

QUICK START GUIDE



LATEST DISCUSSIONS

Post to this Discussion This Discussion has no recent posts. Your new post to this Discussion will display here and be sent via email to subscribed Community members.

[POST TO THIS DISCUSSION](#)

UPCOMING EVENTS

CHALLENGING CONVERSATIONS WITH PATIENTS

Apr 11

Welcome to ACH Connect!

ACH Connect is an online community that brings together members of the Academy of Communication in Healthcare to do what we do best — **communicate!** Have a question to ask your healthcare communication peer experts? Want to find other ACH members with similar interests? Looking for resources and solutions to address healthcare communication challenges? ACH Connect is the place to find all of this and more!

ACH Connect provides enhanced discussion capabilities, searchable content, advanced member directory search, granular privacy controls, personalized notifications, and resource sharing.

As the professional home for all those who are committed to improving communication and relationships in healthcare, ACH is proud to provide this online community as a benefit to our members. No matter your address or time zone, ACH Connect provides easy access to the knowledge and expertise of your ACH colleagues.

We look forward to your engagement with ACH Connect!

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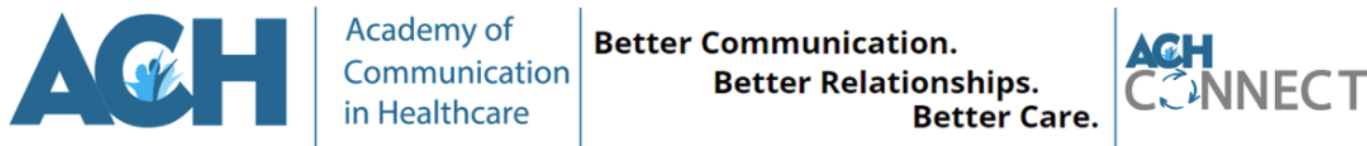
LOGGING IN

Go to: <http://connect.achonline.org>



Click **Sign In**.

Enter your ACH member username and password and click **Sign in**.



<p>Home</p> <p>ACH Website Log In</p> <p>ACH Connect Log In</p> <p>Upcoming Events</p> <p>Donate Funds</p> <p>Affiliate Overview</p>	<h3>Sign In</h3> <p>Please provide your e-mail address and password to sign in to the ACH website or to access the members-only online community, ACH Connect.</p> <p>If your login information is displayed below, then you are already logged in. If you are a visitor and not a registered user, please use the New Visitor Registration to register for the site.</p> <p>Primary E-Mail Address:</p> <input type="text" value="healthcarecommguru@gmail.com"/> <p>Password:</p> <input type="password" value="....."/> <p><input type="button" value="Sign in"/></p> <p>Forgot your Password?</p>
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Once signed in, you will be redirected back to the ACH Connect site. The first time you log in, you will be asked to accept the Community Rules and Guidelines. You can begin using ACH Connect once you have accepted the guidelines.

Can't remember your password? Click the "Forgot your Password" link.

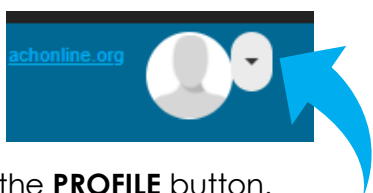
UPDATING YOUR PROFILE

Once logged in to ACH Connect, we encourage you to update your profile. A complete profile makes it easier for other members to find you and learn about you. You can share information about yourself including:

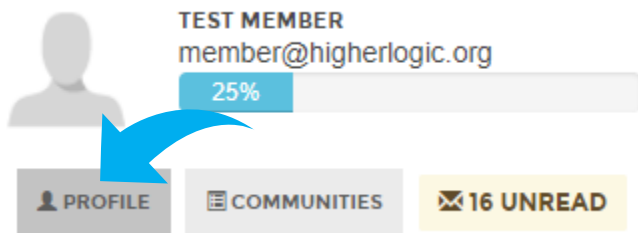
- **A current photo**
- **Contact information** (this information is synched to your account on the ACH website. If you have edits, click the pencil icon to update your information and save it).
- **Social links** (i.e. LinkedIn, Google+, Facebook, etc.)

