# Get Started Guide
## IACPengage - Higher Logic Online Community

Welcome to IACPengage – IACP's online community platform through Higher Logic!

IACPengage is made up of various communities and microsites that work to connect members to each other and the organization by providing tools that build collaboration and learning. Participants can post discussions, share resources, and remain up to date on pertinent announcements and events. While communities and microsites function in much the same way, microsites allow for some additional customization regarding content, layout, and navigation.

Online communities and microsites are housed within the Higher Logic platform. This guide was developed to help you get familiar with the platform and how it works. Note that if you belong to a microsite, the general design may look a little different, but the overall functionality remains the same.

## Contents

# Access Your Account

A. You can access the online community by navigating to the [IACP homepage](#) (Google Chrome is the recommended browser for accessing the community). Click "Log In" on the homepage. <u>The online community is completely secure and will not allow access until you are logged in.</u>
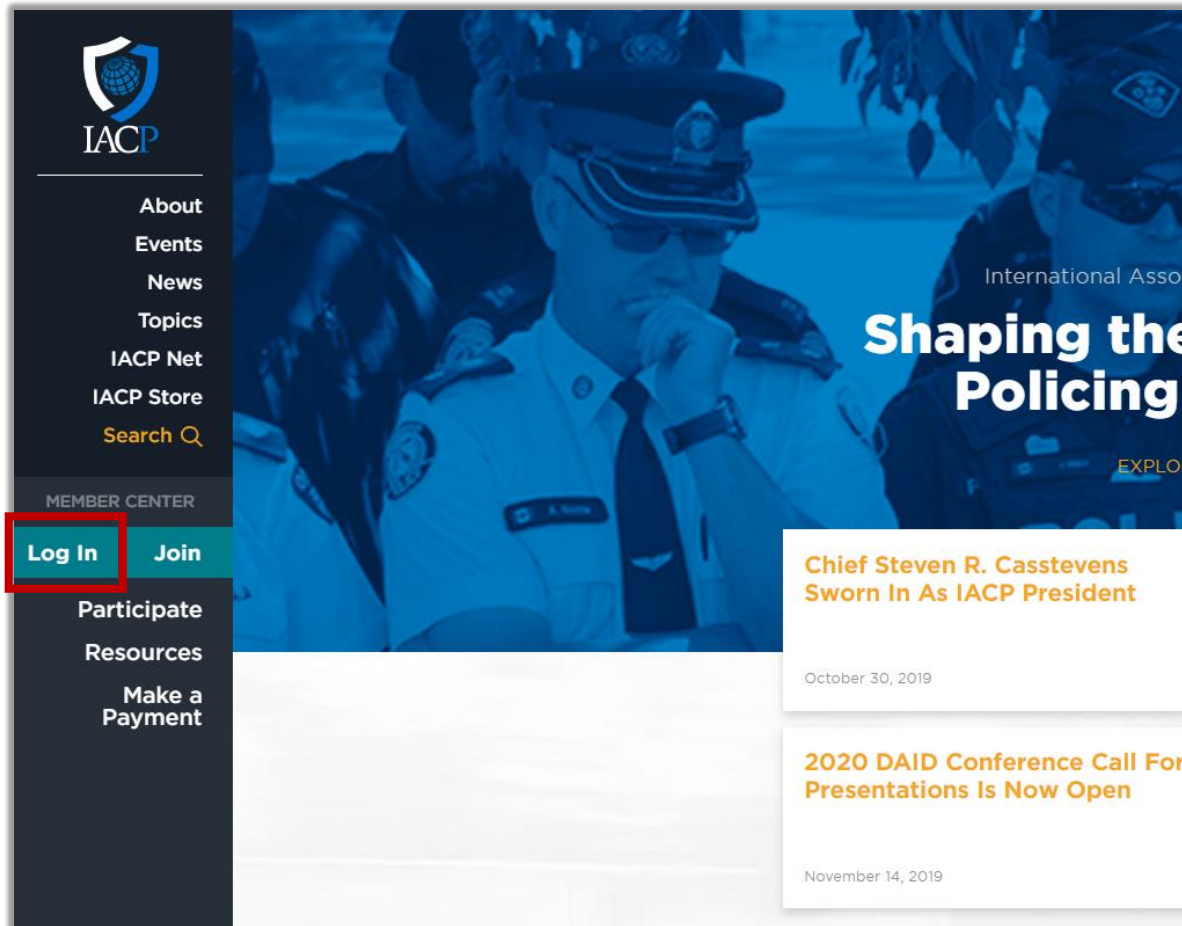
B.  If you do not remember your password, click on "Forgot your password?" Otherwise, please log in as usual and proceed to Step E. Your username and password are the same as what you would use for your IACP account and website access.



