



ClarkCONNECT Technical Support

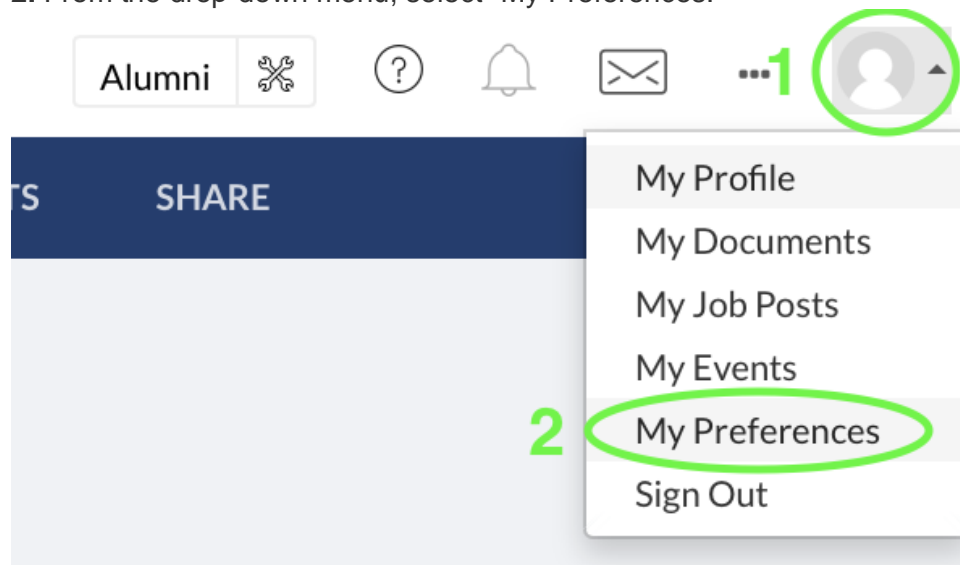
Use this guide to help you answer technical support questions you may have about the platform and troubleshoot issues with your ClarkCONNECT account

Setting and Managing Notifications

Your notification preferences allow you to control which notifications you'll receive from ClarkCONNECT.

To edit notification settings:

1. Click your profile image in the upper right corner of your screen to open the profile drop-down menu.
2. From the drop-down menu, select "My Preferences."



3. You'll find yourself in the "Notifications" section of Preferences.
4. **Cell Number:** Enter and save your phone number to enable SMS Notification Preferences.
5. **Email Preferences:** Toggle the button to opt into/out of email notifications. Note that even if you opt-out of these email notifications, we'll still email you if someone reaches out to you on the platform.
6. **Notification Preferences:** Here you can control whether you'd like to receive SMS and/or email notifications for Connections & Messaging, Newsletters, and Discussion Posts. For each category, you have the option of choosing SMS, email, both, or neither.

The screenshot shows the 'My Preferences' settings page. On the left sidebar, 'Notifications' is highlighted with a green circle and the number 3. The main content area is divided into three sections: 'SMS Preferences', 'Notification Preferences', and 'Configure Notifications'. In the 'SMS Preferences' section, the 'SMS Phone Number' field is circled in green with the number 4. In the 'Notification Preferences' section, the 'Unsubscribe from all emails' toggle switch is circled in green with the number 5. In the 'Configure Notifications' section, the entire table of notification preferences is circled in green with the number 6.

