

GrowthZone - Info Hub Pt. 2: Tour and Content Management



Creating an account and logging in

Info Hub Tour

- My Info
- My Directory Listings
- My Subscriptions
- Events
- Forum*
- Continuing Education**

Info Hub Tour (cont.)

- Reports
- Directories
- Resources
- Web Content (Coupons, Job Postings, etc)**
- Links

Info Hub Management

* Optional; included in every GrowthZone subscription but must be enabled to use

** Additional module subscription required to implement these features on the Info Hub

Info Hub – Creating an account/Logging In

The ability to create an account for the Info Hub is set in the Login Settings area. Enabling the “Allow Contacts to create their own accounts via the Info Hub” setting will allow contacts in your database to create their accounts using their email on file.

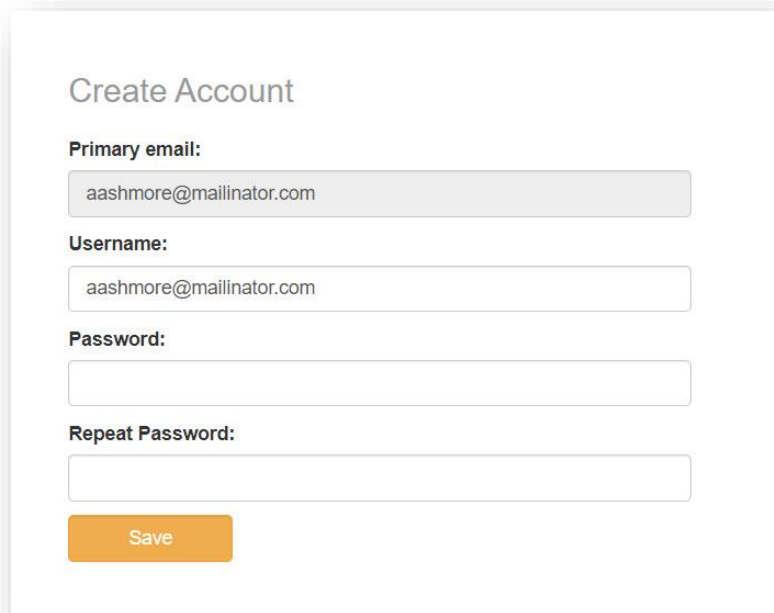
WIKI: [Set up User Info Hub Login Settings](#)

Info Hub – Creating an account/Logging In

Users will need to create an account in order to use the Info Hub.

Send out the invitation email with the Create Login link. Recipients will have 72 hours to create their account using this link.

Users will input their desired password, then will be automatically redirected to log in to the Info Hub.



Create Account

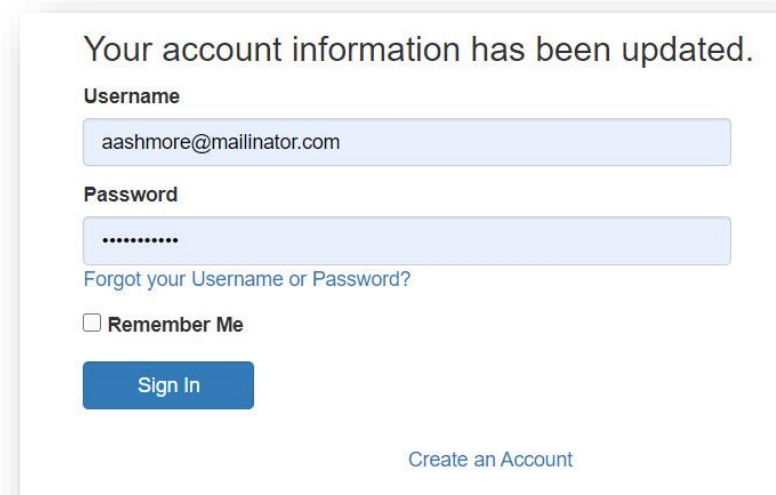
Primary email:
aashmore@mailinator.com

Username:
aashmore@mailinator.com

Password:
[Empty field]

Repeat Password:
[Empty field]

Save



Your account information has been updated.

Username
aashmore@mailinator.com

Password
[Masked field]

[Forgot your Username or Password?](#)

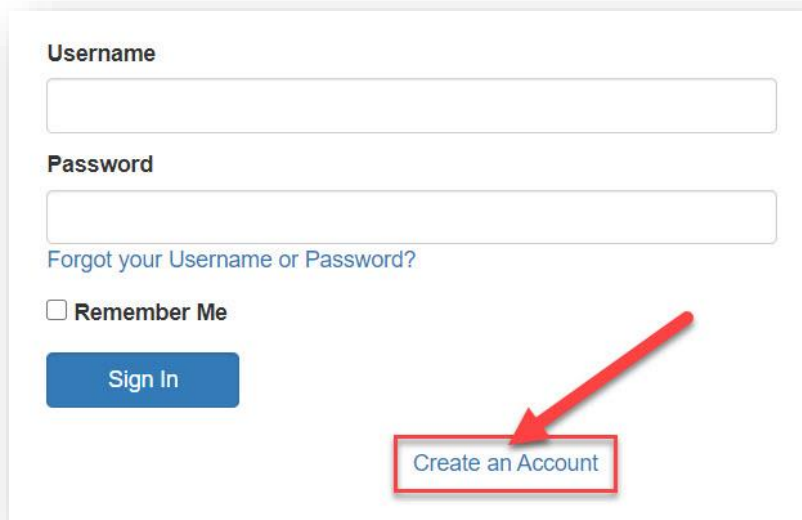
Remember Me

Sign In

[Create an Account](#)

Info Hub – Creating an account/Logging In

Users can also create an account by clicking the “Create Account” link on the generic Info Hub Login screen.

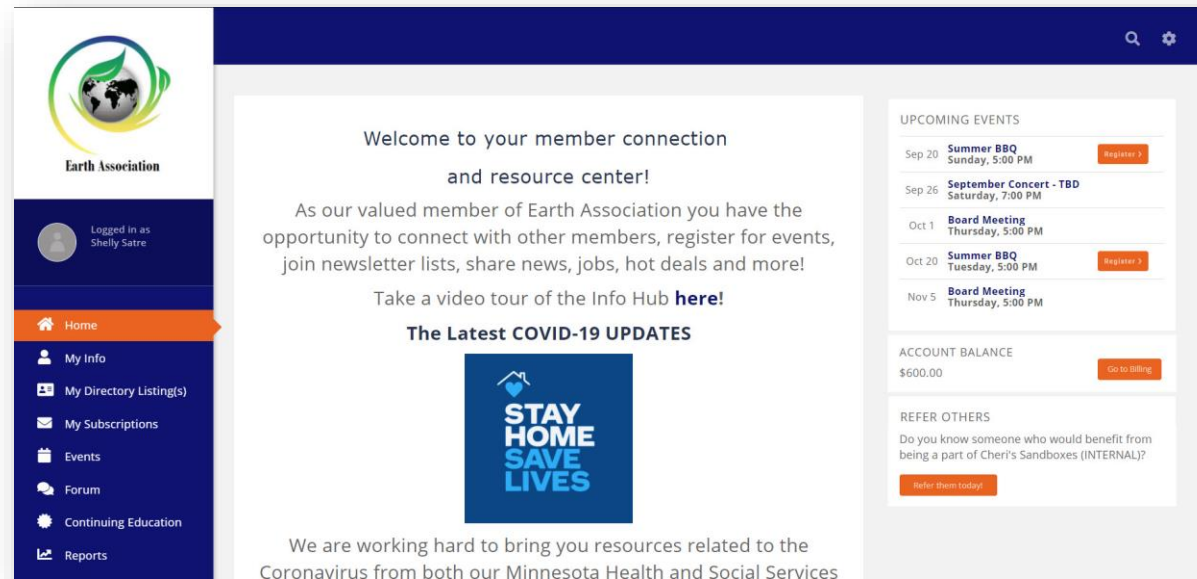


The screenshot shows a login form with the following elements:

- Username**: A text input field.
- Password**: A text input field.
- [Forgot your Username or Password?](#): A blue link.
- Remember Me**: A checkbox.
- Sign In**: A blue button.
- [Create an Account](#): A blue link, highlighted with a red box and a red arrow pointing to it.

