

AUSTRALIAN  
COUNCIL  
FOR  
INTERNATIONAL  
DEVELOPMENT

# ACFID Community of Practice Guidelines



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# AN INTRODUCTION TO COMMUNITIES OF PRACTICE

## WHAT IS A COMMUNITY OF PRACTICE?

A Community of Practice (CoP) is a group of people who come together to share, learn and work. They are held together by a common interest in a body of knowledge and are driven by a desire to solve problems together and contribute to the ongoing development of that body of knowledge.



**“Communities of Practice are groups of people who share a concern or a passion for something they do and learn how to do it better as they interact regularly”**

In a Community of Practice, learning is driven by the challenges and achievements that members face in their work and a meaningful Community of Practice occurs when the learning changes what happens in practice. It is important for members to be active practitioners who can both benefit from and contribute to the Community and implement the Community's ideas in their own practice. Learning in a Community of Practice goes beyond simply transferring knowledge from the knowledgeable to the less knowledgeable. It involves a continuous cycle where members generate ideas, apply them in practice, and reflect on their effectiveness. The stories they share about their experiences and outcomes serve as valuable learning resources for the entire Community, fostering ongoing learning and improvement over time.

## WHY ARE COMMUNITIES OF PRACTICE VALUABLE?

Both individuals and organisations benefit from the collaborative, supportive, and innovative environment that Communities of Practice create. In an ever-changing world, staying up to date with current best practice can be challenging.

Many aspects of a person's role compete for limited time. Whilst the internet serves as a quick repository of information and new research, it does not take into account the subtle nuances of particular contexts – for this we need Communities of Practice.

Communities of Practice help to forge connections among people across organisational and geographic boundaries and can even create bridges across silos in business units and projects.

Table 1: Benefits of Communities of Practice

INDIVIDUALS	ORGANISATIONS	ACFID
<ul style="list-style-type: none"> <li>• Best practice / skill development</li> <li>• Networking</li> <li>• Problem solving</li> <li>• Support and motivation</li> <li>• Innovation</li> <li>• Develop leadership skills</li> <li>• Awareness of wider issues in the sector</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge sharing</li> <li>• Improved performance</li> <li>• Employee engagement</li> <li>• Innovation</li> <li>• Working collaboratively for increased impact</li> </ul>	<ul style="list-style-type: none"> <li>• Best practice / skill development across the sector</li> <li>• Sector collaboration</li> <li>• Build a united voice</li> <li>• Source of experts</li> <li>• Targeted communication</li> </ul>

**FUNCTIONS OF A COMMUNITY OF PRACTICE**

Communities of Practice are different to groups of people brought together for a specific purpose such as a project. They are united by ongoing learning and sharing. They may perform timebound tasks together, but this does not define the Community.

As CoP members come from varying organisations, backgrounds, the mere fact they bring differing perspectives and practice to a CoP is part of its strength.

**“The trust members develop is based on their ability to learn together: to care about the domain, to respect each other as practitioners, to expose their questions and challenges, and to provide responses that reflect practical experience”**

There is a wide range of functions or activities that a Community of Practice can provide, as outlined in table 1.

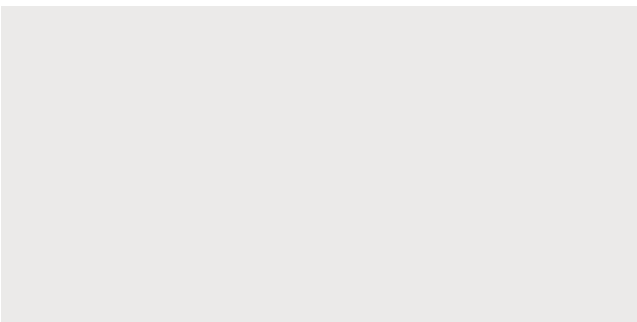


Table 2: Functions of a Community of Practice

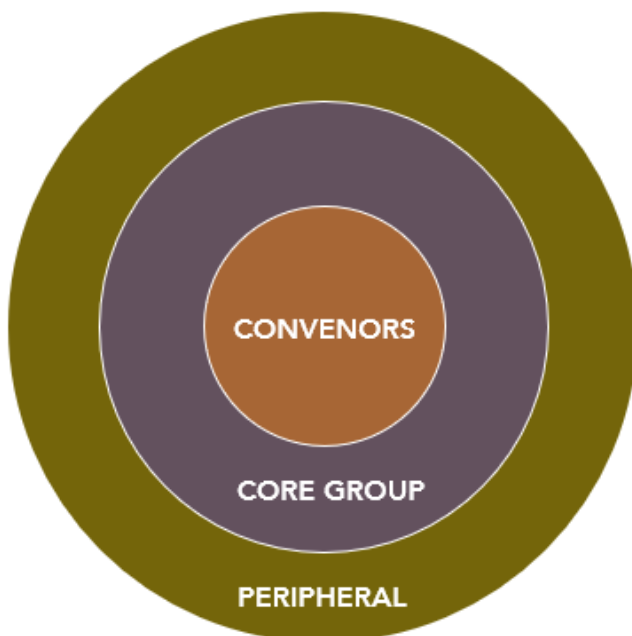
FUNCTIONS	EXAMPLES
CONVENES AND CONNECTS	<ul style="list-style-type: none"> <li>• Brings people together from different organisations and geographic locations</li> <li>• Provides a space to network</li> </ul>
PROBLEM SOLVES	<ul style="list-style-type: none"> <li>• How can we...?</li> </ul>
CREATES RESOURCES	<ul style="list-style-type: none"> <li>• What could we develop together to assist our jobs?</li> <li>• What knowledge do we want to formally record?</li> <li>• Should we update the Practice note on this?</li> </ul>
AMPLIFIES INFORMATION	<ul style="list-style-type: none"> <li>• Have you all seen the latest report released?</li> <li>• Are you aware of this event coming up?</li> </ul>
REQUESTS FOR INFORMATION	<ul style="list-style-type: none"> <li>• Has anyone encountered this issue before?</li> <li>• Does anyone have a template on this?</li> </ul>
EXPERIENCE SHARING	<ul style="list-style-type: none"> <li>• Has anyone experienced this before? What did you do in response?</li> </ul>
ENHANCES COLLABORATION	<ul style="list-style-type: none"> <li>• Shall we make a joint submission? Would anyone like to join this project?</li> </ul>
INCREASES KNOWLEDGE	<ul style="list-style-type: none"> <li>• We have brought in an expert speaker today on a specific topic</li> </ul>
REUSES, SHARES ASSETS	<ul style="list-style-type: none"> <li>• I did a presentation on that last week, you are welcome to look at my slides.</li> <li>• We have a template on that which you can use.</li> </ul>
MAPS KNOWLEDGE AND IDENTIFIES GAPS	<ul style="list-style-type: none"> <li>• Who knows what, and what are we missing?</li> </ul>

