

The New Cority Community: FAQs for Customers

Why the change?

We've had our existing User Community for years and lately, we've seen a significant increase in participation. The original platform wasn't meeting our needs (or yours) so we upgraded to a more modern, customer-focused platform that works seamlessly with your Cority Product. Now you don't need two logins. With Single Sign-On (SSO), you can launch the Cority Community right from your Cority application.

How do I login?

Logging into the Community is simple! Simply login to your Cority application and click on User Community.

Why do I get an error message when I click on the User Community from the Cority application?

In order for a Cority user to connect to the community, we need a proper email, and first and last name of the user. This information will need to be setup by your company's Cority administrator within the Cority platform (Administrator → Users). Please contact your company's administrator to add any missing information.

Is everything I had in the former User Community available?

Any relevant documentation that was available in the former User Community can now be found in the updated Community. Everything is organized very clearly for you, so you should have no trouble finding exactly what you need. You can still post and respond to discussions, read articles, submit support tickets, view and register for upcoming events, and submit product ideas.

What new features are available?

- Single Sign On: Customers no longer need two logins. Simply launch the Community right from the Cority application.
- Voting: You now have the ability to submit and vote on new ideas for our software.
- Search: Find what you're looking for faster with a more powerful search function.
- User experience: the Cority Community is wrapped in a much more user-friendly package

I can't find a document. Who do I contact?

Please contact helpdesk@cority.com.

We are a self-hosted client. Can I still access the Community?

If you are self-hosted and would like to access the new Cority community, please contact helpdesk@cority.com.

What are the different levels of user? How can I change level of access for a user?

There are three permission levels available for community members:

1. Regular User (Default Level): Has the ability to use all the functionality of the Community EXCLUDING case submission
2. Case User: Has the same permissions as Regular User INCLUDING the ability to submit cases
3. Super User: Has the same permissions as Case User with added ability to view all cases submitted by their company

Please contact helpdesk@cority.com if you would like to adjust your access levels.

How do I search for items in the community?

The new Community's search functionality is better than ever – simply type the keyword(s) or title of the item you're looking for in the search bar, located prominently at the top of the user community. You can then go even further, and filter by the type of content – discussions, articles, cases or groups.

Where can I view and register for events?

All of our upcoming events, training webinars, and other webinars are listed in the Community under the 'Upcoming Events' section, which you'll see on the top bar. Just click on the event(s) you'd like to attend in this section for more information, including registration links.

How do I ask/answer a question in the Community?

In the new Community, discussions are organized by topic and grouped together with articles in the same topic categories. So, if you'd like to ask a question related to Occupational Health, for example, simply click on 'Learn and Discuss' from the main menu to launch our Knowledge Base section. From here, select Occupational Health, head to Discussions on this topic, and then either click 'Start a Discussion' to ask a new question, or browse the current questions to respond to someone else's question.

*Note: to receive discussion notifications, you'll need to enable all email notifications on your profile settings. (You can do this under 'My Settings' on your profile).

How do I follow a discussion on the Community?

To follow discussions:

- Login to the Community and head to the Knowledge Base section that you'd like to follow. Note that Articles and Discussions are grouped together in one overall Knowledge Base.
- Once you're in the correct section, head to Discussions and then click Follow. Once you do this, you'll be following the entire section and will receive an email notice anytime someone posts a question.

How do I know if someone has responded to one of my posted questions in the Discussions section?

You will receive an email notification. To receive discussion notifications, you'll need to enable all email notifications on your profile settings. (You can do this under 'My Settings' on your profile).

How do I submit a case?

To submit a case:

- Navigate to Cases -> Contact Support
- Select your priority
- Provide a description of your problem and steps to reproduce
- Provide details on how this issue is impacting you
- Attach any relevant information pertaining to this case
- Click submit

I notice there is a voting feature. Does my vote actually mean anything?

Yes! Your vote matters. Cority's Product team receive many requests for new features and enhancements and it's sometimes difficult to prioritize. By voting, you give them an indication on how important a particular suggestion is to your business.

How do I submit an idea for the Cority solution? How can I check on the status of the idea I submitted?

All of your questions about our great new Ideas feature can be answered [here](#).