

## Welcome to the new look UKCPA website!

We understand that this website works slightly differently to the old one, so we have put together some advice and instructions below. Please read these first, and if you don't find the answer you are looking for, please contact the UKCPA office on 0116 2776999 or email Marie Matthews, the UKCPA General Manager, at [mmatthews@ukcpa.com](mailto:mmatthews@ukcpa.com).

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## How do I sign in?

Your login name will be firstname.surname (eg betty.smith) or first initial.surname (eg b.smith) unless otherwise indicated. Your password will be UKCPA (capital letters), unless you have been sent a different one.

Please note that your username and password are case sensitive.

We urge you to login and change your password immediately so that your details are more secure (see [How do I change my personal details?](#)).

If you have any problems logging in please contact the UKCPA office.

Please note that **if we have your email address** in our database we will have automatically registered you on the new website.

If **we do not have your email address** we won't have been able to register you and you will need to contact the UKCPA office to get registered on the site.

## How do I change my password and personal details?

When you are logged in your username will become a hyperlink. Click on this to access your account.

### TOP TIP

If you hover your mouse over the bottom left side of your screen you will also see various options pop up against a dark grey background, one of which is [My Account](#).

Go to [My Account](#) → [Settings](#) and you'll be able to change your password. You can use both upper and lower case, and numbers.

Within [Settings](#) → [Notifications](#) you can also change the frequency with which you are notified by email.

Also within [My Account](#) you can:

- View your recent activity ([Activity](#) → [Personal](#)) as well as that of your Friends ([Activity](#) → [Friends](#)) and Groups you belong to ([Activity](#) → [Groups](#))
- Edit your Profile ([Profile](#) → [Edit Profile](#)) and upload a picture of yourself (an 'avatar': [Profile](#) → [Change Avatar](#)). Try to choose an image which is between 50x50 pixels (px) to 150x150 px.
- Enter information such as your job title and description, your education and professional memberships, and your professional interests and publications ([Profile](#) → [Edit Profile](#))
- Compose messages to other users ([Messages](#) → [Compose](#)) and view messages from other users ([Messages](#) → [Inbox](#))
- View your current Friends ([Friends](#) → [My Friends](#)) and any requests from other users to be a Friend ([Friends](#) → [Requests](#))
- View the Groups you currently belong to ([Groups](#) → [My Groups](#)) and any invitations to join a Group ([Groups](#) → [Invites](#))
- View and upload pictures to your album ([Album](#))
- Make links to webpages within the UKCPA website, or to external websites ([Links](#) → [Create](#)). You can use these links as a personal resource – like a library. Or, you can make them publicly available to other users – see [Links](#) → [Create](#) → [Edit Advanced Settings](#)). Make sure you complete all the sections available, including name and description of the link (here you can elaborate on what information the website or page contains or why you think the link is important).

## What happens if I forget my password?

If you have entered an incorrect password you will be taken to a page which provides the link '[Lost your password?](#)' Follow these instructions and you'll be sent advice to your registered email address.

**PLEASE NOTE** that this email may go to your Junk or Quarantine folder if you are using an NHS email account, so be sure to check these folders if you don't appear to have received it.

### TOP TIP

Because you are sent notifications and password details to your registered email address, it is really important to keep this up-to-date in [My Account](#)→[Settings](#)

## Why should I join a Group?

Joining Groups is a way of keeping in touch with the online activity of that Group. Like the old Discussion Boards you can also post up and respond to messages, queries, requests for advice, and start or contribute to discussions. You can also upload documents.

### TOP TIP

It is best to post a message under the [Forums](#) area of the Group if you want to attach documents and are inviting or expecting a response to your message. This way you can see the replies to your message in chronological order.

If you would just like to update Group members you can post your message under the [Home](#) section of the Group page.

You can also use the [Documents](#) section of the Group pages to upload documents which might be of interest to other members of the Group.

## How do I find a Group?

Go to [Groups](#) in the main menu at the top of the page where you will see all the available Groups listed. You can sort these Groups alphabetically, or by size, activity or date of creation by using the '[Order by](#)' function. Or you can use the Search function with the drop-down box on the right side of the page. Most will be Public Groups which you'll be able to sign up to immediately.

## How do I join a Group?

Go to [Groups](#) in the main menu at the top of the page where you will see all the available Groups listed. Most will be Private Groups where you will need to request membership. This is to ensure that only UKCPA members who have logged in can see the activity within those Groups.

Once the administrator of that Group has accepted you as a member you'll receive a notification (viewed in the dark grey box in the bottom left of the page when you hover your mouse or by email).