## THE STRUCTURE OF A COMMUNITY OF PRACTICE

Communities of Practice can look different in varying situations; however, most follow the basic structure:

- **Convenors:** One or more people that coordinate the functions of the group.
- **Core Members:** Those members that actively participate.
- **Peripheral Participants:** Those members who receive the information the group is sharing and only rarely contribute.

Figure 1: Basic CoP Structure



## TYPES OF COMMUNITY OF PRACTICE PARTICIPATION

Whilst engagement in a CoP is important, participation will not be equal among members and does not need to be.

Membership of a CoP is voluntary and rarely the person's main activity or job in their role, so participation will reflect this dynamic.

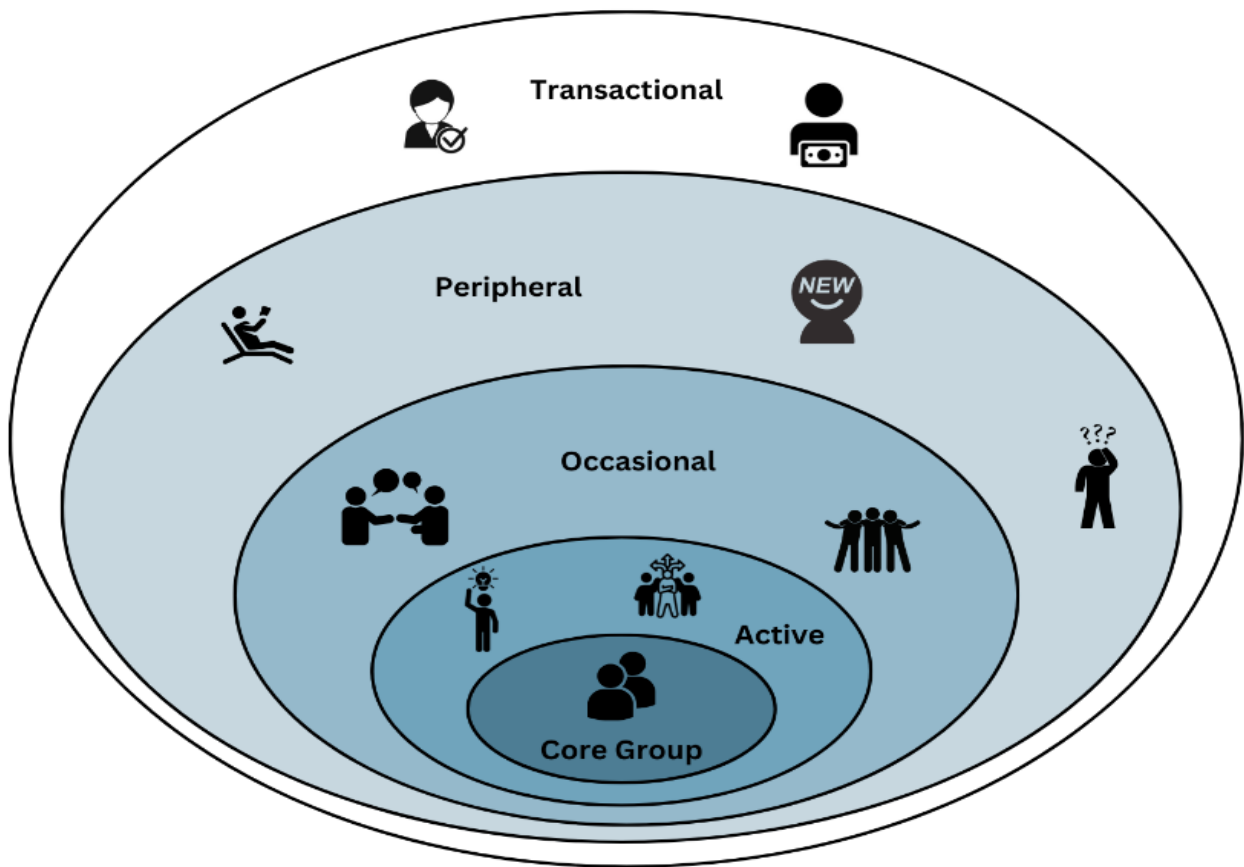


**“In a healthy Community there is usually a flow of people moving across the levels of participation”**

As a Community of Practice matures, and at different points in time, there may be further differentiation in how participants engage as follows:

- **Core Group:** The engine room with Convenors sharing the role
- **Active Participants:** practitioners that are engaged and committed, sometimes forming a “Steering Committee”
- **Occasional participants:** members who participate selectively when something is of special interest to them.
- **Peripheral participants:** people who belong to the Community lightly, either because they are still newcomers or because they do not have as much personal commitment to the practice, but want to keep informed
- **Transactional participants:** outsiders who interact with the Community occasionally to receive or contribute something without being members themselves

Figure 2: Types of CoP Member participation



“It’s important to remember that different participants will have different needs and capacities. For a healthy Community of Practice, focus on the engagement of core, active members rather than always trying to engage the peripheral members. This will keep energy high and in time, draw in more members”

# ACFID'S COMMUNITIES OF PRACTICE

## STRUCTURE AND TYPES

ACFID moved from “working groups” to Communities of Practice in 2016. This shift allowed the communities themselves to have control over their purpose, agenda and internal administration.

