The Shelby Community is your 24-7 resource center for all Shelby Systems platforms. Use the powerful Search tool to quickly locate answers and solutions in the knowledge base of videos, documents, updates, and discussions. In the Community you can connect with the whole family of Shelby Systems users. It is a place to ask and answer questions, express opinions, and share ideas about Shelby Systems solutions.

Why should I join the Shelby Community?

- Be among the first to hear about important announcements.
- Connect with other Arena, Shelby Financials, and v.5 users in the Community so you can learn from each other.
- Find answers to your questions in the knowledge base.
- Easily access documentation and training videos.
- Download software updates quickly and conveniently.
- Receive automatic notification about the forums to which you are subscribed.
- Stay connected. Stay informed.

How do I join the Shelby Community?

Joining the Shelby Community is simple. Go to http://community.shelbysystems.com to start the registration process. Once there, click the Join or Sign in icon at the top right of the page.
Click the **Join Here** link and then enter your desired **Sign in name** and **Email Address**. Enter a **Password** and confirm it in the **Confirm Password** field. Enter your Shelby Systems **Customer Number** in the field provided and click the **Join Now** button.

You will receive visual confirmation that your account has been created and that you are signed in. Follow the **update your profile** or **home page** links or just click the **OK** button to go to the main page of the Shelby Community.

**Note:** You will automatically receive access to content in all groups (**Shelby Financials, v.5, Arena**) for which your organization is current on Support. To verify you have the correct access, click a Group (e.g., **v.5**) and look for the **Forums** link. If you do not see this link, and you are current on Support for that product, please contact us by emailing thecommunity@shelbyinc.com.
Password Reset

If you forget your Shelby Community password you can click the **Reset here** link on the **Sign in** page.

Enter the **Email Address** associated with your Shelby Community account in the field provided on the **Recover Password** screen and click the **Recover Password** button.

Once you receive the email, click the link to access the **Change Password** page. Enter your desired password in the **New Password** and **Re-enter New Password** fields and click the **Change Password** button. Your new password takes effect immediately.
Keeping up to date with the Shelby Community

Once you join the Shelby Community, the next step is keeping up with new forum posts. You can sign up for an Email digest on a per-group basis or subscribe to Forum notifications.

Email digest

Access a group and look in the middle of the page. Click the Email digest options button.

Select Daily or Weekly from the Frequency pull-down menu and then click Save.

You will receive daily or weekly digest emails of activity for each group for which you have enabled the digest.
My Subscriptions / Forum Notifications

If you prefer to be notified every time a new discussion is created in a particular forum, you can turn on forum notifications. Click **My Subscriptions** on the main navigation to access the **My Email Subscriptions** screen. All forums you have access to display along with the Group they belong to and whether you subscribe to notifications from that forum. You can use the pull-down menu to filter by group.

![Forum - Email Subscriptions](image)

Click any **Yes** or **No** in the Subscribe column to change the value. Any changes to subscriptions are automatically saved.

You can also turn on notifications for any forum by navigating to that forum within its parent group. In the below example, we are in the **Announcements** forum within the **Arena** Group. Click the **Turn Forum notifications on** button to receive emails whenever there is a new discussion or reply for the forum.
How do I use the Shelby Community?

Once you have joined the Community, you can log in anytime. Once logged in, you can fully utilize everything the Community has to offer. Click the name of the Group you would like to access in the main navigation area (e.g., Arena or v.5) or use the search box to search one or all Groups of the Community for the content you are looking for.

On the home screen you can also view general Community **Announcements**, links to Live Support, and other items of interest.

There are three main Groups in the Shelby Community, corresponding to our available platforms: Arena, Shelby Financials, and v.5. The Add-Ons group is for add-on software such as Shelby Teller and Shelby Mailroom.

The main Group screen has links to the various areas of interest. For example, the v.5 group has the following content links: **Forums**, Knowledge Base, Documentation, Videos, and Downloads. You can also click the +New button to start a discussion in any applicable forum.

**Note:** The Announcements and Knowledge Base forums are read-only.

Beneath the content links are the latest discussions in the Announcements forum. For example, this is where update notifications will display. Click any discussion link to go directly to the content of that posting.

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**Announcements**

- **Service Pack v.5.17.1100 (sp3) Year-End Update is Now Available**
  - [310 views](#) 0 replies by Product Team 3 days ago

- **Service Pack v.5.17.1100 (sp2) Year-End Update is Now Available**
  - [426 views](#) 0 replies by Product Team 7 days ago
Next on the Group page are other content areas displaying links to Updates/Files, Live Support, Email digest options, etc. The last main content section on the main Group page displays the latest activity within the Group (e.g., latest Forum discussions). Click any discussion to go directly to that content page.

Search

The Search function is accessible in all areas of The Shelby Community. How it functions depends on in which area of the Community you are using it.

On the home screen of the Community you can search Content (posts and downloads), Groups, and People (other Community users). Within a Group you can search within that group or ‘Anywhere’ (the entire Community) for Content or Groups. Within a Forum you can search within that specific forum, the entire group, or ‘Anywhere’ for Content.

