



## ME Friends Online forum user guide

This guide will help you navigate and participate in Action for ME's ME Friends Online.

You will learn how to register, create new topics, reply to discussions, and interact with other users.

**Please note: after we move to a new forum platform on Wednesday 26 March 2025, all users need to re-register. This ensures that all Data Protection and permission measures are up to date, both for your privacy and for GDPR purposes. The new platform is easier to navigate and more accessible.**

Everyone using ME Friends Online is affected by ME so our [Terms of Use](#), which all users agree to comply with, have been developed with this in mind.

We hope you enjoy using the forum!

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## Registering for the forum

Go to the **registration page** for the forum at <https://www.actionforme.org.uk/forum/>

Forums >

### Forum - Registration

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#### Join us today!

ME Friends Online has moved to a new platform along with our new website. All users need to re-register to be able to access the forum again.

Action for ME's ME Friends Online forum is a community offering peer-support and friendly discussion. It is open to adults living with ME/CFS in the UK including carers.

(If you are under 18, please join our FREE **Young People's Community** instead, which offers a young people's forum, pen pals, monthly e-magazine and more.)

Everyone using ME Friends Online is affected by ME so our **Terms of Use** have been developed with this in mind.

We welcome users of any age from 18 years onwards – we have users in their eighties! – with a wide range of topics being discussed, including a section for games. There's also an area for users who want or need to go at a slower pace.

While we endeavour to ensure that the information contained in our forums is accurate, appropriate and up to date, please note content is provided by users and not Action for ME.

We hope you enjoy using the forum and find it helpful.

#### Joining the forum

To register and be approved, you need to complete the form below. We ask that each user registers one account only.

You will need to provide your full name and email address when you register. Please choose an anonymous username to protect your privacy.

When you register, your account needs to be approved by a moderator. This may take up to five working days and is up to the moderator's discretion. Please check your spam folder for the confirmation email.

By registering with ME Friends Online you agree to accept and comply with our **Terms of Use** along with any other legal notices and/or instructions which may appear in the forum (including in any messages or attachments posted).

Action for ME reserves the right, at our discretion and without notice, to remove or edit any messages and/or to restrict your access (either temporarily or permanently). To learn more about how we collect, process and store your information, please see our privacy policy.

After registration you will receive an email confirmation with a link to set a new password.

The "Date of Birth" and "Postcode" fields are OPTIONAL. Sharing this information will help us understand more about our users so we can seek funding to ensure the forum meets your needs.

I have read and agree to the **Terms and Privacy Policy**

I agree to receive an email confirmation with a link to set a password.

After registration you will receive an email confirmation with a link to set a new password