C.  This will lead you to the "Reset Your Password" page where you will enter your email address into the Reset Password prompt. Then select "Reset Your Password."

D.  Next, an email will be sent to you containing a link. Follow the link in the email to change/set your unique password. Once your password is set up, you will be directed to your "Personal Snapshot" page. If you would like to upload a picture, you can do so by clicking on the figure of the person. Please understand that if you are an IACP member, this picture will link both to the Higher Logic online community *and* the IACP member directory. Click "Home" to return to IACP's homepage.
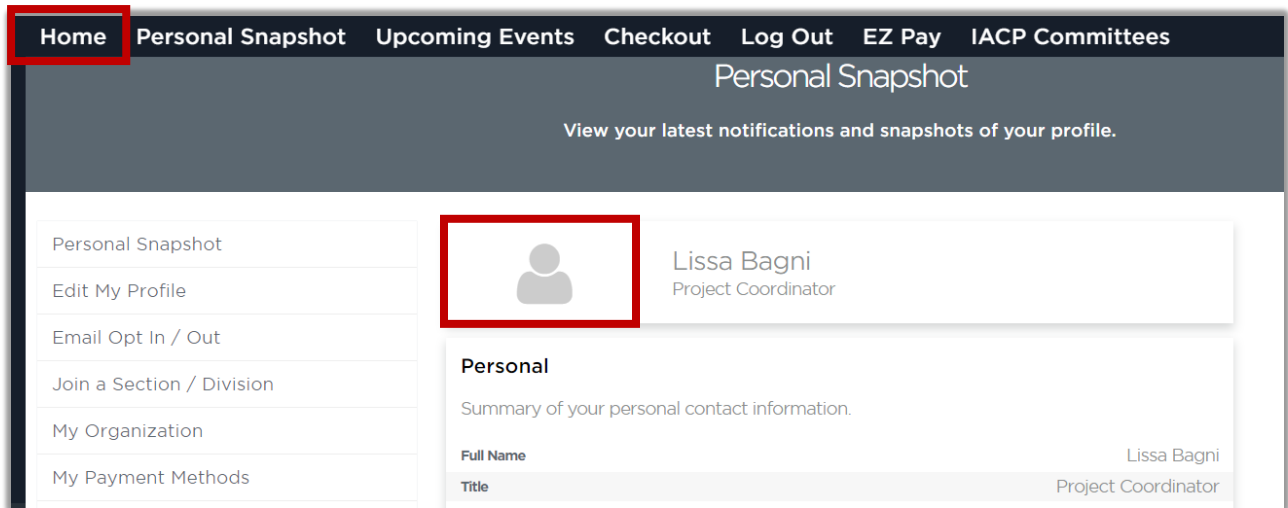


E.  Click "Participate" and then "Online Communities."
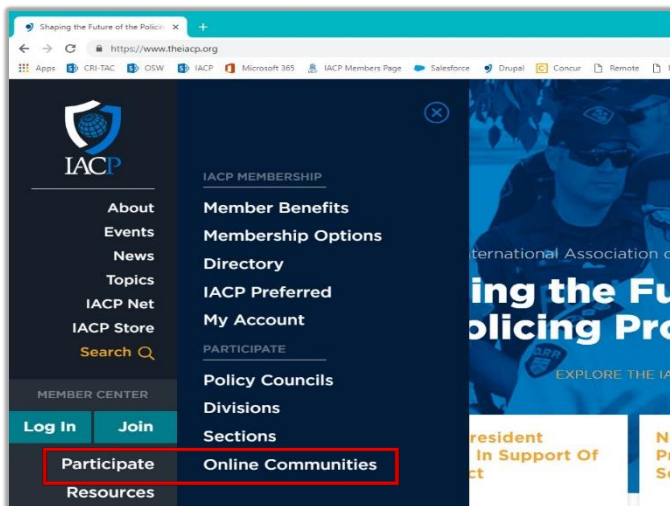
F.  IACP's online community portal will open in a new tab. Under "Communities," select "My Communities." You will need to read and agree to the "Community Rules & Etiquette and Privacy Guidelines" prior to entrance to the online community. Once you agree to them, you will circle back to the below page. Click "My Communities" one more time. Note, click on "All Communities" to see a list of communities specific to you, along with any other communities open to the broader IACP network.



