KING'S CONNECT
USER GUIDE

Forever King's
Your global alumni community
King's alumni office | forever@kcl.ac.uk | kcl.ac.uk/alumni

CONTENTS

1. MY PROFILE

WHAT INFORMATION APPEARS ON MY PROFILE?

- Your profile will contain the following information: your first and last name; your profile photo; current job title (if applicable); the company where you currently work (if applicable); your affiliation(s) to King's; Edit Profile button (Message button for other users, if they are allowed to message you); other contact options you have added: Skype, Send calendar invite, Google Hangouts, Facebook Messenger, Links to your Facebook profile, LinkedIn profile, Instagram, Twitter, YouTube and Flicker; link to your Settings page; Summary & Education.

- If you registered with LinkedIn or later synced your LinkedIn profile, your LinkedIn summary will pull into your profile automatically. You can also edit your profile to add a summary.

HOW DO I CHANGE MY PROFILE PHOTO?

- To change your profile photo, go to Edit Profile.

- This page can be reached from your profile page or by clicking on the arrow next to your profile picture in the header.

- Step 1: click on your current photo (or the default icon).

- Step 2: choose a file to upload; maximum file size is 10MB.

- Step 3: adjust the photo, if desired.

- Step 4: click Save.

HOW DO I EDIT MY AFFILIATION?

- Your affiliation, selected at registration, can only be edited by a platform administrator.

- To change, remove or add an additional affiliation, please contact the Alumni Office.

HOW DO I EDIT MY PROFILE INFORMATION?

- You can edit your profile at any time, and you can share as much or as little information as you wish.

- Your Edit Profile page can be reached from your profile page, or by clicking on the arrow next to your profile picture in the header.

- Company: you can choose a company from the default list; if your company does not appear, you can add a new company to the list. It is important to spell your company name the same as others from your company, so that others can easily search for you in the directory.

- Job Title: this is a free text field.

- Industry: you can choose one or more industries from the default list. Your industry is generally based on the company where you are currently employed.

- Summary: if you registered with LinkedIn or later synced your LinkedIn profile, your LinkedIn summary will pull into your profile automatically. You can also edit your profile to add a summary.

- Email: your email address will not be visible to others. If you would like to update your email address, you can do so in your Account Settings.

- Phone: this is a free text field. If you do not want other users to see your phone number, you can hide it in your privacy settings.

- Website: this field is for you to promote your personal or business website. You should enter the full url of your website.

- Location: your location will show, but this will just be your general location i.e. country, state and city. Your home/mailing address is only visible for administrative purposes and will not be shown to other users. If you do not want your location information to appear on your profile, you can edit your privacy settings accordingly.

- Instagram, Flickr, Twitter & YouTube: add a link to your social media accounts to allow others to follow you or subscribe to your channel.

- Skype: to allow others to chat or video conference on Skype, add in your Skype username.

- Facebook Messenger: to allow others to chat with you on Facebook, add your Facebook username, which can be found at the end of the url of your Facebook profile.

- Offer/Seek help & Offer/Seek Mentoring: you can opt in to help others or offer mentoring, or you can ask for help or mentoring. Simply tick the boxes that apply.

- Education: this section will contain your degree information. You can add multiple degrees if relevant, by clicking on the Add Degree button, but only degrees from King's should be added in this section.

- Other Education: if you have a degree, or other qualification, from an outside institution, this information can be added in this section of your profile. You can add multiple degrees by clicking on the Add Degree button.

- Experience: if you registered with LinkedIn or later synced your LinkedIn profile, your work experience will pull into your profile automatically. You can also manually add your previous positions.

- When you are finished editing your profile, make sure to save all changes.

2. MESSAGING

HOW CAN USERS CONTACT ME?

- To maximise opportunities for networking on the platform, there are a number of ways for you to contact others, and for them to contact you. You can edit your privacy settings and decide who is able to see your contact details and how users can contact you.

- Skype & Facebook Messenger: connect easily with others by adding Skype and/or Facebook Messenger to your profile. Add your Skype and/or Facebook user name in Edit Profile to enable these options.

- Google Calendar Invite: if another user has joined the platform with their Google account, they will be able to send you a calendar invite. If you only want to receive meeting invitations from certain users, you can edit your permissions in your privacy settings.

