

# Getting Started

- [Overview](#)
- [Quick Start for New Volunteers](#)
- [Quick Reference](#)

# Overview

## Start Here — Find Your Path

Different people need different things from this guide. Find your role below and follow the links.

Who You Are	Start With	Then See
<b>New external volunteer</b> <i>(just got a committee invitation)</i>	<a href="#">Quick Start for New Volunteers</a>	<a href="#">Volunteer without SHHA Email</a> guide, <a href="#">FAQ</a>
<b>New officer or committee chair</b> <i>(President, Treasurer, Chair, etc.)</i>	<a href="#">Quick Links &amp; Directory</a> (mailing lists, SharePoint URLs)	<a href="#">Volunteer with SHHA Email</a> guide, FAQ sections on <a href="#">role mailboxes</a> and <a href="#">email transitions</a>
<b>New Board member</b> <i>(need meeting materials and agenda rhythm)</i>	<a href="#">New Board Member Guide</a>	<a href="#">Quick Links &amp; Directory</a> , <a href="#">Volunteer with SHHA Email</a>
<b>New Board president</b> <i>(need the big picture)</i>	<a href="#">Quick Links &amp; Directory</a>	<a href="#">Systems Inventory</a> , <a href="#">HR &amp; Personnel Management</a> , <a href="#">Controls &amp; Security</a>
<b>GRIT newsletter editor</b>	<a href="#">GRIT Layout Monthly Guide</a>	FAQ section on <a href="#">GRIT submissions</a>
<b>Office staff</b> <i>(manage day-to-day IT operations)</i>	<a href="#">Staff Guide</a>	<a href="#">M365 Email Groups &amp; Roles Reference</a> , <a href="#">Quick Links &amp; Directory</a>
<b>Future IT help person</b> <i>(inheriting the IT admin role)</i>	<a href="#">M365 Email Groups &amp; Roles Reference</a>	<a href="#">Staff Guide</a> , <a href="#">Systems Inventory</a> , <a href="#">Controls &amp; Security</a>

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*This is the main orientation page for SHHA volunteers. You do not need to be technical to use this guide.*

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## What System Does SHHA Use?

SHHA primarily uses **Microsoft 365** for:

- Committee mailing lists
- Shared inboxes (officer roles)
- File storage (SharePoint)

- Internal collaboration

You may also see Google Calendar references for Board scheduling.

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## Do I Need a New Microsoft Account?

**No.** Use the same email address that received your SHHA invitation.

When first added, you receive a Microsoft invitation email and must accept it once. After acceptance you can:

- Access committee SharePoint files
- Receive group emails
- Open shared documents

If access fails, the most common cause is that the original invitation was never accepted.

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## Committee Mailing Lists (Microsoft Groups)

Each SHHA committee has a mailing list so one address reaches the whole committee.

### Typical flow

1. Committee chair informs office staff.
2. Office invites volunteer as an external Microsoft user.
3. Volunteer accepts Microsoft invitation.
4. Volunteer is added to committee mailing list.

Invitation emails may mention Teams or other services. You can ignore those references.

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## Committee SharePoint Sites (Where Files Live)

Each committee has a SharePoint site that acts as its long-term file cabinet and working library.

**Important:** SharePoint navigation through Microsoft menus is often confusing. Use the direct SharePoint links provided in committee materials or this help guide.

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## File Sharing Rule (Most Important)

**Do not** try to share files directly with committee groups when members are external users. Instead:

1. Upload the file to SharePoint.
2. Use **Share** or **Copy Link**.
3. Send the link to the committee mailing list.

Always share the link, not a stand-alone attachment, for long-term committee docs.

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## Shared Role Inboxes (Officers)

Officer mailboxes stay with the role, not the person. Examples:

- `president@sandiahomeowners.org`
- `vicepresident@sandiahomeowners.org`
- `secretary@sandiahomeowners.org`
- `treasurer@sandiahomeowners.org`

**Best practice:** Reply from the shared role inbox, or CC it, so records are preserved for SHHA business.

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## Board Materials and Calendar

- Board materials should be uploaded directly to Board SharePoint.
- Board meeting reminders are sent from a shared Google Calendar automation.

If reminders are missing, contact office staff or **ITHelp@sandiahomeowners.org**.

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# Record-Keeping and Archive

All committee mailing lists include an archival account ([itadmin@sandiahomeowners.org](mailto:itadmin@sandiahomeowners.org)) for retention.

The archive inbox is not monitored and does not reply.

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## Next Steps

- Need quick commands and links? See [Quick Reference](#)
- Need answers to common problems? See [FAQ](#)
- Need help with email, SharePoint, file sharing, or role transitions? See [FAQ](#)
- Want to submit a GRIT article or request an email blast? See [FAQ — Communicating with Residents](#)
- Need role-specific instructions? Use [Staff](#), [Volunteer \(with SHHA email\)](#), or [Volunteer \(without SHHA email\)](#)
- Need GRIT layout/design process details? See [GRIT Layout Monthly Guide](#)

# Quick Start for New Volunteers

## Start Here: Which Type of Volunteer Are You?

1. **Volunteer without an SHHA email address**
2. **Volunteer with a role-based SHHA address**

Most volunteers are in Category 1.

