MAMSoftware
A Kerridge Commercial Systems Company

Using the MAM Software customer community

www.mamsoft.co.uk

MAMSoftware
A Kerridge Commercial Systems Company

Contents

Contents 2

Introduction 3

- Joining the Community 3

Joining a group 4

Changing email settings 5

Making posts 7

- Posting comments 7
- Bringing other users into the conversation 8
- Replying to comments 9

Introduction

We've set up an online community so you can network with MAM support staff and other users of our software. It's the place to ask questions, learn new ways of using our software, and provide us with feedback and suggestions. Over the coming weeks and months, we'll also be adding tips and tutorials to help you get the most from our software.

Joining the Community

In order to participate in the Community, you must have an account created. If you are interested in having this set up, then please speak to the Support team. Support can be reached by calling 01226 352903 or emailing support@mamsoft.co.uk.

Joining a group

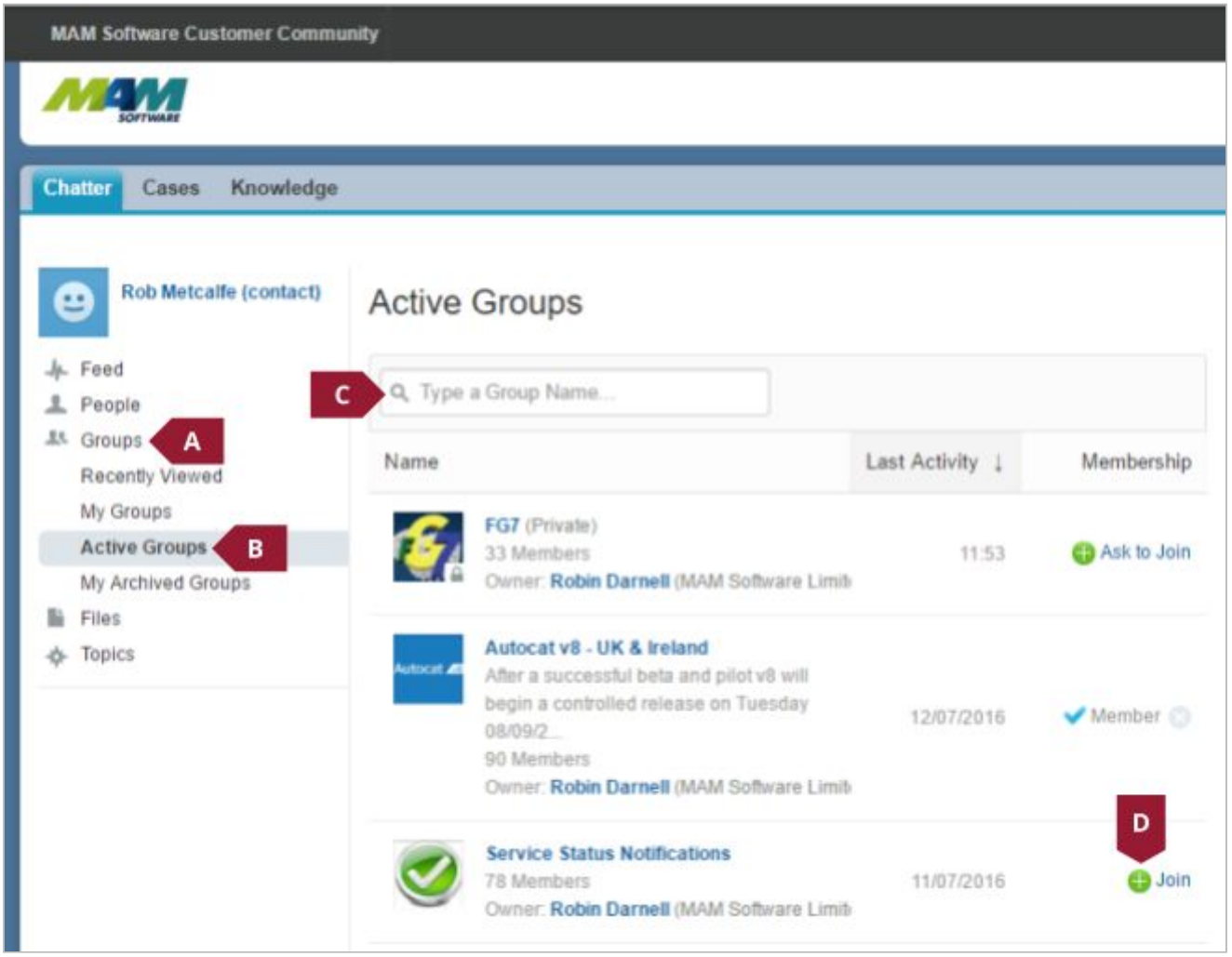
Groups within the Community are used to share useful information with multiple users at the same time. If you join a group, anything posted in that group will be made available to you. You can join as many or as few groups as you like, allowing you to tailor the messages and information that you receive.