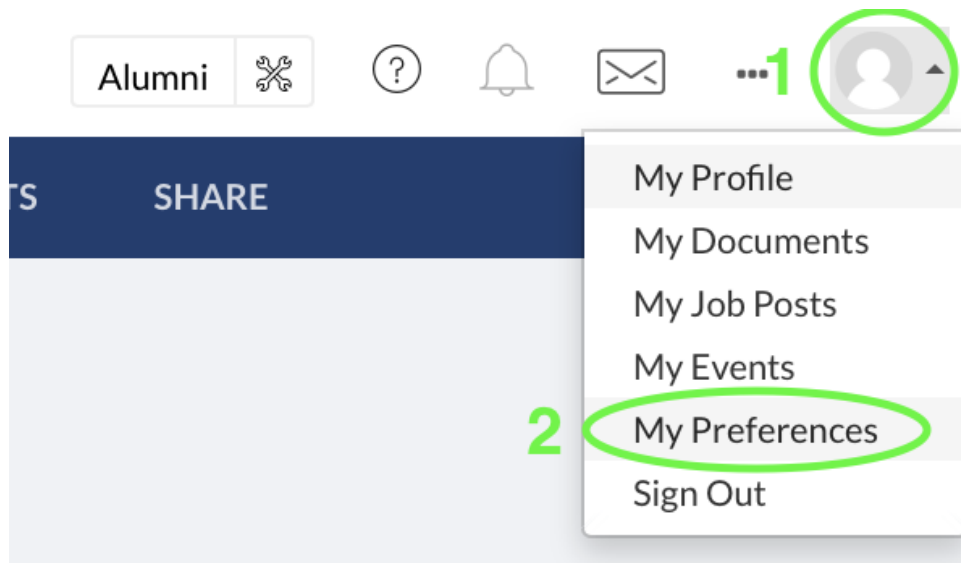
Configure Notifications		
Choose communication you wish to receive and the type of communication medium you prefer for each.		
Connections & Messaging		
New meeting requests	Get notified when a new user sends you a connection request	Email <input checked="" type="checkbox"/> SMS <input type="checkbox"/>
Upcoming meeting reminders	Get notified for upcoming meetings	Email <input checked="" type="checkbox"/> SMS <input type="checkbox"/>
New messages	Get notified for new replies in an existing thread	Email <input checked="" type="checkbox"/> SMS <input type="checkbox"/>
Newsletters		
Newsletter Digest	Get periodic updates about the platform	Email <input checked="" type="checkbox"/> SMS <input type="checkbox"/>
Discussion Posts		
Platform Discussion Board	Get updates for new posts and comments on the platform discussion board	Email <input type="checkbox"/> SMS <input type="checkbox"/>
Group Discussion Board	Get updates for new posts on the group discussion boards	Email <input checked="" type="checkbox"/> SMS <input type="checkbox"/>
Programs Discussion Board	Get updates for new posts and comments on the program discussion boards	Email <input checked="" type="checkbox"/> SMS <input type="checkbox"/>

Managing Your Account Preferences

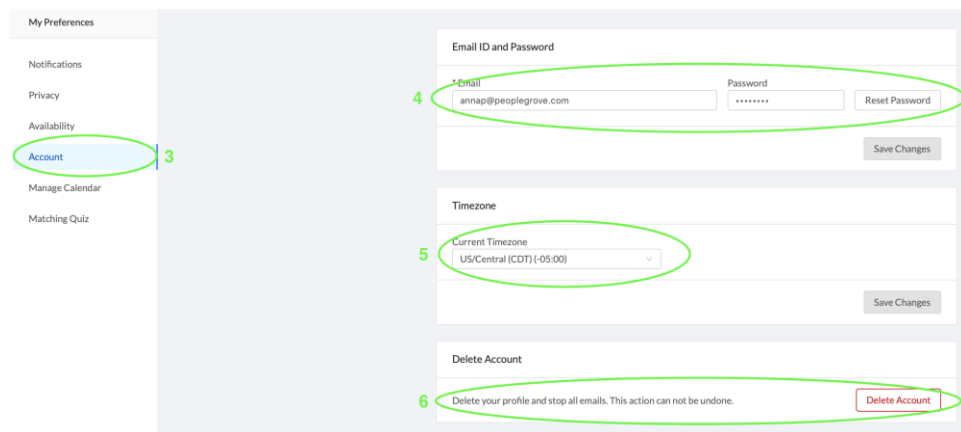
Your account preference settings allow you to update things like time zone, email address, and password. You can also delete your account from this portal.

To edit account settings:

1. Click your profile image in the upper right corner of your screen to open the profile drop-down menu.
2. From the drop-down menu, select "My Preferences."



3. From the menu on the left, select "Account."



4. Update your email and password: Here, you'll be able to see what email is currently associated with your account. If you change it, we'll send a verification email to your new address; you'll need to click the link in the verification email in order to finalize the switch to your new email address.

You can also click the "Reset Password" to initiate a password change. You'll be sent an email with a link (valid for 24 hours); clicking the link will take you to a page where you can enter your new password. Remember to save your changes.

