

The Jump

Frequently Asked Questions

This resource is a comprehensive Q&A for official AHG Groups on The Jump. For general questions about The Jump and its features, please visit The Jump's website by [clicking here](#).

Q. Why did AHG choose The Jump? Why not an internal program? How will this be different than other social media platforms?

A. AHG has heard your frustrations and desire for a more user-friendly experience. AHG is committed to building relationships with likeminded organizations and The Jump is one of those partners! The Jump has worked with AHG extensively to modify the platform to meet AHG needs. The Jump does not sell your data, it is private, and there are no ads ever! For more information about The Jump, visit [AHGresource](#).

Q. How can my Troop claim our Troop's Group?

A. A Troop can claim their Troop's Group by reaching out to jumphelp@ahgonline.org. An AHG Staff Member will connect with you.

Q. Am I required to participate/join The Jump if I don't want to?

A. No, it is not required for you to participate/join The Jump, however, it is more than a social application. The Jump is a tool that can be used to build authentic community, and a place where AHG, Inc. will post information for AHG Members.

Q. Is there a Code of Conduct for The Jump?

A. Yes! The Jump has Community Guidelines of their own, and AHG has a Code of Conduct. It can be found on [AHGresource](#) or on <https://thejump.com/ahgcommunity>.

Q. How do I know if the Group I'm joining is an official AHG Group?

A. AHG has compiled a list of official AHG Groups. This list can be found on [AHGresource](#). Another way to know if the Group you are joining is an official AHG Group is to look at who is hosting that Group. If AHG is hosting it, it is an official AHG Group.

Q. Who manages Groups?

A. Troop Groups are managed by their host which consists of at least one Troop Board Member. All other Groups under the AHG umbrella are managed by AHG, Inc. Hosts are the gatekeepers of their respective Groups. They keep their Groups secure.

Q. How does a host invite someone to join their Troop's Group?

A. Hosts can invite others to join by clicking their "+Invite" button from within their Troop's Group. This feature allows invitations to be sent a variety of ways.

Q. Is my Jump account an AHG account or my own personal account?

A. Your Jump account is your own personal account. The AHG Groups fall under AHG's umbrella. For authentication across both applications to be a positive experience, AHG encourages you to create your Jump account with the same mobile number and email address that was used during your membership registration process.

Q. Am I allowed to create my own Group that is AHG related?

A. Yes, however, please make sure AHG has not already created a Group for what you are looking for. If you create a Group that focuses on AHG-related content, AHG asks that you include the following disclaimer in the description (About Section) of your Group. "This Group is not owned or moderated by AHG, Inc."

Q. How can I (an AHG Adult Member) connect with others in my area if I want to tell them about a camp, a father/daughter dance, etc.

A. Troops can connect with other Troops in their state by visiting their respective State's Group. You will be automatically authenticated into your State's Group after you first join your Troop's Group.

Q. Do I have to "friend" anyone on my Group?

A. No, you do not have to be "friends" with anyone to see and communicate with them within your Group. Your account is personal and the choice is up to you.

Q. What is the "Talk" function in The Jump, how does it work, and what limits are there?

A. "Talk" is direct messaging from person to person. Visit [The Jump](#) to learn more about this feature.

Q. Will Hometown Mentors be in their Troops' Groups?

A. A Hometown Mentor can request to join the Groups for the Troops that they support. The host has the option to approve or deny the request.

Q. Can the host decline someone's request to join their Group?

A. Yes. If the host receives a request to join from someone that shouldn't have access to that Group, the host can decline the request.

Q. Are girls allowed to join the Troop Jumps?

A. While Troop Groups are not being promoted to girls, they do have the ability to join, should that be the desire of the parent and Troop Board. Two-deep leadership must always be maintained should the Talk feature be utilized with a girl.

Q. Who can host their Troop's Group?

A. Troop Groups were initially rolled out to Troop Board Members to claim and join their Troop's Group as hosts. Additional hosts can be assigned.