

User Guide: The Healthy Start Hub

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Introduction

The Healthy Start Hub is a community platform created by the Healthy Start TA & Support Center (TASC) for HS grantees and partners (e.g., subject matter experts, TASC staff, DHSPS staff). The Hub provides a space for users to connect, engage in discussions, share resources, and much more!

The HS Hub is powered by the National Institute for Children’s Health Quality’s (NICHQ) Community, Research, & Analytics Lab (CORAL). CORAL aims to support projects teams –like Healthy Start – in connecting, collaborating, and sharing across distance and time. This guide provides an overview of the platform, how to access it, and how to navigate it.

Getting Started

To access the Hub, you will first need to register for a Healthy Start Hub account. To do so, please visit this link:

<https://hub.healthystart-tasc.org/register/>

Fill out the fields on the form and click **create account**.

The TASC will then be notified of your request. TASC staff will approve your registration and you will receive a confirmation email from healthystart@nichq.org. Please allow **2 business days** for the process to be completed.



Create an Account

or sign in

Email

Password

First Name

Last Name

Nickname

Healthy Start Organization/Project

Your Healthy Start Project Director Full Name

How are you connected with Healthy Start?
Select all that apply. To select more than one option, hold the 'Ctrl' key while making your selections.

Healthy Start Grantee
 Healthy Start Enhanced Grantee

Which best describes your primary role at your Healthy Start project?

Profile Type

By creating an account you are agreeing to the Terms of Service.

Create Account

What You Can Expect in the Hub

There are many different ways to access and share information in the Healthy Start Hub. Below are core features of the Hub you should be familiar with.

Your Profile

Your HS Hub profile is a way for other members to get to know who you are and how you are connected to Healthy Start. We encourage you to complete your profile, including uploading your photo!

Newsfeed

The newsfeed is where you will see all activity within the Hub, much like the newsfeed on a social media platform. This will keep you up-to-date on what's going on in the Hub!

Groups

Groups allow users to connect with each other around specific topics of interest. These groups will be moderated by TASC staff and provide a space for open discussion and resource sharing.

Discussions

Within each group, members can create discussions, members can also start stand-alone discussions about topics most relevant to them.

Forums

Discussions are organized into forums. This allows members to engage with others in ways that they want to and would be most beneficial to them.

Messages

Much like on social media platforms, you can direct message other HS Hub members. Connect with those you know and make new connections too!

Events

This calendar will sync up with the event calendar on the TASC's website. Users can reference the calendar to learn about upcoming TA and support offerings.

Changing your Account Settings

Your account contains private information about how you choose to interact with the HS Hub. This is different from your profile information (see page 7 for more information).

You can access your **Account Settings** by clicking on your name and photo in the top-right corner of the page (circled in red in the screenshot to the right), and then on the **Account** menu option (circled in blue). You can jump directly to the different sections of your Account Settings by hovering over Account and choosing one of the options (circled in green).

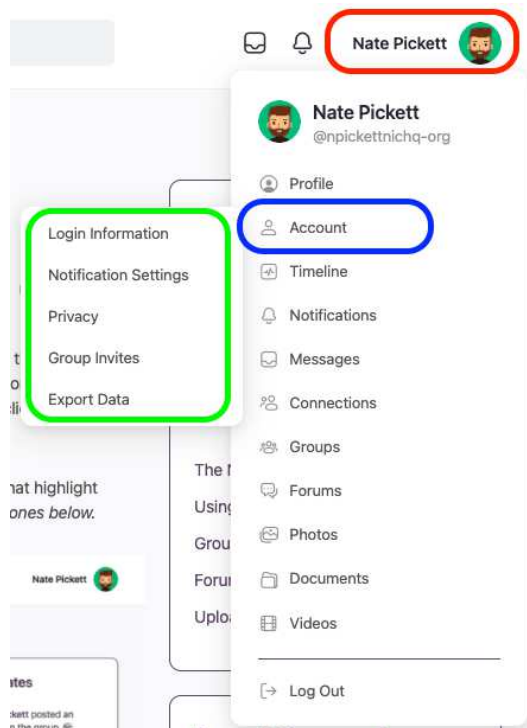
The sections of your Account Settings include:

Login Information

This section allows you to change your account email and password. If you change either of these fields, the system will notify TASC staff. They can help you if you are unable to login after changing these fields.

Notification Settings

This section allows you to update your notification preference and subscriptions. Once you have navigated to your **Account Settings**, as instructed above you will see the screen pictured below.



Account Settings

[View Profile](#)

[Login Information](#)

[Notification Settings](#)

[Privacy](#)

[Group Invites](#)

[Export Data](#)

Notification Settings

Preferences Subscriptions

Choose which notifications to receive across all your devices.

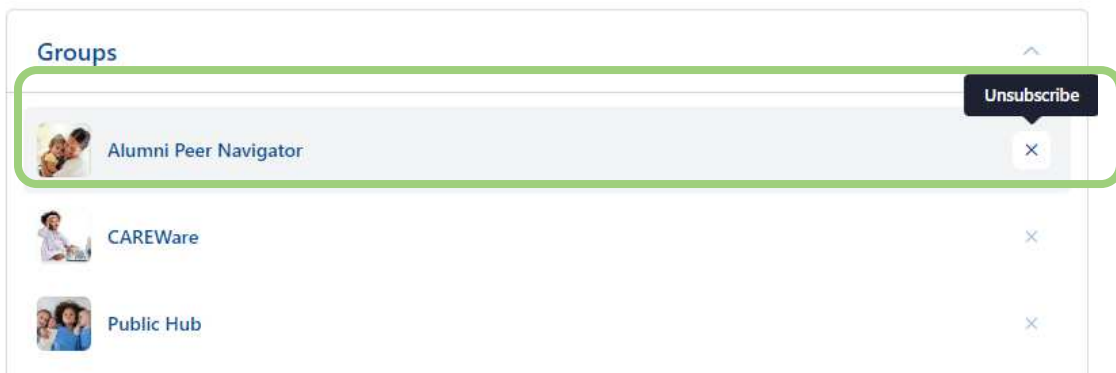
Email
A notification sent to your inbox

Web
A notification in the corner of your screen

Select **Notification Settings**, as highlighted in green above, then select **Preferences**, circled in blue above. Under **Preferences**, you can control which notifications you want to receive from the HS Hub via email and via the website when you are logged in. By default, all notifications are enabled. You can opt out of all notification emails by un-checking the **Enable Notifications** box. Under **Subscriptions**, you can unsubscribe from groups, forums, and discussions if you no longer want to receive notifications about them. See screenshot below, hover over the group or forum you would like to unsubscribe from and there will be an “x” to the far right of the selected group or forum (circled in green below). This action does not remove you from those groups, forums, or discussions.

Notification Settings

Preferences Subscriptions



At any point, you can re-subscribe by clicking on the bell icon on any of those pages. See screenshot below with the notification bell circled in orange.



Privacy

This section allows you to adjust your site-wide privacy settings, including which parts of your profile are visible to other users.

Group Invites

By default, every member of the Hub can invite you to join their groups. If you would prefer, you can restrict group invites to your connections only.

Export Data

In this section, you can request to download a copy of all of the data you have created in the HS Hub. The TASC will be notified of your request and will send you an email with the requested data within two business days.

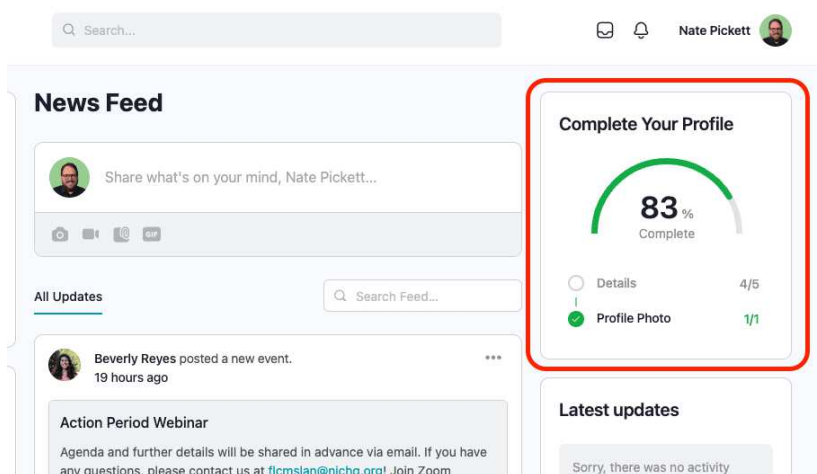
Completing Your Profile

Your profile contains information about who you are, including your name, Healthy Start project, photo, and more. Complete your profile to help other users find you and connect.