5. My timezone: Under "Current Timezone", use the dropdown box to choose your timezone. By default, your current timezone will be chosen. This is the timezone your meetings will be scheduled in if you schedule meetings on the platform. Remember to save your changes.

6. Delete your account: Click the red "Delete Account" button to fully remove your account from the platform. Once you've deleted your account, you won't be able to recover it. If you just want to deactivate your account for a while, consider [submitting a support request](#) asking us to deactivate your account instead.

Syncing a Personal Calendar to ClarkCONNECT

1. Click on your profile picture in the upper right-hand corner of the screen
2. Choose "My Preferences" from the dropdown menu
3. Click on "Manage Calendar" in the left-hand column
4. Under Calendar Management, choose "Personal Calendar Sync". Click the blue "Setup Calendar Sync" button.

The screenshot shows the 'Calendar Settings' page. On the left, a navigation menu includes 'My Preferences', 'Notifications', 'Privacy', 'Availability', 'Account', 'Manage Calendar' (highlighted), and 'Matching Quiz'. The main content area is titled 'Calendar Settings' and contains the following sections:

- Calendar Management:** Three radio button options: 'No Calendar Management', 'Platform Managed Calendar' (with a sub-note: 'Easily set your availability, appointment types, and blackout dates by having the platform managed calendar system.'), and 'Personal Calendar Sync' (selected). Below this is a blue 'Setup Calendar Sync' button, which is circled in green with a '1' next to it.
- Meeting Contact Information:** A section for sharing phone numbers. It includes a text input field for 'Phone Number', two radio button options ('Use my SMS Phone Number' and 'Use a different Phone Number', with the latter selected), a country dropdown menu (showing the US flag), and an 'Enter phone number' input field. Below this is a 'Physical Location' section with a location pin icon and an 'Edit Location' button.

At the bottom right of the page is a 'Save Changes' button.

5. A new window will open where you'll be prompted to choose your calendar type. From there, follow the instructions provided to sync your preferred calendar to ClarkCONNECT.



Test is using Cronofy to securely access your calendar so it can

- create calendar events
- delete events that this app creates
- read events in your calendars
- read free-busy information from your calendars

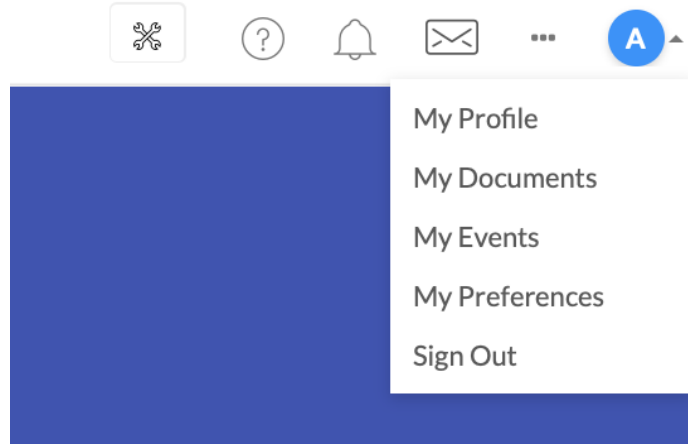
Warning! This application has not been verified



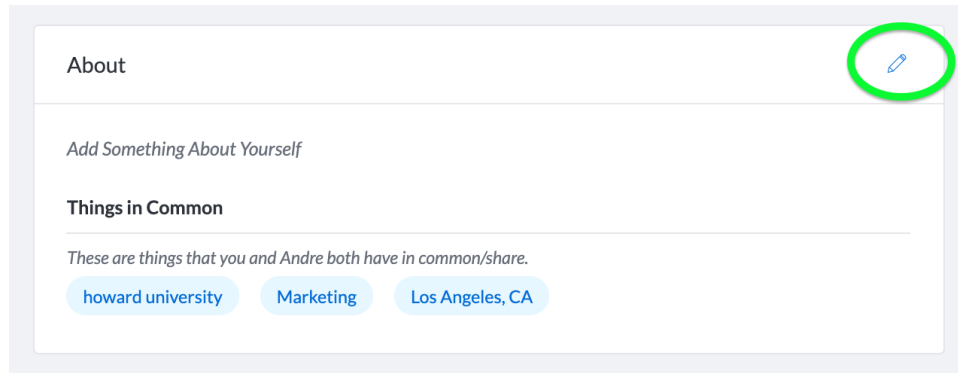
Powered by Cronofy

Where do I edit my profile information after signing up?

