

The Jive logo consists of the word "jive" in a lowercase, bold, sans-serif font. The letter "j" has a distinctive hook that extends downwards and to the left.

work better together™

Anywhere

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## 8.0 Help for End Users

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## About Jive Anywhere

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Jive Anywhere combines the endless information of the Internet with the collaborative power of Jive.

To get work done, you need to interact with many different web sites and web applications. For example, you approve invoices, review job candidates, or research on the Web. When you come across something you need to discuss in Jive, such as a candidate in LinkedIn, you can now use Jive Anywhere to connect all the Jive conversations. In one place, everyone in your community can converge on this one subject.

Jive Anywhere brings Jive collaboration directly into the context of any web site or web application. For instance, as you review a sales opportunity with a CRM system, you can see if anyone in your company has already been discussing the company. With a Jive Anywhere click, you can create a group in your Jive community to discuss the opportunity with colleagues.

# Jive Anywhere System Requirements

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This topic specifies the required and supported system elements for Jive Anywhere.

Jive Anywhere requires Jive 6 and higher or Jive Cloud. Check out our [Jive Anywhere Feature Compatibility Matrix](#) to learn about Jive Anywhere features available with each EAPIs version.

## Supported Browsers

- Safari 5.1 and higher (OSX only)
- Internet Explorer 8, 9\*, and 10\*\* for Windows only
- Google Chrome\*\*\*
- Mozilla Firefox\*\*\*



### Note:

\* Snapshots and the ability to zoom out are available in the Jive Anywhere view of your community when using Internet Explorer 9 and higher. (The exception is when you're using IE 9 in quirks mode, which is a browser technique used for maintaining backwards compatibility with web sites using old, non-standard html markup.) In Internet Explorer 8, you can use original size and fit-to-page views in the Jive Anywhere view.

\*\* The ability to upload file attachments and embed images using OWA, Gmail, or Google Drive are available in the Jive Anywhere view of your community when you're using Internet Explorer 10 and higher.

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

## Supported Operating Systems

- Mac OSX
- Windows XP SP2 (Windows Installer 3.1)
- Windows Vista
- Windows 7
- Windows 8\*



**Note:** \* For Windows 8, only Internet Explorer in the desktop version is supported. For Internet Explorer 10, enhanced protected mode (EPM) must be disabled, which it is by default. To edit this setting, navigate to **Tools > Internet options > Advanced**.

## Other

- .NET Framework 3.5 SP1 or 4.x Client profile (required for Internet Explorer)

# Installing Jive Anywhere in Your Browser

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If your community has Jive Anywhere, you can install it by clicking **your avatar > Tools** and then click **Download for** your browser.

Once installed, you'll need to configure it to point to your community. For more on this, see [Configuring Jive Anywhere](#).

## Jive Anywhere Browser Prerequisites

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Before installing Jive Anywhere in your browser, make sure that you meet the following prerequisites:

- Enable JavaScript and disable NoScripts-like extensions in your browser to ensure Jive Anywhere functions properly.
- Make sure you have administrative permissions on your computer so you can install the .msi file for Jive Anywhere, including Jive Anywhere for Internet Explorer.

## Installing Jive Anywhere in Internet Explorer

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If you use Internet Explorer in Windows to browse your community, you can download the Windows Installer to install Jive Anywhere. The Windows Installer is an .MSI file that installs Jive Anywhere browser plugins for all browser types on your system.

To download and install Jive Anywhere:

1. Log in to your community.
2. Select **Apps > Jive Anywhere** to get to the Tools page. You can also get here by clicking **Your avatar > Tools**
3. Click the **Download** button for Jive Anywhere.



**Note:** You begin downloading the Windows Installer file, JiveAnywhere.msi. This file contains the extension versions for all supported browsers (Chrome, Safari, and Firefox), as well as a plugin for Internet Explorer.

