

FAQ

1) How do I get staff options? If I have staff options, am I automatically an administrator?

To ensure that none of the content on the site is accidentally deleted or lost, the Digital Team requires that all new Staff who will be making changes to the site review this Staff Manual. Only after reading the Staff Manual will any staff member be given staff options by a member of the Digital Team. If you still have questions after reading the staff manual, please contact the Digital Team.

No, receiving staff options does not mean you're automatically a site administrator. Only members of the Digital Team are site administrators.

2) How do I create a page or a book page for a partner and promote the partner on GenV.net homepage?

See Pages 11-12 (Creating "Book Pages" and Creating "Pages") for an overview of how to create content. Use pages 3-4 (Some HTML required) and pages 13-14 (Formatting Content and Embedding Media) as needed for HTML tips. Page 30 (Promotional and Partner Banners) has instructions on uploading banner ads to the left navigation toolbar. Link the banner ad to the partner book page.

See "Example 1 – Burton Snowboards Partner Page" for step-by-step instructions of how the New England created the Burton Snowboards page, added it to the "Partners" Section and promoted it on the homepage.

3) Venturers are coming back to me confused. They do not know what the site is about or how to use it. Is there a GenV.net user guide?

Yes, How to Use GenV.net guides have been created for all English and Spanish language sites as well as the German site. Users can access it by going to "Help" at the bottom of all pages. It should be the first link.


4) There is a page in English that I want translated into my country language. Manage strings does not work. How do I translate the page?

Manage strings is used to translate or replace *built-in* text. For instance, the text found in browse teams advanced team search is all *built-in*. Book pages that staff create are not built-in and need to be translated using Localized Resources.

See page 23 for information about Localized Resources and for instructions on creating translations. It is usually easier to first translate the book page using Word because book pages are often formatted. When you translate the text, the sections that are formatted should be clearly indicated on your document to help you when inserting translated text into the body.

See "Example 2 – Using Localized Resources to Translate User Guide" for step-by-step instructions of how the Mexico office created translations for the Mexican Avancemos site.

5) How do I remove the voting option on content pages?

Go to the content page you want to remove the voting option, and click the red star with the minus sign. 

6) Users are getting error and access denied messages when they try to open private messages. What's going on?

They likely unchecked the private messages box during registration. Ask them to re-check it to allow private messages.

7) How do I get email notification about guestbook wall posts?



To receive email notification when new comments are posted to your guestbook, go to "Edit" of your profile, scroll down to "User guestbook", and type in your email address beneath "Send a notification to the following e-mail address about new guestbook entries".

You can also receive email notifications when blogs/comments are posted to your team(s) and/or region(s). You can choose to always, never or selectively receive notifications. Go to "Organic group settings" under "Edit" of your profile to activate this feature. Please see "Subscriptions and Email Notifications" section for additional notification options.

8) I have an event coming up, how should I promote it?

There are several places to promote an event. First, create an event and choose your regional office as the team audience. Members are more likely to check out regional office profiles because they are listed on the right-hand side of their profile. Listing an event on a regional page makes it more visible. You may select more than one regional page as your team audience. The event will also be listed in the global calendar:



The calendar lists events by month, week or day. It can be accessed from any event page. Just click the calendar icon.   It can also be accessed from the homepage.

Second, create a blog about the event, choosing your regional office as the audience team. After you create your blog, promote your blog to the homepage. Remember to promote your regional office to the homepage as well. The title of the most recent blog on the regional page will appear under the region's name. See pages 25-27 for instructions on promoting items.

Next, create an ad banner that links to a book page, blog, event, etc. Before activating it, though, remember to coordinate with the Digital Team first.

Last, but not least, announce it in the forums! Don't forget to select your team(s) and/or region(s) as your audience(s) to receive notification when someone comments on your forum thread. *Must have this featured activated on your profile to receive e-mail notifications.*

9) I want a different blog to appear with the featured regional profile on the homepage. Can I make that happen?

Yes and no. The most recent blog posted to the regional profile will automatically display with the featured regional profile on the homepage. If you want a different blog, then re-post it or change the posted date by going to “Edit” and changing the “Authoring information”.

10) Is there a section to upload press releases or share information about YV or YV teams in the news?

Yes. The Media section is where we store all press releases and news reports. The link is at the bottom of every page. To add to it, go to the Media section, click Edit and make your changes.

11) A new member mistakenly created profile using both her first and surname as her username, how do I change her username? How do I change the URL? Does she need to delete and create a new profile?

Go to the profile that needs to be changed and click on “Edit”. Type in her new chosen username in the appropriate field and click “Submit” at the bottom of the page to save changes.

The username will change automatically when she logs in and out using her new username. She does not need to delete her profile and create a new one.

12) An increasing number of random members are joining my regional office page even though they are not in my region. Why?

Check your regional page preferences. Go to “Edit” and scroll down to “Membership requests”. If the box next to “registration form” is checked, a link will appear on the registration page, allowing anyone joining GenV to join your group. Some visitors exploring the site may check the box during registration to “test” it out.

