# USING RAMCONNECT, OUR ONLINE CAMPUS ENGAGEMENT PLATFORM

**Main Log In Page**: ramconnect.wcupa.edu: This is the same website as our previous platform.  Please refresh and erase any old bookmarks, history, cookies or links you may have saved, as they will direct you to our previous platform. RamConnect is best used on a browser other than Internet Explorer.

**RamConnect Help Center**: https://help.campusgroups.com

**To avoid RamConnect emails and notifications going into your SPAM,** add them to your email whitelist by visiting https://spamcontrol.wcupa.edu/cgi-mod/index.cgi.  Click the "Preferences" tab on the top and then "Whitelist/Blocklist," add mailer@campusgroups.com to your "Allowed Email Addresses and Domains" Whitelist.

**Download the app: Search for "CampusGroups" in your app store provider.  Select "West Chester University".**

**<u>*For many of the administrative functions of RamConnect, you must be a member and an Officer of the organization which you are managing.  Information on how to become a member and an Officer listed in this document.</u>**

## Accessing Forms to View a Form for Editing or Submissions
- Log in to RamConnect at ramconnect.wcupa.edu
- Click on the Organization in which you would like to view or edit the form.
- Click 'Surveys & Forms' from either the left dashboard side menu or the purple box in the middle.
- To preview a form, click the right upward arrow button next to the form you would like to view and click
    o You can export a blank copy of the form by clicking 'Save As PDF' below

## Accessing Forms to Create a Form
- Log in to RamConnect at ramconnect.wcupa.edu
- Click on the Organization in which you would like to view or edit the form.
- NOTE: Only officers of groups are able to create a form.  Please see below how to add officers.
- Click 'Surveys & Forms' from either the left dashboard side menu or the purple box in the middle.
- Click the '+ Create' button in the top right-hand corner.
- NOTE: different forms collect different information as noted by their descriptions (survey, quiz, etc.).
- Build your form.

## Accessing Form Links to send to students to register for an event from an existing form
- Log in to RamConnect at ramconnect.wcupa.edu
- Click on the Organization in which you would like to view or edit the form.
- Click 'Surveys & Forms' from either the left dashboard side menu or the purple box in the middle.
- Click the 3 vertical dot button next to the form you would like the link for and click 'Copy Link' from the drop down.
- NOTE: Registering via an internet browser (sending the web address) will not work for registration.  The link must be copied in this way and sent to users for the form to be accurate.

## Accessing Forms to Edit Existing Forms
- Log in to RamConnect at ramconnect.wcupa.edu
- Click on the Organization in which you would like to edit the form.
- Click 'Surveys & Forms' from either the left dashboard side menu or the purple box in the middle.
- To edit a form, select the 'Edit' button next to the form you would like to make changes to.

## Accessing Forms to Download Submissions/RSVP information
- Log in to RamConnect at ramconnect.wcupa.edu
- Click on the Organization in which you would like to view or edit the form.
- Click 'Surveys & Forms' from either the left dashboard side menu or the purple box in the middle.
- To view submissions, click on the linked highlighted name of the form you would like to see submissions for.
    o You can approve, deny, or put submissions on hold.
    o Click 'View' to view or edit answers within the form.
    o To export all form submissions, click 'Generate Report'.
    o To export an individual submission, click the 3 vertical dot button and click 'Open as PDF'.

**Manually updating existing Officers/Positions (You must be an officer already to add other officers.  If you are not and need Officer access, please contact [ramconnect@wcupa.edu](mailto:ramconnect@wcupa.edu) and we can assist you).**

- Log in to RamConnect at ramconnect.wcupa.edu
- Click on the Organization in which you would like to view or edit the form.
- Click on 'Dashboard' in the side menu.
- Click on 'Officers' in the drop down.
- Click the orange 'Add Officer' button in the top right hand corner.
- Type in the name or email of the person you would like to add as an officer.
- Click the orange 'Add' button.
- Find the new officer populated on the page.
- In the drop down next to 'Position' select the appropriate officer title.

**Manually Adding Portal Administrators and any other position (Historian, Spirit Chair, etc.) and/or granting Administrative Access to members**

- Log in to RamConnect at ramconnect.wcupa.edu
- Click on the Organization in which you would like to view or edit the form.
- Click on 'Dashboard' in the side menu.
- Click on 'Officers' in the drop down.
- Click the orange 'Add Officer' button in the top right hand corner.
- Type in the name or email of the person you would like to add as an officer.
- Click the orange 'Add' button.
- Find the new officer populated on the page.
- In the drop down next to 'Position' select 'Officer'.
- Type the name of the officer next to 'Custom Position'.

