**PPNO: Posting Queries**

**Tried and True – It’s a Good Time to Review**

This section reviews etiquette and expectations for queries that members have been asked to follow in the past, that will still be important for the new system

**When Posting a Query:**

* Don’t ask anything that has been asked in the past 6 months. Search the Google Group and the queries currently on the website.
* Remember: the more specific your question, the more relevant your responses will be
* Add your signature block to your query
* Be cautious with acronyms: they can be used differently in different organizations.
* It is helpful to state if you have a specific group that you are looking for responses from.

**New for the website system:**

* To get the most attention to your query, be sure to **put the question first** – that is the part of the message that members will see. Save your qualifiers and greetings for later in your post. To get the best answers to your query, be as specific as you can in your request.

**When Replying to a Query:**

* When sharing documents, good titles are helpful. Your organization’s *Policy 310-2018* will likely be different from another organization’s *Policy 310-2018*.
* Be cautious with acronyms: they can be used differently in different organizations.
* If you can’t respond to the query, you don’t need to say so.

**The New Way – It Will be Different**

There are a few important benefits to the new system for managing queries. Perhaps the most important – the biggest timesaver – is that you will no longer need to create summaries for your queries. The original query and all of the responses will be held in the secure, members-only area of the PPNO website, available for you to check at any time. And, members who are interested in a posted query won’t have to wait for the summary to be produced; they will see the responses posted in real-time.

To share responses to a query with other staff from your organization, you can create a pdf document by clicking on the box at the bottom of the right hand column “Download or print topic summary”.

It will take some getting used to the new system, but these advantages will quickly pay-back the time we need to spend learning the new way.

**It’s basically a blog-post**

The format for creating your query to share with PPNO members is basically writing a blog-post. Members will respond to your query by leaving comments and/or uploading documents. All members will be notified when a new query is posted. The responses to the query will be displayed under the query, in reverse chronological order (ie most recent at the top). All members who respond to a query will be able to subscribe to receive all replies on that topic.