Greetings GroupWorks
Make Me Into Your Leader

MARYLAND-DELAWARE GROUPWORKS

- No one expects you to walk out of this room an expert in GroupWorks
- You should (by now) have distributed the Introduction to GroupWorks to your Group Members
- Group Leaders are the linchpin to making the implementation succeed
- Originally, each of the tens of thousands of GWRRA base members in the U.S.A. and Canada were opened a GroupWorks account
  - Not the household members (for example, those with a membership number of "70-01", "70-02", etc.)
- Originally, each of these accounts were given at least two Group memberships, possibly totaling over 100,000
  - One in a Chapter Group (or a Riders Group, if unaffiliated with a Chapter)
  - One in a District Group
  - Perhaps more, depending on a member’s program affiliations
- Originally most anyone with “Director” in their GWRRA title was given the role of Group Leader
- Assistant Chapter Directors were not originally established as Group Leaders in their respective Chapter Group, but can be given the role of Group Leader by any other Group Leader in their respective Chapter Group
  - As of the October 2019 MD-DE District gathering, this has been strongly recommended by our District

MARYLAND-DELAWARE GROUPWORKS

- Sign on
- Email address
- Permanent Password
- “Remember Me”

- As recommended in the GroupWorks Terms of Use, do not share your GroupWorks password with anyone.
- If you have implemented authentication on your connected device, you should consider using the “Remember Me” feature on the GroupWorks sign-on page.
  - Authentication on your connected device includes but is not limited to:
    - Password
    - 4-digit PIN (Personal Identification Number)
- Fingerprint sensor
- Facial Recognition
- A connected device includes but is not limited to:
  - Desktop Computer
  - Laptop Computer
  - Notebook Computer
  - Tablet
  - Smartphone
  - Even an IOT (Internet of Things) device could possibly be used (This includes such connected devices as a Smart TV or a refrigerator with a touch screen)
- If you have not implemented authentication on your connected device, be sure that no one else can typically use it.
  - Otherwise, anyone who does use your connected device can sign on to GroupWorks as “you”.
- If you choose not to use “Remember Me”, you’ll need to key in your email address and password before each use of GroupWorks.
- Other members of your household can Sign Up and create their own account by using the link found at the bottom of the Sign In page
  - But only if they have a valid email address of their own
  - They can even join Groups in the GWRRA Association, if they have a valid GWRRA membership number
**Slide 4**

- This is what Chapter Directors should see under “My Group” on the GroupWorks navigation bar

**Slide 5**

- This is what District Directors and their Assistants should see under “My Group” on the GroupWorks navigation bar

**Slide 6**

- The choice of audience is very important
  - Remember, this is who you are inviting to attend your Event
  - Choose the widest audience you feel you should
  - Refer to the Audience / Theatre Chart
Slide 7

- Only Group Leaders can create Events
- Repeating: Only Group Leaders can create Events

Slide 8

- Information can now be transmitted to an entire audience the moment you save your completed Event

Slide 9

- More about managing what appears in your Home later in this presentation
Event Audience (cont.)

- If you want your District as your audience, you should choose the Association named “MD-DE District” and not the Group named “GWRRA MD-DE District”.
- If a new GWRRA member was neglected in the Chapter Group, the Member should be found in the District Group.
- This gives a better chance all Members will be invited to your new Event.

The Group Leader of each Group oversees the maintenance of their membership, which includes:

- Adding new Members to their Group, inviting new Members to their Group or accepting the request of membership in their Group.
- Removing (Deleting) memberships where someone’s GWRRA membership has expired.
- Remember, each Group was created based on the quarterly spreadsheet (a.k.a. “ARL”) that GWRRA produced in April 2019.
- Since the upkeep of these Groups is dependent on separate Group Leaders, there is the possibility that memberships between your Chapter Group and the District Group might fall “out of sync”.
  - This means it is safer to choose the “MD-DE District” Association (instead of the “GWRRA MD-DE District” Group) when choosing our District as an audience.
  - This way you have a better chance of getting everyone you need to reach regardless of how well each Group Leader has maintained their memberships.
Remember, new GWRRA members can opt out of affiliating with any Chapter in our District.

- You just can’t add or invite a new GWRRA member to your Chapter Group until either . . .
  - The new GWRRA member chooses to join your Chapter, which means you can add the new GWRRA member to your Chapter Group
  - The new GWRRA member is referred to your Chapter by the District Membership Enhancement & Social Coordinator, which means you can invite the new GWRRA member to your Chapter Group
- New GWRRA members who choose not to affiliate with any Chapter, end up as Members of the “GWRRA MD-DE District Riders” Group.
• As you can see, GroupWorks limits the number of characters in your Event title to a total of 38.
  • To make room for a fully descriptive title, leave out “GWRRA” and your Chapter designation (“DE-?” or “MD-?”)
  • When GroupWorks generates the invitation to your Event, the District or Chapter designation will automatically appear as the host Group inviting the audience member to attend
  • The name and optional photo of the Group Leader creating the Event will appear each time an audience member views the Event
**Slide 14**

