GrowthZone: Info Hub Part 2: Tour and Management

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smarter association software

Info Hub: Tour & Management Agenda

Creating an account and logging in

Info Hub Tour

- My Info
- My Directory Listings
- My Subscriptions
- Events
- Forum*
- Continuing Education**

Info Hub Tour (cont.)

- Reports
- Directories
- Resources
- Web Content (Coupons, Job Postings, etc)**
- Links

Info Hub Management

* Optional; included in every GrowthZone subscription but must be enabled to use
** Additional module subscription required to implement these features on the Info Hub

Info Hub – Creating an account/Logging In

The ability to create an account for the Info Hub is set in the Login Settings area. Enabling the "Allow Contacts to create their own accounts via the Info Hub" setting will allow contacts in your database to create their accounts using their email on file.
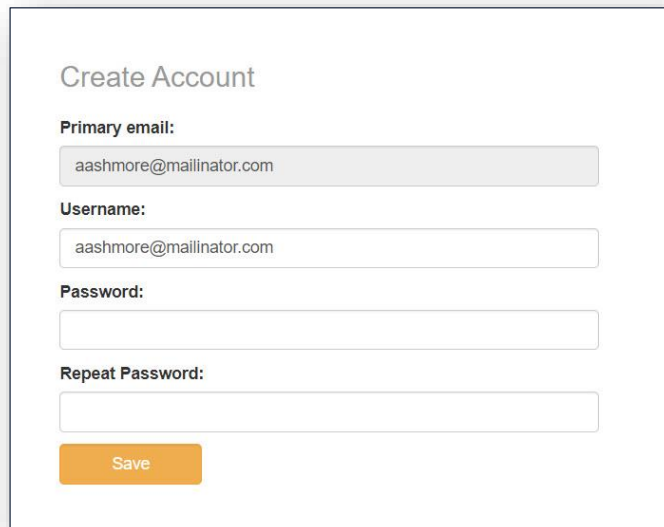
Knowledge Base: Set up User Info Hub Login Settings

3

Info Hub – Creating an account/Logging In

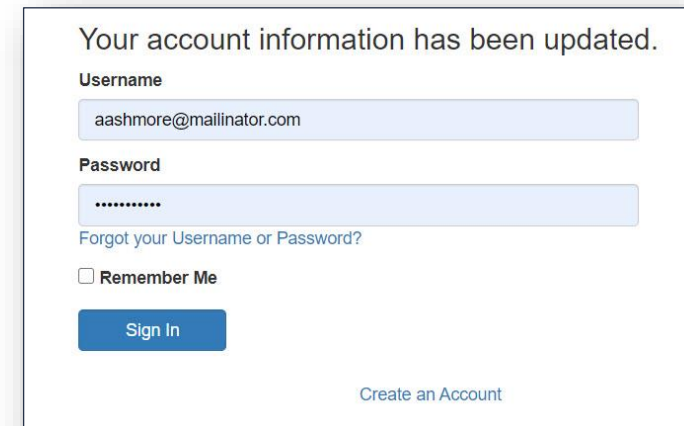## Users will need to create an account in order to use the Info Hub.

Send out the invitation email with the Create Login link. Recipients will have 72 hours to create their account using this link.

Users will input their desired password, then will be automatically redirected to log in to the Info Hub.

Create Account

Primary email:
aashmore@mailinator.com

Username:
aashmore@mailinator.com

Password:

Repeat Password:

Save
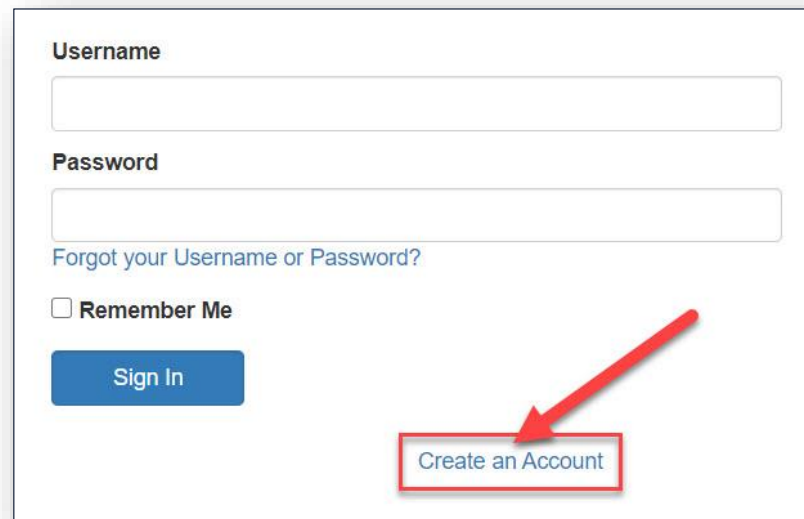
Your account information has been updated.