A. Click the **Groups** menu

B. Click **Active Groups**

C. Optionally, type a search phrase in the search box to narrow down the displayed groups

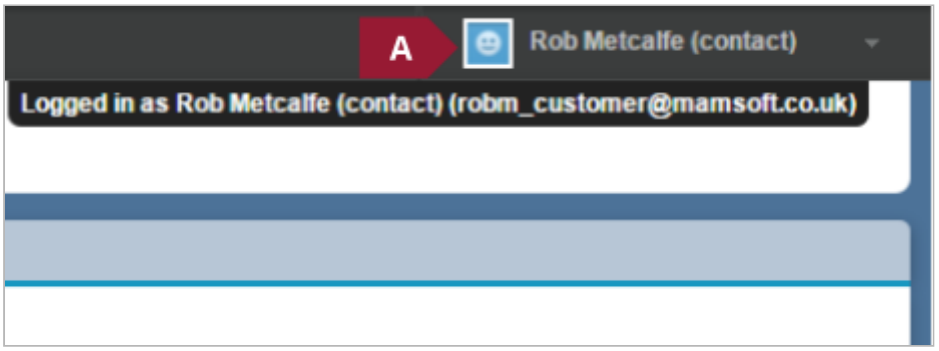
D. Click the **Join** button for any groups you would like to join. Some groups are private, and rather than just joining, you will have to request to join, and have this approved by a member of MAM staff



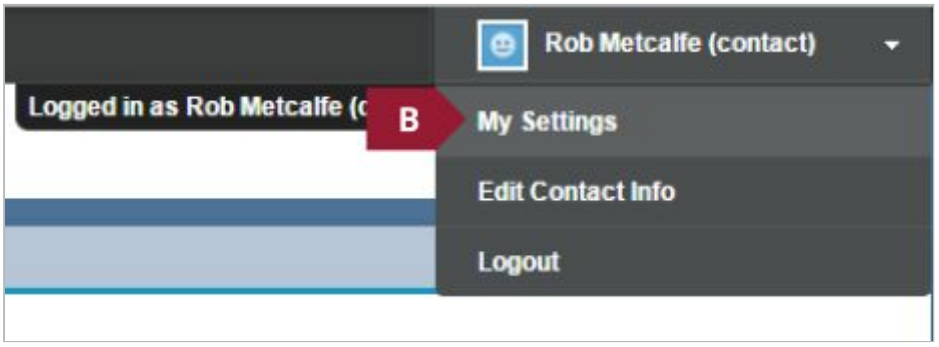
Changing email settings

By default, the Community will email you a weekly digest of relevant updates, you may want to change this. The settings for each group can be managed separately.

