VIDEO TUTORIAL

Introduction to your Community [VIDEO 1:51]

GENERAL

I want to join the community. How do I log in?
Go to community.alumni.columbia.edu and log in with your UNI and password.

How can I find or reset my UNI or Password?
You will need your UNI and password to log in to the community and other resources exclusive to Columbia alumni. To find or reset your UNI and password, visit https://alumni.columbia.edu/unis.

Where do I look for other alumni?
You can find other alumni in the "Alumni Directory" section of the community. At this point, the community is focused only on alumni. Faculty, staff, and students are not currently part of the community at this stage, but stay tuned.

How do I share other degrees (non-Columbia) I have received?
Go to the "My Profile" section of the community, and click on "Columbia Information." Click on the "Edit" button in the top right of the page to edit the overall section and add your degrees to "Other Degree Information." After you have filled out what you would like to share, click "Add New" to the left of degree information and "Save" on the top right.
Who do I contact to change my name?
The Registrar’s office requires a notarized affidavit to confirm a name change. Please go to the following link for the appropriate requested form:
http://registrar.columbia.edu/content/name-and-address-changes.
When you have sent in your affidavit please notify the Alumni Center at alumni@columbia.edu and we will be sure to update your name in the system.

Who do I contact with issues regarding my Columbia degree(s)?
If you believe your Columbia degree(s) are listed incorrectly, please contact the Alumni Center at alumni@columbia.edu.

How do I hide my personal information?
When you are in your “My Profile”, click on “Edit” in the “Personal” or “Contact” tabs. Next to each field, you will have the option to change any piece of information to private. Click on the “Private” check box under the information you are reviewing, then click on “Save” to update. The field will no longer be viewable to other alumni on your profile.

How do I know if someone is trying to contact me?
You will receive an e-mail when someone sends you a message within the Community or @mentions you in a discussion.

COMMUNITY EXPERIENCE

What is Community Experience?
When you first log in, you can choose to enter the Columbia Alumni Community for the school you graduated from, or enter a University-wide alumni community. This will take you to the appropriate homepage where you will see information specific to your choice, and search results related to your choice (School-based or University-wide).

How do I switch between my School and the University homepages?
You can change your community experience at any time. Click on the link in the “Alumni Community” drop-down at the top of the page.

MY PROFILE

What is the My Profile section?
The “My Profile” section is your personal information on file with Columbia, and is shared with your fellow alumni per your settings. The goal of your profile is to allow you to share your
personal and professional information with fellow alumni as well as Columbia University.

What is the best way to use the My Profile section?
Make certain you fill in, at minimum, your current location, preferred e-mail address, the “About Me” section, and your current business information. This will allow other alumni to search for you and reach out as appropriate. Other sections, like the “Employment” section, will allow deeper networking opportunities and the ability to create professional connections.

What are privacy settings?
Under each field, you will have the option to make that field private by checking the “Private” box. By checking each box, you are making that section of your profile invisible to the rest of the community.

What are the Subscriptions in this section?
“Subscriptions” allow you to do two things. First, you are able to share with Columbia what you are interested in. Second, you have the opportunity to opt out of certain communications, on a school-by-school basis as well as for the University as a whole.

ALUMNI DIRECTORY

What is the Alumni Directory?
“Alumni Directory” allows you to search for alumni throughout the Columbia University community, utilizing the most popular fields in the directory.

How do I search the Alumni Directory area?
To utilize the “Alumni Directory” section, you may do a quick search on the “Home” using “Find Alumni” OR go to the more detailed “Alumni Directory” page to search for other alumni.

I am moving to a new city. How do I find alumni in my new community?
The best way to search for alumni in your community is to use the “Alumni Directory” feature. This will allow you to look by location information as well as business and industry specific information for those who have shared those details. You might also want to explore the list of alumni clubs at alumni.columbia.edu/clubs to see if one of the Columbia Alumni Association’s (CAA) 100+ regional alumni groups are near you.

I just started a new business. How do I share that with other alumni?
We recommend taking three steps. First, make certain to update the “Employment” and “About Me” section of your profile, so those who are looking for others in your field are able to find you. Second, search for your friends and contacts in the directory to send them private messages. Third, search for, or start, a “Group” in your area, field of interest, or class year to further the conversation about your field. If you have a product or service to offer to fellow alumni, you might want to consider taking out a classified ad in Columbia Magazine.
Why is it taking a long time to pull up any results?
If your search results are not loading, try narrowing the criteria. The tool is intended to help you connect with other alumni directly, and the search function is best used for specific individuals, or people you want to identify by very specific criteria like members of a certain student group, or people at a specific company in a specific city.

How do I follow people?
You can follow fellow alumni in the Community and you will see their activity and be alerted to new posts they add to groups or discussion. If you see something they have posted in your homepage feed or in the Discussion section, you can click on their name and then click the round green plus button to follow them. Alternately, you can search for them using the People Search section and follow them from there.

GROUPS

What is “Groups” and how do I use it?
Found within the “Discussion” tab, there is a space built within the walled garden of the Columbia Alumni Community that allows you to engage in discussions, network, collaborate in groups, share documents, and hold virtual conversations.

How do you start a group?
Start a discussion group by going to the “Discussion” tab within the community and clicking on “New Group.” Before you begin a new group, search to make certain one has not been started already. If you do not find a group that meets your needs, click on the “New Group” button and follow the instructions.

How do you follow the activity happening within a Group?
You can join a group and you will get alerts about any new postings, delivered directly to the inbox of the e-mail you have on file in your profile section. You can change your settings to receive updates anytime someone posts a new comment, or opt for receiving an e-mail digest of comments on a daily or weekly basis. You can set your communications preferences for group digests by going to the Group page and choosing your preference on the left side of the page above the Group Information box.