Username
aashmore@mailinator.com

Password
••••••••••

Forgot your Username or Password?

☐ Remember Me

Sign In

Create an Account

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Info Hub – Creating an account/Logging In

Users can also create an account by clicking the "Create Account" link on the generic Info Hub Login screen.

Info Hub - Tour

After logging in, members will be taken to the Home page of the Info Hub and will see any messages/links/images/videos as configured.
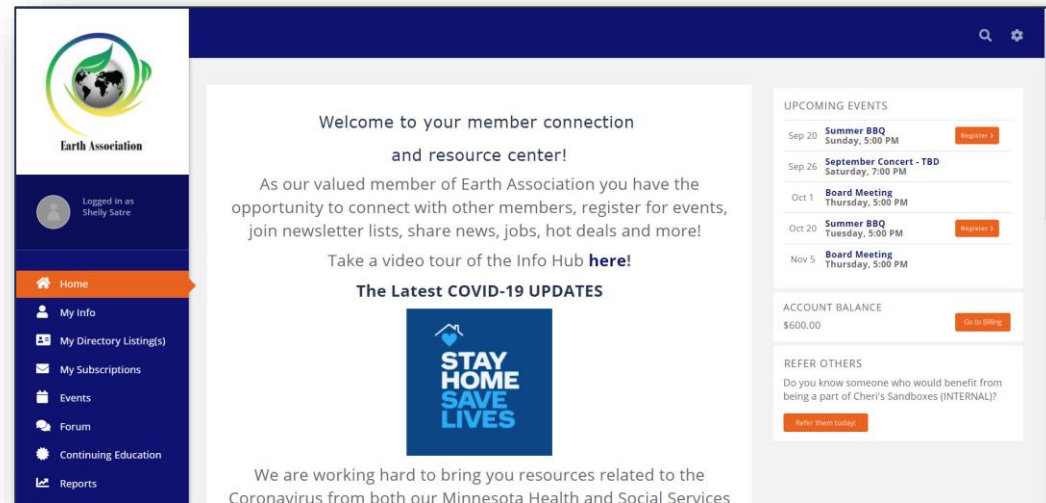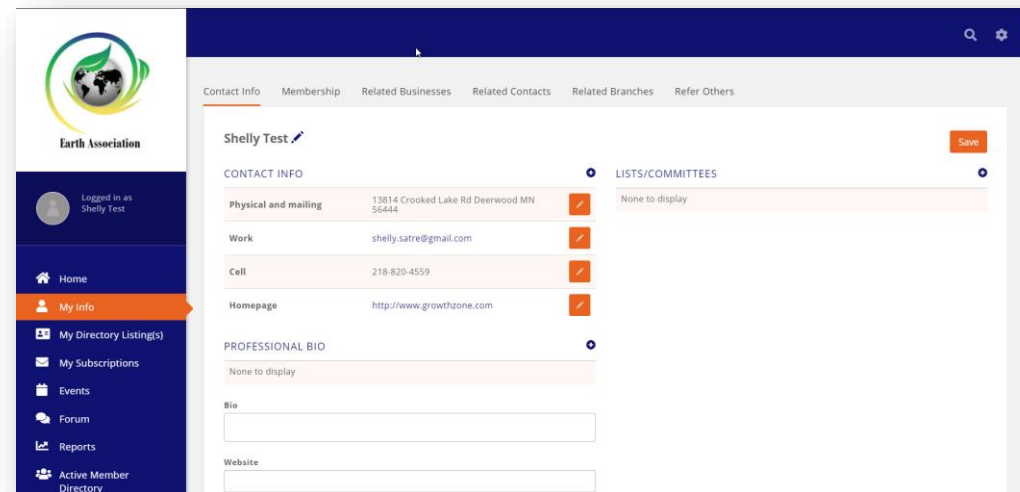

Knowledge Base: Customize Info Hub Display
Customize Info Hub Home Page

Info Hub - Tour

My Info:

This is where your members can see everything related to their information. (View/edit/update ability will vary depending on access level granted.)

