ACCESSIBILITY

Assistive Technology
Screen recorders via desktop, mobile or browser extensions can be used for an audible monday.com experience.

Resizable Text
• The monday.com platform is responsive and text may be resized from the browser or user’s device.

Contrast
• The monday.com platform can be accessed with contrast settings on devices to appear more friendly for low-vision users.

Knowledge Base
• The knowledge base can be accessed with screen readers and Monday is adding captions to make them even friendlier.

Webinars & Demonstrations
• Zoom has accessibility features including keyboard shortcuts, resizable text and UI interface. Closed captioning can be requested by contacting the Customer Success team in advance of sessions.

YouTube
• YouTube can be accessed with desktop screen readers or Android with blind and low vision accommodations. In addition, closed captioning can be enabled on all video content.

Monday.com Support
Support is available via Zendesk 24/7 by email at support@monday.com, chat at Facebook.com/monday.com, or phone at +1 (201) 778-4567. Please note, TTY calls are not accepted by Zendesk Voice at this time.
<table>
<thead>
<tr>
<th><strong>Board</strong></th>
<th>A project plan to execute tasks and activities for your event or program</th>
<th><strong>Status</strong></th>
<th>Stresses achievement and what is true at a certain time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pulse</strong></td>
<td>Tasks that must be completed for an activity</td>
<td><strong>Progress</strong></td>
<td>Stresses events and time. It shows what has happened and what still needs to be done</td>
</tr>
<tr>
<td><strong>Group</strong></td>
<td>The activities (i.e., Event Form, Contracting, Payment to Vendor, Purchasing, etc) that must be executed for your event or program</td>
<td><strong>Email Automations</strong></td>
<td>Automatic email messaging based on pre-determined conditions</td>
</tr>
<tr>
<td><strong>Inbox</strong></td>
<td>Where you will see updates from boards you are subscribed to. Think of it as a news feed</td>
<td><strong>Board Subscribers</strong></td>
<td>People who have been assigned to the board</td>
</tr>
<tr>
<td><strong>Conversations</strong></td>
<td>Comments, questions, tips and/or instructions for a pulse/task. The color blue indicates a new comment, question, tip and/or instruction</td>
<td><strong>My Week</strong></td>
<td>Everything your organization and your Program Manager needs to accomplish this week</td>
</tr>
<tr>
<td><strong>Actual Finish</strong></td>
<td>The date you have actually competed the pulse/task</td>
<td><strong>BoltSwitch</strong></td>
<td>Helps you to easily navigate from one board to another</td>
</tr>
<tr>
<td><strong>Dependency</strong></td>
<td>Represents a relationship between pulses/tasks where the start of one pulse/task is dependent upon the completion of another task</td>
<td><strong>Dashboard</strong></td>
<td>An overview of all of your boards and their status</td>
</tr>
<tr>
<td><strong>Bell Icon</strong></td>
<td>Where you receive all information that specifically relates to you</td>
<td><strong>Megaphone</strong></td>
<td>Let’s you know the latest at Monday.com</td>
</tr>
</tbody>
</table>
**MONDAY.COM STYLE GUIDE**

*All underlined items are not accessible to students. Please do not attempt to update, delete, edit or access.*
WHAT TO DO WHEN AN EVENT BOARD HAS BEEN SHARED WITH YOU

Login
1. Select the green box that reads “see the board now” in your email
2. Note that your Username will be your email
3. Create a password for your account. We strongly suggest using the same Password as your myNortheastern account
4. The server will ask you to verify your account by sending you an email.
5. Check your email and click the link to verify your address
6. Return to nucsi.monday.com
7. Login to your Monday.com account
   a. Username = your Northeastern student email
   b. Password should be the same as your myNortheastern account Password
8. Update your profile with your name, picture, etc

Notification Preferences
9. Click on your avatar and select “My Profile”. Then select notification and de-select all except;
   • Assigns you to an item
   • Mentions you in a post or reply
   • Subscribes you to a board/Item/Team
   • Notifies you via email automations

Access Your Board
10. Navigate to the board that has been shared with you. The name of the board will contain your organization’s name and the name of your event.
11. You will see multiple columns and rows in the event board. Let’s review these columns, their purpose and how you will use them.

