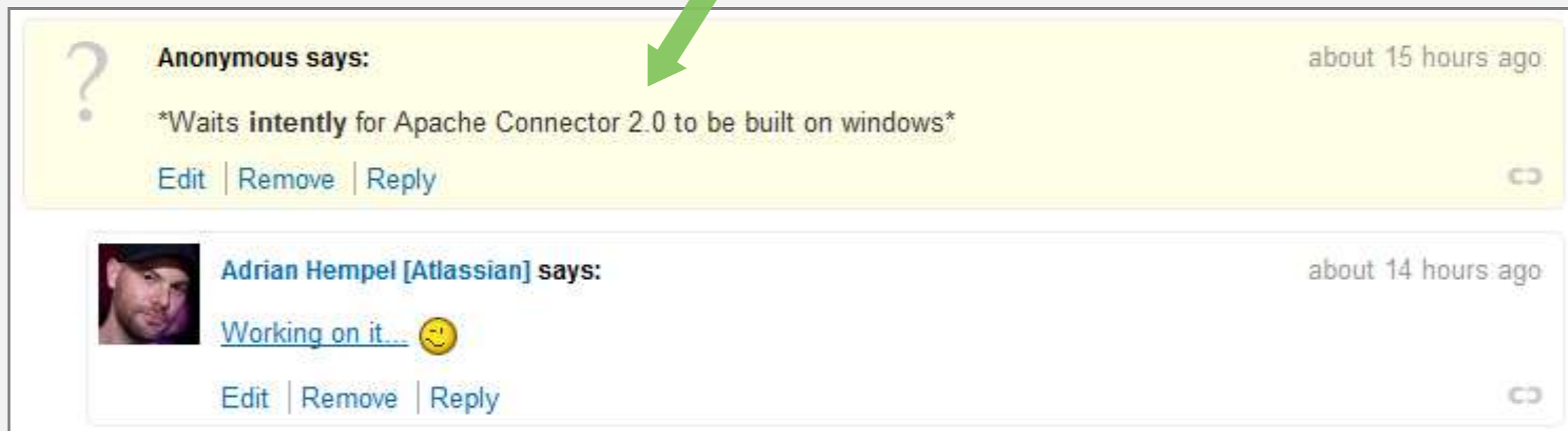
*This is BRILLIANT... Thank you.*



# Comments

People like to let us know they're keen on a new feature

*\*Waits **intently** for Apache Connector 2.0 to be built on windows\**



The screenshot shows a comment thread with two comments. The first comment is from an anonymous user, highlighted in yellow, and contains the text: "Anonymous says: \*Waits **intently** for Apache Connector 2.0 to be built on windows\*" with a timestamp of "about 15 hours ago" and options for "Edit", "Remove", and "Reply". A green arrow points from the text above to this comment. The second comment is from Adrian Hempel [Atlassian], with a profile picture, and contains the text: "Adrian Hempel [Atlassian] says: Working on it..." with a timestamp of "about 14 hours ago" and options for "Edit", "Remove", and "Reply".

# Comments

Yep, I see where you're going with the "emotional experience" thing.



**Nathan Guetta** says:

Hi Sarah,

Why didn't you integrate one of your client called Dailymotion in the video widgets ? We're very disappointed here at DM, we thought the love was mutual ! 😞

[Edit](#) | [Remove](#) | [Reply](#)



**Bill Arconati [Atlassian]** says: Nathan, looks like a great opportunity. We've logged the request in JIRA. You ca... Jan 06, 2009



**Jens Schumacher** says: Hi Nathan, Dailymotion was actually on my list of services to support, but due... Jan 06, 2009



**Sarah Maddox [Atlassian Technical Writer]** says: Jan 06, 2009

Hallo Nathan

As you can see from the quick responses from other Atlassians above, the love is mutual 😊 I'm just adding my thanks to you for making this comment.

Cheers — Sarah

[Edit](#) | [Remove](#) | [Reply](#)



**Nathan Guetta** says:

We're starting to feel the LOVE guys ! 😊

If you need any help on the integration side, don't hesitate to contact me.

[Edit](#) | [Remove](#) | [Reply](#)



*We're very disappointed...  
We thought the love was mutual!*

*We're starting to feel the LOVE guys!*

# Comments



The screenshot shows a comment thread with three comments. The first comment is from Sarah Maddox, an Atlassian Technical Writer, dated August 7, 2008. It contains an information icon, a title 'Alas, the T-shirts are not for sale' with a smiley face emoji, and a paragraph explaining that the T-shirts are for internal use only. The second comment is from Darren Bell, dated August 13, 2008, with a sad face emoji and a green arrow pointing to it from the right. The third comment is from an anonymous user, also dated August 13, 2008, with a question mark icon, the text 'me too!', and a paragraph expressing enthusiasm for the T-shirts' fabric, with a green arrow pointing to it from the right. Each comment has 'Edit', 'Remove', and 'Reply' options and a lock icon.

