HARVARD
ALUMNI ASSOCIATION

AlumniMagnet Frequently Asked Questions

A. Getting Started

1. How do I get Domain name?

Do you currently have a domain name (i.e. www.yourclub.org)? If so, do you have control over it? If you do not have a domain name or do not know who has control of your current domain, we recommend using http://www.Godaddy.com.

B. PGP

2. What is the PGP?

PGP stands for "Participation Guidelines and Policies".
This document is the an agreement by and among President and Fellows of Harvard College on behalf of the Harvard Alumni, and your Harvard Alumni Association Club or Shared Interest Group. It establishes the rights, responsibilities, guidelines and policies for the permitted usage of the AlumniMagnet Platform by your Club or SIG.

This document has been reviewed and approved by the Harvard University Office of General Council. The PGP is standard among all Club and SIG volunteers and cannot be adapted per club.

3. Who needs to sign the PGP?

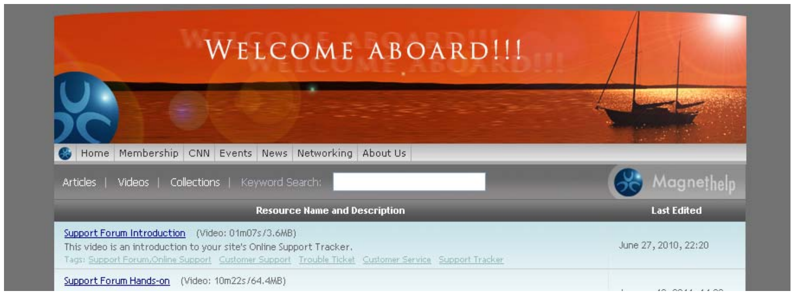
Any person designated by the Club of SIG as a Head Administrator; or any administrator who will need access to the "Manage Users" section of your website. The document must be signed and returned to the HAA prior to granting access.

C. Administrator Information

4. What is Magnet.help?

This section in your admin menu is a database of help articles and videos for you to use through the life of your website. Magnet.help (http://www.11.futuremagnet.com/yourdomain.org/magnet.help.html) is available to all administrators. Links are active even when not signed in.

Magnet.help can be found at the bottom of your admin menu. Once you click on that selection you will be brought to a page where you can search for any topic you have a question about.



The magnet.help section is searchable by keywords and includes videos, articles and collection. Please note that not every topic in magnet.help is applicable to the HAA implementation. There are some capabilities listed that are outside of our agreement with AlumniMagnet and will possibly have a custom development charge associated.

5. How many administrators can work on the site?

The HAA will work with two Head Administrators. We realize that most Clubs and SIGs have more than two people who will need to have access to the website. The club may assign other officers administrator rights to various parts of the website (Manage Users → Edit Account Info).

In order to streamline the communication and prioritization of tasks, only two head administrators will be permitted to escalate issues to the HAA Team through the Support Tracker.

6. When should I watch the video tutorials?

You should begin to review the video tutorials as soon as you sign the PGP. Since many of the issues are related to using the site rather than the implementation, we recommend that you review the tutorials after you have submitted your banner, portal page (home page) design and menu template (navigation bar).

7. When head administrators switch – do we need to sign a new PGP?

Yes. When a head administrator leaves or is replaced, you will need to contact the HAA before giving them access rights. The new Head Administrator will need to review and sign the PGP before they begin work on the site.

8. How can other administrators be added and get trained?

The two head administrators for your website will be responsible for training and managing the other administrators they want to provide support for the website.

D. FutureMagnet

9. Do I need any special software for AlumniMagnet?

No – you do not need any special software to use AlumniMagnet. AlumniMagnet is web based. You can access the website and administrator function from anywhere.

Due to the large amount of data the HAA shares through the data feed, you will need access to Microsoft Excel 2007 to download complete reports. Some spreadsheets exceed 256 columns.

10. Why does my "Future Magnet" login page look different than the live sites?

The HAA has created a standard login page for all sites that is added when the site launches. Your Future Magnet site has a standard page – which you will use until your go –live date. Once your DNS has been switched, you will have the standard HAA login page with instructions.

E. Support Tracker

11. How does the support tracker work?

The AlumniMagnet Support Tracker (available to Head Administrators only) will be your direct link to the HAA and Alumni Magnet for the life of your website.

