

Welcome!

We hope you find this guide useful as you engage with your colleagues through the A² Community Hub – an online community for AHA and state, regional and metropolitan hospital association colleagues.

We think that most of the site is intuitive, but wanted to provide instructions and illustrations to get you familiar with some key functions. We are starting with a few big picture tips we want to provide (pages 1 & 2), before providing detailed instructions of how to post, etc.

Home page of the community

<https://aha.connectedcommunity.org/home>

- Bookmark this site. Check it regularly to be able to see the full breadth and depth of activity. *Tip: Create a weekly recurring appointment on your personal calendar to check the site.*

Daily Digest or Real Time Email Notifications

Everyone in the community is set to receive Daily Digests of Discussion Posts. We've provided instructions in this guide about how to adjust your email notifications.

- **Remember to whitelist (add to your email system's Approved or Safe Sender list) the domain "connectedcommunity.org"** to ensure that A2 Community Hub messages do not get sent to your Junk folder. This will not only impact your email notifications, but will also impact your ability to create a password to log in for the first time.
- **If you want the entire community to get an email notification about your message (either Daily Digest or Real Time), you must post in the Discussion Section.** Events and Library postings will not be included in those updates. So if you want to share a file with the group and ensure they receive an alert about it, post it in the Discussion Section. The file will automatically be saved to the Library as well. If you have an event you would like to advertise, you can place it in the events section. AHA staff will make sure to advertise it in the Discussion Section.

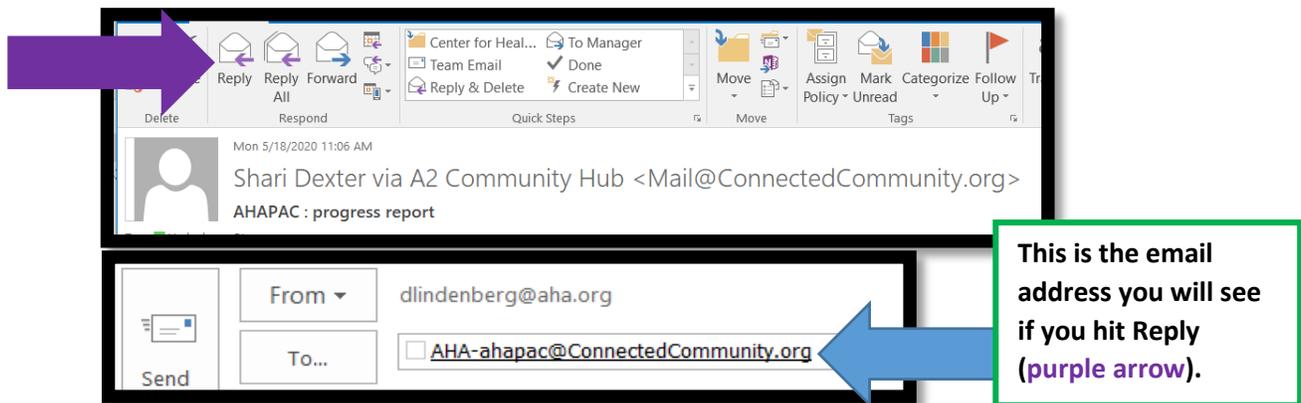
Note this site is a work in progress. As we gain more experience with this platform and see how people use the site, some technical issues or settings adjustments may be discovered. We will work to resolve these issues as they arise.

- Having trouble with the site or you have a question? Contact Shari Dexter, director, political action at sdexter@aha.org or Dina Lindenberg, program manager at dlindenberg@aha.org.

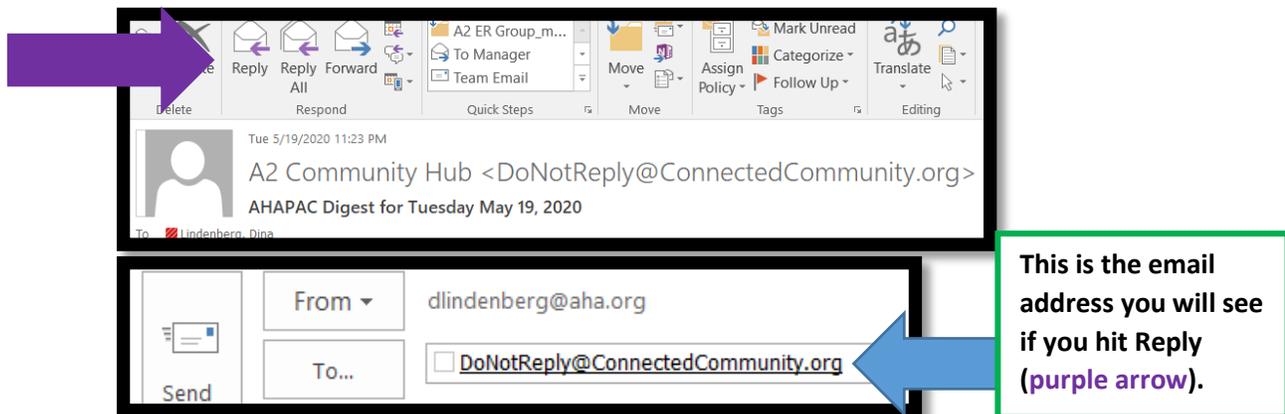
A note about Replying to a Discussion via your email client: It can be convenient to reply to a discussion via your email, instead of logging into to the A² Community Hub website. We have directions as to how to go about this in [our guide on page 10](#).

We want to point out that **if you choose to receive Real Time email notifications**, you may accidentally reply to the entire group by hitting your email client’s regular Reply button (purple arrow). **If you receive the Daily Digest**, you cannot reply to the group via your Reply email client button (purple arrow).

Real Time: If you hit Reply (purple arrow) – you are not emailing only Shari Dexter, you are emailing the entire community.



Daily Digest: If you hit Reply (purple arrow) – you will be prevented from emailing the entire community.



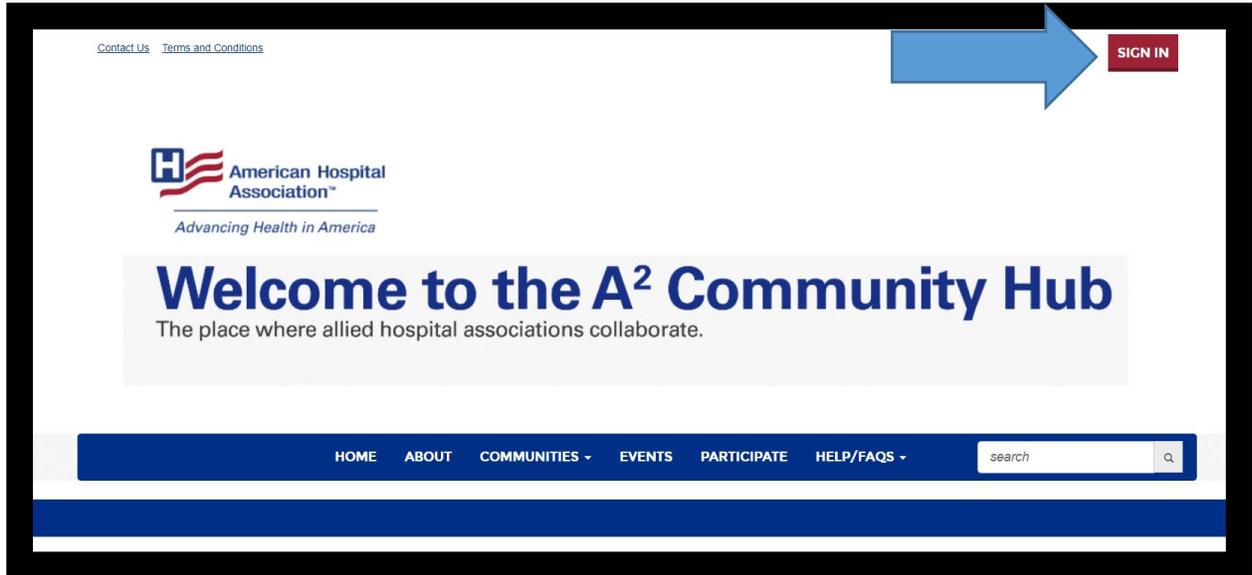
Both Real Time and Daily Digest: These two blue buttons below appear in either notification method you choose. This will allow you respond to either the group or the individual sender. **We recommend using these buttons to reduce accidental sending of messages to the entire group.**



