

NISC Crossroads Community Guide

Welcome to the new NISC Crossroads Senior Center Community! This guide will enable you to take advantage of all the features that the Community has to offer. Checking your NISC membership status, downloading exclusive document files, and interacting with senior center professionals from across the country are all possible using this new tool. Those who are not NISC members can still have senior center questions answered in the Forum and share files there.

Access/Signing Up

Anyone can access the Community by going to <https://ncoaging.force.com/crossroads/s/login>.

For NISC member lead contacts

To initially access the Community, the lead contact at your organization will receive a username along with a link to the Crossroads Community by email. Simply follow the link and enter your email address and a new password, and you will be in! You can change your password in the user settings once you have entered the Community.

For staff at NISC member sites

NISC member leads (often the director of a center) can share the username and password with their staff to access membership documents. Please let staff know:

- The NISC member library is a rich source of senior center relevant information to improve your center, such as our senior center month programming materials and the national senior center standards and workbook.
- The lead is the only person who should change account information.

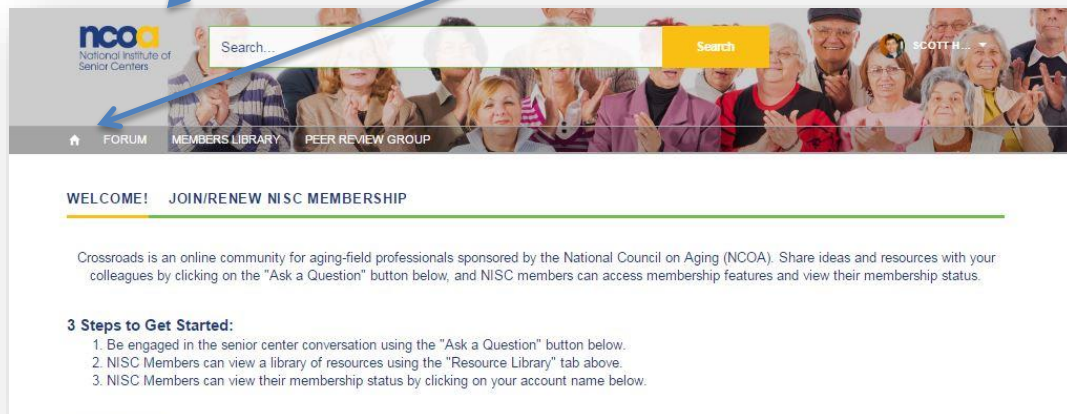
For those who aren't NISC members

If you aren't a member of NISC, you can simply head to www.ncoacrossroads.org, where you will be asked to submit a new password to create your account. Follow the instructions on the email that is sent to you once you submit the required information, and you will be in!

You can still access the community without a NISC membership, but you won't have access to the Members Library, which includes senior center resources and NISC member benefit documents.

