

Introduction to CARRA Chatter

Goals of CARRA Chatter

Chatter is an addition to our *Membership Portal* website that will replace LISTServs and centralize communications between workgroups, committees, and staff in one location. We are beginning to move information from our existing Wiki to new platforms, including Chatter. CARRA Chatter is our first step of a new Membership Communications Plan.

While Chatter is a big change to CARRA's communication strategy here are some key points to keep in mind on this update:

- **Chatter isn't "another" app, while hosted on our Membership Portal you will still have the ability of communicating with groups entirely through your email.**
- **CARRA Chatter will not introduce more notifications to your email box: It will have the same notification frequency as the current LISTServs with the ability to reduce these by setting Daily or Weekly Digests.**

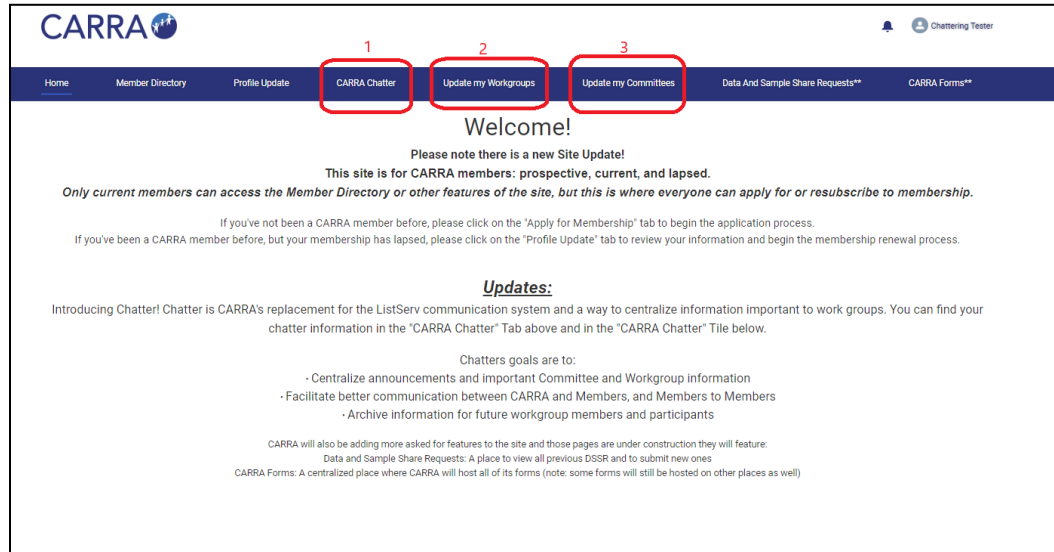
Below are some of the key issues with LISTServs and Chatter's ability to address them.

LISTServ	Chatter
<ul style="list-style-type: none">● Attachments getting caught in spam filters and lost	<ul style="list-style-type: none">● File upload area with version control
<ul style="list-style-type: none">● Manual process joining / leaving a email distribution list	<ul style="list-style-type: none">● The membership portal now hosts all workgroups and committees and members can join / leave groups whenever they need
<ul style="list-style-type: none">● Long email chains / an abundance of notifications	<ul style="list-style-type: none">● Ability to manage notifications and receive daily and weekly digests
<ul style="list-style-type: none">● Missing Discussions Context	<ul style="list-style-type: none">● Archives important discussions, features a search bar to find important topics and files
<ul style="list-style-type: none">● Information getting lost in emails	<ul style="list-style-type: none">● Groups feature a search bar for finding past information

Logging into the Member Portal Site

The Member Portal site has been updated to include CARRA Chatter and Updating Workgroups / Committees.

1. In order to access CARRA Chatter please log-in to the CARRA [Member Portal site located here.](#)



1. CARRA Chatter	Home of all the Groups
2. Update my Workgroups	Members can automatically update their workgroup participation here
3. Update my Committees	Members can automatically update their committee participation here

