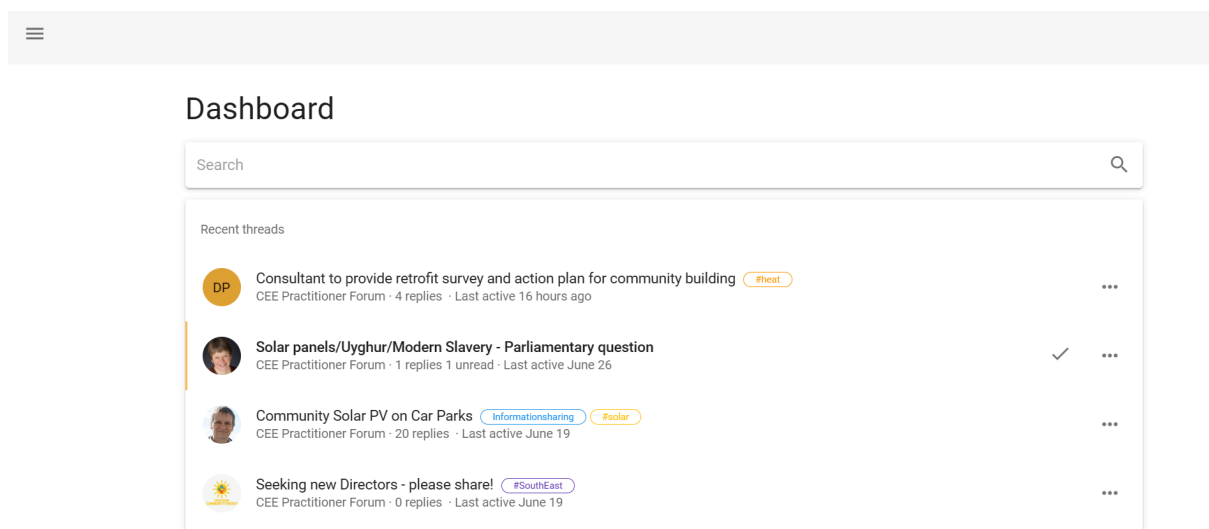## *Community Energy England Online Forum - Help Guide and FAQs*
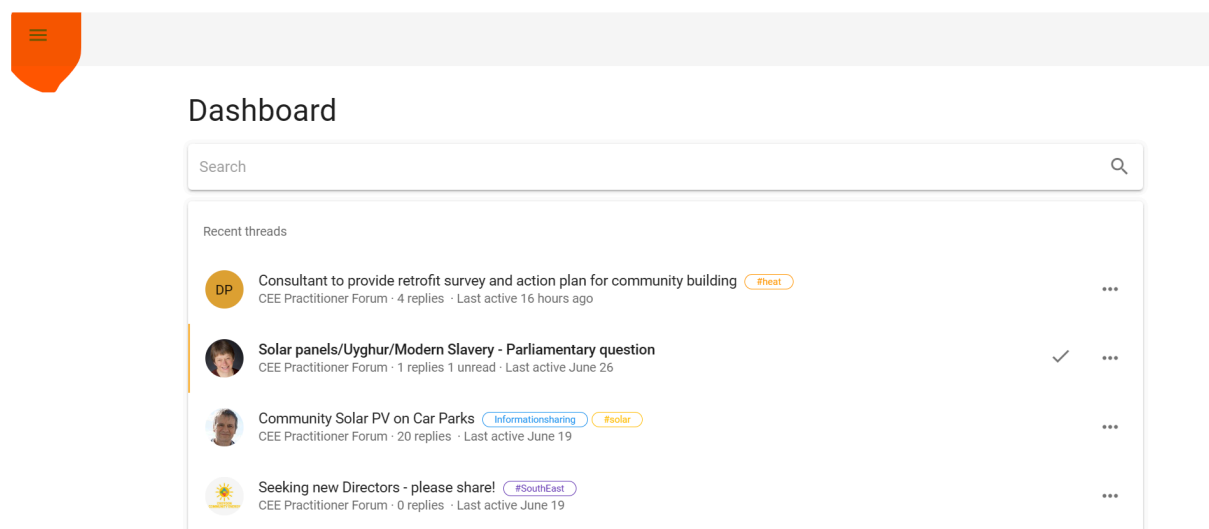
You may find the resources available [here](#) useful if you are not familiar with Loomio and its functionality.