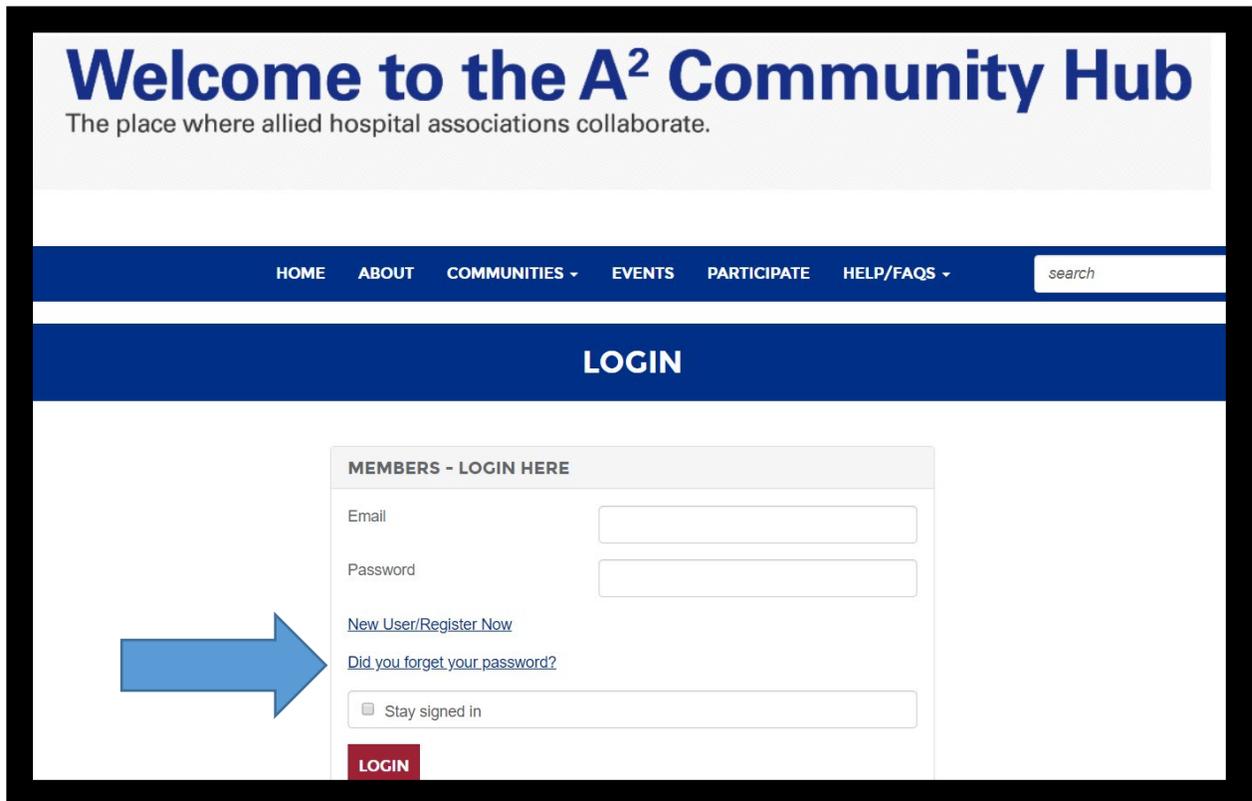
Review your email to ensure your message is going where you intend, before you hit SEND.

A² Community Hub: Create New Password and Log in Instructions

Visit <https://aha.connectedcommunity.org/home> & Click **Sign In**



Click **Did you forget your password?**



You will be asked to reset your password. Our community platform thinks you are 'resetting' as opposed to creating a new password, because we have already pre-populated your name into the community.

- **Enter your work email address** (the email address associated with the current listerv)

Welcome to the A² Community Hub
The place where allied hospital associations collaborate.

HOME ABOUT COMMUNITIES ▾ EVENTS PARTICIPATE HELP/FAQS ▾ search

RESET PASSWORD

PASSWORD

Please enter your e-mail address and click the Send Password Link button below. For security reasons, you will be sent an e-mail containing a link back to our site. Follow the link in the e-mail to change your password.

Email Address *

SEND PASSWORD LINK **CANCEL**

Go to your email inbox and click the link provided. **Create your password.**

RESET PASSWORD

PASSWORD

Length must be between 8 - 30 characters.
Must contain at least 1 capital letter(s).
Must contain at least 1 numeric character(s) (0-9).
Must contain at least 1 special character(s) (~!@#\$\$%^&*()_+{};"<>?)

Your new password *

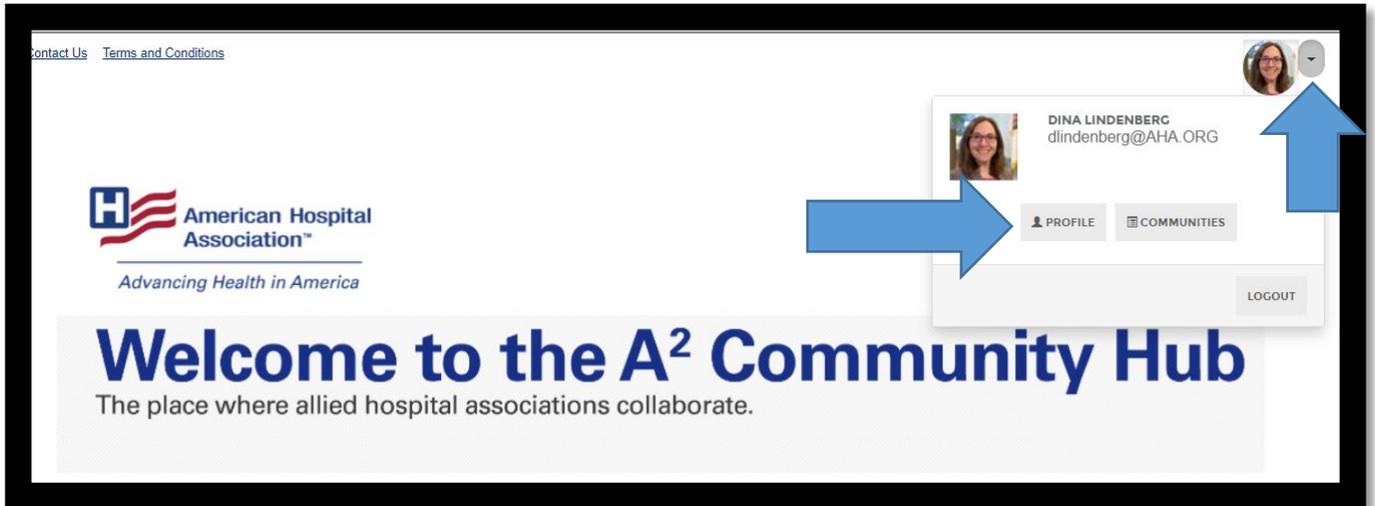
Confirm New Password *

UPDATE

Once you are signed in (visit <https://aha.connectedcommunity.org/home> to sign in with your new log-in information) you must **agree to the terms & conditions**. Then you will have access to the community.