- Social Media Links: if you would like others to connect with you on social media, you can add links to your Facebook, Twitter, Instagram, YouTube and Flickr Accounts. If you joined the platform with LinkedIn, the LinkedIn icon will also show.

- Chat Messaging: depending on the admin settings, users will be able to send you a chat message from your profile page. This message will show in your Messages, you will also receive an email notification when a message has been sent to you.

HOW DO I SEND A MESSAGE?

- You can message users directly from their profile page, or through the chat messaging interface.

- To send a message from the user's profile: click on the message button.

  - o Note: If a user does not have a Message button on their profile, it means that you do not have permission to message them.

- Type in the message (and add an attachment) and click Send.

- The message will appear in your Messages and the user will receive an email notification.

- Users may opt out of receiving the email notification and may be slower to respond as a result.

HOW DO I START A CONVERSATION IN CHAT?

- Click on the new message icon.

- Type the name of the user you want to message and select the user from the dropdown.

  - o Note: Only users that you are allowed to message will appear.

- Type in the message (and add an attachment) and click Send.

- The conversation will be appear in your Messages and the user will receive an email notification.

  - o Note: Users may opt out of receiving the email notification and may be slower to respond as a result.

WHERE CAN I VIEW MY CONVERSATIONS?

- Once you have messaged a user, or sent a Help request or offer to a user, the conversation will appear in your Chat Messaging.

- If a conversation is a deleted, or the person you are messaging no longer has an account on the platform, the conversation will no longer appear.

HOW DO I DELETE A CONVERSATION?

- To delete a conversation from your Messages, select the conversation from the left column.

- Click on the delete icon.

- Confirm your action.

  - o Note: The conversation will only be deleted from your Messages and not from the other user's.

HOW DO I MARK A MESSAGE AS UNREAD?

- To mark a message as unread, select the conversation from the left side column.

- Click on the open envelope icon.

- The conversation will not appear bolded and you will have a notification circle on the Messages icon.

3. SETTINGS

WHAT ARE MY SUBSCRIPTION SETTINGS?

- If you registered your affiliation as alumni, you would have been asked to opt into external communications from the Alumni Office.

- These opt-ins can be edited in your Subscription settings.

  - Note: In compliance with data protection laws, you are able to opt in or out of all options at any time.

HOW DO I SUBSCRIBE TO AND UNSUBSCRIBE FROM NOTIFICATIONS?

- You can subscribe to and unsubscribe from notifications in the Notifications section of your Settings. By default, all notifications are on.

- This page can be accessed directly from your profile page or the drop down menu in the header.

HOW ARE USERS NOTIFIED OF ACTIVITY?

- There are a few different ways in which you are notified of relevant activity on the platform:

  - On-screen notifications: these notifications will appear when you click on the bell icon in the header.

  - Widgets in your Feed: when you are invited to an event etc., you will see that activity as part of your Feed.

  - Email notifications: in order to keep you up-to-date and allow you to respond to others in a timely fashion, there are select notifications that are sent via email.

  - Mobile push notifications: if you log into the platform from your mobile phone, you will be able to receive notifications on your phone.

- To turn a notification on or off, simply move the toggle.

WHAT IS PERSONAL ACTIVITY?

- In this section, you can tweak your email and mobile notifications for the following:

  - Someone sent you a message.

  - Someone commented/liked your post.

  - Someone commented/liked a post you've commented on.

  - You've been tagged in a photo/post.

WHAT IS GENERAL ACTIVITY?

- In this section, you can tweak your email and mobile notification settings for the following:

  - Event invites and reminders: when you are invited to an event, you will receive an invitation, with a link to register.

  - Activity digest: this is a summary of activity of the platform that is customised based on your settings and groups. The activity digest is a great summary of activity on the platform that is sent out between once a week and once a month.

  - Platform announcements: this notification setting refers to bulk messages sent out by the platform administrators.

HOW DO I EDIT MY PRIVACY SETTINGS?

- To edit your privacy settings, go to the Privacy section of your Settings page.

- This page can be accessed directly from your profile page or the drop down menu in the header.

- For each of the settings on the Privacy Settings page, you can decide who is able to see your information or contact you:

  - All: when the option is set to All, all users will be able to see this information, or contact you in this way.

