AIM MESSAGE BOARD (AMB)

AMB USER GUIDE

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Welcome to the **AIM Message Board (AMB)**, a free online community for quality improvement teams to connect, collaborate, and communicate with each other on AIM patient safety bundle implementation, AIM resources and more.

This document is designed as a user guide for the AIM Message Board and includes information on how to log in and out, add links and attachments, change profile settings and more.

**Categories, topics, and posts**

**What is the AIM Message Board (AMB)?**

The AIM Message Board (AMB) is a free online message board where you can connect, collaborate, and communicate with quality improvement teams nationally about AIM patient safety implementation, AIM resources and more. Through the AMB, you can ask questions, exchange ideas and/or share resources with other quality improvement teams across the nation.
**How is the AMB structured?**

The AMB, as a whole, contains various categories (broad subject areas), which themselves contain subcategories (more specific subject areas) that contain topics (conversations or discussions) that are made up of individual posts. The AIM TA Center created these categories and subcategories, and members of the AMB typically create topics which either the AIM TA Center or other AMB members can reply to with posts.

When viewing a category, you'll see a list of topics with each topic showing a preview of your first unread post in the topic. If you've read the whole topic, you'll see a preview of the last post in the topic.

**How do I find my way around?**

The AMB is located on [www.saferbirth.org](http://www.saferbirth.org) under Resources. Once you click on AIM Message Board, it will take you to the toolset shown below:
When you click on a category or a subcategory name, you are taken to the list of topics it contains with each topic showing a preview of your first unread post in the topic. Each topic starts out as a single post and grows as replies and comments are added by different AMB users.

To start a new topic simply click on the *New Topic* button. Once you submit your message, it will be sent for review by the AIM TA Center.

Topics can be ordered in many different ways. The default is to have the topic with the most recent activity at the top. But you can easily change this ordering, for example, to have the topic with the most posts at the top. Simply click on the *Top* link in a category.

**How do I read and reply to a topic?**

To read a topic, click on its title. Clicking a topic title will take you to your first unread post in the topic. You'll see some brief information about the member who created the topic to the left of the post.

To post a reply to an existing topic, click on the *Reply* button. If this button does not appear, it could mean that you are not logged in as a member or that you do not have permission to reply, or that the topic has been closed to new replies.
How do I mention/tag a user in a post?

To notify someone about your reply, mention their username while creating a post. Type @ and a few letters of the username to see the dropdown with the usernames matching your criteria. Select the username from the dropdown you want to mention. In case you don’t know a particular username just enter the first letter of the username and then let the search do the rest.

Searching

You can search for topics or posts, by entering the keywords into the search box or by clicking the search icon located at the top of the page.

You can use operators such as quotes, OR, and the negative sign to narrow your search. For example: “severe hypertension” OR hospital engagement.

You can perform an advanced search by clicking on the down arrow in the search box and selecting it from the menu. This allows you to fine-tune the search based on the user, categories, dates, number of replies, and more.
Signing up

How do I sign up for the AMB?

The AIM TA Center will send an email to two members of your quality improvement team to sign up and create an account with AMB in order to make full use of the features of the message board. Being signed up gives you a unique username and identity on the AMB. It is free to sign up and offers the following features:

1. Posting new topics
2. Replying to other peoples' topics
3. Editing your content
4. Create a unique signature to use in posts
5. Upload a custom avatar

Logging in and out

How do I log in to the AMB?

Click the “Log In” link in the top right corner of the page to log in to the AMB. Click the link to activate the login box.
Enter your username and password with the option to *Keep me logged in* then click *Log In*. Keep me logged in allows you to stay logged in until you choose to logout. If you do not choose this option, your session with the AMB will time out after 15 minutes of no activity.

A short message *Logging in...* will appear until the login process is completed then you will see your Messages and User Options available on the top right where the login link was prior.

**I forgot my password, what can I do?**

If you've forgotten your password and are not able to log in to the AMB you can click on the *Forgot password* link appearing in the *login* box.

You will be taken to a new page where you can enter your *username* or your *registered email address*. An email will be sent immediately to that email address with final instructions on how to reset your password.

Since passwords are saved in an encrypted format in the database there is no way to retrieve your actual password, it will be replaced with a new password only.

