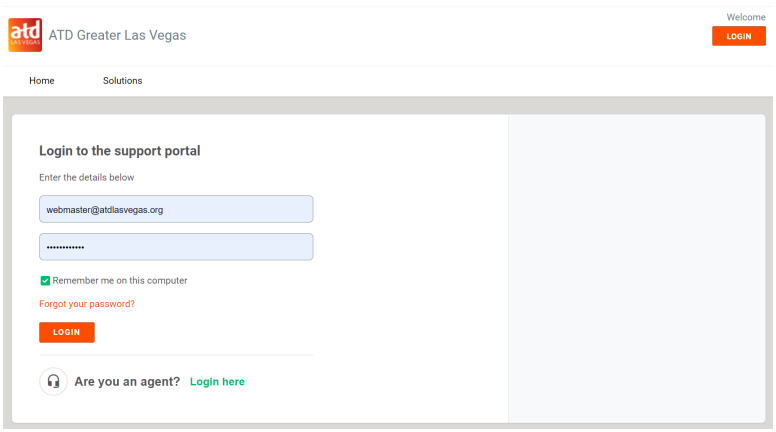
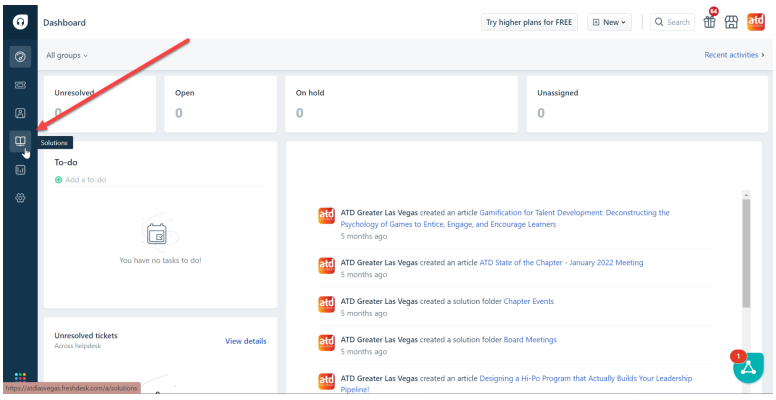
GREATER LAS VEGAS CHAPTER
Association for Talent Development

Resource Library Job Aid
Role: VP Technology/VP Programming
Last Updated: 09/07/2023

Important Information

Freshdesk Dashboard: https://**yourchapter**.freshdesk.com/a/dashboard/default
Username: *****@**yourchapter**.org Password: *****
Library (Solutions) View: https://**yourchapter**.freshdesk.com/support/solutions
Public View: https://**yourchapter**.org/library

Add to Resource Library

1	Log in to Freshdesk	
2	Navigate to the “Solutions” area	

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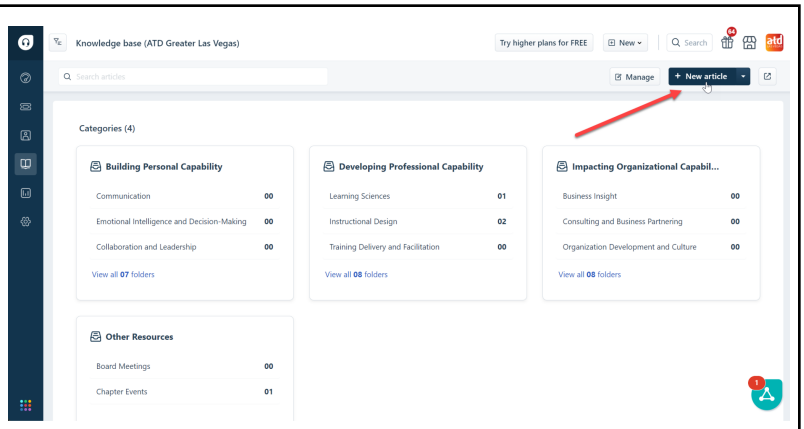
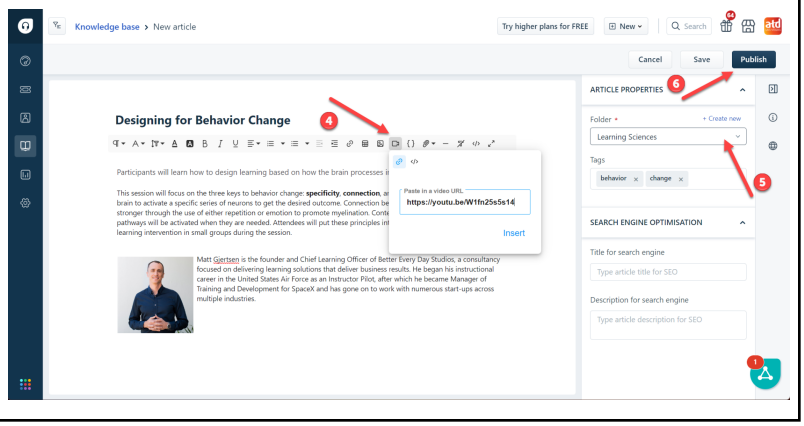
3	Click the “New Article” button	
4	Insert description, including images and video	
5	Select a Capability area (Folder)	
6	Publish the article	

