




Facilitators Help Guide

Navigation Icons

Function/Module	Description	What You Need to Do
 <p>Member Search</p>	<p>Searching for members is easy using Member Search. You can contact other members to join your community and help out in participation.</p>	<p>Set up your search as follows.</p> <ol style="list-style-type: none"> To locate a specific individual, fill in as many fields at the top of the page as you can. The search will do the rest. To locate individuals with a common title, company, city, state, area of interest, job function, or work setting, fill in the appropriate search criteria fields. The search will list the individuals who match your request. Note: To select specific Areas of Interest, Job Functions, and Work Settings, click to select an item, and then click the Add button to move it to the right-side windows. Click the Search for Members button. The screen displays the results of your search. To send an e-mail message to any of the individuals located, place a check mark next to his/her name and click the Send Message button. The screen displays the messaging window. <ol style="list-style-type: none"> Click to select the subject of your message: Request to join a Community with the person(s). Request to start a Community with the person(s). Network with the person(s). Type your own subject line. Type the text of your message. Click the Send Message button. The message is sent.
 <p>Mail</p>	<p>The CoP mail system includes a Preference link. You can receive a daily notice in your external mailbox of CoP mail and set an “out of office” notice. You also can spell check your messages before sending.</p> <p>Note: Daily notifications for any unread messages in your CoP mailbox will be sent until you read those messages.</p>	<p>To set your mail preferences:</p> <ol style="list-style-type: none"> Click on the Mail icon. Click on Preferences. Click Yes to Internal Mail Notification. Click Update to save your settings. <p>To spell check your messages:</p> <ol style="list-style-type: none"> For a new message, once you have finished composing it, you can click on the ABC ✓ button at the top of the text box and use the Spell Check. A new window will appear and load the spell check.
 <p>Update Profile</p>	<p>Your AHIMA profile contains your contact information, communication preferences, and demographic data. Only you and AHIMA can view this information. Please note, you will need to re-enter your log in, since this area provides access to your detailed AHIMA profile, which contains confidential information. The additional log in is a safeguard against</p>	<ol style="list-style-type: none"> On the AHIMA Profile/Dues Log in page, type your <i>AHIMA ID Number</i> and <i>password</i> (same as CoP log in), and then click the Sign On button. The screen displays the AHIMA Profile information page. Review the information. The screen displays a very long page that contains your profile. Scroll to review your profile. You can edit your contact information, communication preferences and more: <ul style="list-style-type: none"> To edit your contact information, click the Edit button. Click Submit when you are finished with your changes. To edit other sections of your profile, click the appropriate link from the left side navigation links. Click Update button once your changes are made.

<p><i>unauthorized access to your personal information.</i></p>	<p>4. You can also change your password and pay your AHIMA memberships dues online in this area. When you have finished, make sure you log out.</p>
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Personal Page

Function/Module	Description	What You Need to Do
My CoP Bio	<p>Facilitators should definitely fill out their CoP Bio, because their bio information and photo appear in the About the Facilitator page for the community. This gives your community members a chance to get to know who you are.</p> <p><i>Your CoP Bio should not include your resume or promotional information for businesses or links to personal or business Web sites.</i></p>	<ul style="list-style-type: none"> • Note: When you go to your own CoP Bio, it will list your external e-mail address. However, other members will not be able to see this e-mail address. • Click Edit Bio to enter your mini bio, so other members can get to know a little about you. • Load up a photograph (recommended photo size is 180 pixels high by 150 pixels wide) of yourself.
Preferences	<p>You can set the time zone for the times of postings that appear on the CoP and also enable or disable external e-mail blasts.</p>	<ul style="list-style-type: none"> • Make sure you enable your Allow External E-mail so you can receive copies of e-mail blasts you send out.
Search/Advanced Search	<p>You can search your communities or all communities with a simple search, and have access to an advanced search that allows you to search by feature, keyword, communities, or any combination of the three. This search box appears on all pages.</p>	<ol style="list-style-type: none"> 1. Type in a keyword to guide your search. If you want to search using more than one keyword you may want to: <ul style="list-style-type: none"> • Use "AND" between each keyword if you want to find results including your keywords. • Use "OR" between each keyword if you want to find results that include any one of your keywords. • Don't use any of the above to search for a phrase—the system will search for phrases that match exactly what you typed. 2. Select whether you want to search the current community you are in or All Communities within the Web site. 3. Click Search. 4. The screen displays a list of results. Click a Title/Summary link to go directly to the source of the result. Click a Community: Module link to go to the community page providing the result.
Notification Management	<p>When activated, this feature notifies you (via external e-mail notices) when a new item is added to the modules you specified in <i>all</i> of the CoPs you belong to.</p> <p>As a facilitator, you can also be notified when someone has submitted anything to a module. You select what features in all the communities that you want update notifications on, and it sends more details in the e-mail notifications (name of item, author/submitter, area it's in) to your external e-mail address. You must provide a valid e-mail address to your AHIMA Profile for this function to work. If you would like to receive notifications of updates for only a select number of your communities, you can do so using the specific Community Notifications area.</p>	<ol style="list-style-type: none"> 1. Click the Notification Management link at the top of the community page. 2. Select the notification frequency from the drop downs for each module. 3. When finished, click the Set Notifications button. When a new item is added to a specific module, an e-mail with a summary of added items will be sent to your external e-mail address.