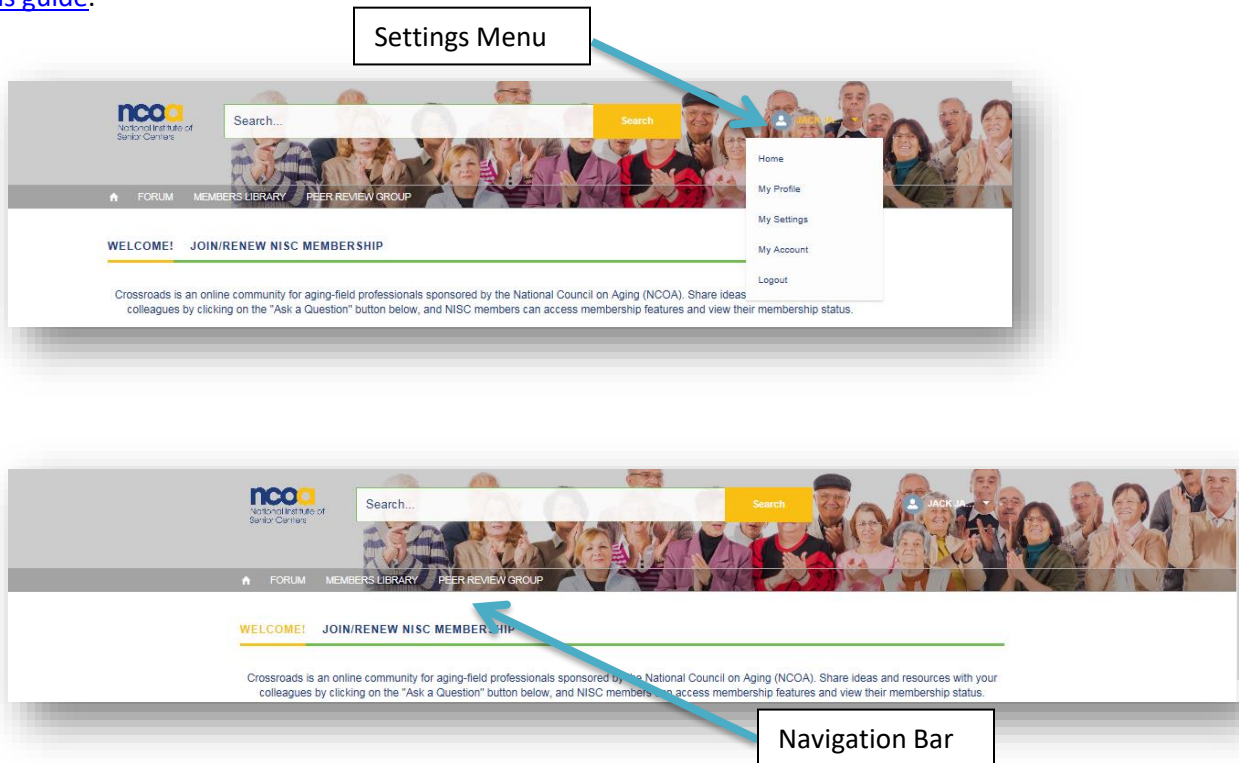
Home Page

You can access everything you need in the Community by starting at the home page. You can return to the home page from anywhere by clicking on the image of a house on the left of the navigation bar, or by clicking on the NCOA logo in the top left.



Options and navigation

You can easily update settings for both you and your center using the options menu button in the top right, which is accessed by clicking on your name. When clicked, a dropdown menu will appear that will let you access your personal Community profile, your Community settings, and your NISC member account using the corresponding buttons. [More information on each of these pages is available later in this guide.](#)



Navigating the site is possible from any page by clicking on the section you wish to access in the navigation bar, which is just below the search bar. You can also search Community Topics using the search bar.

Membership status/purchase

Just below the navigation bar is a box with two tabs.

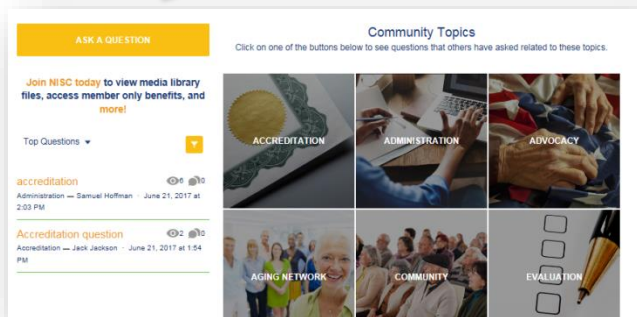
- The first tab, titled “Welcome!”, includes tips on how to start using the Community.
- The second tab, “Join/Renew NISC Membership”, takes you to the online membership renewal page on NCOA.org so you can join NISC or renew your membership.
- **Members Only:** Below these tabs is a section that shows the name and contact info of your NISC member account. Clicking on this takes you to your account information, where you can add staff members to your account and update your contact information.

Post

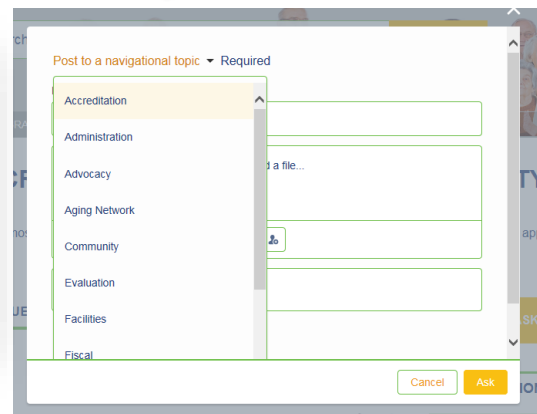
You can post a question topic directly to the Community by clicking on the “Ask a Question” button. New topics require you to select a category for your question to fall in to so others can find it more easily. You can add other topics and tags, tag other users, and add attachments to your posts.