**Sarah Maddox [Atlassian Technical Writer] says:** Aug 07, 2008

**Alas, the T-shirts are not for sale** 😊

Aren't the T-shirts cool, in the screenshots above? A lot of people have already asked, "Where can I get one?" But these were designed for Atlassian's internal use and are not for sale.

Edit | Remove | Reply

**Darren Bell says:**

That's a pity, they look kinda cool 😞

Edit | Remove | Reply

**Anonymous says:** Aug 13, 2008

me too!

BTW – I have the "because you've got issues" one, the fabric is superb, years since I had such a quality t-shirt. I'd buy even blank ones 😊 hahaha

Edit | Remove | Reply

Off topic but totally engaged

*That's a pity, they look kinda cool.*

*me too!  
BTW – I have the "because you've got issues" one, the fabric is superb...hahaha*

# Asking for feedback via Wufoo

Don't forget to ask:  
"How was it for you?"

Atlassian Plugin SDK 3.0.5 is now available – see the [release notes](#). If you have ideas for improvement please raise a ticket on our [issue tracker](#). Snapshot builds are also available for the stout-hearted.

## Let us know what you think of the new SDK

Have you tried the new Atlassian Plugin SDK? Let us know about your experience and help us improve the SDK and the developer documentation.

How long did it take you to get your plugin up and running with the Atlassian SDK? \*

- Less than 1 hour
- 1-2 hours
- 1/2 day
- 1 day
- More than one day

Compared to other products or open-source projects, how would you rate Atlassian's developer documentation? \*

- I have nothing to compare it with
- Very Good
- Good
- Sufficient
- Bad
- Very Bad

```
{widget:url=http://atlassian.wufoo.com/forms/let-us-know-what-you-think-of-the-new-sdk/|height=800px}
```

Is there anything we can do to make the development of plugins easier?

wufoo.com

Powered by Atlassian Confluence 3.1.1-rc1, the Enterprise Wiki. Bug/feature request – Atlassian News – Contact administrators

# Linking to readers' blogs



## Tips of the Trade

Added by Sarah Maddox [Atlassian Technical Writer], last edited by Sarah Maddox [Atlassian Technical Writer] on Aug 16, 2009  
(view change)  
show comment

Below are some links to external blog posts and articles containing technical tips and instructions on setting up and using Crowd. This page presents an opportunity for customers and community authors to share information and experiences.

The references here are specific to Crowd and are technical 'how to' guides written by bloggers who use Crowd. For more general information on identity management solutions, best practices and business cases, please refer to the [Atlassian website](#).

**⚠ Please be aware that these are external blogs and articles.**  
Most of the links point to external sites, and some of the information is relevant to a specific release of Crowd. Atlassian provides these links because the information is useful and relevant at the time it was written. Please check carefully whether the information is still relevant when you read it, and whether it is relevant to your version of Crowd. Unless explicitly stated, Atlassian does not offer support for third-party extensions or plugins. The information in the linked blog posts has not been tested. Please test all solutions on a **test** server before trying it on your production environment.

### On this page:

- [Three's a Crowd - securing a Grails application with Acegi and Crowd](#)
- [SSO for RoundCube Webmail with Atlassian Crowd](#)
- [Nexus Crowd Plugin Introduction](#)
- [Install Crowd Apache2 Module](#)
- [Bulk User Management with Crowd's Remote API](#)
- [Crowd Caching in 1.6](#)
- [Hammering Crowd](#)

### Application Connectors

#### [Three's a Crowd - securing a Grails application with Acegi and Crowd](#)

- By: Kate Ellingburg, on the 'Atlassian Blog'
- About: How to get Grails, Acegi and Crowd going together
- Date and Crowd version: 4 March 2008; Crowd 1.2
- Related documentation: [Integrating Crowd with Sonatype Nexus](#)

#### [SSO for RoundCube Webmail with Atlassian Crowd](#)

### Application Connectors

#### [SSO for RoundCube Webmail with Atlassian Crowd](#)

- By: Stefan Reuter, on the 'Stefan Reuter' blog
- About: Integrating a webmail system (RoundCube Webmail 0.2.2) with Crowd
- Date and Crowd version: 24 June 2009; Crowd 1.6
- Related documentation: [Creating a Crowd Client for your Custom Application](#)

#### [Nexus Crowd Plugin Introduction](#)

- By: Justin Edelson, on the 'Sonatype Blog'
- About: Using Crowd with Sonatype Nexus, via a new plugin for Nexus
- Date and Crowd version: 28 February 2009; Crowd 1.6
- Related documentation: [Creating a Crowd Client for your Custom Application](#)

Engage bloggers

Plug a gap we cannot fill

Expand our own knowledge

# Open editing of wiki pages

- Is it safe?

