

SimpleConnect FAQs:



Q: What is **SimpleConnect**?

ANSWER: This is **Simpleview's newly launched Community**, which serves as a replacement for the User Forum.

Q: What about all the **content** that existed in the **previous User Forum**?

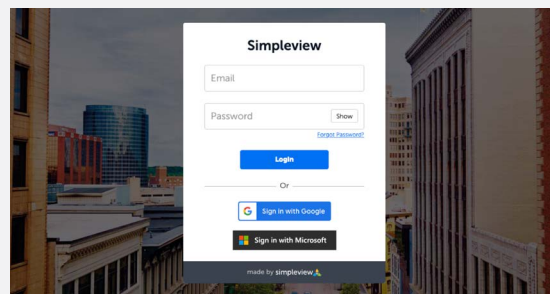
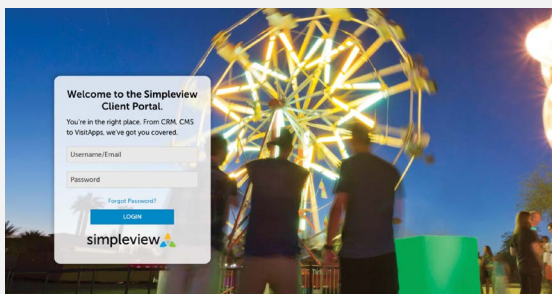
ANSWER: We imported all previously posted User Forum conversations into the **SimpleConnect Community**. Dates and signatures of each post were retained and have been placed in their applicable product-specific Topic.

Q: Who has access to **post and view** in SimpleConnect?

ANSWER: **All users** of the Client Portal have access to view and post conversations in SimpleConnect.

Q: What credentials do I use to **log into** SimpleConnect?

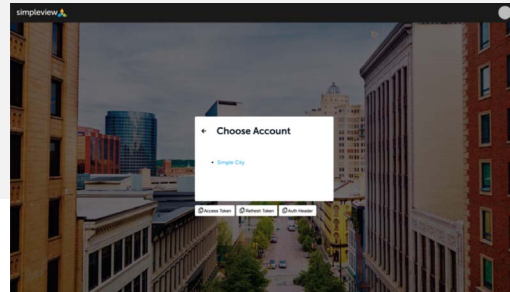
ANSWER: If you are prompted for a username and password at either of these **screens**,



use your same credentials for accessing the [Client Portal](#).

(continued)

Note: You may be able to use the “Sign in With Google” or “Sign in with Microsoft” buttons if your organization uses Google or Microsoft, respectively, for email management. Additionally, the “Sign in...” buttons will not navigate you directly to SimpleConnect after submitting credentials. Once you see a screen similar to **this**

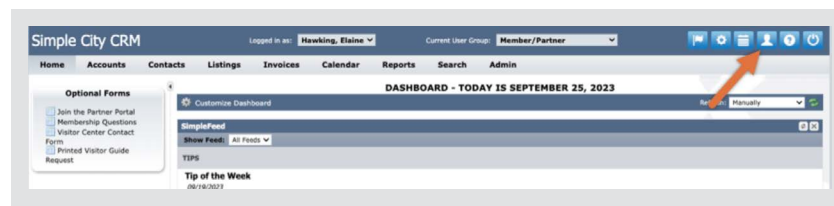


use [this link](#) to access the community.

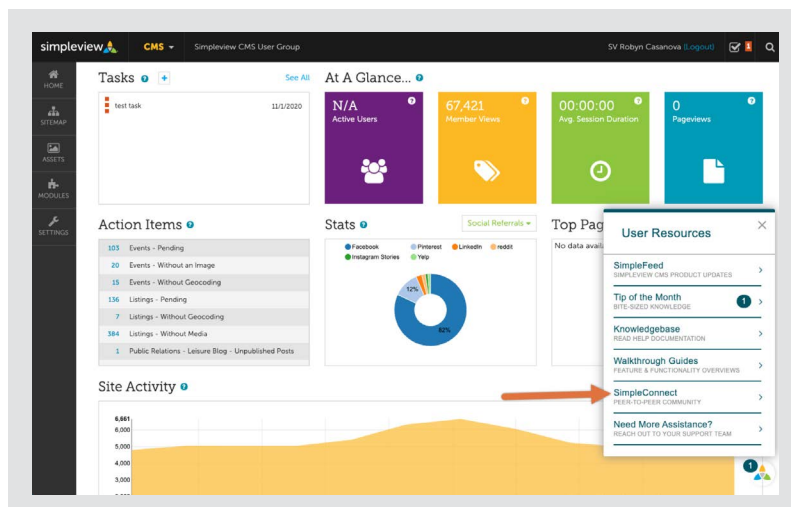
Q: Do I have to access SimpleConnect from the Client Portal?

ANSWER: Access to SimpleConnect is available within Simpleview products. See below for examples.

