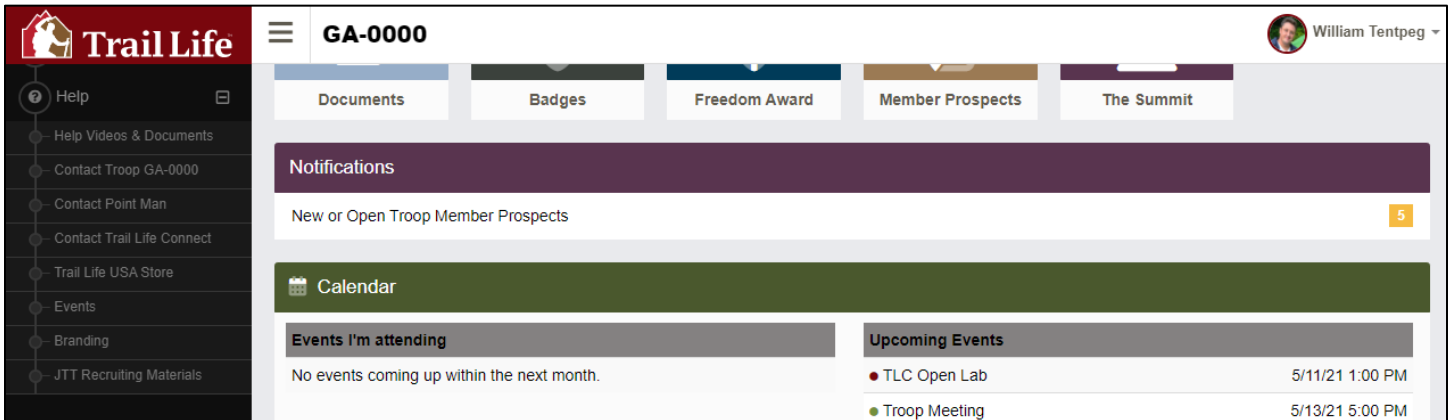


Navigating the Help Menu in Trail Life Connect

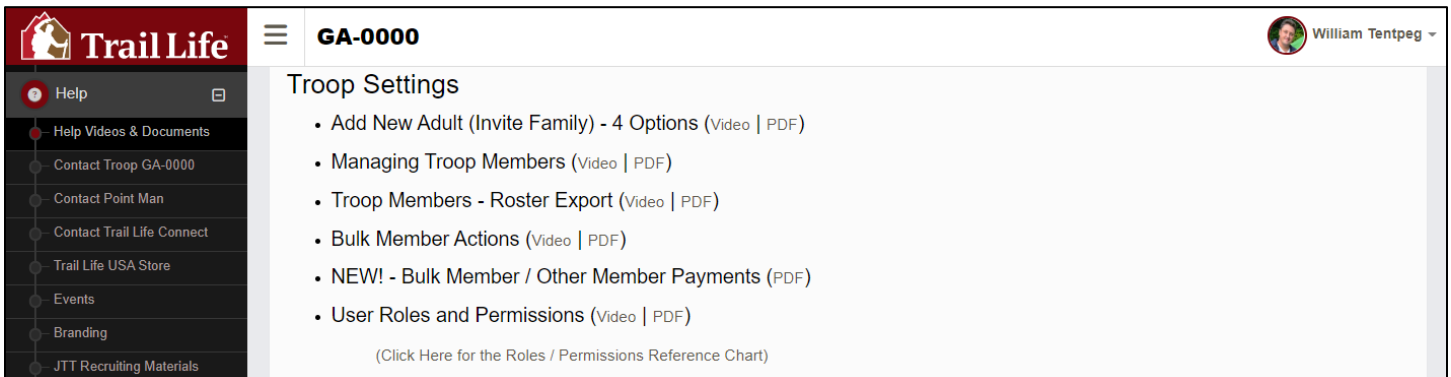
This document shows the options available on the Help menu within Trail Life Connect, and how to use each for assistance when needed.

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.



Help Videos & Documents

The Help Videos & Documents section contains links to instructional videos and/or documents which provide assistance in 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.



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.

The screenshot shows the Trail Life user interface. On the left is a dark sidebar with a navigation menu: Dashboard, Announcements, Profile, My Troop, Calendar, Advancement, Documents, Communication, Troop Settings, and Help. The main content area is titled "GA-0000" and "Contact Troop GA-0000 Support". It features a header for "William Tentpeg" and a message: "Send an email to Seymour Bacon". Below this is a text block: "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." The form includes three fields: "Your Name" (filled with "William Tentpeg"), "Your Email" (filled with "wtentpeg@trailifeconnect.com"), and "Message" (empty). A green "Send Email" button is at the bottom.

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.

The screenshot shows the Trail Life user interface for contacting a Point Man. The sidebar is identical to the previous screenshot. The main content area is titled "Contact Your Designated Point Man". It features a header for "William Tentpeg" and a message: "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." Below this is a text block: "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." The form includes three fields: "Your Name" (filled with "William Tentpeg"), "Your Email" (filled with "wtentpeg@trailifeconnect.com"), and "Message" (empty). A green "Send Email" button is at the bottom.

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 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. Type out the relevant message, with as much detail and information as possible, and click the "Send Email" button to submit the request.

The screenshot shows the Trail Life Connect interface. At the top left is the Trail Life logo. The user is logged in as William Tentpeg, Troop Ministry Liaison for Troop GA-0000. The main content area is titled "Contact Trail Life Connect Support" and contains a message about tutorial videos and a warning for Troop leaders. Below this is a form with the following fields: Name (William Tentpeg), Email (wtentpeg@trailifeconnect.com), TLUSA Member Number (2016-123456), Troop Name (GA-0000), and a Message field. A "Send Email" button is at the bottom. A sidebar on the left lists navigation options, with "Help" selected.

Other Resource Links

The remaining items listed on the Help menu are links to external resources, such as the Trail Life USA Store, an Events site, Trail Life USA Branding information, and Join the Trail Recruiting Materials. These links will assist in locating items needed within each specific area.

The screenshot shows the Trail Life Connect dashboard for user William Tentpeg. The sidebar on the left lists navigation options, with "Help Videos & Documents" selected. The main content area features a "Notifications" section with a purple header and a notification for "New or Open Troop Member Prospects" with a count of 5. Below this is a "Calendar" section with a green header. Under the calendar, there are two sub-sections: "Events I'm attending" (No events coming up within the next month) and "Upcoming Events" (Troop Meeting on 5/13/21 5:00 PM).