

SNM Communities – User Guide

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What is a Community?

A community is a virtual space where a group of individuals can share ideas. SNM's approach to meeting the needs of its governing and membership population has led to the creation of three distinct types of communities, each of which serves a slightly different purpose, and are thus configured accordingly. The main community home page may be found at www.snm.org/communities. Below is an overview of the three types of communities SNM offers:

Governance Communities

Governance communities are geared toward small groups that exchange business-related correspondence. Governance community members are assumed to have a strong interest in all business pertaining to the group, and are thus to be included in all correspondence. These communities are configured to forward all posts received by the community to all its members. Many committees, task forces and council boards of directors use Communities for business-related correspondence.

Special Interest Communities

Special Interest communities are geared toward larger groups that exchange information within a particular topic area, or area of interest. Special Interest community members are assumed to have a medium level of interest in the community's discussions, and thus are set by default to receive notice of all new topics. Members of Special Interest communities may change email subscription options from the **Preferences** screen (*See Email Subscriptions for more information*).

The PET Center of Excellence is configured as a Special Interest community.

Public Communities

Public communities are geared toward the public at large. In contrast to Governance and Special Interest communities, access to the topics and posts within a Public community are not limited to a pre-defined group of members. Instead, the topics and posts are publicly available, but participation is limited to those who join the community. Public communities make no assumption as to the member's level of interest, and therefore request a user to select an email subscription preference at the time of becoming a member of the community. As with Special Interest communities, members of Public communities may change email subscription options from the **Preferences** screen (*See [Email Subscriptions](#) for more information*).

Community Features

Forums

Communities are organized by Forums, Topics and Posts. Below is a description of each:

Forum

Forums represent the top-level classification of content within a community. Community administrators decide which forums to make available.

Topic

Topics represent the second-level classification of content within a community (below the forum level). The **Create Topic** button will allow you to post to the Forum of your choice within the Community. The topic serves as a discussion-starter, and the body of the topic doubles as its first **Post**. All community members may create new topics.

Post

Posts represent a specific item of information submitted by a community member. It may or may not include attachments. All community members may reply to any posts.

Inbox

Available when working within Governance communities, the Inbox provides a listing of all the posts within a community at a glance. By default, the Inbox displays posts within the currently filtered community, but the filter may be changed to "All My Communities" if desired.

Documents

Available when working within Governance communities, Documents provides a listing of all the documents posted to a community. By default, Documents displays items within the currently filtered community, but the filter may be changed to "All My Communities" if desired. Documents are added to this listing when attached to posts to the community, or by direct upload. You may directly upload a document to a Community using the "Add Document" button. In contrast to when documents are attached to community posts, when documents are posted via the "Add Document" method, no email is distributed to community members.

Calendar

Available when working within Governance communities, the Calendar provides Month and Day views of events posted to a community. By default, Calendar displays calendar items within the currently filtered community, but the filter may be changed to "All My Communities" if desired.

Roster

Available when working within Governance communities, the Roster provides a list of all members of a community. By default, Roster displays members of the currently filtered community, but the filter may be changed to any Governance or Special Interest community of which you are a member.

Post/Reply By Email

Available for Governance communities, community members may post new topics to communities using the email address assigned to that community. A community's email address may be found on the right column of any email from that community. Replies to emails from Governance communities may be made by simply replying with your email client. Attachments to emails are supported for common Microsoft Office files and Adobe PDF documents. A confirmation message is sent to the author when a post or reply is received by the community.

Special Interest and Public communities do not support email-based posting or replies.

Email Subscriptions

Governance Communities

Governance community members are assumed to have a strong interest in all business pertaining to the group, and are thus to be included in all correspondence.

Special Interest Communities

Special Interest community members are set by default to receive notice of all new topics. Members of Special Interest communities may change email subscription options from the **Preferences** screen. Below are email subscription options that are available:

None – Nothing will be forwarded.

Only New – Only new topics (no reply posts) will be forwarded.

Only Replies to Me – Only replies to the members's own post(s) will be forwarded.

All – All topics and posts will be forwarded.

Public Communities

Public community members are prompted to select an email subscription preference at the time of becoming a member of the community. As with Special Interest communities, members of Public communities may change email subscription options from the **Preferences** screen. Below are email subscription options that are available:

None – Nothing will be forwarded.

Only New – Only new topics (no reply posts) will be forwarded.

Only Replies to Me – Only replies to the members's own post(s) will be forwarded.

All – All topics and posts will be forwarded.

Frequently Asked Questions (FAQs)

Q: When I send an email to the community, I get a bounce back message that my message was undeliverable. What should I do?

A: Check the email address for the community is correct.

Q: I sent an email to the community and did not get any responses and/or it did not show up online?

A: Check that you are sending the email from the primary email address on file with SNM. Inbound emails are filtered to only allow access from community members.

Q: I want to post something that is sensitive and should be seen only by my committee's members.

A: The body of messages posted to Governance and Special Interest communities is available only to members of the community. Attachments are less secure because they reside in a space that can be accessed via a single click from emails distributed to community members. Messages posted within Public communities are publicly visible.

Q: How do I post a document to a Community to use as a resource but not have an email go out to the entire community?

A: Click on the Documents tab and post your document via the Add Document button. This option is available for Governance communities only.

Terms of Use for Communities

Disclaimer

SNM is not responsible for any information or content contained with any e-community and makes no representations about the suitability of the information contained in the e-community for any purpose or audience or about its legitimacy, legality, validity, accuracy, correctness, reliability, quality, suitability, completeness, or currentness. All such information is solely provided by third parties or other users of the e-community.

You agree that your access to the e-community, and your use of the services is at your own risk. Neither SNM, not its officers, directors, employees, affiliates, or agents warrant that the services will be uninterrupted or error-free; nor do they make any warranty as to the results that may be obtained from the use of the services or as to the accuracy, reliability, suitability or content of the services.

Conduct

You may only use the e-community website and use the Services for lawful purposes. You are solely responsible for the knowledge of an adherence to any and all laws, rules and regulations pertaining to your use of the Services. You agree that you will not: (1) use the services to commit a criminal offense or encourage conduct that would constitute a criminal offense or give rise to a civil liability, or otherwise violate any local, state, Federal or international law or regulation. (2) upload, post, e-mail, or otherwise transmit any unlawful, threatening, libelous, harassing, defamatory, vulgar, obscene, pornographic, profane, invasive of another's privacy, hateful, or ethnically, racially or otherwise objectionable User content.

Additional Questions/Help

Please direct questions or concerns related to communities to InternetServices@snm.org