ACFID’s Communities of Practice can form around a wide variety of knowledge domains, which generally fall under one of three categories:

- Thematic (eg Gender Equity CoP, Locally Led Action CoP)
- Operational Functions (eg Human Resources CoP, Finance CoP)
- Geographic regions (eg Africa CoP, Myanmar CoP)

## LEVELS OF COMMUNITY OF PRACTICE ACTIVITY

As with the nature of all Communities of Practice, individual ACFID CoPs have different levels of activity over time. There may be periods when a CoP is meeting regularly, has high levels of attendance and engagement from members, and may take on ambitious workplans. There may be times when attendance and engagement is lower, meetings are less often, and agenda items are limited to updates and information sharing between members. There may even be periods where a CoP has no Convenors, doesn’t meet, with members just posting occasionally on the Communities Platform. This movement between states of dormancy, limited activity and high levels of engagement is not unusual in the life cycle of a CoP.

The screenshot shows the ACFID Communities Platform interface. At the top, there is a navigation menu with links for HOME, EVENTS, COMMUNITIES (highlighted), CODE OF CONDUCT, ACFID CONNECT, and RESOURCES. Below the navigation, there are links for 'My Communities', 'Join / Leave a Community of Practice', and 'Go to Communities Platform'. The main heading is 'My Communities'. Below this is a table with three columns: 'Community', 'Roles', and 'Member since'. The table lists ten communities, all with the role of 'Member'.

Community ↑	Roles	Member since
Human Resources	Member	01/03/2023
Locally Led Action	Member	04/05/2023
Monitoring, Evaluation and Learning (MEL)	Member	04/05/2023
Myanmar	Member	08/05/2023
Nepal	Member	27/02/2023
Papua New Guinea	Member	04/05/2023
Racial Justice	Member	04/05/2023
Safeguarding	Member	11/07/2022
Small Member	Member	08/05/2023
Urban	Member	08/05/2023

At the bottom of the table, there is a pagination control showing '< 1 2 >', with '2' highlighted in a blue box.

## ACFID SECRETARIAT SUPPORT PROVIDED TO COMMUNITIES OF PRACTICE

<p><b>Enable:</b> ACFID sees CoPs as a key part of ACFID’s architecture, and is committed to enabling CoPs to function effectively through providing enabling infrastructure, building capacity, sharing lessons and facilitating linkages. If requested, ACFID will facilitate access to government or other stakeholders as required.</p>	<ul style="list-style-type: none"> <li>• MYACFID Communities platform</li> <li>• Initial CoP set up and architecture</li> <li>• Guidance on how to use the platform</li> <li>• Assistance with technical issues</li> <li>• CoP Convenor training and guidance</li> <li>• Templates for CoP Administration</li> <li>• Support to engage government and other stakeholders</li> </ul>
<p><b>Inform and Consult:</b> ACFID recognises that much of the sector’s expertise in both policy and practice is located within the Communities and therefore will consult with CoPs on an as-needed basis.</p>	<ul style="list-style-type: none"> <li>• Communication of key sector emerging priorities and consultation</li> <li>• Guidance on how to align CoP projects with ACFID’s strategic priorities</li> </ul>
<p><b>Managing Risk:</b> ACFID encourages CoPs to communicate with ACFID about their work, particularly where it may involve sensitive or controversial issues. In such cases, ACFID may provide guidance and work with an individual CoP to institute communication protocols which are specific to that situation.</p>	<ul style="list-style-type: none"> <li>• Communication of work back to ACFID as required</li> <li>• Support for sensitive issues</li> </ul>
<p><b>Work with to deliver:</b> ACFID may ask a CoP or some members of a CoP to undertake a specific piece of work on ACFID’s behalf. In such cases, ACFID will provide additional support to the CoP, including either staff time or budget or both.</p>	<ul style="list-style-type: none"> <li>• Time-bound tasks that feed directly into ACFID’s programs of work</li> <li>• Dedicated ACFID Staff Member as required/requested (to note, ACFID Secretariat staff may join CoPs and CoP meetings for their own learning/engagement, and this may not be in a formal way to represent the Secretariat)</li> </ul>
<p><b>Promote:</b> ACFID can promote the work of CoPs through its public communication platforms. This can include posting a blog written by a CoP, sharing tools and other resources developed by CoPs via the Code Good Practice Toolkit and ACFID Resource Library, profiling and engaging expert practitioners from CoPs at conference and other events.</p>	<ul style="list-style-type: none"> <li>• Promotion of CoP through ACFID communication channels as required (at required and requested of the CoP)</li> <li>• Delivery of plenary and concurrent sessions at ACFID National Conference</li> </ul>

## CREATING A COMMUNITY OF PRACTICE

A new Community of Practice can only be established with ACFID's approval. A new Community should have a clear purpose and a unique focus which cannot be addressed by an existing Community or a sub-group of an existing Community.

Communities of Practice are member-led. To establish a new Community of Practice you will need at least one convener (preferably two), with the backing of your agency and a potential mass of participants drawn from across several agencies. ACFID can assist with the establishment in a number of ways, from assisting with convening at the start, to finding participants and promoting the CoP..

To establish a new CoP:

- Contact ACFID through [cops@acfid.asn.au](mailto:cops@acfid.asn.au) or the relevant ACFID staff member you have been liaising with.
- Provide the proposed name and reason for initiating the CoP. Describe the need for the new CoP.
- If approved, the CoP will be set up in our platform and we will work with the conveners regarding its launch.

## REACTIVATING A DORMANT COMMUNITY OF PRACTICE

At various times some CoPs go through periods of dormancy, where there may be no Convenors, or the existing Convenors haven't had time to facilitate meetings or discussions with the CoP.

If there is interest in the CoP membership for a Community to become more active, ACFID members can contact ACFID ([cops@acfid.asn.au](mailto:cops@acfid.asn.au)) asking about its status and flagging that there are staff interested in taking up a Convening role to help reactivate the CoP.

