

## **joining instructions for the WAY Forum SWANS**

### **What is SWANS?**

SWANS (Sometimes We All Need Support) is a message board run for WAY by YUKU. YUKU is a message board system that enables WAY members to post and read messages via the web. The board is restricted to WAY members only.

### **How does it work?**

Messages are divided into subjects – called forums - so you can easily pick and choose the ones you want to read. Subjects include general discussion, widowed without children, press and publicity, new relationships etc.

A conversation is called a thread. It is simple to follow a particular conversation all the way through and to join in at any point.

You can post on any topic you like, though most messages do relate to our situation of being widowed while young.

### **Can I chat to other WAY members?**

We have our own chatroom that is just for WAY Members. This is where you can 'chat' live to other WAY members, much like using MSN or Windows messenger, which you may already be familiar with. It's great for improving your typing skills!

### **To join YUKU please follow the instructions below carefully.**

- Please don't attempt to join SWANS unless you are a current WAY member, if you have recently joined WAY, please wait until you have your new members pack.
- Go to <http://wayfoundation.yuku.com> and click on 'sign up now'.
- Fill in the form to register.

*Please note:* the username is the name people will see when you are signed in to YUKU and the name that will show up at the end of your messages. It's nice for other users to know who they're talking to, so it helps if you use your first name as part of your YUKU name, but it may not be suitable to use your full name as this can be seen outside of our private community. It is also unwise to fill in any unnecessary items of your profile unless you have changed and understood the viewing permissions.

- When completing your date of birth please note you must use the American format mm/dd/yy.
- Once you have completed the form click on 'join yuku'.
- Now check your email. You will receive a verification email from YUKU.
- Follow the instructions in the email to activate your user.
- Next click on this link <http://wayfoundation.yuku.com> (login if necessary).
- Follow the instructions (you MUST include your name & email as known by WAY)
- You will get an email from WAY when you have been granted access to SWANS (normally a couple of working days).
- Go to <http://wayfoundation.yuku.com> and complete the login screen with your username (you can alternatively use your email address) and password, you should go straight into the WAY Forum.
- If you are ever asked for a forum password it is 'swan'.
- There is an area with details on using the service.

If you have any problems please email [forums@wayfoundation.org.uk](mailto:forums@wayfoundation.org.uk)

## **IMPORTANT NOTES, WARNINGS & INFO (please read before signing up)**

The YUKU site is a public social networking service, WAY has no control over the running of the service. Whilst we do our best to provide the best service possible to WAY members, we can only work within the limitations of the YUKU service.

Whilst it is preferable to use a YUKU ID that reflects your name, you must be aware that those YUKU users outside of WAY will be able to see your ID, make sure you use an ID that you are comfortable for people to see, do not use your full name without considering this point.

It is possible for non WAY users on YUKU to send messages to you, this does not mean they have access to your email, but it can be annoying. You are able to ignore messages from people who persist in sending you messages.

If you fill in your personal profile, it will, by default, be available to all YUKU users, you must change the profile permissions to avoid this. Profile permissions are divided into a number of areas, so you must do this for each part of your profile. If in doubt please avoid completing your profile.

It is essential your PC has up to date and active virus and firewall protection as a minimum. It is also desirable to have protection against spyware, spam, phishing. It is also essential to have your PC up to date with all updates and patches from Microsoft and other software providers. The same principles should be applied for users running MAC or Linux machines.

YUKU is designed to run under Mozilla Firefox, but should work effectively on Internet Explorer or Safari. YUKU or parts of YUKU may need JAVA and other add-ons to run correctly. Although YUKU may work on handheld and mobile machines, certain facilities may not work correctly.

Once you have created a YUKU account it can not be deleted, this is a restriction from YUKU which we have complained about, but they are not willing to change.

## FAQ

Q. What web address do I use to login to SWANS?

A. <http://wayfoundation.yuku.com>

Q. Can I use my Ezboard user on YUKU?

A. All Ezboard users that were active on the WAY account were moved to YUKU and should still work.

Q. I have forgotten my password?

A. There is a link on the login screen that takes you to another screen to reset the password.

Q. I have forgotten my username?

A. You can login with either your username or the email you used to register your user.

Q. I have changed my email account?

A. You can change your email account under the account page.