



Help / FAQs

General

- What is my username/password?
- How do I update my contact information?
- How do I control what information is visible on my profile?
- Can I post open positions to the ACAAM Community?

Contacts / Connections

- How do I find other members?
- How do I add contacts to my contact list?
- Where can I find saved chats?

Groups / Discussions

- What are groups?
- Which groups do I already belong to?
- How can I control the frequency and format of emails I receive?
- How do I leave a group or unsubscribe from a discussion?
- How do I respond to others' posts?
- How do I start a new discussion thread?
- Can I search for posts across all the groups?
- How do I see a listing of all the posts to a specific group?

Resources

- How do I find resources that may have been uploaded by other members?
- Can I search for specific file types?
- How do the resource libraries get populated?
- How do I upload a document?
- What kind of documents can I upload?
- What are the tags for?

General

Q: What is my username/password?

A: Your login credentials are the same username and password that you use to log in to the main site. If you have forgotten your login credentials or need assistance with your login information, please [click here](#).

Q: How do I update my contact information?

A: In the upper right corner, click on the circle with either your initials or your image (if uploaded), select “edit your profile”, click “edit” to add or update your information.

Q: How do I control what information is visible on my profile?

A: Navigate to your profile page (circle with initials or image), select “Edit My Profile, then “Privacy” in the left-hand column to control what information is visible to whom.

Q: Can I post open positions to the ACAAM Community?

A: The ACAAM Community does not allow solicitation of any non-ACAAM products or services, or job postings. Visit the [ACAAM Career Center](#) to post your available positions. Postings of this nature will be removed by ACAAM Community administrators.

Contacts / Connections

Q: How do I find other members?

A: Click Members at the top of your screen. The Directory lets you search for other members based on:

- First and/or last name
- Institution name
- City and/or state

Q: How do I contact other members?

A: Select the member you are looking for, click on the chat bubble, and send them a message.

Q: Where can I find saved chats?

A: Select the comment bubble next to your profile circle (either initials or image if you have added).

Groups / Discussions

Q: What are groups?

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

Q: Which groups do I already belong to?

A: Select Community at the top of the page, then go to “All Groups” in the left-hand navigation bar to view the groups you currently belong to. Your groups have been determined by the information received when you joined and/or renewed. If you find yourself in a group that is not reflective of your current role, please contact info@acaam.org so your profile/groups can be updated.

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

A: Go to your profile circle in the upper right-hand corner (either initials or image if you have added), select “edit your profile”, click on “notifications” in the left-hand menu. On this page, there notification options: Off, Realtime, Daily, Weekly.

For each discussion, you have the following delivery options:

- Realtime: sends an email every time a new message is posted.
- Daily digest: sends one email to you each day, consolidating all the posts from the previous day.
- Weekly digest: sends one email to you each week, consolidating all the posts from the week.
- Off: 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.

It is here that you can also, turn off receiving private messages from other ACAAM members.

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

A: Select Community at the top of the page, then go to "All Groups" in the left-hand navigation bar, select the group you wish to leave, under the header image, click on the three dots (...) to manage your notifications or leave group.

Q: How do I respond to others' posts?

A: Under the post, select the "Like" icon and/or "Comment" bubble to respond to the post.

Q: How do I start a new discussion thread?

A: When you are in the "Community/Feed" or "Group" you have an option to post a message to the community. In addition, you can take advantage of the features to ask a question, write an article, or create a poll. You do not have to select any of those options. You also have the option at the bottom of that post in community/feed, under settings to select where the message will post. Note: if creating a post when in General group or one of your other groups, you will not have the option to select the group. This only works when you are in the main feed.

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

A: Using the magnifying glass at the top of the screen, you can enter in a key word to find posts relevant to the identified topic. Note: you will only see posts in groups you are a member of.

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

A: Locate the group you are interested in viewing from the Group navigation menu. Click through the group's landing page to "Activity". Scroll through to read the postings.

Resources

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

A: If you know which group the resource might be located in, find the affiliated group via the All Groups menu. Click through the group's landing page, then click on "Resources" under the group header. Review the listing of resources. You can also enter in a groups resource search bar "search all resources", a key term that might be in the title of the document.

Q: Can I search for specific file types?

A: Yes. Enter your desired file type extension (eg, .doc, .pdf, .ppt) in the search all resources for a particular group.

Q: How do the resource libraries get populated?

A: When you include an attachment in a discussion post, the system automatically places it in the affiliated resource library.

Q: How do I upload a document?

A: Post a message, if in the main feed, select the intended group, attach the resource by clicking on the paperclip icon. Be sure to select an appropriate tag making the resource easy to find.

Q: What kind of documents can I upload?

A: The system supports dozens of file types including hyperlinks, standard files (Word, Excel, PowerPoint, PDF), webinars, images, and YouTube videos

Q: What are the tags for?

A: Tags are a great way to organize and categorize content. Tags can be applied to discussion posts, resources entries, and events. Users can select them from the "Tags" list. A user can visit the "Tag" section of the community site (left-hand menu), then can click on a tag and the platform will bring the user to a page where a user can see "All Posts Tagged as ____". This makes content easier to sort and find.