



Chapter Specialist Support Teams



Part One: Chapter Specialist Support Teams How to Request Assistance

1. Sign into www.agohq.org

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SIGN IN

Username

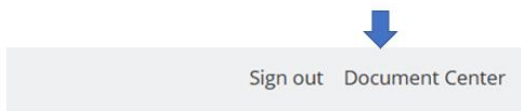
Required

Password

Required

SIGN IN

2. Click **Document Center** that can be found at the very top left side of the home page.



3. Under the Chapter Leaders column, click on the request form.

CHAPTER LEADERS

Governance

[Chapter Management Handbook](#)

[Board Team Handbook](#)

[Sample Operating Procedures](#)

[Officer Installation Services](#)

[Chapter Merger and Disbandment Guidelines](#)

[Sample Board Meeting Agenda](#)

[Chapter IRS Filing Instructions](#)

[Chapter Leadership Toolkits](#)

Chapter Specialist Support Teams

[Chapter Specialist Support Teams Request Form](#)



4. Scroll down the page and you will find the form to request support.

Please use this form to request support:

Chapter Specialist Support Teams Submission Form

Name (Required)

First

Last

Officer Position (Required)

Chapter (Required)

Assistance Needed (please choose one) (Required)

Technology ▼

Enter Email

Confirm Email

Phone (Required)

Comments (Required)

Please let us know what's on your mind. Have a question for us? Ask away.

0 of 600 max characters

Submit



Part Two: The Value of Using a Chapter Specialist Support Team Member

Chapter Specialist Support Team: Technology
Team Member: Lyn Francisco

Issue #1:

“I have not been able to get my Zoom working on my computer. It works on my cell phone without any issues.”

I suggested the Zoom client on the computer should be updated to the latest version.

If that doesn't solve the problem, then try:

- Uninstalling and then reinstalling the Zoom client. (This also ensures it's updated to the latest version.)
- Completely shut down the computer for 1 minute. This will reset some settings on your system. Then restart it.
- If needed, shut down and restarted both the modem and the router on my home internet.

When I assisted the requester, we only had to do two of these steps, and the problem was solved.

Issue #2:

"I have not been able to access shared documents on Google Docs."

In this situation, I was able to see that the requester was managing more than one Google account: a personal Google account, and a Google account associated with a non-profit. The requester just had to ensure that they were logged into the Google account with which the document was shared. Once they did that, they were able to access the document.