Industry and environment

Authors

- Monitoring by technical writers

RSS feeds

Wiki watches

You can all sleep sound tonight  
We're not crazy or anything



**The Atlassian technical writers**

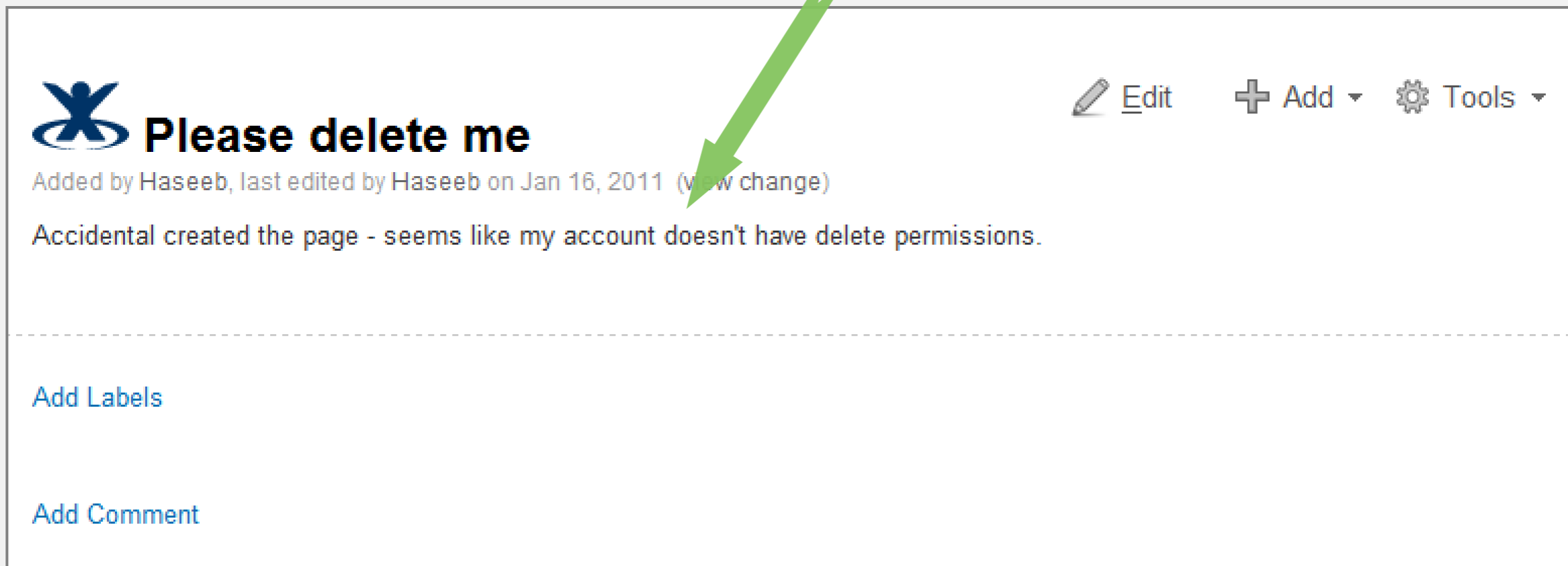
# Wiki permissions and ACLA

- Comments – anyone can comment
- Developer documentation
  - Any logged-in user can update
- Product documentation
  - All Atlassians can update
  - Other contributors sign a license agreement first
- Atlassian Contributor License Agreement (ACLA)
  - Based on Apache Contributor License Agreement
  - Guards the rights of all

# Please delete me

Users are cute.

*Accidental created the page – seems like my account doesn't have delete permissions.*



The screenshot shows a page header with a logo (a stylized blue figure) and the title "Please delete me". To the right of the title are three icons: a pencil for "Edit", a plus sign for "Add", and a gear for "Tools". Below the title, it says "Added by Haseeb, last edited by Haseeb on Jan 16, 2011 (view change)". The main content of the page is the text "Accidental created the page - seems like my account doesn't have delete permissions." A green arrow points from the text above to this line. Below the content, there is a dashed horizontal line, followed by two links: "Add Labels" and "Add Comment".

# Creative Commons

- CC-by license on all pages
- Use our docs in any way you like
- Acknowledge us as the source
- Contributors know where they stand too



# Tweeting your release notes



## Realtime results for confluence32


 chrisgliddon RT @atlassian: Gimme a table of contents in my wiki! Confluence 3.2 Documentation theme #confluence32 <http://atlss.in/dzlgsl>  
14 minutes ago from web

