

# Process Guidelines for Technological Issues

## Registering yourself on the USSF Website

## NOTES

The USSF website has various levels of permission depending on what work you will be performing on the website and for the USSF. In order to get those certain access privileges, the first step is to register on the site.

0. Go to the homepage (<http://www.ussf2007.org>) and on the upper left hand side of the screen, you will see a place to register or to log in. Press either one of those.
1. When you register for the site, remember to give us enough of an idea of who you are and what you will be doing in the space where you are asked to introduce yourself so that the tech team can determine which access privileges to give you.
2. After registering, email your username and what access you will be requiring to: [webcontent@ussf2007.org](mailto:webcontent@ussf2007.org). When we get your email, we will set you up with the privileges you are needing.

## Adding Content to the Website

**The tech team is not capable of adding content to the website for each program area.** We have created a tutorial that will guide program groups through the process of adding pages to the website and linking to them. This guide is comprehensive, and easy to follow. It is at:  
[http://www.ussf2007.org/files/ussf\\_adding\\_content.pdf](http://www.ussf2007.org/files/ussf_adding_content.pdf).

We recommend that each program group designate one or two people who will learn that process, and add their content to the website for their groups. This is a learning process, and it is good for there to be one or two people who are responsible for learning this process, and performing this function for the group. If that person also becomes the Tech Team liaison (which is discussed further down in this document), that would also be good.

If you have any questions about this process, please email:  
[webcontent@ussf2007.org](mailto:webcontent@ussf2007.org).

## **Submitting a Tech Request or Need**

## **NOTES**

**Once registered on the site**, you will notice that on the list of links on the left hand side of your screen, there is an option to **'Submit a Tech Request'**. This is the best way to let the tech team know what your needs are, as we have a process in place to actively track these requests.

Please remember to be as specific as possible. The clearer and more specific you can be, the less time we have to spend tracking you down and asking questions, and the more likely it is that we will be able to complete your needs in a timely fashion.

## **One Representative from Each Workgroup**

Another way to interact with the Tech Team is to join our meetings which happen at 4pm EST on Sundays. We use a 'SILC' channel, which is a fancy kind of chat room. Full Instructions for how to download and configure the software to be able to join us are at: **[www.ussf2007.org/ict](http://www.ussf2007.org/ict)**.

The first hour of every meeting will be designated for a representative from any workgroup to ask questions, make requests, or otherwise get involved with our processes.

**We RECOMMEND that each workgroup designate one person who will be responsible for interactions with the Tech team.** Please have this person email [ana@jellobrain.com](mailto:ana@jellobrain.com) and introduce themselves to me so that I can work with that person on creating a working relationship and bridge with the tech team. This way, we can get to know that person, and build trust and understanding with that person, who can then take that knowledge back to the Workgroup Team.

\*If you have specific questions, you can also email: [tech@ussocialforum.org](mailto:tech@ussocialforum.org). We recommend not emailing Tech Requests to us in this fashion, because the likelihood that we will be able to get to them increases significantly if you follow the procedures for making a tech request as we are able to track requests that come into us much better this way.