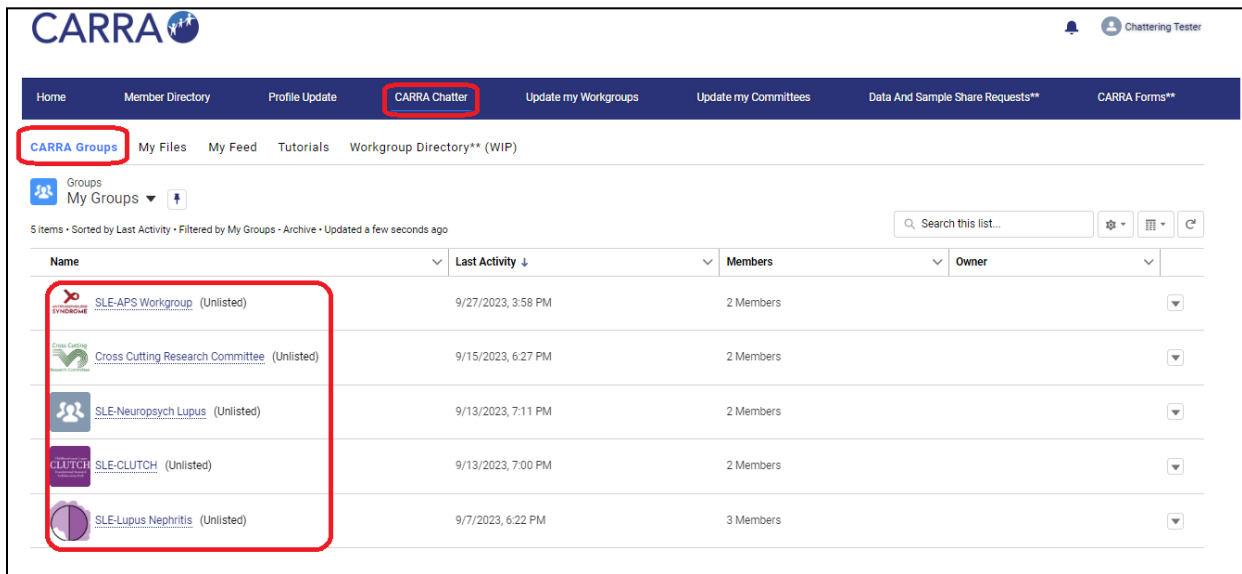
Overview of Chatter

Chatter is a mix of LISTServ communications, and Wiki pages. It has the ability to host important day-to-day information (Meeting information, meeting notes, presentations, important announcements, resources). As well as facilitating simplifying and streamlining all communications previously done through LISTServs.

Click on the “**CARRA Chatter**” in the member profile to access all your groups:

1. CARRA Chatter

1.1. Members will see all workgroups / committees they are part of. (*Test groups will only see that test group for now*)



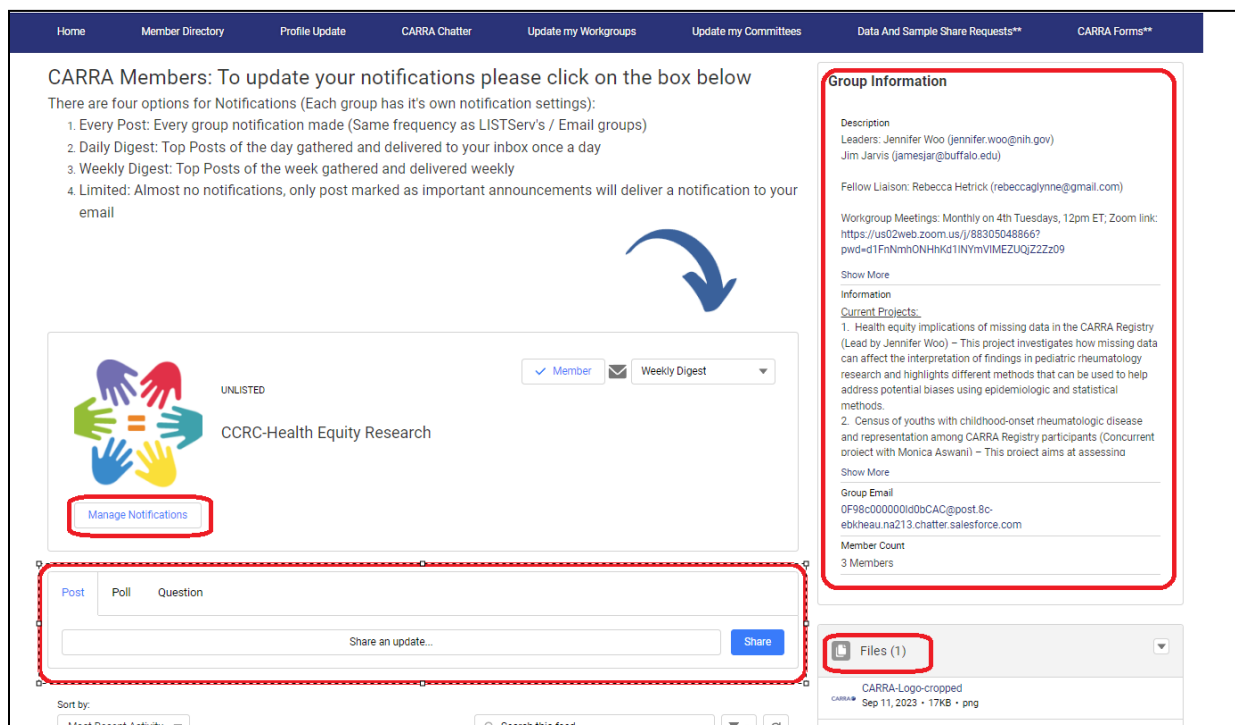
1.2. Clicking on any group name will take you to the group home page.

