



Virtual Communities Operations Manual

The Chapter Virtual Communities (VC) have been developed to improve communication among chapter leaders and members, to facilitate networking and communication among all ONS chapters, and to provide easy access to chapter and ONS resources and reliable cancer information for all chapter members. The Virtual Communities should be used to communicate with chapter members and to share important chapter information.

This manual is intended for the VC administrators. In an effort to improve communication, the VC is designed to be user-friendly and highly functional. Anyone can view the VC, however, only the VC administrator will be able to edit the site.

If you have any questions, please e-mail chapters@ons.org.

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GENERAL INFORMATION

To access administrative mode, log into the VC using your ONS username and your ONS password. If a member needs to be added as an administrator for a VC, please email chapters@ons.org.

After logging in, you will see the orange toolbar appear, which contains two operation views in the VC:

1. **Now in Admin Mode**
While in Admin Mode, you may edit and post information as needed.
2. **View User Mode**
This is the normal view of the VC. All visitors to the site will only have access to the normal view.

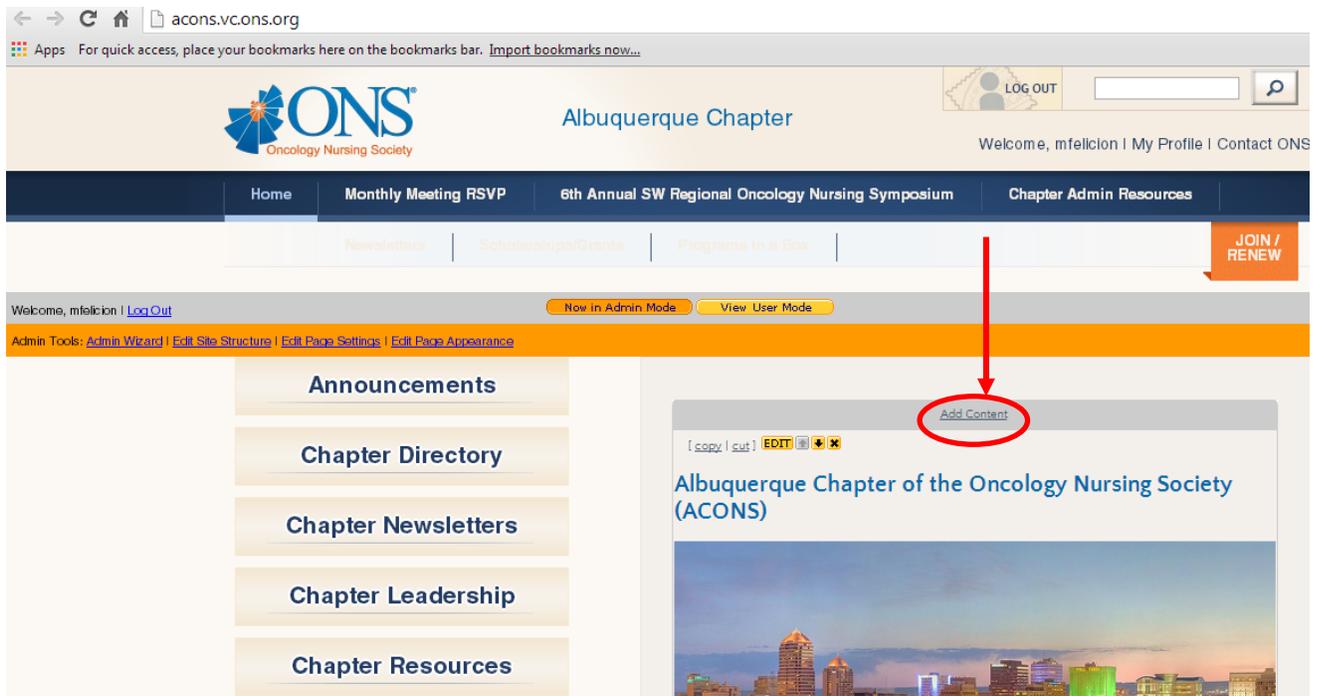
VIRTUAL COMMUNITY FEATURES

There are several features on the VC that can be used to benefit your chapter. We encourage you to use all of these features to keep your members aware of chapter functions and updates. The features included in this operations manual are:

- Announcements
- Chapter Directory
- Calendar
- Forms
- Shared Files
- Discussion Forums
- Polls
- Photo Gallery

ADDING NEW CONTENT

1. Go to the page where you would like to post the new content
2. On the top of that page, select Add Content in the grey toolbar
3. When the next page opens, select HTML Content under Miscellaneous on the left hand side of the page
4. Enter a title for your content in the title box
5. In the text box, you can add the information that you would like to post. You may use the toolbar to format your text
 - a. If you already typed your content in Microsoft Word, you should select the Word image that looks like this  and then paste your content directly into the box that pops up. Once done, click insert and the content will now appear in your text box.
 - b. If you would like to add a link to another site in your content, select the Link () image in the toolbar, paste the link into the “Link URL” Field and select “Insert”
 - c. Please refer to page 5 for instructions on how to add an image/document
6. Once you have added all of your content, select finish. Your content will now appear on your Virtual Community
7. If you wish to move your content up on the page, use the yellow up arrow until it is placed in the spot that you wish to have it posted



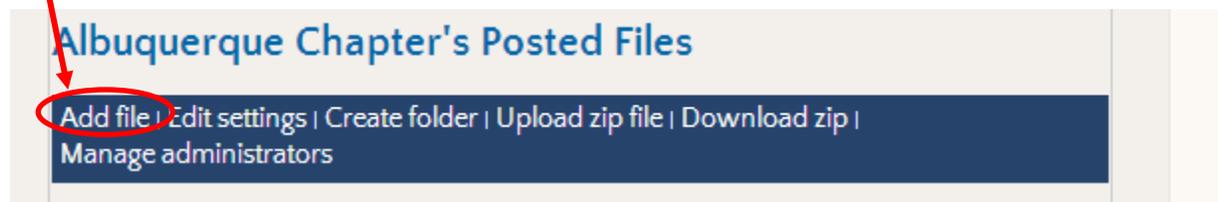
The screenshot shows the website for the Albuquerque Chapter of the Oncology Nursing Society (ACONS). The page features a navigation menu with options like Home, Monthly Meeting RSVP, 6th Annual SW Regional Oncology Nursing Symposium, and Chapter Admin Resources. A sidebar on the left lists various resources such as Announcements, Chapter Directory, Chapter Newsletters, Chapter Leadership, and Chapter Resources. The main content area displays the title 'Albuquerque Chapter of the Oncology Nursing Society (ACONS)' above a cityscape image. A red arrow points to the 'Add Content' button located in the top right corner of the content area.

EDITING CONTENT

1. Go to the page where you would like to edit content
2. Above the content that you are planning to edit, click the yellow edit button
3. This will take you to the content editor, where you can make changes
4. Once you are done, click finish and the content will be updated on the VC

UPLOADING DOCUMENTS

1. Go to your Chapter Admin Resource page, located in the top blue navigation bar
*Note: If your admin page is not there, it may be under your home page.
This varies based on the chapter preference*
2. Click “Add File” in your shared files section
3. Click “Browse” and locate the file that is going to be updated
4. Double click on that file, so that it is uploaded to the VC
5. Click Finish



POSTING DOCUMENTS TO VC

1. Go back to your Admin Resource Page and locate the document that was just uploaded
2. Using your mouse, right click on document and select “Copy Shortcut”
3. Go to the page on the VC where the document is going to be posted
4. At this time you will either need to add a new content box (see page 4) or edit an existing content box (see above), in order to post the document
5. Once you are at the correct spot and you are back in the content editor, type in the name of the document that you are posting
6. Next, drag your cursor over the document title to highlight it
7. Select the  icon, located in the center line of the content editor toolbar
8. Paste the link that you copied into the “link URL” field and click “insert”
9. Once you are done, click finish on the content editor and the document will now be hyperlinked on the VC

ANNOUNCEMENTS

All chapter members are subscribed to their chapter's announcement list, unless they have opted to unsubscribe from receiving emails. Members who are subscribed will receive an email when an announcement is sent.

