



FAQs

Navigating AJA iConnect

Answers to Frequently Asked Questions on the AJA Community Site:

Q: What is my password?

A: You will use the same username (your email address) and password that you use to log in to www.americanjail.org. If you have forgotten your password or need assistance with your login information, go to <https://members.aja.org/users/login.aspx#pw>, and then “forgotten password” to have it emailed to you OR contact April Caulfield- 301-790-3930.

Q: How do I update my contact information?

A: From your iConnect profile page, click the “Edit Contact Info” link.

Q: How do I control what information is visible in my iConnect Profile?

A: Under “My Profile”, click “My Privacy Settings” in the left-hand side navigation. This will let you control what information is visible to whom. After you’ve made changes, click the “Save” button at the bottom of the page.

Contacts

Q: How do I find other members?

A: Click the “Networks” link found in the red navigation bar, then “Member Directory”. The Directory lets you search for other members based on:

- First or Last Name
- Company/State
- Email address

Use the “Advanced Search” option to increase your search to:

- Location
- Member Group
- Rank
- Functional Area

Q: How do I add contacts to my contact list?

A: There are several ways to add contacts to your list. When you perform a search in the Directory, you will see an “Add as contact” link underneath each person in your search results. Just click this link to send a contact request. If you click through and view someone’s profile, you can click the contact request link to the right of their profile picture. Clicking any of your “Networks” links (“My Profile” > “My Networks”) will yield a similar list.

Q: Why should I add contacts to my contact list?

A: Creating this virtual address book makes it easy to send your contacts messages through the system to stay in touch or ask questions. Additionally, when you view another member’s profile, you’ll be able to see any contacts you have in common with them. Your contact list makes it easy to send invitations if you create a community, and you can also choose to let only your contacts view certain demographics in your profile.

Libraries

Q: How do I access a particular library?

A: Go to “Communities” in top blue navigation bar, then “Libraries” to find the one you’d like to access.

Q: Can I search for specific file types?

A: Yes. When in the Libraries area, select “Advanced Search”. This gives you the option to specify file type: Document, Image, Spreadsheet, etc.

Q: *What other library searches can I perform?*

A: Go to "Directories" in the top blue navigation bar, then "Find a Document." The advanced search option allows you to find documents based on keywords within a document title or description or even within its content. You can also specify which libraries you'd like to search, by which author, date posted, tags and more.

Q: *How do the libraries get populated?*

A: The libraries are populated in two ways: you can upload documents directly by using the "Upload a Document" link found in the left navigation. Alternately, when you include an attachment in a discussion post, the system automatically places it in the library.

Q: *How do I upload a document?*

A: In the Libraries area, click the "Upload a Document" link in the left navigation. Please note that uploading a document is done in a few steps and each step must be completed before you can move on to the next:

1. Choose a title for your document, include a description (optional) select the library to which you'd like to upload it, select a folder to which you'd like to upload it (optional), and choose an Entry Type (most will be Standard Files); then click "Next"

2. Browse and upload your file. Click "Next" if you want to add tags to your file or click "Finish" (you may have to scroll down to access these buttons)

Q: *What kind of documents can I upload?*

A: The system supports multiple file types including hyperlinks, standard files (Word, Excel, PowerPoint), Webinars, and YouTube videos.

Q: *What are the "tags" for?*

A: Tags are another way of organizing and searching for documents. You can help others find the file you uploaded by including tags when you upload it. There are many pre-loaded tag categories to choose from.

Discussions

Q: *How do I join/subscribe to a community?*

A: Go to "Communities" in the top blue navigation bar, then "View Communities". You will be taken to a list of communities to which you currently belong. Change the "Display" box to "All Communities" or "Communities I Can Join" in order to see a list of available communities. Select one and click the "Join Community" button. Then choose a delivery option for posts (Real Time, Daily Digest, Legacy or No Email).

Q: *What are all the email delivery options?*

A: Under "My Profile" > "My Subscriptions", there is an option for Text or HTML. By default, this is set to HTML, and we encourage you to leave it set to this if your email client can support it. However, if you are having problems viewing the HTML version or if it takes too long to open, please switch to the text version.