    - Note: Admin settings may prevent all or certain users from seeing this information.

  - Mentoring Relationships: when this option is selected, only users who are in a mentoring relationship with you, will be able to see this information or contact you in this way.

  - Hide: this option will hide your details/contact method from all users.

    - Note: Admin will be able to see all information that you have entered in your profile.

WHO CAN SEE YOUR PHONE NUMBER?

- Your phone number will only appear on your profile if you added it to your profile.

WHO CAN SEE YOUR EMAIL ADDRESS?

- Your email address will appear on your profile but it will not be visible to other users.

WHO CAN SEE YOUR LOCATION (CITY, STATE AND COUNTRY) ON YOUR PROFILE?

- Your city, state and country (never your exact address) appears on your profile. In addition, users are able to search by location in the directory to find mentors and connections in their area.

SOCIAL MEDIA MESSAGING?

- We encourage you to add social media messaging options to your profile. This will allow options when communication with your mentor or mentee.

WHO CAN CONTACT YOU VIA SKYPE?

- This option allows users to chat or video call you on Skype.

WHO CAN CONTACT YOU VIA FACEBOOK MESSENGER?

- This option allows users to message you on Facebook - you do not have to be Facebook friends with the other person for this to work.

WHO CAN CONTACT YOU VIA GOOGLE HANGOUTS?

- This option allows users to chat or arrange a video conference with you via Google Hangouts.

WHO CAN SEND YOU A GOOGLE CALENDAR INVITATION?

- If another user joins the platform with Google, or adds Google as a login method, they are able to send Google Calendar invitations to other users.

HOW CAN I ADD LINKEDIN, GOOGLE AND FACEBOOK LOGIN?

- If you registered with Email, the advantages of adding social sign-on are one click log-in so no need to remember an extra password.

- If you add LinkedIn Login, it will pull in your LinkedIn summary and work experience to easily bulk up your profile.

- If you add Google login, it allows you to send calendar invites to other users, particularly helpful for mentors and mentees to easily arrange a time to connect.

- To add an additional login method, go to your Account Settings, which can be accessed directly from your profile page or the drop down menu in the header.

- To add another login method, simply click on the Connect button and enter your authentication details.

- If you later make changes to your LinkedIn profile, you can Re-sync your profile to pull in a new profile picture, summary and updated work experience.

HOW DO I DELETE MY ACCOUNT?

- To delete your account from the platform, go to your Account Settings page.

- This page can be accessed directly from your profile page or the drop down menu in the header.

- Click on the Delete Account button at the bottom of the page.

- Confirm that you would like to delete your account.

  - o Note: Once your account is deleted, you will no longer have access to the platform, and will need to re-register if you wish to join again in the future. Any content you have posted or messages you have sent will also be deleted.

HOW DO I CHANGE MY EMAIL ADDRESS?

- If you would like to change the email address associated with your account, you can do so from the Settings section. We recommend using an email address that you check frequently, so that you receive all relevant notifications.

- Your settings can be accessed from your profile, or from the drop down menu in the header.

- In Account Settings, edit your email address and click Save; an email will be sent to the new email address to verify.

- If you did not receive the email, please check your Spam folder, or resend the email.

- Once your email has been verified, you will see the new email address on your Account Settings page, and all communications from the platform will go to the new address.

4. FEED

All users can post messages, photos and upload documents to the feed.

HOW DO I POST A MESSAGE?

- To post a message, type or paste your text into the input field.

- You can enter up to 4000 characters.

HOW DO I UPLOAD AN IMAGE?

- To upload an image, click on the Upload Images button and select your images.

- You can add up to 20 images in a post.

- Your images will preview on the post and you can delete them or upload more images.

HOW DO I UPLOAD A FILE?

- You can upload up to 5 files to the feed in a post.

- Your files will preview on the post and you can delete them or upload more files.

HOW DO I TAG SOMEONE?

- If you want users to get a notification that the post is relevant to them, you can tag them in a post.

- Click on the Tag people button and then type in the name(s) of the user(s) you want to tag.

WHAT ARE THE PRIVACY SETTINGS?

- You can choose to make your post visible to only some affiliations, if the content is only relevant to a segment of the platform.