Knowledge Base: Update Contact Information in the Info Hub

Info Hub - Tour

My Directory Listing(s):

If your members have Directory Listings and are given access, they can edit/update the information being displayed online for themselves or their company/companies.
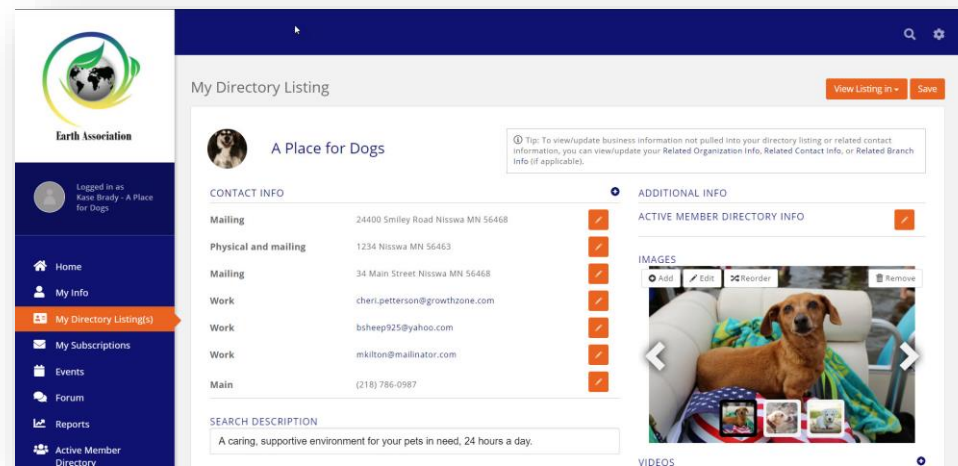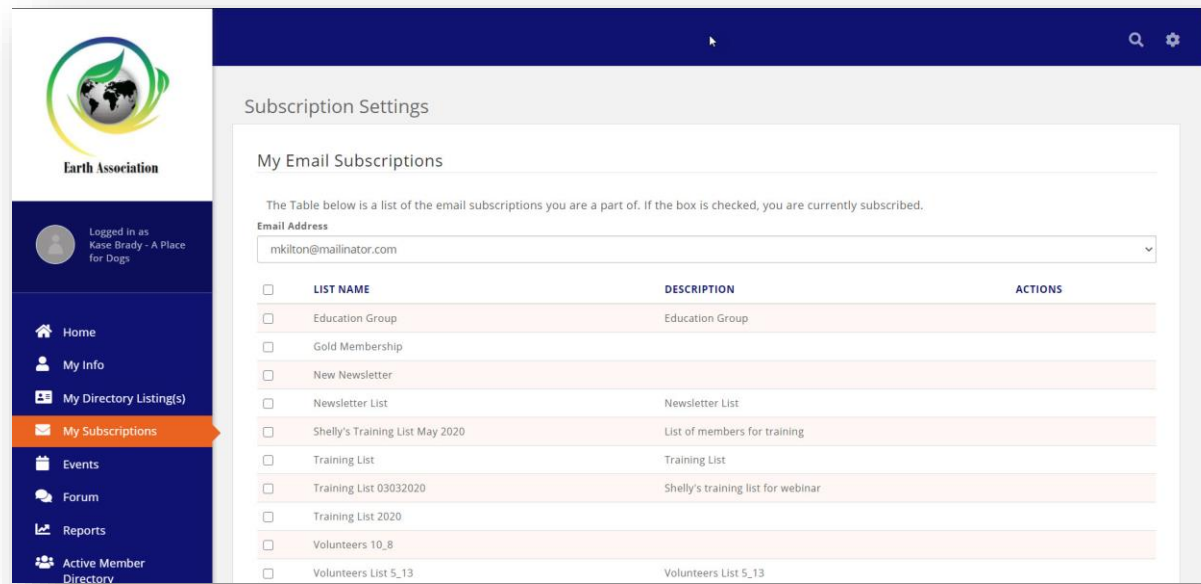
Knowledge Base: Update Directory Listing Information in the Info Hub

Info Hub - Tour

My Subscriptions:

Members may see and manage which email lists from which they receive communications.

