

## ACTIVATE YOUR ACCOUNT

Send an email to [help@suffolknet.org](mailto:help@suffolknet.org) from your work email

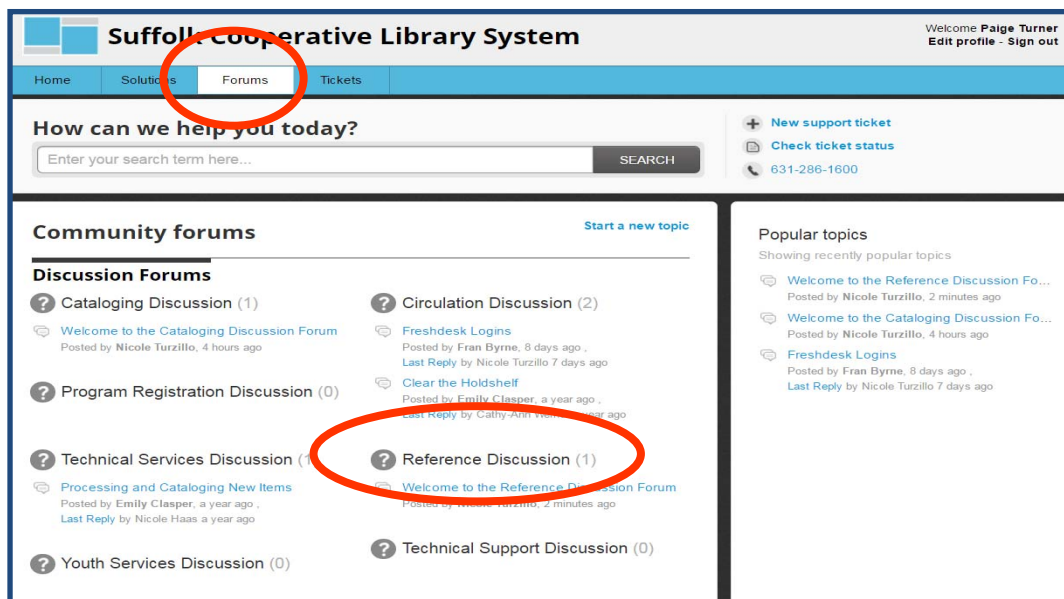
SCLS staff will create your account and send you an activation email

Use the link from your email to confirm account

## FOLLOW A FORUM

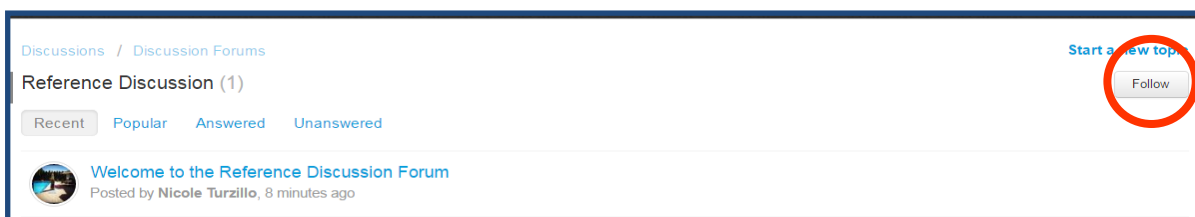
Log in (<https://sclshelp.freshdesk.com>) and navigate to the Forums page