- **My Groups**
- **Events**
  - **Event Type**
    - One Day Event
    - One start time
    - One end time
    - Can require an RSVP for this type of Event
  - Multi-Day Event - One Start Time, One End Time
    - A series of contiguous days
    - For example: Monday through Thursday would be a four-day contiguous event
    - One start time on the first day
    - One end time on the last day
    - Can require a single RSVP for this entire multiple day Event of this type

**Slide 15**

- **My Groups**
- **Events**
  - **Event Type (cont.)**
    - Multi-Day Event - Whole Series
      - A series of days that don’t have to be contiguous
      - For example: Monday, Tuesday, Thursday and Friday would be a four-day non-contiguous event
      - The start time for each day in the Event
      - The end time for each day in the Event
      - Can require a single RSVP for an entire Event of this type
  - Multi-Day Event - Series
    - A series of days that don’t have to be contiguous
    - For example: Monday, Tuesday, Thursday and Friday would be a four-day non-contiguous event
    - The start time for each day in the Event
    - The end time for each day in the Event
    - Can require multiple RSVPs, one for each day in this type of Event

**Slide 16**

- **My Groups**
- **Events**
  - **Name of the Event Location**
    - The place where you’ll be holding your Event
  - **Street Address for the Event Location**
    - Needs to be the precise street address for the mapping software to work properly
  - **Zip Code for the Event Location**
    - The City and State of the Event’s Location is derived from the Zip Code, so don’t include them in the street address
  - **Description of the Event**
    - Include any information about the Event that is not already covered by any additional files (see next slide)

- **GroupWorks uses Google Maps**
  - More about how your audience can manipulate Google Maps later
- **GroupWorks only uses the first five digits of a U.S. Zip Code**
  - The “Zip +4” is not supported
- **GroupWorks does support Canadian Zip Codes**
  - “A#A#A#”, ah-yep
- **Media attachments can also help describe your Event**
  - More about these on the next slide
- Change the font style of future text or selected text to either **Bold** or *Italics*
- The silhouette button is used to formally identify other Members of the host Group
  - More about this feature when we discuss comments
- The pushpin button is used to identify a Post that already exist in your host Group
  - Use this to create a direct link to one of your Group's Posts
  - A link to the Event you’re creating will also be added to the existing Post
  - More about Posts later

<table>
<thead>
<tr>
<th>Slide 17</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MY GROUPS</strong></td>
</tr>
<tr>
<td>Any additional media files to help describe and enhance the Event</td>
</tr>
<tr>
<td>• One or more images</td>
</tr>
<tr>
<td>• Photos from past occurrences of the Event</td>
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<tr>
<td>• A logo for the Event</td>
</tr>
<tr>
<td>• The Chapter or District’s logo</td>
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<tr>
<td>• Any other image file or photo file to enhance the display of the Event</td>
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<tr>
<td>• One or more Documents</td>
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<td>• Flyer describing the Event</td>
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<td>• Registration Form for the Event</td>
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<td>• Any other document file to enhance the Event</td>
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</table>
Any additional media files to help describe and enhance the Event (cont.)

- One or more Websites
  - The web address where more details for the Event can be found
  - Any other website that will enhance the Event

- One or more Videos
  - Video from past occurrences of this Event
  - Any other video to enhance the display of this Event

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For uploading Video, see the slide entitled Known Issues

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Examples of a Poll and a Sign-Up will be presented in the Post section of this presentation

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GroupWorks will automatically turn RSVP on in a newly created Event

- Be sure to turn it off, if you truly don’t need it

- When an audience member first opens the Event and see their invitation, two buttons will appear labelled “I’m Going” and “Not Going”
  - If the audience member selects “I’m Going”, that Member is added to the Event’s “Yes” rolodex tab at the bottom of the Event
  - If the audience member selects “Not Going”, that
Member is added to the Event’s “No” rolodex tab at the bottom of the Event

• If the audience member changes their RSVP, that Member is moved accordingly

• When the RSPV Limit is reached, future audience members who select “I’m Going” will be placed on the Waitlist (if activated)

• If the Waitlist is activated and an audience member on the Event’s “Yes” rolodex tab changes from “I’m Going” to “Not Going”, that Member is moved accordingly

  • Then, the first Member on the Waitlist is added to the “Yes” rolodex tab

• When selecting a deadline day for each RSVP to be given, choose from the small calendar GroupWorks displays
• If an audience member lists a guest that is already in the Event audience and that same guest replies with their own RSVP, the Group Leader will show the attendee twice
  • This can throw off the Event’s actual headcount
  • Try to remember this when you are the one responding with an RSVP to another Group’s Event
  • If the guest you’d like to bring can sign on to GroupWorks and see the same Event . . .
    • Don’t RSVP for them
    • Allow the guest to RSVP for themselves

• This banner appears when you visit the page of the host Group, not in your Home
  • To see your choice while in your Home, you must view the Event and see your choice at the bottom of the invitation
  • Your Home will be discussed later
• Once the Event is saved (published)
  • The Group Leader that created the Event can edit the current list of those who have RSVPed as “I’m Going”
  • You can add Members from the Group that you lead
  • You can erase any attendee
  • The Group Leader that created the Event can message each of the Members who have RSVPed as “I’m Going”
  • The Group Leader that created the Event can create a list of the Members who have RSVPed as “I’m Going”
  • You can save it as an Adobe Acrobat file (.pdf)
  • You can print the generated Adobe Acrobat file (.pdf)

