



CDHA'S ONLINE COMMUNITY PLATFORM

THE CANADIAN DENTAL HYGIENISTS ASSOCIATION
L'ASSOCIATION CANADIENNE DES HYGIENISTES DENTAIRE

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Table of Contents

Welcome to the New Online Community	2
How to Log into the Community	3
Desktop Computer	3
Mobile Device	3
How to Adjust Your Email and Notification Settings	4
Desktop Computer	4
Mobile Device	5
How to Post a Message	6
Email.....	6
Desktop Computer	6
Mobile Device	7
How to Access and Use the Library	8
Desktop Computer	8
Mobile Device	8

Welcome to the Online Community

Dear Community Member,

Welcome to the online community. This platform allows you to easily share information and resources with your colleagues from across Canada. Not only can you post and read messages on your desktop computer, but you can also download a new mobile app and stay connected at your convenience. You can even manage notifications and email frequency based on your preferences and, if you belong to multiple communities, you can customize the settings for each one.

Special features include:

- **Discussion board** – allows members within the same community to asynchronously communicate amongst themselves about topics of discussion.
- **Library feature** – allows users to upload and share documents and resources with the community, which can be accessed at any time.

Please review this user manual to explore the many features that the community offers.

How to Log into the Community

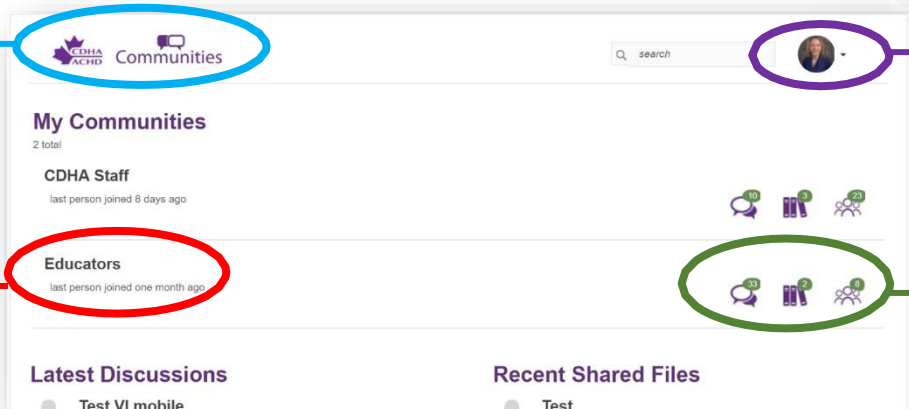
To access the online community platform, please use the following instructions.

Desktop Computer

- Using your *CDHA Profile* credentials, please log into the community at <https://communities.cdha.ca>.
- You may wish to bookmark this page for future use.
- Once you've logged into the desktop version, you should see the following webpage.

Select the home button at any time to return to the main screen

To access the community of interest platform, please select link here. Currently, the communities of practice include *Educators*, *Independent Practice Network: General*, and *Independent Practice Network: Marketplace*.



Select the drop-down arrow to update your profile, notification settings, photos, and signature line.

You can also select one of the three icons to access the community features directly:

- Discussion Board
- Library
- Member Search

Mobile Device

- Using a tablet or smartphone, download the **MemberCentric** app based on your device:

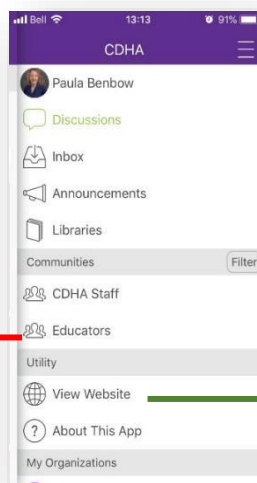


iPhone users:
<https://itunes.apple.com/ca/app/membercentric/id524165235>



Android users:
<https://play.google.com/store/apps/details?id=net.rd.android.membercentric.base&hl=en>

- Once downloaded, you'll need to type in the organization **CDHA** or **Canadian Dental Hygienists Association**