Community Page

Function/Module	Description	What You Need to Do
Community Discussions	The discussions allow members to communicate with each other through messages posted on the community discussions. As a facilitator, you can create separate forums , or “topics” which users can post questions and respond to those messages. A posting plus its replies is a thread . Members have the ability to edit their own messages and to delete their own messages (any replies to that message are also deleted). Facilitators also have the ability to delete any thread , archive threads , and delete individual messages (all replies to that message are deleted as well). New posts and unread posts in a thread will have “# New Posts! ” text in red next to the thread title (on both the community page and in See All). When you are in a thread, new postings have the word “ New! ” in red next to the subject line. Once you have read the new postings, the message will disappear. This will allow you to better track what threads you have read and also when new posts have been added to a previously read thread. Your community notifications now also indicate when new posts or replies have been added to an existing thread, in addition to notifying you when a new thread has been started.	<ul style="list-style-type: none"> • Become familiar with the features of the discussions. • Set notifications, to be sent notices of new postings. • Post messages to any questions you have. • Read messages and share your thoughts with colleagues. • Delete any threads with zero posts by using the Delete Thread link located in the Thread Options box. • Delete or archive old threads—you can now delete and archive multiple threads at one time. Just enter any thread and click on the Archive/Delete Multiple Threads link in your Thread Options box. This will take you to a page with checkboxes next to the thread titles. Just select to archive or delete appropriate threads, then click the Update button at the bottom of the page. • Archive and report any threads that include violations of the Terms and Conditions of Use using the Report Violation form under the Help icon.
Notification	As a facilitator, you also have the option to be notified when information is submitted to any of the modules. This will override the Notification Management function you set under your Personal Page. Be sure to turn this on to be notified of Suggested items in each category. You should enable this function for any communities you facilitate.	<ol style="list-style-type: none"> 1. Click to select from the drop-downs the frequency you wish to be notified for each module. 2. When finished, click the Set Notifications button. When a new item is submitted for review in this CoP, an e-mail with a summary of submitted items will be sent to your external e-mail address.

Facilitator Controls

Function/Module	Description	What You Need to Do
Location of link	The Facilitator Controls link is at the top of your community.	Locate the Facilitator Controls link at the top of your Community page.
General Properties	Facilitators can set a Welcome message for new members of the community. You can activate or deactivate. You will also be able to add keywords, which will be used to identify related communities that show up on the CoP Related Communities box. <i>Please do not edit or modify any other information on this page.</i>	<ol style="list-style-type: none"> 1. Enter a welcome message, which will be sent to new members when they join your community. A sample is in the Resources section of the CoP Facilitators Community. 2. Check the Send Welcome Message box.. 3. Enter three or more keywords into the Keyword field, so you can be associated with Related Communities. 4. Click Update Community button to save your changes.
Members	This area allows you to generate an alphabetical list of your community members, search for a specific member of your community and generate a member report—which allows you to sort members by last name, join date, and last visited date. The alphabetical list also provides total membership.	<ul style="list-style-type: none"> • Click on Alphabetical Listing link to find the total number of members who belong to your community. • Click on Search Members to look for members by name or all members from a specific city or state. • Click on Member Report to sort members by last name, join date, and last activity date.

