Jive Interactive Intranet

9.x User Guide

Getting Started with Jive Community

Aurea

Unlimited Possibility

Notices

For details, see the following topics:

- Notices
- Third-party acknowledgments

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Aurea global support

If you encounter a problem while using an Aurea product or require assistance with downloading the software or upgrading a product release, please, try to:

- Search the articles on the Aurea Knowledge Base for solutions to your issues.
- Search the product documentation and other product-related information that are also available on Support Central.

If you still cannot find a solution, open a ticket on Aurea Support Central. Information about the support organization is available on Support Portal as well.

You can also find the setup files on Support Portal.

For information about purchasing an upgrade or professional services, contact your account executive. If you do not know who your account executive is, or for other queries, contact us through our website.

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Overview

Supported languages

For a list of languages supported in the Jive user interface, see Supported languages on page 7.

Release notes

To learn more about changes in Jive with each release, including the release notes, see the Jive Hosted and On-Prem space on .

Previous help versions

If you want to see previous versions of the documentation, take a look at the following help from previous cloud releases:

- Jive 8.0 User Help
- Archived Documentation

Beta features

Any feature labeled in this Jive Cloud Documentation as a "Beta Feature" is provided to you for non-production, evaluation, and testing purposes only. Beta features are provided "AS-IS," "AS AVAILABLE," AND WITHOUT WARRANTY OF ANY KIND, AND ARE EXCLUDED FROM ANY APPLICABLE SLAS AND SUPPORT SERVICES. Beta features may be subject to different security and privacy commitments. Beta features may or may not become GA features, and their implementation may change in backward-incompatible ways. We may change or discontinue beta features at any time and without notice. If you do not agree to these terms, do not enable any beta features.

Jive is a social business software that integrates the most powerful capabilities of collaboration, community, and social networking software. We hope you find this documentation useful as you set up, configure, and use your new Jive community. Thank you for choosing Jive!

For details, see the following topics:

- Supported languages
- What's New in Jive 9?
- System requirements

Supported languages

The main application has been translated into a number of languages. Users with one of these languages set as their browser version automatically see the translated application. Users can also override their browser setting in their user preferences.

Supported languages

The main application supports the following languages:

- Chinese—Simplified
- Chinese—Traditional
- Czech
- Danish
- Dutch
- English
- Finnish
- French
- German
- Greek
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese—Brazilian
- Russian
- Spanish (Latin American, Neutral, International, Castilian)
- Swedish
- Thai

What's New in Jive 9?

The latest Jive 9 release includes significant new fixes and enhancements.

Release Notes – Jive Hosted on Premise

You can check the Jive Hosted and On-Prem space on for details.

Upgrading to Jive 9

If you're upgrading, see Step 2: Learn What's Changed from Jive 7 & 8 to Jive 9 on for a more detailed look at what's changed between Jive 7 & 8 to 9. You need to join the Jive 9 Upgrade Planning group to use this resource.

Changes in Jive 9

Bulk content management	You can now make bulk changes to content items with the Bulk Manage Content feature. For more information on how to use this feature and what it offers, see Making bulk changes to content in places.
improvements	is now available for hosted and on-premise communities and compatible with Jive 9. For more information about changes to the app, see Release Notes – Jive Daily Hosted on . For more information on how to use , see the .
Copydocument	Documents now have a Copy Document action that creates a new piece of content from an existing document. It copies the title, body, and publishing information (place, category, tags) from the original document. Documents can be copied as a new document, discussion, or blog post. This is a great way to make templates for others to use. For more on this feature, see Copying content.
New tiles	New tiles are introduced in your community. Some are only available in narrow tiles and some are only in custom pages. • Hero • Banner • Super List • Latest blog post • HTML • Category • Tagged Content For more information, see Tile reference.
News enhancements	News is the central place for you to see what's happening in the community. For more information about News, see Using News. For more information about creating News streams, see Customizing News page.

System requirements	Browser support: • We now support Mobile Safari on iPhone and iPad for iOS 8 and 9, and no longer support 7 • We now support Apple Safari 8 and 9 (on Macs only), and no longer support 7 • We no longer support Internet Explorer 8 and Internet Explorer in Compatibility mode For a list of the browsers we support, see #unique_15. : • We now support a minimum of iOS 8.x and higher • We now support a minimum of Android 4.4 (KitKat) and higher

End of Life and deprecation

Browsers	We no longer support Internet Explorer 8 and Safari 7. For the list of the browsers we support, see #unique_15.
Apps Market EOL	We are removing the ability for customers to download Apps via the Apps Market in Jive 9.0.0. Apps will continue to function and be available for download via the Add-ons page. No functionality will be lost. During the upgrade process all downloaded apps will be converted to Add-ons. The **Apps** menu item will still be displayed and Apps will continue to function should customers have dependencies on those Apps. For more information, see Apps market EOL in Jive 9 on .
Deal Room add-on	We are deprecating the Deal Room add-on as of July 2017. Please use the Salesforce Chatter add-on to enrich your Jive Activity stream with content from Salesforce.

System requirements

Learn about the required and supported system elements for the application. The system requirements listed here should be met before using the application.

This section describes what you need to run Jive.

Supported browsers

Jive works with most current web browsers. Note that if you need to use Content Editor features, such as cut and paste, script access to the clipboard must be enabled.

- Microsoft Edge* (Chromium-based).
- Apple Safari 8 and 9 (on Macs only).
- Mobile Safari on iPhone and iPad for iOS 8 and 9 and later. (For a browser-independent native iOS phone app, be sure to look for the app, if your community uses it, in the App Store.)

- Mobile Chrome on Android devices for Android 4.4 and later. (For a browser-independent native Android phone app, be sure to look for the app, if your community uses it, in Google Play.)
- Mozilla Firefox*.
- Google Chrome*.

* Google Chrome, Mozilla Firefox, and Microsoft Edge browsers are released frequently. Jive Software makes every effort to test and support the latest version.

Note: The recommended minimum screen resolution for desktop devices is 1024 x 768. Results may vary if you use zoom to adjust your view to levels other than 100%.

Important notes and restrictions

- Beta versions of web browsers are not supported, but they are quickly added to the supported list after they're formally released.
- Apps are not supported on mobile devices. These features may not work correctly on mobile devices.

2

Getting started

Get acquainted with your community and learn the basics of communicating, collaborating, and innovating the Jive way.

For details, see the following topics:

- Registering in community
- Signing in to community with two-factor authentication enabled
- Exploring community
- Setting up your profile
- Updating your status
- Joining groups
- Rating, liking, and marking content
- Creating content
- Participating
- Alerts for people, places, and content items
- Finding stuff you need
- Pinning pages for quick access
- Jive places: spaces, groups, and projects
- Understanding pages in places
- Inviting new community members

Registering in community

Depending on the community configuration, an account may be provided for you, or you can create it yourself.

Some of the communities you cannot access without registering. In other communities, you can browse the content, but with registration you get access to additional useful features, such as useful notifications and direct messages.

Registration in Jive communities depends on the community configuration. In some communities, a user account may be created for you by administrators, and they provide you with details for logging in to the community. Or you may be able to create an account for yourself.

