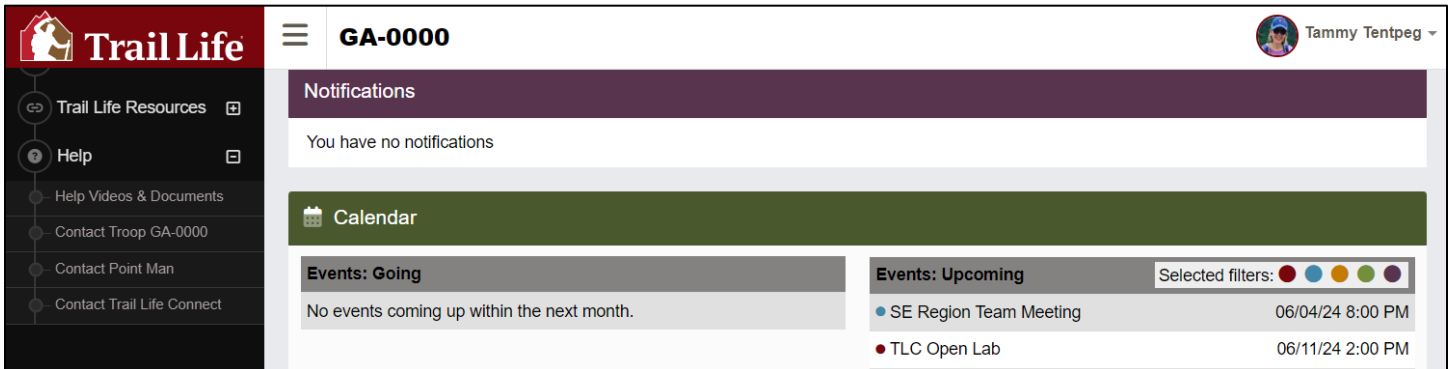


Navigating the Help Menu in Trail Life Connect

This document shows the options available on the Help menu within Trail Life Connect, as well as a few other resources, and how to use each for assistance when needed.

Trail Life USA highly encourages using the Levels of Support when tackling issues or questions, and the Trail Life Connect Help menu is designed with that philosophy in mind. Upon expanding the menu, you can work from top to bottom as you navigate your path towards an answer or solution. Explanations for each Help menu section are detailed below.



The screenshot shows the Trail Life Connect interface for Troop GA-0000. The user is Tammy Tentpeg. The Help menu is expanded, showing the following sections:

- Trail Life Resources** (with a search icon)
- Help** (with a search icon)
- Help Videos & Documents
- Contact Troop GA-0000
- Contact Point Man
- Contact Trail Life Connect

The main content area displays:

- Notifications:** You have no notifications.
- Calendar:**
 - Events: Going:** No events coming up within the next month.
 - Events: Upcoming:**
 - SE Region Team Meeting (06/04/24 8:00 PM)
 - TLC Open Lab (06/11/24 2:00 PM)

Help Videos & Documents

The Help Videos & Documents section contains links to instructional videos and/or documents which provide assistance when navigating the various aspects of the Trail Life Connect site. This is a great place to begin when questions arise regarding the functionality of the different tools available within the site. If your question or issue is not answered within one of these resources, you can then move to the next level.



The screenshot shows the Trail Life Connect interface for Troop GA-0000. The user is Tammy Tentpeg. The Help menu is expanded to the Help Videos & Documents section, showing the following links:

- Charter Renewal Process Overview (Video | PDF)
- Troop Settings**
 - Add New Adult (Invite Family) - 4 Options (Video | PDF)
 - Managing Troop Members (Video | PDF)
 - Troop Members - Roster Export (Video | PDF)
 - Bulk Member Actions (Video | PDF)

Contact Troop

The Contact Troop section provides an opportunity to reach out directly to Troop leadership with any questions or issues. The page itself is an email form, and will indicate the designated leader at the top to make it clear who will receive the message. Simply type in the relevant message and click the "Send Email" button to forward the message along to the designated Troop leader.

Trail Life GA-0000 William Tentpeg

Hello, William
Troop Ministry Liaison

Contact Troop GA-0000 Support

Send an email to Seymour Bacon

Your local troop is your first line of support. Seymour Bacon has been designated by your troop leadership to help you out if you have any questions about your Troop or Trail Life Connect.

Your Name * William Tentpeg

Your Email * wtentpeg@trailifeconnect.com

Message *

Send Email

Contact Point Man

The Contact Point Man section provides an opportunity to reach out directly to the Point Man for the Area. If an answer or solution could not be found after searching the Help Videos & Documents or reaching out to the Troop for assistance, this option is available for connecting with the Area Point Man as the next level of support. Similar to the Contact Troop section, the specific Point Man is indicated at the top. To reach out, type in the relevant message and click the "Send Email" button to forward the message along.

Hello, William
Troop Ministry Liaison

Contact Your Designated Point Man

Tutorial videos are now online! Please view the videos before reaching out to your Point Man as your question may have been already answered. [Click here to view the videos.](#)

Your Point Man, David Bergeron, is here to help you with questions you may have about your Troop, Trail Life Connect, or local area events, training and meetings. Please use the form below to send an email directly to him.

Your Name * William Tentpeg

Your Email * wtentpeg@trailifeconnect.com

Message *

Send Email

Contact Trail Life Connect

The Contact Trail Life Connect section is the method for reaching out directly to Trail Life Connect technical support. The request will be logged with the TLC support team for follow up regarding any system questions or technical issues. If you are already logged in to Trail Life Connect, most of the fields on the submission form will pre-populate with helpful information that will guide the support staff as they provide assistance. Select the 'Category' from the drop-down that best matches the nature of your question or request, type out the relevant message (with as much detail and information as possible) and click the "Send Email" button to submit the request.

Trail Life GA-0000 Power user search William Tentpeg

Hello, William
Troop Ministry Liaison

Dashboard > Contact Trail Life Connect Support

Tutorial videos are now online! Please view the videos before reaching out to us as your question may have been already answered. [Click here to view the videos.](#)

Are you a Troop leader and you are missing functions that you need in Trail Life Connect? Please contact your TML first before reaching out to us! They can enable permissions for your account.

Name * William Tentpeg

Email * wtentpeg@traillifeconnect.com

TLUSA Member Number 2016-123456

Troop Name * GA-0000

Category * Select a support category.
Please select a category that most closely matches the nature of your support request.

Message *

⚠ Did you talk to your Troop's leadership before reaching out to us? Questions about transferring to another troop, corrections to your profile, permissions, etc., should be asked of your Troop's leadership first!

Troop leaders: Please reach out to your TML before contacting us!

Send Email

Other Trail Life Resources

Just above the Help menu is another menu for other helpful Trail Life Resources. Expanding this menu will reveal links to external resources, such as the Trail Life USA Store, an Events site, a Member Benefits page, Trail Life USA Branding information, Join the Trail Recruiting Materials, Field Marketing Supplies, and an option to Donate to Trail Life. These links will assist with locating relevant items and/or answers needed within each specific area.

