FAQs

New Modern Forum Design

Frequently Asked Questions
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Q1. Why have you updated the design of the forum?

Our supplier is constantly updating the community software to add new and enhanced features. In their latest release they have updated some features of the forum to improve accessibility and give the forum a more modern look, using features that are common on other social media and community platforms.

Q2. How can I edit my post if I’ve made a mistake?

The new design has removed surplus options from the posts and moved them into one drop-down menu for easy access and to give a cleaner and easier to read view of the discussion without excess ‘clutter’ around the edges. In the drop-down menu – accessed via the three dots on the right-hand side of a post – you will find the options to edit your own post, or in the menu alongside others’ content, the option to report it for the attention of Admins and Moderators.

Q3. How do I know how many people have seen or replied to my topic?

On the top right of a topic in the latest topics list, you’ll see two new icons (speech bubbles and an eye). Alongside the eye icon is a number which indicates how many times the topic has been read by other community members and the number alongside the speech bubble is the number of replies to the topic.

Q4. Where has the spell checker gone?

The ‘in-house’ spell checker has been gone for a couple of years as it was problematic and has been superseded by your browser’s own spell-checker. When composing a discussion post, if the wavy red line appears under a misspelled word, CTRL+ right click will enable your browser spell-checker. (Note: if you don’t press CTRL on your keyboard you will only see the option to cut/copy/paste).
Q5. **Why the new ‘hover over’ when reading a topic?**

The new hover-over feature enables you to read the first post without having to click into the title. If of interest, click anywhere in the topic title bar to visit and read the thread in full.

Q6. **How do I quote a reply?**

At the bottom of each post, there’s a “quote” icon. Click on this and the whole post will be quoted in the reply window. Remove the parts you don’t want or start typing your response beneath it. Alternatively, you can use `<blockquote>...</blockquote>` in the html.

Q7. **How can I make the ‘reply’ box larger?**

The ![command](command.png) command in the post editor tools will enlarge the reply box. Click again to minimize.

Q8. **How can I use special characters?**

If you’re using a mobile or tablet, you can use the special characters from your keypad. If you’re using a desktop or PC you can still use them but will need to copy and paste them into the editor window or add them to the html.

Q9. **Where has my signature gone?**

Our supplier has decommissioned the signature facility on the forums to improve accessibility. If you were using the signature field, we recommend adding more information in the 'About me' section of your profile to help visitors to your profile page understand more about you, including any volunteer roles you perform for the IET. Your signature can still be viewed on private messages.
Q10. How do I know when a topic/reply was posted?

- Posts up to 1 month old show the number of days since the post was created;
- Posts older than 1 month ago show the month and year;
- All forum posts show the full date and time when you hover over the date at the bottom of the post.

Q11. How do I see the latest posts?

There are a few ways to view the latest posts.
- The ‘Latest posts’ option in the main site navigation under ‘Forums’.
- In the ‘All activity’ area in ‘My Home’
- By subscribing to instant, daily or weekly category updates. This can be done in each forum category (next to ‘add topic’) or by managing your subscriptions in My Account.

Q12. Why are replies in reverse chronological order?

The default setting shows replies in reverse chronological order, with the most recent reply shown first. You can change the order using the arrow beneath the initial post. The replies will revert to reverse chronological order when you post or navigate to a new page. The default setting cannot be disabled or altered.

Q13. How do I report a bug or issue?

You can report issues in the Online Community Support category. Have a look at the ‘Known bugs and issues’ post first to see if your bug is listed and, if you are reporting something new, check out the ‘Read me’ post first.

Your questions not covered here? Please use our Online Community Support category to search for an answer or to post a new question.