Info Hub - Tour

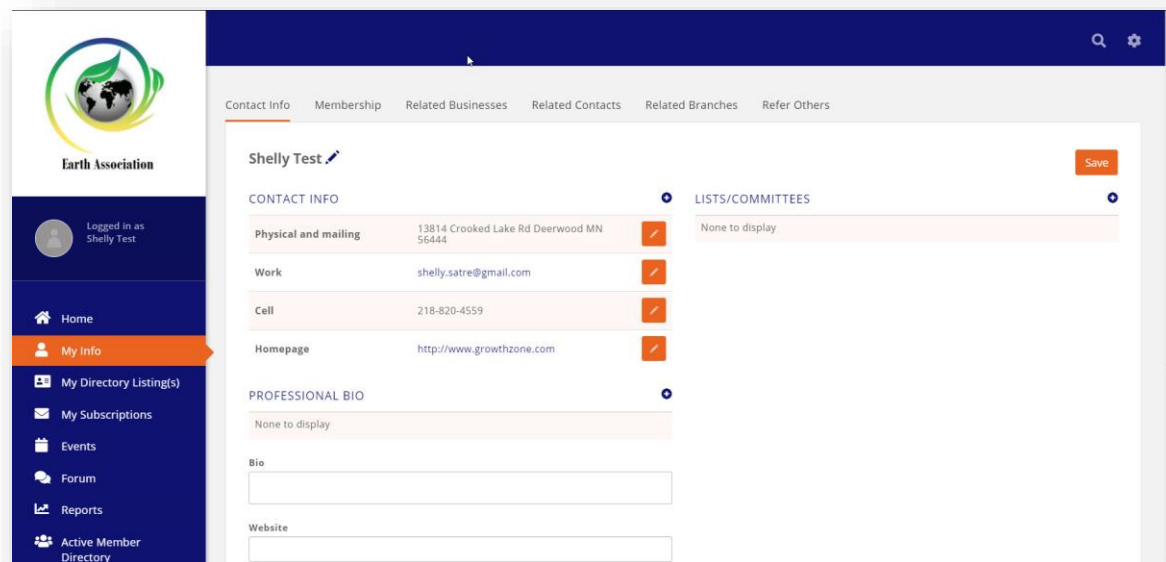
After logging in, members will be taken to the Home page of the Info Hub and will see any messages/links/images/videos as configured.



WIKI: [Customize Info Hub Display](#)

My Info:

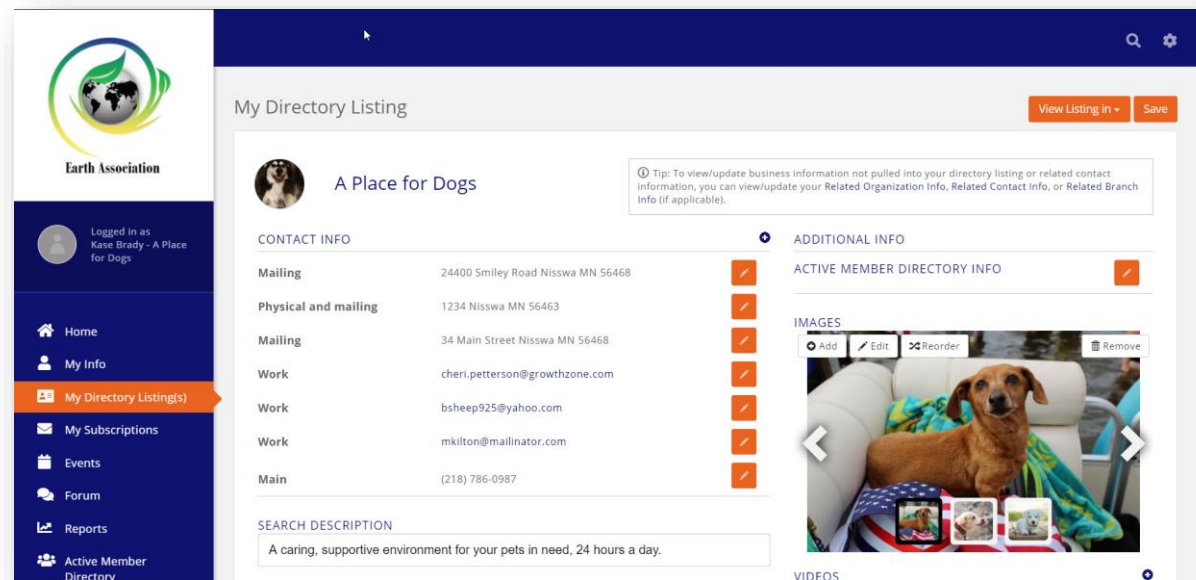
This is where your members can see everything related to their information.
(View/edit/update ability will vary depending on access level granted.)



WIKI: [Update Contact Information in the Info Hub](#)

My Directory Listing(s):

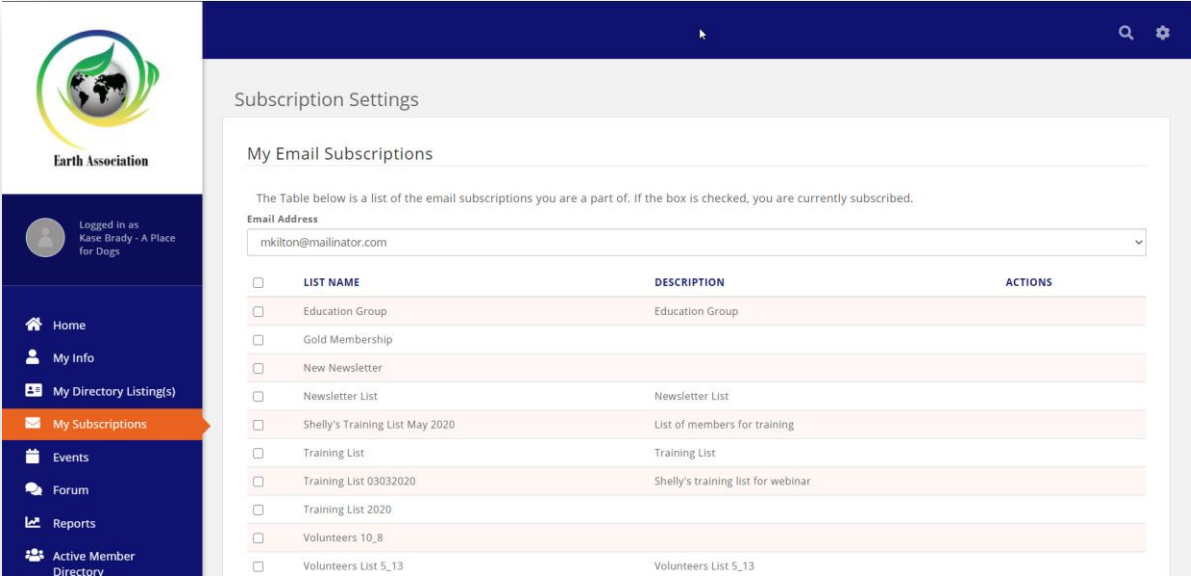
If your members have Directory Listings and are given access, they can edit/update the information being displayed online for themselves or their company/companies.



WIKI: [Update Directory Listing Information in the Info Hub](#)

My Subscriptions:

Members may see and manage which email lists from which they receive communications.



Subscription Settings

My Email Subscriptions

The Table below is a list of the email subscriptions you are a part of. If the box is checked, you are currently subscribed.

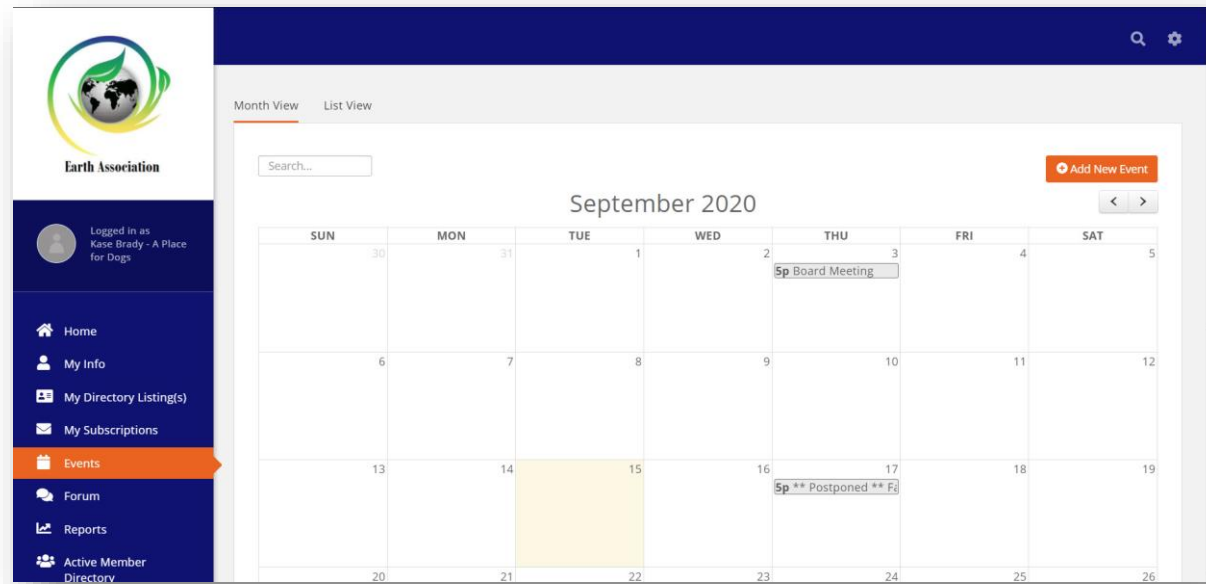
Email Address: mkiton@mailinator.com

<input type="checkbox"/>	LIST NAME	DESCRIPTION	ACTIONS
<input type="checkbox"/>	Education Group	Education Group	
<input type="checkbox"/>	Gold Membership		
<input type="checkbox"/>	New Newsletter		
<input type="checkbox"/>	Newsletter List	Newsletter List	
<input type="checkbox"/>	Shelly's Training List May 2020	List of members for training	
<input type="checkbox"/>	Training List	Training List	
<input type="checkbox"/>	Training List 03032020	Shelly's training list for webinar	
<input type="checkbox"/>	Training List 2020		
<input type="checkbox"/>	Volunteers 10_8		
<input type="checkbox"/>	Volunteers List 5_13	Volunteers List 5_13	

