## Integration into SSPNET.org

A new item under the Community Tab should read "C3 Online Community". It should be the second item in the list. Along the top of the header, add a tab between Log In and Contact Us that reads "C3 Online".

Add C3 Favicon to the .org and TSK sites.

## Ribbons and badges to include

[X] Committee Member, Committee Chair, TSK Chef, TSK Executive Editor, Board Member, Past President, President, President-Elect, Secretary-Treasurer, Ambassador, Mentor, Mentee, Peer Group Facilitator, Member, Org Member, Fellow, Appreciation Award Winner, Distinguished Service Award Winner, Emerging Leader Award Winner

## Develop Seed Questions (solicit)

### Solicitation:

Hello!

We are very close to launching a new member-only community on C3 called the Member Exchange. This community will be a forum for our members to ask questions, discuss/debate industry issues, share ideas and compare notes. And, with any start up project, sometimes you have to grease the wheels to get things going. In this case, that means starting out with some seed questions to stimulate engagement and help members feel comfortable about posting their own questions.

As leaders within SSP and the industry at large, I was hoping you might be willing to come up with a question or discussion topic that you would be willing to present to the community under your own name. Ideally, it’s a question or topic that you actually want more information about since people that respond to your post will expect engagement from you as well.

If you don’t have a question of your own, perhaps you have a colleague that does? The Member Exchange will be open to all employees of our Organizational Members (not just their named representatives), thereby expanding the size of our community a bit.

Once we have some seed questions lined up, we’ll use them to get things rolling and to fill in when we have a lull in new posts. When it’s time to use your question, we’ll email you to give you a heads up. With your permission, we’ll impersonate you and post your question on your behalf in order to get (or keep) the ball rolling. Rest assured that we won’t be making any changes to your profile – just simply posting that question and logging right out.

If you have a question you’d be willing to share, please enter it into this Google Doc so we can collect them all in one place. We’d like to have a nice collection of questions ready by December 15.

Seed Questions Google Doc: [LINK]

Thanks in advance!

## Recruit ambassadors

Board members, past presidents, committee chairs

Hello!

I'm excited to announce that the launch of the (SSP-member only) Member Exchange community is planned for January 4! To make sure we get the community started on the right foot, I am looking for volunteers who are willing to help regularly monitor the Member Exchange discussion group and serve as community ambassadors.

As a C3 Ambassador, your role would be to post questions, tips, observations, resource documents, or links to articles that you have found helpful. It is also important to watch for posts that are not receiving any response, and to reply in any way you are able, even if it is to encourage someone with more information to reply (by tagging them) or to say that you are also interested in the question and suggest ways of researching an answer.

I anticipate that you would check the Member Exchange discussion group multiple times a week, and post something new at least once every other week. Total time commitment is expected to be about 2-3 hours per month of your time, now through the end of June. I’d like to have at least 4 ambassadors to help spread the work out a bit and make sure we have a variety of people posting.

In addition to helping out SSP, this is a great opportunity to build your reputation with colleagues, have your own questions answered, and see what your peers have done in similar situations that you might be struggling with at work. As an Ambassador, you’ll also get the very sleek C3 Ambassador ribbon attached to your profile!



Please let me know if you have any questions or are interested in volunteering to be a C3 Ambassador. While initial recruitment efforts are targeted at Board members and committee/task force chairs, I’m happy to take referrals if you have colleagues that might be interested in this role.

Best,

## Create house ads for C3

  







## Create eNewlsettter teasers

Have you checked out the new Member Exchange on C3, SSP’s new online community for members to connect, communicate and collaborate with peers? Post a question or share an idea today!

SSP-L is now the Industry Announcements and Events discussion group on C3, SSP’s new online community platform. You’ve been auto-subscribed if you were previously an SSP-L subscriber. Anyone can participate in the discussion group, but users must register on the C3 platform to post messages.

Have you added a photo to your C3 profile yet? Help put a face with a name and upload a profile picture and add some details to your bio. The Member Exchange is the perfect place to communicate with other leaders in scholarly publishing.

Need some advice or want to compare notes with your peers? Visit the C3Member Exchange community to engage your fellow members in an informative discussion.

## Create social media posts

Have you checked out the new Member Exchange community on C3, SSP’s new online community for members to connect, communicate and collaborate with peers? Post a question or share an idea today!

SSP-L is now the Industry Announcements and Events discussion group on C3, SSP’s new online community platform. Anyone can participate, but users must register on the C3 platform to post messages.