You must be able to receive emails to your registered email address for this to work. You may need to check your spam filters and folder if you do not see this email in a few minutes.
How do I log out from the AMB?

Clicking on your Avatar image will provide a dropdown menu. Select the Log Out link on this menu to log out. Logging off will remove all cookies from your computer and you will be logged out of the AMB. This will also remove Keep me logged in cookies.

Managing your account

How do I change my profile settings?

You can change your account settings by clicking on your avatar image in the right corner of the AMB. This will provide a dropdown menu. From here select Settings.

On the settings page, you will see five sections. Account Info, Preferences, Notifications and Delete account. These are:

- Account Info - You can change your Username, Password, and Email Address from this section.
- Preferences - Following a topic allows you to receive an email notification when a new reply is posted on the topic. Instead of automatically following
topics you post in, you can choose to automatically follow topics you create, all topics, or no topics at all from here.

- Notifications - This tab controls how you will be notified of new content you are interested in.
- Delete - Your account can be deleted from here. At the Website Toolbox, deletion is a permanent action. If you are deleting your account, it cannot be restored.

How do I change my avatar?

To add/change an avatar for your account, click the Avatar image located towards the top-right of your page and select the Edit Profile link from the dropdown. Once in your user profile, click the Upload an avatar from your computer link and follow the instructions on the screen.

How do I edit my signature?

You can set and change your signature by clicking the Avatar image located towards the top-right of your page and selecting the Edit Profile link from the dropdown. Locate Signature to edit/change your signatures.
You can also use images in your signature. Click the *Insert Photo* icon on the signature editor to add an image.

**How do I manage my notifications?**

You may manage your notification settings by clicking your *Avatar* image in the upper right corner and by selecting *Settings* from the dropdown. On this page, you may select your *Email Notifications* (turn it on, make it daily or weekly, or choose to get it through the message center only). You may also set what notifications you would like to receive like for messages from users, users mentioning you, etc.
Creating content

How do I create an AMB topic?

A topic in the AMB can hold one or more posts of various content types such as traditional text-based posts, shared pictures, links or videos, or polls.

To create a new topic, click on the New Topic button when browsing the AMB. You will be presented with a screen where you must give a title (or subject) of the topic. When you have completed your post you may preview or post the new content. Upon pressing Post, a new topic will be created.
How do I add photos?

You may attach photos to topics, or posts for which you have permission to do so. If you see the *Insert Photos* icon, represented by the camera icon, you may click on it either when creating a new topic or posting a reply.

To upload new photos, press the *Insert Photos* icon and browse to the images you wish to upload. You may add multiple images by using standard *SHIFT+Click* or *CTRL+Click* options to select multiple files. When finished, press *Post* or *Post Reply* to post the shared photos.

How do I attach a file to my post or message?

You will see a paperclip icon under the content area while creating a new topic or replying to the post. Pressing this icon will bring up the file selection box. Browse to find the file(s) you wish to upload. You may use the standard *SHIFT+Click* or *CTRL+Click* shortcuts to attach multiple files. When you have completed the post submit it as normal and your file(s) will be attached to your post.
How do I add links and videos to posts?

If you see the *Insert Link* button in the editor toolbar you may click on it either when creating a new topic or posting a reply.

After clicking on the *Insert Link* button in the editor you will have the standard message box as well as an additional URL field that begins with https://. Enter or paste in the full URL to a web page.

If you wish to share a video from hosting sites like YouTube, Vimeo, and Facebook, simply mention the video URL (address) in your post. Whenever the post is displayed, the URL will automatically be converted into an embedded video that can be played without having to leave the page.

You can also upload the video as an attachment to a post. When the post is viewed, the video will automatically be displayed as an embedded video within the post if the user’s browser and operating system support streaming that type of video.

How do I follow an important discussion?

You can follow a category or topic by clicking the bell icon located across from the title. Each time someone replies to the discussion, you will get a notification email and an alert in the notifications section.

If you wish to stop following the category or topic, click the bell icon again.
**How do I reply to posts via email?**

When you receive an email notification about a post or private message, you can reply to that post very easily without visiting the AMB by simply replying to that email notification. The AMB will receive the email reply, review the content and post it in response to the correct post.

Only replies to immediate email notifications of new posts or private messages are posted on the AMB. Replying to digest emails or notifications which are sent daily or weekly will not post a reply on the AMB since they list multiple topics.