

Stay Connected

Step-by-Step Guide to Our Chapter Communication Platforms

This guide will help you confidently use the communication tools our chapter relies on: **BAND**, **Track It Forward**, **GroupMe**, and the **Members Only** section of our chapter website.

BAND

How to Join or Access Our BAND

1. Download the **BAND** app from the Apple App Store or Google Play Store.
2. Open the app and create an account using your preferred email address or mobile number.
3. Accept the chapter BAND invitation or open the invitation link provided by the chapter.
4. Tap **Join Band**.
5. Once you are approved, the chapter BAND will appear on your BAND home screen.

How to Read Chapter Posts

1. Open the BAND app.
2. Tap our chapter BAND.
3. Scroll through the main feed to see recent posts.
4. Tap a post to open the full announcement.
5. Tap any attached document, photo, link, or file to view it.

How to Find Something That Was Previously Posted

1. Open our chapter BAND.
2. Tap the **Search** icon.
3. Enter a keyword related to what you are looking for.
4. Review the matching posts and files.

Tip: Try searching for a specific word such as *retreat*, *meeting*, *dues*, *program*, or the name of an event.

How to Turn On BAND Notifications

1. Open our chapter **BAND**.
2. Tap the chapter name or settings/menu area.
3. Select **Notifications**.
4. Make sure notifications for new posts and important announcements are enabled.
5. Also check your phone's **Settings** → **Notifications** → **BAND** and make sure notifications are allowed.

How to Comment or Respond to a Post

1. Open the post.
2. Tap the **Comment** area.
3. Type your response.
4. Tap **Send/Post**.

For a simple acknowledgment, you can also use a reaction instead of adding another message to the thread.

TRACK IT FORWARD

How to Access Track It Forward

1. Download the **Track It Forward** app or visit Track It Forward from your web browser.
2. Sign in using the email address associated with your chapter account.
3. Select our chapter/organization if prompted.

How to Enter Your Service Hours

1. Open Track It Forward.
2. Tap **Add Hours** or the + button.
3. Select the appropriate activity or event.
4. Enter the **date** of the activity.
5. Enter the number of **hours** you volunteered.
6. Add notes or a description if required.
7. Review your information.
8. Tap **Submit** or **Save**.

How to Check Your Hours

1. Open Track It Forward.
2. Go to your **Dashboard**, **Timesheet**, or **Hours** section.
3. Review your submitted activities and total hours.

4. Check that the activity, date, and hours are correct.

How to Correct an Entry

1. Locate the previously submitted entry.
2. Tap the entry.
3. Select **Edit** if editing is available.
4. Make the correction and save your changes.

If the entry cannot be edited, contact the appropriate chapter administrator rather than entering the hours a second time.

Track It Forward Best Practice

Enter your service hours as soon as possible after the activity.

Do not wait until the end of the program year to try to remember your participation.

GROUPME

How to Join Our GroupMe

1. Download the **GroupMe** app from the Apple App Store or Google Play Store.
2. Create or sign into your GroupMe account.
3. Open the chapter's GroupMe invitation link.
4. Tap **Join Group**.
5. The chapter conversation will now appear in your chats.

How to Send a Message

1. Open GroupMe.
2. Select the chapter group.
3. Tap the message box at the bottom of the screen.
4. Type your message.
5. Tap **Send**.

How to Reply to a Specific Message

When several conversations are happening at once:

1. Press and hold the message you want to respond to.
2. Select **Reply**.

3. Type your response.
4. Tap **Send**.

This helps members know exactly which message you are answering.

How to React Instead of Replying

If you simply need to acknowledge a message:

1. Tap or press the message.
2. Select the appropriate reaction.

Using a reaction can reduce unnecessary messages such as multiple members responding only with “OK,” “Thanks,” or “Got it.”

How to Find an Older Message

1. Open the chapter GroupMe.
2. Tap the group name or menu.
3. Select **Search**.
4. Enter a keyword.
5. Review the results.

How to Manage GroupMe Notifications

1. Open the chapter GroupMe.
2. Tap the group name.
3. Select **Settings** or **Notifications**.
4. Choose the notification settings that work best for you.

Important: If you mute the group, remember to check GroupMe regularly so you do not miss time-sensitive chapter information.

CHAPTER WEBSITE — MEMBER LOGIN

How to Access the Members Only Section

1. Open the chapter website in your internet browser.
2. Select **Member Login** or **Members Only**.
3. Enter your username/email address and password.
4. Select **Log In**.

How to Save the Website to Your Phone

On iPhone

1. Open the chapter website in **Safari**.
2. Tap the **Share** icon.
3. Scroll down and select **Add to Home Screen**.
4. Tap **Add**.

The chapter website will now appear on your phone like an app.

On Android

1. Open the chapter website in **Chrome**.
2. Tap the three-dot menu.
3. Select **Add to Home Screen**.
4. Tap **Add**.

How to Find Member Resources

After logging in:

1. Open the **Members Only** area.
2. Select the section containing the resource you need.
3. Tap the document, form, directory, or other resource to open it.
4. Download or save the document if you need a personal copy.