

**Note:** In this guide, we will use the terms “organization,” “club,” and “group” interchangeably.

Members of approved student organizations are welcome to post to the Student App on behalf of their organization, from their personal account on their cell phone. However, some student organizations would prefer to ask designated members to post from a club account, so that rather than a post coming from “Student’s Name,” it will come from “Name of Organization.” This can add legitimacy to your posts, as well as limit who can post officially on behalf of an organization.

## DIRECTIONS TO REQUEST A CLUB ACCOUNT

1. Determine which members of your organization will be administrators of the account.
2. Send the name of your organization and a list of administrators (name and WC email address) to the associate director of digital marketing (Ashleigh Wellman – ashleigh\_wellman@wilmington.edu) and request an account.
3. If the members selected as administrators do not already have a personal account on the Student App, they will receive an email inviting them to login. If the members already have an account, they will be added to the administrators list of the club account.

## LOG INTO YOUR ACCOUNT

1. To log into a club account, you must use a web browser (Chrome, Safari, Firefox, Edge, etc.). Unfortunately, you cannot post as a club from the Student App in the same way that you post from your personal account.
2. Go to [campuscloud.readyeducation.com](https://campuscloud.readyeducation.com) to log in.
3. Once you log in, you will be taken to the home screen of Campus Cloud. Campus Cloud is the product that the Student App is hosted on. You will post from and manage your club account through Campus Cloud.

## TOP NAVIGATION (TOOLBAR)

There are five main components of the Campus Cloud (CC) toolbar, from left to right:

### Home, Manage, Community, ? (Help) and Your Profile



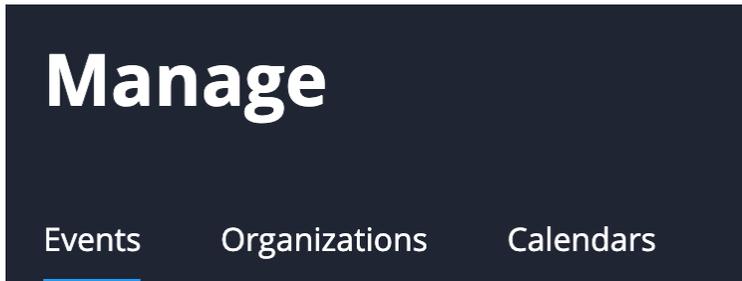
## HOME

The Home screen is what first loads when you log into CC. It shows you how many people have downloaded the App versus how many have registered. It also displays how many unique active users the App has seen in the last 90 days and how many times the App has been opened in the last month. At the very bottom of the screen, it shows various stats and rankings. None of this information is integral to using the App, but you might find it interesting. You can change the period of time displayed by clicking the blue drop-down menu at the top of the Home screen.

## MANAGE

The Manage screen is made up of three sections, from left to right:

### Events, Organizations and Calendars



### EVENTS

Events is the first section that will load when you click Manage– it displays upcoming events. You can also search for specific events by typing in a key word, selecting Upcoming Events or Past Events from the drop-down menu, setting date parameters by clicking the calendar icon, or switching between the different club accounts you are affiliated with (if you are only affiliated with a single club account, only one will display).

#### Create an Event

1. Click the blue "Create Event" button.
2. Upload an image that represents your event. This can be as simple as your organization's logo or a picture of campus. The image must be less than 5MB and must be a JPG or PNG.
3. Type in an event name.
4. Select the name of the organization hosting the event from the drop-down.
5. Select a starting date/time and end date/time.
6. Type in a description of your event. Include the location, appropriate details, RSVP information, links, etc.
7. Currently, there are no campus locations loaded into the App. This may change in the future, but for now, uncheck the Set Location box and be sure to include the location of your event in the description instead. *If you know the physical address of the location, this feature will work.*
8. If you would like the ability to track how many people attend your event (through a QR code) click the Assessment toggle. More options will appear.
9. When you are done setting up your event, click the blue "Create Event" button.

#### Event Assessment (optional)

1. Select the appropriate Attendance Type from the drop-down menu. If you only want to gauge attendance, you can select "Check-in Only." If you want to track how long each attendee stayed at the program, select "Check-in & Check-out."
2. QR Code should be set to Active.
3. Select the name of the member who should receive event check-ins and statistics from the "Event Manager" drop-down. This can be you or another organization member.
4. Enter the email address of whomever is responsible for printing or supplying the QR code under Attendance Manager. This can be you or another organization member.
5. If you would like to ask a question of all attendees who check-in, enable feedback and type your question in the box.
6. When you are done setting up your event, click the blue "Create Event" button.
7. The newly created Event page should load.