4. Close all windows of your browsers.
5. Run the JiveAnywhere.msi by double-clicking it.
6. Select the browsers that you want to have Jive Anywhere. By default, the installer detects the browsers installed on the system and prepares to install the extension for each one, unless you change it.
7. Once installation completes, start Internet Explorer. You should be directed to the Jive Settings page. If you don't see this page then click **Refresh**. If you still don't see this page then click the Discuss tab to the right of your browser, and when the panel slides out, click the gear icon at the top and select **Settings**.

8. Connect Jive Anywhere to your community by typing your community URL in the Your Jive Instance URL field. For example, type `https://community.mycompany.com`
9. Click **Connect** to complete the process. The field becomes green when successfully connected.

**Note:**

In Internet Explorer, set the security level for Internet/Intranet zones to **Custom** or **Medium-high** (or anything lower) because they enable Jive Anywhere to run. Do not select **High** because it block Jive Anywhere from running.

## Installing Jive Anywhere in Safari, Firefox, and Chrome

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If you use Safari, Firefox or Chrome to navigate your community, then when you perform the installation steps outlined below, Jive will detect your browser and download the extension appropriate for that browser.

To download and install Jive Anywhere:

1. Log in to your community.
2. Select **Apps > Jive Anywhere** to get to the Tools page. You can also get here by clicking **Your avatar > Tools**
3. Click **Download for** under Jive Anywhere. Jive Anywhere detects the current browser, if supported, and installs the appropriate extension or plugin.
4. Chrome or Firefox user should follow one of these steps:
  - In Chrome, you are redirected to the Chrome store, where you should click **+Add to Chrome**.
  - In Firefox, you may need to select **Allow** if you have security settings enabled for add-ons. Click **Install Now**.
5. You should be redirected to the Jive Settings page. If you don't see this page, then click the Discuss tab to the top right of your browser. When the panel slides out, click the gear icon at the top and select **Settings**.
6. Type your community URL in the Your Jive Instance URL field to connect Jive Anywhere to your community. For example, type `https://community.mycompany.com`
7. Click **Connect** to complete the process. The field becomes green when successfully connected.

## Using Jive Anywhere

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With Jive Anywhere, you can start your own conversation in Jive about any web page, or see what everyone else has already said, without leaving your browser.

Use Jive Anywhere to talk about web sites. It brings the Internet into Jive so you can talk about it. Once [installed in your browser](#), you only need to invoke Jive Anywhere from a web site to start a conversation in Jive.

## Adding Communities to Jive Anywhere

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After configuring Jive Anywhere for your main community, you may find that you want to connect to additional communities. Connecting to multiple communities means that discussions will show up in Jive Anywhere from more than one community.

To add more communities:

1. Click the Discuss tab to the right of your browser. When the panel slides out, click **the gear icon > Settings > Accounts**.
2. Type the URL for the community you're adding into the Your Jive instance URL field. For example, type `https://community.mycompany.com`
3. Click **Connect**.

## Configuring Jive Anywhere

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Once installed, you can customize a few things in Jive Anywhere. You can show or hide the Discuss tab for all sites, or remove Discuss tab from certain sites. You can also show or dismiss Help tips.

You can maximize your use of Jive Anywhere by making a few customizations. The following sections provide more information about these customizations.

### Display or Hide the Discuss tab

You can show or hide the Discuss tab for all sites you visit. You can also auto hide it, which means you'd only see it when you mouse over the right side of the browser where it lives.

To configure the Jive Notification browser for all sites, click the Jive Notification button to the right of your browser. When the panel slides out, click **the gear icon > Settings > General Preferences**. Select how you want your Jive Anywhere to show up: **Always Display**, **Auto Hide**, or **Never Display**.

### Ignore a site

Click the Jive notification button to the right side of your browser. When the panel slides out, select **the gear icon > Ignore site**. To look at your ignored sites list and remove sites from it, click the Jive

notification button to the right side of your browser. When the panel slides out, select **the gear icon > Settings > Ignored Sites**. Click the small "x" next to sites that can be removed from this list.

