# ATA MEMBER CONNECTION
Quick Start Guide

The ATA Member Connection gives members exclusive access to in-depth discussions, information sharing, strategic brainstorming, and collaboration with peers, policymakers, practitioners, and administrators – to build knowledge around virtual care. This document provides an overview of the key community features.

Access The Community & Homepage >>

Your Community Profile >>

Privacy & Notification Settings >>

Friend Connections & My Inbox >>

ATA Group Subscriptions >>

Discussion Posts & Replies >>

Discussion Tagging >>

Community Directory >>

Moderation and T&Cs >>

Mobile App >>

HOW TO FIND THE COMMUNITY

You can easily login to the community using the same details you use to login to your ATA member profile.
- Navigate from the ATA homepage to the ATA Member Connection community (see image).
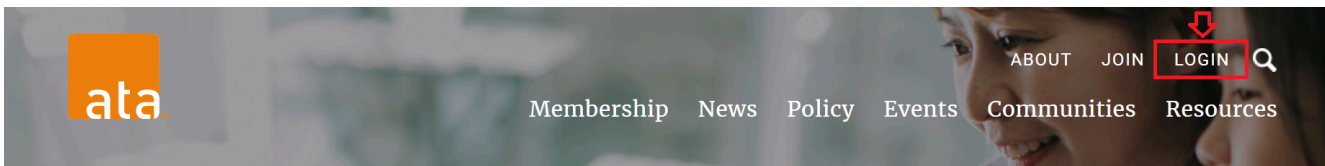
- Alternatively, you can access the community at americantelemed.connectedcommunity.org

COMMUNITY HOMEPAGE

Your community homepage is a snapshot of the community platform, which is tailored to you. You'll be able to engage with:

- a central feed of community discussions you are subscribed to.
- your profile and community activity.
- discussions and other content you have chosen to follow or posted yourself.
- helpful quick links.
- community polls.
- events of interest.
- and more!
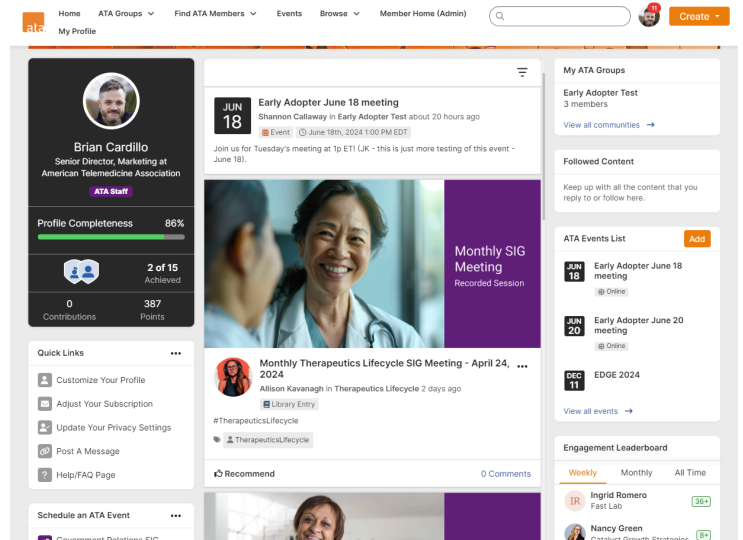
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YOUR COMMUNITY PROFILE

The community profile page is a valuable way for other members to learn about you, as well as a way for you to track your posts and file uploads and set your community subscription and privacy settings.