The Support Tracker is located in the menu bar. Once a head administrator has logged in, it is the last selection under the little blue AlumniMagnet icon. When a Head Administrator has submitted a document, has a question or needs troubleshooting they will put those questions and notifications in the Support Tracker.

To submit a new issue in the Support Tracker

- First click **"New Inquiry"**.
- Add the subject, message and select the "type" and "urgency" of the issue. Please be consistent and clear with how you name topics. What you don't want is to have several topics with the same name OR topics with different names that deal with the same subject.
- Click **"Submit topic"**, you will now see the topic listed in the forum.
- Support Level 1 is notifying the HAA that you have a question.
- Every time you reply to an existing Support Tracker item, select the people that you want to be notified (the HAA or a Head Administrator).
- Please only select the person that you want to respond (the HAA or your head administrator). Clicking everyone gets confusing and someone whom you did not intend may respond – delaying the response from the person you intended. You do not need to notify anyone on the AlumniMagnet team – the HAA will notify AlumniMagnet if the issue needs further attention.
- The HAA will make the first attempt to answer the question. If it requires further attention, the HAA will escalate the issue to someone at AlumniMagnet. **YOU SHOULD NEVER ASSIGN AN ISSUE AS LEVEL 2, 3, 4 or 5. Doing this puts the issues out of order and no one will respond. ONLY ASSIGN ISSUES AS LEVEL 1 (HAA) or CLIENT.**

12. How do I add people to the Support Tracker?

Only head administrators can have access the Support Tracker. We suggest that you be very careful who has access to the Support Tracker. This is to avoid too many people from adding issues that have either previously been dealt with or training issues.

F. Masthead Banner

13. I am having trouble with creating the banner.

The HAA has some additional resources if you would like assistance creating the banner of your website. All you need to do is to choose a few panoramic photos and we can help put together the banner for you to approve. You are free to use pictures that you have either taken or have the rights to use. Or you can choose images from http://www.istockphoto.com. The HAA Team will purchase the photos and choose a template design for the AlumniMagnet designers to load.

14. Why hasn't my banner, portal page design and navigation bar been loaded yet?

Portal page designs and navigation bar uploads are scheduled by AlumniMagnet. You should expect to see the changes about a week after the HAA submits them to the engineers. An important thing to keep in mind is that the loading of these items should not stop you from adding content to the site or continuing with the other implementation tasks. Though these are important steps – the content and reviewing the MUUT are far more important.

Masthead and banner designs are usually the last thing to be loaded before launch. There is a considerable more effort and resources needed for the skin design.

15. Can I customize my banner design?

You can create a custom banner with your own designers. Once you have chosen your template, notify the HAA and we can let you know the dimensions that your designer will need to work with.

G. Menu Template

16. Can pre-created pages be customized?

No, the pre-created pages for your navigation bar (menu template) are part of the AlumniMagnet Core product. In most cases, text at the top of the pages can be customized. However, functionality cannot be customized.

17. How often can I change the navigation bar or portal page design?

The club can change the navigation and home page layout as needed.

H. Articles

18. Why can't I see my events or new articles on the website?

There are 3 possible reasons why your articles are not visible on your site.

1. You clicked "Submit Article" from the admin menu. "Submit Article" is an admin function for administrators who do not have publishing rights. When you submit an article – you or an administrator with access to "Manage Articles" will have to go to "manage articles" in order to publish.
2. The article has expired. Click "edit" and make sure the expiration date is in the future.
3. You have selected wrong topic.

19. Why does my event still say pending?

You clicked "Submit Article" from the admin menu to create the event. "Submit Article" is an admin function for administrators who do not have publishing rights. When you submit an article – you or an administrator with access to "Manage Articles" will have to go to "manage articles" in order to publish.

I. Portal Page

20. How do I put borders on the article pods in my portal page?

To put a border on the pod of your portal page – please insert this tag into the HTML side:

<div class="pod-top1">
ARTICLE TITLE
</div>
<div style="padding: 5px" class="pod-bottom1">

J. CyberSource Credit Card Processing

21. How can I get a CyberSource account?

If your Club or SIG needs credit card processing, you will need to have a CyberSource Merchant Account and Gateway. Please contact the Harvard account representative at CyberSource:

Luis Cortés
Senior Inside Sales Representative
CyberSource | VISA, INC
Tel: 801.772.5607 | Fax: 650.286.6513
lcortes@cybersource.com

Let him know that you are a Harvard Club or SIG and would like a copy of the negotiated fees.