• When the Group Leader chooses to change the list of audience members who have responded with “I’m Going” . . .
  • The Group Leader cannot add audience members from another Group
  • The Group Leader can remove any audience member from any Group
  • Use the message capability to contact attendees with exclusive information pertaining to the Event
    • Comments you tack on to the Event will be visible to all audience members, regardless of their RSVP response
    • More about Following an Event and Commenting on an Event later in the presentation
  • Use of the list of attendees can be helpful before and during the Event
    • For example, when making seating arrangements before the Event
    • For example, when checking “at the door” during the Event, especially when there is an RSVP Limit
**Slide 25**

**Publication Date for this Event to appear on GroupWorks**

- Select today as the Publication Date
- Select a future date as the Publication Date
- Only Group Leaders in your Group will see it until the Publication Date takes place.
- The “Unpublished” banner will appear across the top of the Event on the Standard user interface.
- The banner will not appear on the mobile user interface.
- This allows you to “tweak” the Event before publishing it to those throughout the audience.

- Be aware when you post-date the publication of an Event
  - It will publish on the date you choose
  - Don’t forget about it or it may go “live” before you’ve completed the “final draft”

**Slide 26**

**Event Reminders**

- These are generated via email by GroupWorks to selected audience members, if the Event was saved (published) at least one day prior to the Event.
- Generate one week prior to the Event, if not too late.
- Generate three days prior to the Event, if not too late.
- Generate one day prior to the Event.

- When RSVP is OFF, reminders can only be generated to the Members of the host Group.
- When RSVP is ON, reminders are generated (by default) to the Members of the host Group.
  - With RSVP ON, you can change the selection of the audience who’ll receive reminders.
  - Your additional choices appear on the next slide.

**Slide 27**

**Event Reminders (cont.)**

- Other considerations include:
  - If the Event is a “Multi-Day Event – Series” (conducted over a series of non-contiguous days with RSVP requested for each day), reminders will generate one prior to each upcoming Event day, if the Event was published one day prior to the Event’s first day.
  - If the Event requires an RSVP, you can choose to remind different selections from your Event audience:
    - All in the audience who are Members of your host Group
    - All in the audience who responded with “I’m Going”
    - All in the audience who responded with “I’m Going” plus those on the Waitlist (if activated)
    - All in the audience who are Members of your host Group who have not responded
Once created, both Leaders and Members can comment on Events.

- Scroll to the bottom of an Event.
- If any Leader or Member would like to follow this Event, select the link labeled “Follow.”
- Once selected, you'll be notified of:
  - Any comments appended to the Event.
  - Any Replies made to any Comment previously appended to the Event.

- If one would like to stop following this Event, select the link labeled “Unfollow.”
- Once selected, you will no longer be notified any comments appended to the Event.

Anyone in the Event audience can comment on an Event.
Anyone in the Event audience can reply to an existing comment previously made on an Event.

- If the “Follow” link appears, you are not currently following the Event.
  - Select the “Follow” link to start following the Event.
- If the “Unfollow” link appears, you are currently following the Event.
  - Select the “Unfollow” link to stop following the Event.
- The Group Leader that created the Event will always follow it until the Event is erased.
  - The Group Leader that created the Event cannot stop following it.

If you'd like to make a comment about the Event, type it in the area that reads “Add comment here and press Submit.”

- If you'd like to formally mention another Member in the Group that is hosting the Event, select the silhouette button and choose the Member(s) you'd like to formally mention.
- When you formally mention a Member in this manner, the mentioned Member will be notified of the reference and begin to follow the Comments appended to the Event.

If you simply type the name of anyone, including another Member in the Group that is hosting the Event, the Member will not be notified nor will the Member begin to follow the Comments appended to the Event.

- If you like to upload a photo or image to add to your comment, select the camera button and select the photo or image file you'd like to include.
- Select the Submit button to complete your Comment.
• We’ll be discussing your account’s settings later in this presentation

• Anyone in the Event audience can follow the Event Comments without adding a Comment of their own
  • Do this by selecting the checkbox labeled “Follow Comments”
  • Since you can be notified by email when future comments are made here, you may want to select the link entitled “Comment Notification Settings” to change how quickly or how often you want to be notified
  • Select the checkbox again to “unfollow” the Event’s future comments
  • Once the checkmark is removed, notification of all future comments will stop

• If you like to reply to a Comment another audience member made about the Event, select the link labeled “Reply” in the lower right corner of the original Comment
  • By default, you will formally mention the Member who originated the Comment and that Member will be notified of your reply
  • Type your reply after the formally mentioned Member’s name
  • Use the silhouette button and the camera button in your reply the same ways you could in a Comment
  • Select the Submit button to complete your reply

• Stay on subject with your comments or replies
  • “Tis proper Netiquette”

• Therefore, the correct street address is required earlier in the creation of your Event
  • An inaccurate or imprecise street address will cause the Map to be wrong or misleading
Slide 33