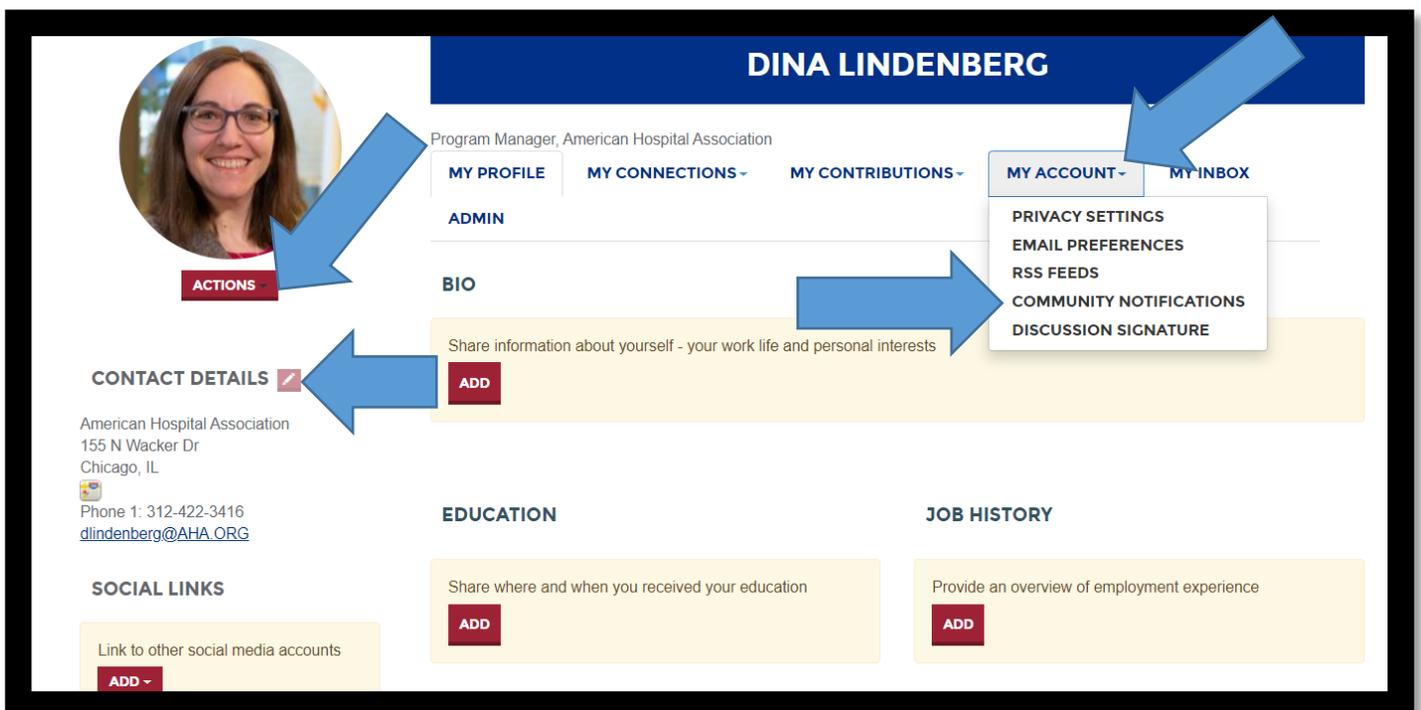
A² Community Hub: How to update your profile and change notification settings

Once you are logged into the A² Community Hub, **click the arrow** in the upper right and then **click Profile**.



You can **update your contact details**, bio, social media links, etc. You can also **upload a photo**.

To set your frequency of community notifications you receive via email – click **My Account**, then **Community Notifications**.



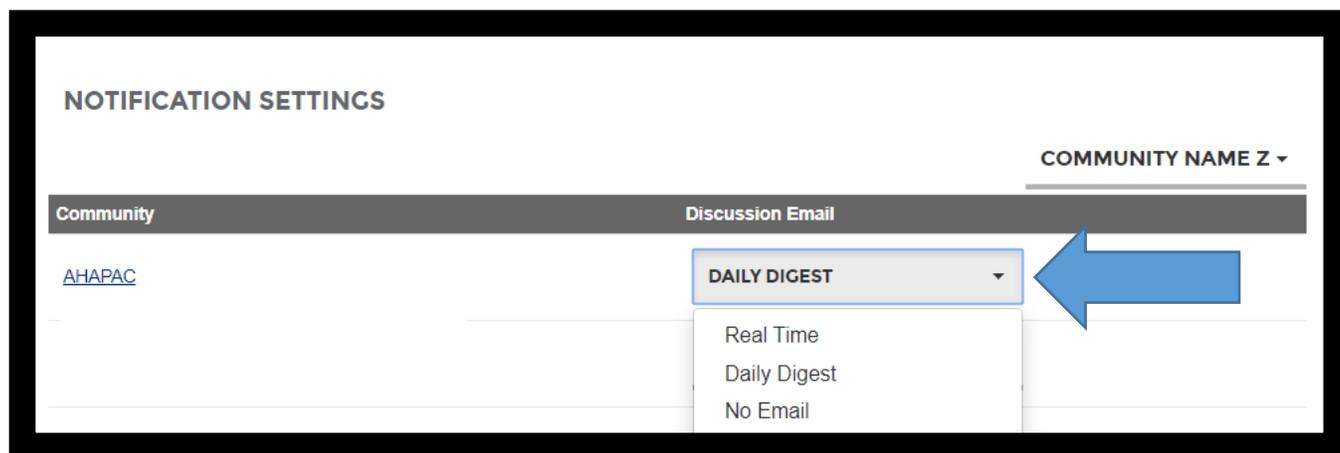
Click the arrow and then **choose your setting**:

Daily Digest: Receive a single email each day recapping all the discussion in the community. The email is sent at @12 a.m. CT, with the previous day's activity.

Real Time: Receive a notification email every time a new discussion or reply is posted.

No email: You'll remember to log into the A² Community Hub and check the activity.

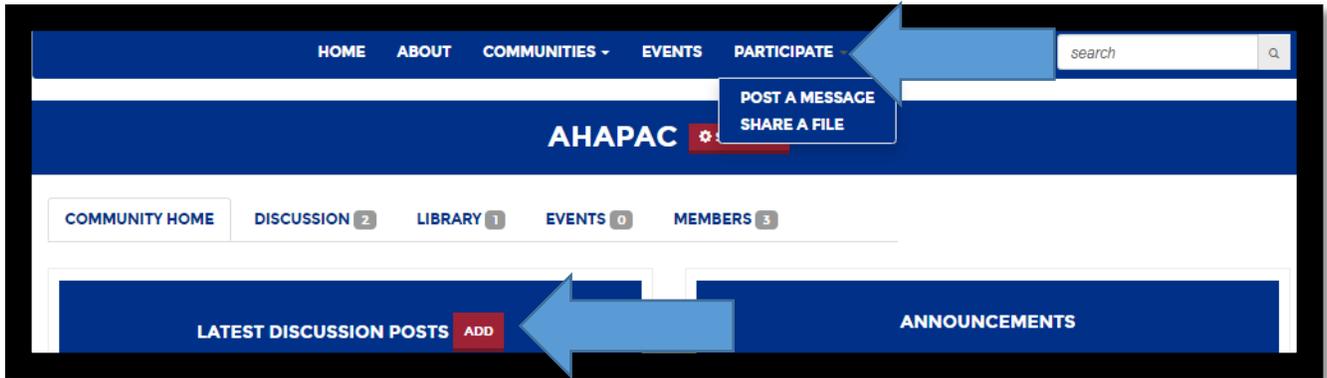
Tip: Remember to whitelist (add your email system's Approved or Safe Sender list) the domain "connectedcommunity.org" to ensure that A² Community Hub messages do not get sent to your Junk folder.



