
FAQs

Navigating AWS Member Network

Answers to Frequently Asked Questions on the AWS Member Network site:

Q: *What is my password?*

A: You will use the same username (your email address) and password that you use to log in to www.aws.org. If you have forgotten your password or need assistance with your login information, contact us at 1-800-443-9353 or email us at membersupport@aws.org.

Q: *How do I update my contact information?*

A: From your AWS Member Network profile page, click the "Edit Contact Details" link.

Q: *How do I control what information is visible in my AWS Member Network Profile?*

A: Under "My Profile", click "My Account" and then "Privacy Settings". 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.

Contacts

Q: *How do I find other members?*

A: Click the "Directory" link, then "Member Directory" or "Company Directory". The Directory lets you search for other members based on:

- First or Last Name
- Company/State
- Email address

Use the "Advanced Search" option to increase your search to:

- Location
- Interests
- Certifications

Q: *How do I add contacts to my contact list?*

A: There are several ways to add contacts to your list. When you perform a search in the Directory, you will see an "Add as contact" link by each person in your search results. Just click this link to send a contact request. If you click through and view someone's profile, you can click the contact request link to the right of their profile picture.

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 system to stay in touch or ask questions. Additionally, when you view another member's profile, you'll be able to see any contacts you have in common with them. Your contact list makes it easy to send invitations if you create a community, and you can also choose to let only your contacts view certain demographics in your profile.

Libraries

Q: *How do I access a particular library?*

A: Go to "Browse" in the top navigation bar, then "Libraries Entries" to find the one you'd like to access. You can also access a library within each Community you are a member of by clicking on the "Library" tab below the name of the community.

Q: *How do the libraries get populated?*

A: The libraries are populated in two ways: you can upload documents directly by using the "Share a File" link found under "Participate" in the top navigation bar. Alternately, when you include an attachment in a discussion post, the system automatically places it in the library.

Q: *How do I upload a document?*

A: In the Libraries area, click the "Create New Library Entry" link on the top right hand side of the page. Please note that uploading a document is done in a few steps and each step must be completed before you can move on to the next:

1. Choose a title for your document, include a description (optional) select the library to which you'd like to upload it, select a folder to which you'd like to upload it (optional), and choose an Entry Type (most will be Standard Files); then click "Next"

2. Browse and upload your file. Click "Next" if you want to add tags to your file or click "Finish" (you may have to scroll down to access these buttons)

Q: *What kind of documents can I upload?*

A: The system supports multiple file types including hyperlinks, standard files (Word, Excel, PowerPoint), Webinars, and YouTube videos.

Q: *What are the "tags" for?*

A: Tags are another way of organizing and searching for documents. You can help others find the file you uploaded by including tags when you upload it. There are many pre-loaded tag categories to choose from.

Discussions

Q: *How do I join/subscribe to a community?*

A: Go to "Communities" in the top navigation bar, then "All Communities". You will be taken to a list of available communities. Select one and click the "Blue Join Community" button. Then choose a delivery option for posts (Real Time, Daily Digest, or No Email).

Q: *What are all the email delivery options?*

A: Under "My Profile" > "My Account" > "Community Notifications", there is an option for each community to have the following delivery options:

Real time: sends an email every time a new message is posted

Daily digest: sends one email to you each day, consolidating all of the posts from the previous day

No Email: allows you to be part of the group without having emails sent to you. You can still post and read others' messages by logging in to AWS Member Network.

Q: *How do I leave a community?*

A: Go to the community that you wish to leave by clicking "Communities" > "My Communities". Enter the community and click on the "Settings" tab next to the community name and click "Leave Community".

Q: *What are "Networks"?*

A: These are groups of members that are automatically created based on demographic information in your profile. They help you locate other members who live in your city or state, share your interests, have the same job title, and more. Be sure to visit "My Profile" > "My Connections" > "Networks" to see your existing networks and make contact with others.

Q: *How do I respond to others' posts?*

A: Click "Reply to Discussion" to send your message to the entire community (an alternative is

"Reply to Sender" which only sends your message back to the sender; both links are located to the right of the post on the email or on the site. We recommend only replying to the sender for simple comments like "me, too" that add little value to the overall discussion.

Q: How do I start a new discussion thread?

A: In an email (HTML version) from a particular discussion forum, you can use the "Post Message" link in the top of the email. You can also use the "Post Message" link found by clicking "Discussions" in the community you wish to post. We recommend bookmarking or adding this link to your favorites list in your web browser to make it easily accessible.

Q: Can I search for posts across all the communities?

A: Yes. Go to "Browse" in the top navigation bar, then "Discussion Post". You can search based on keywords in the posts, search all or specific forums, and select the date range in which you'd like to search.

Q: How do I see a listing of all of the posts to a discussion forum?

A: Go to "My Communities" in the top navigation bar, then chose the community you wish to search. Then click "Discussions". This takes you to the threaded view of the posts. If you see post you're interested in, click the subject line which will take you to the entire thread. "Original Message" at the bottom of all of the posts in a thread will display the original message that started that discussion.

Q: How do I change the information showing up in my signature block?

A: We have set a default signature, but if you would like to change the information that appears or the order in which it appears, click "My Profile" > "My Account" > "Discussion Signature". You can add, delete or reorganize the fields that show up in your signature by clicking the variables. Please note that the content of these fields is pulled directly from your profile, so if you want to change the information itself, you will need to make the change to your actual profile.