

## Frequently Asked Questions

### Community Profile

#### **Q: What technical requirements are necessary to use the NAPNAP Community?**

For optimal results, the following requirements are recommended while using the NAPNAP Community: High Speed Internet Access, Browsers: Internet Explorer version 7 or higher, Mozilla Firefox version 3, Safari version 3 or higher.

Note: The NAPNAP website uses flash technology. A flash plug in must be installed to view specific sections of the website. Flash version 8 or higher must be installed on your computer.

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

Go to your profile and click on the "Edit contact information" link. Edit the fields you wish and save when you are done.

#### **Q: How do I control what information is shown in my Profile?**

Under "Profile", click the "Preferences" link in the left navigation. This will let you control what information is visible to whom. Please note that selecting the "public" option will make your profile visible to anyone on the internet; we recommend you do not use this option unless you'd like to use your profile as an electronic resume. After you've made changes, click the "Save" button at the bottom of the page.

#### **Q: My picture won't upload. What's wrong?**

The dimensions of the image must be no larger than 600 pixels wide by 600 pixels high. The file size (kilobytes, megabytes, etc.) does not matter. You can check the dimensions in programs like Photoshop, Microsoft Paint and Microsoft Photo Editor. The image must also be saved in a .jpg, .gif or .bmp format.

#### **Q: What if I don't have a good photo of myself?**

Have fun with it. The images enhance the collegiality of the NAPNAP Member Community, so feel free to include any image that reflects your personality, hobbies, pets or the like. Just make sure that the image you include is neither offensive to anyone nor protected by copyright, if you have not obtained permission from its owner or copyright-holder.

#### **Q: Why is my education not displayed in chronological order?**

This is an enhancement we are working on and plan to implement soon.

**Q: Do I have to enter start and end dates for my education?**

No, just leave the date drop-down boxes set to the blank option.

---

**Contact requests, community invitations and messages**

**Q: How can I receive messages, contact requests and invitations from other members in my e-mail inbox?**

Under your “Profile”, click the “Preferences” link in the left navigation. Your notification settings are at the top. By selecting “Forward Immediately”, you will receive the notifications in your e-mail inbox. If you select “Do Not Forward”, you will receive notifications only when you log in to the Community. After you’ve made changes, click the “Save” button at the bottom of the page.

**Q: I received a contact request that I don’t want to accept. What happens if I decline?**

When you receive a contact request, you will have the option of accepting, declining or sending that person a message. When you choose to simply decline, the request disappears from your contact requests; the person who sent it to you is NOT notified that you have declined. If you’d like to tell the person why you’re declining their invitation, choose the option to send them a message first. After the message is sent, you can click the “Decline” button.

---

**Managing Your Contact List**

**Q: How do I add contacts to my contact list?**

There are several ways to add contacts to your list. When you perform a search in the Member Directory, you will see an “Add as contact” link next to each person in your search results. Just click this link to send a contact request. If you click through and view someone’s profile, you can click the contact request link just to the right of their profile picture. Clicking any of your “Peer Groups” links, either from your profile or under “My Communities”, will yield a similar list.

**Q: Why should I add contacts to my contact list?**

Creating this virtual address book makes it easy to send your contacts messages through the system to stay in touch, ask questions or solicit advice. Additionally, when you view another member’s profile, you’ll be able to see any contacts you have in common with them. Your contact list makes it easy to send invitations if you create a community, and you can also choose to let only your contacts view and/or comment on your blog.

**Q: I noticed that I can rate my contacts based on a five-star system. Can people see how I rated them?**

Don't worry – this information is only visible to you. Since you can sort by rating, this feature provides a way to organize your list of contacts. We suggest you give the people you contact most five stars and the ones you contact least one star. Your highest-rated contacts will show up in the left navigation under “Profile”, making it easy to access their contact information and send them messages.

---

**eGroups (Discussion Forums)**

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

From a received e-mail or the online discussion board, you can click either the “Reply to eGroup” link to send your message to the entire forum, or the “Reply to Sender” link to send your message only to the sender; both links are located just to the left of the posting. We recommend replying only to the sender for comments like “me, too” that add little value to the discussion.

