



IAAP WEB COMMUNITY – USER GUIDE

Welcome to IAAP’s new web community! We’re thrilled to have you join our newest and most far-reaching effort to date. IAAP’s mission statement is “enhancing the success of career-minded administrative professionals through education, community building and leadership development.” We hope you’ll agree that the web community is a great example of how community building can facilitate both education and leadership development.

While this guide is made for all users of IAAP’s Web Community, you’ll see this icon sprinkled throughout the guide: 🍌. That means that the information is geared toward sitebuilders in the web community.

Our community is divided into four main areas: **Networking**, **Professional Resources**, **eGroups** and the **“IAAPedia.”** We’ll go through each section in depth in this guide.

But first, a bit of background: this latest version of the IAAP web community (found at <http://community.iaap-hq.org>) is built on a different philosophy than previous versions of the community. In the past, we’ve organized our site as a larger site (international) that hosts lots of other independent sites (chapters & divisions). IAAP members are able to go to the sites, read or download information and take it away to use on their own. It’s a very traditional way to create a website: someone (a webmaster or sitebuilder) uploads files, creates pages with links to those files and users access the pages and files.

This new community is built on a different principle: the most important part of this community isn’t pages and files, but people and those connections between people. Those connections happen over a vast network made up of all IAAP members, and they happen through lots of ways: through discussions in eGroups, blog posts, private messages, discussions attached to documents in the professional resource library, and lots of other ways.



Each chapter & division website that will be a part of the community has the same tools available to it that the international website has; in fact, each site that’s a part of the network is just a different way to get to the same network. It’s an exciting change, and one that supports the community building part of our mission statement in a whole new way.

So with these changes in mind, let’s jump right in. We’ll go through each main section one at a time, once we get logged in.

Logging In

First, open a web browser and head to <http://community.iaap-hq.org>. Once the page loads, click “login” at the top of the page on the right.

You’ll be asked for a username and password, and this is the first difference in this version of the web community... and it’s a big one. Our goal at IAAP is to get to one universal login for everything you need

to do, and the one we'll be using is your **eseries** login. This is the login you may have used in the past to register for conventions or meetings, pay dues or renew online or make purchases from the IAAP bookstore. It may be the same as your current IAAP web community username and password, but it might not. If you're not sure of your password, click the link that says "Forgot your password?" you'll receive an e-mail at the address IAAP Headquarters has on file to change it to something that's easier to remember.

If you're not sure of your username, that's one thing you'll have to contact someone at IAAP to help with. Email Ben McClanahan at bmccclanahan@iaap-hq.org for help, or call IAAP Headquarters to speak with him directly.

Once you're logged in, you'll be taken back to the front page of the IAAP web community, and now it's time to start.

The main navigation in the web community is based on tabs. You'll see the main row of tabs near the center of your screen: "Home," "About the Community," "Network," "Chapters and Divisions," "Professional Resources," "IAAPedia," and "eGroups."

"Home" and "About the Community" are static pages. Home takes you back to the screen you're on now, and "About the Community" is more information about the IAAP web community. "Chapters and Divisions" will be filled out with links to chapter & division websites within the community. The rest of the tabs are the ones we're concerned with in this guide, so let's get started.

Network

Most of the communication you'll do on the IAAP web community lives in the **Network** tab.

Here's where you'll find your profile (similar to a LinkedIn profile), your own blog and the sitewide communications tool.

When you click the **Network** tab, the first thing you'll see appear is your own profile. You can change your profile in a number of ways; just click the appropriate spot to do so.


- You can change your profile picture by clicking **edit picture**. Pictures should be no larger than 600 pixels on their largest dimension (either height or width).
- Your main **contact information** is pulled directly from the IAAP member database. The Information here is the company for which you work, your geographic location (like City/State) and the offices, committees and groups to which you belong. You can edit this information by clicking edit **contact information**. Keep in mind that this will change your information with IAAP, not just in this web community.
- Your **Bio** is a freeform field that you can edit any way you choose by clicking **edit**.
- Your **Certifications** can be changed by clicking **Enter Certifications**.
- Under **Interests**, you can choose some of the more popular interests from a list or enter your own. If any two people have the same interest in the system, that interest is immediately added to your **networks**, described more below.
- You can also edit your **Education Details** on this screen, as well as your **Job History**.



You might wonder why IAAP doesn't simply pull Certification information from your member record. The answer is this: While we do know who holds the CPS and/or CAP rating, we also know that lots of our members have certifications we don't track. As a result, we've left this field free for you to edit.