The SSP Member Exchange is the perfect place to communicate with other leaders in scholarly publishing. Check out this exclusive member-only community today!

Need some advice or want to compare notes with your peers? Visit the C3 Member Exchange community to engage your fellow members in an informative discussion.

Wish you could get advice from a community of more than 1000 publishing professionals with the click of your mouse? Now you can. Check out SSP’s new exclusive member-only online community—Member Exchange.

Have you experienced C3 yet? Visit c3.sspnet.org to check out SSP’s newest member benefit. This dynamic community provides the tools you need to communicate with leaders in scholarly communications.

Join a thousand of your peers in SSP’s new member-only community. Pose questions to industry experts, participate in discussions on topics that impact your business and find publishing professionals that share your interests.

Expand you network by connecting and engaging with more than 1000 SSP members in our Member Exchange community on C3.

## Member launch email

See first 4 posts…

## Write first 4 posts for General Discussion Group

#### 1. Welcome/Launch email



Introducing the new C3 Community, a new online platform for SSP members to connect, communicate and collaborate with your peers. This new platform serves several purposes for the Society and houses several types of communities.



The **Member Exchange** is a private, secure community for SSP members to share ideas, ask questions, lend expertise, and network with peers. The community features a discussion forum as well as a library for sharing documents, resources, links and more. Now, you can interact with SSP members around the world wherever and whenever you need to. You’ll have instant access to the many experts that make up SSP’s membership. The more you participate, the stronger our new community will be! All employees of Organizational Members, regardless if they are one of the named representatives for the organization are eligible to participate in the Member Exchange community. If you don’t already have an account on sspnet.org, contact info@sspnet.org to be added to your organization’s roster and gain access to the Member Exchange.

The **Industry Announcements and Events** discussion group has replaced the SSP-L list-serv. Announcements of conferences, events, or other resources of broad interest to the community are welcome. This community is open to the public, but users must register on the C3 platform to post messages.

In addition to supporting these two discussion groups, C3 also supports SSP’s many committees, task forces and other volunteer groups. Each volunteer group has a community workspace for communicating, collaborating and sharing resources. Our volunteers have been using C3 since mid-November.

Because C3 is integrated with our membership database, you will log into the platform at C3.sspnet.org using your sspnet.org user ID and password. When you update your contact details on the SSP website, they also update in C3. If you don’t know your username or password, use the “forgot username/password” tool to reset it. Once you’re logged in, you will be prompted to accept the Terms of Use. If you don’t immediately get the username/password reset email, please check your spam/junk folder.

C3 has a robust discussion feature that allows you to communicate with your fellow members in real-time via email or opt for a daily or weekly digest. Discussions are archived and searchable. By default, you have been subscribed to receive a daily digest of the Member Exchange. Be sure to add sspnet\_memberexchangene@ConnectedCommunity.org to your safe sender list in your email client!  If you were previously subscribed to SSP-L, you have been automatically subscribed to receive a daily digest of posts to the Industry Announcement and Events discussion group.

You can change these settings by editing your profile after logging in. And speaking of profiles, because of the database integration, your profile has already been populated with some basic information. We encourage you to add a photo or connect your profile to your LinkedIn account as a quick and easy means of populating any missing information.



To acquaint you with the new platform, we’ve created a How-To document [LINK] and [Video](https://youtu.be/5EhjR2IodXs) (the content is the same in both). There is also a comprehensive [FAQ section](http://c3.sspnet.org/faq) if you get stuck.

We hope you enjoy this new member benefit and take the opportunity to connect and engage with your fellow members. If you have any questions, please contact info@sspnet.org.

2. Message from the President

Dear SSP Members,

We are excited introduce you to C3, our new community platform. We hope that you’ll use C3 as a resource for collaborating, asking questions, sharing ideas, seeking recommendations, etc. Do you want to explore potential impacts of repealing net neutrality on scholarly communications? Start a discussion on C3. Do you have an RFP for workflow improvements but aren’t sure where to send it? Ask for recommendations on C3. C3 allows you to tap into the expansive knowledge and experience of our community, and the more we all join in the discussions, the more we all benefit.

C3 is an opportunity for us to connect and be involved at any time from any location. While travel to an SSP event may not always be possible, C3 lets you network virtually. Since all employees of our Organizational Members can participate, more voices of our Early Career Professionals and supporting colleagues can be heard.