UPLOAD YOUR PHOTO:

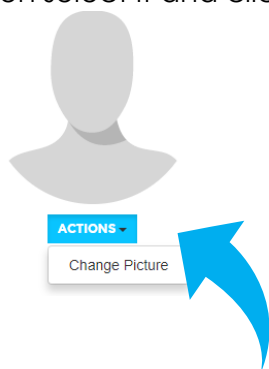
1. Click the arrow in the upper right corner of the home screen.



2. Click the **PROFILE** button.



3. Click the **ACTION** button, then **Change Picture**. Browse your device for your desired file then select it and click **SAVE**.

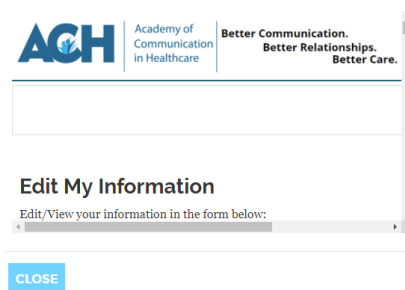


REVIEW YOUR CONTACT INFORMATION:

This information was automatically carried over from your ACH account profile information. If you wish to make any edits, click on the pencil icon.



A pop-up box will appear to edit your information.



Once you have made your edits, scroll to the very bottom. Be sure to click the **SAVE** button before closing the window.



ADD YOUR SOCIAL LINKS

Next, you can choose to **ADD** links to your social media accounts. Upon the selection of each social media account, you will need to enter the link.

SOCIAL LINKS

Link to other social media accounts

ADD ▾

- Link to your profile on LinkedIn®
- Link to your profile on Facebook®
- Link to your profile on another social network
- Connect to your account on Twitter®
- Link to your profile on Google+®
- Link to your channel on YouTube®
- Connect to your blog on WordPress®
- Connect to your blog on another blog site
- Connect to your blog on Blogger®

Link to Your Profile on LinkedIn®

If you already have a profile on [LinkedIn®](#), please enter the link to it here. Please be sure your link is fully formed, for example: <http://www.linkedin.com/in/steggles> is correct. Simply inputting "steggles" will not work.

If you don't already have a profile on [LinkedIn®](#), [click here to create one.](#)

SAVE **CANCEL**

ADD MORE DETAILS ABOUT YOU

Lastly, you can add a bio and details about your education and job history.