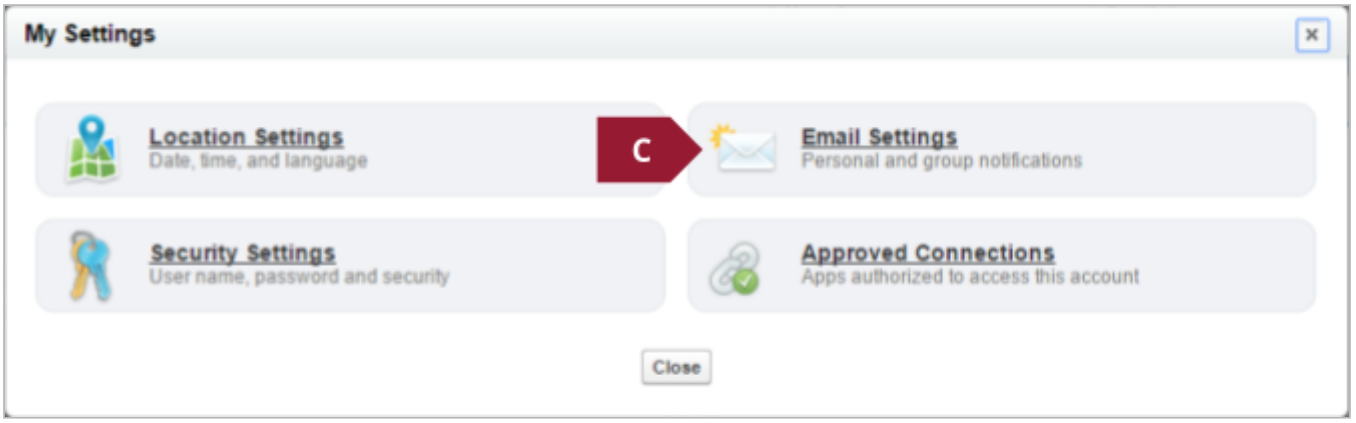
A. From the upper right hand corner of the screen, click the **Profile** menu



B. From the menu, click the **My Settings** option

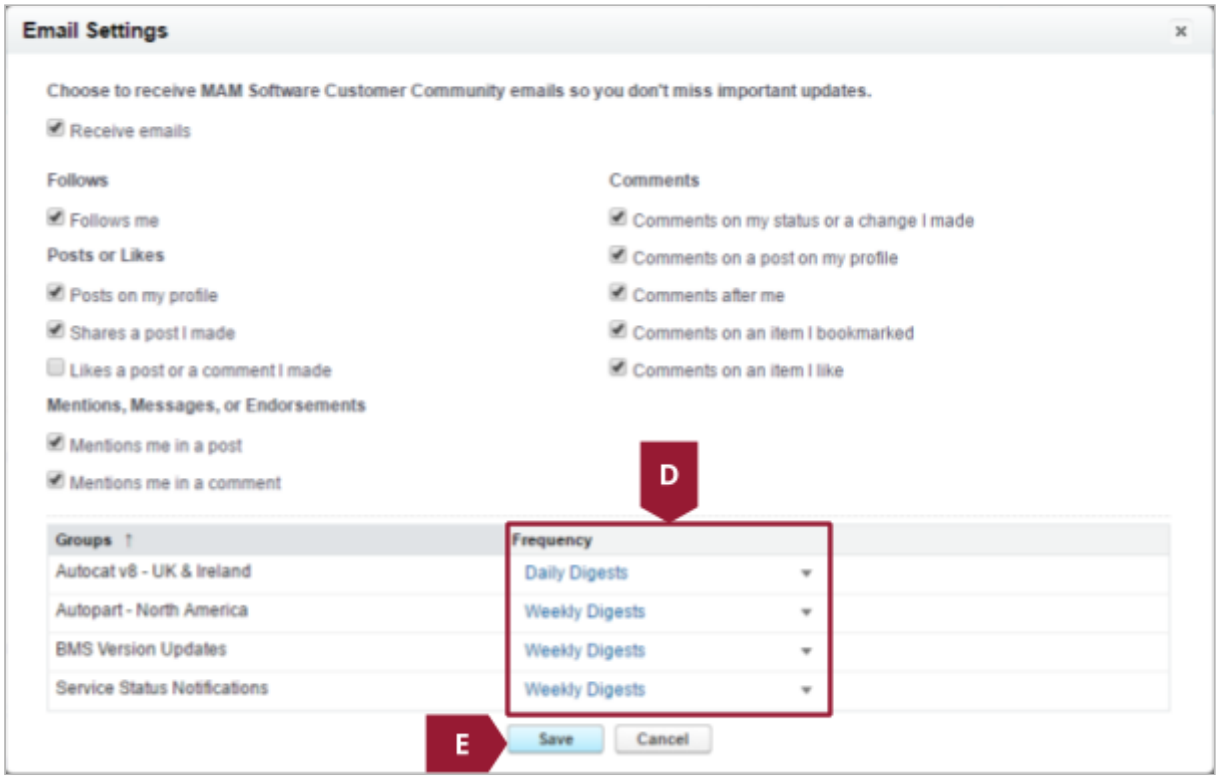


C. Click the **Email Settings** button



D. Each group has its own **Frequency** dropdown menu, this can be set to the required setting. The recommended setting is **Daily Digests**

