HFA Online Community User Guide

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Welcome to NCSHA's Online Community!

NCSHA's Online Community platform is composed of discipline- and issue-based Groups you can join to share information and collaborate with peers across the country. **The Community is open to NCSHA's HFA and Associate members only.**

This guide introduces you to the platform's features and offers directions on how to:

- 1. Log in
- 2. Complete your profile
- 3. Join Groups and manage email preferences
- 4. Within Groups, access resources relevant to you
- 5. Within Groups, use Forums to start a discussion
- 6. Connect with your peers

Definitions

- **A. Community Home:** This is a customized dashboard where you will find feeds from your Groups and updates from the Forums to which you are subscribed.
- **B.** Forums: Group members can ask and answer one another's questions, start a discussion, and share ideas, recommendations, and resources via Forums. Content posted in a Forum is emailed directly to all the Group members' in-boxes and appears in the Group's Forum feature. Forum content is <u>searchable</u>.
- **C. Groups:** The core of the Community platform, Groups are organized around disciplines and issues. You may join multiple Groups. The current list of Groups can be found on the Community home page.
- **D. Members:** Group members are professionals working for NCSHA HFA and Associate member organizations and participating on the Community platform. The platform offers a number of features to allow you to communicate directly with members, as well as to invite colleagues to join Groups.
- **E. Profile:** Share your photo, bio, social media links, and years working in housing. *Please reference the <u>terms of use</u> for details about privacy. You have the right to delete or not include information you don't want to share.*
- **F. Resources:** Found on the Group home page, resources are quick links to shared documents, tools, and websites relevant to members of a specific Group.
- **G. Username and Password:** Your username = your work email. Your password = your ncsha.org password. (Don't remember your password? On the login screen, press **Forgot your password** to reset it.

Support Options

Need help using the Community Groups?

→ Send an email to <u>community@ncsha.org</u> or call 202-624-7710.

Ready to explore on your own?

→ Throughout this guide, look for the video icon for quick "How-To" videos.





1. Log In

A. Start at <u>ncsha.org</u> by clicking the Community button on the top right.



B. Enter your work email and NCSHA password in the login panel.



Not a registered user yet?

Please click below to create an account and register for events.

Register

To reset your password, click **Forgot your password**. Enter your HFA email address. An email containing a password reset link will be sent to you within moments. *NOTE: The link will expire within an hour*.

Recover Passw	ord
Please enter your email a	address below.
Your email address:	someone@example.com
	Cancel Submit

If you are new to the NCSHA system, register by clicking the <u>Register button</u> and creating a new account.

I	Register	

If you have any issues, please contact <u>community@ncsha.org</u>.

Create Accourt	nt						
in y Ei 🕿	8						
User Information							
Members: Use your work email address to create an account.							
Email:							
Password:							
Confirm Password:							
Prefix:	Please Select 🔍						
Prefix: First Name:	Please Select						
Prefix: First Name: Middle name:	Please Select						
Prefix: First Name: Middle name: Last name:	Plaxe Select.						

C. Review the Code of Conduct

The Code of Conduct is linked on your Community Home and is included in this document as <u>Appendix 2: HFA Online Community Code of Conduct</u>. The code outlines the Community's rules. By using NCSHA's Online Community, you agree to these terms.

2. Complete Your Profile

To help build relationships, we encourage Community members to complete their profiles.

A. Add your photo.

From the Community Home page, click on the profile picture placeholder or the **Photo and Bio** button. Upload a photo or take a new one using your computer's camera.



Upload Profile Picture Amelia Earhart California Housing Finance Agency @ameliamisegmail-com	Your profile photo will be used on your profile and throughout the site. If there is a <u>Gravatar</u> associated with your account email we will use that, or you can upload an image from your computer. Upload Take Photo Drop your file here or Select your File Select your File
My Activity My Forums My Groups Edit My Profile My Settings	

B. Tell everyone about yourself.

Add your bio, social media URLs, start date, and how long you have been working in housing.