ACFID will assist in identifying and connecting with the most recent Convenors, and/or putting a call out for others interested in playing a role in reactivating the CoP, and supporting logistics for reactivation.

## COMMUNITY OF PRACTICE MEMBERSHIP

Communities are primarily vehicles for staff from ACFID Member agencies to share, learn and collaborate. Currently, CoP membership is only open to staff from ACFID Member agencies – either Full Members or Affiliate Members.

Non-members, such as DFAT staff, managing contractors, independent consultants and academics are permitted to be invited to CoP meetings as guest speakers/contributors; however, they will not be permitted to join the "Communities Platform" where the CoP forums are contained.

ACFID member agency staff can join and leave any CoP, by their own volition. To do so, they need an account on MYACFID that is correctly linked with their organisation. A work email address must also be used when possible.

## COMMUNITY OF PRACTICE CONVENORS

CoPs are required to select one or more member as Convenors. Convenors must be staff within a Full or Affiliate Member organisation. ACFID strongly recommends that CoPs appoint at least two co-Convenors to share the responsibility and ensure continuity when one Convenor is absent.

The Convenors of the Community are responsible for:

- Chairing meetings
- Planning Meeting Agendas
- Facilitating communication within the group
- Managing relationships with external stakeholders e.g. guest speakers;
- Act as the point of contact with the ACFID Secretariat;
- Introduce new members to the work of the CoP;
- Participate in ACFID Convenor Roundtables (once or twice a year); and
- Risk management, including abiding by ACFID standards.

Convenors who are starting in the role or stepping down from the role should notify

ACFID on [cops@acfid.asn.au](mailto:cops@acfid.asn.au) so that our database and the CoPs platform can be updated accordingly. In the first instance all efforts will be made by the resigning Convenor and existing CoP members to find a replacement for the position. In the second instance ACFID may support the process of finding a replacement Convenor. ACFID staff should not be conveners of a Community of Practice, unless required when establishing or reinvigorating a CoP.

## **PARTICIPATING IN A COMMUNITY OF PRACTICE**

An individual's level of participation and engagement in a CoP is self-selecting and self-managed and hence ACFID recognises and accepts that participation will vary across and within groups.

Individual participation is defined by following characteristics;

- Membership is voluntary;
- Members can belong to more than one CoP;
- Members are accountable to themselves and the group;
- Members can vary their level of participation. Whilst some group members will drive group content and action, others may observe from the sidelines. Other participants may choose to engage at different times or on particular initiatives or projects depending on their own workload/capacity.

## **COMMUNITY OF PRACTICE ETIQUETTE AND COMMUNICATION**

ACFID CoP members can engage with each other at any time they wish on our online platform called "Communities". For each CoP, this platform provides:

- The names of the Convenors for the CoP
- A forum to house discussion threads
- A resource library to store documents

- Events associated with your CoP, such as meetings – with an ability to download to your calendar.
- Private messaging between individuals in the CoP.
- The ability to set notifications so you are aware when someone has posted to a discussion.

All discussions or content that is stored within "Communities" is only visible and accessible to the members of the CoP. CoP members should respect the confidentiality of each other and not share information outside of the CoP unless permission has been granted.

Each CoP may determine the frequency of meetings and whether they are online or in-person. Most CoPs, at a minimum, meet every quarter online. Communities may choose to hold face-to-face meetings on occasion, but ACFID funding is not available to support these. CoPs are welcome to use ACFID's boardroom for meetings, subject to availability.

## **ACCOUNTABILITY AND BRANDING**

As individual groups and in aggregate, CoPs will be branded under ACFID's name, e.g. 'ACFID's Communities of Practice' and the 'ACFID Safeguarding CoP'. However, for any external facing work undertaken by a CoP such as letters to DFAT, case studies/guidelines for external distribution, events etc, CoP's cannot use ACFID's name unless explicitly requested/approved by ACFID's CEO or his/her delegate.

## **CLOSING A COMMUNITY OF PRACTICE**

CoPs can exist for as long as their members or ACFID wish for them to exist. ACFID will periodically check whether CoPs are or intend to continue functioning, including through monitoring CoP communications. If a CoP has been completely inactive (no meetings or discussions/posts by members) for a significant period of time, ACFID will close the CoP.

# HOW TO GUIDE

## QUICK LINKS

### CREATING A MYACFID ACCOUNT

### NAVIGATING MYACFID AND COMMUNITIES PLATFORM

- COMMUNITIES / DISCUSSIONS
  - ▶ [How do I join/leave a Community of Practice?](#)
  - ▶ [How do I start or join the COP discussion?](#)
  - ▶ [Is there a way to receive an email notification of a specific CoP?](#)
  - ▶ [Where can I find the member list of particular CoP group I am in and connect with an individual?](#)
  - ▶ [How do I find a contact in CoPs platform that is not part of a CoP I am in?](#)
  - ▶ [How to access your CoPs inbox?](#)
- LIBRARY/RESOURCES
  - ▶ [How do I find resources that may have been uploaded by other members?](#)
  - ▶ [How do the libraries get populated?](#)
  - ▶ [How do I upload a file?](#)
  - ▶ [What kind of files can I upload?](#)

## **CREATING A MYACFID ACCOUNT**

1. Go to MYACFID site: <https://acfid.powerappsportals.com/>
2. Click on login and then Sign up now
3. Enter your email address and click on 'send verification code'.
4. Check your inbox for an email from **ACFID Prod B2C Account** containing the verification code.
5. Copy the verification code from the email and paste it into the portal, then click "Verify code."
6. Create a password and type in your first and surnames
7. Click on Create to complete the process.

After creating your account, you must link it to your organisation to join Communities of Practice (CoPs) and access other resources.

### How can you check if your account is linked to your organisation?

Each ACFID member organisation must designate a Primary Contact (refer to the MYACFID Primary Contact FAQs for more details). The Primary Contact can verify if your account is linked to your organisation and assist with linking it.

