


# Global Connect - FAQs

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Below are common questions that may come up when using Global Connect:

## User Profile FAQs:

- How do I update my profile information?
  - Click on your profile picture icon in the top right corner of the page and select 'My Profile'. From here, click the pencil icon to change your profile picture and to update your information in various sections. The more information you provide, the more matches to groups, events, and connections will surface. After making your edits, click 'Save'.
- I need technical help, what should I do?
  - Click the  button at the top of Connect, then use the prompts to identify and communicate the issue.
- How do I change my privacy settings?
  - Click on your profile picture icon in the top right corner of the page and select 'My Preferences'. From here you can adjust your account settings, including notification and privacy settings, using the left hand navigation. After making your selections, click 'Save'.

## Groups FAQs:

- How do I find groups?
  - Click the Connect link on the top navigation bar and select Groups from the drop-down menu to find groups or search for a specific group. You can also access groups you've already joined by clicking My Groups.
- How do I join a group?
  - Find and click on the group you want to join.
  - Click 'Join' on the group page.
- How do I leave a group?
  - Navigate to the group page you want to leave and click 'Leave Group'.

## Making Connections FAQs

- How do I find people?
  - Click the Connect link on the top navigation bar and select Community from the drop-down menu to find people or search for a specific person using the search bar at the top of the page.

- I searched for someone and their name isn't coming up. How do I find the person?
  - It's best to search for someone using their first and last name. However, if you don't know their full name you can search by first or last, click 'View All Results' and a full list of students with that name will come up.
- How do I send a message to a user in connect?
  - Navigate to their profile and click on the message button next to their profile picture. You can also click the message icon from the quick view of their profile in the Community area.

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