22. My Club or SIG is not based in the US; can I still set up credit card processing?

If credit card processing is vital for your website, you will need to work out the details with the HAA prior to signing the PGP.

To process credit card transactions, Clubs/SIGs outside of the US will need to set up a merchant account with a First Data/CyberSource approved bank. Please check in with the HAA **FIRST** to make sure the merchant account bank is on the list. First Data is the acquiring bank that works with CyberSource to manage credit card processing

Assuming that your Clubs/SIGs merchant account is with an approved bank, you will need to setup an account with **First Data**. The account setup fee is $349, $15/month, 3-4% total transaction fee. You must have an office/mailing address in the country where the bank exists.

Your Club/SIG will also need to set up a **CyberSource** account. CyberSource is the gateway that manages the transactions from the credit card company to First Data.

Instructions

1. Set up a merchant account with your bank. [LET THE HAA KNOW THE BANK THAT YOUR ACCOUNT IS WITH- We need to make sure that CyberSource and First Data (the acquiring bank) has a relationship with that bank.]
2. *S*etup an account with First Data.
   Jessica Fountain
   Senior Account Executive
   First Data Merchant Services
   jessica.fountain@firstdata.com
   (402) 916-8047 E-fax
3. Set up an account with CyberSource.

Luis Cortés, Senior Inside Sales Representative
CyberSource | VISA, INC
Tel: 801.772.5607 | Fax: 650.286.6513
lcortes@cybersource.com

23. How do I add check payers?

It is very easy to add a check/cash paying transaction. In "Manage Store" you will see a CCB code. You should copy that number and paste it into the credit card number box. The system will automatically know that this was paid by check.

24. Can I refund a transaction in my AlumniMagnet node?

You cannot process credit card refunds in AlumniMagnet. All transactions must be refunded in CyberSource. For any transaction that you refund, please be sure to delete the item in "Manage Store" (and "Manage Events" if applicable).

25. What financial reports are available?

There are financial reports available on the AM platform as well as in CyberSource. To view available reports, click "Report Center" in the administrator menu and the "financial reports" in the tool bar. These reports cannot be downloaded, but can be copies.

If you are looking for more detailed reports – use "Manage Store". From there you can download information by sku number.

K. Membership

26. Who can view the Membership Directory?

Only current club/sig members have access to the online member directory. The directory will list all alumni and members in your database who has opted into the public profile either through your site or alumni.harvard.edu.

27. How do I know whether the site is set up for Calendar Year or Rolling Membership?

All AlumniMagnet nodes are set to Rolling Membership as the default. To find out if a Club or SIG has requested Calendar Year click on Manage Memberships and look for a pink box at the top. Inside the pink pox you will see the details on the month and day that the Membership Year starts and ends. These rules apply automatically when someone registers for membership.

28. How do I set up the auto-screens for membership?

On the "manage members" section you can determine if a membership level is "open to all", "auto screens", or "manual."

Auto-screens are a way that the website can automatically determine which level of membership an applicant qualifies for. You may have membership levels that you want to restrict to alumni or recent graduates or students from specific schools. These can be set up at any point during the life of your website. If you would like for the site to screen an applicant's profile, you need to send AlumniMagnet instructions for how you want this "auto-screen" to work.

Auto-screens are considered "custom development" and there will be a charge. The average auto-screen implementation is 8 hours depending on the level of difficulty.

If you are interested in the auto-screens, please send the HAA the membership level and the criteria.

29. What are the choices for membership calendars?

AlumniMagnet has the capability of having two types of Membership Calendars – Anniversary Style and Rolling.

A. Anniversary style (also called calendar style) means that you set the end date for your membership year and anyone who signs up within a given timeframe will have their membership end on the same day.

If you prefer to keep the membership cycle as Anniversary style you should make sure to send us two pieces of information:

- The end date (the last day of the membership cycle.)
- The last day that someone can register for the year. For instance – if your membership year ends on June 30, you might say that anyone who registers after May 1 is automatically renewed for the next year. In this case, the last day that someone can register for the current year is April 30.

B. The default for the AlumniMagnet site is rolling style for your membership cycle. If you prefer "Rolling" style (all memberships good for one year from the date of registration), you don't need to do anything – this is the default for AlumniMagnet.

30. How do I view membership applications that I have to manually approve?

To view manual memberships, you will need to first make sure you have access to the "Membership Review Board" (manage users -> edit account info). The link to view manual memberships is http://www.yourdomain.org/staff.html. When you receive the notification email, make sure you are signed in first before you click on the link.