BIO

Share information about yourself - your work life and personal interests

ADD

EDUCATION

Share where and when you received your education

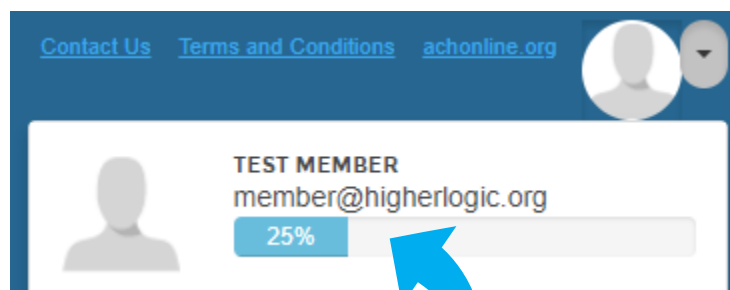
ADD

JOB HISTORY

Provide an overview of employment experience

ADD

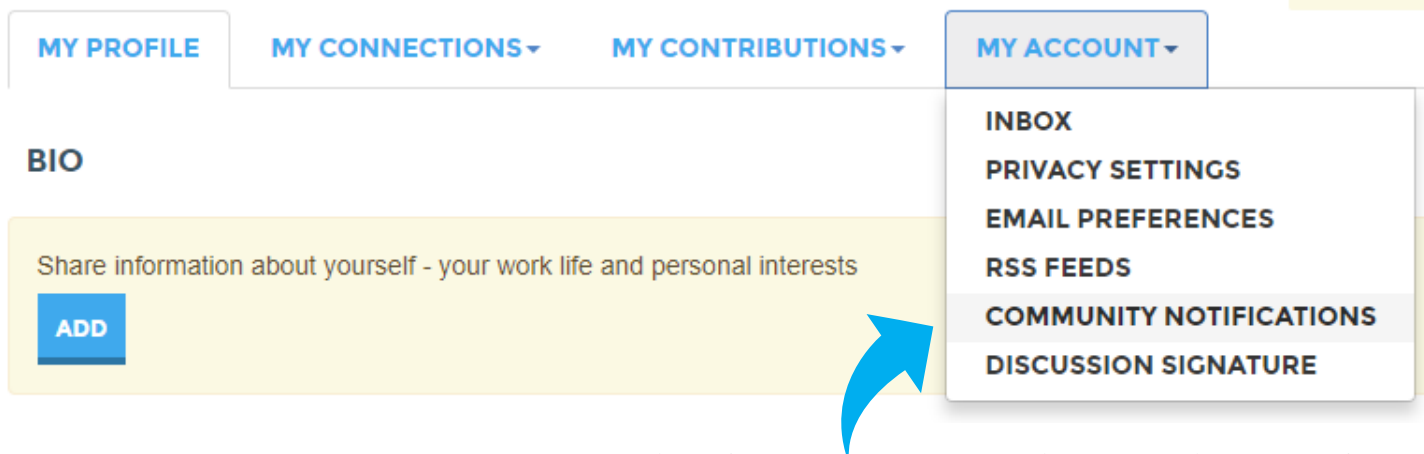
Try to fill out your profile to receive 100% completion. Again, this makes it easier for other members who may have similar interests or backgrounds to more easily find you and connect!



MANAGING YOUR NOTIFICATION SETTINGS

CONFIGURE YOUR NOTIFICATION SETTINGS

Go to your profile and navigate to **MY ACCOUNT** menu options > select **COMMUNITY NOTIFICATIONS**.



Under **NOTIFICATION SETTINGS**, setup your email preferences should you wish to override the default settings (Daily Digest).

You will only see the communities in which you belong.

NOTIFICATION SETTINGS	
4 Communities	COMMUNITY NAME A ▾
Community	Discussion Email
Beta Testers	NO EMAIL ▾
Diversity Committee	DAILY DIGEST ▾
Faculty-in-Training (FIT) Committee	DAILY DIGEST ▾
Relationship-centered Communication Facilitators (RCF)	DAILY DIGEST ▾

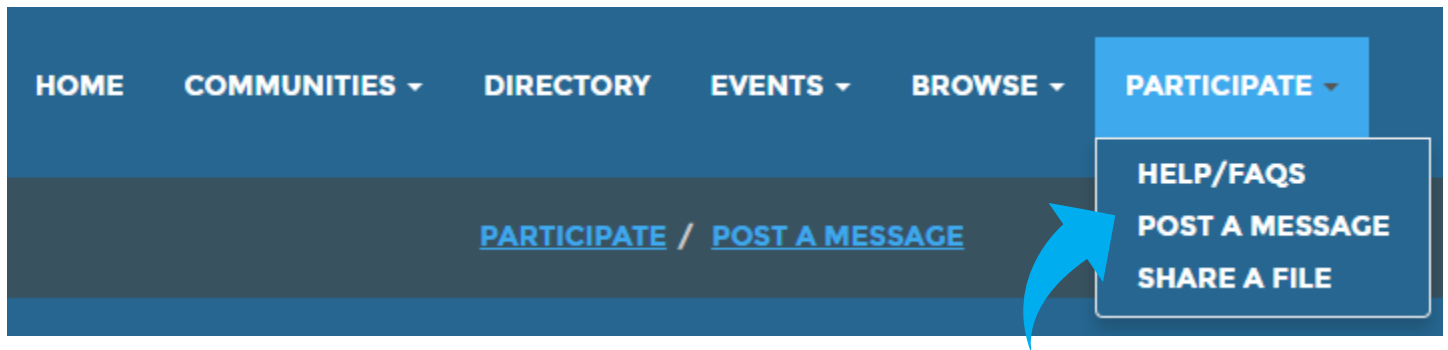
You will have the option to select from the following notification settings:

- **Real Time**- One email for every message as it is posted to the community.
- **Daily Digest**- One email containing all posted messages in the community from the previous day, which will arrive in your inbox at the beginning of each day.
- **No email**- Opt-out of receiving email messages from this community.