- Click your profile image in the upper right.
- From the drop-down menu, select "My Profile." This will take you to the "About" tab of your profile.



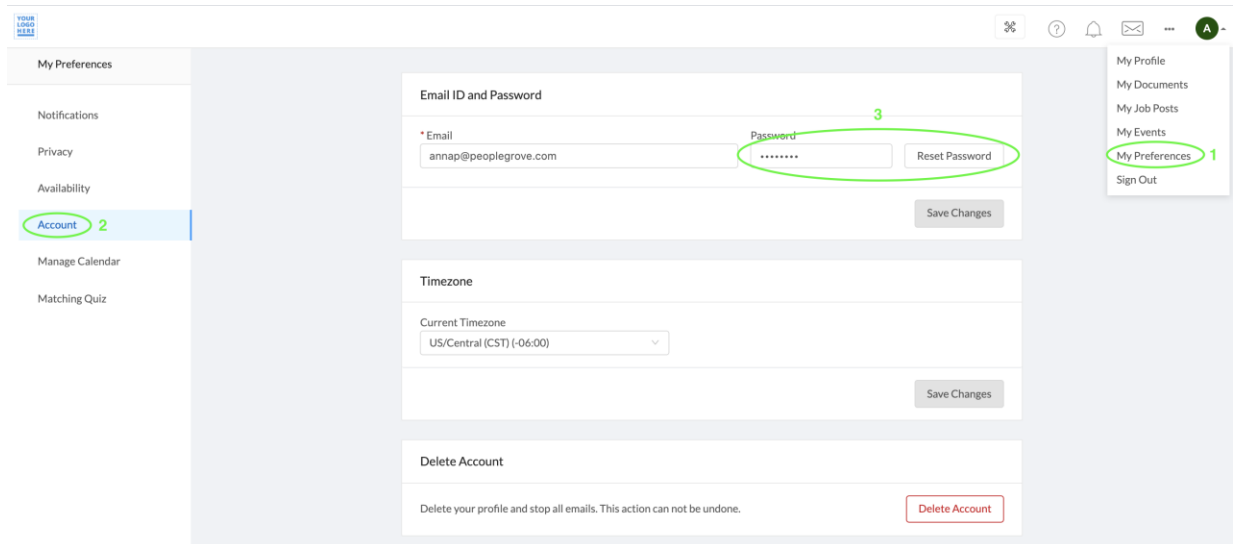
- In the menu on the left, you'll see a summary of the different sections of your profile.
- You can edit this content by clicking the pencil icon in each section's upper righthand corner.



How do I reset my password?

If you're logged into ClarkCONNECT and want to reset your password for security reasons, take the following steps:

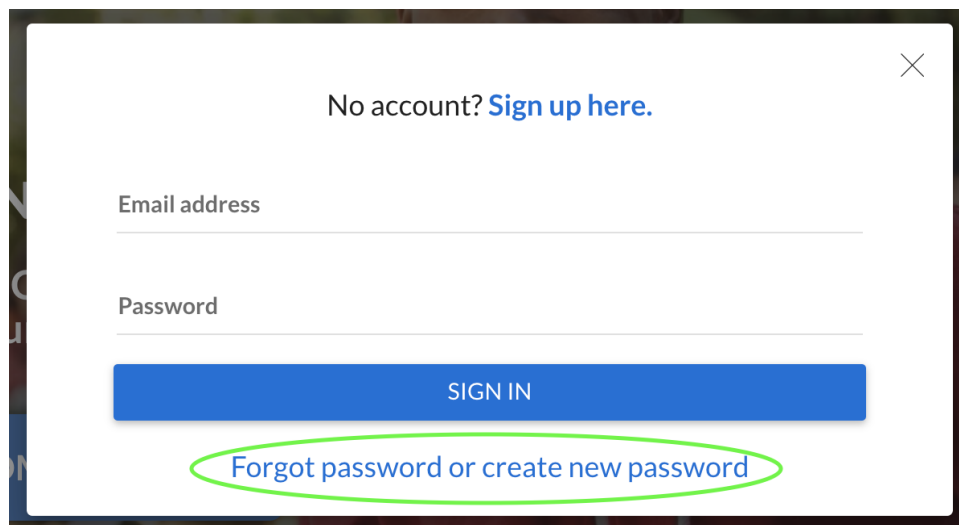
1. Click on your **profile image** in the upper right and then select "**My Preferences**" from the drop-down.