1.2.1. There are four ways of communicating within groups:

Announcements	Reserved for work group leaders and very important updates, creates and pins an announcement to the top of the group and sends out a email notification to all members (regardless of notification settings)
Post	Main communication feature, same as drafting an email.
Poll	A simple poll creates different choices and has members vote on them.

Question	Similar to Stackoverflow or Quora, members can ask a question and then pin the best answer (reply) to the top.
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- 1.2.2. The right hand side “Group Information” can be edited by group leaders to host whatever information they would like, the “Description” area hosts important group information (Leaders info, meeting times / links)
- 1.2.3. The group email: This the email address you can save to your address book to communicate to all workgroup members entirely through your email. Think of it as the same as saving a LISTServ email address.

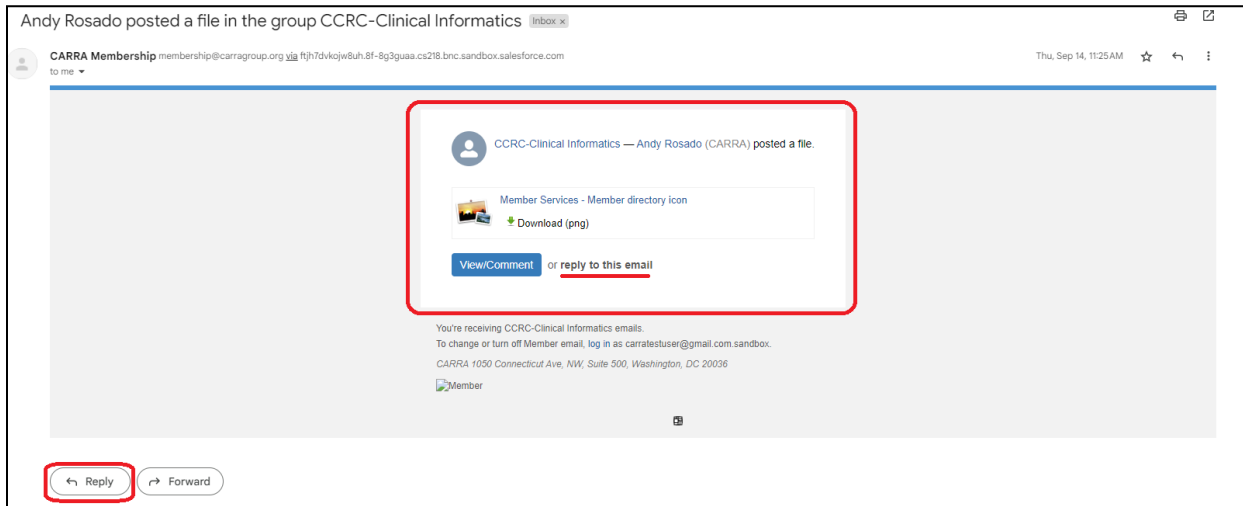


Communicating with Chatter Directly Through your Email

Part of Chatter’s standard functionality is the ability to post (or reply to email) directly to groups, this is the same functionality currently used by our ListServ.

There is two main ways of communicating with Chatter directly through your email:

1. Replying directly to any email notification that comes from groups, will automatically create a post / send out a reply email.



2. Adding the “**Group Email**” as a contact in your address book and directly emailing them like you would a ListServ Address.
 - a. Every group also has a corresponding email address displayed in the **Group Information** on the right side of each group page. Adding and emailing this address will automatically create a post / email notification to your group.

Group Information

Description

Chair: Tova Ronis (tronis@childrensnational.org)

Vice Chair: Peter Chira (pchira@health.ucsd.edu)

Committee Meeting: Contact committee chair for information.

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Information

Committee Purpose: The CCRC is dedicated to advancing research in areas that cross disease groups and apply to care of pediatric patients with various rheumatic diseases.

Group Email

0F98c000000ld3mCAC@post.8c-
ebkheau.na213.chatter.salesforce.com

Member Count

2 Members