E. When you are happy with your settings, click the **Save** button



Making posts

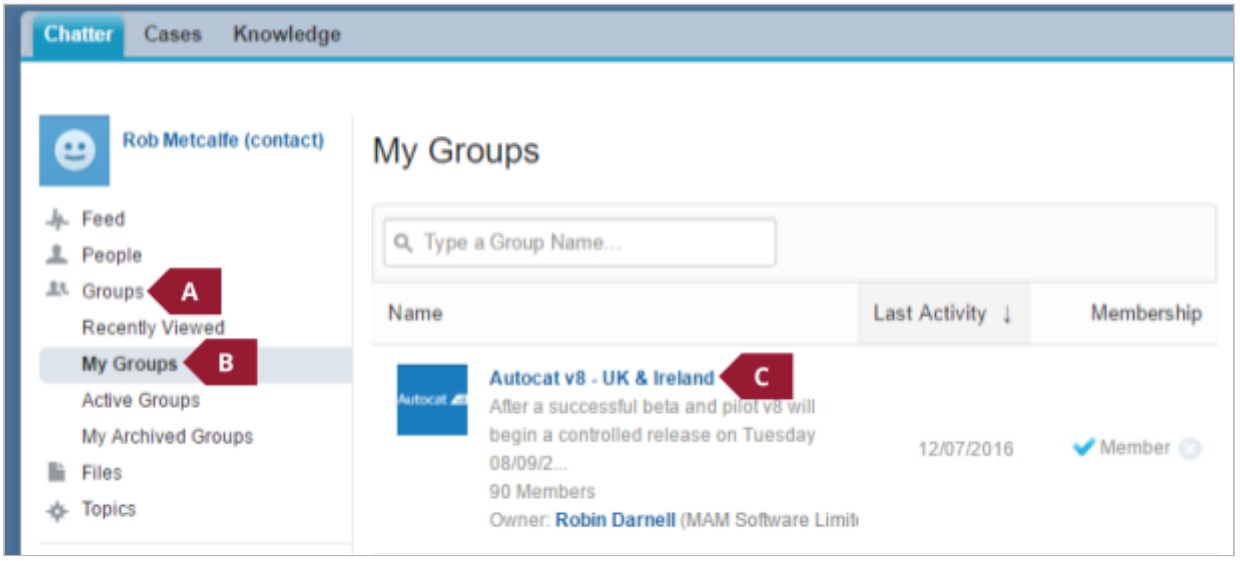
The Community allows you to make posts which are directed to a specific group or person.