To update your contact information, including your name and title, please com form. Upload Profile Picture	plete <u>this</u>
Visual B I U 66 Aec E E E E F F F C	Year Started in Housing Year This field can be seen by: Everyone Change Start Date at Your Organization Day Month Year This field can be seen by: Everyone Change
This field can be seen by: Everyone Change Twitter URL	

3. Join Groups and Manage Email Preferences

A. Find and join a Group by clicking its "Join Group" button in

ncsha.org/groups.

- If you are not already logged in, you will be prompted to do so.
- You can also get to the All Groups page from the button on your Community Home.
- When you join a Group, you are automatically subscribed to its Forum.
- To leave a Group, and unsubscribe from its Forum, click its **Leave Group** button.

Finance Homeownership	Marketing and Communications Test NCSHA Team	
	Join Group	
	Public Group / 9 members	
	Leave Group	
	Weekly Summary (change)	

B. Manage your email preferences for each Group from the <u>ALL Groups Page</u> or from the Group itself.





<u>#How to Join a Group</u>

		No Email] //
		Read activity for this group on the web	
		Weekly Summary	
Gr Gr	roup Admins	Get a summary of topics each Thursday	
lomeownership		Daily Digest] ,a
		Get the day's activity bundled into one email	
e Homeownership Group is open to HFA members only. In this space, we invite you to		New Topics]
c questions and share ideas, advice, and resources with your peers, extending the value		Send new topics as they are posted (but no	
our in-person meet-ups at conferences. Please contact Group Manager Greg Zagorski at		replies)	
gorski@ncsha.org or 202-624-7730 for assistance	NCSHA	All Email	1
		Send all group activity as it happens	-
eave Group		Close	
ur email status is 🖾 All Email (change)		he Impossible Planet	
_	l		_

- No Email: Read activity for this group on the web.
- Weekly Summary: Get a summary of topics each Thursday.
- Daily Digest: Get the day's activity bundled into one email.
- New Topics: Send new topics as they are posted (but no replies).
- All Email: Send all group activity as it happens.
- C. Make sure to mark NCSHA (<u>info@ncsha.org</u>, @ncsha.org, and @community.ncsha.org) as a trusted sender in your email.
 - Ask your IT team for support.
 - <u>Use this video as a guide</u>.

4. Access Group Resources Relevant to You

- **A.** Find your Group's Resources by clicking the first tab.
- **B.** To contribute a resource, please email your file to the Group's manager (listed in the Group description).
 - For Group-specific support or questions, please contact the Group manager.

Leave Group	
Your email stat	us is 🖾 All Email (change)
RESOURCE	S FORUM MEMBERS SEND INVITES GROUP EMAILS
Marketing a	nd Communications Resources
To contribute a	resource, please email your file to Lisa Bowman.
Guide to Maki	ng Videos
Handout: DIY V	ideo Production 2018 Annual Conference
Presenter: Rus	s Rhea, Founder and Principal Predictive Media Network
Media Intervi	ew Prep Worksheet
Handout: Medi	a Training—Tips for Talking to the Press 2018 Annual Conference
Presenter: Rus	s Rhea, Founder and Principal Predictive Media Network
Predictive Int	erviewing Model
Handout: Medi	a Training—Tips for Talking to the Press 2018 Annual Conference
Presenter: Rus	s Rhea, Founder and Principal Predictive Media Network
Recommende	d Video Equipment List
Handout: DIY V	ideo Production 2018 Annual Conference

5. Use Forums to Start a Discussion

A. Find a Forum by clicking the Forum button in the Group.

Each Group has its own Forum. If you are a member of more than one Group, you will be subscribed to more than Forum.

RESOURCES	FORUM	SEND INVITES	GROUP EMAILS	MANAGE
Compliance Ma	nagement Forum			

B. Post a "New Topic" with a clear subject line.

Creat	e Nev	v Top	oic in "	Hom	eow	ner	ship	"			
Your accou	unt has the	e ability to	post unres	tricted HT	ML conte	ent.					
Did you kn	now you ca	n post ne	w topics to	this group	from yo	ur ema	il client?	? Find o	ut how!		
Topic Title (N	Maximum I	Length: 8	0):								
									-		Visual Text
B 1	ζ 66	ABE		Ē	Ξ	Ξ	^>	¢	P		

• You can format the text. To insert links, use the chain icon.



