

Frequently Asked Questions (FAQ) - Page Administrators

How do I register my group/club/department on Experience BU if my group/club/department does not currently have a page on Experience BU?

It is easy to register an organization and create a page for a group/club/department on Experience BU! Clicking the link below will lead you to a step-by-step guide.

<https://engagesupport.campuslabs.com/hc/en-us/articles/204032194-Registering-a-New-Organization>

How do I add members to my existing page on Experience BU?*

Inviting new members to your group/club/department page on Experience BU requires you to know the student e-mails of the individuals you would like to invite. Once you have that information, click the link below for instructions:

<https://engagesupport.campuslabs.com/hc/en-us/articles/204033704-Inviting-New-Members-to-Join-an-Organization>

*Once the member has accepted your invitation to join your Experience BU page, you can hover over that members name to see their e-mail

How do I assign and create positions for members of my group/club/department on my Experience BU page?

When you send an invitation to an individual to see if they'd like to join your group/club/department and they accept that invitation, they become a **member** of your Experience BU page. If you would like particular members to have more viewing and editing power on your Experience BU page, you can assign them a specific position. To do so, click the link below and follow the steps:

<https://engagesupport.campuslabs.com/hc/en-us/articles/204033724-Creating-Positions-specific-to-your-Organization>

How do I approve a request from a student to be a member of my group/club/department page on Experience BU?

Students can join your page without being sent an invitation if your page does not have restrictions as to who can and cannot join. Find out how to process and approve these requests by clicking below:

<https://engagesupport.campuslabs.com/hc/en-us/articles/204033714-Approving-Organization-Membership-Requests>

What does being a primary contact of my group/club/department Experience BU page mean?

Being a primary contact means you are the main point of contact for your group/club/department page on Experience BU and are able to manage and edit your page. To find out how to edit who your primary contact is or for more information about what a primary contact is, click below:

<https://engagesupport.campuslabs.com/hc/en-us/articles/115000980726-Organization-Primary-Contacts>

How do I give members of my Experience BU page permission to edit the page?

In order for a member to edit a page, the primary contact will need to update the level of authority that member has. There is a helpful chart in the link below which explains what different authority settings are available to help you decide what level of authority to assign to your members.

<https://engagesupport.campuslabs.com/hc/en-us/articles/204033724-Creating-Positions-specific-to-your-Organization>

What if I want to change the positions I have assigned to members of my Experience BU page or change the level of authority/editing permission members have been assigned?

A few clicks and you'll be on your way to editing and changing positions and authority/permissions of your members. Head to the below link to find out how:

<https://engagesupport.campuslabs.com/hc/en-us/articles/205187790-Changing-Positions-in-your-organization>

How do I remove a member from my Experience BU page?

If a member indicates they no longer want to be a member of your Experience BU page, they can easily be removed. Follow the steps in the link below:

<https://engagesupport.campuslabs.com/hc/en-us/articles/204033744-Removing-Members-From-your-Organization>

How do I remove myself from another group/club/department Experience BU page?

If you no longer wish to be a member of a particular group/club/department Experience BU page, you can easily remove yourself from that page. The below link will walk you through how to do so:

<https://engagesupport.campuslabs.com/hc/en-us/articles/204033394-Removing-yourself-from-an-Organization>

What is my "roster" on Experience BU?

Your roster is the members of your page on Experience BU. To find out how to navigate your roster on the Experience BU platform, click below:

<https://engagesupport.campuslabs.com/hc/en-us/articles/115001617606-Roster-Walkthrough>

How do I send an e-mail or text message to members of my Experience BU page?

Sending messages (e-mail or text messages) to groups of recipients on Experience BU is easy. Follow the steps in the below link to start communicating with your group

members:

<https://engagesupport.campuslabs.com/hc/en-us/articles/204033354-Sending-a-Message-as-an-Organization-Leader>

Is there another way to communicate to members of my Experience BU page other than e-mail or text message?

Every page on Experience BU has a wall with a discussion board where members can ask questions or share information. To find out how to use this function, click below:
<https://engagesupport.campuslabs.com/hc/en-us/articles/204032114-Organization-Wall-Overview>

Is there a way I can share news with members of my Experience BU page beyond the messaging and the discussion board?

Articles are another great way to share information with members of your Experience BU page. To learn how to write and upload an article, click the below link:
<https://engagesupport.campuslabs.com/hc/en-us/articles/204032104-News-walkthrough>

How can I advertise events my group/club/department is running on Experience BU?

Uploading your event onto Experience BU is not just easy, but is also a great way to advertise your programs to students inside and outside of your page on Experience BU. Follow the steps to start marketing your event programming through Experience BU:
<https://engagesupport.campuslabs.com/hc/en-us/articles/204033924-Creating-a-New-Event-in-your-Organization>

How do I invite people to my events and manage those invitations on Experience BU?

Experience BU has functions that allow you to both invite and manage your invitations to members and non-members of your Experience BU page. Follow the instructions in the below link to send invitations to members and non-members of your Experience BU page and to manage your invitations to your events:
<https://engagesupport.campuslabs.com/hc/en-us/articles/204031954-Managing-Event-Invitations>

What if I want my event to be a private event? Is there a way to narrow down my audience for my event advertisements?

When entering in your event details through Experience BU, you will have the option to select who is able to see your event and RSVP to your event. Click the below link for more details:

<https://engagesupport.campuslabs.com/hc/en-us/articles/204033924-Creating-a-New-Event-in-your-Organization>

Can I co-host an event with another group/club/department on Experience BU?

Yes you can! If your group/club/department wants to collaborate with another group/club/department and promote your event as a co-hosted event, follow the instructions in the below link:

<https://engagesupport.campuslabs.com/hc/en-us/articles/360000429326-Co-hosted-Events-Walkthrough>

How do I contact other groups/clubs/departments on Experience BU?

Every group/club/department page on Experience BU has a primary contact. You do not need to be a member of the Experience BU page for the group/club/department to reach out to the primary contact of that group/club/department. To find out how to contact other groups/clubs/departments on Experience BU, head to:

<https://engagesupport.campuslabs.com/hc/en-us/articles/204033364-Contacting-an-Organization>

What is the BUSU Clubs Portal on Experience BU?

The BUSU Clubs Portal on Experience BU is a page that has all of the resources needed to run your ratified club smoothly. To access this page and ask to join, head to the below link:

<https://experiencebu.brocku.ca/organization/busuclubs>

Who do I contact if I have questions about navigating the Experience BU platform, or if I am having difficulty troubleshooting errors or issues with the Experience BU platform?

E-mail experiencebu@brocku.ca or support@campuslabs.com. You can also head to <https://engagesupport.campuslabs.com/hc/en-us> and select the chat function in the bottom right hand corner of the page. A representative will respond and can further assist you. Please note that the chat function is only available from 9am-5pm from Monday to Friday.