**Collaboratory - Frequently Asked Questions**

Visit the [Collaboratory Help Center](https://support.cecollaboratory.com/hc/en-us/categories/115001965808-Knowledge-Base) for guides on creating activities, proxying activities, registration and login, Collaboratory dictionary and more. Below are some FAQ’s that may provide additional direction.

* Entering the Platform
	+ How do I get to UNCG’s Collaboratory?
		- Go to <https://he.cecollaboratory.com/uncg>
	+ How do I get back to the editing mode if I Save & Exit?
		- Go to <https://he.cecollaboratory.com/uncg>
		- Click **Log In** at the top right
		- Click the green **LOG IN** button
		- Sign in with your UNCG username and password
		- Click on the **UNCG logo** at the top left (this will activate your Content dropdown. You can filter your content by Activities only by clicking the Activity icon, or you may search content via key word.
		- You should see your draft Activity in this list
		- Click the title of your Activity
		- Click the grey **Actions** button
		- Click **Edit**
* General
	+ What information must I complete to submit?
		- You have to complete all the fields with a red asterisk before submitting. You will be able to sign in and add to or edit the fields even after you submit.
		- If you are proxying an Activity, the red asterisks are disregarded – complete as much information as you can before submitting to the Activity Lead.
	+ What are the red and green buttons/switches?
		- Red buttons mean that field is “off” or answered as “no”
		- Green buttons mean that field is “on” or answered “yes”
	+ What does the image of the eye with a slash through it mean?
		- That means your answers in that field are private and will not be shared with the public. These fields may be used internally at UNCG to better understand community engagement and public service activity.
		- Some answers are always private, while others have the option of being made public or kept private.
* Basic Info
	+ Why is my image not uploading?
		- This feature in Collaboratory is being updated. We really want a picture, so please email it to Lori Kniffin, lekniffi@uncg.edu, with the name of your activity and she will upload the image after the activity has been submitted.
	+ What if my activity happens at multiple locations?
		- If it is a small number of locations, you can enter the sites separately. If it is an overwhelming amount of locations, email Lori Kniffin, lekniffi@uncg.edu, to discuss an alternative way to list locations.
* Focus
	+ What will the populations and areas of focus be used for?
		- These will connect your activity through the search feature and reporting. Therefore, you want to focus on what is *most* important for your activity. If your activity is about family health and wellness education, it is best to select *families* and *general public* and *health and wellness education/training* than all the possible people who may attend an event or all the topics that may be lightly impacted.
* Scholarship
	+ What if student involvement has changed over time?
		- Collaboratory should reflect the current state of your activity. List any student involvement that has been within the last year. Or if the activity has concluded, list the involvement in the final year of the activity.
	+ How do I estimate the number and hours of students?
		- Give your best estimate of the number of students who have been involved in the last year.
		- Give your best estimate as to the average amount of hours the students have completed. For example, if you had a graduate assistant at 600 for the year and 10 students who volunteered 10 hours each. Take (600 + 100)/11 students = 64 hours. We are primarily looking for the total number of hours students have spent on this activity which should be found by multiplying the number of students by the hours per student for the entire term (or year).
	+ Do I count myself in the Faculty/Staff count?
		- Yes
* Submit
	+ What do I do when I’m done editing?
		- Click the check box next to the phrase “By checking this I agree that I have reviewed this submission thoroughly and that the information provided is accurate. Falsification of information constitutes grounds for termination of online privileges and notification to administrators.” Then click the Submit Activity button. This alerts the UNCG Collaboratory administrators to review your activity, or the Activity Lead to edit if you are the proxy.