Posting comments

A. Click the **Groups** menu

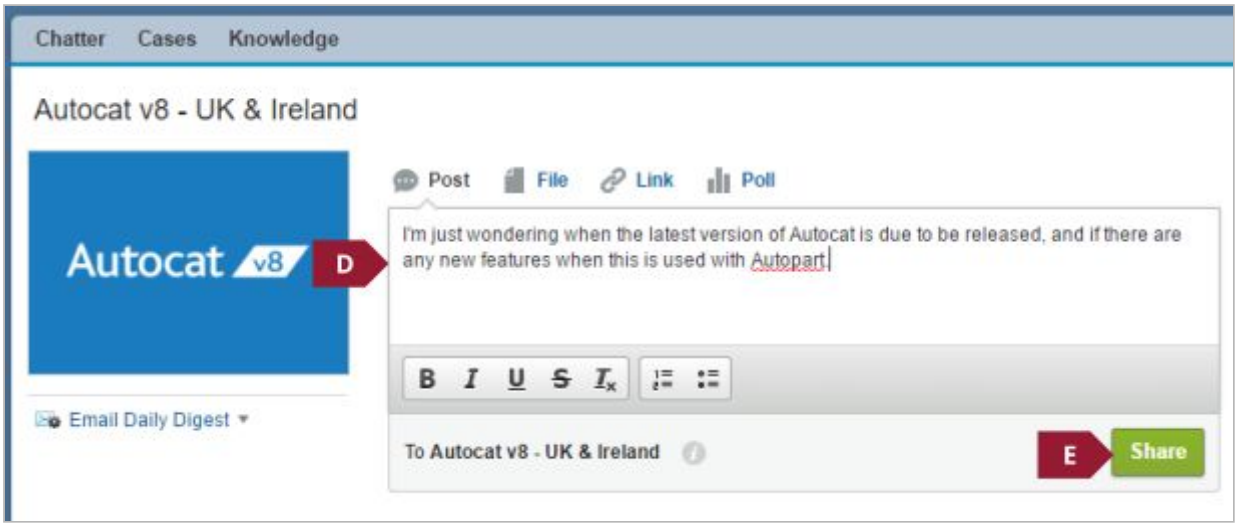
B. Click the **My Groups** option

C. Click the relevant group



D. Click the **Message** box and type your message

E. Click the **Share** button when you are happy with the message



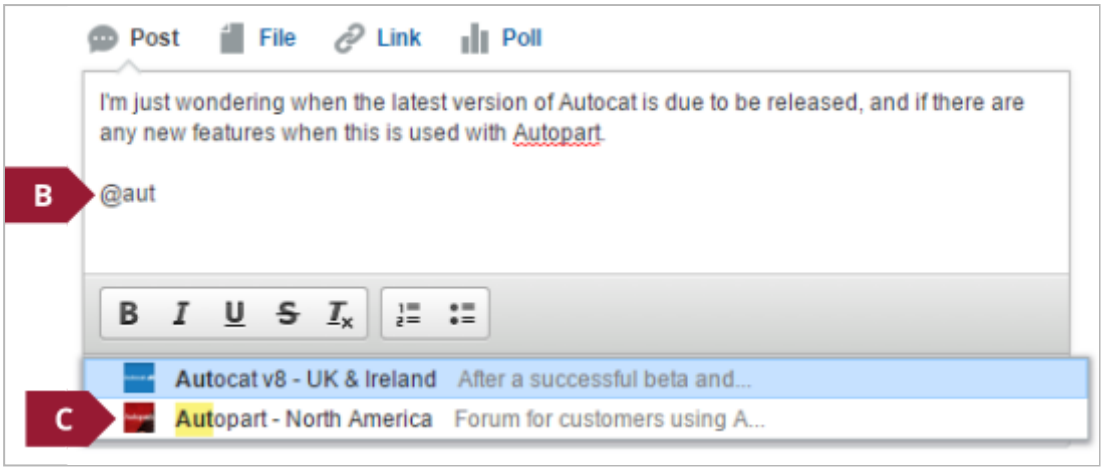
Bringing other users into the conversation

It is also possible to bring other users or groups into your conversation, by "@'ing" them from within your comment. This is useful to direct a comment at a particular person, or if a comment needs to be posted to more than one group at once.

A. Start writing a comment as per steps A to D of the "Posting comments" section

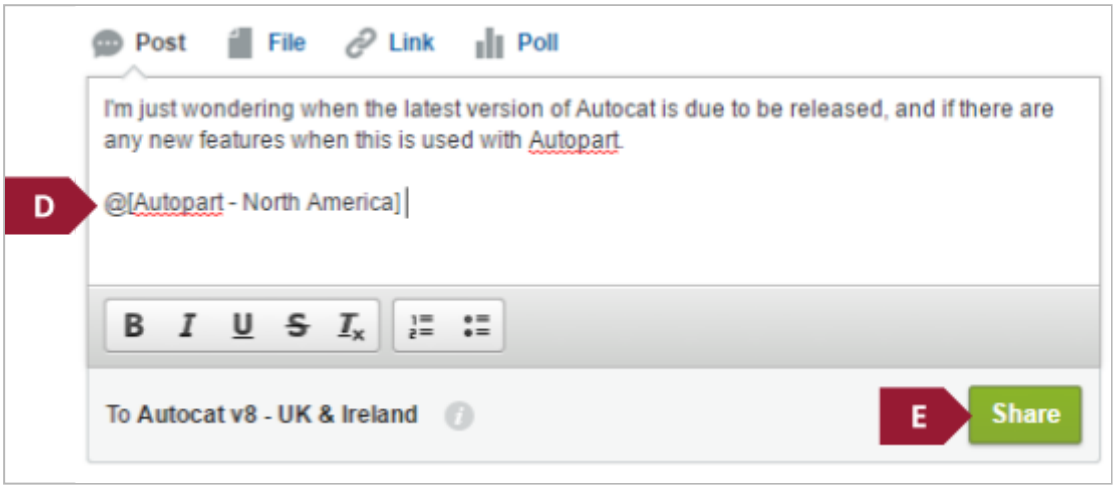
B. In your comment, type an **at sign** (@) followed by the start of the user or group name

