*HIMSS Extranet for Chapters* [*www.himssengage.org*](http://www.himssengage.org) *| F.A.Statements*

**Extranet F.A.Statements**

**Updated 11.5.2015**

1. “A board member is attempting to login at www.himssengage.org, but is denied access.”
	* First, ensure that login credentials are correct.
	* Second, ensure that the board member is on the most recent chapter annual report (Standard #1) or subsequent updated board list.
	* Note: only active board members have access to their respective chapter’s Engage site. Board officers may submit an updated list if board appointments were made outside the normal transition period.
2. “A board member is having trouble with Engage site compatibility.”
	* Engage is built on a Microsoft product. HIMSS can only guarantee full site optimization on Internet Explorer (IE) versions 8 or 9. Other versions are not fully supported on Engage, although IE version 10 may soon be optimized.
3. “A board member would like to upload several files at once.”
	* Select the locally saved documents that you plan to upload to Engage.
	* Option 1: Drag and drop the desired files into the Engage site.
	* Option 2: Copy and paste the desired files into the Engage site.
4. “A board member recently uploaded several files, but others cannot see the documents in Engage.”
	* When files are uploaded to Engage, the owner must manually check in each item before others can view and edit. Otherwise Engage will recognize those recently uploaded documents as “checked out.”
	* To check-in multiple files, mark each file with a check mark (left of the document name). Open the “Files” ribbon above by selecting FILES. Select Check In. Make sure “Retain your check out after checking in?” is NO and add comments if you wish. Complete by choosing OK.
5. “A board member is having issues viewing and/or checking out documents that appear on the Engage site.”
	* To the right of the desired document, select the ellipses (“ …”). Choose “download a copy.” From there you can save locally, edit and re-upload.
6. “A board member is having trouble accessing from certain workstations.”
	* Login credentials may be protected if a user is attempting to gain entry in “internet zone.” Make sure that [www.himssengage.org](http://www.himssengage.org) is included on your browser’s list of trusted sites.
	* To add as trusted site: Internet Options 🡪 Trusted Sites (within security settings) 🡪 add under “sites.”
7. “A board member does not have access to a PC or Internet Explorer. How do I access Engage from a Mac computer?”
	* Use Google Chrome in native format first. If that does not work, use the menu (hamburger icon) near the upper right and select Settings.
	* Select “Extensions” (left side navigation links).
	* And Select Internet Explorer (IE) Tab. There are also options for additional extensions in the Chrome Web Store if you choose.
	* Please note that the IE Tab is a top 10 extension and is used by many, but board members should check with your IT department before loading.