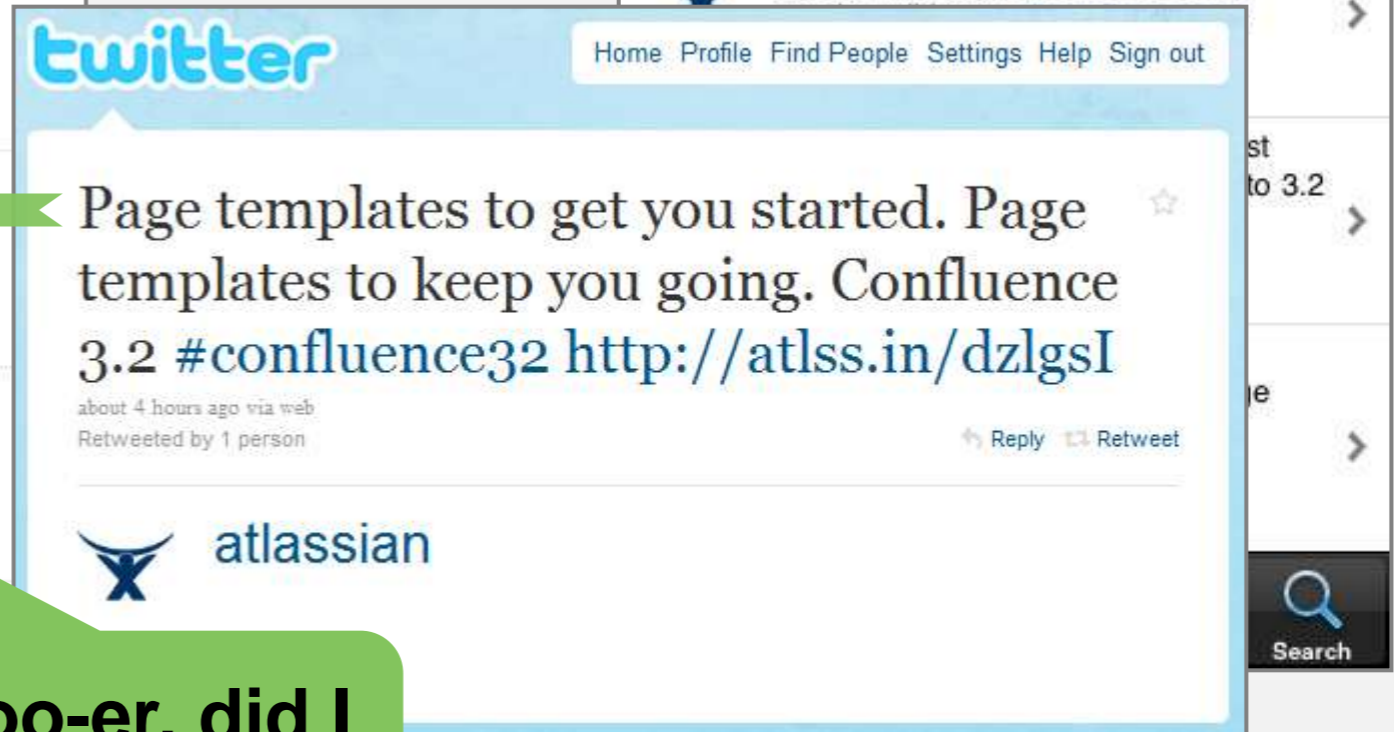
 atlassian Page templates to get you started. Page templates to keep you going. Confluence 3.2 #confluence32 <http://atlss.in/dzlgsl>  
34 minutes ago from web

 pixsoftware Confluence 3.2 is nu beschikbaar #atlassian #confluence32 #confluence3.2 #introductionie <http://is.gd/aWhDc>  
about 3 hours ago from API

 ozgwei RT @atlassian: Gimme a table of contents in my wiki! Confluence 3.2 Documentation theme #confluence32 <http://atlss.in/dzlgsl>  
about 3 hours ago from web

 sarahmaddox Tech writers rejoice :) The spiffy wiki "Documentation theme" is now bundled in Confluence <http://atlss.in/dzlgsl> #confluence32  
about 5 hours ago from TweetDeck

 atlassian Gimme a table of contents in my wiki! Confluence 3.2 Documentation theme #confluence32 <http://atlss.in/dzlgsl>  
about 5 hours ago from web



Ooo-er, did I tweet that?