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

In an e-mail (HTML version) from a particular discussion forum, you can use the “Post Message” link in the right navigation bar. You can also use the “Post Message” link found in the left navigation. We recommend bookmarking or adding this link to your favorites list in your web browser to make it easily accessible.

**Q: How do I change my subscription settings in the discussion forums?**

Click the “My Subscriptions” link in the left navigation. Here, you will see a list of available subscriptions. Select one of the delivery options (Real Time, Digest, PDA or No Email), then click the “Save” button at the bottom of the page. You will get a red message that confirms your subscription options have been successfully updated. This can take around 30 seconds if you change your settings several communities at the same time.

**Q: I'm having trouble viewing the HTML e-mail messages. How do I fix this?**

If images are not appearing, it is likely that your e-mail 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 e-mail, go to the “My Subscriptions” page and select the “Text” format option near the top of the page. Be sure to hit “Save” at the bottom of the page once you've made this change.

**Q: Why do my e-mails contain a warning that says I shouldn't forward them?**

To make it easier to post and reply in the discussion forums, we have enabled an automatic login feature. This means that your login credentials are encrypted in the e-mails you receive from the forums. If you forwarded this to someone else, he/she would be able to click any of the links and log in to the Community as you. For this reason and for your protection, we strongly advise against forwarding e-mails.

**Q: Can I search for postings across all the forums?**

*Yes.* Click “Advanced Search” in the left navigation. This will let you search based on keywords in the posts, search all or specific forums, and select the date range in which you'd like to search.

---

**Directory**

**Q: How do I find other members?**

Click the “Directory” link found in the main navigation bar at the top of the site. The Directory lets you search for other members based on:

- Name
- Location
- Membership type
- Board/committee participation
- Certification
- Specialty
- Interest areas
- Education (including university, degree, area of study and dates attended)

---

**Resource Libraries**

**Q: How do I access my group's resource library?**

Click “Resources”, and click on the group whose library you want to view.

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

*Yes.* When in the resource library area, select “Advanced Search” from the left navigation. This search will let you specify file type: PowerPoint, Excel, image, video, etc.

**Q: On what other properties can I search?**

The advanced search option allows you to find documents based on keywords within a document title or description or even within its content. You can also specify which libraries you'd like to search, by which author, date posted, tags and more.

**Q: How do the libraries get populated?**

Your resource libraries are populated in two ways: you can upload documents directly by using the "Add Document" link found in the left navigation. Alternately, when you include an attachment in a forum post, the system automatically places it in the library and sends a link to it to all subscribers.

**Q: How do I upload a document?**

In the resource libraries area, click the "Add Document" link in the left navigation. Please note that uploading a document is done in three steps and each step must be completed before you can move on to the next. First, you will choose a title for your document, include a description (if you'd like) and select the library to which you'd like to upload it; then hit "Save". "Step 2" then activates, allowing you to browse for and upload your file. After uploading, you will have the option of adding tags or keywords to your document so it is more easily searchable.

**Q: What kind of documents can I upload?**

The system supports literally dozens of file types: PDFs, Powerpoint, Excel, Word, images and even video. You are, however, prohibited from uploading copyright-protected documents that you do not have the rights to post.

**Q: What are the "tags" for?**

Tags are another way of organizing and searching for documents. You can help others find the file you uploaded by including tags when you upload it. We have given you a few sets to choose from, but you can also add your own. Other members can also add tags to your document, further enhancing this search feature. This comes in handy because the name of the same policy or procedure often varies between practices.

**Q: I have several related documents. Do I have to post them individually?**

No. You can post related documents together, and we encourage you to do so. Follow steps 1 & 2 to upload your first file. Then, rather than saving, perform step 2 again to upload another file. Continue that process until all of your related files are uploaded, then add your tags and hit "Save."

**Q: Can someone else edit or delete my file?**

As the owner of the document, only you or a system administrator can delete your document. If you'd like to delete it, just click the red "X" that appears when you view the document details.

**Q: Can I download documents?**

Absolutely. That's why they are being shared. However, please note all of these documents have been submitted by your peers and have not been reviewed by ISES. You must evaluate and bear all risks associated with the use of any content, including any reliance on the accuracy, completeness or usefulness of such content.

Last revised 5/11/2009