31. How do Auto-renewal messages work?

Auto-renewal messages are sent 60 days before, 30 days before and the day before membership is scheduled to expire. If the member does not renew, they will also get a "we miss you" message 30 days after. The messages are standard for all Harvard Clubs and SIGs. Let us know if you would like to see a copy of what is sent.

32. When an applicant for membership is asked for more information, is denied, or is told that they may go proceed via staff.html -- is everyone on the Membership Review committee copied?

No- only the webmaster, the reviewer (if different from the webmaster) and the applicant are copied on the reply email.

L. Events

33. What should I do with the current events from my soon-to-be old site during the implementation process?

The sites CyberSource functionality/p12 keys for your AlumniMagnet site are not enabled until after the site goes live. For events that you need to take reservations for before your site is scheduled to go live, you should continue to use your old website tools. You can paste the link to the event registration if you decide to launch your site before the event.

M. Profile/Alumni Data/MUUT

34. What is the MUUT?

The Master User Upload Template -- the "MUUT" - is what you will use to bring your pre-existing user data into your new website and user database.

The HAA will create the basic MUUT which includes all known Alumni in your area (clubs) or known members of your SIG. Your Club/SIG will be responsible for tagging your current members. If you cannot find an alum or member on the list, you should add the name to the bottom.

Do not send us your entire alumni list that we may have sent you in the past - we already have those names. We just need a copy of your current paid members.

35. An Alums name and degree are wrong, what should they do?

For changes to an Alum or Student's name or degree, please have them email the Alumni Record Office at aro@harvard.edu. They are responsible for this information in alumni profiles on AlumniMagnet. Address information can be corrected by using "Masquerade As User" or having the Alum sign into your site with their alumni.harvard username and password.

36. What contact information will be available for Alumni in my area or SIG?

The HAA will make all updated contact information on alumni and HAA Associates available for to head administrators. This contact information includes home, business, seasonal and email. An administrator can make changes to this contact information and enable the system to exchange this information with the master Harvard Alumni database.

As an enterprise level client, the HAA has established a database/report structure that may not mirror what your Club or SIG currently has. This will require that administrators spend some time prior and after the website launch to review the reporting structure (including adjusting how you currently reconcile transactions with CyberSource) and make it useful for your Club/SIG. After your site launches, you should plan to spend time re-working how you manage your current database and transactions.

37. When should I review the MUUT?

The MUUT should be reviewed as close to your go-live date as possible. Depending on how many members you have - reviewing the MUUT (identifying members) will take at least a week, possibly two, depending on how many people are on the MUUT that you cannot find.

38. What if an alumn doesn't have an email address and wants to use the site?

All transactions (membership, events) on the site require an email address.

39. I can't find an alum in the database - what do I do?

All alumni who do not live in your area, or who were not added at the initial launch of the site will have to log-in with their post.harvard login for you and other administrators to see their Harvard degree data.

40. What is the process for adding new alumni?

If an Alum/Associate wants to be a member of the Club or SIG or just wants to receive emails, he/she should sign in using their alumni.harvard credentials. Doing this will pull in all of their alumni profile information from the master database.

If this is not possible, please notify the HAA team through the support tracker.

41. How can duplicate records be removed?

The "Redundancies Sniffer" looks through your user database and lists potential duplicate records. The Sniffer will catch many--but typically not all--of your potential duplicates. For instance, records with a married and maiden names will typically not be identified.

- Select "Manage Users" in the admin section.
- Click on "Redundancy Sniffer"
- This will produce a list of people that the system thinks are possible redundancies.
- Clicking on the link for a user with potential duplicate records will open a Consolidate Accounts screen where you will select--field by field--which record's information will survive in the consolidated record/account.
- Review both records carefully. Please note that…
    - The record with an AUX ID is the official Harvard University record. YOU MUST KEEP THE AUX ID. If you do not, the user's account information will not be included in the updates that are exchanged between your website and the Harvard database. (IMPORTANT: IF BOTH RECORDS HAVE AN AUX ID – THEY ARE TWO DIFFERENT PEOPLE AND SHOULD NOT BE CONSOLIDATED.)
    - If a membership was purchased without logging in, take special care to migrate the membership data to the winning record the winning record (the record with the aux ID).
- Once the appropriate information is selected, click "Consolidate" at the bottom of the screen. If you want to keep the records as is (i.e. not merged), click "Leave untouched".
- At this point the records are consolidated and the transactions are merged into the winning record.
- **Consolidations cannot be undone. If you make a mistake and delete the wrong record– the person's transactions/profile will be deleted.**

42. How do I update someone's profile?

To update a member or alums profile – you should start in "Manage Users" and select "Masquerade as User" (MAU). If you do not use MAU, the profile changes will not be exchange win the data feed and the record could be over written if an update comes through alumni.harvard.edu or the Alumni Records Office. If the alum does not wish to do this, please call the HAA and we will update their address manually.