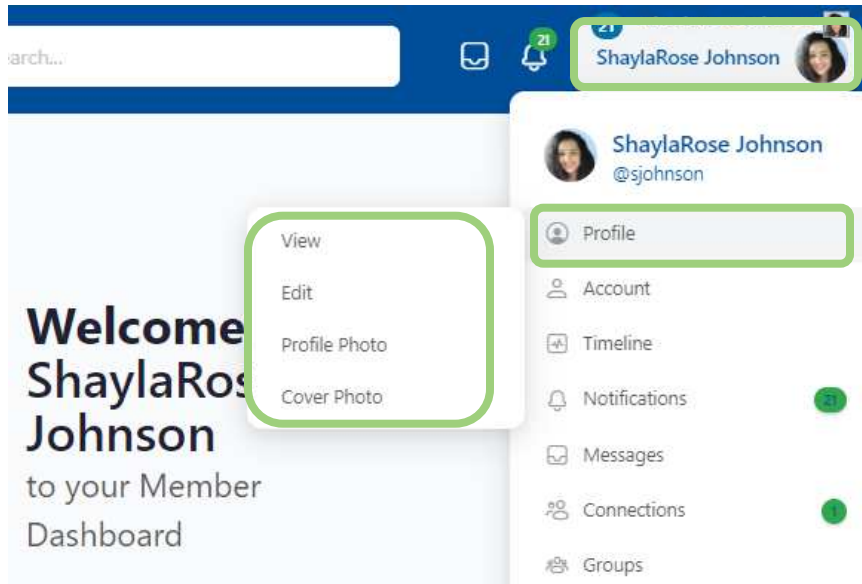
Accessing Your Profile

You can access your **Profile** in two ways:

1. If you haven't completed your profile yet, you will see **Complete Your Profile** on your News Feed. Click this to access your profile.

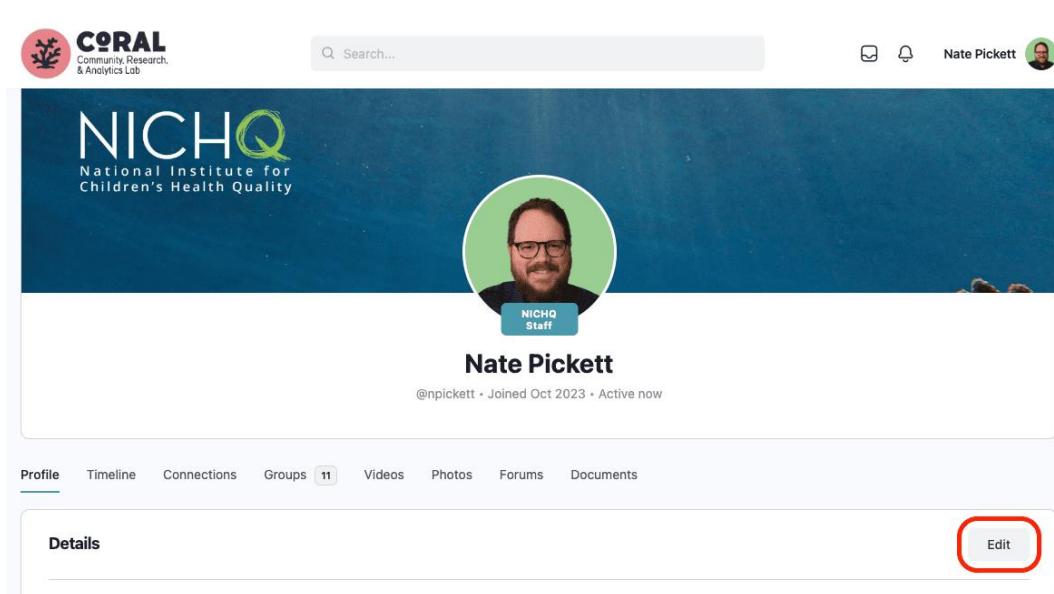


2. Click on your name and photo in the top-right corner and hover over **Profile**. See screenshot below with the way to access your profile circled in green.



Editing Your Profile

Once you are in your Profile, select **Edit**.



From there, you can edit your profile details, add or change your profile photo, and add or change your cover photo. Once you're done editing your profile fields, scroll to the bottom and click **Save Changes**.

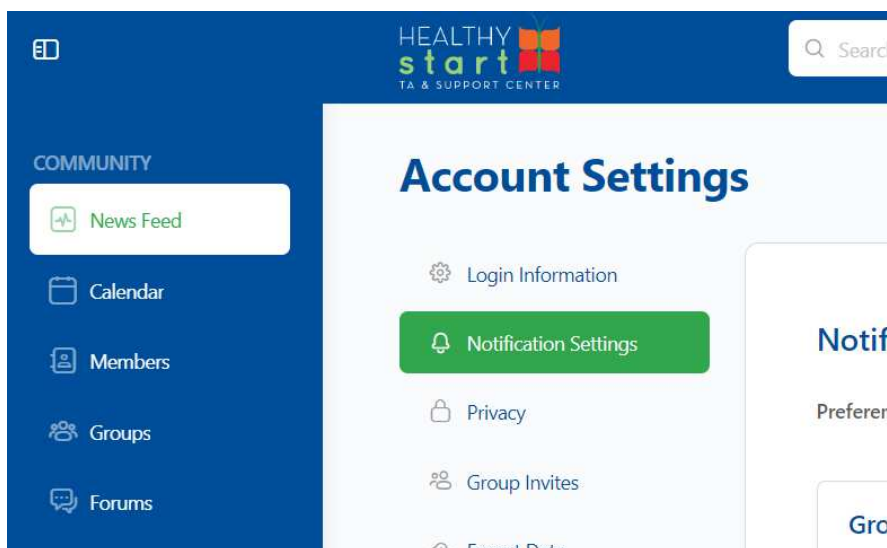
Profile Type (required)

Public [Change](#)

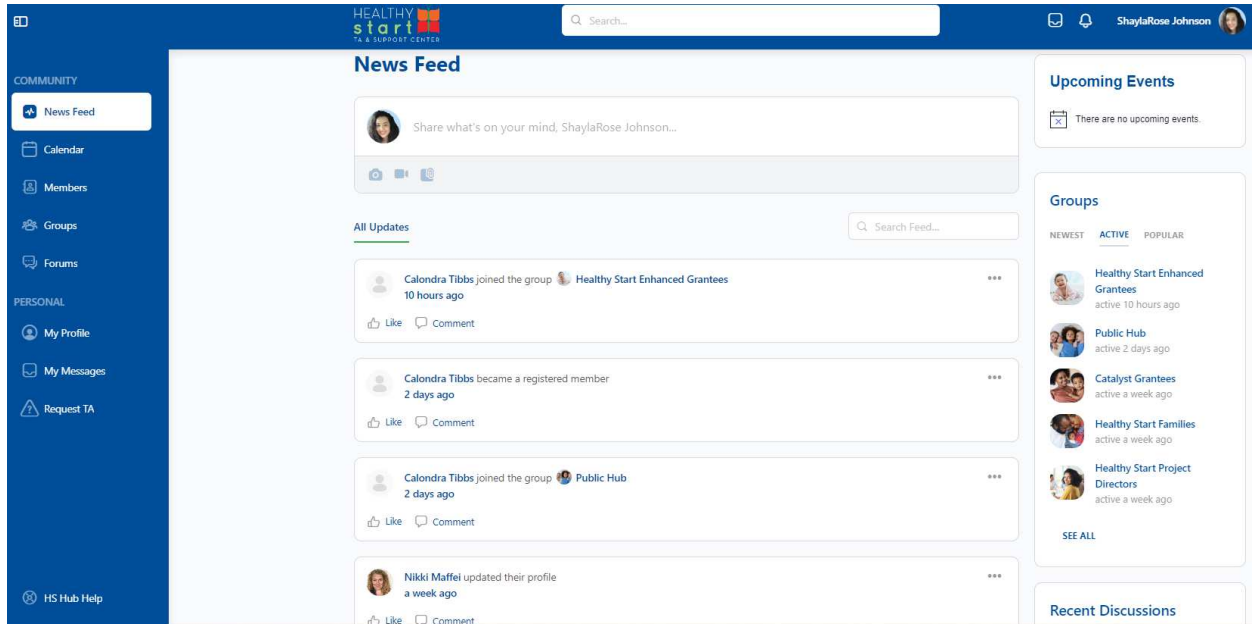
Save Changes

The News Feed

The News Feed is the front page of the HS Hub. It contains a chronological list of all activity relevant to your profile on the platform, with the most recent activity at the top. Similar to a social media platform, you can post directly to the feed to share any updates, ideas, or questions. You can also like and comment on posts in the feed. You can always get back to the News Feed by clicking on the button in the sidebar menu.



