

# FAQ : RPHL Network Q&A Forum

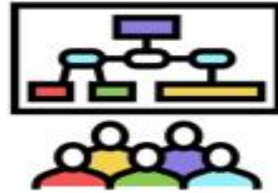
“Hands-on technical assistance at a finger tip”





**RPHL**  
Regional Public  
Health Laboratory  
Network

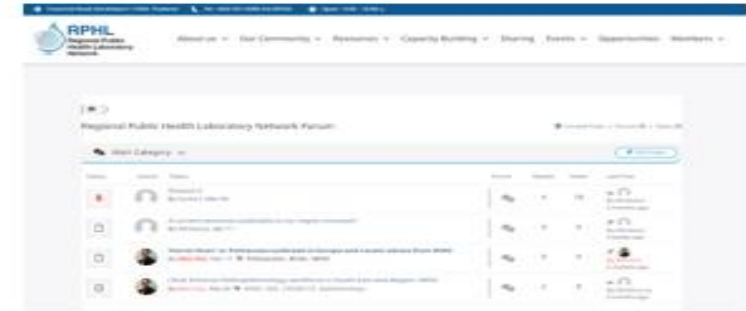
**RPHL Q & A Forum  
Features**



**Search the website directly  
with search panel**



**RPHL NETWORK WEBSITE  
Q&A FORUMS**



**STRENGTHEN THE NETWORK  
COORDINATING PLATFORM**



**Meet the experts**

**Share best practice**

**Join the community  
dedicated Global health**

**CONTACT US**



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# General

## 1. Who can access and post in the forum?

**Ans:** All members by invitation include Contact Person for RPHL's member countries, lab experts, key stakeholders/partners, Subject Matters of Experts, and etc.

## 2. What is the purpose of the forum?

**Ans:**

- Promoting peer-to-peer support.
- Allowing members to share best practices, discuss information, exchange opinions on technical issues regarding laboratory systems/diagnostic/emerging issues.
- Offering opportunities for networking among members.

## 3. How can I access the forum?

**Ans:**

- For new users, email the admin to get the link for your password creation. Once users receive the link, they can change the password to their preference, register their account and log in to access the forum.
- For current users, go to the RPHL website and choose the members tab. Log in with your registered email and password and access the forum.

## 4. How does the forum work?

**Ans:**

- Once the member creates and publishes the post to share either information or ask questions on the forum, it will be reviewed by the admin/moderator prior to posting.
- All registered members including experts will be notified via an email and a message in the WhatsApp group.
- The Moderator will reach out to relevant experts to respond in real time and will consolidate all the responses in each query to be shared on the RPHL website.

# How to post queries in the forum?

## 1. What are the steps to post in the forum?

**Ans:**

- First, logging in to your account on the RPHL website.
- Second, simplifying your query and stating 'what' topic would you like to get collective responses.
- Third, posting queries in the forum and waiting for experts and members to respond.

\*Suggest to attach pdf/ppt guideline if have\*

## 2. Are there any restrictions or regulations to consider before posting?

**Ans:** Suggesting any pressing issues in your work that required opinions/advice from others.

## 3. How frequently can I post?

**Ans:** As much as you require technical supports from other members.

## 4. Can I share information from outside sources e.g. WHO?

**Ans:** Yes, you can with a proper acknowledgment/citing of the source.

# Sharing

## 1. Are there other channels e.g. social media I can share the forum (post)?

Ans: Yes, you can share the post via other forums such as WhatsApp.

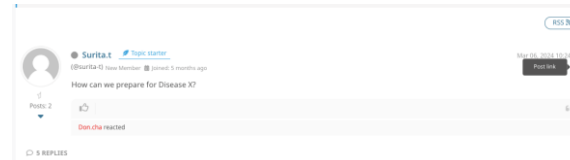
## 2. Do I have to ask for permissions before sharing posts to social media?

Ans: No, you can share posts at any time.

## 3. How to share the forum (post) to social media and other channels?

Ans: There are two options;

-Copy and share the link to preferred channels by clicking the post link icon located on the right corner of the post and copy the link.



-Share the post to the X and WhatsApp directly by clicking the preferred icon at the bottom of the page and proceed to share.