In the center of the home page is a list of all the main Community Topics. Click on one to see all of the questions in that topic. You can further interact with the Community on the Forum tab in the navigation bar.

Ask a Question button



Select a navigation topic while posting



How To

Check membership details and renew

The main page to check your membership details is the “My Account” page, which can be accessed from the option menu or by clicking on your center’s name on the home screen. From here, you can change your center’s contact information, view membership details, and even add individuals to your account membership. You can renew your membership by clicking on the link on the right side of the page, which will take you to the online form on www.ncoa.org. Please note that adding individuals to your account does not give them a NISC Crossroads Community login, but it does enable them to receive our newsletters and communications.

Edit NISC account and contact information

Users can add and edit contacts and account information on the “My Account” page. On the right side of the page is the “Add a New Contact” button, where you can add contacts to your account. You can see all your contacts in the box below the button, and you can edit these contacts by clicking on them.

To edit your account information, scroll to the bottom of the “My Account” page and click on “Update Account Info”.



NISC MEMBER ACCOUNT INFORMATION

View and edit your NISC account information. You may add contacts on your account to receive NCOA and NISC email communications. However, only the primary contact will have a NISC Crossroads login. You may share your Crossroads login with other staff to allow easy access to membership materials.

My Account

Account Name
National Council on Aging

Membership Information

Membership Status
Active

Membership Type
Members w/ NISC

Membership ID
[REDACTED]

Accreditation Information

Accreditation Status

Current Membership Start Date
1/14/2016

Current Membership End Date
12/31/2020

Accreditation End Date

JOIN/RENEW MEMBERSHIP

ADD A NEW CONTACT

MY ACCOUNT'S CONTACTS

Scott Harlow
Constituent Engagement Coordinator · National Council
on Aging · (571) 527-
3923 · scott.harlow@ncoa.org · Samuel Hoffman

[View All](#)

Change Crossroads Community profile details

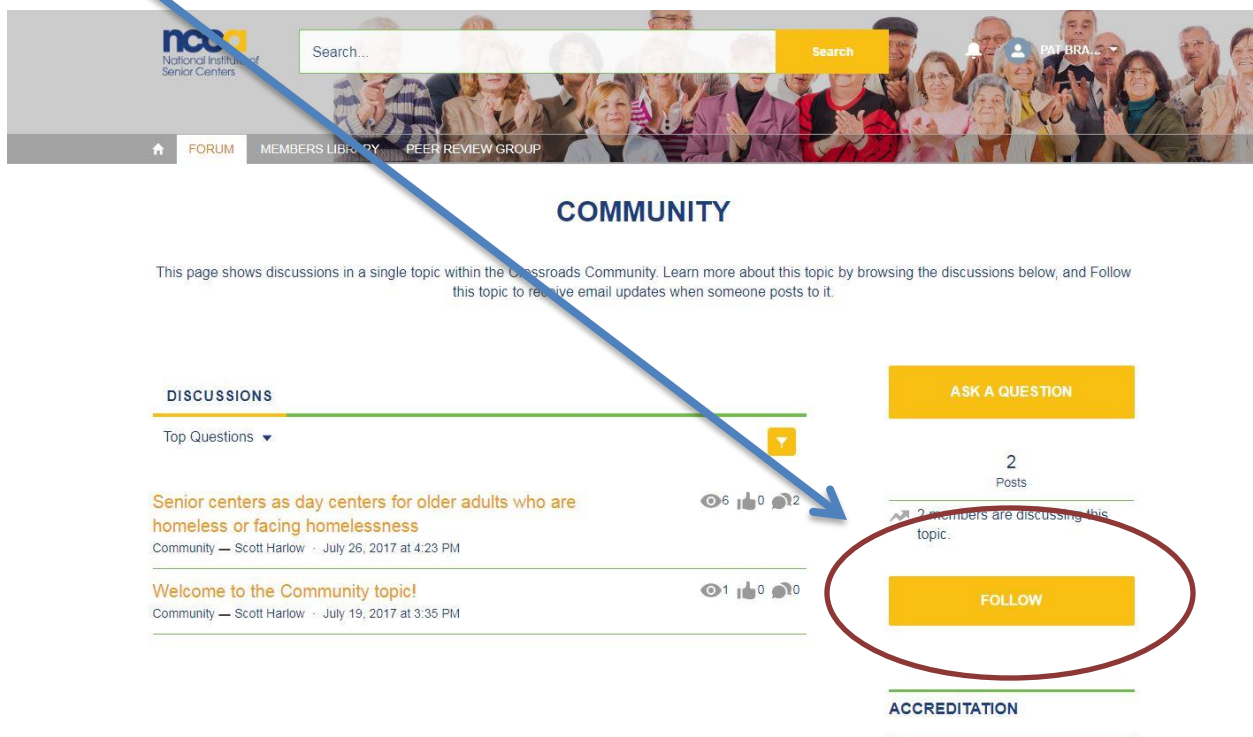
You can change your personal setting using the “My Profile” and “My Settings” buttons in the option menu. “My Profile” gives you the option to add information about yourself for other users in the Community to see. “My Settings” lets you control how you interact with the Community, including password settings, privacy, and notifications.