Exporting to your own Calendar

- Once created, any audience member can copy an Event to their own third-party calendar service
- Outlook (Microsoft)
- iCal (Apple)
- Google (Android)

- This creates a copy, not a link
  - Updates to the original Event in GroupWorks will not appear in the copy you placed in your third-party calendar, unless you repeat this entire process

Slide 34

Obsolete Events

- Once an Event has taken place, GroupWorks will label it as a “Past Event” and will offer to delete it each time the creating Group Leader attempts to edit it
- Policy Suggestion
  - Delete past Events to keep each Home tidy
  - “Tis proper Netiquette”
    - Recommend that your Newsletter Editor needs to review past Events before erasing them to capture news items and photos for an upcoming issue
    - Your newsletter is not replaced by GroupWorks, as it remains the permanent historical record for your Chapter or District
- More about Group Administrators later
- Not only do you want to keep you own Members’ Homes tidy, but the Homes of any Group’s Members who have chosen to follow your Group
  - More about those who choose to follow your Group later
- Courtesy includes:
  - Don’t pester your Members and followers with redundancies or misinformation or you may start losing them
    - More about that later
Both Group Leaders and Group Members can create Posts.

Post Audience:
- Select the audience you would like to be able to see your Post
  - [See Audience Chart]
  - [Same as an Event]
  - One additional audience choice is available for Posts
    - “Draft (for me)”
    - The above audiences allow your Post to be visible to only those you have chosen.
    - Once you’re ready for your Post to be viewed, change to the audience of your choice and save your Post.

Post Folder:
- Select the folder that best describes the type of Post you are creating

Post Title:
- You can include your District or Chapter in the title, but it is not necessary.
  - Once an audience member views the Post, the name of the Group where the Post was created will automatically appear with the Post Title.
  - There is a limited number of characters you can use to name a Post.

As you can see, GroupWorks limits the number of characters in your Post title to a total of 38.
  - To make room for a fully descriptive title, leave out “GWRRA” and your Chapter designation (“DE-?” or “MD-?”)
  - When GroupWorks displays your Post, the District or Chapter designation will automatically appear as the Group where this Post was made.
  - The name and optional photo of the Group Leader or Member creating the Post will appear each time an audience member views the Post.
Let’s consider a second scenario:

- Has anyone heard about the former U.S. Congressman, who had to resign, with the unfortunate name of Anthony Weiner?
- Does anyone remember what he did that lead to his June 2011 resignation from Congress?
  - To simplify our discussion, let’s say he tweeted photos of his “talent”
- If you were the Group Leader in a Group where a Member did something like that, what (if anything) would you do?

- Change the font style of future text or selected text to either **Bold** or *Italics*
- The silhouette button is used to formally identify other Members of the host Group
  - This works the same way we saw earlier when we discussed Comments
- The star notepad button is used to identify an Event that already exist in the same Group
  - Use this to create a direct link to one of your Group’s Events
  - A link to the Post you’re creating will also be added to the existing Event
Slide 38

MY GROUPS
POSTS

Any additional files to help describe the Post

• One or more Images
  • Photos to help demonstrate the Post
  • Any other image file or photo file to enhance the content of this Post
• One or more Documents
  • Any other document file to enhance the Post
• One or more Websites
  • The web address where more details concerning the Post can be found
  • Any other website that will enhance the Post

For uploading Video, see the slide entitled Known Issues

Slide 39

MY GROUPS
POSTS

Any additional files to help describe the Post (cont.)

• One or more Videos
  • Video to help demonstrate the Post
  • Any other video to enhance the Post
• One or more Forms
  • A poll (survey) concerning this Post
    • Only Group Leaders can create a poll
    • For example: Where your Members can sign up to offer aid in one or more ways
  • A sign-up list concerning this Post
    • For example: Where your Members can sign up to offer aid in one or more ways
    • Create sign-up list is not limited to Group Leaders alone

Anyone in the Post audience can comment on a Post
Anyone in the Post audience can reply to an existing comment previously made on a Post
If the “Follow” link appears, you are not currently following the Post
  • Select the “Follow” link to start following the Post
If the “Unfollow” link appears, you are currently following the Post
  • Select the “Unfollow” link to stop following the Post
The creator of the Post will always follow it until the Post is erased
• The creator of the Post cannot stop following it

Slide 41

- Courtesy includes:
  - Don’t pester your Members and followers with redundancies or misinformation or you may start losing them
  - More about that later

Slide 42

- Only Members of the Group can see the entire membership of the Group on this tab
- Those who are not Members of the Group cannot see any of the membership of the Group on this tab
• Status of your Members (Group Leaders only)
  • Group Leaders
    • For a District, this would be your Director of GWRRA, your District Director, and possibly your Assistant District Director(s)
    • For a Chapter, this would be your Director of GWRRA, your Chapter Director, and possibly your Assistant Director(s)
    • For a Program, this would be your Director of GWRRA, Program Director, and possibly any Assistant(s) to the Program Director
  • Membership Request
    • These are potential Members of your Group who have requested membership. As a District, you only accept new members when a District Director or Assistant District Director approves the potential Member. As a Chapter, you only accept new members when the Chapter Director approves the potential Member. As a Program, you only accept new members when your Program Director approves the potential Member. As a Group, you only accept new members when your Group Leader approves the potential Member.
    • You, the Group Leader, have not replied to their request