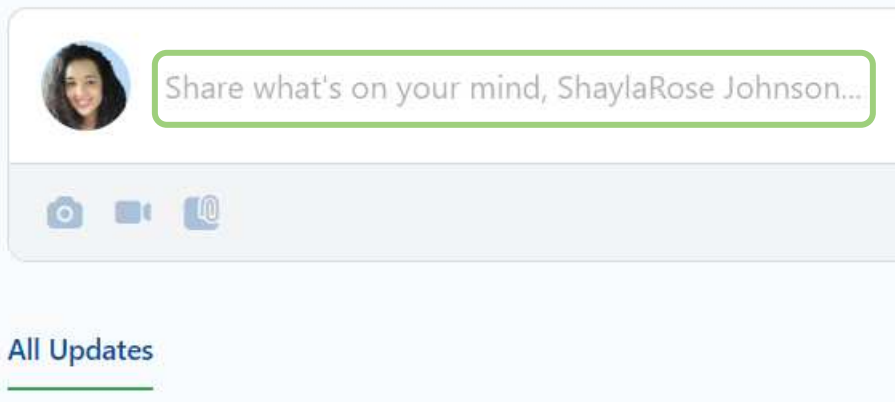
In addition to the list of activities in the middle column, you'll also see different sections on either side of the feed. These sections highlight upcoming events, recent activity, and other relevant information. *Note: your widgets might look different from the ones below.*



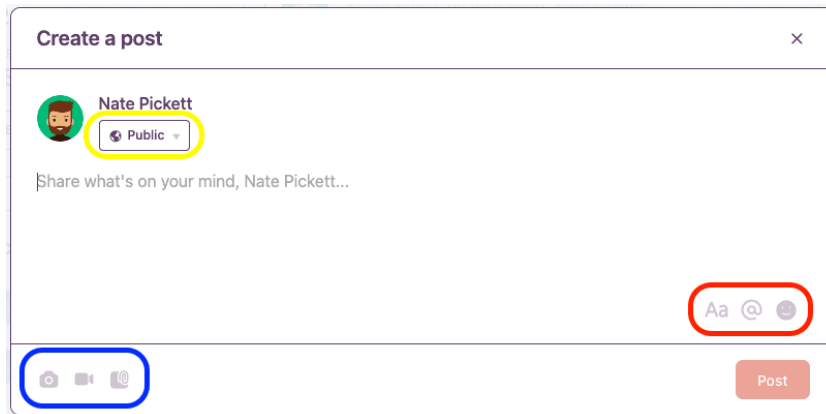
Posting to the News Feed

To make a new post, click on the **Share what's on your mind** box at the top of the feed (circled in green in the screenshot below).

News Feed

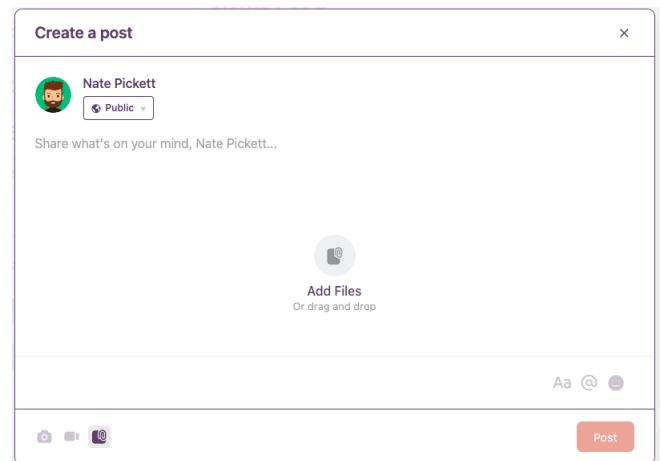


This will open a popup window (see screenshot below) where you can type your post. The popup window contains tools (circled in red below) that let you format your text, tag people, and add emojis.

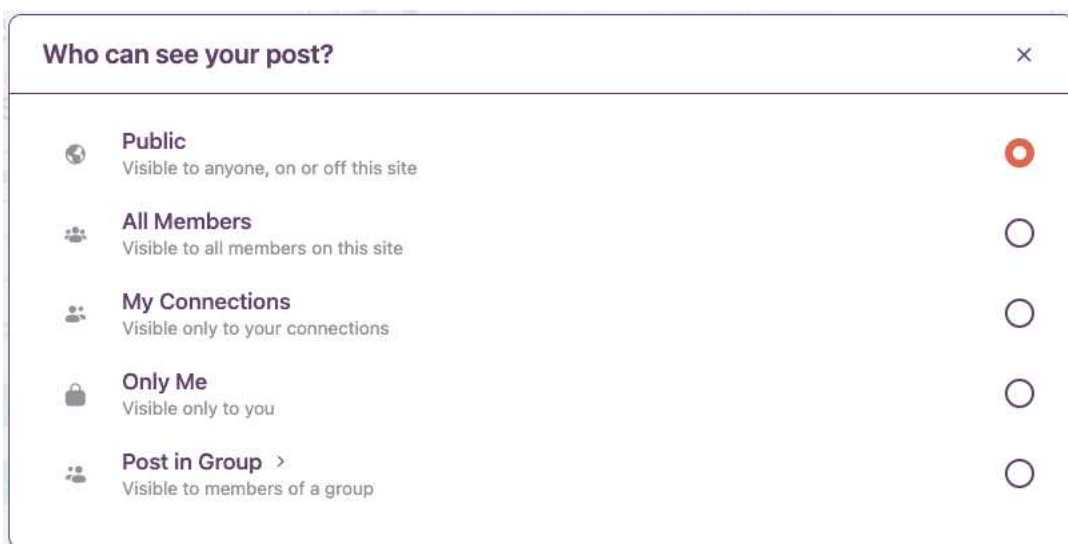


You can also add images, videos, and documents (circled in blue above) to your post.

When you click on those icons, you will be prompted to upload your file(s) (see screenshot).

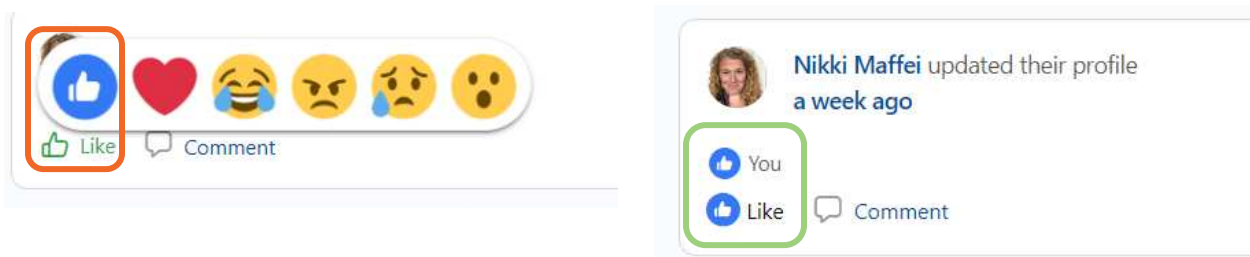


By default, posts are visible to all users. To change who can see your post, click the visibility options (circled in yellow above). You will then be prompted to choose who can see your post (see below).



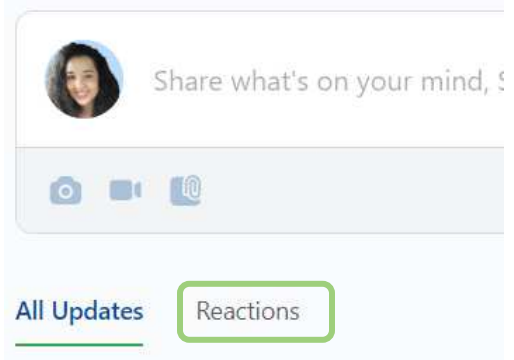
Liking Posts

When you like a post in the News Feed, the thumbs-up icon will turn green and will indicate that you have liked the post (see screenshots below).