- By default, all affiliations that are able to view the feed page, are able to view your post.

  - Note: If you post in a group and to the main feed, there may be user types who would not otherwise see your post in a group, who will see it on the main feed.

5. DIRECTORY

HOW DOES THE FREE TEXT SEARCH WORK?

- The free text search in the directory will search user's entire profile, including free text fields. The results will filter as you type.

- Results can be displayed alphabetically or by who most recently joined the platform.

HOW CAN I FIND USERS WHO ARE WILLING TO HELP?

- To find users who have indicated that they are willing to help, search the Get Involved section of the directory for users who are offering help.

- Users who are willing to help will have a coloured banner on their profile.

- Click through to their profile to ask for help.

- Your help request will appear in your Messages.

HOW DO I FIND USERS LOOKING FOR HELP?

- To find users who are looking for help, search the Get Involved section of the directory for users who are Seeking help.

- Click through to their profile to offer help.

- Your help offer will appear in your Messages.

WHAT IS THE "INSTITUTION NAME" SEARCH?

- The name of this section shows the name of your institution.

- This section contains fields related to your institution, e.g. Degree, graduation year, etc. It may also contain more general fields, such as skills and interests.

HOW DO I SEARCH BASED ON PROFESSIONAL INFORMATION?

- To search for other users based on their current professional details, go to the Work Experience section of the directory.

- You can search for other users based on their current Company, Industry and Job Function. If you would like to search based on job title, which is a free text field, you can filter results with the free text search.

WHAT IS THE "EDUCATION" SEARCH?

- Depending on your institution's settings, you may have a section in the directory called Education.

- This section corresponds to the Other Education section in your profile. You can add your own education information from other institutions, and search the directory based on (usually) degree, field of study and graduation year.

WHAT IS THE "MY CLASS" FILTER?

- If you have an affiliation that has been assigned a class, usually only for alumni and students, you will see the My Class filter in the directory.

- This pre-defined filter will show others on the platform who were in your class.

- You will also see your classmates in the widget in your Feed.

WHAT IS THE "MY LOCATION" FILTER?

- If you have entered your location into your profile, you will be able to easily find others in your city with the My Location search.

- The directory will only show location on a city, state and country level (never home address) for those users who have not opted out of showing their location.

WHAT IS THE "MY INDUSTRY" FILTER?

- If you have entered your industry in your profile, the My Industry filter will show others in the same industry.

WHAT IS THE "MENTORS" FILTER?

- Depending on your institution's settings, you will see the Mentors tab.

- The users who appear in this section are available for mentoring. Click through to their profile to send a mentoring request.

- If you have multiple industries, the filter will show other users from any of your industries.

6.   HELP

HOW DO I SEND A HELP REQUEST?

- You can search the directory to find someone who is willing to help in the area that you need.

- Click through to the profile of the person who you are requesting help from; then click on the Request Help button.

- Select the area in which you would like help.

- Write a cover message, including some background information and a clear explanation of how you would like their help. A user is more likely to help you if you write a good cover message. When you are done, click Send.

  o   Note: Your help request will be visible in your Messages.

- You will receive a notification when they reply, and will be able to continue the conversation in Messages.

HOW DO I SEND AN OFFER OF HELP?

- If you would like to offer your help to another user, you can search the directory to find someone who is seeking help in the area that you have expertise.

- Click through to the profile of the person who you are offering help to; then click on the Offer Help button.

- Select the area in which you would like to offer help.

- Write a cover message, including some background information and a clear explanation of how you are able to help. When you are done, click Send.

  o   **Note:** Your help offer will be visible in your Messages.

- You will receive a notification when they reply, and will be able to continue the conversation in your Messages.

7.   MENTORING

WHERE DO I EDIT MY MENTORING SETTINGS?

- Your mentoring settings can be edited from your Edit profile page.

- You can edit your settings to reflect how you can offer help and/or mentoring to others and if you are seeking help and/or a mentor.

HOW DO I OFFER TO MENTOR ANOTHER USER?

- If you would like to offer to mentor another user, you can search the directory to find someone who is seeking mentoring in the area that you have expertise.

- Click through to the profile of the person who you are offering mentoring to; then click on the Offer Mentoring button.

- Select the area in which you would like to offer mentoring.

