

Frequently Asked Questions



- **How do I start a discussion?**

From the home page, you can always choose “Ask a Question” or “Start a Discussion”. From here, you’ll pick which group to post to, write a subject line, and a message. After you hit “Post” your message will then be visible to everyone in the Community.

- **How do I respond to others’ posts?**

After clicking on the discussion post you’re interested in, click the blue “Reply” button to send your message to the entire community (recommended!). If you’d like to respond privately, click on the drop-down next to “Reply” and choose “Reply Privately.”

- **How do I join a new group?**

All community members are automatically part of the group All Things CLASS. To join additional groups, click on the Groups tab. When you see a group that interests you, simply click the purple “Join” button.

- **How do I find other members?**

Click on the “Directories” tab on the top navigation bar and select either the “Member Directory” for a private directory of CLC members or choose “Certified CLASS Directory” to find credentialed members, such as CLASS observers. You can use the certification/demographics tab in the Directories to search for CLC members near you!

- **Where do I update my profile?**

After logging in, click on the icon in the top right-hand corner of the home screen and select “Profile.” From here you can change your picture, add a bio, and update your contact info.

- **How do I change my privacy settings?**

From your profile page, select the “My Account Settings” tab and choose “Privacy Settings” from the drop-down menu. This will let you control what information is visible to whom.

Tips and Tricks

- **You can control the frequency of emails you receive**

From your profile page, click on the “My Account Settings” tab and choose “Community Notifications” from the drop-down. When you join a group, you can also choose your email frequency for that group. Choices include:

1. **Real-time:** Receive an email for every post
2. **Daily Digest:** Sends you one email each day (recommended!)
3. **No Email:** Participate in the discussions without any emails

From here you can also choose to change to a consolidated weekly digest.

- **Respond to discussions directly from your email**

You can respond to discussions right from your Daily Digest email! Simply click “Reply to Group” to be part of the group discussion or “Reply to Sender” to send a private message.

- **Tag a specific member by using @**

When writing a post, you can use the @ symbol to tag any member of the group. This is an easy way to catch their eye and will send an email saying there is a post they should view.

- **Browse previous discussions to learn from others**

From the main navigation bar, click “Browse” to look through old discussion posts and library entries.

- **Use the search bar**

You can use the search feature to look for resources in the library or previous discussions that may answer your question.