**Register**

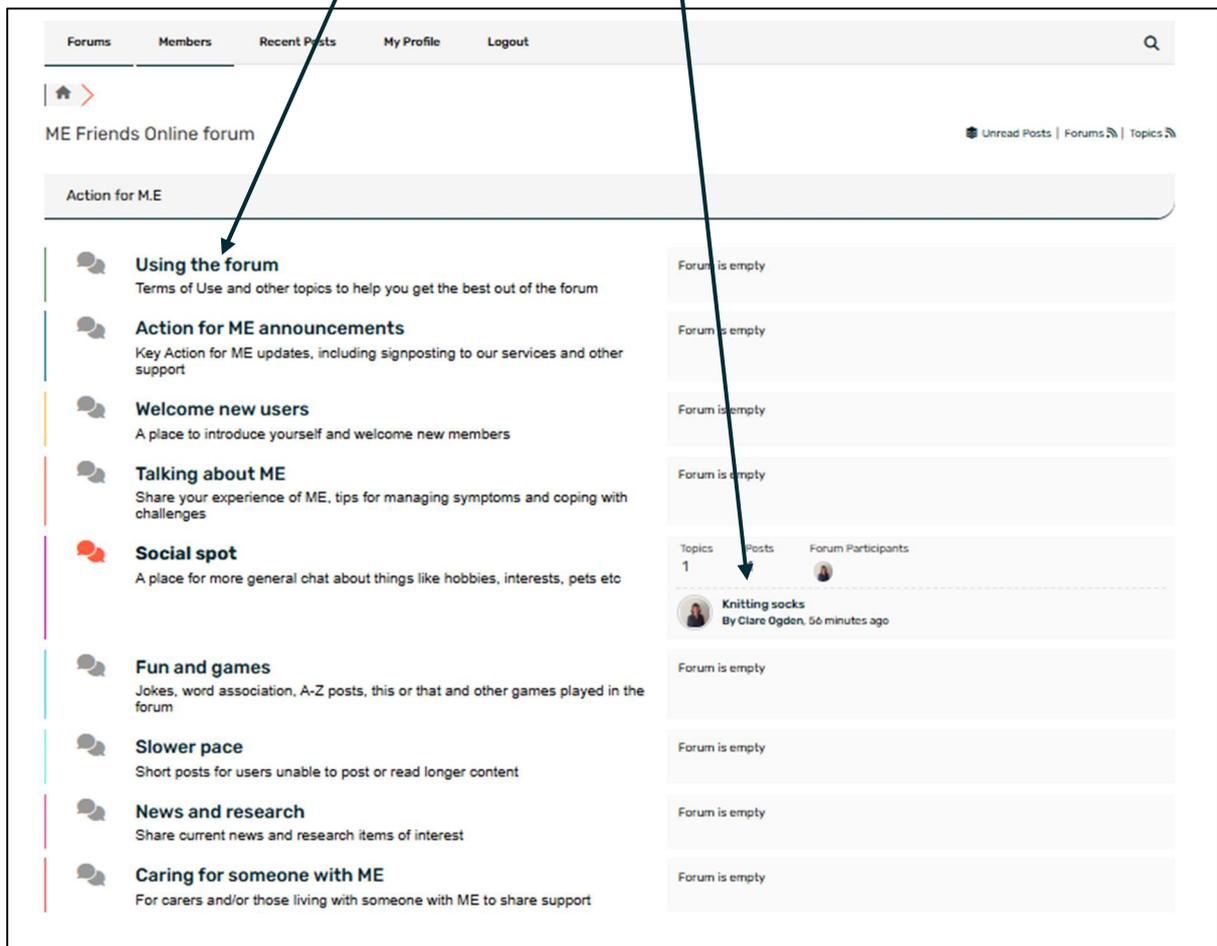
[Login](#)

Please read the page in full and follow the instructions to register.

Check your spam folder for the registration confirmation email. Please note this might take up to five working days.

## Navigating the forum

You can browse the **forum boards** and recent **topics** from the homepage:

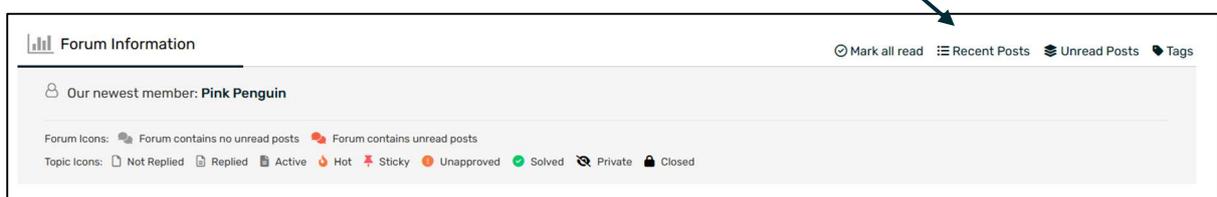


Click on a board to view the topics being discussed.

Use the **search function** to find specific topics.

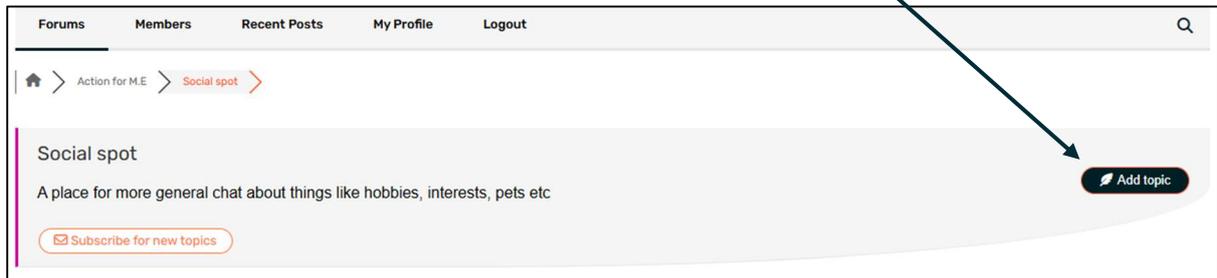


There's a button for **Unread Posts** which also appears at the bottom of the page, along with a **Recent Posts** option.

