

## Join the discussion:

### Getting started with our online discussion groups

We want to build an online community where hospice, palliative and end of life care professionals across the UK can support each other to deliver high quality end of life care and find solutions to challenges.

We're piloting new online discussion groups using Discord.

These instructions should help you join Discord, take part in discussions and get help if you need it.

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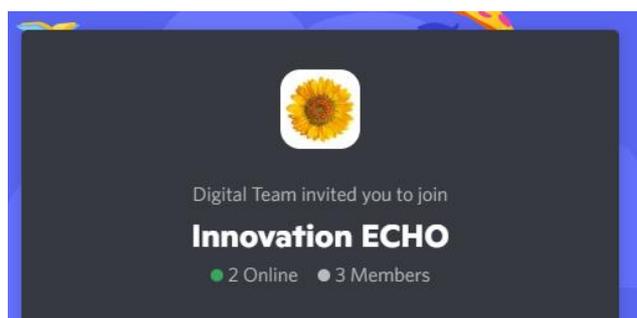
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## Joining Discord

To join one of the Hospice UK discussion groups, you need to email us via the [Online discussion page](#) on the Innovation hub. Tell us the name of the group (or groups) you want to be a part of.

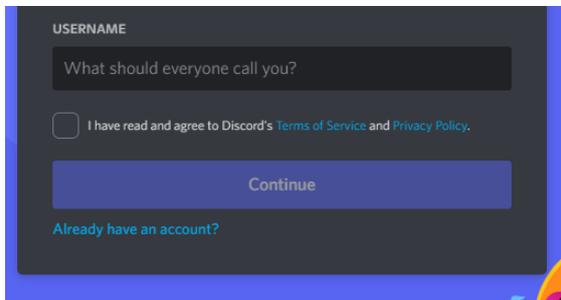
We'll send you a joining link, which will take you to the Discord website.

You will see a message telling you the name of the group you're about to join.



## Creating an account

If you are new to Discord, you need to **create an account** by choosing a username and following the instructions on screen. It's free to create an account and you only need to do this once.



When you register, please add your organisation in brackets after your name - for example "Nikki Vasco (Hospice UK)". This helps us make sure that everyone in the group is a hospice professional and means you can be confident about sharing with your peers.

Discord will send you an email to **verify your account**. You need to click on the link in the email to do this (if you can't see the email, check your Junk/Spam folders). If you don't verify your account, you will not be able to use Discord properly.

You might also be asked to authenticate your account using a mobile phone number.

If you have any problems with verification, please [contact us](#).

## If you already have an account

If you already have a Discord account, click on **Already have an account?** and follow the instructions to log in. You will be able to join as many discussion groups as you like using the same account/login (Discord calls these "servers").

## Accessing Discord

You can access Discord via a web browser (just like any web page) by going to <https://discord.com/login>.

To avoid any problems logging in, make sure you use this link rather than another Discord link. You might want to bookmark it in your web browser.

You can also:

- download an app onto your smartphone (by searching for Discord in your app store)
- download Discord onto your computer desktop (by going to <https://discord.com/download> and following the instructions)

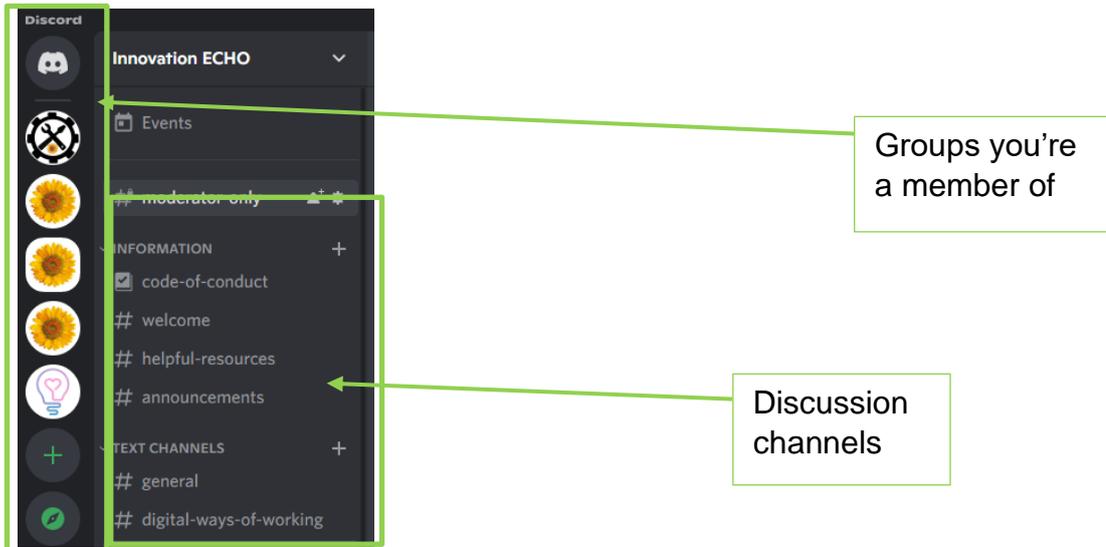
We recommend you download Discord onto your smartphone or computer, as this is the best way to ensure you will be notified of any activity in the group.

