



FCO Knowledge Exchange Transition

Frequently Asked Questions

1. What is happening to the FCO Knowledge Exchange?

The FCO Knowledge Exchange is moving to a new community platform. The current platform will close beginning October 1, and FCO's new Community of Support will become the new home for the Knowledge Exchange community.

2. Do I need to register for the new Community of Support?

Yes. Current Knowledge Exchange members will not be automatically transferred to the new platform and will need to create a new profile on the Family Councils Ontario Community of Support.

3. What happens if I don't sign up right away?

You can sign up when you're ready. However, once the Knowledge Exchange closes, you will need to be registered on the new Community of Support to participate in the Knowledge Exchange going forward. We encourage you to sign up as soon as possible so you can get familiar with the new platform and stay connected with the community.

4. Will my existing profile or account be transferred?

No. Existing Knowledge Exchange members and profiles will not be automatically transferred to the new platform. You will need to create a new profile on the Community of Support.

5. Will I need a new password?

Yes. You will create a new profile and password when you register for the Community of Support.

6. Is the Community of Support the same platform as the Ontario CLRI Palliative Care Series Community?

No. These are two separate community platforms. If you participate in both communities, you will need to create two separate profiles and passwords:

- FCO Community of Support: [Sign up here](#)
- Ontario CLRI Palliative Care Series Community: [Sign up here](#)

7. What will happen to the content currently available in the Knowledge Exchange?

We're working to bring over as much of the existing Knowledge Exchange content as possible to the new Community of Support. Some older materials may not be moved directly to the new platform. These resources will be archived for future access through a virtual library.

8. Will I lose access to older Knowledge Exchange resources?

Not necessarily. While some older resources will be archived rather than moved to the new platform, we are working to preserve them through a virtual library so they can continue to be accessed in the future.

9. Will the new Community of Support have the same content as the Knowledge Exchange?

The Community of Support will include as much existing Knowledge Exchange content as possible, along with opportunities to continue sharing information, resources, experiences and ideas with others. Some older content may be archived separately rather than appearing directly in the new community.

10. How do I get started on the new platform?

We've created a step-by-step guide to help you create your profile and get familiar with the Community of Support. [Getting Started: Your Guide to the FCO Community of Support](#)

12. What do I need to do now?

Follow these three simple steps:

- Sign up for the FCO Community of Support: [Create your profile here](#)
- Review the Getting Started Guide: [Access the guide here](#)
- If you participate in the Ontario CLRI Palliative Care Series, create a separate profile there: [Sign up for the Palliative Care Series Community](#)

13. Who can I contact if I have questions or need help?

If you have questions about registering, accessing the new platform, or the transition, please reach out to Ioan Williams, Senior Manager, Communications and Events, by email at iwilliams@fco.ngo.