**Updating Rosters/Adding Members to your Organization**

- Log in to RamConnect at ramconnect.wcupa.edu
- Click on the Organization in which you would like to view or edit the form.
- Click on 'Members' in the left side menu.
- Click on 'Upload Members' in the drop down if you would like **to upload an entire Excel spreadsheet**.
- NOTE: you must follow the template/instructions that populate on CampusGroups for this option.  Uploading an entire membership roster will automatically supersede the current roster, so member/roster accuracy will be key for this process.
- Click on 'Upload Members' in the drop down and select 'Add Member' in the upper right **to add individual members to your roster one by one.**

**Sending Messages to your Organization**

- Log in to RamConnect at ramconnect.wcupa.edu
- Click on the Organization in which you would like to view or edit the form.
- NOTE: You must be an officer of an organization to utilize the email feature.  Please see information on how to add officers.
- Click on 'Emails' in the left side menu.
- Click the orange '+ Compose Email' in the drop down.
- Select the members you would like to send an email to.
- Fill out the appropriate information and click 'Save and Send'
- You may also send a test email, preview the email, and save it as a draft by selecting the corresponding button on the screen.
- NOTE: You must be listed as an Officer in your group if you would like your email information listed in the "From" line.

**Creating an Event**
- Log in to RamConnect at ramconnect.wcupa.edu
- Click on the Organization in which you would like to create the event.
- NOTE: Only officers of portals have the ability to create or events – please see information on how to add officers to your portal. Although events can be co-sponsored, events can only be entered into RamConnect through only one group's portal.  If you are creating the event but are not a member of the portal in which you would like it to be advertised, you will either need to request membership to that group, or, create it in one of your own groups of which you are an officer.
- Click on 'Dashboard' in the selection menu to the left.
- Click on 'Events' in the green box in the top right.
- Click 'Create Event' in the top right green button to start your event build.
- NOTE: Don't hit the green "SAVE" button until you are ready to save it to the master RamConnect calendar and have it featured on the public page event slider.  If you are still working on the event details, click "Save as Draft" until you are ready to share it publically.
- The calendar, organized by color, can be viewed by clicking the 'Calendar' icon at the top of the left hand side of the page.  You will see a 'Subscribe' button here as well if you'd like event notifications to go to your phone.

*If you will be assessing your event using a RamConnect form (see creating forms above), you will need to build that form and save it <u>before</u> you build it in to your event, or, you can add it in later while you are editing your event.*

**Tracking Event Attendance (NOTE: a RamConnect event has to be made before you can track attendance for said event).**
- Log in to RamConnect at ramconnect.wcupa.edu
- Click on the Organization in which the event is created
- Click on 'Events' in the left side menu.
- Click on 'Upcoming' events if you are tracking attendance at the event/day-of.
- NOTE: You can also track/add attendance after the event has ended if you have walk-ins, etc. by clicking 'Past' events.
- Scroll through events to find the event you're looking for.
- Click the 'round wheel' tool (Manage button) on the right hand of the event
- NOTE: Three blue boxes will automatically appear at the top of the event; these link you to CampusGroups help articles about tracking attendance.  These are not action items related to tracking event attendance rather are just help articles.
- You will also see the QR code appear below the 'Manage' box.  If you click this, a printable QR code will appear; you can also pull this up on the screen.
- NOTE: you must have the most recent app downloaded on your phone to utilize the QR code.  This makes the other attendance options more attractive as we continue to encourage our students to download the app!
- Click the green 'Track Attendance' button in top right
- Three options available:
  - Track Attendance with Computer: someone is staffing the check-in swipe station and will be swiping cards for students
  - Self Check In with QR Code: QR codes can be printed; every QR code is unique to each user and event
  - Self Check In Kiosk: Folks can self check-in using QR code or by manually entering their own information.
    - This option is good if you will have attendees who are NOT RamConnect users!
- Click 'Settings' to make sure you are getting the attendance results that you need (ie. Can folks check in twice? Are they leaving and coming back? Etc.)
- If you are using 'Track Attendance with Computer" option, you must insert a USB card swipe reader into the USB port on your computer before you begin swiping.  There is an option to test your card reader beforehand.
- If a student has forgotten their ID, you can also enter them manually by typing their name.
- For QR codes: the app must be downloaded on a student's phone and they must center the QR code in the camera feature of their phone to be taken to the RamConnect site and/or event check in.
- To add attendees manually after an event, and to download a report of attendees after the event, follow previous instructions to the 'Manage' button, scroll down past 'Registration Options' and see 'Attendees' section.