

Online Communities – User’s Guide

SNM committees and governance groups use online communities to communicate. Members of the community can share email and documents. There are also larger opt-in communities that are used by larger groups to communicate and share ideas and documents.

To access the list of the communities you are a part of, go to the main SNM website and login. If you are already logged in, go to the My SNM page. You will then see a listing of the communities you are a member of (first 6).

Main Community Homepage

<http://interactive.snm.org/index.cfm?PageID=5867>

This is the main interface for the online communities. The menu items for the other community features can be found here. You will see a complete listing of all the communities you are a member of, or may join, on this page.

My Inbox

The My Inbox view gives you a listing of all the messages sent out to all the communities you are a member of. You can filter by community or do an “All My Communities” view.

My Documents

Accessing the My Documents page will give you a listing of all the documents posted to the communities you are a member of; whether it is a document posted for your perusal or a posted message with a document attached. You can filter by community or do an “All My Communities” view. You can also add a document to a Community using the “Add Document” feature. When you add a document using this feature, an email will not go out to the community roster.

My Calendar

The My Calendar view will show you any calendar events set up via any of the communities you are a member of. You can filter by community or do an “All My Communities” view.

My Rosters

The My Rosters feature will show you a list of all the members of a community you are a member of. If you are working within a community via My Documents or My Inbox, for instance, and click the My Rosters, the roster for the community you are working on will appear. Otherwise, you can filter by community or do an “All My Communities” view.

Join a Special Interest Community

If a special interest (large opt-in) community has been set up and you have access rights, that community will be listed on the main Communities Homepage. You may click the link to join. You will see a description of the community and a Join button at the top and bottom.

Subscription Preferences

Once you decide to join, you must set your Subscription Preferences.

No email

You will be a part of this community but will *not* receive any emails from the community. You will be able to access all the messages and documents posted online only.

Only New Items/Topics

New emails, documents, etc. will be emailed to you. You will not receive “replies” to community posts.

All

You will receive, via email, all posts, replies, etc. sent via the community.

Special Interest Community Settings

When you are in the My Inbox view of a special interest/large opt-in community, there will be a link to your community settings where you can change your preferences. There will also be a link to this via the main community homepage.

Sending a Message

There are two ways to send messages to the online communities: Online & via your email client.

Online:

Login to the SNM website and go to the main communities page. Or, if you are already logged in, go to the My SNM page. Then go to the My Inbox page.

My Inbox – Click “New Item”, confirm the community you are sending to is correct, then click continue.

Discussion Topic – Create a message to the community to facilitate a discussion on something. This is the most common community posting. A document can be attached to this post.

News – Use this message type to send a news items to the community. It is delivered and treated the same as a discussion post, but will show up as a news item and can be filtered. A document can be attached to this post.

Documents – Post a document to the community.

Calendar – Set up a calendar item for the community.

Email Client:

Each community has a unique email address. You can start a new discussion topic message by just emailing the community via your email client. The community email can be found on the My Inbox view of the community. You may also reply to any community post via your email client. Each time you send an email to the communities via your email client, you will receive an email *confirmation*.

Troubleshooting:

Q: When I send an email to the community, I get a bounce back message that my message was not received?

A: Are you communicating with the community via an email address that may not be recognized or authorized by the community? If so, try using your primary email account to communicate with the community.

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

A: Did you get an email confirmation from your post? If not, please send your message again.

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

A: Only the members of a community will be able to access the data within the community. All other users will not be able to see your community post.

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

A: Click on the My Documents tab and post your document via the Add Document sub-tab.

Additional Questions/Help:

InternetServices@snm.org