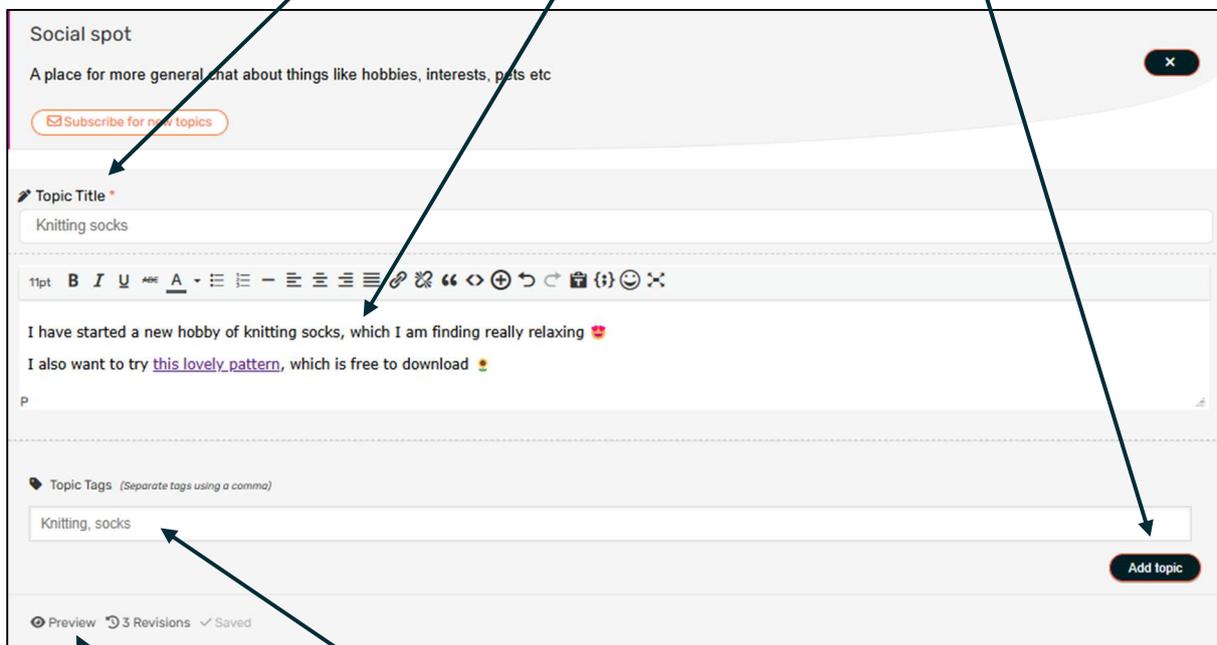


## Adding a new topic (previously called a thread)

Set up a new topic by going into a board and clicking the **Add Topic** button.



You can then add a **Topic Title** and some content. To post, click the **Add Topic** button.



You can add **Topic Tags** to help you categorise your topic.

Use the **Preview** button if you'd like to see what your post looks like before you add it.

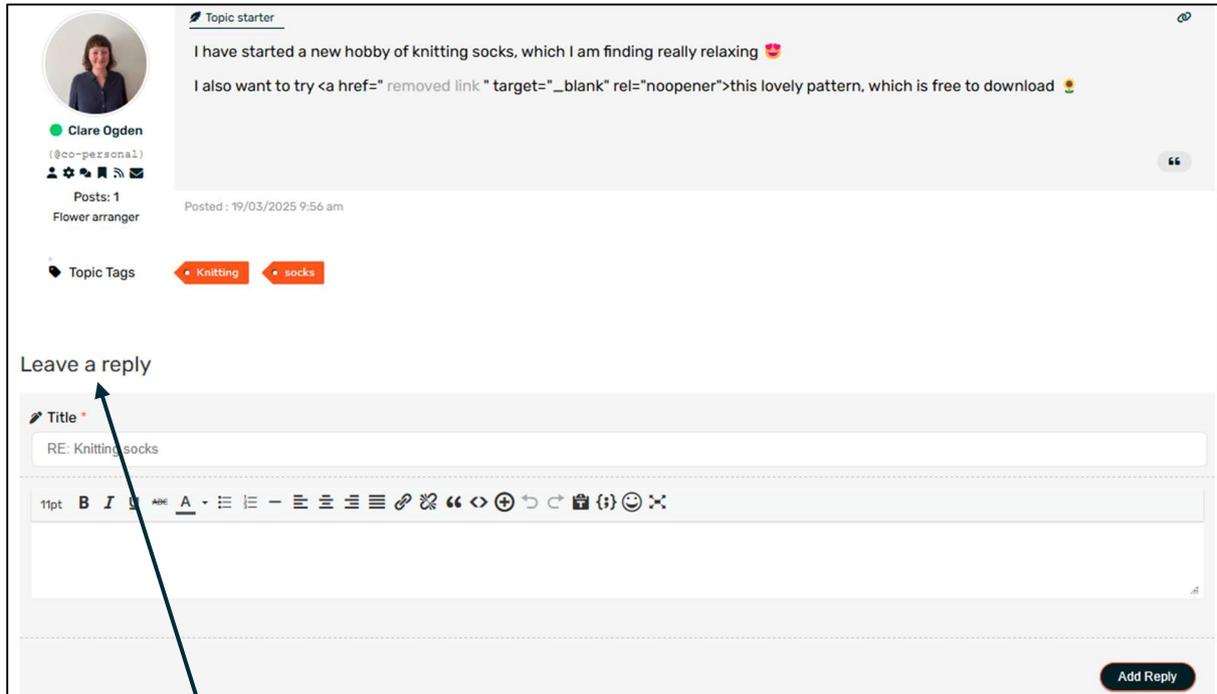
As you can see there's also the option:



This means that you will get an email alert every time someone adds a post. This is useful for users who start a topic asking a specific question and want to keep track of the answers.

## Replying to an existing topic

You can do this by clicking on one of the Boards (eg. “Fun and games”) then clicking on one of the topics.



Scroll to the **Leave a reply** box at the bottom and add your response.

Click the **Add Reply** button to post.

## Updating your profile

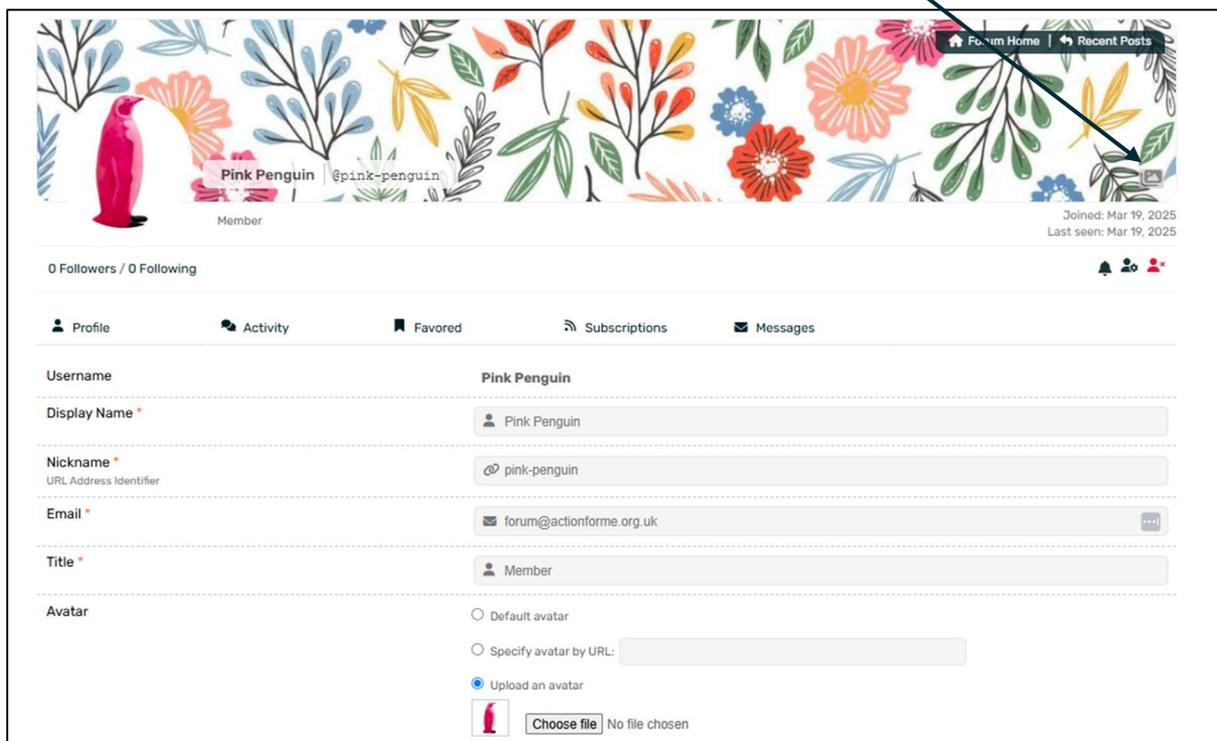
You need a minimum of three posts to be able edit your profile information.