To begin a search, you can start by just typing in a few key words. If you do not find what you are looking for, there are some ways to narrow or focus the results. Typically, when you add a word, the system may find similar words that match. For example typing the word ‘email’ may find posts related to ‘e-mail’, ‘emailing’, ‘emailed’, etc.

To look for a particular phrase or more exact wording, add quotes around the text, such as “print contribution statements”, or “email”. You can also exclude or include certain items within your results by adding a minus sign (-) or plus sign (+) before the text, such as:

- **Registrations –event**: This would find instances where variations of the word ‘registrations’ is used, but would omit those where the word ‘event’ is used.
- **Arena +installer –select**: This would find instances where variations of the words ‘arena’ and ‘installer’ are used, but would omit those where the word ‘select’ is used.
• “contribution statements” +email: This would find instances where the phrase ‘contribution statements’ and the distinct use of the word ‘email’ are used.

Although you may anticipate getting fewer results when using the plus sign (+) to add words, it could give you more results. When searching, try variations to tweak the output.

Forums

One of the key reasons to join the Shelby Community is the ability to network with other Shelby Systems users. You can share opinions, ask and answer questions, and communicate with each other. The Forums section of each Group is the heart of the Shelby Community.

On the Forums screen, all forums will list in Alphabetical order. Click on a forum link to access the discussions within. You can also click the +New button to start a discussion in any applicable forum.

Once inside a Forum, use the Search feature, browse through the posted discussions and click any discussion link to view the details, or click the +New button to start your own.
If you are viewing an existing discussion, you can reply. Click the **Reply** button to post your response.

**1099-Misc Printing**

*Chanayik  2 days ago*

I am having trouble getting the 1099-Misc forms to print correctly. How do I line up the printing so that it fits into the designated box? I can get addresses lined up but them box is why off. I have tried using the Offset Manager but it doesn't seem to do what I need to do.

Thank you.

Enter your reply in the text box.

The menu options at the bottom allow you to customize your response.

Click the **Reply** button in the lower right-hand corner when you are ready to submit your reply.
Downloads and Updates/Files

The Downloads section is also known as the Updates/Files section and enables you to download software updates as well as locate queries, drivers, and other files easily for your selected Group.

You can browse the list of folders or use the Search function at the top of the page. Click a folder to display the contents therein. Click any item in the folder to get more information about the download. You can then click the Download button to download the file.

There are other sections available in the various groups. We will go over some of the key areas of the different Groups below.

Arena Developer (Arena)

The Arena Developer sub-group is for developer level Shelby Arena clients. It has its own Forums and Files areas. The Arena Developer group is a distinct space for discussion, collaboration, and sharing with other developers. Click the New icon to start a new discussion in a forum or upload a file.

The developer wiki will also be located in this area when it is added to the Shelby Community.

Documentation and Videos

Supplemental documentation and tutorial videos are now available through the Documentation and Videos sections of each Group.
Knowledge Base Forum (Shelby v.5)

The Shelby v.5 Knowledge Base is available twenty-four hours a day, seven days a week. You can find answers to ‘how-to’ questions, resolutions for error messages, as well as links to queries and downloads (such as drivers). In addition to the Knowledge Base forum itself, we also have the Year-End Assistance forum. The Year End Assistance forum contains instruction and answers to year-end specific processes and questions. You can reach the Knowledge Base by clicking its forum link or through the link in the main v.5 Group navigation.

You will see the posts displayed, and can either browse through them or use the Search option at the top of your screen.
How do I configure my Shelby Community access?

In the Shelby Community you can edit your profile, edit your user account settings, manage your bookmarks, create and reply to private messages, and easily keep up with notifications.

Profile

Your profile on the Shelby Community includes the official Profile that displays for other users and allows you to keep track of your friends, mentions, likes, and bookmarks on the Shelby Community. To access your profile click the profile icon and then the Profile link.

Main Profile

The Profile section contains your About information, including space for a biography. Click the Edit Profile button to start making changes. You can customize your avatar (picture or graphic associated with your profile) by clicking the Change text on your current avatar. This will let you select an Avatar or Upload one from your computer.

Note: Images are resized for best viewing.

You can edit your Display Name using the field to the right of your avatar. This Display Name is used throughout the Community with your posts and other content. If desired, enter a Biography in the field provided.

In the About area you can specify your Location, Birthday, and Gender. In the Contact area you can specify a Public Email address that will be viewable by other members of the Shelby Community. You can also choose to share your Blog, Gallery, Twitter, Facebook, AOL IM, Yahoo IM, Google IM, and Windows Live IM. Your Customer Number is also displayed here for reference. If the displayed customer number is not correct, please contact Shelby Support. In the Interests area you can specify your Occupation, Hobbies, and Education.
Click the **Save Profile** button to save your changes or the **Cancel** button to return to the main profile screen without saving changes.

**Activity**

The **Activity** section displays your recent activity in the Shelby Community. You can see discussions you have liked, replied to, or posted, as well as avatar changes and other activity. All of this is displayed by date.

