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Grad Link
FAQ
As of July 25, 2018

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General

What is Grad Link?
Grad Link is a new social and professional networking tool provided by the West Point Association of Graduates exclusively for graduates and approved former cadets of the United States Military Academy.

What should I do with Grad Link?
Grad Link is the easiest way to network with fellow grads whether that's planning a happy hour or reunion with classmates/company-mates or planning a meet-up with someone in your professional industry.

Who can use Grad Link?
Only graduates of the United States Military Academy can access Grad Link.

What about ex-cadets?
Ex-cadets are evaluated on a case-by-case basis by his/her class leadership. If an ex-cadet requests access to Grad Link, that individual's class leadership will be contacted, and the leadership will determine if the individual is to have access to the platform.

Which devices support Grad Link?
Grad Link is currently available on Apple and Android devices.

Security

Is Grad Link secure?
Yes, all data transmitted is encrypted.

Who is EverTrue?
EverTrue is the developer of the Grad Link app and web platform, and does not use or sell your information. Your information has previously been available and searchable on our website through our "Find a Grad" feature. The information provided on Grad Link is no different than what has previously been listed on "Find a Grad." In accordance with WPAOG's privacy policy, we shared information from our database to support our mission: to serve West Point graduates.

Can my information be downloaded by other grads?
Grad Link is for personal networking only. Grad Link's functionality does not allow for mass downloads of information. In accordance with WPAOG's Privacy Policy, "Contact information may never be used for commercial, religious, or political purposes. Groups wishing to raise funds for West Point must work with the appropriate point of contact (POC) in WPAOG's Development office. WPAOG reserves the right to deny access to contact information to any parties found in violation of this policy."

How do I customize my privacy settings?
The only portions of your profile that you can hide are your email address and city/state. If you wish to customize your settings so that particular information will not be visible, go to your profile and click the "Suggest an Update" button located at the bottom of your screen. You will then be given a free text box to submit any updates and/or privacy requests you wish to make. You can also contact us at GradLink@wpaog.org.

How am I on Grad Link when I did not opt in?
WPAOG has offered a similar service on its website through the "Find a Grad" feature. All of the information in Grad Link is the same information that was available on "Find a Grad," which is pulled from the WPAOG database. "Find a Grad" was not an opt-in service. Knowing that some of our graduates do have jobs where their personal information should/cannot be shared, there are individuals in our database

that have previously listed their contact information as "Confidential" or "Private." We respected those individuals' previous status with "Find A Grad" and when launching Grad Link. Both "Find A Grad" and Grad Link were developed in accordance with WPAOG's Privacy Policy.

Who can see my information?
Grad Link is only available to graduates of USMA and vetted, approved former cadets. All users are verified using the email address that is on file with WPAOG. If you sign-in using an email that is not on file with WPAOG, then you are manually reviewed by one of our staff. Knowing that some of our graduates do have jobs where their personal information should/cannot be shared, there are individuals in our database that have previously listed their contact information as "Confidential" or "Private." We respected those individuals' previous status when launching Grad Link.

Since my street address is not showing, how is my "tarbucket" still on the map?
Grad Link uses the address on file with WPAOG to show your permanent location. If you do not want to be plotted on the map, you can opt to have your city/state/zip hidden. You will still see your address and location but others will not.

What if I would like to not be part of the app? How do I opt out?
We are sorry to hear this. We hope that once you find out more about the app that you will change your mind. To opt-out of Grad Link, login to the platform and simply hide your profile under "Settings." This allows you to still access some features of the platform, but your profile will not be visible to other users. Alternatively, you can select to hide certain portions of your profile, including your email address and city/state. You can also email GradLink@wpaog.org and ask to be opted-out or hidden.

Logging In

How do I login to Grad Link?
You can sign up with your email address or login with your LinkedIn account.

If using an email and password, you will need to verify your email. Head on over to your email inbox to find a confirmation email waiting for you. Simply click on the confirmation link and return to the app to proceed.

Which of my email addresses do I use to sign up for Grad Link?
Please sign up using your primary email that is on file with West Point Association of Graduates and is also your address used to sign-in to LinkedIn.. This will ensure you receive all necessary communications regarding Grad Link and the login process.

How do I connect using my LinkedIn account?
Grad Link allows you to connect and network with other people using LinkedIn. When you first login to the app or website, you will be asked if you would like to authenticate using your LinkedIn account or your email address. If you choose to authenticate with your LinkedIn account, your LinkedIn and Grad Link profiles will automatically be connected. If you authenticate with your email address, you are able to connect to LinkedIn by clicking on the gear icon in the top right corner of the screen.