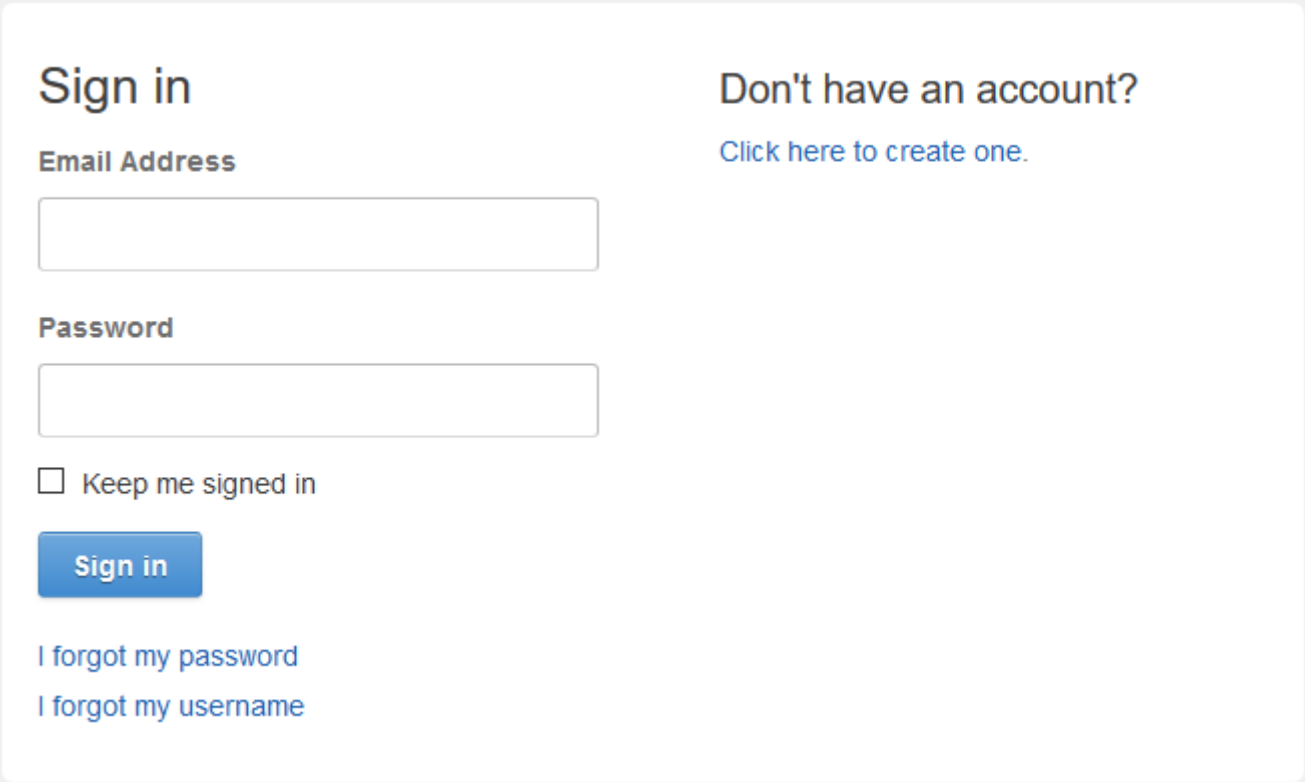
Requirements

You must have a valid email address which is used to verify your identity.

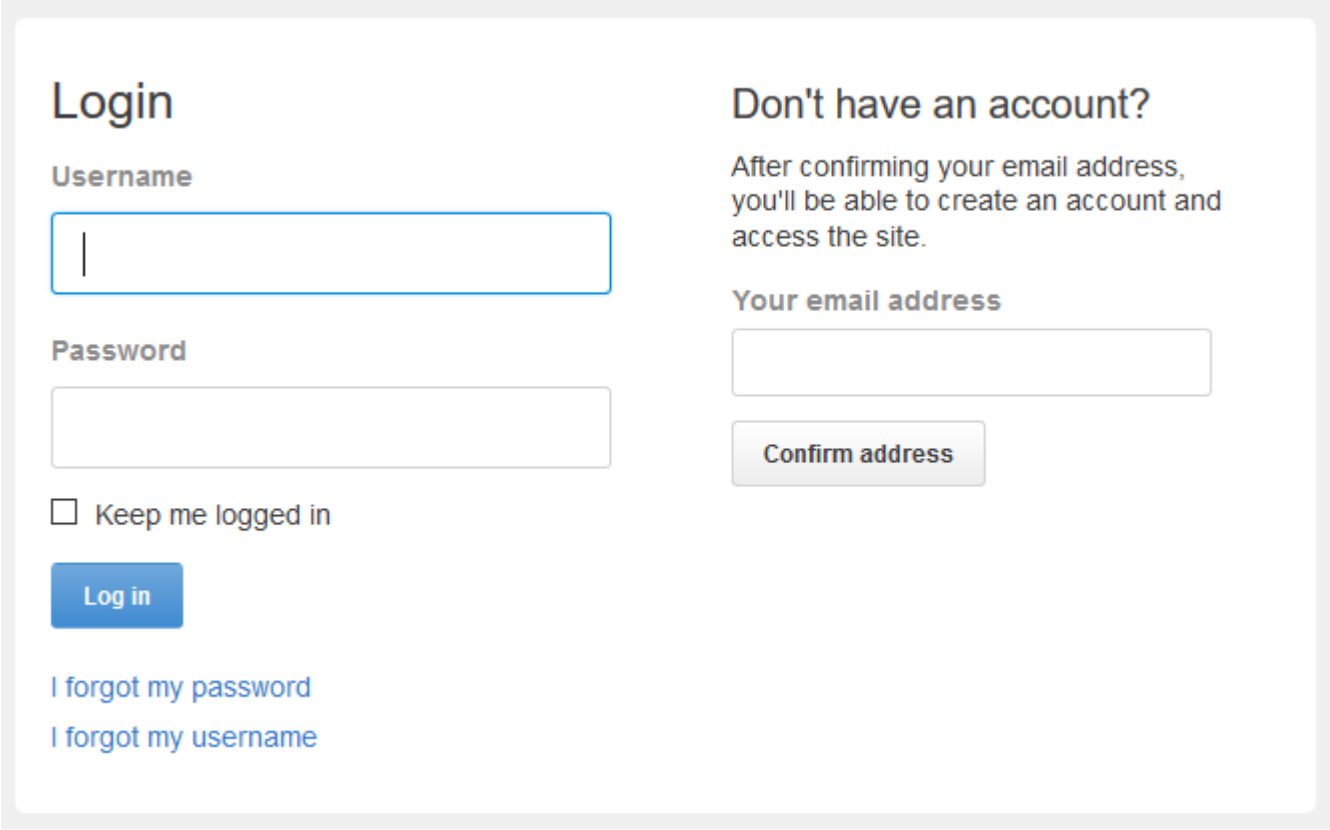
Self-registering in community

Generally, you should follow the steps below to self-register.

1. Open the community URL. The login and registration page should be opened. If another page opens, click **Register** to go to the registration page.
2. Next, you provide your email which you will use to access the community. Generally, one of the following options should be available.
   - Click **Click here to create one** to start creating your account.



   - If you are required to confirm your email address first, enter your email address and click **Confirm address**.



