

IASS Network E-Forum User Guide (Mobilize)



What is the e-forum?

The IASSN e-forum is a national online community platform ([Mobilize](#)) which connects all Information, Advice and Support Services across the country. Members of IAS services can easily communicate through email, mobile or web. It allows them to discuss relevant issues, ask questions, share/receive information and network with other IAS service colleagues. The IASS Network uses the e-forum to share key information quickly, including IASS Network updates, national policy news and details of forthcoming training/events. Please click [here](#) to read 'a members guide to Mobilize'.

Please note – there are no longer any regional e-forums held by IASSN.

Who is the e-forum for?

Access to any of the e-forums is only for **employed staff** who work **within** an IAS Service only. Membership is **not** open to:

- Line managers of the IASS manager or those with oversight who sit within the local authority (this includes LA officers with specific responsibility for the IAS Service).
- Line managers or those with oversight who sit within a host organisation (for outsourced services).
- IAS Service volunteers.

There are two e-forums:

- **IASS General Forum**- this forum is for IAS workers.
- **IASS Manager**- this forum is for IAS managers.

Signing up and making changes to the e-forum

To comply with data regulations IASS staff will have to subscribe to the e-forum themselves. Please sign up to the forum relevant to your role - this can be done using the following links:

IASS General Forum: <https://cdc.mobilize.io/registrations/groups/35087>

IASS Manager Forum: <https://cdc.mobilize.io/registrations/groups/35760>

Each application will then be subsequently approved by IASSN group managers.

To unsubscribe from the forum please email the shared mailbox: IASSN@ncb.org.uk and we can remove you.

Subscribers can also chose to receive messages instantly or in one batch as a daily digest, this can be done by clicking 'visit your email preferences' at the bottom of any email notifications or by clicking the profile icon in the top right hand corner of the online e-forum, selecting 'settings' then 'email settings' followed by clicking the name of the e-forum and selecting your preference.

Please note - we will only accept new requests or changes to e-forum membership with prior approval from IAS Service managers.

Posting messages on the e-forum

Once you are signed up to the online e-forum you will be able to post messages. To post a message to the online e-forum you can login via desktop/laptop or by downloading the app available for IOS and Android devices. You can also reply via email but **please note:** clicking **reply** will send a private reply to the person who posted the message, clicking **reply all** will send an open reply to the e-forum for all to see and we encourage this so that all members are able to share best practice. Please note that this forum is a private closed forum however messages are not moderated so once a message is posted it will automatically post to the whole forum and does not require IASSN approval. If IASSN moderators feel any messages do not meet community guidelines we will remove these messages.

E-Forum Protocols

All members of the IASSN e-forums are expected to adhere to the following protocols:

- The e-forum is a closed forum and therefore people have a right to expect that their emails will remain confidential. Emails that are posted should not be forwarded on to anyone outside of the forum without permission.
- The IASSN e-forums focus on national SEND issues and/or IASS operational and casework queries. Please restrict your posts to these topics only.
- Do not send messages that include any swear words or words that could be considered offensive.
- We do not allow spamming (repeatedly posting the same message) - such messages will be deleted.
- Messages for the IASS Network team should be sent directly to iassn@ncb.org.uk, not sent over the forum.
- The IASS Network will not censor/remove a discussion because we don't agree with it, or to edit a post in any way that changes the views expressed in it (unless any such messages contravene these protocols).

Before asking questions over the forum please check the following first:

- SEND Code, legal training library and IASS Network Minimum Standards.
- The IASS Network Members' Area.
- Unless it is of interest to the whole forum (and this is something people will sometimes have to make a judgement on) please do not include the original forum email address when responding to messages.

For any queries regarding any of the above please contact us via email iassn@ncb.org.uk