WIKI: [Manage Email Subscriptions in the Info Hub](#)

Events:

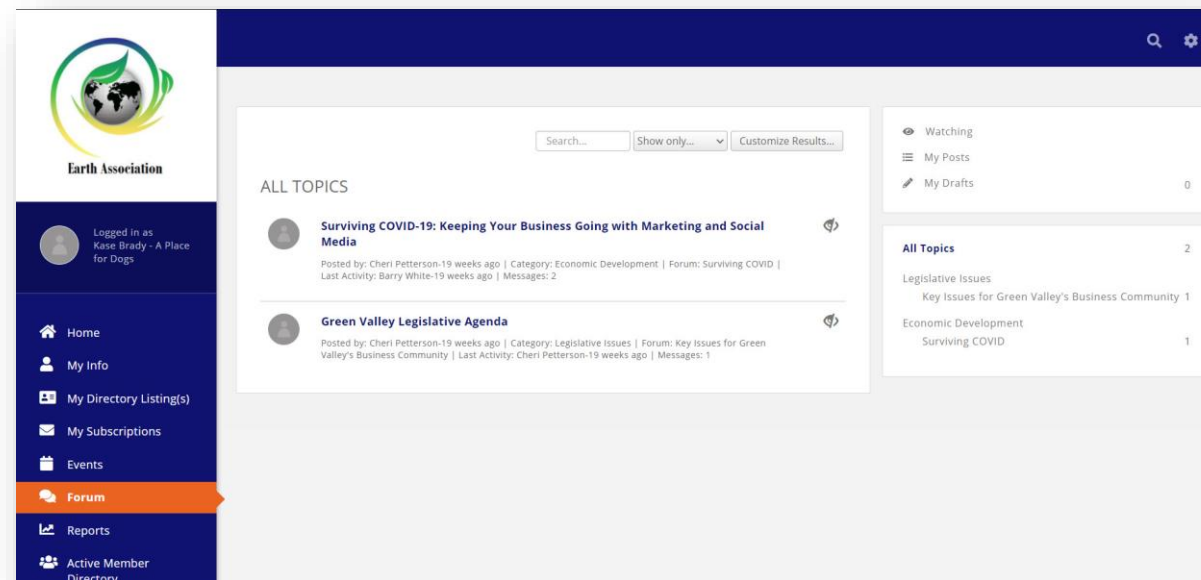
Members may view, register for, and submit events for approval.



WIKI: [Manage Events in the Info Hub](#)

Forum:

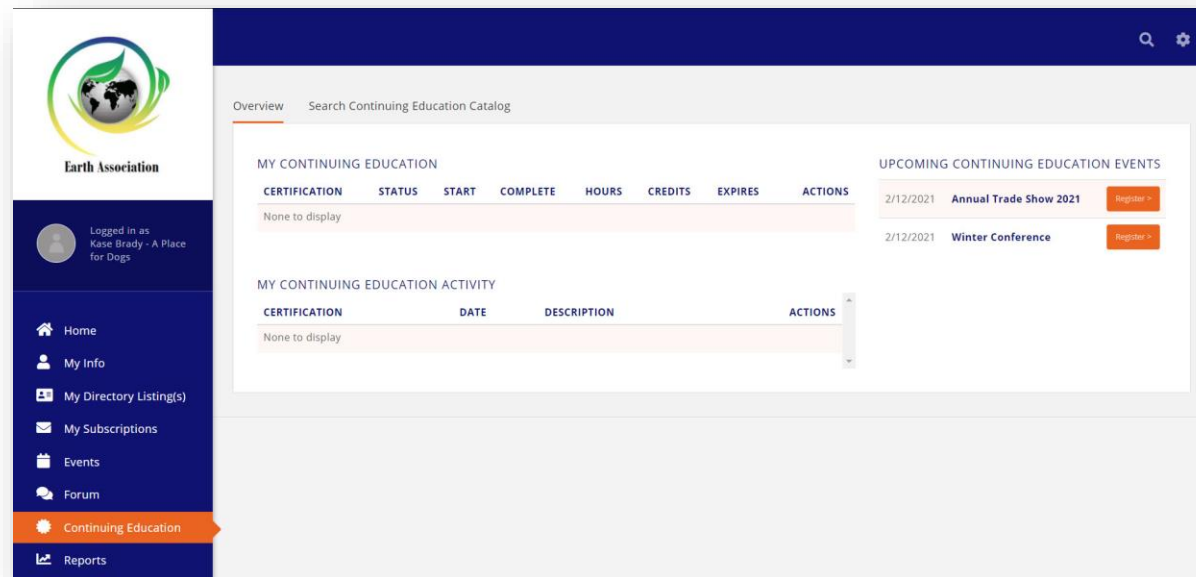
The Forum is an optional component of the Info Hub; when enabled, members can participate in online discussions with other members.



WIKI: [Member Participation in the Forum](#)

Continuing Education**:

You can allow your members to view their certification progress and register for upcoming continuing education events..

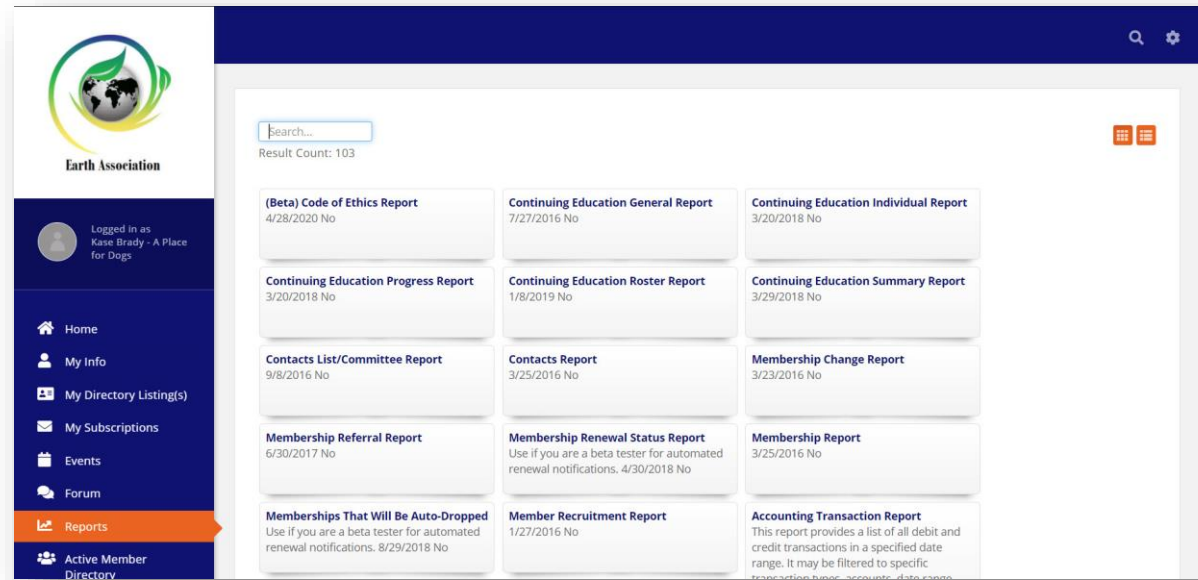


WIKI: [Manage Certifications in the Info Hub](#)

***Requires subscription to the Continuing Education module*

Reports:

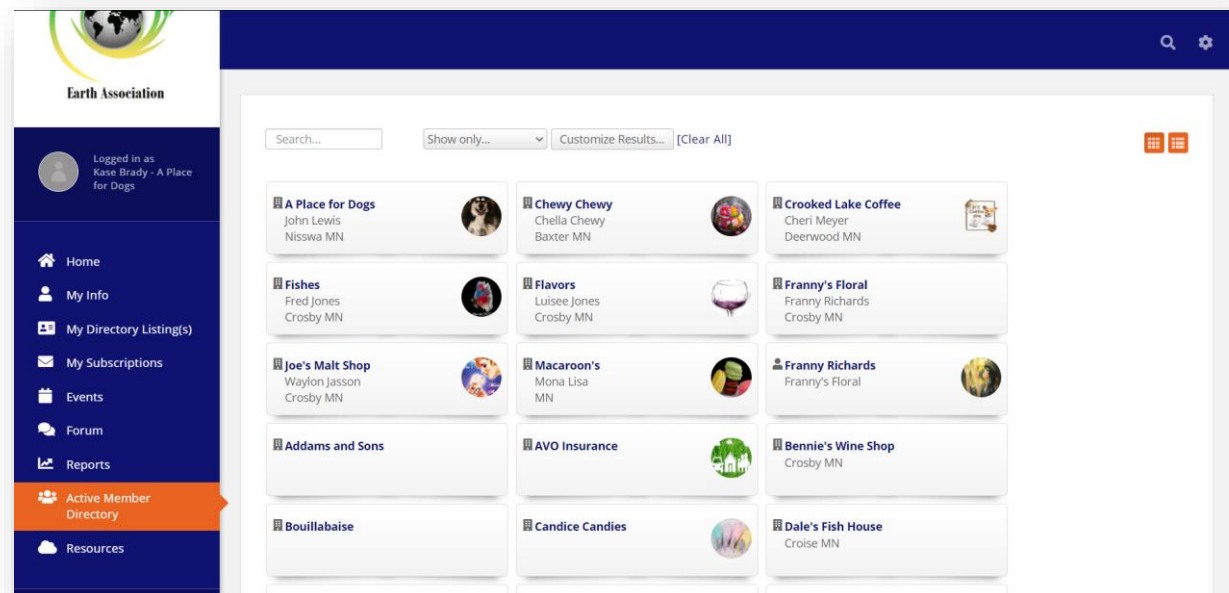
These are available if enabled and if you allow your members to access them.