- Navigate to your profile by clicking on the circle profile icon next to the search bar on the top right or the "My Profile" link in the menu.
- Upload a profile picture by clicking the **Change Picture** button under **Actions**.
- Add a summary of your professional experience and interests in the About Me section, as well as any professional association, jobs, and awards you want to share.
- You can also add social links, such as LinkedIn, under your profile picture.
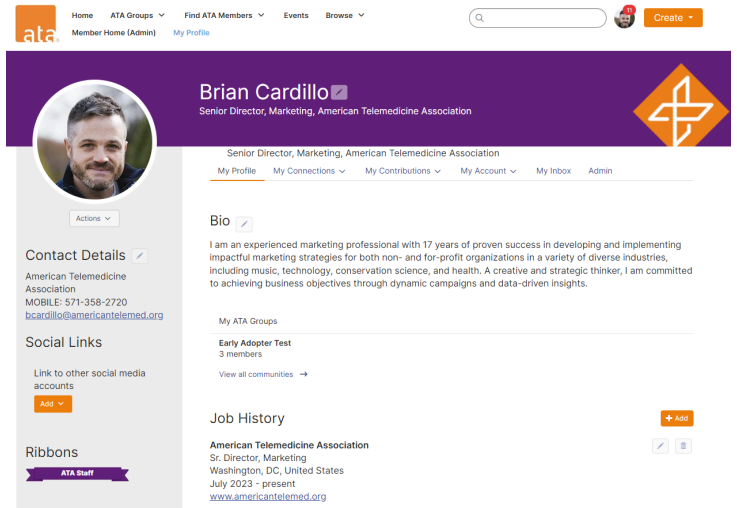
PRIVACY & COMMUNITY NOTIFICATION SETTINGS

Your community profile is also the go-to place to update your settings.

Privacy Settings
You can control who sees what about you in the community by updating your settings under **My Account**. You can choose from four settings for an extensive range of personal information:

- Public
- Members Only
- My Contacts (members you have connected with as a friend in the community)
- Only Me (which means while you may see your information in the community, no one else can)
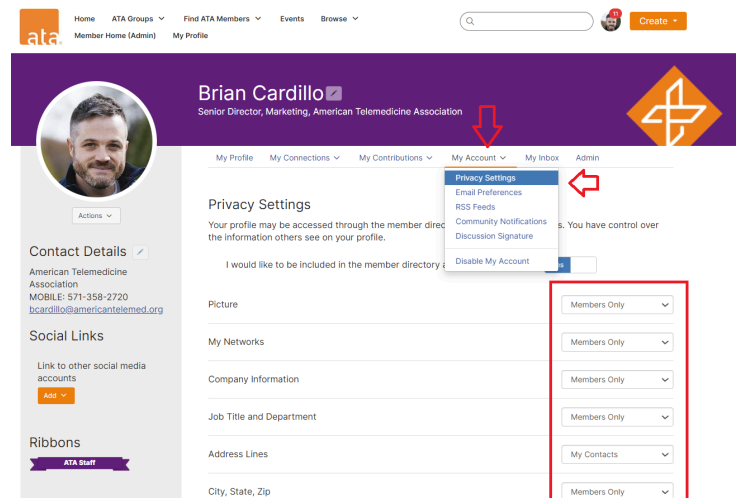
Community Notifications (Email Digests)

You can also update your notification settings to ensure you are up to date on what's happening in the community. We recommend updating your settings when you first log in. You can also update your notification settings in your profile page by clicking **My Account** > **Community Notifications**. You can choose from:

Notification Settings

Yes
Automatically set community discussion emails to "No Email" when a community is added to a consolidated digest.

1 Community

Community Name A-Z

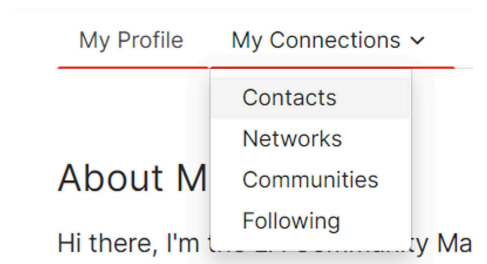| Community	Discussion Email		Consolidated Daily Digest	Consolidated Weekly Digest
Early Adopter Test	Daily Digest		✓	

- ***No Emails***
- ***Real-Time*** (messages are sent to you as they are posted)
- ***Daily Digest*** (you can choose individual daily digests for all communities you're subscribed to, or one Consolidated Daily Digest with all the community updates in one email. Daily digests only include discussion posts and announcements).
- ***Weekly Consolidated Digest*** (tick the boxes for all the communities you want in the wrap up)
- ***Weekly Consolidated Digests*** include discussion posts and announcements, but they will also include the latest blogs, events, and library uploads.