SSP is providing C3 to benefit you (our members!) personally, as well as your businesses and the industry at large. The opportunities to connect, communicate and collaborate with C3 are endless, and the more we engage, the more valuable this resource will be for all SSP members.

I look forward to seeing you on C3!

#### 3. First seed question

See seed questions… [LINK]

#### 4. Week 2 Follow up

Have you checked out the Member Exchange yet?

If you haven’t had a chance to check out the Member Exchange, take a few minutes to look around. In addition to the online discussion group, the Member Exchange has a library for sharing documents. The C3 platform also features a member directory where you can connect and communicate with other members individually much like you can on LinkedIn.

The discussion group supports tagging (similar to Twitter). To tag someone, simply type the @ symbol and start typing their name. Then select their name from the autocomplete box.

You can also start a new discussion right from your email client without logging into C3 first. Submit your question or discussion topic to sspnet\_memberexchangene@ConnectedCommunity.org.

To acquaint you with the new C3 platform, we've created a How-To document and Video. You'll find these resources in the Member Exchange Library.

As this is a new system, you may encounter bugs along the way. Give us a heads up if something doesn't seem to be working correctly and we'll check it out. As with any new application, there's a learning curve, so don't be afraid to ask questions of staff or your fellow members. This is the prefect tool for crowdsourcing a solution!

Here’s a few things you can do to get started!

1. Update your privacy settings and communication preferences.
2. Upload a profile picture so we can all get to know each other a bit better.
3. Search the member directory and connect with a few of your professional colleagues.

I hope you enjoy using this new platform. Please don’t hesitate to ask questions or make suggestions.

Best,

## SSP-L: Industry Announcements and Events Launch Email and initial posts

#### 1. Welcome message

Dear SSP-L Subscriber,

Welcome to the new and improved version of SSP-L. The former list-serve is now an online discussion group within SSP’s new C3 community platform. You can continue to post messages to the group via email using sspnet\_industryannouncementsandeventsssplne@ConnectedCommunity.org or you can log in to [www.c3.sspnet.org](http://www.c3.sspnet.org) to post your industry announcements and events.

If you have an account on sspnet.org, the username/password will be the same. If you don’t know your username/password, use the forgot username/password link to reset it. To access the discussion group, click on Communities and select My Communities. Choose Industry Announcements and Events. If you don’t immediately get the username/password reset email, please check your spam/junk folder.

In C3, you can manage your profile including your photo, contact information, and preferences. You can choose to receive real-time notifications of new posts or opt for a daily or weekly digest.

Like SSP-L, the Industry Announcements and Events Discussion Group is open to SSP members and non-members alike, but you must be a registered user. Please review the Terms of Use/Community Rules and Etiquette before posting.

If you have any questions, please review the FAQs or contact SSP staff at info@sspnet.org.

Sincerely,

SSP Executive Director

#### 2. Upcoming SSP Event

#### 3. Annual Meeting Save the Date

## Edit email templates

#### Member Welcome Email (new members after launch)



Hi [Member],

Welcome to the SSP Member Exchange—we’re so happy to have you join the discussion! It’s a great place to meet your peers and get answers to your most pressing questions.

The C3 Community is an online platform for SSP members to connect, communicate and collaborate with your peers. This new platform serves several purposes for the Society and houses several types of communities including the Member Exchange, the Industry Announcements and Events discussion group, and each SSP volunteer group has a community workspace for communicating and sharing resources.

The **Member Exchange** is a private, secure community for SSP members to share ideas, ask questions, lend expertise, and network with peers. The community features a discussion forum as well as a library for sharing documents, resources, links and more. Now, you can interact with SSP members around the world wherever and whenever you need to. You’ll have instant access to the many experts that make up SSP’s membership. The more you participate, the stronger our community will be! All employees of Organizational Members, regardless if they are one of the named representatives for the organization are eligible to participate in the Member Exchange community.



Because C3 is integrated with our membership database, you will log into the platform at C3.sspnet.org using your sspnet.org user ID and password. When you update your contact details on the SSP website, they also update in C3. If you don’t know your username/password, use the forgot username/password link to reset it. If you don’t immediately get the username/password reset email, please check your spam/junk folder.

C3 has a robust discussion feature that allows you to communicate with your fellow members in real-time via email or opt for a daily or weekly digest. Discussions are archived and searchable. By default, you have been subscribed to receive a daily digest of the Member Exchange. Be sure to add sspnet\_memberexchangene@ConnectedCommunity.org to your safe sender list in your email client! You can also choose to subscribe to the Industry Announcement and Events discussion group by locating it under the Communities tab and clicking the Join button.

