

COUNCIL CONNECT

Council Connect FAQs

Q: How do I access Council Connect and what is my password?

A: You can access Council Connect by visiting community.pac.org. You will use the same username (your email address) and password that you use to log in to www.pac.org. If you have forgotten your username or password, follow the instructions on the login page or contact councilconnect@pac.org or 202.787.5950 for more assistance.

Q: How do I update my contact information?

A: Click the pencil icon on your profile page to edit contact information.

Q: How do I control what information is visible in my Council Connect profile?

A: On your profile page, click “My Account” and “Privacy Settings” in the navigation toolbar. This will allow you to 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 “Directory” link found along the top navigation bar. The Directory lets you search for other members based on:

- First or last name
- Company/Organization
- Email address

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

- Location
- Community members

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

A: There are several ways. When you search the Directory, you will see an “Add as contact” link underneath each person in your results. Click this link to send a contact request. If you view someone’s profile, you can click the contact request link to the right of their profile picture.

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

A: Creating this virtual address book makes it easy to send 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. You can also choose to let only your contacts view certain demographics in your profile.

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Resource Libraries

Q: How do I access a particular resource library?

A: Go to “Browse” along the top navigation bar, then “Library Entries” to find the library resources. Each individual community also has its own library that can be accessed by visiting the community homepage and selecting “Library”.

Q: Can I search for specific file types?

A: Yes. Under the top navigation pane select “Browse” and then select “Library Entries.” This will allow you to search file types under “All” or “Most Recent” as well as by title or “Most Viewed”.

Q: How do the libraries get populated?

A: The resource libraries are populated in a few ways. You can upload documents directly by using the “Upload a Document” link found in the left navigation. The Council also posts helpful resources, and attachments by you or others are automatically placed in the library.

Q: How do I upload a document?

A: In the Libraries area, click “Create New Library Entry” on the right-hand side of the screen. 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 (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.

Discussions

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

A: Go to “Communities” in the top navigation bar, then select “My 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 or no email).

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Q: What are the email delivery options?

A: Under “My Account” > “Notification Settings” you can select the following delivery options for each community you subscribe to:

- 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

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 connections.

Q: How do I respond to others’ posts?

A: Click “Reply to Discussion” to send your message to the entire community or “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 the site. Try and keep your comments substantive and helpful. When possible, avoid simple, short comments like “me too,” especially when responding to the full group.

Q: How do I start a new discussion thread?

A: In an email from a particular discussion forum, you can use the “Post Message” link to reply. You can also use the “Post Message” selection found in the top navigation under “Participate.”

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 or order that appears, click “My Profile” > “My Account” > “Discussion Signature.” You can add, delete or reorganize the fields that show up by clicking the variables on the right side of the screen. There is

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also an option to edit your default signature when posting a discussion. Please note that the content of these fields is pulled directly from your profile. To change the information, you will need to update your profile.

General User Guidelines

Q: Where can I find the terms and conditions for using Council Connect?

A: To ensure the best possible experience for all members, we have established some basic guidelines for participation. The terms and conditions, including general guidelines, etiquette and privacy concerns, can be accessed [here](#). The Council is committed to maintaining an environment that encourages both civil and helpful dialogue. We reserve the right to suspend or terminate membership in this community for anyone who violates these terms.

Q: What should I do if I feel a post or related content is inappropriate?

A: Please alert the Council right away. Our staff works to monitor posts in real time, but if you see something inappropriate or have any questions, please contact us immediately at councilconnect@pac.org.

Q: What should I do if I am being routinely contacted or pitched services via Council Connect?

A: While we encourage members to use the platform's features to add contacts and network directly, if you are receiving repeated unwanted contacts or solicitations from vendors or other users, please contact us at councilconnect@pac.org.

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