### Show/Hide Help tips

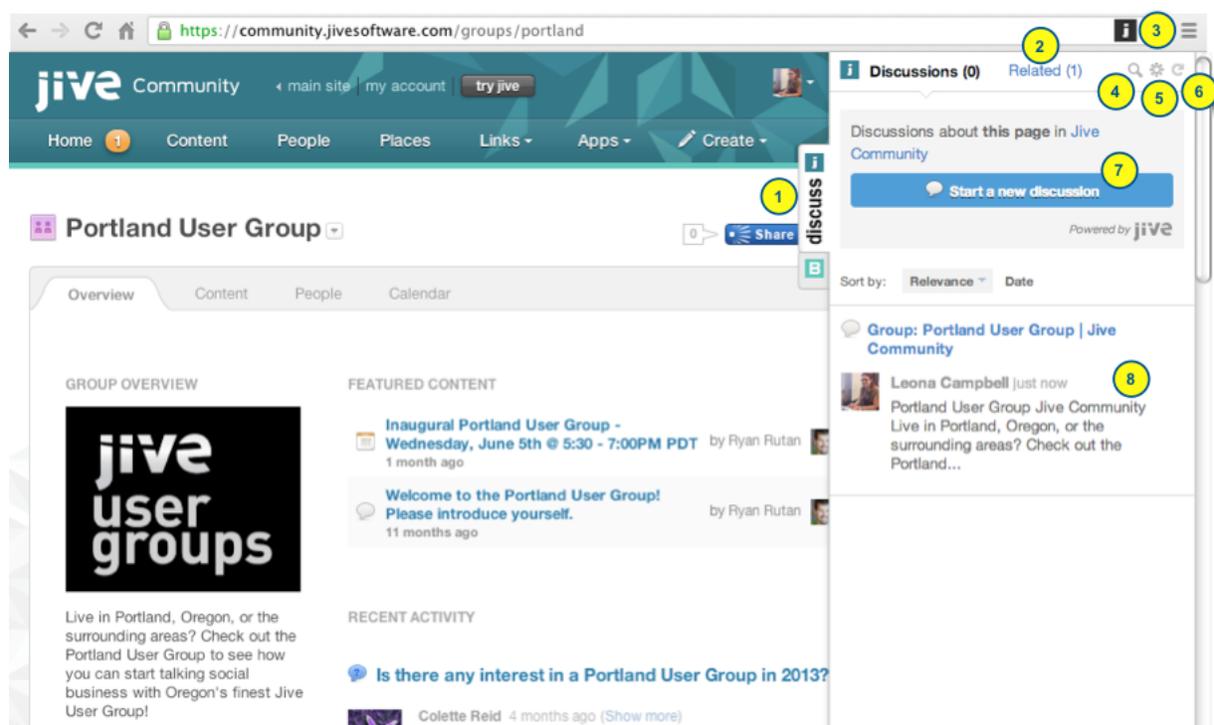
Click the Jive notification button to the right side of your browser. When the panel slides out, select **the gear icon > Settings > General Preferences**. Select **Reset all tips** to show the Help tips.

### Set up Internet Explorer Security

In Internet Explorer, set the security level for Internet/Intranet zones to **Custom** or **Medium-high** (or anything lower) because they enable Jive Anywhere to run. Do not select **High** because it block Jive Anywhere from running.

## Take a Quick Tour

Here's a quick visual tour of Jive Anywhere.



- 1 By default, the Discussion tab floats to the right of your browser. Click it to use Jive Anywhere from any web page. You see more than one tab when connected to multiple communities.
- 2 Click **Related** to find and connect an existing place to this web page or use it to create and connect to a new place.
- 3 You can always summon Jive Anywhere by clicking the "J" in the browser address field, even when you hide the Discussion tab.
- 4 The Search helps you find content or places in your community.
- 5 The gear enables you to configure Jive Anywhere.
- 6 The Refresh icon shows you the latest updates from your community.
- 7 Clicking **Start a new discussion** adds a discussion to your community.
- 8 The Content summary shows the Jive Anywhere view of community content.

## Who's Talking About This Web Page?

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When you're on any web page, you can open Jive Anywhere and see what everyone in your community is saying about that page. Of course, you'll only see content in places you have access to.