FRIEND CONNECTIONS & MY INBOX

Your community profile will enable you to build a network full of connections and manage your own dedicated Inbox to communicate via direct message.
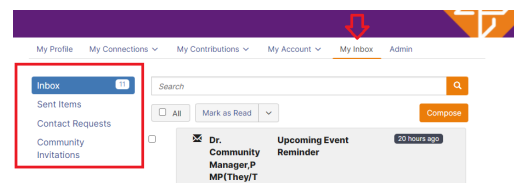
Friend Connections

You can make friend requests from all members within the community. Select the "Add as Contact" button to the right of a member's information, hover over a fellow member's name to see the friend request button, or click on another member's profile to make a contact request. Other members will need to accept your friend request before your connection is complete, and they appear in your **My Connections** list on your community profile.

My Profile   My Connections ⌄
                                    Contacts
About M   Networks
                            Communities
Hi there, I'm the Community Ma   Following

My Inbox

You will have access to a dedicated community Inbox accessible on your community profile and from a drop-down menu when you click on your profile icon at the top of the page at all times. The Inbox enables all members to reply privately to community posts, and direct message each other. **Friend (Contact) Requests** and **Community Invitations** will also appear in **My Inbox**.

My Profile   My Connections ⌄   My Contributions ⌄   My Account ⌄   My Inbox   Admin

Inbox	11	Search		
Sent Items		☐ All Mark as Read ⌄		Compose
Contact Requests				
Community Invitations		☐ ✉ Dr. Community Manager,P MP(They/T hem)	Upcoming Event Reminder	20 hours ago

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ATA GROUP SUBSCRIPTIONS

ATA members are subscribed to the All Member Open Forum when they first login to the community. Members may also join other ATA Groups. **Note**: only active seat holders from member companies can join an ATA group.

To find the groups to which you are subscribed:

- Navigate to the **ATA Groups** drop down in the navigation bar at the top of the page (this will be accessible no matter where you are in the site).
- Find your personal list of community subscriptions on the **My ATA Groups** tab on your community profile.
- From your profile, you can select **My Connections** and then **Communities**.

You can join ATA Groups of Interest by clicking on **All ATA Groups** from the navigation bar drop down, and selecting Join (the orange button on the right).
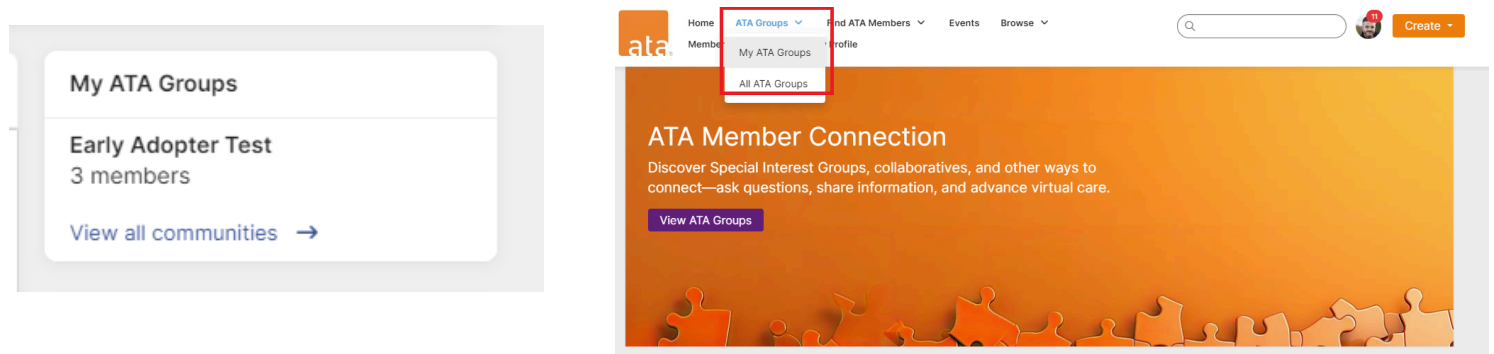
DISCUSSION POSTS & REPLIES

Members can post in the community via multiple different methods.