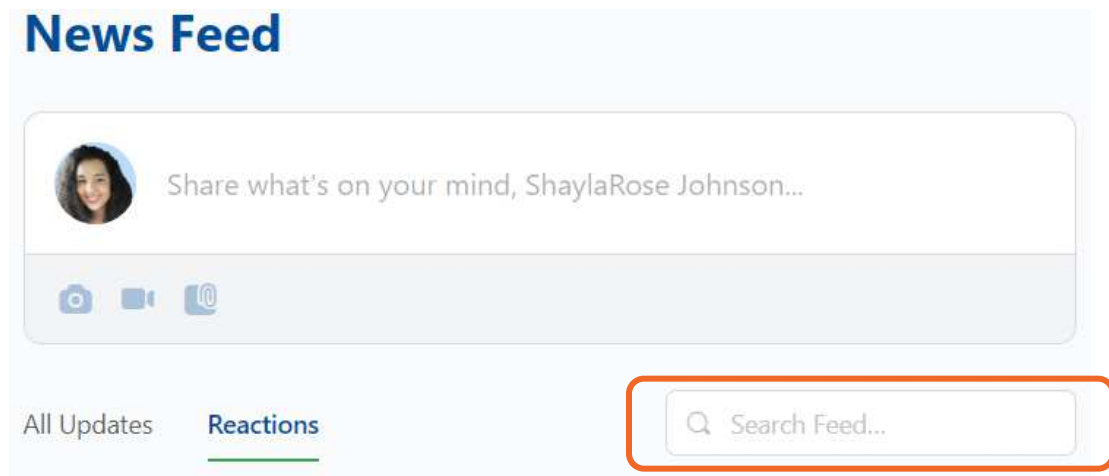
Posts that you like then show up in the Reactions list, making this feature an easy way to bookmark posts so you can come back to them later. You can see this list by clicking on **Reactions** located directly beneath the box you use to make new posts. (See screenshot, circled in green.) Click on **All Updates** to return to the default view where you can see all activity on the News Feed.

News Feed

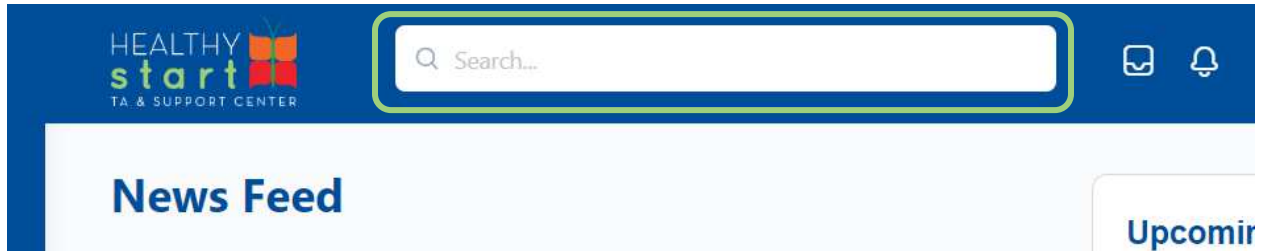


Search the Feed

You can quickly find anything that has appeared in the News Feed by using the **Search Feed box**, located to the right of the All Updates and Likes tabs. The News Feed will begin filtering results as soon as you start typing; if you see a spinning circle icon, the system is actively processing your text.



To clear your search, click the **X** in the Search Feed box or delete your text. If what you were looking for didn't show up, you can use the search bar at the top of the page to search the entire HS Hub (circled in green in the screenshot below).

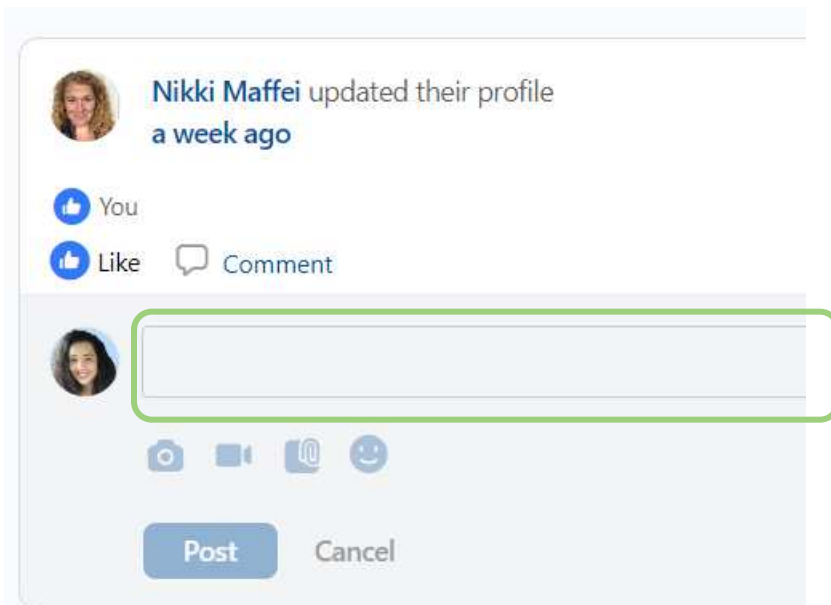


Commenting on Posts

You can leave comments on other users' posts by clicking on **Comment**.



This will open a small text field where you can type your comment.



If another user comments on one of your posts in the News Feed, you will see a notification at the top of the page. If you have opted in to receive email notifications, you will also receive an email.

Note: there are a few types of activities you can't comment on directly in the News Feed (like [discussion posts and replies](#)).

Messages

In the Hub, you can send private messages directly to other users. These messages are not visible to other users, unlike posts you make to the News Feed or forums.



Message Notifications

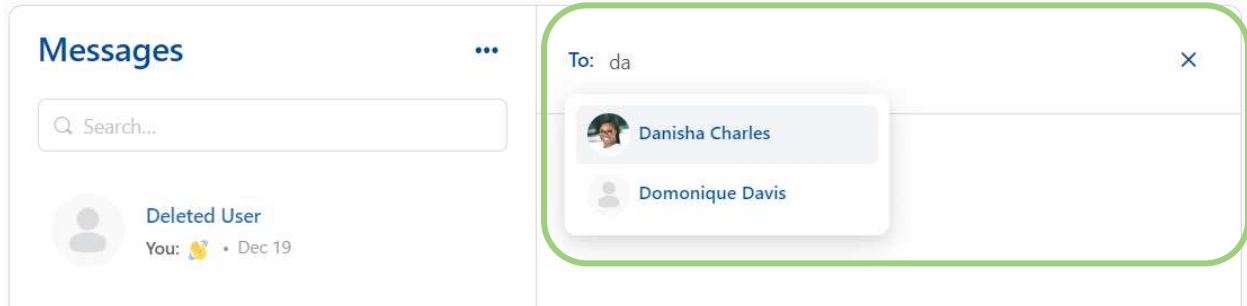
When you receive a new message, you'll see a number appear on the inbox icon on the top-right of the page (circled in red). The number indicates how many messages are in your inbox.

Accessing Your Inbox

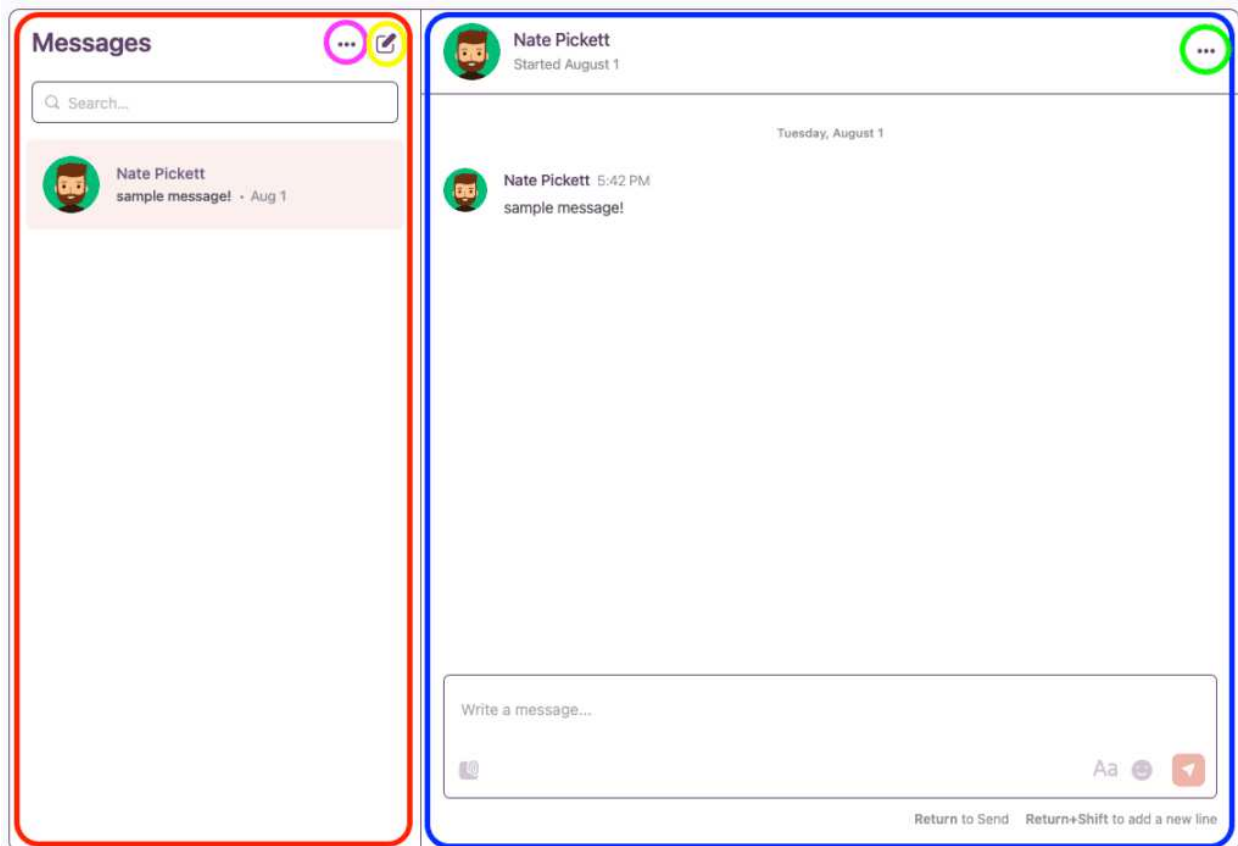
Click the **Inbox** to see a quick view of your most recent messages (circled in blue above). This quick view shows who sent the message, a snippet of the message, and an orange dot if the message is unread. You can click directly on each message to read the full message and send replies. Or, you can click **View Inbox** (circled in green) to visit the Messages page where you can view all of your messages in one place.