• Attach files to topics and replies by clicking **Choose File**.

Attachments:		
Choose File No file chosen		
Add another file		
		Submit

- C. Respond to Forum topics directly from your inbox.
 - Before beginning your reply, DELETE all content above "--- Reply ABOVE THIS LINE to add a comment ---", including your email signature.
 - **Note**: Your reply is NOT private; it will be sent to the whole group and posted online in the originating Forum.

Paste → Format Painter Clipboard □ B I U 2 → A → ■ Basic Text	E = E → Addes Check Attach Attach Signature Attach File + Low Importance Attach File + Low Importance Adde+	^
To 54a020cca07626cd1d17ac7319363e07199c65 Cc Cc	SH48/cdTb5058/cd48/cd12 i s112@commenty.orsha.org	
Subject Test Forum		A
From: NCSHA <info@ncsha.org> Sent: Monday, May 27, 2019 8:13 AM To: Stephanie Romanoff <sromanoff@ Subject: Testing Sample</sromanoff@ </info@ncsha.org>	encsha.org> Reply ABOVE THIS LINE to add a comment	
	NCSHA	

• To edit a Forum post after sending, go to post in the platform and press **Edit**.



D. Search Forums for previous content.

Under Forums, click Refine Search or visit <u>ncsha.org/forums/search</u>.

TOPICS STARTED	REPLIES CREATED	FA	VORITES	
ALL FORUMS	SUBSCRIPTIONS	REFINE	SEARCH	ł
Subscribed For	rums			
Forum		Topics	Posts	Freshness
× Housing Credit		0	0	1 month ago
				🔊 Matt Damon
× Marketing and Comm	unications Forum	2	3	3 weeks, 4 days ago
				Stephanie Romanoff

 Refine the search by keywords, content type, specific Forums, authors, or timeframe.

onal Council of State Housing Agencies > Forums > Search		
Search Query		
Search keywords		
One or more keywords to search for. You can use - sign to exclude k	ywords.	
Search Filters		
Content Type	Topics and Replies	▼
Forums	All available Forums	▼
Author		
Full or partial name of the post author.		
Period	Any day	▼
Search Results		
Sort results by	Date	▼
	Description	

6. Connect with your peers.

A. Check the Members tab to see who is a member of a Group.

Your email status is 🖾 All Email (change)		
RESOURCES FORUM MEMBERS SEND INVITES	GROUP EMAILS	
Search Members Search	ORDER BY: Newest	
Viewing 1 - 14 of 14 members		
Phaedra Stoger	Add Conta	ct
12 days ago	Add Conta	ct
Matt Damon		
19 days ago	Add Conta	ct
Yolanda McCutchen		
20 days ago		

 Add members to your personal contacts by pressing the Add Contact button next to their name. To see which staff from NCSHA's HFA and Associate members are participating in the Community platform, search under <u>ALL Members.</u>



- B. Learn more about members.
 - Click on a member's profile photo or name to access their bio page.
- C. Message a member.
 - Press the **Private Message** button under a member's profile picture to contact them directly through the platform.

	First Name	Garth
	Last Name	Rieman
Garth Rieman National Council of State Housing Agencies Carred Contact	Bio	Since 1993, Garth Reman has helped NCSHA formulate and execute its policy on the Housing Gredit, Housing Bonds, housing finance reform, appropriations, and other alfordable housing finance helped and the standard state of the Garth previously held positions with the U.S. Senare Housing Subcommittee, National Association of Realfors, U.S. Department of Housing and Uthan Development, and U.S. Office of Management and Budget.
	Turittor (IR)	r. Nemery school of dovernment.
	THILLY ONL	THILT ROLL TO BUD
	LinkedIn URL	https://www.linkedin.com/in/garth-rieman-664b429/
	Start Date at Your Organization	January 1, 1993
	Organization	National Council of State Housing Agencies
	1000000	

Alternatively, compose a message to one or more people under the My
 Messages tab, which can be found at the top of your blue Community Home bar.

