

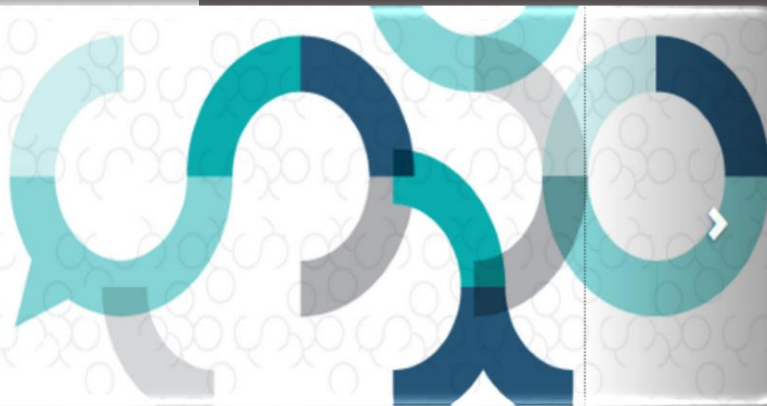
NACCHO Virtual Communities Guide

Join the Discussion

Ask or answer questions with your peers.

Our dynamic discussion groups provide the tools you need to communicate with leaders and partners in your field.

[Get Started →](#)



Welcome

Build community and connect with your colleagues.

Enter a place for knowledge exchange, content curation, idea incubation and professional networking.

Explore →



What are NACCHO's Virtual Communities?

NACCHO's Virtual Communities (VC) grows out of NACCHO's desire create a community based platform that helps members better engage with their peers by networking, participating in discussions and sharing resources. Our passion is to help local health department leaders and their workforce achieve previously unimaginable levels of performance. We do this by nurturing a community of smart, creative, and interesting people: our members.

Our Purpose

Our purpose is to create and grow a knowledge base and knowledge-sharing platform for communities by providing access to a hub of resources, discussions, and effective practices while collaborating. The vast amount of important information exist amongst our members - making them our greatest asset, which we believe opens up a world of possibility.

Our Goal

The overall goal is to bring like-minded people together in an online community. We encourage all members to create stronger relationships with each other. We want you to feel secure while sharing ideas in your own private online community, have the ability to build a knowledge culture – dramatically increasing organizational relevancy.

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Q: *What is my username/password?*

A: Your login credentials are the same username and password that you use to log in to the NACCHO website. If you have forgotten your login credentials or need assistance with your login information, please send a message to membership@naccho.org .

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

A: On your profile page and select the *profile* option. Once you have landed on the *Profile Home* page you will be able to do the following:

Profile

- Add a bio
- Add you education
- Add job history
- Add a photo
- Import information from LinkedIn
- Link your account to any of your other social media accounts

My Connections

- Add or edit your contacts
- View your networks (****networks are determined by the demographic information and organization information that is linked to you*)
- Communities

My Contributions

- Summary
- Achievements
- List of Contributions

My Account

- Inbox
- Privacy Settings
- Email Preferences
- RSS Feeds
- Community Notifications
- Discussion Signature

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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Q: How do I find other members?

A: Click the "Network" or "Directory" link found in the main navigation bar. In the directory you may search for other users based on:

- First and/or last name
- Company/Institution name
- Email address

Switch to the "Advanced Search" tab to refine your search results by:

- City
- State
- Country
- Community
- Education

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.

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 community site to stay in touch, ask questions or even build a referral network. Additionally, when you view another member's profile, you'll be able to see any contacts you have in

common. You can also choose to let your contacts view certain demographics in your profile that others can't.

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Q: *What are communities?*

A: Communities allow you to participate in discussions and share resources with other members.

Q: *What communities do I already belong to?*

A: Go to "Communities" in the main navigation bar. Select "My Communities" to view the communities you currently belong to.

Q: *How do I join/subscribe to a community and the affiliated discussion group?*

A: Click on "Communities" in the main navigation and click on "All Communities" in order to see a list of available communities. Click on the community that you wish to join and simply click "Join," then choose a delivery option for posts (Real Time, Daily Digest or No Email).

******All members are subscribed to the All Members Communities***

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 "Email Preferences" option from the drop-down menu. You will then be able to edit the email notifications that are being delivered to the email address of your choice.

- System Emails
- Community Emails
- Social Emails
- Promotional Emails

Q: *How do I leave a community or unsubscribe from a discussion?*

A: Go to your profile and click on the "My Account" tab. Choose "Community Notifications" from the drop-down menu. Here, you will see a list of available communities and those to which you've subscribed. Select "no email" and then you will not receive any email notifications regarding those groups

A: If you are a member of a workgroup/committee you must first notify your NACCHO lead staff of your request. The NACCHO staff will then send the request to membership@naccho.org. From there we will proceed with the removal from the community.

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

A: To respond to a discussion post, please navigate to the discussion post and click "Reply to Discussion" to send your message to the entire community. To send a message to the only author of the post, please select "Reply to Sender" (located in the "Reply to Discussion" drop-down). We recommend replying to the sender 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 others could benefit from.

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

A: Go to "Participate" > "Post a message." From an email (HTML version) for a particular discussion forum, you can use the "Post Message" link located at the top of the discussion email.

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 client is set to suppress images. This should be 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 for each of the discussions you are subscribed to.

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

A: Yes, please enter a keyword in the search bar located in the main navigation. To refine your search results, please select "Show Advanced Search".

Q: *How do I see a listing of all of the posts to a specific Community?*

A: Locate the community you are interested in viewing from the appropriate communities page. Click through the community's landing page, then click on the "Discussions" tab. If you see a post you're interested in, click the subject line which will take you to the entire thread. "Show Original Message" at the bottom of all of the posts in a thread will display the original message that started that discussion.

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

A: If you know which library the resource might be located in, find the affiliated community via the All Communities page. Click through the community's landing page, then click on the "Library" tab. If you do not know where the resource might be, enter search terms in the main search box the same way you might enter search terms into Google or another search engine.

Q: *Can I search for specific file types?*

A: Yes. 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 any community's 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 page. It is the same as "Create New Library Entry" on your community landing 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, please click “Next.”
- Upload your file.
- Select “Next” if you want to further describe your files and/or add tags to your file. Otherwise, please 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, and PowerPoint), webinars, images and YouTube videos.

Q: *What are the “tags” for?*

A: Tags are great way to organize and categorize content on your site. Tags can be applied to blogs, library entries, events, and glossary terms. Tagged items are prioritized in the search results.

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