



## FAQ SECTION

You can find answers to commonly asked questions to help make your [yourlist.org](http://yourlist.org) experience as easy as possible! Browse the entire list or use your search to look for specific keywords.

### 1. Why do I have to log in/create a profile?

We are committed to providing our users with a safe and powerful experience. Therefore, we ask you to complete a quick profile to be able to match your issues to peers in your community and across the country.

### 2. Will my profile data be shared with anyone?

Your personal information will not be shared with anyone. We collect this data for our own research purposes. We explicitly do not collect our users' names to provide an important level of identify protection. For this reason, we also do not collect addresses or anything that can specifically identify you. For more information, please consult our 'Privacy Policy' which is located on the [www.yourlist.org](http://www.yourlist.org) website.

### 3. How do I add issues to my list?

Go to [MyHome](#) where you will see your list ([myList](#)). To start your list, click the 'Add Issue or Edit List' button and begin typing your issue in the box entitled "Enter Issue." After each issue, press "Add Issue" button. Continue typing all your issues and then pressing 'Add.' Once you've completed your list, press Process List button. You will be asked to compare your issue to similar issues from other users so we can rank the popularity of each of your issues. You'll also notice that each of your issues have been categorized (for more information on 'Category', see below). Finally, once you've finished going through your list, press 'Finalize' button.

### 4. Is there a word limit for issues?

There is a 110 character limit (with spaces) for each issue, which translates to roughly 2 lines.

### 5. I typed an issue but it is not showing up on my list?

Once you have finished typing your issue, make sure to press "Add" to see it added to your list. If you forget to do this, your issue will not be saved on the list.

### 6. What happens when you press "Process List"?

We compare each issue on your list to other user lists to see whether similar items have already been identified. If a similar item exists, we note how many others users have identified the issue while keeping the item in your language.



## 7. What is the difference between [category](#) and [issue](#)?

We link each issue to a specific category that we automatically assign once you press the 'Process List' button. Categories are like buckets where a number of issues can be found. For example, if you add "*Fix pothole on Main Street*" to your list, this issue is categorized as an **Infrastructure** problem. This way you can not only see how many others have identified this same issue, you can also see what other infrastructure problems have been identified in your community or around the country.

## 8. What does it mean when I get 'TBD' under category?

If 'TBD' (*To Be Determined*) shows up under Category once you press 'Process List', the system is having trouble finding the best category match for this issue. The [Yourlist.org](#) Team will manually assign a category once you sign out.

## 9. Can I dispute a category?

Yes. On the [Issue Home Page](#) you will see an asterisk (\*) next to the Category assigned to your issue. Click the asterisk to dispute the category, and a message will be sent to the [yourlist.org](#) Team to contact you for more information.

## 10. How do I edit an issue on my list?

Click the checkbox next to an issue on '[myList](#)' and you will see a 'Click me to Edit' link where the category used to show up. Click this button and you will be navigated to the edit page. Click the check box again and your issue becomes editable. Once you're done editing your issue, click the 'Update' button. You can continue editing other issues on your list in a similar fashion, and when you're finished editing your list of issues click the 'Process List' button to finalize all changes.

## 11. How do I delete an item?

To delete an issue that appears on '[myList](#)', click the checkbox next to the issue and click the 'Click me to Edit' button that appears under Category. You will be navigated to the Edit List page, where you click the checkbox next to the issue again and push the 'Delete' button. Once you've finished deleting issues on your list, click the 'Process List' button to finalize the delete. **Note: Once you've deleted an issue off your list, this issue will not reappear. You must retype the issue if the delete was done in error.**

## 12. What is [Issue Tracker](#)?

The [Issue Tracker](#) lets you view the status of your issue and provides a quick snap shot of how many others around your community and across the country have identified this issue. From here, you can proceed to the [Issue Home Page](#).



### 13. What is [Issue Home Page](#)?

The [Issue Home Page](#) provides a comprehensive context for your issue by connecting to every other user in your neighborhood and across the country who have identified this issue. You can start or join a discussion on our Forum and communicate directly with all of these users.

### 14. What is [Category Home Page](#)?

The [Category Home Page](#), like the Issue Home page, connects you to every other user who has identified an issue that fits in this category. You also have a snap shot of some demographic data of all other users in this category.

### 15. What is [myHome](#)?

Once you log in to [yourlist.org](http://yourlist.org) you are automatically navigated to [myHome](#), which is your starting point.

- [myList](#) shows you your current list; you can edit/delete items by clicking the “Add/View Issues” button at the bottom of the page.
- [myIssues](#) provides a quick snapshot of how popular your issue is in your community and across the country based on how many others users have identified the same concern on their own lists
- [myFriends](#) allows you to add and track other people across the country. [see ‘How do I add a user to myFriends page?’ in FAQ]
- [myGroups](#) shows you which groups you are following [see ‘How do I follow a group?’ in FAQ]
- [myReps](#) shows you which political representatives you are following. [see ‘How do I track a politician?’ in FAQ]

### 16. How do I add a user to [myFriends](#)?

When viewing another user’s list or home, you can request any user to become a friend by clicking the “Befriend User” button at the top left of the page, next to the user’s profile photo. You must wait for the user to accept your friendship before they show up in your friends list.

### 17. How do I remove a user from [myFriends](#)?

If you decide to remove a friend from your ‘[myFriends](#)’ page, you must press the ‘Block Friend’ link in the top left corner next to the user’s profile photo.

### 18. What is the [myReps](#) page?

You can search for political representatives on the local, state or national level by entering any zip code on the [myReps](#) page. Test your political knowledge or keep track of who’s representing your issues in government.



## 19. How do I add a group to myGroups page?

Just like friends and politicians, you can add a group to your page by clicking the 'Add group' link at the top left corner next to the group's profile page. Similarly, you can block a group at any time by clicking the 'Remove Group' link next to the profile photo.

## 20. How do I create a profile for my school or classroom?

You can create a profile for your school or classroom by choosing the 'Group' option in the [Create New Profile](#) page. Under group type, you should select 'School' and then proceed by completing the profile data that is requested. Make sure to indicate a contact/moderator responsible for maintaining the school profile.


## 21. How can I view another user's list?

You can search for another user in the [Search Page](#), or by clicking any user name on any page. To view their information, navigate through a user's list, friends, groups, reps or issues just like you would your own. You'll notice that any other user's information is differentiated by the 'their' prefix to differentiate information from your own. If you want to return to your home at any time, click [MyHome](#) in the navigation menu.



## 22. How do I go back to the Welcome Page?

If you would like to go back to the [Welcome Page](#) with the [yourlist.org](#) video at any time, click the [yourlist.org](#) masthead in the top left corner.

## 23. How do I mark another user's issue as inappropriate (i.e. flag an issue)?

If you believe that a user's issue is inappropriate, you may flag the issue at any time by clicking the  icon to the right of the issue. A note will be sent to the administrator requesting action on the matter.

## 24. How do I tell another user that I like/dislike their issue?

When viewing another user's list, you can like/dislike an issue by clicking the thumbs up  (like) or thumbs down  (dislike) image to the right of the issue.

**If you don't find an answer to your question, feel free to email us at [contact@yourlist.org](mailto:contact@yourlist.org) and we will respond to your question as soon as possible.**