43. Can we change the profile for our club?

You can pay AM to customize your profile – with some limitations. While you can add additional questions, you cannot change the core design of the profile. Clubs and SIGs are permitted to have additional questions added either during their implementation or after they launch. It may be more useful for you to pay for this customization before you go live because you can pre-load the information using your MUUT.

44. Someone has moved into my area AFTER the MUUT was loaded – what should they do?

You should immediately instruct the Alumni/ae, HAA Associate or Student to sign into your website using their post.harvard account. All Alumni/ae, Associates and Students have a record in the master node. Their information will not be pulled into your database node with their information until they have signed in for the first time. **You should not add them manually – their address, degree, email address will not be added properly. THEY MUST SIGN IN THEMSELVES.**

We understand that some alumni/ae do not know their post.harvard username and password. The HAA has a post.harvard help desk and an online system to help with this. The processes to obtain or reset their accounts take less than 10 minutes (give or take depending on skill level). But trust us – once they get it and use it – the questions and frustration will decrease very quickly. The post.harvard account is how we tie alumni, associates and students to their official HAA record.

45. How can a student record be added?

All current students have access to create an alumni.harvard username and password. Alumni.Harvard for current students is limited to the Crimson Compass career advising service. They can access Crimson Compass at http://post.harvard.edu/compass and can set up a password from that page. Or have them click here to go to our registration page: https://post.harvard.edu/olc/pub/HAA/register/register.cgi.

Once the student has created a username and password, they will be able to access your website through PIN. Their full record – including address and degree information will be added to your node once the student has signed in successfully.

46. How does the alumni login work?

The alumni login is the same as for alumni.harvard AKA post.harvard. All alumni and student authentication is done by Harvard PIN.

When the alum or the student clicks the alumni button, they will be sent to PIN for authentication.

- Once you are authenticated, you will be sent back to the AlumniMagnet website.
- You cannot reset passwords or create logins for alumni. All of this is done on alumni.harvard.edu

Parents and non-alumni can set up a local username and password on AlumniMagnet. Those are the only usernames and password that you can change.

47. Can parents and students have an account on AlumniMagnet?

Yes! Parents and non- alumni guests will use a non-alumni function to create an account. Students can have their information added to your database via an exchange with the master HAA database. Student information will **NOT** be automatically added to the database for confidentiality reasons. Students who wish to become members of your club/SIG need to sign-in using their HAA login credentials (available to all current Harvard students). Once they have their HAA credentials, all they need to do is to sign into the site once, and all of the data the HAA has on file will be synched with your database.

48. Someone is having trouble with the login – what should I do?

If the person having problems is not a Harvard alum or HAA Associate. Send them to the "New User, Registration is free link on the top left of your website.

For Alumni/ae and HAA associates who are having issues with the links on the login page – you should give them the HAA Online Help Desk info. To contact the Help desk they can:

- Fill out this contact form: https://post.harvard.edu/olc/pub/HAA/Help/help.html or
- Reach them by email at haa_alumnihelp@harvard.edu or
- By phone at 800-823-2478 or 617-496-0559 (M-F, 9AM – 5PM ET).

49. Why does everyone need to sign into-the website?

If you have mandatory login on your site, everyone needs to be signed in for all transactions. Alumni/HAA Associates and students will need to sign in with their post.harvard username and password. There are instructions on the login page for how they can get this username and password.

If your site does not have mandatory login, anyone can register for an event. However, if they use an email address that is already in your database, they will be asked to login. If they use a unique email address, this will create a new record. Please check regularly for redundancies. If an alum creates a guest record while registering for membership – it will create confusion when they try and register for member only events. Please follow the detailed instructions for the redundancy sniffer to merge records.

ALUMNI/HAA ASSOCIATES/STUDENTS

When the Alum/Associate/Student clicks the red button, the page that they go to is part of the Harvard PIN system.