You can change these settings by editing your profile after logging in. And speaking of profiles, because of the database integration, your profile has already been populated with some basic information. We encourage you to add a photo or [connect your profile to your LinkedIn account](http://c3.sspnet.org/network/members/profile/?UserKey=df8da6db-f32e-4756-8807-d8ab94017347) as a quick and easy means of populating any missing information.

Feel free to take a look around. You can search past discussions or start one of your own. To acquaint you with the new platform, we’ve created a How-To document [LINK] and [Video](https://youtu.be/5EhjR2IodXs).  There is also a comprehensive [FAQ section](http://c3.sspnet.org/faq) if you get stuck.

Sincerely,

|  |  |
| --- | --- |
|  |  |

Update your [email preferences](http://c3.sspnet.org/go.aspx?c=Preferences&section=email) to choose the types of email you receive

[Unsubscribe from community emails](http://c3.sspnet.org/HigherLogic/eGroups/Unsubscribe.aspx?UserKey=df8da6db-f32e-4756-8807-d8ab94017347&sKey=b7f721a9bb4046f1a411&mClass=Community)

#### Upload a profile picture

Hi [Contact.FirstName],

I hope you've taken some time to check out the SSP Member Exchange. I wanted to reach out and invite you to upload your profile picture to the community; it makes things so much friendlier when you can see what everyone looks like!

If your profile is still on the to-do list, it's easy to complete it by importing your LinkedIn profile to the community - it can copy all of your information over to the platform in one step. You can also add additional information to provide more detail if you like.

[Update Your Profile](file:///C%3A%5CUsers%5Clanphje%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CNXTBHWLF%5C%5BContact.LinkToProfileAbsolute%5D)

Have a great day,

[CommunityManager.Signature]

#### Miss you

Hello [Contact.FirstName],

We haven't seen you on [Tenant.CommunityName] in a while, so I just wanted to let you know your posts a few months back were great. I hope you'll find some time to log in and check out what's new in the community. It's ready and waiting for your return, with plenty of discussions and content to look through.

[See What's New](file:///C%3A%5CUsers%5Clanphje%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CNXTBHWLF%5C%5BTenant.BaseURL%5D)

Hope to see you on there soon!

[CommunityManager.Signature]

#### Whats going on?/Missing out

Hello [Contact.FirstName],

I haven't seen you around the Member Exchange recently, so I wanted to remind you about this great resource. I know plenty of our members feel a little too busy to peruse everything on the community, but you could be missing out on some great conversations and resources. I've compiled a list of our top five most popular content items below:

[PopularContent.Html]

If that entices you, log in today and see what else is going on. I promise there's something for everyone!

[View More](file:///C%3A%5CUsers%5Clanphje%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CNXTBHWLF%5C%5BTenant.BaseURL%5D)

Thanks,

[CommunityManager.Signature]

#### First post, no photo

Hi [Contact.FirstName],

I saw your new discussion thread - thanks so much for putting yourself out there! I really appreciate it when people take that first step.

One quick tip: adding a picture to your profile will help everyone else recognize and remember you from post to post. It's a great way to make those connections really stick.

[Add Your Profile Picture](file:///C%3A%5CUsers%5Clanphje%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CNXTBHWLF%5C%5BContact.LinkToProfileAbsolute%5D)

I hope to see more great posts from you in the future!

Thanks so much,

[CommunityManager.Signature]

#### Update bio

Hi [Contact.FirstName],

How are your first few weeks on [Tenant.CommunityName] going so far? I hope you're enjoying everything the community has to offer.

One way to ramp up your visibility on the community is to fill out your profile bio. Adding it will help you to make connections with other community members like yourself. You can import the information from your LinkedIn profile to the community, which will copy all of your information over to the platform in one step.

[Update Your Bio](file:///C%3A%5CUsers%5Clanphje%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CNXTBHWLF%5C%5BContact.LinkToProfileAbsolute%5D)

Have a great day,

[CommunityManager.Signature]

#### Keep the discussion going

Hi [Contact.FirstName],

Impressive discussion on your thread recently - the conversation was lively, and it received a lot of replies! Thank you for engaging with other members in such a thoughtful way.

I just wanted to reach out to tell you to keep that momentum going and continue posting your thoughts, or even start a new thread on a topic you've been meaning to learn more about. We appreciate your contributions very much!