How do you post to a Group?
Post to a group by going to the Group and looking at the Group feed. Type your message, share your file, or ask a question. You can also post polls, upload documents, and more.

How do I post without starting a group?
If you want to post a single item but not create a group for ongoing discussion or collaboration, you can do so either from the center panel of your home page in the Community underneath the search bar, or from the center panel of the “My Updates” page.

*How do I find frequently discussed topics or themes?*
For any posting you might make, you can add topics and keywords. You can also search by existing topics to see what others are talking about, and note the “Trending Topics” section on the right of the “Groups” page to see existing posts on different themes.

*How can I be alerted about activity in my Group?*
You can set your communications preferences for group digests by going to the specific Group page and choosing your preference on the left side, above the Group Information box. Click the pull-down under “E-mail Weekly Digest.” Then, select the desired e-mail frequency: “Weekly”, “Daily”, or “E-mail on Each Post”—to receive an e-mail notification every time there is an activity in the group.

*How do I share questions, concerns, or suggestions?*
You have two options. You can join the *Alumni Community - Main Group* group in “Groups” OR you can e-mail your question to alumni@columbia.edu. We’re eager to hear your feedback.

**PRIVATE MESSAGING**

*What is a private message?*
A private message is a one-on-one message sent through the Columbia Alumni Community to another community member.

*How do I send a private message?*
You can send a private message by going to another community member’s profile and clicking on “Send a Message.” This will allow you to contact them directly.

*How do I receive private messages?*
You receive private messages within the community on the “My updates” tab and at your primary e-mail address as well.

*How am I notified that there is a private message waiting for me?*
From the “My Updates” tab you will see a number next to the “Message” link on the left. The number indicates the number of new messages received.

*What is the limit in the number of private messages I can send?*
Columbia University’s terms and conditions request that you are respectful of sending messages and do not utilize the system for spam. If you do so, your account will be deactivated.
COMMUNITY TERMS AND CONDITIONS / PRIVACY

Where can I find the terms and conditions for community use?
The terms and conditions can be found at https://alumni.columbia.edu/WebCommunity-TermsandConditions

What happens if someone is bothering me in the community? What can I do?
Please alert the Columbia Alumni help desk team by e-mailing alumni@columbia.edu.

What happens if I inadvertently violate community rules?
Your account will be deactivated and you will need to request it to be reopened. If you do not comply with community regulations intentionally, or have multiple infractions, your account will be deactivated permanently and your privileges to enter and use the community will be revoked.

Is my information shared or sold?
Columbia University and Columbia Alumni Association (CAA) have not, do not, and will never sell alumni information to anyone. All alumni information is strictly guarded for use by individual alumni and the CAA for personal and University-related purposes only.

Columbia has taken all reasonable precautions to secure the personal information available through the Community. The Community is password protected to allow access by registered University alumni only.

Can other alumni in the Community see my information?
By default, only certain fields of information in your profile are visible to others. For example, others cannot see your street address, but can see your city, state, and zip code to facilitate connections and networking.

You can change the privacy settings on any field in your profile. If you set something to private, it will only be visible to you and will not be seen by others when they look at your profile.

What technology is the Community built on?
The Columbia Alumni Community is built on a system called Salesforce. Salesforce is a leading SAAS (software as a service) innovator in multiple fields, from commercial sales and CRM (customer relationship management) to nonprofit communities such as the Columbia Alumni Community. You can learn more about Salesforce.org here.

What about other platforms I’ve seen that say they’re a Columbia alumni network?
There are a number of platforms that state they are for Columbia alumni networking. Unless you access them through a trusted Columbia source, such as the CAA, your School, or a Columbia career office, they are not your official alumni community. Sites that include “columbia.edu” in
the domain name are affiliated with the University, including many CAA alumni groups that are listed as club.alumni.columbia.edu, and are valid Columbia platforms. Here are some things you should keep in mind for those other platforms:

- They do not have any way of officially vetting members as Columbia affiliates
- They are not our partners
- The CAA cannot offer any support related to those sites
- Columbia cannot vouch for the security of any data shared on those sites, or how it may be used

**ADDITIONAL ALUMNI RESOURCES**

*What are other resources I can access in addition to the Community?*

The Community is your way to search for, connect, and discuss in a Columbia-only setting. However, there are multiple other resources through the CAA and your Columbia school in addition to the Community:

- **Alumni Clubs and Shared Interest Groups**: over 100 alumni groups around the world connect you to local networks through events and more.
- **Career Resources**: In addition to the career offices housed within your Columbia school, the CAA offers regular networking opportunities plus several industry research and resource subscriptions, made complimentary to alumni. You can pair industry research or networking experiences with the Community—such as by search for people at companies you’re interested in and connect with them directly for informational interviews or insight.
- **CAA LinkedIn group**: This group has almost 50,000 members and is an additional place to connect.
- **Discounts and Benefits**: Through the CAA, there are numerous ways you can access discounts and benefits through the University, from insurance to financial services to computer and software discounts.
- **Alumni Events**: There are over 200 alumni events each year, from faculty lectures to professional development workshops.
- **Columbia Alumni Association**: As alumni of Columbia University, you are part of a global network of more than 320,000 leaders, creators, and change makers bound together by our shared University connection and our collective passion, intellect, and drive. United, we are creating meaningful change for our University and around the world.
- **Your school**: Each of Columbia’s 18 schools has alumni activities and networks for graduates from your program.