**Who to Contact for Technical Support and Help**
For technical issues or questions, contact conference@aashe.org.

- Please do not use the online community to communicate technical issues or questions regarding Host Institution benefits. We are available during AASHE’s Hours of Operation: 9 a.m. - 5 p.m. Eastern Time, Monday through Friday. We will respond to your email within 24 hours during operating business hours.

**Before You Get Started - 4 Tips for Getting the Most Out of Your Host Community**

1. Tell us about yourself by completing or updating your profile.
   a. Locate the box at the top, right side of the screen, and click the upside-down triangle. Select “Profile” to access your information.
   b. Fill out areas like your bio, education history, and more to help other members find you and get conversations started. Click the pencil or green “Add” button next to each bolded category and type in your description.
   c. Don’t forget to upload a picture! Click the grey “Actions” button on the screen’s left side. You can change or remove your photo. Adding this step enhances the community and helps others get to know you.
2. Personalize Your Settings
   
a. Set the level of communication that works best for you. Change your email preferences, privacy settings, and communication notification frequency under your Profile’s “My Account” area.
   
i. **Real-time**: sends an email for each community post  
ii. **Daily digest**: sends an email each morning with the previous day’s posts  
iii. **No emails**: read and reply to posts through the community without email notifications
   
b. Locate the “My Account” tab below your name, title, and organization, and select Community Notifications.
c. Scroll to the bottom of the screen, under Notification Settings.

![Notification Settings](image)

d. Change your email preferences by toggling the arrow in the box next to each of the communities in which you belong.

3. Participate in the conversation!

   a. Select the “Participate” tab > “Post a message.” Choose your institution’s name to post to the community, add a discussion subject, create your message and then click the blue “Post” button at the bottom of the page.

![Participate](image)

   b. To respond to a discussion post, click “Reply to Discussion” to send your message to the entire community.

![Reply to Discussion](image)