



## Mobilize Communities: Frequently Asked Questions Help Guide

### How do I join a Mobilize community?

Mobilize community membership is moderated by each group’s designated managers. In order to join a community, you must be added by a manager or provided a link to request to join, which then will need to be approved by a manager.

Different communities may have different criteria for determining whether to approve or decline a request. Questions or want to request to join a community? [Contact](#) a Mobilize community manager.

### Logging into the Web Community for the First Time

Upon joining the community, you will receive an email with a “Visit Community” button at the bottom. When you click this button, you will be prompted to verify your information and set a password. You will use this password to log into the web community, which can be accessed at <https://tac-community.county.org>.

If you don’t immediately set up a password for the web community, you will still receive all communications via email. If in the future you would like to set up a password to access the web community, you can click on the “Join Conversation” button that can be found at the bottom of each Mobilize email and you will be prompted to complete this same setup process.

### How do I send a message to my community?

Mobilize offers three channels for communicating with your community – email, the web platform and the mobile app. Each of these channels is synced together – a message sent through one channel will appear in all of the channels. Thus, a member can choose to communicate via all three channels (E.g., emailing the group, then replying to responses via either web of mobile app) or exclusively through one method.

#### Sending a Message from Email

Each community has one designated email address ending in @groups.county.org that can be used to send a message to the entire group.

Upon joining a group, you will receive an email indicating the email address for that community. Any time you’d like to send a message to the community via email, just use this email address in the To line.

A screenshot of an email composition interface. On the left is a "Send" button with an envelope icon. To its right are fields for "From" (SecurityTraining@County.org), "To" (TAC-IT-Community <tac-it@groups.county.org>), "Cc" (empty), and "Subject" (Question about Software).

Send	From ▾	SecurityTraining@County.org
	To, ..	<input type="checkbox"/> TAC-IT-Community <tac-it@groups.county.org>;
	Cc, ..	
	Subject	Question about Software

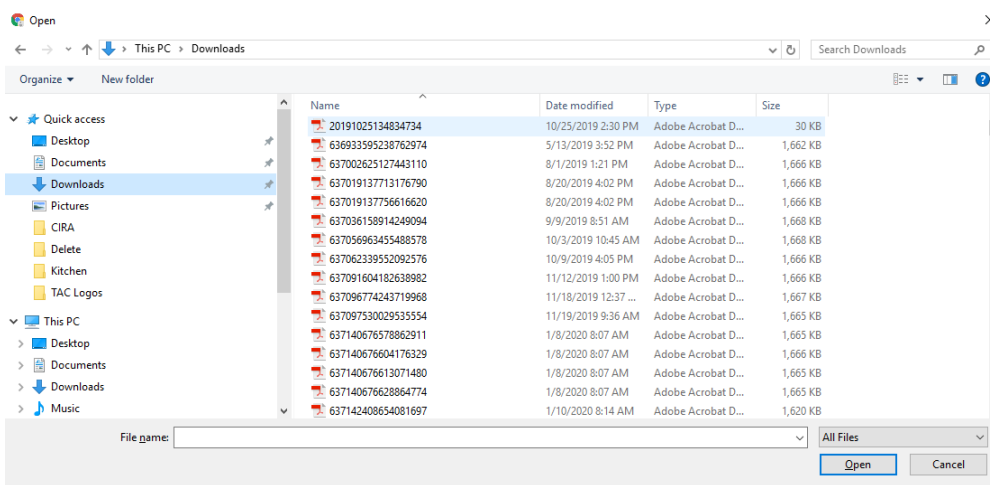
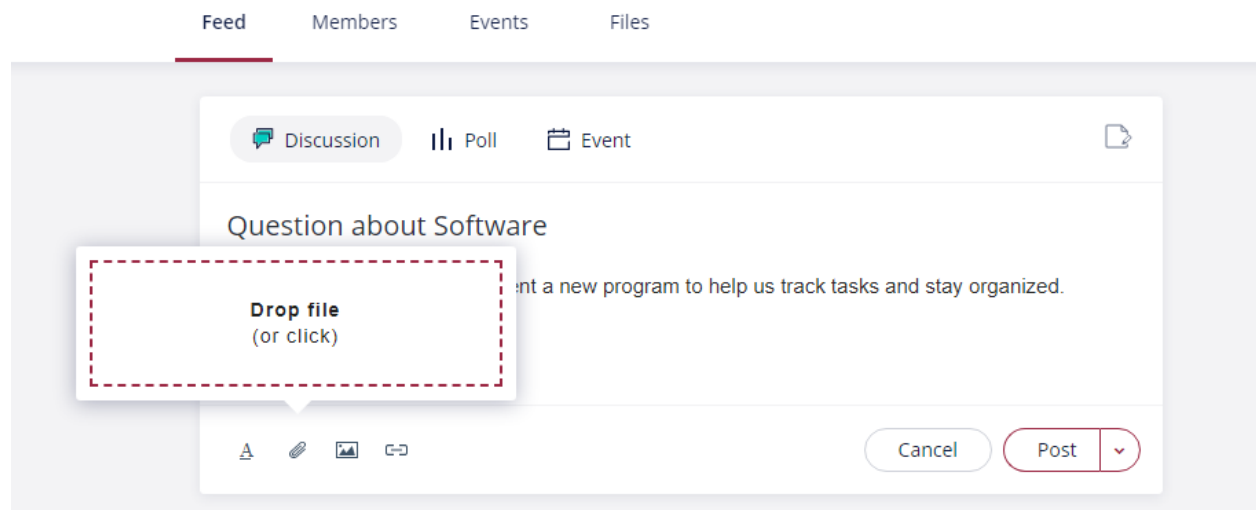
When you receive emails from other Mobilize members, you can select “Reply All” to send your response to the entire group or you can select “Reply” to send your response to that individual only.