NON ALUMNI/PARENTS

One of the best parts of the AlumniMagnet website is that your non-alumni members and parents can have their own login. This way they can sign up and pay for membership online. Once they have been tagged as members of the club – they can access member's only parts of the site and pay for members only events.

Non Alums/Parents should use the grey area at the bottom of the login page.

50. Can I remove the HAA login?

Yes and no. You do not need to have "mandatory login". But if you load a MUUT with email addresses – your alumni and members will need to sign in in order to update their profile information. If you have event registration or online membership renewals – and an alum uses an email address that is already in the database – they will be asked to login.

51. My site just launched – why do I have two accounts?

When the MUUT was loaded, you were added as an Alum. As you created your account – you used a "guest login". When your site launches – you will need to merge your guest account with your alumni account. That way you will be able to access all of the same admin functions with your alumni login versus the guest login you used to complete the implementation tasks.

52. What do if someone is deceased?

If an alum becomes deceased – you will need to notify the HAA at clubs@harvard.edu and the Alumni Records office at aro@harvard.edu. The Alumni records office will tag the alum as deceased and we will send a "deceased" tag over to their record.

The record will not be deleted from your website. There will be a "d" tag added to the "main_lost" field of their account. They will no longer receive emails. If the person has not done any transactions on your site, you will be able to delete their record. We recommend that you leave their accounts in your database if they were members or conducted any financial transactions to avoid any confusion with your financial reporting.

N. Data Feed

53. How does the data feed work?

The data feed is updated every 24 – 48 hours (depending on when the update was made). The updates come from alumni.harvard and the HAA Alumni database.

O. Email

54. What do I need to do to set up my email?

In order for the email communications from your website to your users and members to be compliant with anti-spam regulations, you will need to set up webmaster@*yourdomain.org* to **forward to TWO email address**: your webmaster/administrator email address **and** mailbot@omnimagnet.com. When one of your constituents sends an email to your webmaster email address – both you and AlumniMagnet will receive a copy. We do this for two reasons:

1. Your webmaster@ address will be the "reply-to" address for email messages that you send out to your users and members via your Magnet website. **Auto-replies that are sent back to your webmaster@ address--such as temporary or permanent mail delivery failures--are dealt with by the copy of the incoming email that goes to the OmniMagnet address.** No action needed on your end. Our system handles it automatically and will reset the user accounts that have, say, bad email addresses so that you don't continue to try to send to them. Email lists that contain "not-good" addresses are a red flag for spam filters at ISP's (like AOL, Yahoo, etc.) We take these bad emails off your distribution list so that you don't get yourself--and/or the HAA--in trouble.

2. **Sometimes one of your users or people on your email list will send a personal email asking to be unsubscribed from your mailing list.** These are the kinds of requests that--even if infrequent--it's very important that your webmaster or admin person deal with promptly. This is why we have the double-forward on your webmaster@ address.

The mailbot@omnimagnet.com address can't handle these kinds of request automatically for you--they will require a human touch from your end. And again, to keep both your organization and ours in compliance with anti-spam regulations, it's important that you have a person at your end that will respond promptly to these requests and help unsubscribe that person.

Also, most organizations also create other addresses like "info@", "membership@", "events@", etc. This is entirely up to you, but it is generally much better to use these kinds of organization-specific, individual person-anonymous addresses so that your officers, staff, and volunteers don't end up getting their personal or work email addresses on additional spam email lists.

Send MX settings to the HAA via the support tracker.

55. The OmniMagnet mailbot hasn't verified that my email is working – what should I do?

First, double check that the email forwarding is going to two addresses – yours (or another admin) and mailbot@omnimagnet.com. Once you have verified the double alias – the HAA team will reissue the verification email for you (or another admin) to click the verification link.

56. Can I run an email list for Alumni/Associates only?

Yes. You will need to add all AL's and AM's in "main code" to a group first. You will then be able send an email to that group.

P. Photo Albums

57. What size pictures should I use?

Photo Fader images: 410 x 205 pixels

Sponsor Fader/Rotator images: 150 x 90 pixels (For other side column images, they should be no more than 150 pixels wide.)

Images for regular photo albums: whatever you'd like, although you'll probably find that anything much wider than 600-700 pixels is going to seem too big. Anything taller than 600-700 pixels is going to require your viewer to scroll down/up to see it all.

