



Member Network – Community Basic Training

Type of Communities

- Chapter Presidents & Treasurers (private)
- Chapters (members-only, auto-assigned)
- Discussion Groups (members-only, request to join)
- Executive (private)
- Foundation Committees (private)
- Industry Committees (members-only, request to join)
- Member Created Communities (members-only, request to join)
- Open Forum (members-only)
- Private Communities (private)
- Regions (members-only, auto-assigned)
- Service Committees (private)

Discussions

Overview

A community's Discussion is where its members can post messages to share their thoughts and ideas on a particular topic, ask questions for support and answer the questions posed by others to offer help and guidance.

Every community comes with an associated Discussion, offering its members a place to connect and engage by creating threads; within these threads is where the Discussion grows, as other users respond by posting replies.

Participate in Discussions

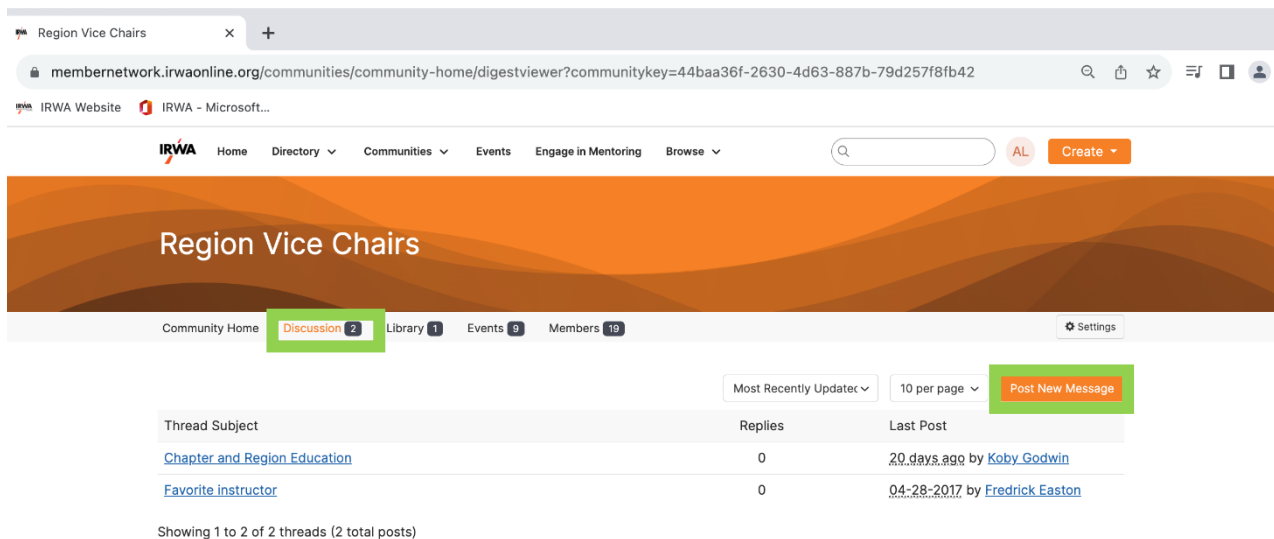
While Discussions are a great place to begin a conversation with fellow members, it also gives you an opportunity to share your knowledge and provide helpful advice. What's more, you can participate both **online** and via **email**.

Post a Message Online

To post a message online, navigate to a community and:

NOTE: You must be a member of a community to post, unless it's a public community.