For each discussion, you have the following delivery options:

Real time: sends an email every time a new message is posted

Daily digest: sends one email to you each day, consolidating all of the posts from the previous day

No Email: allows you to be part of the group without having emails sent to you. You can still post and read others' messages by logging in to iConnect.

Q: *I'd prefer to have certain discussion posts go to a different email address. Is this possible?*

A: Yes, you can use different email addresses for different discussions. For example, you could have one discussion post go to your personal email and others go to your work email.

Go to "My Profile" > "My Subscriptions" and under each discussion to which you've subscribed, you'll see "subscribed as [email address]" with an option to "Change." Just click the "Change" link, enter a different email address, click "OK", and click "Save" at the bottom to confirm the change. If you change your main email address in your profile or with us, it will update all of the discussions that used your former email address. Those that use a different email address will remain the same.

Q: *How do I leave a community or unsubscribe from a discussion?*

A: Go to "My Profile" > "My Subscriptions". Here, you will see a list of available groups and those to which you've subscribed. Select "Unsubscribe" on the discussions you wish to leave and click the "Save" button at the bottom of the page. You will get a message confirming that your subscription options have been successfully updated. This can take several seconds if you change your settings for several groups at the same time.

Q: *What are "Networks"?*

A: These are groups of members that are automatically created based on demographic information in your profile. They help you locate other members who live in your city or state, share your interests, have the same job title, and more. Be sure to visit "My Profile" > "My Networks" to see your existing networks and make contact with others.

Q: *How do I respond to others' posts?*

A: Click "Reply to Discussion" to send your message to the entire community (an alternative is "Reply to Sender" which only sends your message back to the sender; both links are located to the right of the post on the email or to the left of the post on the site. We recommend only replying to the sender for simple comments like "me, too" that add little value to the overall discussion.

Q: *How do I start a new discussion thread?*

A: In an email (HTML version) from a particular discussion forum, you can use the "Post Message" link in the right navigation bar. You can also use the "Post Message" link found in the left navigation under "Communities" > "Discussions". We recommend bookmarking or adding this link to your favorites list in your web browser to make it easily accessible.

Q: *I'm having trouble viewing the HTML email messages. How do I fix this?*

A: If images are not appearing, it is likely that your email client is set to suppress images. This should be something you can change in your security or viewing options. If you would rather receive text-based email, go to "My Profile" > "My Subscriptions" and select the "Text" format option near the top of the page. Be sure to hit "Save" at the bottom of the page once you've made this change.

Q: *Why do I have to post messages and reply to them through the iConnect Web site?*

A: There are many upgraded features made possible because of the Web interface:

- When you send an attachment through this new system, it automatically places it in the Community's library and sends a **link** to members – no more blocked attachments because of file size or type.
- All posts are automatically archived and very easily searchable.

Q: *Can I search for posts across all the communities?*

A: Yes. Go to "Directories" in the top blue navigation bar, then "Find a Post". You can search based on keywords in the posts, search all or specific forums, and select the date range in which you'd like to search.

Q: *How do I see a listing of all of the posts to a discussion forum?*

A: Go to "Communities" in the top blue navigation bar, then "Discussions" and choose the name of the one you'd like see. This takes you to the threaded view of the posts. If you see post you're interested in, click the subject line which will take you to the entire thread. "Show original message" at the bottom of all of the posts in a thread will display the original message that started that discussion. The "Author's Messages" link will show you all of the posts that particular member has contributed to the discussion.

You can also view postings by date by clicking the link in the middle of the page.

Q: *How do I change the information showing up in my signature block?*

A: We have set a default signature, but if you would like to change the information that appears or the order in which it appears, click "My Profile" > "My Signature". You can add, delete or reorganize the fields that show up in your signature by clicking the variables on the right-hand side of the screen. Please note that the content of these fields is pulled directly from your profile, so if you want to change the information itself, you will need to make the change to your actual profile.