- Write a cover message, including some background information and a clear explanation of how you are able to help. When you are done, click Send.

    - Note: Your mentoring offer will be visible in the Pending section of the Mentoring section.

- You will receive a notification when they accept or decline your mentoring offer; the user will then appear in either your Current Mentors or Declined section of Mentoring Relationships. If you sent the mentoring offer in error or the person has not responded, you can cancel your offer in the Mentoring Relationships section.

HOW DO I SEND A MENTORING REQUEST?

- If you would like to find a mentor, you can search the directory to find someone who is offering mentoring.

- Click through to the profile of the potential mentor; then click on the Request Mentoring button.

- Select the area in which you would like to request mentoring.

- Write a cover message, including some background information and a clear explanation of how you are looking for help. When you are done, click Send.

    - Note: Your mentoring request will be visible in the Pending section of the Mentoring section.

- You will receive a notification when they accept or decline your mentoring request; the user will then appear in either your Current Mentors or Declined section of Mentoring Relationships. If you sent a request in error, or the person has not responded and you would like to cancel the request, this can be done from the Mentoring section.

CAN I CANCEL A PENDING MENTORING REQUEST/OFFER?

- If you have sent a mentoring request or offer in error, or the person you sent it to hasn't responded, the request or offer can be cancelled from the Mentoring section of the platform.

- Your sent requests that are still pending, will appear under the Pending tab in the Sent box.

- Click on the Cancel Request button and then confirm.

- The user will not be notified that you have cancelled the request, but will be able to view it under their Cancelled tab.

HOW DO I ACCEPT/DECLINE A MENTORING REQUEST/OFFER?

- If you have been sent a mentoring request or offer, the request or offer can be accepted or declined from the Mentoring section of the platform.

- Your received requests/offers, that are still pending, will appear under the Pending tab in the Received box.

- Click on the Accept or Decline button and then confirm.

- Accepting: When you accept a mentoring request/offer, you will be able to view your mentor/mentee in the Current tab. Consider sending a message to your new mentor/mentee to set up a time to introduce yourselves.

- Declining: When you decline a mentoring request/offer, you are able to edit the message being sent.

- The user will be notified that you have accepted/declined their request/offer, and you will see them in either your Current or Declined tab.

8.   GROUPS

HOW DO I JOIN A GROUP?

- Groups that you are not a member of will appear in the All Groups section of Groups.

- To join a group, click into the group and then click on the Join button.

- Open groups: if a group is open, you will have immediate access to the group content, and will be able to participate in the group discussion.

- Closed groups: if a group is closed, you will need to be approved by an admin before accessing the group. You will receive an email notification when your application has or has not been accepted.

HOW AM I ADDED TO A GROUP?

- When creating a group, users are able to filter which users of the platform should be automatically added to a group.

WHICH GROUPS AM I A MEMBER OF?

- The groups that you are a member of will be displayed in the Your Groups section of the Groups page.

- You can also view and join other groups, which are visible in the lower section of the page.

WHO CAN SEE GROUP CONTENT?

- When creating a group, users/admin must select whether a group is open or closed, and whether the group's permissions match the platform permissions, or whether all group members have full permissions within the group:

  - Open group: an open group's content is visible to all users on the platform. User's matching the member settings will be added automatically to the group. Other users will be able to join the group and post content by clicking the Join button.

  - Closed group: user's matching the member settings of the group will be added automatically. Other users will only be able to view the About page of the group. Users can ask to join the group, by clicking the Join button, but must be approved by a group admin.

  - Full Access: if Full access is selected, all members of the group will be able to see all other members and all pages, and can post content in all sections of the group.

  - Limited Access: if Limited access is selected, the group will have the same permissions and restrictions as the rest of the platform.

HOW DO I LEAVE A GROUP?

- If you would like to leave a group, click on the Joined button.

- Select Exit group.

HOW DO I CREATE A GROUP?

- If you have admin permissions to create groups, you will see the New Group button on the main Groups page. Any group created by a user will need to be approved by an admin before it is live on the platform.

- Complete the Group Details: fill in the name, website (optional) and description of your group. These details will be visible to all users on the groups About page. You will also need to add a logo and banner. The logo for groups should be 200 x 200 pixels. Jpeg and png files of up to 10MB are supported. Note: The logo will be cropped to a circle inside the group. The group banner should be 932 x 223 pixels. Jpeg and png files of up to 10MB are supported.

