



## CONNECT. CONVERSE. NETWORK.

CRCC developed the ENGAGE platform to connect all rehabilitation counseling professionals through a forum where ideas, discussions, and resources flow freely and productively. Network with colleagues, build libraries, start discussions, search and add contacts, and much more! This is **your** community and CRCC is proud to support you! Use this quick guide as a helpful resource to get started.



Use your phone and tablet to bring CRCC ENGAGE **everywhere!**



# USER GUIDE

CRCC ENGAGE is a state-of-the-art professional networking platform built exclusively to support all rehabilitation counseling professionals in making connections, sharing thoughts and ideas, and evolving in their own careers while networking within the profession.

## LOG IN

Select **Sign in** at the top right of the page. Your login information is the same username and password you use to log in to the *CRCC Online Portal* via [crccertification.com](http://crccertification.com).

### Q: How do I recover/reset my username and/or password?

A: From the log in screen, you are given the option to recover or reset your log in information. **Be mindful that changing this information will change all CRCC related log in information, including the CRCC Online Portal.**

## ACCESS AND UPDATE YOUR PROFILE

Let colleagues get to know you and what you bring to the discussion.

### Q: How do I update/add my contact information?

A: Locate your profile page by choosing **Profile** from the top right dropdown menu next to your picture. Select the pencil icon next to *Contact Details* in the left column. You will be redirected to a page where you can update your information.

### 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.

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*Complete your CRCC ENGAGE profile to be seen, heard and get the most out of this cutting-edge resource!*

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### Q: What information is recommended?

A: For the best experience and to get the most out of CRCC ENGAGE, we recommend you fill out all the information on your profile page, as well as upload a profile picture. The goal and purpose of CRCC ENGAGE is to connect professionally, and the best way to make lasting professional relationships is to share who you are and the professional challenges and goals you face.

## RECOMMENDED FIRST STEPS

Set Your Privacy Settings: **Profile > My Account**

Upload Your Picture: **Profile > Actions menu**

## CONTACTS / CONNECTIONS

### Q: How do I find other professionals on CRCC ENGAGE?

A: Click the **Network** or **Directory** link on the main navigation bar. The **Directory** lets you search for other users based on:

- First and/or Last name
- Company/institution name
- Email address

Switch to **Advanced Search** tab to further refine your search results.

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

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

## DISCUSSIONS

### Q: How do I respond to a discussion post?

A: Navigate to the discussion post and click **Reply to Discussion** to send your message to the entire community. To send a message to the author of the post only, select **Reply to Sender** (located in the **Reply to Discussion** drop-down). We recommend replying to the entire community when you are sharing knowledge, experience or resources that could benefit others. [See Figure 1 below.](#)

### Q: How do I start a new discussion thread?

A: Go to **Communities > All Communities** and select the appropriate community title. Click on the **Discussion** tab and the green **Post New Message** button. [See Figure 2 below.](#)

### Q: How do I join a community?

A: Go to **Communities > All Communities** and select the **blue button** to the right of the community you would like to join.

## SEARCHES / CONTROLS

### Q: How can I search for posts?

A: Enter a keyword in the search bar located in the main navigation. To refine your search results, select **Show Advanced Search**.

### Q: How can I control the frequency and format of emails I receive?

A: Navigate to your profile and click on the **My Account** tab. Choose **Community Notifications** from the drop-down menu. On that page, there are subscription options: Real Time, Daily Digest, No Email. For each discussion, you 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 the community site.

## TERMS TO KNOW

### Community / Forum

An area where you participate in discussions and share resources with other members.

### Discussion Thread

A group of linked messages that share a common subject or theme.

### Post

A single message from a user within a thread.

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*[ENGAGE.crccertification.com](http://ENGAGE.crccertification.com)*

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## LIBRARIES / RESOURCES

**Q: How do I find resources that may have been uploaded by other users?**

A: Click on **Browse** and then **Library Entries** from the dropdown menu.

**Q: How can I search for specific file types?**

A: 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, Spreadsheet, etc.

**Q: How do the libraries get populated?**

A: The libraries are populated in two ways:

- ▶ When you include an attachment in a discussion post, the system automatically places it in the affiliated library.
- ▶ You can also upload documents directly to a library by using the **Share a File** link found under **Participate** in the main navigation or **Create New Library Entry** button on the library page. Library resources are not required to be associated with a discussion thread.

**Q: How do I upload a file?**

A: Select the **Share a File** link found under **Participate** in the main navigation or **Create New Library Entry** on any discussion page. Please note that uploading a document is accomplished by completing a few steps, and each step must be completed before you can move on to the next:

- ▶ Choose a title for your document, and include a description (optional). Select the library to which you'd like to upload it, and select a folder to which you'd like to upload it (optional). Then, choose an Entry Type (most will be Standard Files, but be cognizant of any copyright licensed material). Once you have completed these steps, click **Next**.
- ▶ Upload your file.
- ▶ Select **Next** if you want to further describe your files and/or add tags to your file. Otherwise, click **Finish** to post your library entry.