WIKI: [Show Reports in the Info Hub](#)

Directories:

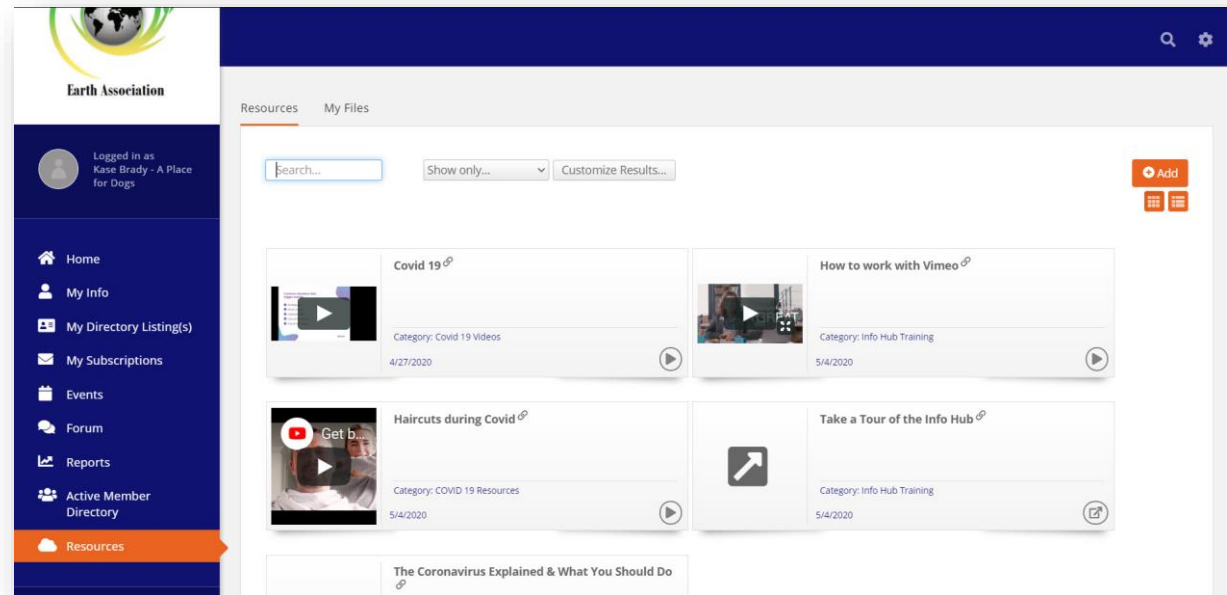
Any and all directories you have set to be displayed in the Info Hub are available. Members can search and customize results to find fellow members and their businesses or organizations.



WIKI: [Set Up Your Directories](#)

Resources:

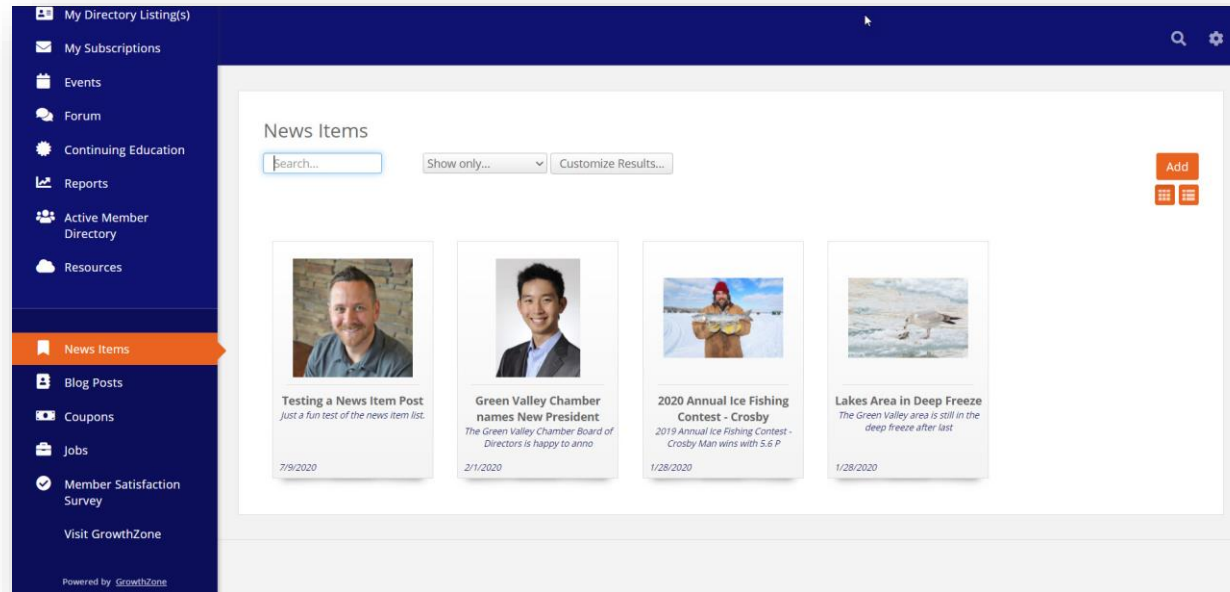
Members may view and add shared files/links depending on their access level abilities.



WIKI: [Add/View Resources in the Info Hub](#)

Web Content**:

Content lists (Jobs Postings, Coupon Deals, News, Blogs, General) can be shared to the Info Hub for/by your members.

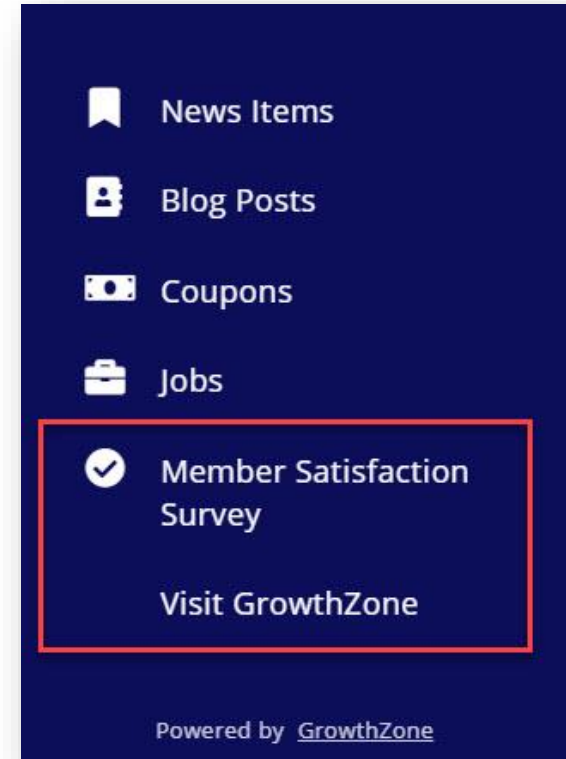


WIKI: [Working with Web Content in the Info Hub](#)

**Requires subscription to the Web Content module

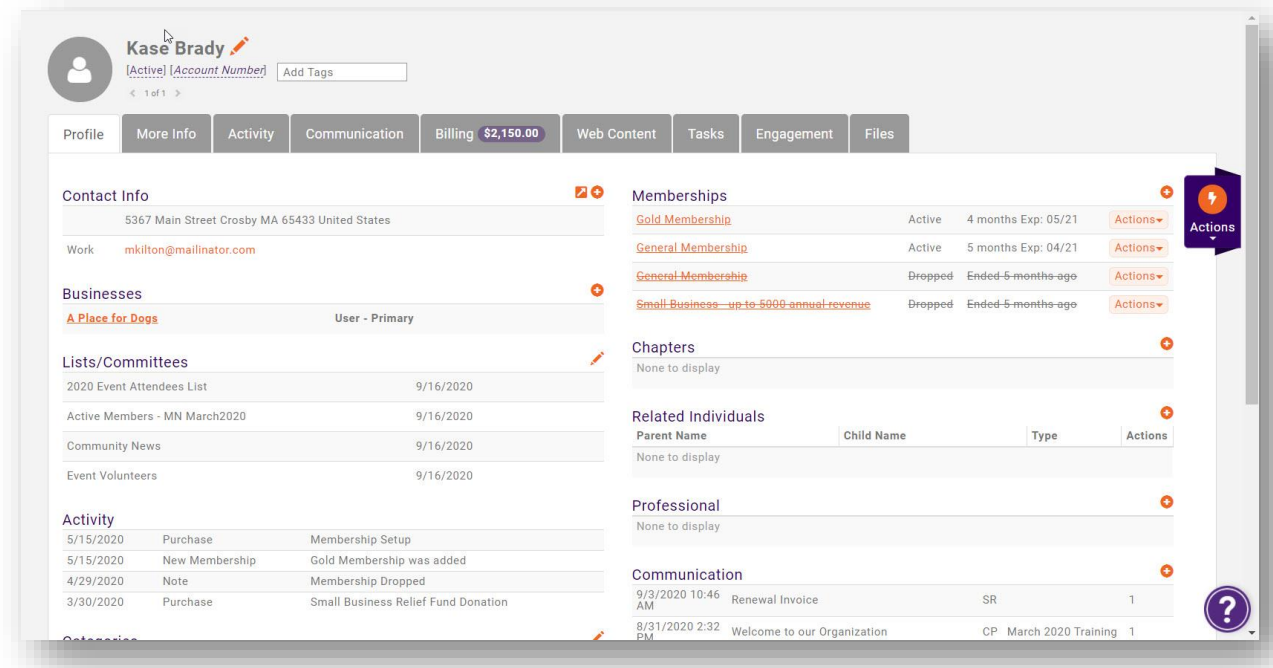
Links:

These can be links to websites, surveys- anything that exists on the internet.