Moving down the left hand side of the screen, you'll see:

- **My Blogs.** This section is where anyone who visits your profile can see your most recent blog posting.
- Under **My Contacts**, you'll see a count of how many contacts you've currently got in your contacts list. Contacts are people you've defined as "I know this person and they're a part of my IAAP network."
- Under **Groups**, there are a few different fields. First, you'll see **Chapter**, which lists your chapter name. Under **Committees**, you'll see any committees of which you're a part. (Please remember that we only list international level committees here) If you're registered to attend any events, you'll also see that information appear here.
- Under **Networks**, you'll see a list of all the interest groups you've identified earlier in your profile.

 Under **Groups** and **Networks**, notice that each group listed is a clickable link. Why? To make it easier to communicate with people with whom you already share a connection. Clicking the group name brings up a list of people who are also a member of that group. Clicking each individual name will let you message that person or add them to your profile as a contact.

Now let's look at the menus that appear only in the network section. First, the top menu:

- **Profile** and **home** do essentially the same thing: they each take you back to the "home" of the networking section: your profile.
- **My Contacts** brings up a list of the people you've designated as your contacts within the IAAP network. Want to add a contact? Click the **green plus sign** next to "add contact(s)." From this screen, you can also message any of your contacts and sort your contacts by name, rating, organization, city, state or country.
- **Inbox** brings up a screen where you can see all your one-to-one communications in one place.
 - You have an **inbox**, which holds all the incoming messages in the system,
 - **Sent items**, where you can read all the messages you've sent,
 - **Requests** where you'll see where people have requested to add you as a contact (you've got to approve each new request), and
 - **Invitations**, where you'll receive any invitations to join new groups that are formed in the system.
- Next you'll see **Blogs**. This is an important part of the system... it's the fastest way to communicate with lots of people at once. This section, like "inbox," has its own submenu. Moving from left to right:
 - **My Blog** shows you all the blog entries you've made.
 - **My Contacts** brings up all the blog entries of people on your contact list.
 - **Most Recent** shows all the most recent blog posts of any blogs throughout the system you've got access to.
 - **Top Rated** shows all the blog entries rated highest throughout the system,
 - **Most Read** shows the most popular, by readership, blogs throughout the system, and
 - **UnPublished** shows any blog entries you've started but not published yet.
 - Start a new blog entry by clicking the **green plus sign** next to "New Blog."

 Need to find a message fast? Every section of your message center is searchable... so you can quickly find the message in which Joyce told you all about Excel, for example.

Let's stick with **Blogs** for a second. There are a lot of things to keep in mind when working with blogs, and a lot of ways to communicate around them. Click "the **Most Recent** tab, and let's start there. You'll see a list of blogs come up, again, ordered by date. Click the title of the first blog you see, and we'll take a look at all the things you can do.

- You'll see the text of the blog post come up in the center of your screen. To the right of the blog, notice all the author information. You can view the author's profile (**View**

Profile), add the author as a contact (**Add Contact**), add this blog entry to your **own** blog (**Blog This**) or send the author a private message (**Contact Author**).

- You can also rate the blog post, depending on how useful you find it to be. See the stars underneath the author's information? Click the first star (counting from left to right) if it's not very helpful, the second star if it's a little better than that, and so on. All the ratings everyone's ever given the post get averaged together to create the "score," seen right below the stars. (Don't worry, the author never sees exactly what **you** rated the post!)
- Under that rating, you can see the number of times the post has been rated, the number of times people have commented on the post, and the number of times people have viewed the post.
- Now scroll all the way to the bottom of the blog post. The first thing you'll see is the section marked **Permalink**. You can copy and paste this URL into an email or into a web page to link directly to this blog post.
- You can also add a comment to the blog post (if the author's opened it up for comments) or add a link to the post.



All these rating and comment options will be very familiar to you soon! These options are consistent throughout the system!

Want to see how to **create** a blog post? Let's scroll back up to the top of the screen to see how. Up at the top of the blog menu, to the far right, you'll see the **green plus sign** next to "New Blog." Click there to add an entry to your own blog. You'll see a new screen come up with an editing box in the center. Here's how to make your very own blog post:

- Give your entry a title by typing in the box marked **Title of Your Blog Entry**.
 - Then, use the editing box to type whatever you'd like. The buttons are very similar to Microsoft Word.
 - When you're done typing, select who is allowed to read your blog entry. You can select from:
 - f* **Public**, which means that **anyone** can read your blog entry.
 - f* **Authenticated**, which means that anyone who's **logged in to the system** (but not necessarily an IAAP Member) can read your post.
 - f* **IAAPHQ Members**, which means that **only IAAP Members** can read your blog post, or
 - f* **My Contacts**, which means that **only people you've added to your contact list** can read the post.
 - After that, you can decide who can **comment** on your post, using a similar list. The difference here is that you can allow no one to comment on your entry.
 - Then, either click **Publish**, which takes your blog entry live, or **save for later**, which means you can come back and edit before it goes live. Let's go ahead and publish your blog entry.
 - Now you'll see the beginnings of your blog, with one entry. Click that entry's title, and you'll see that you have very similar options to someone else's blog entry, with one key exception. On the left hand side, there's an icon for you to delete your blog entry.
- Moving back to the top menu, **Groups** is the last item. At last count, there were a few thousand networking groups in the IAAP web community... this is the part of the site that makes that number manageable. When you click this tab, you'll see a list of groups and networks come up automatically. These are the groups to which you already have access, because of how the system has identified you. You probably have a chapter group available to you and some special

interest networks. Want to find a specific group? Just type in the **search for a group or community** box. This section also brings up its own submenu... let's move across each tab:

- **My Groups** is a list of the groups you already have access to.
- **My Contacts groups** shows a list of all the groups your contacts belong to.
- **All Groups** shows a list of all groups within the system.
- **Recently added** shows a list of new groups, and
- **By Size** shows a list of groups by their member count.
- Last but not least... want to create a group, say for "Microsoft Excel users?" just click the **green plus sign** next to "Add a new Community."

And believe it or not, that takes care of the "Network" tab. As you can see, just in that one section, there's a **lot** you can do. Want to communicate to a large group? Use a blog posting. Or network before an IAAP event? Just check the groups section to see who else is attending PEC, for example, and see what their interests are. You might be able to connect with someone before you even set foot on a plane.

Professional Resources

Looking for a document? Maybe something on certification? How about a newsletter from your chapter or the latest issue of *Connections*? You'll find all that and more right here in the **Professional Resources** section.

First, after you click on the tab, you'll see a list of libraries. These are the libraries that you have access to, whether it's because you're simply a member of IAAP, because of the groups you belong to, or because there are libraries someone has given you access to.

Resource libraries can either exist on their own or attached to an eGroup. More on eGroups later, but for now, it's just important to know that any eGroup you belong to may have a resource library attached to it as a part of the group.



Your participation in the IAAP web community entitles your chapter or division to a Resource Library (and eGroup) only accessible to your chapter or division's members!

To check out the resource library features, let's click the one that everyone has access to: **IAAP Document Library**. When you first click the name of any library, all the items in that library come up in a list of most recently added. Moving across the top of the secondary tab list, here's what it all means:

- **Most Recent** is the first section you'll come to. This is just a straight listing, by date added, of all the items in the resource library.
- **By Rating** lists all the items by rating. You'll see the top rated items first.
- **Most Viewed** lists the items from most times viewed to least times viewed.
- **Documents** lists items classified as "documents," such as Word files, text files or pdfs.
- **Slide Shows** lists presentation items, such as PowerPoint presentations.
- **Images** lists any images, such as jpgs, gifs, etc.
- **Audios** lists any audio files, such as .wavs or mp3s.
- **Other** is a selection of any other type of files that don't fit into the major categories.
- **Videos** is a list of any videos that may be in the library.

That's a lot of files. As you can see, you can upload just about anything you can think of.

But just how do you get something into a Resource Library? Let's go down the left hand menu to see.

- **Resource Libraries** is the same thing we saw at the beginning of this section: a list of all the libraries to which you have access.
- **Add Document** lets you add a document to any library to which you have access. Let's go through the steps to add a document:

- First, click **Add Document**. An entirely new screen will appear.
- In Step 1, Enter a title for your item. Be as descriptive as possible! Remember that people will use this title to find what you've uploaded and see what it is. "MN REPORT" is not nearly as descriptive as "Report on Membership Growth in Minnesota, 2009-2010," for example.
- In the **Description** box, type a description of your item. Again, this is material that people will be able to search, so be as descriptive as possible!
- Last, select the library to which you'd like to add your item.
- Click **save** to move on to step 2.
- In step 2, first click **browse** to find the item you'd like to upload on your computer.



You cannot restrict access to upload to your document libraries.

- If you'd like to give your item a different filename, you can do that in the optional field in step 2.
- Click **Upload** to move on to step 3. This step may take a few seconds, especially if your item is large.
- In step 3, you'll see a large list of keywords. These are tags that users can search with to find your item. Check as many as apply to your item.
- In the final, optional step, you can transfer ownership of your item to someone else. Be careful! Once you've done this, you can no longer make changes to the item!
- Last, click **continue**. Your item is now uploaded to the document library. You'll notice that you've now been taken to a completely different screen. We'll talk about everything you can do from there later. For now, let's get back to talking about the side menu.