Go to **My Profile** at the top of the forum landing page and click on the **Account** option.



You can see there are now lots of fields to complete if you would like to. Here's an example for the user Pink Penguin.

To update your cover image, clicking on the **little picture icon** in the bottom right-hand corner of the cover image, which is the one with the flowers on it in the picture below.



Here's what the fields in your profile refer to:

**Username** – this is the name you chose when you registered, and it cannot be changed.

**Display Name** – this is same as your username by default. If you like you can change it, please don't use your full real name or email address. This is to protect your privacy.

**Nickname** – this is your unique URL address identifier so you can link to your profile if you'd like to.

**Email** - your email address will already be there. Please note that when others view your profile they will NOT be able to see your email address.

**Title** – this is the description that appears under your profile pic when you post. It says “Member” by default. Feel free to change to anything APART FROM “Moderator” OR “Action for ME staff” as these are reserved for Action for ME colleagues only.

**Avatar** – this is where you can upload a profile picture. Please do not use an image that clearly shows your face, or anything that may cause offence.

You can also add your country of location and time zone if you like.

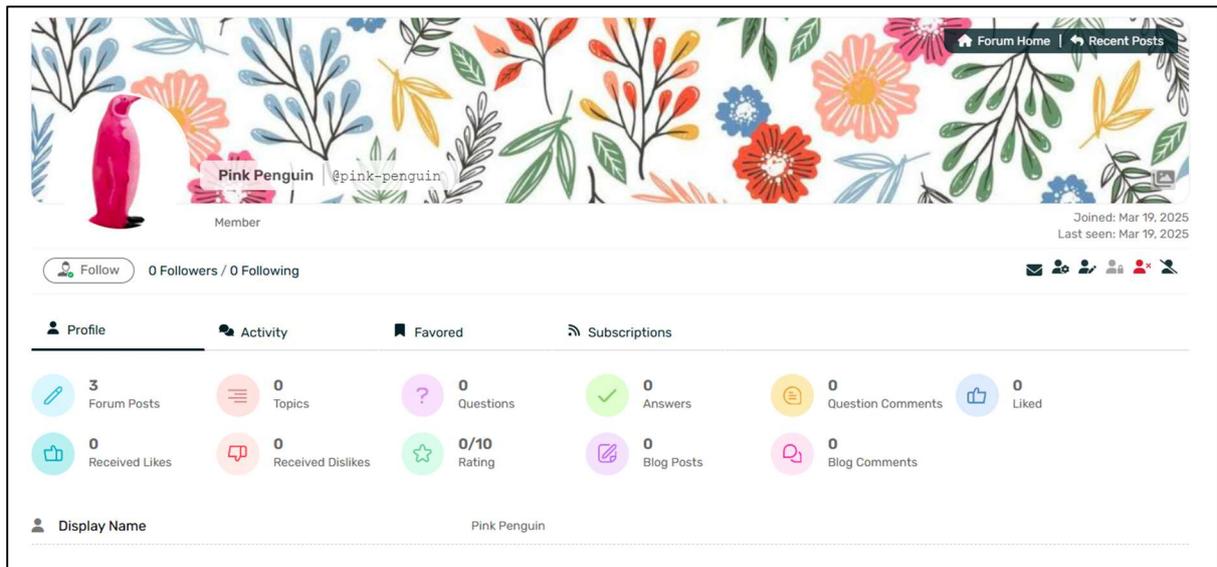
Your profile page is also where you can **reset your password** if you need to:



The screenshot shows a form with three main sections: 'Location' with a dropdown menu set to 'United Kingdom', 'Timezone' with a dropdown menu set to 'London', and 'Password' which includes three input fields labeled 'Old password', 'New password', and 'Confirm password'. A note below the password fields states 'Must be minimum 6 characters.' At the bottom right of the form is a dark 'Save Changes' button. An arrow points from the text below to this button.

Whatever you add, don't forget to click the **Save Changes** button at the bottom!