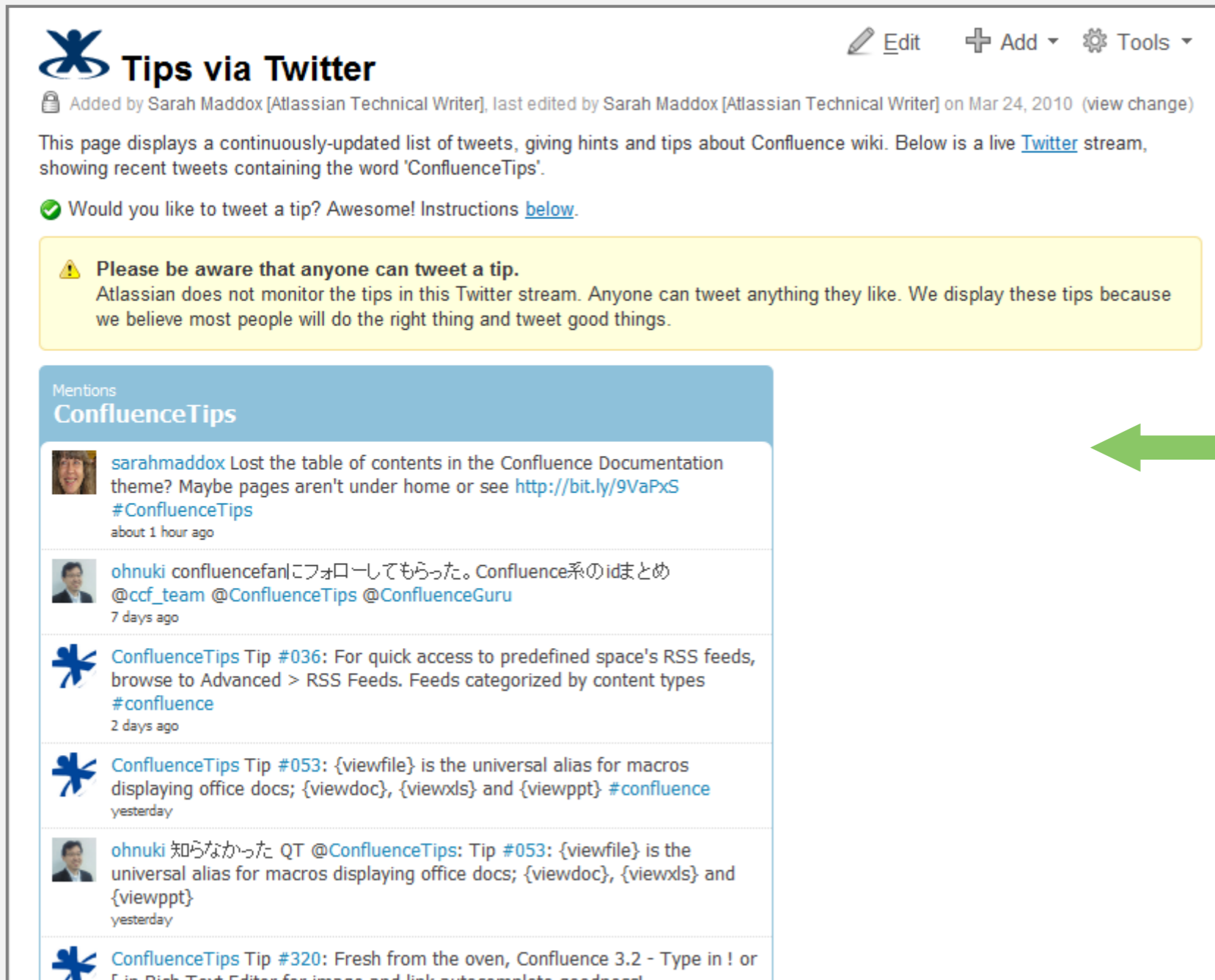
Bite-sized chunks

Interactive

Shareable

# Tips via Twitter

#ConfluenceTips



The screenshot shows a Confluence page titled "Tips via Twitter". At the top right, there are icons for "Edit", "Add", and "Tools". Below the title, it says "Added by Sarah Maddox [Atlassian Technical Writer], last edited by Sarah Maddox [Atlassian Technical Writer] on Mar 24, 2010 (view change)". The main text reads: "This page displays a continuously-updated list of tweets, giving hints and tips about Confluence wiki. Below is a live [Twitter](#) stream, showing recent tweets containing the word 'ConfluenceTips'." There is a green checkmark icon followed by the text "Would you like to tweet a tip? Awesome! Instructions [below](#)." Below this is a yellow warning box with a triangle icon: "Please be aware that anyone can tweet a tip. Atlassian does not monitor the tips in this Twitter stream. Anyone can tweet anything they like. We display these tips because we believe most people will do the right thing and tweet good things." The main content is a "Mentions ConfluenceTips" section with a list of tweets. The first tweet is from sarahmaddox: "Lost the table of contents in the Confluence Documentation theme? Maybe pages aren't under home or see <http://bit.ly/9VaPxS> #ConfluenceTips about 1 hour ago". The second is from ohnuki: "confluencefanにフォローしてもらった。Confluence系のidまとめ @ccf\_team @ConfluenceTips @ConfluenceGuru 7 days ago". The third is a tip from ConfluenceTips: "Tip #036: For quick access to predefined space's RSS feeds, browse to Advanced > RSS Feeds. Feeds categorized by content types #confluence 2 days ago". The fourth is another tip from ConfluenceTips: "Tip #053: {viewfile} is the universal alias for macros displaying office docs; {viewdoc}, {viewxls} and {viewppt} #confluence yesterday". The fifth is from ohnuki: "知らなかった QT @ConfluenceTips: Tip #053: {viewfile} is the universal alias for macros displaying office docs; {viewdoc}, {viewxls} and {viewppt} yesterday". The sixth is a tip from ConfluenceTips: "Tip #320: Fresh from the oven, Confluence 3.2 - Type in ! or [ in Rich Text Editor for image and link autocomplete goodness".