Function/Module	Description	What You Need to Do
Facilitators	Ability to designate the primary facilitator. Please contact Volunteer Services at Volunteer.Service@ahima.org when you add or delete a facilitator.	<ul style="list-style-type: none"> Click on Alphabetical Listing to see a list and change status - primary.
Community Info	This generates a report on activity in your community, including how many times a module has been viewed by community members and how many new items have been added to each module.	<ul style="list-style-type: none"> Click on the link to generate the report. Please note: for larger communities, it may take a couple of minutes for the report to generate.
Keyword Search	This report lists out the keywords that members have used in the Search and Advanced Search engine in your community.	<ul style="list-style-type: none"> Click on the link to generate the report. This can give you an idea of what members of your community are looking for.
Community Subscription Log	Lists who has joined or unsubscribed from your community, and the date of activity.	<ul style="list-style-type: none"> This provides you with a list of who has joined or unsubscribed, so you can contact them for any reason.
E-mail Blast	An E-mail Blast is an easy way to send an e-mail to the entire membership of the community. This feature is available only to Facilitators. It can be sent to either members' internal or external mailboxes, and the sender can designate whether the replies goes to the facilitator's CoP mailbox or external mailbox. E-mail blasts can be sent immediately or saved and sent at a later time.	<ol style="list-style-type: none"> Choose whether the e-mail will come From you or the Community from the dropdown menu. If you choose the Community, the Community's name will be listed. Select from the dropdown menu whether the Replies To should go to your CoP Internal Mailbox or your External e-mail box. Out-of-office or undeliverable messages will be returned to the mailbox you choose. For the undeliverable ones, please delete them. AHIMA has a system in place to try to request new e-mail addresses from members. Type the Subject of the message. The CoP name is automatically inserted in the subject. Check if the e-mail will go to members' external mailboxes. If not, it will be delivered to their CoP mailboxes. If you choose to use the external mail, it will only go to those members who have e-mail addresses in the database. For the other members, it will be sent to their CoP mailboxes. Under Options, check the Send Immediately box, or complete the information for a Delayed Send. Type the Text of the message. You may cut and paste from a word document. Click the Send Message button. You will see a prompt, Are You Sure? And Yes, No. Click Yes. You will receive a message "Blast Sent" in your CoP mailbox when it is sent. If it is scheduled for a future date, you will receive the message after it is sent.
BoK	This feature allows facilitators to review the topic indices or articles available from the FORE Library: HIM Body of Knowledge. Facilitators can select which topics or articles, which are then linked directly from the HIM Body of Knowledge section of your community page.	Adding a Topic <ol style="list-style-type: none"> On the Topic Index page, select HIM topics you would like your members to view from the BoK section of your community by checking the box on the right. <ol style="list-style-type: none"> To see if a topic is appropriate, click on the name of

Function/Module	Description	What You Need to Do
	Topics and articles are listed separately in this section.	<p>the topic to view the articles in that topic.</p> <ol style="list-style-type: none"> b. Click the back button on your browser to return to the Topic Index. <ol style="list-style-type: none"> 2. Scroll down and click the Submit button. <p>To Feature a Topic on Your CoP main page.</p> <ol style="list-style-type: none"> 1. Once you have selected and submitted a topic to be added to your BoK area, the page will refresh and a second checkbox will appear under the Featured column. 2. Check the boxes of the appropriate topics you wish to feature. 3. Click the Submit button. Now the selected topics will be featured on your CoP page in alphabetical order. 4. If you would like to change the order in which the topics are displayed, click on the Featured link next to alphabetical links. 5. Click the Move Up or Move Down links as needed. <p>Linking to a Specific Article in the BoK</p> <ol style="list-style-type: none"> 1. Click on the Add BoK Article tab at the top of the Topic Index Page. 2. Click the Search for Articles link at the top of the page. This takes you to the BoK and allows you to use the BoK search to locate your article. Use the Advanced Search function to receive the best URL. 3. Once you have found the article, click on the article name, so the article actually appears. 4. Copy the URL of the article from the browser window Address box. 5. Click the back button on your browser until you return to the Add BoK page. 6. Paste the link into the URL field. 7. Enter in the article title. You can also create a customized description (viewed only from your BoK section), which may explain why this article would be of interest to your community. 8. Check the Featured box if you want the article to be featured. 9. Click the Submit BoK button. The page will refresh and display all the Articles currently linked from your BoK area. <p>Edit and Delete Articles and Article Descriptions</p> <p>If you need to edit, feature/unfeature, or delete articles or article descriptions in the future, you can access this article listing page by going to the BoK link in Facilitator Controls, then clicking on the Articles tab.</p>

