

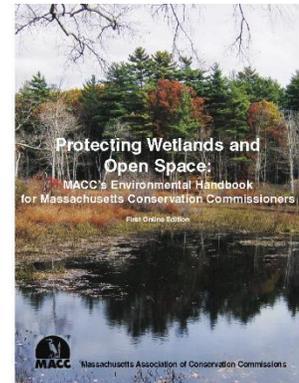


Frequently Asked Questions

Protecting Wetlands and Open Space: MACC's Environmental Handbook for Massachusetts Conservation Commissioners

1. How do I get access to the Environmental Handbook?

- a. Purchase an access code from MACC for a one-year subscription.
- b. Register to create your account on OWL.
- c. Log in using the account you created. You are ready to access and use the Environmental Handbook.



2. How do I purchase an access code for the Environmental Handbook?

Go to our online store <https://maccweb.site-ym.com/store/default.aspx> and click on the Handbook to purchase it. We will email your access code to you when we receive your payment. You will use the access code the first time you log in after you create your account. After that, you will not need the access code. (Email us at staff@maccweb.org if you want to pay by check or need an invoice for payment.)

3. How do I create an OWL account for the Environmental Handbook?

You must create an account at our online e-book platform (OWL) at UMass Amherst to access the Handbook. (This is not the same account MACC members have on our website.)

Important: Skip this step if you have already used Orientation for New Conservation Commissioners or you are re-subscribing to the Handbook. Use the same OWL account that you already created.

- a. Go to <http://owl.oit.umass.edu/partners/macc/register.html>.
- b. Click I need to create an account.
- c. Click the name of the resource you want (*Protecting Wetlands and Open Space: MACC's Environmental Handbook*).
- d. Fill in the form. (You choose a login name and password here. Do not use your access code here. You will use the access code the first time you log in after this.) Click Continue to submit the form, click Continue to confirm your self-registration information, and click Agree and Continue for the license agreement. You will receive an email confirmation at the address you provided.

4. How do I log in to and access the Environmental Handbook?

You must have created an account first (see above).

- a. Go to <http://owl.oit.umass.edu/partners/macc/>. (We suggest you bookmark that URL.)



- b. Enter the login name and password you chose when you created your account.
- c. Click LOGIN.
- d. If you have already used Orientation for New Conservation Commissioners do the following, otherwise skip to the next step: Click Resource List, click Add Resource, click Add New Resource, select the Handbook, click Resource List again, and select the Handbook again.
- e. Enter your access code. Click Continue to submit it, and then click Continue to Product. (On subsequent logins, you will not need your access code again.)
- f. From the Resource Home page, click the Handbook title or picture to go to the Handbook.

5. What should I do if I forgot my log in or password or am having a problem logging in?

- a. If you have forgotten your user name or password, go to the log in page and in the log in area click on the link: I've forgotten my login and/or password. Follow the instructions to reset your password.
- b. For other log in problems, go to the log in page, and in the box on the left side of the page click log in help, and choose the applicable option.

6. When I am logged in, how do I get to the Environmental Handbook?

- a. When you log in you should be taken directly to the resource home page for the Environmental Handbook. Click the book title or picture of the book cover to go to the Handbook.
- b. If you are not at the resource home page for the Environmental Handbook, click on Resource List on the left side of the page and choose the Environmental Handbook.

7. How do I read and navigate through the Environmental Handbook?

- a. Use the Table of Contents (always available on the left side of the page) to see the topics, chapters, and subchapters of the Environmental Handbook and to go to any page of the Handbook.
- b. In the Table of Contents, click on the small triangle next to a topic or chapter to expand or collapse your view of the contents of that topic or chapter.
- c. Click on any page shown in the Table to Contents to go to that page of the Handbook.
- d. Click the next and back buttons at the top and bottom of the pages of the Handbook to go to the previous and next page of the Handbook. By using those buttons, the Handbook can be read as one might read a book from page to page.
- e. Click on a [link](#) on a page to go to another page of the Handbook or to an external webpage. You can see which place you will go by placing your cursor over the link and looking at the box at the bottom left of the screen. The linked page will open in



the same browser window you are in -- or you can right click a link so it opens in a new tab or window.

- f. After going to a linked page, you can return to the previous page you had been reading by using the back button on your browser -- or by going back to that tab or window if you opened the link in a new tab or window.
- g. Click on Navigation Menu on the left side of the page to return to the resource home page or to see a list of other available resources.