1. Click the **Discussion** tab.
2. Click **Post New Message**.

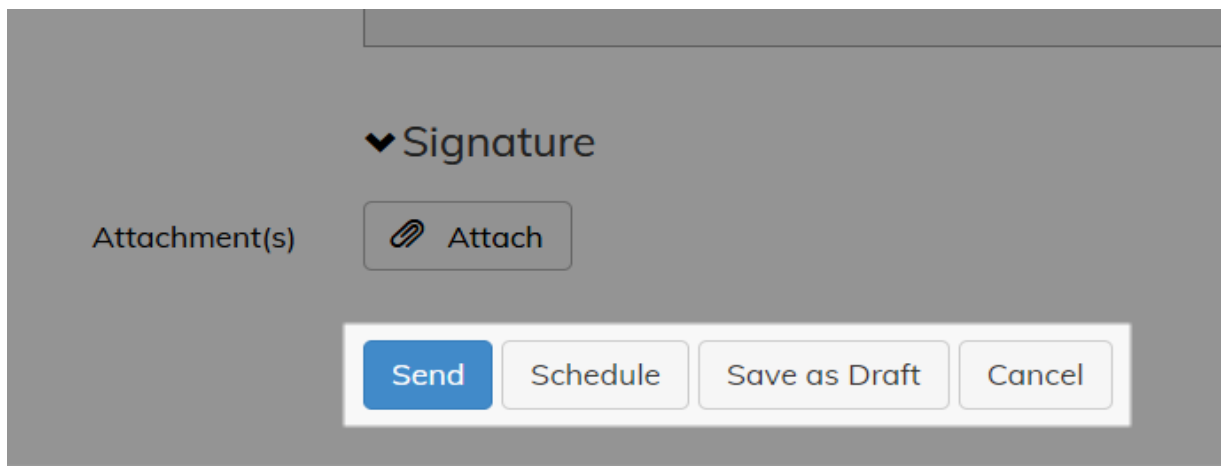


3. On the resulting page, write and format your message using the available options.

Field	Description
To	The community you're posting to will already be selected here, but if you'd like to post to a different Discussion, you can select any communities you belong to from this menu.
Cross Post To	You can simultaneously post your message to threads in two communities (the selected Discussion thread and a thread in another community that you belong to). NOTE: This creates two distinct and independent threads; updates to one thread do not affect or appear in the other thread.
From	Indicates the owner of the thread; your name is automatically selected and cannot be changed.
Post message anonymously	If Anonymous Posting is enabled for the community's Discussion, you can check the box to post your message without any identifying information about you being included.
Subject	Provide a clear subject so users know what your message is about.
Automatically insert content preview for links	If you paste a link to a web page in the editor, the system attempts to capture a relevant image and promotional text for that web page. This is then used by the editor to create a preview for the content in your message. If you don't want to use this feature, you have two options: <ul style="list-style-type: none"> You can click the <i>remove preview</i> link within the preview to remove it from your post. You can toggle this option to NO to disable the generation of previews altogether (this preference is saved by the system, and you'll need to enable this to re-enable content previews).

Field	Description
Message	Write your message here, along with any formatting, images, videos.
Signature	This field displays your default signature, which will be added to the bottom of your message. Click <i>Edit Your Default Signature</i> to edit your signature prior to posting.
Attachments	<p>If you'd like to include attachments with your message, click <i>Attach</i> and browse for your file(s) via the available options.</p> <p>NOTE: Files attached via this method are automatically added to the community's Resource Library.</p>

4. When finished, you have a few options:



- Click **Send** to post your message. Any community members who subscribe to receive digests and/or real-time emails will also receive your message via email.
- Click **Schedule** to schedule your post to release at a future date and time.
- Click **Save as Draft** to save your post you can finish later. As an added safety net, your work is also auto saved any time you're idle for 10 seconds.

Post a Message via Email

If you're subscribed to a community's Discussion, you'll receive email notifications about new posts per your subscription type (e.g., Real Time, Daily Digest). It's from these emails, like the one below, that you can participate in a variety of ways.

- These options allow you to reply via your email client *without* going online. You can either post a new, standalone message to the Discussion OR send a reply to the entire Discussion group. As long as the system recognizes your email address as belonging to an IRWA account, your message will post.
- Clicking these options takes you to the Discussion to reply online. You can reply to either the message's author directly OR the entire Discussion group.



IGC, Region Vice Chairs and Staff

[Post New Message](#)

1

Aug 15, 2023

Discussions

started yesterday, [Fredrick Easton](#) (2 replies)

Reminder IGC Meeting tomorrow 2023-08-15 8am Pacific

1. [Slight additions to the agenda.](#) Fredrick Easton

1. Re: Reminder IGC Meeting tomorrow 2023-08-15 8am Pacific

[Reply to Group](#)

[Reply to Sender](#)



Aug 14, 2023 9:37 PM | [view attached](#)

[Fredrick Easton](#)

Slight additions to the agenda.

Fredrick Easton, PLS,SR/WA, R/W-AMC
Farnsworth Group
(303) 947-9983

2

[Reply to Group Online](#)

[View Thread](#)

[Recommend](#)

[Forward](#)

Real-time Participation Emails

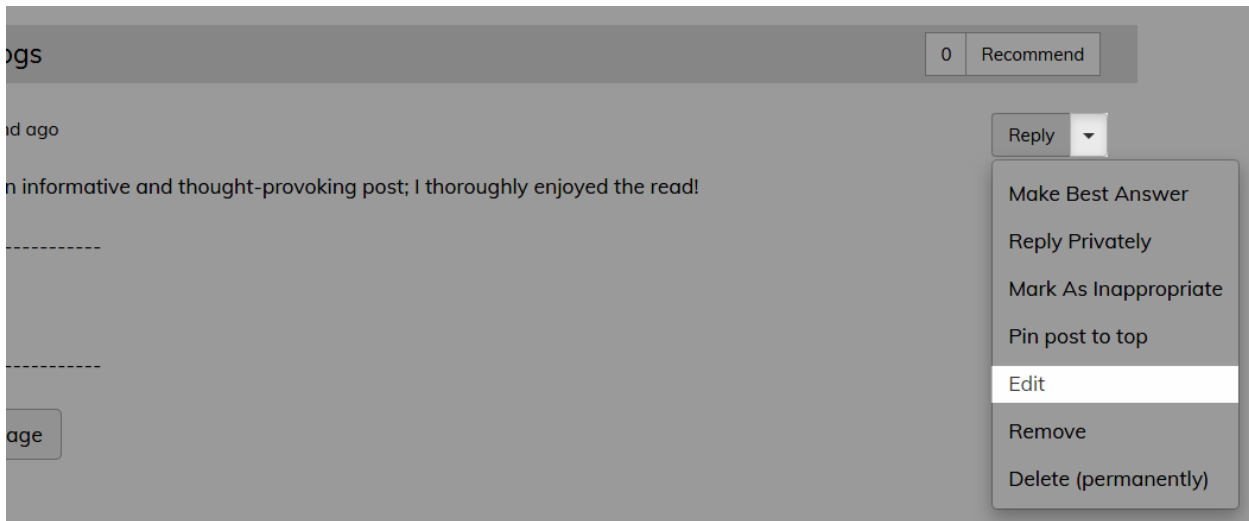
If you're opted in to **real-time participation emails**, you'll be notified via email when someone:

- replies to one of your Discussion posts
- leaves a comment on one of your blog articles, library uploads or ideation submissions.

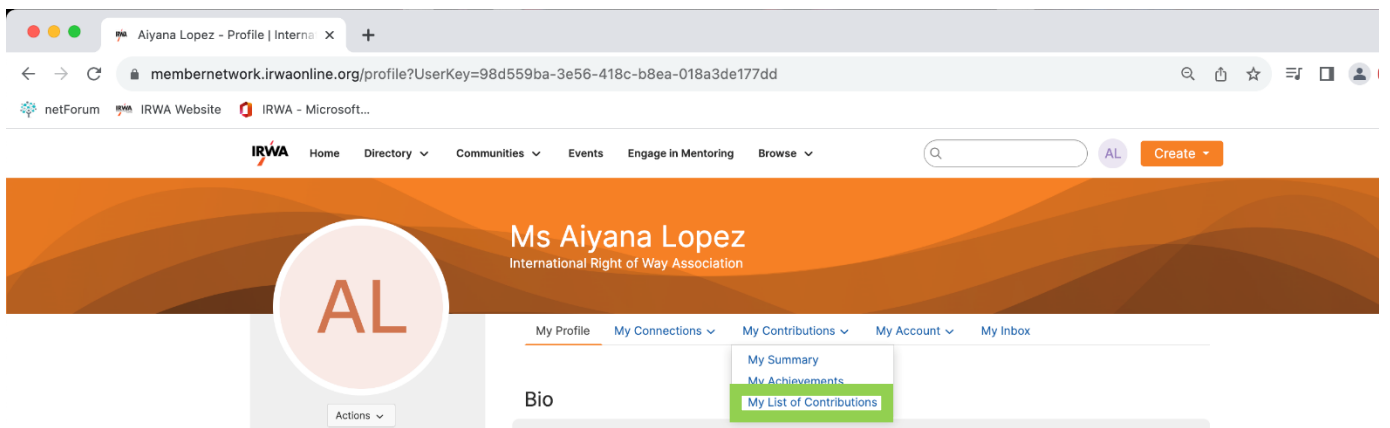
These participation emails ensure you're immediately aware of the latest developments related to the content you've contributed.

Edit a Message You've Posted

Whether you've posted your own message or replied to someone's, you're free to edit your messages at any time. To do so, navigate to one of your messages and select **Edit** from the menu on the right.



You can also access all of your Discussion posts (and all your other contributions) right from your profile. Just click **My Contributions > List of Contributions**.



Reply to a Message

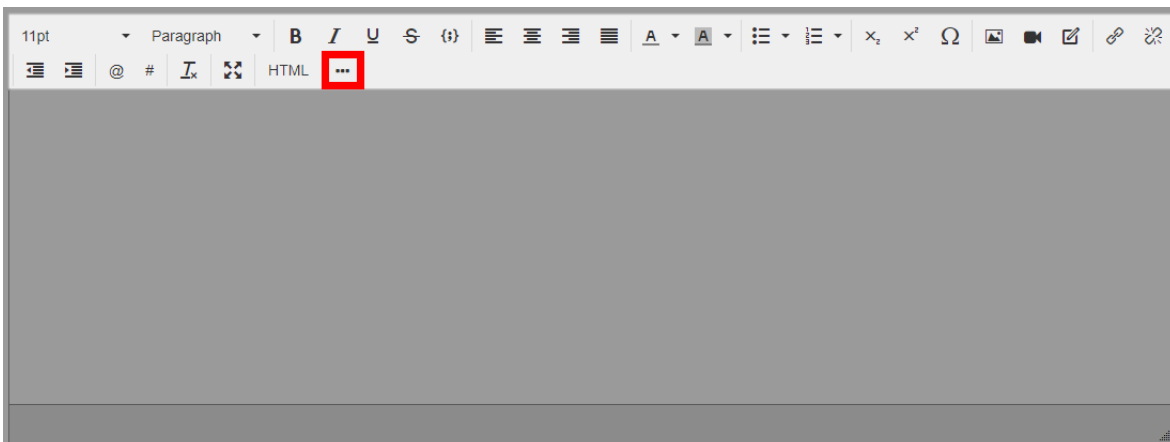
If you read a thread and want to contribute to the conversation, there are **two** ways to do so:

1. Reply to the entire Discussion

Click **Reply** to post your response inline to the entire discussion group. This will likely be your default response method much of the time to ensure the entire community can view it and engage with you.