# Complete Your Profile

A.  Access your profile by clicking on the drop-down arrow in the upper, right-hand corner of the screen, and then click "Profile."
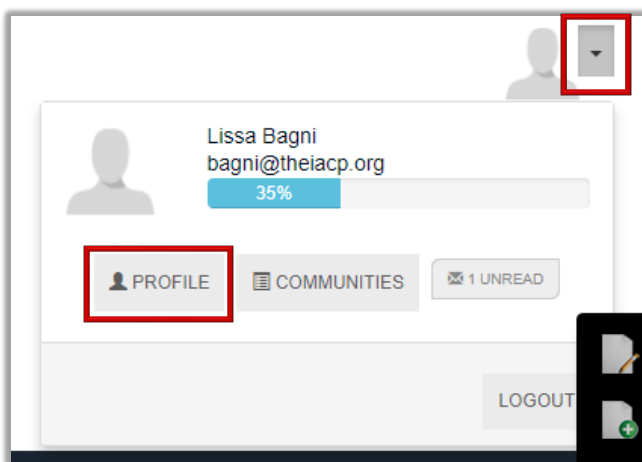
B. You can change your profile picture by clicking on the "Actions" button under the grey silhouette, then select "Change Picture." This will connect you back to your Personal Snapshot page. Remember, if you are an IACP member, your picture will now show up in both the online community *and* the IACP member directory. Further customize your online community profile by filling out sections such as your "Bio," "Education," and "Job History." You can even link to other social media accounts. Upon clicking the "Add" button, a smaller window will pop-up on your screen to capture your edits. Make sure to click the "Save" button before closing out of the window.



# Change Your Notification Settings

A. You can change your notification settings to adjust the frequency and format of emails that you receive should you wish to override the default settings. By default, your settings have been set to receive a *Daily Digest* email, where you will receive an email at the end of each day updating you on new discussion posts within the communtiy. Although we recommend keeping the notification set to "Daily Digest," you can change this by navigating to your profile and clicking on the "My Account" tab and choosing "Community Notifications" from the dropdown menu.

B. On this page in the drop-down box, you will see all subscription options: Real Time, Daily Digest, and No Email.
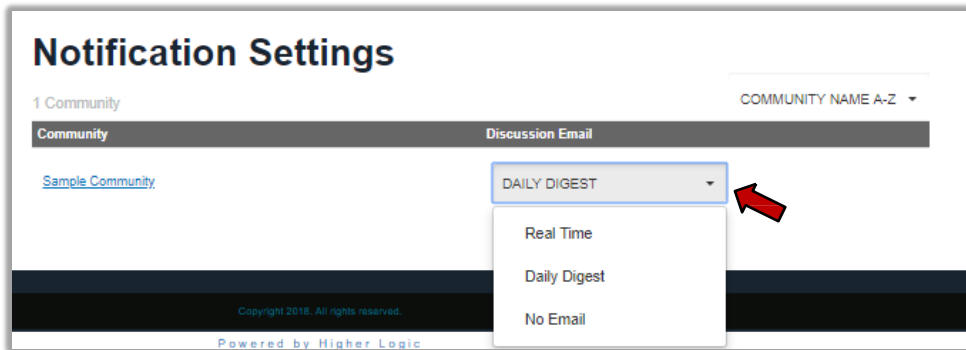


The above-mentioned subscription options include the following:
- Real Time: Sends an email every time a new message is posted.
- Daily Digest: Sends one email to you each day, consolidating all of the discussion posts from the previous day. We suggest this option so you can receive information on discussions in a manageable, yet timely, manner.
- 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 into the community site, but you will not be notified when new discussions are started, or responses are added. We do not suggest this option as you may miss out on potentially valuable information.

If you are part of multiple communities, you will also have the option, towards the right of the page, to receive *Consolidated Emails* on a daily or weekly basis. These emails include much more, such as announcements, events, discussions and library uploads.