8. What are those words in purple italics?

The Handbook has a set of glossary terms that are in *purple italics* in the text. If you “hover over” the term with the cursor for more than a second, a pop-up definition will appear.

9. Can I search the text for a word or phrase?

Yes, you can search the Handbook to find specific words or phrases.

- a. Click the Table of Contents box on the left side of the page. In the Table of Contents pop-up window, click OWLBook Search in the upper right-hand corner. You will be taken to the search page.
- b. Or Click on Word Search on the left side of the page. You will be taken to the search page in a separate tab.
- c. Type the word or phrase you want to find in the Search Term box and click Search. To search for an exact phrase, put the phrase inside quotation marks.
- d. Click on the search result to go to that page.
- e. Use your browser’s back button to return to the previous page.

10. Can I take and keep notes in the text?

Yes, you can take personal notes on a page. Click on Page Notes (always available on the left side of the page) to open the Page Notes pop-up window to add, view, edit, or delete a note for that page. The note will be there unless you delete it. The notes are personal to your account; no other account holder will see them. To close the Page Notes pop-up window, click the red x in the corner of the Page Notes pop-up window or click anywhere on the page outside the Page Notes window.

11. Will a subscription allow me to access the Environmental Handbook from more than a single computer (home and office, for example)?

Yes. You can log in and use the Environmental Handbook from any computer with internet access. Just be sure to remember your log in name and password. Only one computer can be logged in to your account at a time.



12. Can I read the Handbook offline?

No. The Handbook is an online resource. Keeping it as an online product allows MACC to edit, update, and enhance it easily so it is as current as possible for each user whenever he/she logs in. Also, one key feature of the online Handbook -- the many external links to laws, regulations, court decisions, and other resources that are embedded in the Handbook -- would not function when offline. We are also mindful of the added expense to develop and maintain an offline version. Consequently, we do not plan to have the Handbook available offline.

13. Is a paper book version available?

The tenth edition of the Environmental Handbook was created as an online e-book. It includes many e-book functions, including internal and external hyperlinks (to laws, regulations, policies, court opinions, and other resources), a pop-up glossary of terms, word search, editable page notes, and other features that would not be useable in a paper product. It is not available in a paper format.

Because the Handbook is online, MACC can update it as needed and the updates are available immediately to readers at no additional charge. To allow easy updating, it was created in modules that would not translate well to a hard copy format without additional development costs.

14. How do I print from the Handbook?

Use the print function on your web browser to print the page you are viewing. It will print that entire Handbook page, not limited to the part of the page then viewable on the screen. (Use print preview to view the page before printing; you may need to print in landscape mode rather than portrait mode.) Alternatively, you could copy and paste text from the Handbook into a document such as a Word document that you could then print.

15. How do I renew my subscription?

You will see a notice on the resource home page when your subscription is close to expiring. Purchase a new access code from MACC, log in, and then click on the link in the expiration notice to enter the new code. If your subscription has already expired, when you try to log in you will be taken to a screen to enter the new access code.

16. How do I update my account information?

- a. On the resource home page, click My Account on the left side of the page.



- i. Click Change your account information to update your email address, phone number, affiliation, or title.
 - ii. Click Change your password to create a new password.
- b. You cannot change your name or log in. If you need to change those, please email macc-help@cesd.umass.edu.

17. Can I share my subscription?

Each online Handbook account is intended to be for one person only. Your account is personal to you. If you were to share your account with another person, the other person would be able to see personal information you provided when you first registered and could modify some of that information. The other person could also read and modify your personal page notes. Most importantly, you will be logged out of the Handbook if another person logs in with your account when you are logged in. Only one person can be logged in using the same account at the same time. We have kept the subscription cost very low for that reason, so that each person could easily afford his/her own subscription.

18. How do I get help? What if I have other questions or suggestions?

If you have a problem using the Handbook, click Contact Us on the left side of the page when in the Handbook. Use the links on the Contact Us page to request assistance or make suggestions. If that does not open a new email message on your computer, contact us using the addresses below:

- a. To make suggestions about the text, request assistance in using the functions of the Handbook, report broken links and other functional problems, or to make suggestions for functional changes, send an email message to staff@maccweb.org.
- b. If you need technical assistance with the registration page or login page, send an email message to macc-it-help@it.umass.edu.

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