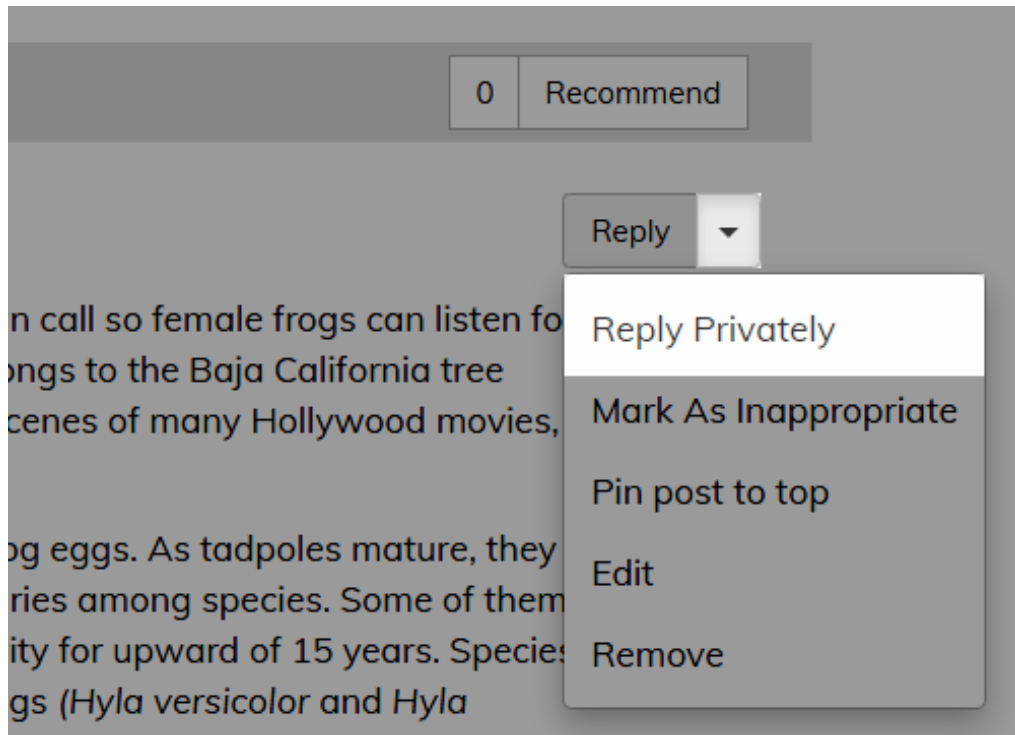


When replying this way, you'll use the **Basic** editor, with a limited set of options. Click the **ellipsis (...)** icon to expand the **Basic Plus** editor with additional formatting options (shown below).



2. Reply only to poster

Select **Reply Privately** from the menu to respond *only* to the post's author. This is a great way to keep your response hidden from the rest of the community and only reply to the author of the post.



NOTE: You can't reply privately if the author posted anonymously.

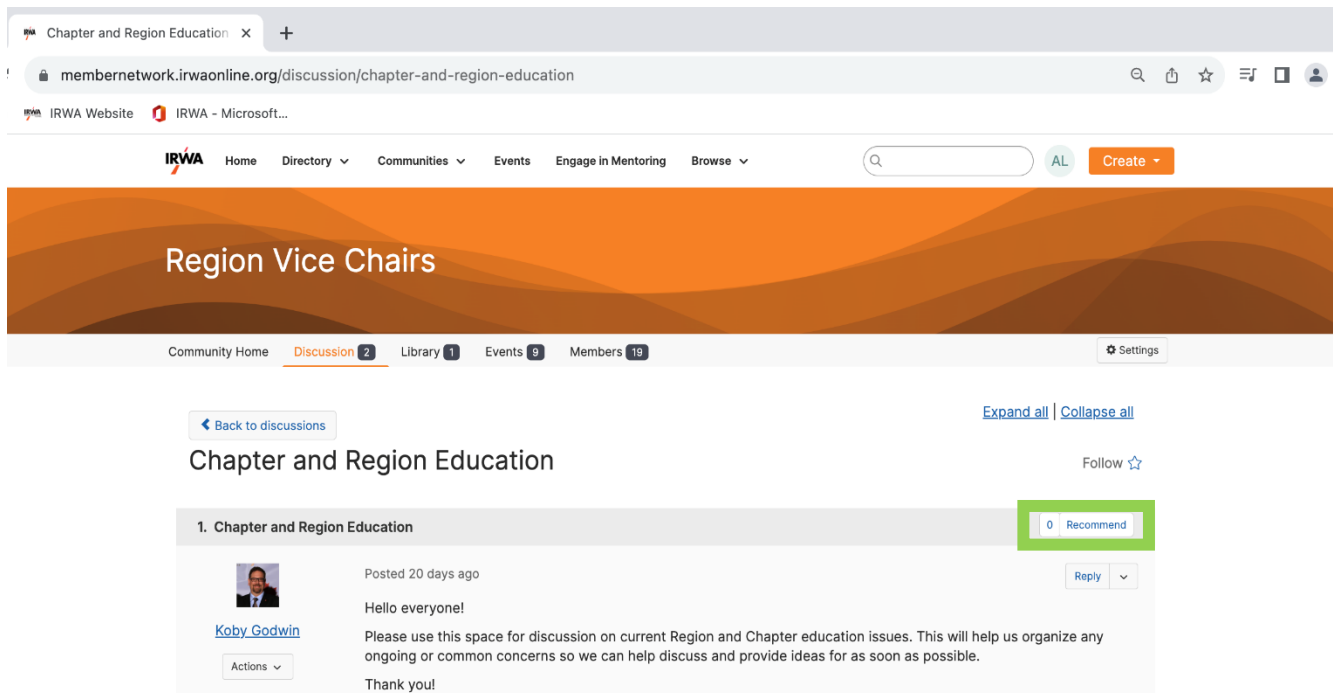
TIP: When replying to a message via either of these methods, click the **Original Message** button to view the original message and all associated replies in the thread. This is helpful when replying to long or complicated messages that you want to reference as you draft your reply and when a thread contains numerous posts.

