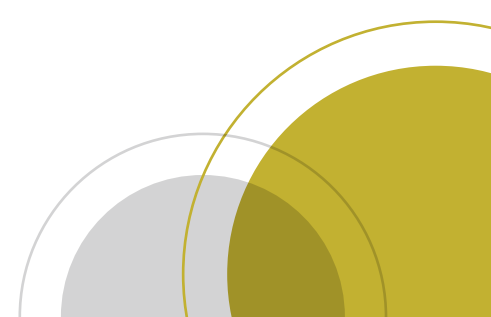
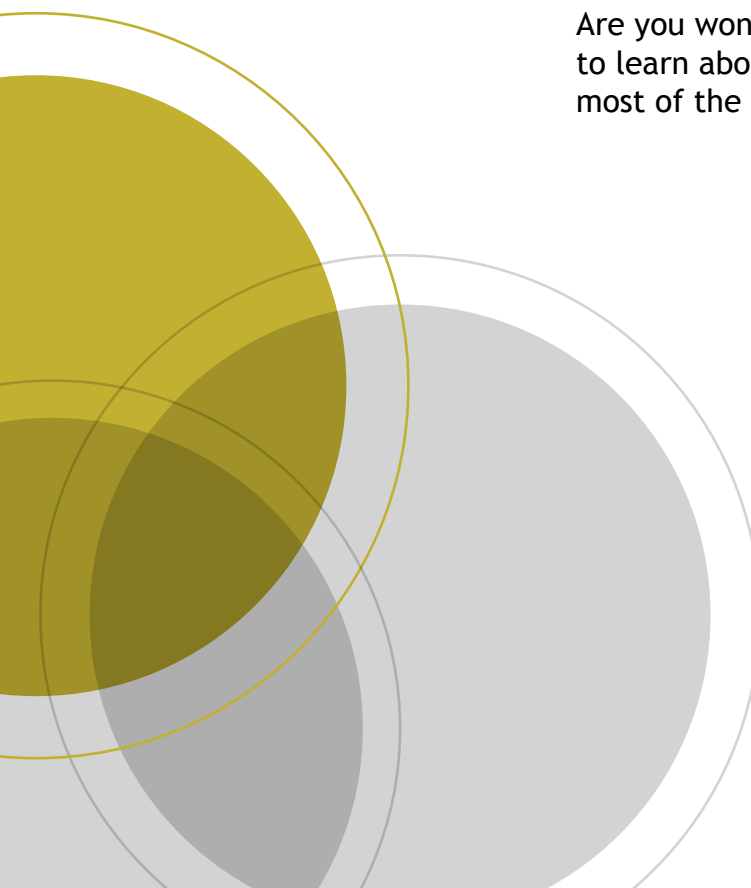



Member Zone **FAQ**

FREQUENTLY ASKED QUESTIONS ABOUT THE AFI MEMBER ZONE

Are you wondering how the AFI Member Zone works? Read on to learn about the Yammer platform and how to make the most of the Member Zone.





About AFI

The Alliance for Financial Inclusion (AFI) is a global network of financial inclusion policymaking bodies, including central banks, in developing countries. AFI provides its members with the tools and resources they need to share, develop and implement their knowledge of financial inclusion policies. We connect policymakers through online and face-to-face channels, supported by grants and links to strategic partners, so that they can share their insights and implement financial inclusion policies that are appropriate to their national context.

1. WHAT IS THE MEMBER ZONE?

The AFI Member Zone is a private and secure social network that helps members of the AFI Network to connect, collaborate and coordinate.

The Member Zone uses the Yammer platform, which allows you to share information on mutual interests, receive insights on what others are working on, post questions and get feedback on your work. It is also an excellent tool for groups and teams to manage projects and work collaboratively.

The Member Zone also links you to other experts in the AFI Network. By searching past conversations, you can identify policy and subject matter experts who can help you to learn more about a particular policy area or to solve your specific challenges.