If you're unsure who your Primary Contact is, email [cops@acfid.asn.au](mailto:cops@acfid.asn.au), and we will ensure your account is linked correctly.

## **NAVIGATING MYACFID AND COMMUNITIES' PLATFORM**

MYACFID is the new member portal providing access to a range of member benefits. In time, we will expand the functions, but for now, it is primarily a place to join communities of practice and access your standards and code reporting. The following information should help you get started and navigate the site.

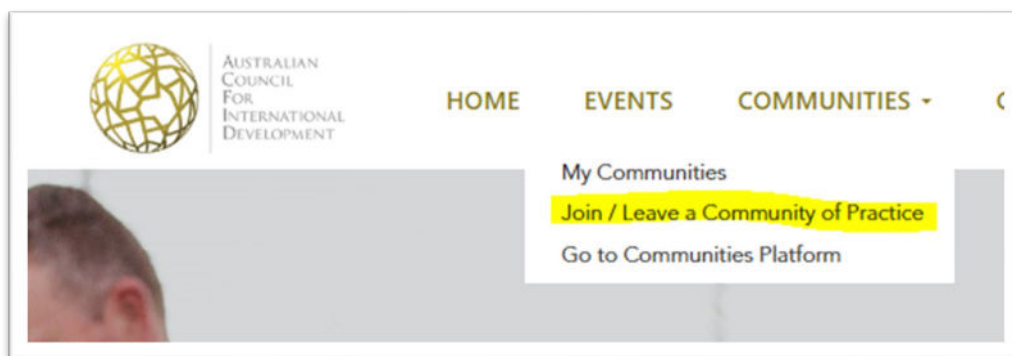
### COMMUNITIES / DISCUSSIONS

#### **1. How do I join/leave a community of practice?**

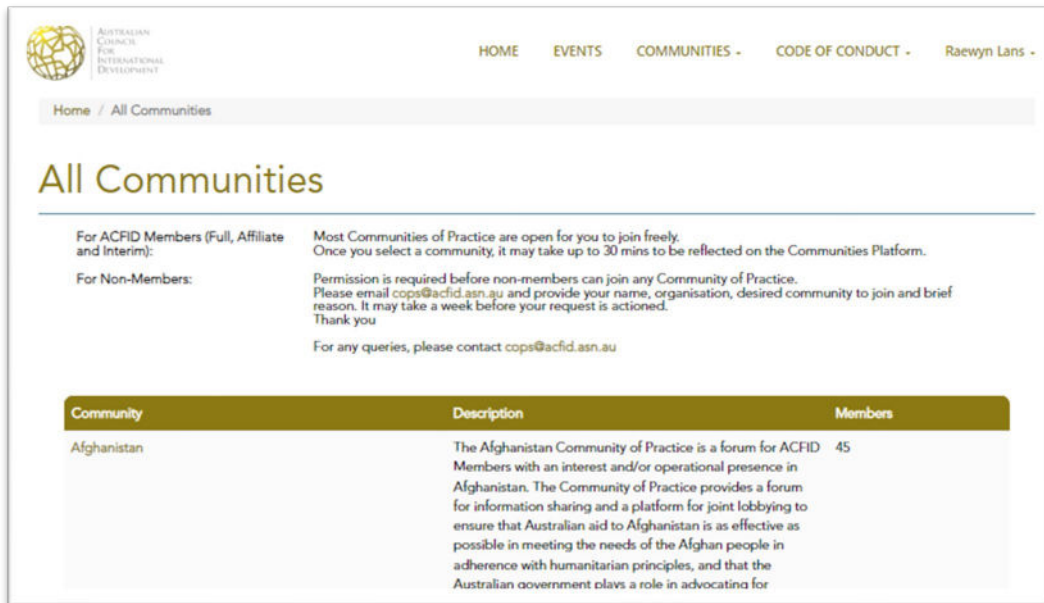
Once you have successfully registered for MYACFID and confirmed that you are correctly linked to your organisation, you can join or leave any Community of Practice you like.

##### **a) To join:**

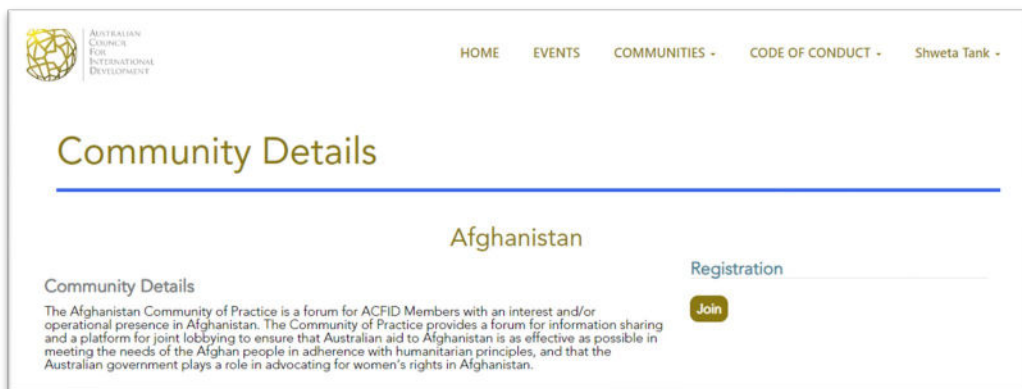
- Login to MYACFID
- Via the menu items at the top of your screen, select "COMMUNITIES" and then the second dropdown, "join/leave a community of practice" (see pic below). Note: *Do not select "Go to Community platform" if you have not joined a CoP as you will go straight to the platform. You CANNOT join CoPs from the community platform page.*



- Once you select the 'join/leave a community of practice' option, it will take you to all the current CoP list page (see image below). Find the CoP group you would like to join and click on it. For instance, in the example below you will click on Afghanistan found under Community column.