# Post to a Discussion or Add a Resource

A. Add a new discussion post or resource to share with the group by clicking the "Add" button next to the title of the column. In the example below, no previous discussions have been created, so you will need to click the

"Post to this Discussion" button instead.



## Discussions:

1. When posting to a discussion, the below screen will appear. Select the Discussion group you would like to post to. Create a brief, informative and engaging subject title and share your message with the group to start a conversation.



2. You can include an attachment to your discussion post by clicking the "Attach" button, browse through your computer and select the file you want to add, then click "Upload." Doing this will link and store the attachment in your community's Resource Library.

3. If you are including a link to a website in your post, such as an online article, your link will provide a preview of your article in the body of your message, if you keep the "Yes" toggle selected next to "Automatically insert content preview" under the "Subject" line. Remember to click send.



## Resources:

1. Uploading a document is accomplished by completing a few steps, and each must be completed before you can move on to the next. First, choose a title and library for your document, and include a description.



2. Next, choose an "Entry Type," otherwise known as file type, for your resource. Click "Next." The system supports dozens of file types including hyperlinks, standard files (Word, Excel, PowerPoint), webinars, images, and YouTube videos.
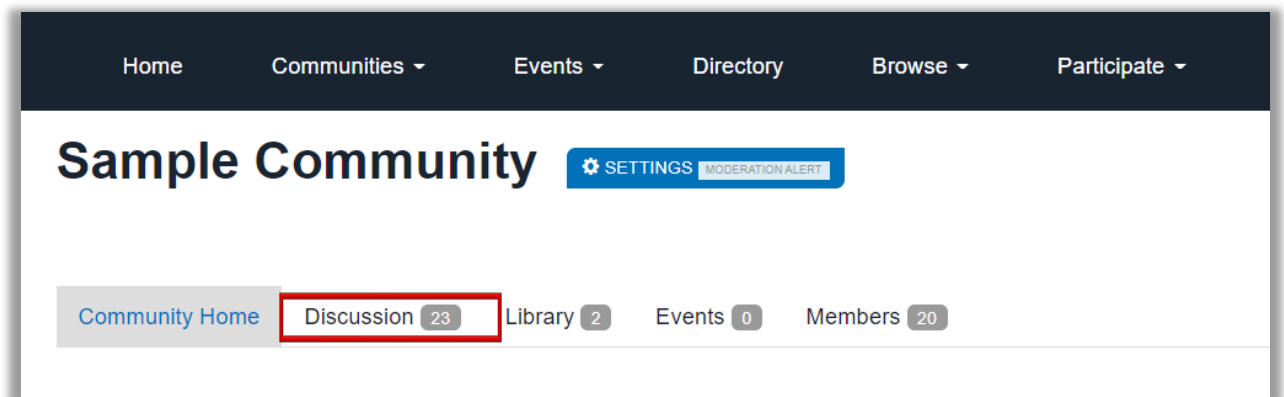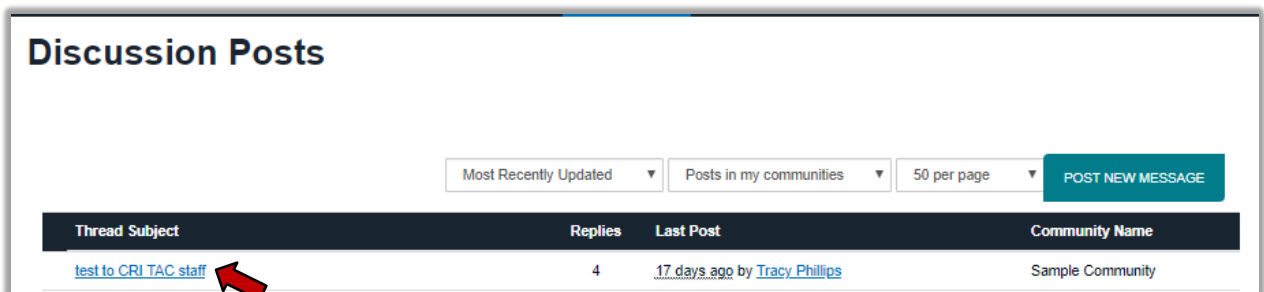
3.  Follow the additional steps and click "Finish."