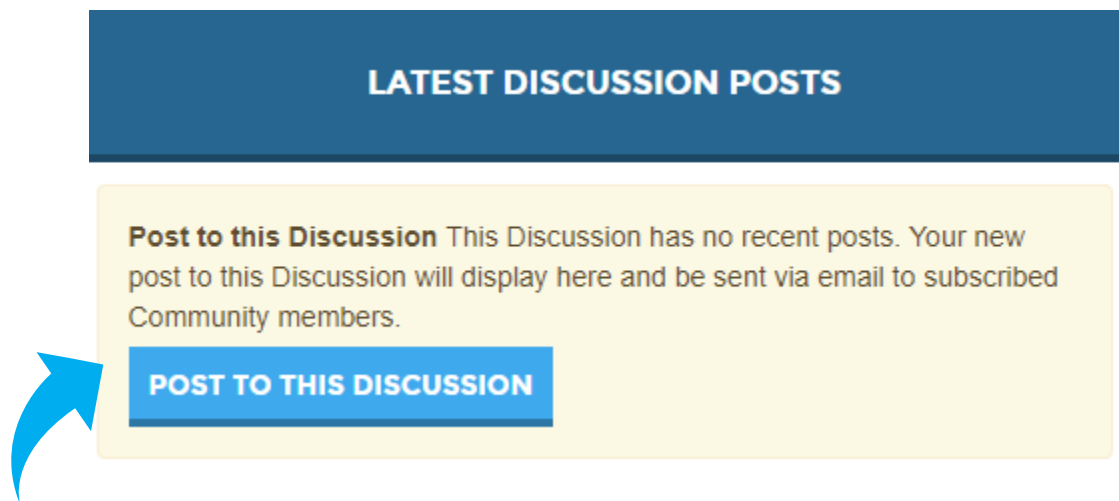
POSTING IN A DISCUSSION

Now that your profile is complete, you are ready to start in your first discussion post! You can do this two different ways:

1. On the main menu bar, click **PARTICIPATE** and select **POST A MESSAGE**.



2. Or, navigate to the community where you'd like to start a discussion post. You will see the **LATEST DISCUSSION POSTS**. Click **POST TO THIS DISCUSSION** to begin a new discussion.



POSTING YOUR DISCUSSION:



POST A MESSAGE

To: **BETA TESTERS**

Cross Post To: **DIVERSITY COMMITTEE**

From: Lindsay Overall

Subject: |

Type an appropriate and concise SUBJECT LINE.

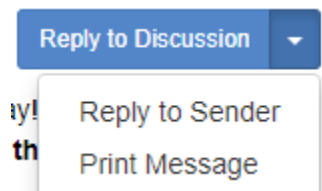
Select the Community you would like to post **TO** (you can only post to communities you belong to).

If you want to post your message to more than one community, select another Community to **CROSS POST TO** (you can only post to communities you belong to).

You will have the option to attach files to your post if you have a document or resource you would like to share. These files are then automatically added to the community **LIBRARY** for community members to search for and access moving forward.

REPLYING TO A DISCUSSION

When replying to a discussion post, you have two options:

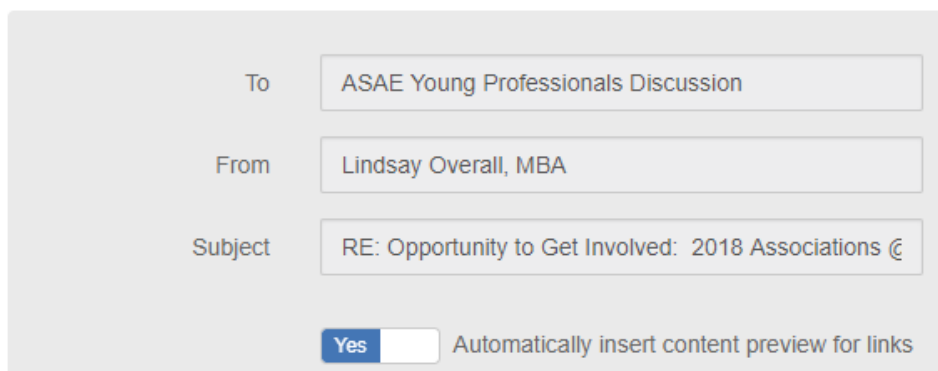


- **REPLY TO DISCUSSION** (all members of that community will receive your response)
- **REPLY TO SENDER** (only the sender will receive your response)

- Send replies like “Thanks!” only to the **SENDER**.
- If your reply includes information that would be helpful for other people to know, reply to **DISCUSSION** so all community members can benefit from your response.