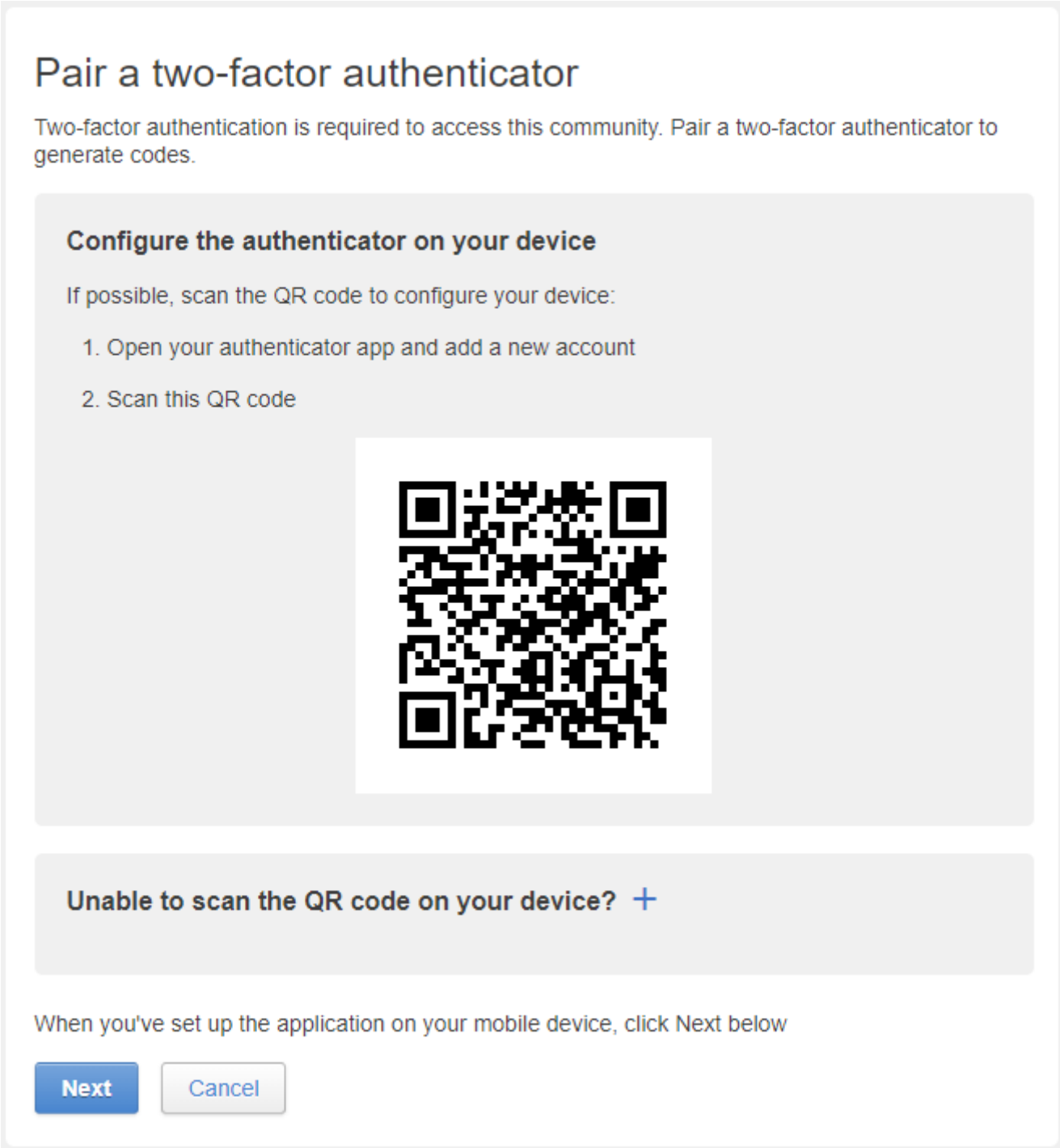
You receive an email with further instruction for registration. Click on the provided link to continue.

- If SSO is enabled in the community, you can use your other credentials, such as Google or Facebook, to log in. The information about you is usually received from this account, and your user account is created immediately.

3. You may required to pair up a device for a two-factor authentication. In this case, you will need to set up an authentication app on your mobile device and scan the provided QR code with the app. For example, you can use Google Authenticator (Google Authenticator on the App Store or Google Authenticator on Google Play)

or Authy (Authy in the App Store or Authy 2-Factor Authentication on Google Play).

Figure 1: Pairing a device for the two-factor authentication



If you cannot scan the QR code, on the login page, click **+** next to **Unable to scan the QR code on your device** and enter the provided data into the app.

When the authenticator app is configured, click **Next**, type a code from the app in **Enter code**, and then click **Verify**. The time for entering the code is limited, you need to enter the code before it is changed in the app.

4. You may be required to review the Terms and Conditions agreement and the cookie usage policy. It is required to accept the conditions to access the community.

   Note: If you don't accept the agreements, you won't be able to access the community.

5. Then you need to create your user password and provide some information about yourself. The required information is marked accordingly.

   If you registered with an SSO account, you might not see this step.

6. When you finish, click **Create Account**.
7. If two-factor authentication is enabled, you will be asked to

Your account is created. Depending on the community setup, you may be immediately redirected to the community home page. Alternatively, you may need to wait while your request is validated. After that, you will receive an email with the results and further instructions.

With your new account, you can explore the community. For more information, see Getting started on page 11.

Signing in to community with two-factor authentication enabled

After signing in to the community you gain access to most of the community features.

Requirements

Generally, you only need a browser or a mobile app to sign in to a community. You can find the list of supported desktop browsers at Supported browsers on page 9. And for more information about accessing communities from a mobile device, see Using community from mobile browsers.

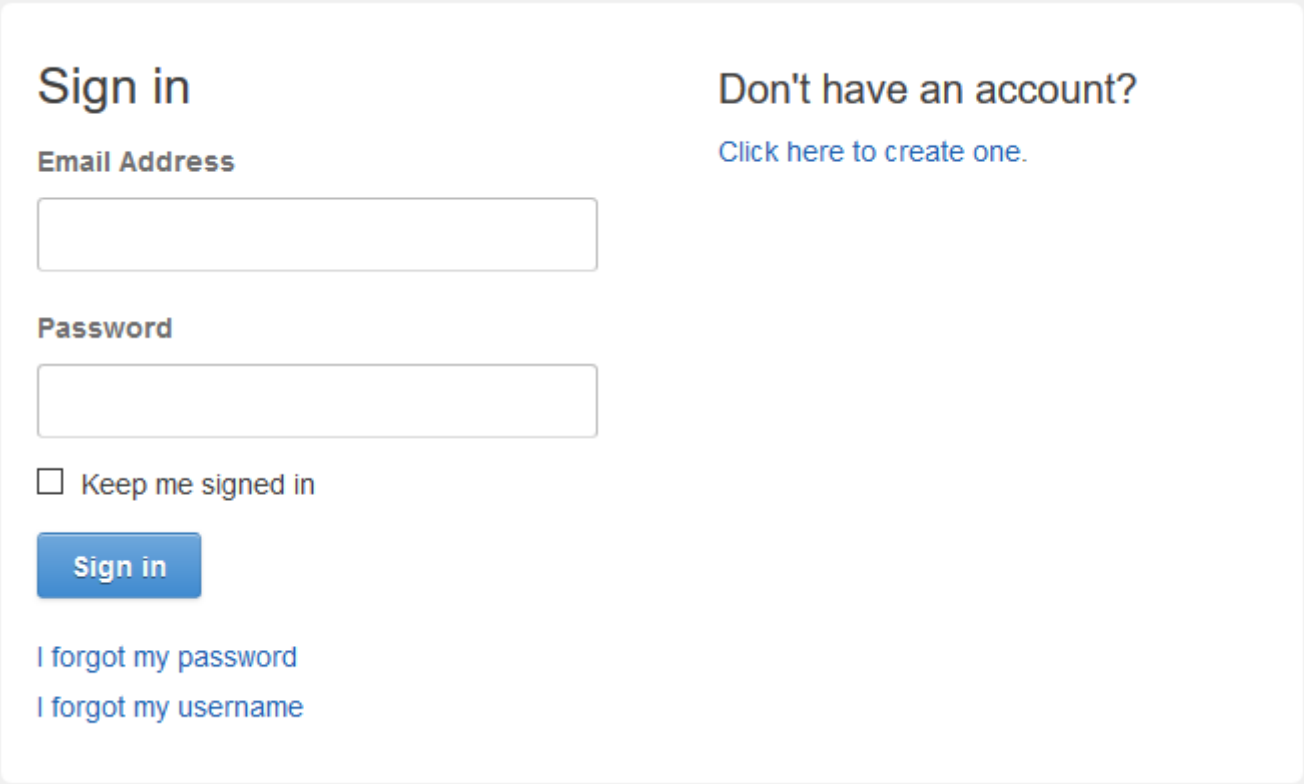
But if the two-factor authentication (2FA) is enabled for the community, you may also need a mobile device with an authenticator app installed. The device is used to provide a second piece of information about you before you can access the community. This is a security safeguard: if someone gains access to your password they will not be able to access the community without access to your mobile device. As an authenticator app, you can use Google Authenticator (Google Authenticator on the App Store or Google Authenticator on Google Play), or Authy (Authy in the App Store or Authy 2-Factor Authentication on Google Play), or another authenticator app which supports TOTP protocol for the two-factor authentication.