My Profile	My Contacts 3	My Groups 1	My Forums 2	My Notifications	2 My Messages 0	Cor	nmunity Home		
				INBC	X STARRED	SENT	COMPOSE		
		-					Search Messages		Search
	6	21		Viewin	g 1 message				
				E F	rom		Subject	☆ Star	Actions
	Uploa	d Profile Picture					Re: hey		
	Sa	ra Luell			From: Stephanie Roman ay 2, 2019 at 11:36 am	off (3)	What's	습	Unread Delete
Mary	land Department of Ho	ousing and Communi @sara-luell	ty Development				upr		

Please Share Your Feedback

Feedback is most appreciated. If you would like to share details about your experience on the new platform or ideas for improvement, please complete <u>this form</u>.

Appendix 1: Group Manager Directory

If you need help using the platform, please contact <u>community@ncsha.org</u> or 202-624-7710. For Group-specific support or questions, please contact the Group Manager.

Althea Arnold Senior Legislative and Policy Associate <u>aarnold@ncsha.org</u>	 HOME Housing Trust Fund (HTF) Rental Section 8 Contract Administrators Section 8 Voucher Section 811 Project Rental Assistance Supportive Services
Lisa S. Bowman Director of Marketing and Communications Ibowman@ncsha.org	 Marketing and Communications Co-led by Chris Townley
Kevin B. Burke, CPA Director of Finance and Operations <u>kburke@ncsha.org</u>	 Internal Auditors Co-led by Lovely Padua-Hare
Cary Knox Executive Office Administrator/Board Secretariat <u>knox@ncsha.org</u>	 Executive Assistants Executive Directors
Glenn Gallo Legislative and Policy Associate ggallo@ncsha.org	 Federal Liaisons Policy/Strategic Planning/Research Rural Housing Sustainable Housing

Khloe Greenwood Legislative and Policy Coordinator kgreenwood@ncsha.org	Sup	Porting HOME Housing Trust Fund (HTF) Rental Section 8 Contract Administrators Section 8 Voucher Section 811 Project Rental Assistance Supportive Services Compliance Management Finance Homeownership Legal
Lovely Padua-Hare Operations Associate / Finance Ipadua-hare@ncsha.org	•	Internal Auditors <i>Co-led by Kevin Burke</i>
Garth B. Rieman Director of Housing Advocacy and Strategic Initiatives grieman@ncsha.org	:	Executive Directors Federal Liaisons Homeownership Policy/Strategic Planning/Research
Stephanie Romanoff Digital Content Associate <u>sromanoff@ncsha.org</u>	•	Information Technology Platform Help Contact
Phaedra Stoger Operations Associate / Membership <u>pstoger@ncsha.org</u>	•	Human Resources Platform Help Contact Membership
Jennifer Schwartz Director of Tax and Housing Advocacy jschwartz@ncsha.org	•	Housing Credit

James Tassos Deputy Director of Tax Policy and Strategic Initiatives jtassos@ncsha.org	 Opportunity Zones
Chris Townley Marketing and Communications Coordinator <u>ctownley@ncsha.org</u>	 Marketing and Communications Co-led with Lisa Bowman
Stockton Williams Executive Director swilliams@ncsha.org	 Executive Directors Federal Liaisons Homeownership Policy/Strategic Planning/Research
Greg Zagorski Senior Legislative and Policy Associate gzagorski@ncsha.org	 Compliance Management Finance Homeownership Legal

Available Groups (As of June 20, 2019)

Compliance Management
Executive Assistants
Executive Directors
Federal Liaisons
Finance
HOME
Homeownership
Housing Credit
Housing Trust Fund

Human Resources Information Technology Internal Auditors Legal Marketing and Communications Opportunity Zones Policy/Strategic Planning/Research Rental Rural Housing Section 8 Contract Administrators Section 8 Voucher Section 811 Project Rental Assistance Supportive Services Sustainable Housing