



FAQS



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Joining the Community

Who has access to myASQ?

If you have an ASQ.org account, you automatically have access to my.asq.org through the same log in. On your first visit to my.asq.org, you will need to log in to be recognized.

Visitors may see information, but will need to log in or create an account to see additional content or take actions (post, reply, like). Some areas require ASQ membership to access. If you have an active membership, it will be recognized when you log in.

It may take about 15 minutes to recognize new accounts created. Do not create a new account if you do not remember your username and/or password. Follow the site prompts to retrieve your log in

information.

How do I log in to myASQ?

Use your ASQ.org log in to access my.asq.org.

What is the secondary registration form when I log in the first time?

Upon accessing myASQ the first time, the first screen you see is the 'Secondary Registration Form. The 'Yes' box must be checked to proceed. If it is not, access to myASQ is not granted. Once it is checked, it will not appear again.

The Secondary Registration Form addresses GDPR (General Data Protection Regulation), which is a new regulation implemented by the European Union (EU) to protect the personal data of all EU citizens and anyone living in the EU. Due to the difficulty of determining in an online session whether a person is an EU citizen or if they live in the EU, we are asking everyone using myASQ to agree to the wording. The good news is that this provides everyone, regardless of their citizenship, with a higher level of protection of their personal data. Checking the 'Yes' box ensures ASQ can only use your personal information to fulfill the purposes for which that personal data was provided to ASQ, and for no other purposes without additional approvals.

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Community Guidelines

What are community guidelines?

Community guidelines are the stated expectations for acceptable conduct in the community. Activity in the community will be monitored in accordance with the guidelines.

Where are the community guidelines found?

All users are expected to review the [community guidelines](#), which can be found in the footer of each page of ASQ.org and my.asq.org.

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Utility Bar

What is the utility bar?

The utility bar is the blue band at the top of the screen above the header image. You have access to the utility bar on all pages. The controls on the utility bar include your profile, friend requests, private messages, settings, log out, and search. Each of these areas is covered separately.

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Profile

What can I edit and not edit on my profile page?

Your profile page includes some information from your customer record as well as fields for additional information you can share within the community. Building a complete profile enhances standing within the community and improves networking. Adding a profile photo, in particular, has been shown to increase the likelihood that others will react or respond to your posts within the community.

As a myASQ user, you have control over which information from your profile is shared within the community and with whom it is shared. You also have the ability to opt-out of the directory.

Note that some information cannot be edited within the community if it's pulled in from your customer record. In particular, job title information must come from a business address stored in your customer record. This address does not need to be your primary address. On the Settings screen, under Account, you can navigate to <https://asq.org/account> to update this information.

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Account Administration - Settings

How do I manage my account information?

Your account information in myASQ is linked to your customer record. To update your information, click on the link to navigate to My Account on ASQ.org. Your contact information will not be shared in myASQ.

You can create a signature that will display when you post information in the community.

How do I manage my privacy settings?

Use privacy settings to control who contact you and what information about you is viewable to other members. You can set to Friends Only, Everybody, or Nobody.

All ASQ members who have logged into myASQ can be found in the directory. You can opt out of the directory by changing the profile areas listed to Nobody and clicking on the Opt Out button.

How do I manage notifications I receive from myASQ?

Actions within the community can generate notifications to your email address of record. This helps you to stay connected to the community. It's recommended you start with all. When notifications are enabled, there are some actions you can take, such as replying to a discussion post, by replying to the email notification rather than visiting the site.

How do I send and receive friend requests?

One of the key benefits of community is the ability to expand your network and connect with others. In myASQ, the member directory and connections are exclusive member benefits.

The friend icon in the utility bar will have a red indicator if you have a friend request to review. You may also receive a notification in your email to approve friend requests as they are submitted. To add a friend, search for the individual by name in the search field and then click on their name in the search results to open their profile page. Below their picture, select Add Friend and confirm the request by clicking on Add Friend. This will send a request to the individual.