Select the Discussion Forum of choice by clicking on the name



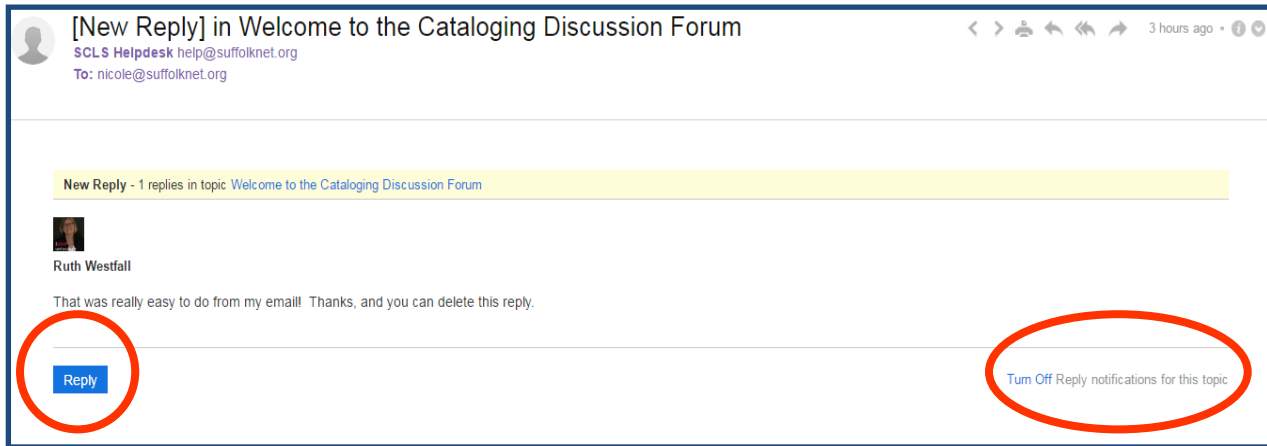
The screenshot shows the Freshdesk interface for the Suffolk Cooperative Library System. The navigation bar includes 'Home', 'Solutions', 'Forums', and 'Tickets'. The 'Forums' tab is circled in red. Below the navigation bar, there is a search bar and a 'SEARCH' button. The main content area is divided into 'Community forums' and 'Popular topics'. Under 'Community forums', there are several discussion groups: 'Cataloging Discussion (1)', 'Circulation Discussion (2)', 'Program Registration Discussion (0)', 'Technical Services Discussion (1)', and 'Youth Services Discussion (0)'. The 'Reference Discussion (1)' group is circled in red. The 'Popular topics' section shows recently popular topics like 'Welcome to the Reference Discussion Fo...', 'Welcome to the Cataloging Discussion Fo...', and 'Freshdesk Logins'.

Click **FOLLOW** to receive emails for all topics in this Discussion Group



The screenshot shows the 'Reference Discussion (1)' forum page. The breadcrumb trail is 'Discussions / Discussion Forums'. The forum title is 'Reference Discussion (1)'. There are tabs for 'Recent', 'Popular', 'Answered', and 'Unanswered'. The 'Follow' button is circled in red. The first post is titled 'Welcome to the Reference Discussion Forum' and was posted by Nicole Turzillo, 8 minutes ago.

Receive emails for all topics and replies or turn off reply notifications for the topic

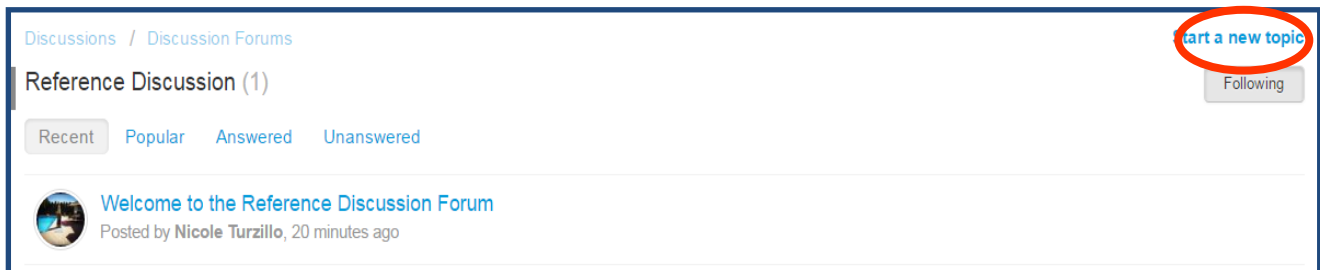


Use the **BLUE** reply button to join the conversation

**Do not** use the reply in your email. Doing so will open a new ticket in the helpdesk

## START A NEW TOPIC

Click the **Start a new topic** link



Fill in the form, verify you are human, and discuss!

A screenshot of a "Post a new topic" form. It has a "Topic title" field with a red asterisk. Below it is a "Message" field with a red asterisk and a rich text editor toolbar. At the bottom, there is a "Post topic in" dropdown menu set to "Reference Discussion". Below that is an "Attach files" section with a "+ Attach a file" link. At the very bottom, there is a CAPTCHA area with the text "To verify you are human, please type" and some distorted characters.