CRM User Forum in Simpleview CRM Product Header



User Resources in Simpleview DAM, CMS, Data Engine

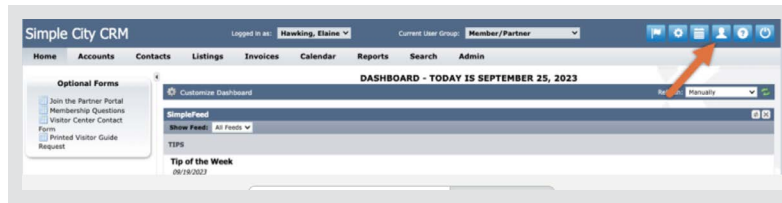


(continued)

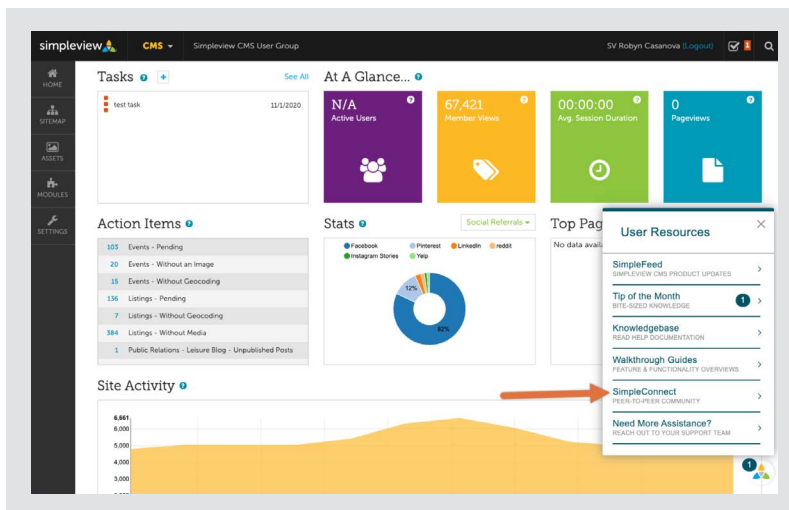
Q: When I click on a link to SimpleConnect, I don't see all of the icons.

ANSWER: This often happens when you've been logged out of the Simpleview Knowledgebase. **When this happens, please try accessing SimpleConnect from one of the following:**

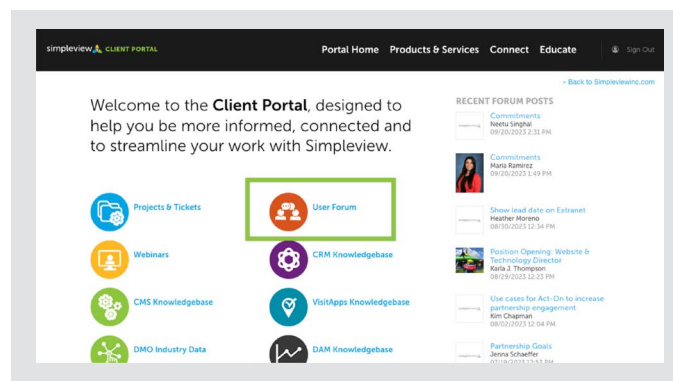
CRM User Forum in Simpleview CRM Product Header



User Resources in Simpleview DAM, CMS, Data Engine



User Forum link in Client Portal



(continued)

Q: What if my **Client Portal** credentials don't work?

ANSWER: Please confirm that you can access the [Client Portal](#) using the previously mentioned username and password. If that does not work, use the [forgot password link](#) to select new credentials. Then, apply these new settings at the login screen for SimpleConnect. If this still does not work, please [submit a ticket to your CRM Analyst](#).

Q: Can I **search for topics or ideas** posted in SimpleConnect?

ANSWER: [Searches in the Simpleview Knowledgebase](#) will return results from SimpleConnect conversations based on keywords.

Q: Will I be alerted about **comments on my posts**?

ANSWER: Each time you make a post in SimpleConnect, either as a conversation starter or reply, you will be [automatically set to 'Follow' the post](#). Any responses to these posts will generate an [email notification](#) from Simpleview Knowledgebase Support [<noreply@simpleviewinc.com>](mailto:noreply@simpleviewinc.com).

Q: Can I be alerted about **all posts** made in SimpleConnect?

ANSWER: While there isn't a 'Follow All' option in the community, you can opt-in for notifications of conversations posted within individual SimpleConnect topics. Simply navigate to each desired topic in the community and [click the 'Follow' button](#). You will have the option to receive notifications for new posts or new posts and comments (replies).

Q: How are the **'upvote'** and **'downvote'** on posts used?

ANSWER: Simpleview actively reviews client feedback and comments. As such, any [voting the community](#) provides is encouraged. Our teams reference SimpleConnect posts for product feedback and may use details provided here for decision-making during enhancement planning.



(continued)

Q: Do **SimpleConnect** posts expire?

ANSWER: All conversations and their related history are maintained in SimpleConnect and do not expire or get removed. The exception to this is if a post does not meet our [SimpleConnect guidelines](#). In this case, a post may be removed from the community.

Q: Can I **close a post** for comments?

ANSWER: As a SimpleConnect contributor, you cannot limit comments on posts. If you no longer wish to receive notifications for posts, please use the ['Unfollow' button](#).

Q: Can I **change the information** in my SimpleConnect profile?

ANSWER: Due to how user access is managed, you can only create an alias. This requires that you make a post in the SimpleConnect Community. Once your post or comment is made, click on your name. This will bring up your Profile page. From here, use the "Update Profile" button to make your desired change. [See here](#).