• Member Resend Invite
  • These are potential Members of your Group who have been invited into your Group
  • In the MD-DE District, only account owners with an active GWRRA membership number can be invited to be Members of a Group in the GWRRA Association
  • Each potential Member who has not replied to a Group Leader’s invitation by completing their account subscription

• Member Send Reminder
  • These are current Members of your Group who have not signed on to GroupWorks either recently or at all
  • These current Members may not have completed their account subscription
  • These are the Members that need a reminder from the Leader’s Dashboard (More about the Leader’s Dashboard later)
  • Members
    • These are your Group’s general Members

• For Member Resend Invite, see the slide entitled Known Issues
Slide 46

• Only Group Leaders can perform this function
• Use the Message button to generate a message to the Home of:
  • Each of your Group’s Members
  • Each of the Members of a single Subgroup
  • Each Group Member you manually choose
• Sending messages one at a time or to a few of your Group’s Members might be easier via standard email, so long as you have their email address.

Slide 47

• Messages can be sent from:
  • Group Leaders to any Member of the Group they lead or to another Group’s Leader
  • Members to any Group’s Leader, even those who lead other Groups
• Messages cannot be sent from one Member to another Member
  • This is “GroupWorks”, which is designed for mass communication
  • This is not “Person Works”
  • GroupWorks is not designed for one-on-one communication
Other Functions on the Members tab are for the Group Leader only and can be selected via the ellipse button.

Group Leader’s Dashboard:
- Only available under the Standard User Interface
- All mobile devices (smartphones, etc.) and some tablets cannot perform this function
- Only desktops, laptops and some tablets can perform this function

Group Leader’s List Settings:
- Must be implemented by the Group Leader
- A future feature to be implemented perhaps for WinterThing 2021

Group Leader’s Payments:
- Only available under the Standard User Interface
- All mobile devices (smartphones, etc.) and some tablets cannot perform this function
- Only desktops, laptops and some tablets can perform this function

For items shared, either via email or Facebook, see the slide entitled Known Issues.
MY GROUPS
MEMBERS
Group Leader's List Settings (cont.)

- Subgroups
  - Policy Suggestion
    - Select the Plus Sign to add a new Subgroup
  - Name a Subgroup "Team"
  - Select the Plus Sign again
  - Name a Subgroup "Staff"
  - At the discretion of a District Group Leader(s), there are additional Subgroups that can be created in the "GWRRA MD-DE District" Group, such as one for each of the Chapter Offices and even one for each of the Chapter Pastors.

To help you locate the Members you need to build your Subgroup, you can sort them in three different ways with a click/tap on your choice of order:
- By First Name
- By Last Name
- By Status
  - This is not the Status you saw as a sort option on the Member tab
  - This is the Status of whether you have currently built this Member in the Subgroup or not

If you choose to define these Subgroups,
- They can be very helpful in keeping sensitive meetings and information under wraps
- For accuracy, try to keep their membership up to date

- To select each Subgroup that you just created
- Check each Member that is to belong to the Subgroup
  - If you're building a Subgroup for your District or Chapter Team
    - Check each Member who did a GWRRA Officer Change/Appointment Worksheet
  - If you're building a Subgroup for your District or Chapter Staff
    - Check each Member who already belongs to your Team Subgroup
- Check each additional Member who holds any position in your Group
  - This will create Subgroups that can be used to:
    - Exclusively invite these certain Members to Events
    - Make these certain Members exclusively aware of news or official information via Posts

To help you locate the Members you need to build your Subgroup,
you can sort them in three different ways with a click/tap on your choice of order:
- By First Name
- By Last Name
- By Status
  - This is not the Status you saw as a sort option on the Member tab
  - This is the Status of whether you have currently built this Member in the Subgroup or not

If you choose to define these Subgroups,
- They can be very helpful in keeping sensitive meetings and information under wraps
- For accuracy, try to keep their membership up to date
- This is the same sensitive information that lead to related bullet (#17) on the Memorandum of Understanding (M.O.U.) that officers initial and sign

- Group Leaders can change the role of any Group Member in the Group they lead to the role of a Group Leader
  - If you choose to do this, keep in mind the exposure you are allowing to the personal information of all your Group Members

- If the Group Leader sees these as ways to create a monthly gathering sign-in sheet,
  - Be aware that only the first GWRRA member in each household was an original owner of a GroupWorks account
  - All other household GWRRA members originally did not and would not appear in either file
Slide 55

• More about choosing to “Leave Group” later
• More about choosing to “Follow Group” later
• Any GroupWorks account owner can view any Group’s page
  • GroupWorks account owners who are Non-GWRRA members can view any Group within the GWRRA Association
  • GroupWorks account owners who are GWRRA members can view any Group outside of the GWRRA Association
  • This includes the About tab where any GroupWorks account owner can:
    • Request Membership
    • Follow (the) Group
    • Message any or all the Group’s Leaders