If you need help navigating Jive Anywhere, [take a quick tour](#) before you begin using it.

To find out who's talking about a page:

1. Using a browser with Jive Anywhere installed, open a web page. For more on installing Jive Anywhere, see [Installing Jive Anywhere](#).
2. Click the **Discuss** tab on the right side of your browser. If you're connected to multiple communities, click the **Discuss** tab for the community you want to use. You'll see a list of every piece of content that mentions this web page and you have permission to view.



**Note:** If your community has the Existing Discussion feature, the Discuss tab will turn yellow when a page is already being discussed in your community.

3. Click a community mention to see its content. From here, you can [participate in the discussion](#) or [comment on content](#).

## Creating a Discussion About a Web Page

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You can use Jive Anywhere to create a Jive discussion about a web page that you're viewing.

Use the following steps to create a discussion and get people talking about a web page. For help getting around Jive Anywhere, see [Take a Quick Tour](#). If your community has the Existing Discussion feature, the Discuss tab will turn yellow when a page is already being discussed in your community.

1. Using a browser with Jive Anywhere installed, open a web page. For more on installing Jive Anywhere, see [Installing Jive Anywhere](#).
2. Click the **Discuss** tab on the right side of your browser. If you're connected to multiple communities, click the **Discuss** tab for the community you want to use. You'll see a list of every piece of content that mentions this web page and you have permission to view.
3. Click **Start a new discussion** to discuss this page in your community.
4. When the Jive Anywhere discussion dialog opens, it uses the web page name as the discussion title. You can use the web page name or type a new title by clicking in the title's field.
5. To create either a discussion in a place or a private discussion:
  - To create a *discussion in a place*, type or select the Jive place to contain the discussion. If this web page has been connected to a place (which [you can do using Jive Anywhere](#)), the "To" field will default to that place, but you can always select a different place.



**Note:** You can select **Entire Community** if you want your discussion to show up in everyone's Activity stream.

- To create a *private discussion*, select one or more community users who should see this discussion in the "To" field. Use the visibility fields in the Jive Anywhere viewer to see who is included in a private discussion.



**Note:** If available in your community, you can add external contributors to a discussion.

6. Type your discussion content in the text box.
7. Select **Mark as Question** if you want this discussion to be known as a question when it gets posted to your community.
8. Click **Add Snapshot** if you want to capture some portion of the web page and post it along with your discussion. For more on this see, [Use a Snapshot in a Jive Discussion](#).
9. Click **Post**.

## Using the Snapshot Tool

You can use the Snapshot tool to bring a screen capture of the web site you're looking at into a Jive discussion.

When you start a discussion, you can activate the Snapshot tool, which captures a section of any web page you're looking at. It highlights the area of a web page that you are about to capture when you click. Use the Escape key to exit capture mode.



**Note:**

- You cannot take snapshots of Flash elements or PDF objects at this time.
- In Firefox, the up arrow, down arrow, and Enter key do not work to select areas. You need to use the mouse to select areas.

Overview  
Services  
Support  
Documentation

Click or Enter to select  
Use ▲ ▼ arrows on your keyboard to select a larger area

**DOCUMENTATION**  
**PRODUCT DOCUMENTATION**

CLOUD COMMUNITY DOCUMENTATION

- [Jive Cloud Community User Documentation](#)
- [Jive Cloud Community Manager Documentation](#)

RELEASE DOCUMENTATION

- [Jive 6.0 Community User Documentation](#)
- [Jive 6.0 Community Administrator Documentation](#)
- [Jive 5.0 Documentation](#)
- [Jive 5.0 Readme](#)
- [Jive 5.0 Release Notes](#)
- [Jive 4.5 Documentation](#)
- [Jive 4.5 Readme](#)

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To bring a screen capture into a Jive discussion:

1. Once you [create a discussion about a page](#), you're ready to add a snapshot to it.
2. Activate the Snapshot tool by clicking **Add a new snapshot**, and then navigate around the web page to highlight an area you want to capture for adding to your discussion.
3. Use the up arrow or mouse up to expand the highlighted area. Use the down arrow or mouse down to decrease it. When you use this, watch the blue selected area grow bigger or smaller. If you mouse too far down or up, you'll select a new area.