If you would like to send an attachment in your message, just attach it like you would in any other email.

### Sending a Message from the Web

You can also log into the web community at [tac-community.county.org](http://tac-community.county.org) and create a new post. This post will be visible in the feeds that users will see in the web platform and mobile app, and it will also generate an email to all users whose settings allow for it [link.]

To include an attachment in your message, click the paperclip icon at the bottom of the post box. It will prompt you to indicate whether this file is “From Group” or “From Drive.” “From Group” will allow you to select from available files that have been shared to the group through Mobilize. “From Drive” will prompt you to select a file saved on your computer or network.



You can then either drag a file from its saved location or click the “Drop File (or click)” box to be prompted to navigate to the file saved on your computer or network.

## How do I change my email settings to receive more, less or no emails?

If you would like to cut down on the number of emails you're receiving from conversations occurring through Mobilize, you can adjust your email settings. At the bottom of each email sent via Mobilize, you'll find a "Join Conversation" button, as well as a "visit your email preferences" link.

Join conversation

Reply to chat privately with Test or Reply all to discuss with everyone

You received this message because you are a member of [TAC Test Group](#) (part of Texas Association of Counties)

If you want to update what emails you receive, [visit your email preferences](#).

Click the email preferences link to view your email options for the communities you're a member of.

At the top, you can choose to turn off all email notifications for all communities. If you're leaving on a vacation and don't want to come back to unread Mobilize messages, you can utilize this function, and then return to the settings to uncheck it when back in the office.

Turn off all email notifications

Next, you'll see your available options for each community you're a member of. You can opt to either receive emails instantly, or grouped together in one daily digest. You can also choose to only receive announcements from your community manager, or only on posts for which you've commented on yourself in the web community. Or, you can turn off the activity altogether, and only view activity when logged into the web community.

### Individual Group Preferences

Set your preferences to each group you're a part of:

Texas Association of Counties		Details ▲
<b>Feed activity</b>		<input checked="" type="checkbox"/>
Receive emails notifications when members post or comment		
<input checked="" type="radio"/> Instantly	- Get notified once a member posts & comments in the group	
<input type="radio"/> Daily	- Receive a daily digest with all member posts & comments	
<b>Manager announcements</b>		<input checked="" type="checkbox"/>
Receive personal emails and meeting invites sent from your group manager		
<b>Comments on posts I'm following</b>		<input checked="" type="checkbox"/>
Receive emails with comments on post you participated in		