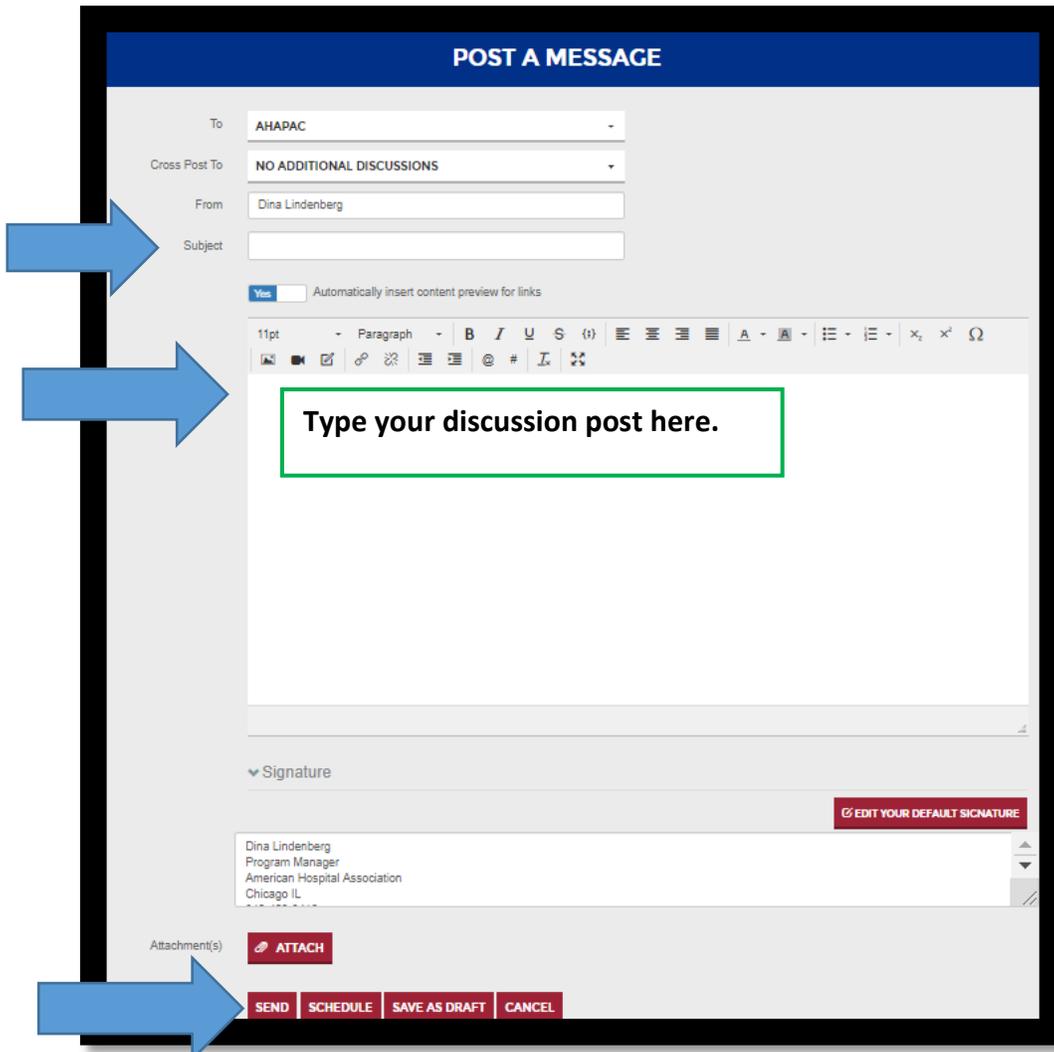
A² Community Hub: How to start a discussion or edit a post

Click either:

- The arrow next to **Participate**, then **Post a Message** or
- **Add**



Type your **Subject**, then your **message**. You have the option to **attach a document/resource**, which will automatically be saved to the Library/Shared Files. Then click **Send**.



Note the person who posted can always edit their discussion post by clicking on the **title of the post** and then clicking the **arrow next to Reply**.

INTERESTING DEVELOPMENTS IN GEORGIA! Following ★

[Add a tag](#)

DINA LINDENBERG 2 DAYS AGO
Article Link: [Both Georgia Senate Seats in Play](#) ----- Dina Lindenberg Pr...

1. INTERESTING DEVELOPMENTS IN GEORGIA! 0 RECOMMENDATIONS


[Dina Lindenberg](#)

Posted 2 days ago
Edited by Dina Lindenberg 2 days ago
Article Link: [Both Georgia Senate Seats in Play](#)

Dina Lindenberg
Program Manager
American Hospital Association
Chicago IL
312-422-3416

REPLY ▾
Reply Privately
Pin post to top
Edit

2. RE: INTERESTING DEVELOPMENTS IN GEORGIA! 0 RECOMMENDATIONS

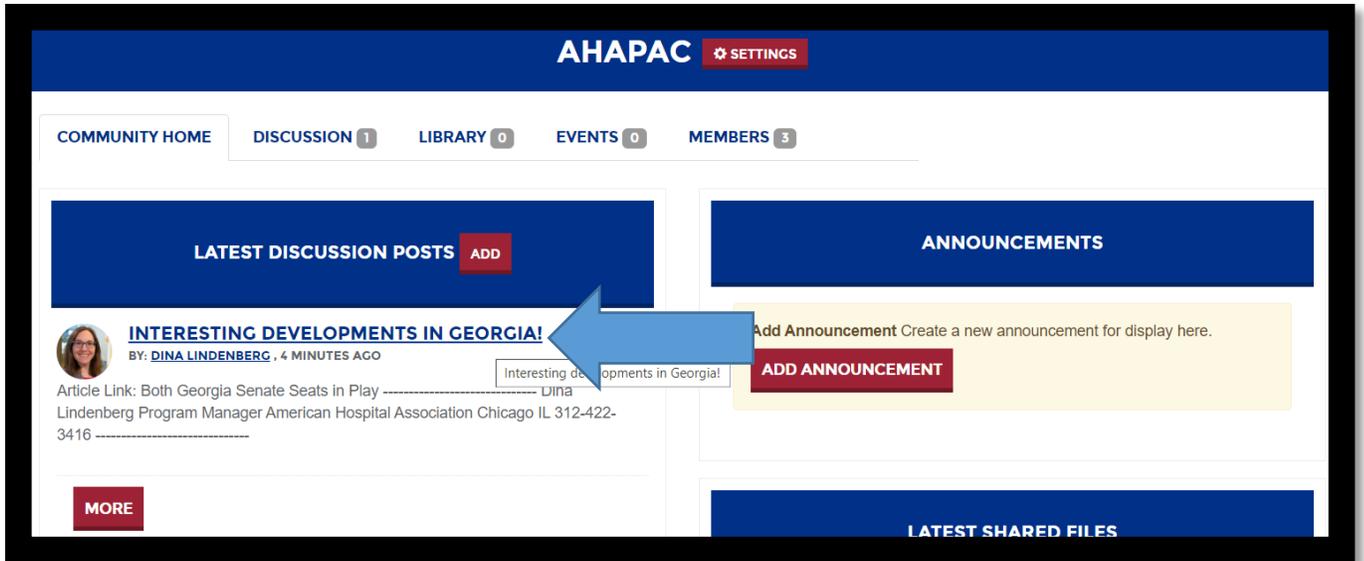

[Shari Dexter](#)