Knowledge Base: Manage Email Subscriptions in the Info Hub

Info Hub - Tour

Events:

Members may view, register for, and submit events for approval.
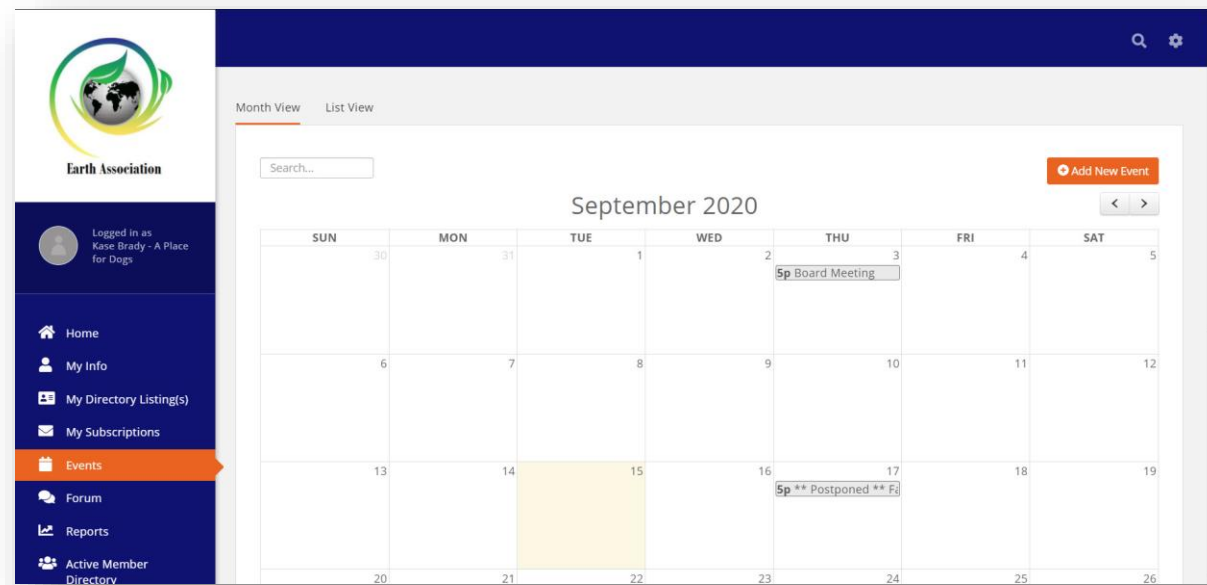
Knowledge Base: Manage Events in the Info Hub

Info Hub - Tour

Forum:

The Forum is an optional component of the Info Hub; when enabled, members can participate in online discussions with other members.
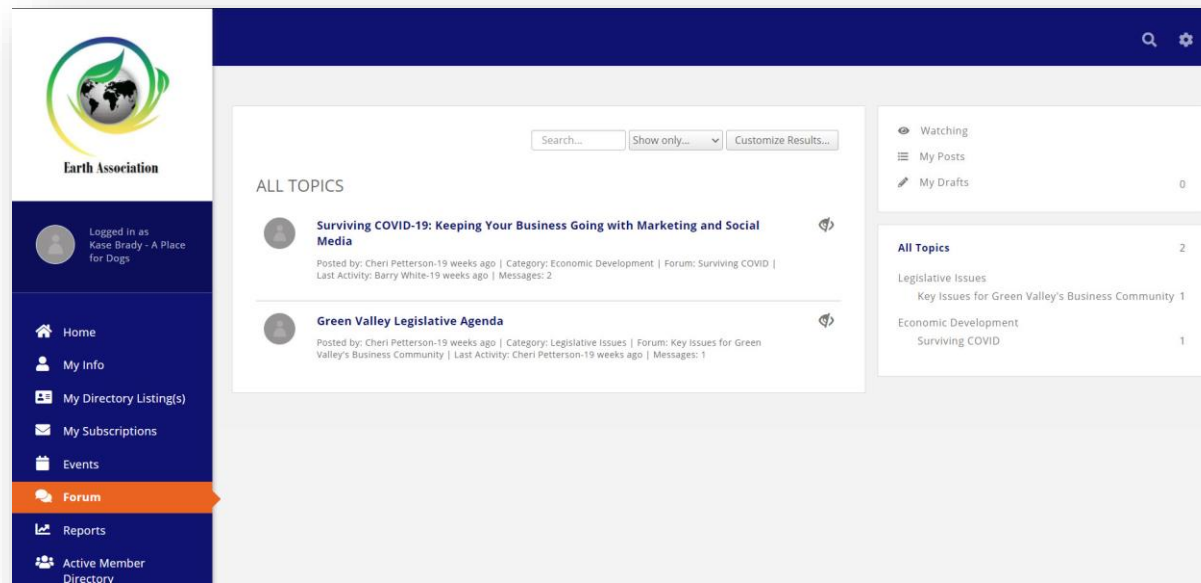
Knowledge Base: Info Hub Forum Overview

Info Hub - Tour

Continuing Education**:

You can allow your members to view their certification progress and register for upcoming continuing education events.
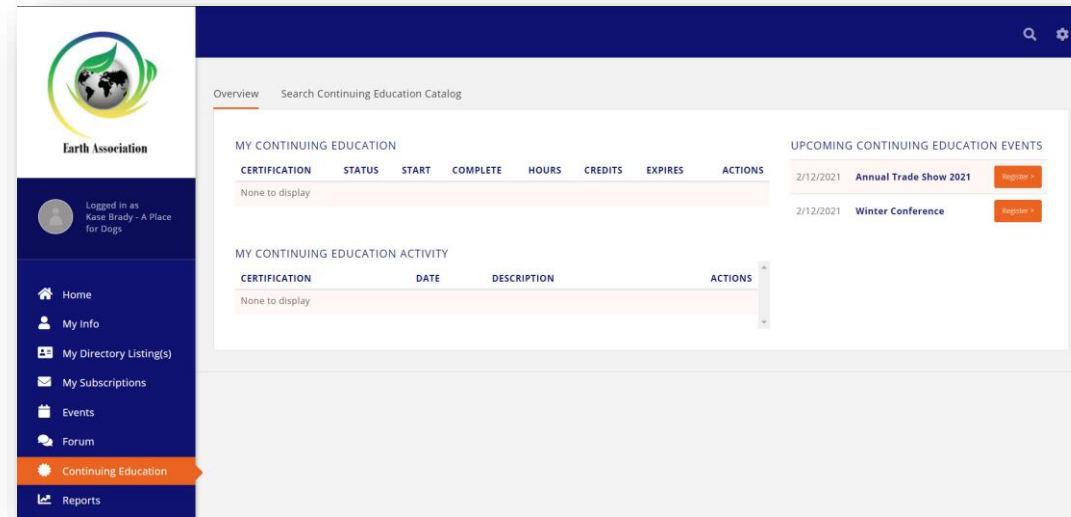
Knowledge Base: View Certifications in the Info Hub

**Requires subscription to the Continuing Education module

Info Hub - Tour

Directories:

Any and all directories you have set to be displayed in the Info Hub are available. Members can search and customize results to find fellow members and their businesses or organizations.
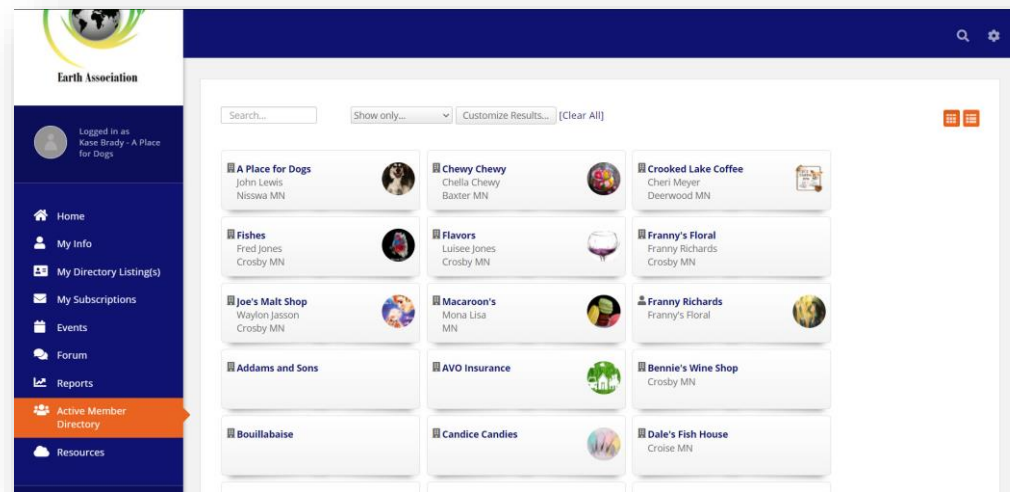
Knowledge Base: Create a New Directory

Info Hub - Tour

Resources:

Members may view and add shared files/links depending on their access level abilities.
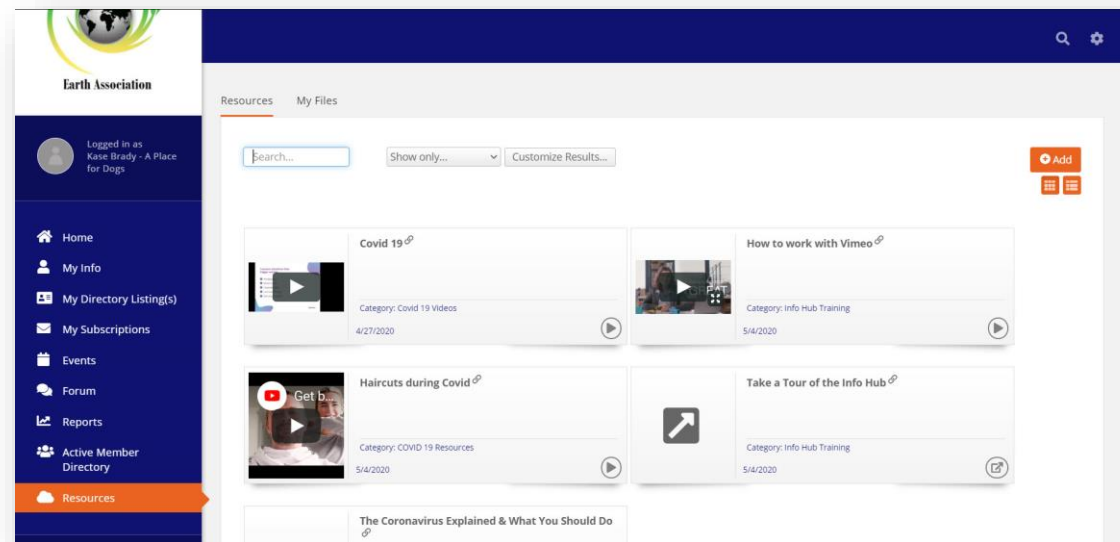
Knowledge Base: View Resources in the Info Hub

Info Hub - Tour

Web Content:

Content lists (Jobs Postings, Coupon Deals, News, Blogs, General) can be shared to the Info Hub for/by your members.
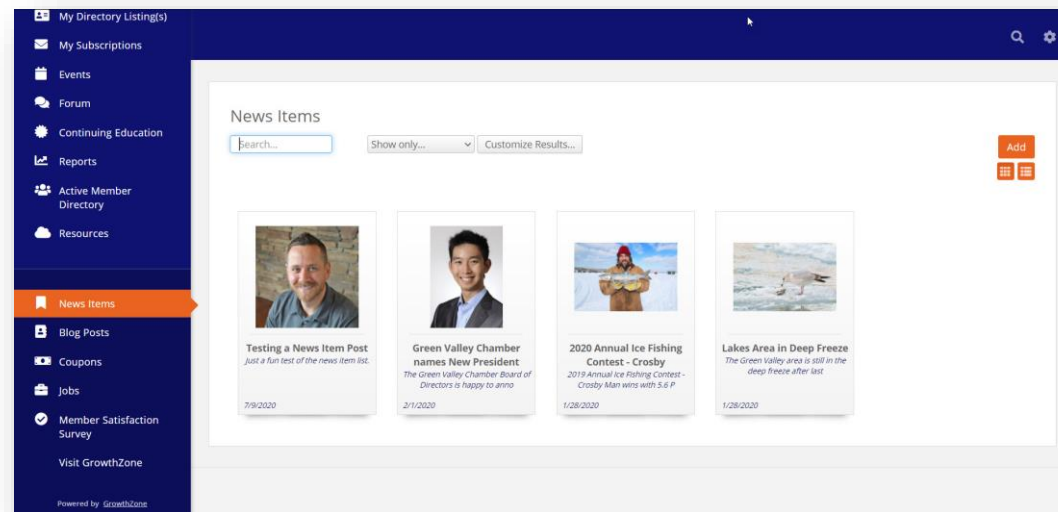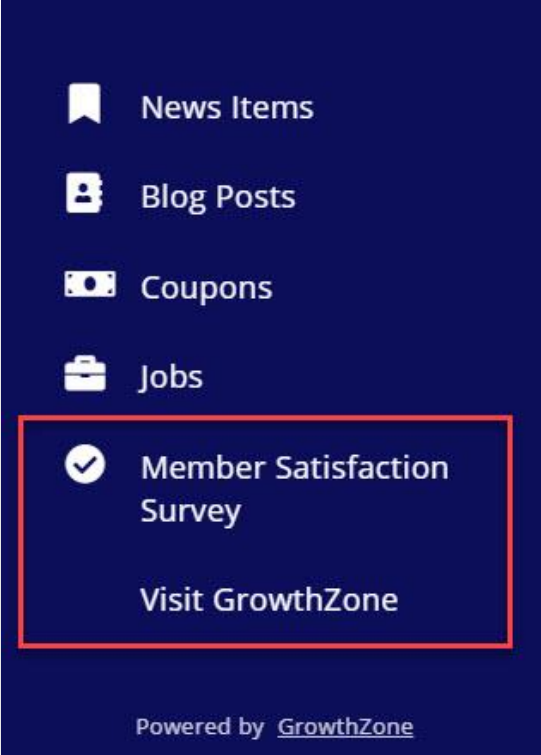
Knowledge Base: Working with Web Content in the Info Hub

Requires subscription to the Web Content module

Info Hub - Tour

Links:

These can be links to websites, surveys-anything that exists on the internet.

