

Advance HE Connect FAQs

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Contents

1.	My email address is not recognised when I try to log in.	3
2.	How can I change my email address/other personal details?	3
3.	Why have I been declined access to join Advance HE Connect?	4
4.	I have not received the link to register for Advance HE Connect.	4
5.	I would like to know more about the functionality of Advance HE Connect, and how I can use it in the best way.	4
6.	Where can I access my group on Advance HE Connect?	5
7.	How do I search for people on the platform?	6
8.	Where can I access the recordings of the Connect webinar series?	7
9.	How do I get admin rights on Advance HE Connect?	8
10.	What is the difference between a user and an administrator on Advance HE Connect?	8
11.	How do I book online webinars/meetings for a group in Advance HE Connect?	9
12.	The tab names look different to those you have described?	9
13.	I am using an iPad/tablet and the platform doesn't work	9
14.	Is there an app for Advance HE Connect?	10
15.	I can't see a 'Post' or add a comment button	10
16.	What is the Privacy Policy and Terms of Use for Advance HE Connect?	10

1. My email address is not recognised when I try to log in.

The email address/username field is case sensitive when logging in to Advance HE Connect. Please ensure that when entering your email address to use all lower case letters, and this should solve the issue.

If this does not work, please try clearing the cache on your internet browser. To do this on a Windows computer press Ctrl+R, or on a Mac Cmd+R. Here is a [link](#) for further instructions on clearing your cache and cookies on Google Chrome.

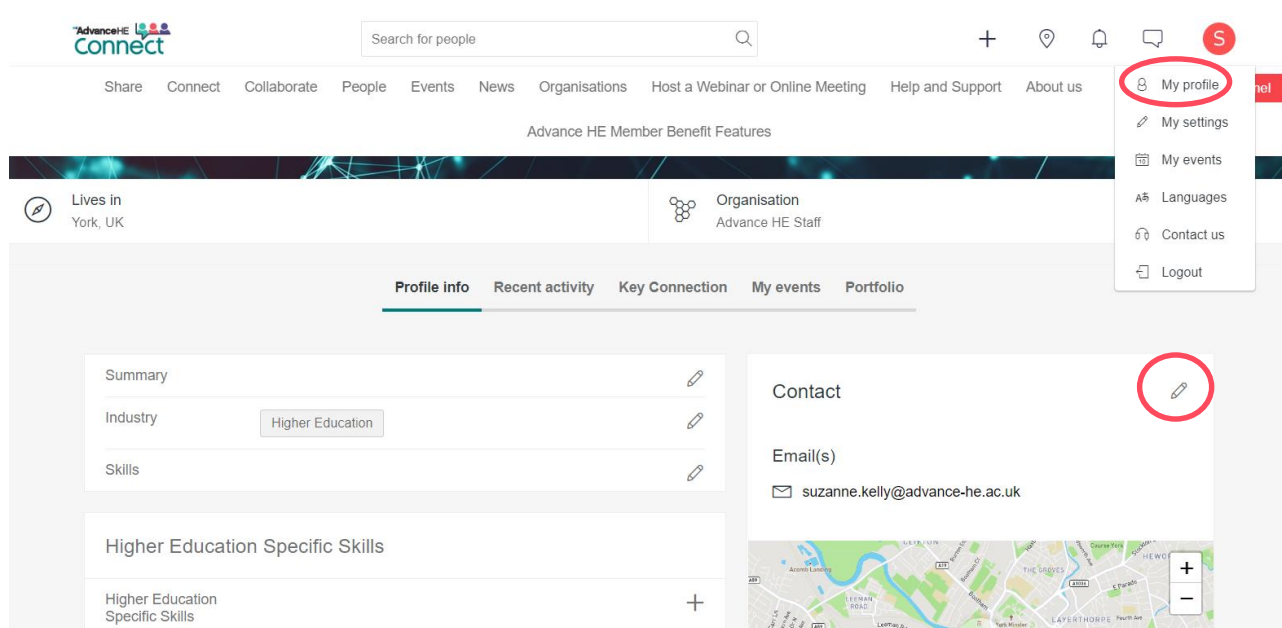
If this still does not resolve the error, we suggest trying to log in with a Google Chrome Private page. This is due to the fact that you could be still logged in to your profile from your browser page. Instructions to do this can be found [here](#).

