



BoardEffect Frequently Asked Questions (FAQs)

Purpose

1. What is BoardEffect and why are we using it?

BoardEffect is a secure online platform designed to help boards and committees manage documents, communications, and events more efficiently. The Harvard Alumni Association (HAA) is adopting BoardEffect to streamline communications, improve access to important information, and enhance collaboration.

2. What will I use BoardEffect for?

BoardEffect will be used to:

- Store and share important documents, such as community expectations, the Board directory, Board-wide core competencies and KPI materials, meeting agendas and minutes, and HAA updates.
- Receive messages and announcements related to Board service and other areas of potential involvement for Harvard alumni.
- View information about upcoming Board meetings, including hotel accommodations, transportation information, and meeting schedules.
- Share perspectives, engage in conversation, and collaborate with other Board members through discussions, polls, and surveys.
- Work collaboratively with other Board Members and staff partners through shared documents, and access resources for Director Cohort work and Cross-Cohort Workshops.

Rollout Timeline

3. When will BoardEffect be available to the Board of Directors?

We plan to roll out BoardEffect in January 2026. You will receive instructions and login information in early January.

4. What training opportunities will be available to Board Members?

We encourage all Board Members to attend *one* of these training sessions:

- a. Thursday, January 8, 2026, 12:00–1:00 p.m. ET
- b. Monday, January 12, 2026, 10:00–11:00 a.m. ET

- c. Tuesday, January 13, 2026, 12:00–1:00 p.m. ET
- d. Tuesday, January 13, 2026, 5:00–6:00 p.m. ET

In addition to these sessions, the HAA will offer optional office hours following the January trainings. Office hours will provide a chance to ask questions and receive support in a smaller group setting. Dates and times for office hours will be shared closer to the initial trainings.

Step-by-step guides and training videos will also be available in BoardEffect for reference.

Access

5. How will Board Members access BoardEffect?

You can access BoardEffect using your HarvardKey, which is the same login name and password used to access Harvard resources such as the Alumni Directory and registering for events like Reunions. If you have not yet claimed your HarvardKey, you will be sent instructions ahead of rollout. If you have already claimed your HarvardKey, you will receive a reminder of your login name. If you need assistance with your HarvardKey, you may email ithelp@harvard.edu or find more information on the [HAA website](#).

6. What devices and browsers can I use to access BoardEffect?

BoardEffect works on current versions of Microsoft Edge, Google Chrome, Mozilla Firefox, and Safari and is accessible on both computers and mobile devices.

7. If I volunteer on multiple boards, can I use the same login for each board?

Board Members can access multiple boards with a single login only if both boards use HarvardKey and the same email address. This means that a single login will only be possible if both boards are affiliated with Harvard. You can reach out to your Staff Liaison or email haa_volunteerleadership@harvard.edu about your specific situation to see if a single login can be leveraged.

Ongoing Communications

8. Where will I receive communications sent through BoardEffect?

Email notifications will be sent from no-reply@notifications.diligent.com. If you are not receiving email notifications, you may need to check your spam or junk folders. To help ensure these messages are delivered to their inbox, we recommend adding this email address to your contacts or safe senders list.

9. How often should I check BoardEffect?

We recommend logging in at least once a week to stay updated on new items, meetings, and announcements. Some announcements or meeting information may be posted directly to BoardEffect without a corresponding email notification, so regular logins will help ensure that you do not miss any important updates.

10. Should I now communicate with other Board Members through BoardEffect?

You can continue to use existing methods of communication, such as email or WhatsApp, to connect with other Board Members. In addition, BoardEffect offers discussion forums, polls, and survey templates that can be used to engage fellow Board Members on specific topics.

Agreements and Questions

11. Are there any agreements or policies that I need to review or sign?

Yes, all Board Members must review and agree to the BoardEffect Community Policy. This agreement is available on the [HAA Board of Directors website](#).

Support

12. Who should I contact for support or with questions?

You can reach out to your Staff Liaison or email haa_volunteerleadership@harvard.edu for help with BoardEffect or any related questions.