## Joining a discussion

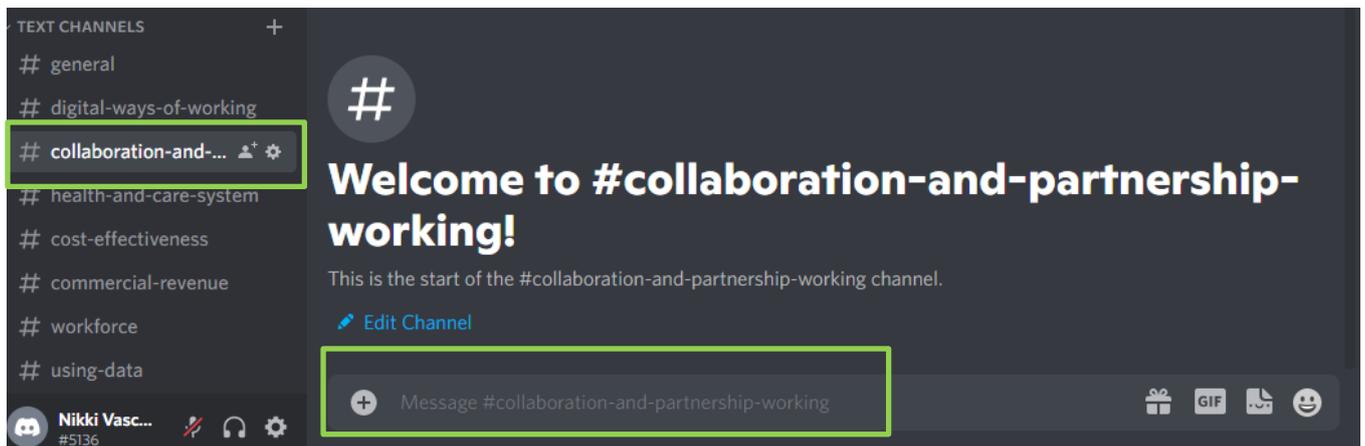
When you've joined one or more of our discussion groups and logged in to Discord, you'll see the online chat group. You'll be asked to agree to our code of conduct for each group that you join.

On the left hand side of the page you will see circular icons that represent the different groups (or "servers") that you're a member of. Click on each item to see the discussion for that group.

Each group has its own list of channels, which start with hashtags (#). Some channels are designed to give you information and others are a space for you to discuss a particular topic.



To participate in a discussion, click on the relevant channel, read any previous messages and add your comments in the Message box:



## Uploading a document

To share a document with others, click on the cross at the beginning of the message bar and select **Upload a File**.



## How do I know when there are new comments/discussions to read?

If you've downloaded Discord onto your computer or smartphone, you'll see a red circle on the Discord icon when you have new messages to read. It looks something like this:



Discord should send you emails to alert you to any new messages that you've missed. However there is currently a problem with this and some people are not receiving all the emails they should. Discord Support is investigating this but we don't know when it will be fixed. In the mean time **we recommend that you either download Discord to your computer or smartphone, or log in regularly to check the discussion.**