Posted 2 days ago
This is great!
Sent from my Verizon, Samsung Galaxy smartphone

ACTIONS ▾

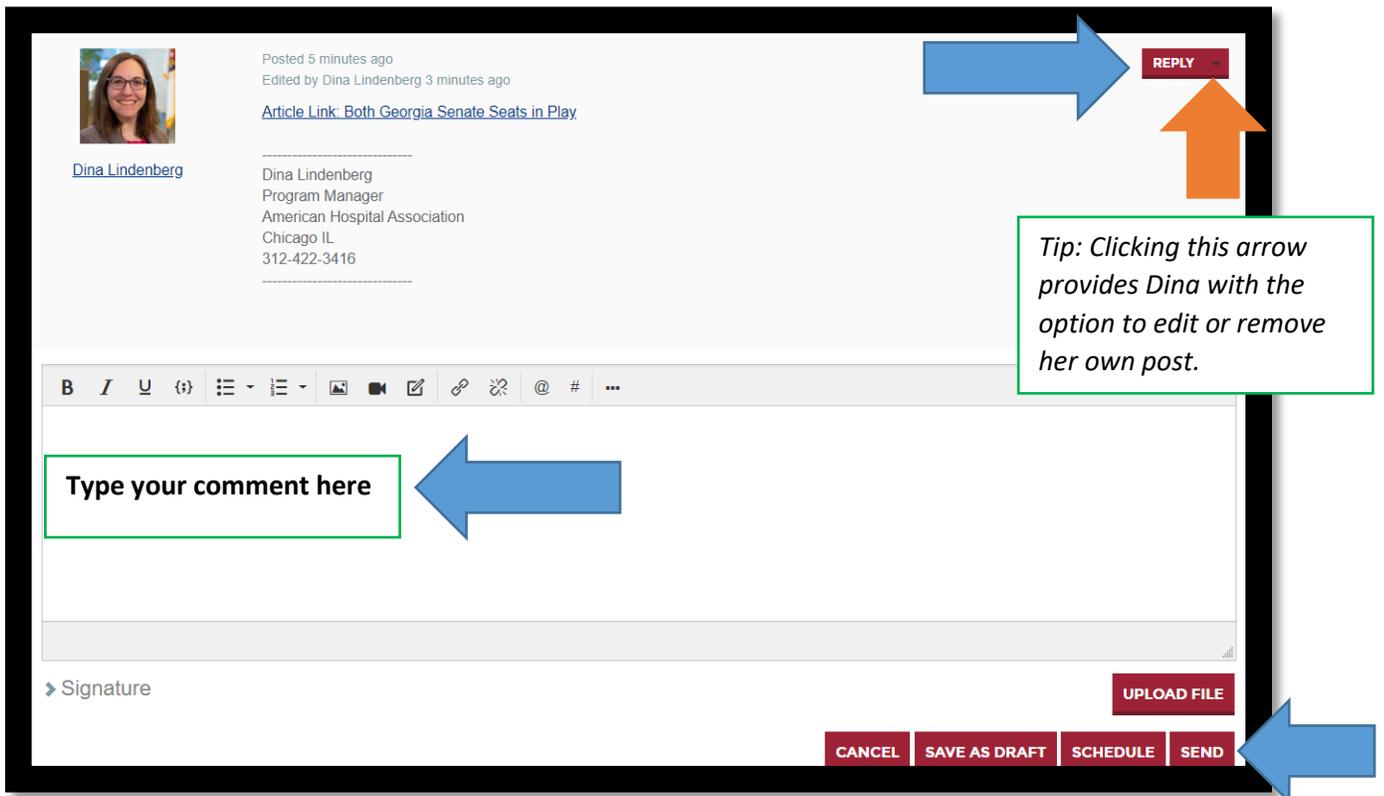
ORIGINAL MESSAGE

Click on the title of the Discussion Post



Click on **Reply**. Then type your message in the space provided. You can upload a related file if you want (optional). Then hit **Send**.

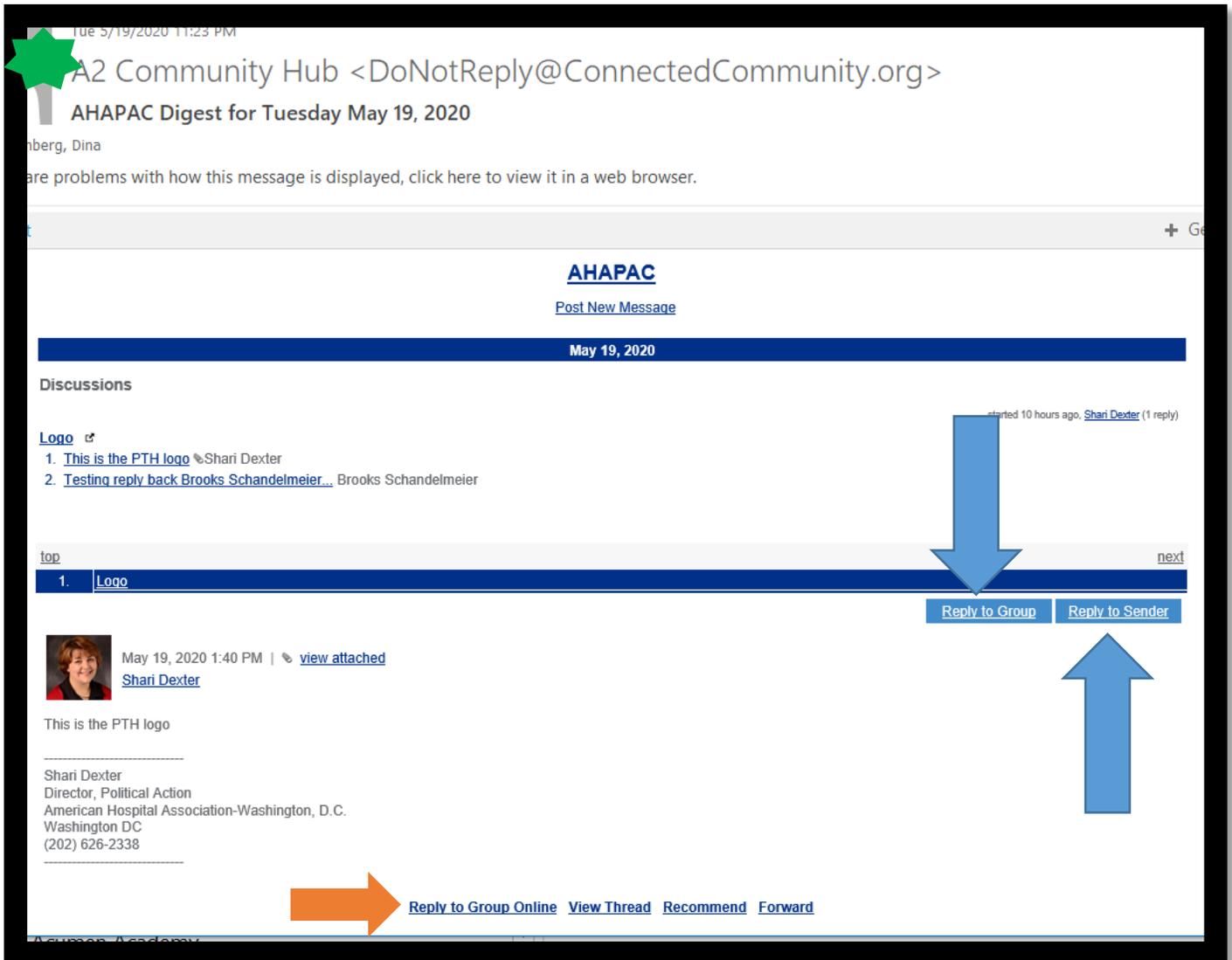
Tip: If you do upload a file in the discussion, it automatically gets saved to the Library/Shared Files space in your community.



This is what your Daily or Real-Time digest will look like in your email box.

To reply via email so the entire community can see your comments, click the blue button **Reply to Group**. To reply directly to the person who posted in a private message, click **Reply to Sender**.

You can even click the 'Reply to Group Online' if you want to go back into the online platform (orange arrow).