I look forward to reading your next post,

[CommunityManager.Signature]

#### Connect with Friends

Hi [Contact.FirstName],

I have seen lots of great new members pop up in [Tenant.CommunityName] recently, so I wanted to invite you to make some new connections.

Here's how it works: Try looking through the member directory. Search by common interest or location to find people to connect with, or look through some recent discussions to see who's chatting about your favorite topics. You can request to connect by clicking the button on someone's profile page. This feature is similar to how LinkedIn works.

Here are a few examples of members you may already know, based on your profile info:

[Contact.PeopleLikeMe]

[Find Colleagues](file:///C%3A%5CUsers%5Clanphje%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CNXTBHWLF%5C%5BTenant.LinkToDirectory%5D)

See you around,

[CommunityManager.Signature]

#### Log in and browse

Hi [Contact.FirstName],

Want to learn more about the industry? [Tenant.CommunityName] is ready and waiting for you to explore! Take a few minutes today to log in and look around - there are plenty of new and veteran members starting discussions and sharing experiences and advice. You don't want to miss out. If you've got a question to ask, you can even start a discussion of your own. Where else can you get 24/7 access to a community of scholarly communications experts?

[Get Started Now!](file:///C%3A%5CUsers%5Clanphje%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CNXTBHWLF%5C%5BTenant.BaseURL%5D)

Have fun!

[CommunityManager.Signature]

#### Terms of use Issue

Hello [Contact.FirstName],

I noticed you recently logged in to [Tenant.CommunityName], but haven't yet agreed to the terms of use. If you have any questions about the terms or experienced an issue after logging in, please let me know. I would be happy to answer any questions or troubleshoot any problems you might have!

Keep in touch,

[CommunityManager.Signature]

### Header

<p><img src="https://higherlogicdownload.s3.amazonaws.com/SSPNET/70870edb-6327-4ae7-aec4-ee9dc0f318e2/UploadedImages/SSP\_c3.png" alt="SSP\_c3.png" caption="false" class="img-responsive" width="375" height="80" /></p>

<hr />

http://c3.sspnet.org/communities/community-home?CommunityKey=7b0bbda7-74b0-4d33-aab4-703f2cca34d7

## Set up automation rules

#### 1. Welcome

is a person, and was added to the system less than 3 days ago, and is a member of the Member Exchange community

#### 2. Upload profile picture

is a member, and is a person, and was added to the system more than 14 days ago, and was added to the system less than 21 days ago, and does not have a profile photo, and is a member of the Member Exchange community

#### 3. Miss you

is a person, and has written more than 3 discussion post(s) (new thread or group reply), and has not posted a new thread or group reply to a discussion in 90 day(s), and is a member of the Member Exchange community

#### 4. What’s going on?/Missing out

is a member, and is a person, and was added to the system more than 120 days ago, and is a member of the Member Exchange community, and has not logged in within the last 60 days

#### 5. First Post, No photo

is a person, and has made at least one discussion post (new thread or group reply) within the last 5 days, and does not have a profile photo, and made their very first discussion post (new thread or group reply) within the last 5 days, and is a member of the Member Exchange community, and has not received Upload Your Profile Picture - Volunteers within the last 30 days, and has not received Upload Your Profile Picture A - Member Exchange within the last 30 days

#### 6. Keep the conversation going

#### is a person, and started a thread within the last 30 days that received more than 3 group replies, and is a member of the Member Exchange community, and has not posted a new thread or group reply to a discussion in 14 day(s)

#### 7. Connect with friends

is a member, and is a person, and was added to the system more than 21 days ago, and was added to the system less than 28 days ago, and has not logged in within the last 9999 days, and is a member of the Member Exchange community

#### 8. Log in and Browse

is a member, and is a person, and was added to the system more than 60 days ago, and is a member of the Member Exchange community, and has not logged in within the last 60 days

#### 9. Terms of Use Issue

is a person, and has logged in within the last 5 days, and has not accepted the terms and conditions

## Determine who will moderate

Staff members…

## Create signature block message

Share ideas, ask questions, and network with peers in the [SSP Member Exchange](http://c3.sspnet.org/communities/community-home?CommunityKey=7b0bbda7-74b0-4d33-aab4-703f2cca34d7) community on C3!

## Add C3 info to Branding slides (loop deck we show at events)

Share ideas, ask questions, and network with your peers in the SSP Member Exchange community on C3!