## Event Assessment (continued)

You may edit the event by clicking the blue “Edit” button. To download/share your event’s QR code, click the blue “Web Check-In” button. This will load a screen with the QR code embedded and allow for manual check-ins as well. Detailed instructions for using the QR code, as well as a download of the QR code are in the upper right corner. You can return to this screen from the Events section at any time by finding the event in the list and clicking “Web Check-In,” under Assessment.

**TIP:** Rather than simply relying on print-outs of the QR code at the event, some organizations find it helpful to have a few members keep the Web Check-In screen open on their phones, tablets or laptops at the entrance of the event.

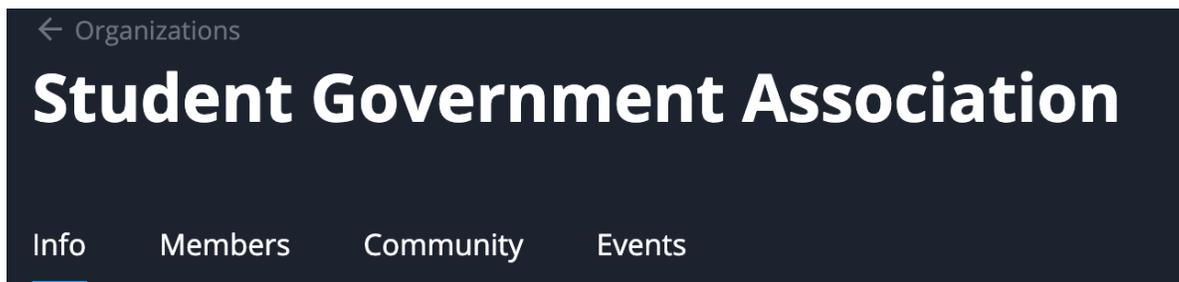
## Delete an Event

1. Locate the event you would like to delete in the Events list. Click the gray “X” on the far right side of the list item.
2. A warning box will pop-up explaining that this is a permanent deletion of the event and any data tied to it. Check “Delete Assessment Data” and continue if you are sure you want to delete it.
3. The event should immediately disappear from the Events list.

**TIP:** Sometimes you may need to cancel or postpone an event. Rather than deleting it, we would suggest adding CANCELLED or POSTPONED to the beginning of the event name and to the description. Your organization should also make a post on the Student Wall.

## ORGANIZATIONS

“Organizations” displays any club you are able to edit. Once you click on the name of a club, the navigation bar will change to only items pertaining to that club:



## INFO

Info is the first section that loads once you select a club account from Clubs & Groups. This section acts as a profile of your organization. To edit this information, click the blue “Edit Club” button.

## MEMBERS

The members section allows you to search for a specific member of your club. Only those members who have been added to the club account will appear here. It is good practice to update this list each semester. You may also download a roster from this page.

## Add a Member

1. To add a member, click the blue “Add Member” button.
2. Enter the member’s name (they must have a Student App account).
3. Select the correct member type: Member or Executive.

## Organizations (continued)

### Edit a Member's Details or Add Their Position

1. Click on the member's name.
2. Type their position in the box.

### Delete a Member

Whether they graduate or decide to leave the organization, you should keep this list as accurate as possible. Locate the member's name in the list and click the "X" to remove them from your club.

## COMMUNITY

This section allows you to search or post to your organization's individual wall. Only members of the organization (and admins) will see these posts.

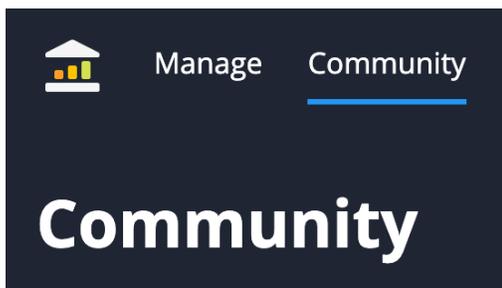
## EVENTS

This section allows you to search or create events. If you find it confusing to do so from the main Events section (which also includes all campus events) you may find it easier to manage your club events in this location.

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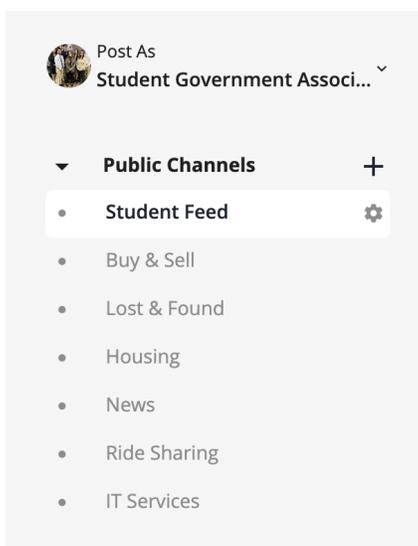
## COMMUNITY

The Community tab is where you post to the Campus-wide Wall (Student Feed).