Info Hub - Management

My Info/My Subscriptions:

General contact info (name, address, phone, email, etc) and subscriptions can be managed in each contact record, on the Overview tab.

Knowledge Base: Managing Your Contacts

Info Hub - Management

My Directory Listings:

Directory listings can be added/edited/deleted in the back office in the Directory Listings section of a contact record.

Knowledge Base: Manage Member Directory Listings

Info Hub - Management

Events:

Most member-submitted events from the Info Hub must be approved by staff in the Events Module.

Staff can receive notifications when events are submitted for approval.

Knowledge Base:
Subscribe to Automated Staff Notifications

Info Hub - Management

Forum:

If needed, staff assigned as Moderators can delete topics and delete comments.

Knowledge Base: Working with the Forum

Info Hub - Management

- **Continuing Education**:**

The Info Hub visibility/function of this module is wholly controlled by the access assigned for Continuing Education in each access level.

Knowledge Base: Continuing Education

**Requires subscription to the Continuing Education module

Info Hub - Management

Directory:

Directory listings are controlled by the Directory Display levels assigned to each member/membership type.

Knowledge Base:
[Set Up Directory Display Settings](#)

Info Hub - Management

Resources:

In the back office, staff can add/edit/delete/create links to Resources via the Cloud module.
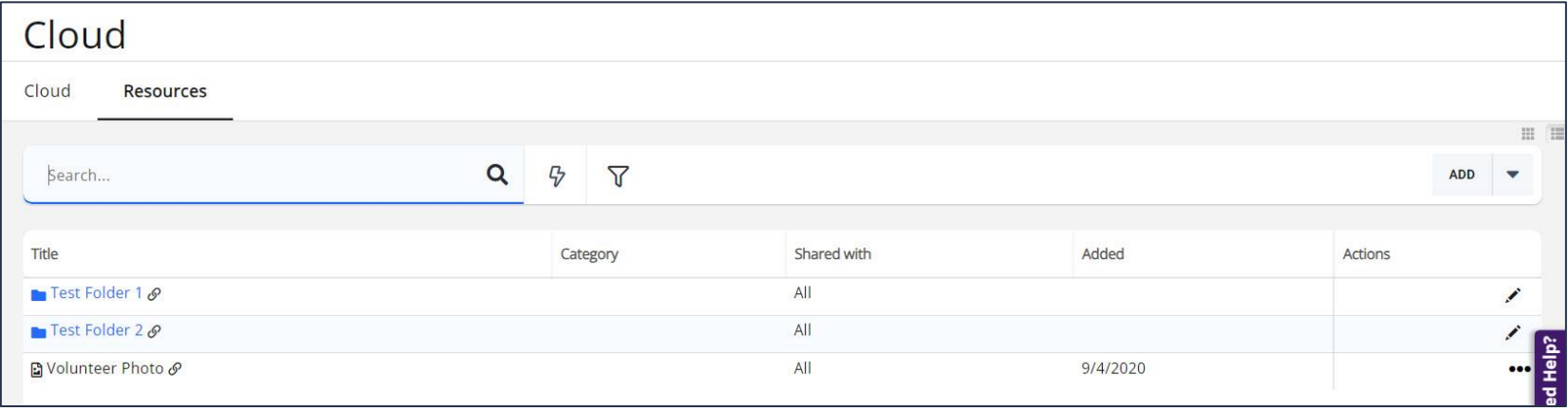
Knowledge Base: View/Add Info Hub Resources via the Cloud

Info Hub - Management

Resources:

GrowthZone can track resources accessed in the Info Hub to see which are the most popular, which contacts or organizations are using them, and which resources are being accessed and when.**