Messages Page

To start a new conversation, click In the **To** field and start typing another Hub members name, people will start appearing for you to select who your message will go to (see screenshot below).



On the left side of the Messages page (circled in red), you will find a list of your conversations with other users, ordered from most to least recent. To view archived messages and to change your notification preferences, click the three dots (circled in pink).



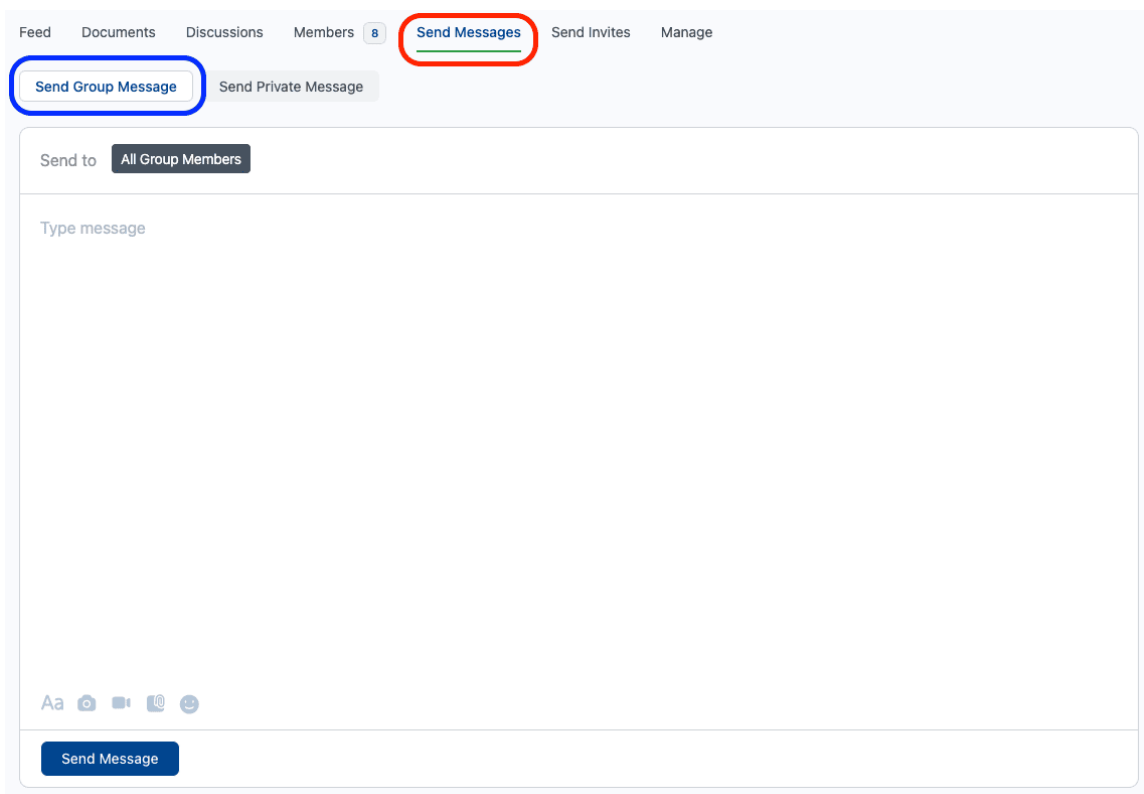
When you click on a conversation in the list, it will be highlighted in light orange and the full conversation will open on the right side of the page (circled in blue). To mark messages as unread, archive conversations, or delete messages, click the three dots circled in green menu.

Much like posting elsewhere in the HS Hub, in the “Write a message...” box you can upload documents, format your text, and add emojis.

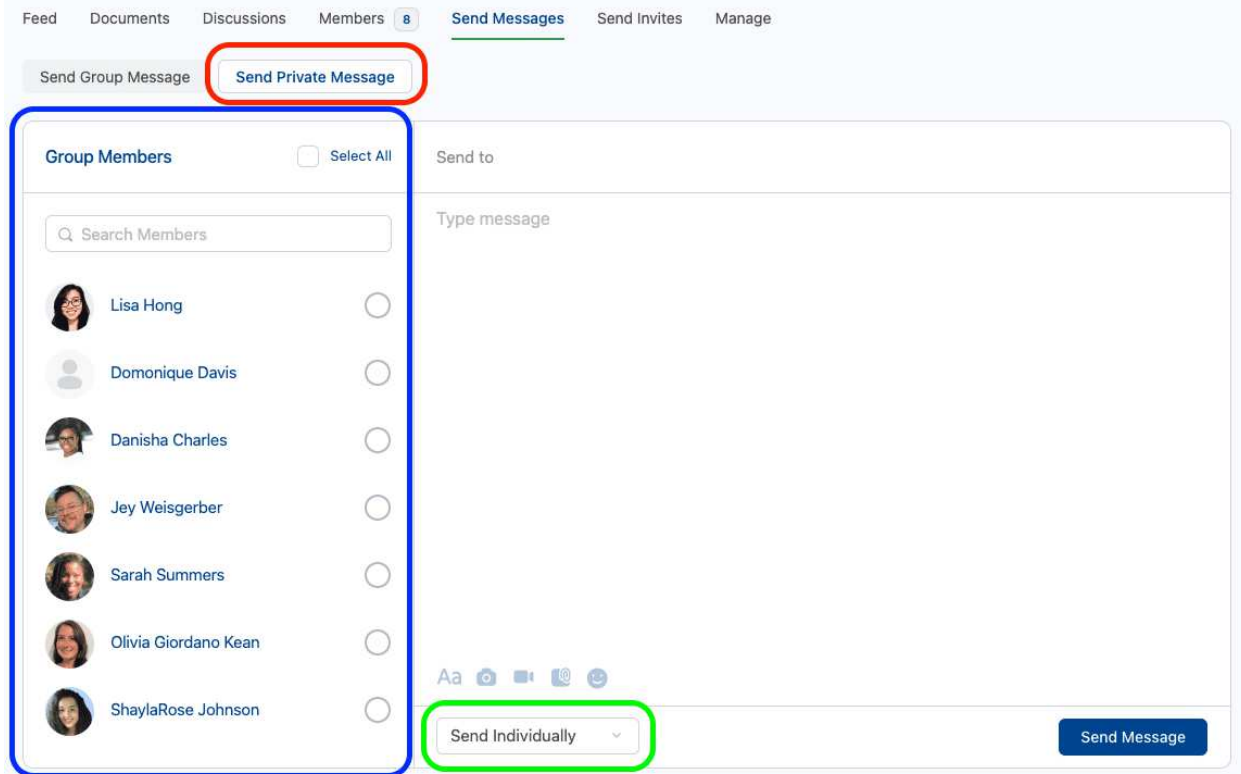
Sending Group Messages

If you are a member of a group, you can also send messages to everyone in that group. There are two ways to do this.

1. **Send Group Message** – sends a message to everyone in the group that will display in group members’ inboxes as from the group itself (see the screenshots below). From a group’s page, click on the “Send Messages” tab (circled in red in the first screenshot). The “Send Group Message” option is the default selection (circled in blue). Type in your message and it will be sent to this group’s members’ inboxes.



- The second method lets you send a private message to selected group members, though it will be sent from you rather than from the group (see the screenshots below). You can get to this option by clicking the “Send Private Message” option (circled in red in the first screenshot below). You can choose which members you would like to message (circled in blue) and whether you’d like to message each recipient individually or by starting a new thread (circled in green). If you choose the first, default option of “Send Individually” where your message will appear as part of any ongoing conversations with that person.