C. Select the required user or group from the menu at the bottom of the **Comment** box



D. A correctly inserted @ will be formatted as **@[NAME OF GROUP/CONTACT]**, as in the screenshot below

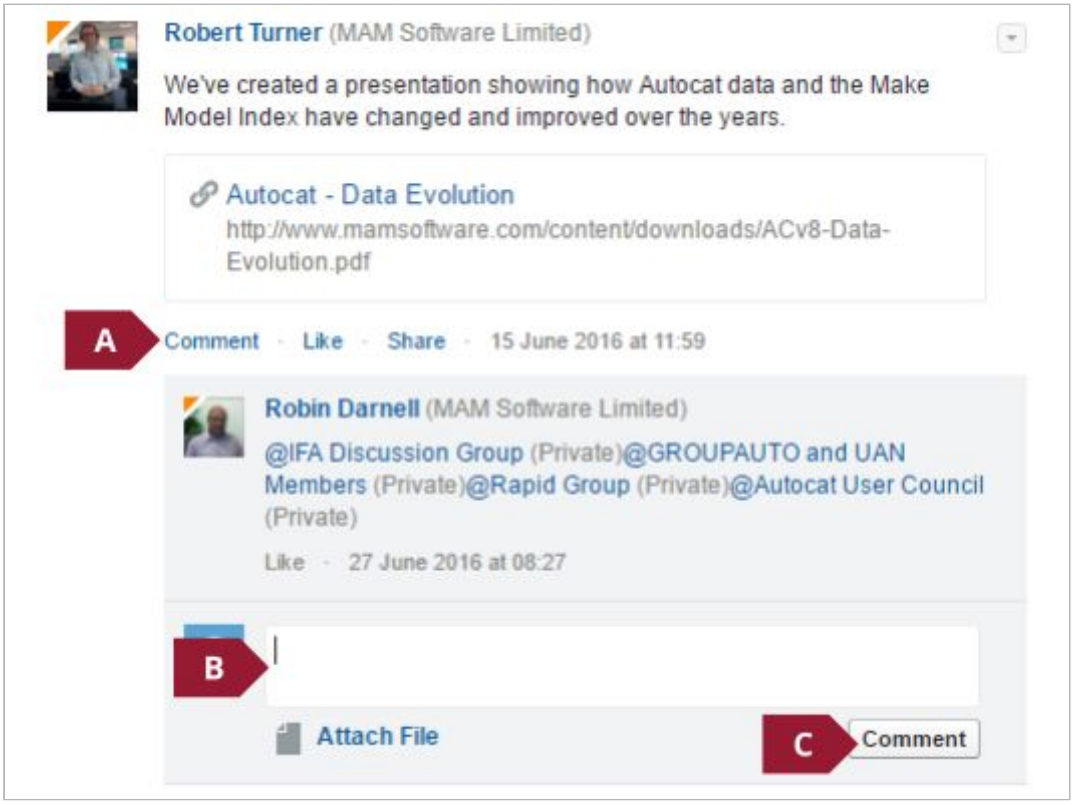
E. When you are happy with your comment, click the **Share** button. Any users @'d in your comment will see it, as will any users in any groups you @'d


Post
File
Link
Poll
I'm just wondering when the latest version of Autocat is due to be released, and if there are any new features when this is used with Autopart.
D
@[Autopart - North America]
To Autocat v8 - UK & Ireland
E
Share

Replying to comments

In some cases, you may want to reply to an existing comment. This will automatically alert the user who originally made the post, and will keep your comment neatly in a thread with other comments.

A. Click the **Comment** button on the post you would like to comment on

B. Click the **Comment** box and type your message, you can also @ people and groups from your comment

C. Click **Comment** when you are happy with your comment