Board member online forum – useful tips

This document is intended to help users of our board member online forum get the most out of their experience. More information on the online forum can be found here.

1. Set a password to avoid the verification code

To make your login experience simpler, you can choose a password. By doing this, you'll no longer need to request and enter a verification code each time you log in.

Once you are in the forum, you can do this by:

- Going to the cosecforum@listbox.com at the top left of your screen, underneath the TopicBox logo. Click on the arrow on the right to view the drop-down menu.
- Click 'profile and security'.
- In order to set your password, you may need to re-authenticate your login. Do this by clicking the green 'unlock' button in the yellow bar at the top of the page. You will be send another single-use code that you will need to enter and verify.
- You can now select 'set a password'.
- Enter your password twice and click 'change password'.
- Your password is now changed and you can use it the next time you log in. You will no longer need to enter a verification code each time you log in.

2. Turn off email notifications

We know that receiving email notifications each time someone posts isn't for everyone, and you can choose to opt out of these.

When you're in the board member forum, click on 'edit delivery options' under the 'delivery options' section in the right hand tab. In there, you can choose whether you want to receive an email every time someone posts, a daily summary, or whether you'd rather just log in and see posts for yourself.

You can also choose whether you'd like to be emailed a copy of any messages you post in the forum.

If you currently receive emails from the forum, you can also change your delivery settings by scrolling to the bottom of the email where you will find a link to 'delivery options'.

3. Start a topic by email

Rather than logging on each time, you can start a topic by email instead. To do this, you just need to email boardmemberforum@cosecforum.topicbox.com and your email will appear as a new post. Depending on your email settings, you will receive replies to your inbox or as comments on your post.

4.   Reply to a post by email

If you do choose to receive email notifications, you can also reply to conversations by email instead of logging into Topicbox. Please note that if you do this, your reply will be added as a comment underneath the post and will be visible to other group users.

Replying by email means you can choose to add an attachment if you would like, which you cannot do within Topicbox itself. (See 'attaching a file' below for more information).

5.   Attach a file

If you'd like to attach a file to your post, you can do that by emailing your post to the group. To do this, you'll need to send your post to boardmemberforum@cosecforum.topicbox.com with the file attached to the email. The post will then show up as a post in the forum itself.

Unfortunately, you cannot attach a file directly in the forum – you will need to send it by email.

The same principle goes for replying to posts. You can attach a file as long as you reply to the post by email (so you will need to have opted for email notifications to do this).

6.   Search for posts

If you want to search for a particular topic or posts by a specific person, use the search bar on the top right. Using the search bar opens an 'advanced search' function where you can search various fields and sort posts by date.

7.   Report inappropriate posts

Based on your feedback, we've removed the moderation function, so messages you post to the forum will now appear immediately. We do still approve new subscribers.

If you see a post that you think is inappropriate or you'd like to admins to look into, you can email the group admins using the 'contact group admins' option on the right-hand bar.

To help us look into the post quickly, it would help if you copy the direct link to the specific post. You can do this by clicking on the three dots on the right of the relevant post and choosing 'copy permalink'. You can then paste the link into your email and we'll do the rest.

8.   Get in touch

If there are any aspects of the forum you'd like us to help with or things you'd like to see improved for the new forum, please comment below or email us at boardoffer@housing.org.uk.