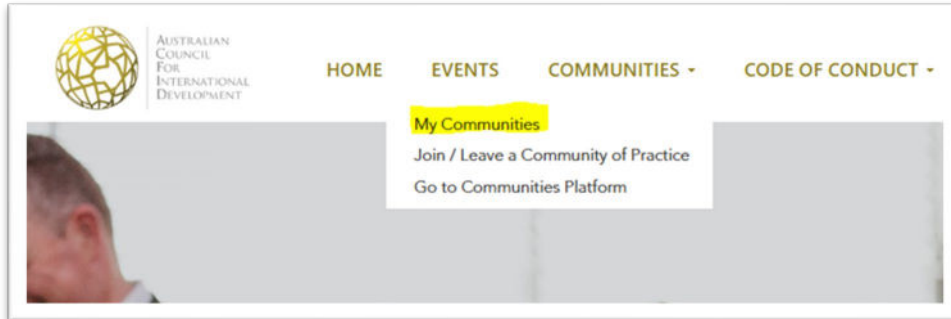


- After clicking on the community group, you will land on 'Community Details' page. To join that community, please click on 'Join' button under Registration. To note: it will take approx. 30 min to reflect on your profile.

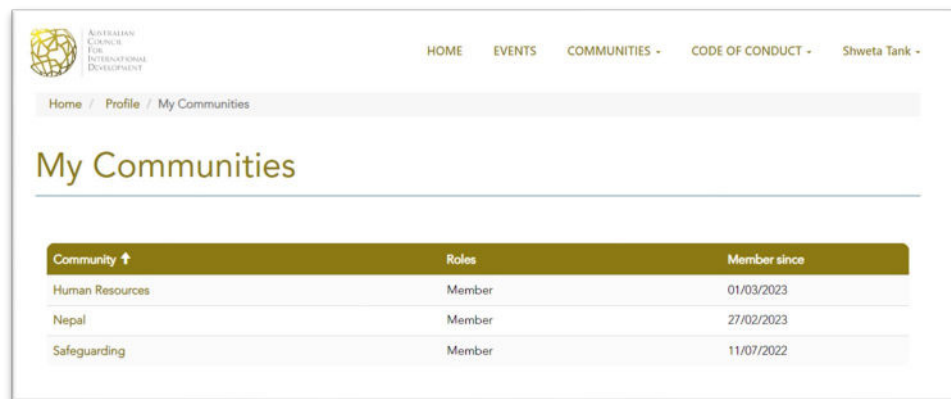


**b) To leave:**

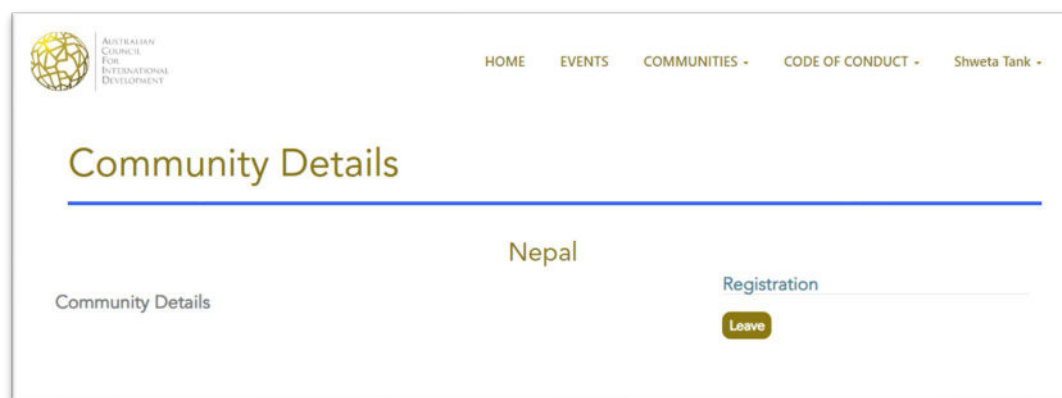
- Login to MYACFID site: <https://acfid.powerappsportals.com/>
- To leave, simply go to 'MY COMMUNITIES' under COMMUNITIES tab as shows in image below.



- "My Communities" will show you all the CoP groups you are part of (see the example below). Click on the Community you would like to leave under community column eg: Nepal.



- And then click on the 'Leave' button found under the Registration (see the image below for reference).



**2. How do I start or join the COP discussion?**

**To start new discussion:**

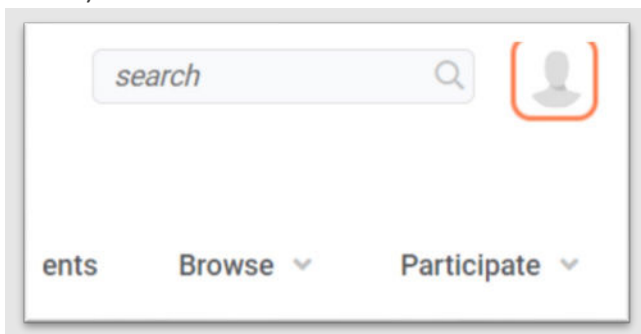
- Go to MYACFID site: <https://acfid.powerappsportals.com/>
- Click on login (will be found on top right-hand corner).
- Enter your login details and sign in.
- Go to 'COMMUNITIES' (will be found at the top) and from the drop-down list click on 'GO TO COMMUNITIES PLATFORM'.
- Click on **More** under the Explore option.
- Click on the **COP group** where you would like to start a new Discussion.
- Click on **Discussion** (will be found next to Community Home on the page).
- Click on **Post a new message** on the right-hand corner and hit on **post** once you have written your message.

