

Using the MAM Software customer community



www.mamsoft.co.uk



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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

Rob Metcalfe (contact) -
Logged in as Rob Metcalfe (contact) (robm_customer@mamsoft.co.uk)

B. From the menu, click the My Settings option

		Rob Metcalfe (contact)	•
Logged in as Rob Metcalfe (c	В	My Settings	
		Edit Contact Info	
		Logout	

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

Email Settings			x	
Choose to receive MAM Software Customer Commun	ilty emails so you don't miss	important updates.		
Receive emails				
Follows	Comments			
Follows me	Comments	s on my status or a change I made		
Posts or Likes	Comments	s on a post on my profile		
Posts on my profile	Comments	Comments after me		
🗹 Shares a post i made	Comments	Comments on an item I bookmarked		
Likes a post or a comment I made	Comments	s on an item I like		
Mentions, Messages, or Endorsements				
Mentions me in a post				
Mentions me in a comment	D			
Groups †	Frequency			
Autocat v8 - UK & Ireland	Daily Digests	*		
Autopart - North America	Weekly Digests	*		
BMS Version Updates	Weekly Digests	*		
Service Status Notifications	Weekly Digests	*		
E	Save Cancel			



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

Chatter Cases Knowledge			
Image: People Image: People <t< th=""><th>My Groups Q. Type a Group Name Name</th><th>Last Activity ↓</th><th>Membership</th></t<>	My Groups Q. Type a Group Name Name	Last Activity ↓	Membership
Active Groups My Archived Groups My Archived Groups Files Topics	Autocat v8 - UK & Ireland C After a successful beta and pilot v8 will begin a controlled release on Tuesday 08/09/2 90 Members Owner: Robin Darnell (MAM Software Limite	12/07/2016	🗸 Member 😒

- D. Click the **Message** box and type your message
- E. Click the **Share** button when you are happy with the message



Autocat v8 - UK & Irela	and
	💯 Post 🕋 File 🔗 Link 👔 Poli
Autocat 🗤	I'm just wondering when the latest version of Autocat is due to be released, and if there a any new features when this is used with <u>Autopart</u> .
	B I U S Ix I= :=

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

🗩 Po	əst 📶 File 🔗 Link 📲 Poll
l'm ju	st wondering when the latest version of Autocat is due to be released, and if there are
B	ew leaderes when ans is used with Autopart.
B @au	
В	$I \cup S I_x$ $\downarrow \equiv :=$
	Autocat v8 - UK & Ireland After a successful beta and

- 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 <u>Autopart</u> .
D	@[Autopart - North America]
	B I <u>U</u> S I _x ≟≡ :≡
	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 <u>@ people and groups</u> from your comment
- C. Click **Comment** when you are happy with your comment

-9=	Robert Turner (MAM Software Limited)	*
	We've created a presentation showing how Autocat data and the Make Model Index have changed and improved over the years.	
	Autocat - Data Evolution http://www.mamsoftware.com/content/downloads/ACv8-Data- Evolution.pdf	
А	Comment - Like - Share - 15 June 2016 at 11:59	
	Robin Darnell (MAM Software Limited) @IFA Discussion Group (Private)@GROUPAUTO and UAN Members (Private)@Rapid Group (Private)@Autocat User Council (Private) Like 27 June 2016 at 08:27	I
	B	
	Attach File C Comment	