Images for articles: Usually around 250 x 350 works well (or 350 x 250 if it's a landscape image.) Be sure to look at your image at least once in preview, though, to see if it's really the size you want it to be. You will typically want it large enough that it doesn't look like a small thumbnail image on the page but not so large that it dominates the article page.

58. When can we add pictures to articles on the draft site?

Technically, you can add them now. However, there are two big caveats to this:
-You will have to go in after the site launches and modify the addressing for each of the images you have added to remove the "11.futuremagnet.com" references. Not life-changing, but it would have to be done (or else the pictures wouldn't show up), and it would be the club or SIG's responsibilities to ensure the correct the addressing on every single photo you have added.
-You can't use the drag-and-drop tool until after the site goes live and is off the future magnet development server. This means you'd be doing this at the html code level.

Our recommendation is to wait until just after you switch DNS and launch your site. Keep a list of the articles you want to add images to. Then, once the site has gone live, add the images. If you're doing this all at once, it's probably not more than a 30-minute exercise, depending of course on how many articles you'll be adding images to. Note that this only applies to images that are added to the Main Text field--i.e., the body of the article--not to the main image for an article.

59. Why can't see the pictures/documents that I uploaded into the file vault.

When you upload a document into the file vault, a link is automatically created. You can see the link when you click "details."

In your future magnet site, when you place the link into a Support Tracker item, you will have to add some additional text after the www in order to make the file available to us or AlumniMagnet. You have to add 11.futuremagnet.com/

Example: Original: http://www.yourdomain.org/images.html
New: http://www.**11.futuremagnet.com**/yourdomain.org/images.html

Remember, this is only for as long as your site is in future magnet mode. Once the site is live, you will not need to do this.

Q. Launch Activities

60. What will Alumni need to do before the new website launched?

There will need to be a communication plan for alumni in your area prior to the website launch. Alumni will need to have their post.harvard username and password in order to be able to update their profile information, manage preferences and sign-up for events and membership.

Every transaction for your AlumniMagnet site – including membership – requires that all alumni, HAA Associates and students sign-in using their HAA issued username and password (also known as your post.harvard.edu credentials). This login will be new to many of the alumni, HAA associates and students in your area. You will need to include registration, login and lost password retrieval instructions in your welcome letter.

61. How do I switch the DNS?

You should schedule your go live date with the HAA. On the agreed upon date – you will need to switch your name servers with your registrar and notify us via the support tracker. There are changes to your setup that will need to be done in order to accept your name server entry changes, and your site will not launch until we have done so.

The following are the name server entries you will need for your Registrar:
NS10.DNSMADEEASY.COM
NS11.DNSMADEEASY.COM
NS12.DNSMADEEASY.COM
NS13.DNSMADEEASY.COM
NS14.DNSMADEEASY.COM
NS15.DNSMADEEASY.COM

Once you transfer the DNS, we need to change the MX records (Mail Exchange, which is the portion of the Name Server records directing e-mail traffic) to your choice of email host.

62. Time to send my welcome letter – What should I include?

You should have 2 welcome letters – one for members and one for everyone else.

Members: The letter to your members should explain to them that they have to sign-in to update their profile and see when their membership will expire. Be sure, of course, to add a link to where they can edit their profile.

Non-Members: This letter should include information on how great the new website is and the benefits of registering for membership.

For both letters be very sure to tell them clearly, bluntly and repeatedly within this letter to log-in BEFORE they try to update any of their information or click on the links to go edit their profiles.

63. What happens to my old Harris Chapter Page?

When you launch your new site, the HAA will make you current Harris Chapter page invisible to users. You will still have access to files you may have uploaded for a few more weeks.

64. Why is the old link still being picked up in a Google Search?

It may take a few weeks after you Harris page is deactivated for your new website to be picked up in the Google search.

R. General

65. What is the cost to have an AlumniMagnet site?

There is no fee to have an AlumniMagnet site. Some functionality that would need to be customized for your Club or SIG (ex. Auto Screens, profile). These customizations have an additional cost and AlumniMagnet will send you an invoice via your node/support tracker to cover these extras.

66. What is Error Code 7?

Error 7 is a security measure designed to prevent form spoofing. It makes sure you are really publishing from the correct URL.

When this happens, you need to:

1. Click on the home link
2. Sign in again.

Also, there is a version of a Symantec privacy/security product that obfuscates some of your browser's dialog with the server. This can be causing it as well. Make sure it is turned off.