**To reply on the ongoing discussion:**

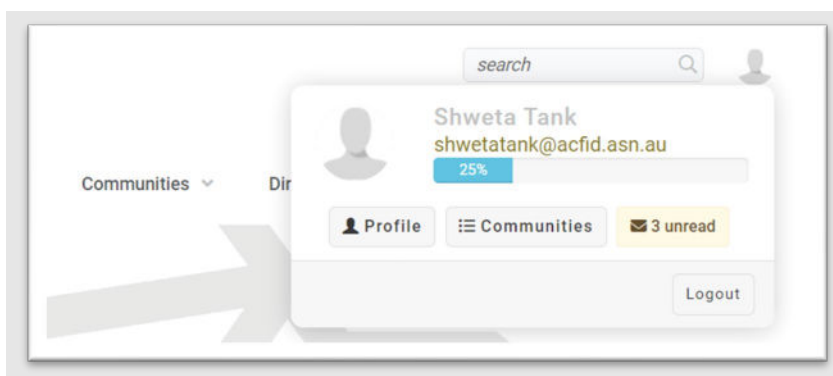
- Go to MYACFID site: <https://acfid.powerappsportals.com/>
- Click on login (will be found on top right-hand corner).
- Enter your login details and sign in.
- Go to 'COMMUNITIES' (will be found at the top) and from the drop-down list click on 'GO TO COMMUNITIES PLATFORM'.
- Once you come across all the ongoing discussions, click on the discussion you would like to respond.
- Click on reply button (will be found on the right-hand corner). After you typed your message, click on post.

**3. Is there a way to receive an email notification of a specific CoP?**

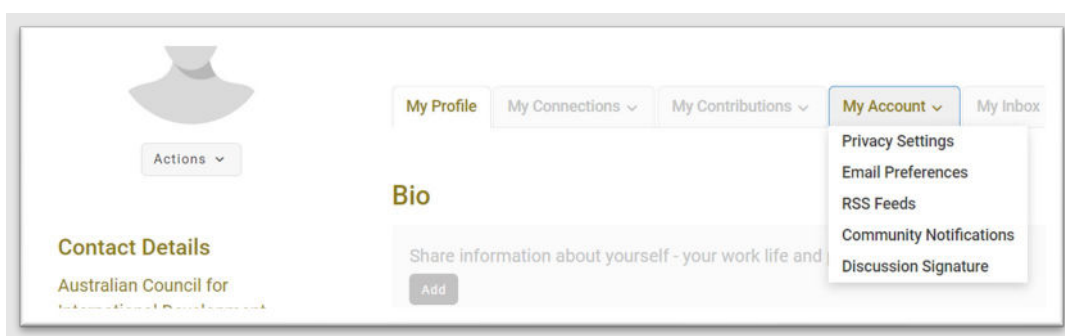
- Go to MYACFID site: <https://acfid.powerappsportals.com/>
- Click on login (will be found on top right-hand corner).
- Enter your login details and sign in.
- Go to 'COMMUNITIES' (will be found at the top) and from the drop-down list click on 'GO TO COMMUNITIES PLATFORM'.
- Click on your icon, which will be found at the top right hand corner (see the image below)



- Once you click on the icon, you will see a drop-down block which will have 'PROFILE' option (see the image below). Please click on the 'PROFILE'.



On your profile, go to My Account, this will give you a drop-down list as shown in the image below and click on 'Community Notifications'.

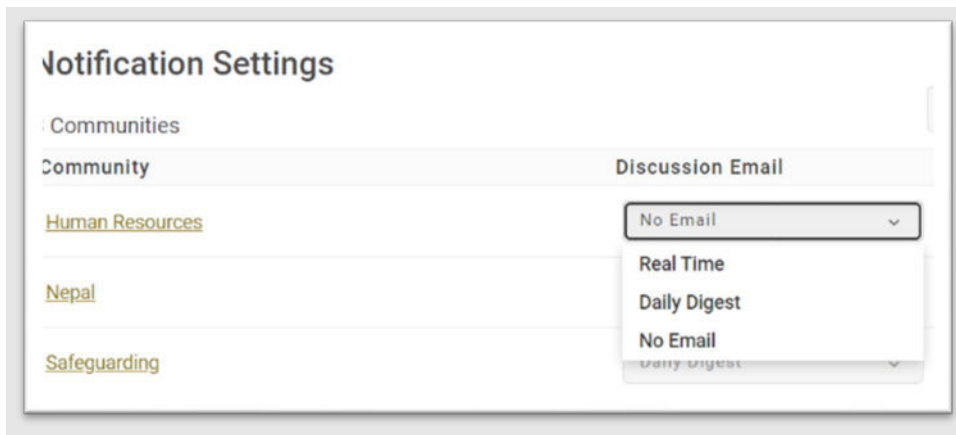


- In the 'Community Notifications' page you will find a **notification setting** option at the bottom. There you can now select the way you would like to receive the notification (see the image below)

**Real Time** - Receive a nearly instantaneous email each time someone posts to the discussion. This is a great option if it's important for you to reply promptly to questions and/or you simply want real-time insight into the conversations happening in a community.

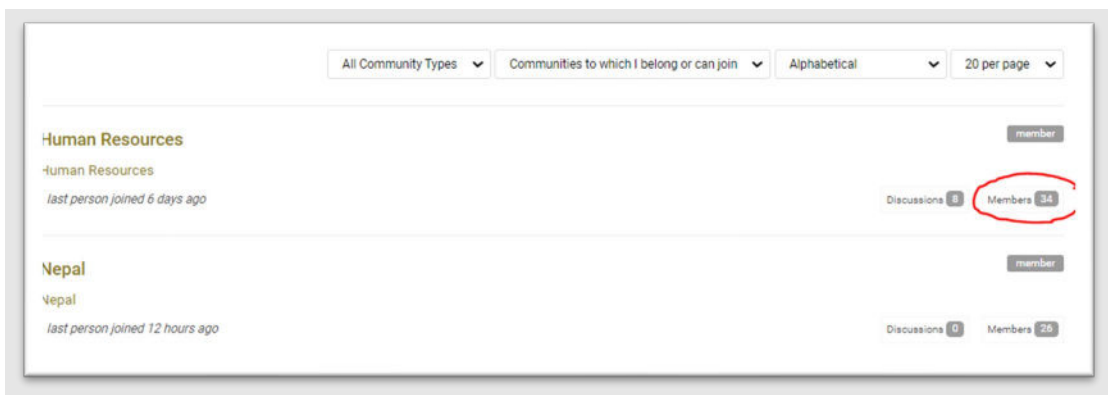
**Daily Digest** - Receive a single email compiling ALL discussion posts from the previous day. Delivery time for these emails is generally between 1—5 am EDT (this time frame is not configurable). Depending on your need to keep up with discussion content, digest notifications are a great choice for busy discussions to prevent your email from being flooded with dozens of messages on a daily basis.