Recommend a Post

If you come across a post that you think is of particular value, you can **recommend** it so that other members can easily see what content (posts **and/or** replies) warrants a look.

The **Recommend** button displays with the content, which makes it *easy to recommend* and to *see what's been recommended*.

- Click the **Recommend** button to recommend a post or its reply. The adjacent recommend count increases by 1.
- Click the recommend count (if 1 or greater) to display a pop up and see who has recommended the content.



The screenshot shows a web browser window displaying the IRWA website. The address bar shows the URL: membernetwork.irwaonline.org/discussion/chapter-and-region-education. The website header includes the IRWA logo and navigation links: Home, Directory, Communities, Events, Engage in Mentoring, and Browse. A search bar and a 'Create' button are also visible. The main content area features a large orange banner with the text 'Region Vice Chairs'. Below the banner, there is a navigation bar with 'Community Home', 'Discussion 2', 'Library 1', 'Events 9', and 'Members 19'. A 'Settings' button is located on the right. The main content area shows a discussion titled 'Chapter and Region Education' with a 'Follow' button. Below the title, there is a post by Koby Godwin, posted 20 days ago. The post content reads: 'Hello everyone! Please use this space for discussion on current Region and Chapter education issues. This will help us organize any ongoing or common concerns so we can help discuss and provide ideas for as soon as possible. Thank you!'. A 'Recommend' button with a count of '0' is highlighted with a green box.

Libraries

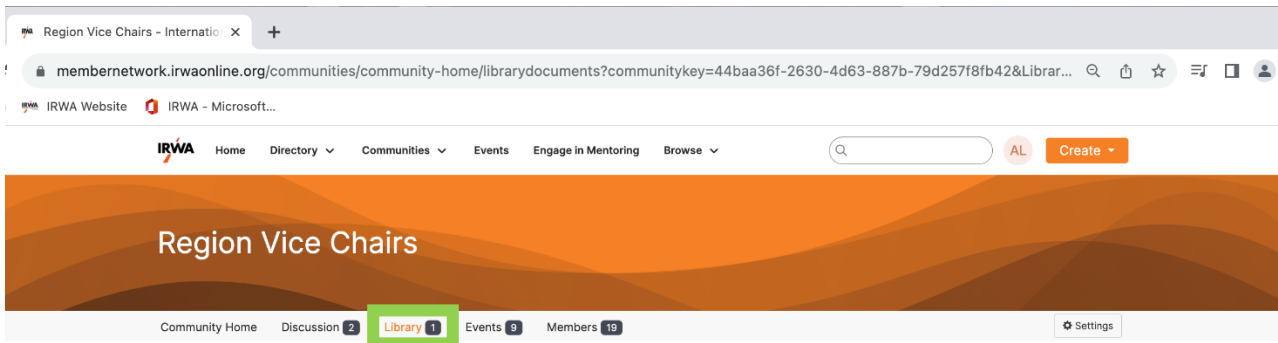
Overview

Libraries are a core element of your community. Through Libraries, users can share files, including multimedia, in a socially enriched environment. Multimedia content can be viewed directly on Library Entry pages and even embedded on other web pages. In addition, you can add Creative Commons licensing notices to Library Entries.

Create an Entry

You can think of Library Entries as containers for individual files; you can upload multiple files to a Library Entry.

On the **Library** tab, click **Create New Library Entry** to work through the Create Entry Wizard, which guides you through the upload process. This process comprises four steps, each discussed in their associated sections below.



