

## Niagara Community 2.0

### Frequently Asked Questions

**Q. What is Community 2.0?**

A. Community 2.0 is an improved place dedicated to all the Niagara trained engineers trying to help and empower their peer's through knowledge.

**Q. What link should I use for Community 2.0?**

A. Use link <https://www.niagara-community.com> to go to Community 2.0.

**Q. What are the credentials that I need to use to log in Community 2.0?**

A. To log in Community 2.0 please use your Single Sign On credentials that you use for all Tridium portals.

**Q. How do I sign up for Community 2.0 if I am a new customer?**

A. To create a user account on Community 2.0 please use the community link, click on the Sign-Up button and fill up the form with all requested information. Once the request is submitted you will receive a welcome e-mail from the system with a link to set up your password.

**Q. What do I do if I forget my password?**

A. To reset the password for your community account just click the Reset Password button. The system will send an auto e-mail with a link to set up a new password. Due to security reasons the system will not allow you to use an old password.

**Q. What information can I find in Community 2.0?**

A. All the information that was available in Niagara Community was migrated to Community 2.0. You will find all the knowledge and articles in a more user-friendly manner. A link to Tridium Talks and Resource Center is available to allow easy navigation to documents and videos regarding Tridium updates and new products.

**Q. How can I find my profile details in Community 2.0?**

A. To see your profile in Community 2.0 please click on your name in the right corner of the page. This will open a drop down and from there please select profile.

**Q. How do I ask a question in Community 2.0?**

A. To ask a question in Community 2.0 please click the Add a questions banner from the home page or the Topics page.

**Q. What is different from the old Community?**

A. The system is more user friendly, has a modern look and more structured way to share knowledge. In the old community, we had Knowledge and Collaborate. In Community 2.0 we have Topics and Articles. The information is now grouped by article type and the questions by topics.

**Q. Will all the old questions and answers be migrated to Community 2.0 for reference?**

A. Yes, Historical data was moved over to Community 2.0.

**Q. When doing a search, is there a way to choose whether the results relate to AX or N4?**

A. Yes, most of the posts are tagged with AX or N4, depending on the subject. The Niagara Resource Center is filtered by AX and N4 technical documents.

**Q. Is there a way to search for a specific phrase? Like wrapping it in quotes?**

A. No, that functionality is not enabled. You can add a combination of search phrases to the Global Search field.

**Q. Is this community also suitable for querying the derivative Niagara products from Trend/Alerton/Distech etc, since they share the same Niagara fundamentals? Could posts be tagged accordingly?**

A. We encourage collaboration within the Community, you may find discussion questions from community members using these Brands. You can Bookmark a question and will receive a notification under My Feed when the question is answered.

**Q. What is the most effective way to ask a question to ensure my question gets the highest visibility to get answered?**

- A. Select the Ask a Question button.
- a. Post to a Navigational Topic
  - b. Enter your question
  - c. Under details select @Mention people or Groups small icon
  - d. Add a specific group
  - e. Add specific persons
  - f. Select Ask- Your question is posted to the Global forum and Groups selected.