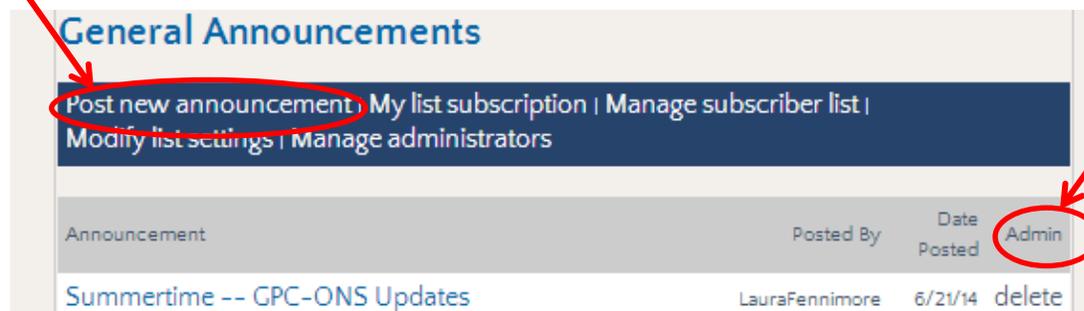
Posting Announcements

1. Click on the announcement tab, which is located on the left side of the VC
2. Select the "Post New Announcement" link that is on the announcement page
3. Give your announcement a subject. This will also be the subject of the email that members will receive.
4. Type your announcement in the HTML email content box
Note: You should leave the Text-only content box empty
5. When you are ready to send the announcement, click "finish"
Note: Once you click finish the email will be sent. There is no way to go back and edit and announcement that has been sent.
6. The announcement will then be sent to subscribed members and will also be posted on the announcement page of the VC

Deleting Announcements

We recommend deleting old announcements when they are no longer needed. To do so:

1. Go to the announcement page and locate the announcement that no longer needs to be posted
2. Select "delete" to the right of the announcement that needs to be deleted



General Announcements

[Post new announcement](#) | [My list subscription](#) | [Manage subscriber list](#) | [Modify list settings](#) | [Manage administrators](#)

Announcement	Posted By	Date Posted	Admin
Summertime -- GPC-ONS Updates	LauraFennimore	6/21/14	delete

Subscriber List

To see who is subscribed to receive chapter announcements:

1. Go to the announcement page and select "Manage Subscriber List"
2. You can then select "Advanced Subscriber Search" to look for an individual member

CHAPTER DIRECTORY

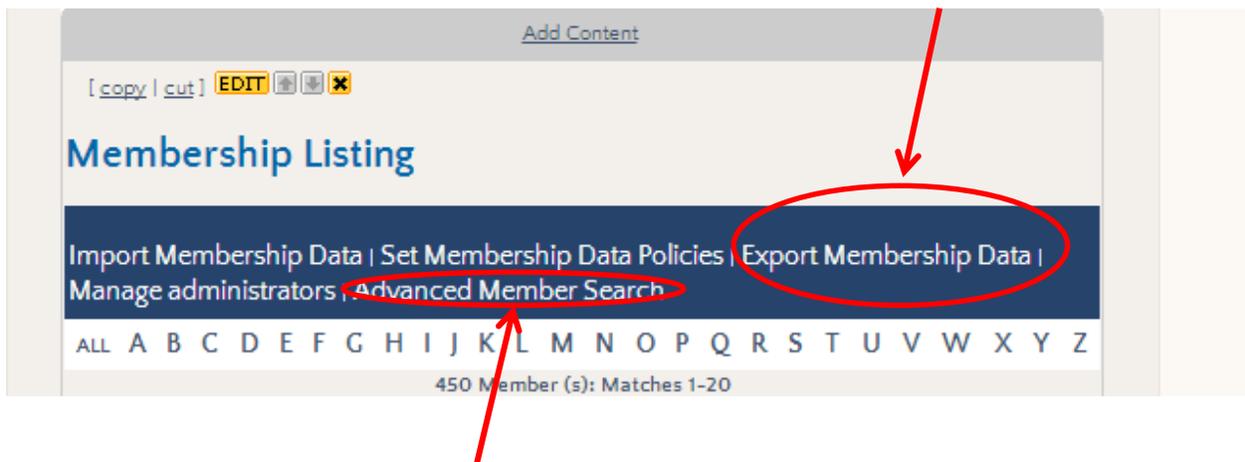
The chapter directory is updated monthly to reflect any changes in your chapter membership. The directory includes the chapter members name, ONS membership expiration date, company, mailing address, and more. Email addresses are not provided on the directory, as chapters should use the announcement feature to communicate with chapter members. *Note: ONS is responsible for adding new members to the VC and removing expired memberships. Please do not delete any member from the VC.*

