

Community Participation Checklist

WORKSHEET | 7 OCTOBER 2026 | Record evidence before checking a box

- ☐ Define the customer problem and why this community fits.
- ☐ Record community rules and the date checked.
- ☐ Check promotion, links, private messages and AI-content rules.
- ☐ Use a truthful account identity and disclose relevant affiliation.
- ☐ Verify every factual claim; label hypothetical examples.
- ☐ Answer the specific question fully before considering a link.
- ☐ Include a link only if necessary and expressly permitted.
- ☐ Keep customer records and sensitive details out of public replies.
- ☐ Avoid vote coordination, fake reviews and account evasion.
- ☐ Assign an owner for replies and support escalation.
- ☐ Separate community response, referrals and business outcomes.
- ☐ Record time spent and decide continue, change or stop.

Evidence and next decision

Community / thread URL

Customer task / rule evidence

Contribution owner / next action

Review date / decision