



NACA Connect Q&A

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 into the NACA Online Portal via www.naca.org.

RECOVER/RESET YOUR USERNAME AND/OR PASSWORD

You are given the option to recover or reset your log in information. Be mindful that changing this information will change all NACA related log in information, including the NACA Online Portal. This feature will only work if you already have access to NACA Connect. If you are unsure, please contact memberrelations@naca.org for your credentials.

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.

Q: What information is recommended?

A: For the best experience and to get the most out of NACA Connect, we recommend you fill out all the information on your profile page, as well as upload a profile picture. The goal and purpose of NACA Connect 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 NACA Connect?

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

- First and/or Last name
- Company/Institution Name
- Email address

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 his or her 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 sender only for simple comments like “me, too” that add little value to the overall discussion; and replying to the entire community when you are sharing knowledge, experience or resources that could benefit others.

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.

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.

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 into the community site.

Q: I’m having trouble viewing the HTML email messages. How do I fix this?

A: If images are not appearing, it is likely that your email account is set to suppress images. This is something you can change in your security or viewing options. If you would rather receive text-based email, go to your profile page and click on the My Account tab. Choose Community Notifications from the drop-down menu. Select the Plain Text format option.

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:

1. When you include an attachment in a discussion post, the system automatically places it in the affiliated library.
2. 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 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, standard files (Word, Excel, PowerPoint, and PDF), webinars, images and YouTube videos. If copyright protection for the content is necessary choose that file type upon upload.