IAIA *Connect*

Frequently Asked Questions

GETTING STARTED

1. **What is the address for the site? How do I get there?**   http://iaiaconnect.iaia.org
   And, you can always find the IAIA*Connect* link on the top ribbon of IAIA's home page,
   www.iaia.org. Your username and password are the same ones you use to login to IAIA's web
   site. (Contact Kayla Abtin at info@iaia.org for login assistance.)

   | Home | About | Events | IAIA Connect | Resources | Membership | Member Log In |

2. **It says I am already logged in, but I cannot access IAIA*Connect*. What is wrong?**
   You will need to log out and then log in again. To avoid this
   happening in the future, do NOT click the "Remember me"
   box below the e-mail and password field boxes.

   Primary E-Mail Address:

   Password:

   ☐ Remember Me   Go

3. **Why am I having trouble uploading my profile photo?**
   IAIA*Connect*'s software requires profile pictures to be less than 500kb. You can easily resize any
   photo by uploading it to a site like www.shrinkpictures.com or www.resize.it. Try reducing the
   percentage or pixel size.

MEMBERSHIP INFORMATION

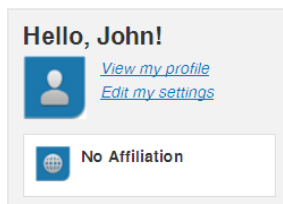4. **Can I update my contact information through IAIA*Connect*?**
   No. Updates take place on the Members section of the IAIA web site. However, you can get
   there from IAIA*Connect*. Click "Edit my settings" beside your profile picture. Under "Member
   Info," click "Edit my profile." This will take you to the IAIA web site, which might require you to
   log in again. Updates made on the IAIA site will be visible on IAIA*Connect* within 24 hours.

5. **Where can I find the information I completed on my Member Directory form?**
   Details such as your areas of expertise, specialties, institutional location, and languages spoken
   are shown on your Profile page within IAIA*Connect.* Updates to this information can be made
   through IAIA's web site (see #4).

   Hello, John!
   View my profile
   Edit my settings

   No Affiliation

   6.   **How do I change my password?**
   Next to your profile picture, click "Edit my settings" → "Member Info" → "Edit
   my profile." This will take you to the IAIA website where you can change your
   profile information and your password. Note this will change both your IAIA web
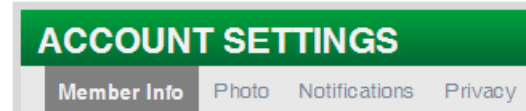   site AND your IAIA*Connect* password.

NOTIFICATIONS

7. **Can I control how often I receive e-mail notifications from IAIA*Connect*?**
    Yes. "Edit my settings" → "Notifications."
    There you can select whether you want to
    receive an e-mail digest daily, weekly, or never.

8. **I set my notifications to send me e-mails when new topics are posted, but I have not yet received any. Why?**
    To make sure you continue to receive IAIA*Connect* e-mails and digests in your inbox (not in your spam or junk folders), please add notifications@memberfuse.com to your address book.

9. **I belong to several Sections. Can I have different notification settings for each?**
    Yes. At the top of each Section's group page is a link to Notifications. There, you can select whether you want notifications from that specific group sent immediately whenever something is posted, or if you want the notifications to be included with your regular digest (see #8). For each group, you can select whether or not you want to be notified when an announcement is made, a resource is added, a discussion is created, or whenever a person joins the group.

10. **Can I send private messages to a specific IAIA member(s)?**
    Yes. On the person's profile page, click "send message" at the top. You can also search for the person in the 'Members' directory on the left side of your page, and then click the envelope icon to the right of the name.
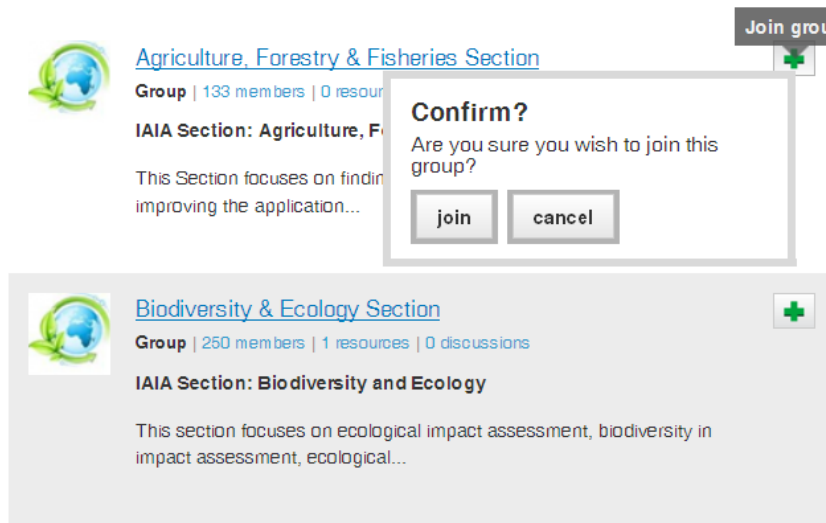

GROUPS

11. **What is a Group?**
    The term "Group" is used in IAIA*Connect* to refer to any Section, Committee, or Special Interest Group that has its own page to which members can post comments, upload resources, etc.