Create Entry

Step 1 - Describe & Choose Entry Type

To begin, describe and configure your Entry using the available options:

Add to a Library

Title*

Description

Library*

Folder

Entry Type: Select the type of library entry you will create*

Owner

(Next up: Upload Your Files)

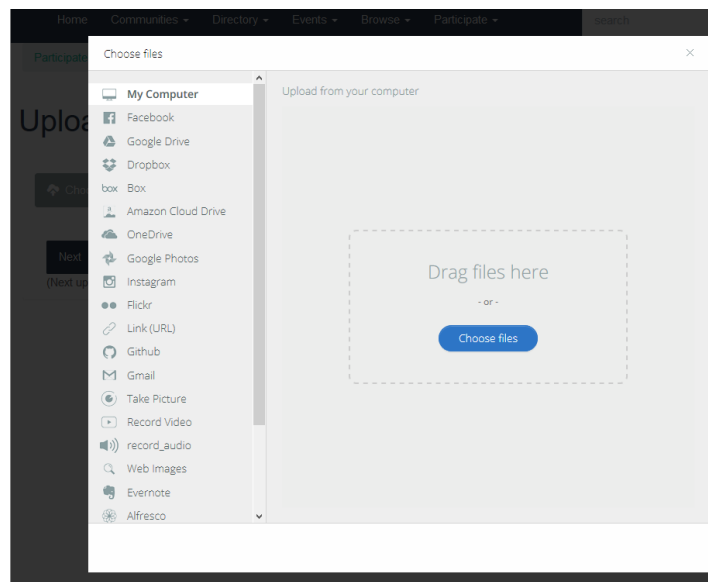
Field	Description
Title	Give your Entry a descriptive title making its purpose clear.
Description	If desired, describe your Entry here to give users any helpful or useful information about it.
Library	The community you're uploading a file to will already be selected here, but if you'd like to upload the file to a different community's Library, you can select any communities you belong to from this menu.
Folder	If the selected community Library has additional content folders created for it, you can select which one to upload your file to here.
Entry Type	This is where you select which type of Entry to create. You can learn more about each type in their associated section of Step 2.
Owner	An Entry's owner has management rights to it, and enables them to edit its details and files, moderate comments, etc. When initially creating an Entry, you can leave this blank to default yourself as the owner (i.e., creator) or enter someone's email address and click <i>Lookup</i> to assign them as the owner. You can update an Entry's owner at any time in the future, if the need ever arises.

Step 2 - Configure Your Selected Entry Type

Each Entry Type is described in more detail below.

Standard/Copyright Files

These two Entries are similar, except Copyright Entries require an additional step to choose your copyright license for the file(s) you plan to upload. For these two types, you can upload one or more file types, including multimedia, using the various options on the left or by dragging and dropping files or choosing them from your computer or network.



Hyperlink

With this Entry, you aren't sharing files but are instead providing a link to the desired internal page (e.g., a page on your site) or external page (e.g., your organization's website). You can also enter customize your link's text so something other than its URL is displayed. This link is displayed to users on a standard Library Entry page.

Add Hyperlink

Link URL

Link text (optional)

[Next](#) [Finish](#) [Previous](#) [Cancel](#)

(Next up: Add Tags and Keywords)

Webinar

This Entry provides an embedded video on a standard Library Entry page, linked from a third-party provider like Adobe Connect. These Entry Types are meant for the display of completed webinars, not for the streaming of live webinars.

NOTE: Currently, **.wmv** files are not supported for playback in webinars.

Webinar Details

Details

Link to Webinar: Enter the web link/url to the webinar

Running Time: Please enter the running time of the webinar in a format like "MM:SS minutes". Example: 20:30 minutes

Presenters: Please enter the full name of up to 5 presenters. If you have a link to the presenter's profile, enter it in the second column (optional)

Presenter Name

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Link to Profile

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Link to Survey: Enter the web link/url to the survey (optional)

[Next](#) [Previous](#) [Cancel](#)

(Next up: Categorize Your Webinar)

YouTube

Use these Entries to embed a YouTube video that is displayed in the multimedia player of a standard Library Entry page. Instructions for acquiring the necessary YouTube information to embed your video are provided on the page.

Add a YouTube Video



YouTube link

Next Finish Previous Cancel

(Next up: Add Tags and Keywords)

Step 3 – Describe Your Files

If you're uploading files via a Standard or Copyright File upload Entry, this optional step allows you to change the title of each file on the left and provide a description for each file on the right, helping explain the purpose of your file(s) to other users.

NOTE: If you don't provide a title for a file on the left, its file name is what will be displayed on the Library Entry page. In the example below, for example, I don't want "Higher Logic_Word_Template" displayed, so I changed its title to "Higher Logic Support Guide Template," as this will make more sense to other users.

Describe Your Files

drag and drop to arrange display order

1. Example Document.docx
Library Best-practice Examples
Use this document if you're looking to improve the viability of your Resource Libraries
2. HL_Word_Template.docx
Higher Logic Support Guide Template
Use this template to create support documentation for your clients!

Next Finish Previous Cancel

(Next up: Add Tags and Keywords)

Step 4 - Tag Your Entry (optional)

The last step in the process is to optionally apply and available/desired tags to your Entry. While not required, applying tags is a best practice to not only make it easier for other users to find your Entry but also for you to find the files shared by others.