Function/Module	Description	What You Need to Do
FAQs	Members or Facilitators can develop FAQs. Submitters fill out a form and facilitators can see pending FAQs when they enter the FAQ area in Facilitator Controls. You can then edit, approve, or deny FAQs, and also categorize FAQs in different groups or categories. The description includes an editing program with Spell Check. Once you have finished composing the FAQ, you can click on the ABC ✓ and use the Spell Check. There is also an enhanced sorting function.	<ul style="list-style-type: none"> • Develop categories if the CoP is new. • Click on All or Approved in drop-down to see your current FAQs. • Identify the FAQs you want to display on the CoP main page by clicking Feature and Update. The limit is five (5). • Review, edit, and approve FAQs submitted by members.
Resources	You can apply multiple keywords for searching as well as group resources into categories. Displays pending documents first, but facilitators can redisplay to show all, approved documents only, and so on. The description includes an editing program including Spell Check. Once you have finished composing it, you can click on the ABC ✓ and use the Spell Check. Also, there is an enhanced sorting function.	<ul style="list-style-type: none"> • Develop categories if the CoP is new. • Click on All or Approved in the drop-down box to see your current resources. • Identify which resources you want to appear on the main page by checking the Featured box. The limit is ten (10). Click the Submit button. • Use the Default Sort View if you would like to change the default sorting to Title or Date Created. The Not Set option means that the See All area will be sorted by Category then alphabetically by title within the category.
Discussions	Facilitators can create separate forums to group different discussion topics into separate discussion areas within a community, making it easier for members to post and respond to topics of interest. Also, within the discussion module itself, facilitators can select a thread(s) and have the ability to archive the thread(s), so it no longer appears to members. Facilitators can also edit a member's message (in cases of typos).	<ul style="list-style-type: none"> • If you would like separate discussion forums, create and name discussion forums by using the Create Forum function. • Within the actual community discussions software, archive any threads you do not want to appear to members. • If messages do not appear appropriate (potential Terms and Conditions of User violations), please archive the thread and contact Volunteer Services.
Announcements	Facilitators can group announcements into categories. The description includes an editing program including Spell Check. Once you have finished composing it, you can click on the ABC ✓ and use the Spell Check.	<ul style="list-style-type: none"> • Develop categories if the CoP is new. • Click on All or Approved in the drop-down box to see your announcements. • Identify which news you want to appear on the main page by checking the Featured box. The limit is five (5). Click the Submit button.
Links	Facilitators can group links into categories. The description includes an editing program including Spell Check. Once you have finished composing it, you can click on the ABC ✓ and use the Spell Check. Also there is an enhanced sorting function.	<ul style="list-style-type: none"> • Develop categories if the CoP is new. • Click on All or Approved in the drop-down box to see your links. • Identify which links you want to appear on the main page by checking the Featured box. The limit is five (5). Click the Submit button. • Use the Default Sort View if you would like to change the default sorting to Title or Date Created. The Not Set option means that the View All area will be sorted by Category then alphabetically by title within the category.
Polls	There are eight answer fields and facilitators can allow users to select one answer or multiple answers to a poll.	<ul style="list-style-type: none"> • Become familiar with poll tools.
Chat with Peers	Facilitators can list chat events under the chat area, so members can see	1. Click on Maintain Chat Admins to add or remove chat