*Live Twitter stream embedded into the page*

**Show me**

# Badges for tip tweeters

Thanks to the generous and inventive tech writing community



Special thanks to  
Vijayendra (Jay) Darode

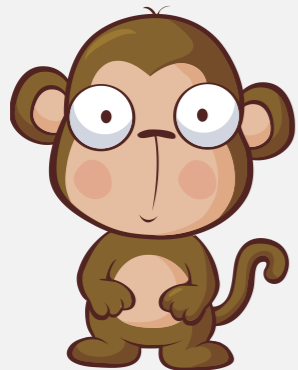
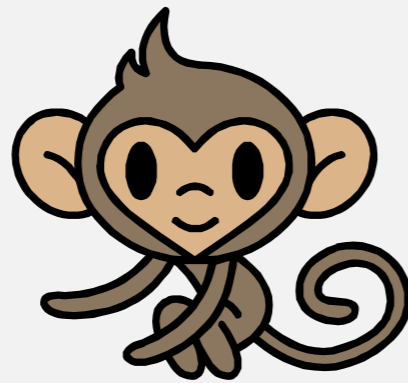
Win-win, like most social tools

- Community and identity
- Recognition
- Promotion

# Doc sprints

Shut 'em up in a room together

Don't let 'em out until the documents are written



# Doc sprinters

Given a focus, people do awesome stuff



# Doc sprint results

## Doc Sprint Tutorials

Added by Sarah Maddox [Atlassian Technical Writer], last edited by Sarah Maddox [Atlassian Technical Writer]

This is where we'll store the tutorials under development during our the [Atlassian Doc Sprint](#).

Internationalising your Plugin

Plugin Gadget tutorial - Multi staged tutorial

Plugin Gadget Tutorial - Using the FishEye REST API to Write a Gadget to Monitor Recent Changes

Plugin Gadget Tutorial - Writing a gadget that displays the days left in a version

Plugin Tutorial - Adding a custom action to Confluence

Plugin Tutorial - Adding your own Menu Items to JIRA

Plugin Tutorial - Adding your own Menu Items to Confluence

Plugin Tutorial - Create a JIRA Report

Plugin Tutorial - Creating Custom Workflow Elements

Plugin Tutorial - Create a New JIRA Custom Field Type

Plugin Tutorial - Persisting Data in Confluence

Plugin Tutorial - Scheduled Events (SAL)

Plugin tutorial - Writing an admin configuration screen

Plugin Tutorial - Writing Integration Tests for your JIRA plugin

Plugin Tutorial - Writing Unit Tests for your Plugin

Standalone Gadget Tutorial - Writing a JQL Gadget

Plugin Tutorial - Writing a Confluence macro that uses JSON

Plugin Tutorial - Defining a Pluggable Service in a Confluence Plugin

The [Webwork Sample](#) plugin is a third-party follow-along tutorial describing how JIRA uses Webwork.

**The biggest sign of victory  
is how many pages  
I managed to delete!**





# Doc sprint wiki

The wiki was awesome

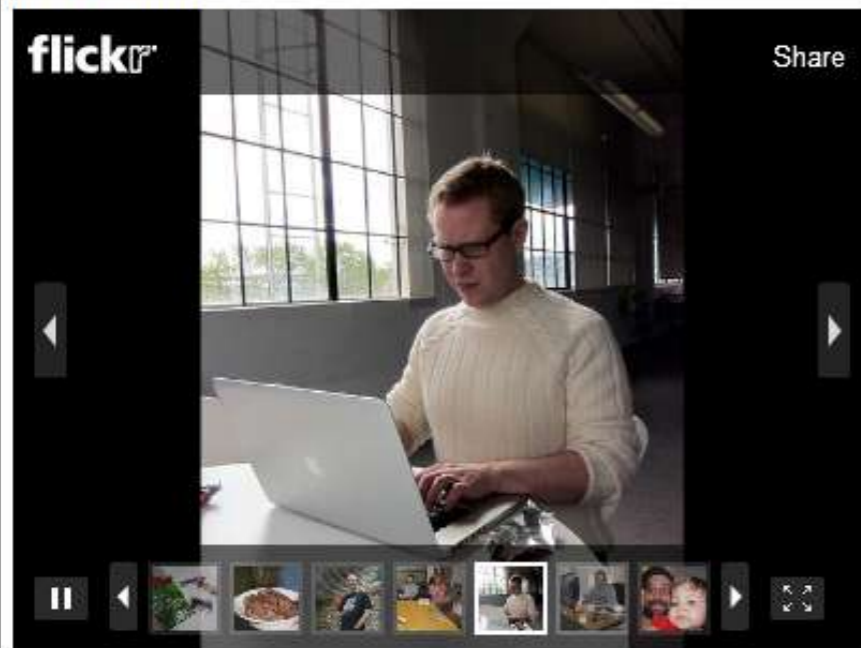
- Planning
- Templates
- Tutorials themselves
- Retrospective
- Fun stuff
- Hall of fame