Accessing Membership Roster

1. Click on the “Chapter Directory” tab on the left navigation of the VC
2. The membership listing will appear, in alphabetical order. You can click on an individual’s username to view their full profile
Note: the Last update column is the last time their profile was updated. It is not their membership expiration date.
3. To print or to view the entire list, click “Export Membership Data”
4. Click “Finish” when directed to the next page
5. Click “Download Link” and open the excel document when it downloads

Note: When you open the Excel spreadsheet, if a date does not appear in the expiration date column, complete the following steps:

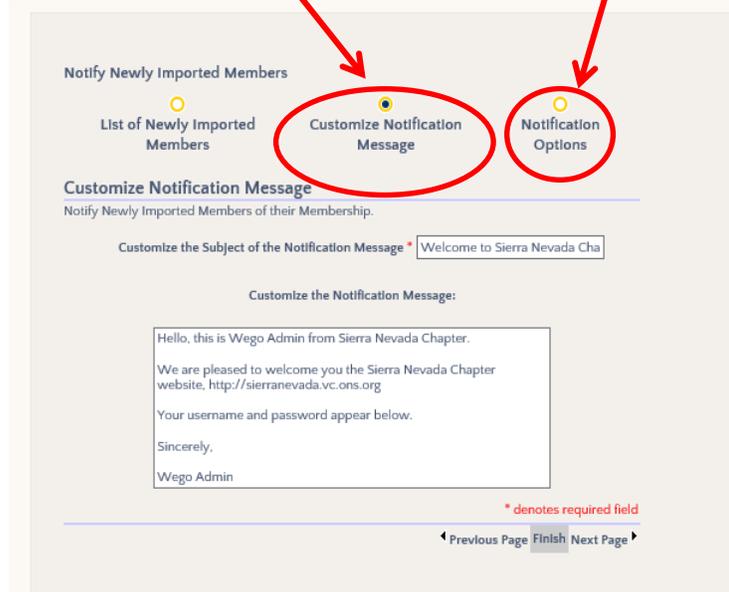
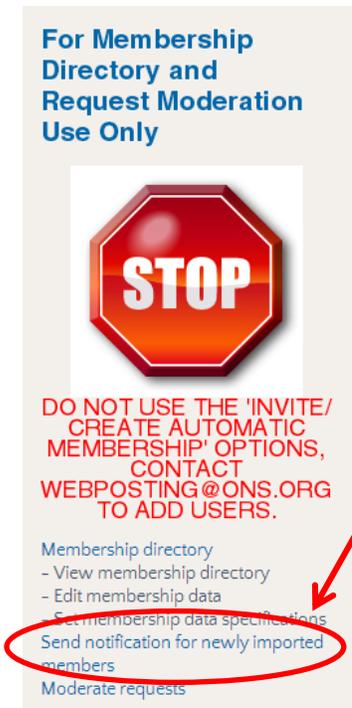
1. Click on column “X” where the membership expiration date should be listed, so that it highlights that column
2. Right click and select “Format Cells”
3. On the number tab, select “Date”
4. Click “Ok” and the date should now display



NEW MEMBER NOTIFICATION FEATURE

This feature should be used to send an announcement to welcome new members to your chapter. New members are imported onto each VC when the monthly member update is completed. Once this is done, you will be able to see a list of new members that have been added to the VC and can then send a customized welcome message. The instructions to do this are as follows:

1. Go to the admin wizard in the orange admin toolbar
2. On the admin wizard page, go to the Member Management section and select “Send notification for newly imported members”
3. Next, you will see a list of newly imported chapter members. Please make sure you make a note of these members, as they will no longer be listed there when the welcome message is sent
4. Now, you should click the option that says “Customize Notification Message” and customize the populated message that is in the “Customize the Notification Message” box
5. On the next screen, please be sure to select the option to send the message without the username and password. If you do not select this option, it will send members an email with incorrect login information
6. Click the option for the “Notification Options” screen
7. Select the radio button next to the first option
8. Select the “Yes” button to confirm that you are ready to send the confirmation email
9. Click “Finish” and the notification email will be sent



Notify Newly Imported Members

List of Newly Imported Members

Customize Notification Message

Notification Options

Notification Options

Choose one of the three types of notification options.

Select password notification format

Please select the appropriate option below to send the membership notification message with 1) no username/password, 2) with just the username, or 3) with both username and password

This is the option to use for ONS

	Option Explanation	Password Addendum
<input checked="" type="radio"/>	Select this option if you import members who already know their user names and passwords. Only the notification will be sent.	No user name or password information will be included in the outbound message.
<input type="radio"/>	Select this option if you import members into Readyportal but you have assigned a common password that users will change on first login. You may also use this option if users will authenticate through third-party software with a previously assigned password.	Here is your user name for the site: Sierra Nevada Chapter username: -RP USERNAME- Your password is in the welcome message (see text above). If you have any questions, please e-mail mfelicion@ons.org.
<input type="radio"/>	Select this option if have chosen to have Readyportal auto-assign both the username and password. User name will be the portion of the email address before the "@" sign, password will be random characters and number.	Here are your login credentials: Sierra Nevada Chapter username: -RP USERNAME- Sierra Nevada Chapter password: -RP PASSWORD- Please update your password reminder hint once you log into your account. If you have any questions, please e-mail mfelicion@ons.org.

Don't forget to select "yes"

Confirm that you wish to send the notification email.

Yes
 No

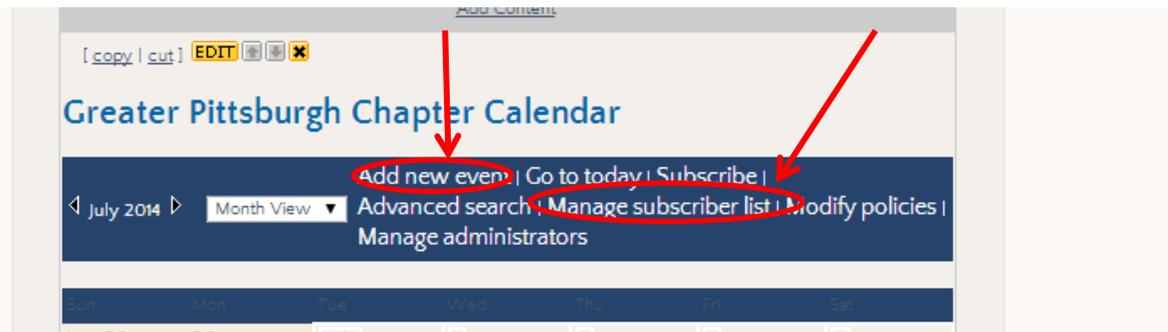
◀ Previous Page Finish

CALENDAR

The calendar is the best place to post chapter events. Chapter members can choose to subscribe to the calendar so that they receive an email when a new event is added to the calendar. Members are not automatically subscribed to the calendar.