Interact with the Crossroads

The primary way to interact with others in the Community is on the “Forum” tab in the navigation bar. Here, you will see all of the most recent topics in the Community. On the right is the button to create a new post, and a list of topic categories in the Community. Any input is greatly appreciated, and many NISC members get the most value by finding solutions to their problems by using this network of senior center professionals.

Receiving Emails from Crossroads

You are automatically set up to receive emails whenever someone posts an answer or interacts with a question you posted on Crossroads. You can reply to these emails directly in your inbox to post to Crossroads. However, you won’t get an email when somebody else posts to the Community. To receive these emails, you will need to access each topic (Accreditation, Administration, Advocacy, etc.) and click the “Follow” button on the right side of the page.



Download membership materials and resources (NISC members only)

On the “Member Resources” tab in the navigation bar, you will be able to browse a large selection of materials that users have submitted to the Community. Click on the folders shown to see the documents that they contain. NISC members can download exclusive documents, such as the *Building Excellence: Standards and Accreditation Manual* and Senior Center Month materials, from the Membership Documents folder, which is the first folder in the list



MEMBER LIBRARY

As a NISC member, this is where you can find all Crossroads resources and your exclusive member-only benefits. Explore, download, and put them to use at your center.

A screenshot of a web application interface for 'NISC Members-Only Documents'. The interface includes a top navigation bar with 'GO TO', 'FILE', 'VIEW', 'MANAGE', and 'HELP' links, and a search bar labeled 'Search Documents'. Below this is a secondary bar with 'Upload', 'Download', and 'Show Help' icons. A left sidebar contains a 'Documents' menu with 'Search', 'Forms', and 'Preferences' options, and a list of folders including 'Recently Accessed Documents', 'National Council on Aging', 'NISC Members-Only Documents' (which is expanded), and 'Peer Reviewer Documents'. The main content area is titled 'National Council on Aging / NISC Members-Only Documents' and shows 'TOTAL ITEMS: 23'. It features a table with columns for 'Type', 'Name', 'Description', and 'Actions'. The table lists four categories: '1- MEMBER BENEFIT DOCUMENTS', 'About Senior Centers', 'Accreditation (General)', and 'Administration', each with a brief description of the resources provided.

Type	Name	Description	Actions
	1- MEMBER BENEFIT DOCUMENTS	Resources provided by NISC for our members only. Please do not share outside of your organization.	
	About Senior Centers	Documents concerning general facts about senior centers.	
	Accreditation (General)	General information about National Senior Center Accreditation.	
	Administration	Senior center administration resources.	

Questions?

You can contact Scott Harlow at membership@ncoa.org or at 1-800-373-4906 with any questions on how to use the NISC Crossroads Community.