13) Some profiles are “spiced up”. How do I format my profile and my regional profile?

Find what you want using search engines. Sites that have MySpace background generators will give you the embedding code. For personal profiles, graphics and avatars can go under “bio”, and everything else (ie. YouTube videos, music players, backgrounds, etc.) should be under “other goals”. For regional profiles, insert all codes in “About Us”.

Here is the code the Digital Team uses often to add backgrounds:

```
<style type="text/css">
  body {
    background-image:url('http://www.genv.net/files/orange background.JPG');
    background-position:center;
    background-attachment:fixed;
  }
</style>
```

Replace <http://www.genv.net/files/orange background.JPG> with your chosen background. Use “File attachments” to upload a background for regional profiles. Go to [W3Schools Online Web Tutorials](#) for information about what these elements mean.

Frequently Requested Links

Regional Pages (Does not include partners)

YV Digital - http://www.genv.net/en-us/region/digital_region

Avancemos Cono Sur (Argentina, Chile, Uruguay) - <http://www.genv.net/en-us/region/conosur>

Avancemos Digital - http://www.genv.net/en-us/region/avancemos_digital

Belgium (French) - <http://www.genv.net/en-us/region/belgium>

Belgium (Dutch) - <http://www.genv.net/en-us/region/belgiumdutch>

Brazil - <http://www.genv.net/en-us/region/gmm>

Brazil (English) - http://www.genv.net/en-us/region/gmm_english

Canada - <http://www.genv.net/en-us/region/canada>

Canada (French) - http://www.genv.net/en-us/region/qu_bec

Colorado - http://www.genv.net/en-us/region/colorado_usa

DIDI Initiative in Second Life - <http://www.genv.net/en-us/region/didi>

Europe - <http://www.genv.net/en-us/region/europe>

France - <http://www.genv.net/en-us/region/france>

Germany - <http://www.genv.net/en-us/region/germany>

India - http://www.genv.net/en-us/region/youth_venture_india

Ireland - <http://www.genv.net/en-us/region/ireland>

Mexico - http://www.genv.net/en-us/region/avancemos_m_xico

Mid-Atlantic - http://www.genv.net/en-us/region/yv_mid_atlantic

Mid-West - http://www.genv.net/en-us/region/midwest_region

National - http://www.genv.net/en-us/region/yv_national

New York Tri-State – http://www.genv.net/en-us/region/yv_ny_tristate

New England - http://www.genv.net/en-us/region/new_england

Seattle - http://www.genv.net/en-us/region/youth_venture_seattle

Spain - http://www.genv.net/en-us/region/yv_espa_a

Stuttgart - <http://www.genv.net/en-us/region/stuttgart>

Thailand - http://www.genv.net/en-us/region/youth_venture_thailand

Interest Groups

Animals - http://www.genv.net/en-us/team/yv_group_animals

Arts and Culture - http://www.genv.net/en-us/team/yv_group_arts_and_culture

Environment - http://www.genv.net/en-us/team/yv_group_environment

Health - http://www.genv.net/en-us/team/yv_group_health

Human Rights - http://www.genv.net/en-us/team/yv_group_human_rights

Mentoring/Education - http://www.genv.net/en-us/team/yv_group_mentoring_education

Poverty - http://www.genv.net/en-us/team/yv_group_poverty

Sports - http://www.genv.net/en-us/team/yv_group_sports

Technology - http://www.genv.net/en-us/team/yv_group_technology

Institution and Partner Portals

Avancemos Cono Sur - <http://www.genv.net/en-us/conosur>

Academy - <http://www.genv.net/en-ie/academy>

Best Buy - <http://www.genv.net/en-us/bestbuy>

Burton - <http://www.genv.net/en-us/burton>

Lorax - <http://www.genv.net/en-us/lorax>

Starbucks - <http://www.genv.net/en-us/starbucks>

Staples Youth Social Entrepreneur Competition - <http://www.genv.net/en-us/staplesyv>

Other

GenVIPs - <http://www.genv.net/en-us/team/genvips>

Contests (English) - <http://www.genv.net/en-us/forum/534>

Contests (Spanish) - <http://www.genv.net/en-us/forum/533>

Kyle Taylor's profile (Road Trip America and DIDI World Tour) - <http://www.genv.net/en-us/user/46>

Money for Venturers - <http://www.genv.net/en-us/node/4602>

Summit - <http://www.genv.net/en-us/summit>

Technical Allies - http://www.genv.net/en-us/user/yv_technical_ally_special_guest_series

Non-GenV

Bebo - <http://www.bebo.com/Profile.jsp?MemberId=3839539270>

Hi5 (Avancemos) - <http://avancemos.hi5.com/>

Facebook – <http://www.facebook.com/pages/Ashokas-Youth-Venture/9202394854>

MySpace - <http://www.myspace.com/youthventure>

MySpace (Avancemos) - <http://www.myspace.com/avancemos>

YouTube - <http://www.youtube.com/youthventure>