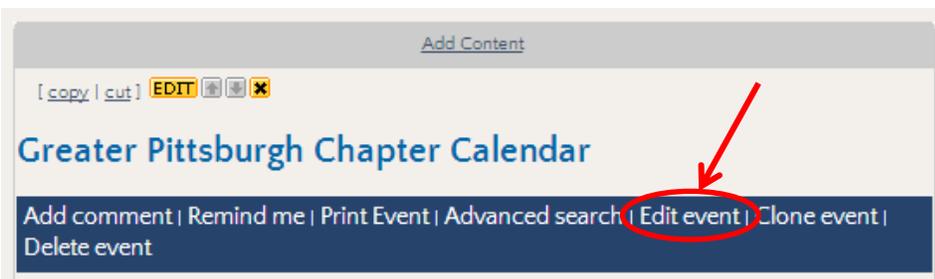
Adding a New Event

1. Go to the Calendar using the tab on the side navigation
2. Click the “Add New Event” link
3. Enter a title for the Event (this is a required field)
4. Enter the date and time of the event in the correct field
5. Select the event type from the pull-down menu (this is a required field)
6. If this is not a recurring event, select “doesn’t recur” from the pull-down menu. If this is a recurring event, select when the event will stop recurring using the pull-down menu.
7. Add the location information for this event
8. If there is a website for this event, copy & paste it into the URL section
9. If there is a flyer for this event, select choose file and upload the flyer from your computer
10. Once you are done entering information about this event, select “Finish”



Editing an Event

1. On the calendar, click on the link to the event that needs to be edited
2. Click edit to change any information about the event
3. When you are done, click “Finish” to save your changes



FORMS

The form feature is most commonly used for members to RSVP to chapter events. The feature retains a record of submitted forms so that VC admins can download a complete list of registrations.

Building a Form

1. Go to the page on your VC where you would like to build the form
2. Select the “Add Content” option at the top of the page
3. In the Form Builder section, select “New Form”
4. Give the form a title in the title box
5. Select the type of form that you are building
Note: For RSVP forms, select default
6. Next, select your security settings. You may opt to add a Captcha Image to prevent spam registrations and whether or not members can edit their registration after they submit
7. Enter the email addresses for those who should receive a notification each time a new registration is submitted
8. Add a message that the users will see as a confirmation that their form was submitted
9. Select “Finish”
10. Select “Edit Form”
11. Select “Add Form Field”
12. You will need to repeat step 11 to add each form field. Choose the type of form needed for each field (ex. If asking for an email address, select email address.)
In the label spot, that is where you will type what you are asking for that question
13. Select whether or not it is a required field
14. Select the type of field for that question (ex. If asking for an email address, select email)
15. In the label box, you should add the question that you are asking (ex. Email or Name)
16. Select “Finish”

Note: You will need to repeat steps 11-16 to add each additional question for the form

Add Content

[copy | cut] EDIT [up | down] [delete]

RSVP

Modify form settings **Edit form** View form posts Manage administrators

Full Name *

Email address

Phone Number

Enter text seen in Image * 

Submit

* denotes required field

Editing Forms

1. Go to the page where the form is located and select “Edit Forms”
2. Here you can add an instruction block, add a form separator, and add/edit questions on the form
3. Once you have made all of the correct edits, select “Finish”

Add Content

[copy | cut] EDIT [up | down] [delete]

Edit RSVP

Add form field | Add instruction block | Add form separator | Add page break

EDIT [up | down] [delete]

Full Name *

EDIT [up | down] [delete]

Email address

EDIT [up | down] [delete]

Phone Number

Finish

Adding PayPal to RSVP Forms

1. Go to the form and select “Modify Form Settings”
2. Go to the section that says “This is the message users will see after the form is submitted”
3. In that box, select the HTML (HTML) option in the toolbar of that box
4. Paste the HTML code that was provided by PayPal into the box that pops up
5. After you have pasted the code, select “Update”
6. If members are given the option to pay by cash or check, make a note of that in the message box
7. Click “Finish”

Note: the PayPal option will only appear after a member has submitted their registration form. The VC’s are not connected to your PayPal bank account, so the chapter will need to ensure that each registrant has paid

Viewing Submitted Forms

1. Go to the form on your VC and select “View Form Posts”
2. You can either view the list on the VC or select “Export Posts” to convert the registration list into an Excel spreadsheet
3. After selecting “Export Posts,” select “Finish”
4. Select “Download Link” and open the file as an Excel document