The **POST REPLY** page works just the same as the **POST A MESSAGE** page except the To, From, and Subject fields are pre-filled and cannot be modified. The Subject field however can be edited **ONLY** when you choose to **REPLY TO SENDER**. If you choose to include a link with your response, select the **YES** under the Subject line to include a preview of the link.

Post Reply



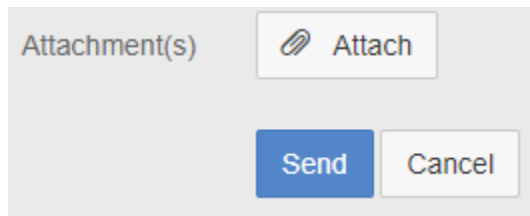
To: ASAE Young Professionals Discussion

From: Lindsay Overall, MBA

Subject: RE: Opportunity to Get Involved: 2018 Associations @

Yes Automatically insert content preview for links

At this time, you also have the option to **ATTACH** files (images, documents, etc.) with your response. After you have composed your response, select **SEND**.



Attachment(s)

MAKING CONNECTIONS – OPTION 1

There are two options to connect with other members:

OPTION 1:

You can search for members in the **DIRECTORY**. When selected, the site will direct you to the Member Directory. You can then do a **BASIC SEARCH** to look for members using one or more items including First Name, Last Name, Company Name, and/or Email Address. These fields will perform a partial match. For example, a Last Name search for "Jo" will find everyone whose name starts with "Jo".

MEMBER DIRECTORY

[BASIC SEARCH](#)
[ADVANCED SEARCH](#)
[FIND ANYONE \(ADMIN ONLY\)](#)
☰

First Name

Last Name

Company Name

Email Address

FIND MEMBERS
CLEAR ALL

ADVANCED SEARCH

If you wish to search with more detail, you have the option to do an **ADVANCED SEARCH**, which includes **LOCATION** items such as City, State/Province, and Country. You can also search **MEMBER OF GROUP** using the dropdown menu to select a Community Type and/or Community Name.

LOCATION

City

State/Province

Country

MEMBER OF GROUP

Community Type

Community Name

Once you are ready to connect with another member, select **ADD AS CONTACT**.

MAKING CONNECTIONS – OPTION 2

OPTION 2:

Select **COMMUNITIES** on the main menu bar, then **MY COMMUNITIES** and then the community you would like to browse.

BETA TESTERS

This test community is reserved for those ACH volunteers assisting with testing ACH Connect.

member last person joined 4 hours ago

 beta  test

DISCUSSIONS 0
LIBRARIES 0
MEMBERS 7



You can access a complete **MEMBER** list once you have selected your Community (see above) and by selecting the **MEMBERS** tab (shown below). Scroll down on the page to browse all community members within your community. You will also have the option to search by name and company name.

You will want to connect with other members to learn from one another. This is a valuable aspect of using this resource. Select **ADD AS CONTACT** next to the member you would like to connect with.

SEND MESSAGE

DOWNLOAD VCARD

ADD AS CONTACT

Once you select **ADD AS CONTACT**, the member will receive a message in their ACH Connect inbox, as well as in an email, and will have the opportunity to approve the connection request.

Subject: Academy of Communication in Healthcare "Add Contact" request from Jane Doe.

Jane Doe has requested to add you as a Contact using the connect.achonline.org community network.