2. How can I change my email address/other personal details?

To change your email address on your Advance HE Connect profile, click on your account profile image on the top right hand side of the homepage. Choose 'My profile', which will bring you to your user profile on Advance HE Connect. Under the 'Contact' section, click on the pencil icon where you can edit your email address and also choose who you would like it to be visible to.

If you would like to update your location, click on the edit pencil icon on the top right hand side which allows you to edit the 'Lives in' field of your profile.

In this section, you can update any required details such as your institution, your fellowship status, and your industry.



3. Why have I been declined access to join Advance HE Connect?

Advance HE is open to all, but occasionally we do not accept people to the platform where it appears there is no link to higher education. The Networks team spend time checking every request to become a member of the platform who does not appear to belong to an institution, or who has not used an institutional email.

If you feel you should be allowed on the platform, please can you let the team know which higher education institution you work with, so that we can verify this. Alternatively, you can request access to join Advance HE Connect by using your institutional email rather than your personal one.

4. I have not received the link to register for Advance HE Connect.

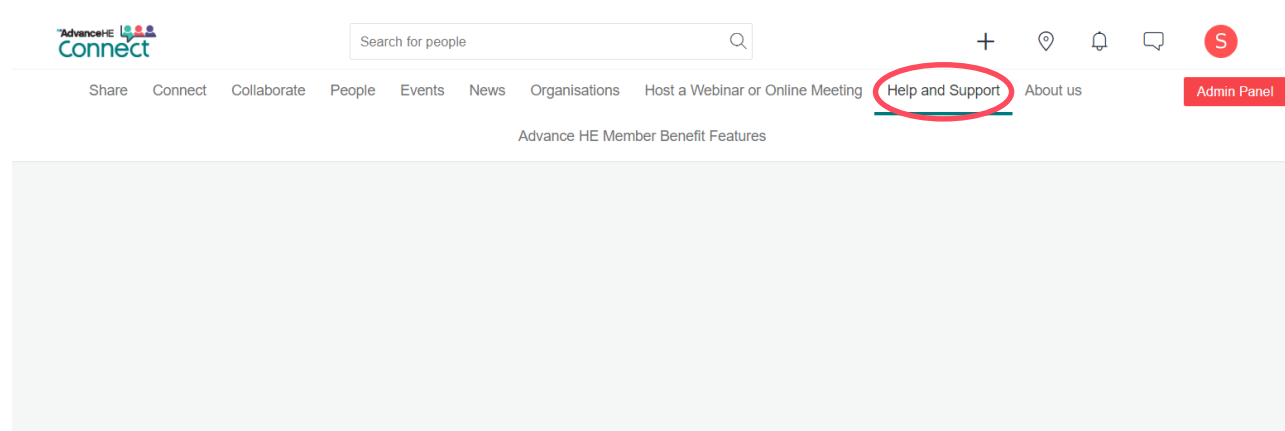
You may have received the original invite into your Junk Mail folder, so please check this.

If your invite has still not been delivered, please use this link to register <https://connect.advance-he.ac.uk/signup> and we will make sure you are accepted as soon as possible.

5. I would like to know more about the functionality of Advance HE Connect, and how I can use it in the best way.

The 'Advance HE Connect User Guide' is available for anyone to look through and learn more about using the platform. It can be accessed on the homepage of Advance HE Connect under 'Help and Support' and clicking on the 'User Guide' option.

