

NAELA LISTSERV FAQ's

Q: What is my username/password?

A: Your login credentials are the same username and password that you use to log in to the NAELA website. If you have forgotten your login credentials or need assistance with your login information, please visit <https://www.naela.org/GetCreds> to help find your account.

Q: How do I update my contact information?

A: All of your company information is pulled from your NAELA membership information. Please update your information on the NAELA website.

Q: How do I keep emails from this service from being blocked by my email?

A: Below are instructions for common email clients.

Outlook

Right-click a message in the preview pane (double-check the Junk and Clutter folders for messages too).

Click the drop-down list and select Junk.

Select Never Block Sender's Domain.

NOTE: If the message was found in the Junk or Clutter folder, you can move it to the inbox.

Gmail

Click the Gmail drop-down list (on the left side of the screen) and select Contacts.

Add the "from" address to your contact list.

If the message was found in the spam folder, right-click it and select Not Spam. Additionally, you can move messages to their proper classification folder if needed.

AOL

Right-click on a message and select Add to Contacts. Alternatively, select Contacts on the left sidebar and add the sender's "from" address. If the message was found in the spam folder, right-click it and select Not Spam.

Yahoo

Click the Contacts icon (in the upper left corner) and select New Contact.

Add the sender's email address.

If the message was found in the spam folder, right-click it and select Not Spam. If you see the address in the block list, select the address you wish to remove and click Remove.

Other Email Clients

Add the sender's "from" address to your contact list/address book. If the message was found in the spam folder, move it to the inbox or right-click it and select Not Spam.

If you have IT that helps you with email you can also white list

By domain: connectedcommunity.org

or by email:

mail@connectedcommunity.org

noreply@connecteccommunity.org

donotreply@connectedcommunity.org

or by IP

54.240.14.78

54.240.14.79

54.240.14.80

54.240.14.31

54.240.14.32

54.240.14.106

Q: How do I find other members?

A: Click the "Network" or "Directory" link found in the main navigation bar. The Directory lets you search for other users based on:

First and/or last name

Company/Institution name

Email address

Switch to the "Advanced Search" tab to refine your search results by:

City

State

Community

Education

Q: What are communities?

A: Communities allow you to participate in discussions and share resources with other members and are a benefit of your membership dues.

Q: What communities do I already belong to?

A: You are automatically subscribed to communities when you pay your dues. Go to "Communities" in the main navigation bar. Select "My Communities" to view the communities you currently belong to.

Q: How do I join/subscribe to a community and their discussion group?

A: Sections or chapters can be subscribed to if you aren't a member already. NAELA membership can help you add and can be reached at naela@naela.org or by phone at 703-942-5711 ext. 222.

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

A: Navigate to your profile and click on the "My Account" tab. Choose "Community Notifications" from the drop-down menu. On that page, there are subscription options: Real Time, Daily Digest, No Email.

For each discussion, you have the following delivery options:

Real time: sends an email every time a new message is posted.

Daily digest: sends one email to you each day, consolidating all of the posts from the previous day.

No Email: 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.

Q: How do I unsubscribe from a discussion group?

A: Go to your profile and click on the "My Account" tab. Choose "Community Notifications" from the drop-down menu. Here, you will see a list of available communities and those to which you've subscribed. Select "No Email" under the Actions column for the discussions you wish to no longer receive.

Q: How do I respond to others' posts?

A: To respond to a discussion post, please navigate to the discussion post and click "Reply to Discussion" to send your message to the entire community. To send a message to the only author of the post, please select "Reply to Sender" (located in the "Reply to Discussion" drop-down). We recommend replying to the sender for simple comments like "me, too" that add little value to the overall discussion; and replying to the entire community when you are sharing knowledge, experience or resources that

others could benefit from. You can also email the discussion group from the email associated with your account.

Q: How do I start a new discussion thread?

A: Go to "Participate" > "Post a message." From an email (HTML version) for a particular discussion forum, you can use the "Post Message" link located at the top of the discussion email.

Q: I'm having trouble viewing the HTML email messages. How do I fix this?

A: If images are not appearing, it is likely that your email 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 email, go to your profile page and click on the "My Account" tab. Choose "Community Notifications" from the drop-down menu. Select the "Plain Text" format option for each of the discussions you are subscribed to.

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

A: You can search across all the communities you have permission to view. Please enter a keyword in the search bar located in the main navigation. To refine your search results, please select "Show Advanced Search".

Q: How do I find resources that may have been uploaded by other members or search for attachments members may have emailed my group?

A: All attachments included in a discussion are added to the community library. If you know which library the resource might be located in, find the affiliated community via the All Communities page. Click through the community's landing page, then click on the "Library" tab. If you do not know where the resource might be, enter search terms in the main search box the same way you might enter search terms into Google or another search engine.

Q: How do the libraries get populated?

A: The libraries are populated in two ways:

1. When you include an attachment in a discussion post, the system automatically places it in the affiliated library.
2. You can also upload documents directly to a library by using the "Share a File" link found under "Participate" in the main navigation or "Create New Library Entry" button on any community's library page. Library resources are not required to be associated with a discussion thread.

Q: How do I upload a file or share a resource to my community?

A: Select the "Share a File" link found under "Participate" in the main navigation or "Create New Library Entry" on any community landing page. Please note that uploading a document is accomplished by completing a few steps, and each step must be completed before you can move on to the next:

Choose a title for your document, and include a description (optional). Select the library to which you'd like to upload it, and select a folder to which you'd like to upload it (optional). Then, choose an Entry Type (most will be Standard Files, but be cognizant of any copyright licensed material). Once you have completed these steps, please click "Next."

Upload your file.

Select "Next" if you want to further describe your files and/or add tags to your file. Otherwise, please click "Finish" to post your library entry.

Q: What kind of files can I upload?

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