Accept Request and View Their Profile:
<http://connect.achonline.org/network/members/profile/myaccount/inbox?TabBack=Request&FriendKey=>

Decline Request:
<http://connect.achonline.org/network/members/profile/myaccount/inbox?TabBack=Request&FriendKey=>

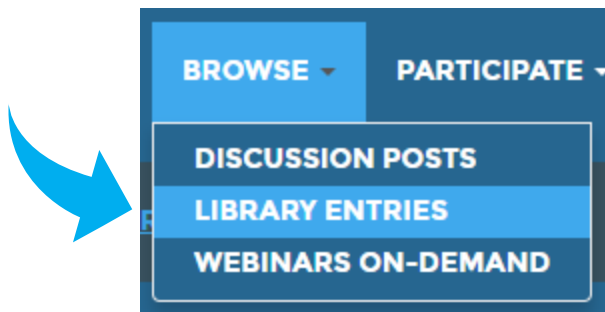
Send Jane a Message or Request More Info:
<http://connect.achonline.org/network/members/profile/connections/contacts?ToContactKey=>

Update your email preferences to choose the types of email you receive

You can view all your connections by going to your profile under the tab **MY CONNECTIONS**, then **CONTACTS**.

ACCESSING LIBRARY ENTRIES

Each Community has its own Library- a place for community members to share important documents, templates and resources with other members. The Library Entries files can be accessed by selecting **BROWSE** on the main menu bard, then selecting **LIBRARY ENTRIES**.



Libraries can also be accessed through specific communities. Navigate to the selected community and then click on the **LIBRARY** button. Once you have navigated to the **LIBRARY ENTRIES**, you can browse through the files, download files and create new library entries to upload files. To download a file, click on the **DOWNLOAD** button, and your file will download to your computer's download folder.

Community Home Discussion **1.1K** **Library 41** Events **0** Members **979**

BEYOND CULTURAL COMPETENCY: PROMOTING HEALTH EQUITY AND INCLUSIVE CLINICAL COMMUNICATION 23 hours ago
by [Lindsay Overall](#) in [Webinars On-Demand](#) [Be the first person to recommend this.](#)

Presenter: Bart Laws, PhD, Assistant Professor, Brown University School of Public Health & Charlene Pope, PhD, MPH, CNM, BSN, Associate Professor, Medical University of South Carolina

The ...

Attachments

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"CAN I REALLY SAY THAT?": COMMUNICATION FOR DIVERSITY AND INCLUSION IN HEALTHCARE 23 hours ago
by [Lindsay Overall](#) in [Webinars On-Demand](#) [Be the first person to recommend this.](#)

Presenter: Denise Davis, MD, FACH, Clinical Professor of Medicine, University of California, San Francisco

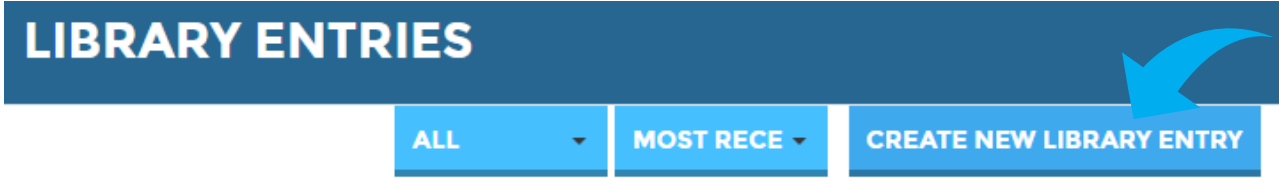
Healthcare professionals are asked to communicate across many differences-gender, ...