To accept or decline a friend request, click on the icon in the utility bar or the link in the email notification, select Accept or Decline and then Submit. If No Action is taken, the request will remain pending.

How do I send and receive messages in myASQ?

myASQ provides a confidential, secure way to communicate with others in the community. Private messages include messages sent by others in the community and notifications from myASQ.

If an individual allows it, you can send a message to a friend by clicking on the My Messages icon in the utility bar. Select Compose and then search for and/or select a friend from your list of friends. If an individual is not a friend in myASQ, you can search for them by name or click on their name where viewed to access their profile page. From there, you can click on Send Message below their profile picture to compose and send a private message.

The My Message icon in the utility bar will have a red notification if you have unread messages. Depending on your settings, you will also receive an email notification that you have a message.

How do I access and update my profile?

You can access your profile page by clicking on your profile image or name in the utility bar or anywhere your image and name appear as a hyperlink. Your profile page includes information from your customer record as well as fields for additional information you can share within the community. Building a complete profile enhances standing within the community and improves networking. Adding a profile photo, in particular, has been shown to increase the likelihood that others will react or respond to your posts within the community.

As a myASQ user, you have control over which information from your profile is shared within the community and with whom it is shared. You also have the ability to opt-out of the directory in your Settings.

Note that some information cannot be edited within the community if it's pulled in from your customer record. For example, job title information must come from a business address stored in your customer record. This address does not need to be your primary address.

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User Dashboard - myHome

What is the difference between Home and myHome?

myHome is the user-specific dashboard once an individual has logged in. It may have similar content as the Home page, but personalized content will appear once the individual has logged in.

What type of content can be found on the myHome page?

The myHome page displays recent community activity and personalized content for the individual user including:

Recent community activity in the center frame includes news and announcements from selected news blogs; discussions from selected discussion topic categories, which display recent, popular, and user-specific posts, as well as posts that have no replies; and upcoming events. The right column includes the most recent video offering. Personalized content appears in the right column as well, and includes communities the individual is affiliated with, user points for activity in the community, links to user bookmarked content, and the community leaderboard, which displays users based on their activity points.

What is a community in myASQ and how am I affiliated to one or more?

myASQ is a community of practice that supports quality practitioners and professionals in their knowledge and use of quality. Much of what occurs in the top-level navigation of myASQ—discussions, blogs, resources, etc.—provides that support to all of those with access to myASQ.

Communities are formed in myASQ when defined groups of members and/or others need a designated space for interaction that is specific to that group's purpose and separate from the broader community—while still being consistent with myASQ's purpose. There are four community categories that support different audience groups:

Geographic: these are created for sections and local member communities. These communities provide a visible web presence to the public, but members of these groups are mapped to the communities and will be found in the community directory. Members have access to more features in these communities. Members cannot be added to the community except through an ASQ membership transaction that includes the section or local member community.

Member Leader: these are committee collaboration sites for the Board, councils, and committees, including the leadership teams for geographic and technical communities. These communities are hidden; members reported to headquarters with committee involvement will be mapped to relevant communities.

Peer Group: these may be established for product, program, or other experiences. For example: communities of practice to support attendees of specific courses or conferences, Emerging Quality Leaders participants, Enterprise member linked employee communities, etc. These communities are hidden; members are mapped to the community based on product registration, membership, or program participation.

Technical: these are created for divisions and forums. These communities provide a visible web presence to the public, but members of these groups are mapped to the communities and will be found in the community directory. Members have access to more features in these communities. Members cannot be added to the community except through an ASQ membership transaction that includes the division or forum.

What happens in each of these communities should not replicate what is happening elsewhere in myASQ. The purpose of a community is to offer similar functionality to a group of myASQ users for a distinct purpose that may not be relevant to the broader audience. Not all myASQ users will be affiliated with communities.

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With members and customers in over 130 countries, ASQ brings together the people, ideas and tools that make our world work better.

ASQ celebrates the unique perspectives of our community of members, staff and those served by our society.

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Collectively, we are the voice of quality, and we increase the use and impact of quality in response to the diverse needs in the world.



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