What does it mean when my information is under review?
If the email address that you provide, using either the email or LinkedIn authentication option, does not match the email we have on file, you will be prompted to provide us with further information. You will be asked for your name, class year and other information that will enable us to verify your identity. You will then receive a notification allowing you access to Grad Link. This process may take 1-2 business days to complete.

Can I login with more than one email address?
Like most online platforms, you will set a unique username/email and password to access Grad Link. Whether you create a new set of credentials or login using LinkedIn, only one email can be used to access the community. If you wish to change your login email, please contact GradLink@wpaog.org for assistance.

What if I am part of several communities using the EverTrue app? Can I join more than one community? How do I switch between them?
EverTrue gives you the ability to not only be part of all communities that you belong to but also switch between communities quickly. You can use the same credentials for all communities you belong to as long as each organization has that email in their database. To switch between communities, go to settings and select "Change Community."

Web Functionality

How do I access Grad Link on my computer?
Visit https://community.evertrue.com/wpaog Once the site loads, you will be prompted to login.

How do I update my profile?
Updates can be made in the app or web-based version of Grad Link. On the web, click on your profile photo in the upper right-hand corner. Go to "Manage Settings" and click "Update My Profile." WPAOG will update the directory and contact you with any questions. You can also click "Update this Profile" in another grad's profile to provide us with new information about that person. We appreciate the information and will contact that individual to confirm the update.

How do I search for people using the directory?
To perform a search in the directory, type in any grad's name in the search box at the top of the screen. Alternatively, you can search and filter by grad year, industry, company, city, state or cadet company by clicking "All Filters."

How do I search for people nearby?
You can set the map to any location by typing in a city and state combination in the search box found inside the map. Tar buckets, indicating grads' location in that geographical area, will appear. Clicking on one of these tar buckets will open that grad's listing in the directory. To view that grad's full profile, click on the profile photo.

Are you traveling or looking to meetup with grads in other cities? You may search for users across the globe by entering any zip code, city, state or country in the search bar at the top of the screen. The map feature will navigate to that location and show you grads listed in that part of the world.

Who are my Professionals to Know?
If connected to LinkedIn, EverTrue will use your self-identified LinkedIn Industry to pull a list of other grads in that same industry. This is a great way to network within your chosen field.

App Functionality

How do I get Grad Link on my mobile device?
Search for "WPAOG Grad Link" in the Apple App Store In the Google Play Store, search for "WPAOG Grad Link." Once you have downloaded the app and opened it, you will be prompted to login.

How do I update my profile?
Updates can be made in the app or web-based version of Grad Link. On the app, click on your name on the home screen. Then click "Update this profile." You can also click "Update this Profile" in another grad's profile to provide us with new information about that person. We appreciate the information and will contact that individual to confirm the update.

How do I search for people using the directory?
To perform a search in the directory on the app, click "Directory" on the home screen. Then click the magnifying glass located in the top right corner of the screen. You can search by name and/or filter by several other useful fields like class year, location, major or cadet company.

How do I search for people nearby?
On the home screen, click on "Alumni Nearby." A map will appear with tar buckets indicating grads in your area. Clicking on one of these tar buckets will open that grad's listing in the directory. To view that grad's full profile, click the round information button to the right of their name. You may also click the List icon in the bottom right corner of the map to view a list of people nearby.

Are you traveling or looking to meetup with grads in other cities? You may search for users across the globe by entering any zip code, city, state or country in the search bar at the top of the screen. The map feature will navigate to that location and show you grads listed in that part of the world.

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Troubleshooting

I didn't receive my verification email.
If you do not receive a confirmation email (after checking Spam, Trash or Promotion folders) please contact us (GradLink@wpaog.org) to verify which email address should be on file.

The app is not recognizing me as an alum. What do I do?
The app matches your LinkedIn email address with your primary email address that you've shared with WPAOG. If they don't match, try to login with your primary email on record with us, then link your LinkedIn account later.

You may get a message that says that we need to verify your information. Please allow two business days for our staff to verify your information. We may need to contact you for additional information if we do not have enough to verify your account.

If you do not receive a confirmation email after two business days, please email GradLink@wpaog.org to verify your email address.

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Do you have questions not answered here? If so, please contact GradLink@wpaog.org or 845-446-1622.