Function/Module	Description	What You Need to Do
	<p>upcoming chat topics and the time and date of these chats in the chat box. This feature also allows you to automatically add the chat to your community calendar at the same time.</p> <p>Also, you need to designate administrative rights in the chat (facilitators do not automatically have chat administrative rights). You can also retrieve chat archives or logs. To archive and retrieve the chat, you must follow the instructions to turn it on and off (through chat administration functions), or it will not be saved. It does not automatically archive the transcripts.</p> <p>Also, if you are logging in from work, be sure your IS Department has ports 7777 and 7877 open. Also, please notify your community members about this requirement at the same time when you notify them of upcoming chats.</p> <p>Some facilities block the use of the Chat function, as employers may not see it as being work-related. Because of this, a document has been created for you to share with employers and the IS Department discussing AHIMA's CoP and the use of Chat. Hopefully this will explain the rationale for using the chat function for AHIMA business. Please access it in the Facilitator CoP and AHIMA CoP, Resources section, title: Chat with Peers Software, Requirements, Documentation for Work.</p> <p>If you are a Windows XP users: The java client needed to run chat no longer comes with the Microsoft Windows XP client as it did with previous versions of Windows. If you encounter any problems accessing chat and have recently started using Windows XP, please visit the Sun Microsystems' Web site at http://www.java.com/en/download/download_the_latest.jsp to download the necessary software.</p>	<p>administrators. This is a person(s) who would be on the chat, responsible for turning on and off the transcript. If you want this person to retrieve the chat transcript, he/she must be a facilitator. Please note, facilitators are not automatically designated as chat admins, they have to be added through this function.</p> <ol style="list-style-type: none"> 2. Click on Edit Chat Properties to enter a title and topic for your chat. 3. To add the Chat to the Events, click on Schedule and then New Scheduled Chat. Add in the information. It will appear below the Chat during the month of the chat and on the Events Calendar. 4. The Chat Admins who have been added, will be able to go into the chat at the beginning of the chat and type %admin in the "Type Here" box. The chat admin window will open on the left hand side of the screen. This is to turn on the Transcript function. You must do this to obtain a copy of the chat. 5. Click on the Configure tab, then the Transcripts tab. 6. On that page, name the chat log you want to create, like Chat 1 or chat10232002. Then click the Start button. Minimize this screen. 7. When the chat is over, maximize the screen again and click on the Stop button. If you forget to do this, it will end the chat when you log out. 8. To obtain the transcript, you then would go back to Facilitator Controls. 9. Click on Chat Log and then the Chat you want to open. 10. To save the chat, click on Save first, saving it as a word document by going to File Name, change the extension from ".log" to ".doc". Then under File Type, change it from "text" to "All files." Close the document. Reopen it and you will find the document in a readable format. You will need to edit this for a summary of the chat. You might want to practice this first prior to a chat to verify that it works for you.
Events	<p>Members can suggest events to be added to the Community Calendar. As with all other modules other than discussions, facilitators are responsible for reviewing and approving events.</p>	<ul style="list-style-type: none"> • Set the notification for suggested events. • Review, approve, or decline suggested events. • Please check the Terms and Conditions of Use and Facilitator Guide for rules on what is permissible and what is not.

Tips on Complying with the Terms and Conditions of Use

The Terms and Conditions of Use outline what members are able to do while logged into the Communities of Practice site. They define the dos and don'ts for members' participation. Links to the Terms are located at the top of every page. Below are some basis dos and don'ts. Please read the full Terms and Conditions of Use for complete guidelines.

Things You <i>Can Do</i> in the CoPs	Things You <i>Can't Do</i> in the CoP
To find salary information, use the data gathered in the latest member salary and profile survey. To access it, go to http://www.ahima.org/careers/growth01.asp on the AHIMA web site.	Post salary information or discuss salaries.
Check out AHIMA's online job and resume bank, Career Assist. Links to the Career Assist are located on the bottom of all pages and on the top of your Personal Page. Post job listings and resumes for free in Career Assist. Search Career Assist for resumes of members seeking new opportunities.	Seek a job from others through the CoP by posting threads or directly e-mailing members. Post a job opportunity for others in a location other than the Career Assist. Post your resume in My CoP Bio or any other area of the CoP. Solicit other members to fill a position.
Suggest your favorite HIM links to be posted by the Facilitator. Click on Suggest a Link on the right-hand side of the Links section in the CoP where you would like to post it.	Link to your personal Web site.
Promote products and services developed by AHIMA or its affiliates that help you in your professional practice.	Advertise products or services that AHIMA has not developed. You may advertise through Banner Advertisements, classified ads and the Vendor Directory.
Advertise a seminar sponsored by a AHIMA CSA, or CoP.	Advertise a seminar that is given by a private company. Again, this may be promoted in a banner ad or other advertising channels AHIMA offers.
Solicitation for focus group or product trial participants may only include request for participation.	Use this site to conduct polls or solicit comments regarding a particular product, service, or company.
Post a brief bio of yourself to share with other members. Click on My CoP Bio link at the top of your Personal Page. Click Edit Bio to add your bio.	Post your resume or advertise your services or products through your CoP Bio.
Discuss the attributes of a product in a professional manner and act in a manner open and tolerant of other's opinions.	Use inappropriate language, defame, slander or be pejorative toward an individual, product or company.