

Community Connection 2020-21

Frequently Asked Questions

Q: I followed the link to the admin or finance form, but I can't *do* anything.

A: The links take the user to a read only version, you MUST click edit first (top right corner of the form) or you must enter the form using the drop down box under the action column and choose 'edit'.

Q: Are there size limits to any attachments?

A: Yes, 10 MB

Q: My Treasurer (or other officer) can't get logged in.

A: Please contact us at connection@acs.org with the error message that is being received and who is trying to login so we may troubleshoot further. As an example, here are the two error messages that most users see.

· "Invalid Login. Please try again." Means you have a problem with the ACSID, wrong user id or password.

· "Access denied. Not an authorized user." Means it's a permissions issue and we need to ensure all applicable forms been filed with the Secretary's office after the chapter elections or that the user is authorized.

Q: How do I request an extension?

A: Please email us at connection@acs.org to request an extension but please be aware that in order to submit a nomination for a ChemLuminary Award your Admin form must be completed by the original deadline.

Q: How do I get help with Community Connection?

A: On the Community Connection help page, you can get help in the following ways:

- A link to the Community Connection User Guides
- Contact the Community Connection support team

Q: How do I determine the status of my annual reports?

A: From the Home page, you can see, at a quick glance, the status of your annual reports. The status indicators represent the following:

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- **In Progress** – This status indicates that you have started working on your form and have saved some information.
- **Submitted for Approval** – Once you have selected the Submit for Councilor/Chair Approval button on your form, then you **HAVE** successfully submitted you form for approval.
- **Approved** – This status indicates that your form has been approved and submitted for review.