

COUNCILS COMMUNITY TIP SHEET

Time to become a Community Rock Star. Visit <http://councilscommunity.cuna.org> and you'll be on your way!

- **Make sure you are getting your emails**

All members are auto-subscribed to their Council(s) Discussion Community and should be getting a Daily Digest email. **If you are not** – have your IT staff whitelist the email URL @connectedcommunity.org or contact me at lathen@cuna.coop for help.

- **Join More Discussion Communities**

In addition to a single closed Discussion Community for each Council (which replaced the list serve) there are 8 cross-Council topical options. Find these under Communities > [All Communities](#) and click “Join.”

- Cybersecurity/ Fraud Prevention
- Emerging Technology
- Hot Topics
- HR Strategy and Practices
- Marketing Strategy
- Member Business Lending
- Payments & Plastics
- Sales & Service

- **Setup or Adjust your Email Notifications**

Feel free to try out other email notification options. Set these under [My Profile](#) > [Email Notifications](#).

- Real Time - Get an email every time someone posts in any of your Discussion Communities
- Daily Digest - One email per day, per Discussion Community
- Consolidated Digest* - One email with content from all your Discussion Communities

The Community offers a consolidated digest, which will aggregate all discussions, announcements, blog posts and library uploads into one email BUT... be aware that the “Reply via Email” feature is not available in this option. You can view posts, but will have to return to the Community online to respond.

- **Reply from your Inbox**

Once you setup your Email Notifications, any time you get an email, you can reply to the sender or the entire group with the click of a button. It will launch a new email window, pre-addressed and ready to send, and all you have to do is add your comments and maybe a file you want to share!

- **Start a conversation via email**

Every Discussion Community has a unique email address. You can access this from one of the Community emails by hitting your email program's "Reply" function and noting the email address. Setup a Contact for it and start a new conversation in that Discussion Community at any time by sending to that address!

- **Search for content in the Councils Community**

There is a Search box in the upper right hand corner of every page in the Councils Community. You can search on a single keyword, or a multi-word phrase, but be aware that the logic treats it as an either/or search. For example, if you type in core conversion, it will return results for core OR conversion. To limit it to what you want, use "core conversion" instead. The results will be pulled from any Discussion Community, Library, or Blog that belong to. (Right now, only the Compliance Community has a blog) You can also choose "Advanced Search" to limit content type or date range.

- **Share and Search for files in the Library**

Sharing documents is one of the huge benefits of the Community. Examples of everything from job descriptions to board reports to metrics spreadsheets and strategic plans are available. Remember to attach files to your conversations when you have something to share, and use the directions above to search for things that you might need.

- **Search for a Credit Union, League, Service Provider or Council Member in the Directory**

In the Community Directory (Under Directory in the top menu) you can look up everything from your league to a Council peer. Be sure to use the "Advanced Search" to use things like Areas of Expertise and credit union demographic data when looking for other Council members. You can find people by asset size, number of employees or members, charter type and more!

- **Get HELP!**

Every now and then, we all need a hand. The Councils Community has two options for you. Click "Contact Support" to put in a ticket and one of our Community Managers will respond. More of a self-help type? Then use the FAQ to look up information. Or you can always contact lathen@cuna.coop for assistance!