Content older than thirty days expires every five minutes. To see a user’s complete forum post and reply history, click the **Authored posts and replies** link on the user’s profile.

**Friends**

The **Friends** section displays Shelby Community users you have added as friends. To request friendship, access a user’s profile, click the **+Connect** button, and select **Request Friendship**.

The Friends feature allows you to easily stay connected with other Shelby Community users. You can see what they are discussing, participate in their conversations, and more easily collaborate towards shared goals.

**Mentions**

The **Mentions** section displays all the discussions in which you have been mentioned. You can mention another user in a discussion by using the **At @** symbol and then typing that user’s name. When you see the user you want to mention, click the user name in the list.
Likes

The **Likes** section displays discussions that you have ‘liked’ within the forums. Click any discussion link to access the content directly. To indication that you like a discussion, click the **Like** link at the bottom of the post.

Bookmarks

The **Bookmarks** section displays your bookmarks for **Content**, **Applications**, **Groups**, and **People**. Click any link to access the bookmarked content directly. To create a bookmark, click the **Bookmarks** icon and then click the **Bookmark This…** link (e.g., Bookmark this forum thread).

Settings

Settings within the Shelby Community include the ability to configure several options, as well as manage settings for **Email Digests** and **Notifications**. To configure your **Settings** for the Shelby Community click the profile icon and then the **Settings** link.

Options

Specify your private email address in the **Email address** field. This field allows you to change your contact email for the Shelby Community. Notifications that you subscribe to, such as forum subscriptions, will be sent to this email address. Change the email address in this field to whatever you want it to be. This email address is not shared publicly.

**Note:** Each user in the Shelby Community must have a unique email address (you cannot have the same email address assigned to more than one user).
If desired, customize the **Time zone** and **Date format**. For the **Allow private messages from** option select **None, Friends Only, or Everyone**. You can then select your privacy options. You can **Share bookmarks** with other users, **Include in search** (which will allow you to be found via the Shelby Community search tool), and **Display user signatures**.

The **Signature** field allows you to enter a signature to be shown below all of your posts within forums.

Your **Sign-in name** is displayed for reference purposes. You can click the **Change password** link if you wish to change your Shelby Community password. The **Last sign-in** date is also shown. If you want to save any changes to your options, click the **Save** button.

**Email Digests**

The **Email Digests** area allows you to manage the email digest notifications to which you are subscribed. You can change the Frequency to **Daily, Weekly, or Not Subscribed**. Selecting **Not Subscribed** will cause that group to disappear from your Email Digests screen the next time you enter Settings. Click **Save** to save your changes to Email Digests.

**Notifications**

You can select which ways you want to be notified, and can change these options at any time. Remove the check from the left of the option to turn off notifications for that type or select which way you want to be notified for each type on the right: **Email** and/or **Live Alert**.

The first area is **Activity from subscriptions**. This deals with blog, thread, gallery, and wiki subscriptions.
The second area is **Activity from your network**. This deals with other users of the Shelby Community.

The final area is **Activity related to content you write**. This allows you to control notifications relating to things to which you have posted or replied.
Activity related to content you write

<table>
<thead>
<tr>
<th>Notify me when someone:</th>
<th>Email</th>
<th>Live Alert</th>
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<tbody>
<tr>
<td>Select none</td>
<td></td>
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<tr>
<td>✓ Comments on content that I comment on</td>
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<tr>
<td>✓ Comments on content I write</td>
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<tr>
<td>✓ Replies you created awaiting moderation</td>
<td>✓</td>
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<tr>
<td>✓ Replies to my question or discussion (deprecated)</td>
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<td>✓ Threads you created awaiting moderation</td>
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<tr>
<td>✓ Replies to a question or discussion I have replied to or suggested an answer to</td>
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<tr>
<td>✓ Suggests an answer to my question</td>
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<td>✓ Verifies a reply as an answer to my question</td>
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<tr>
<td>✓ Forums requiring moderation</td>
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<tr>
<td>✓ Likes content I write</td>
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<td>✓</td>
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<td>✓ Rates content I write</td>
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Click the **Save** button to save changes to your notifications area.
Bookmarks

Click the **Bookmarks** icon to bring up a small window where you can view the most recent bookmarks for **Content**, **Application**, **Group**, and **User**.

Click the **View All** link to go to the **Bookmarks** area of your Profile.

Messages

Click the **Messages** icon to bring up a small window where you can view the most recent private messages sent to you. Click any message to access the detail, **View All** to access your **Inbox**, or the **New Message** link to begin composing a new private message.

The **Inbox** allows you to keep track of your private messages. You can view or delete existing conversations, reply to conversations, or create new messages. You can also initiate private messages from hovering over a user’s name on posted content or from a Profile page.

If you do not see an option to **Send a private message**, you can still click **Request friendship**.

When creating a new message you can specify the **Recipients**, add a **Subject**, and then compose the message itself in the rich text editor. When ready to send click the **Send message** button.
Click the **Notifications** icon to bring up a small window where you can view your latest notifications. Click the **Settings** link to go directly to the **Notifications** area of Settings.