



# FREQUENTLY ASKED QUESTIONS

## What is Eagle Connect?

Eagle Connect is Bedford School's online global network designed to bring the Bedford community closer together; it enables willing Old Bedfordians, parents (past and present parents), grandparents, current/former staff and current sixth formers to stay connected and support each other in their business and social life.

## Why should I join Eagle Connect?

Whether it's finding a mentor or a mentee, professional networking and sharing top career tips, applying for jobs posted, reconnecting with old friends (or making new ones); sharing photos, or just gaining a greater knowledge of the School, you can find it all on this platform!

## How do I get started?

- a. Download the App via Apple Store or Google Play, or go to [www.eagleconnect.uk](http://www.eagleconnect.uk).
- b. Register via **LinkedIn** (the method we recommend), Facebook or email. Regardless of which option you choose, you can always synchronise information from your social media accounts under the "You" tab in the "Update Your Profile" section.
- c. Follow the step-by-step instructions to add all the relevant information to your profile plus a recent photograph, if you haven't got one on LinkedIn.
- d. Your membership will be activated within five working days.
- e. Post a message to say hello and introduce yourself, post your top career tips, upload photos, browse to find people you know, and invite others to join.

## Just another social media channel?

*Eagle Connect* is different to other networks such as LinkedIn, because everyone who joins has a shared affection for Bedford School. This means we can create a highly engaged and supportive online community, willing to help each other both socially and professionally.

## What can I do on Eagle Connect?

The usage of this network will be shaped by us, the membership, but here are some ways it will help the broader community:

- Professional networking and sharing of connections.
- Careers or industry advice for those starting out, or at a crossroads in their career.
- Finding work experience, from gap year placements, to work shadowing or internships.
- Researching companies and finding or posting a job.
- Supporting entrepreneurship through sharing ideas and connections.
- Keeping up with news and events from the School.
- Bringing our communities together overseas, helping people to find each other/get together.
- Finding speakers for events at Bedford and for our business networking events around the world.
- Finding out about 'real life' at Universities and understanding the courses available.
- Connecting with old friends in the Bedford community.
- Participating in Sports Clubs and Groups.



# FREQUENTLY ASKED QUESTIONS

## **What information will be provided on Eagle Connect?**

The BSA team will be regularly updating the news feed, events page and photos on a regular basis. In addition, we have linked the site to the OB Facebook page and Twitter feed. Also, members of the *Eagle Connect* community will be posting their own content.

## **Who manages Eagle Connect?**

*Eagle Connect* is delivered and managed by the Bedford School Association (BSA). The platform is designed and supplied by Graduway.

## **Why did we choose Graduway?**

Having established our key requirements we reviewed all the market competitors both in the US and UK and found that Graduway supported our needs. They have an established track record in the independent school sector in the UK and US – supporting the likes of Radley, St Pauls and Marlborough to name but a few.

## **Who will I find on Eagle Connect?**

The Bedford community is at your fingertips! Old Bedfordians, parents (past and present), grandparents, current/former staff and current sixth form pupils are all welcome to join *Eagle Connect*. *Eagle Connect* is a new networking site, so please invite your Bedford friends and peers to join and help grow the membership.

## **Does Eagle Connect have a search feature?**

Yes. Users can search by name, leaving year, profession, location, keyword and much more.

## **How secure is Eagle Connect?**

The platform is a closed network only accessible by individuals that we have approved. You can also control the amount of information that others on the site can see about you through your profile settings. Please look at the [BSA Privacy Statement \(Nov 2019\)](#) which will inform you how we will use your data. Please be aware that any information that you share will be viewable by everyone on the platform and we do not have direct control over how another member may use the information. If you have any concerns about you or your family's safety, we recommend you remove personal identifiable information. You may also opt to delete your profile at any time. If you do so, please make the BSA team aware by e-mailing: [bsa@bedfordschool.org.uk](mailto:bsa@bedfordschool.org.uk).

## **What if I'm unavailable to help for a period of time?**

You can switch off your 'willing to help' availability at any time, by simply updating your profile and unticking the 'willing to help' boxes. Your profile will still be visible, but you will not be marked as willing to help. You can reselect willing to help at any point.



## FREQUENTLY ASKED QUESTIONS

### **Can I send a message to multiple recipients, or CC certain individuals when using the internal messaging feature in Eagle Connect?**

No. You can only send one message to one individual at a time. It is not possible to CC individuals. However, you can communicate to certain members of the community by creating a closed group and inviting individuals to join it. See below on how to create a group.

### **Can you spell check a message when using the internal messaging feature in Eagle Connect?**

Yes, but this feature will depend on your operating system/word processing program.

### **Creating Group's in Eagle Connect**

Several Groups have been created by the BSA team, these include university, business, locational and sporting groups as examples. Groups enable members to communicate, discuss and plan in a specific and closed forum. They have their own updates feed, events and albums tab. Only administrators of the platform can create and edit these.

If you would like to create a Group please create the Group for approval and email your request to [bsa@bedfordschool.org.uk](mailto:bsa@bedfordschool.org.uk). The BSA team can then review the Group and allow you access as an Administrator for your newly created Group. As an Administrator, you will be able to approve pending members who wish to join the Group, Create Group specific events, upload group specific images/albums and send messages to all members of the group.

### **What if I decide to unsubscribe?**

You can unsubscribe from *Eagle Connect* at any time and delete your profile. You can choose to re-join at a later stage. If you decide to do so, please make the BSA team aware by e-mailing [bsa@bedfordschool.org.uk](mailto:bsa@bedfordschool.org.uk).

### **Is Eagle Connect membership free?**

The application is currently free for all members.

However, we will continually review this position and reserve the right at a future date to levy a small membership fee to cover ongoing administrative costs.

### **Not receiving Eagle Connect e-mails?**

Unfortunately, we do not have control over users' email preferences and therefore cannot control certain users blocked or junk emails. Our suggestion is that you add the platform URL to your white labelled or safe senders list to prevent this from occurring.

### **Didn't find your answer?**

Let us know at [bsa@bedfordschool.org.uk](mailto:bsa@bedfordschool.org.uk) if you have any questions that we haven't answered.