Use this final step to quickly populate your library, but then turn over ownership to the proper people. For instance, you can upload a word document about membership, but turn ownership over to your membership chair so he or she can make changes and get the questions related to the item.

- Under **Add Document**, you'll see **Search Library**. The initial set of search parameters you can set is fairly simple. You can enter keywords, search by date, specific document ID number, by author, etc. In the blue bars under that set of boxes, you can specify lots of additional parameters.

Click each bar to open it up:

- Under **Search Library**, you'll see all the libraries you have access to. Just check the ones you'd like to search.
 - Under **Search File Type**, you can check the boxes to narrow your search to just documents, just documents and presentations, or anything in between.
 - **Search Tags** will bring up the entire list of tags. Check the ones you want to use to search.
- Once you've specified all the parameters you want to use, just click **search** to bring up a list of all items that match your search parameters.
 - Next in the list is **My Favorites**. Later on, you'll see how you can add items to your personal favorites list. This screen lets you see all your favorite items and lets you list them in lots of different ways, via the tabs directly under the words My Favorites: by score, number of views, file type and how recently the item was added.
 - Next is **My Documents**, which will bring up a list of all the items you've added to the libraries, with the same avenues of sorting.
 - The last item in the list is **Calendar**. This item often appears in a different place on chapter & division sites within the IAAP web community. With the calendar, members can view events coming up for their chapter or other IAAP events across the nation. By accessing the options at the bottom of the calendar, members can sort by which communities or chapters they are interested in.



Sometimes the fewer the search parameters, the better!

Now that we've gone through all the things you can do at the top level of the Professional Resources tab, let's get a little more in-depth, and look at all the things you can do with specific items in the Resource Library. Click any Resource Library (that has items in it) and then click the title of an item in the library.

You'll be taken to the **View Document** screen for that specific item, which can give you a lot of information. The top "level" is divided into three parts:

- Information about the author, with options to view the author's profile (**View Profile**), Add the author as a contact in your contact list (**Add Contact**), add the item to your blog (**Blog This**), and contact the author (**Contact Author**).
- The next part, moving left to right, lets you know what files are contained in the item, with a green arrow to download it to your computer.

- The last part gives you an opportunity to rate the item's usefulness from one to five stars (don't worry... the author won't see your individual rating!), tells you the accumulated score of the item, and lets you do two new things:
 - **Add to Favorites**, which adds the item to your personal favorites list (found in the network tab in your profile), and
 - **Share**, which lets you send a direct link to this document with anyone in the community.

The next row gives you even more information about the item:

- The number of times it's been rated, the number of times community members have added it to their favorites, the number of times community members have commented on it, the number of times it's been viewed, the number of files within the library entry, the number of times it's been shared, the number of times it's been downloaded, and the number of items listed as "related."
- The next box gives you a description of the item.
- The last box, left to right, gives you some new things you can do with the library item:
 - **Add Tags** lets you add tags to the item so that other people can find it easier.
 - **Add files** lets you add new files to the item that you think should be included.
 - **Permalink** gives you a link you can copy and paste into a message or web page to link to the item.
- Below that row of boxes are some other options:
 - The Tags currently assigned to the item.
 - A space to add your own comments and discussion to the item.
 - A space to add links to any other documents or outside websites.

As you can see, items in the document library are more than just a way to share information. They also become a valuable place to communicate, through discussions, private messages and even through document ratings.

IAAPedia

You may already be familiar with the concept of “wikis.” If not, you can find the most popular example at www.wikipedia.org. A wiki is a user-created glossary of terms and definitions.

Have you ever noticed that IAAP seems to have its own “language?” What’s more, do you remember how lost you felt, as a new member, when people started talking about PECs and DAMs and IDPCs? The IAAPedia is a great way to educate everyone about our own internal code.

Wikis are designed so that no one person “owns” an entry. From the main IAAPedia screen, you can do everything:

- Search the IAAPedia
- See what the most popular phrases are at the moment
- Add a word or phrase
- Request a Definition

You can also sort the IAAPedia a number of ways:

- Alphabetically
- By Popularity
- By Rating
- By most recently updated
- By Status

You can also rate any definition according to how helpful it is by using the five star rating system on each definition.

Expand any of the terms by clicking its link. You’ll see a number of options now open to you:

- You can edit the definition yourself by clicking **Edit** at the bottom of the definition
- Add a related link
- Add any comments you’d like to the definition, starting a discussion.

eGroups

The last item in the main row of tabs is probably the most popular: eGroups. Rather than a traditional discussion forum, which segregates all interaction into one specific area, our new web community has an unlimited number of eGroups, which create a place for either chapter or division related discussion or discussion focused around a singular topic or event. Let's take a look at the eGroup section and see exactly what this area of the community can do.



