To: ARES Connect Admins and Users

Re: ARES Connect Updates

25 October 2018

We are now just past the half way mark of the ARES Connect roll out. Your ARES Connect team here at ARRL have a few reminders and updates to pass on. Please distribute this to ARES leaders in your section and users of ARES Connect.

* **We have identified a security issue with admins. The category “New Volunteers” will be removed, new users will be added to “Level 1”. We will also be making some adjustments to EC permissions and how new volunteers are added to ARES Connect. Details of this new process will be ready November 15. We strongly encourage ECs to use the import template to add users to their local groups.**
* **Admins should not delete a user account without first checking with HQ. Deleting accounts can cause serious problems. Admins that delete accounts without checking first risk losing their admin access, which can impact other section admins. If you need to delete an account notify us by sending an email to** [**aresconnect@arrl.org**](mailto:aresconnect@arrl.org) **with details on why the account is being deleted. Do not delete the account until you receive acknowledgement from the ARES Connect team.**
* Make sure you are using the correct link when creating an account. Using the wrong link to create an account means the user will not be seen by admins in their section. You can access your section’s landing page by going to one of these links (change XX to your section abbreviation):
  + <https://vhub.at/aresconnect-XX>
  + <https://arrl.volunteerhub.com/lp/XX>
* When creating an event, make sure you place the event under the appropriate category heading
* If you have questions, please refer to the online instructions <http://bit.ly/2O0Xw2s>
* We will be having a “Getting Started with ARES Connect for Admins” on Thursday November 15, 2018 at 8pm ET. If you are an admin in the system you will receive an email with instructions on how to sign up.
* User names – reminder that users should use their Amateur Radio call signs as their user name.
* If you have questions, comments, etc. about ARES Connect please use the support email address [aresconnect@arrl.org](mailto:aresconnect@arrl.org)
* SECs should continue to submit their monthly reports to ARRL HQ through the end of the year. Likewise, EC’s and DEC’s should continue to report as usual through the end of the year. We will transition over to reporting through ARES Connect on January 1, 2019.
* We will do another update note, like this one, as we continue the roll out. However, the next one will be generated within the ARES Connect system, so it can go direct to all users.
* If you would like an embed code for your section that can add a “Volunteer Now” button or an event schedule for your section to your website, email [aresconnect@arrl.org](mailto:aresconnect@arrl.org) and indicate which embed code you would like.

Thanks and 73,

Your ARRL HQ ARES Connect Team

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