Attachments

DOWNLOAD

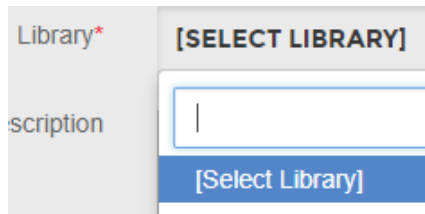
UPLOADING LIBRARY ENTRIES

1. Select the **CREATE NEW LIBRARY ENTRY** button.

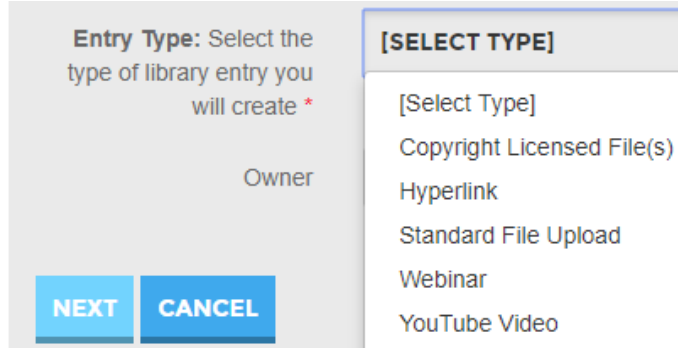


2. Type a **Title** and **Description** for your Library Item.

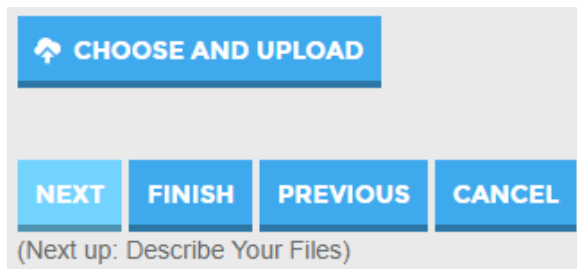
3. From the **Library** dropdown, select the appropriate **Community Group** to post your Library item to.



4. From the **Entry Type** dropdown, select the type of entry you are making.



5. **CHOOSE AND UPLOAD** then click **NEXT**.





6. You may enter a title and additional description. (If more than one file was selected, you will be given the choice to arrange the order in which your uploads will be loaded and displayed.) Then click **FINISH**.
7. After selecting **FINISH** to upload your file(s), you will be given several options to manage your file uploads:

Additional **ACTIONS**

- a. **Delete** Uploads
- b. Add **Tags** and **Keywords** to improve the search functionality
- c. Add any **Related Entries and Links**

FREQUENTLY ASKED QUESTIONS

Q: HOW DO I CONTROL WHAT INFORMATION IS VISIBLE IN MY PROFILE?

A: Navigate to your profile page, then select the **MY ACCOUNT** tab and choose **PRIVACY SETTINGS** from the drop-down menu. This will let you control what information is visible to whom. After you've made changes, click the **SAVE CHANGES** button at the bottom of the page.

Q: WHAT COMMUNITY(S) DO I BELONG TO?

A: All members belong to the General community and can post there. Members have the option to join additional Communities.

Q: CAN WE ADD NEW COMMUNITIES?

A: Yes! You can apply to form a new community (Special Interest Group) by going to **PARTICIPATE** then **CREATE A NEW COMMUNITY**.

Q: WHY SHOULD I ADD CONTACTS TO MY CONTACT LIST?

A: Creating this virtual address book makes it easy to send your contacts messages through the community site to stay in touch, ask questions or even build a referral network. Additionally, when you view another member's profile, you'll be able to see any contacts you have in common. You can also choose to let your contacts view certain demographics in your profile that others can't.

Q: HOW DO I LEAVE A COMMUNITY OR UNSUBSCRIBE FROM A DISCUSSION?

A: Go to your profile and click **MY ACCOUNT**. Choose **COMMUNITY NOTIFICATIONS** from the drop-down menu. Here, you will see a list of available communities and those to which you've subscribed. Select **LEAVE COMMUNITY** under the Actions column for the discussions you wish to leave.

Q: CAN I SEARCH FOR SPECIFIC FILE TYPES?

A: Yes. Enter your desired keyword in the main search box. From the search results page, click **SHOW ADVANCED SEARCH**. Then click on **SEARCH FOR SPECIFIC FILE TYPES**. This gives you the option to specify file type: Document, Image, etc.

Q: WHAT ARE THE "TAGS" FOR?

A: Tags are great way to organize and categorize content on your site. Tags can be applied to library entries, events, and glossary terms. Tagged items are prioritized in the search results.

Q: I USED TO BE SUBSCRIBED TO THE ACH MEMBER LIST SERVS. ARE THEY STILL AVAILABLE?

A: The ACH list servs have been discontinued and have been transitioned into ACH Connect.

Q: WHO DO I CONTACT IF I HAVE MORE QUESTIONS?

A: You can visit the [Help/FAQs](#) page or contact us at info@achonline.org.