My Info/My Subscriptions:

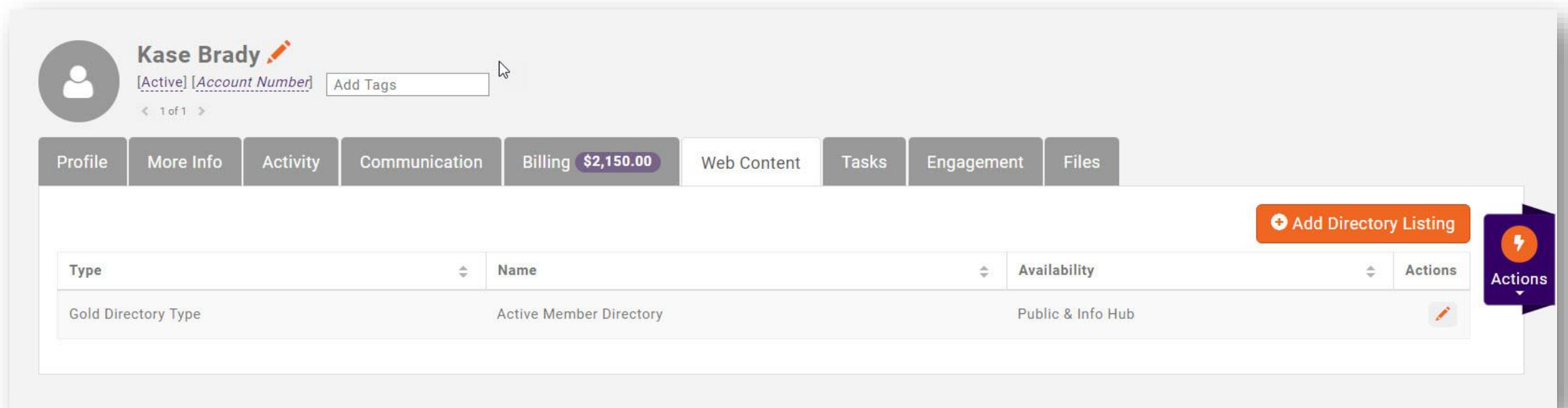
General contact info (name, address, phone, email, etc) and subscriptions can be managed in each contact record, on the Profile tab.




WIKI: [Contact Management](#)

My Directory Listings:


Directory listings can be added/edited/deleted in the back office on the Web Content tab of a contact record.



Kase Brady 
[Active] [Account Number] < 1 of 1 >

Profile More Info Activity Communication Billing **\$2,150.00** Web Content Tasks Engagement Files

[+ Add Directory Listing](#)

Type	Name	Availability	Actions
Gold Directory Type	Active Member Directory	Public & Info Hub	

Actions

WIKI: [Manage Directory Listings](#)

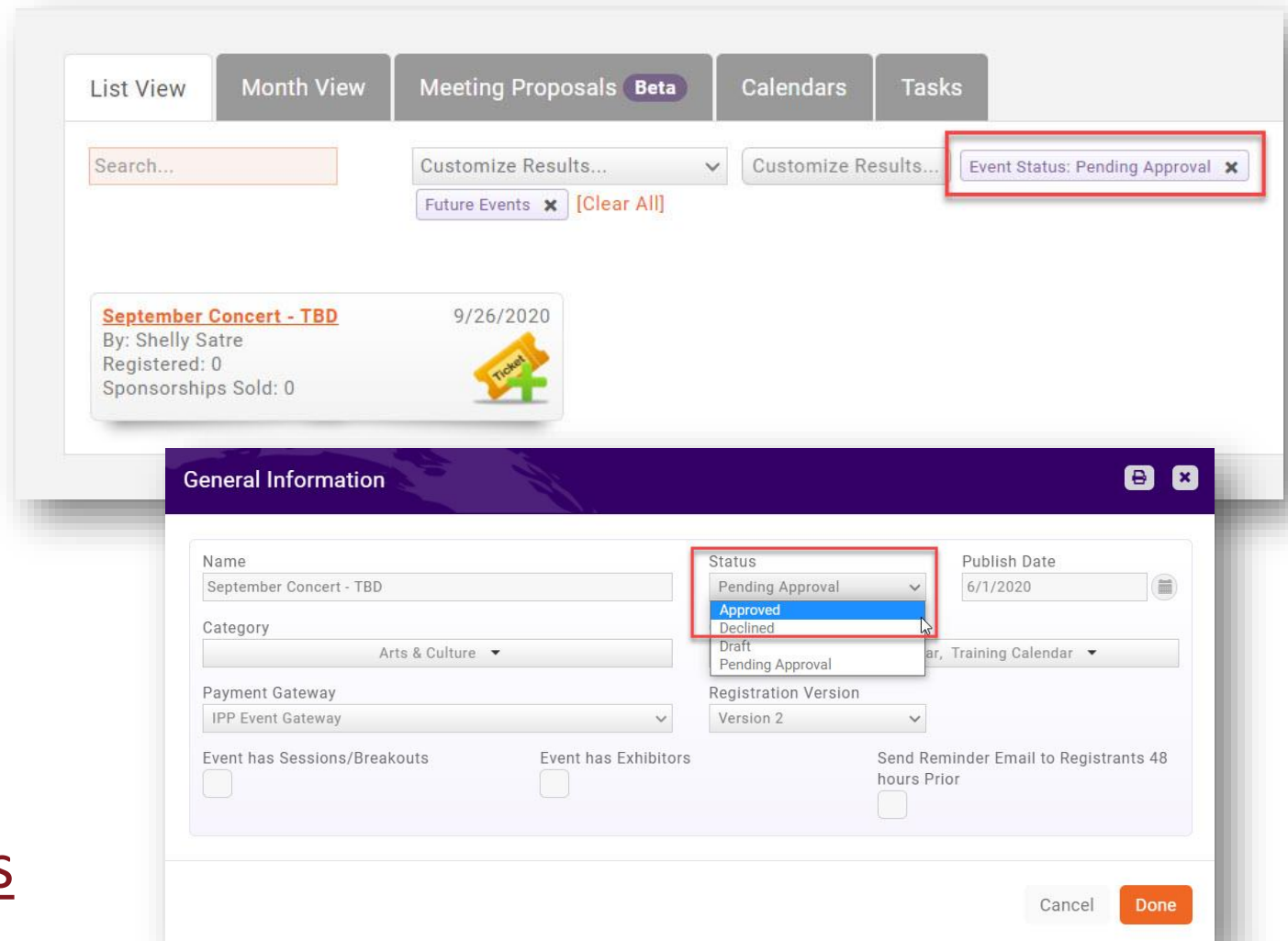
Info Hub - Management

Events:

Most member-submitted events from the Info Hub must be approved by staff in the Events Module.

Staff can receive notifications when events are submitted for approval.

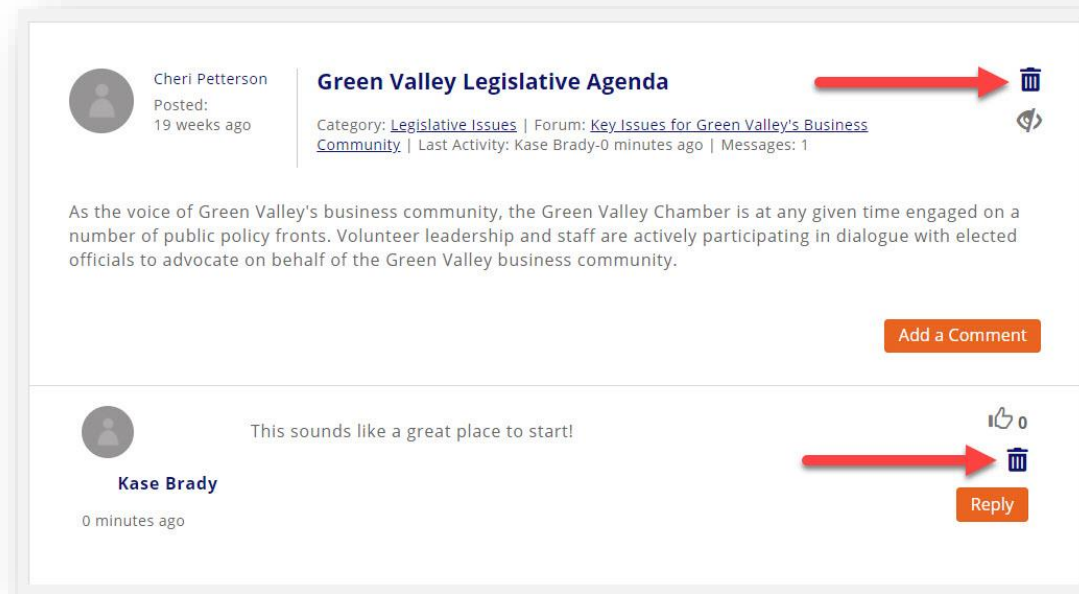
WIKI: [Configure User Notifications](#)



The screenshot displays the GrowthZone Events Management interface. At the top, there are navigation tabs: List View, Month View, Meeting Proposals (Beta), Calendars, and Tasks. Below these are search and filter options, including a search bar, 'Customize Results...' dropdowns, and a filter for 'Event Status: Pending Approval' (highlighted in a red box). A card for an event titled 'September Concert - TBD' is shown, with details: 'By: Shelly Satre', 'Registered: 0', 'Sponsorships Sold: 0', and a 'Ticket' icon. A 'General Information' modal is open, showing fields for Name (September Concert - TBD), Category (Arts & Culture), Payment Gateway (IPP Event Gateway), Registration Version (Version 2), and Publish Date (6/1/2020). The 'Status' dropdown menu is open, with 'Approved' highlighted in a red box. Other options in the dropdown include 'Pending Approval', 'Draft', and 'Declined'. The modal also includes checkboxes for 'Event has Sessions/Breakouts', 'Event has Exhibitors', and 'Send Reminder Email to Registrants 48 hours Prior'. 'Cancel' and 'Done' buttons are at the bottom right.