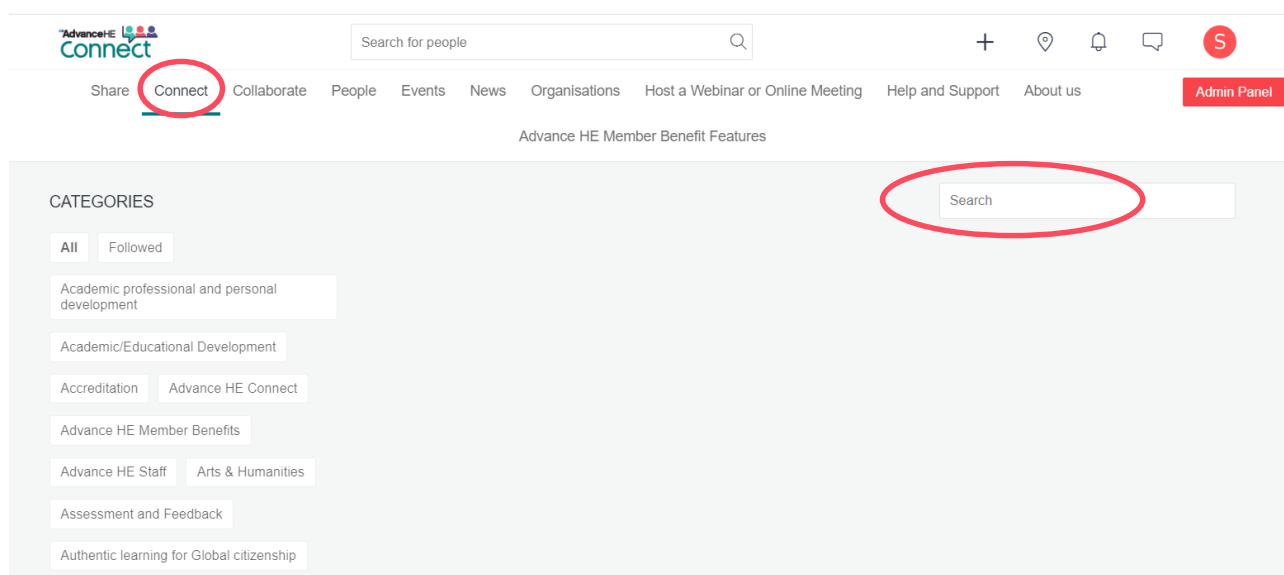
You can also access it through this [link](#).



6. Where can I access my group on Advance HE Connect?

Once you have logged into Advance HE Connect, click on the 'Connect' tab along the top of the homepage. From here, search for the name of your group in the search bar on the right hand side of the page. Click on your group to open the live feed or whichever tab you have set users to land on.

If you are an admin of a group you can access the 'back office' of your group by clicking on the red 'Manage group' on the homepage of your group. This is only visible if you have the correct permissions.



7. How do I search for people on the platform?

On the homepage of Advance HE Connect, choose the 'People' option on the top of the page. You are able to search for people by name or location, or there are a number of different filters available also.

Click on the 'More filters' option to expand the selection. If you want to search for users from a particular institution, you need to search for this within the 'Clusters' field, this is because not all users have chosen to complete the 'Current Institution' field.

Advance HE Connect

Search for people

Share Connect Collaborate **People** Events News Organisations Host a Webinar or Online Meeting Help and Support About us Admin Panel

Advance HE Member Benefit Features

Results: 14881 Refresh results as I move the map

	Poh Leng Wendelkin		Liz Gloyn
	Kelechi Dibia		Letizia Gramaglia
	Ruth Pilkington		Jo Chaffer
	Jennifer Fearon		Louise Walsh