Option 1: In the Group

- Navigate to the Create drop down button at the top right of the community homepage to start a post.
  - You will be prompted to choose the ATA Group you would like to post in on the post editing page.
- Go to a group space via the **My ATA Group** list, and click the **Start a Discussion** button next to the Latest Discussions section on the Community Homepage.
  - You can Reply to a message directly on the post both publicly or privately.
- Choose the **Reply Directly** option from the drop down menu accessible next to the Reply button.
- Want to save your post or schedule it? You can find your unposted messages by navigating to the **Contributions** > **List of Contributions** tab on your community profile.

Option 2: Reply Via The Email Digest

If you are subscribed to the email digest, you can respond to a discussion thread, directly from the email.

- Click the **Reply via Email** button located to the right side of your digest email. This will open a new email. Enter your contribution/reply and click send, as you would a normal email.
- This will post your response to the discussion thread in the community.
- **Please note:** your email signature may post to the discussion unless you remove it from your message. Anonymous posting is not possible using this posting method.

DISCUSSION TAGGING

Members can tag each other and use hashtags to mark their posts with topics to optimize the Search function in the community.

Tagging Other Members

As you participate in various discussions with other members, you may come across a topic you are unfamiliar with but know an expert on the topic who might be able to help – this is a great opportunity to leverage this feature!

Members you @mention will receive an email that they've been mentioned with a quick link right to the post. When posting a thread simply type @ or click the @ icon in the editing bar and then begin typing the name of whoever you'd like! The Community platform will provide a drop-down list of potential members matching your query for you to select from. You then select the member and their name will appear like this **@John Smith**.
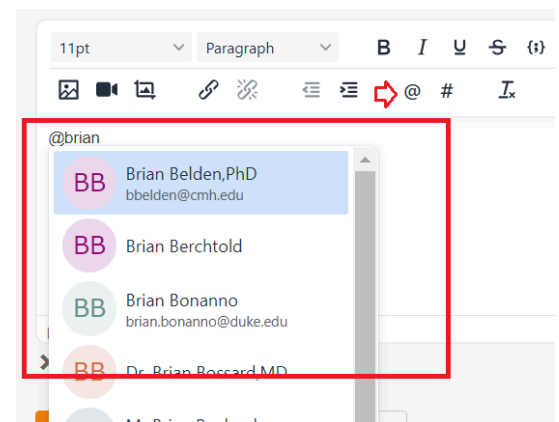
Tagging Your Posts

Tags help provide additional information or categorize content, and can provide a shortcut for searching so that members can discover other content tagged with the same tag. For example, click on a tag and you will be directed to search results filtered by that tag. Members can apply/remove tags in their own content. If a member forgets to add a tag to their content, then Community Administrators can add tags retroactively.

To apply/remove tags:start by typing"#" or click on the # icon when you are writing a post or adding a library entry. You will see a list of tags appear dropping down from your text. Select the tag you would like to use, or create one of your own related to your post by finishing your topic keyword(s).

COMMUNITY DIRECTORY

There is a community Member Directory (**Find ATA Members**) accessible via the navigation bar at the top of the community.

Members can search for peers via:

- Name
- Company Name
- Email address
- City
- State
- Country
- Job Level
- Job Function
- Sector
- Industry (sub)

Note: if another member has elected to remove themselves from the directory, you will not be able to find them using this search area.

You can also search for members via the Company Directory.

MODERATION AND TERMS & CONDITIONS

All members are encouraged to share in the community, keeping in mind the community Terms & Conditions (T&Cs) and being mindful to be supportive and productive while participating in discussions.

The community is regularly monitored by ATA moderators and posts that conflict with the T&Cs will be proactively removed, edited in consultation with the post's author, or outright rejected if the post is not possible to amend to comply with the T&Cs.

If you feel that a post in the community requires moderation (temporary or permanent), you can flag the post by choosing the **Mark As Inappropriate** option from the drop down menu next to the Reply button on a post. If the post is deemed to not conflict with the T&Cs, the post may be re-approved or you may be contacted to discuss your reason for flagging further.

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DOWNLOAD THE MOBILE APP

The ATA Member Connection is available wherever you are! Download the app on your mobile device and take the community on-the-go.

- In your mobile device's app store, search for "**Member Centric**."
- Download and open the mobile app.
- Decide whether you want to allow notifications (it's recommended to allow).
- Search for "American Telemedicine Association" and select the ATA.
- Sign in using your ATA member email address and password.
- Enjoy making connections!