[Starting a thread - Loomio Help](#) - please click on this link for more information and help on posting a thread in Loomio. The steps below guide you through how you are able to create a new thread in our online forums.

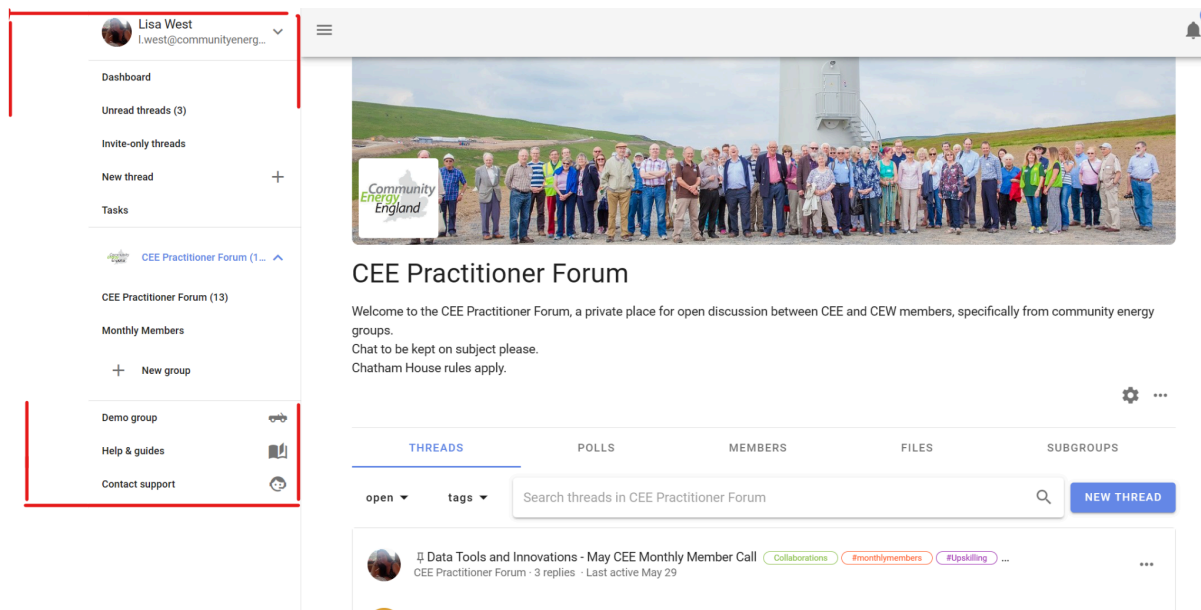1. Log into Loomio > you may arrive on this screen.