Signing in to the community

To sign in to the community:

1. Open the community URL. The sign-in and registration page should be opened. If another page opens, click **Sign in** to go to the sign-in page.

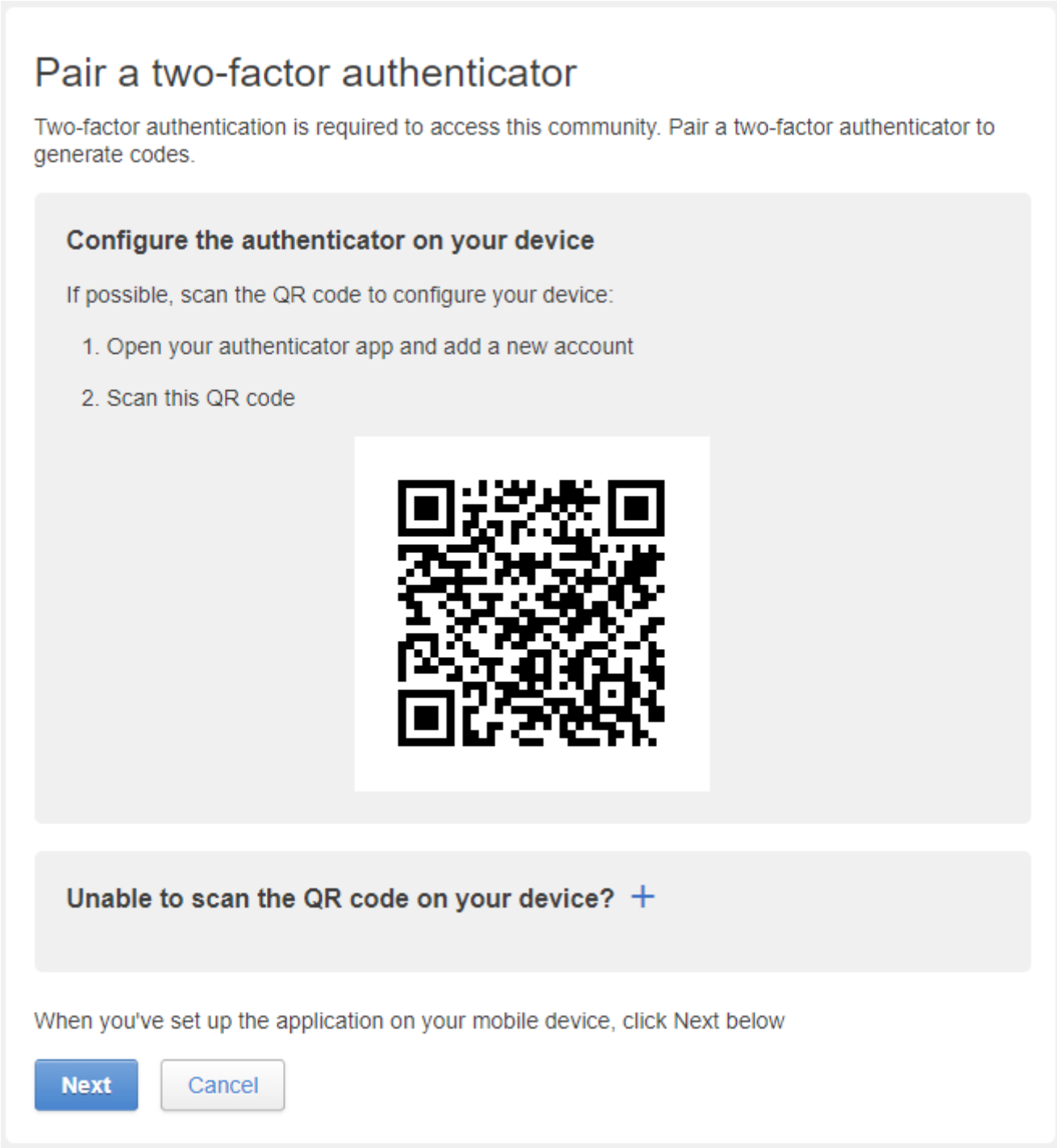
   Figure 2: The Sign in page



2. Enter your email address and password, and then click **Sign in**.
   - If you want to stay signed in, select the **Keep me signed in** check box.
   - If SSO is enabled in the community, you can use your other credentials, such as Google or Facebook, to sign in.

3. Pair up your mobile device as follows:

Figure 3: Pairing a device for the two-factor authentication



a. On your mobile device, open the authenticator app.

b. Scan the QR code to add an account to the app automatically.

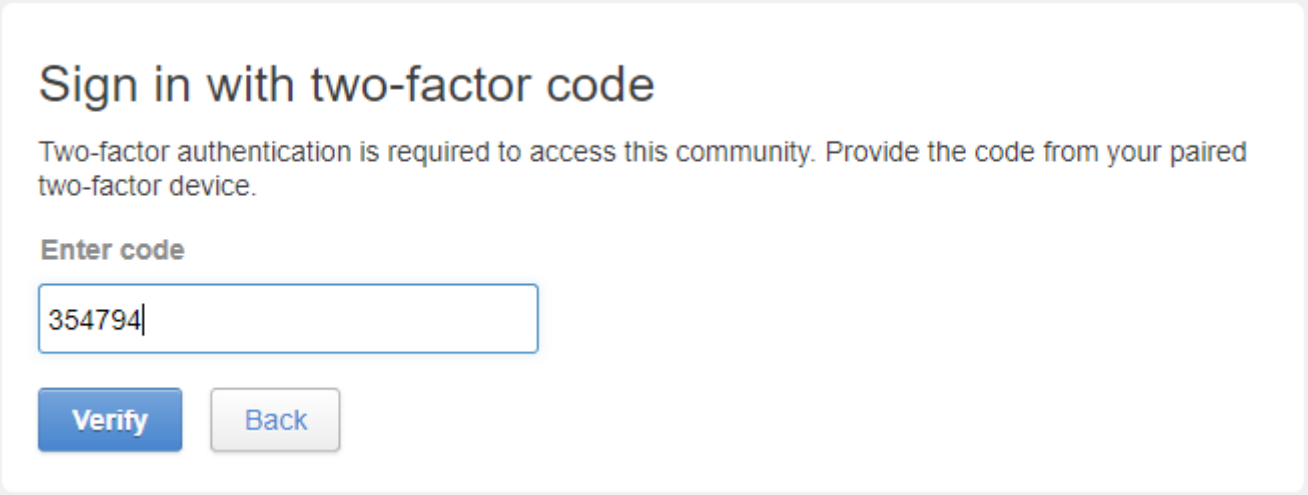
c. Alternatively, if you cannot scan the QR code, click **+** next to **Unable to scan the QR code on your device** on the sign-in page and enter the provided data into the app. Follow the instructions for your app on adding a new account.

d. Click **Next**.