**Note:**

- Remember that in Firefox, you need to use the mouse to select areas.
  - When you use a mouse to click a highlighted area that contains a link, be careful not to click the link because it remains live even in snapshot mode.
4. Click the mouse or press **Enter** to capture the highlighted area. The highlighted area turns purple once it's added to the discussion as shown in the following image. The snapshot shows up in the Jive preview pane.

CLOUD COMMUNITY DOCUMENTATION



5. If you want to remove the snapshot from the discussion, either click the red "x" in the Jive preview pane or click the purple highlighted section in the web page.
6. Once you add a snapshot, you can add another by clicking **Add a new snapshot** again. All added snapshots are highlighted purple on the web page until you post the discussion.

## Participating in Discussions

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You can participate in Jive discussions even when you're viewing them in Jive Anywhere.

Without ever leaving the web site, you can use the Jive Anywhere Discuss tab to interact with discussions from the community or discussions that you [created in Jive Anywhere](#).

In the Jive Anywhere view of a discussion, you can participate in the following ways:

- Add a comment or reply to a discussion.
- Like comments and replies.
- [Add a screen shot from the page](#) to a discussion.

## Commenting on Jive Content

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You can comment on Jive content even when you're viewing that content in Jive Anywhere.

When you look at a web page, you can also check out who in your community is [talking about it](#). If you come across documents, blog posts or discussions, you can comment or reply to them in Jive Anywhere without ever leaving the web site.

1. Using a browser with Jive Anywhere installed, open a web page. For more on installing Jive Anywhere, see [Installing Jive Anywhere](#).
2. Click the **Discuss** tab on the right side of your browser. If you're connected to multiple communities, click the **Discuss** tab for the community you want to use. You'll see a list of every piece of content that mentions this web page and you have permission to view.
3. Click a document, blog post, or discussion in the list of items that mention this web page. You'll see a Jive Anywhere view of the selected content.
4. From the Jive Anywhere view, click **Reply** to respond to a comment or **Reply to original post** at the bottom to respond to the original post.

## Connecting a Jive Place and a Page

You can use Jive Anywhere to connect a Jive place and a web page that you're viewing.

Do people in your community keep talking about a web page, or is a web page related to content in a Jive place? You can connect the page to the place.

The screenshot displays the Jive Community interface. At the top, there's a navigation bar with 'Home', 'Content', 'People', 'Places', 'Links', 'Apps', and 'Create'. The main content area is divided into sections: 'Overview', 'Activity', 'Connections Stream', 'Email Watches', 'New Stream', 'Inbox', and 'Actions'. A sidebar on the left contains 'Invite to Jive' and 'Send Invites'. The main content area features a 'Find Resources' section with a link to 'thriveonjive Experience' and a 'Products/Services' section with links to 'Jive Platform', 'Jive for Microsoft', and 'Jive for Mobile'. Below these is a section titled 'JIVE'S TALKING ... ARE YOU LISTENING?' featuring a webcast titled 'Webcast: Win Business Faster with Social Business' by Melissa Barker. On the right side, a document titled 'Doc Process Flotsam' is shown with an 'Actions' menu open, displaying options: 'Open in the web app', 'Disconnect the Space', 'Create a new connected group', and 'Connect an existing place'.

Then, from Jive Anywhere, you can see all the documents and discussions in that place. You can link multiple places to a single web page. Places can include spaces, groups, or projects.

To link a place and a page:

1. Using a browser with Jive Anywhere installed, open a web page. For more on installing Jive Anywhere, see [Installing Jive Anywhere](#).

2. Click the **Discuss** tab on the right side of your browser. If you're connected to multiple communities, click the **Discuss** tab for the community you want to use. You'll see a list of every piece of content that mentions this web page and you have permission to view.
3. Click **Related**.
4. If there are no places connected, click **Connect a place**. If there is at least one place connected, then click **Actions** > **Connect an existing place**.