Forum:

If needed, staff assigned as Moderators can delete topics and delete comments.



The screenshot shows a forum interface. At the top, a post by Cheri Petterson is titled "Green Valley Legislative Agenda". To the right of the title is a trash can icon with a red arrow pointing to it. Below the title, the category and forum information are listed: "Category: [Legislative Issues](#) | Forum: [Key Issues for Green Valley's Business Community](#) | Last Activity: Kase Brady-0 minutes ago | Messages: 1". The main text of the post reads: "As the voice of Green Valley's business community, the Green Valley Chamber is at any given time engaged on a number of public policy fronts. Volunteer leadership and staff are actively participating in dialogue with elected officials to advocate on behalf of the Green Valley business community." Below the text is an "Add a Comment" button. Underneath, a comment by Kase Brady is visible, stating "This sounds like a great place to start!". To the right of the comment is a thumbs-up icon with "0" next to it, and a trash can icon with a red arrow pointing to it. Below the comment is a "Reply" button.

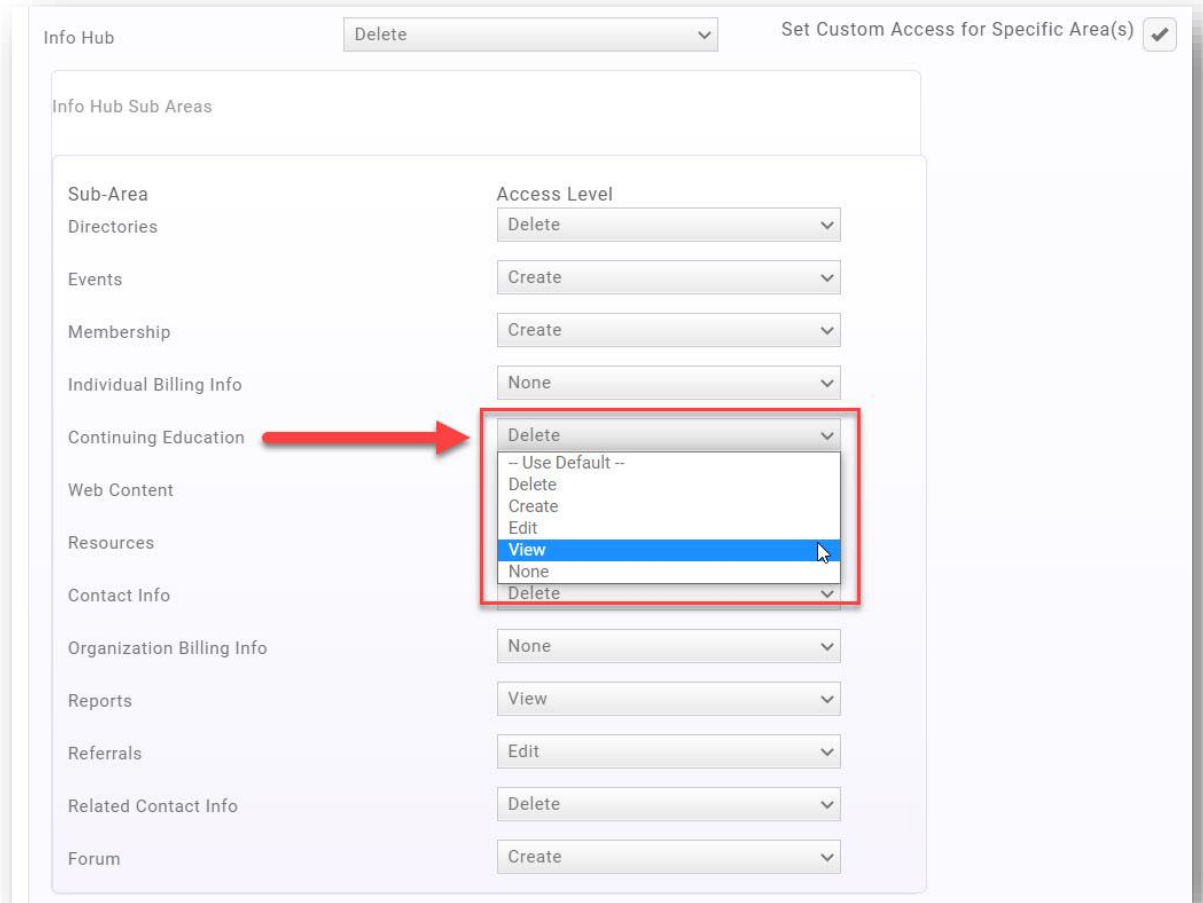
WIKI: [Working with Topics in the Forum](#)

Continuing Education**:

The Info Hub visibility/function of this module is wholly controlled by the access assigned for Continuing Education in each access level.

WIKI: [Create a New Access Level](#)

***Requires subscription to the Continuing Education module*



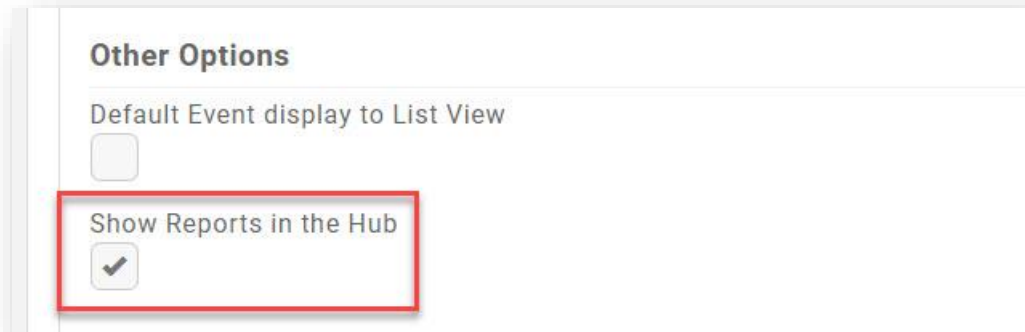
Info Hub Delete Set Custom Access for Specific Area(s)

Info Hub Sub Areas

Sub-Area	Access Level
Directories	Delete
Events	Create
Membership	Create
Individual Billing Info	None
Continuing Education	Delete
Web Content	-- Use Default --
Resources	Delete
Contact Info	Create
Organization Billing Info	Edit
Reports	View
Referrals	None
Related Contact Info	Delete
Forum	Delete

Reports:

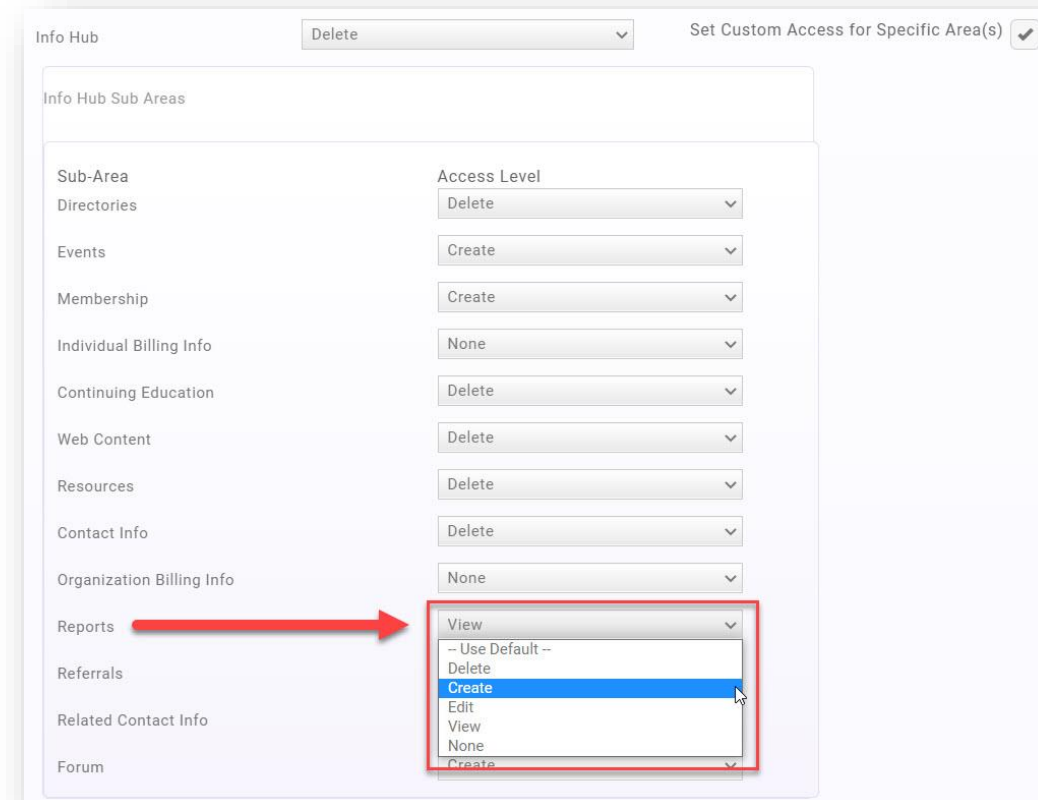
If “Show Reports in the Hub” is enabled, visibility/function of the reports is controlled by each access level.