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## Category 1: Volunteers Who Do Not Get Their Own SHHA Email Address

### Who this is

- Committee members
- Project volunteers
- Most external participants

### What you get

- You are added to one or more SHHA mailing lists (Microsoft Groups), such as `csc@sandiahomeowners.org`, `acc@sandiahomeowners.org`, and `shha-all@sandiahomeowners.org`.
- You receive messages at your existing email address.
- You do not need a paid SHHA Microsoft 365 license.

### If something is wrong

If you are missing messages, contact office staff so membership can be checked and updated.

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# Category 2: Volunteers Who Do Get a Role-Based SHHA Address

## Who this is

Volunteers serving in specific leadership roles, such as committee chairs or executive roles.

## Role-based addresses are shared inboxes

- `accchair@sandiahomeowners.org`
- `cscchair@sandiahomeowners.org`
- `president@sandiahomeowners.org`
- `vicepresident@sandiahomeowners.org`
- `secretary@sandiahomeowners.org`
- `treasurer@sandiahomeowners.org`

These addresses are tied to the role, not the person.

## Important access rule

- You do not sign in directly as the role address.
- Access is granted to your own licensed account.
- You open the shared mailbox from your normal account.

## If something is wrong

If you cannot open the role mailbox, ask staff or IT admin to verify permissions.

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## Who Maintains This

- Group membership updates: Anna (staff)
- Technical escalation and access troubleshooting: IT admin

There is an automated Power Automate notification whenever group membership changes.

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# Fast Checklist for New Volunteers

- Confirm which category applies to you.
- Confirm you are on the correct committee mailing list(s).
- If you hold a role, confirm you can open the shared role mailbox.
- Report any missing access to office staff.

# Quick Reference

Use this page as the central directory for links and addresses.

## Direct Login Links

- Email (internal users): [outlook.com](https://outlook.com)
- Files (internal users): [onedrive.com](https://onedrive.com)
- Microsoft admin portal (admins only): [admin.microsoft.com](https://admin.microsoft.com)

## Full Email Directory

### Mailing Lists

- SHHA All Staff + Volunteers: **SHHA-all@sandiahomeowners.org**
- Board of Directors: **board@sandiahomeowners.org**
- Admins (Staff + IT): **M365admins@sandiahomeowners.org**
- Architectural Control Committee (ACC): **ACC@sandiahomeowners.org**
- Communications & Publications Committee (CPC): **CPC@sandiahomeowners.org**
- Community Service & Membership Committee (CSMC): **CSMC@sandiahomeowners.org**
- Covenant Support Committee (CSC): **CSC@sandiahomeowners.org**
- Environment & Safety Committee (ESC): **ESC@sandiahomeowners.org**
- Executive Committee (EC): **EC@sandiahomeowners.org**
- Finance Committee (FC): **FC@sandiahomeowners.org**
- Governance Committee (GC): **GC@sandiahomeowners.org**
- IT Help Desk: **ithelp@sandiahomeowners.org**

### Shared Role Inboxes

- President: **president@sandiahomeowners.org**
- Vice President: **vicepresident@sandiahomeowners.org**
- Secretary: **secretary@sandiahomeowners.org**
- Treasurer / Finance Chair: **treasurer@sandiahomeowners.org**
- ACC Chair: **ACCChair@sandiahomeowners.org**
- CPC Chair: **CPCChair@sandiahomeowners.org**
- CSMC Chair: **CSMCChair@sandiahomeowners.org**
- CSC Chair: **CSCChair@sandiahomeowners.org**

- ESC Chair: **ESCChair@sandiahomeowners.org**

## Other Key Addresses

- Office staff: **office@sandiahomeowners.org**
- IT support: **ITHelp@sandiahomeowners.org**
- Archive account (not monitored): **itadmin@sandiahomeowners.org**

## All Committee SharePoint Links

- Board: <https://shha.sharepoint.com/sites/BOARD/>
- ACC: <https://shha.sharepoint.com/sites/ACC/>
- CPC: <https://shha.sharepoint.com/sites/CPC/>
- CSMC: <https://shha.sharepoint.com/sites/CSMC/>
- CSC: <https://shha.sharepoint.com/sites/CSC/>
- ESC: <https://shha.sharepoint.com/sites/ESC/>
- EC: <https://shha.sharepoint.com/sites/EC/>
- FC: <https://shha.sharepoint.com/sites/FC/>
- GC: <https://shha.sharepoint.com/sites/GC/>

## Quick Usage Rules

1. Use committee mailing list addresses for group-wide communication.
2. Use shared role inboxes for role-specific communication.
3. Upload files to SharePoint first, then send a SharePoint link by email.
4. External volunteers should use personal email and SharePoint links, not Teams.

## Related Guides

- [Task Group Email Guide](#)
- [Volunteer without SHHA Email](#)
- [FAQ](#)