# ahia
Assoc. of Healthcare Internal Auditors

# FAQs

## Navigating AHIA's Connected Community

Answers to Frequently Asked Questions on the AHIA Connected 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.ahia.org. If you have forgotten your password or need assistance with your login information, contact info@ahia.org.

**Q: How do I update my contact information?**
A: From your AHIA Connected Community profile page, click the pen icon, next to "Contact Details" on the left hand side and update accordingly.

**Q: How do I control what information is visible in my AHIA Connected Community Profile?**
A: Under "My Account" tab, click "My Privacy Settings" in the top 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 "Directory" link found in the red navigation bar, then "Basic" or "Advanced". 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
- Group Type
- Age Range
- EHR/EMR System used
- Organization Type
- Title/Position
- Work Setting

• Subject Matter Expertise/Experience

**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 Connections" > "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.

# Communities/Libraries/Networks

**Q: How do I access a particular community?**
A: Go to "Communities" in top red navigation bar, then "All Communities" to find the one you'd like to access.  AHIA Board of Directors, Committees and Subcommittees are organized as "COMMUNITIES." PLEASE NOTE: Only standing Board, Committee Members and Subcommittee members can access closed groups. Members can create their own communities – by clicking the green "Create a New Community" button (located upper right).  Each community member has the capability to make announcements, post to a discussion feed (like a private list serv) and share documents/files.  Through document sharing, each community establishes a "Library" to archive these files.

**Q: How do I join/subscribe to a community?**
A: Go to "Communities" in the top red navigation bar, then "All Communities".  If you 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, Legacy or No Email).

**Q: What are all the email delivery options?**
A: Under "My Profile" > "My Account" > "My Community 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
Legacy: sends real-time text versions of the posts, which are compatible with Blackberries and

most other handheld devices. This option also allows you to reply without logging in to a web browser, but it does NOT allow you to include attachments with your post.

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 AHIA Connected Community.

**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 Account" >"Email Preferences" 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: 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 Connections> My Networks" to see your existing networks and make contact with others.

# File Sharing/Libraries

**Q: How can I share a file**

A: Go to Recently Shared Files (right column)> Click the green "add" button. Title and describe your file. Indicate which library or community you wish to have accessibility to the file.  Indicate the entry type (i.e., standard file upload, URL, etc…) You will name the file and have the opportunity to categorize it (if applicable).

**Q: Can I search for specific file types?**

A: Yes. When in the Communities area, select "All Communities." "ENTER" the community. Click the Library tab at in the top navigation. This gives you the option to view all documents posted herein. If the posted categorized the file – it will appear in a folder. OR see the Latest Shared Files to the left and click "MORE."

**Q: How do the libraries get populated?**

A: The libraries are populated in two ways: you can upload documents directly by using the "Add" button found in the Latest Shared files section in your Community. Alternately, when you include an attachment in a discussion post or the Recently Shared Files section of the home page, the system automatically places it in the library.

**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 leave a community or unsubscribe from a discussion?**
A: Go to "Quick Links" > "Adjust your subscription settings." Here, you will see a list of available groups and those to which you've subscribed or have been automatically 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: 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: You can use the "Post a Message" link found on the left navigation under the Quick Links section of the home page. We recommend bookmarking or adding this link to your favorites list in your web browser to make it easily accessible.

**Q: Why do I have to post messages and reply to them through the AHIA Connected Community 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 the search feature in the top red navigation bar, and then enter "Find a Post". You can search based on keywords in the posts, search all or specific forums.

**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 Account"> "Discussion 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.