Other Options

Default Event display to List View

Show Reports in the Hub



Info Hub Delete Set Custom Access for Specific Area(s)

Info Hub Sub Areas

Sub-Area	Access Level
Directories	Delete
Events	Create
Membership	Create
Individual Billing Info	None
Continuing Education	Delete
Web Content	Delete
Resources	Delete
Contact Info	Delete
Organization Billing Info	None
Reports	View
Referrals	-- Use Default --
Related Contact Info	Delete
Forum	Create

The 'Reports' row is highlighted with a red arrow. The 'View' dropdown menu is open, showing the following options: -- Use Default --, Delete, Create (highlighted), Edit, View, None, Create.

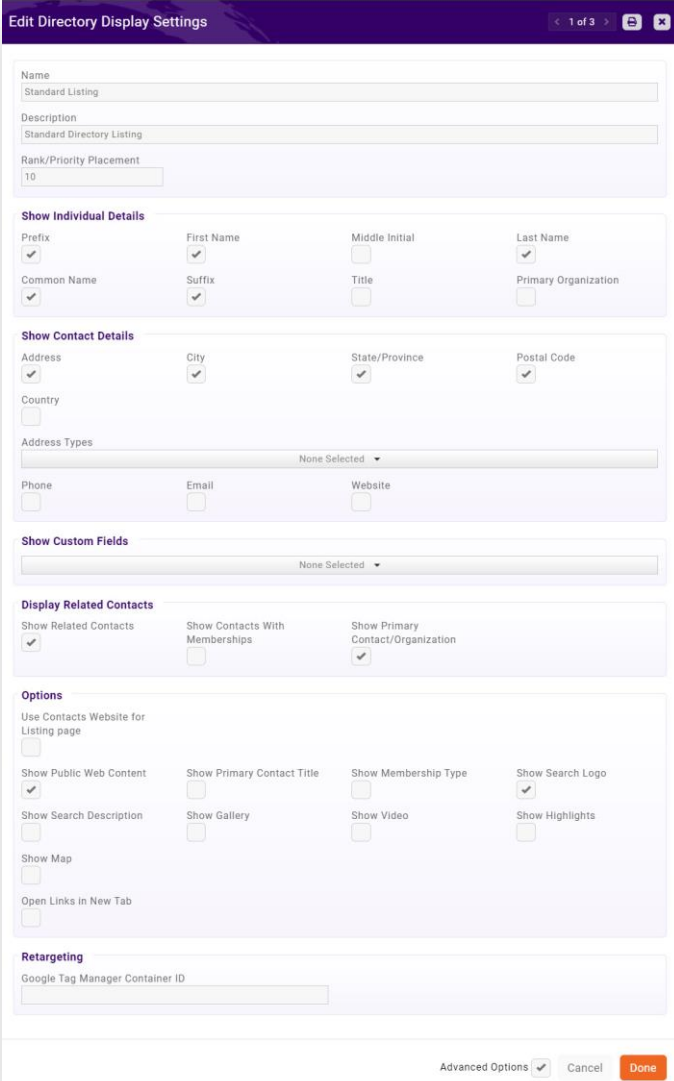
WIKI: [Show Reports in the Info Hub](#)

Info Hub - Management

Directory:

Directory listings are controlled by the Directory Display levels assigned to each member/membership type.

WIKI: [Set Up Directory Display Settings](#)



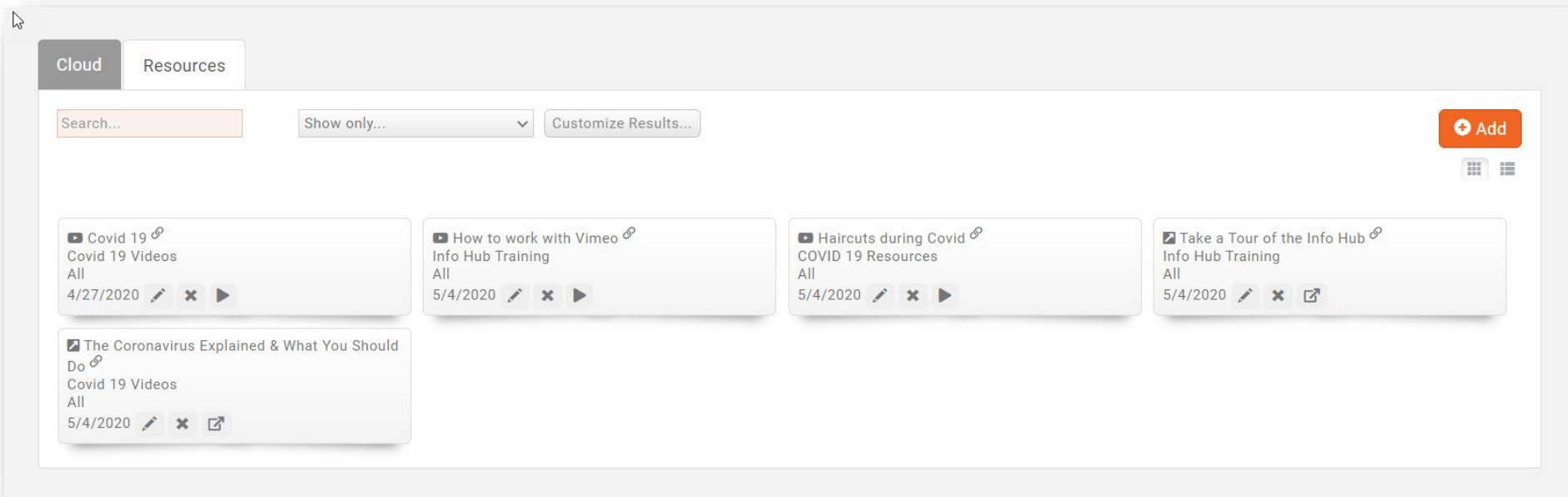
The screenshot shows the 'Edit Directory Display Settings' form. The form is titled 'Edit Directory Display Settings' and has a navigation bar with '< 1 of 3 >' and a close button. The form is divided into several sections:

- Name:** Standard Listing
- Description:** Standard Directory Listing
- Rank/Priority Placement:** 10
- Show Individual Details:** A grid of checkboxes for Prefix, First Name, Middle Initial, Last Name, Common Name, Suffix, Title, and Primary Organization.
- Show Contact Details:** A grid of checkboxes for Address, City, State/Province, Postal Code, and Country. Below this is a dropdown for 'Address Types' (None Selected) and checkboxes for Phone, Email, and Website.
- Show Custom Fields:** A dropdown menu (None Selected).
- Display Related Contacts:** Checkboxes for Show Related Contacts, Show Contacts With Memberships, and Show Primary Contact/Organization.
- Options:** A section with checkboxes for 'Use Contacts Website for Listing page', 'Show Public Web Content', 'Show Search Description', 'Show Map', 'Open Links in New Tab', 'Show Primary Contact Title', 'Show Membership Type', 'Show Search Logo', 'Show Gallery', 'Show Video', and 'Show Highlights'.
- Retargeting:** A text input field for 'Google Tag Manager Container ID'.

At the bottom right, there are buttons for 'Advanced Options' (checked), 'Cancel', and 'Done'.

