FAQ from CORE Users

Healthy Aging CORE (Collaborative Online Resources and Education) is a digital platform connecting organizations and individuals committed to supporting older adults to age well. It serves as a hub for sharing knowledge, resources, and best practices among community-based seniors' services, government bodies, academic institutions and researchers, and allied system partners.

FAQ (Click to jump to page)

1. What is the CORE Network?

Healthy Aging CORE BC is an initiative of United Way British Columbia. ***CORE stands for Collaborative Online Resources and Education.*** This site is a free member-based digital knowledge and learning hub designed to support the work of coordinating and strengthening the CBSS sector. Healthy Aging CORE connects CBSS organizations and their allied partners and provides a digital space to share knowledge and capacity-building opportunities and collaborate with others on common issues or aligned priorities.

Healthy Aging CORE BC was the original CORE site, and the network has now expanded to include Healthy Aging CORE Alberta (managed by Healthy Aging Alberta) and Healthy Aging CORE Canada (managed by HelpAge Canada).

2. What web browsers work best with CORE?

CORE will work on any web browser, except Microsoft Edge. Please install updates for your web browser and computer operating system regularly to ensure compatibility.

3. New user account approval and timeframe.

Healthy Aging CORE was developed to strengthen the capacity of the community-based seniors' services sector. While anyone can view most of the information on CORE (no account registration needed), participation in groups and discussions is limited to CORE members. The target audience for CORE is CBSS staff and volunteers, allied system partners, students and researchers, and others who work with or have an interest in the CBSS sector. If you are an individual seeking to access services, we suggest you consult the BC211 helpline. If you would like to sign up for a CORE account, click here.

CORE Site Admin aim to check and approve new user accounts within 1-2 days of registration (please note admins do not work on weekends and holidays). We may contact you by email to verify details before approval if needed.

Approved new users will receive an email notifying them their account has been approved.

4. How do I join a group?

You need to have a CORE account in order to view, join and participant in CORE Groups.

Groups are where CORE users can share information and stories, ask questions, learn, and collaborate. **Open groups** can be accessed by any member of CORE;

closed groups are available by invitation only and intended for members of a specific program or initiative (e.g. healthy aging granting streams, working group).

To join an open group, click on the blue **Join** button to get immediate access.

To join a closed group, click on the blue **Request** button and write a short explanation of why you wish to join. Group Managers will check and approve new members on a regular basis. You will receive an email if your request is approved.

5. How do I join a webinar, training, or event?

Visit our [Training & Events](#) page to view all webinars, training, and events. The listings include trainings and events hosted by both United Way BC as well as external organizations.

Most webinars, trainings, or events will have registration details in the description. There is also a register button located in the right-side menu on the event listing page.

6. How can I turn off email notifications?

To manage notifications from CORE, go to your **profile** (top right corner of page, circle with your initials or photo) and click **My Account**.

You can select to receive notifications by email or website. Website notifications show up in your **Notifications** centre. Click the **bell icon** 🔔 next to your profile to view notifications.

If you joined any groups, you will receive email notifications when new discussions, resources, and/or events are added. You can turn notifications on/off by going to **Notifications Settings** within the Group.

It is not advised that you turn off your notification settings in groups, especially if you are part of a grant group. Group managers often post announcements and documents related to grant applications and reports. Instead, you may want to setup rules in your email inbox to file emails from CORE to a folder so they don't take up space in your inbox but you can still access notifications when needed.

7. I want to update my profile information.

Go to your **profile** (top right corner of page, circle with your initials or photo) to make any updates to your account info, password, and notifications settings.

8. What's the CORE Newsletter?

The CORE Newsletter is a bi-weekly newsletter featuring announcements and news from Healthy Aging CORE. We also feature upcoming webinars, events, funding opportunities and important resources and news.

When you sign up for a CORE account, you are automatically signed up for the newsletter.

If you do not have a CORE account but would like to sign up for the CORE newsletter, please visit this link.

9. Can I contribute content to CORE?

As a CORE member, we welcome you to share resources on best practices, research, reports, or other general information that the CBSS sector may find useful in their work. After you upload your resource, CORE Site Admin will vet the resource before publishing on the website.

Please review the CORE Community Guidelines and Content Guidelines before posting.

Log in to your CORE account and then press the **+** button at the top of your CORE toolbar and select **New Resource**. Fill in the form and click save (see this guide on how to post a resource). Once your resource is approved you will be notified by email.

10.   How do I know which CORE site I am on?

At the top of the webpage, you will see the Healthy Aging CORE logo which identifies the CORE site you are on (e.g., BC, Alberta, Canada). You can navigate to other CORE sites by selecting the drop-down menu next to the Healthy Aging CORE logo.

11.   How to contact people on CORE?

You must be logged into your CORE account to send a message to someone. You can send a message to other CORE members by clicking the **dialogue button** ⬭ in the top right corner of the page. Click the blue **SEND A MESSAGE** button and fill out the form. To find the person, start typing their first or full name into the Ping field and you can select from the list.

To contact CORE Site Admin for help, email corebc@healthyagingcore.ca.

12.   How to search on CORE?

You will find a search bar at the top of the page on CORE. Type in a keyword to start your search (this fields searches in the exact word order you entered). The search results will look through the whole site and return results within groups, funding opportunities, resources, training & events, and news. Results within groups will only be accessible by approved group members.

You can also conduct searched on specific pages (such as Funding Opportunities and Resources) by keyword and using filters to narrow your search.

Searching within groups – see this guide on Groups on CORE for Users.

13.   Where can I go to find resources on how to use CORE?

Visit the Core Learning Hub to access how-to guides, videos, CORE 101 sessions and more support.

14.   Who can I contact if I need help using CORE BC?

Send an email to CORE Site Admin corebc@healthyagingcore.ca. When possible, please include screenshots and/or videos to help illustrate the problem you're encountering.