This adds a device token to your account; with this token the community can recognize the device as belonging to you. Pairing a device is required when you set up a new device, change your password, or when you want to change the device you use. With a mobile device paired, you proceed to sign in.

4. Sign in with a code from your mobile device as follows:
   a. On your mobile device, open the authenticator app.
   b. Locate the verification code, enter it and click **Verify**.

   Figure 4: Entering a 2FA verification code



   Note that the verification code is changed every 30 seconds and you need to enter the code within this time interval.

After entering a correct verification code you will be signed in to the community.

If required, you can change the device used for two-factor authentication. For more information, see Unpairing a two-factor authentication device.

Exploring community

Here's an overview of the main components you can see and use in your community.

News page

The News page functions as a central news page for your community. It features a variety of streams and tiles designed to bring you the latest news and information. You won't see News if your community manager has not enabled the feature or changed the name of the News page.

The top menu of the News page organizes community activity into streams such as Following, All Activity, and your own custom streams. From any stream, you can view and interact with the activity that flows through your community. For more information about streams, see Overview of streams on page 20.

You can see the following streams on the News page by default:

News (top-level view)	The News view aggregates and displays only new content posted in your News and Following streams. However, unlike your other

	streams, the News view does not show content updates and comments in the stream. In addition, content that gets updated or interacted with is not posted at the top of the News view. Consequently, the News view shows only new things. For more information about the News view, see Overview of News.
Custom News streams	These streams are designed by your community manager to bring you the latest news and information. These are the streams listed next to the News stream in the top menu. For example, you could have a stream there called CEO's Blog or My Department. Note that you can't delete these streams or change the email notifications settings for them, unlike your own custom streams.
Following stream	This stream shows the activity of people, places, and content that you are following in the community. If you are new to the community, you might want to browse through **People** > **All** to begin following your teammates or other people who interest you. To see who you're following, click **People** > **Following** .
Your custom streams	Click **Create New Stream** to create a custom stream containing only activity related to the people, places, and items you specify. You can have one or more custom streams. For example, you might create a My Current Project stream to follow everything related to your current project. For more information about creating custom streams, see Creating custom streams.
All Activity: Most Recent stream	This stream shows all the public activity in your community that you have permission to see. Watching this can be useful if you are new to the community and want to find people, places, and content to add to your custom streams.
All Activity: Top & Trending stream	This stream shows the most valuable and interesting community activity. Here you can see items that are receiving a lot of likes and comments.

Your Inbox

Click next to your avatar in the upper right corner to see your Inbox. Inbox includes the following pages:

Inbox	Inbox includes updates to things you've participated in: direct messages, @mentions, and shares, plus any items you pulled in by following them in Inbox. For more information, see Tips for using Inbox on page 22.
Your View	Your View lets you set up a page for yourself, so that you can get to your most-used items quickly. You can change what you see from Your View whenever you want. For example, you might want to update Your View when you change projects or teams, or when you want to watch new things in your community. Note that you won't see Your View if your community manager has not enabled the feature. For more information on setting up Your View, see Using Your View.
Actions	Actions remind you to complete a task or action item that's been assigned to you. For more information, see Tips for using actions on page 24.

Overview of streams

A stream shows you real-time updates of activity as people interact with content, people, and places in the community.

You can see streams on the News page and the Activity page of any place. Streams are updated when someone creates a document, replies to a blog post, posts a status update, and so on.

Examples of activities which update streams

Here are some examples of activities that trigger new stream items for people, places, and content that you're following in a stream:

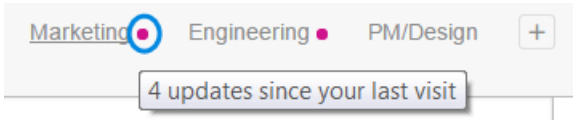
- Content: Someone modifies the content item, for example, edits, comments on, or replies to it.
- People: Someone posts a status update, creates a content item, or comments on a content item.
- Places: Someone updates content in the place, for example, publishes a new document, edits a blog post, shares content with a place, or comments on a document that lives in the place.
- Tags: Someone creates or modifies an item with a tag you're following in the stream, or adds the tag to a content item.

Tracking new activity in streams

Here are some ways you can track new activity in your streams:

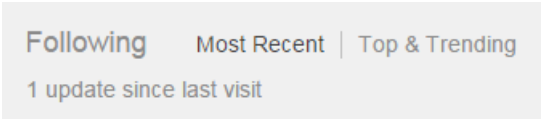
Activity indicators

When there is new activity in your streams, such as likes, comments, edits, or new content, you can see an indicator dot next to the stream name on your News page. If you hover over the indicator, you can see the count of new activity for that stream since you last viewed it.



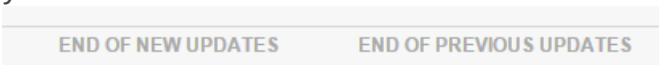
Stream views

When you select a stream, you are viewing all activity, with the **Most Recent** content listed first. If you want to view only the content you are following in that stream, you should select **Top & Trending** to sort activity by the most active content since you last viewed the stream.



Update lines

As you are scrolling through your stream, you can see the **End of New Updates** line, so you know when you've seen all the new activity for that stream. If you continue scrolling, you can see the **End of Previous Updates** line that shows you the updates from last time you checked.



Streams to follow

Here are some streams you can view to follow activity in your community:

All Activity: Most Recent stream	You can see all public activity that you have permission to see in this stream.
Custom streams	You can create your own custom streams that show only the people, places, and content items you select. For more information, see Creating custom streams.
People and Place activity streams	Each person and place in the community has an activity stream. You can see yours under your profile, and places have a place-specific stream that shows up on place pages.
News streams	News streams are those listed to the left of your custom streams. They were created by your community manager to help you see important content. For more information about how these streams work, see Overview of News and Overview of News streams.

Notifications about streams

You can also select your notification preferences by clicking **Your avatar** > **Preferences** .

Tips for using News

The News page is the best place to explore the full range of what's happening in your community.

Use the following tips and tricks to get the most out of the News page:

- The Announcements banner shows critical headlines selected by your community manager. Just click on a headline or **Show Details** to see the full article.
- Streams shown between the News and the Following streams are curated for you by your community manager to keep you up to date on the most important community activity. You can't delete or edit these streams like you can your custom streams.
- Your Following stream is a built-in stream where you may already be automatically following some of your colleagues. You can add to your Following stream any people, places, or content that you're interested in. If you don't want to think about how to set up custom streams, Following is an easy way to mark all activity you want to check into later.
- You can create a new stream to focus on specific content, places, or people. For example, you might create a stream to watch your team's activity and a project stream to follow activity about your current project. For more information, see Creating custom streams.
- The All Activity: Top & Trending stream usually has the most valuable and interesting community activity. You see content and people that are generating a lot of likes and comments. Or, check out the All Activity: Most Recent stream to see all public activity in your community that you have permission to see. Both of these streams can be useful for adding new people and content to your custom streams.
- Clicking the pin icon from any of your streams makes it the landing page whenever you click **Home** in the main navigation menu.

For more information about the News page, see Using News.

Tips for using Inbox

Inbox shows replies, @mentions, messages, Latest Acclaim, shares, and any activity you follow.