Resources:

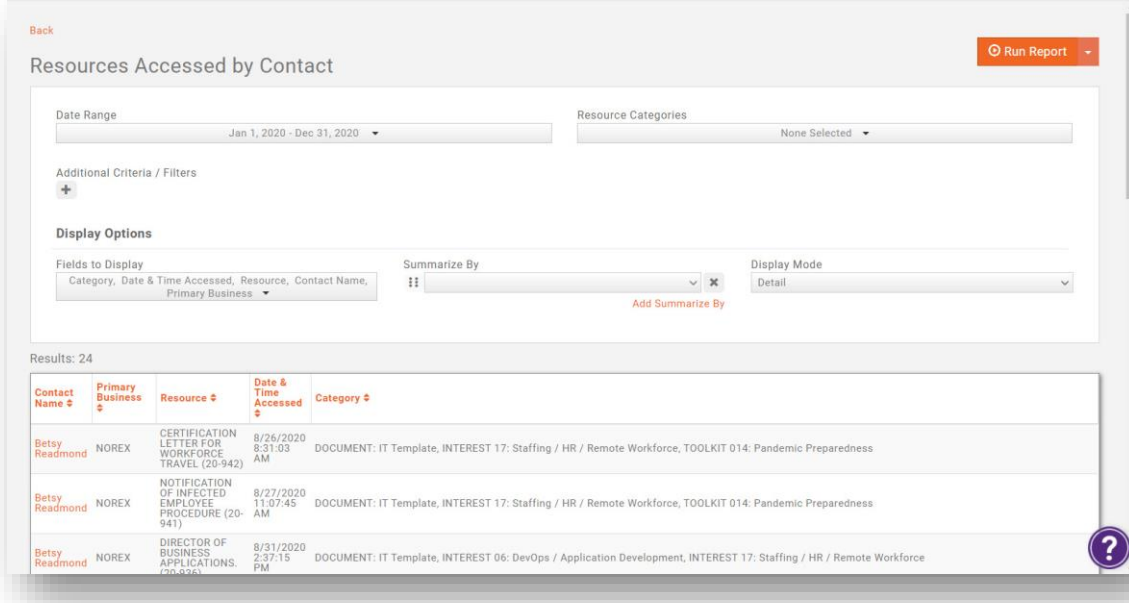
In the back office, staff can add/edit/delete/create links to Resources via the Cloud module.



WIKI: [View/Add Info Hub Resources via the Cloud](#)

Resources:

GrowthZone can track resources accessed in the Info Hub to see which are the most popular, which contacts/organizations are using them, and which resources are being accessed and when.**



Resources Accessed by Contact

Date Range: Jan 1, 2020 - Dec 31, 2020

Resource Categories: None Selected

Additional Criteria / Filters: +

Display Options

Fields to Display: Category, Date & Time Accessed, Resource, Contact Name, Primary Business

Summarize By: [Dropdown]

Display Mode: Detail

Results: 24

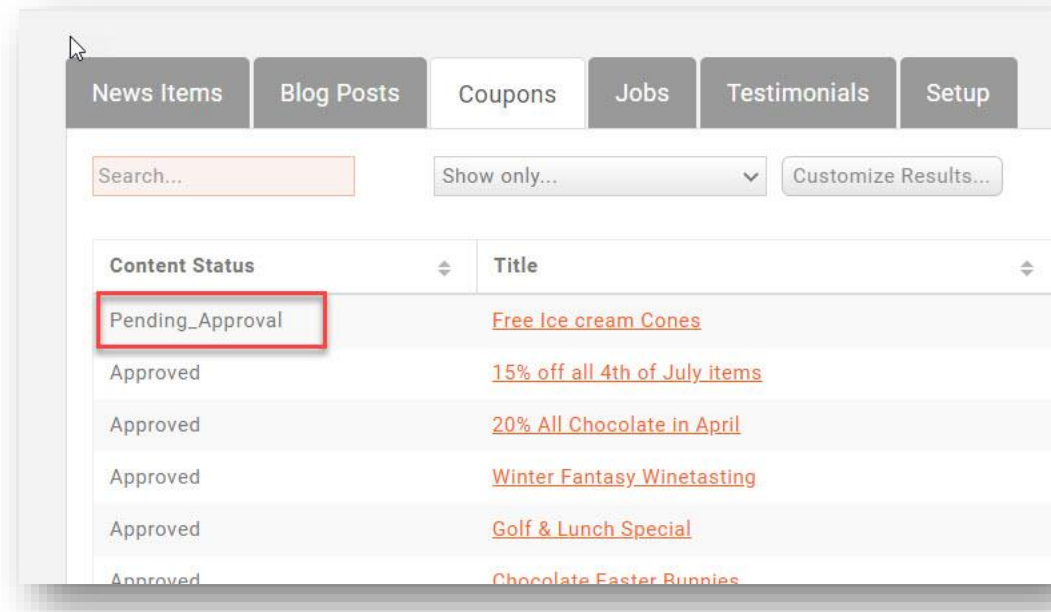
Contact Name	Primary Business	Resource	Date & Time Accessed	Category
Betsy Readmond	NOREX	CERTIFICATION LETTER FOR WORKFORCE TRAVEL (20-942)	8/26/2020 8:31:03 AM	DOCUMENT: IT Template, INTEREST 17: Staffing / HR / Remote Workforce, TOOLKIT 014: Pandemic Preparedness
Betsy Readmond	NOREX	NOTIFICATION OF INFECTED EMPLOYEE PROCEDURE (20-941)	8/27/2020 11:07:45 AM	DOCUMENT: IT Template, INTEREST 17: Staffing / HR / Remote Workforce, TOOLKIT 014: Pandemic Preparedness
Betsy Readmond	NOREX	DIRECTOR OF BUSINESS APPLICATIONS (20-036)	8/31/2020 2:37:15 PM	DOCUMENT: IT Template, INTEREST 06: DevOps / Application Development, INTEREST 17: Staffing / HR / Remote Workforce

WIKI: [Info Hub Resource Tracking](#)

**The Metrics Module must be enabled in order to provide resource tracking. [Contact the Engagement Team](#) if further information is needed.

Web Content**:

Most content submitted by your members will need to be approved by staff in the back office.



The screenshot shows a management interface with a navigation bar containing tabs for News Items, Blog Posts, Coupons, Jobs, Testimonials, and Setup. Below the navigation bar is a search bar with a 'Search...' input field, a 'Show only...' dropdown menu, and a 'Customize Results...' button. The main content area displays a table with two columns: 'Content Status' and 'Title'. The first row in the table has 'Pending_Approval' in the status column and 'Free Ice cream Cones' in the title column. The 'Pending_Approval' cell is highlighted with a red border. The following rows show 'Approved' status with titles: '15% off all 4th of July items', '20% All Chocolate in April', 'Winter Fantasy Winetasting', 'Golf & Lunch Special', and 'Chocolate Easter Bunnies'.

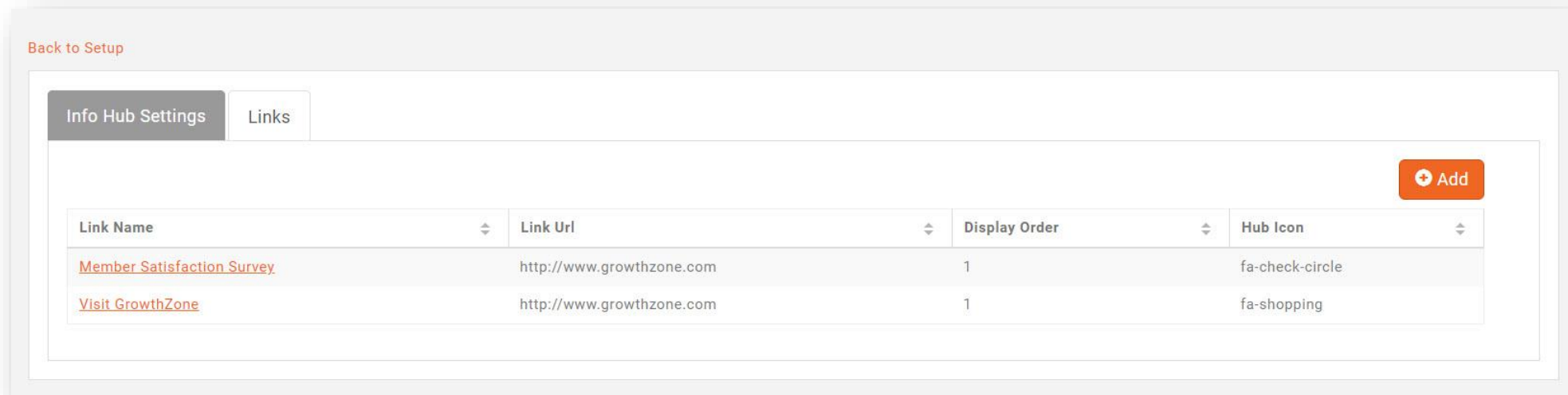
Content Status	Title
Pending_Approval	Free Ice cream Cones
Approved	15% off all 4th of July items
Approved	20% All Chocolate in April
Approved	Winter Fantasy Winetasting
Approved	Golf & Lunch Special
Approved	Chocolate Easter Bunnies

WIKI: [Approve Web Content Submissions](#)

***Requires subscription to the Web Content module*

Links:

You can add as many links to your Info Hub navigation as you like- if it's on the internet, you can add a link to it here.



The screenshot shows the 'Info Hub Settings' interface with the 'Links' tab selected. At the top left, there is a 'Back to Setup' link. Below the tabs, there is an 'Add' button with a plus icon. The main content is a table with four columns: Link Name, Link Url, Display Order, and Hub Icon. Each column has a small double-headed arrow icon indicating it is sortable. The table contains two entries:

Link Name	Link Url	Display Order	Hub Icon
Member Satisfaction Survey	http://www.growthzone.com	1	fa-check-circle
Visit GrowthZone	http://www.growthzone.com	1	fa-shopping

WIKI: [Add Links to Info Hub Navigation](#)

Questions?



Customer Service Hours:

Monday-Friday: 8am to 5pm (Central)

GZSupport@growthzone.com

800.825.9171, Option 4, then Option 2

Online Support Wiki:

[Access Wiki »](#)

Training Calendar:

[View Training Event Calendar »](#)

Integrated Help/Chat:

[Chat with Support](#)