



THE MARYLAND MUNICIPAL LEAGUE

The Association of Cities and Towns

MD CommUnity FAQ

Created 9/13/23

Why do we need another password protected area?

Our recent website remodel was done with the intent of providing general information about you, our members, and what MML offers to help strengthen you as municipal leaders. Visitors to our site will walk away understanding not only what MML does, but who you are.

MD CommUnity is a private, members-only portal built as a safe place to ask questions and discuss issues and concerns that are most relevant to your work as local government officials and enjoy the company of your municipal community.

Materials from conferences and webinars will often be shared only in MD CommUnity, allowing you to build on the information provided at our trainings.

When a partner is allowed into the portal, it will be with the explicit goal of providing you access to a resource or information that we have identified as aligned with helping you be the most effective and efficient leader possible.

What if I don't like social media?

MD CommUnity looks like a social media platform, but its primary purpose is to replicate the connection and access to resources that our in-person events provide. Just like with an in-person event, you may engage at the level you're most comfortable.

While we encourage connecting through the various groups and the main Newsfeed, at its foundation, MD CommUnity is meant to give you access to information that will make your job as a municipal official easier.

How do I get to MD CommUnity?

When you're on our home page (mdmunicipal.org) MD CommUnity can be accessed via the **Quick Links** on the right-hand side of the page.

The direct link to MD CommUnity is:

<https://mdcommunity.smallworldlabs.com/home>

What are my login credentials?

All usernames are: *First Name Last Name* (no spaces between, no capital letters)

Your password is mmlpassword (until you change it)

You may also click **Reset Password** and the system will send a new password to the email that MML has on file.

I did not receive an email, what happened?

Your login credentials are the same as those used for our member database. This means it's connected to whatever email you use for municipal business and has been provided to us by you or one of your town's administrative staff.

- 1) Check to ensure you're using the right email
- 2) Check your junk/spam folder
- 3) If your Clerk or Administrator has used their email to register you for an MML event there is a possibility that, in our system, their email is now connected to your profile. To retain access to MD CommUnity make sure that it remains linked to the email you use for municipal business.

If you believe that we have the wrong email on file, please contact Sharon Easton, Manager Member Experience at 410-295-9100 and press the number for the Leadership Development team.

How do I post a question?

To ensure your question is addressed, click **Discussions** on the top navigational bar and find a discussion area to place your question. These areas are monitored by staff who will respond in a timely manner.

If your question aligns with a Research Inquiry, place it under the **Ask MML** category?

If it's a municipal-related question, concern or best practice that you'd like to share to generate crowd sourced answers feel free to place it as a new topic under **General Discussion** category.

I'm interested in one of the Committees, why are these private groups?

Members to an MML committee are appointed by the League's President each year, after the summer conference. The committee and leadership groups on MD CommUnity are an opportunity for those individuals selected to communicate throughout the committee year.

There are other public groups on the platform including a group for each MML chapter and department and our new DEIA caucus groups. You may also create groups under the **Public Groups** category.

As a reminder, MML staff monitors all discussions and groups and reserves the right to eliminate any group or discussion that does not assist us in our mission to strengthen municipal leaders and local government.

Why can't I just call MML direct to get my question answered?

You are always welcome to call and speak with a member of our team at 410-295-9100. However, MD CommUnity was designed to replicate our in-person experiences which are successful in part because they connect you to information and your municipal colleagues.

Quite often others have the same question as you and MD CommUnity allows us to generate resources that can be shared and sometimes enhanced based on the feedback and practices outlined.

Like any community, MD CommUnity will take time to grow. But as it does, the information and connection to your colleagues across the state will grow.

Resources

- Video tutorial of MD CommUnity : <https://youtu.be/ITwrSOaMC6s>
- Link to MD Community: <https://mdcommunity.smallworldlabs.com/home>