12. **Why do I get an error message when I try to join a committee?**
    IAIA Committee membership is assigned annually and approved by the IAIA Board of Directors. If you are interested in joining a committee in the future, please indicate your interest to serve IAIA in the membership directory information. *(Login as a member www.iaia.org and choose "Edit Information" or contact info@iaia.org.)*

13. Can I join more than one Section group?

Yes. In the directory of groups, click the green **+** to join the group.

Or, in the group profile, click "Join Group" at the top.

ADDING MESSAGES AND CONTENT

14. Who can see the content I post?

The Section groups are considered "public" groups. Anyone, including non-Section members and non-IAIA members, can view the discussions posted there. Committee groups are considered "private" groups, so only Committee members can see the discussions or resources posted there. In either case, only IAIA members are allowed to contribute to IAIA*Connect* by posting discussion topics, replying to messages, or uploading resources.

15. When I post a resource in my group, should I make it "public" or "private"?

For Section groups or other groups open to everyone, selecting "private" means only members of the group can view it. Selecting "public" means anyone, including non-IAIA members, can view it. For private groups like Committees, resources, should be made private.

16. I uploaded a resource to my Section's group and set it as "public," but it does not appear in the general "Resources" tab. Why?

Public resources within a group appear only within the group profile. Thus, only members of that group can see them. They do not appear in the general "Resources" tab of the left menu bar which are available to all.

17. Can a web link be a resource?

Yes. Resources can be uploaded files or web links. They can also be "live docs" which allows group members to work collaboratively on a document, in a wiki-like format.

**18. If I add my own RSS feed, can others subscribe to it?**

No. Any RSS feeds you add yourself are available only to you. It allows you to customize the news you receive on your home page. If you think other IAIA members might also like to subscribe to an RSS feed, please contact Bridget John (bridget@iaia.org) to add it to the general list.
[RSS (Rich Site Summary) is a format for delivering regularly changing web content. News feeds are a common use of RSS.]
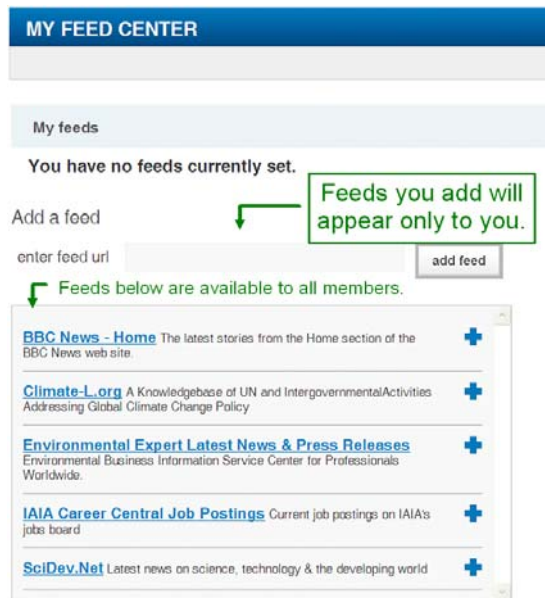
19. What is a "recommendation"?

It is similar to a testimonial. You can post a "recommendation" on someone else's profile to recommend or commend that person's services, expertise, or experience for other members to see.

20. Why are there yellow stars in the corner of some of the icons?
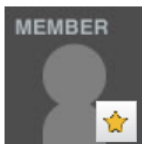
IAIA*Connect* allows you to "save" your favorite resources, groups, members, and events. If you click the yellow star, it will be saved in your "My Saved Items" folder for quick reference. You may want to use this if you frequently refer to a particular document, for instance.

TROUBLESHOOTING

21. What do I do if I experience a problem with IAIA*Connect?*

We encourage you to join the "IAIA Connect Help Desk" group on IAIA*Connect* and to post your question there. Your question (and the answer) might be helpful to others, too. Another option is to send an e-mail to Bridget John (bridget@iaia.org) at IAIA Headquarters.