Slide 56

• At last count, there are over 580 Groups in the GWRRA Association
MY ASSOCIATIONS

Your District
- Contains all the Chapter Groups throughout your District
- Contains your 2 District Groups
  - The "GWRRA MD DE District" Group contains only the Members in the District that are affiliated with a Chapter
  - The "GWRRA MD DE Riders" Group contains only the Members in the District that are not affiliated with a Chapter
- Policy Suggestion: For keeping up with what the other Chapters in your District are doing
  - View each of the Chapter Groups in your District Association
  - On the About tab of each Chapter Group, select the "Follow Group" button
  - Confirm your choice to alter your Home and email notifications
  - Both Group Leaders and Group Members should be encouraged to do this
  - If you lose interest, you can repeat these steps and select to "Cancel" the following of any Group

Associations do not have any:
- Posts
- Events
- Members
- Leaders
- Administrators (More on this later)

Associations only contain Groups
- Therefore, they can be more useful as an audience for your Events & Posts
- There is no reason to duplicate Events or Posts when one Association as an audience will reach all the Members you need
- Also Known as “Feed,” “Home Feed” or “Home News Feed”
- For Facebook fanatics, this is known as your “timeline”
- Every account owner has their own Home
- All Events and Posts that have an audience that includes
  - At least one of your Groups or Subgroups will appear in your Home
  - At least one of the Groups you have chosen to follow will appear in your Home
  - If you are using the mobile user interface (UI), it will be limited to the 16 most recently created
- Just like your email inbox, it can fill up fast if left unattended

- There are three (3) methods you can use to regularly unclutter your Home
  - Method #1
    - Sign on to GroupWorks using a device that selects the standard user interface
    - In the upper right corner of your Home, select
    - Each notification in your Home will now be prefixed with the ------ symbol
    - Select the ------ symbol to the left of a notification you would like to remove from your Home
    - You may be asked to confirm the removal of this notification by selecting “Ok”
    - Once a notification is removed and the Save button is selected, there is no way to restore it
    - Repeat these steps removing each unnecessary notification from your Home
    - If you remove a notification accidentally, select the Cancel button in the upper left corner of your Home and all removed notifications since your last Save will be restored
    - Otherwise, once all notifications are removed, select the Save button in the upper right corner of your Home
    - Once the Save button is selected, all removed notifications are erased permanently

- Remember, all mobile devices (smartphones, etc.) and some tablets cannot perform Method #1
- Only desktops, laptops and some tablets can perform Method #1
- There is no “recycle bin” for notifications removed from your Home
- There is no “Remove All” feature for removing notifications from your Home
  - You must review each notification to be sure you truly want to remove it
  - You do have the option to cease the confirmation that appears after erasing each notification
    - Be wary of selecting Please don’t show again, for there is no easy way to reinstate this confirmation
There are three (3) methods you can use to regularly unclutter your Home:

- **Method #1 (cont.)**
  - This method removes current items from your Home.
  - It does not stop future items from entering your Home.

- **Method #2**
  - As mentioned before, you can cancel the following of any Group.
  - This method removes current and future items from your Home that originate in the Group you are no longer following.
  - You can return to follow this Group at any time, regardless of any Group Leader's wishes.

- **Method #3**
  - This method is where you can leave a Group by ending your membership.
  - This method removes current and future items from your Home that originate in the Group where you are no longer a Member.

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**Policy Suggestion**

- If a membership request comes to a Group Leader from a GWRRA member with an active membership number, the request should be accepted.

- Leaving a Group will now exclude you from any current and future Events or Posts that have an audience of strictly that Group.

  - This is how the courtesy to all who hold membership in your Group and all who follow your Group can pay off.
  - Courtesy from your Group Leaders.
  - Courtesy from your fellow Members.

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**Slide 63**

- We’ve done all the work to create Events.
  - The Calendar is how everyone can see the Events you’ve created.

- There is only one Calendar in GroupWorks.

- All Events are potentially visible on the GroupWorks Calendar.

- You simply use the three filters on the GroupWorks Calendar to “weed out” the Events you don’t want to see or to “scale down” to the Events you do want to see.
GroupWorks always starts with the widest Category (theatre)
  - Select a smaller Category (theatre) to “weed out” or “scale down” the Events you can view
• Click/Tap each filter to produce a list of possible choices
• Zip Codes you have used in the past will be recalled for you by GroupWorks
  - Use www.usps.com (the U.S. Postal Service website) to research additional Zip Codes
• An Event from a Group with motorcycling as their Passion will show a motorcycle icon
  - Other Events from Groups with other Passions will show their icon
• An Event with a star next to the date is an Event where you’ve replied to the RSVP with “I’m Going”
• An Event with an ellipse at the bottom means there are multiple Events scheduled for that date
• Navigate the GroupWorks Calendar with a:
  • Click/Tap on a date to see each Event scheduled for that day
    • This is called “drilling down on a date” in the GroupWorks Calendar
  • More on the next slide
### Slide 64