Check back often! How often you access the Member Zone is entirely up to you, but we'll be sharing more network announcements and managing group and project communications on the Member Zone, so we recommend that you check in often.



“A private and secure social network.”

2. WHO CAN ACCESS THE MEMBER ZONE?

The Member Zone is an exclusive platform for staff of AFI member institutions. Member Zone content is available only to those who have been nominated by their institution to participate. The AFI Management Unit diligently monitors who is extended an invitation to register and who is registered as a member of AFI's working groups.

A list of Member Zone users can be found by clicking on the 'People' bar.

3. IS THE MEMBER ZONE SECURE?

Absolutely. Content on the Member Zone is visible only to users of the Member Zone. Content that is posted in a private group (e.g. an AFI working group) can only be seen by members of that group. As a community dedicated to sharing our knowledge on financial inclusion policies that have delivered tangible results, we count on each other not to violate this trust and to keep Member Zone content private.



AFI has also thoroughly vetted the security of the Yammer platform. Here is a quick summary of the basics:

- › **Application Security:** Connection to Yammer is over a secure channel. User passwords stored on Yammer servers are rendered unreadable with robust cryptographic algorithms.
- › **Data Center Security:** Yammer provides constant video surveillance, strict personnel access controls, and on-site security at their data center, as well as frequent, regular audits to keep your information safe.
- › **Anti-Virus Security:** Anti-virus software is employed across all systems commonly affected by viruses and other malware, and Yammer is vigilant in protecting against new vulnerabilities.
- › **Internal and Third Party Testing:** Yammer runs weekly internal and external network vulnerability scans, and third party penetration tests are conducted at least quarterly and after any significant network change.

If you have more questions about the security of your information, please contact memberzone@afi-global.org.

* **Note:** The same information system policies that govern other systems at the Alliance for Financial Inclusion also apply to Yammer. See the AFI Member Zone Acceptable Use Policy for more information.

All content posted to Yammer is owned by the Alliance for Financial Inclusion and should not be shared externally without express permission from the originator or as in accordance with our Acceptable Use Policy.

4. HOW DOES THE MEMBER ZONE BENEFIT THE AFI NETWORK?

The Member Zone helps our network to be more productive and more connected. We are able to:

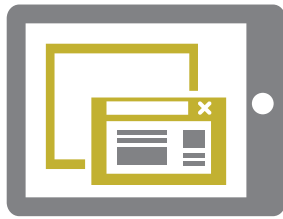
- › Find answers faster and complete projects and tasks quicker with the help of others
- › Get help from outside our immediate network when we need it, regardless of hierarchical or geographical barriers
- › Share best practices and successful outcomes on financial inclusion
- › Get recognized for the important work we are doing
- › Crowd-source great ideas and give constructive feedback
- › Reproduce successful projects and prevent duplication of our work
- › Support group collaboration (e.g. AFI Working Groups)



5. YAMMER IS INTERESTING, BUT HOW SHOULD I USE IT?

You can use Yammer to:

- › Ask questions and get quick answers from experts across the AFI Network
- › Share news, announcements and policy decisions with the people who need to know and get feedback on the important work you are doing
- › Stay up-to-date on what others are working on and what's happening in our network
- › 'Follow' policymakers who share your interests and may want to collaborate
- › Join groups to participate in focused content discussions
- › We get from the Member Zone what we put into it. The more we share, the more valuable the Member Zone will be to all of us!