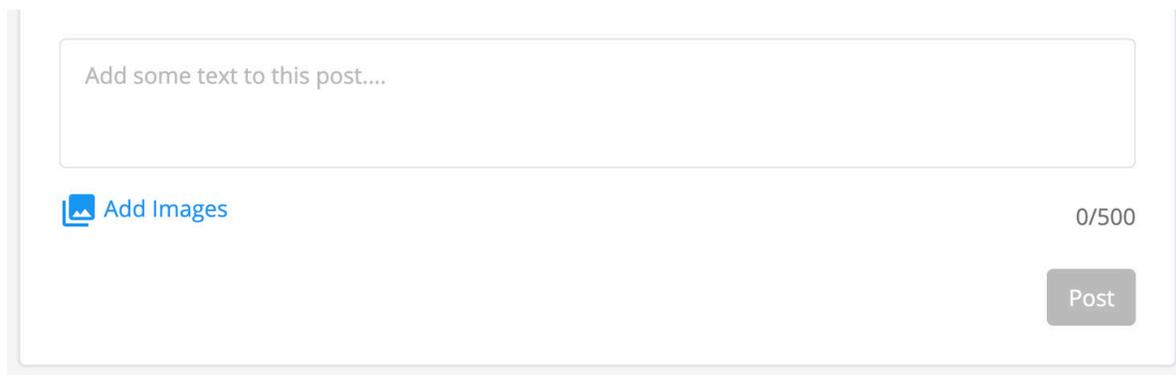
### Select an Organization

Some users are administrators for multiple organizations, and must select which organization they would like to post as from the left-hand side of the screen.



## Create a Post

Directly below the wall search options and settings is the textbox that allows you to post as your student organization.



1. Upload an image with your post. This can be a flyer or graphic that your organization designed for an event that you want to promote, the logo of your organization, a photo or some other appropriate image.
2. Type up to 500 characters into the body of the post. Don't worry about using hashtags- all words in the post are searchable keywords.
3. Check for grammar and spelling issues. Make sure that the content is appropriate according to the Wilmington College Student Code of Conduct, the Student Handbook and the Student Organization Guide. All of these are available online and through the Office of Student Affairs.
4. Once you are ready to post, select a host from the drop-down. This is where you select the appropriate club account.
5. You must also select which category to post to. For most posts, you will want to select Student Feed.
6. Click the "Post" button.

## Comment on a Post

You can also comment on someone else's post as your organization. Simply find the post by browsing the feed below the Wall search/post area or search for the post. Click "Comment," then select the appropriate host (club account).

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## PROFILE

At right side of the navigation bar, you will find a small icon and your name. If you click on the drop-down arrow, you will find the ability to update your personal profile, change your password and log out of CC.

## HELP

If you need further assistance with the App, try looking through the Guides & FAQ available on CC by clicking on the "?" icon on the navigation bar.

You can also email the associate director of digital marketing:

**Ashleigh Wellman - [ashleigh\\_wellman@wilmington.edu](mailto:ashleigh_wellman@wilmington.edu)**

## **RULES FOR USING THE STUDENT APP**

1. Any student found to be in violation of the following rules will have their Student App account suspended by the associate director of digital marketing, and the length of the suspension will be determined by the Office of Public Relations and the Office of Student Affairs.
2. Any student organization displaying a pattern of disregard for these rules will have their account reviewed by the Office of Public Relations, and may face the suspension of the club's account and/or judicial review by the Office of Student Affairs. This may also result in a loss of funding from the Student Government Association.
3. Students should not share their login credentials with others. Your individual, personal App account will be tied to your student organization's club in the App, so there is no need to share credentials.
4. Do not post anything that goes against the student code of conduct, including: profanity, hate speech, language that could be interpreted as bullying, graphic or inappropriate content, or content unrelated to the business of your student organization. All content is subject to removal by the Office of Public Relations and other App administrators.
5. Generally, advertising and solicitation for products and services are prohibited from the Student App. No student or organization should post content that promotes a business (personal or otherwise). An exception to this rule is when a College-approved event is occurring off-campus. The business should be promoted only as it relates to a Wilmington College event.
6. Do not post from your personal account on behalf of an academic department, office or student organization without the express permission of the appropriate party (i.e. the president of the organization, a faculty or staff member, etc.)
7. Do not abuse the flag reporting feature of the Student App. The purpose of this feature is to place some of the power to remove inappropriate content in the users' hands. Students suspected of abusing this ability will be subject to account suspension.

## **REPORTING ISSUES**

If you believe that a post in the App is inappropriate, your first line of action is to flag the post in the Student App (from your phone). If a post receives five flags, it will automatically be removed from the feed.

You should also immediately reach out to the associate director of digital marketing at **ashleigh\_wellman@wilmington.edu**. Include the area of the App where the post is located, the account that posted it and a screen capture (if available).