YL Access – Frequently Asked Questions

How do I gain access?

- **If you are an area director or oversee an area:**
  Log in using your email address and 'ylaccess' as the password. Try each of your email addresses. If this doesn't work, contact Leslie Dawson.
- **If you are a in a multi staffed area or are a volunteer:**
  Ask your area director to send you an invitation to join RightNow from the area account in order to set up your account. Once you receive the invitation, follow the link to set up your account. Be sure to check your spam folder for this invite as it can sometimes end up there. The invite will come from RightNow Media but will have the staff person's name in it.
- **If you are not a staff person or volunteer in a specific local Young Life area:**
  Email Leslie Dawson.

What do I do if I already have account with my church?

You need to have an account with Young Life to be able to see the YL Access channels. Contact Leslie Dawson at leslie@1127.younglife.org if you need help logging in or need a YL Access account. If you already have access to an account, then when you log in, choose the YL Access icon if you are doing work for Young Life or your church icon if you are doing work for your church.

What is the difference between a user, admin and owner?

- The 'owner' of an area account is the point person for an area account. They have full use of the account (creating, editing, sending out posts, reading responses from staff of completed training posts and creating your own customizable channel along with access to all of the RightNow content.
- An 'admin' in an area account has all the same rights and privileges as the owner except that they cannot create the customizable channel for the area account and access to RightNow content.
- A 'user' of an area account can only consume content (ie. view and respond to posts sent to them by the owner or an admin – their team leader or staff person) and have access to RightNow content.

How do I add area staff?

- Log into the main account for your area - most likely the Area Directors.
- Click on Contacts in the upper right hand corner of your screen.
- Click "Add Admin" button.
- Paste all your staff emails in the open window.
- Name your distribution list. For example: "Richardson Area Staff"
- Click "Send Invitations"
- Be sure to email your leaders or staff to alert them to the invitation they will be receiving. Sometimes this invitation shows up in their spam folder.

How do I add area leaders?

- Log into the main account for your area - most likely the Area Directors.
- Click on Contacts in the upper right hand corner of your screen.
- Click “Add User” button. REMEMBER - All volunteers will be added as “Users” only. Area Directors add ALL leaders from their area.
- Name your distribution list. For example: “Richardson Area Leaders”
- Click “Send Invitations”
- Be sure to email your leaders or staff to alert them to the invitation they will be receiving. Sometimes this invitation shows up in their spam folder.

How do I create team lists from my area distribution list?

- Click on “Add Distribution List”
- Name your new list and add anyone you want to share it with. (Area Director, Admins)
- Click “Save.”
- Click on your Area Distribution List (All leaders from your area you added earlier)
- Click the box next to the names of the leaders you want to add to a team list.
- Those names will show up in the far right box in a list.
- Click “edit lists”
- Click the box next to the new distribution list you want to add them to.
- Keep the Area List checked as well and click “Save”.

How do I share distribution lists?

- Click on the name of your Area Distribution List.
- Click the orange “Edit and Share Options” in the top right corner of the screen.
- Click “share list.”
- Search for names of staff you want to share the area list. They must have an account with YL Access.
- Click the box to allow them to edit distribution lists.
- Click “save”

Where do I find my newly created or edited post?

Click on ‘Customizable Training Library’ and then click on ‘My Training Posts and Courses’

Why don’t I see any videos listed when click on ‘My Training Elements’?

In the gray menu box on the left hand side of the screen, you need to click on ‘My Associations’.

How do I create my own channel? Only ‘owners’ can create their own channel for the area.

Question: I can't figure out how to create my own "channel". I can click the link to customize my own channel but the only material available to populate my channel with is non-YL speakers/videos.

Answer: First you need to choose a post you want in your channel and then click “Customize this Post”. You really don’t have to change anything but save it after hitting customize. It will then appear under “My Training Posts and Courses”. It will also appear in alphabetical order in the list of posts you can put in your channel.

How do I communicate with my leaders who don’t use email?

Follow these steps to send a text or tweet a link instead of an email.

- Go to their contact card on your contacts page.
- Move your cursor to the top right corner and click the pencil to reveal this menu.
- Click “Get this contact’s invite link” and then copy it. You then have the choice of sending it in your own email explaining what to do with it, tweeting it to them, or sending it in a text. The last two options allow you to avoid email altogether. Remember, each invite link is unique to the user you are inviting.