**Note:** You may see some limited features if your community is running an EAPIs version earlier than 2.1. To see the Jive and EAPIs version for your community, from the Jive Anywhere panel, click **the gear icon** > **Settings** > **Accounts** and then click **Test** next to the community you're curious about.

5. Type and then select the place name in the Search Places field.
6. Click **Connect**.

## Creating Groups from Jive Anywhere

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Use Jive Anywhere to create a group in your community.

If you already have Jive Anywhere open and you want to [link a web page to a group](#) or [start a discussion about a page](#) in a new group, you can just create the group without leaving the web page. You do need to have permission to create groups in Jive. For help getting to know Jive Anywhere, see [Take a Quick Tour](#).

To create a group from Jive Anywhere:

1. Using a browser with Jive Anywhere installed, open a web page. For more on installing Jive Anywhere, see [Installing Jive Anywhere](#).
2. Click the **Discuss** tab on the right side of your browser. If you're connected to multiple communities, click the **Discuss** tab for the community you want to use. You'll see a list of every piece of content that mentions this web page and you have permission to view.
3. Click **Related**.
4. If there are no places connected, click **Create a new Group** to create a new Jive group. If there is at least one place connected, then click **Actions** > **Create a new connected group**.
5. Give the group a name, description, and select the group type. You can create an open, members only, private, or secret group just as you do in Jive.
6. Click **Create** when you're ready.

## Web Sites that Bring More to Jive Anywhere

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When visiting certain websites, Jive Anywhere has been configured to capture additional information from that site so that it can be used in your community when you create a discussion about it. The Jive Anywhere indicates at the top of the pane when a web site has an active cartridge.

Jive Anywhere integrates with LinkedIn.com, Salesforce.com and Techcrunch.com all by providing Jive Anywhere cartridges for these web sites.

**Techcrunch.com**

When viewing an article on techcrunch.com, all content from the community that contains the URL or the article title will appear under the Discussions tab. When you create a discussion, it will automatically show the title of the article and the first few paragraphs in the discussion.

**LinkedIn.com**

When viewing a profile on LinkedIn.com, all content from the community that contains the URL or the person you are viewing on LinkedIn will appear under the Discussions tab. When you create a discussion, it will automatically show the person's Profile card.

**Salesforce.com**

When viewing an account on salesforce.com, the Discussions tab will show all content from the community that contains the URL or the account you are viewing on Salesforce. When you click one of the items, a special Salesforce tab opens showing a table containing available account fields and their data. When viewing opportunities on salesforce.com, you'll see an About the Opportunity tab that shows all content in the community mentioning that opportunity.

## Auto Updating Jive Anywhere

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When Jive Software updates the Jive Anywhere browser extension, you can automatically get the updates in your browser.

Google Chrome always receives updates in the background and does not require a restart. You need to configure Internet Explorer, Firefox, and Safari to receive automatic updates.

**Internet Explorer**

Updates occur automatically as long you don't need a major Jive Anywhere update. You see a notification at the bottom of the Jive Anywhere pane when a major update is required. Otherwise, the update occurs in the background without bothering you.

You need administrative permissions on your computer to do a major Jive Anywhere update, which is usually updated to the Jive Anywhere framework. In addition, you need to download the updated .msi file by clicking **Apps > Jive Anywhere**



**Note:** Community managers can use the following instructions on mass deployment: [Deploying Browser Plugins to Multiple Users](#).

## **Safari**

Auto updates don't work automatically on Safari browsers. You can enable it by going to **Preferences > extensions > updates > Install updates automatically**.

## **Firefox**

Auto updates are enabled by default on Firefox. If you have disabled auto updates, you can enable them by selecting **Tools > Add-ons**. Click the gears icon. Make sure **Update Add-ons automatically** is checked. You'll still need to restart after an update is installed.

# Troubleshooting Jive Anywhere

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## Troubleshooting

### **Others cannot reply when content is posted to Entire Community**

If you want to make sure others can comment on content you post from Jive Anywhere to the entire Community, you need to open the content for editing and then save it. You don't need to actually make any changes to it.