2. If you do please click on the top left hand corner, on the three lines.
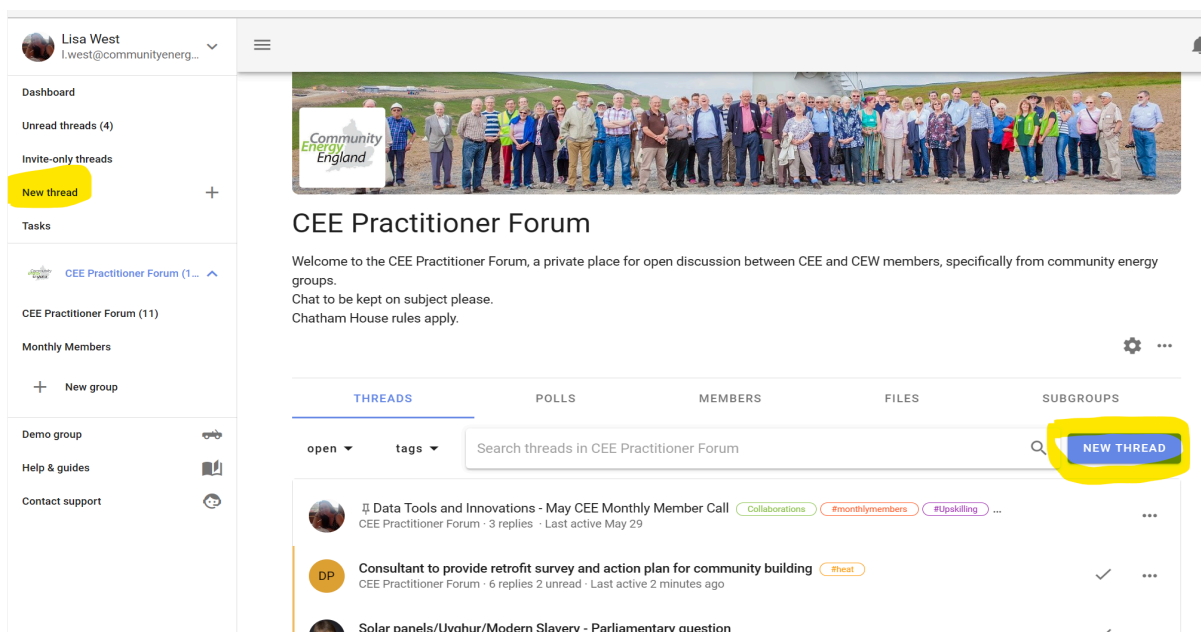

Version 1
[updated January 2024]

3. This will open up a sidebar on the left hand side. Where you can find the link to the CEE All-member Forum **and** the Community Practitioner Forum (half way down) *Please note your Loomio landing page may look different to the screenshots below*
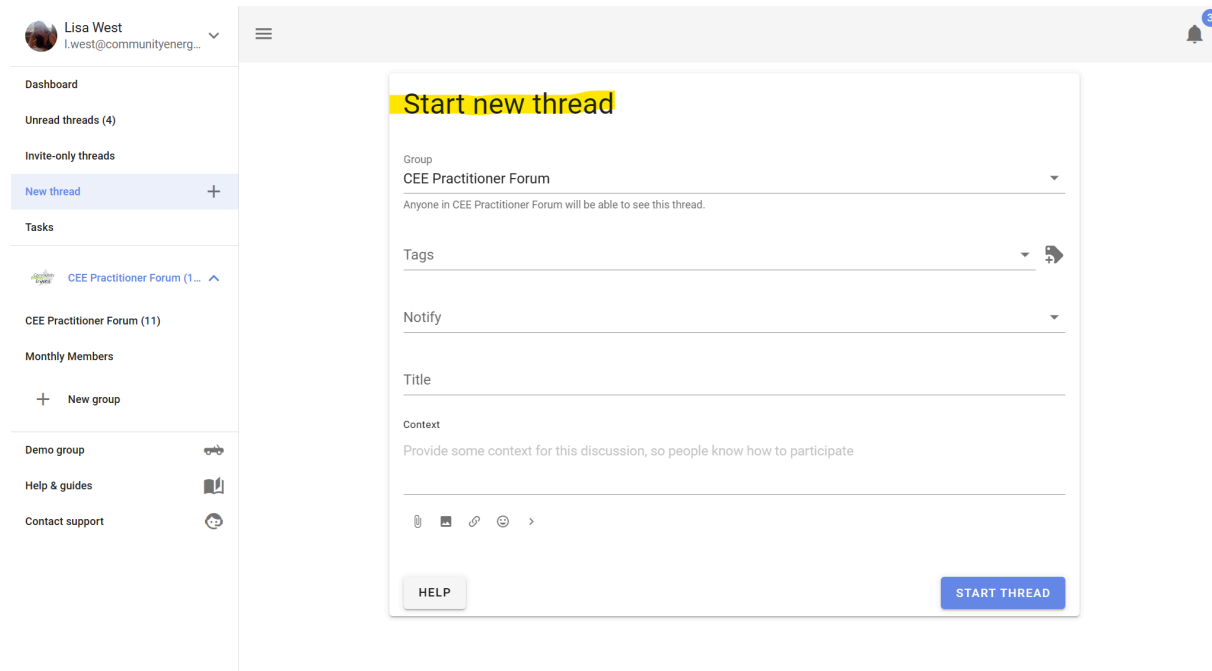
    If you are part of both forums, you will need to select which forum you wish to view or post a thread in.