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

A: The system supports dozens of file types including hyperlinks, Word, Excel, PowerPoint, and PDFs, webinars, images, and YouTube videos. If copyright protection for the content is necessary, choose that file type upon upload.

## NEED MORE HELP?

You have 2 primary ways to get help with CRCC ENGAGE. We are here to help you make the most out of this platform.

- ▶ Contact the CRCC Community Manager at [communitymanager@crccertification.com](mailto:communitymanager@crccertification.com)
- ▶ On the CRCC ENGAGE site: Click on **Participate > Help/FAQs**

## SHARING INFO

Share valuable content with your colleagues including:

- ▶ **Hyperlinks,**
- ▶ **Word Documents,**
- ▶ **Excel Spreadsheets,**
- ▶ **PowerPoint Presentations,**
- ▶ **PDFs,**
- ▶ **Webinars,**
- ▶ **Images, and**
- ▶ **YouTube Videos.**

Be sure to note if copyrights apply when you upload.



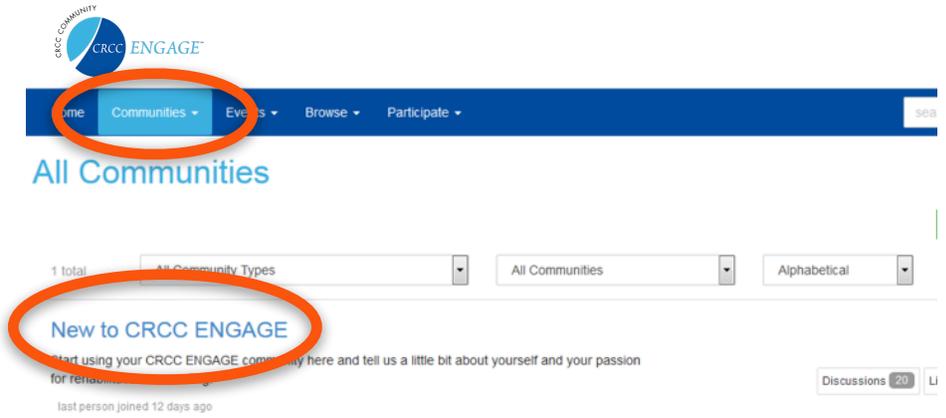
**Commission on Rehabilitation Counselor Certification (CRCC)**  
1699 East Woodfield Road, Suite 300  
Schaumburg, IL 60173

847-944-1325  
[info@crccertification.com](mailto:info@crccertification.com)  
[www.crccertification.com](http://www.crccertification.com)

**FIGURE 1: REPLY TO DISCUSSION POSTS**

**STEP 1**

Start by locating the community and clicking on the community name OR click on the link from your email.



**STEP 2**

Click on **Discussion** tab.



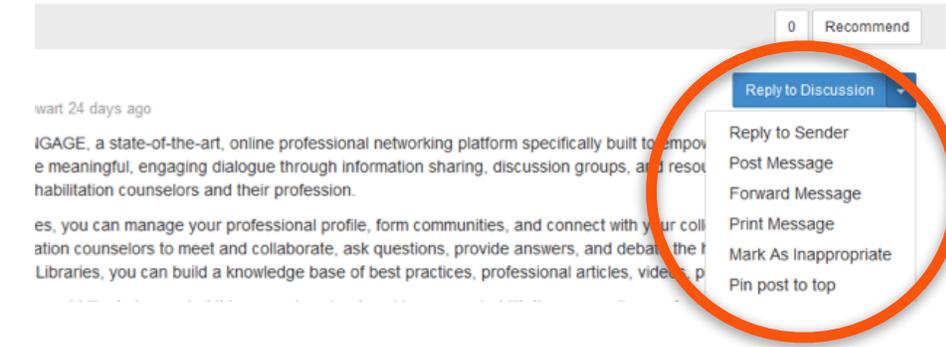
**STEP 3**

Click on the title of the thread containing the post to which you would like to reply.



**STEP 4**

To reply to the post so everyone can view your response, click directly on **Reply to Discussion** in blue. For additional reply options, click on the down arrow next to **Reply to Discussion**. You may choose from the dropdown options, including replying directly to the sender (**Reply to Sender**) and forwarding the message (**Forward Message**).



**FIGURE 2: START A NEW DISCUSSION THREAD**

To start a new discussion, click on the **Discussion tab** and then click the green **Post New Message** button located above the **Thread Subject** list to the right on your screen. Complete the form and click the blue **SEND** button at the bottom of the form.

