

Why was a new Communities of Practice (CoP) developed?

The redesign of the CoP website is the first one since 2001. Technology has greatly improved since 2001 and we wanted to take advantage of those advances. The previous software had inconsistent performance, discussions and resource categories would disappear, and functionality wasn't able to be fixed. We also wanted to incorporate newer social media software.

In developing this new CoP, we incorporated membership feedback throughout the development. We had a membership survey in 2008, solicited comments, and included focus groups with over 100 members prior to development as well as during implementation. We additionally had about 400 members testing during the Beta period.

The new format does have a learning curve, but the feature of having all information under a topic will help you find items. We developed it to make it more user friendly tool and feel it will be in the long run as users become accustomed to the functionality and adapt to the new environment.

How do I access the Communities of Practice (CoP)?

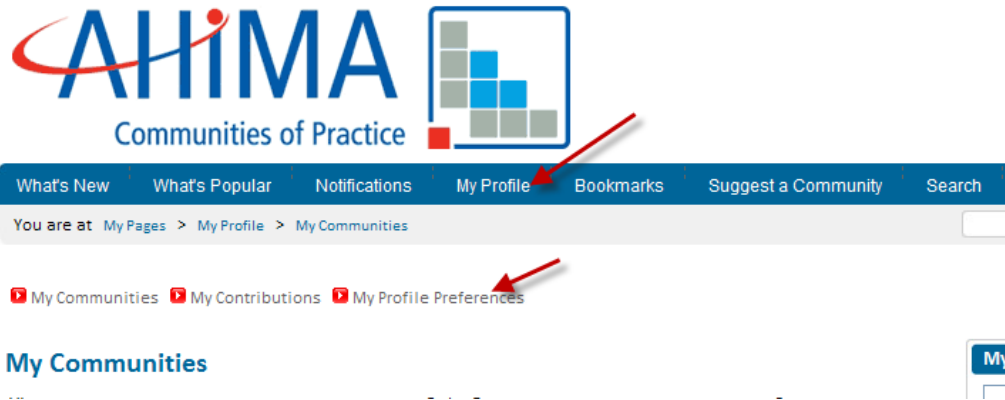
Members of AHIMA can access the CoP, follow these simple steps:

- Click on the [CoP](#).
- Log in using your AHIMA ID number and password.
- You will be taken to your CoP Personal Page.

How do I add my bio within the Communities of Practice (CoP)?


The My Profile function lets you enter a brief bio about yourself, along with a photo, which all Community members can click to see wherever you've made a posting (e.g., participating in a discussion or posting a resource) on a CoP Web page. New functions allow you to share your addresses or e-mail, your contributions (content you have posted in the CoP), your Bookmarks (content you have saved for later use), and your participation. It is easy to do:


- Click on the **My Profile** link on the top bar of your Personal Page. Open My Profile Preferences tab
- Click on the **Edit Profile** Settings (edit pencil). The screen displays the Edit My Profile window.
- Type a brief bio about yourself.
- Click the Browse button to locate and include a photo of yourself.
- Your addresses and e-mail will be displayed here. If you wish to share this information with other members, check the boxes.
- Check the boxes for Contributions, Communities List, Participation, and Bookmarks if you would like to share these.
- Click the **Update** button. Your Profile is saved and the screen returns to the Profile window and displays your new information.



How do I set-up alerts/notification in the new Communities of Practice (CoP)?

Notifications are available to all members with a click of the mouse on the Notification link on your Personal Page.

By clicking on **Notifications**, you can subscribe to receive notifications by email or RSS feeds from the communities you are a member of . The Get Feed  can be set up to use any RSS reader or you can use you the RSS FEEDS folder in Outlook 2007.

RSS readers, such as the one built into Office Outlook 2007, allow you to subscribe to RSS Feeds and then read content or follow links for additional information. Whenever you see a link to a feed, or an RSS icon , just click. Microsoft Office Outlook 2007 will automatically subscribe you to that RSS Feed.

Using Microsoft Office Outlook 2007 to subscribe to an RSS Feed is quick and easy and does not involve a registration process or fee. After you subscribe to an RSS Feed, headlines will appear in your RSS folders. RSS items appear similar to mail messages. When you see a headline that interests you, just click or open the item.

If you choose the e-mail option, message will come to the e-mail address you have on file with AHIMA. You can choose the options: weekly summary, daily summary or every post. You can choose which of your communities you would like the notifications.

Is there a reason why I am not receiving any e-mail updates?

It is likely that you are not receiving these for one of these reasons:

1) Your e-mail address with us is not current, or incorrect.

To check and update your e-mail address, proceed to <http://www.ahima.org>. Sign in with your AHIMA ID (in its full seven digit format including any initial zeros) in the "AHIMA ID" box. Then enter your password. Be sure to include any spaces or hyphenations. If you do not recall your password, you may request to have it sent to you by clicking on the "E-mail me my user ID and password" link located beneath the log in boxes.

Make sure that your e-mail address is current and correct. Please note that e-mail addresses never contain spaces, and that your e-mail address must be absolutely correct in spelling and punctuation, or we will be unable to send you messages. Also please make sure that you have not entered a company or personal web page address in the e-mail address area.

2) You have not activated the "notification" function in the CoP.

To check this, log in to your Communities of Practice personal page, using your member ID and password as described above. Click on the Notifications button on the top toolbar. Verify that you have turned the notifications on for the communities from which you desire the information. You have the choice of a RSS feed or e-mail notice.

Where do I find my AHIMA mail and how do I access it?

The CoP no longer has a "CoP Mail" function. Rather, you can send messages to other members by:

1. Clicking on the "Contact" link next to a member's name in the comments.
2. Clicking on a member's name who posted a topic. The member's profile will appear. A box to e-mail this member will appear. The member's e-mail address will be pre-populated in the e-mail. Type your message and then click **Send**. (Soon to be functioning!)
3. Under the Search, Search for members, you will have an e-mail box after you have opened the member's profile. (Soon to be functioning!)