This is what other users will see when they look at your profile:



Unfortunately, we are not able to remove the categories that we aren't using – it's something of an all or nothing approach – so please ignore the following which are not live for any user:

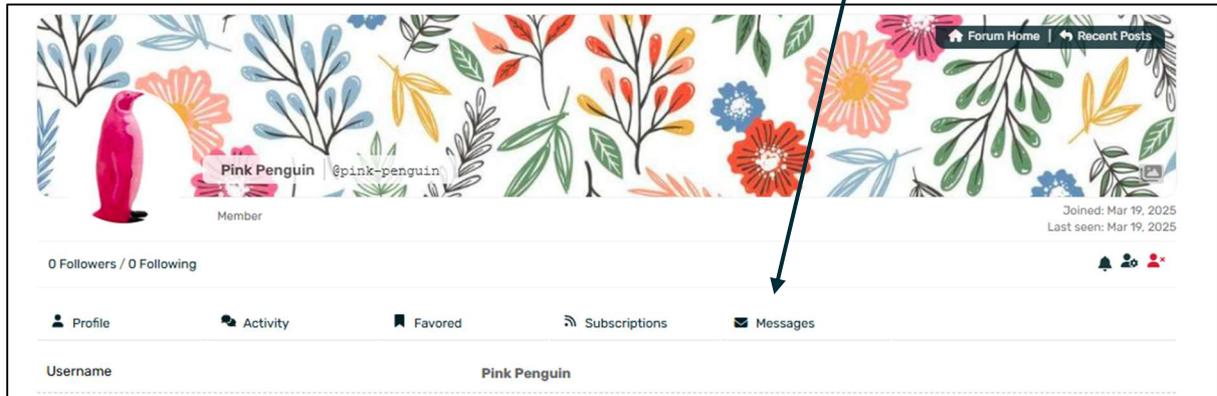
- Questions
- Answers
- Question Comments
- Rating
- Blog Posts
- Blog Comments

Your profile WILL track the following:

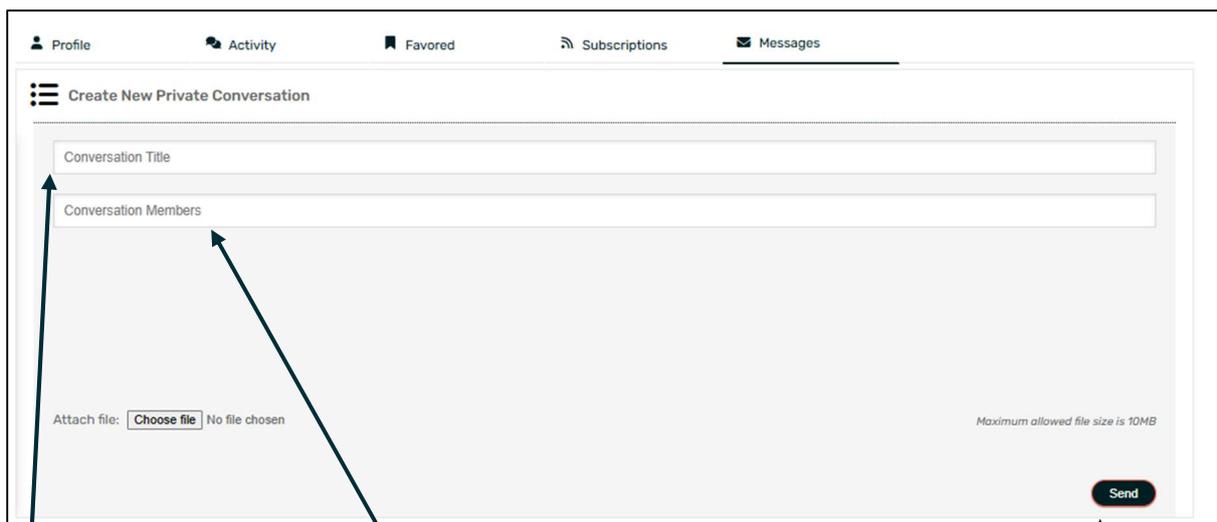
- Forum Posts
- Topics
- Liked
- Received Likes
- Received Dislikes

## Private messaging

You can send a private message to another user using the **Messages** button on your profile.



This will open the following message box:



Add a **Conversation Title**

To add **Conversation Members**, start typing the username of the user you wish to send a message to, then choose from the dropdown list.

Add your message and click **Send**.

If you would like to turn off private messaging, please email [forum@actionforme.org.uk](mailto:forum@actionforme.org.uk). The moderator will action for this for you so you will no longer be able to send or receive private messages.

## Reporting posts

The **Report** button can be found in the top right-hand corner of each post.



Please use this button if you:

- think a forum user has contravened our forum Terms of Use. A moderator will review the post you have reported and get back to you with a response.
- are worried about the safety or wellbeing of a forum user. For confidentiality reasons, we often can't share how and what we follow up with other users but please assured we act to investigate all concerns.

If you need to repost a user in a private message, click on the people icon, and then the **little wheel** next to their name to bring up the **Report** button.