**No Email** - Choose this if you do not want to receive notification emails about new discussion activity. Think of this as turning notifications OFF for a community discussion.

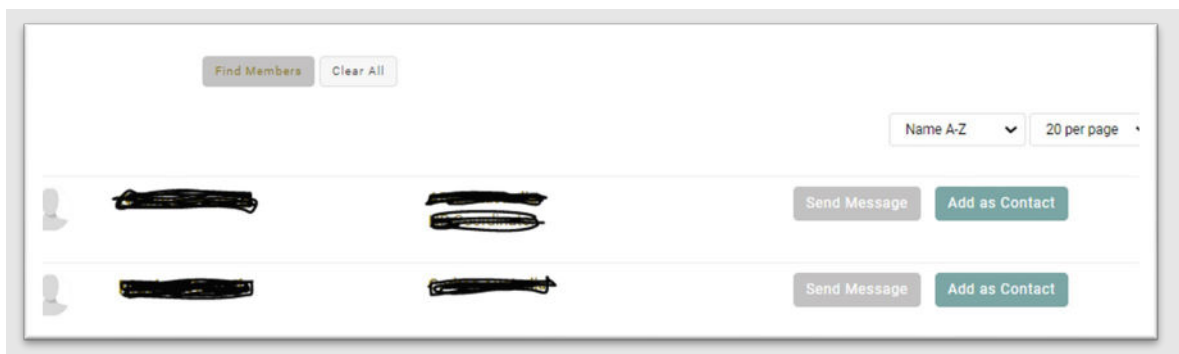


**4. Where can I find the member list of particular CoP group I am in and connect with an individual?**

- Go to MYACFID site: <https://acfid.powerappsportals.com/>
- Click on login (will be found on top right-hand corner).
- Enter your login details and sign in.
- Go to 'COMMUNITIES' (will be found at the top) and from the drop-down list click on 'GO TO COMMUNITIES PLATFORM'.
- Click on **More** under the Explore option.
- Click on Members found next to discussion (eg: Member 34 in the image below)



- Click on Send Message/Add as a contact to connect with a specific person.

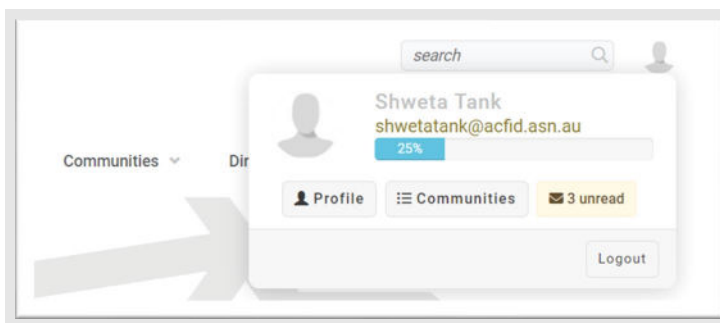


## 5. How do I find a contact in CoPs platform that is not part of a CoP I am in?

- Go to MYACFID site: <https://acfid.powerappsportals.com/>
- Click on login (will be found on top right-hand corner).
- Enter your login details and sign in.
- Go to 'COMMUNITIES' (will be found at the top) and from the drop-down list click on 'GO TO COMMUNITIES PLATFORM'.
- Click on **More** under the Connect option or click on **Directory** found in the top.
- Enter First Name, Last Name or Organisation Name to find a person or list of people in the CoP from organisation and then hit on '**Find Members**' button.

## 6. How to access your CoPs inbox?

- Go to MYACFID site: <https://acfid.powerappsportals.com/>
- Click on login (will be found on top right-hand corner).
- Enter your login details and sign in.
- Go to 'COMMUNITIES' (will be found at the top) and from the drop-down list click on 'GO TO COMMUNITIES PLATFORM'.
- Click on your icon, which will be found at the top right hand corner (see the image below)
- Once you click on the icon, you will see a drop-down block which will have 'PROFILE' option (see the image below). Please click on the 'unread emails'.



## **LIBRARY/RESOURCES**

### **1. How do I find resources that may have been uploaded by other members?**

If you know which library the resource might be located in, find the affiliated community via the My Communities page. Click through the community's landing page, then click on the "Library" tab. If you do not know where the resource might be, enter search terms in the main search box the same way you might enter search terms into Google or another search engine.

### **2. How do the libraries get populated?**

The libraries are populated in two ways:

- When you include an attachment in a discussion post, the system automatically places it in the affiliated library.
- You can also upload documents directly to a library by using the "Share a File" link found under "Participate" in the main navigation or "Create New Library Entry" button on any community's library page. Library resources are not required to be associated with a discussion thread.

### **3. How do I upload a file?**

Select the "Share a File" link found under "Participate" in the main navigation or "Create New Library Entry" on any community landing page. Please note that uploading a document is accomplished by completing a few steps, and each step must be completed before you can move on to the next:

Choose a title for your document and include a description (optional). Select the library to which you'd like to upload it and select a folder to which you'd like to upload it (optional). Then, choose an Entry Type (most will be Standard Files, but be cognisant of any copyright licensed material). Once you have completed these steps, please click "Next."

Upload your file.

Select "Next" if you want to further describe your files and/or add tags to your file. Otherwise, please click "Finish" to post your library entry

### **4. What kind of files can I upload?**

The system supports dozens of file types including hyperlinks, standard files (Word, Excel, PowerPoint), webinars, images and YouTube videos.

ACFID will be continuing to make improvements to the MYACFID portal as users interact. If you receive error messages when trying to access elements that you believe you should be able to, or if you have suggestions for improvements, please email [cops@acfid.asn.au](mailto:cops@acfid.asn.au)