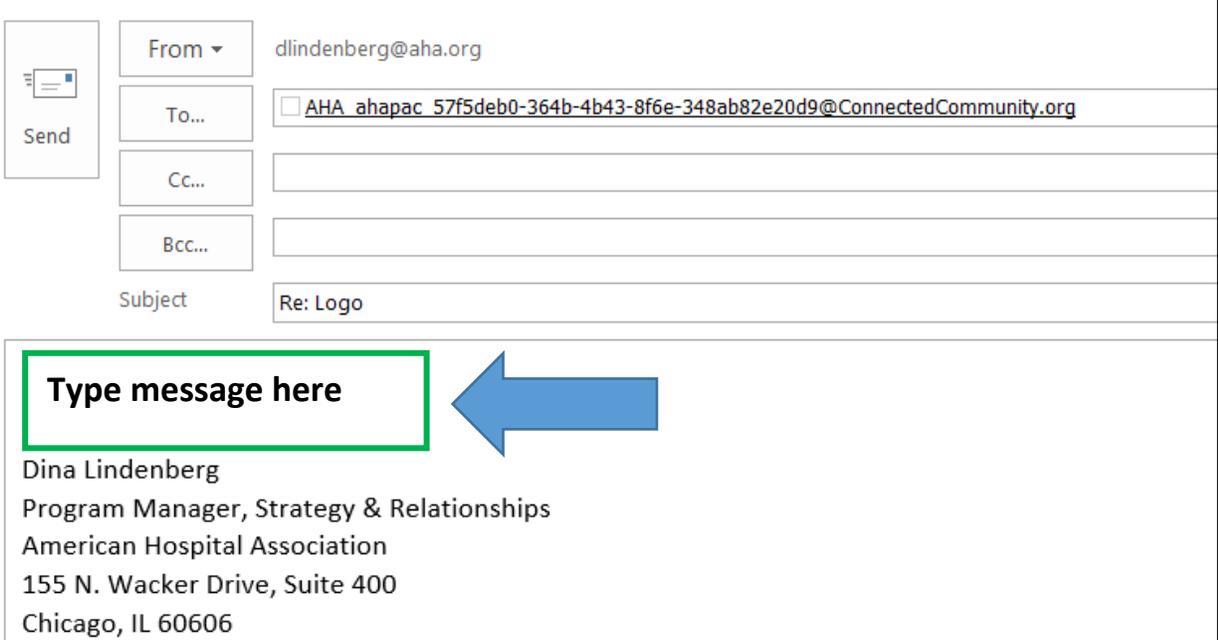


The screenshot shows an email from "A2 Community Hub <DoNotReply@ConnectedCommunity.org>" dated Tuesday, May 19, 2020. The subject is "AHAPAC Digest for Tuesday May 19, 2020". The email content includes a header for "AHAPAC" with a "Post New Message" link. Below this is a section titled "Discussions" for "May 19, 2020". A discussion post titled "Logo" is shown, with a list of replies. The first reply is from Shari Dexter, dated May 19, 2020 at 1:40 PM. The reply text says "This is the PTH logo". Below the reply is the sender's contact information: Shari Dexter, Director, Political Action, American Hospital Association-Washington, D.C., Washington DC, (202) 626-2338. At the bottom of the email, there are several action links: "Reply to Group Online" (highlighted with an orange arrow), "View Thread", "Recommend", and "Forward". On the right side of the email, there are two blue buttons: "Reply to Group" (highlighted with a blue arrow pointing down) and "Reply to Sender" (highlighted with a blue arrow pointing up).

Tips:

- You'll notice that this is a Daily Digest as you look at the sender address: A2 Community Hub – DoNotReply@ConnectedCommunity.org (green star). 
[See page 2 for Reply differences between Real Time notifications and the Daily Digest.](#)
- Remember to whitelist the domain "connectedcommunity.org" to ensure that A2 Community Hub daily digest or real time messages do not get sent to your Junk folder.

Dina Lindenberg clicked the “Reply to Group” blue button via email. This is what the email looks like. Type your message as you would in any email and press **Send**.



Send

From ▾ dlindenberg@aha.org

To... AHA_ahapac_57f5deb0-364b-4b43-8f6e-348ab82e20d9@ConnectedCommunity.org

Cc...

Bcc...

Subject Re: Logo

Type message here ←

Dina Lindenberg
Program Manager, Strategy & Relationships
American Hospital Association
155 N. Wacker Drive, Suite 400
Chicago, IL 60606

This message will appear in:

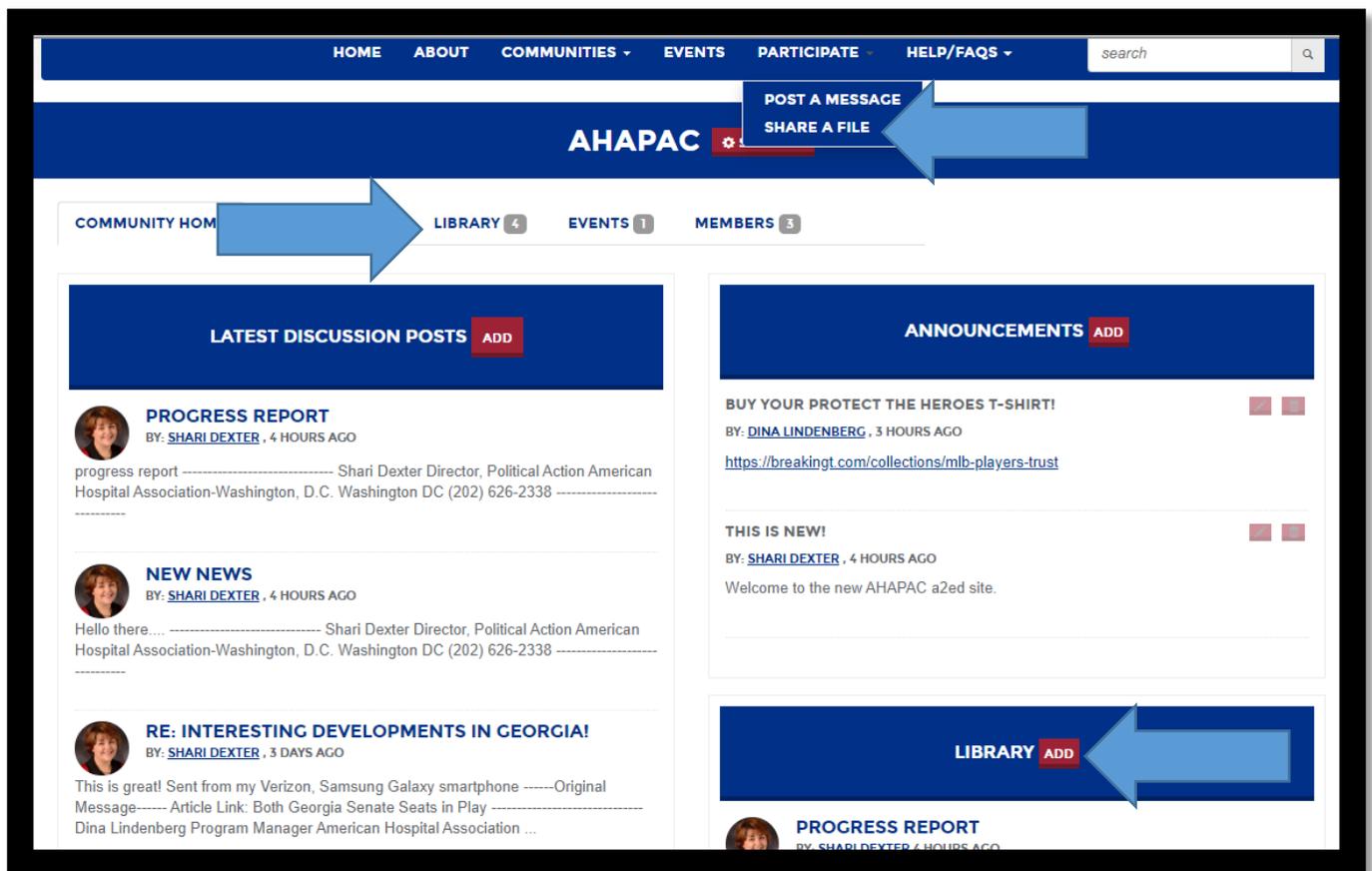
- The online platform discussion thread
- Real Time email notification (if chosen by group members)
- Daily Digest (if chosen by group members)

A² Community Hub: How to add a document to the Library (Shared Files & Resources)

You might want to **share a file** with the group to have as a resource but not start a discussion around it. An 'FYI, here's a file you might find useful.' **Note a Library posting will not show up in the Real Time or Daily Digests.** If you want a notification emailed to the group about your file, you should attach the document in a Discussion Post and it will automatically save to the Library.