**CALENDAR**

- Click/Tap <Prev Month to go to the prior month
- Click/Tap Next Month> to go to the next month
- More on the Zip Code taken from your Profile later
- Click/Tap View Daily at the bottom of the GroupWorks Calendar to view the Events taking place on the first day of the month showing

- Click/tap on the date of January 12th, 2020
  
- You can change the filters in the same manner on the Daily View, as well
- Click/Tap on one of resulting Events to get more details
- Click/Tap <Prev Day to go to the prior day
- Click/Tap Next Day> to go to the next day
- Click/Tap on View Monthly to return to the GroupWorks Calendar

### Slide 65

**GROUPS**

- You can display all kinds of Groups, even the ones in which you are not a Member
- You can parse the Groups you see by using the three (3) filters
  - Categories from which to choose
  - All Passions
  - My Passions
  - My Associations
- Mileage Radius
- Zip Code
  - Originally taken from your Profile, although you can override it as you wish
  - You’ll need to override it in order to see Groups located over 200 miles from the zip code in your Profile

- With the filters set as shown, five Groups appeared
- Each Group shows:
  - How many account owners are following the Group
  - How many Members each Group has
  - The Zip Code assigned to each Group is clandestine
  - In the case of some Chapter Groups, the assigned Zip Code is based on their monthly gathering location as of April 2019
Group Leaders will have to contact GroupWorks to get this Zip Code altered.

** CHANNELS **
- Channels consist of polished videos known as Pieces.
- Currently, the Motorcycling Passion does not have a Channel.
- In the future, some may find or produce Pieces to be posted to a Motorcycling Channel.

** MY ACCOUNT **
- Use the Edit button to update your personal Profile.
- At least 50 in the required (*) contact information.
- City, State & Zip Code Bug is being worked – *for now use this process*
- Birthdate and gender.
- A little bit “About Me”.
- Select the Save button in the upper right corner to save your changes.

See Known Issues for details on the City, State & Zip Code Bug.
• Remember:
  • Groups have:
    • Posts
    • Events
    • Members
    • Leaders
  • Associations have only Groups

• Groups:
  • This lists each Group where you hold membership.
  • Select one to view the About tab for the Group.

• Associations:
  • This lists each Association that contains a Group in which you hold membership.
  • Select an Association to see the Groups it contains.

• Channels:
  • This lists each Channel that belongs to one or more of your Passions.
  • Select the "Edit" button to begin following additional Channels.

• Passions:
  • This lists each Passion that you have chosen.
  • Select the "Edit" button to add additional Passions.

• GroupWorks Email Digest
  • The default options are ON and Mon, Wed & Fri, if there is new content

• Comment Notifications
  • The default option is Immediately

• SMS Updates
  • The default option is OFF

• See Known Issues for details on the City, State & Zip Code Bug
MY ACCOUNT
Settings tab (cont.)
• Choose to display your contact information
• If you are using the work-around for the City, State & Zip Code Bug, this feature should be activated
• Until the City, State & Zip Code Bug is resolved, deactivating this feature can cause some functions under GroupWorks to fail
• Choose to follow any Channel that appears under your Passion in the future
• Originally, we each had Motorcycling as a Passion, which has no Channel currently
• Others may have added additional Passions to their account
• Choose to change your permanent password
• Use this when your permanent password has been compromised
• See Known Issues for details on the City, State & Zip Code Bug
• If someone gains access to your permanent password, change it as soon as possible
  • Sharing your permanent password with anyone is a violation of the GroupWorks Terms of Use
  • The GroupWorks Terms of Use are accessible from the link found at the bottom of any email GroupWorks sends to you

MY ACCOUNT
Payments tab
• Can only be implemented by the Group Leader
• A future feature to be implemented, hopefully in time for WinterThing 2021
Slide 73

**SUPPORT**

- How To . . . Topics
  - Sort these topics as you wish to find a topic of interest to you
  - Use the spyglass button to search among these topics
- FAQs (Frequently Asked Questions)
  - Read through these FAQs as needed
- Contact
  - Contact GroupWorks with your problem or issue only if you cannot find it among the How To . . . Topics, the FAQs or from any of your Group Leaders

- There are around eighty How To . . . Topics from which to choose
  - At the bottom of each Topic, you can download it as an Adobe Acrobat file (.pdf) which can be saved or printed for reading offline
  - The How To . . . Topic entitled *Introduction to GroupWorks* is important for all new account owners to read

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Slide 74

**UNSUBSCRIBING FROM GROUPWORKS**

- Members can Unsubscribe from GroupWorks
  - This process will prevent a member of your Chapter or District from receiving any notices concerning events and official information
  - The Chapter or District must determine a method that will keep such "off-the-grid" members aware of future events, news and official information

- To unsubscribe, take these steps:
  - Look to the bottom of any email GroupWorks has sent to you
  - Select the Unsubscribe link
  - Sign on to GroupWorks
  - Select "I am no longer a group member"
  - Select Submit
  - A series of options to parse down your participation in GroupWorks
    - Select the options that best fit your needs
    - If you must fully unsubscribe from GroupWorks, select the final option
    - Select Submit