6. WHY SHOULD I USE YAMMER WHEN I ALREADY HAVE EMAIL & IM?

The Member Zone is different from email and instant messaging because it is:

- › **Open:** Information that would otherwise be buried in email inboxes or instant messaging conversations is in a central, searchable environment where others can see it and participate.
- › **Powerful:** The Member Zone lets you rapidly disseminate information to individuals and groups and get answers to your questions when you don't know who to ask.
- › **Spam-free:** Unlike email, you can't be spammed on Yammer. You are in control of who and what you want to see on your home page.
- › **For our eyes only:** Only AFI members can access messages and permission must be granted before a message can be shared externally. When policymakers leave an AFI member institution they can no longer access the Member Zone.
- › **Searchable:** Yammer threads are automatically archived and searchable. By contrast, IM conversations are short-lived and cannot be searched by others in the AFI Network.
- › **Mobile:** You can access Yammer and participate in substantive conversations while away from your desk using any of Yammer's mobile applications for iPad, iPhone, Blackberry, Android or Windows Mobile.



7. HOW DO I SIGN UP AND HOW LONG WILL IT TAKE?

If you've received an email invitation, just click the link to sign up. If you work for an AFI member institution and have not yet received an invitation, please contact memberzone@afi-global.org and we will email one to you.

Sign-up takes less than 60 seconds and completing your profile and adjusting your account settings will take just a few minutes. Then you can start joining groups and following people so that their content appears on your personalized home page.

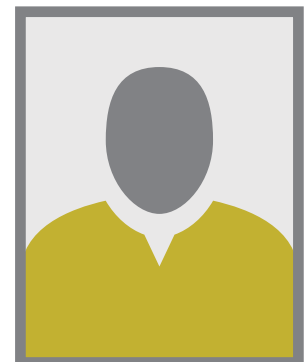
8. I SIGNED UP FOR THE MEMBER ZONE. NOW HOW DO I ACCESS IT?

There are five ways to get to the Member Zone:

- › **AFI Website:** www.afi-global.org. Just click the Member Zone button.
- › **Member Zone Website:** www.afi-memberzone.org
- › **Desktop App:** Send and receive Yammer messages directly from your desktop. Download the app here: <https://www.yammer.com/company/desktop>
- › **Mobile Apps:** Use Yammer on your favorite mobile device or iPad. Download here: <https://www.yammer.com/about/applications>
- › **Email Integration:** Send and receive Yammer messages by email.

9. WHAT DO I NEED TO INCLUDE IN MY PROFILE?

- › **A photo:** Because Yammer helps to connect faces with names, you'll want to add a photo to your profile.
- › **Institution name:** Make sure to include your institution in the 'Job Title' field to clearly identify you as a member of the AFI Network. The format for this field should be: your position, your institution (acronym).
- › **Other information:** Also add your department, country and interest and expertise in financial inclusion so that other policymakers can learn about your background.



10. HOW DO I SET MY MEMBER ZONE EMAIL NOTIFICATIONS?

Go to your **Account**, click **Edit Account**, then click **Notifications** to change when you receive email notifications. You can choose from a number of options, from a daily digest to individual emails.

11. WHERE DO THE CONVERSATIONS ON MY HOME PAGE COME FROM?

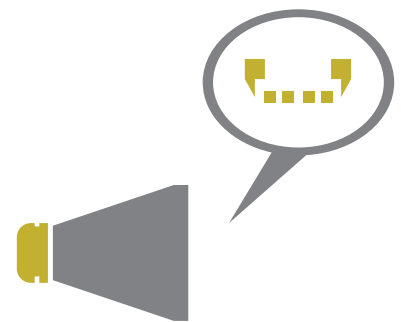
Your home page is the main page you see when you log on and delivers messages from the people and subject areas you have chosen to follow, as well as the groups you have joined. You control what appears on your home page – you won't see any information that you haven't chosen to receive.



12. HOW DO I GET HELP?

If you have a question or need help with the Yammer platform, post a question in the Member Zone Help Desk group or write a private message to the Member Zone Support Team: memberzone@afi-global.org

For useful tips and resources on what to do once you've signed up, join the Member Zone Help Desk group.





Member Zone **FAQ**

This information is brought to you by AFI.
Questions? Please contact memberzone@afi-global.org

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AFI is funded by the Bill & Melinda Gates Foundation and administered by GIZ (German International Cooperation)