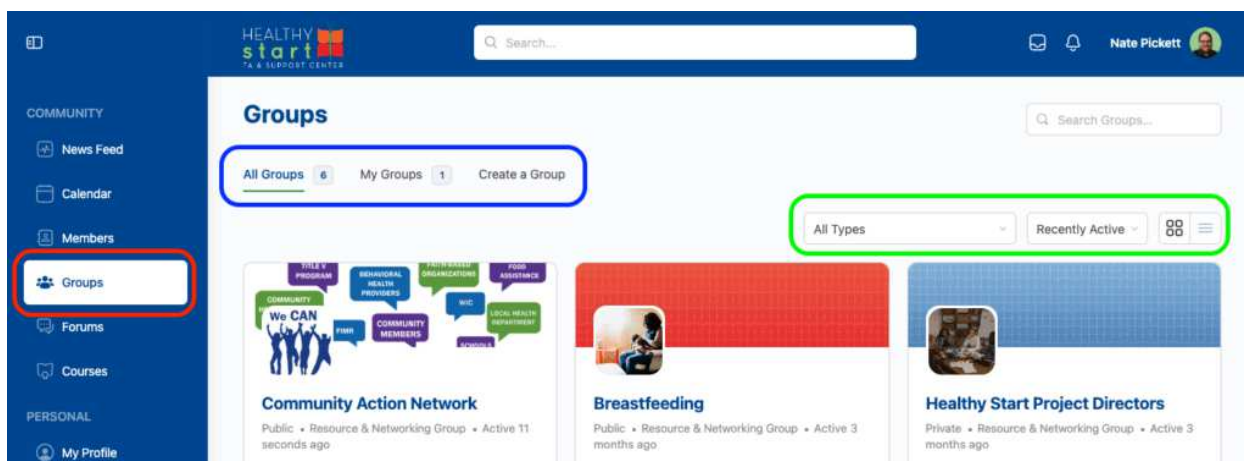


If you choose the “Create New Thread” option, you will not be able to use the “Select All” button, only individual members, and the messages you send in this way will appear in that member’s conversation with a note that it was sent from the group page.

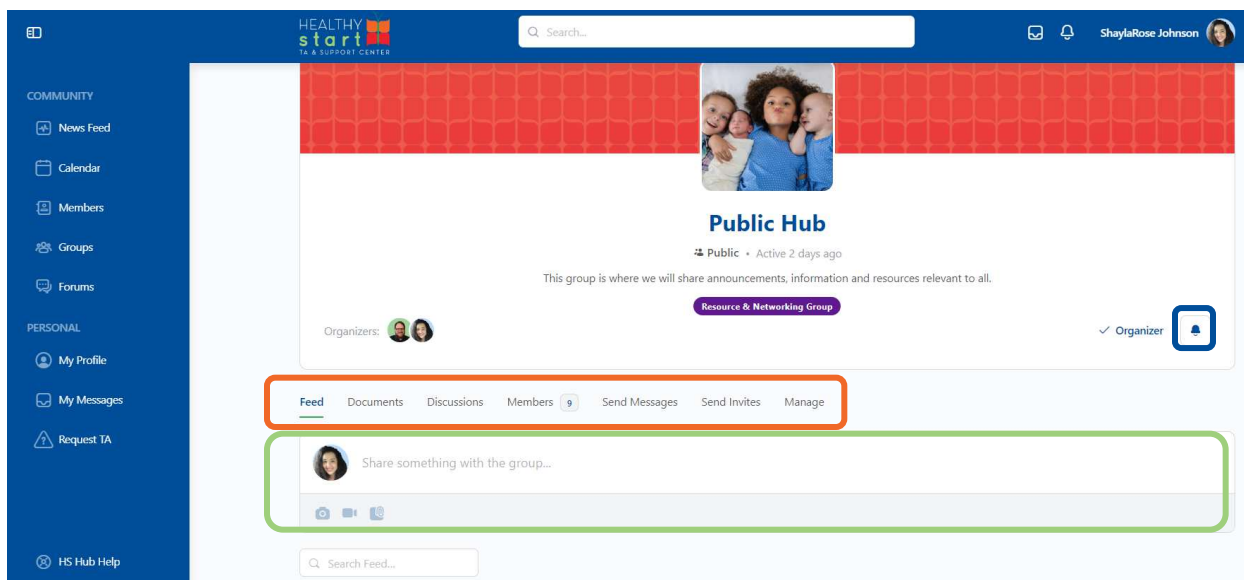
Groups

Groups are a core feature of the HS Hub. Groups allow users to engage in more focused discussions, share relevant resources, and connect with other members interested in the same topics.

There are already a number of groups in the Hub, including groups for Project Directors, Catalyst, and Healthy Start Enhanced grantees; groups for HS families and Alumni Peer Navigators; groups on Fatherhood, Breastfeeding, Evaluation, Consortium, Staff & Client Recruitment and Retention, and more. To see a list of all of the groups you can access, click on **Groups** in the sidebar menu (circled in red in the screenshot below). To view only the groups that you are a member of, click on **My Groups** (circled in blue). You can also use the sort tools on the right (circled in green) to view the groups by most recent activity, most members, or alphabetically; you can also choose between either a grid or list view.



Once you click on a Group and enter it, you will see a **Feed** (see screenshot below). Group members can post updates directly to the feed (using the box circled in green).



You can also click on the tabs (circled in orange) to navigate through the group's content, including:

- **Members:** a list of members of the group
- **Documents:** any files and folders that have been uploaded to the group (related: [Uploading resources](#))
- **Discussions:** the forum for the group (related: [Forums and Discussions](#))
- **Send Messages:** allows you to send a direct message to group members (does not show up on the group feed)
- **Send Invites:** allows you to invite other users to the group. If you invite members to a private group, they will still need to be approved by a group moderator.
- **Manage:** an option for group organizers and TASC staff to change the settings of the group
- **Photos, Albums, Videos:** any photos, albums, or videos that have been uploaded to the group

If you would like to subscribe or unsubscribe from the group, click **the bell** (circled in blue) to update your preferences.

Note: as the site grows and evolves, the tabs listed here might change

Forums and Discussions

Discussions vs. Forums

Within each group, users can engage in **discussions**. The Hub hosts multiple **forums**, which are used to categorize an unlimited number of discussions. Each group has its own dedicated forum.

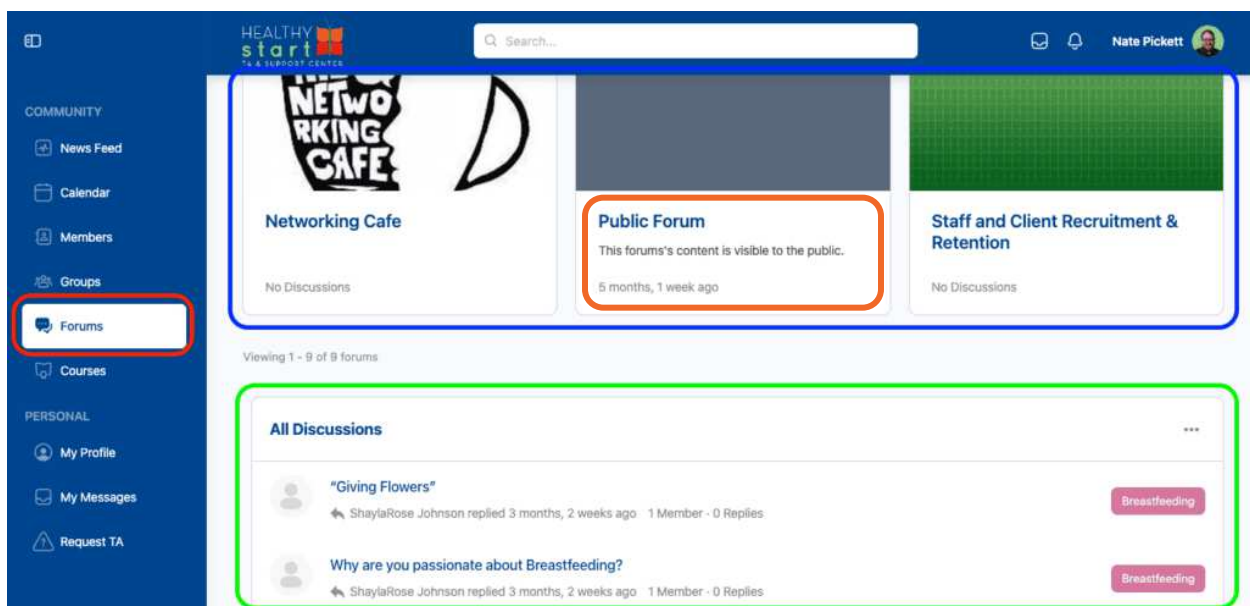
Accessing Discussions

There are three ways you can view discussions:

- Within a group, click **Discussions**
- On the main News Feed, scroll down and view **Recent Discussions** on the right-hand side
- Click **Forums** on the sidebar menu and scroll down to view **All Discussions**. Here, you can see how many people have participated in the discussion so far, the number of replies, and which forum the discussion is in

Accessing Forums

Click **Forums** in the sidebar menu (circled in red below). On the Forums page, you can view all of the forums (circled in blue below). There is also a **Public Forum** (circled in orange), which you can use to have discussions with all Hub users.