Tag Your Entry

Add a tag

Finish Previous Cancel

View & Download an Entry's Files

On the **Library** tab, each Entry is listed on the page.

Click an Entry to:

1. View its file(s). Multimedia files like images and videos are displayed directly on the page for convenient viewing without needing to download them first.
2. Individually download any of the Entry's uploaded files.

3. Download all of an Entry's uploaded files, if it has more than one. This allows you to quickly download every file without having to download each one individually.
4. View any comments you and other users have posted about the Entry, as well as add your own via the **Add** button. You can edit and delete your own comments, and those of other users if you're an admin, by clicking the pencil and trashcan icons.
5. View any related information users have made available for the Entry. If there are other Entries or pages (internal or external) that relate to an Entry, click **Add** and provide the link here. You can delete your own related links, and if you're an admin, those of other users clicking the trashcan icon.

Quick Download Files

If you just want to download an Entry's file(s) immediately, click the **Download All** button.

File types

Not all of the file types that are supported by Resource Libraries can be included in a Library Entry via email. For example, video files and .TXT files are **not** supported.

The following file types are supported when posting to a Library via email.

- **BMP** - Bitmap Image
- **CSV** - Comma Separated Value file
- **DOC** - MS Word Document
- **DOCX** - MS Word Document
- **DOT** - MS Word Document
- **DOTX** - MS Word Document
- **DWG** - Drawing file primarily associated to CAD applications
- **EML** - Extension for an e-mail message saved to a file in the MIME RFC 822 standard format by Microsoft Outlook Express and other email programs
- **EXIF** - Exchangeable Image File

IMPORTANT: Effective 02/24/22 - As the result of a security audit, Higher Logic will remove supplemental metadata that is stored with the picture in order to better protect user privacy and data.

- **GIF** - GIF Image
- **GZ** - GNU Zip Archive
- **HTM** - HTML Page
- **HTML** - HTML Page
- **ICS** - Calendar file saved in a universal calendar format
- **JPE** - JPEG Image
- **JPEG** - JPEG Image
- **JPG** - JPEG Image
- **M4A** - Flash Audio File
- **MP3** - MP3 Audio
- **MPP** - MS Project Plan
- **MPT** - MS Project Template
- **MPV** - MS Project View
- **MPX** - MS Project Exchange
- **MSG** - Mail message file format used by MS Outlook and Exchange
- **PDF** - Adobe PDF File

- **PJPEG** - JPEG Image
- **PNG** - PNG Image
- **PPS** - MS PowerPoint
- **PPSX** - MS PowerPoint
- **PPT** - MS PowerPoint
- **PPTX** - MS PowerPoint
- **RA** - Real Audio
- **RAM** - Real Audio
- **RTF** - Rich Text Format File
- **TIF** - TIFF Image
- **TIFF** - TIFF Image
- **TTF** - TrueType
- **VCF** - Standard file format for vCards
- **VCS** - File format associated with vCalendar application
- **WAV** - WAV Audio File
- **WMA** - Windows Media Audio
- **WPD** - Word Perfect Document
- **WRI** - Windows Write Document
- **XLS** - MS Excel Spreadsheet
- **XLSX** - MS Excel Spreadsheet
- **XLT** - MS Excel Template
- **XLTX** - MS Excel Template
- **XML** - Extensible Markup Language
- **X-PNG** - PNG Image
- **ZIP** - WINZIP Archive

Comment On & Recommend Library Entries

Library Entries allow for social interaction in three ways on the Library Entry page.

- You can **recommend** an entry.
- You can **comment** on an entry.
- You can **add a link** to internal and external content that is related to the entry.

User profiles

When you and your peers create, comment on and add links to Library Entries, that activity is tagged with the contributor's name and profile picture (if one has been added).

TIP: Click the username to link to that user's profile; right-click to open the profile in a new tab.

Recommend

You can click **Recommend** to recommend a Library Entry. The number of recommends displays as a link that you can click to see who has recommended it.

The screenshot shows a web browser window with the URL `membnetwork.irwaonline.org/communities/community-home/librarydocuments?attachments=&communitykey=44baa36f-2630-4d63-887b-79d25...`. The page displays a document titled "Meeting Minutes - August 8, 2023" posted by Koby Godwin on 08-08-2023 10:17 AM PT. The document is a Word file (16 KB) with 6 views and 3 downloads. A green box highlights the "Recommend 0" link.

When you recommend a Library Entry, the page refreshes and the recommend count increases by 1.

Add a Comment

You can click **Add** in the Comments section to give feedback and share your thoughts about a Library Entry. After the page refreshes, your comment is tagged with an indicator of when it was added.

