Website FAQs

To view the visual/ASL version of how to make an account for the LSDHH website, see our YouTube video [1].

What can I do if I register on the LSDHH website?

- Add a new event or edit an existing event for the LSDHH Events Calendar
- Add a new listing or edit an existing listing in the TN Directory of Services
- Add a new listing or edit an Employment Opportunity
- Edit your account [2]
- Edit your password [2]

What if the e-mail link to update my listing(s) in the Directory of Services has expired?

If the e-mail link has expired, you can "login [3]" from the LSDHH homepage, "reset your password [4]," and access your listings from the dashboard [5].

What do I need to register?

A valid e-mail address.

How do I Register to submit information to add or edit listings on the LSDHH website?

- Click on the "Login/Register" tab in the upper right corner of the Home page
- Three options will appear: 1) I Have an Account, 2) I Want to Create an Account, or 3) Request E-mail for New Password. Choose the option that you need.

If you already have an Account:
A "dashboard [5]" will appear and you may add or edit listings in the Directory of Services or Events Calendar, Edit your account, or Edit your password.

If you want to Create an Account:
You will be asked to:

1. Type in your e-mail address
2. Type the information you see in the "Captcha"
3. Click on "Create New Account"
4. Open your e-mail account and open the e-mail from the Library
5. Click on the link in the e-mail
6. Set your password
7. Your Dashboard will appear

What is the "dashboard?"

The dashboard [5] provides you with an easy to read current summary of activities that you can create and/or edit and submit to include on the LSDHH website along with access to editing your account and changing your password.

What is the *TN Directory of Services for People who are Deaf, Deaf-Blind, or Hard of Hearing*?

The directory is an attempt to produce a comprehensive listing of programs, agencies and

organizations throughout the state of Tennessee that serve people who are D/deaf, Deaf-Blind, or Hard of Hearing. The Library Services for the Deaf & Hard of Hearing makes no attempt to judge the quality of services provided by the agencies that are listed. This is merely a compilation of known resources.

How do I change inaccurate information in the Directory of Services, in the Events Calendar, or under an Employment posting?

If you are authorized to change information…
Login to the website, the entry will appear on your dashboard. Click on it, a form will pop up for you to edit.

What if I am not authorized to change the information and know it is wrong?
Either inform the authorized person to change it or Contact us by e-mail: dhoh@nashville.gov [6] or by calling us at: 800-342-3262 or 615-290-5211 (videophone)

I am the person in charge of my organization's entry in the Directory of Services. I logged-in to make changes, but could not. What do I do?

Contact us by e-mail: dhoh@nashville.gov [6] or by calling us at: 800-342-3262 or 615-290-5211 (vp)

I am the Authorized Signature contact, but I need to add an addition person to edit this Service. What do I do?

Contact us by e-mail: dhoh@nashville.gov [6] or by calling us at: 800-342-3262 or 615-290-5211 (vp)

What is the Events Calendar?

The calendar is a listing of programs and activities that are either accessible to or sponsored by the Deaf, Hard of Hearing, or Deaf-Blind community.

It is searchable by date, region of the state, and type of event/program. It also includes national conference information. You may even add a logo of the sponsoring organization and brochures and flyers! If you are sponsoring or know of an organization sponsoring an event in TN, please submit the information so that it will be added online!

Can anyone submit an event to be added to the calendar?

Yes, if you register and/or login.

What types of Employment are eligible to be posted?

Any employment opportunity in Tennessee that is related to field of hearing loss AND employment opportunities for people who are Deaf, hard of hearing, or Deaf-Blind are eligible. The possibilities are endless - from teachers of the Deaf to interpreters to rehabilitation counselors to companies wanting to hire people with hearing loss. All employment opportunities are welcome!

Source URL: https://tndeaflibrary.nashville.gov/help-center/website-faqs?mini=2020-11

Links:
[1] https://youtu.be/Wb-vimNbaB8
[2] https://tndeaflibrary.nashville.gov/user/me/edit
[3] https://tndeaflibrary.nashville.gov/user
[4] https://tndeaflibrary.nashville.gov/user/password

[5] https://tndeaflibrary.nashville.gov/user/dashboard
[6] mailto:dhoh@nashville.gov