When you click into a forum, you'll be taken to a screen that shows all of the discussions in that forum. For example, in the screenshot below, I have clicked into the **"Breastfeeding"** forum, and now all of the different discussions within that forum are listed. If you're already on a group's

page, you can click on the “**Discussions**” tab and then click on a post to get to this view as well (circled in orange in the screenshot below).

The screenshot shows a forum page for a group named "Breastfeeding". The group is public and was active 7 weeks ago. It is a "Resource & Networking Group". The organizer is shown as a profile picture. The navigation bar includes "Feed", "Documents", "Discussions" (highlighted with an orange box), "Members" (with a count of 2), "Send Messages", "Send Invites", and "Manage". Below the navigation bar, the "All Discussions" section lists three discussion topics:

- Breastfeeding Education Resources**: Nikki Maffei replied 1 month, 3 weeks ago. 2 Members · 1 Reply
- "Giving Flowers"**: Sharon Gutu replied 1 month, 3 weeks ago. 3 Members · 2 Replies
- Why are you passionate about Breastfeeding?**: ShaylaRose Johnson replied 6 months, 2 weeks ago. 1 Member · 0 Replies

Creating a Discussion

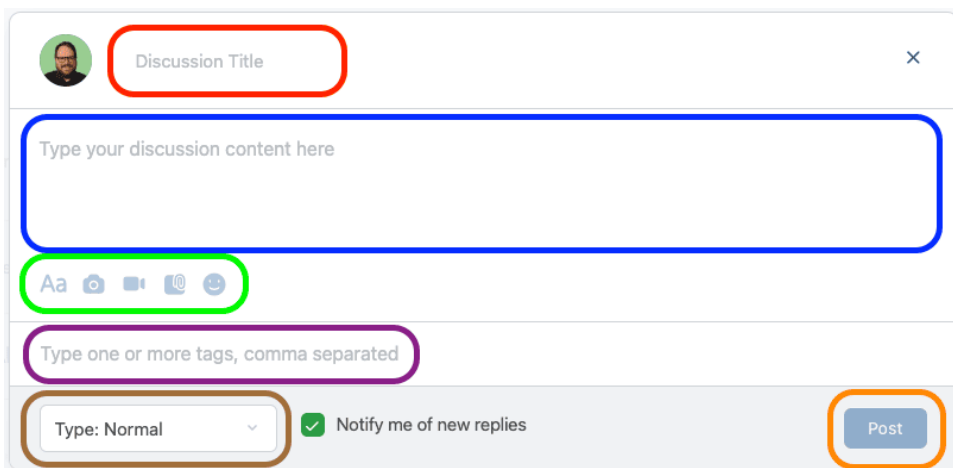
To start a new discussion within a forum, click on **New Discussion**.

This screenshot shows the same forum page as above, but with the "New discussion" button highlighted with an orange box. The button is located in the top right corner of the "All Discussions" section. The discussion list below it is partially visible, showing the first item: "Breastfeeding Education Resources" by Nikki Maffei.

This will open a popup window that looks and functions much like posting an update on your news feed (see the screenshot below). The popup window will allow you to customize your discussion using the below fields:

- **Discussion title** (circled in red): Add a descriptive title so other users know what your discussion is about. ***This is required.***
- **Discussion content** (circled in blue): Type your discussion content here, including any links you want to share.

- **Formatting, attachments, and emojis** (circled in green): You can format your text, attached photos, videos or documents, and add emojis.
- **Tags** (circled in purple): Tags allow you to categorize multiple discussions, even across different forums. When you start typing in a tag, the field will auto complete with suggestions if there are any that match. You can also add new tags. To add multiple tags, put a comma between the tags (e.g., access to care, equity).
- **Discussion Type** (circled in brown): The default discussion type is normal. If you want to pin your discussion to the top of the forum, select **sticky**. This option is useful for group organizers and admins to highlight important updates and discussions.
- **Post** (circled in orange): When your decision is ready, push the **Post** button and the forum will update.

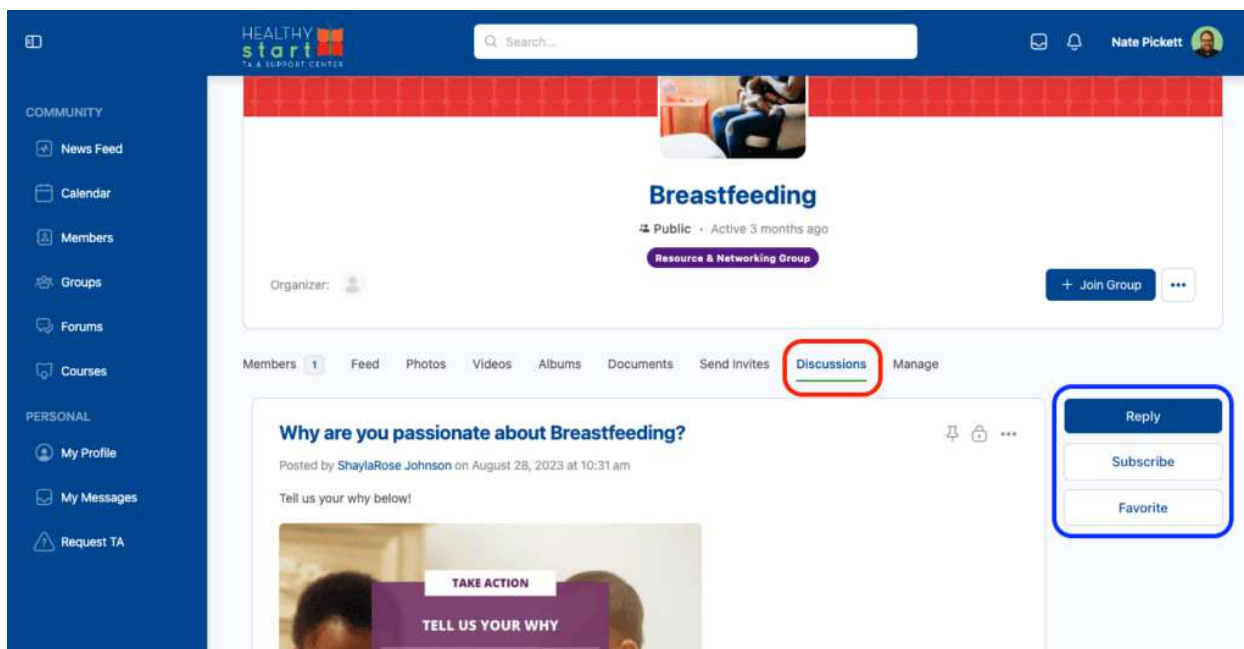


The screenshot shows a form for creating a discussion post. At the top left is a profile picture and a text input field for the "Discussion Title". Below this is a large text area for "Type your discussion content here". Underneath the content area is a row of icons for text formatting (Aa), image upload, video upload, tagging (@), and emojis. Below the icons is a text input field for "Type one or more tags, comma separated". At the bottom left is a dropdown menu for "Type: Normal". To its right is a checked checkbox for "Notify me of new replies". On the far right is a "Post" button.

Replying to topics

There are three ways to interact with discussion posts (see below screenshot).

1. Reply to a post by clicking the **Reply** button and posting a response.
2. If you're not ready to post yet, or want to be alerted about new replies, click **Subscribe** to enable notifications for updates.
3. You can also click **Favorite** to add a post to your **My Favorites list** on your profile. This will allow you to easily return to the discussion.