2. Select "**Account**" from the menu on the left.
3. Enter your new password and click the "**Reset Password**" button. Remember to save your changes!

If you're logged out of ClarkCONNECT and can't get back in because you forgot your password, take the following steps:

1. Visit clarkconnect.clarku.edu to get to the ClarkCONNECT landing page.
2. Click "Sign In" in the upper right corner
3. Select your sign in method from the options that appear
4. Click "Forgot password or create new password"



5. Enter your email and click "Send Password Reset Link"




Forgot Password or Create New Password

Email address

[SEND RESET PASSWORD LINK](#)


[Back](#)

6. Check your email for the password reset email. **(Don't see it? Check spam!)**
7. **IMPORTANT:** When the password reset email arrives, right click on the link and "Open Link in Incognito or Private Mode" so your device doesn't autofill any information.
8. A new tab will open in which you can follow the instructions to create a new password and sign in.




Reset your password

Enter Password *
Minimum of 8 characters, including an uppercase letter, lowercase letter, and a number.



Enter Password is a required field.

Confirm Password *
Please enter your password again.



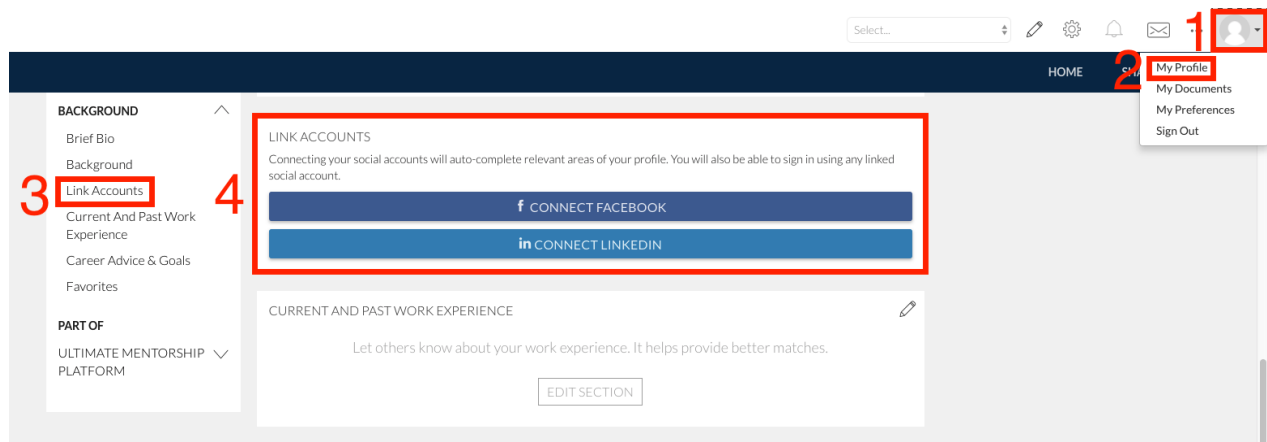
Confirm Password is a required field.

[Continue](#)

How can I link an external account after signing up?

You may have chosen to link up one of your external accounts like Facebook or LinkedIn during signup. In the case you did not, you can do so after signing up by following these instructions:

- Click on your profile picture.
- Choose “My Profile” from the dropdown menu that appears under your profile picture.
- Select “Link Accounts” from the column on the left-hand side of the screen.
- Pick the social platform you want to link and provide your login info for that account. Specific information from one or both accounts will auto-complete relevant areas of your ClarkCONNECT profile.



What does linking an external account do?

Linking an external account will allow you to choose that account as a sign-in option and then sign in using your login info for that account.

From LinkedIn and Facebook, we'll also be able to import some basic information to your ClarkCONNECT profile:

- **LinkedIn:** We will be able to import your profile image, email address, and first and last name.
- **Facebook:** We will be able to import your profile image, full work history, and full education history

Can I unlink an external account?

You can unlink an external account from your ClarkCONNECT account at any time by visiting the “Link Accounts” section of your profile and clicking the “unlink” button.