# Flickr

	<b>Lachlan Hardy</b>	Improved AUI documentation and examples	Lachlan "Turkish Delight" Hardy Design engineer at Atlassian
	<b>Matt Jensen</b>	Updated Plugin Tutorial - Writing REST Services	Matthew "Rocky Road" Jensen Senior Confluence developer at Atlassian

## More Photos



Here's a link to the above Doc Sprint photos on Flickr.

```
{widget:url=http://www.flickr.com/photos/31065906@N08/sets/72157623503923898/}
```



# Dragon Slayer – the problem



- Cool integrated development suite **but**
  - Complex installation and configuration
  - Emerging technologies (gadgets, OpenSocial)
- Dragon Slayer docs to the rescue
  - Lead you through the setup
  - Demo the cool integration possibilities
  - Document the steps and the pain
  - Track the improvements
  - Turn pain to fun




# Dragon Slayer – the game




- 9 stages, each with many steps
- Rewards:
  - Charlie's clothing and armour
  - Fun and camaraderie with Atlassian and other dragon slayers
  - Getting the complex task done
  - Sense of achievement
  - T-shirt, fun

# Dragon Slayer pages



 **Dragons Stage 3 - Install GreenHopper into JIRA** Tools ▾

Added by Sarah Maddox [Atlassian Technical Writer], last edited by Andrew Lui [Atlassian Technical Writer] on Feb 10, 2010 (view change) show comment



Beware of low-flying worms. You are embarking on stage 3 of the [Atlassian Dragon Quest](#).

In this stage, you will install [GreenHopper](#) into JIRA, for agile project management.


**Time estimate:** This stage will take approximately 30 minutes.

**On this page:**

- [Step 1. Install GreenHopper Plugin into JIRA](#)
- [Step 2. Add Another JIRA Issue and a Sprint](#)
- [Step 3. Add the GreenHopper Gadget to your JIRA Dashboard](#)
- [Victory!](#)

### Step 1. Install GreenHopper Plugin into JIRA

Requirements: GreenHopper 4.2 for JIRA 4.0.x:

1. Go to the Atlassian [download centre](#).
2. Download **GreenHopper 4.2 for JIRA 4.0**.
3. Shut down your JIRA server. (Press Ctrl+C in your JIRA server command window or run `{JIRA_INSTALL}\bin\shutdown.bat` (on Windows) or `{JIRA_INSTALL}/bin/shutdown.sh` (on UNIX).)
4. Copy the downloaded Greenhopper JAR file into your `{JIRA_HOME}/plugins/installed-plugins` directory, where `{JIRA_HOME}` is the JIRA Home directory that you specified when installing JIRA in [Dragons Stage 2](#). For example:
  - On Windows: `C:\data\jira-home\plugins\installed-plugins`
  - On UNIX: `/var/jira-home/plugins/installed-plugins`
5. Start your JIRA server again, and go to your JIRA URL in your browser, e.g. <http://www.foo.com:8080>.
6. Log in to JIRA with username `charlie`.
7. Set up your GreenHopper license key:
  - Click 'Administration' in the top navigation bar.
  - Click 'GreenHopper Licence' in the left-hand panel (in the 'System' section).
  - The 'GreenHopper License Information' screen will appear. Paste your Greenhopper license key into the 'GreenHopper License' textbox. If you do not already have a GreenHopper license, follow the prompts on the 'GreenHopper License' screen to get an evaluation license key.
  -  Make sure you have a **GreenHopper 4** license. Existing 3.x licenses will not work.
  - Click 'Add'.
8. Click 'Agile' in the top navigation bar.
  - You will see the **Dragons** planning board, supplied by GreenHopper in JIRA.
  - (If you do not see the planning board, click the down arrow next to 'Agile' and select 'Planning Board'.)

Fun stuff is at top and bottom of page

Good solid, well-tested "how to" instructions in between

# Dragon Slayer interactivity

The screenshot shows the 'Here Be Dragons' page with several annotations. A dashed box highlights the text: `[tweet your status]` and `http://twitter.com/home?status=My status goes here]`. A yellow box highlights a 'Getting help' section with a green arrow pointing to the text: `Link to dragon slayers' forum`. A blue box highlights a 'Mentions AtlassianDragons' section with a green arrow pointing to the text: `Live Twitter stream on the page`. A dashed box highlights a code snippet: `{ widget:url=http://search.twitter.com/search?q=AtlassianDragons }`. The page content includes a logo, a title, a byline, a warning icon, a 'Getting help' section, a 'Rushing into the Dragon's Lair' section, and a list of stages.

**Here Be Dragons**  
Added by Sarah Maddox [Atlassian Technical Writer], last edited by Andrew Lui [Atlassian Technical Writer] on Feb 10, 2010 (view change)

*Beware, all ye who enter,*  
By the time you reach the development suite (detail the clothes off your back & [DragonSlayer T-shirt](#) when you see the dragon slayers' forum.)