Your Inbox shows the activity that's most you-centric – the information that's sent directly to you and has your name on it. This automatically includes @mentions, replies to discussions you're participating in, content people share with you, your latest acclaim, new follower notifications, and direct messages.

Inbox interface

To see a quick tour of the Inbox, click the following image:

Figure 5: Inbox interface

Inbox configuration

Depending on your preferences, everything that flows into your Inbox may result in email notifications. If available in your community, you can adjust what's emailed to you. For more information, see Customizing notifications.

Tips and tricks for using Inbox

Use the following tips and tricks in working with your Inbox:

- You can use the **Filter** menu in Inbox to sort the view to @mentions, messages, notifications, or shares.
- You can filter Inbox by participant by entering a user name in the box. You can see only the items that include this person as a participant.
- Manage your unread communications and follow-ups by using the blue dot next to messages you haven't read yet and clicking **Unread Only** to see only the messages marked with the blue dot.
- When you click the **Split View** icon in the top right of the Inbox stream and then select a message, you can see the content of the message in the lower pane and the list of messages in the upper pane.
- Get rid of activity on any item that no longer interests you by clicking **Hide new activity** in the lower pane of the split-pane view. The current activity stays in your Inbox, but you'll see no more update alerts for that item. For more information about notifications, see Customizing notifications.
- If you are following a space in Inbox, you are not also following its subspaces unless you separately decide to follow them in Inbox.
- Click the pin icon next to Inbox, Your View, or Actions to make it the landing page whenever you click the button next to your avatar.
- You automatically follow all content that you create, so you receive an update notification in your Inbox whenever anyone responds to your content or changes it. This notification is updated whenever you or another user edit or comment on the content, or make another notable action. Note that if it is you who made the action, the notification is marked as read. And if the item has been updated by another user the notification is marked as unread, to attract your attention. If you have the **Unread Only** option selected, you will see only notifications about actions of other users. And if you do not want to receive notifications about this content item, click **Hide new activity** in the lower pane.

Tips for using actions

Your Actions menu is focused on just what it sounds like: things you need to get done.

When you are assigned something to do, such as a task or something that's been Marked for Action for you, you can see an alert next to Actions in the left sidebar. For more information, see Using Marking feature.

Use the following quick tips to use Actions effectively:

- Click **Action Items** to see a list of your Action Items. From here, you can Resolve them, or bring in other participants. To see the Action Items you have already resolved, click **Resolved**.
- Click **Tasks** to see a list of tasks assigned to you, which you can sort by project. To see the tasks you've completed, select **View: Include completed**. For more information, see Using projects and tasks.

Alerts

Alerts let you know that there is a new activity you might want to check out.

In the main navigation menu, you can see numerical action alerts, 1, that indicate new activity. For example, if you see a number next to the Inbox icon, 5, you have new items in your Inbox.

Setting up your profile

Setting up your profile is the first step to participating in the community.

Your user profile provides community members with an easy way to learn about your skills and interests. Your profile shows up in search results when community members search for keywords contained in your profile. You can update your information at any time.

To set up your profile:

1. Go to **Your Avatar** > **Edit profile** in the upper right corner.
2. On the **Profile Details** tab, fill in as much profile information as you like.

   Note that your profile can found when people search, so if you have professional roles or interests that would be useful for others to know about, you should include them. You may not be able to edit certain fields, such as username. Usually, the community manager sets up these fields for you.

3. Click **Save** to save the settings.
4. On the **Privacy** tab, edit your privacy settings.

   These control how different types of users see your profile. For more information on privacy settings, see Setting up content visibility options.

5. Click **Save** to save the settings.
6. On the **Avatar & Photos** tab, change your avatar and manage your photos.

   Your avatar and other photos let people see and recognize you in person. Your avatar lets community members quickly associate your comments and status updates with a simple visual cue.

7. Click **Finished** to return to viewing your details.

Updating your status

Status updates are a quick, informal way to let people know you're active and engaged in the community. You can include an @mention, image, link, or video link in your post.

You can post an update by typing a brief update in the **What's going on?** box at the top of any stream. With a status update, you can tell others what you're doing right now, for example, "Loved the company pizza at lunch today. Thanks, @HR team!" or "Slogging through the #TPS #report. Ugh!" You can post a status update for the entire community (default) or limit it to a specific group. For more information about status updates, see Posting status update in groups and Status update tips and tricks.

Posting a status update

To post a status update:

1. In the main navigation menu, click and then click **Status Update**.
2. In the **Post a status update** dialog box, type your status.

   You add images, @mentions, links, or YouTube video links to your status updates. For more information, see Adding images, links, or YouTube links to your status update on page 26 and Adding an @mention to your status update on page 27.
3. Next to **Post in**, select a place where you want to post the update. Click **Post** to save and publish your status update.

Adding images, links, or YouTube links to your status update

You can insert an image, link, or YouTube video link to your status update. This is a good way to share information with people in your community.

- To insert an image into your update, click the upload image icon, browse to and select the image you want to insert, and then click **Post** to include it in your update.
- To insert a link or a video that others can click to open or play without leaving the community, click the link icon, type the entire link in the URL field, including `http://`, and then click **Add**.

  For sites that include images, you can see an optional thumbnail image to be posted alongside your link. You can use the arrow keys to select a different thumbnail or click the x at the top right corner of the image to post your link with no image. When it looks the way you want it, click **Post**.

  Alternatively, you can also type the URL directly in the post box, then type a space and wait for the thumbnail to populate.

Adding an @mention to your status update

You can use an @mention in your status update to call out specific people, content, and places. This can be helpful if you want to point someone to a specific item or make sure someone gets your update in their Inbox. When you @mention a person in your status update, the update appears in that person's Inbox.

For more information about @mentions, see Alerts for people, places, and content items on page 32.

Filtering for status updates

If you want to see a specific person status updates, go to their profile page and click **Activity** > **Status Updates** .

Joining groups

Joining and participating in social groups helps you become involved in your community.

A group is a place for you to connect with people who share an interest. Groups can be about anything from human resources informational groups to after-work sports groups. People join a group to participate in discussions, keep track of the group-related documents, and remain aware of the group's activities.

There are several types of groups. Depending on how your community is set up, your group options may differ. You can browse most of the groups in your community from the Places page and find groups of interest: groups anyone can fully participate in are called *open groups*. Other groups require you to be a member to participate in certain ways. Depending on how a group is set up, you may have to join it before you can collaborate on content in that group. Some groups require you to be a member to see any activity or content in a group, and others are invisible unless you get an invitation.

For more information about group types, see Types of groups.

Finding groups to join

When searching or browsing, you can find spaces, projects, and groups that are set to be visible to search. And if you found a private group you want to join, you can ask to be accepted.

To find some groups to participate in:

1. In the main navigation menu, go to **your avatar** > **Your Places** .
2. Select **All** in the left pane to see all places which you can see in your community.
3. Select **Groups** at the top of the page to see only the groups in your community.
4. Select a group type under the **All group types** list to view only groups of a particular type. You see the following options for group type:

Options	Description
Open	You can click through and participate, or follow the group to see updates from the group in the streams. (Public groups don't have members.)
Members Only	You can click through and participate. You can reply or comment and create some kinds of content without joining the group, but for full authorship rights, you need to be approved for membership by a member of the group.
Private	You can see that the group exists. But you need to request membership if you want to see what's in a private group. The group owner must approve your membership.
Secret	You must be invited to this group to see it.

Restriction: You won't see any secret groups here unless you are invited to the group (or has already joined it).

For more information, see Types of groups.