- Click Continue.

- Select the appropriate privacy settings for your group:

  o Open group: an open group's content is visible to all users on the platform. User's matching the member settings of the group will be added automatically to the group. Other users will be able to join the group and post content by clicking the Join button.

  o Closed group: user's matching the member settings of the group will be added automatically. Other users will only be able to view the About page of the group. Users can ask to join the group but must be approved by a group admin.

  o Group members inviting users: you can decide whether users added by current group members should be automatically added to your closed group, or whether they should be sent an invitation inviting them to join.

- Select the appropriate permission settings for your group:

  o Full Access: if Full access is selected, all members of the group will be able to see all other members and all pages, and can post content in all sections of the group.

  o Limited Access: if Limited access is selected, the group will have the same permissions and restrictions as the rest of the platform.

- Click Continue.

- Add members: users can be automatically added to groups, based on the Members settings. You can either add users when setting up the group, or you can add them later from within the group admin. You can also select individual users to be added to the group.

  o Note: Users will need to match all the settings in order to be added. E.g. If you select Business Degree and a specific graduation year, it will only add users who have selected both Business degree and that graduation year.

- When you have selected your filter(s), click Create Group to complete the set-up process.

- You will be notified when your group has been approved.

HOW DO I APPROVE A PENDING USER?

- When a group is created, admin can decide which users should be automatically added to a group. Users who do not fit these criteria can join a group, by clicking on the Join button.

- If the group is an open group, the user will be automatically approved.

- If the group is a closed group, the user will need to be approved by a group admin.

- To approve a pending user, click on the settings cog icon, which will take you to the Approval section of the group admin.

- Select the user(s) that you want to approve and click on the Approve icon.

- The user will receive an email notification that their request to join the group has been approved.

- To approve a member who was previously denied access, click on the Manage button in the Denied users section of approval, and approve them from the pop-up.

HOW DO I DENY A PENDING USER?

- When a group is created, admin can decide which users should be automatically added to a group. Users who do not fit these criteria can join a group, by clicking on the Join button.

- If the group is an open group, the user will be automatically approved.

- If the group is a closed group, the user will need to be approved by a group admin.

- To deny a pending user, click on the settings cog icon, which will take you to the Approval section of the group admin.

- Select the user(s) that you want to deny access to and click on the Deny icon.

- The user will receive an email notification that their request to join the group has not been approved.

- To approve a member who was previously denied access, click on the Manage button in the Denied users section of approval, and approve them from the pop-up.

WHO CAN POST CONTENT IN MY GROUP?

- Only group members can post content in a group.

- In an open group, users who are not members will be able to see all the group's content, but will not be able to like, comment or post. To join a group, users should click on the Join button. In an open group, they will be automatically approved and be able to post; in a closed group they must first be approved by an admin.

- If full access is selected, all members of the group will be able to post content in all sections of the group.

- If Limited access is selected, the group will have the same permissions and restrictions as the rest of the platform.

HOW DO I REMOVE A GROUP MEMBER?

- If you want to remove a member of your group, you can do this from the Members directory. Click on the Remove button located next to each profile.

  o Note: Only group admin will be able to remove group members.

- You will need to confirm that you want to remove the user from your group.

- Users will get an on-screen and push notification that they were removed.

9. EVENTS

WHERE CAN I FIND OUT ABOUT UPCOMING EVENTS?

- All events that users are able to book onto will show on the Events page.

- This page lists all upcoming events but you can also search for events via location or date.

- To find out more about an event, click on the event title. This will take to you to the individual event page and will show you more information such as the date, time, location, description and booking link.

HOW DO I BOOK ONTO AN EVENT?

- To book a ticket, click on the Register button.

- You can do this via the main events page or within the individual event page.

- You will then be asked to fill in your details.

- Once registered, you will receive a confirmation email confirming your booking.

I HAVE A QUESTION ABOUT AN EVENT

- If you have a question about any of the events listed, you can contact the Alumni Office.

- You can find the email and phone number of the Alumni Office in the footer of the landing and registration pages.

- Once logged in, the details can be found in the navigation menu.