Select the home button at any time to return to the main screen

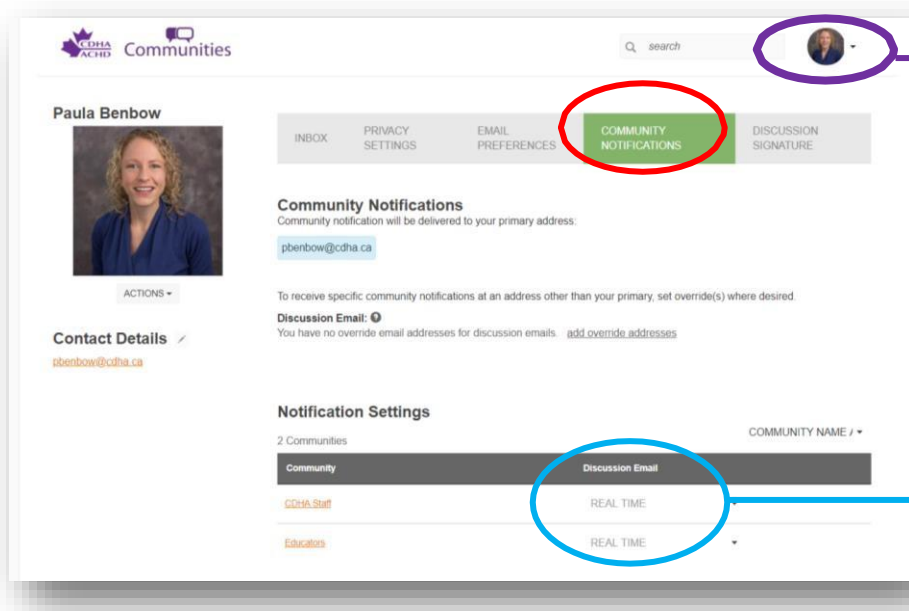
Select the community of interest here. If you are a member of more than one community, all of them will appear here.

Use the *View Website* feature in the mobile app as alternative way to upload files in library and access other "desktop only" features.

How to Adjust Your Email and Notification Settings

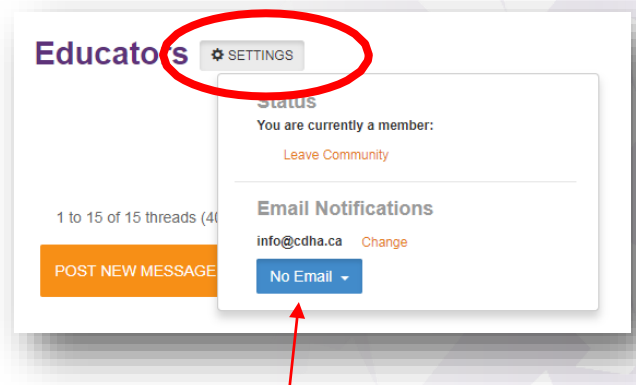
Desktop Computer

This online community allows you to set up and adjust your email and notification settings based on your preferences. Using the drop down arrow in the upper right side of the screen, select *Profile*. Next, select *Community Notifications* along the horizontal menu bar. Please select *Real Time*, *Daily Digest*, or *No Email* to indicate the frequency of email. If you are a member of more than one community (for example, *Independent Practice Network: General AND Independent Practice Network: Marketplace*), you will need to set up notifications for each community.



The screenshot shows the profile page for Paula Benbow. At the top right, a user profile picture has a small downward arrow next to it, circled in purple. Below the profile picture is a horizontal menu with options: INBOX, PRIVACY SETTINGS, EMAIL PREFERENCES, COMMUNITY NOTIFICATIONS (highlighted in green and circled in red), and DISCUSSION SIGNATURE. Below the menu, the 'Community Notifications' section shows the primary email address pbenbow@cdha.ca. The 'Notification Settings' section lists two communities: CDHA Staff and Educators. For each community, the 'Discussion Email' frequency is set to 'REAL TIME', which is circled in blue. A callout box on the right points to the purple arrow with the text: 'Select the drop-down arrow to update your profile, notification settings, photos, and signature line.' Another callout box points to the blue circle around 'REAL TIME' with the text: 'Select Real Time, Daily Digest, or No Email'.

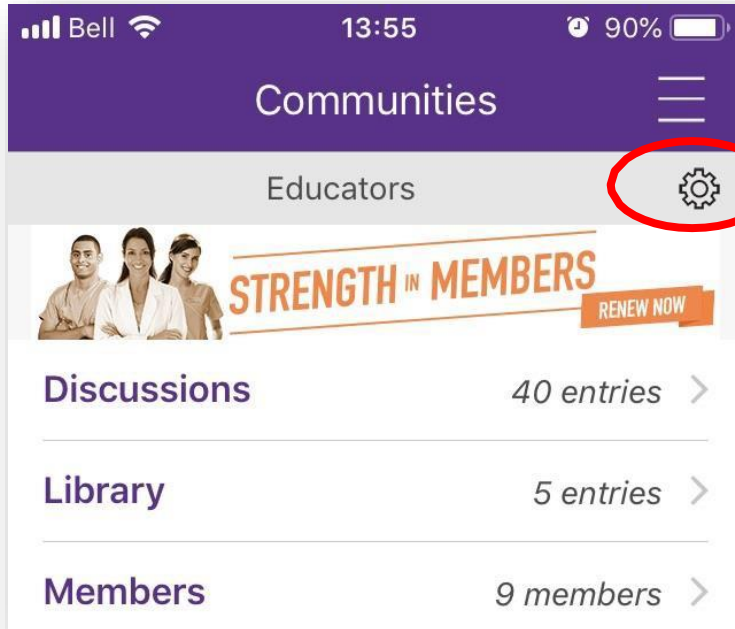
You can also adjust your email frequency by selecting the *Settings* feature when you are in the community of interest.