# Reply to a Discussion Post

1.  From the community homepage, you can reply to a discussion by simply clicking "Discussion" at the top.



2.  Click on a specific discussion to which you would like to respond.



3.  When replying to a post, you can either select "Reply to Discussion" on the right-hand side, through which all community members will receive your response, or click the drop-down arrow next to "Reply to Discussion" where you can access other options such as "Reply to Sender" where only the author of the post will receive your response. "Reply to Sender" is a good option if you want to share something private with the author.

# Reply Through Email

1. Your default option for notification settings is set to *Daily Digest*. This will prompt you to receive an email each day of all the discussions that took place the day before. When viewing the *Daily Digest* email, you have several options to reply to a discussion.

   - Clicking "Reply to Group" will open a new email window and all community members will receive your response. Your response will also be posted to the community.
   - Clicking "Reply to Sender" will take you to the community to reply to the discussion, where only the author of the post will receive your response.
   - You also have other options at the bottom of the email. If you click "Reply to Group Online" you will be routed to the online community to reply to the discussion. Clicking "View Thread" will show you the original thread along with all responses.
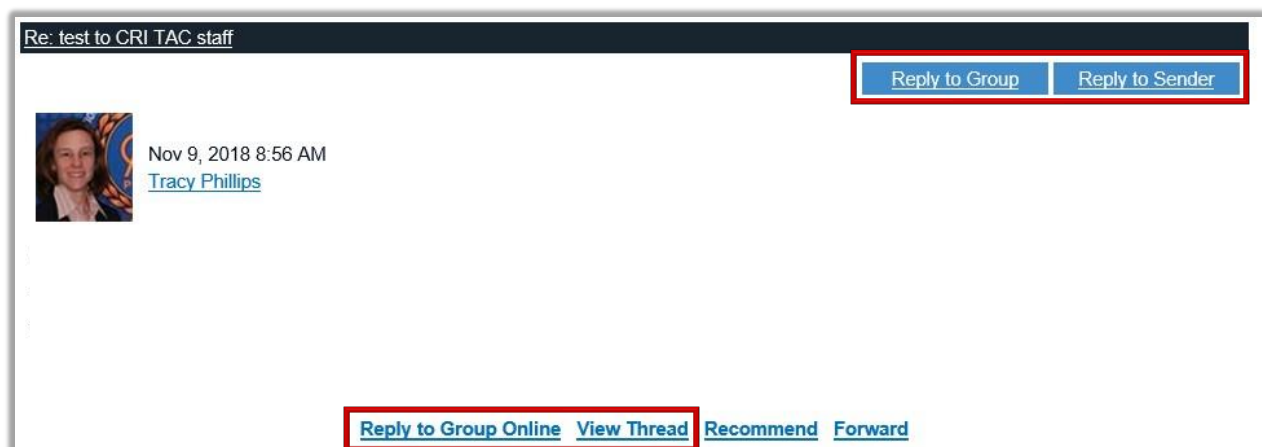


# Find Other Members

1. To search for other members, click "Directory" on the main menu bar. You can search by name, agency, or email address.
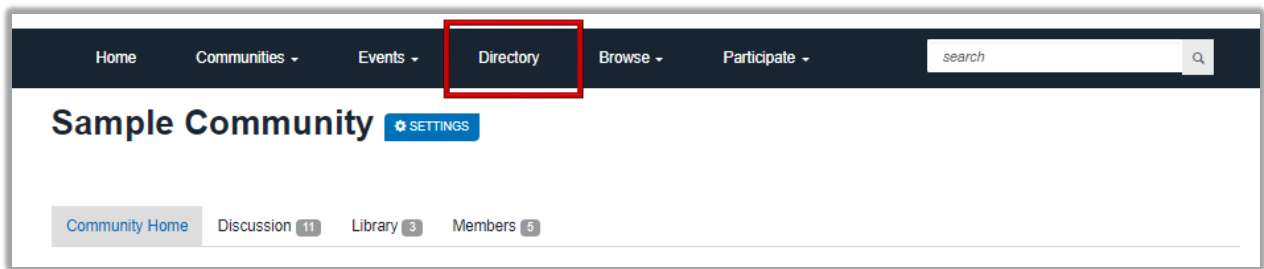
2. Once you have found the person you are looking for, you can view their profile, send messages, or add them as a contact directly from the search results page.

# Check Your Inbox Notifications

A. To view your inbox, click on "My Account" within your profile and choose "Inbox." Here, you will see any direct messages that another IACPengage member has sent to you, such as invitations to connect.