

Community FAQs

#Priority Club Connect FAQ's

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If your questions are not answered here, please post a discussion question in the Community FAQs forum.

#What is the purpose of this community?

The Priority Club Rewards online community is designed for you to learn information about PCR quickly and easily and participate in conversations by sharing your ideas and opinions with others.

The Priority Club Rewards online community provides you with the following:

- Easy-to-find information about PCR in a trusted location
- Access to community-only promotions and point-earning opportunities
- Opportunity to have a dialogue with top PCR management and executives by viewing video posts and asking questions
- Gain and share insights on travel
- Opportunity to engage with other like-minded travelers

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#Do I have to be registered to participate?

Non-registered visitors to the site are only able to view content. Registered members can contribute content including creating profiles, uploading photos, and creating and replying to discussions and questions.

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#How do I log in?

To login to the community, click on the "login" link in the header and enter your username and password. To have the system automatically log you in, click the checkbox next to "Remember Me." In order to be automatically logged in each time, you must have cookies enabled.

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#What are cookies?

The term "cookie" is the name given to a small, encrypted file of information (normally less than 1k) that Priority Club Connect places onto your hard disk drive. This cookie enables us to remember who you are and automatically log you into the community each time you visit.

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#What do I do if I forgot my password?

To reset your password, click on the question mark link [?] after “Password” in the header. This link will take you to a page where you can enter your username. You will receive an e-mail with instructions on how to reset your password.

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#What do I do if I forgot my username?

Usernames cannot be retrieved directly from the system. If you have forgotten your username, please contact the Priority Club Rewards Service Center.

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#How do I create a discussion?

Go to the forum you would like to create a discussion in and select “Start a discussion” from the Actions menu on the right. Type the discussion header in the subject line and type your message in the textbox. You can mark your discussion as a question by clicking the “Mark this thread as a question” box.

Include tags (keywords associate to content) in the Tags field. Click “Post Message” to post your discussion. You will automatically receive an email when someone replies to your discussion (to change this feature, click on “Preferences” from the Your Stuff dropdown in the header).

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#How do I post a reply to a discussion?

Select “Reply” next to the message you would like to reply to or select “Reply to original post” from the bottom of the discussion. Write your response in the textbox and select “Post Message” to post your reply. If you would like to include the text from a specific message that was posted by another member, click on the quote icon in the textbox header. This will add the text from the original post in your message and it can be modified if necessary.

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#How do I mark a discussion as a question?

When creating a discussion, you can mark it as a question by clicking the “Mark this thread as a question” box. If you create a question, be sure to go back and mark your question as answered once you get responses.

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#How do I mark a question as answered?

You can mark a question as answered at any time. Click the link appearing at the top of your question saying “Mark question as answered”. Provide a comment if applicable, and click the “Mark Answered” button to update your post.

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#How do I edit my post or reply after I have submitted it?

If you have submitted your post and realize you want to edit it, click “Edit” next to your message. You can update the text in your message and select “Post Message” to submit your updated post or reply.

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#How do I check the spelling in my message?

After entering your text in the message box, click the ABC icon in the upper right corner of the text editor. Misspelled words will be underlined with red dashes. Click on misspelled words for suggestions on proper spellings.

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#How do I view my profile and update my information?

To view your profile, click on your username or avatar from anywhere in the community, or click on “Profile” from the Your Stuff dropdown in the header. From your profile page, you can select “Edit profile” from the Actions menu on the right. Edit the fields, as indicated, and click “save” to update your profile.

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#How do I view other profiles?

To view another member’s profile, click on their username wherever it is a link. You can also click on “People” from the Browse dropdown in the header. You can also search for profiles by typing a username in the search box found in the header, or view users based on tags associated with their profile (see tags FAQ).

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#How do I upload photographs?

To upload a profile photo or avatar to your profile, click on “Edit Profile” or “Change avatar” from the Actions menu on the right of your profile page.

To upload photos to an album, navigate to your personal photos page by selecting the “Photos” tab from your profile. Photo albums you create will be located here. To create an album and add new photos, click “Create a Photo Album” from the Actions menu on the right.

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#How do I search in the community?

Type in your search term into the search box in the header and click the search icon. You can also use tags to search (see tags FAQ).

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#What are tags? When do I use them?

Tags are simply keywords that you, as a user, can associate to a piece of content that you create. Within the community, you can tag a discussion, a question or a photo. For example, if you post a photo taken in New York City, you can tag it as “NYC,” “New_York,” or even “The_Statue_of_Liberty” if appropriate. (Note: If your tag has more than one word, you should place an underscore between the words: “baseball_tickets” instead of “baseball tickets”).

How you choose to tag your content is completely at your discretion (as long as it adheres to the Member Guidelines). However, tagging is most effective when the content is tagged appropriately and correctly. You can tag a piece of content with as many different tags as necessary. When users search for content, they can find your content based on how you tagged your items.

To search commonly used tags, select “Tags” from the Browse dropdown in the header. Click on one of the tags in the “tag cloud” to view content associated to that tag.

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[#What is “Report Abuse” and when would I use this?](#)

The “Report Abuse” link allows users to report content that is explicitly offensive and violates the Member Guidelines or Terms of Use. If you choose to report abuse, you will be asked about the nature of the content in question, and you may also provide additional information. Please note that if you repeatedly report abuse on content that is not offensive or does not violate the Member Guidelines or Terms of Use, your user account can be suspended and/or terminated.

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#How do I become the “Featured Member”?

The “Featured Member” shown on the homepage highlights a member of our community. The member is chosen by the Priority Club Connect staff, and if you are chosen as the “Featured Member,” you may be asked to answer a few questions about yourself. We respect your privacy, and will only post information about you with your consent.

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#What are email notifications and how do I subscribe / unsubscribe?

To subscribe to email notifications for a discussion or blog, select “Receive email notifications” from the Actions menu of any discussion or blog. To unsubscribe, click “Stop email notifications”. To view your current list of email notifications or delete multiple email notifications, click “Profile” from the Your Stuff dropdown in the header. Click on the “Email Notifications” tab to access all your email notifications.

You are automatically subscribed to email notifications for any content you create or comment on. If you would not like to be subscribed automatically, click “Preferences” from the Your Stuff dropdown in the header. You can edit your subscriptions here.

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#What is a reputation and how do I get to higher levels in the community?

You can accrue status by earning points as you create and respond to content in the community. Your reputation for reliability and authority in your favorite discussion area is based on the frequency and quality of your posts. When your name is displayed, the community shows a status icon that indicates how many points you have accrued. The following is a list of reputation names and the points you need to achieve that reputation.

Name	Point Range
Newbie	0-25
Contributor	26-150
Junior Contributor	151-500
Senior Contributor	501-1000
Premier Contributor	1001-2500
Master	2500+

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