**Got JIRA?** If you are already using JIRA, please start at [Dragon Slayers with JIRA Already Installed](#).

**Getting help**  
If you run into problems at any stage of the installation procedure, please go immediately to the [Dragon Slayers' Forum](#). Please don't try to battle on alone. Instead, ask for help immediately. We'll be monitoring the forum 24 hours a day, and you're sure to meet other battle-weary dragon slayers there too.

### Rushing into the Dragon's Lair

- ✔ Don your armour and alert your serfs  
If you like, you can [tweet your status](#).
- ✔ Follow yon brave dragon slayers  
On the [Atlassian Dragons Twitter stream](#).

• Please [read the introduction below](#).

Now you're ready to start stage 1. Meet the dragon if you dare!

- [Dragons Stage 1 - Install Java, PostgreSQL and Crowd](#)
- [Dragons Stage 2 - Install JIRA](#)
- [Dragons Stage 3 - Install GreenHopper into JIRA](#)
- [Dragons Stage 4 - Install Confluence](#)
- [Dragons Stage 5 - Install FishEye](#)
- [Dragons Stage 6 - Get JIRA and FishEye Talking](#)
- [Dragons Stage 7 - Install Bamboo](#)
- [Dragons Stage 8 - Bamboo Gadgets and JIRA Victory](#)
- [After Dragons](#)

**Mentions AtlassianDragons**

- Appfire @alvaro\_sanchez Best of luck on the Atlassian Dragon Quest! #AtlassianDragons [http://atls.in/dragonqu...](#) 6 days ago
- lord\_gaav Confluence is on fire! I've completed stage 4 of the Atlassian Dragon Quest #AtlassianDragons [http://atls.in/dragonqu...](#) 6 days ago
- alvaro\_sanchez Confluence is on fire! I've completed stage 4 of the Atlassian Dragon Quest #AtlassianDragons [http://atls.in/dragonqu...](#) 6 days ago

Join the conversation

Link to dragon slayers' forum

Live Twitter stream on the page

```
{ widget:url=http://search.twitter.com/search?q=AtlassianDragons }
```

# Dragon Slayer Twitter stream

People love a game



Tunaranch **#AtlassianDragons** is a really cute way of walking you thru installing servers. <http://tr.im/AOZ9>

22 minutes ago from Tweetie



atlassian Calling all dragon slayers. R u brave and true? Can you set up an Atlassian integrated suite? **#AtlassianDragons** <http://tr.im/AOZ9>

30 minutes ago from web



allogi W00t dragon slayers one and all! I've completed stage 1 of the Atlassian Dragon Quest **#AtlassianDragons** <http://tr.im/AOZ9>

about 10 hours ago from web



luluisme Fare ye well, all brave souls and true. I'm starting the Atlassian Dragon Quest! **#AtlassianDragons** <http://tr.im/AOZ9>

about 11 hours ago from web



neraath Fare ye well, all brave souls and true. I'm starting the Atlassian Dragon Quest! **#AtlassianDragons** <http://tr.im/AOZ9>

about 16 hours ago from web



ranwardo RT @sarahmaddox: Very cool Sarah... I'll play along!**#AtlassianDragons** <http://tr.im/AOZ9>

about 23 hours ago from Seesmic



sarahmaddox Victory! Dragons hold no fear for me. @atlassian where's my T-shirt? **#AtlassianDragons** <http://tr.im/AOZ9>

1 day ago from web



# Dragon Slayer T-shirts



#AtlassianDragons tshirt turns heads,  
yay.

about 4 hours ago via Tweetie

Reply Retweet



**gthubron**  
Geoffrey

How often is documentation cool enough for a T-shirt?

# Which emotion would you rather have?



**Anonymous says:**

Jul 21, 2008

Horrible workaround. Why is rich text editing not a core feature?

[Edit](#) | [Remove](#) | [Reply](#)



## Or...



We've got both 😊

# Contacting me

- Email: [sarah@atlassian.com](mailto:sarah@atlassian.com)
- Twitter: [@sarahmaddox](https://twitter.com/sarahmaddox)
  - <http://twitter.com/sarahmaddox>
- LinkedIn: <http://au.linkedin.com/in/sarahmaddox>
- Blog: <http://ffeathers.wordpress.com>
- Other blog: <http://travellingworm.wordpress.com/>

**Let me know if you've done something similar. Or totally different.**

# Taking your own wiki for a spin

Download Confluence or try it online:

<http://www.atlassian.com/software/confluence/try.jsp>

Documentation:

<http://confluence.atlassian.com/display/DOC>

Licensing:

Free evaluation for 30 days

Free for non-profit and open source organisations

\$10 for a 10-user licence (proceeds go to “Room to Read”)

Commercial licences based on number of users

# References 1

- Social media
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- Creative Commons licence:  
<http://creativecommons.org/licenses/by/2.5/au/>
- Atlassian Contributor License Agreement:  
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**The end**