When you join a Group you'll be able to customise the frequency with which you receive emails of activity from this Group (see [Email Options](#) tab).

#### TOP TIP

You can join as many Groups as you wish, there is no limit. Try customising the frequency of different Groups so that you get notified immediately of activity within a Group which is most important to you, and perhaps a weekly summary of activity of a Group which you just like to keep in touch with.

## How do I post a message in a Group?

There are two ways of posting a message within a Group.

**Post an Update:** On the Group 'Home' page – the page you find yourself at when you click on a Group name - you will see a box which asks "What is new in xxx Group, yyy?" Simply write your notice here and click on '[Post Update](#)'. This is a great way of posting a piece of information to which you don't require a response.

**Post a discussion or query:** Alternatively, to start a discussion or post a query, click on the [Forum](#) tab within the Group Home page ([Group→Forum](#)) and post a new topic. You can also attach documents to your message. Remember to click '[Post Topic](#)' after you have written your query. This is the best way of posting a message which requires responses or to which you want to attach documents.

#### TOP TIP

It is best to post a message under the [Forums](#) area of the Group if you want to attach documents and are inviting or expecting a response to your message. This way you can see the replies to your message in chronological order.

If you would just like to update Group members you can post your message under the [Home](#) section of the Group page.

You can also use the [Documents](#) section of the Group pages to upload documents which might be of interest to other members of the Group.

## How do I find a Forum message?

Go to [Forums](#) in the main menu at the top of the page where you will see the Forums Directory and all the Forum topics you have permission to view. You can sort these Forum topics by activity, most posts or those which are unreplied. Or, you can use the Search function with the drop-down box on the right side of the page.

## How do I keep an eye on Forum topics?

You can make your favourite forum topics 'sticky' which means they will always be at the top of your list of topics so that you can easily find them. Go into the Forum section of the Group and you'll find options to '[Edit Topic](#)|[Sticky Topic](#)|[Close Topic](#)|[Delete Topic](#)'.

You will also have the option to 'Follow' the topic so that it will appear in your [Activity](#) page in your account.

## Can I upload and view documents within a Group?

Yes, you can upload documents, in two ways:

**Attach a document to a message:** Using the Forum section of the Group page, simply write your message then attach the document.

**Upload documents within the Group:** This is a really useful feature and allows users to upload documents which they think other members of the Group would find interesting. Additionally, we will use this as a way to upload handouts and materials from Masterclasses and symposia. In the Group [Home](#) page, click on the '[Documents](#)' tab. Select the file from your browser and name it in a way that users will easily recognise. Click '[Upload document](#)'.

To view documents, simply click on the '[Documents](#)' tab in the Group Home page and select the document you wish to view. If there is a long list and you wish to sort it, you can use the '[Order by](#)' function where you can order the list alphabetically, by popularity or by date of upload.

### TOP TIP

Documents relating to specific Groups will be kept in that Group's area. UKCPA-wide documents will be kept in the Resource Centre.

For Masterclass and Symposia handouts and materials look out for specific Groups which will be set up for those events (eg. "May 2011 GHP/UKPCA Joint Conference")

## There's a lot of information in the Groups – can I customise what I see?

Yes you can. You can delete messages that you don't want to see, for example, those which tell you someone has joined the Group. Simply click on the Delete option next to the message. Don't worry, this will only delete the message that you see, not for everyone!

## How do I change how often I receive emails from UKCPA?

Go to the Group you want to customise your email notifications for, and you'll see this near the top of the page: "Your email status is **All Email** ([change](#))". Just click on the 'change' link and you will see the options for you to set your email notifications to No Email, Weekly Summary, Daily Digest, New Topics or All Email.

## Can I see who else is a member?

Click on the Members tab in the main menu and you'll be able to see all UKCPA members who are registered on the website. You can sort them alphabetically, or in order of registration or activity by using the '[Order by](#)' function.

You can invite members to be Friends by clicking on the '[Add Friend](#)' box next to each user.

Click on a member's username and you'll be able to view their profile, their activity and the Groups they belong to. You can also send them a private message by clicking on the '[Send Private Message](#)' tab.

If you have permission to set up a Group, you'll be able to invite your Friends to join your Group.

## Can I search for a member?

Go to [Members](#) in the main menu at the top of the page which will take you to the Members Directory and all the members registered on the site. You can sort the list of members alphabetically, by activity, or date of registration. Or, you can use the Search function with the drop-down box on the right side of the page.

## What is the Links Directory?

This is an area where members are able to upload weblinks which they think other website users would be interested in viewing.

## What do I do if I see inappropriate information on the site?

There is a function to flag members or posts as inappropriate. This will send a message to the administration team who will investigate.