<table>
<thead>
<tr>
<th>START HERE</th>
<th>Student, please click here</th>
<th>Person</th>
<th>Status</th>
<th>Progress</th>
<th>Start Date</th>
<th>Due Date</th>
<th>Actual Finish</th>
<th>Dependency</th>
<th>Tags</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Event Form</th>
<th>Student submits Event Request Form</th>
<th>Person</th>
<th>Status</th>
<th>Progress</th>
<th>Start Date</th>
<th>Due Date</th>
<th>Actual Finish</th>
<th>Dependency</th>
<th>Tags</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Initial Planning Meeting</th>
<th>Program Manager schedules meeting with student(s)</th>
<th>Person</th>
<th>Status</th>
<th>Progress</th>
<th>Start Date</th>
<th>Due Date</th>
<th>Actual Finish</th>
<th>Dependency</th>
<th>Tags</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Meeting occurs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- There are multiple columns and rows in the event board. The first column is a description of the groups/activities and pulses/tasks that must be completed for the event.
- The next column is the Person column. You or your Program Manager will be assigned to a Pulse (a.k.a task). Make sure to complete all pulses/tasks that are assigned to you.
- Next is the Status column. Make sure to update pulses/tasks that are assigned to you with the correct status. There are multiple status options, however, you should only use the following statuses where appropriate:
  - In Progress
  - Stuck
  - Pre-Contract Form submitted
  - D-Pay Submitted
  - Payment not received by vendor
- The Progress column will update for each Pulse when the status is set to “Done”. The overall Group status will update once all Pulses within that group have been set to “Done”.
- The Start Date and Due Date columns are set by your Program Manager, and should never be changed by you. If you need more time to complete a Pulse, set your status to “Stuck” and/or notify your Program Manager via the conversation icon located at the right corner of each Pulse.
f. The Actual Finish column should be updated by you and your Program Manager with the actual date that you or your Program Manager completes the pulse/task assigned to you.
g. The dependency column represents a relationship between pulses. Your Program Manager sets this up, and you should never change it.
h. The Tags column is set by your Program Manager. Please do not make any changes to this column.

DEMONSTRATION

Below is a walkthrough for how to use Monday. In this scenario, a student organization’s event will require tickets for entry. Note that the images correspond with the described steps:

The Program Manager creates a group/activity called “Ticketing” in the board for the group’s event. Under the “Ticketing” group, there’s a pulse/task that reads, “Student submits Ticketing Form”. The student with the initial “A.S” is assigned to this pulse/task under the Person column.

The conversation icon with the number indicates there is a message connected to this pulse/task. (Note: If the conversation icon is blue, it means there is new information). A window will appear when the student clicks on the pulse/task with instructions for how to complete this pulse/task.

![Ticketing pulse/task example](image-url)
The student is informed of where the form is and when the form is due via the message within the pulse. Follow the link to Engage where the form is. Complete the form and submit it via Engage by the due date. The due date is indicated by the date entered under the *Due Date* column.

<table>
<thead>
<tr>
<th>Ticketing</th>
<th>Person</th>
<th>Status</th>
<th>Progress</th>
<th>Start Date</th>
<th>Due Date</th>
<th>Actual Finish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student selects 'on sale' date</td>
<td></td>
<td></td>
<td></td>
<td>Aug 16</td>
<td>Aug 20</td>
<td></td>
</tr>
<tr>
<td>Student submits Ticketing Request Form</td>
<td></td>
<td></td>
<td></td>
<td>Aug 21</td>
<td>Aug 23</td>
<td></td>
</tr>
</tbody>
</table>

After submitting the form, the student will return to the event board on Monday.com and update the *Status* to “Done”. The student will then enter the actual date they completed the form under the *Actual Finish* column for this pulse. The overall *Progress* for this group will update to 100% once both tasks are completed.

<table>
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<td>Student selects 'on sale' date</td>
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<td></td>
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</tr>
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<td></td>
<td></td>
<td></td>
<td>Aug 21</td>
<td>Aug 23</td>
<td>Aug 21</td>
</tr>
</tbody>
</table>

**FREQUENTLY ASKED QUESTIONS**

1. How do you start a conversation with your Program Manager?
   a. select the pulse and start writing an update under *Update*
2. How do you upload a file to a conversation?
   a. Select the pulse you want
   b. Under Update, select Add files and upload file from destination
   c. Select update to save the file

3. How do you insert a link to a conversation?
   a. Select the pulse you want
   b. Select the link icon and insert your link

4. How do you add a checklist to a pulse?
   a. Select the pulse and select the checklist icon under updates
5. How do you delete a pulse or group you accidentally created?
   a. **Students must never create pulses or groups.** To delete a pulse or group you accidentally created, select the down arrow to the left of the pulse or group and select **Delete this item.**

6. How do you view activities for a board?
   Select the **Show activity** icon at the upper-right side of the board.

7. How do you view activities for a pulse?
   a. Select the pulse, and select **Activity Log**
8. What are the current email automations that are set for boards on Monday.com?

9. To recover items from the recycle bin, select your profile then select recycle bin

Now that you have reviewed this document, open the conversations icon on Monday.com to read the messages tips and resources from your Program Manager. You can access the conversations by clicking on the pulse.

*Starting on August 2019 we switched from OrgSync to a new platform called Engage!"