## General Preferences

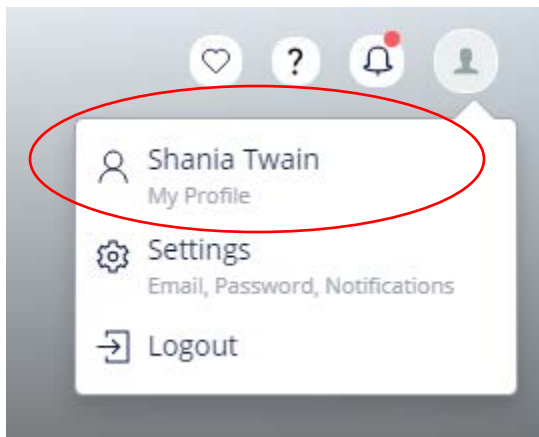
These preferences will apply to all groups you're a part of:

<b>Comments on posts I created</b> Receive emails with comments created on my posts	<input type="checkbox"/>
<b>Private conversations on post I created</b> Receive emails with private replies on my posts	<input type="checkbox"/>
<b>Mentions</b> Receive emails with comments/posts I'm mentioned in	<input type="checkbox"/>
<b>Chat messages</b> Receive emails on newly arrived chat messages	<input type="checkbox"/>

How do I change my information (name, email address, title, etc.)?

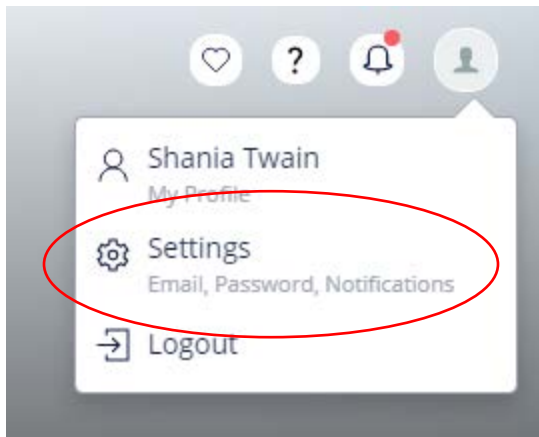
When you're logged into the web community, click the photo/headshot icon in the top right corner of the screen.

To change information like your name and title. Select the "My Profile" option.