4. To start a new thread, you need to click on the blue 'New Thread' button OR you can select 'New Thread' from the left hand side bar. ***If you are part of both of the CEE forums, please check you are in the correct forum you wish to be posting in.***

Version 1
[updated January 2024]

5. This is where you will be able to start your message/thread to the forum.

The group; will automatically be 'CEE All member Forum '
Please make sure you select the correct group you wish to post in. If you intend to post in the CEE Practitioner Forum, please select this forum from the drop down menu.

Tags; you **DO NOT** have to add any tags, but if you want to, feel free to add tags or use what is already available or I am able to create new tags if you need me to.

Notify; use this to tailor your message to specific users, or select 'Members of the CEE All-member Forum OR Community Practitioner Forum'

Title; This is your message/thread title so should be relevant to the context of your message.

Context; this is where you'll write the main body of your message and you are able to upload documents, pictures and links as a point of reference as part of your message.

Once you have finished your message you need to click 'Start Thread' and this will post your message to the forum. You are able to set up notifications so you receive notifications when people have responded to your thread.

Version 1
[updated January 2024]

Community Energy England - Online Forum - FAQs

What are these forums and what is Loomio?

Loomio is the online platform we use to host our existing community practitioner forum. The forum is used by its members as a place to raise questions, share learning and discuss a range of issues affecting their community organisations, the opportunities and activities they are working on, and the barriers they face; e.g. increases in insurance quotes or issues securing grid connections. It is a very active space and a unique place for our community members who have questions to go to for informative answers and advice from other practitioners. You can find out more about Loomio here.

How can you sign up to the Community Energy England Online Forums

You can request access to our online forums here. A member of the CEE team will be reviewing who has requested access and will grant access to members of Community Energy England only and then assign users to the appropriate forums, ensuring that our community practitioner forum remains a closed space for community practitioners and organisations only. Multiple people working/volunteering for your member organisations are able to join the forums. Once your request has been assessed by CEE, an email invitation will be sent, inviting you to create an account in Loomio. Please check your junk email inboxes as this invite sometimes lands there.

Can I tailor my notifications, how I receive them, and the frequency of them?

You are able to change how you receive notifications from Loomio and how often you get them. You will be able to switch on or off your notifications, to best suit your needs. You can find information about how to do this here.

If I have an account can I invite other users to join the forum?

If someone from your organisation would like to join a CEE forum, please share the link above so they can request access. This is to ensure that CEE has the opportunity to review who has access and which forum/s they should be joining.

Community Practitioner Forum Questions

How will the community practitioner forum actually change?

The existing community-only forum will become a subgroup of the new all-member forum. Every existing user will automatically have access to the new forum and you will be able to choose whether to start a new thread in the all-member forum or the community-only subgroup. All existing threads will be transferred into the subgroup so nothing will be lost. Access to the community-only subgroup will be restricted and the CEE team will need to approve anyone who wishes to join, again ensuring this protected discussion space continues. The functionality of starting and replying to threads will be exactly the same.

Version 1
[updated January 2024]

Will this mean I have to spend more time participating in both forums?

The expansion to an all-member forum is intended to provide additional opportunities for engagement, collaboration, and knowledge-sharing. While we encourage community members to take advantage of the new forum, participation is entirely voluntary. While we hope the all-member forum will be useful, you can continue to engage in the existing community-only forum without any obligation to spend more time in the new forum.

Will this mean an increase in notifications from the forum?

We understand the importance of managing notification fatigue. You will have full control over your notification settings, allowing you to customise the frequency and types of notifications you receive.

How can practitioners leverage the all-member forum for collaborative projects or initiatives?

We have a range of members aside from community energy organisations, including distribution network operators (DNOs), PPA providers, campaigning organisations and service providers such as solicitors and installers. The all-member forum will make it easier for community members to talk to these supportive and useful organisations, ask them questions and gain from their expertise and services. You can share project ideas and seek collaborators within the forum, and speak to organisations with stakeholder roles that you need to engage with to implement and grow the projects and services that you want to develop and implement.

Will there be any training or onboarding sessions?

The new all-member forum will operate in exactly the same way as the existing community-only forum, so you don't need to learn any new functionality. We will introduce and demo the new space at a future Monthly Members Call for new and existing members to familiarise them with the all-member forum. These sessions will provide guidance on how to navigate the platform, engage in discussions, and maximise the benefits of participation.

If you have any other questions which have not been answered above, please contact [Lisa West](#) who will be able to help you.