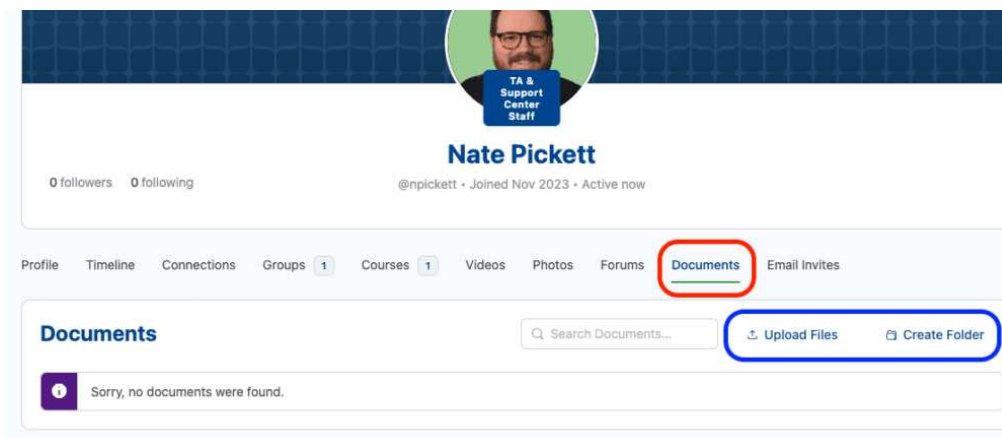


Uploading Resources

You can upload resources either to the entire Hub or to a specific group. While the process is similar for both methods, this guide will walk you through how to upload into either location.

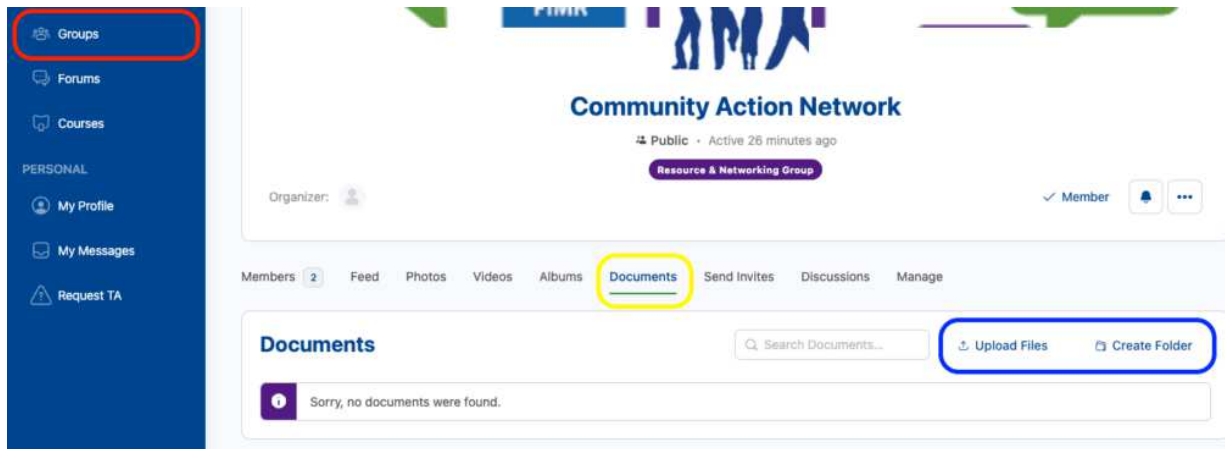
Uploading to Your Profile Page

To upload a document to your profile, click on your profile page and then click **Documents** (circled in red below). This screen will show you a list of all resources you've uploaded previously. Use the buttons on the top right (circled in blue) to upload a file or to create a new folder. When you upload files or add folders to your profile page, no one else can edit them or add things to your folders.



Uploading to a Group

To upload files or create folders in a group, click on **Groups** in the side menu (circled in red below) then select the group you want to enter. In the group, click on **Documents** (circled in yellow), which will give you a view of the files and folders that have previously been uploaded to the group. Use the buttons on the top right of the section (circled in blue) to upload a file or to create a new folder. Unlike uploading to your profile, files uploaded and folders created in a group can be viewed by and added to by other members of the group.

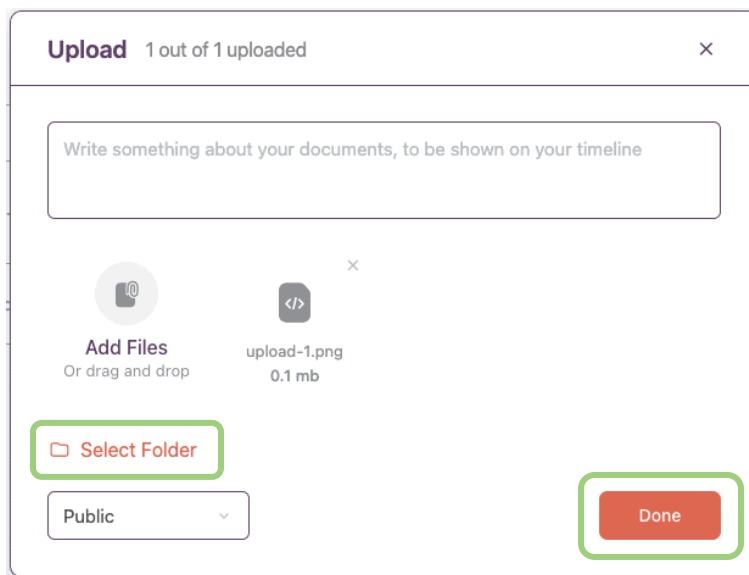


The Upload Popup

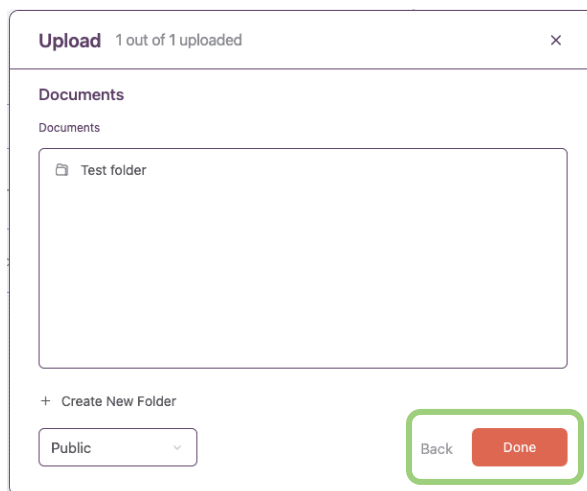
When you click on **Upload Files**, a popup window will appear where you can write a description, choose your file(s), and set the visibility. It's important to write a description of what you're uploading so other users can find and search for it more easily.

Once you select your file(s), the popup will update and let you add more or choose the folder you want to put the files into.

By default, files uploaded to a group will be public. If you want to change the visibility of the files you're uploading, use the dropdown menu to choose between Public, All Members, My Connections, and Only Me. Finish uploading your resource by clicking **Done**.



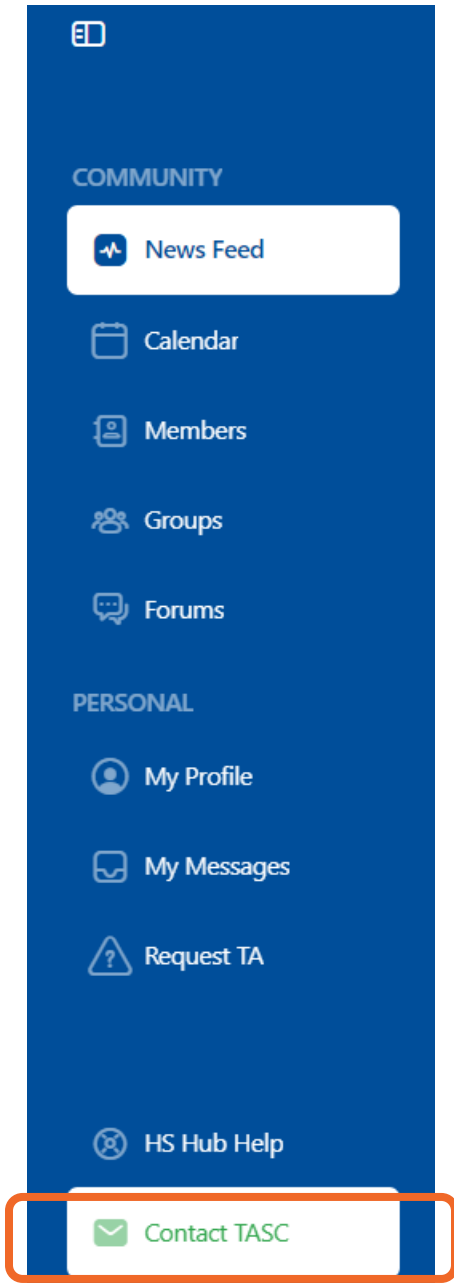
If you want to choose a different folder to upload your files to, click on **Select Folder**. From there, you can choose an existing folder or create a new one (see screenshot below). Click **Back** if you don't want to change folders.



Finish uploading your resource by clicking **Done**.

Requesting Support

Should you need additional support or if you have questions not addressed here, you can use the **Contact TASC** button (circled in orange in screenshot below) to send us an email.



When you click on **Contact TASC**, it will open a form for you to fill out and that will send the Healthy Start TASC an email.

Please allow up to 2 business days to receive a response.