London United Kingdom

Newcastle upon Tyne United Kingdom

Preston United Kingdom

Milton Keynes United Kingdom

London United Kingdom

United Kingdom

Kathmandu Nepal

Dublin Ireland

First name Last name

Type a keyword

Type & select a location

☐ Users with a profile picture

☐ Order results by user name

Schools

Industries

This is a generic skills list, more specific HE skills are listed here

Clusters

HEA Fellowship Status

Current Institution

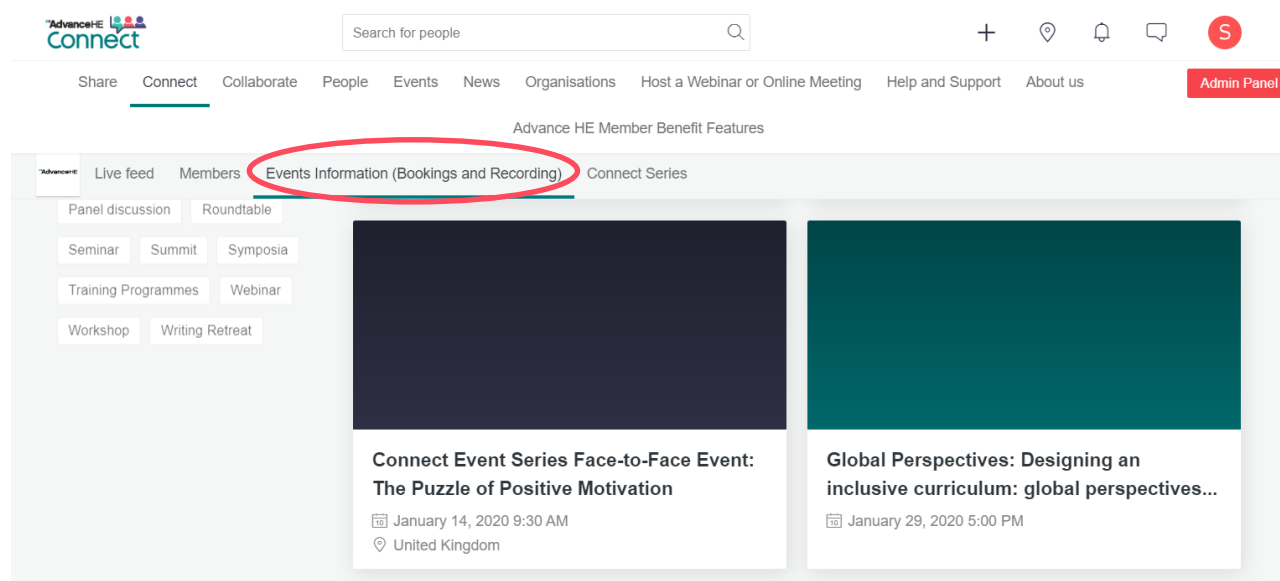
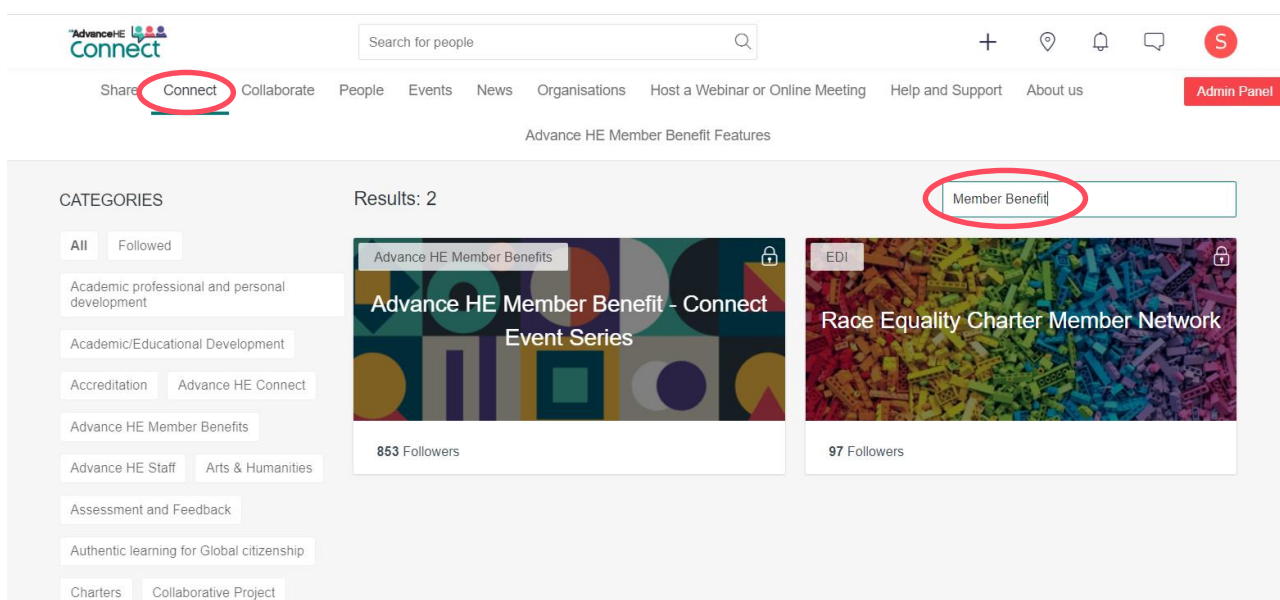
Map showing user distribution across Europe and North Africa.

8. Where can I access the recordings of the Connect webinar series?

We post all of the recordings for the Connect Series of webinars on our online platform Advance HE Connect within the 'Advance HE Member Benefit – Connect Event Series' group. There are discussion forums and materials often shared on here too.