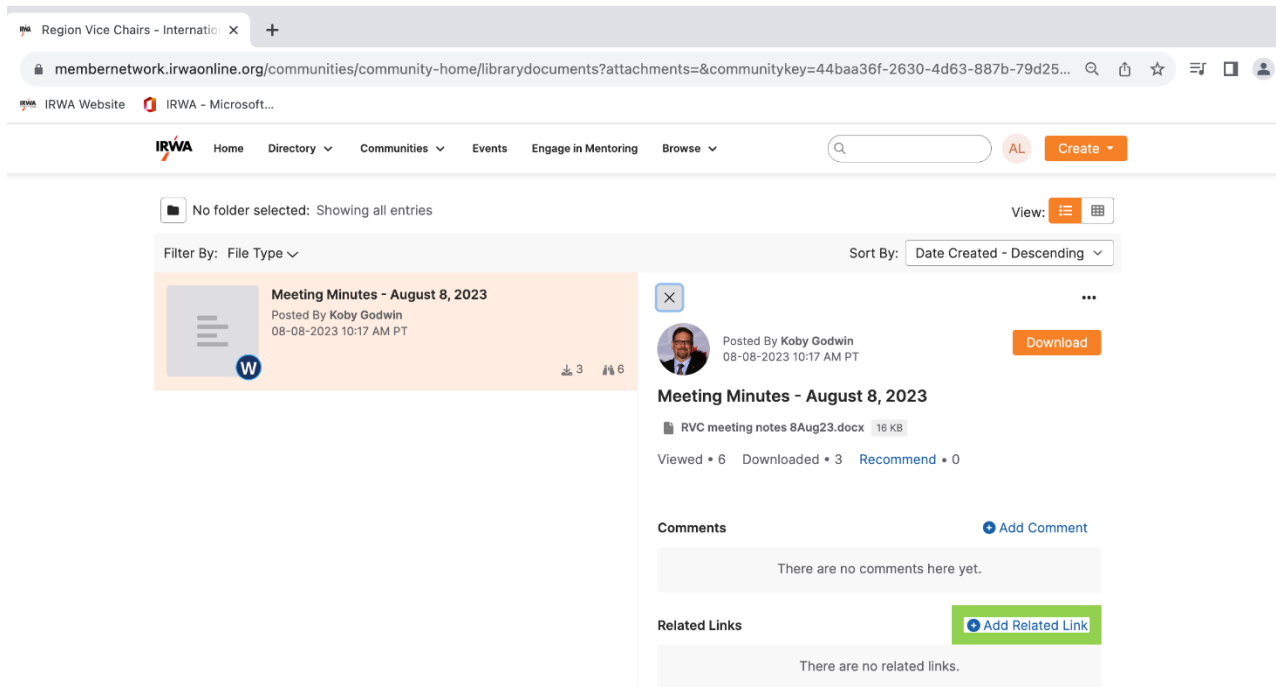
- You can **edit** and **delete** your own comments by clicking the pencil and trashcan icons.

The screenshot shows the same document as above, but with an "Add Comment" button highlighted in green in the comments section. The comments section currently contains the text "There are no comments here yet."

Link to Related Content

You can click **Add** in the Related Entries and Links section to provide links to information that is related to this entry. You can link to *other Library Entries, content elsewhere on your site* and *external sites*. After the page refreshes, your link is tagged with an indicator of when it was added.

- You can **delete** your own links by clicking the trashcan icon.



The screenshot shows a web browser window displaying the IRWA member network interface. The URL is membernetwork.irwaonline.org/communities/community-home/librarydocuments?attachments=&communitykey=44baa36f-2630-4d63-887b-79d25.... The page shows a document titled "Meeting Minutes - August 8, 2023" posted by Koby Godwin on 08-08-2023 10:17 AM PT. The document is a Word file (RVC meeting notes 8Aug23.docx, 16 KB). The interface includes a "Download" button, a "View" button, and a "Related Links" section with an "Add Related Link" button. The "Add Related Link" button is highlighted in green.

Event Creation

Overview

The complexity of event creation is highly dependent on the *type* of event being created. For example, creating a monthly webinar that only requires attendees to RSVP requires far less configuration than a multiday event with a full agenda (e.g., sessions, registration add-ons, etc.).

Much of the complexity is determined by the Event Type, which you select when creating the event. Event Types control the features and settings that can be configured; you can think of them as templates that dictate which building blocks are available, with the most important being the registration process.

Event Registration Types

Event Manager offers five event registration types.

- [No Registration](#) - For events you simply want to add to your Event Calendar to keep your members aware of your organization's upcoming events.
- [Link to External Registration System](#) - For events where registration is handled by a third-party system. You'll provide the link to your registration system during event creation.
- [RSVP Only Registration](#) - For events where formal registration (or payment) isn't required but users still must acknowledge their attendance by RSVP. This enables an attendee roster to be tracked, which is

perfect for events like webinars, Fun Runs and various work functions. Only users with accounts on your site can RSVP.

- [Simple Registration](#) - For smaller events where registration is desired, but sessions and registration add-ons aren't needed. Generally, simple member/non-member pricing is used for this type of registration, but more complex pricing can be set up, if needed.
- [Full Registration](#) - For large, multi-day events (e.g., an annual conference). This is the only registration type allowing for the creation of sessions and registration add-ons.