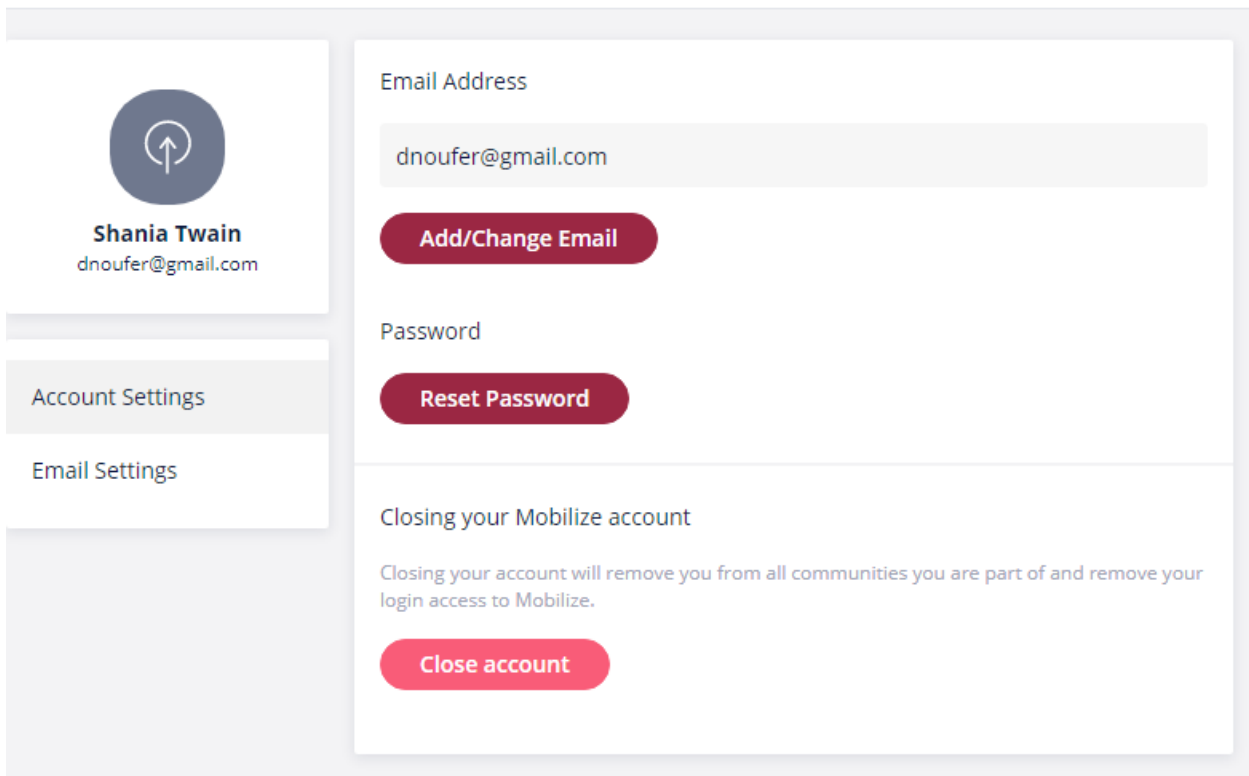


Click the pencil icon, then update your information and click "Save."

A screenshot of a user profile edit page. At the top, there is a dark blue header with a pencil icon and the text 'Shania Twain' and 'Joined December 07, 2018'. Below the header is a white form with the following fields: 'First Name \*' (Shania), 'Last Name \*' (Twain), 'Email \*' (dnoufer@gmail.com) with a pencil icon and 'Update in My Account' link, 'County \*' (Bowie County), 'County Office or Role Type' (Risk Management), and 'Job Title' (ABC). At the top of the form, there are 'Cancel', 'Edit profile details', and 'Save' buttons.



To change your email or password, click the photo/headshot icon in the top right corner of the screen, and select “Settings.”