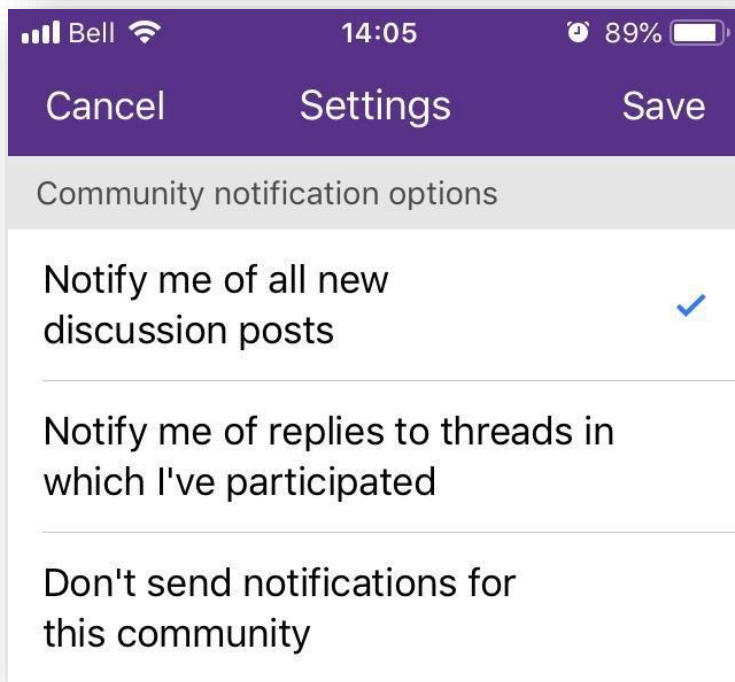
The screenshot shows the 'Educators' community page. At the top right, a 'SETTINGS' button with a gear icon is circled in red. Below it, the 'Email Notifications' section shows the email address info@cdha.ca and a 'Change' link. A dropdown menu is open, showing 'No Email' as the selected option, with a red arrow pointing to it.

Mobile Device

When using the mobile app, adjust your notification settings by using the gear icon along the upper right side of the screen. You will then have the opportunity to select your preferred notification setting. The app will then display a badge notification to alert you of new posts.



Select the gear icon to access **Settings**.



How to Post a Message

The online community allows you to share information and engage in dialogue with others from across Canada and there are a couple of different ways you can communicate with colleagues. See the instructions below to learn how to post to the discussion board. Please note, all posts must be approved by a moderator which can take up to two (2) business days before your post is released.

Email

You can email the online community directly by composing an email from your email account. Direct your emails to following email addresses, depending on the community of interest:

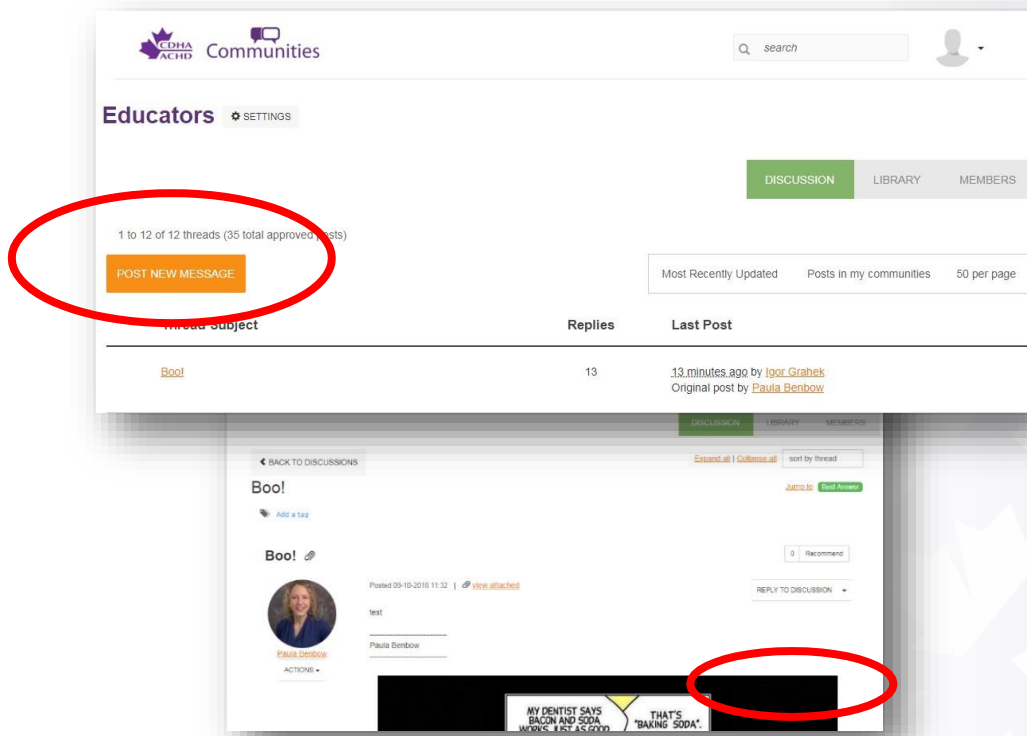
- Educators: communities-educators@ConnectedCommunity.org
- Healthy & Respectful Workplace: communities-healthyrespectfulworkplace@connectedcommunity.org
- IPN-General: communities-IPNGeneral@ConnectedCommunity.org
IPN-Marketplace: communities-IPNMarketplace@ConnectedCommunity.org

You will receive a confirmation email when the system has received your email.

Desktop Computer

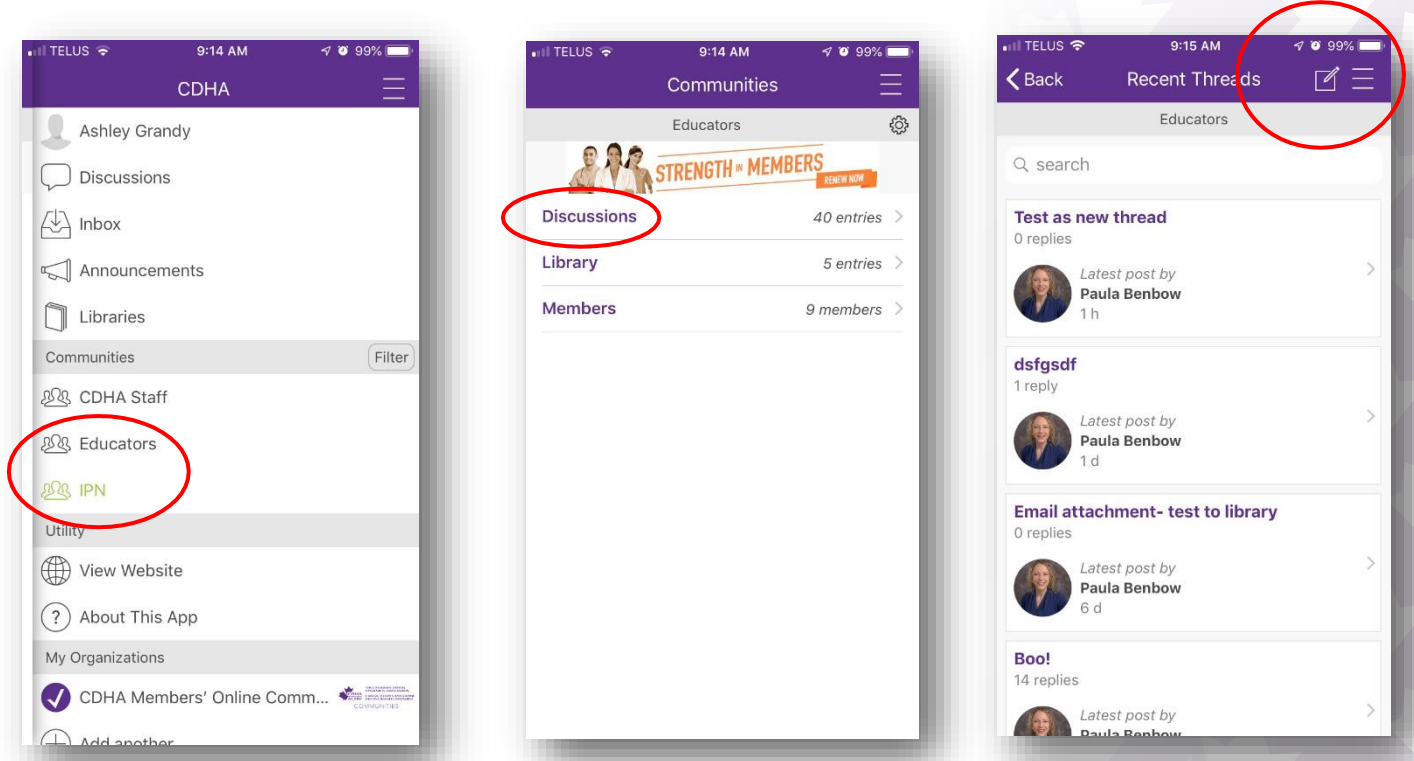
Once you've logged into the community platform and selected the community of interest, you will be brought to the discussion board. Select **POST A NEW MESSAGE** to compose and send a new message. To reply to an existing thread, select the thread subject of the post you would like to respond and select **REPLY TO DISCUSSION**.