Where is the threads/discussion from the previous version of CoP?

The threads from the old CoP were not able to be migrated to this one. Some facilitators did copy and paste current, active threads into the new CoP. Others weren't able to do this. Please use the filters to narrow your sort to see if your subject now called a topic was migrated. If not, please start a topic with your question or comment. It is easy to do:

- Click on **Add a topic** in the community you want to ask your question or discuss your issue.
- Put a topic title in – subject
- Under the description, ask your question or discuss your issue.
- Click the Post topic button on the bottom left.
- You will now see your topic in the community and others can comment on it.

How do I edit or delete my comments within a community's topic?

You have the availability of deleting or editing your comment. Open the topic with your comment. On the right side of your comment, click on the edit pencil or the delete icon. You use these to either edit or delete.

How do I get access to the Assembly on Education (AOE) Community?

The Assembly on Education (AOE) community is a private community due to the sensitive nature of materials stored here. AHIMA member wishing to be added to AOE must meet one of the following:

1. Actively teaching in a HIM accredited program (full-time, part time, or adjunct)
2. Actively teaching in an approved Coding program (full-time, part time, or adjunct)
3. Actively teaching in a program that fulfills the purpose of providing academic instruction to students interested in learning about the field of health information management

Faculty wishing to be added to the AOE CoP must be vetted by their program director. Please submit a request to join to your local program director. The program director will send an e-mail to the Director of Education or Benjamin.Reed@ahima.org identifying you as an active member of the faculty of their program and requesting that you be added to the AOE community.

How do I access Instructor Materials within the Assembly on Education (AOE) Community?

- On your Personal Page, use the **My Communities** drop down on the right side and choose Assembly on Education from the list of communities to which you belong. The page will refresh to show you info related to the AOE CoP.
- Use the filters to focus your search under categories for the information you need by selecting the instructor material and title of publication of interest. Click Go.
- The available resources will be displayed. Select item needed. Click on link to resource. Download file by saving or opening the document.

Where can I find assistance with AHIMA Body of Knowledge or CoP?

There are a number of options available for you and obtain the assistance you need.

1. **CoP/BoK Quick Help Guides**

These handouts were developed to help you use the Communities of Practice (CoP) and the AHIMA Body of Knowledge (BoK) more effectively and efficiently. There are guides for new CoP users, new BoK users,, CoP facilitators or those interested in becoming CoP facilitators. These documents are available as PDF files at http://www.ahima.org/help/help_guides.asp

2. **Help** is located on the top toolbar of all CoP pages. Click on this to send a message to Customer Relations regarding issues having to do with the CoP, including technical issues.

3. **Getting Started in the CoP User Guide**

This Guide, located under the Help menu at ahima.org, then click on CoP/BoK Help., It is designed to help you understand and use the features of the CoP. You will find:

- **Step-by-step instructions**—explaining how to perform specific activities
- **Flash demos throughout the CoP – coming soon!**
- 4. **Contact AHIMA Customer Relations** via phone at (800) 335-5535 between the hours of 8am and 5pm Central Time or send an e-mail to ***submit a customer support request.***

How do I join or unjoin a community?

It's easy join a community you can start by doing a search for a Community of Practice. Simply select **Search** on the top toolbar. Then choose **Search Communities** from the 3 search choices. This function lets you search for CoPs of interest based on keyword or alphabet, which simplifies the task of joining by letting you do so from the same page. Just click the **Join** link on the right CoPs if you are interested in participating in that community. If you are currently a member of a community, it will say member on the right. This community will now appear on your My Communities and the My Communities drop down on the right side.

If there is a community you are no longer interested in being a member of, click on that community and click the **unjoin** button on the right.

How do I subscribe/unsubscribe to a topic?

When you subscribe to a topic, you can receive notification about that specific topic. Here's how to subscribe/unsubscribe to a topic:

Here is how to subscribe to a topic:

- Open the topic by clicking on it.
- On the bottom right will be a box with Subscribe to a topic.
- Choose to receive notices for every post or daily.

Here is how to unsubscribe to a topic:

- Go to the topic you want to unsubscribe.
- Click the none in the Subscribe/Unsubscribe box on the bottom.

How do I add a Topic with a document (resource) or link?

Members can submit Word documents, PowerPoint presentations, Excel spreadsheets, and PDF files. Please make sure you seek, gain, and include permission for copyrighted materials or materials owned by your employer in the document as well as the source or owner of the document before posting.

Here are the simple steps for submitting a Topic with a document to a community for sharing with the membership:

- Click on the **Add a Topic icon** on the top left of the topics within the community you want to add the topic to. You will open the **Topic Wizard**. Here you can add many different types of content – events, workspaces, resources, and collaborative documents.
- On this first page, provide a title and a description of the document you are sharing. Add categories and tags (key words). Click Post and Continue
- Click the resources page from the dashboard.
- Click on the **Add File** link.
- In the **display text** box, give some information about the document you are sharing.
- Click the browse button. Add the file from your hard drive.
- Then click the **Add Resource** button.
- After just a few seconds, your resource will appear on the page.
- Then click the **Return** on the bottom.

The topic with a document is submitted. Your topic will now appear on the community's page and you will be able to see it under "My Contributions" under your "My Profile".

How do I go back to MyAHIMA from the CoP?

In order to go back to myAHIMA, click on **LogOut** and you will be directed to this page.

Who can I contact for assistance?

1. Call AHIMA Customer Relations (800) 335-5535 8am-5pm (Central Time) or send an e-mail to ***submit a customer support request***.