

How do I Login?

Students, faculty/staff can log in by visiting <https://orgsync.com/login/university-of-north-carolina-charlotte>
Use your Niner-Net Login credentials. First-time users will be directed to set-up their Registration Form profiles.

How do I update my Account Profile?

- Clicking the gear icon top right of your screen, select 'Manage Account'
- Phone number, email and other aspects can be changed
- Add cell phone number to receive texts – keep in mind your number can remain private (no one can view it but you can still receive texts from groups you're a member of).

How do I join a club?

- Click Join a Club - Browse for Orgs. by category, name or keyword.
- Click Org. button to join. (**Join now** - on left toolbar)

How do I communicate to other Members?

- Located on the left menu of your Organizational page - click 'Communication'
- Choose messaging, discussion form, news post or texting (Note: there may be a cost for texting)
- Messages - to access your message, click the mailbox icon (top right of your screen, left of gear, click go to inbox (system also sends message to your email).
- To send message, click the mailbox icon on top right and go to inbox, click send messages icon, choose Orgs by dropdown and members by clicking on names and send.

How do I view all my Organizations?

1. In one of your Orgs. click People, click on your name, click on memberships

How do I gain admin status to create a an Organization?

- a) Join group & access as a member
- b) Go to People, click on member
- c) Click on Permissions & Click on Profile
- d) Click on Manage, click Administrator

How do I create an Event?

1. Find the group you are assigned 'Administrator' for, go to left menu, click events?
2. Click 'Create Event' on right sidebar
3. Fill in blanks with basic information (add a photo to better illustrate the event)
4. Decide who can see the event (selected groups for mixers/Greek Life/Colleges)
5. Decide who can participate and Max Number of People (RSVP or invite only; are waivers/registration needed, etc.)
6. Post Assessment (require reflections or learning outcomes) and Submit

For Administrators.....

How do I promote posts to the community home?

- Accessible to administrators only, check administrator status by clicking the Pantheon icon in the top right, if so post event. Posts can only be removed by Community Administrators

How do I promote/share an Organizational Event to Facebook / Twitter?

- Create the event! After event is created, approval status is shown on your organizational feed.
- To promote the event on the community homepage click 'promote' below the event name. A pop up with a banner will open – edit to your own specifications and submit.
- To share the event select 'Generate QR Code', 'Share on Facebook', or 'Post to Twitter' from the 'Share' button top right on screen.

How do you change (Group Type) – Member to an Officer?

- In OrgSync, go to your organization's page
Make sure the new Officer is a member of the group by clicking on the People link.
Click "Settings" in the lower-left corner. Navigate to "Organization Information" Update the Officer contact information.

How do I create a Form?

- Forms can be created for nominations, elections, or just generic questions to your organization.
- Features including creating applications and the ability to add instructions or specific questions. You can even upload your resume!
- After you receive the forms, you can view them online, export them individually to a PDF, or export the entire set to an Excel file.
To access form ... Click 'Forms' located on the left menu of your Org. page, follow instructions.

How do I save a File?

- You can create a folder that is personalized to your group and that is only viewable by your membership.
Add a file to a specific folder or just in the general file folder located on the left menu of your Org. page click 'Files', follow instructions.

How do I add something to the calendar?

1. Go to the **Calendar** module on organization's left side toolbar
2. Click the grey top box on the day you would like to add an event.
3. Select the green **Create Event** button and follow the event creation process.
4. Also go to the **Events** module and click **Create Event** in the top right of that interface.

Where do I find Information about portal features?

- For examples on how to create: (Photos, to do Lists, photo albums, videos, etc.) **Portal Features Training Help:** [click here](#)

How can I create a website for my organization?

- Organizations can utilize the website builder as an administrator of a group by clicking "Website" tab within the group's page. You will see a new webpage and develop menus and content.

How do I find more resources to create our organization website?

Website Builder Help: [click here](#) - examples on how to create: (menus, content, upload photos, postings, etc)
[Example website click here](#)

Should you need Website Builder Training Webinar [click here](#)

Should you need assistance building your site, contact UNCC staff at or FrankHogan@UNCC.edu
or [OrgSync](#). at 1-866-674-7962 or [OrgSync Help](#)

Why is my website is not working?

Click on the website from your organization's left hand toolbar. Next, check the name of your website's homepage. It must be titled home in all lowercase, or else the website will show up blank.

Additional Q & A

Type questions in this [Search box](#)

Help and Support

For help and support, go to the settings (gear) Icon on top tool bar far right or

[Email a Question](#) or contact Org Sync: 1-866-674-7962