Your chapter or division's site comes with its own eGroup, accessible only by members of your chapter or division.

When you first enter the eGroups section, you'll see a screen that begins with a **search box**, which allows you to search any or all eGroups to which you have access. This feature will always be at the top of every eGroup screen.

Below that, you'll see a list of all the eGroups to which you have access to. Let's take a look at an eGroup screen by clicking the title of any eGroup. Moving down the page, we'll first take a look at the screen itself, then move over to the left hand menu.

- The first thing you'll see (below the search menu) is an icon to **Post a New Message**.
- Next is a list of the most recent messages posted to the eGroup.
- Below that, the messages are displayed in their entirety. Within each individual message, you'll see a lot of different options:
 - **Next** will jump you automatically to the next message.
 - **Back to top** will jump you back to the top of the page.
 - **Reply to eGroup** will post a reply to that specific message within the eGroup.
 - **Reply to Sender** will send a private reply to that message to the original poster.
 - **Post Message** will post a new message to the eGroup.
 - **Forward Message** will allow you to forward that specific post as a private message to anyone in the IAAP community.
 - **Print Message** will open a printer-friendly version of the message for you to print.
 - **View Thread** displays all messages in that conversation as a traditional, threaded discussion.
 - **Author's Messages** displays all messages by the author of the post you're reading.
 - **Next Message** jumps you to the next message.

Now let's take a look at the left side menu.

- **Egroups Home** takes you back to the eGroups homepage.
- **Post Message** allows you to post a message to multiple eGroups at once.
- **Advanced Search** allows you to search all eGroups to which you have access.
- **My Messages** brings up a list of all the posts you've made, historically.
- **My Subscriptions** is where you can subscribe to an eGroup. Let's look at that screen in closer detail.
 - When you first call up the screen, you'll see a list of groups to which you have access. The ones you're already subscribed to will show in **bold**. (1)
 - Across from each group is a row of radio buttons, which tell the community how often to contact you about new posts in that group (2). In order, they are:
 - f* **Real Time**: select this option to receive an e-mail to your e-mail address every time someone posts a new message to this eGroup.

- f* **Daily Digest:** select this option to receive an e-mail to your e-mail address once a day with all the new posts in the eGroup.
- f* **PDA:** select this option to receive emails formatted for your PDA.
- f* **No Emails:** select this option to never be notified about new posts to this eGroup.
 - To subscribe to groups, select the appropriate radio button and click **save**.
 - You can also choose to be notified at a different e-mail address for each eGroup to which you belong. Once you've subscribed to an eGroup, you'll see "subscribed as [email address]." Click the **change** link after that statement to change the preferred e-mail address for only that eGroup.
- Moving back to the left hand menu, **My Signature** allows you to configure the "signature" that's added to each post you make. The **Available Variables** on the left hand side allow you to tell the system to pull information such as your name, company and job title out of your IAAP member record to add to your signature.
- **Code of Conduct** is an explanation of what is appropriate in IAAP's eGroups and what isn't.

Now let's look at one of the best ways to communicate with lots of people at once... posting a message to an eGroup. Click **eGroups** in the main set of tabs to see the eGroups to which you have access.

- Everyone in the system has access to our main eGroup, "IAAP General Discussion," so click its title. You'll see a list of the latest messages appear on the screen.
- To see the main posting screen, click **Post New Message**.
- The **From** field is filled in already... it's you!
- Next, select which egroup you'd like to post to from the dropdown box.
- If you'd like to post this message to another eGroup as well, select it from the next dropdown box.
- Next, give your post a **subject**. Be as descriptive as possible here, to be sure you get as many replies as possible. "HELP!" won't get nearly as many replies as "Need help with formulas in Excel," for example.
- Now, type your message in the **Message** box.
- If you'd like to attach a file to your message, click **Attach**. You'll see a screen that looks just like the **Add Document to Library** screen appear. Check that section for instructions on adding your file.
- When you're done, click **Send** to post your message.

In Summary

If you've made it this far, you've got the basic building blocks to use the IAAP web community and help make it a powerful tool for all IAAP members.

The pieces are in place. You can talk privately, discuss in public, build your network, share files. There's just one thing missing... and that's you. As we mentioned earlier, the IAAP web community is built on the participation of and networks of over 28,000 members just like you.

We hope you enjoy this latest version of the web community and that you find it to be a valuable networking tool not only for your chapter and division, but for your own communications in IAAP.