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- 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 (info@ncsha.org, @ncsha.org, and @community.ncsha.org) as a trusted sender in your email.  

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).  

5. Use Forums to Start a Discussion  
A. Find a Forum by clicking the Forum button in the Group.  
B. Post a “New Topic” with a clear subject line.  
C. Respond to Forum topics directly from your inbox.  
D. Search Forums for previous content.  

6. Connect with your peers.  
A. Check the Members tab to see who is a member of a Group.  
B. Learn more about members.  
C. Message a member.  

Please Share Your Feedback  

Appendix 1: Group Manager Directory
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 searchable.

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 terms of use 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 community@ncsha.org 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 ncsha.org by clicking the Community button on the top right.

B. Enter your work email and NCSHA password in the login panel. 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.
If you are new to the NCSHA system, register by clicking the Register button and creating a new account.

If you have any issues, please contact community@ncsha.org.

C. Review the Code of Conduct
The Code of Conduct is linked on your Community Home and is included in this document as Appendix 2: HFA Online Community Code of Conduct. 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.
B. **Tell everyone about yourself.**
Add your bio, social media URLs, start date, and how long you have been working in housing.
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.

B. Manage your email preferences for each Group from the ALL Groups Page or from the Group itself.
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 (info@ncsha.org, @ncsha.org, and @community.ncsha.org) as a trusted sender in your email.
- Ask your IT team for support.
- Use this video as a guide.

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.
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.

B. Post a “New Topic” with a clear subject line.

- You can format the text. To insert links, use the chain icon.
- Attach files to topics and replies by clicking **Choose File**.

![Attach files to topics and replies by clicking Choose File.](image)

**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.

![Respond to Forum topics directly from your inbox.](image)
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 [ncsha.org/forums/search](http://ncsha.org/forums/search).

- Refine the search by keywords, content type, specific Forums, authors, or timeframe.
6. Connect with your peers.

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

- 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 **ALL Members**.

![NCSHA Community Members](image)

**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.

- 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.

![Community Home](image)

**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 **this form**.
## Appendix 1: Group Manager Directory

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Title and Contact Information</th>
</tr>
</thead>
</table>
| Althea Arnold                | <ul>Senior Legislative and Policy Associate  
aarnold@ncsha.org</ul> HOME  
Housing Trust Fund (HTF)  
Rental  
Section 8 Contract Administrators  
Section 8 Voucher  
Section 811 Project Rental Assistance  
Supportive Services |
| Lisa S. Bowman               | <ul>Director of Marketing and Communications  
lbowman@ncsha.org</ul> Marketing and Communications  
<em>Co-led by Chris Townley</em> |
| Kevin B. Burke, CPA          | <ul>Director of Finance and Operations  
kburke@ncsha.org</ul> Internal Auditors  
<em>Co-led by Lovely Padua-Hare</em> |
| Cary Knox                    | <ul>Executive Office Administrator/Board Secretariat  
knox@ncsha.org</ul> Executive Assistants  
Executive Directors |
| Glenn Gallo                  | <ul>Legislative and Policy Associate  
ggallo@ncsha.org</ul> Federal Liaisons  
Policy/Strategic Planning/Research  
Rural Housing  
Sustainable Housing |
<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Khloe Greenwood</td>
<td>Legislative and Policy Coordinator</td>
<td><a href="mailto:kgreenwood@ncsha.org">kgreenwood@ncsha.org</a></td>
</tr>
<tr>
<td>Lovely Padua-Hare</td>
<td>Operations Associate / Finance</td>
<td><a href="mailto:lpadua-hare@ncsha.org">lpadua-hare@ncsha.org</a></td>
</tr>
<tr>
<td>Garth B. Rieman</td>
<td>Director of Housing Advocacy and Strategic Initiatives</td>
<td><a href="mailto:grieman@ncsha.org">grieman@ncsha.org</a></td>
</tr>
<tr>
<td>Stephanie Romanoff</td>
<td>Digital Content Associate</td>
<td><a href="mailto:sromanoff@ncsha.org">sromanoff@ncsha.org</a></td>
</tr>
<tr>
<td>Phaedra Stoger</td>
<td>Operations Associate / Membership</td>
<td><a href="mailto:pstoger@ncsha.org">pstoger@ncsha.org</a></td>
</tr>
<tr>
<td>Jennifer Schwartz</td>
<td>Director of Tax and Housing Advocacy</td>
<td><a href="mailto:jschwartz@ncsha.org">jschwartz@ncsha.org</a></td>
</tr>
</tbody>
</table>

### Supporting
- 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

### Co-led by Kevin Burke
- Internal Auditors
James Tassos
Deputy Director of Tax Policy and Strategic Initiatives
jtassos@ncsha.org
- Opportunity Zones

Chris Townley
Marketing and Communications Coordinator
ctownley@ncsha.org
- 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)

<table>
<thead>
<tr>
<th>Compliance Management</th>
<th>Human Resources</th>
<th>Rental</th>
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<td>Executive Assistants</td>
<td>Information Technology</td>
<td>Rural Housing</td>
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<td>Internal Auditors</td>
<td>Section 8 Contract</td>
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<td>Legal</td>
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<tr>
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<td>Marketing and Communications</td>
<td>Section 8 Voucher</td>
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<tr>
<td>HOME</td>
<td>Communications</td>
<td>Section 811 Project Rental</td>
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<tr>
<td>Homeownership</td>
<td>Opportunity Zones</td>
<td>Assistance</td>
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<tr>
<td>Housing Credit</td>
<td>Policy/Strategic</td>
<td>Supportive Services</td>
</tr>
<tr>
<td>Housing Trust Fund</td>
<td>Planning/Research</td>
<td>Sustainable Housing</td>
</tr>
</tbody>
</table>