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Slide 75

**UNSUBSCRIBING FROM GROUPWORKS**

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  - Select "I am no longer a group member"
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  - A series of options to parse down your participation in GroupWorks
    - Select the options that best fit your needs
    - If you must fully unsubscribe from GroupWorks, select the final option
    - Select Submit
UNSUBSCRIBING FROM GROUPWORKS

To unsubscribe, continue with these steps:

• If you are sure this is what you want to do, select Yes.
• Enter your complete email address to confirm your request to unsubscribe.
• Select Confirm.
• Your subscription, including your account, profile, settings, etc., will be removed from GroupWorks.
• You will receive an email confirming that you have unsubscribed.
• Select OK.
• Each Group Leader who was affected will receive an email notification of what you have done.
• Policy Suggestion:
  • The Chapter Membership Enhancement & Social Coordinator can oversee keeping non-GroupWorks chapter members up to date on:
    • Chapter events
    • Posting of news and official information

GROUP ADMINISTRATORS

• Group Administrators are clandestine within the Group they administer for the same reason U.S. Marshalls are clandestine while on board many U.S. plane flights.
  • They are there in the case of need or emergency.
  • Otherwise, they sit inconspicuously along with everyone else with no one aware of the authority they have.
• Here is how you can determine if you are a Group Administrator within your Group:
  • Select your Group and view any Event or Post that you did not originally create.
  • Look on the left side of the page to see that the name and image of the creator is not you.
  • On the opposite side of the page, does a red trash can button appear?
    • If it does, you are a Group Administrator within this Group.
• If it does not, you are not a Group Administrator within this Group

- The MD-DE District GroupWorks Policy is fluid, because anything could happen in the future that might lead to a new topic, a change to a topic or the erasure of a topic
  - From now on, future updates will be announced
  - When updates are posted, the changed portions will be clearly identified
  - The MD-DE District Director has the final say on the entire policy

- Look for these Posts in the GWARRA MD-DE District Group to find out more details
  - Follow these Posts for additional news and possible fixes

- You’ll find the policy on the Maryland-Delaware website, under Files & Information
- How Group Leaders may use the standard field “Title” and the custom field “Officer Role” in each membership
- How Group Leaders should respond to membership requests to join your Group
- How Group Leaders should handle GWRRA trial members in their Group
- What type of Events a Group Leader should and should not create in their Group
- How Group Leaders should manage inappropriate Posts and the Members that create them

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  - Follow these Posts for additional news and possible fixes
IN SUMMARY

• GroupWorks is a tool, not a toy
  • Just like a hammer it is a tool
  • A hammer has a primary use of driving in a nail
  • A hammer has a primary use of removing a nail
  • A hammer has a grip for ease of use
  • You could even use a hammer for things unrelated to carpentry
    • Like a paper weight
    • But that would be a waste
    • But a hammer makes a terrible screwdriver
      • It was never designed to do the job of a screwdriver

IN SUMMARY

• GroupWorks is a tool
  • It has a primary use for streamlining mass communications down through an organization
  • It has a primary use for streamlining mass communications up through an organization
  • It has a grip for ease of use
  • You, the Group Leaders, are the grip
  • You could even use it for things unrelated to mass communications
    • Like a way to ignore riders who don’t subscribe
    • But that would be a waste
    • But GroupWorks makes a terrible Director
      • It was never designed to do the job of a Director

IN SUMMARY

• No one expects you to walk out of this room an expert in GroupWorks
  • You may have come today to dip your toe in the GroupWorks pool; instead you feel like you’ve been thrown in the deep end
  • Fit GroupWorks in as you see fit
    • The information you disperse through GroupWorks does not replace your monthly newsletter
      • Although, Posts and additional files, photos, documents, websites, etc. could be used as contributions to your next issue
      • Your monthly newsletter remains your historical record of happenings within your District or Chapter
      • Events and Posts are temporary and should be erased from GroupWorks by their creator once they become obsolete
  • What appears in your newsletter is your permanent record
  • You can’t break GroupWorks
  • You will find yourself growing into it more and more
  • You will find yourself growing into it more and more
Q & A

ACKNOWLEDGEMENTS

• Information for this presentation was taken freely from:
  • The 80 or more How To... Topics found on the How To tab of the Support page on GroupWorks
  • The great technical assistance provided by the GroupWorks Team
  • MD-DE District members should visit our District’s website under Files & Information to locate our District’s GroupWorks Policy
  • Contact one of your Group Leaders via the About tab of your Group for assistance when using GroupWorks
  • If you still need help, visit the Contact tab on the Support page of GroupWorks to take advantage of the great technical assistance offered by the GroupWorks Team
  • The Maryland – Delaware District GroupWorks Policy
    • Located on the MD-DE District website under Forms & Information

TWITTER VERSE

• How many of you have ever heard of this term?
  • It is the universe of Twitter
  • Twitter is just another social media website, like GroupWorks
  • Heard of any notable people that have tweeted something they later wish they hadn’t!
Well, welcome to the “Winger verse”

- You, the Group Leaders, are the custodians of this “Winger verse
- You, the Group Leaders, are the moderators of whatever is created in the Group(s) you lead
- Courtesy from each of your Group Leaders and from each of your fellow Members can pay off
- Enjoy the ride