SHARED FILES

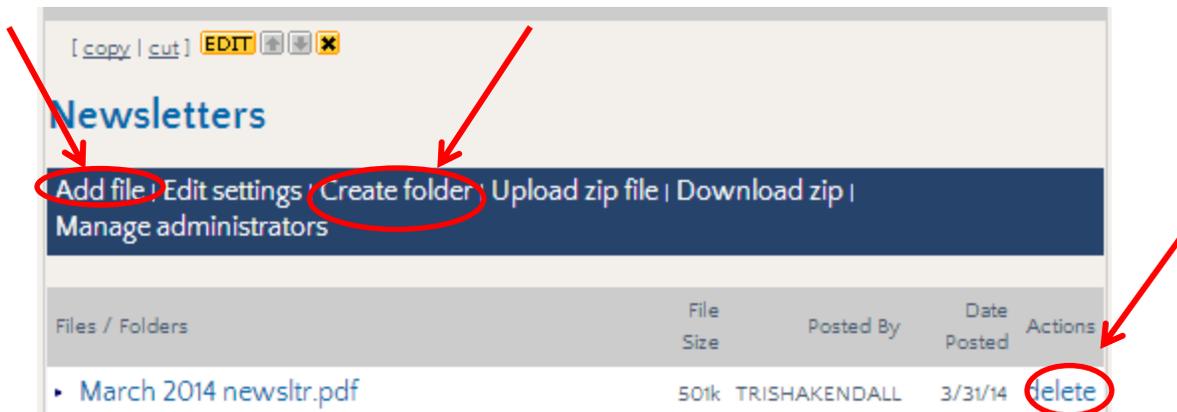
The most common forms that are shared on the VC’s are Newsletters and Minutes, but your chapter may find use in sharing other documents as well. The newsletter section of each chapter Virtual Community is already set up with the shared folder section.

Uploading Shared Files

1. Go to the section of the VC where you are adding a shared document.
2. In the Shared Files Module, select “Add File”
3. Click “Browse” to upload the file from your computer
4. Click “Finish” and the form should now be listed in the shared files section
5. You can select “delete” next to any file that no longer need to be on your VC, and it will be removed from the shared files section

Creating Shared Files Folders

1. Go to the shared forms sections and select “Create Folder”
2. Type the name of the folder
3. Select “Finish”



DISCUSSION FORUMS

The discussion forum should be used to share suggestions, thoughts, and more among chapter members. This session can be used to gather member insights in regards to chapter events, or to share thoughts on a nursing or oncology related topic. Members are not automatically subscribed to the discussion forum, and must subscribe in order to receive email notifications from the discussion board.

Adding a Discussion

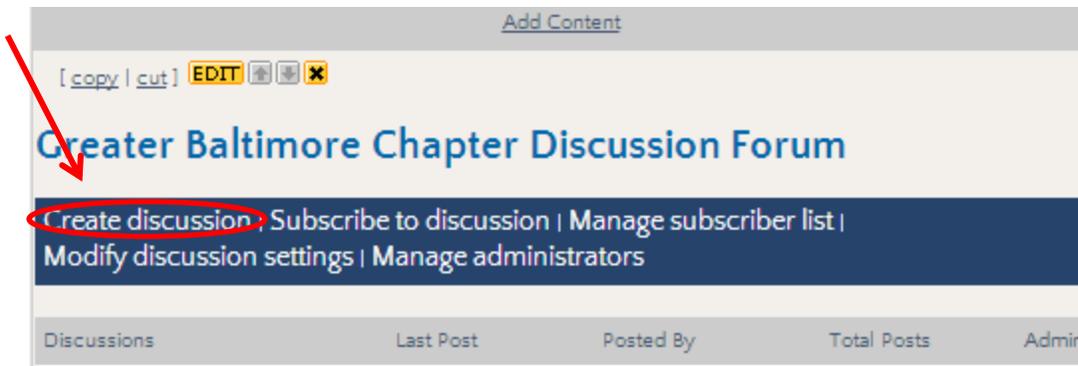
1. Go to the discussion forum page which is on the left side navigation of the VC
2. Select "Create Discussion"
3. Enter a discussion title in the box
4. Type your text in the message
5. Once you are finished typing your message, select "Finish"
6. The subject of your discussion will appear in the discussion list and member will be able to click on the topic to view the discussion