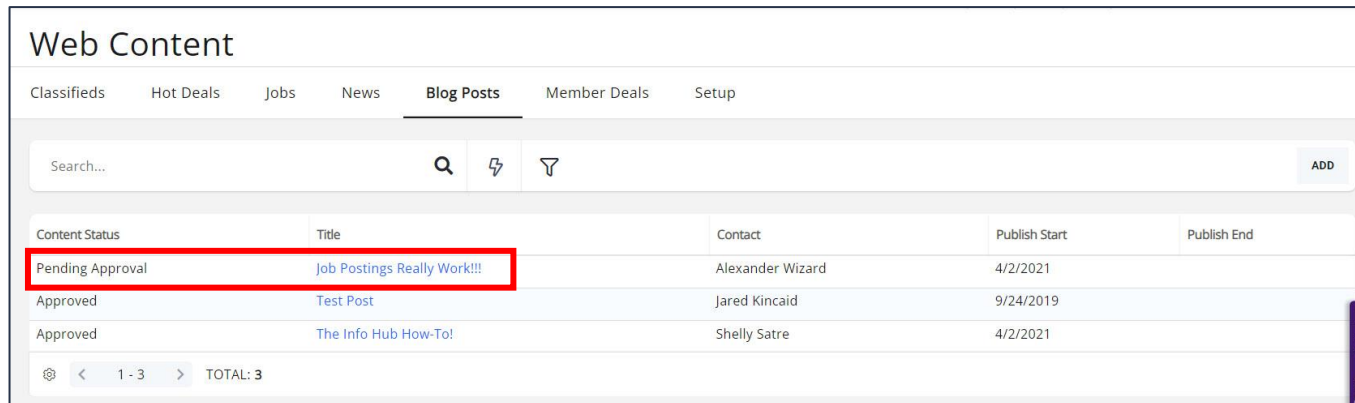

Knowledge Base: Info Hub Resource Tracking

The Metrics Module must be enabled in order to provide resource tracking. **Contact the Engagement Team if further information is needed.

Info Hub – Management

Web Content**:

Most content submitted by your members will need to be approved by staff in the back office.
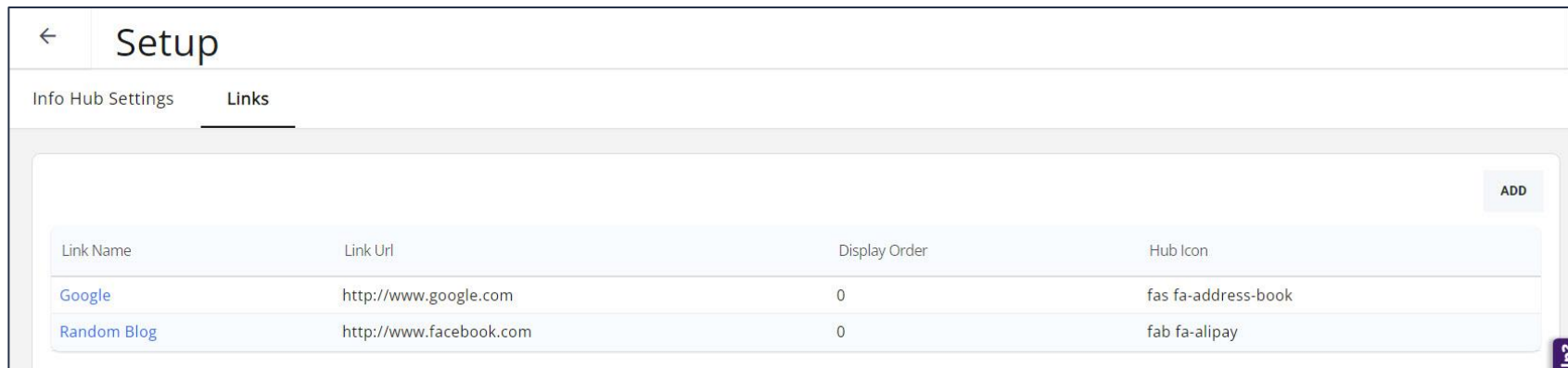

Knowledge Base: Approve Web Content Submissions

**Requires subscription to the Web Content module*

Info Hub - Management

Links:

You can add as many links to your Info Hub navigation as you like- if it's on the internet, you can add a link to it here.

Knowledge Base: <u>Add Links to Info Hub Navigation</u>

Questions?

Training and Support

Customer Service Hours:

Phone: 7 a.m. – 5 p.m. CT (Monday, Tuesday, Thursday, and Friday)

800.825.9171, Option 4, then Option 2

Chat: 7 a.m. – 6:45 p.m. CT (Monday, Tuesday, and Thursday)

7 a.m. – 4:45 p.m. CT (Friday)

Online Support Documentation: GrowthZone Knowledge Base »

Online Training Calendar: Training Event Calendar »

Live Chat: GrowthZone Support Portal (chat on far right) »

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