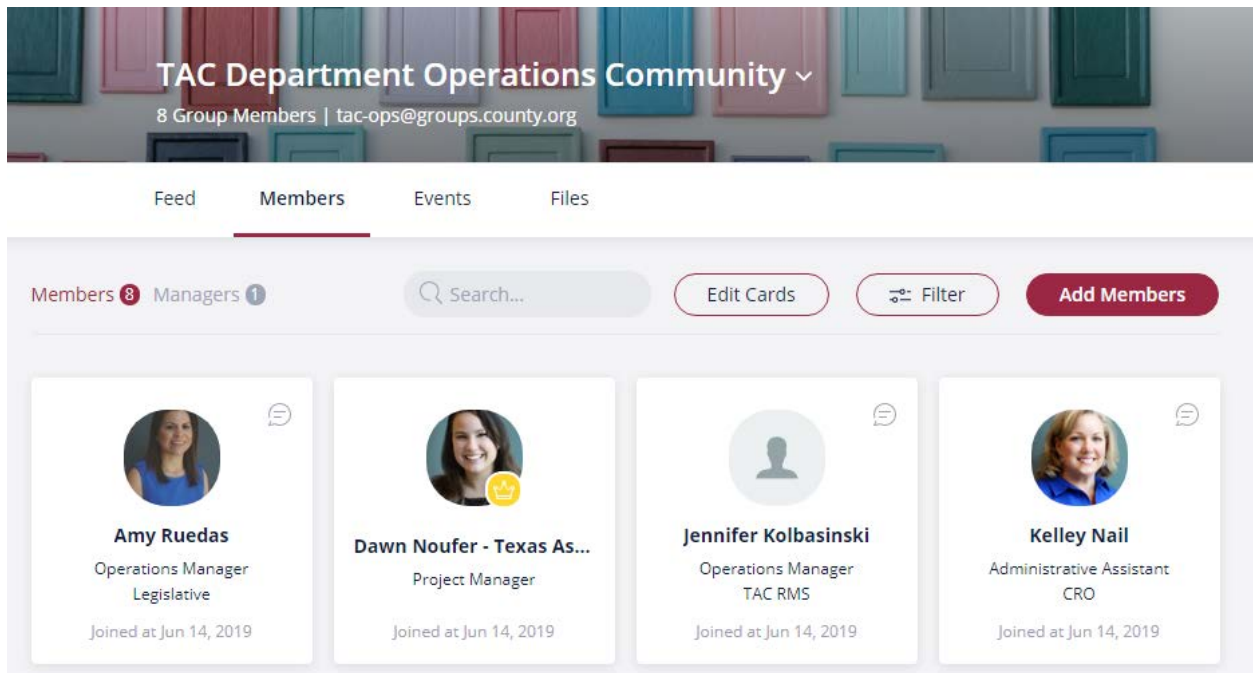


From here, you can change your email address or reset your password. You can also select the “Email Settings” option toward the left side of the screen to be presented with your email settings preferences. These are the same settings you’ll see when you click the “visit your email preferences” link at the bottom of each Mobilize email.

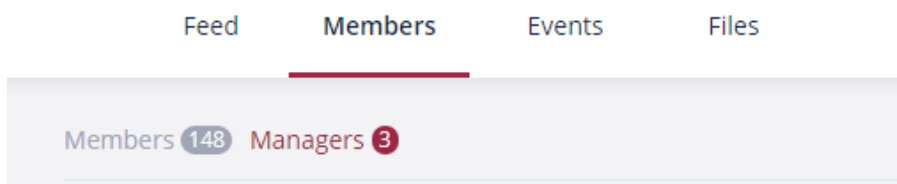
## How do I contact one or a few of my Mobilize community members?

When you receive emails from other Mobilize members, selecting “Reply All” will send your response to the entire group or you can select “Reply” to send your response to that individual only.

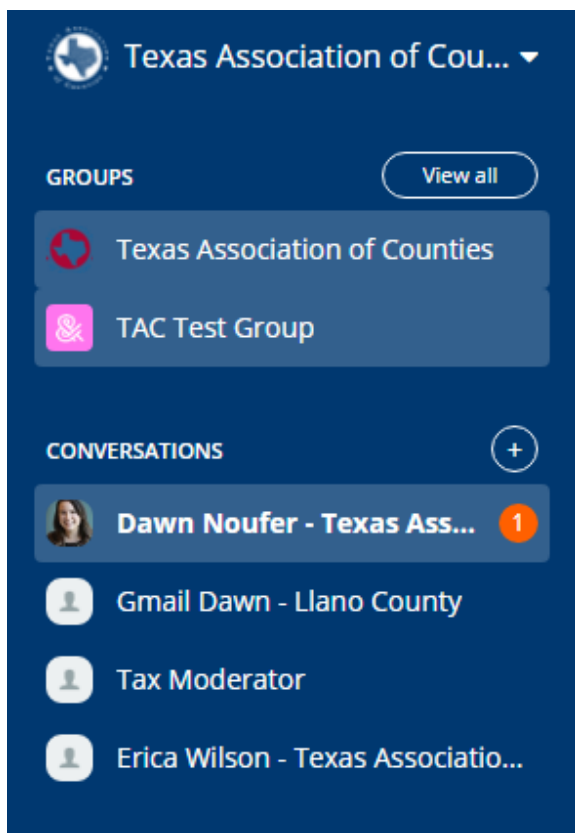
You can also use the Chat function in the web community to chat one on one or in a small group with fellow community members. To select members to chat with, select the “Members” tab toward the top of your screen, then click the message bubble icon in the top right corner of the member you’d like to chat with.



If you’d like to contact one of your community managers specifically, click on the “Members” tab toward the top of the web community screen, and toggle to “Managers” rather than “Members.”



The list of Mobilize managers, along with their email addresses, can also be [found here](#).



Upon clicking the chat message icon in the top right corner of a user's member card, you will be taken to the chat window, where you can write your message. Clicking "Send" will have your chat appear for that user in the web community (a number will appear next to your name in the blue side bar under "Conversations.") Sending a chat will also send an email to that user, and they are able to respond via email.

Once you've participated in a chat, Mobilize should save these in this sidebar. Clicking the recipients will pull up that previous conversation. To return to your community's main page, simply select "Groups" to the left of "Chat" in the blue sidebar.

If you'd like to add another Mobilize user to the chat, you can click the downward facing arrow that appears at the top of the screen, and select "Add Members." You'll then be shown the list of Mobilize members who belong to this community and you can select check boxes for each user you'd like to add to the conversation.