5. Use the filtering options to find groups that interest you. For example, type `accounting` in the **Filter by text** area to find all accounting-related groups.
6. Click the group title to open and look at the group.
7. To join a group that requires membership, go to the group's landing page, then go to **Actions** > **Join group** .
8. To join a private group, you can click **Ask to join this group** and wait for the group administrators to approve or reject your request.

Accepting invitations to groups

If you are invited to join a private or group, you should accept the invitation to join the group.

You can find and accept the invitation in your Inbox (on the web app), or on the group page (in). Note that the invitation email contains only instructions for joining and a group link – but you still need to accept the invitation before you join the group.

Restriction: You won't see any secret groups here unless you are invited to the group (or has already joined it).

To accept invitation on the web app from Inbox:

This option is available only from the web app.

1. Go to Inbox.
2. Click on **Notifications** in the list.
3. Find a notification titled `Invitation Notification`, check the group name, and click **Accept** to join the group.

   Alternatively, you can click **Reject** to decline the invitation.

To accept invitation from group landing page:

This option is available from both the web app and .

1. Click on the link from the invitation email. Or search for the group and go to its home page.

   Note: While you have a standing invitation, you can the group in search results even if it is set as Unlisted.

2. Click **Accept the Invitation** to join the group.

Rating, liking, and marking content

You can rate, like, and mark content, so others know it's useful.

Good content deserves attention. You can help improve the popularity of a blog post, discussion, document, or other content by rating and liking it. Popularity determines whether a piece of content is promoted in certain content tiles; for example, the Popular Content and Answered Questions tiles. The more people who view, like, and award 3- to 5-star ratings to a piece of content, the more popular it becomes.

Marking content helps others quickly see what has been decided, marked for action, or was a success.

- To *like* something, click **Like** or the thumbs up icon.
  - Notice the like counter increments by one.
  - Click on the like counter to see who else liked the content.
  - Likes also contribute to status rankings for the person who created the content.
- To *rate* something, click the stars beneath **My Rating** at the end of a document, blog post, or other content item.
  - Notice the rating counter increment by one and the average number of stars that content has received.
- To *mark* something, click **Actions** on a comment or reply.
  - This helps others see which comment is the Decision, needs Action, or is a Success. You can also mark a reply **Helpful**.

Note: You may not see all of these options depending on how your community manager has set up your community. For more information, see Using Marking feature.

Creating content

You can create items of the types available in your community. You should choose a content type based on your collaborative goals.

To create a content item:

- Click , and then select the content type of the item.

  For example, you can draft a discussion, question, document, or blog post.

Note: You may not see the Create menu ( ) if your community manager disabled the feature.

Most collaborative activities occur in discussions, questions, and documents. Blog posts are typically used for viewpoint essays and other long-form communications that don't invite collaboration. For a more detailed analysis of the differences between these types of content, see Differences between documents, blog posts, and discussions.

Private and public content

By default, the content you create is public in the community and searchable. The power of a community is that everyone in the community can benefit from shared content. However, in some cases, you may want to limit who sees content and who can collaborate on it with you. For more information about deciding who can see and collaborate on your documents, see Using documents. For more information about private discussions, see Using discussions and questions. You can also choose to publish your content in a private social group that limits content to approved members.

For more information about private and public content, see Public and private communications.

Monitoring your content

You automatically follow all content that you create, so you receive an update notification in your Inbox whenever anyone responds to your content or changes it. This notification is updated whenever you or another user edit or comment on the content, or make another notable action. Note that if it is you who made the action, the notification is marked as read. And if the item has been updated by another user the notification is marked as unread, to attract your attention. If you have the **Unread Only** option selected, you will see only notifications about actions of other users. And if you do not want to receive notifications about this content item, click **Hide new activity** in the lower pane.

Note that you can delete any comments on your content if required.

For more information about Inbox, see Tips for using Inbox on page 22.

Updating or deleting your content

You can update any content item you created, as well as delete the content entirely.

Content in moderation

Jive supports content moderation when the new content items and updates in existing items are reviewed by moderators before becoming available for users. Moderation can be enabled for places within the community and for documents.

When you try to publish to a moderated place, you will see a warning that content is in moderation. If the moderator who reviews your content has any remarks, you would be able to correct them and resubmit the content item. And once the moderator approves the item, it is immediately published.

Note: Older versions of content items are not accessible when the latest version is pending moderation.

For more information about moderation, see Document approval in this guide or Moderation in the .

Participating

You can engage with other users in the community by commenting on content or joining discussions.

Collaboration is your main activity in the community. When you look around your community and discover documents and conversations, you can take advantage of the opportunity to comment and collaborate. The following guidelines can help you get started with participating:

- To comment on a content item, you should click **Add a Comment** or **Reply** at the bottom of a document, blog post, question, or discussion. You can reply to an individual message in a thread or the original post. Everyone reading the thread sees your response.
- Documents have owners who control whether you can change the content of the document, comment on it, or view it. You may be able to see documents that you don't have permission to comment on or participate in. If you think you should be able to comment on a document and you can't, contact the author and ask for permission.
- If you can edit a document, you can see **Edit** near the **Actions** menu.
- A comment or a reply may have a badge showing Decision, Action Item, or Success. These badges help you avoid endless discussion and quickly determine the state or outcome of the conversation. For more information about marking, see Using Marking feature.
- Comments and replies may also be liked or marked as helpful. These are tallied for reporting activity in places or the entire community.
- A badge shows others how helpful someone has been to you. To give someone a badge, go to their profile page and click **Actions** > **Give Badge** .

Alerts for people, places, and content items

By using @mentions, you can alert people, places, and groups that you're talking about them.

When you create, or comment on, content in your community, you have the ability to @mention a person, place, or piece of content. For example, you might post "Trivia Night was a success for Team Chaos! @Trivia_Night_Group" to alert the Trivia Night Group or "@Joey_Ramone, please check out my question @Why is the Submit form not working today?" to focus the attention of Joey Ramone on the document.

When someone is @mentioned in a piece of content, a notification of the activity flows into their Inbox. Members and followers of groups you mention are notified in their Following stream and in any other streams that are following that group.

To mention a person, a place, or a content item:

1. In the text editor, type the "@" symbol (or click @ **Mention** if you are using the content editor).

   A search dialog opens and suggests possible matches. Scroll through the list of people, places, and content. To narrow matches, use an underscore (_) instead of a space. For example, **@Mike_D** would match the Mikes whose last name begins with D.
2. Select the correct match from the list.

   A link to the person or place that you chose shows up in your content. When you publish your content, the people and places that were @mentioned are notified.

Finding stuff you need

Here's a quick guide on looking and finding what you need.

You can make use of the following ways to keep track of and find everything that's important to you. Note that as you develop behavior patterns in the community, Jive recommends relevant content, people, and places based on your activity.

For more information about searching, see Finding people, places, and content.

Tip: Browse the people and places that your co-worker or someone with similar interests follows by going to their profile page and click **Content/People/Places** > **Following** . This is a great way to find things you might also want to follow.

Searching for something specific	Let Jive finish your thought with its predictive searching feature. When you click the Spotlight search in the upper-right corner and start typing, Jive searches everything in your community and returns the most closely related items. You can scroll the content list to find what you need. Alternatively, you can click something listed below People or Places.
Browsing for something more general	There are a few ways you can browse people, places, and content, depending on how your community manager has set things up. To browse your own content and places you follow, click your avatar in the upper right corner, and then click **Your Content** or **Your Places**. On the page, you can use the options in the left sidebar to narrow the results by how they relate to you. For example, you may be the author of the content or a participant in the discussion. Or you can look at all content in the community.