## Messaging

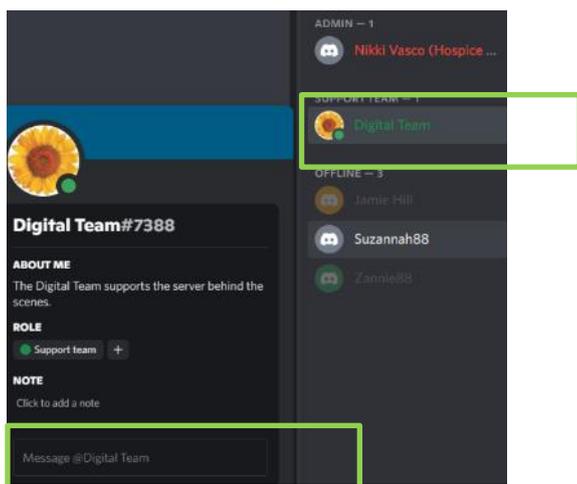
If you want to send a private message to an individual:

- Click on the **person** icon to show the list of members (this is found on the top menu bar)



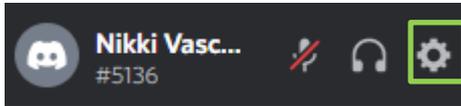
- Click on the name of the person you want to message
- Type your message into the Message box

Please note that all private messages should follow our code of conduct.



## Logging out

Discord will keep you logged in, even if you close the web browser or Discord app. If you want to log out, click on the **settings** cog (next to your username in the bottom left hand corner).

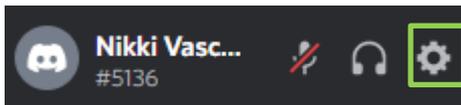


Then scroll down to the bottom of the menu on the left hand side, and click on Log Out.

## Changing your username

Please add the name of your organisation in brackets after your name - for example "Nikki Vasco (Hospice UK)".

If you forget to do this when you register, you can change your name by clicking on the **settings** cog (next to your username in the bottom left hand corner).



The right-hand side of the screen will show your account details (**My Account**). Click on the **Edit** button next to your username. You'll need to enter your password to change your name.

To exit the settings menu, click on the **ESC** icon in the top right hand corner:

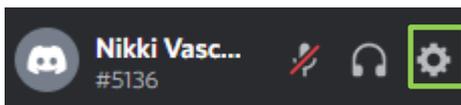


## Changing your password

If you need to change your password, there are 2 ways of doing this.

If you haven't logged in/can't remember your password, click on the **Forgot your password?** Link on the login screen.

If you are already logged in, click on the **settings** cog (next to your username in the bottom left hand corner).



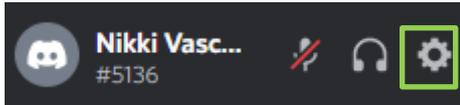
The right-hand side of the screen will show your account details (**My Account**). Underneath your contact details there is an option to change your password.

To exit the settings menu, click on the **ESC** icon in the top right hand corner:

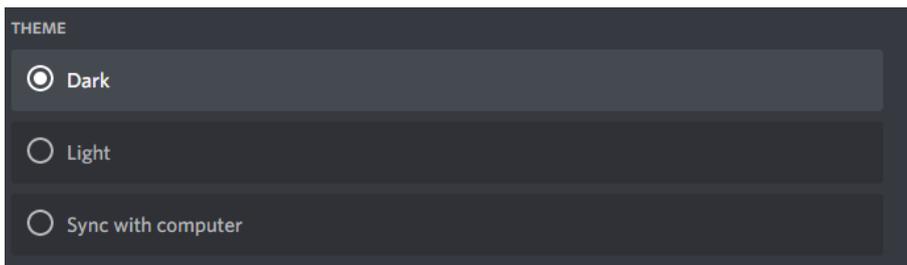


## Changing the appearance

Discord's default appearance is black with white text. You can change this if you like by clicking on the **settings** cog (next to your username in the bottom left hand corner).



Once you've clicked on the cog, scroll down the menu on the left hand side of the screen, find the **App settings** heading and click on **Appearance**. You can now select Light from the Theme options:



To exit the settings menu, click on the **ESC** icon in the top right hand corner:



## How can I get help?

If you need any help using our online discussion groups, you can:

- Click on the ? icon in the top right hand corner (this takes you through to Discord's online help pages)
- Send a direct message to the group admin or support team
- Email [innovationhub@hospiceuk.org](mailto:innovationhub@hospiceuk.org)