There are three ways to add a file to the Library:

- Click the **arrow next to Participate**, then click **Share a File**.
- Click **Library**
- Click **Add** next to the Library header



The screenshot shows the AHAPAC community hub interface. At the top, there is a navigation bar with links for HOME, ABOUT, COMMUNITIES, EVENTS, PARTICIPATE, and HELP/FAQS. A search bar is located on the right. Below the navigation bar, the AHAPAC logo is displayed. A blue arrow points to the 'SHARE A FILE' button in the top right corner. Below the logo, there are tabs for COMMUNITY HOME, LIBRARY (with a count of 4), EVENTS (with a count of 1), and MEMBERS (with a count of 3). A blue arrow points to the LIBRARY tab. The main content area is divided into two columns. The left column has a header 'LATEST DISCUSSION POSTS' with an 'ADD' button. Below this, there are three discussion posts: 'PROGRESS REPORT' by Shari Dexter, 'NEW NEWS' by Shari Dexter, and 'RE: INTERESTING DEVELOPMENTS IN GEORGIA!' by Shari Dexter. The right column has a header 'ANNOUNCEMENTS' with an 'ADD' button. Below this, there are two announcements: 'BUY YOUR PROTECT THE HEROES T-SHIRT!' by Dina Lindenberg and 'THIS IS NEW!' by Shari Dexter. At the bottom right, there is a 'LIBRARY' header with an 'ADD' button and a blue arrow pointing to it.

(next page)

Add the **Title** of the resource, a **Description** and then choose the **type of resource**. In this case, it is a standard file upload. Click **Next**.

ADD TO A LIBRARY

Title* AHA COVID-19 Pathways to Recovery

Library* AHAPAC

Description

11pt Paragraph B I U S (i) [List Icons] A A [List Icons] x x' Ω

[Image Icons] [Link Icons] [HTML]

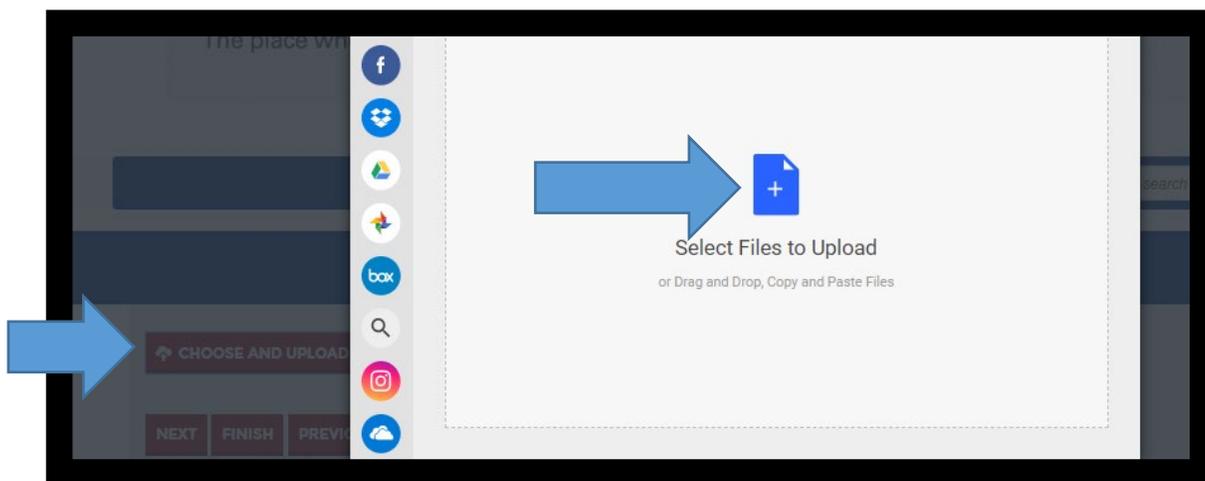
This resource outlines areas for hospital and health system leaders to consider as they work toward a safe, orderly return to providing comprehensive health care services to their communities, while continuing to care for their workforce and begin longer-range planning. The first part of this resource covers critical areas, including workforce, testing and contact tracing, internal and external communications, and the supply chain. The second part covers additional areas for planning: support and ancillary services, plant operations/environment of care, financial management and governance.

Entry Type: Select the type of library entry you will create *

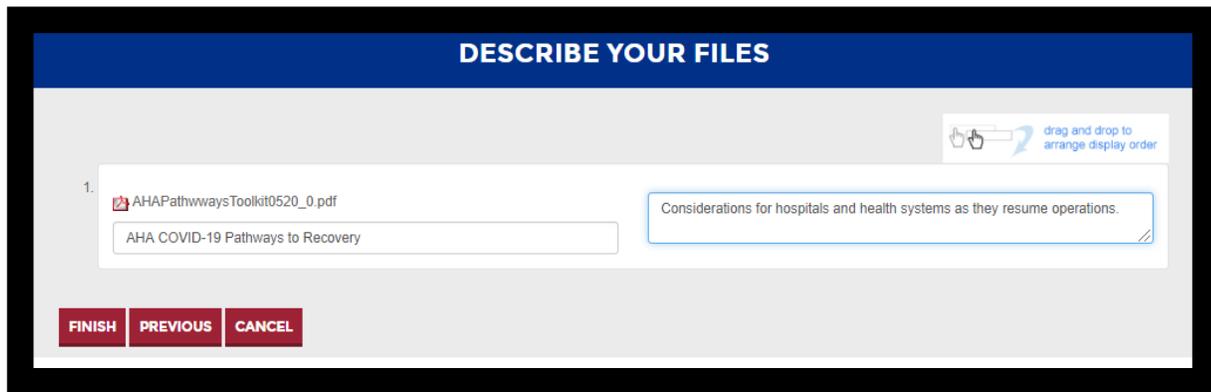
- Standard File Upload
- [Select Type]
- Copyright Licensed File(s)
- Hyperlink
- Standard File Upload**
- Webinar
- YouTube Video

