AANN NeuroNetwork FAQs

General

What is my password?
You will use the same username and password that you use to log in to www.aann.org. If you have forgotten your password or need assistance with your login information, please contact AANN Member Services at info@aann.org or 847-375-4733.

How do I update my contact information?
From your AANN NeuroNetwork profile page, click the "Edit Contact Info" link. This will redirect you to your My Account page on the AANN website. Once you update your contact information under My Account, your contact information on your NeuroNetwork profile will update. Please note that it make take up to 30 minutes to update.

How do I control what information is visible in my AANN NeuroNetwork Profile?
Under "Profile," click "My Account" > "Privacy Settings." This will let you control what information is visible to whom. After you've made changes, click the "Save Changes" button at the bottom of the page.

Contacts

How do I find other members?
Click the "Directory" link found in the navigation bar, then enter your search criteria. The Directory lets you search for other members based on:

- First or Last Name
- Company/State
- Email address

Use the "Advanced Search" option to increase your search to:

- Location
- Interests
- Community members

How do I add contacts to my contact list?
There are several ways to add contacts to your list. When you perform a search in the Directory, you will see an "Add as Contact" link underneath each person in your search results. Just click this link to send a contact request. If you click through and view someone's profile, you can click the "Add as Contact" link to the right of their profile picture. Clicking any of your "Networks" links ("Profile" > "My Connections" > "Networks") will yield a similar list.

Why should I add contacts to my contact list?
Creating this virtual address book makes it easy to send your contacts messages through the system to stay in touch or ask questions. Additionally, when you view another member's profile, you'll be able to see any contacts you have in common with them. Your contact list makes it easy to send invitations if you create a community, and you can also choose to let only your contacts view certain demographics in your profile.

Libraries

How do I access a particular library?
Go to "Browse" in top navigation bar, then "Library Entries" to find the one you would like to access.

Can I search for specific criteria?
Yes. When in the Library Entries area, select "Advanced Search." This gives you the option to specify file type (Document, Image, Spreadsheet, etc.), enter keywords within a document title, description, or content, or specify which libraries you'd like to search, by which author, date posted, tags, and more.

How do the libraries get populated?
The libraries are populated in two ways: you can upload documents directly by using the "Participate" > "Share a File" link found in the navigation bar. Alternately, when you include an attachment in a discussion post, the system automatically places it in the library.

How do I upload a document?
In the Participate area, click the "Share a File" link. Please note that uploading a document is done in a few steps and each step must be completed before you can move on to the next:
1. Choose a title for your document, include a description (optional), select the library to which you would like to upload it, and what type of entry it is (copyright licensed file, hyperlink, standard file upload, webinar, etc.).
2. Browse and upload your file. Click "Next" if you want to add tags to your file or click "Finish" (you may have to scroll down to access these buttons).

What kind of documents can I upload?
The system supports multiple file types, including hyperlinks, standard files (Word, Excel, PowerPoint), Webinars, and YouTube videos.

What are the "tags" for?
Tags are another way of organizing and searching for documents. You can help others find the file you uploaded by including tags when you upload it. There are many pre-loaded tag categories from which you can choose.

Discussions

How do I join/subscribe to a community?
Go to "Communities" in the top navigation bar, then "All Communities." You will be taken to a list of all communities that you can join. Change the "Display" box to "All Communities" or "Communities I Can Join" in order to see a list of available communities. Click the "Join" button. Then, choose a delivery option for posts (Real Time, Daily Digest, Legacy, or No Email), and click "Yes Join the Community."

How do I join the Special Focus Group (SFG) communities?
Please email Rita Wirth at rwirth@aann.org to be added to the communities. These communities are open to all AANN members, but require that a staff member add you to the community.

What are all the email delivery options?
For each discussion, you have the following delivery options:
- Real Time: sends an email every time a new message is posted
- Daily Digest: sends one email to you each day, consolidating all of the posts from the previous day
- Plain Text: sends an email for each message without HTML formatting
- No email: allows you to be part of the group without having emails sent to you. You can still post and read others' messages by logging in to the AANN NeuroNetwork.

Please note that all users are automatically subscribed to the Daily Digest emails initially.

How do I leave a community or unsubscribe from a discussion?
Go to "Profile" > "My Connections" > "Communities." Here, you will see a list of available groups and those to which you have subscribed. Select the name of the community, then click the "Settings" button next to the community name. Lick "Leave Community," and you will receive a message confirming that your subscription options have been successfully updated.

I'd prefer to have certain discussion posts go to a different email address. Is this possible?
Yes, you can use different email addresses for different discussions. For example, you could have one discussion post go to your personal email and others go to your work email. To add other email address, go to "Profile" > "My Account" > "Community Notifications."

What are "Networks"?
These are groups of members that are automatically created based on demographic information in your profile. They help you locate other members who live in your city or state, share your interests, have the same job title, and more. Be sure to visit "Profile" > "My Connections" > "Networks" to see your existing networks and make connections with others.

How do I respond to others' posts?
Click "Reply to Discussion" to send your message to the entire community. An alternative is "Reply to Sender" which only sends your message back to the sender. Both links are located to the right of the post. We recommend only replying to the sender for simple comments like "me, too" that add little value to the overall discussion.

How do I start a new discussion thread?
In an email (HTML version) from a particular discussion forum, you can use the "Post Message" link. You can also use the "Post a Message" link found in the navigation bar under "Participate."

Where can I post messages or reply to them?
You can respond through the NeuroNetwork site, or you can respond through your email. There are many upgraded features available on the site.

Can I search for posts across all the communities?
Yes. Go to search bar in the top navigation bar and enter in a keyword.

How do I see a listing of all the posts to a discussion forum?
Go to "Browse" in the top navigation bar, then "Discussion Posts" and choose the name of the one you would like see. This takes you to the threaded view of the posts. If you see post in which you are interested, click the subject line, which will take you to the entire thread. You can change the settings of which posts you are viewing with the different drop down menus.

How do I change the information showing up in my signature block?
We have set a default signature, but if you would like to change the information that appears or the order in which it appears, click "Profile" > "My Account" > "Discussion Signature." You can add, delete or reorganize the fields that show up in your signature by clicking the variables on the right-hand side of the screen. Please note that the content of these fields is pulled directly from your profile, so if you want to change the information itself, you will need to make the change to your actual profile.

Have additional questions? Contact AANN Member Services at 847-375-4733 or info@aann.org.