To browse people, click either the **Browse** or **People** in your main navigation menu. From there you can sort people using the links in the left sidebar. For example, you can look for your Followers or the Org Chart.

Filtering what you're browsing

Once you're browsing, you have sorting, filtering and keyword search options, including things like sort by date, filter by tags, or search specific text, which all help you find what you need as quickly as possible. For more information on filtering, see Browse and filter content, people, and places.

Bookmarking items

From any piece of content, you can create a bookmark by clicking **Actions** > **Bookmark** in the menu in the upper right corner. Later, to see the content you've bookmarked, click the Spotlight search at the upper right corner, and then click **Bookmarks**. If you don't see your bookmarked item listed there, click **Show all my bookmarks**. For more information, see Using bookmarks.

View your history and suggestions

You can look at your community browsing history by clicking the Spotlight Search at the upper right corner, and then selecting **History**. If you don't see what you need from the list, click **Show all my recently viewed content**. You can also click **Suggestions** to see your frequently viewed items.

Pinning pages for quick access

You can pin any of your streams to the News (or Home) button and pin any of your Inbox pages (Inbox, Your View, or Actions) to the Inbox icon. You can also pin either

News or Inbox to your community logo. This makes getting to your favorite pages comfortable.

News or Home

Depending on how your community manager has set up your community, you can pin any of the streams listed on your News page to the News or Home button in the main navigation menu.

- To pin a stream, click the stream name you want to set, and then click in the upper right of the stream.

Now when you click News or Home from anywhere in the application, you are taken to the page you pinned.

- To restore the News stream as the default News or Home view, go to the currently pinned stream and un-pin it by clicking the pin icon.

Inbox

You can pin any of the pages listed on your Inbox page to the Inbox notification icon, including Inbox, Your View, and Actions.

- To pin the page, click the button and then the pin icon next to the page's name in the left sidebar.

Now when you click the Inbox notification icon from anywhere in the application, you are taken to the page you pinned.

Community logo

To pin News, Home, or Inbox to your community logo:

1. Click your user avatar in the upper right corner, and then click **Preferences**.
2. Under **Personal Landing Page**, select either **Home**, **News**, or **Inbox**
3. Click **Save**

You may only see a couple of these options, depending on how your community manager has set up the community.

To pin a specific News stream to your community logo:

- Click the news stream you want to pin, and then its pin icon.

Now when you click the community logo from anywhere in the application, you are taken to the page or stream you pinned.

Jive places: spaces, groups, and projects

A place in Jive is essentially a container that houses all the collaborative content for a certain subject or team. There are three types of places: **Spaces**, **Groups**,

and **Projects**. The differences between them can sometimes be confusing, so here're the basics of each one.

Spaces

Spaces are built in a hierarchy, with the ability to have a network of multi-level sub-spaces underneath them. They also use permissions, set by community administrators, to define who can see and do different things in the space. Permissions get inherited by any sub-spaces unless they are customized for that space, so if a user can do something in one space, this user can do it in the sub-spaces as well (unless the permissions have been customized). Any type of content can be created in a space, unless it has been turned off for a particular space by community administrators. Due to their hierarchical nature, spaces are typically used to represent organizations and departments within a company, and other concepts that require a network of places linked together.

Social groups

Groups, or *social groups*, are isolated containers within a community; they have no ties to other places and cannot have sub-groups. Permissions are managed on a per-group basis by the original group creator or the admins selected for the group, or both. Groups can also house any type of content unless one or more is turned off by community administrators. Because they are a freely created containers, groups get used most often for topic-specific collaboration, rather than something general to a team. They also get used for collaboration between specific teams or different departments that often work together closely and rely on each other.

For more information, see Using content and Types of groups.

Projects

Projects can only reside within a space or a group; they cannot stand alone. However, they can still house any type of content unless one or more is turned off by community administrators. Permissions get inherited from the place in which the project was created. Projects also get created with a Start Date and an End Date and come with additional titles on their pages that display the progress being made in the project (if the project administrator keeps them up to date). Projects are generally used for short-term projects, which users need to collaborate on and house the content for in a single area.

For more information, see Using projects and tasks.

Comparison of place properties

	Spaces	Groups	Projects
Hierarchical?	Yes	No	No
Can be private?	Yes, via permissions	Yes, via group settings.	Depends on parent place
Access permissions	Defined in the Admin Console. Inherited by sub-spaces	Defined in group settings. No inheritance	Inheritedfromcontaining place. Not customizable

	Spaces	Groups	Projects
Create permissions	Defined in the Admin Console. Inherited by sub-spaces	Any user	Inheritedfromcontaining place. Not customizable
Content allowed	Any; may be customized or restricted, or both by community administrators	Any; may be customized or restricted, or both, by community administrators	Any; may be customized or restricted, or both, by community administrators
Best uses	Large-scalecollaborative needs with sub-space ability, such as those of an entire department or office, or an expansive topic	Smaller-scale collaborative needs either by a specific audience or a more specialized topic	Short term area to collaborate on a finite topic

Understanding pages in places

For a place, you can customize the available pages and how these pages look.

Note: To customize a place, you need to own the place or have the right permissions: *Manage community* (administrative permission) or *Manage Social Group* (social group permission).

Activity, Overview, and custom pages can be customized for every place in the community. The main difference in the customization means: Activity and custom pages use tiles, while Overview pages use widgets. Place templates, which are customized for specific kinds of collaboration, always use tiles. Tiles use newer technology and are mobile-optimized; widgets cannot be displayed on a mobile device. Note that if you disable the Overview page in a place, you can choose to add additional tile-based custom pages, which let you spread out your content over multiple tabs with less content (and thus better mobile usability).

Activity and custom pages with tiles

Activity and custom pages are responsive in design. That's why you should use Activity or custom pages with tiles if:

- Your community heavily relies on mobile usage. In this case, you should also configure a community home page for mobile browser users.
- The audience of your place heavily relies on mobile usage even if the community as a whole is not. For example, many sales teams operate remotely.
- Streamed content, such as a Chatter or Facebook stream, must be brought into your place from outside the community.
- Custom pages are available, adding up to five customizable pages with tiles to every place.

For more information about tiles, see Using tiles and Tile reference.

Overview pages with widgets

Even though we do not recommend that, you have the option to enable an Overview page when you're setting up a new place and widgets are enabled in your community.

Widgets are a legacy feature in Jive. Tiles present a better option for landing pages because they are responsive whereas widgets are not. No new development is being done on widgets.

Important: We do not recommend that you use widgets and widgetized Overview pages in your community.

Widgets are disabled by default, but you can activate the Overview page or check to see if you have one by navigating to **gear icon** > **Settings** > **Advanced Options** and selecting **Overview page**.

Using an Overview page with widgets:

- You need to take advantage of the customer service widgets set.
- You have an Overview page you created in an earlier version of Jive, and you're not ready to change the look and feel of the place.
- Your community or the audience of your place doesn't rely heavily on mobile usage.

Inviting new community members

Some communities allow you to invite other people to join.

If enabled for your community, you can invite people from outside the community to join. When you send an invitation, they receive an email with instructions on how they can set up their account in the community.

To invite people to join the community:

1. In the main navigation menu, click **People** .

   This may be located under the **Browse** menu.

2. In the left pane, click **Send Invites** .

   You won't see this option if your administrator has disabled the ability to invite people from outside to join your community.

3. Enter a complete email address of the invitee.

   You can send invitations to more than one person by adding their email addresses in the box and separating them by commas (",").

4. Edit the note if you want to tailor it for your invitees.
5. Click **Send Invitation**.