This group is only accessible to members employed by an Advance HE member organisation. Requests for access will be processed as quickly as possible by the Networks team.

Once you have joined Advance HE Connect, you can find this group (alongside many other accessible networks and communities) in the 'Connect' tab. Search 'Member Benefit' in the search bar to find the group and join.



The screenshot shows the Advance HE Connect website interface. At the top, there is a navigation bar with links: Share, Connect, Collaborate, People, Events, News, Organisations, Host a Webinar or Online Meeting, Help and Support, and About us. A search bar is also present. Below the navigation bar, a purple banner features the title 'Facing the Future: What is HE For?' and a 'Webinar' tag. The main content area displays details for a webinar, including the description, speakers (Ronald Barnett, Ramita Tejpal, and John Widdowson), and a 'Webinar Recording' link which is circled in red. To the right, there is a 'Date' section showing the webinar dates (August 30, 2019 11:00 - August 31, 2020 23:45 GMT) and a 'Share' section with social media icons.

9. How do I get admin rights on Advance HE Connect?

Granting admin rights is at the discretion of the Networks team. This is because certain roles and permissions need to be granted to each admin which need to be decided upon on a case by case basis.

If you are an admin of a particular group, and would like to add another admin, please get in contact with the Networks team at networks@advance-he.ac.uk who will be able to assist.

10. What is the difference between a user and an administrator on Advance HE Connect?

Any higher education professional can request to join and have access to Advance HE Connect. Being a user allows a person to join open groups, to request to join private groups, to build their profile on the platform, to create posts, and to engage with other users.

Administrators on Advance HE Connect are users who manage one or more groups on the platform. They have certain rights and permissions on the platform pertaining to the group(s) that they manage. For example, they manage member requests if the group is private, they can create events within the group, and they can create email campaigns to promote certain activities that are taking place.

11. How do I book online webinars/meetings for a group in Advance HE Connect?

Advance HE Connect has the ability to host webinars for up to 200 participants on an online platform, which is accessible to all without any need to sign into a service. The webinar platform has screen share, chat, and recording features.

To book a webinar or online meeting, please supply the following details in an email to networks@advance-he.ac.uk

Name of the webinar or meeting:

Date of the webinar or meeting:

Time of the webinar or meeting (including time zone details):

Length of time of the webinar or meeting:

If this slot is not available is there another time or date you could consider?

Please allow at least three working days turnaround time for the details of the webinar to be sent to you.

A link for the online platform, which is time specific and unique to the session, is emailed to the organiser for the event. It is the organiser's responsibility to advertise the webinar. Unfortunately, we cannot provide reoccurrence meetings or block bookings.

The service of free webinars and online meeting to Advance HE Connect members is provided on a first come first served basis, but we will do our best to accommodate all requests.

Please note that this feature is only available to those who are Advance HE members, and this will be checked before a webinar can be booked.

12. The tab names look different to those you have described?

If the tabs look different please try clearing the cache on your internet browser. To do this on a Windows computer press Ctrl+R, or on a Mac Cmd+R. Here is a [link](#) for further instructions on clearing your cache and cookies on Google Chrome

13. I am using an iPad/tablet and the platform doesn't work

Advance HE Connect is available as an app which enables the platform to be used on a tablet – please download this from either the App Store (Apple) or Google Play (Android). The app is free and has the same functionality as the desktop platform.

14. Is there an app for Advance HE Connect?

Advance HE Connect is available as an app which enables the platform to be used on a smart phone – please download this from either the App Store (iPhone) or Google Play (Android). The app is free and has the same functionality as the desktop platform.

15. I can't see a 'Post' or add a comment button

If you cannot see 'Post' after you've added the content and pressed enter then please try clearing the cache on your internet browser. To do this on a Windows computer press Ctrl+R, or on a Mac Cmd+R. Here is a [link](#) for further instructions on clearing your cache and cookies on Google Chrome.

16. What is the Privacy Policy and Terms of Use for Advance HE Connect?

The Privacy Policy can be found here: <https://www.advance-he.ac.uk/advance-he-connect-privacy-statement>

The Terms of Use can be found here: <https://www.advance-he.ac.uk/advance-he-connect-terms-of-use>

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