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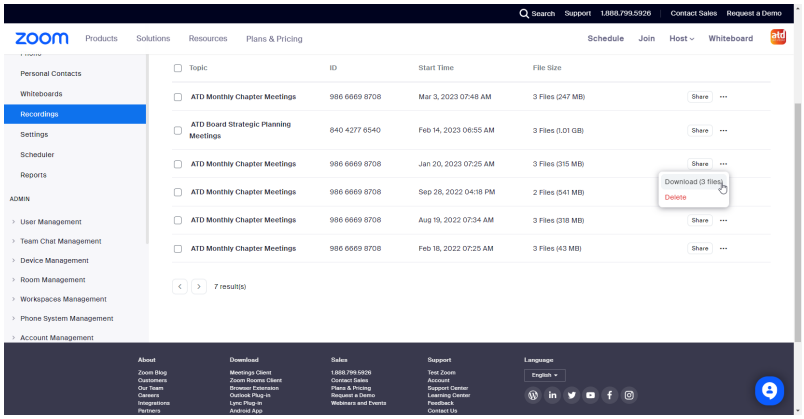
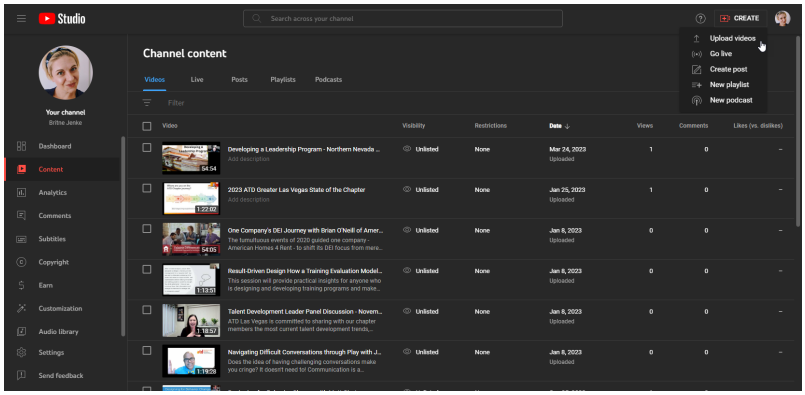
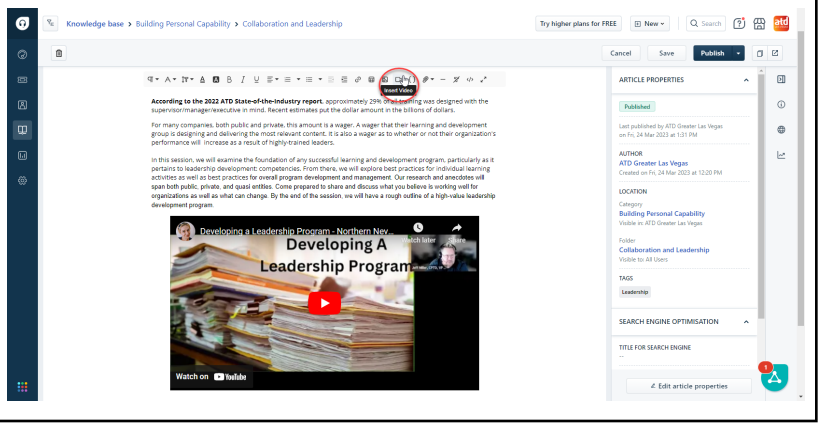
Video Processing

1	Download recording from Zoom	
2	Trim/edit the video as needed	Use your favorite video editor: Premiere Pro, Camtasia, etc.
3	Upload to personal ATD YouTube as Unlisted	
4	Use YouTube link to embed in library article	

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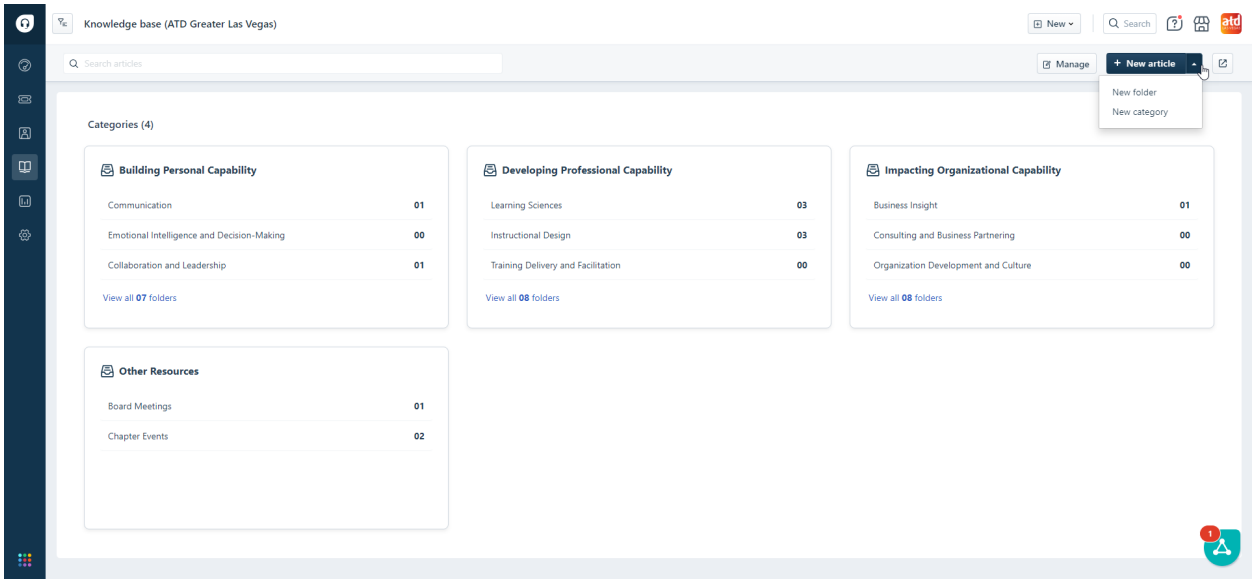
Add New Category/Folder



To add categories or sub-categories (folders), click on the arrow on the right side of the “New Article” button to see the additional options.