Responding to a Discussion

1. Select "Post Message" in the discussion forum box
2. Enter your response
3. Select "Finish"

Delete a Discussion

1. Go to the discussion forum and locate the form that needs to be deleted
2. Click "Delete" that is in the same row as the message title.
Note: Once a discussion is deleted, it cannot be retrieved



POLLS

Polls can be used as a quick way to gather votes or ask for opinions from members.

Create a New Poll

1. Go to the page on the VC where the poll is going to be displayed and click “Add Content” at the top of the page
2. In the Poll section, select “New Poll”
3. Add a poll question
4. Type in a description of the poll
5. Type in all answers for the poll. Each answer option should be listed on a different line
6. Select the date that the poll should close
7. Click “Next Page”
8. Select your preference for who should be permitted to view the results of the poll
9. Click “Finish” and the poll will be activated

PHOTO GALLERY

Photo galleries should be used when you are displaying two or more photos in the same area of the VC. If you wish to add one photo, you can add it to the VC just as you would a document (see page 5).

Create a Photo Gallery

1. Go to the section of the VC where the photo gallery is being added
2. Select “Add Content” at the top of that page
3. Go to the photo gallery section and select “New Photo Gallery”
4. Enter a name for the photo gallery
5. Enter a name for the photo gallery’s email distribution list (ex. conferencephoto’s)
Note: Members will only receive emails if they log into the VC and subscribe to the gallery

6. Adjust the security settings for the photo gallery to your chapters preference
7. Select “Finish”

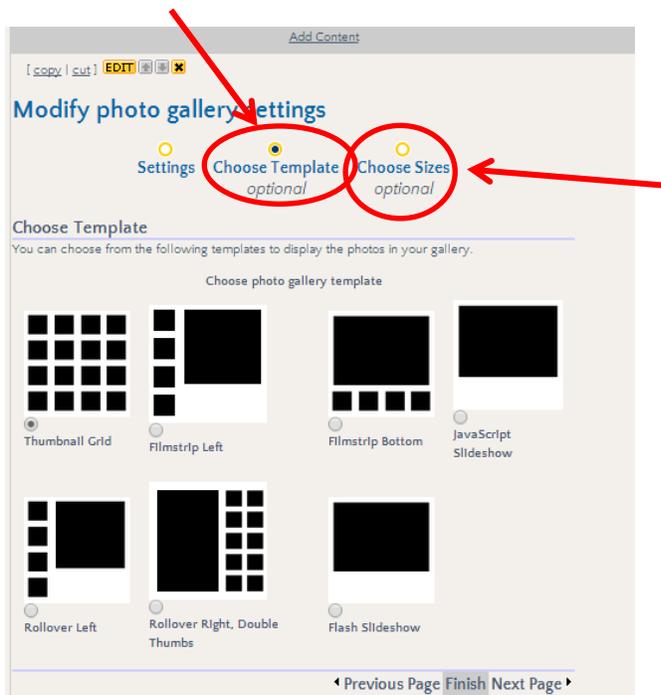
Uploading Photo's

1. Go to the photo gallery and select “Add a Photo”
2. Select “Choose File” to upload the image from your computer
3. Give the image a title/caption
4. Select “Finish”

Note: You will need to repeat this for each photo that you wish to add

Adjusting Photo Gallery Display Settings

1. Go to the photo gallery and select “Modify Photo Gallery Settings”
2. Select “Choose Template”
3. Select the display setting of your choice
4. Click “Next Page” to review image sizes
5. Select the image sizes for your gallery
6. Click “Finish”



ADDITIONAL VC RESOURCES

Please visit <http://chapter.vc.ons.org/resources> for additional VC Admin Resources

Please visit <http://chapter.vc.ons.org/webcasts> to view the VC Demonstration Webcasts