NEXT **CANCEL**

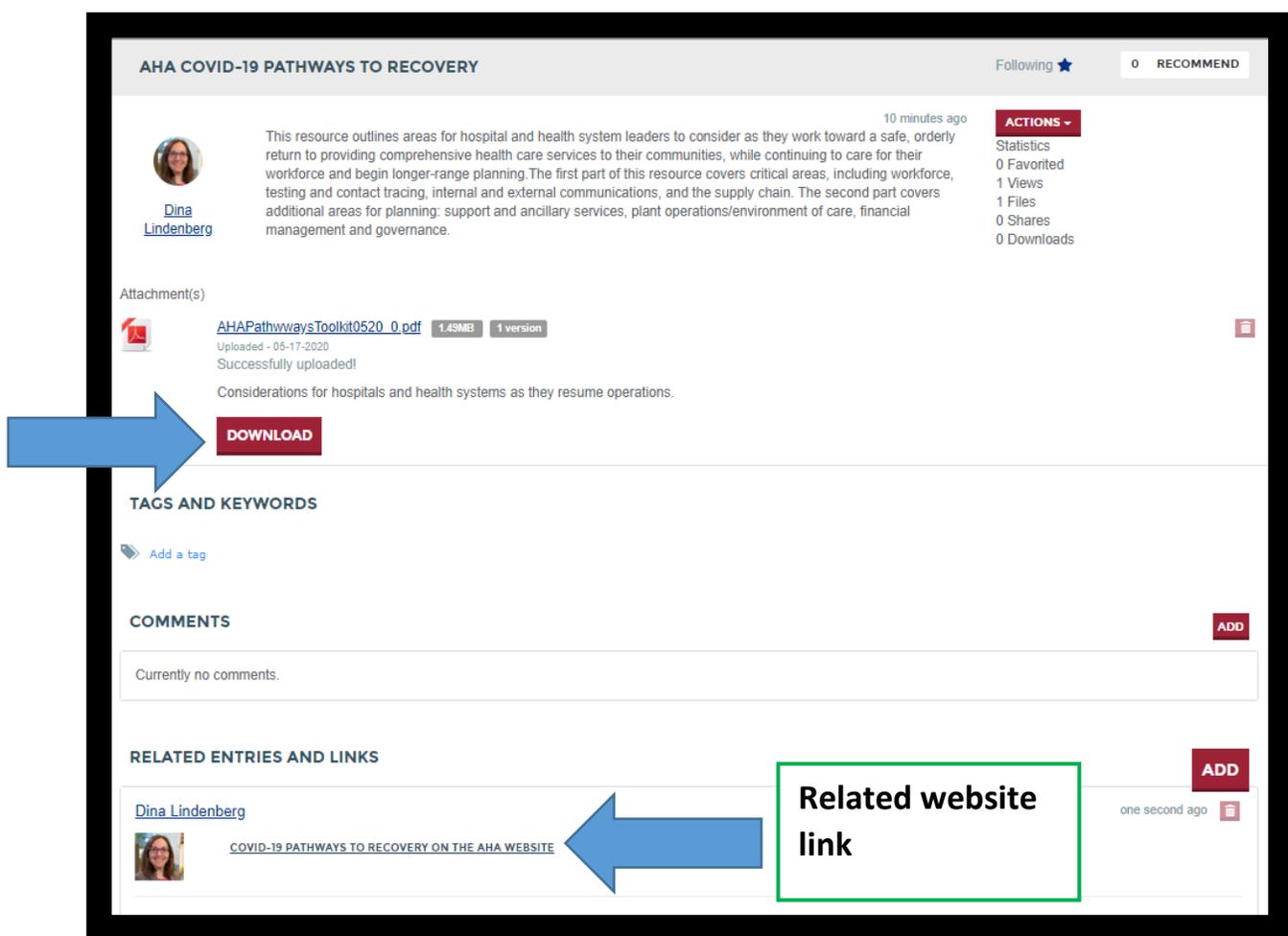
Click **Choose and Upload**, then **Select your File**, then click **Upload** button (will appear).



Click **Next** to enter a short description (below) or click **Finish** to skip this step.



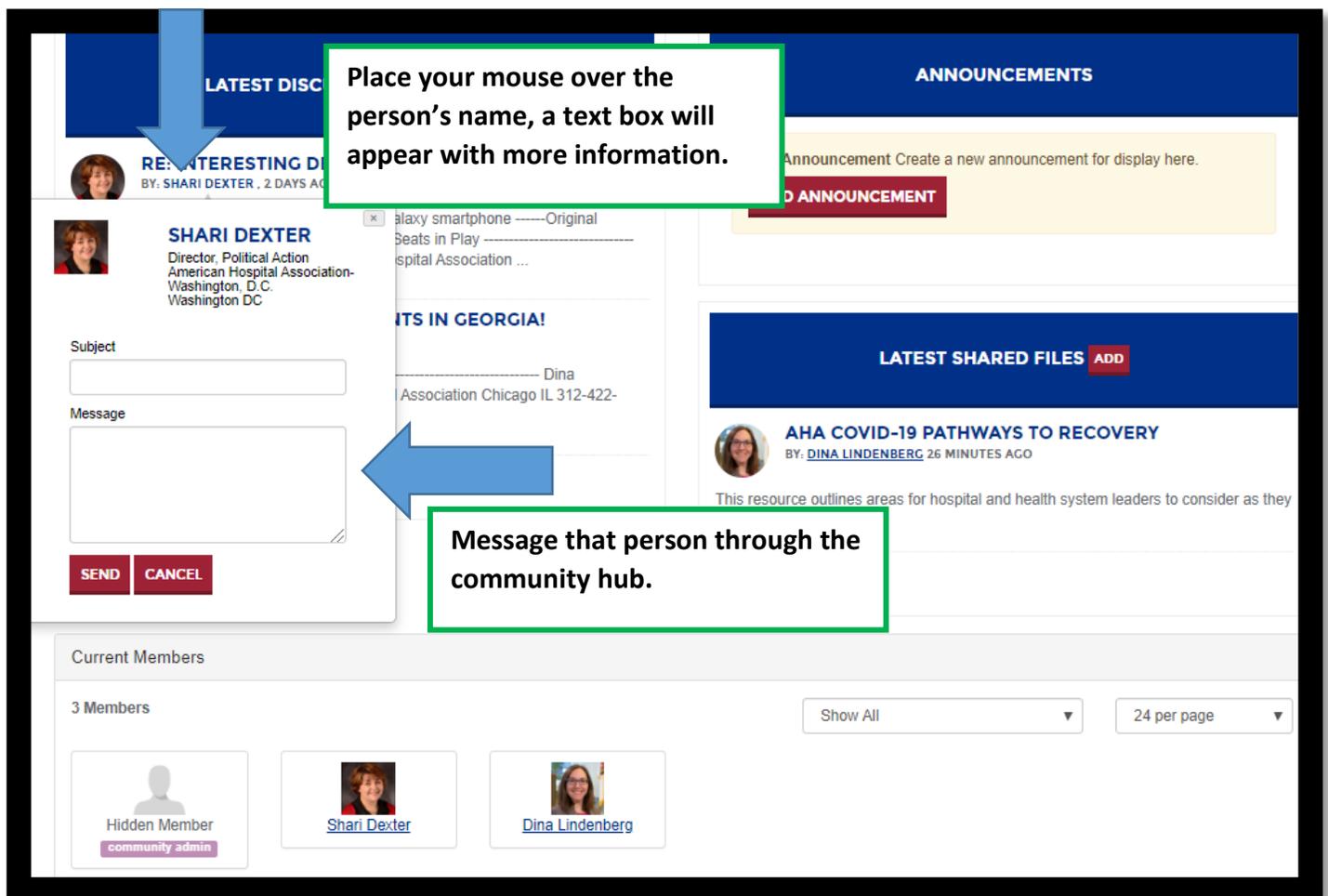
Community members can then **Download** the document in the Library, or add comments or related links.



A² Community Hub: How to communicate with someone one on one.

To find out more about someone who started a discussion, **hover your mouse over his/her name**. A box will appear with more information.

You decide you want to send him/her a personal message. You can **click his/her name** anywhere that you see it to find their email address, if they have it in their profile. You can **send them a message through the community portal** in the text box that appeared as well. The recipient will receive a notification that you messaged them.



The screenshot displays the A² Community Hub interface. At the top, there are sections for "LATEST DISCUSSIONS" and "ANNOUNCEMENTS". A discussion post by Shari Dexter is visible, with a callout box stating: "Place your mouse over the person's name, a text box will appear with more information." Below the discussion, a message form is shown with a "SEND" button and a "CANCEL" button. A callout box points to the "SEND" button, stating: "Message that person through the community hub." At the bottom, the "Current Members" section lists three members: "Hidden Member" (community admin), "Shari Dexter", and "Dina Lindenberg".

Note you can find any of the community members, whether they have posted or not in the **Current Members** section at the bottom of the site.