Note: if you create a new post with attachment (image or document), the file will be automatically added to the library.



Mobile Device

When logged into the community of interest, select *Discussions*. You can compose a new message by clicking the compose button (pencil and paper icon) on the upper right side of the screen to start a new message.



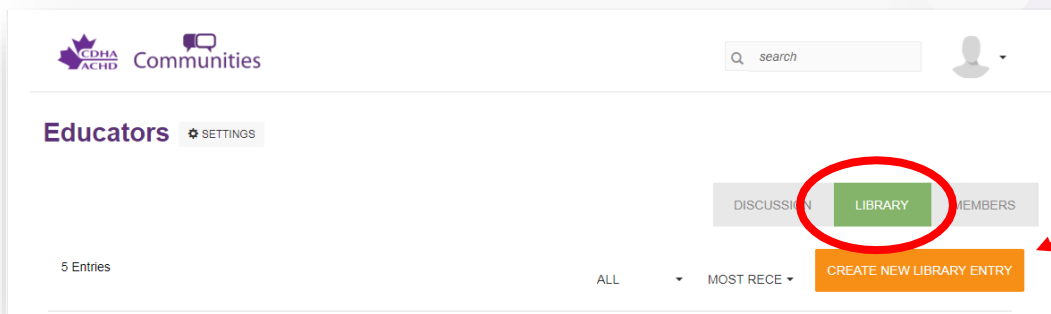
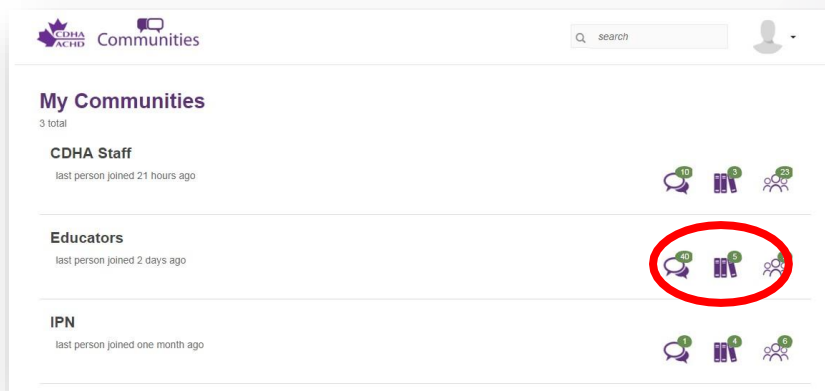
All of the posts are saved and can be accessed at a later date using the online community. You can respond to a message by accessing the thread and selecting *Reply*.



How to Access and Use the Library

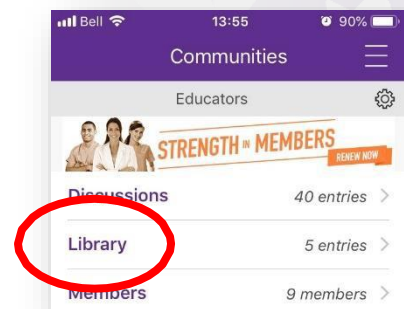
Desktop Computer

Once you've logged into the community platform, you can access the library from the home screen by selecting the book icon (circled below) or by selecting the community link and then clicking the *Library* button. To upload documents and/or share resources/videos/etc., select **CREATE NEW LIBRARY ENTRY** and follow the instructions on the screen. *Note: if you create a new post with attachment (e.g. image or document), the file will be automatically added to the library.*



Mobile Device

Access the library feature in the mobile app by selecting *Library*. Please note, you can view the library items, but you can't post documents using the app. You can [View Website](#) to post a library item using the browser feature.



If you require further assistance, please contact Ashley Grandy at agrandy@cdha.ca or 1-800-267-5235 ext. 145.